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# Record Times



A monthly newsletter for Clerk of the Superior Court employees

January 2010

Vol. 16 No. 1

## News notes for the New Year

The following are various items of interest about the Clerk's Office and Maricopa County for the start of 2010:

▶ The Clerk's Office began accepting **American Express** as a form of payment this month. Previously, the Office only accepted Visa and Mastercard. Due to recent changes in the Office's financial systems, American Express is now accepted as a payment option at all Clerk of the Court filing counters and over the phone for eFiling fees.



▶ The Clerk of the Court's online **2008 - 2009 Annual Report** titled "The Academics of Service" is now available to view in the "What's New" section on the Office's website at [www.clerkofcourt.maricopa.gov](http://www.clerkofcourt.maricopa.gov). The electronic report provides an overview of the Office and the accomplishments it made this past fiscal year. It also includes many important statistics, office phone numbers, maps, and other noteworthy facts and figures pertaining to the Office.

▶ **Open Enrollment** is expected to be held in April/May this year. Open Enrollment is the time when employees are allowed to make choices to their benefits for the upcoming year. Watch for further details and the exact dates.

▶ Arizona Supreme Court Chief Justice Rebecca White Berch selected Maricopa County Superior Court Judge Norman J. Davis as the new **Presiding Judge** of the Superior Court effective on July 1. He will assume the responsibilities from the current Presiding Judge Barbara Mundell. The presiding judge is appointed to serve a five-year term. Maricopa County Superior Court is the fifth largest trial court system in the nation.

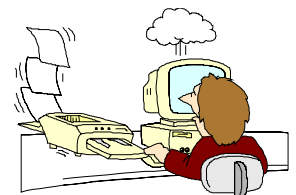


▶ The Maricopa County supervisors adopted general guidelines for a **budget** that remains basically flat – with no dramatic reductions, no new funding, and no tax increase for the fiscal year that begins July 1. "We have done a lot of budget cutting over the last three years, so we are down to the bone," Deputy County Manager Sandi Wilson told the board. "We have been very conservative." Although assessed valuations have declined from previous years, budget officials are not calling for county departments to prepare for deep cuts, as in the past two years.

▶ According to Superior Court's Karen Westover, in 2009 court security confiscated **79,567 prohibited items**, 60,928 of these items were knives or edged weapons and six were undisclosed firearms. They screened 5,903,207 people.

## OnBase keeps OnGrowing

The following is a chart showing the annual growth 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	2003	2004	2005	2006	2007	2008	2009
<b>PAGES</b>	6,249,839	6,481,725	7,475,599	9,164,487	9,095,136	9,177,838	9,214,696	9,358,319
<b>DOCUMENTS</b>	1,956,559	2,007,854	2,368,029	2,841,956	2,883,845	3,036,809	3,158,085	3,331,814





Michael K. Jeanes  
Clerk of the Court

## A Minute with Michael



### The 2010 Munch Meeting schedule

The new year is here and so are the dates for this coming year's Monthly Munch Meetings with you. It has been a pleasure for me during these past several years to hold these meetings so that we can discuss issues about the Office, get better acquainted, answer any questions you may have, and talk about the plans and directions of the Office. For those of you who have attended a Munch, I hope they have been enjoyable and beneficial to you. They have been for me. The meetings are informal and are set up so that you may come and go as you need. You do not need to stay the entire time. If you want to just stop in for 10 minutes that is completely fine. You can bring your lunch if you like, or come without one.

If you have not been to a Munch yet, I want to encourage you to attend this year. I would enjoy meeting you. If you have been to a Munch before, please come back. I look forward to seeing you again. The following are the 2010 Munch dates. This schedule is also available on the COCWEB in "Employee News."

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

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

Jan. 14; March 3; May 5; July 7; September 8; November 4

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

March 22; June 17; September 16; December 16

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

February 11; May 20; August 19; November 17

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

January 7; April 7; August 5; October 6

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

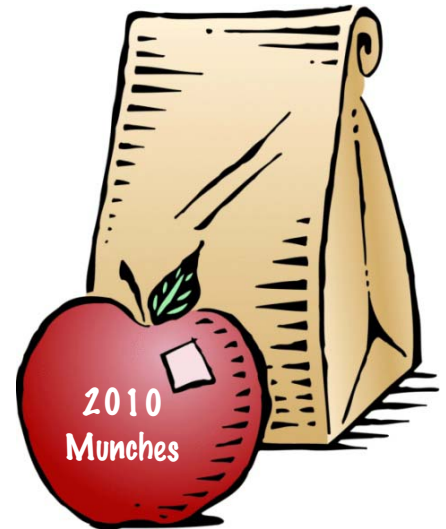
January 8; April 22; July 28; October 14

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

February 24; May 13; August 26; November 18

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

March 30; June 24; September 23; December 9



**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.

## The county and a Clerk employee are 2009 Clean Air winners



**M**aricopa County was recently recognized by Valley Metro for a 2009 Clean Air Campaign Award as the most outstanding vanpool program in the Valley during the Clean Air Campaign Awards Program. The county's vanpool program, with more than 40 vanpools and 380 participants, is the largest of any corporate or government fleet in the Valley. It was recognized for its convenience, accessibility, and cost efficiency. In addition, Clerk of the Court's **Pat Percival** received recognition for her clean air contributions as a carpooler.



## 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 License and Passports

- “This was a very efficient, helpful and friendly experience. Painless. Thank you.”
- “I received excellent service and the staff was very professional.”
- “I received great customer service while getting my passport.”
- “My wife and I found everyone very helpful and pleasant.”
- “Thank you so much for all the smiles and great attitudes. So refreshing!”

#### Customer Service Center

- **Sandra Tarin** - “Sandra and staff were fabulous.”



Reaching new heights of service

### CO-WORKER COMPLIMENTS

“Thank you to auditors **Chris Driscoll**, **Joe Sims**, and **Dora Sandoval** for providing information to our department regarding case initiation policies. Chris, Joe, and Dora always respond quickly to our requests for assistance.” — *Joyce Auchinleck*

“I would like to thank **Richard Lopez**, **Freddie Rubalcaba**, **Fernando Cabral**, **Eddie Ramirez**, and the couriers for your flexibility and teamwork when changes in your normal assignments occur at a moment’s notice. I also want to thank **Mary Davis**, **Brian Bradley**, and **Francis Horst** for your teamwork.” — *Wendy Johnson*

“I would like to say a big THANK YOU to Durango Juvenile’s **Iris Crawford-Bush** for always being willing to answer questions and go the extra mile to find an answer if she doesn’t immediately know it. I have come to rely on her as one of my best resources when I get stumped.” — *Beverly Allie*

“The Special Master’s Office has a unique working relationship with the Clerk’s Office as the Clerk maintains over 81,000 statements of claimant for the Water Case. **Sonja Olmos** and **Evelyn Laborin** are the current deputy clerks assigned to maintain these files. They prepare the monthly docket sheets, post them online, and answer public inquiries. **Tina Barrett** supervises this work. Tina, Sonja, and Evelyn have been phenomenal in assisting the Water Case. I am impressed with their diligence and enthusiasm. They make my work easier. They have been flawless in their Water Case duties. I wish to recognize them.” — *George Schade Jr., Special Master, Arizona General Stream Adjudication*

### CUSTOMER COMPLIMENTS

Judge Cohen sent an email to Betty Finney to let her know of his appreciation for the work of courtroom clerk **Chelsea Brandes**. The judge said, “I want to pass on my appreciation for the work Chelsea did for me today. We had a trial this afternoon that was delayed because of one urgent matter and then interrupted for an emergency. As a result, I had to allow for more time for the parties to complete their presentations and we did not conclude until 6 p.m. We were able to do this only because Chelsea agreed to stay late. She did so with a ready willingness and a positive attitude. The parties and council each thanked her, but I also wanted to be sure that her work was further recognized.”





... one more **extra mile**

## CUSTOMER COMPLIMENTS

A customer sent a handwritten note card to Michael Jeanes to express appreciation for the assistance that NE Manager **Gerri-Lynn Cohen** provided to her. She wrote, "I am taking this opportunity to thank Gerri-Lynn for her help and to tell you what a wonderful employee you have in her. After four calls and three answering auto menus of no help whatsoever, I called your office and spoke to Gerri-Lynn. Not only was she kind and caring, but she handled my problem in a most professional and efficient manner. The system would run more efficiently if employees were more like Gerri-Lynn. She handled my situation in much less time than it took me to go through four employees and three automated systems. She is a treasure. From my experience, she is a rarity."



## Snip-Snap

(A section of snippets and snapshots)

### Newsletter photo has an unique twist

Each month, employees are invited to submit a photo of themselves reading the *Record Times*. Last month, the newsletter was spotted at a place known for its water ... Niagara Falls. This month, the newsletter is seen in a town known for wind ... the "Windy City" of Chicago, plus this month's photo also has an interesting twist.

Pictured below is Public Affairs Project Manager **Aaron Nash** and Jalyne Strong, who is the Public Information Officer for the Cook County Clerk of the Circuit Court's Office located in Chicago, Illinois. Aaron was in town on vacation, but decided to take the opportunity to visit and learn about the Clerk's Office in Cook County. Aaron is holding their office's newsletter and Jalyne is holding our *Record Times* newsletter. The photo shows two people from different parts of the country, but who have similar jobs, in similar organizations, with similar newsletters. One thing that Aaron learned during his visit to the office is that Cook County receives about 1.7 million filings per year, compared to our approximately 160,000 filings.

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 10 Court websites

In 2007, the Clerk of the Court's website was selected as one of the 10 best court websites in the world by the organization, Justice Served. The following is a list of the court websites they selected as the **Top 10 for 2009:**

- 1 - Superior Court of CA, Orange County  
[www.occourts.org](http://www.occourts.org)
- 2 - Colorado State Judicial Branch  
[www.courts.state.co.us](http://www.courts.state.co.us)
- 3 - State Court of Chatham County Georgia  
[www.statecourt.org](http://www.statecourt.org)
- 4 - Singapore Subordinate Courts  
[www.subcourts.sg](http://www.subcourts.sg)
- 5 - Superior Court of CA, Santa Clara County  
[www.sccsuperiorcourt.org](http://www.sccsuperiorcourt.org)
- 6 - Courts Service of Ireland  
[www.courts.ie](http://www.courts.ie)
- 7 - Iowa Judicial Branch  
[www.judicial.state.ia.us](http://www.judicial.state.ia.us)
- 8 - Spokane County District Court  
[www.spokanecounty.org/districtcourt](http://www.spokanecounty.org/districtcourt)
- 9 - US District Court, District of Maryland  
[www.mdd.uscourts.gov](http://www.mdd.uscourts.gov)
- 10 - Alabama's Legal Information Network  
[www.alalinc.net](http://www.alalinc.net)





# The Employee Track

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

## NEW EMPLOYEES

- Courtroom Clerk – **Janelle Field, Debra Harding, Christine Morales, Lisa Porter, Kate Skelton**
- Deputy Director – **Becky Magana**
- Downtown Civil Filing Counter – **Krystal Dear** and **Dorotha Stephens**
- Durango Juvenile Courtroom Clerk – **Annmarie Klein** and **Danielle MacDonald**
- Human Resources – **Margaret Henning**
- Mailroom – **Brian Bradley**
- Management Resources – **Sheri Hill**
- Northeast Filing Counter – **Wendy Salem**
- Southeast Juvenile File Counter/Cashier – **Yvonne King**



## OFFICE ANNIVERSARIES



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

**35 YEARS**  
**Marjorie Crow**

**25 YEARS**  
**Marian Catt**

**10 YEARS**  
**Catherine Gray**  
**Elisa Canas**  
**Angela Smith**

**5 YEARS**  
**David Griego**  
**Charlotte Levine**

## HONORS/AWARDS

• 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:

- 100% - Sarah Dignard, Eileen Fenner, Anthony Garcia, Alison Knapp, Doris Mofford, Margarita Serrano, Rebecca Shanks, and Constance White**
- 99.90 - 99.99 - Annamae Beard, Margaret Brickman, Scott Buckman, Sheila Bullock, Christina Cady, Delilah Chilcoat, Jouseth Gamez, Evette Landrum, and Reta Sneddon**
- 99.80 - 99.89 - Joe Chino, Margaret Gardner, Judy Knox, and Lorena Perez**
- 99.70 - 99.79 - Annie Fair and Erendira Zuniga Bautista**
- 99.60 - 99.69 - Eva Castillo, Beverly Clement, Alison Cole, Angelica Laguna, Nina Parmar**
- 99.50 - 99.59 - Cindy Kasmer**



• **Julie Carlson, Lucy Carmickle, Edie Friss, Ivetta Huerta, Tracy Lundblad, and Barbara McDonald** won movie tickets during the past few months through the Maricopa County Alternative Mode User Program (AMU). The AMU conducts random drawings to reward employees with movie tickets for their efforts to reduce air pollution by using an alternative mode of transportation.





## ...The Employee Track *continued*

### EMPLOYEE SPOTLIGHT FOR JANUARY



**Name:** Sandra Valdez

**Department:** Family Court Filing Counter

**Hometown:** Phoenix, AZ / **Birthday:** June 25

**Family:** **Daughter** - Angela (10) / **Sons** - Cesar (7) and Gabriel (3)

**Years With Office:** Almost five

**One Thing You Enjoy About Your Job:** The people I work with. They are like a second family to

me. I love each and every one of them for different reasons. They are awesome people to spend my work hours with (Don't tell them I said that!).

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

**Least Favorite Activity(ies):** Cleaning, but hey, someone's got to do it.

**The Hardest Thing That You've Done:** Learning to let go of attachments to people, things, and situations.

**What is Something You Are Proud Of:** Having the strength to face and overcome life's most difficult challenges and being able to provide for my children and myself on my own.

**Favorite Meal:** Decisions, decisions...so many to choose from, but if I must pick one I'm going to have to say a big, fat, juicy t-bone steak (medium rare) with a baked potato with the works, and veggies on the side.

**Where is Your Favorite Place to Eat Out:** It's a coin toss between the Olive Garden and the Texas Roadhouse.

**Pet Peeve:** When people don't do what they say they are going to do.

**Favorite Movie or TV Show:** **Movie** - "Urban Cowboy (Fine, forgit it!)"

**A Dream I Have Is To:** Travel the world.

**Do You Have a Hobby or Special Collection:** Scrap booking

**What Has Been Your Favorite Vacation Destination:** San Diego

**What Place Would You Like to Travel To Next:** Spain or Paris

**Two People With Whom You Would Like to Have Dinner:** Vin Diesel and Bill Gates (I'm sure Bill would have no problem picking up the tab).

**What Was Your First Job:** Phone surveyor for a company in Scottsdale.

**Nobody would believe it if they knew ...** that I was very quiet when growing up. I know! Hard to believe right?

### RETIREMENTS

Between the time of Dec. 31 through Feb. 26, the Clerk's Office will have lost almost two centuries of experience due to the retirements of nine employees. The following is a list of employees, who have recently retired or announced their retirements for the near future. Their office experience totals 176 years.

- ◆ **Carol Schreiber**, Deputy Director  
**35 years** - (retired 1/15/10)
- ◆ **Carol Miller**, Courtroom Clerk  
**31 years** - (retired Dec. 31)
- ◆ **Mary Brown**, Courtroom Clerk  
**27+ years** with COSC /  
**33+ years** total with Maricopa County - (retiring Feb. 26)
- ◆ **Gloria Kuder**, Courtroom Services Manager  
**20+ years** with COSC /  
**37 years** total with Maricopa County - (retiring Feb. 26)
- ◆ **Susan Wood**, Courtroom Clerk  
**20+ years** (retiring Feb. 26)
- ◆ **Doug Wood**, Management Resources Director  
**14+ years** (retiring Feb. 26)
- ◆ **Larry Spoehr**, Facilities Management  
**13+ years** (retired 1/15/10)
- ◆ **Marian Smith**, Courtroom Clerk  
**10 years** (retired Dec. 31)
- ◆ **Diane Mansell**, Financial Business Coordinator  
**6+ years** (retiring Feb. 26)

### TRANSFERS

- **Kenna Cumbley** recently transferred from Downtown Family Support Services to the Northeast EDM Unit.

