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Record Times



A monthly newsletter for Clerk of the Superior Court employees

January 2009

Vol. 15 No. 1

Super support for the Arizona Cardinals

Arizona Cardinals



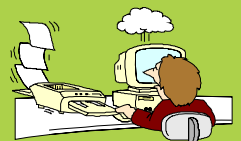
The excitement of the **Arizona Cardinals** playing in the upcoming Super Bowl on February 1 against the **Pittsburgh Steelers** has spread throughout the Clerk of the Court's Office. Many employees have been wearing their Cardinals attire (due to a special dress code exception made by Chief Deputy Chris Kelly) during the Cardinals' amazing playoff run. Other employees and departments have decorated their office area with Cardinals memorabilia and signs. Some employees have gone out and purchased Cardinals attire so they can wear it at work. The team, players, and games have been the topic of many conversations between co-workers and customers. Following are a few photos from around the Office of employees in Cardinals attire and Cardinals memorabilia:



February 1, 2009

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
PAGES	6,249,839	6,481,725	7,475,599	9,164,487	9,095,136	9,177,838	9,214,696
DOCUMENTS	1,956,559	2,007,854	2,368,029	2,841,956	2,883,845	3,036,809	3,158,085



Michael K. Jeanes
Clerk of the Court

A Minute with Michael



The 2009 Munch meeting schedule

A new year is ahead of us and so are many monthly Munch Meetings with you. Over the past several years that I have held these munch discussions, I have enjoyed meeting with you, discussing issues, sharing news, and answering questions about the office and/or county. The munches have been very beneficial to me and I hope they have for you as well.

If you have not been to a Munch yet, I want to invite you to attend this year. If you have attended them in the past, I hope to see you again this year. When you come, please bring your lunch and any questions. Also, please know that the munches are informal. You may come and go at anytime during the munch. The following are the 2009 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.)

January 14; **March 3**; May 13; **July 21**; September 9; **November 4**

DURANGO JUVENILE - COC Conference Room / (12:30 - 1:30 p.m.)

March 19; **June 18**; September 17; **December 17**

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

February 19; **May 14**; August 20; **November 19**

NORTHEAST - Multi-Purpose Room / (Noon - 1 p.m.)

January 8; **April 10**; August 6; **October 9**

NORTHWEST - Jury Room (to be announced by email) / (Noon - 1 p.m.)

January 7; **April 24**; July 31; **October 23**

SOUTHEAST ADULT - Cafeteria / (12:30 - 1:30 p.m.)

February 26; **May 28**; August 27; **November 12**

SOUTHEAST JUVENILE - Cactus Room, 1st Fl. / (12:30 - 1:30 p.m.)

March 24; **June 25**; September 30; **December 16**

NOTE: The above dates could change due to unforeseen scheduling conflicts. You will be notified should that occur.

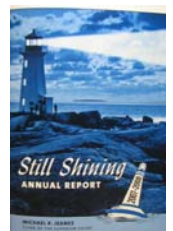


A few news briefs for January



- The destruction of the Madison Street Garage (pictured on left) began last month so that the construction of the Criminal Court Tower can begin later this year on the same land space. The Court Tower will have 14 floors and is expected to open in 2012.

• The Clerk of the Superior Court's online 2007 - 2008 Annual Report titled "Still Shining" is now available to view in the "Latest News" section on the Office's website at 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.





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

CSC Marriage License and Passport

- **Maria Gatica** - "Maria was outstanding. She provided great customer service."
- **Angela DeLucia** - "Angela went over and beyond to assist me with my marriage license. She is the kind of clerk we all wish to encounter."
- **Cheryl Marzella** - "Cheryl was extremely helpful in resolving an issue from another location."
- "Service was fast and easy."

Excellent!

Excellent!

CSC Public Records

- "I liked being helped in a timely manner."
- "From the information desk to the cashier, all staff were well informed, courteous, and professional. Best government office that I have been to."
- "I expected red tape, but got quick, friendly service. 10+."
- "All employees who worked the front counter area and certification area were extremely helpful and polite. They worked really hard to get all of my copies certified and completed. Thank you again for a job well done."

SOUTHEAST JUVENILE

- **Dave Steinmetz** - "Thank you for your professionalism and for making the process unstressful."

Excellent!

SOUTHEAST ADULT CUSTOMER SERVICE

- **Lori White** - "Excellent customer service."
- **Drayson Alcantar** - "Thank you Drayson. Fast and friendly."
- **Judy Barney** - "Very nice and friendly. Acts like she likes her job."

Excellent!



CO-WORKER COMPLIMENTS

"I would like to give a big thank you to **Susan Morris**. She is always there for me and she is willing to listen. It is very much appreciated." — *Jennifer Escarcega*

"The Electronic Document Management Quality Control Department would like to thank **Kyle Nelson, Dustin Herrington, Darcy Unger** and **Adrian Roberts** for their prompt and expert assistance with scanner equipment issues. They enable everyone to keep the work flowing, and we wouldn't be able to operate as well as we do without them!" — *Joyce Auchinleck*

"I want to thank **Cheryl Marzella** for always being so helpful to me with those customers on the phone who need assistance with records issue." — *Sandra Strange*

"On behalf of the co-workers in Civil, we would like to congratulate **Walter Rockwell** on his retirement of six years. We wish him the very best." — *Regina Frigo*





... more extra miles



COMPLIMENTS FOR BRIGHTENING THE HOLIDAYS

Following are recent compliments related to the various Office holiday drives that were held in December:

Shoebbox Drive - After learning Clerk staff had donated 778 pairs of socks, 466 shoeboxes, and thousands of toiletries. Director Laura Borgeson said, "Wow, that's fantastic. We are very happy to get the socks. Our count isn't very high and I have many agencies asking for socks. Your Office is a huge blessing to us. My deepest appreciation to your Office."

Food Drive - A St. Vincent De Paul staff member sent a note thanking CSC staff for the 270 cans they donated. She said, "Thanks to your support, over 80 food pantries will continue to stock their shelves with food for the poor."

Card Drive - CSC's **Marie Righetti** sent a thank you to staff members who participated in a Holiday Card Drive. She said, "I want to extend a huge THANK YOU to everyone who participated in the Holiday Card Drive. We were able to collect 549 holiday cards, which will be refurbished and redistributed for the 2009 holiday season."

Special Thanks - "We want to thank Court Supplies' **Richard Lopez** for all of his help during the recent Holiday Drive. He went the extra mile to ensure we had everything we needed to make coordinating the event easier. On one occasion, he even made sure there was enough air in the handcart tire so that it would be easier to carry the donation boxes. He is one of the friendliest and nicest employees here and he does an outstanding job." — **Len Keso** and **Aaron Nash**



Snip-Snap

(A section of snippets and snapshots)

Newsletter makes first appearance in South America

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 on the East Coast of North America. This month, the newsletter is spotted with an employee who was on the West Coast of South America.

Pictured to the left is ITG's **Andrea Wolfe**, who posed with the newsletter while she was in Machu Picchu, Peru at the Lost City of the Incas. This is the first time the newsletter has appeared on the continent of South America.

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.

Cold facts about winter

- This winter, the average U.S. household is expected to use \$6,150 worth of energy to power homes and vehicles, according to the Alliance to Save Energy. Consumers are facing the prospect of these cost increases: Home Heating Oil - 36%; Natural Gas - 24%; Propane - 14%; and Electricity - 9%
- According to the U.S. National Snow and Ice Data Center, practically every location in the U.S. has seen snow fall at some time in history.
- On the average, one inch of rain is equivalent to 10 inches of snow.
- What is the difference between sleet, hail, and freezing rain? Hail is a chunk or stone of ice dropped from a thunderstorm. Sleet is frozen rain. Freezing rain is liquid rain that freezes to a surface such as the road.



The Employee Track

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

EMPLOYEE SPOTLIGHT



Name: Erika Morgenstern / **Department:** Courtroom Services, Manager

Hometown: Born in Budapest, Hungary.

Family: Sons - Scott and Josh / **Daughter** - Gisela / **Grandson** - Ryan

Birthday: December 6 / **Years With Office:** 13

One Thing You Enjoy About Your Job: The people I work with ... they are fantastic.

Favorite Activity: Sunday barbecue with family and/or friends. I love getting together with people I enjoy being with.

An Activity That You Dislike: Ironing

The Most Adventurous Thing That You've Done: When my oldest son was 12, the two of us drove from Killeen, Texas to Phoenix. We stayed overnight at one of those rest areas off the highway. It was pretty scary.

Something You're Proud Of: Doing my best to keep the promises I make.

Favorite Meal: Steak (med. rare), garlic mashed potatoes, and asparagus

Where is Your Favorite Place to Eat Out: Chinese food

Favorite Movie or TV Show: There are so many great ones ... in a pinch, I guess I would say *Shawshank Redemption*.

A Dream I Have Is To: Write a story that is developed into a movie.

A Pet Peeve: People who don't take responsibility for their actions.

Do You Have a Hobby/Collection/or Special Interest: I enjoy listening to mostly all types of music.

What Has Been Your Favorite Vacation Destination: Israel

What Place Would You Like to Travel To Next: Tuscany, Italy

Two People With Whom You Would Like to Have Dinner: Sean Hannity and Golda Meir

What Was Your First Job: I was a bank teller in New York.

Nobody would believe it if they knew ... that like the expression, "What? Did you just come over on a boat?"... I actually did come over on the boat to the Canadian equivalent of Ellis Island, NY when I was six years old.

ON THE MOVE

Court Supplies and **Mailroom staff** moved from the West Court Building Lower Level to the Customer Service Center this month.



Court Supplies staff (left to right) - Eddy Ramirez, John Morley, Pierre Corriveau, Mike Ball, Dominic Navarro, and Richard Lopez



Mailroom staff (left to right) - Mary Davis and Fransica Horst.

ANNIVERSARIES

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

5 YEARS

Paula Brown and **Tawnie Wells**



HONORS

Public Affairs Project Manager **Aaron Nash** was recently elected as the president-elect of the Public Lawyers Division of the Maricopa County Bar Association, effective January 2009.

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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

