

# RECORD TIMES

Shortened  
Summer  
Edition

August  
2015

Vol. 21 No. 8

A monthly newsletter for employees of the Clerk of the Superior Court's Office



## The **HOT** and **COLD** differences of two CSC work groups

**Couriers and Microfilm staff both work at CSC, but experience opposite conditions**

For most Clerk staff, the working conditions during the summer months are relatively the same as they work inside buildings that are well air-conditioned. However, there are two groups of employees who work at opposite ends of the temperature spectrum – the couriers and the staff who work in the Microfilm

Storage Vault – and interestingly both groups work at the Customer Service Center.

During the hot summer months, the couriers (who are based at the CSC), are the employees who deal with the heat the most. They are outside more often than other staff when they make their daily delivery/pick-up runs. These runs require them to get in and out of the vans that have been parked in the 100+ degree temperature.

“It can get extremely hot,” Courier **Eddy Ramirez** said. “You need to stay hydrated.” The van heats up quickly after being parked out in the sun, and so the A/C is quickly appreciated by the couriers until their next stop, when they get out into the hot weather again and return to a warmed up van again.

On the other side of the thermometer are the CSC staff who work in the nippy 65 degree temperature of the Microfilm Vault. The vault is kept continuously cool to preserve the film. The staff works in the cool Vault for periods of time throughout the week.

“In the summer-time, it feels great when you are working in there,” Public Records Supervisor **Tina Barrett** said. “It feels a little like an ice skating rink with the cool air, and it even reminds you a little of the holiday season.” Tina said while it may be nice to work in the room during the summer months, during the winter months, employees may need to wear a little extra clothing like gloves, sweaters and knit caps to stay warm.

In the end, no matter if their working conditions are hotter or colder than other staff members, the *degree* of service for both groups are set at the same *temperature* as everyone else...*warm* service with a *cool* and calm demeanor.

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# Timely Service

**Timely Service** - A section of recent email messages, note cards, phone calls, and letters about Clerk employees who provided *timely service*.

## CO-WORKER COMPLIMENTS

**About: Adrian Roberts**

**From: Kitty Curtner**

Criminal Docket's Kitty Curtner recently sent an email to ITG Supervisor Dave Rosenthal to let him know about the great service that **Adrian Roberts** provided to her. She wrote, "I wanted to tell you how helpful Adrian was to me. I telework and I was in a desperate situation this morning. Adrian worked with me close to an hour-and-a-half, checking and finally resolving the problem. I am not exactly a computer person, but through it all he was patient, kind and reassuring that he would do his best to resolve the problem and he did. He has helped me before and always impresses me with his patience and knowledge. I just wanted you to know how helpful he was to me and how fortunate I feel to have him in our IT department."

**About: Lisa Smith**

**From: Laurie Wistuber**

Courtroom Clerk Laurie Wistuber sent an email to her Courtroom Supervisor Linda Berger to tell her about the wonderful work of **Lisa Smith**. She wrote, "I wish to commend Lisa for her wonderful teamplayer attitude. She greatly lessened my work load to a manageable level." Laurie said she assisted with a happy heart and an attitude of being glad to go where she was needed to ensure a newly appointed judge had an experienced clerk. Laurie said, "Her positive attitude and helping heart make her a real asset to our Family Court team and I really appreciate her."

**About: Gene Parker**

**From: Denise McGraw**

Courtroom Clerk Denise McGraw was so pleased

with the assistance she received from ITG's **Gene Parker**, she wrote to his supervisor Dave Rosenthal. She said, "I have to tell you what a tremendous help Gene has been to me, especially this week. I've had problems with computer settings the past couple of weeks, but the worst issue came around July 21. When I turned the computer on, the images on the monitors were insanely bright. I had a headache within 10 minutes. I tried to change the colors myself. Nothing worked, so I contacted ITG. Gene arrived at 11:35 and I had to leave for a COJET class at 12. Of course, the issue was resolved when I returned. Gene has always been my go-to person for computer trouble shooting and he's never let me down and always answers my tech-type of questions in a way that I can understand. I am so appreciative of Gene's help. He really prevented me from being completely unable to work."



**About: Shantelle Bagnall and Jenela Fierro**

**From: Becky Magana**

Deputy Director Becky Magana sent a group email to several supervisors and managers in the office that addressed an issue related to headset use for FTR and the IVR call handling in that the wires are not long enough for ease of movement for staff. In the email, Becky expressed her appreciation to IVR team members **Shantelle Bagnall** and **Jenela Fierro** for bringing this to her attention. Becky wanted to recognize Shantelle and Jenela's efforts in identifying the problem and recommending a solution to improve the workstation function for staff. The recommended solution is in the process of implementation.



# Timely Service continued

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## CUSTOMER COMPLIMENTS

### About: **Mickie Guinouard**

Michael Jeanes recently received a letter in the mail from a customer. She wrote to express her appreciation for the high quality customer service that she received from **Mickie Guinouard**. Upon receiving the letter, Michael expressed his thankfulness to Mickie in an email for her great service and told her "Way to go!" Below is the letter with an additional handwritten note of gratitude from Chief Deputy Chris Kelly.

August 3, 2015

Michael K. Jeanes  
Clerk of Superior Court  
Maricopa County, Arizona  
101 W. Jefferson Street  
Phoenix, AZ 85003

Dear Mr. Jeanes,

I'm writing this letter to compliment your employees, particularly Mickie Guinouard at the Mesa complex. Additionally, I believe the Registrar of Probate at the Mesa Complex was also very helpful within unusual time constraints. I reside in [REDACTED] and had only a few days within which to obtain Letters of Appointment as Personal Representative for my aunt's estate. Thanks to Mickie's efficient and thorough intervention, I was able to achieve this goal. You have a great staff! Please also convey my compliments to the Registrar of Probate.

Sincerely,  
*Judith*  
Judith  
Personal Representative

*Thank you for your great service Mickie!*  
*Chris Kelly*

### About: **Penny Boettcher**

SE Courtroom Services Manager **Penny Boettcher** received some kind words from an attorney she assisted concerning a question he had with exhibits. He was very appreciative on how helpful she was and how easy she made it to get the information that he needed.

### About: **Lisa Cooper**

Court Operations Supervisor Cheryl Marzella received two emails from different customers this month complimenting the work of **Lisa Cooper**. The first customer who was from the Department of Public Safety started her email by saying, "I would like to complement Ms. Cooper for a job well done! Every time that a request is sent, I get them back quickly and efficiently. I have never had to send a request a second time. You have a very good employee working for you."

In the second email, the customer said, "I want to let you know that Lisa recently helped me. She was very prompt and efficient, and her assistance was greatly appreciated."

### About: **Coty Casten-D'Aleo and Monique Ayala**

SE Juvenile's Sharayah Dunst was recently stopped by a customer who wanted to let someone know about **Coty** and **Monique's** amazing customer service and professionalism. This customer was dealing with a sensitive matter and was so grateful for the time that was spent on her filing and the information that was provided to her.

### About: **CSC Marriage License & Passport staff**

An employee from the Arizona Supreme Court visited the **CSC Marriage License and Passport Office** to renew her passport and was so impressed with the service she wrote Michael Jeanes. She said, "I was amazed at the speed and efficiency of the process as carried out by the personnel. It took less than five minutes from the time I checked in to the time I walked out. The personnel were highly professional in both appearance and capability. They were high-quality officials who knew the process. I just wanted you to know that your efforts and those of the personnel are appreciated."

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# eUPDATE

## Then & Now

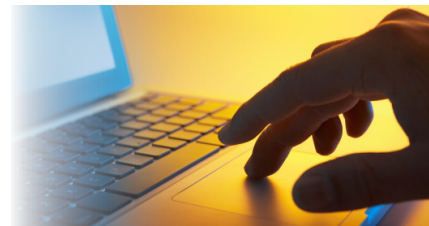
### eFILINGS

**THEN:** In 2003, the Office began a pilot program allowing parties to eFile their case documents for complex civil litigation cases. Through the years, eFiling expanded to become available in Criminal (CR), Civil (CV), Family (FC), and Tax (TX) divisions. eFiling permits attorneys/self-represented parties to electronically file documents from their computers rather than visit the filing counters. It also enables judges, parties, and the public (where permissible) to view a case simultaneously and increases the speed and accuracy of case processing.

**NOW:** This past fiscal year (July 1, 2014 - June 30, 2015), the Office received **628,768** efilings (211,782 in CV; 283,814 in CR; 45,701 in FC; and 4,876 in TX). Last year, 546,173 were received.

### ACCESS TO THE ELECTRONIC COURT RECORD (ECR)

**THEN:** In 2007, the Office developed ECR Online, which provides a secure, cost-effective, and convenient method for attorneys and self-represented parties to use the internet to register and view the documents of their case(s) on their computer rather than come to the Office to view the hard copy file. Along with convenience and faster access to the ECR, the program eliminates travel time for customers.



**NOW:** There are **11,303** attorneys and **29,870** self-represented litigants registered in ECR Online.



### THE GROWTH OF THE ECR

**THEN:** In 1997, the Office began a pilot program to scan the paper documents received in Probate. Through the years, this pilot was expanded to all case types and marriage licenses. The paper documents received from these categories are scanned, converted to electronic format (referred to as the Electronic Court Record), and stored in an electronic repository called OnBase.

**NOW:** In Fiscal Year 14/15, **4,999,215** documents were added to the repository, which made **51,066,577** total documents in the repository.



### INCREASING THE ECR

**THEN:** In 2012, the largest-ever scanning project ever undertaken by the Office began when action was taken to convert over 508,000 paper court case files into 44 million electronic images for storage in the electronic repository. A vendor was initially hired to scan and convert a large portion of the Office's older hard copy case files (Civil, Family Court, and some Criminal) to electronic format, but the project is now being completed in-house.

**NOW:** More than **2.2 million** electronic images have been converted from paper.

# The Inside Track

## on Employee News

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### MARRIAGES

- Courtroom Clerk **Lisa Mooney** married Nenad Popovic on Aug. 21. She said they were going to the Grand Canyon after their ceremony.



### OFFICE ANNIVERSARIES



The following Clerk of Court employees celebrate milestone anniversaries with the Office in August:

#### 20 YEARS

**Lisa Bonilla and Norma Barron**

#### 15 YEARS

**Annette Lepak**

#### 10 YEARS

**Elizabeth Castaneda, Sonja Olmos-Holsapple, Laura Rawlings, Kelly Sleseman, and Lisa Smith**

### NEW EMPLOYEES

The Clerk of the Superior Court's Office welcomes the following new employees:

- Billing & Deferral Unit - **Mona Oliva**
- Courtroom Clerks - **Michele Martinez and Victoria Felix**
- Court Specialist - **Elsa Rodriguez Johnson**
- CSC Support Services - **Karen Knowlton**
- CSC Quality Control - **Cheryl Hirsch and Margaret Brickman**
- Downtown Filing Counter - **Irasema Garcia and Chuck Gobble**
- Durango Juvenile Operations - **Juana Chaidez**
- ITG Help Desk - **Albert Alvarado**
- Northeast Filing Counter - **Trista Shepardson**



### RETIREMENTS



- Congratulations to CSC Support Services' **Christine Goodwill** (who is retiring this month after 22½ years of service with the Office), **Ken Daniels** (who is retiring after 27 years with the Office), and **Sheelagh Ponicki** (who is retiring after 11 years of service with the Office).

Christine sent in a comment saying, "I have always been very proud to say I work with the Clerk of the Superior Court. I have met and worked with some of the nicest people in the world. I will definitely miss the day to day contact with my coworkers."



# Special Features

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## Where in the world has the Record Times been?



### Newsletter travels from one country to another

Each month, employees are invited to submit photos of themselves with the newsletter while they are on vacation. Last month, the newsletter was pictured with an employee in another country next to water. This month, it is found, yet again in another country near water.

Pictured above is Courtroom Clerk **Erika Morgernstern**, who was in Cuba on a humanitarian effort. She is pictured at a fort in Havana Bay. During her week in the country, she said she enjoyed seeing some beautiful parks in Havana. She said she also saw many old cars from the 1950's and '60's and went to a cigar factory where she watched how they were made from beginning to end.

**You may submit a photo** of yourself with the *Record Times* at any time. To submit a photo: **1)** Print the newsletter front page; **2)** Take a photo(s) with the page during your vacation; **3)** Email the photo to Len Keso with your name, department, and a description of the photo, along with any other interesting details of the photo/vacation.

## Take



This month's list of five is ... **the top five zoos in America** (as ranked by the [USA Travel Guide](#)).

- 5) Fort Worth Zoo (Tarrant County, Texas)
- 4) **Phoenix Zoo (Maricopa County, Arizona)**
- 3) Lion Country Safari (Palm Beach County, Florida)
- 2) San Diego Zoo (San Diego County, California)
- 1) Columbus Zoo (Franklin County, Ohio)

Source: USA Travel Guide

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Chris Kelly - Chief Deputy / Lois Rees - Administrator / Len Keso - Editor

## Clerk Work

Picturing staff who work for the Clerk

This month - **Crystal Keller**



**Department:** Courtroom Services / **Title:** Courtroom Clerk / **Years with Office:** 2+ years / **Something You Enjoy About Your Job:** I really appreciate that I am a part of a system that facilitates opportunities for people to get assistance solving issues they cannot solve alone. / **One Task of Your Job Is:** Managing trial evidence. / **First Job:** Teaching 6th & 7th graders with special needs. / **Hometown:** Phoenix, AZ / **Something Memorable:** I lived in Germany and traveled during student teaching semester. / **Hobby/Special Collection:** I have a collection of key chains and scarves from places I've been abroad. / **Best Vacation Spot:** Maui. / **Favorite Meal:** I am a sucker for my Mom's chicken and dumplings. / **Favorite Place to Eat Out:** Red Robin, yum! There's something addictive about their fries with the Red Robin seasoning and ranch dressing. / **Who Is Someone You Would Like To Meet:** Hugh Laurie. I get the impression that he has a great sense of humor. I know that he is a talented musician and singer. / **Favorite TV Show or Movie:** The movie, *Cool Runnings*. / **Something You are Proud of:** I left home for college and later took a chance living in Germany for a semester. / **What Would You Like To Be For A Day:** Flight Attendant / **Something On Your Bucket List:** To drive a closed-course. Driving at top speed on a closed course & feeling the power behind the vehicle sounds incredible! / **Nobody would believe it if they knew...** that I once rode a camel around the Pyramids of Giza and watched a light show display on the Pyramids from the Pizza Hut roof top across the street.