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Record Times

A monthly newsletter for Clerk of the Superior Court employees

December 2010

Vol. 16 No. 12

Office's efforts help make it happier holidays for many

The **2010 Annual Office Holiday Drive** turned out to be *sock-cessful*, *toy-rrific*, *shoe-per*, *pet-icularly* helpful, and *blanketed* with generosity. Here's why:

SHOEBOX - This *sock-cessful* holiday drive activity concluded on Dec. 3. Employees donated **753** pairs of socks (which is the second highest amount), thousands of toiletry items (soap, shampoo, toothpaste, and more), plus many empty shoeboxes. All of the donated items will be used to help the homeless in the community through the Shoebox organization. Shoebox Program Director Laura Borgeson said this about the Office's donations, "Wow! That is fantastic. Your office has helped a lot of people. Thank you!" Over the past nine years, the Clerk's Office has donated **4,284** pairs of socks for this holiday activity.



TOYS FOR TOTS - This *toy-rrific* holiday activity concluded on Dec. 10. Employees donated **345** new, unwrapped toys for children in the community, who would not have otherwise had a toy for the holiday season. This is the seventh year the Office has participated in this effort. The Toys for Tots Drive is sponsored by the U.S. Marine Corps Reserve. The toys were picked up by the Marines, who separate the toys by age and gender and then distribute them to various agencies/organizations. Over the past seven years, the Office has donated **2,606** toys for this holiday activity.

OPERATION COBBLER - This *shoe-per* holiday drive activity, which was held at the Customer Service Center, concluded on Dec. 3. This year, the CSC staff donated **118** pairs of older shoes for this activity. The shoes will be cleaned and repaired and given to schools, homeless shelters, and other agencies who are in need of them. In the past 10 years, the CSC staff has donated a total of **3,958** pairs of shoes through Operation Cobbler.



PET DRIVE - The Drive is being held at SEA to *pet-icularly* assist the Arizona Humane Society by providing items for cats and dogs. This is the second year they have participated in this effort. The Drive concludes on Dec. 27. The drive is seeking supplies such as blankets, beds, toys, bags or cases of food, leashes, and food and water dishes, among other items.

BLANKET DRIVE - This holiday drive activity is taking place through Dec. 24 at the North-east Office and it is being *blanketed* with generosity. As part of this effort, staff are currently donating blankets, coats, gloves, hats, and more to help the homeless. This is the fourth year that the NE staff has participated in this drive. Thus far, they have about 40 items collected. Over the past years, they have donated more than **130** blankets and other items.





Michael K. Jeanes
Clerk of the Court

A Minute with Michael



It is the most wonderful time of the year

“It is the most wonderful time of the year!” Those are words we hear and see quite frequently during the holiday season. So, since we are in that season, it seems like an appropriate time for me to thank you the most wonderful staff here at Maricopa County.

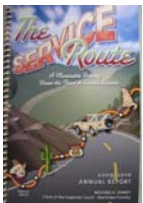
Thank you for the outstanding work you performed in 2010! It was yet another challenging year, but you came together as a team to provide another year of quality service to our customers. You also completed important projects, implemented new procedures, and improved upon some of the daily tasks we do. I appreciate your hard work, professionalism, flexibility, and teamwork! Thank you also for the simple smiles and friendly greetings you give to our customers. They make a difference and help create a positive experience for those who visit us.

Each of you are very important to the Office and the work we do and you are very important to me. Together we are impacting our community in a positive manner.

Lastly, thank you also for your generosity in the various holiday drive efforts in the Office (mentioned on page 1 of this newsletter). I wish you and your families a **wonderful** holiday season!



Quick Clerk of Court clips



• The Office’s **2009 - 2010 Annual Report** titled, “*The Service Route – A Memorable Journey Down the Road to Service Success*” is completed and available to view on the website under the “What’s New” section. The report has a nostalgic “Route 66” theme and provides Office highlights and information from the past fiscal year.

• The Clerk of the Court staff contributed **\$4,587** to the 2010 Maricopa County Combined Charitable Campaign, which is a \$2,802 increase over last year’s contribution amount.

• **3,823,068** total actions have been filed with the Clerk’s Office from 1871 - Dec. 31, 2009. This number includes all case categories in the Case History Index with the exception of Juvenile Cases, the Water Case, and Marriage Licenses.

Important dates in 2011

PAY DATES - The following is a list of the pay days for employees in 2011.

JAN.	FEB.	MAR.	APR.	MAY	JUNE	JULY	AUG.	SEP.	OCT.	NOV.	DEC.
14	11	11	8	6	3	1	12	9	7	4	2
28	25	25	22	20	17	15	26	23	21	18	16
						29					30

HOLIDAYS - The following is a list of the scheduled holidays for 2011:

- New Year’s Day - Fri., Dec. 31
- Martin Luther King Jr. Day - Mon., Jan. 17
- President’s Day - Mon., Feb. 21
- Memorial Day - Mon., May 30
- Independence Day - Mon., July 4
- Labor Day - Mon., Sept. 5
- Columbus Day - Mon., Oct. 10
- Veterans’ Day - Fri., Nov. 11
- Thanksgiving Day - Thu., Nov. 24
- Christmas Day - Mon., Dec. 26





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 Adult Filing Counter

- **Nicki DeLaCruz** - "Nicki was exceptionally helpful."
- **Ana James** - "Ana was very polite and helpful."
- **Regina Romero** - "Regina was more helpful than I hoped for."
- **Sharon Szakacs** - "She was very nice and helpful."
- **Mariam Jordan-McTaggart** - "Mariam was very helpful and patient when assisting us."
- **Sheelagh Ponicki** - "Sheelagh was very efficient, knowledgeable and was very professional when assisting me."
- **Jessica Folts and Vanessa Martinez** - "They were very helpful in letting me know what documents were necessary when I needed to file a foreign judgment."

Giving the gift of quality service



Customer Service Center Marriage License & Passports

- "I received good customer service while picking up a marriage license. Keep up the good work."
- "Staff were very customer friendly."
- "Excellent service."

Customer Service Center Public Records

- "Easy process, helpful clerks."
- "The nicest people here and they know their job."
- "Very helpful. Helped me obtain information I needed."
- "Short wait. Good job!"
- "Good customer service."
- "The service was very friendly."

Northwest Filing Counter

- **Sandra Manzo** - "Sandra was very helpful."

Northeast Filing Counter

- "The NE facility has the best, most courteous personnel. Very knowledgeable."



CO-WORKER COMPLIMENTS

"I am thankful for **Kelly Sleeseman, Tina Hays, Kenna Cumbley, Bev Clement, Bonnie McGovern, Becky Bennett, Reta Sneddon, Travis Joy, Cindy Kasmer, Jean Walker, Sandy Seeley, Martha Wanke, Sean Donahoe, Veronica Ledesma, Wendy Powley, Kelle Dyer, Hector Castaneda, Nancy Robles, and Janeene Carrillo.** I am grateful for their hard work and dedication to their team and Office. I am lucky to be able to work with such an amazing group of people and so thankful to be apart of such a wonderful team. I am also thankful for **Sheri Jaffe.** Sheri you are a pleasure to work for and I am grateful that I get to learn from you. You are an amazing mentor." – *Angie Green*

"I want to thank ITG'S **Veronica Olivas** and **Diane Barnes** for always assisting me with kindness, patience and, ultimately, laughter. In the last few months, I've somehow managed to mess up my minute entry templates and cursors and haven't been able to fix these things on my own. They've been patient with me as I describe my situation in non-technical jargon and have never let me call myself an 'idiot.' They have been generous with their time in resolving my computer issues. Thank you Veronica and Diane for your help and for always exceeding my expectations." – *Denise McGraw*





... more extra miles



CUSTOMER COMPLIMENTS

Collections Supervisor Fred Mohr received a call from a customer who was very impressed with the customer service she received from **Linda Castleberry**. She said Linda was kind and respectful. She said that it was refreshing to have someone take the extra time to thoroughly answer her questions.

An employee from a law firm called eFiling/CV Docket Supervisor Merriel Trombley to let her know about her appreciation for **Jon Reeves**. She said that anytime she has a problem, Jon always goes above and beyond in providing assistance. She said Jon always has a cheerful disposition and she really appreciates his excellent customer service.

Criminal Financial Obligations' **Amy Taylor** was the recipient of some kind words from an Adult Probation employee. The employee said, "Amy, you are wonderful and so quick with your responses. I really appreciate it. You really know your job and you deserve an award of some kind."

A Superior Court employee sent an email to Durango Juvenile's **Norma Barron** and **Lori Morris** to thank them for their help in locating an item she could not find. She wrote, "Thank you for your help. We could not have found it without you."

A customer recently let Marriage License & Passport/Support Services Supervisor Cheryl Marzella know how very helpful and courteous **Maria King** was to her. She told Cheryl that Maria provided excellent service.



Snip-Snap

(A section of snipets and snapshots)

Two months in a row newsletter seen outside US

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 another country (Greece). This month, the newsletter is found in yet another foreign land.

Pictured below is ITG's **Scott Hensel**, who posed with the newsletter while he was vacationing in the Philippines. The photo was taken in front of the Crown Regency Hotel and Towers in Cebu City in the Philippines.

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.



Snow Business

A few items related to snow:

Cool quote

"A snowflake is one of the most fragile creations, but look what they can do when they stick together." – Unknown



Tallest snowman & woman

The world's tallest snowman was made in 1999 in Bethel, Maine. It was 113'7" tall. In 2008, the community set another world record... building the world's tallest snowwoman, which was 122'1."

The speed of a snowflake

The average snowflake falls at a speed of 3.1 miles per hour.





The Employee Track

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

BIRTHS

- Congratulations to EDM QC's **Patti Carter**, who became a great-grandmother on Nov. 14. Her new great grandchild's name is Kyra and she weighed 6 lbs. 13 oz. Patti's father is living and so Kyra is a fifth generation in their family.
- Congratulations to NW Courtroom Clerk **Andrea Marquis**, who became a grandmother for the first time on Nov. 30. Her new granddaughter's name is Faith Isabella and she weighed 7 lbs. 4 oz. and was 18 in. long. Faith's aunt is Julie Gaebler, who is a downtown courtroom clerk.



OFFICE ANNIVERSARIES

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



20 YEARS
Sue Littrell

15 YEARS
Erika Morgenstern

10 YEARS
Katie Sullivan, Jennifer Myers, Denise McGraw, and Maira Perras

5 YEARS
Christopher Driscoll, Travis Joy, Regina Ruiz, and Leslie Wilkins

NEW EMPLOYEES

- Civil Filing Counter - **Stephen Rawleigh**
- Courtroom Clerk - **Lisa Timpauer**



AWARDS

Using alternative mode of transportation is just the ticket to the movies

• Clerk of the Superior Court employees **Evette Landrum, Cyndie Rego, Kathy Ballard, and Aaron Nash** recently won movie tickets through the Maricopa County Alternative Mode User Program (AMU). The AMU conducts random drawings to reward employees with movie tickets for their efforts to support the Clean Air Campaign by reducing air pollution through using an alternative mode of transportation. To enter the contest, you may visit the county's EBC site at: http://ebc.maricopa.gov/hr/trip_reduction/AMU_contest.htm





...The Employee Track *continued*

EMPLOYEE SPOTLIGHT FOR DECEMBER



Name: Mary Davis
Department: COSC Mailroom
Hometown: Henderson, Texas
Family: Daughter - Thanette / Grandkids - Manaya and Kelly Jr.
Birthday: November 6
Years With Office: 16 years
One Thing You Enjoy About Your Job: I enjoy

the job that I do and the people I work with.

Favorite Activity(ies): Dancing

Least Favorite Activity(ies): Dusting the house

The Most Adventurous Thing That You've Done: When I went to England in 2006. It was the first time I had been outside of the United States. I saw many old castles and Buckingham Palace.

What is Something You Are Proud Of: I am proud of the fact that I have owned my home for the past seven years.

Favorite Meal: Seafood. I particularly enjoy eating shrimp, lobster, and crab.

Where is Your Favorite Place to Eat Out: Red Lobster

Favorite Movie or TV Show: *Mystery Show*

A Dream I Have Is To: Pay off my house

Do You Have a Hobby or Special Collection: I have a collection of shot glasses. I currently have about 20 from different places I have been to as well as from people who have given them to me.

What Has Been Your Favorite Vacation Destination: England

What Place Would You Like to Travel To Next: Hawaii

A Pet Peeve: Rude people

Two People With Whom You Would Like to Have Dinner: Smokey Robinson and Luther Vandross

What Was Your First Job: I was a seamstress at J.C. Penny

Nobody would believe it if they knew ... that I am a twin. My twin is a brother who lives in Texas.

Special Service Awards

Two Clerk of the Court employees and the Clerk of the Court were honored by the Maricopa County Board of Supervisors for their service on Dec. 15 at a special service award ceremony. The supervisors presented the staff a plaque and clock and a special tribute was read about each person.

Below are the people from the Clerk's Office who were honored:

Photo 1 - (in center) Clerk of the Court **Michael Jeanes** (from left) Supervisors Max Wilson, Don Stapley, Fulton Brock, and Andy Kunsasek

Photo 2 - (in center) **GeorgeAnn Smith** (from left) Supervisors Max Wilson, Don Stapley, Fulton Brock, Andy Kunsasek, and Clerk of the Court Michael Jeanes.

Photo 3 - (in center) **Melody Tinsley** (from left) Supervisors Max Wilson and Don Stapley, Clerk of the Court Michael Jeanes, Supervisors Fulton Brock and Andy Kunsasek



Picturing the moment

Following are a few news photos from around the Office:

Out with the old and in with the new

● Pictured to the right is the Jukebox, which was used to house the Office’s final copies of the electronic record court images. This device could hold up to 500 physical optical platters, each of which held more than 100,000 images each. The jukebox has become old technology and the Office has acquired replacement systems that use newer technology that are about 1/20th the size of the jukebox. All images previously stored in the jukebox platters have been migrated to the new EMC Centera magnetic WORM storage devices. The Centera device offers much faster access in the event that it is needed.



Holiday Event Highlights

● A **Dessert Contest** and a **Gift Wrap Paper Fashion Contest** were held at the COSC Supervisory and DJC 3rd Floor Holiday Luncheon this month. Below are photos from that event:

Dessert Judges



The Dessert Judges (from left) were: Clerk of Court Michael Jeanes (aka Joe Cool), Chief Deputy Chris Kelly (aka Holly Jolly), Deputy Directors Rich McHattie (aka Jack Frost), Becky Magana (aka Crystal Snowflake), and Marian Catt (aka Candy Cane).

Best Dessert Winner



Michael Jeanes presents Lois Rees a prize for winning the Best Dessert Contest. Her dish was called "Brownie Truffle."

Fashion Show Models



Participants in the Gift Wrap Paper Fashion Contest (from left) were: Maridel Soileau, Debbie Brooks, Wendy Johnson, Mark Leong, Katie Meade, Shannon Ward, Aaron Nash, Ron Bitterli, and Kristin Edwards. Aaron won for Funniest costume, Kristin won for Most Authentic, and Wendy won for the Most Creative. Each participant had a team of four to five employees who helped create their costume.

Some Clerk of the Court history

- **20 Years Ago** – In 1990, an After-Hours Filing Window is opened to extend service for customers to file their documents from 6 p.m. to midnight, Monday - Friday.
- **10 Years Ago** - In 2000, External Filing Depository Boxes are installed in various Office locations that allow customers to file their documents 24 hours a day, seven days a week. These filing boxes replace the need for the After-Hours Filing Window.



THEN

Accessing court records in the 1980s.

&

NOW

Accessing court records today.



HAVE A SAFE AND HAPPY HOLIDAY SEASON!

