

# Record Times



A monthly newsletter for Clerk of the Superior Court employees

October 2011

Vol. 17 No. 10

## Discover who is in costume at Oct. 31 event



**A**t last year's Costume eVent, a group of employees who were dressed as "Jumbo Crayons" were voted on by employees as having the "Best Overall Costume." This year, there could be some different employees who think they have a *colorful* new costume that is worthy of first prize. To see the costumes that pass judgment with *flying colors* this year, the Office will hold its **6th Annual Costume eVent** on Monday, Oct. 31.

The eVent provides the opportunity for Clerk of the Court employees to vote on their favorite Halloween costumes in various categories. Among last year's costume categories were: Cutest, Best Decades, Most Spook-tacular, Best TV/Movie Character, and Sweetest. This year, the categories will be determined based on the various costumes of employees.

The Costume eVent will work as follows: photos of employees who are in costume and want to participate in the contest will be taken on Oct. 31. From these pictures, categories will be created for the various costumes. The categories will then be sent to employees (approximately four days later) to vote for their favorite costumes in each category. The votes will be tallied and the winner's will be announced in the November *Record Times*.



There were many interesting characters at last year's Office Costume eVent. Who will show up this year?

## Men, women, girls and boys helped by Drive for socks and toys

**O**n Halloween, as a result of the Costume Event, a Clerk employee could call the place of work "Scary-copa County." Once Halloween Day is over though, a new name becomes more appropriate, and that is "Merry-copa County" because of the generosity of Clerk of the Court employees during the Office's Annual Holiday Drive. Like previous years, this year's Holiday Drive includes the following officewide activities:



- **Socks Drive**, which will be held Nov. 4 - Dec. 2.
- **Toys for Tots Drive**, which will be held Nov. 14 - Dec. 12.

Donation boxes will be set up at each Office location for employees to drop off their donated items for the Socks and Toys for Tots Drives. Last year, Clerk's staff donated **753** pairs of new socks and thousands of toiletry items for the Socks Drive, and **345** new toys for the Toys for Tots Drive. More details will be announced.



### A special salute to veterans is planned for Nov. 10

Maricopa County officials are sponsoring a special **Veteran's Day Celebration** from 9:30 to 10:30 a.m. on Nov. 10 to honor the county employees who have served in the U.S. Armed Services. The event will be held in the Board of Supervisors' Auditorium.





Michael K. Jeanes  
Clerk of the Court

## A Minute with Michael



### Teamwork talk

“Teamwork - the achievements of an organization are the results of the combined effort of each individual.” – *Vince Lombardi*

**T**eamwork is a word we are very familiar with in our Office. I see and hear about it happening in our Office all of the time and I am very proud of that. Our work affects thousands of people each day. Our ability to not only meet this demand, but to achieve our goal of exceeding expectations is only attainable through efficient, energetic, and enthusiastic teamwork. Our successful teamwork is the reason why our upcoming annual report’s theme is about teamwork. I know Thanksgiving is still a few weeks away, but I want to express my heartfelt thanks for your willingness to work together so well. During these past few years of the poor economy, decreased budget, and reduced staffing and resources, we have needed the spirit of teamwork more than ever.

Our Office just received a letter from Chief Probation Officer Barbara Broderick from the Adult Probation Office that provides a perfect example of the excellent teamwork happening in the Clerk of the Court’s Office. It concerns a project that our Office worked on as team. I would like to share it with you. This letter was sent to **Marian Catt, Rich McHattie, Becky Magana, Laura Eng, Lauri Million, Correnia Snyder, Aaron Nash, Angie Smith, Chris Stimson, and Jeanette Farrison.**



“As the implementation planning for HB2404 is concluding, I wanted to take a minute and thank you and the rest of the Clerk’s Office for all your assistance with this project. I have heard from multiple individuals in our agency, as well as outside it, of the considerable efforts of your office from working to have RFR run reports for County Collections, to minute entries being updated, to significant changes to payment codes, to a host of other areas. I recognize this has not been an easy project to implement, but it has been the **spirit of teamwork** and collaborative approach across agencies that enable us to serve the Court and community very effectively. Thanks again for all of your efforts with this project!”

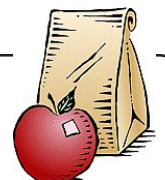
I thank all of you for being a part of our great Clerk team and for your exceptional teamwork!

## Arizona Centennial Marriage Event set for Valentine’s Day 2012

In celebration of Arizona’s 100th Anniversary of statehood, the Clerk of the Superior Court Offices in Arizona and the Arizona Supreme Court are hosting a **Centennial Marriage Event** 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 will be open to 100 couples to participate in. Couples will need to purchase their marriage license before February 6, 2012 and inform the Clerk of the Court Offices that they want to participate. Feb. 14 is the actual day of Arizona’s statehood and is also Valentine’s Day. More details will be provided in the near future.



- Nov. 3 - Downtown / Noon - 1:30 p.m. / TANG Conference Room, ECB, 3rd Fl.
- Nov. 8 - Customer Service Center / Noon - 1 p.m. / Sonoran Room
- Nov. 9 - SE Juvenile / 12:30 - 1:30 p.m. / Cactus Room
- Nov. 14 - Durango Juvenile / 12:30 - 1:30 p.m. / Conference Room





# 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

### Customer Service Center Marriage Licenses and Passports

- **Carmen Diaz** - "Carmen was very helpful giving me phone numbers to call to get my birth certificate. I received excellent service."
- **Angela Delucia** - "Angela helped me and she was very professional and very polite. I will be telling all of my friends how good the service was."
- "I loved the way they treated me here. Thank you for the excellent service in getting a marriage license and passport."
- "I received excellent service in obtaining our marriage license."
- "I love their service! Great people."

### SEA Filing Counter

- **Margaret Carpenter** - "Margie was very, very nice, helpful, and delightful too."
- **Adriane Noyes** - "Adriane was very kind and helpful."
- **Jessica Folts** - "Jessica was very helpful and made the process easier."
- **Sheelagh Ponicki** - "Sheelagh was very helpful and made the process easier."
- "The staff has always been very helpful each time that I have had to file documents."
- "Staff are very knowledgeable and courteous. They were very prompt in assisting me."



## CO-WORKER COMPLIMENTS

"I would like to thank **Leah Lindahl** for assisting me in auditing while I focused on training. She has been a tremendous help and has demonstrated that she is a teamplayer. She is always greatly appreciated." – *Angelica Mejia*

## CUSTOMER COMPLIMENTS

Superior Court's Mina Mendez sent a complimentary email to Courtroom Services Manager Susan Morris to let her know about the great work that Courtroom Clerk **June Nothwehr** performed for her. She wrote, "I just wanted to let you know that June does really great work. I imagine it is difficult to be a floater clerk because you have to be a person who can deal with a lot of different people. She is exceptional."

NE Clerk staff member Nancy Rodriguez sent an email to CSC Public Record Counter's **Rick Stefano** to let him know that a customer asked her to thank him for his excellent service. She told Rick that the customer said to thank him for his prompt and excellent service in retrieving her older documents. She said she was very impressed with the effort he took in locating the needed document. She appreciated not having to drive all the way to the downtown location. Nancy added a note to Rick in the email saying, "Great work!"





... more extra miles

### CUSTOMER COMPLIMENTS

Commissioner Abe called Courtroom Services Manager Penny Boettcher to say what a terrific job Courtroom Clerk **Laura Hart** is doing. She said Laura consistently goes above and beyond to assist and to find solutions to tough problems. On one occasion Laura's solution to a problem saved the County time and money. The commissioner wanted to express her thanks for Laura's hardwork and dedication.

SE/DV Courtroom Clerk Chelsea Brandes sent a thank you to **Patti Odell, Leticia Gauna** and **Kathleen Defrees**. Chelsea said, "I really do appreciate the hard work and rough, long days you endure when you cover for me at Desert Vista. Thank you for all the hard work and for ensuring that I don't come back to chaos when I cover ASH! You guys rock!"



### Snip-Snap

(A section of snippets and snapshots)

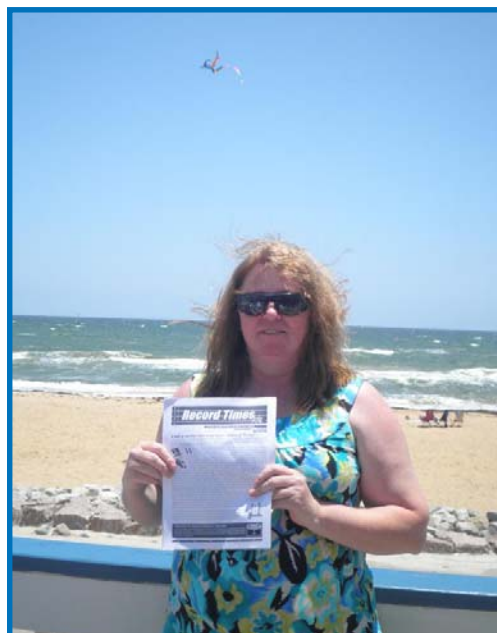
#### Newsletter travels to land of sand

Each month, employees are invited to submit a photo of themselves reading the *Record Times*. Last month, two employees were photographed with the newsletter on their trips outside of the United States – one employee was in New Brunswick, Canada and the other employee was at the Panama Canal in Central America. This month, the newsletter returns to the United States at a Gulf of Mexico beach location in the state of Texas.

Pictured to the right is Courtroom Services' **Laurie Dagna**, who posed with the newsletter while she was vacationing at Surfside Beach, Texas, which is about 45 minutes from Galveston, Texas.

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 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.



#### Spelling Counts

"Dew knot trussed yore spell chequer two fined awl yore mistakes." – *Brenda Hills*

This clever quote illustrates the fact that the spell check feature in most word processing software does not catch all errors, particularly in the case of homonyms – that is, words that sound alike but have different spellings and meanings. Here's a sample listing of common words that you should double-check yourself rather than leaving them to the word processor:

- accept, except
- were, we're
- who's, whose
- affect, effect
- its, it's
- farther, further
- your, you're
- than, then
- principle, princal
- proceed, precede
- stationary, stationery
- their, there, they're



# The Employee Track

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

## OFFICE ANNIVERSARIES

The following employees celebrate milestone anniversaries with the Clerk of the Court's Office in October:

### 5 YEARS

**Tamara Ross and Elizabeth Campos**

### 10 YEARS

**Wendy Brown, Marian Corriveau, Carmen Diaz, Andi Gonzalez, and Helen Rodriguez**



## NEW EMPLOYEES



- CCB Exhibits – **Penny Anderson**
- CFO - **Rebecca Shields**
- Courtroom Clerk - **Cathy Cuttitta, Kristi Gilmet, and Spring Swanson**
- CSC QC Auditing – **Gloria Oviedo, Donna Brandes**
- ITG - **Dominique Tuilefano**
- NE Filing Counter - **Venessa Vasquez**

## AWARDS/HONORS

### Scan-tastic job

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. The following employees received certificates for their outstanding rating:

#### Platinum Certificate -

**Feliz Bustamante** (100%), **Bev Clement** (100%), **Bonnie McGovern** (100%), **Rubi Rojas** (100%), and **Rebecca Shanks** (100%)



#### Gold Certificate -

**Bev Macdonald** (99.90%)

#### Silver Certificate -

**Margaret Brickman** (99.87%), **Sheila Bullock** (99.87%), **Helen Rodriguez** (99.87%), **Rosemarie Scott** (99.84%), and **William Wong** (99.80%)

## TELEPHONE VOICE CONTEST

A **Telephone Voice Contest** was held this month to select the “Official Voice of the Clerk’s Office” for the telephone recorded messages. Forty-one people entered the contest. From those entrants, 10 people have been chosen as finalists. A decision on the person selected to be “the voice” will be made in early November. An office announcement on who the contest winner is will be made via email. The “Go Live” date for the new voice on the office telephone system is Nov. 16.



## EMPLOYEE NEWS

- SEA Courtroom **Kirsten Alger** was promoted to Courtroom Services Manager and began her new duties on Sept. 19.





## This month's history lessons

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



### A look at the seventh Clerk of the Court, Vivian Kringle

For the past several months, the *Record Times* has featured a past Clerk of the Superior Court. This month, Vivian Kringle, the seventh Clerk of the Court, is featured. She served in office from 1982 - 1986.

Vivian Kringle was born in Rochester, Pennsylvania but her family moved to Cleveland, Ohio three weeks after her birth. She was raised in Cleveland and then at the age of 20 her family moved to Tucson, AZ due to health reasons for her father. In Tucson, she worked for a paper company and also for the Health Department. At 21, she got married and the couple moved to Chicago for a brief period of time and then they returned to Arizona settling in Phoenix.

In 1967, she was hired as the executive secretary to the Clerk of the Superior Court Wilson D. Palmer. Later on, she also served in the office as administrative assistant, personnel officer, and then became chief deputy in 1979. She was appointed as the Clerk when Palmer retired from the office in August 1982. She ran for election that year and won the seat.

She served as the Clerk for four years and did not seek re-election at the end of her term. During her tenure, the office took over administering child support in 1983. She also increased the speed of how to draw jury by two days, which was a responsibility of the office at that time. Her time in office also experienced some controversies that led to the Board of Supervisors commissioning the National Center for State Courts to conduct a study on the office's operations. The study provided a list of recommendations to improve the office, but said the staff members have "impressive attitudes and remarkable dedication to their work."



Vivian Kringle

In total, Kringle served in the Office for over 20 years. She was the first female to serve as Clerk in Maricopa County.

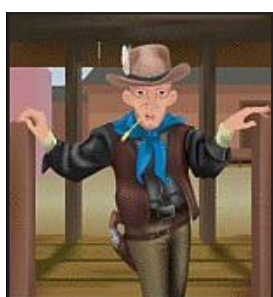
## Arizona History - How much do you know? (Part 8)

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

### Trouble in Tombstone...From Billy Clanton's Point of View

On October 27, 1880, Tombstone Marshall Fred White is accidentally shot by William "Curly Bill" Brocius. After the incident, Wyatt Earp buffaloes "Curly Bill" to the ground and arrested him, along with Pony Diehl, Frank Patterson, Tom & Frank McLaury and Billy Clanton. This was the first real confrontation with the Earps. Late in 1880, Wyatt Earp catches 18-year-old Billy Clanton riding his stolen horse down in Charleston. Billy gave the horse back to Wyatt without incident and Wyatt dropped the issue.

On March 15, 1881, a robbery attempt takes place against the Kinnear & Co. Stage at Drew Station. Driver Bud Philpot and a passenger named Peter Roerig were murdered in the failed attempt. A posse was quickly formed and that same night a man named Luther King was captured at a nearby ranch. He admitted his involvement and named his accomplices as Bill Leonard, Harry Head and Jim Crane. After Luther King was captured, he was brought back to Tombstone, but quickly escaped. By this time, the news was sweeping the town that Doc Holliday had been one of the murderers. A few days later, Ike Clanton ran into Doc Holliday in Tombstone. When Holliday asked Ike if he had seen "Will" Leonard and his party, Ike told him he had. Holliday then began describing in detail what took place when Philpot was killed. Holliday knew that Ike had already heard Bill Leonard's version of the attack. Doc told Ike that he shot Bud Philpot through the heart; but before Holliday was finished with his description, Ike told him not to take him in confidence, that he didn't want to hear any more about it. Doc Holliday is indicted by a grand jury on May 30, for participating in a shooting.



On June 1, 1881, Ike Clanton met Wyatt Earp in the Eagle Brewery Saloon in Tombstone. Wyatt offers Ike \$6,000 to help him capture or kill the men involved in the attempted stage hold-up and murders. Ike declines the offer. Not long after, Doc Holliday's live-in girlfriend, known as Big Nose Kate, signs an affidavit implicating Doc in the stagecoach murders. On July 5, a warrant was issued and Doc Holliday was arrested and charged with complicity in the murder of Bud Philpot and the attempted stage robbery. Wyatt Earp and a local Tombstone saloon keeper quickly posted the \$5,000 bail.

...continued on page 7 — See "How much do you know"



## EMPLOYEE SPOTLIGHT

**Name:**

Patricia Wolff

**Department:**

Civil eFile

**Hometown:**

Manchester, New Hampshire

**Birthday:** July 15

**Family:** Randy (husband) / Ashley (daughter) / Blake (son-in-law) / Christian (son)

**Years With The Office:** 9 years

**One Thing That You Enjoy**

**About Your Job:** The friends I have made throughout the years.

**Favorite Activity:** RVing/ Watching baseball

**Least Favorite Activity:** Ironing

**Hardest Thing That You've**

**Done:** Being adopted and meeting my biological mother and father after 30 years.

**Hobby or Special Collection:** I collect hippos

**Favorite Place to Eat Out:**

Famous Daves

**Favorite Meal:** Crab legs

**Pet Peeve:** Littering

**Favorite Movie:** Harry Potter series - all eight movies

**Something You Are Proud Of:**

Celebrating my 30th wedding anniversary

**A Dream I Have Is To:** Travel across the United States in my RV

**Favorite Vacation Destination:**

Grand Caymans

**Place You Would Like To**

**Travel To:** Washington D.C.

**Two People With Whom You**

**Would Like to Have Dinner:**

Randy Johnson and J.K. Rowling

**What Was Your First Job:** I

worked at a veterinarian's office.

**Nobody would believe it if they knew ...** that I am a hunter.

## ...How much do you know continued from page 6



On or around July 10, Doc Holliday's murder hearing took place. His alibi was that he had ridden to Charleston for a poker game, when the stagecoach murders took place; which must have been believed, because he was acquitted and released. After Holliday is released, Ike Clanton begins his own search for justice, as Ike knows the truth about Holliday's involvement in the stagecoach murders and begins expressing his opinions publicly. Plain and simple, this was making Doc Holliday very mad and also quite nervous.

On August 1, 1881, a Mexican mule train carrying \$4,000 in coins and bullion was ambushed and all the riders were killed in Skeleton Canyon. Rumor is that several cattle workers of "Old Man" Clanton's were involved.

On August 13, Newman Haynes "Old Man" Clanton was gunned down in an ambush by Mexicans in Guadalupe Canyon, Animas Valley, New Mexico. Also killed were William Lang, Dixie Lee Gray, Charley Snow, and Jim Crane. Billy Byers and Harry Ernschaw both survived the attack. It was speculated that this ambush was revenge for the murders of the Mexicans 12 days prior in Skeleton Canyon. Jim Crane, the last surviving man accused of the stagecoach murders was also killed with "Old Man" Clanton in Guadalupe Canyon. A very important fact, that meant there were no more accomplices who could testify as eye witnesses against Doc Holliday's involvement in the stagecoach murders!

On October 26, 1881, at around 1 a.m., Ike Clanton was eating in a Tombstone restaurant, when Doc Holiday came in and dared Ike to go for his gun; but, Ike was unarmed. Both Doc Holliday and the Earp brothers threatened Ike with this statement, "The next time we see you, Ike, you better be armed, cause we're gonna kill you." Oddly enough, later that same morning, Ike played poker with Virgil Earp. Fearing for his life, Ike Clanton armed himself for self-defense, only to be pistol-whipped and arrested by Virgil and Morgan Earp for carrying weapons within the city limits. Ike, now bleeding from the head, paid a fine of \$27.50 and was released. That afternoon, nineteen year old Billy Clanton and Frank McLaury rode into Tombstone to meet brothers Ike and Tom. Billy quickly learns of the trouble the night before with the Earps and Doc Holliday, and about his brother being arrested. Billy tells Ike to go back to the ranch before there is any more trouble.

At around 2:30 p.m., the most famous gunfight of wild west history gets under way in a vacant lot officially known as Lot #2, Block 17, in Tombstone, Arizona. The Earps: Wyatt, Morgan, and Virgil, along with Doc Holliday, open fire on nineteen year old Billy Clanton and Tom and Frank McLaury. Ike Clanton, being unarmed, escaped death by running for cover into Fly's Photo Studio. After the Earps and Doc Holliday started shooting, young Billy Clanton, already hit by one of the first bullets, pulled his six shooter from his belt and started shooting back. Billy was shot through his right gun hand, so he switched hands and emptied his six-gun left handed. Billy was absolutely riddled with bullet holes when the fight came to an end 30 seconds later. Billy, now lying up against the Harwood house, pleaded with eyewitness Camillus Fly to give him more cartridges as Camillus took the gun away from him. The rest is history...

(by Steve Weston)

