

RECORD TIMES

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



Michael starts the new year off with a new term in office

He was sworn into the Office of Clerk this month after being elected to the position in November

On January 7, Michael K. Jeanes held up his right hand and was sworn into Office of the Clerk of Superior Court. This action held some symbolism as the fingers of his hand also show how many terms he has now been elected to the office – five. With this election, Michael surpassed W. Don Palmer to become the second longest-serving Clerk of Court for Maricopa County. Palmer served four terms. Walter

Wilson, who served 36 years as Clerk from 1926 - 1962, is the longest-serving.

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Family Snapshots from Swearing-In ceremonies through the years

1999 - (from left in back) Jill (Michael's wife) and Michael. In front are their three sons (from left) Eric, Nathan, and Garrett.



2003 - (from left) Nathan, Eric, Garrett, Michael and Jill.



2007 - Nathan, Michael, Jill, Eric, and Garrett



2011 - Garrett, Michael, Jill, and Nathan. Eric was out of town.



2015 - Jill, Michael, and Garrett. Eric and Nathan were out of state.



Michael's Message

by Michael Jeanes
Clerk of the Superior Court
Maricopa County, AZ



Munch more time planned in 2015

Welcome to the new year. I am looking forward to this being a good year for our Office and I hope that it is enjoyable for you. Another thing that is new right now are some team members who recently started working here. I want welcome each of you and wish you well in your new job. We are glad to have you. I also would like to invite you to one of my upcoming "Munch with Michael" meetings.

The munches are a time I schedule during the lunch hour to be available for staff to ask any questions, for me to provide any news updates within the Office or county, for us to discuss issues, and/or simply to get to know one another a little better. The munch meetings are held at all of our Office locations so that there is an opportunity for everyone to attend.

To those of you who have been here a year or more but have not attended a munch, how about making a new year's resolution to attend at least one this year? It would be nice to meet you and listen to any questions that you may have.

And for those of you who have attended a Munch in the past, please come again. It would be great having you.

Please note that when you attend, since you are on your lunch break, you are welcome to come and go as you need. Feel free to bring your lunch if you like. Everyone is invited. Through the years, I have found the munches to be rewarding for me and hopefully for you as well.

To the right is a list of the upcoming munches. A list of all the munches for the first quarter is available on our [COCWEB](#) under the "Employee News" headline.

Munch With Michael Update

February 11

Downtown
Noon - 1:30 p.m.
TANG Conference Rm.
ECB, Law Library, 3rd Fl.

March 4

Southeast Adult
Noon - 1:00 p.m.
SEA Conference Rm.

March 11

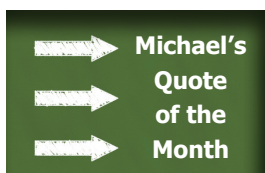
Southeast Juvenile
Noon to 1 p.m.
Cactus Room, 1st Fl.

March 18

Northwest
Noon - 1 p.m.
Jury Rm. 121



Dates could change due to unforeseen scheduling conflicts. Notification will be provided should this occur.



"A great accomplishment shouldn't be the end of the road, just the starting point for the next leap forward."
— Harvey Mackay

Timely Service

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



CUSTOMER COMPLIMENTS

About: **Joe Altnether**

A customer recently sent an email to the Office website's "Contact Us" to say how much she appreciated **Joe Altnether's** help. She expressed how grateful she was for his assistance with a document. She said she was very impressed with his immediate solution for her situation and that it was a nice overall experience. She wrote, "You certainly made our day a happy one!"

About: **Ken Shipley**

A staff member from a law firm sent a letter to Michael Jeanes to let him know how much he appreciated the work of **Ken Shipley**. He wrote, "I have spoken to Ken a few times over the past several years seeking help. Ken has always been extremely helpful and very responsive. He has an exceptional talent in dealing with people and is one of the best Court employees I have ever had the pleasure of working with."

About: **Shannon LaSpaluto**

A customer sent an email to the Office to make the appropriate people aware of how appreciative she was for **Shannon LaSpaluto**. She said Shannon went beyond her duties to explain everything to her and provide her with the information she needed. She was very thankful for all of Shannon's help.

About: **Diana Eaton**

A customer from Germany sent an email to the Office to express her gratitude for the service

of **Diana Eaton**. She wrote, "I want to e-mail my sincere thanks and appreciation for the wonderful service offered by Diana Eaton, who patiently took time to provide me with the documents I need for my upcoming wedding in Germany. She was thorough, friendly, patient, and competent. I am very thankful for her work."

About: **Christine Goodwill, Lisa Cooper, and Margarita Yanas**

Christine Goodwill helped a customer who emphasized for her to be sure to let a supervisor know what a fantastic job that **Lisa, Margarita,** and herself did in helping her with various requests. She said she was very impressed by their customer service.

About: **Ana James**

A customer was overheard thanking SE Supervisor **Ana James** profusely for assisting him with a child support issue. He wasn't at the agency he needed to be and was very upset. Ana directed him to call the correct place, helped calm him, and gave him other needed information.

About: **Cindy Traslavina**

A customer sent an email to the Office to let **Cindy Traslavina's** supervisor know what a terrific job she did helping her. She said Cindy was friendly, helpful, and it was a pleasant experience. She said, "Thank you for such a wonderful staff."





The Office News Round-up

Generous spirit displayed by Clerk/County employees

Clerk of the Court employees donated **\$4,472.50** to the recent County Combined Charitable Campaign. This is a \$458 increase over last year. The total donated amount from all Maricopa County employees who participated in the campaign was **\$364,541.68**.

Staff stands once again to assist with Stand Down event

For the fifth year in a row, the Clerk's Office will participate in the **Veteran's Stand Down Event**, which is being held Feb. 14 this year at the Veteran's Memorial Coliseum. This is a national event where various governments/agencies/organizations come together to focus on veterans issues. This year, three remote courtrooms will be set up by staff of Superior Court and the Clerk's Office to hear cases involving veterans. Several Clerk of Court staff members are involved in this project.

OnBase Onformation

The following is a chart showing the annual page and document adult case totals (2002 - 2012) and adult and juvenile case totals (2013 - 2014) of the **OnBase Repository**. OnBase is the software program designed to manage the processing of the Clerk of the Court documents.

- * the years 2006, 2007 & 2010 include the AMCAD backscanning project.
- ** the year 2012 is adult cases, plus two backscanning projects – OSAM (for transcripts and depositions) and AMCAD (for pre 2002 case files).
- *** the year 2013 is adult and juvenile cases, plus the AMCAD backscanning project.
- **** the year 2014 is adult and juveniles cases, plus backscanning performed by the Clerk's Office.

2002	6,249,839 pages	2003	6,481,725 pages	2004	7,475,599 pages	2005	9,164,487 pages	2006	13,880,214 pages
	1,956,559 documents		2,007,854 documents		2,368,029 documents		2,841,956 documents		4,011,773 documents
2007	10,394,112 pages	2008	9,241,738 pages	2009	9,358,319 pages	2010	9,408,280 pages	2011	8,821,955 pages
	3,316,550 documents		3,158,196 documents		3,331,814 documents		3,407,979 documents		3,299,449 documents
2012	23,689,215 pages	2013	31,379,370 pages Adult = 30,649,916 Juvenile = 729,454	2014	13,060,449 pages Adult = 11,513,429 Juvenile = 1,547,020				
	5,694,430 documents		9,745,065 documents Adult = 9,515,731 Juvenile = 229,334		4,740,970 documents Adult = 4,326,568 Juvenile = 414,402				



Extra Miles

Newsletter Extras

Office's latest Annual Report is now available

The Office's **2013-2014 Annual Report** was completed last month and is now available to view on the Clerk of Court's website in the [Announcements](#) section.

The report provides an overview of the Clerk of the Court's Office, highlights many of its' accomplishments during the past fiscal year, and contains some interesting statistics from various sections.



Court statistics show busiest days

According to the *Fiscal Year 2014 Superior and Justice Courts, Adult and Juvenile Probation Annual Report*, the following were the two busiest days for filing documents and for scheduled hearings as well as two other notable stats in Fiscal Year 2013-2014:

- **For filing documents:**
 - 2nd Busiest - Wednesday, September 11, 2013 / 16,319 filed
 - 1st Busiest - Wednesday, January 22, 2014 / 16,601 filed
- **For scheduled hearings:**
 - 2nd Busiest - Tuesday, February 18, 2014 / 3,711 set
 - 1st Busiest - Tuesday, January 21, 2014 / 3,739 set
- The average amount of **hearings a day** was 2,853.
- 601,448 people were **summoned** to be jurors.



County Board meeting now streamed online

For the first time, the County Board of Supervisors made their meetings available **live online** this month. Meetings can be accessed by going to <http://www.maricopa.gov/BOS/>. The real-time access is the latest in a series of moves to open up county government.

New County Supervisors' chairman selected

Supervisor Steve Chucuri was **elected as chairman** of the Maricopa County Board of Supervisors for 2015. Chucuri vowed to make county government more open and accessible, he pledged to work closely with the Board to deliver a balanced budget, he wants to tackle the antiquated, out-of-date county personnel and government compensation process, and he promised a renewed focus on delivering quality government service in a more efficient manner.

The Inside Track

on Employee News

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OFFICE ANNIVERSARIES

The following Clerk of Court employees celebrate a milestone anniversary with the Office in January:

15 YEARS - Catherine Gray, Elisa Canas, and Angie Smith

5 YEARS - Debra Harding and Becky Magana



BIRTHS

- Congratulations to EDM's **Beverly Macdonald** on the birth of her 6 lb. 10 oz. granddaughter on Jan. 16. Her new grandchild's name is Janessa Grace. This is her first grandchild.
- Congratulations to ITG's **Adrian Roberts** on the birth his twin grandsons on January 13. Their names are Sean Leonidas (who weighed 6 lb. 8 oz.) and Liam Aleksandr (who weighed 6 lb.5 oz.). These boys are his fourth and fifth grandchildren.

NEW EMPLOYEES

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

- **Accounting - Cynthia Leyva**
- **Courtroom Clerk - Brianne Roberts and Genevieve Martin Del Campo**
- **Criminal Filing Counter - Janette Eddens**
- **Grand Jury - Jennifer Vigil**
- **ITG - Chris Schulz**
- **Southeast Juvenile - Bennie Ferguson**

EMPLOYEE NEWS

- Courtroom Clerks **Lana Mitchell** and **Adriane Noyes** transferred from Southeast Adult to the Downtown location.

RETIREMENTS

The Clerk of the Court's Office lost 58 years of experience due to the recent retirements of the following four employees:

- **Lorraine Kaeseberg** - 20 years / Courtroom Clerk
- **Charles Jackson** - 17 years / Courtroom Clerk
- **Janice Bevan** - 12 years / Electronic Document Management
- **Teresa Gaulke** - 9 years / Courtroom Clerk



Note: In the Dec. newsletter for the question on what is the best gift you have given, Mary Rogers' answer was ancestrydna kit.

Special Features

Where in the world has the Record Times been?



Where for ART thou newsletter?

Each month, employees are invited to submit photos of themselves with the newsletter while they are on vacation. Last month, the newsletter was seen with an employee who was among nature's works of art in Arches National Park in Utah. This month, the newsletter is found at a place well known for people's works of art.

Pictured above is Management Analyst **Larry Urewicz**, who was at the **Art Institute** in the "Windy City" – Chicago. He traveled there in December.

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

Clerk Work

Picturing staff who work for the Clerk
This month - **Cyndie Rego**



Department: Criminal Financial Obligations / **Job Title:** Senior Specialist / **Years With Office:** 10 / **Something You Enjoy About Your Job:** The research required to be able to distribute the restitution to the victims. / **One Task of Your Job Is:** Verify and load the financial obligations into the systems from the court orders. / **What Was Your First Job:** Typing on a typewriter address labels for a mail order company. / **Hometown:** Born in IN, but moved to San Francisco when I was three and then to Fremont, CA. at age 8, so I consider Fremont as my hometown. / **Something Memorable:** Just celebrated my 30-year anniversary wedding last December. / **Any Hobby/Special Collection:** I have many, but quilting and gardening are my two favorites. / **Favorite Vacation Destination:** Our dream vacation is to go to Rio during Carnival / **Favorite Meal:** Anything my husband BBQs, but I think his ribs are best. / **Favorite Place to Eat Out:** Fisherman's Grotto on Monterey Pier in CA. My husband and I try to go there at least once every time we go to Calif. / **Favorie Sport Team:** San Francisco Giants / **Someone You Would Like to Meet:** The Pope / **Favorite TV Show or Movie:** The movie, *The Way We Were* / **Something You are Proud of:** Lived with and took care of my husband's 100-year old grandmother for two years. It was a great time to learn and reflect on her life. She came from Portugal at age 12. / **What Would You Like To Be for a Day:** I wanted to be a teacher but never pursued it, and so it would be a teacher. / **Something on Your Bucket List:** Travel the nation and tour all the national parks. **Nobody would believe it if they knew...** I used to drag race, yes on a track, not city streets.

Take

This month's list of five is...**the five most visited National Parks in 2013**

- 5) Olympic (WA) – 3,085,340
- 4) Yellowstone (WY) – 3,188,030
- 3) Yosemite (CA) – 3,691,191
- 2) Grand Canyon – 4,564,840
- 1) Great Smoky Mountains – (TN, NC) - 9,354,695



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

QUICK QUESTION

With the upcoming Super Bowl in mind, what major event would you like to attend?

Laura Bedford - I would like to attend the induction ceremony at the Baseball Hall of Fame in Cooperstown, NY on July 26th for the great Randy Johnson and John Smoltz.

Chris Kilgus - A group of lads from Ireland that go by the name U2 recently released a completely free album. To go with it, the band is putting together a free concert in their hometown of Dublin. Need I say more?

Rocio Venegas - Unlike the Super Bowl, which comes every year, I would like to attend the World Cup one day! Not only is it more exciting (to me at least), but it lasts longer and prices are WAY cheaper than one ticket for one day to the Super Bowl.

Terri Pavia - I would like to attend the opening ceremony at the Olympics games.

Danielle Draper - On my bucket list of events to attend and hopefully participate in is "The World's Toughest Mudder." It is a rigorous course with obstacles such as scaling walls, crawl through mud under barbed wire, getting in and out of mud trenches and weaving through electric shock fields challenging the body, mind and soul. Contestants who qualify to run the annual contest have 24 hours to continually run the obstacle course and try to complete the most miles.

Jamie Govoni - I think I would like to attend either the Winter or Summer Olympics. I have never been and think that it would be a great time!

Pam Crawford - The major event I would like to attend would be a World Series, and hopefully it would be with the Diamondbacks in it. If not that, I would like to attend one of the Big Cup races and be able to interview a driver on that day.

Sheila Bullock - I would love to attend the Olympic Ice Skating competitions. I would be thrilled with any of the skating events, but would especially enjoy the dance or senior ladies events.

Toni DeRaddo - I would love to attend a State Dinner given by the President of the United States...and the Star on top of the Tree would be that the president is a woman.

Len Keso - Another well known event that is a little different and is coming up in a few days is Groundhog Day in Punxsutawney, Pennsylvania. I think it would be fun to see what that is like.

Trudy Lindstrom - The major event in my own life that I would love to attend is the birth of my granddaughter on May 28, 2015!