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Record Times



A monthly newsletter for Clerk of the Superior Court employees

February 2010

Vol. 16 No. 2

CASE opens at 2:25 on 2/25 and closes at 3:25 on 3/25

New cases arrive every day at the Clerk of the Court's Office, but there is only one day in the year when "the CASE" comes to the Office, and this year that day is **Feb. 25**. CASE is the name of the Office's Employee Recognition Program and Feb. 25 is the day the program officially kicks-off. CASE stands for Celebrating and Saluting Employees. It is a program that provides employees the opportunity to nominate their co-workers for various recognition awards. This year the award categories are: **Excellence, Teamwork, Customer Service, and Leadership**.

An email announcement will be distributed to employees at 2:25 p.m. on 2/25 that will provide all of the details of the program and include the form to nominate your co-workers for a CASE award. The deadline for the nominations will be 3:25 p.m. on 3/25. This will be the ninth year for the Office to hold the CASE Awards program. Below are the dates, times, and places of the 2010 ceremonies for the CASE Awards. In addition, to the CASE awards, service pins will also be given to employees. An announcement on who the service pin recipients are for this year will be included in the March issue of the *Record Times*.

When the CASE will be made

- April 21 - Durango Juvenile / 12:15 p.m. / Large Conference Room
- April 29 - Northeast / 12:15 p.m. / Jury Room
- May 4 - Customer Service Center / 12:15 / Employee Lounge, 1st Floor
- May 11 - Northwest / 12:15 / Office Area
- May 18 - Downtown / 12:15 p.m. / Supervisors' Auditorium
- May 25 - Southeast Adult & Juvenile / 12:15 p.m. / Saguaro Room



Office has record-breaking day on Feb. 12

Traditionally, the busiest day of the year for the **Marriage License and Passport Office** is Valentine's Day (Feb. 14) or the Friday before Valentine's Day, if the holiday falls on a Saturday or Sunday. On average, the Office issues between double to triple the amount of licenses during this time than it does on a normal business day. This year, the tradition carried on as the Office set a new all-time daily record issuing **156 licenses** on Friday, Feb. 12. The previous Office record was set last year when 143 licenses were issued. Below is a list showing the amount of licenses staff issued on Valentine's Day (or the Friday before Valentine's Day) over the past several years:

The love for obtaining a marriage license for Valentiene's Day





Michael K. Jeanes
Clerk of the Court

A Minute with Michael



A lesson from Lincoln

Here is a quick lesson about perseverance from a person who was born this month and went on to become one of our greatest leaders ever ... Abraham Lincoln.

We all have had to persevere these past two years and Lincoln is a great example of someone who continued to overcome challenges, persevere, and eventually rise to become one of the greatest presidents in history. Here are examples from his life:

He lost a job in 1832; he was defeated for the state legislature in 1832; he failed in business in 1833; his sweetheart died in 1835; he was defeated for Speaker of the Illinois House in 1838; he was defeated on his first try for Congress in 1843, though he later won the seat; he lost his bid for renomination to Congress in 1848; he was rejected for the post of land officer in 1849; he was defeated for the U.S. Senate in 1854; he was defeated for the nomination for Vice President in 1856; he was again defeated for the U.S. Senate in 1858; **he was elected President of the United States in 1860!**



Thank you for your continued perseverance. We have great things ahead of us!

Etched in stone – official saying for new court tower selected

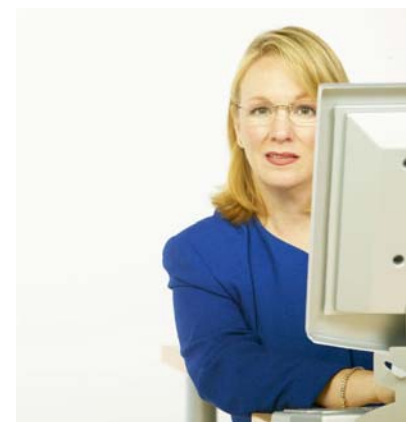
Superior Court Presiding Judge Barbara Rodriguez-Mundell has selected the phrase “**The first duty of society is justice,**” as the saying that will greet visitors as they enter the new Downtown Criminal Court Tower that is currently being constructed. This phrase comes from Alexander Hamilton, one of the nation’s founding fathers. Judge Mundell said that of the more than 25 quotes that were submitted to be etched on the facade of the new facility, this one epitomized the reason for constructing the tower. Construction of the court tower is projected to be completed in 2012.



eFilings continue to rise for the Office

The following is a chart showing the growth of Office eFiling statistics for the month January during the years of 2007 through 2010:

	Civil eFilings	Criminal eFilings	County Attorney eFilings	Family Court eFilings
JAN. 2007	1,473	6,121	4,729	0
JAN. 2008	2,830	8,224	5,590	14
JAN. 2009	4,317	9,857	5,999	112
JAN. 2010	10,094	10,804	6,191	97





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 Juvenile Filing Counter

- **David Steinmetz** - “David was most polite, patient, and helpful. Can’t thank you enough for having such great people.”

Northwest Marriage License and Passport

- **Duffy Watson** - “Duffy made our experience very nice – answered all of our questions.”
- **Aurora Avina** - “Aurora was very nice and a great help. She was great! Cheerful and knowledgeable.”

Northwest Filing Counter

- **Krizna Rodriguez** – “Krizna was very helpful and explained things thoroughly.”
- **Keri Wade** – “Keri is an excellent employee - an asset to your office.”
- “Your staff is extremely helpful and courteous. They go out of their way.”

Customer Service Center Public Records Counter

- **Connie Estrada** - “Outstanding, courteous, went above and beyond.”



CO-WORKER COMPLIMENTS

“The **Information Technology staff** are willing and ready to help solve any computer problems or printer mishaps that we may have. As a courtroom clerk, we cover in different courtrooms and different facilities and the computers don’t always necessarily keep up with us, so it’s great to have the help from the IT Group so we can accurately do our jobs. They seem to have the answers to everything. Thanks.” – *Downtown Family Court Courtroom Clerks*

“I would like to recognize **Don Christoph**, a developer in ITG, for his knowledge of our systems, attention to detail, and commitment to excellence. Don, on multiple occasions, has contributed heavily to the success of many ITG projects. Many times, Don has completed extra work above and beyond his normal daily tasks to assist the team. Don’s efforts are much appreciated and should be recognized.” – *Jennifer Taylor*

“Thank you to **Marian Catt, Yolie Allen, and Mark Leong** for their quick help for an out-of-county judge who was assigned to handle a complex set of hearings in our court. Mark had to manually compile and prepare hundreds of records for the request and went above and beyond to get it done in under an hour! Your ability to do the impossible demonstrates that you and the office are great.

Thank you **CJ Allen** for your creative ideas, willingness to help, seemingly unlimited knowledge, and great attitude. Best of luck! Thank you **Kevin Hooper** for “dumbing down” the tech talk so I could understand what the possibilities and limitations were for the things we wanted to do. Best of luck! Thank you **Doug Wood** and **Diana Mansell** for keeping things running so smoothly while always smiling and being so approachable. Happy retirements!” – *Aaron Nash*

“I want to thank my supervisor, **Vonda Culp** for everything that she is doing to assist me in making the situation easier. I appreciate all the support that she and the **Appeals Department** is showing.” – *Cheri Bagato*





... more extra miles

CUSTOMER COMPLIMENTS

A customer recently spoke to Merriel Trombley about eFiling Team's **Michelle Paigen**. The customer told her that Michelle was "Superb, awesome, and extremely knowledgeable." The customer also said that Michelle should be commended for her hard work and the efforts to help her customers.

SE Juvenile's **David Lett** received a complimentary email from a division staff member that said, "You always go the extra step. As always, I really appreciate all the hard work that you do."



Snip-Snap

(A section of snippets and snapshots)

Newsletter's international government field trips

Each month, employees are invited to submit a photo of themselves reading the *Record Times*. Last month, the newsletter was spotted in a county government building in Cook County, Illinois. This month the newsletter is found in front of a famous government building and at a monument of a famous government leader.

Pictured in photo 1 below is Training and Development's **Steve Weston**, who is at Montpelier, the home to President James Madison, which is in Virginia. Pictured in photo 2 is Public Affairs' **Len Keso**, who is at the capital of Canada at the Parliament Building in Ottawa, Ontario, Canada.

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 photo description.



Top phobias of 2010

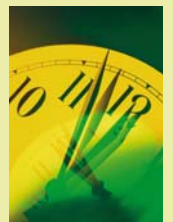
- 9) Thunder and lightning
- 8) Confined/Open spaces
- 7) Dogs
- 6) Spiders
- 5) Public speaking
- 4) Financial ruin
- 3) Heights
- 2) Flying
- 1) Terrorism



- MSN Health & Fitness

The value of time

- To realize the value of one year:
 - Ask a student who failed a final exam.
- To realize the value of one month:
 - Ask a mother who has given birth to a premature baby.
- To realize the value of one week:
 - Ask a weekly newspaper editor.
- To realize the value of one hour:
 - Ask the couple in love who is waiting to meet one another.
- To realize the value of one minute:
 - Ask the person who has missed the train, bus, or plane.
- To realize the value of one second:
 - Ask the person who has survived an accident.
- To realize the value of one millisecond:
 - Ask the person who won a silver medal in the Olympics.



Treasure every moment.
- First Draft March 2007



The Employee Track

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

BIRTHS



- Congratulations to Courtroom Clerk **Schelondia Haynes** on the birth of her first grandchild on Feb. 10. Her new granddaughter's name is Zoe Rose and she weighed 7 lbs., 7 oz. Schelondia's daughter is the mother to the new baby and she once served as a bailiff at Superior Court.
- Congratulations to Family Court Filing Counter's **Benny Lopez Jr.** on the birth of his first grandchild on February 6. His new grandson's name is Eloy and he weighed 7 lbs., 8 oz.

NEW EMPLOYEES

- Courtroom Clerk – **Melinda King**



OFFICE ANNIVERSARIES

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



25 YEARS

- **Andy Rodriguez**

20 YEARS

- **Lisa Kellar**
- **Correnia Snyder**

15 YEARS

- **Lillian Barnett**
- **Tina Barrett**

10 YEARS

- **Diana Eaton**
- **Madonna Anderson**
- **Flor Nevarez**
- **Velia Rosales**
- **Belva Nasingoetewa**

5 YEARS

- **Tracy Lundblad**
- **Thomas Riggs**
- **Teresa Gaulke**
- **Gail Verbil**
- **Andrea Wolfe**
- **Sonja Draper**
- **Deborah Johnson**
- **Jacqueline Perallon**

OPPORTUNITIES

- Maricopa County is sponsoring a **Blood Drive** on March 2. More details and information on how to schedule an appointment are available by sending an email to: tbryson@bloodsystems.org.
- A **Cigna** representative will be available to answer questions from employees on March 3 at the County Administration Building, 301 W. Jefferson, # 160. To set up an appointment, you may send an email to: aguinagag@mail.maricopa.gov
- February is "**Rideshare Month.**" Employees who are interested in using an alternative mode of transportation (bus, light rail, carpool, or vanpool) to get to work can sign up online by going to <https://sharetheride.valleymetro.org>.



- Maricopa County's EBC website has a page that provides information to a variety of discounts for county employees. To access the page, visit http://ebc.maricopa.gov/hr/employee_rewards/esma/
- Maricopa County announced that it will hold its annual **Pillars of Honor ceremony** on March 17 on the Central Court Plaza. The ceremony is the time when the county adds names to the three different pillars (Service, Sacrifice, and Salute) that stand out on the plaza. More details about the event will come soon.



...The Employee Track *continued*

EMPLOYEE SPOTLIGHT



Name: Katie Meade

Department: SE Juvenile Courtroom Clerk

Hometown: Mesa, AZ / **Birthday:** March 18

Family: I have three adorable nephews that I love to brag about. / **Years With Office:** 8+

One Thing You Enjoy About Your Job: I love my office team. They are like a second family. They always keep me laughing, and they are all

so smart (they give me car tips, they provide fashion advice, the boss can even write poetry).

Favorite Activity(ies): Being with family.

Least Favorite Activity(ies): I pack myself a lunch every single day, but I absolutely hate doing it.

The Most Adventurous Thing That You've Done: Jumping out of a perfectly good airplane (skydiving).

What is Something You Are Proud Of: Finishing my master's degree this spring.

Favorite Meal: Mom's French Onion Soup

Where is Your Favorite Place to Eat Out: Any place with great bread or chocolate (preferably both).

Pet Peeve: I have plenty of bad habits that have shown up in this column as other people's pet peeves, and so I will keep my mouth shut on this one.

Favorite Movie or TV Show: Right now, I am glued to the Olympics.

A Dream I Have Is To: play a piano concerto on a Steinway Concert Grand with a full orchestra behind me.

Do You Have a Hobby or Special Collection: I have an unusual "Alice in Wonderland" collection. My piano room is decorated floor to ceiling with all of the Alice items I have collected since I was a little girl.

What Has Been Your Favorite Vacation Destination: France

What Place Would You Like to Travel To Next: I am looking forward to a New England cruise in October and a trip to Spain in 2011.

Two People With Whom You Would Like to Have Dinner: My late grandmother and J.S. Bach

What Was Your First Job: Church pianist

Nobody would believe it if they knew ... that I like math and was once a 9th grade Algebra teacher.

County News

Recording a first in the U.S.

In December, the Maricopa County Recorder's Office revealed the first recording kiosk in the U.S. It offers the public the option to record a document via an interactive Kiosk. It has the capability of housing a computer terminal with touch screen ability, document scanning and printing, audio, video and credit card reader. Because it is wireless technology, there is no connection to the Maricopa County network, thereby allowing future Kiosk placement in different locations, such as libraries, malls, and other government buildings.

Have a say in county's future

The Maricopa County Board of Supervisors is in the process of creating the "Strategic Plan for Maricopa County 2010-2015" and is desiring to know what is important to its citizens. To help determine Maricopa County's future, you may take the five question survey at: http://www.maricopa.gov/default/surveys/survey.asp?survey_id=1465

Discounts available

The National Association of Counties (NACo) wants to make county employees aware of website they have sponsored called "Government Employees Marketplace." The site provides discounts to thousands of products and services. Membership is free. To visit the site, go to:

https://gem.onebigplanet.com/d/publiclandingPage.html?lp=123&campId=r3_gem

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>
Chief Deputy Chris Kelly
Newsletter Editor Len Keso

