

# Record Times



A monthly newsletter for Clerk of the Superior Court employees

January 2011

Vol. 17 No. 1

## Michael is sworn in to serve as Clerk for his fourth term



**O**n January 2, 2007, Michael Jeanes was sworn into the Office of the Clerk of the Superior Court to serve for a third term. Exactly **four** years and **four** days later (on 1-6-11), Michael was sworn into Office for a **fourth** term of **four** years ... which makes four 4's for him ... and like the previous terms, he is more than up **FOUR** the job. Michael was sworn into Office as a result of winning the General Election on November 2, 2010. Superior Court Presiding Judge Norman Davis officiated the swearing-in ceremony that was held in the Board of Supervisors Auditorium.

Michael first took the oath of Office for the Clerk of the Court in February 1998 when he was appointed to the position by Governor Jane D. Hull after the Clerk of the Court Judith Allen resigned. He completed the remainder of her term and then was sworn-in as Clerk again in January 1999 when he was elected to the position by the voters of Maricopa County for the first time. The voters have since returned him to Office for consecutive terms and he was sworn in January 2003, January 2007, and now January 2011. Michael is currently the third-longest serving Clerk of Court for Maricopa County. Walter Wilson served 36 years from 1926 - 1962 and W. Don Palmer served 16 years from 1966 to 1982.

Since the number 4 has frequently appeared, here are four goals Michael would like the Office to achieve in the next four years: **1)** Expand eFiling to all adult court case types; **2)** Image all inactive case files; **3)** Complete the audit and destruction of adult case files previously imaged for years 2002 - 2006; and **4)** Adopt and maintain an electronic court record for juvenile case types.

Below is a photo of Michael being sworn in this month along with photos of his family – wife, Jill and their three sons, Eric (oldest), Nathan (middle), and Garrett (youngest) after each of his Clerk of Court swearing-in ceremonies.

Michael is sworn into Office by Presiding Judge Norman Davis this month. Michael's wife Jill stands at his side during the ceremony.



2003 - Nathan, Eric, Garrett, Michael, and Jill



1998 - (from left) Eric, Nathan, Garrett, Jill and Michael



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



1999 - Eric, Nathan, Garrett, Jill and Michael



2011 - Garrett, Michael, Jill and Nathan (Eric was out-of-town and unable to attend)



Michael K. Jeanes, Clerk of the Superior Court, Maricopa County



Michael K. Jeanes  
Clerk of the Court

## A Minute with Michael



### The first quarter 2011 Munch Meetings

**A**nother new year has arrived and so have the new dates for my monthly Munch meetings with you. I have been holding these monthly meetings for many years now and I continue to enjoy the opportunity they provide to meet with you. 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 with you, to discuss any office issues, update you on any county news, share ideas, answer any questions, or simply have a time to get a little better acquainted. We have Munches designated for non-supervisory staff only and ones where everyone is invited. We rotate the Munches among each Office location so that I am at each area at least four times during the year.

If you have haven't been to a Munch yet, I encourage you to attend. If you have been to a Munch in the past, please come back, I would enjoy seeing you again. When you attend, remember to bring your lunch if you like.

Following are 2011 First Quarter Munch dates. This schedule is also available on the COCWEB in "Employee News."

*(Dates in black signify everyone is invited. Dates in red signify the Munch is a non-supervisory personnel discussion.)*

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

**Monday, January 24; Monday, March 21;**

**DURANGO JUVENILE - COC Conference Room / 12:30 - 1:30**

**Tuesday, February 1**

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

**Tuesday, February 15**

**NORTHEAST - Jury Room / Noon - 1 p.m.**

**Monday, January 31**

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

**Thursday, February 3**

**SOUTHEAST ADULT - Conference Room / 12:30 - 1:30 p.m.**

**Thursday, February 24**

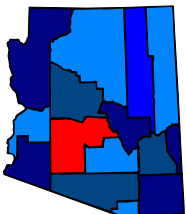
**SOUTHEAST JUVENILE - Cactus Room, 1st Floor / 12:30 - 1:30 p.m.**

**Tuesday, March 22**



**NOTE:** The above dates could change due to unforeseen scheduling conflicts. Notice will be sent out if that occurs. All Southeast staff are welcome to attend either of the Munches held at Southeast Adult or at Southeast Juvenile.

## Finding out who the other Arizona Clerks of Court are



**B**esides Michael Jeanes, being sworn into Office of the Clerk of the Superior Court for Maricopa County this month, 14 other Arizona Clerks of Court were sworn into Office as well. This year, there are five new Clerks of Court in Arizona. They are: **Mary Ellen Dunlap** - Cochise County; **Lynn Fazz** - Yuma County; **Deanne Romo** - Navajo County; **Pam Pollock** - Greenlee County; and **Chad Roche** - Pinal County. A listing of all of the Arizona Court Clerks is provided on the COCWEB under the headline "Resources" and the link "Arizona Court Clerks."



# 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

### Southeast Marriage License and Passports

- **Lori White** – “Lori’s prompt service was fabulous.”
- **Ken Daniels** – “Ken went out of his way to help.”
- **Al Ogawa** – “Thank you Al for your timely help.”
- **Judy Barney** – “Judy needs a pat on the back for being so helpful.”
- **Kimberly Epling** – “Thank you Kimberly for going the extra mile in a critical situation.”

### Northeast Filing Counter

- **Veronica Ledesma** – “Veronica is wonderful, patient, and so helpful.”
- **Sean Donahoe** – “Sean was very supportive and helpful.”

### Customer Service Center Public Records

- **Rick Stefano and Sally Valdez** – “They were extremely helpful. The nicest people I have ever encountered in the Court atmosphere. Short wait. Good job.”
- **Connie Estrada and Evelyn Laborin** – “They were very helpful, knowledgeable, and courteous. You have the nicest people here and they know their job.”



## CO-WORKER COMPLIMENTS

“I want to say thank you to **Eddy Ramirez**. Eddy always follows up with any of our supply issues. He is thorough, fast, and dependable. Thank you Eddy for making the supply order process easy, efficient, and fun.” – *Angie Green*

“I want to give a big thank you to **Angela Allegretti** with the SE Distribution. She has been helping us out tremendously with the Order of Protections while we have been short-staffed. I want to let her know how much we appreciate her teamwork and willingness to help us out at the drop of a hat. Thank you!” – *Cynthia Coronado*

## CUSTOMER COMPLIMENTS

A Superior Court employee sent an email to Kiera Molina to let her know about the excellent service her employee **Kelly Laird** provided. The employee wrote, “I don’t know if you guys have an ‘Employee of the Month,’ but if you do, I think Kelly should be it. Since I have been working here, she has been a God-send to me. I just want you to know that she has been really helpful.”

Commissioners Roger Hartsell, Myra Harris, and Eartha Washington sent an end-of-the-year email to the Office about all the Court Clerks they worked with in 2010. They said, “We are very comforted knowing whoever is assigned will be professional, adequately trained, and ready-to-go. They are superlative and work extremely hard. It has been our pleasure to work with each of them.”

The courtroom clerks are: **Wendy Brown, Marty Makawi-Beyer, Anisa Ashburn, Anna Fagnani, Julie Gaebler, Valerie Stevens, Donna Ganther, Gail Verbil, Summer Stewart, Rae-Ann Hopper, Eric Toledo, and Charles Brown.** (...article continued on next page)





... more extra miles

## CUSTOMER COMPLIMENTS

(...continued from page 3) Commissioner Harris and Hartsell also each sent an email to Courtroom Service Managers **Karen Stone** and **Susan Morris** to thank them for their leadership and excellent work in arranging for clerks for their calendars.

A very appreciative customer took time to write an email of appreciation to Mark Leong about his employee **Shannon Stulz**. The customer wrote, "This email is written in sincere appreciation for the technical knowledge, courtesy, and outstanding professionalism and assistance provided by Shannon. I've been practicing law in California for 23 years, and in that time I have interacted with some great court clerks and assistants. Shannon is exceptional. She was very patient and very knowledgeable and she explained in detail the issues and procedures that I needed to be aware of in order to accomplish the filings of the documents while avoiding the rejection of any documents. Shannon's knowledge of procedure is excellent, and her ability to articulate and convey that knowledge in a courteous, clear, and precise manner is rare and greatly appreciated. I am sure her skill and excellent customer service are equally appreciated by all the thousands of individuals that rely on the Court Clerk's Office each week.

Mark, the type of expertise and professionalism that I received from Shannon typically occurs due to exceptional management, providing careful training, outstanding supervision, and consistent motivation for individuals that want to serve the public to the best of their abilities. I thank you and Shannon and your staff for providing excellent customer service."



## Snip-Snap

(A section of snippets and snapshots)

### Newsletter travels to unique spot in USA

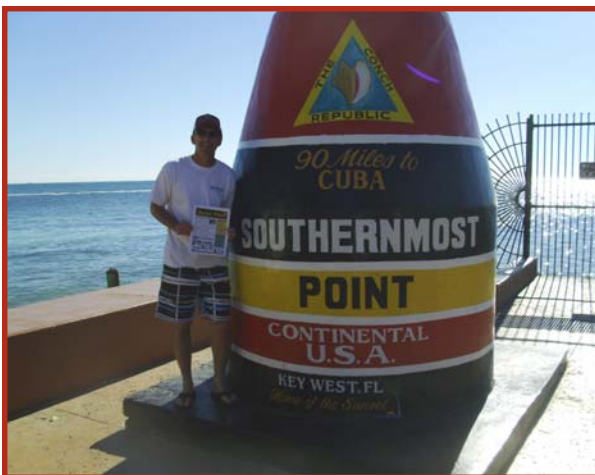
Each month, employees are invited to submit a photo of themselves with the *Record Times*. Last month, the newsletter was seen with an employee in the Philippines. This month, there is a very familiar face with the newsletter in a very notable place in the United States.

Pictured below is Clerk of the Court **Michael Jeanes**, who posed with the newsletter while he was vacationing at Key West, Florida. The photo was taken at the southernmost point of the continental US.

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

#### To submit a photo:

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



### January Junction

A few items related to January:

#### Gloomiest Day of the Year

According to the mathematical calculations of British psychologist Dr. Cliff Arnall at the University of Cardiff, the Monday closest to January 24 (which this year is Monday, January 24) is the unhappiest day of the year. Factors that make it so include post-holiday blues, the return to work, mounting bills, the challenge of New Year's resolutions, and the chilly temperatures.

#### New Year Quote

"Though no one can go back and make a brand new start, anyone can start from now and make a brand new ending."

- Carl Bard



## The final wrap-up on two holiday activities



**PET DRIVE** - The Pet Drive was held during the month of December at Southeast Adult and Downtown. This was the second year the Office participated in this effort to assist the Arizona Humane Society by providing items for cats and dogs. The following are the results of this Drive:

- **Nine bags and one box** of dry dog and cat food and **16 packages** of moist dog and cat food were collected, plus **three** dog beds, **one** blanket, **two** leashes, and more than **20** other items were donated, including pet toys.

**BLANKET DRIVE** - The Blanket Drive was held during the month of December at the Northeast Office. This was the fourth year that the NE staff participated in this effort to assist the homeless through the Central Arizona Shelter Services. The following are the results of this Drive:

- **17** blankets, **23** jackets, **15** sweaters and sweatshirts, **12** pairs of gloves, and more than **20** other items were donated to help make it a warmer winter for those in need.



## Superior Court items in the news



- On January 20, the Superior Court kicked-off their first ever **Veterans Court Calendar**. Phase One will work with veterans who are currently on probation and have absconded or veterans on supervision who are at risk of violating their probation terms. Presiding Judge Norman Davis said, "Veterans Court will not relieve a veteran from responsibility for a criminal action, but will better protect the community and honor the veterans' service by connecting them with services designed to reduce the rate of recidivism and strengthen the family dynamic."

- This year marks the 15th anniversary of the Superior Court's **Self-Service Center**. According to the Superior Court, they have assisted more than 1.4 million customers during that time. In 1995, the idea of helping self-represented litigants was a new concept and it became a trend-setter for other courts across the nation. The Self-Service still continues to receive requests for tours and information from other Courts on a regular basis. The SSC's latest project is to transition from having both pdf and Word versions of all the forms on the SSC website to having only a single fillable form format for each form.

## 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		
	3,036,809 documents		3,158,085 documents		3,331,814 documents		3,374,519 documents		



## The Employee Track

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

### EMPLOYEE SPOTLIGHT FOR JANUARY



**Name:** Ken Troxel

**Department:** ITG / **Hometown:** Cody, Wyoming

**Family:** **Two Daughters** - Ashley (19) and Caitlyn (17)

**Birthday:** December 14 / **Years With Office:** 10

**One Thing You Enjoy About Your Job:** Working with people and delivering computer solutions that really make their job easier.

**Favorite Activity(ies):** Spending time with family and friends

**Least Favorite Activity(ies):** Shopping for new cars

**The Most Adventurous Thing That You've Done:** Spent a week in Costa Rica with absolutely no plan. During the flight down, we found out our cruise had been cancelled (actually went out of business). We either had to make a 'Plan B' or go home. It turned out to be the best vacation I ever had.

**What is Something You Are Proud Of:** Besides my family, I would have to say my house. I have had it for 20 years and remodeled it little by little from a pretty small 'shack' to a pretty comfortable sanctuary.

**Favorite Meal:** Any kind of Mexican food

**Where is Your Favorite Place to Eat Out:** No real favorite. I like to try lots of different places.

**Favorite Movie or TV Show:** *Anthony Bourdain: No Reservations*

**A Dream I Have Is To:** Retire in the tropics and open my own cantina.

**Do You Have a Hobby or Special Collection:** Golf, amateur radio, gold panning, hiking, fishing, beach, off-roading, and traveling.

**What Has Been Your Favorite Vacation Destination:** Eastern Caribbean

**What Place Would You Like to Travel To Next:** New Zealand or Panama

**A Pet Peeve:** When people ask me for help and then proceed to tell me I'm wrong when I try to help them.

**Two People With Whom You Would Like to Have Dinner:** I don't know who they are yet (at least I don't think so), but someday my daughters will get married. I would like to have dinner with those two men.

**What Was Your First Job:** A dish washer at the Holiday Inn.

**Nobody would believe it if they knew ...** that I once captured a rattlesnake live.

### OFFICE ANNIVERSARIES

#### 15 Years

- Cynthia Ferriegel

#### 10 Years

- Rachel Robles
- Edith Witherspoon

#### 5 Years

- Michael Mejia
- Jenela Fierro
- Fred Mohr
- Dar Unger
- Angelica Mejia
- Lisa Nevenhoven



### NEW EMPLOYEES

**Civil Filing Counter –**  
**Kerry Crockett**

**Billing Unit –**  
**Cassandra Salt**

**Courtroom Clerk –**  
**Donna Del Rio, Alma Granillo,**  
**Stacey Haynes, Ann Sikkema, and**  
**Maria Wasson**



### EMPLOYEE TRANSFERS

- **Tracy Nalls** transferred from SEA RCC/EDC to be a courtroom clerk.

*Record Times.* Published monthly by the Public Affairs Office for distribution to Clerk of the Superior Court Office employees. For past issues of the Record Times, you may visit: <http://cocweb.coc.maricopa.gov/oldcontent/news/recordtimes/default.asp>

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