

RECORD TIMES

July
2014

Vol. 20 No. 7

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



Lorna
Ondersma

Maria
Reyes

Tina
Barrett,
Supervisor

It's the end of an era

The Micrographics era officially ended this month with the removal of some once important very important equipment to the operation

An era in the Clerk of the Court's Office officially came to an end this month when the last of the Kodak cameras used by the former Micrographics section were shipped out. Microfilming case files began in the Office in the mid 1970s with cases as far back as the 1870s being microfilmed. The cases were filmed because film was the only acceptable archival medium. As a result, in order for the Office to dispose of the paper files and ensure there would be room for storage and maintenance of future cases filed in the Superior Court, microfilming was implemented.

Pictured above are staff who once worked in Micrographics standing by two of the cameras that were used in the section. Staff from the former section were reassigned and now work in various areas of the office.

With the implementation of the 1/1/07 initiative, which moved the Office into the electronic court record era, microfilming suddenly found itself phased out. Administrative Orders were approved that provided the electronic court record as the official court record. In September 2013, microfilming came to a close in the Office and this month, the era officially ended with the last of the machines sent into retirement.

At its peak, the Micrographics Section in the Office consisted of 38 staff members and three huge Kodak cameras. The operation of microfilming consisted of taking original paper documents (case files) and filming them using huge stand-alone cameras and placing the reduced image of the paper document onto a roll of film. The original rolls of film were then sent to a vendor for processing (such as the old rolls of film for a small hand-held camera) and returned with the original roll of film and a duplicate to be used by customers. Customers could then review the images of the case documents on the roll of film using a microfilm viewer and request hard copies of any documents seen on the film.

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Michael's Message

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



Let's keep avoiding being like the caterpillar

Processionary caterpillars feed upon pine needles. They move through the tree in a long procession one leading and the others following – each with eyes closed and head snugly fitted to the back of his predecessor. Jean-Henri Fabre, a French naturalist, after patiently experimenting with some of the caterpillars, enticed them to the rim of a flower pot where he was able to get the first one connected up with the last one to form a complete circle, which started moving around in a procession, with no beginning nor end.

Fabre expected that after a while, they would catch on to the joke, get tired of their useless march and start off in a new direction. But not so. Through sheer force of habit, they kept moving around and around the rim of the pot – and would doubtless have continued longer had it not been for sheer exhaustion and ultimate starvation.

Incidentally, an ample supply of food was close at hand and plainly visible, but it was outside the range of the circle so they continued along the beaten path.

They were following instinct, habit, tradition, precedent, past experience, standard practice or whatever you may choose to call it, but they weren't getting anywhere.

Thankfully, this story is not an analogy of what has been happening within our Office. We have been moving forward fast as a team with great successes. Nevertheless, the story does serve as a reminder for us not to become complacent with our heads down and eyes closed to where we are going, what resources we have, and what we want to accomplish. Let's continue to create our own paths of progress with an openness to innovation in how we operate.

Upcoming Munch With Michael Dates

July 30

Customer Service Center
Noon - 1 p.m.
AZ Conference Rm.

July 31

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

August 6

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

August 21

Durango Juvenile
Noon - 1:00 p.m.
Conference Rm.



Michael's
Quote
of the
Month

**"There are no menial jobs,
only menial attitudes."
– William John Bennett**

Timely Service

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



SURVEY CARD COMPLIMENTS

CSC Marriage License & Passport Office / Support Services staff

- ◆ **Angelique Rodriguez** - "Angelique was very courteous and informative. Another government agency was unable to accommodate us. Because of Angelique's customer service, I was able to file my passport application today."
- ◆ **Diana Del Rincon** and **Cecilia Alfaro-Arndt** - "Diana and Cecilia are excellent at their job. Fast service, courteous and friendly."
- ◆ **Sharlette Wright** - "Sharlette provided literally the best customer service I've ever experienced while I was applying to be a process server."
- ◆ **Ramona Velasquez** - "Ramona was great, and fast. The passport process was easy."
- ◆ **Ken Shipley** - "Ken was very helpful when we came in to get our marriage license."
- ◆ **Ramona Velasquez** and **Angelique Rodriguez** - "They were extremely courteous and helpful. Everyone made our experience honestly enjoyable to get our marriage license."
- ◆ **Rebecca Shanks** - "Your staff was very courteous and professional. Rebecca was extremely helpful and went out of her way to be of additional assistance to me."
- ◆ "Staff made things very easy."
- ◆ "The staff were very helpful and provided wonderful service."



CO-WORKER COMPLIMENTS

To: Wendy Johnson, Ryan Harris, Mike Rubino (a county employee), Penny Hatten, Chad Phillips, Mark Wilster, Becky Magana
From: Larry Urewicz

"I would like to publicly thank several people for making my workspace far more comfortable and productive for me. For those of you who know me, you know I'm taller than the 'average person;' for those of you who don't know me, I am slightly over 6'6" tall. For my entire working career, I have accepted the fact that desks are a standard height and I have just dealt with it. Recently, **Wendy Johnson** our Facilities Project Manager suggested that I get an ergonomic evaluation. **Ryan Harris**, our HR Department Administrative Assistant, coordinated with **Mike Rubino**, our Ergonomic Specialist to come to my office and he discovered 14 elements that could be improved. This led to **Penny Hatten**, our Resources Management Procurement Specialist, ordering a larger chair and an oversized computer mouse, and **Mark Wilster** of our Facilities Maintenance raising my desk surface by four inches to a new height of 32 inches from the floor with the help of **Chad Phillips**, ITG PC Systems Support Analyst, to raise my computer. With the coordinated effort of all these fine people, and Deputy Director **Becky Magana** (my boss) understanding the need and approving the project, I finally have a workspace that fits me and I no longer feel like Gulliver in Lilliput. Thank you all!"

Timely Service continued



CUSTOMER COMPLIMENTS

About: **Patty Balandran, Carmen Carabajal, and Bill Harvey**

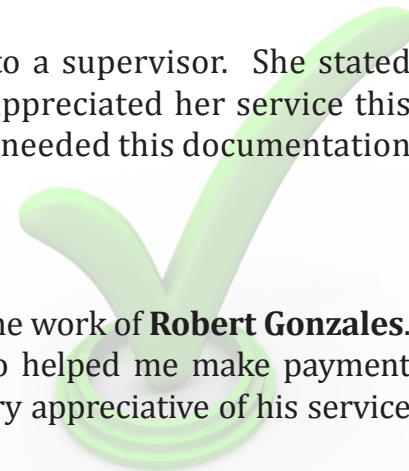
A customer called the Office and spoke to Receptionist **Sheila Bullock** to tell her what a wonderful job **Patty Balandran, Carmen Carabajal, and Bill Harvey** did assisting her. The customer said they all were very pleasant and exceptionally helpful. She said they reduced her stress level of the "court experience." She added that all three deserve special recognition for a job well done and she wanted to make sure they got a "shout-out" for the efforts.

About: **Courtney Smith**

A customer at the Southeast Adult Office recently asked to speak to a supervisor. She stated tearfully, "I want to give kudos to your staff member **Courtney**. I appreciated her service this morning. I realize it took some effort to locate the older decree, but I needed this documentation quickly for foster care. Her assistance really influenced life today."

About: **Robert Gonzales**

In an email to the Billing and Deferral Unit, a customer complimented the work of **Robert Gonzales**. She wrote, "I spoke with a very nice young man named Robert, who helped me make payment arrangements and took payment for my first installment." She was very appreciative of his service and wanted the office to know about his efforts to serve her well.



"Anniversary" is the word of the month for Sharon Wilson



On July 2, 1984, the TV game show *Scrabble* made its debut. It was show based on the popular board game of words. On that same day, here in the Clerk of the Court's Office, **Sharon Wilson** made her debut ... her debut as an employee of the Office. Like, the game show *Scrabble*, Sharon is a person who loves words. She is an avid reader and can read between one to three books a day.

This month the special word for Sharon is "Anniversary." Sharon is celebrating her 30th anniversary with the Office. Currently, Sharon is the 8th-longest serving employee with the Office. Sharon began her career in the Office in the Microprocessing Unit, which later became Document Control. She then moved to the Film Lab and then to Disposition and Abstracts where she still works today. "I have seen a lot changes since I have worked here," she said. One change she chuckled about is that, "we no longer have to fill out those carbon copy forms." Sharon said when she started with the Office, she thought it would just be a short-term job. "I never thought I would work for a place for 30 years." One reason she has stayed though is that she has enjoyed the people she has worked with. "They have been a big plus." **Congratulations Sharon on your 30 years!**

eUPDATE

Onward with OnBase

In baseball terms, “on base” means a player(s) is in a position to score a run when needed. In the Clerk’s Office, the word “OnBase” means there are court documents in position to be accessed electronically when needed. OnBase is the name of the program used to manage the Clerk’s electronic court record. As of June 30, 2014, the Office has **46,067,342 million documents** in OnBase. This amount includes adult court documents, inactive documents (all AMCAD scanning), transcripts (all OSAM back-scanned transcripts), marriage licenses, and juvenile documents. In addition, **53 agencies** have been granted access to OnBase, which is up from 40 agencies just three years ago.

The Office has been building its electronic repository since 1997 when a pilot program in the Probate area began scanning and converting the paper documents filed with the Office to electronic format. In 2002, scanning was expanded to all adult case types and marriage licenses. In 2012, scanning began in the juvenile case-type. The following are the agencies with OnBase access (other than the Clerk of the Court):

ONBASE

MARICOPA COUNTY

Adult Probation; Assessor’s Office; Correctional Health Services; County Attorney; Juvenile Court; Juvenile Probation; Legal Advocate; Legal Defender; Office of the Public Advocate; Office of Public Defense Services; Public Defender; Public Fiduciary; Sheriff’s Office; STAR Call Center; Superior Court; Treasurer’s Office

STATE OF ARIZONA

Administrative Office of the Court - Licensing Unit; Attorney General; Court of Appeals - Division One; Commission on Judicial Conduct; Department of Administration; Department of Corrections; Department of Economic Security; Department of Juvenile Corrections; Department of Public Safety; Department of Revenue; Department of Transportation; Foster Care Review Board; Office of the State Capital Post Conviction Defender; Registrar of Contractors; Supreme Court - Chief Justice Office; Water Master’s Office

OTHER ARIZONA COUNTIES

Gila County Assessor’s Office; Gila County Attorney - Child Support Division; La Paz County Attorney - Division of Child Support Enforcement; Navajo County Attorney - Child Support Division; Pima County Assessor’s Office; Pima County Attorney’s Office; Pinal County Attorney’s Office - Civil Division; Pinal County Juvenile Probation; Yavapai County Attorney’s Office; Yuma County Juvenile Probation

FEDERAL

Federal Bureau of Investigation; Federal Public Defender; U.S. Probation; U.S. Pretrial Services

OTHER

City of Chandler, City Attorney’s Office; City of Phoenix - Office of City Prosecutor; City of Phoenix Police Department; City of Scottsdale - City Attorney’s Office; City of Scottsdale Police Department; Maricopa Integrated Health System; State Bar of Arizona

Clerk of the Superior Court

The County Chronicle

News items from Maricopa County

The County's budget for this new fiscal year

Last month, the County Board of Supervisors approved a **\$2.21 billion budget** for this fiscal year, which is close to \$8.6 million lower than the previous year's budget.

The operating budget rose slightly with offsets in capital and technology spending. The increases in the current spending goes mostly to public safety and criminal justice, which makes up 51 percent of all county spending. The budget includes the addition of three new court divisions, market-based salary increases for deputies and probation officers, new resources for prosecution and defense, and increases in the number of adult and juvenile probation staff.

The county is cautiously optimistic about revenue growth. It is estimating growth in sales and vehicle licenses taxes between 4.5 to 6.0 percent. Property taxes are expected to grow by \$32.5 million, but the tax levy will be \$50 million below the property tax level prior to the recessionary reductions in property values. The county will be \$162.9 million below the maximum levy.

The budget was developed using a data-based approach. All new requests underwent a rigorous review and had to be justified with results-oriented information. Zero-based budget reviews were completed for several large departments. This allowed the county supervisors to take a fresh look at all costs and to be assured taxpayers are getting a good value for the services provided.

"This is a budget that our board members and citizens can believe in," Board Chairman Denny Barney said. "We never lose sight of the fact that it's not our money; it's the taxpayers' money. This budget reflects our collective vision for the county's strategic priorities. It was a collaborative process, with the elected county leaders and management staff working together."

How to assess and address your stress



The County's Wellness Works Program has developed an online test that is available on the EBC where you can measure the level of your stress. It also provides proven stress reduction techniques. The test takes five minutes and your stress score and its interpretation are made available after completing the assessment. The assessment is anonymous. To assess your stress level, you may visit the site by [clicking here](#).



Water donation challenge makes bigger splash

A total of **13,440 bottles of water** were donated by county employees to the county's **AH2014 Challenge** held in June and July. This amount is 3,000 more bottles than last year. The bottles of water were given to the Health Care for the Homeless Clinic/Human Services Campus.

Extra Miles

Newsletter Extras



The feats of the receipt

Five years ago, the Office implemented a new receipting system for itself, Superior Court, and Adult Probation. The system provided several new features and made it easier to generate reports, acquire statistical information, and offer increased functionality. The Clerk's Office issues receipts at all filing counters, public counters, as well as marriage license and passport offices.

TODAY: This past fiscal year (July 1, 2013 - June 30, 2014), **773,165 receipts** were created in the system. These receipts totaled **\$106,309,548.30**. This amount is lower than previous years totals. Last fiscal year's receipts totaled **\$115,188,085.66**. Three years ago, the total was **\$147,893,046**.



DEPARTMENT SPOTLIGHT

Finding out who's who and what they do in

NORTHEAST FILING COUNTER

The **NE Filing Counter team** is a very cohesive and versatile group. This team consists of a manager, supervisor, lead, and 12 court operation specialists. This team receives and processes a high quantity of new complaints and subsequent documents in family, civil, probate and tax filings. They process bonds, payment histories and collect support, purge and probation payments. They are also responsible for the processing of attorney general filings; filings dropped in the night depository boxes, handle probate specialist duties, processing of mail, and are responsible for inbound/outbound phone calls. Recently, a few more duties and rotations have been added to the NE filing counter team. They are in the process of rotating through the NE Customer Service area and are being trained as federal passport acceptance agents, issuing marriage licenses and the processing of public records.

Last year, this area processed **104,010** transactions, a total of **\$9,372,379.71** in fees. These transactions included **22,050** new complaints, **27,743** night depository drops, **189** payment histories, **1,787** support/purge payments, **912** RFR payments, issued **4,157** marriage licenses and accepted **11,136** passport applications. Combined, this group has over 75 years of Clerk of Court experience. This unit's ultimate goal is to provide quality service to all external and internal customers. Their dedication to one another and their customers is easily observed on a daily basis.

Northeast Staff



From left to right: Kelly Sleeseman (supervisor), Naomi Marruffo, Shian Smith, Marenda Sullivan, Katie Lavery, Gina Hofferber, Brian Cowell, Angela Walker, Tracy Yager, Darlene Espinoza, Sandy Seeley (lead), and Benny Lopez



Election year “Do’s” and “Don’ts”

With the **Aug. 26 Primary Election** and the **Nov. 4 General Election** approaching, below is a list that provides a reminder of the proper and improper political activity for county employees. The Arizona Code of Conduct for Judicial Employees, effective Feb. 1, 2010 changed some prior limitations. New code of Conduct Rule 4.2 states that courtroom clerks, judges’ personal staff and high-level court managers may not hold any elective office because their actions and comments might be attributed to the judge, due to their close association with the judge.

EMPLOYEES MAY

- Cast a vote.
- Express personal opinions about candidates and issues. Note that your opinions may be attributed to the courts or county if you can be identified as a court or county employee at the time you state your opinion.
- Attend meetings to acquire information concerning the candidates for public office and the political issues.
- Campaign for or against ballot issues, referendum questions, constitutional amendments, municipal ordinances.
- Circulate candidate nomination petitions or recall petitions.
- Campaign for themselves and hold unpaid, non-partisan, public office without taking a leave of absence if the elected office is consistent with judicial employment, the employee receives permission from the Clerk, and the employee is not a courtroom clerk.
- Sign nomination or recall petitions.
- Make contributions to candidates, political parties, or campaign committees contributing to candidates or advocating the election or defeat of candidates.
- Engage in activities to advocate the election or defeat of any candidates or campaign committee contributing to candidates or advocating the election or defeat of candidates.

EMPLOYEES MAY NOT

- Make political endorsements in which they identify themselves as court or county employees.
- Use any official authority to affect the vote or the political action of any person or for any consideration.
- Be a member of any national, state, or local committee of a political party, or an officer or chairman of a committee of a partisan political club.
- Engage in any political activity or display literature, badges, stickers, signs or other political advertisements on behalf of any party, political committee, agency, candidate or ballot measure while on duty, while in uniform, or at public expense.
- Maricopa County Ethics Policy, which applies to Clerk’s Office employees, prohibits public employees from being a candidate for nomination or election to any public office which is either paid or partisan. A letter of resignation is required if filing nomination papers or making a formal public declaration of candidacy.



The Inside Track

on Employee News

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OFFICE ANNIVERSARIES

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

30 YEARS

Sharon Wilson

25 YEARS

Steve Lauer

20 YEARS

Teresa Nestor-Donohue

10 YEARS

Kelly Laird and Tara Alameda



NEW EMPLOYEES

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

- **Courtroom Clerks - Jennifer Bailey**
- **Durango Juvenile Courtroom Clerk - Annabelle Villasenor**
- **Durango Juvenile Operations - Lori Lopez and Savanna Waters**
- **eFile - Tennille Hiller**
- **Northeast Filing Counter/Customer Service - Darlene Espinoza**



OFFICE AWARDS/HONORS

Each month the employees who are responsible for scanning documents are audited on their work. Each quarter, the scanners who have achieved a high quality on their images for that quarter receive a special certificate. Following are employees who received certificates for their outstanding rating:



Platinum Certificate (100%) - Doris Mofford, Danielle Draper, Amanda Duran, Richard Gallegos, Rebecca Shanks, and Rocio Venegas

Gold Certificate (99.90 - 99.99%) - Anthony Garcia, Erendira Bautista, Jacqueline Francisco, Maria Saenz, Regina Frigo, Rebecca Bennett, and Danielle Yenglin

Silver Certificate (99.80 - 99.89%) - Aaron Fulks and Eva Castillo

EMPLOYEE MOVES

- **Charity Ghant** was promoted from eFile Rep to eFile Specialist.
- **Jen Vigil** was promoted from eFile Rep to eFile Specialist.



Special Features

Where in the world has the Record Times been?



Newsletter is a part of mother-daughter's travel adventure

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 in Idaho enjoying competing in an athletic event. This month, it is found with an employee and her child, who are enjoying being together in another country.

Pictured above is Project Manager **Wendy Johnson** and her daughter Naysa, who were dressed in matching outfits while they vacationed in Castries, St. Lucia. They spent a week in a beautiful accommodation overlooking the ocean.

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.



This month's list of five is ... **the five largest county seats by population...**

- 1) Los Angeles (Los Angeles County, California)
- 2) Chicago (Cook County, Illinois)
- 3) Houston (Harris County, Texas)
- 4) Phoenix (Maricopa County, Arizona)
- 5) San Diego (San Diego County, California)

Source: NACo News

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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 - **Becky DeLong**



Department: Criminal Financial Obligations
Title: Specialist | **Years with Office:** 2 years
Something You Enjoy About Your Job: The people I work with. They are an eccentric bunch of funny, fun, and incredibly intelligent people. | **One Task of Your Job Is:** Data entry of the financial terms ordered to be paid from criminal fines. | **Your First Job:** Delivering newspapers. | **Hometown:** Poulsbo, Washington | **A Memorable Thing You Have Done:** Stood within five feet of a wild nesting eagle and just watched her. | **Any Hobby/Special Collection:** I enjoy walking and hiking. I've lived on the coast of Oregon and walked the beaches, cliffs, and Redwoods. I've lived near Niagara Falls and walked every trail to the Falls; and I have lived at the base of the Olympic Mountains and hiked its many trails. | **Best Vacation Spot:** I enjoy going everywhere. There is always a new place to explore. | **Favorite Meal:** Popcorn...many would argue it's not a meal, but when you live alone and don't like to cook; popcorn is an excellent dinner. | **Favorite Place to Eat Out:** Fat Smitty's in WA - an old hamburger place that is the only restaurant in Discovery Bay. If you are in the area, you can tack your autographed dollar bill on the ceiling. | **Favorite Sport Team (College and/or Pro):** There is nothing like watching a live game of hockey when the Buffalo Sabres are playing. | **Who Is Someone You Would Like To Meet:** Carol Burnett. | **Favorite TV Show or Movie:** I enjoy watching the Travel Channel | **Something You are Proud of:** My life and attitude towards life. Happiness is a choice I try to make each and every day.

QUICK QUESTION

What has been your favorite summer vacation destination and why?

Lauren Castleberry - Puerto Galero, Philippines. It was exotic, fun, and affordable.

Tracy Lundblad - San Francisco. It is a beautiful, diverse city and the weather is great having lived in AZ all of my life.

Lorrie Stogsdill - Maui, Hawaii because it is truly paradise.

Donna Kenney - My family recently spent a week in New York City and had the best time. The best part of the trip was seeing the Broadway musical "Motown," front row and center and going to the MET. Our kids said it was their best vacation also.

Aurora Corona - Puerto Vallarta, Mexico has been my favorite vacation destination for its beautiful beaches, lush landscaping, delicious food and tequila tasting at the little shops in town.

Rick Hutton - The Rocky Mountains. Whether camping, fishing, boating, or hiking, there is so much to do and some of the most stunning scenery you will ever see.

Tamara Hight - It was an Eastern Caribbean cruise on Disney Cruise Lines. We visited St. Maarten, St. Thomas, and Disney's private island all to celebrate our daughter's five-year cancer-free anniversary. It was an amazing trip with our kids that we will cherish forever.

Julie Garcia - Barcelona, Spain. To know that certain areas of the city date back to the ancient Roman empire is amazing to me. Your eyes are drawn to all the magnificent architecture throughout this amazing city.

Wendy Johnson - St. Lucia by far. It was a majestic vacation in tropical paradise.

Danyelle Stinnett - Wales in England. Stunning scenery, thatched roof cottages, horse riding through beautiful green mountains. It's the one place you can actually drink the fresh spring water directly from the specific streams...ice cold.

Kim Fletcher - I love Coronado Beach in California because there is nothing like their sand between your toes and I also love Paris, France because they have great food and wonderful museums.

Jeanette Farrison - Twenty five years ago my husband and I went on a wonderful vacation. We started out spending three days in Paris, France. We took a train to Basel, Switzerland and boarded a ship for a 5-day/4-night cruise on the Rhine River. The cruise finished in Amsterdam, Netherlands. During the cruise, depending upon what side of the river the ship was docked, we were either in France or Germany.

...QUICK QUESTION continued

What has been your favorite summer vacation destination and why?

Patty Enyart - Ft. Jackson, South Carolina to see our son graduate from basic training. We then went onto Parma, Ohio (where my husband is from) for fresh homemade pierogies at the Whip. During our stay there, we took a side trip to Niagara Falls, Canada. Gone for three full weeks and all on a motorcycle in October.

Ken Shipley - My favorite vacation destination was home in 1993. I was stationed at Kunsan AB, Korea and I came home (after eight months) on mid-tour leave. I spent 23 glorious days on vacation with my family.

Laurie Wistuber - Growing up with three sisters, our large family went on lots of road trips. Our adventures were many, including break-downs and less than ideal camping spots (i.e. a parking lot near Disneyland), but they shaped me into someone that can laugh in the face of a challenge. Perhaps my favorite road trip was to the Yosemite and Sequoia National Parks.

Deborah Johnson - One of my favorite vacation destinations is the Iowa State Fair. Need you ask why? Families, traditions, friends, camping on "The Hill," tractors, livestock, exhibitors, purple and blue ribbons, 4-H, FFA, vegetables, tallest corn stalk, canned garden produce, peddle tractor pulls, live concerts, car races, midway, fried food, talent show, quilts, church, Pioneer Hall, Cattlemen's Association, trees, grass, boots, vendors, paddy wagons, State Patrol, Fireman's Water Barrel competition....need I continue?

Jamie Eaton - This past Christmas, all of my husband's family members received a vacation to Kauai in honor of his grandmother who had passed away in June 2013. All 17 of us were able to go and enjoy surfing, snorkeling, zip-lining, hiking and lots of family bonding. It was just how my husband's grandmother would have wanted it to be and it will be remembered always.

Scott Hensel - Orlando, Florida for sure! I guess I'm still just a kid at heart, but I absolutely love Disney World, Universal Studios, and SeaWorld in Orlando. We've had some of the best vacations there with friends and family. There is so much to do in Orlando, it's almost impossible to get bored. Also, everything is located within 10 minutes of your hotel. Theme Parks, Dinner Shows, and Downtown Disney. What else could you possibly need?

Steve Weston - Walt Disney's Land of Enchantment, because for people-lovers like myself, you cannot improve upon the entertainment.

Pam Crawford - My favorite vacation destination is anywhere up North, where it's cool and there are all four seasons. I love listening to the wind whistle through the trees. I just love the snow too.

Sheila Bullock - New Zealand. We went 10 years ago. The scenery is unlike anywhere else. We saw some awesome waterfalls. I love waterfalls. We also went on a jet boat that took you to a helicopter that then took you to a place to go whitewater rafting. We also went to a place that is similar to the geysers at Yellowstone. It was just awesome!

Cindy Traslavina - Honolulu, Hawaii because of the atmosphere, it's carefree, and I have family there.