

1
2
3
4

Record Times



A monthly newsletter for Clerk of the Superior Court employees

January 2012

Vol. 18 No. 1

HAPPY NEWS-YEAR!

Brief news items to report for the new year



- Since becoming mandatory on September 1, 2011, Civil eFile has reached a few noteworthy milestones. Civil eFile reached its all-time high eFilings on November 14 with a total of **1,363 documents efiled**, followed by 1,331 documents efiled on January 11.

- For the second year in a row, the Clerk's Office will participate in the **Veteran's Stand Down Event** on Saturday, Feb. 4. 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 staff members are involved in this project.

- The deadline to participate in the **Centennial Marriage Event**, hosted by the Arizona Clerks of Court Offices and the Arizona Supreme Court is Feb. 6. The event will be held on the grounds of the Arizona Courts Building on Feb. 14, 2012. Unmarried couples who meet Arizona's statutory requirements will have the opportunity to be married by the Chief Justice of the Supreme Court Rebecca White Berch. The event is open to the first 100 couples who sign up. Couples need to purchase their marriage license before February 6 and inform the Clerk's Offices that they want to participate. Feb. 14 is the actual day of Arizona's statehood and is also Valentine's Day. More details are available on the Clerk's website.

- The Court Information Center, located in the CCB, reports it assisted **151,160 customers** in 2011. **Andy Rodriguez** serves as the Clerk's representative at this Center, which assists the public with court/county information and/or directions.

- The Clerk of the Court staff contributed **\$5,871.54** to the 2011 Maricopa County Combined Charitable Campaign. This is an increase of \$1,284 from 2010. In total, Maricopa County employees donated \$519,522 to the campaign.

- The NE Office conducted a **Blanket Drive** during the holiday season to assist the homeless in the community. NE staff collected 17 blankets, 19 coats, 23 sweaters/sweatshirts, and 14 hats/scarfs/gloves.

OnBase keeps OnGrowing

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

2002	6,249,839 pages	2003	6,481,725 pages	2004	7,475,599 pages	2005	9,164,487 pages	2006	9,095,136 pages
	1,956,559 documents		2,007,854 documents		2,368,029 documents		2,841,956 documents		2,883,845 documents
2007	9,177,838 pages	2008	9,214,696 pages	2009	9,358,319 pages	2010	9,270,096 pages	2011	8,821,955 pages
	3,036,809 documents		3,158,085 documents		3,331,814 documents		3,374,519 documents		3,299,449 documents



Michael K. Jeanes
Clerk of the Court

A Minute with Michael



The First Quarter 2012 Munch Meetings

2012 has begun and so have my monthly Munch meetings with you. I have already held meetings this month at four locations and I am looking forward to the remaining meetings scheduled for the 1st Quarter at the other locations. The 2nd Quarter Munch meeting times and dates will be announced in March. For those of you who may be new to the Office or who have not attended a Munch before, these are monthly scheduled times during the lunch hour that I come to your area to meet you and answer any of your questions and/or just share with you what is happening around the Office and Maricopa County.

I have stated this before, but I enjoy the opportunity these meetings provide me to get better acquainted with you. We rotate the Munches among each Office location so that I am at each area at least four times during the year. The Munches are informal. You can come at anytime during the Munch and leave when you need. Please feel free to bring your lunch if you like.

We made one slight change this year to the Munches. Instead of having separate meetings for “Employees Only” and then “Employees and Supervisors,” it is opened up to allow all employees and supervisors to come to the Munch at their location. If you haven’t been to a Munch yet, please consider attending one this year. If you have been to a Munch before, it would be great to see you again.

Following are the 2012 1st Quarter Munch dates. This schedule is also available on the COCWEB in “Employee News.” The dates in blue are the locations that a Munch has already occurred for this 1st Quarter. Please note that the upcoming dates could change due to unforeseen scheduling conflicts. You will be notified should that occur.

DOWNTOWN - TANG Conference Room - ECB, Law Library, 3rd Fl. / Noon - 1:30 p.m.

Thursday, February 2 Tuesday, March 13

DURANGO JUVENILE - COC Conference Room / 12:30 - 1:30 p.m.

Tuesday, January 10

CUSTOMER SERVICE CENTER - Sonoran Room / Noon - 1 p.m.

Wednesday, January 18

NORTHEAST - Multi-Purpose Room / Noon - 1 p.m.

Wednesday, March 14

NORTHWEST - Jury Room 124 / Noon - 1 p.m.

Thursday, January 19

SOUTHEAST ADULT - Conference Room / 12:00 - 1:00 p.m.

Wednesday, February 1 (SE Juvenile staff are also invited to attend)

SOUTHEAST JUVENILE - Cactus Room, 1st Floor / 12:00 - 1:00 p.m.

Wednesday, January 4 (SEA staff are also invited to attend)



Common County Names

The most common county names in the US, according to [Rand McNally Commercial Atlas and Marketing Guide](#) are: Washington County - 31; Jefferson County - 26; Franklin County - 25; and Jackson and Lincoln County - 24.



The Extra Mile



(Listed below are recent letters, email messages, note cards, and phone calls about Clerk of the Court employees who went the extra mile to provide excellent service.)

CUSTOMER CARD COMPLIMENTS

Northeast Filing Counter

- “I have been here several times working through my father’s probate. All employees have been better than wonderful. FIVE STARS for your service. Thank you.”
- “The staff at the NE Court is universally excellent.”
- “This branch has been great. This is such a difficult time (going through a divorce) and this branch has made the experience as painless as possible. Thank you!”

Customer Service Center Marriage License and Passports

- “Staff were helpful and courteous when we came in to get our marriage license.”
- “Staff were extremely helpful and courteous. It’s always a good experience with the staff. Keep up the good work! This place is one of the nicest and friendliest of any place I know.”

Customer Service Center

- **Mary Young** - “Mary should be praised for her helpfulness and efficiency. She provided outstanding service.”

Southeast Adult Marriage License/Passports/Public Records

- **Rubi Rojas** - “Rubi had lots of patience to deal with our big and crazy family of nine.”
- **Judy Barney** - “Judy was amazing and helpful.”
- **Lori White** - “Lori is very patient and helpful.”



Recordsetting service!

CUSTOMER COMPLIMENTS

A customer recently sent a very complimentary email to the Clerk’s Customer Relations email box about **Madonna Anderson**. He wrote, “I would like to comment on the outstanding customer service I received from one of your employees. On January 12, I had to conduct some business with the Office; unfortunately, I only had about two hours left before my deadline and I was concerned that I would not be able to get things taken care of. Luckily, I was helped by Madonna Anderson. I cannot emphasize enough how helpful and kind she was. Without question, this was the BEST customer service I have EVER received, from ANY type of business. Knowledgeable, empathetic, honest, reassuring, and efficient are some words that come to mind. She is an outstanding asset to the Clerk of the Court and should be recognized as a leader in customer service.”

Accounting Operations Manager Jane Tewksbury received an email from an employee of the Public Fiduciary’s Office who wrote to compliment her staff member **Kristin Ralston**. She said Kristin was extremely helpful and assisted her in locating information. She wanted to make sure that her manager was aware of her excellent service.





Maricopa Moment

News from Maricopa County



The Maricopa County Elections Department is in need of **poll workers** for the upcoming Presidential Preference (Feb. 28), Primary (Aug. 28) and General (Nov. 6) elections. The pay is \$100 for Election Day; \$10 for the Training Class, and \$5 for the Set-Up Meeting. For more information, you may contact Colleen Redmond at 602-372-3713 or via email at credmond@risc.maricopa.gov.



A free **Vanpool Webinar** is being offered on Jan. 31 from 10 - 11 a.m. to county employees who are interested in learning more about this travel alternative. Employees may participate at their desk and will have the opportunity to ask questions or respond to simple survey questions. Maricopa County provides an \$85 per month subsidy toward the cost of the vanpool fare. To register, visit www.ValleyMetro.org.



The Maricopa County Employee Benefits Division introduced a new **Financial/Money Coaching benefit, My Secure Advantage**. All employees and their dependents are eligible. The program provides employees with the opportunity to improve their financial health. Participants are partnered with a money coach who can assist, advise, and teach new financial habits. In addition, the money coach can also help with: mortgage questions, debt management, credit issues, tax and retirement matters, and more. Registration is available by calling Magellan Health at 1-888-724-2326.



District 4 Supervisor Max Wilson was unanimously elected to serve as the **2012 Chairman of the Maricopa County Board of Supervisors**. Wilson pledged to work toward lower property tax on residents this year. Wilson, first appointed to the board in 2002, has been chairman twice before.

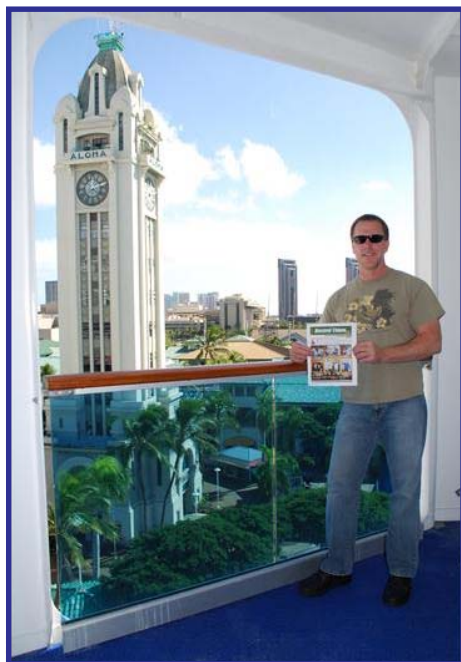


Snip-Snap

(A section of snippets and snapshots)

Newsletter cruises to a new destination

Each month, employees are invited to submit a photo of themselves reading the *Record Times* while they are on vacation. Last month, the newsletter was spotted in Belgium. This month, the newsletter cruised to a new destination.



Pictured to the left is ITG's **Scott Hensel**, who posed for a picture with the newsletter while he was on the cruise ship "Sapphire Princess," which was at port in Honolulu Harbor on the island of Oahu, Hawaii.

You may submit photos of yourself reading the *Record Times* while on vacation at any time for this monthly newsletter feature.

To submit a photo:

- 1) Print the front-cover newsletter page;
- 2) Take a photo(s) with the page on your vacation;
- 3) Email the digital photo or interoffice mail the print photo to Public Affairs Office's Len Keso (mailcode CD-PA) with your name, department, and a photo description.

You may submit more than one photo from your vacation and you may submit photos more than once from other future vacations as well.

Ladder of Achievement





The Employee Track

(A special newsletter section devoted to news about employees of the Clerk of the Superior Court's Office.)

BIRTHS

- Congratulations to Northeast Filing Counter's **Marenda Sullivan** on the birth of her 8 lb., 15 oz., 19 in. long baby girl on December 22. Her new daughter's name is Savannah Melody.
- Congratulations to SE Juvenile Courtroom Clerk **Delia Garcia** on the birth of her first grandson on Dec. 17. Her new grandson is named Adrian Eli. He weighed 7 lbs. 11 oz.
- Congratulations to NW Filing Counter's **Krizna Rodriguez** on the birth of her son on Jan. 3. His name is Andrew Efrain. He weighed 6½ lbs., was 19 in. long, and is Krizna's first child.



OFFICE ANNIVERSARIES

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

5 Years -

Teresa Stemmons, Andrea Bigby, Michele Maroni, Bianca Rios, and Kathy Waldner

10 Years -

Rebecca Bennett and Christina Gatz

20 Years -

Dave Forde



NEW EMPLOYEES

- Courtroom Clerk - **Frances Chavez, Christina Ely, Valerie Gardner, Kristi Gilmet, Valerie Marino, Kecia Philphot, Deralyn Pico, and Cynthia Soto**
- Criminal Downtown Document Management Team - **Sherry Stutsman**
- CSC Quality Control Auditing Team - **Kathie Rosenow**
- Downtown Family Court Filing Counter - **Lynn Cathers**
- Durango Juvenile Courtroom Clerks - **Dana Houston and Jayson Jones**
- Durango Juvenile Exhibits - **Jolene Thomas**
- Exhibits - **Tricia Navarro**
- Human Resources - **Joe Gauronskas**

Welcome
to the
Clerk's Office!



EMPLOYEE MOVES

- **Lisa Smith** transferred from Criminal Court Operations to Family Court Services.





...The Employee Track continued

EMPLOYEE SPOTLIGHT



Name: Lillian Barnett
Department: Exhibits
Hometown: Northfield, Ohio
Birthday: August 18
Family: *Husband* - Bill / *Children* - James and Savannah / *Step-Children* - Sarah and Jacob / *Grandbaby* - Sophia / *Pets* - 2 dogs (Shadow and Andy) and 1 cat and some fish
Years With Office: Sixteen years

A Favorite Activity(ies): I enjoy traveling and sightseeing.

A Least Favorite Activity(ies): Being bored

What is something that you enjoy about your job: I enjoy meeting new people. There is never a dull moment and it always interesting work.

The Hardest Thing That You've Done: It was the time when I moved to Texas for three months and I didn't know anyone there.

What is Something That You Are Proud Of: Graduating from Arizona State University with a B.F.A. and a Business minor

Your Favorite Meal: Steak and seafood

Your Favorite Place to Eat Out: Texas Roadhouse

Your Favorite Movie or TV Show: TV - American Idol

A Dream I Have Is To: I would like to go on an African safari. I do not want to hunt. I would just love to go to see all of the different wildlife there is.

A Hobby or Special Collection: I like to draw and paint. It is an enjoyable hobby when I have the time for it. I like doing landscape and wildlife and have a portfolio with my work.

A Pet Peeve: People with no manners

Your Favorite Vacation Destination: Hawaii

Place You Would Like to Travel To: Australia

Two People With Whom You Would Like to Have Dinner: George Clooney would be one. I really enjoy his acting. I think that would be the only one.

What Was Your First Job: I was a secretary at AT&T in Iran

Nobody would believe it if they knew... I lived in Tehran, Iran for two years. My father worked at AT&T and helped put in the telephone system there.

Construction Corner

by Wendy Johnson,
Special Projects Manager



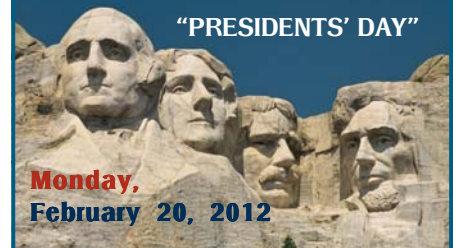
Move & Remodel

South Court Tower: The Criminal Exhibits move has been completed! The next move, which consists of the RCC/EDC Courtroom Clerks and staff and Criminal Exhibits, is February 17-20. The final move, which includes the Criminal File Counters and designated Criminal Courtroom Clerks, is February 24-26. For those moving, please look for staff informational meetings and tour invites in Outlook.

CCB-WCB Remodel: Final furniture design drawings are complete and will be posted at CCB and Chambers soon. The project is on track for Phase I construction to begin March 5, 2012. Phase I will be completed by November 30, 2012. The next group to move to the Chambers building is the non-Criminal Courtroom Clerks currently located in the WCB floater pool. This move will occur February 3-5.

The next scheduled holiday is

"PRESIDENTS' DAY"



Monday,
February 20, 2012

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Chief Deputy Chris Kelly
Newsletter Editor Len Keso





This month's history lessons

Interesting items from the past in recognition of Arizona's upcoming 100th anniversary of statehood



Arizona History - How much do you know? (Part 11 - final article)

In recognition of Arizona's 100th statehood anniversary approaching on Feb. 14, 2012, Training and Development's **Steve Weston** has provided a series of 11 articles related to the history of Arizona, Maricopa County, the Court, and the Clerk's Office. This is the final article.



After several attempts to have a statehood bill approved, the people of the Arizona Territory were authorized to draft a constitution in 1910. The voters of the Arizona Territory ratified the draft Arizona Constitution and sent it back to Washington for approval by Congress and the President. This approval took the form of legislation to accept the territory as a state and required approval of both houses of Congress and the President.

President William Howard Taft initially refused to sign the bill that accepted the Arizona Constitution until the citizens of the territory removed a clause permitting recall of judges. They removed the clause and he approved the Constitution and Arizona became the forty eighth state on February 14, 1912. Elections were held to elect officials for the new state at the same time that the constitution was being changed to satisfy President Taft. The announcement then came out that President Taft had signed the Arizona Statehood Act and it was telegraphed to the people of Phoenix. The new Arizona Governor George W. P. Hunt was then inaugurated and called the new legislature into its first session. One of the first acts of the 1st Arizona State Legislature was to place a constitutional amendment before the voters to add the recall of judges to the state constitution, changing it back to its original form. Voters of the new State of Arizona approved the provision for recall of judges and another amendment that provided women the right to vote in local, state and national elections. The people of Arizona, in today's parlance, were basically saying, "Take that, President Taft!"

An interesting side note is that in 1911, the U.S. Supreme Court ruled that Congress (and the President, given his participation in the process) cannot deny as part of enabling act of statehood, any condition relating wholly to matters under state control, under which the right to recall judges falls. With that ruling, President Taft should never have been allowed to veto Arizona's statehood; which means, had he not, Arizona would have celebrated its 100th anniversary in 1911. Had that occurred, who knows, but the order of New Mexico and Arizona becoming states could have been reversed. Arizona would be the 47th state and New Mexico the 48th state because New Mexico entered the union on January 6, 1912. *(by Steve Weston)*

A few fun facts about Arizona



Following are some fun facts about Arizona that were provided by Arizona100:

- The world's largest solar telescope is located at Kitt Peak Observatory in Sells, Arizona.
- Arizona is the sixth largest state in the nation, covering 113,909 square miles.
- In 1912, President Taft was ready to make Arizona a state on Feb. 12, but it was Lincoln's birthday. The next day, the 13th, was considered bad luck so they waited until the following day, Feb. 14. This is how Arizona became known as the "Valentine State."
- Rooster Cogburn Ostrich Ranch in Picacho, Arizona is the largest privately-owned ostrich ranch in the world outside of South Africa.
- Jerome, Arizona was named for Eugene Jerome of New York City, who never visited the town.
- A saguaro cactus can store up to nine tons of water.
- Thirteen species of rattlesnakes live in Arizona, more species than any other state.

