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Record Times



A monthly newsletter for Clerk of the Superior Court employees

April 2009

Vol. 15 No. 4

The CASE is open and the 2009 winners are being revealed

The CASE has been opened and the mystery of who this year's winners are in the Office's employee recognition program are being revealed. The first ones being identified and honored for their superior service through the Office's annual award program, which is called CASE, are staff members from the **Northeast** and **Southeast** Offices. Following are photos and names of the winning employees from these two locations:

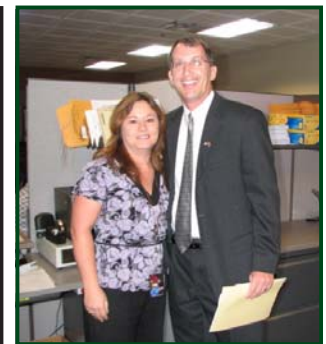


NE TEAMWORK AWARD
Filing Counter Team
(pictured) Sandy Seeley, Kelly Sleseman, and Monica Crowley

NE TEAMWORK & CUSTOMER SERVICE AWARDS
Gerri-Lynn Cohen

NE TEAMWORK AWARD
Docket/EDM Team
(pictured) Rebecca Bennett, Tina Hays, and Judy Knox

NE LEADERSHIP AWARD
Sheri Jaffe



➔ More photos and a full list of all of the NE and SE CASE Award winners are provided on page 3.

On the *brink* of retirement is Darrell Brinkley

On May 1, Cash Management Services Administrator **Darrell Brinkley** will retire from the Clerk of the Superior Court's Office after 30 years of credited service. The following is an interview with him:

What have you enjoyed about your job? The myriad of challenges within the Office, the rewards, the diversity, the demands ... constant activity and stimulation.

When you first started, did you think you would work here as long as you have? I thought I would be here for about 6-12 months, tops! Obviously, I've made a mistake ... at least in this one instance. I've stayed because I discovered a career, not just a job. Do you know, I started here so long ago that I was young, healthy, and even good looking. Now, I'm just good looking! Okay, I'm old, crumpled, and so crinkly that dust mites use my wrinkles as their burial grounds, but I am still kicking ... just not so high.



Darrell Brinkley

What are the biggest changes you have seen? There have been many, but let me offer two: **1)** The overall impact from the seemingly infinite population growth; and **2)** The transformation in computerization. Back in 'the day' the department relied upon outside, centralized support to applications running on mainframe computers with unwieldy dumb terminals (and even dumber printers). Today, we enjoy prioritized internal support on powerful personal computers! Heck, I can still remember witnessing first hand the demise of things like adding machines, slide rules, and typewriters. ... continued on page 2.





Michael K. Jeanes
Clerk of the Court

A Minute with Michael



A quick look at some projects that impact our office

I would like to take a minute to update each of you regarding various Facilities related projects that impact our office:

- **Criminal Tower** – It is currently on schedule to open in 2012. The Madison Garage has been completely demolished, Design Development is 100% complete, and utility relocation is underway. Below is a photo of the model of the building.
- **Downtown RCC and Bond Forfeiture Courtrooms Relocation** – The Downtown RCC and Bond Forfeiture calendars are being relocated to the newly created courtrooms in the lower level of Central Court Building. This project will allow all departments, including Sheriff, Adult Probation, Public Defender, County Attorney, and Clerk to be located in one area so that additional cases can be adjudicated. Additionally, it will provide for much needed waiting areas for out-of-custody defendants, victims, and witnesses while providing a more secure holding area for in-custody defendants.
- **Southeast Adult Reconfiguration** – As a result of the Southeast adult files moving to downtown, the Office is able to reconfigure the existing space to better accommodate customers. Currently, the Marriage License and Passport area is not sufficient to meet the customer demand. Expanding this area will allow customers to wait inside the ML&P lobby and not wait in the hallway with defendants, jurors, etc. Additionally, staff workstations will be reconfigured to meet county standards and provide additional work space.



...Brinkley retirement continued from page 1

What are some of the areas you have worked in while here? I entered the Clerk's Office into the 169th position of 169 positions. The Office offered tons of opportunity in many different areas. I often interviewed for promotional opportunities and was thankfully selected for many – Clerk II to Accounting Clerk II to Office Manager Account & General Services, to Director of General Accounting, to Senior Planner, and finally as Administrator, Cash Management Services. During the early days, there was little sophistication and even less automation. The General Ledger existed as a 30+ lb. cash book that was posted daily by hand (as was the docket). Fortunately, today we enjoy a modern and progressive automated office with a dynamic accounting efficiency that continues to evolve and improve.

Is there a particular project you accomplished that you are proud of? Happily, yes. Again, I'll offer up two. **1)** As Planner, I set a personal goal to influence the Office acquiring modern ergonomic systems furniture (discarding rusting WW-II steel desks with typewriter returns and collapsing secretarial stools); and **2)** Assisting with obtaining the acceptance/implementation of credit/debit cards as an alternative payment method for all of our customers. Both projects were 'pioneering efforts' by the Office. Few can appreciate the amount of effort and time that went into both. I am elated realizing the fulfillment of these personal business goals.



What will you miss most? By far I'll miss the daily interaction with co-workers ... all the personality types, split personality types, and all the multiple personality types (I say this jokingly and with a smile).

What are your retirement plans? I have thought about this for many years, and the answer is, well ... basically any dog-gone thing I want ... so long as my health, pocketbook, and wife will allow it.

Any words of advice to employees as you leave? **1)** Seriously, follow the Golden Rule. Do the right thing regardless of personal risk. Be courteous, be helpful, and be professional ... being the best of the best; **2)** You're never too young to begin planning for retirement. In our youth, our expectations are that we will never grow old, will always have our health, and be able to take care of ourselves and family. In truth, no matter how good we are at time management ... we age too fast; and **3)** Have fun and as much of it as you can, don't take yourself too seriously, and never judge people by their relatives!



...CASEY award winners continued from page 1

NORTHEAST C.A.S.E. AWARDS

Customer Service Award - Gerri-Lynn Cohen | **Leadership Award** - Sheri Jaffe | **Teamwork Award - Family Courtroom Clerks** - Linda Crawford, Donna Galligan, Cynthia Kelly, Donna Kenny, Beth Kredit, Brandy Lambert, Mary Minkow, Alex Ocanas, Debbie Pluff, Leslie Slaughter, Claire Vigil, and Michelle Wetherell | **Docket/EDM** - Rebecca Bennet, Judy Knox, Bonnie McGovern, Tina Hays, and Cynthia Kasmer / **Filing Counter** - Kelly Sleseman, Sandy Seeley, Martha Wanke, Megan Simpson, Monica Crowley, Kelle Dyer, and Angie Green / **Courtroom Service Manager** - Gerri-Lynn Cohen

SOUTHEAST C.A.S.E. AWARDS

Customer Service Award - Sharayah Dunst / Sheila Sailer / Mariam Jordan-McTaggart and Regina Romero / Dave Steinmetz / Patti O'Dell / Nicki De La Cruz | **Excellence Award** - Ana James / Julie Erb / Terri Ernster / Drayson Alcantar | **Teamwork Award - Courtroom Services Managers** - Patti O'Dell and Gloria Kuder

NE TEAMWORK AWARD

Family Courtroom Clerk Team
 (pictured) Claire Vigil, Michelle Wetherell, Donna Kenney, Leslie Slaughter, Linda Crawford, Alex Ocanas, Brandy Lambert, and Donna Galligan



NE TEAMWORK AWARD

Filing Counter Team
 (pictured) Martha Wanke and Megan Simpson



SE TEAMWORK AWARD

Courtroom Services Managers
 Gloria Kuder and Patti O'Dell



SE CUSTOMER SERVICE AWARD
 Sharayah Dunst



SE CUSTOMER SERVICE AWARD
 (pictured) Mariam McTaggart-Jordan



SE CUSTOMER SERVICE AWARD
 Nicki De La Cruz



SE CUSTOMER SERVICE AWARD
 Patti O'Dell



SE EXCELLENCE AWARD
 Ana James



SE EXCELLENCE AWARD
 Drayson Alcantar



Upcoming CASE Award / Service Pin Events



Tuesday, April 28
 Durango Juvenile

Wednesday, May 6
 Customer Service Center

Tuesday, May 12
 Downtown

Tuesday, May 26
 Northwest





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 Customer Services Area

- **Judy Barney** – “Very impressed by Judy’s service. She was great and very courteous.”
- **Ken Daniels** – “Ken patiently answered my numerous questions. He was wonderful, polite, and made a bad experience pleasant.”
- **Lori White** – “Good service, very nice, and helpful.”
- **Overall Staff** – “Your kindness, patience, and assistance was a true blessing and allowed me to clear my case.”

Southeast Adult Filing Counter

- **Ana James** - “Ana was wonderful. She answered all of my questions, was polite, and amazingly professional.”
- **Vanessa Martinez** – “Vanessa was very helpful in answering my questions during a difficult time.”
- **Nicki De La Cruz** – “Nicki was pleasant and very patient, despite all of the questions I asked.”
- **Sheelagh Ponicki** – “Sheelagh was very courteous, helpful, and knowledgeable.”
- **Regina Romero** – “Regina’s excellent customer service was appreciated.”
- **Jessica Folts** – “Jessica was patient and answered all of our questions.”
- **Mariam Jordan-McTaggart** – “Mariam was friendly and very helpful.”
- **Sharon Szakacs** – “Sharon was friendly and very helpful.”

**Quality
service
in record
time**



CO-WORKER COMPLIMENTS

“I would like to thank my good friend **Darrell Brinkley** for all of the years that he shared with us, for all of the times he listened to me, and for all of the times he brought a smile to my face. Throughout the years of our association, Darrell has exemplified the finest qualities one could hope for in a co-worker, a human being, and a friend. I appreciate him and appreciate all that he did for the Clerk’s Office. I will miss him mucho, mucho. As he gets ready to retire after many years with the Office, I wish him and his family the very best.” – **Mitzi Munoz**

“I send a big thank you to the **Downtown Filing Counter**. They are compassionate and caring and show concern when I have dealt with a difficult customer. I am pleased to be working alongside all of them. We watch out for one another as only a close team does.” – **Maria De La Cruz**

“I want to give a special thank you to **Cynthia Crawford** for always being available to answer questions and for her willingness to help. She is a wealth of information. Thank you Cynthia!” – **Christina Nekho**

“The CV eFile Review Clerks want to thank **Scott Hensel** and **CJ Allen** for working with local law firms whose documents were not correctly processing. Scott reviewed the electronic documents for clues that may have caused the problem then translated the findings from I.T. language to language I can understand and communicate to the filing parties. When the issue was more complicated CJ and/or Scott worked with the firms to resolve the issue. I also want to thank **Timothy Potratz** and everyone else involved in testing and resolution of these issues.” – **Michelle Paigen**



... *more extra miles*

CUSTOMER COMPLIMENTS

Clerk of the Court Michael Jeanes sent an email to Public Records Administrator Melanie Fay to let her know about a very pleased customer of the **Customer Service Center** that he recently came into contact with. Michael wrote, "I spoke to former State Representative Greg Patterson last evening. He visited the CSC yesterday. He stated that staff was wonderful, very friendly, very helpful and quick! He needed copies of a case from 1992 and expected to wait a long time. He was surprised to be in and out with exactly what he needed in 30 minutes."



Michael also said that Rep. Patterson stated that prior to his arrival, he expected to have to go to a facility that was "old and dirty." He said Rep. Patterson was pleasantly surprised to find a clean, well lit, efficient, friendly atmosphere. He also stated that when he advised the staff that he had to leave for a short time to feed the parking meter, they even offered free parking in the garage.

Michael ended the email to Melanie by saying, "I would like to take this opportunity to thank you and please express my appreciation to staff for the ongoing high quality customer service they provide!"

Superior Court Judge Michael Gordon sent an email to Clerk of the Court Michael Jeanes to compliment the excellent work that the Clerk staff provided to him. He wrote, "I drop this line to speak with you about the Family Court Clerks that I encountered downtown and their superb work ethic. With the tragic loss of Nancy Kielblock, and the suffering we still endure, they stepped up to the plate. With **Susan Morris** and **Karen Stone** leading the way, the clerks checked in regularly, completed ex partes, updated ready-for-rulings, and demonstrated a work ethic that I have yet to encounter in any employment setting.

The Calendar is a busy one. I made it busier, by setting a lot of hearings, and issuing a lot of ex parte minute entries. Susan Morris and Karen Stone knew that is the way I worked. With that at the forefront of their thoughts, and with me leaving last Friday for Northeast, they helped lead a charge. Over the last three weeks, we had nothing less than a stream of clerks picking up and completing minute entries for my review, until the very last minutes on Friday.

But, their work ethic was matched by their professionalism and attitude. If one could "whistle while you work," their attitude reflected the core of the saying. I hope to encounter the same type of clerks here at Northeast and I'm already encouraged by **Mary Minkow**. She was here early today, showing me the ropes and continuing a tradition of spirit of public service that the downtown clerks showed. In short, you run a good show in Family Court ... no, make that an excellent show. I am happy to have your office as part of the team."

Here is a listing of the Clerk of the Court staff members who assisted Judge Gordon regarding his email message: **Karen Stone, Susan Morris, Charles Brown, Jolene Stroble, Robin Peck, Melinda Wilson, Kendra Depue, and Jennifer Escarega.**

Southeast Juvenile Court Operations Supervisor Diane Hoy received two e-mails from Probate Court Administration staff about the great service **Delia Mendez** provided to them. They wrote, "We would like to commend Delia Mendez for taking time to research fingerprint cards that were misdirected to the Juvenile Court. We thank her for being a dedicated employee, who goes out of her way to help others, which our department truly appreciates. Please extend our appreciation to Delia for her extra effort!"





The 2009 inductees into the newsletter's "Hall of Same"



Last month, several Clerk of the Court employees were inducted into the *Record Times'* fictitious "Hall of Name" and "Hall of Claim." These employees were selected from their responses to a recent newsletter article survey asking them if they have or have had an unusual or interesting nickname and if they have an unusual or interesting claim to fame. This month, several employees were selected to be inducted into the newsletter's "Hall of Same," because they all have the **same** interest in collecting unusual or interesting items.

The following lists the employees who responded to the newsletter article survey question, "**Do you have an unusual or interesting collection?**" Due to the amount of survey responses received, not every submission was used.

◆ The Record Times' Hall of Same ◆

- ◆ **Employee:** Lori Cummings / **Collection:** Pillsbury Doughboy items including dishes, jars, puzzles, banks, stuffed dough boys, porcelain dough boys, toy semi truck, afghans, football, christmas tree ornaments. The list goes on and on.
- ◆ **Employee:** Chrystal Castro / **Collection:** I collect fashion magazines from the disco era (1978 - 1980).
- ◆ **Employee:** Steve Weston / **Collection:** I collect coffee mugs (much to my wife's displeasure) and holiday neckties.
- ◆ **Employee:** Wendy Johnson / **Collection:** I collect tall stuffed animals with very large feet.
- ◆ **Employee:** Marsha Ebel / **Collection:** I collect postal memorabilia - stamps, miniature mail trucks, artwork.
- ◆ **Employee:** Shane Monroe / **Collection:** I collect useless movie trivia and quotes in my head.
- ◆ **Employee:** Oscar Garcia / **Collection:** I have a collection of bottle caps. My friends bring them to me when they travel.
- ◆ **Employee:** Merriel Trombley / **Collection:** I keep unusual-looking paperclips and document clips.
- ◆ **Employee:** Mitzi Munoz / **Collection:** I love blue glassware or cobalt. I have loads of dishes, vases, jars, curios, bottles, etc.
- ◆ **Employee:** Terry Langford / **Collection:** Snoopy figurines.
- ◆ **Employee:** Nadine Guerrieri / **Collection:** My husband, daughter, and I collect currency from other countries and old coins from the United States.
- ◆ **Employee:** Cheri Bagato / **Collection:** I collect ink pens and Build-A-Bears. I am still a kid at heart.
- ◆ **Employee:** Len Keso / **Collection:** I collect different barbecue sauce bottles from the places that I have traveled. I have them all on a shelf in my garage. Currently, I have "54 bottles of barbecue sauce on the wall."
- ◆ **Employee:** Charlotte Levine / **Collection:** African-American religious fiction books
- ◆ **Employee:** Patty Enyart / **Collection:** I collect kerosene lamps.
- ◆ **Employee:** Sharon Wilson / **Collection:** I collect unicorns and other fantastic equines (pegasi, winged unicorns, etc.)
- ◆ **Employee:** Pam Crawford / **Collection:** I collect lots of cars in all sizes and shapes.
- ◆ **Employee:** Rebecca Miller / **Collection:** I collect Wee Forest Folk Mice.
- ◆ **Employee:** Feliz Bustamante / **Collection:** I collect magnets from everywhere that I have traveled.
- ◆ **Employee:** Mariam Jordan-McTaggart / **Collection:** I collect lotions. Different types and smells. I love different types of lotion.
- ◆ **Employee:** Janice Bevan / **Collection:** I collect Precious Moment figurines and blown glass.
- ◆ **Employee:** Christina Nekho / **Collection:** Hair products and chapstick. No woman can go without hair products and I have a fetish for chapstick.
- ◆ **Employees:** Gerri-Lynn Cohen & Marian Smith / **Collection:** Both of them collect angels.
- ◆ **Employee:** Meg Kelleher / **Collection:** dust bunnies ... in my house.





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 **Lucy Carmickle** on the birth of her 7 lb. 6 oz. grandson on March 29. Her new grandchild's name is Treston Crane. He is her third grandchild and first grandson.
- Congratulations to Juvenile Durango's **Nina Warturton**, who gave birth to twin girls on April 13. Her daughter's names are Brooklyn, who was 5 lbs. 8 oz. and born at 11:14 a.m., and Madison, who was 4 lbs. 9 oz. and born at 11:15 a.m.

MARRIAGES

- Congratulations to Customer Service Center's **Annette Tallabas**, who is getting married on April 25 to her first love from high school, Anthony Charles Young.



EMPLOYEE ANNIVERSARIES

The following employees celebrate milestone anniversaries with the Office in April:

5 YEARS

Sheelagh Ponicki
Joe Silberschlag

10 YEARS

Chris Bradford

20 YEARS

Susan Wood

AWARDS/HONORS

- Every 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 (employees whose names are highlighted in **blue** had a 100% accuracy rating):

PLATINUM CERTIFICATE: **Jackie Francisco, Angelica Laguna, Doris Mofford, Christina Saunders,** Constance White, Jessica O'Connell, Anthony Garcia, Feliz Bustamante, Annie Fair, Janice Bevan, Erendira Zuniga, Jouseth Gamez, Joe Chino, Margarita Serrano, Belva Nasingoetewa, Margaret Brickman, Bonnie McGovern, Judy Knox, Traci Nalls, Sherry Murphy, Druscilla Granillo, Suzanne Lambries, and Susan Littrell

SILVER CERTIFICATE: Evette Landrum, Lorena Perez, and Rayleen Smith

- Congratulations to ITG's **Justin Mayse**, who earned his Microsoft Certified Database Administrator qualification in March. The knowledge he gained is very important to the operation of the Clerk of the Court's data systems.

OTHER EMPLOYEE NEWS

- **Kelly Laird** transferred from CSC Support Services to Juvenile Durango.
- As a result of the Night Court ceasing on May 15, Night Courtroom Clerk **Beth Kredit** will transfer to Downtown and be assigned to Judge Susan Brnovich on a criminal calendar starting May 18.





...The Employee Track *continued*

EMPLOYEE SPOTLIGHT FOR APRIL



Name: Jody Fisher

Department: Document & Cash Management Services

Hometown: I was born in Romulus, Michigan and before the age of seven, I had lived in over half of the United States, so I consider my hometown to be the U.S.A.

Family: Daughters - Kelly and Kandace /

Pets - a rottweiler dog named Fred and two birds, Java and Ollie.

Birthday: March 28 / **Years With Office:** Nine years in August.

One Thing You Enjoy About Your Job: Working with so many talented and amazing people. What we accomplish here daily is phenomenal.

One of Your Favorite Activities: Walking the beach watching the people and the ocean.

An Activity That You Dislike: Picking up after my rottweiler.

The Adventurous Thing That You've Done: My most adventurous accomplishment was climbing a waterfall in Jamaica.

What is Something You Are Proud Of: I'll say my work with the Clerk's Office. It is usually fun, always interesting, never a boring minute, and I am proud to be a contributing part of the office.

Favorite Meal: Mexican, Chimichangas

Where is Your Favorite Place to Eat Out: Macayo's, but I prefer to do the cooking and stay in.

Favorite Movie or TV Show: For now it is "Bones" and/or "House"

A Dream I Have Is To: When I can retire, I want to buy a boat and sail away.

Do You Have a Hobby/Collection/or Special Interest: I enjoy painting; usually working in oils. I like candle-making and doing just about anything creative.

What Has Been Your Favorite Vacation Destination: Grand Cayman Islands

What Place Would You Like to Travel To Next: An Alaskan cruise

A Pet Peeve: People that don't use a turn signal when changing lanes.

Two People With Whom You Would Like to Have Dinner: Leonardo Da Vinci and Vincent Van Gogh

What Was Your First Job: A part-time cashier at Taco Bell.

Nobody would believe it if they knew ... I'll stay mysterious. They will never know.

News Briefs

Considering retirement?

Maricopa County is offering a unique opportunity for employees who may be considering retiring. If the employee meets the eligibility criteria, they may be able to take advantage of this option that will enhance the current Post Employment Health Plan contribution. Maricopa County employees opting into the 2009 Retirement Health Enhancement Program would receive a tax-free, one-time, lump-sum contribution to a Post Employment Health Plan (PEHP) up to \$30,000 based on accrued Family/Medical Leave (FML). The Retirement Health Enhancement Program (RHEP) is in addition to the current existing PEHP. You must act before **April 30** to qualify for this opportunity. For more information, you may visit the EBC at: <http://ebc.maricopa.gov/rhep/default.aspx>

Law Day Celebration

The Superior Court is sponsoring an event on Law Day (May 1) called, "A Legacy of Liberty - Celebrating Lincoln's Bicentennial." The event will be held from Noon to 1 p.m. at the Maricopa County Board of Supervisors' Auditorium.

\$umming up the CCC

Maricopa County employees raised \$441,065 for the 2008 County Combined Charitable Campaign.

Record Times. Published on a monthly basis by the Public Affairs Office for distribution to Clerk of the Superior Court Office employees. For questions or submissions to the newsletter, you may send an email to Len Keso at: LKeso@cosc.maricopa.gov

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





Snip-Snap

(A section of snippets and snapshots)

The newsletter is Mine to read

Each month, employees are invited to submit a photo of themselves reading the *Record Times*. Last month, the newsletter was seen with an employee who was in Philadelphia, Pennsylvania at the **Franklin Institute**. This month, the newsletter is in a town named **Franklin**.



Pictured to the left is Cash Management Services Administrator **Darrell Brinkley**, who was standing with the newsletter at the Sheffield Mine in Franklin, Tennessee.

You may submit photos of yourself reading the *Record Times* at any time for this feature.

To submit a photo: 1) Print the front-cover newsletter page; 2) Take your photo(s) with the newsletter page during your vacation; 3) Email the digital photo or interoffice mail the print photo to Public Affairs' Len Keso (mailcode CD-PA) with your name, department, and a brief photo description.

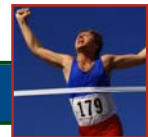
April news numbers

• April is **"National Kite Month."**

The American Kitefliers Association celebrates this month with more than 600 kite-related events around the country. Lincoln City, Oregon was voted as the best kite flying location in North America by KiteLines Magazine.

• Here are the top 7 cities that suffer from April showers all year round, according to a LiveScience study.

- 1) Mobile, AL - 67 in.
- 2) Pensacola, FL - 65 in.
- 3) New Orleans, LA - 64 in.
- 4) West Palm Beach, FL - 63 in.
- 5) Lafayette, LA - 62 in.
- 6) Baton Rouge, LA - 62 in.
- 7) Miami, FL. - 62 in.



The Finish Line



On April 13, the Board of Supervisors honored Courtroom Clerk **Denise Glab** for her 35 years of service to Maricopa County. Denise was among several county employees who were honored for 30 or more years of service. She received a plaque, certificate, and a special tribute was read about her. Pictured above at the event are: (from left) Chief Deputy Chris Kelly, Courtroom Services Manager Erika Morgenstern, Courtroom Services Administrator Marian Catt, Courtroom Clerk Denise Glab, and Supervisors' Chairman Max Wilson.



Pictured above are the agents of the STAR Call Center who handle the customer telephone calls for the Clerk of the Court's Office. They are: (from left to right, top row) Cynthia Palmer, Irma Valdez, Josette Serrano, Francise Gutierrez, Abra Reed, (bottom row) Audrey Browning, Jenna Ashe, Diana Colgen, and Roselyn Thompson.

