

1
2
3
4

Record Times



A monthly newsletter for Clerk of the Superior Court employees

June 2009

Vol. 15 No. 6

Casey makes final appearance of the year at Northwest

The Casey's made their final appearance for 2009 on May 26 at the Northwest Office. The Casey's are the Office's employee recognition award that was presented to staff in April and May. The names of the employees who received the awards from NE, SE, Downtown, Durango Juvenile, and the CSC were announced in the April and May issues of the *Record Times*. Following are the names and photos of the employees who were Casey winners at the NW Office:



NORTHWEST CASE AWARDS

Customer Service Award - Duffy Watson and Aurora Avina // **Excellence Award** - Margaret Brickman
Leadership Award - Keri Wade // **Teamwork Award** - **Filing Counter Team** - Jackie Ortiz, Krizna Rodriguez, and Jessica Bernal - **Courtroom Clerk Team** - Diane Berkland, Lynne Glenn, Jennifer Hill, Ginny James, and Marian Smith - **Courtroom Services Managers Team** - Diane Jamison

NW TEAMWORK AWARD
Krizna Rodriguez, Jackie Ortiz,
and Jessica Bernal

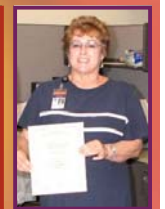
NW EXCELLENCE
AWARD
Margaret Brickman

NW LEADER-
SHIP AWARD
Keri Wade

NW TEAMWORK AWARD
Ginny James, Lynne Glenn, Jennifer
Hill, Diane Berkland, & Marian Smith

NW CUSTOMER
SERVICE AWARD
Duffy Watson &
Aurora Avina

NW LEADER-
SHIP AWARD
Diane Jamison



Office seeing a record number of people apply for passport



The Clerk of Court Marriage License and Passport sections have been extremely busy with both aspects of its name this month – marriage licenses and passports, but especially passports. This month, the number of people applying for passports at the Office has more than doubled and almost tripled. The four passport acceptance facilities have gone from processing an average of 4 to 69 passports a day, depending on the facility, to processing between 8 to 140 passports a day; the downtown facility has processed an average of 236 daily for the month of June so far. The reason for the dramatic increase may be due to the Western Hemisphere Travel Initiative that went into effect on June 1 and requires U.S. citizens to present a passport when entering the U.S. by land or by sea from Canada, Mexico, the Caribbean and Bermuda. The busiest times for staff have been between 10 a.m. and 4:30 p.m., Mondays and Fridays. Associate Clerk Carol Schreiber said that all ML&P staff has done a tremendous job handling the great increase in the number of customers.



Offer could be a summer hit - The Arizona Diamondbacks are pitching an offer to Maricopa County employees this summer that is sure to be a hit. The team is offering a group discount on admission to several of their upcoming games for county employees. For instructions on how to purchase the tickets and to find out what baseball games are available, visit the Maricopa County EBC website and under the category called "Index," select "Employee Discounts," then select "Sports" and then scroll down to "Arizona Diamondbacks."





Michael K. Jeanes
Clerk of the Court

A Minute with Michael



To successfully climb a mountain ... begin at the top

Mountaineer Ed Viesturs has conquered the 14 tallest mountains in the world – without extra oxygen. One secret of his success, and his longevity in a dangerous sport, is his approach to planning.

Viesturs doesn't plan his upward climb first. He begins by planning his descent from the peak. This tells him how much time he'll need to reach his base camp before darkness falls – which tells him what time he should start climbing. In other words, he assumes from the beginning that he will achieve his goal of reaching the summit, and he plans his strategy around that.

We have been facing many mountains of our own for quite some time due to the downturn in our economy. But like Viesturs, due to a strong belief that we will succeed, some wise and very careful planning, all of your extra hardwork, and a positive outlook, we are conquering the mountains.

Currently, we have 59 positions that are unfilled. In addition, there were 25 vacant positions eliminated in FY09 and 58 in FY10. A year ago, I would have thought with this many vacancies and eliminated vacant positions, it might be a mountain too high for us to conquer and continue the excellent quality service we are known for. Yet, here we are today, a little out of breath from all of the extra work, but standing at the mountaintop in victory thus far. We still face more mountains, but with a continued belief that we WILL reach the summits, we will plan our strategy to successfully conquer each of them.



Photo Finish - Picturing the news



A Place With More Space — The SEA Marriage License, Passport, and Public Records Office was remodeled June 1 - 5 to increase customer seating and public access terminals, and improve staff work stations. Previously, the customers waiting area was located in the hallway. In addition, the Courtroom Clerk, RCC, EDM, Docket, and Exhibit areas were reconfigured to better utilize the space.



Great Teamwork — (from the left) Fernando Cabral, Freddie Rubalcaba, and Richard Lopez team up to work on a project during the recent SEA Reconfiguration Project.



Cool Project — Pictured above is a design of the new shade canopy that will be outside the entrance of the Downtown Central Court Building. Construction is expected to begin in August.



Miller Time — Courtroom Clerk Carol I. Miller was among several county employees who were honored for their 30 or more years of service to Maricopa County at a special service award ceremony held on June 15 in the Supervisors' Auditorium. Carol is joined by Clerk of the Court Michael Jeanes and Maricopa County Board of Supervisors' Chairman Max Wilson.



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

Northeast Marriage License & Passport Office

- “Employees are very efficient and courteous. Even though I was stressed, they were calm. Thanks for great service.”

Northwest Filing Counter

- **Jackie Ortiz and Krizna Rodriguez** - “Jackie and Krizna were outstanding and went beyond what would be normally expected of even the best.”
- **Jackie Ortiz and Jessica Bernal** - “Jackie was so helpful as was Jessica.”

Customer Service Center Public Records Counter

- “Excellent service, great attitude, and enjoyable disposition.”

Southeast Customer Services Area

- **Judy Barney** - “Judy was very friendly.”
- **Drayson Alcantar** - “Drayson was very helpful.”
- **Ken Daniels** - “Ken was extremely helpful and courteous.”
- **Lori White** - “Lori was very pleasant, helpful, and kind.”



CO-WORKER COMPLIMENTS

“I want to say a big THANK YOU to **Freddie Rubalcaba, Larry Spoehr, Richard Lopez,** and **Fernando Cabral** for the tremendous work they did on the Southeast Adult Remodel Project. It looks fantastic.” – *Wendy Johnson*

“Thank you **Penny Boettcher** for being such a wonderful co-manager for the Downtown Civil/Probate clerks. I wish you the very best in your new assignment at Southeast. I will truly miss you.” – *Erika Morgenstern*

“I would like to express my appreciation to ITG’s **Charlie Gill** for the extensive work he recently did on our EDM reports. It was a long, complex task, but he was patient and thorough and we got the reports we needed!” – *Joyce Auchinleck*

“Having had another shoulder surgery, I want to give my heartfelt thanks to **Debbie Brooks** for her quick action in ordering me a phone headset. This saves me a lot of pain when answering the many phone calls. Also, my thanks goes to **Supply** for their speedy delivery and to **Fernando Cabral** for setting up the phone.” – *Madonna Anderson*

“I would like to send a special thank you to **Kristin Edwards, Mark Leong,** and **Brenda Burton** for helping me the week of May 18. I would not have been able to get through that hectic week had they not been there to help me. They were my personal lifesavers.” – *Merriel Trombley*

“I would like to thank all of the crew at **SE Juvenile** for making me feel so welcome and comfortable while I was there. We were having our office remodeled and I really enjoyed seeing another aspect of the Office at work.” – *Lori White*





... more extra miles

CO-WORKER COMPLIMENTS

Michael Jeanes received a letter from a customer who wrote about the excellent service she received from Family Court Services Supervisor **Linda Domanico**. She said she was “lucky” to be transferred to Linda and that she helped her get the problem resolved. She said Linda was polite and cheerful and that it was a joy to work with her.

Star Call Center’s Abbra Reed sent an email to **Nadine Guerrieri, Russell Vojir, and Ana Luna** to commend them for their great service. She said, “You guys are always so nice to me and are very helpful with questions. I continually get a thank you from the people I assist in changing their address or finding a check, etc, but it is truly you guys who do the leg work and who should get recognition. Thank you for everything you do. You are such a great group.”



Ready to run the extra mile for customers

Training’s Joe Silberschlag sent an email to Merriel Trombley to let her know about the great job that **Angela Walker** did. He said, “I worked with Angela and she was fabulous! Great job with customer service.”



Snip-Snap

(A section of snippets and snapshots)

Employee “remembers the newsletter” at a famous Texas location

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 seashore in Ireland. This month, the newsletter was spotted with an employee at a famous American landmark.

Pictured below is the Clerk of the Court’s Chief Deputy **Chris Kelly**, who posed with her son, Cameron and the newsletter in front of the Alamo in San Antonio, Texas.

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



Survey says...

◆ Below are responses from those who participated in a survey published in the *USA Today* that asked, “What positive effects has the recession had on your job?”

- New Projects - 53%
- More Responsibility - 52%
- More Challenging Work - 52%
- More Interaction w/ Management - 44%

◆ According to a *Salary.com* Employee Satisfaction and Retention Survey, 65 percent of employees say they are at least somewhat satisfied with their current jobs.

◆ According to a survey for *STORES* magazine, the participants said the following items were things they would not be willing to sacrifice during the tough economic times: Internet - 80.9%; Cell Phone - 64.1%; Cable TV - 60.5%.



The Employee Track

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

EMPLOYEE SPOTLIGHT FOR JUNE



Name: Adrian Roberts
Department: ITG
Hometown: London, England
Family: **Wife** - Sandra / **Son** - Nicholas / **Daughter** - Denise / **Grandchildren** - Ethan, Kayla, and Emma / **Pet** - 1 dog (Misty).
Birthday: June 23
Years With Office: Eleven years

One Thing You Enjoy About Your Job: Being with a hardworking group of talented individuals who know how to have fun. Everyday is different.

One of Your Favorite Activities: Spending time with my family and friends both here and abroad.

An Activity That You Dislike: Shopping at the mall.

The Most Adventurous Thing That You've Done: Scuba-diving and deep-sea shark fishing in the Indian Ocean.

What is Something You Are Proud Of: I am proud of my ability to have adapted to a totally different culture and way of life.

Favorite Meal: My wife's Indian Chicken Curry and Rice (ask the Help Desk and other members of ITG).

Where is Your Favorite Place to Eat Out: Tandoori Times, PF Changs, and Black Angus

Pet Peeve: Poor customer service

Favorite Movie or TV Show: **Movie** - *Blazing Saddles* **TV Show** - Anything Sci-Fi

A Dream I Have Is To: Travel into Outer Space.

Do You Have a Hobby/Collection/or Special Interest: Baking specialty cakes, travel, and exploring different places.

What Has Been Your Favorite Vacation Destination: Mauritius (Indian Ocean)

What Place Would You Like to Travel To Next: Russia

Two People With Whom You Would Like to Have Dinner: Bill Clinton and Margaret Thatcher

What Was Your First Job: Building engines for Lotus sports cars.

Nobody would believe it if they knew ... I really have met Darth Vader.

BIRTHS

- Congratulations to Juvenile Durango Supervisor **Kiera Molina**, who gave birth to a 7 lb. 7 oz., 19 in. baby girl on May 27. Her new daughter's name is Kiana Aliyah.

ANNIVERSARIES

The following staff celebrate milestone Office anniversaries in June:

5 YEARS

Donald Christoph
Tracy Lunblad
Iole Ostrander



20 YEARS

Gloria Kuder
Valla Wrona

NEW EMPLOYEES

- **Courtroom Clerks** — **Chelsea Brandes, Christy Farmer, Carrie Montoya, Kendra Sinclair, Cara Smothers, and Laurie Wistuber**

EMPLOYEE MOVES

- **Christina Saunders** transferred from the EDC/RCC to become a Courtroom Clerk.



Have a happy and safe Independence Day holiday!