

RECORD TIMES

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



Duffy Watson decides 45 years is long enough

He is set to retire on February 8

After 45 years of service and issuing approximately 60,000 marriage licenses and processing an estimated 78,000 passports, **Duffy Watson** has decided it is time to process his own passport to "Retirement City." Duffy is the longest-serving Clerk of the Court employee in the Office's history and one of the longest-serving Maricopa County employees in its history. His last day is Feb. 8.

SEE PAGE 5 for article - "Gold medal service performance"

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A new newsletter for the new year

The newsletter is starting the **new** year with a **new** look, **new** format, and **new** features. This is the first major change to the *Record Times*, which is distributed monthly to Clerk of the Court employees, in several years. Among the changes are new names to some of the familiar sections, such as Michael Jeanes column is now called "Michael's Message," the commendations section is now called "Timely Service," and the employee news section is now called "The Inside Track." The new newsletter also has a larger font size to make it easier to read. Other changes include the amount of pages will vary each month and there will be some new features that will appear at various times. This month's new features include "In Others Words," which is article/statistical contributions from others, and "Special Features," which are more fun facts and employee photos. The newsletter will continue to be distributed at the end of each month. *The Record Times* was first published in September 1995.





Michael's Message

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



Munch more meetings planned for 2013

A new year is ahead of us and so are many scheduled monthly Munch Meetings with you. For those of you who may be new to the Office or have never been to one these munches, they are a time I schedule during the lunch hour to be available for you to ask any questions, for me to update you on news within the office or county, for us to discuss issues, and/or simply to get to know one another a little better. I rotate the munches amongst all of our Office locations so that there is an opportunity for every employee, no matter where you work, to attend.

I have been doing these munches for many years now and they have been enjoyable and beneficial to me and hopefully for you as well. The munches are informal and so you are welcome to come and go as you need. Please feel free to bring your lunch if you like. Every employee is invited to attend the munches.

If you have not attended a munch yet, I encourage you to do so this year. I would enjoy meeting with you. If you have been to one or more in the past, please come again, it would be great to see you.

To the right of this column is a list of the upcoming munches scheduled over the next few weeks. A list of all the munches for the first quarter is available on our COCWEB under the "Employee News" headline. The second quarter schedule will be available in the near future.

Upcoming Munch With Michael Dates

February 6

Northwest
Noon to 1 p.m.
Jury Room 122

February 12

Customer Service
Noon - 1 p.m.
Sonoran Room

February 19

Southeast Juvenile
Noon - 1 p.m.
Cactus Room

March 12

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



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

Michael's
Quote
of the
Month

**"The biggest room in the world
is the room for improvement."**

– Author Unknown

Timely Service

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



CUSTOMER CARD COMPLIMENTS

CSC MARRIAGE LICENSE & PASSPORTS

Carmen Diaz and Maria King -

“The employees were very nice and helpful while I applied for my passport. I want to thank them for helping me.”

CO-WORKER COMPLIMENTS

To: ITG & Joe Silberschlag

From: Rick Hutton

“I would like to thank the members of **ITG** for the outstanding accomplishment they have realized with the implementation of the new eFiling application. Their hard work and dedication have resulted in a system that is not only new and innovative, but also will allow the Clerk’s Office to continue to be viable and supportive member of the Court community. It was an honor working with you on this very important project. Great job everyone!

I would also like to thank **Joe Silberschlag** for all of his hard work with preparing and conducting the training surrounding the implementation of the updated eFiling application. Joe you are truly a professional and the training support items you created are outstanding. Thanks for your help!”

To: Linda Martinez

From: Jacques’ N. Porter

“Thank you to **Linda Martinez** for making my transition so easy. She made quick training extremely easy for me. Not only did she assist

me with some training, but she has continued to be available for all my questions, even if it is the same one! It’s great to work with people who are willing to always assist between doing their own jobs. Thanks again!”

To: DT RCC/EDC, Grand Jury, CR Docket, CR eFile, CR Filing Counter, Ana James, Jared Rutledge, and Dora Sandoval

From: Angelica Mejia

“Thank you for all you of your hard work and your ability to work as a team. Great job!

Thank you **Ana, Jared** and **Dora** for being dedicated to your position and for you professionalism. You are awesome.”

CUSTOMER COMPLIMENTS

About: Devin Concholar

Court Operations Lead Toni Bleuenstein recently was asked by a gentleman if she could come over to see him at **Devin Concholar’s** window. He wanted to tell her that Devin is not only very competent in what she does, but also is very kind. He said that he had no idea on what he was doing when he came, and Devin made the whole experience much easier.



In "OTHERS" words

Contributions from "others" to the newsletter

Construction Corner *by Wendy Johnson*

West Court Building - Central Court Building Remodeling Project Update

Phase I of the remodeling work is almost finished. There are still several punch list items to be completed, but this is normal in a construction project.

It is also hard to believe Phase 2 is already underway and will be completed in less than five months! Phase 2 will include the large break room, large conference/training room, Courtroom Clerks, CFO, and Distribution. A lot of demolition has already occurred including furniture removal and data cabling. Stay tuned for more updates.

(Photos of Phase 2 are shown on page 6).

OnBase Onformation *statistics submitted by Joyce Auchinleck*

The following is a chart showing the annual page and document adult case totals of the OnBase Repository. OnBase is the software program designed to manage the processing of the Clerk of the Court documents.

2002	6,249,839 pages	1,956,559 documents	2003	6,481,725 pages	2,007,854 documents	2004	7,475,599 pages	2,368,029 documents	2005	9,164,487 pages	2,841,956 documents	2006	9,095,136 pages	2,883,845 documents
2007	9,177,838 pages	3,036,809 documents	2008	9,214,696 pages	3,158,085 documents	2009	9,358,319 pages	3,331,814 documents	2010	9,270,096 pages	3,374,519 documents	2011	8,821,955 pages	3,299,449 documents
2012	23,689,215 pages	5,694,430 documents	**the year 2012 is adult cases, plus two special backscanning projects that occurred in 2012 – OSAM (for transcripts and depositions) and AMCAD (for pre 2002 case files).											

Extra Miles

Newsletter extras

Duffy gives Office a gold medal service performance



On Feb. 5, 1968, speed skater Kees Verkerk won an Olympic gold medal in France. On that very same day, thousands of miles away, the Clerk of the Court's Office in Maricopa County, Arizona hired an employee who would provide gold medal service for the next 45 years – **Duffy Watson**.

For the past 29 years, Duffy has served in the Marriage License and Passport Office where he has issued approximately 60,000 marriage licenses and processed approximately 78,000 passport applications. In his 45 years of service, he has worked in four different departments and under four different Clerk administrations.

Just like gold, Duffy has been valuable to the Office through the years. He is a team player and has a passion to serve. He consistently goes above and beyond for the customer and has won several "Customer Service Awards." Besides his tremendous knowledge and experience, he is a person of integrity and has great heart. He is willing to make personal sacrifices to get the job done. He always has a pleasant and positive attitude and demonstrates great professionalism.

Duffy says the opportunity to serve and interact with the public that he has enjoyed most about his job. His philosophy is, "If you treat the customer as you would want to be treated, then I don't feel you can go wrong."

Among the more well-known customers he has served are: Jerry Colangelo, Matt Williams, Jason Kidd, Glenn Campbell, and Alice Cooper.

One of his most notable accomplishments while serving in the Clerk's Office was playing a key role in the creation of satellite offices for issuing marriage licenses and processing passports. However, the most memorable accomplishment for himself while working in the Marriage License Office was finding the person that he could put his name on a marriage license with. After four years of working with a lady named Sandy, Duffy proposed to her and they were issued their own marriage license on Valentine's Day.

Duffy is known for his calm demeanor, but there was a time when he was really sweating on the job – literally. He and a co-worker drove out to Sun City to accept passport applications in a county car that did not have AC and it was in the summer. In fact, it was the day that Phoenix set a record high temperature of 122 degrees. The car broke down on the way and Duffy had to push the car out of an intersection.

Duffy's co-workers describe him as kind, consistent, selfless, courteous, accommodating, knowledgeable, dependable, and hardworking.

"It has been a long and a good road," he said. "Forty-five years is a good number and it's time to move along."

During these past 45 years with the Office, Duffy Watson has definitely been worth his weight in **GOLD**.

"I never minded coming to work. That is a gift."
- Duffy Watson

Other facts about Duffy

- Duffy started in the Records Room, then moved to Correspondence, then to Child Support Processing and then Marriage License and Passports.
- Before coming to the Clerk's Office, Duffy worked at a gas station. His mother encouraged him to apply at the Office.
- Duffy was a part of several winning group costumes for the Annual Office Costume Contest.



More Extra Miles

A little news to bring you for the new year



For the third year in a row, the Clerk's Office will participate in the **Veteran's Stand Down Event** on Saturday, March 9. This is a national event where various governments/agencies/organizations come together to focus on veterans issues. This year, Superior Court and the Clerk's Office will set up a remote courtroom at the Veterans Memorial Coliseum to hear cases involving veterans. Several Clerk of Court staff members are involved in this project.

The Arizona Supreme Court adopted a **fee increase** of approximately five percent approved by the Arizona Judicial Council for most filings and services, effective March 18, 2013. The fee increase applies to the base filing fees and charges defined in Arizona Revised Statute 12-284. The statute allows the Supreme Court to increase fees, limited by a percentage change in the average consumer price index.

The Clerk of the Court staff contributed **\$6,024.54** to the 2012 Maricopa County Combined Charitable Campaign. This is an increase of \$153 from 2011.

Supervisor Andy Kunasek was **elected as chairman** of the Maricopa County Board of Supervisors for 2013 and vowed to work on giving greater flexibility and transparency to the county's regulatory system to encourage economic growth. Supervisor Kunasek has been chairman four other times, the last time in 2011. He has been a supervisor since 1997.

The Construction Zone

These are photos taken this month of the Office area in the Central Court Building that is being remodeled where the filing counter, financial services, docket, and manager offices were formerly located.



The Inside Track on Employee News

1

2

3

4

OFFICE ANNIVERSARIES

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



25 YEARS
Josephine Schuldt

20 YEARS
Brenda Burton

15 YEARS
Lorie Stroud

10 YEARS
Janice Bevan
Harriette Bills
Caryn Smith
Claire Vigil

5 YEARS
Angela DeLucia
Cindylou Martin

NEW EMPLOYEES

A warm welcome to the Clerk of the Superior Court's Office is given to the following new employees:

ADMINISTRATIVE SERVICES

Kimberly Fletcher

BILLING & DEFERRAL

Maria Armendariz

COURTROOM CLERKS

**Sherri Ewing, Jennifer LaMarsh,
Megan Magana, Brittany McVicker
Tiffany Walton, and Christine Ward**

HUMAN RESOURCES

Gwendolyan Dasher



EMPLOYEE NEWS

- **Mauri Nielsen** - recently moved from SEA Marriage Licenses, Passports, Public Records to become a courtroom clerk.
- **Tiara Anderson** - recently was promoted from rep. to specialist with the Criminal Docket.
- **Sylvia Uppendahl** - recently moved from Criminal PreDocket to become a courtroom clerk.
- **Jennie Johnson** - recently moved from Civil eFile to become a courtroom clerk.

Special Features

Where in the world has the Record Times been?

Newsletter has a Wales of a time

Each month, employees are invited to submit photos of themselves with the newsletter while they are on vacation. This month ITG Director **Ron Bitterli** poses with the newsletter in Llanfairpwllgwyngyllgogerychwyrndrobwllllantysiliogogoch, which is a large village and community on the island of Anglesey in Wales.

Ron said it was originally called Llanfair Pwllgwyngyll, which means 'The Mary Church by the pool near the White Hazels,' but it was renamed in the 1850's to try and encourage trains, travelers and tourists to stop at the village. It is believed a cobbler came up with the name, not realizing it would be one of the most successful tourist marketing plans of all time!

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 or interoffice mail the print photo(s) to Len Keso (mailcode DJC-PA) with your name, department, and a photo description.



CLERK WORK

Picturing staff who work for the Clerk



Pictured above is **Andy Rodriguez**. In February, Andy will reach his 28-year anniversary with the Clerk of the Court's Office. He recently changed duties from working at the Information Desk in the CCB Lobby to the new Service Desk in the lobby of the remodeled Downtown Filing Counter. Andy has a vast amount of experience with the Office serving in several different departments through the years. He said being able to help people, meet different people, and the variety of work he has performed are aspects of what he has enjoyed here.

That's a fact

Thursday was the day of the week that had the most court hearings scheduled in FY'12.

(Source: *Judicial News*)

Take 5

This month's list of five is... **the five longest serving Clerk employees.**

- 1) Duffy Watson - 45 years
- 2) Denise Glab - 39 years
- 3) Kim Dollins - 36 years
- 4) Janice Arnold - 35 years
- 5) Darlene Pierson - 31 years



The Extra Smile

At the end of his route one day, a school bus driver noticed a young boy still on board. Thinking the child missed his stop, the driver reversed his route and headed back to the school and told the boy to let him know when they reached his neighborhood. The boy sat quietly and said nothing as they passed house after house. When they reached the school, the worried driver asked the child for his address. The little boy pointed to a house right across the street. "That's where I live," he said, "I just wanted to ride the bus once."

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