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Record Times



A Quick Sprint Edition

A monthly newsletter for Clerk of the Superior Court employees

August 2009

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More attorneys are taking heed of MEEDS

More law firms are taking heed of MEEDS. Currently, there are 6,593 attorney's enrolled in the Clerk of the Court's Minute Entry Electronic Distribution System (MEEDS), which is up from 5,560 attorneys in 2007. MEEDS is the Office's program that automates the entire court minute entry process for adult cases by sorting and electronically sending the minute entries from the courtroom clerk to the docket, website, and law firms.

The five largest firms enrolled in MEEDS are: Snell & Wilmer (236), Fennemore Craig (152), Quarles & Brady Streich Lang L.L.P (144), Lewis and Roca (132), and Gallagher & Kennedy (94).

The five largest agencies by enrollment are: County Attorney (412), Public Defender (289), Attorney General (254), Legal Defender (74), and Legal Advocate (55).



County getting more keen on being green



It seems Maricopa County's "Green Government Program" is saving the county some green – an estimated \$2.7 million in energy costs, according to a recent *Arizona Republic* article. Here are other results from the County's Green Program that was launched last year:

- More than 360 tons of paper have been recycled this year;
 - Over 300 metric tons of greenhouse gas emissions have been avoided by using biodiesel fuel in fleet operations;
 - Close to half of Maricopa County's 13,000 employees have subsidized bus and light-rail passes;
 - Hybrid-preferred parking spaces are at four county locations; and
- The largest energy audit in the state is underway with 133 separate county buildings being analyzed for potential energy and water savings.

"We have great hopes the county will find cost savings through this program, as well as job creation in the sustainable energy area," District 2 Supervisor Don Stapley said.

The following are some future goals of the Green Government Program:

- The Environmental Services Department will replace 50% of its fleet with alternative fuel or hybrid vehicles by 2012;
- The Transportation Agency will allocate \$3 million annually to pave dirt roads/roadway shoulders to reduce dust; and
- The county plans to reduce paper usage by 5 percent annually by 2013.

A dash of Office news



Judge Ayaka Sato from Japan toured the Office on Aug. 13. She is participating in a program that provides foreign judges opportunities to learn about the American judicial system. She visited with Michael Jeanes, saw an eFiling demonstration by Joe Silberschlag, toured the CSC led by Melanie Fay, and was shown the CR File Counter and EDM/Quality Assurance area by Gordon Mulleneaux and Gene Guidas.



The Public Affairs Office received an "Award of Excellence" for its production of the 2007 - 2008 Annual Report (Still Shining) from the National Association of County Information Officers in their annual competition among the nation's county governments.



Pat Percival 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 reduce air pollution by using an alternative mode of transportation.



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

- **Mariam McTaggart** - "Thank you for your help and patience. Mariam's service was excellent."
- **Regina Romero** - "I was extremely pleased at how well I was treated."
- **Sheelagh Ponicki** - "Sheelagh is fantastic at her job. She went above and beyond in helping me."
- **Vanessa Martinez** - "Vanessa was very nice and extremely knowledgeable. She explained things in a manner that made it easier to understand."
- **Nicki DeLaCruz** - "Nicki was helpful beyond belief and extremely thorough."

CO-WORKER COMPLIMENTS

"I want to thank **Susan Morris** for the great Quick Glance Chart she created for services available through Conciliation Services. There have been several changes in the processing and referral for these services over the last few months and this chart is very helpful in sorting it all out." — *Leslie Wilkins*

"I want to send a great big THANK YOU to **Vanessa Martinez**. She is always looking at ways to improve the area and can always be relied upon to follow through with any task. Vanessa, thank you for all of your hard work and for completing extra tasks during my absence. I also want to thank the **SEA Filing Counter** and **RCC/EDC** staff. I know it's been a little hectic lately and I appreciate your hardwork, dedication, and flexibility – **Jessica Folts, Mariam McTaggart, Regina Romero, Sheelagh Ponicki, Sharon Szakacs, Nicki DeLaCruz, Ana James, Tracy Nalls, Sherry Murphy, and Vanessa Martinez.**" — *Franci Diaz Smock*

"I would like to give our RCC courtroom clerk group some kudos – **Anita Treacy, Teri Gaulke, Marsha Ebel, Olivia Hernandez,** and myself. The transition from the ECB 7th Floor to the CCB/LL was an experience. In addition, as soon as we got our bearings, we had the transition of bringing the Downtown RCC and Glendale RCC together. With a lot of teamwork and perseverance, we are now running like a well-oiled machine. Thanks team!" — *Laura Dagna*

CUSTOMER COMPLIMENTS

An employee from the Superior Court sent an email to the Office commending Durango Juvenile's **Bob Jordan**. She wrote, "We don't hear or inform people often enough about an employee who is appreciated and is obviously making sure they understand all the aspects of their responsibility. Bob Jordan is an employee who deserves that appreciation. Bob is always professional and is an asset to the Juvenile Court."

She also said that on a number of occasions Bob has taken the extra effort to make sure he understands a specific situation so that things are correctly done.

A customer sent a kind email to the Office regarding Star Call Center's **Jenna Ashe**. She wrote, "I am writing to thank an employee who has gone so far above and beyond with customer service. Jenna was there for me when I was in tears not getting my child support. She helped me for over five weeks when I would call every other day about my case status. I live out of state and so it was extremely difficult to do anything but rely on her. Not one time did she seem frustrated or irritated with me. She was always calm and reassuring. Now my case is settled and I want to recognize Jenna for all of her patience, support and the best customer service that I have ever had."





The Employee Track

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

NEW EMPLOYEES

Courtroom — Lynda Davis, Marlene Hovorka,
Clerks Lisa Heinzmann, & Kathleen Wise



OFFICE ANNIVERSARIES

The following employees celebrate milestone Office anniversaries in August:

15 YEARS

Jane Tewksbury

10 YEARS

Joe Legander

5 YEARS

Eddy Ramirez, Sharayah Dunst
Montserrat Vejar



BIRTHS

Congratulations to Courtroom Clerk **Caryn Smith**, who became a grandmother for the second time. Caryn's daughter gave birth to a 9 lb., 22 in. baby boy on Aug. 4. Caryn's new grandson's name is Carson Randle.

AWARDS/HONORS

A CLASS ACT

• The following employees successfully completed programs within the Clerk's Professional Certification Series" offered by Training and Staff Development:

Foundations of Leadership

Lillian Barnett, Beverly MacDonald, Joycelyn Mathews-Pate, Ken Shipley, Angela Walker, and Patricia Wolff

Foundations of Management

Lillian Barnett, Norma Barron, Dennis Benzer, Ken Shipley, Angela Walker, Patricia Wolff, Belen Aguilar, and Angie Green

Professional Development

Harriette Bills, Angela DeLucia, Kimberly DeSanna, Idella Hamilton, Ken Lindler, Veronyka Lockhart, June Mabry, Sonja Olmos, Sharon Wilson, Dawn Wood, and Angela Walker

Train the Department Trainer

Sue Baldwin, Lillian Barnett, Harriette Bills, Laura Dagna, Cheryl Marzella, Jolene Stroble, Angela Walker, Michelle Brady, Teresa Haaser, Anne Pagel-Spalding, and Leslie Wilkins

Train the Classroom Trainer

Katie Meade



CON-GRADUATE-LATIONS

• Training and Staff Development's **Steve Weston** earned his Master of Arts degree in Public Policy from the New England College in New Hampshire.

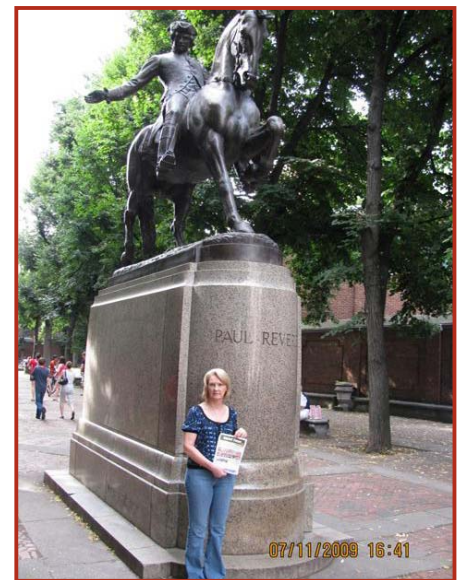


NewsEngland photo

Each month, employees are invited to submit a photo of themselves reading the *Record Times*. Last month, the newsletter was in Michigan. This month the newsletter was found in another state that begins with "M" that is in the New England area.

Pictured below is Associate Clerk **Carol Schreiber**, who posed with the newsletter while she standing by a statue of Paul Revere in Boston, MA

You may submit a photo of yourself with the *Record Times* at any time for this special 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 (mailcode CD-PA) with your name, department, and a photo description.



August Trivia

◆ August was named in honor of Augustus Caesar. It had 30 days, but was changed to 31 days because Augustus wanted as many days as Julius Caesar's month of July. The extra day needed to inflate the importance of August was taken from February, which originally had 29 days (30 in a leap year).