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Record Times



A monthly newsletter for Clerk of the Superior Court employees

July 2010

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WHO ARE THE COOLEST CLERK EMPLOYEES IN THE SUMMER?



Smile and say "Freeze!" As a result of working in the 65 degree Microfilm Vault (from left) Ruby Davison, Rebecca Shanks and Tina Barrett are the coolest employees in the Office during the summer.

While the summer temperatures may add a little heat to the jobs of a few Clerk of the Court employees (like the couriers), the majority of employees are getting a nice chill at their work site as a result of working indoors in a well air-conditioned environment. But who are the absolute coolest Clerk of the Court employees during the hot summer season? The answer can be found at the Customer Service Center (CSC). The CSC's Microfilm Storage Vault, which contains 28,910 rolls of film, is kept at a constant, nippy 65 degrees ... and for the employees who work in this room during these 100+ degree days, the experience is really **COOL**.

"In the summer-time, it feels great when you are working in there," said Public Records Supervisor Tina Barrett.

The experience of working in the vault can even have the affect of providing a winter-like feeling in the summer. "It feels a little like an ice skating rink in there with the cool air and it even reminds you a little of the holiday season."

The reason the room is kept cool is to preserve the film. The film must be continuously kept in a cool environment.

But, there are times when too much of a good thing can start to wear on an employee – wear, as in extra clothing. While it is nice to work in there for short periods of time or during the summer, "If you need to work in the room for an extended period of time or during the winter season, it is a good idea to wear some extra clothing like gloves, sweaters, knit caps, and heavier socks," Barrett said.



But during high heat of the summer months, the CSC Vault seems like the **BURR**fect place to work.

Two summer days were high outside, but even higher inside



For the staff of the **Marriage License and Passport Office**, it didn't seem to matter whether they were outside or inside on July 9 and 12. In both places for them, things were really high – if they went outside, they encountered very high temperatures and when they were inside, they faced an extremely high number of customers that were four to five times more than regular business days. The reason for the huge increase in customers is more than likely due to the passport fee increase that took place on July 13. People were wanting to apply for a passport before the fee increase took effect.

Here's how high it got in the Office on those two days: the Customer Service Center staff processed 716 passport applications; Southeast staff processed 337 passport applications; Northeast processed 339; and Northwest processed 60. During a normal business day at the CSC, about 100 passports applications are processed and SEA processes around 30.

At Southeast, the line went down the hall and into the main lobby. At the Customer Service Center, the large lobby was completely filled with wall-to-wall customers. At Northeast, customers were shoulder to shoulder and the line went out the door.

"Our ML&P staff completely rose to the occasion and staff from other areas even jumped in to help meet the need," Chief Deputy Chris Kelly said. "They did an amazing job and Michael and I are extremely appreciative of their great efforts."





Michael K. Jeanes
Clerk of the Court

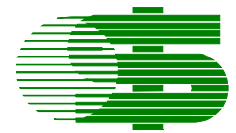
A Minute with Michael



A few details about the FY '10-'11 county budget

Here are a few details reported by the Board of Supervisors about the “steady-as-you-go” \$2.26 billion budget they recently approved for this new fiscal year:

- \$46.1 million were absorbed in new expenditures and contributions required by state government, with little or no growth in revenues, and a flat property tax levy that will reduce county-controlled tax bills for most homeowners;
- The total FY- 2011 budget is about \$66 million higher than last fiscal year due to one-time project spending, but operating costs are reduced by another \$91 million;
- Unfortunately, there will be no cost-of-living adjustments or merit pay increases for county employees;
- Funds continue for building and technology improvement projects on a pay-as-you-go basis;
- New projects include \$52 million to build a new transportation hub to move inmates from jails to court, \$8 million to replace the Sheriff’s 911 equipment, and \$109 million to replace the radio system used primarily by law enforcement. The largest of the building projects is the ongoing construction of a new \$340 million criminal court tower, which is currently running \$12 million under budget and set for completion in February 2012.
- The County’s pay-as-you-go financing avoids debt and interest charges, which otherwise would require \$50 million per year in additional property taxes (almost \$50 per year on the median home). County Manager David Smith said, “The past few years have been tough. We’re not out of the fiscal woods, but as we look up, there is a little bit of sunshine through the treetops.” Thank you for your continued dedication during these challenging budgetary times.



OnBase reaches Onbelievable milestone

A major milestone was reached this month in the Clerk’s Office when the electronic repository of images (OnBase) reached **25,000,000 documents**. The Office has been building its electronic repository since 1997 when a pilot program in the Probate Area began scanning and converting the paper documents filed with the Office to electronic format. In 2002, scanning was expanded to all case types and marriage licenses. Since that time the repository has been growing ... currently at an estimated rate of 218,000 documents per month.



These electronic documents are now available to **35 agencies** who have been granted access. This access saves them from having to visit the Office in person to view the documents and it saves time for staff from having to pull the hard copy files. The agencies with OnBase access (other than the Clerk’s Office) are:

MARICOPA COUNTY

- Adult Probation
- Assessor’s Office
- Correctional Health Services
- County Attorney
- Legal Defender
- Office of Legal Advocate
- Office of Contract Counsel
- Public Defender
- Public Fiduciary
- Sheriff’s Office
- STAR Call Center
- Superior Court
- Treasurer’s Office

STATE OF ARIZONA

- Admin. Office of the Court - Licensing Unit
- Attorney General
- Court of Appeals - Division One
- Department of Corrections
- Department of Economic Security - DCSE
- Office of the State Capital Post Conviction Defender
- Registrar of Contractors
- Supreme Court - Chief Justice Office
- Water Master’s Office

OTHER

- Arizona State Bar
- City of Phoenix Police Department
- Pascua Yaqui Legal Services



OTHER ARIZONA COUNTIES

- Cochise County Superior Court
- La Paz County Attorney - Division of Child Support Enforcement
- Pima County Attorney’s Office
- Pima County Courts
- Pinal County Child Support Division
- Yavapai County Attorney’s Office

FEDERAL

- Federal Bureau of Investigation
- Federal Public Defender
- U.S. Adult Probation
- U.S. Pretrial Services



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.)

CO-WORKER COMPLIMENTS

“I would like to thank all my friends, co-workers, and adopted family for the kinds words, cards, flowers, and love that came my way. I count myself as blessed to work beside the best people I have ever known. Thank you all.”
– *Linda McNamara*

“I would like to thank all of my co-workers (**Kimberly, Al, Drayson, Sharayah**) in the ML/P area for their hard work on Monday, July 12. We had more than 300 people come to our Office on that day. It was the deadline for the passport fees going up on Tuesday, July 13. Also, I want to thank the **staff from the SEA Filing Counter** for their concern and offers of help while we were doing numerous passport applications on that day. It was really an experience.” – *Lori White*



Serving customers
very well!

“I want to send some commendations to my CR Docket Team – **Lisa Smith, Kitty Curtner, Isabel Osuna, Belva Nasingoetewa, Laura Sam, and Mary Ann Martin**. They have worked very hard to keep the workflows, predockets, and eFile queues down to zero at times, and this is a huge accomplishment considering the predockets were backed up not long ago. Thank you to my team. You are awesome and it is recognized!” – *Dora Sandoval*

“I would like to extend a thank you to my co-manager, **Karen Stone**. I have had Grand Jury duty twice a week since April 13 and she has to do double-duty on those days. In addition, I was out unexpectedly last week and Karen agreed to switch her day off to accommodate my time off. Karen is appreciated!” – *Susan Morris*

CUSTOMER COMPLIMENTS

The Presiding Judge from Graham County Superior Court sent a letter to Michael Jeanes to compliment the Clerk’s Office for excellent service. He wrote, “I recently had the opportunity to accept a conflict of assignment and appeared in your RCC Court. I wanted to compliment you and your staff on the tremendous efficiency that I saw at every level. Not only from the mailing of the file to me, but the docket sheet, and the timeliness of responses by your clerks is nothing short of amazing.

All of the court employees performed admirably and given the size of your court, the complexity of the cases, and the millions of documents being filed, I was extremely surprised at the efficiency and accuracy of the clerical work in this case. Congratulations for running an extremely efficient and smooth Clerk’s Office.”

A judicial clerk from the Northwest Office sent an email to Project Manager Wendy Johnson to make her aware of the great service that Couriers **Mike Ball** and **Eddie Ramirez** perform. She said, “We really appreciate the help that Mike and Eddie provide for everyone at the Northwest Regional Court Center. They are very patient and always wait until everyone drops the mail in the bin.”



... more extra miles

CUSTOMER COMPLIMENTS

Merriel Trombley was in the area of the Criminal Filing Counter and witnessed **Jo Harbour** deal with a difficult customer. Merriel was so impressed by how Jo handled the matter that she sent an email to inform Jo's supervisors. Merriel told them that while the customer was agitated, Jo remained professional and courteous and was able to calm the customer down. She said Jo handled the situation very well and did not need help. She said Jo provided excellent customer service in a difficult situation.

A judicial assistant took time to write Michael Jeanes to let him know about the wonderful service some staff members provide to her. She wrote, "I wanted to let you know what fantastic employees you have in **Anna Valenzuela** and **Don Vert**." She said Anna and Don are always there to help when she has a person who is having some trouble with the system. She wrote, "I can always contact Anna for docketing problems and Don for child support problems and they always help me out. I so appreciate all they do for us. They really make life easier."

A customer sent an email to say what great work that Family Court Services **Jules Herbeveux** performs for the Office. She wrote, "I just wanted to tell you what a wonderful job Jules is doing. He was so nice and so helpful. You need more people like him on your staff. Great job!"

Always
on the
ball!



Snip-Snap

(A section of snippets and snapshots)

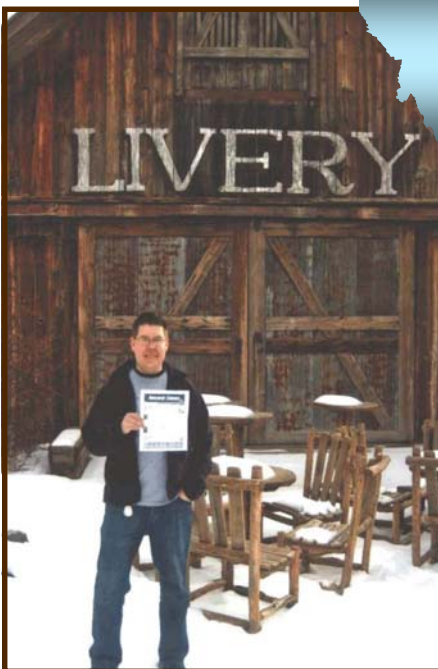
Newsletter is found in "Big Sky Country"

Each month, employees are invited to submit a photo of themselves reading the *Record Times*. For the past three months, the newsletter has been pictured in other countries (China, Canada, Russia and Antigua). This month, the newsletter is seen back in the United States.

Pictured to the left is Southeast Courtroom Clerk **Mike Kay**, who posed with the newsletter while he was at Marlboro Ranch in Bozeman, Montana. This is the newsletter's first appearance in the "Big Sky" state.

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.



Hot Dogs

July is **National Hot Dog Month**. The National Hot Dog & Sausage Council estimates that Americans eat seven billion hot dogs between Memorial Day and Labor Day ... that is an average of 818 hot dogs per second.



Vacation Days

According to the World Tourism Organization, here's how different countries stack up when it comes to annual vacation days:

- Italy - 42
- France - 37
- Germany - 35
- Brazil - 34
- Britain - 28
- Canada - 26
- S. Korea - 25
- Japan - 25
- U.S.A. - 13

A survey by TeleNation, found that 16 percent of Americans use a day or less than the 13-day average.



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 July:

5 YEARS

Erica Bradford, Veronica Castillo, Chris Kelly, Rich McHattie, Jennifer Mendoza, Jared Rutledge, Anita Treacy, and Chiquita Williamson

10 YEARS

Ramon Flores, Ronald Lopez, Keri Wade, and Annette Young

15 YEARS

Roxanne Anderson and Ed Morris



NEW EMPLOYEES

- Courtroom Clerks - **Donna Ganther**
- Downtown Civil Filing Counter - **Susan Hack and Shannon Stulz**

HONORS/AWARDS

Scan-tastic achievements

• 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% - **Scott Buckman, Cindy Kasmer, Maria Reyes, Reta Sneddon, Rebecca Shanks**
- 99.90 - 99.99 - **Kenna Cumbley, Eileen Fenner, Margaret Gardner, Beverly Macdonald, Sheila Soto,**
- 99.80 - 99.89 - **Beverly Clement, Anthony Garcia, Evette Landrum, Lorena Perez, Rosemarie Scott**
- 99.70 - 99.79 - **Delilah Chilcoat**
- 99.60 - 99.69 - **Jackie Francisco, Margarita Serrano, Erendira Zuniga Bautista**
- 99.50 - 99.59 - **Margaret Brickman and Sheila Bullock**



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

- **Tracy Lundblad and Evette Landrum** 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

EMPLOYEE TRANSFERS

- **Cecilia Alfaro-Arndt** transferred from the CSC's Quality Control area to the Support Services section.
- **Mary Young** transferred from the Discovery and Confidential to Support Services.
- **Martha Miller** transferred from CSC's Support Services section to the Quality Control area.



...The Employee Track continued

EMPLOYEE SPOTLIGHT



Name: Maira Perras
Department: Appeals
Hometown: Crete, Greece
Birthday: February 20
Family: **Husband** - Henry. I also have a ton of extended family members in Greece.
Years With The Clerk of the Court's Office: Coming up to 10 years now.

What is One Thing That You Enjoy About Your Job: The different challenges that the job presents and I really enjoy the people who I work with.

Favorite Activity: Tennis and hiking

Least Favorite Activity: Shopping ... any kind of shopping

The Hardest Thing That You've Done: leaving my family and coming to America and learning the English language.

What is Something You Are Proud Of: the different charity organizations that I am a part of. Also, earning my two bachelor's degrees from Arizona State University with a 4.0 grade average. I have degrees in Psychology and Criminal Justice.

Where is Your Favorite Place to Eat Out: Greek Town

Pet Peeve: When people are talking on their cell phones while driving on the highway.

Favorite Movie or TV Show: TV - *Law and Order* and *Criminal Minds*, also *Cold Cases*.

A Dream I Have Is To: go to Australia.

Do You Have a Hobby or Special Collection: Stamp collection and stained glass that I make.

What Has Been Your Favorite Vacation Destination: Greek Islands

What Place Would You Like to Travel To Next: to Australia

Two People With Whom You Would Like to Have Dinner: I would just like to have dinner with my husband, who I have been married to for 44 years.

What Was Your First Job: I worked for Lancome, which is a cosmetic company. I was an Esthetician helping open new institutes. I worked in New York, Ohio, Florida, and many other places.

Nobody would believe it if they knew ... that I like to fly and have flown small airplanes.

Construction Corner

Picturing the Criminal Court Tower

Below are photos that were recently taken at the Criminal Court Tower construction project.



Photo 1 - Clerk's Project Manager Wendy Johnson on the 12th Floor where the Clerk's CR Filing Counter and Courtroom Clerks will be located. **Photo 2** - From the Court Tower entrance looking north at the CCB. **Photo 3** - The CCB escalator that will go to the new Court Tower.

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