



## Duffy Watson – 40 years of gold medal service

**O**n Feb. 5, 1968, speedskater Kees Verkerk won an Olympic gold medal in the 1500m race in France. On that very same day, thousands of miles away, the Clerk of the Court's Office in Maricopa County, Arizona hired an employee who would provide **gold medal** service for the Office over the next 40 plus years – **Duffy Watson**. Duffy, who currently works in License Services at the Northwest Court, celebrated his 40th anniversary with the Office on Feb. 5. In recognition of this special achievement, the *Record Times* conducted an interview with him:

### **Do you remember your first day at the Clerk's Office?**

I remember being a little nervous. I was a filing clerk and I reported to my department head, Bill Quinn. He took me to the supervisor of the Records Room, Warren Spears, who showed me around the area and the procedures for filing.

### **How long did you think you would work in the Office when you started?**

I did not know. I did see a lot of opportunities within the Office and the county. I felt if the opportunities did come, this would be a good place to start my career.

### **Why did you come to work for the Clerk of the Court's Office?**

My mother worked for the County Purchasing Office. She encouraged me to apply.

*Interview continued on page 3 – See Forty years ...*



Duffy Watson is the Clerk of the Court's longest-serving employee with 40 years of service.

## Important CASE is coming to the Office on Feb. 25

**E**very day there are hundreds of cases that are filed with the Clerk of the Court's Office, but there is only one day when "the CASE" is filed with the Office – and this year that day will be **Feb. 25**. That is the day when the Office's employee recognition program called CASE (**C**elebrating **A**nd **S**aluting **E**mloyees) will kick-off. CASE is the program that provides employees the opportunity to nominate their co-workers for various recognition awards. This year, the awards are: **Excellence; Teamwork; Customer Service; and Leadership**.

An email announcement will be distributed to employees on **Monday, Feb. 25** that will provide the details of the program and include the form to nominate your co-workers for a CASE award. This will be the seventh year for the Office to hold the CASE Awards program. The CASE awards, along with service pins, will be presented at each Office location. This year's service pin recipients will be listed in the March issue of *Record Times*. The following are the times and dates for this year's CASE Award/Service Pin Event:

- April 9 - Northwest** / 12:15 p.m. / Office Area
- April 15 - Customer Service Center** / 12:15 p.m. / Employee Lounge
- April 23 - Northeast** / 12:15 p.m. / Location to be determined
- April 30 - Southeast** / 12:15 p.m. / Saguaro Room
- May 7 - Durango Juvenile** / 12:15 p.m. / Large Conference Room
- May 13 - Downtown** / 12:15 p.m. / Supervisors' Auditorium





Michael K. Jeanes  
Clerk of the Court

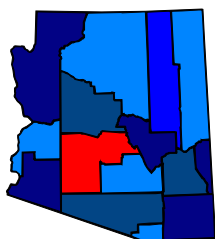
## A Minute with Michael



### A history lesson on the county government system

**T**his month, Maricopa County celebrates its 137th anniversary of countyhood. With that in mind, I thought it would be appropriate to share some history and information about counties in general.

According to the National Association of Counties (NACo), the county system of the United States has its roots in the English tradition of subdividing lands into shires as a way to maintain royal power in rural areas. The first county government in America was formed in 1634 in James City, VA, and shortly thereafter the state boasted eight counties (today it has 95). When Thomas Jefferson commissioned surveyors to lay out the best places for towns and cities in the Louisiana Territory, he enforced a 19th century rule which stated that a county seat should be within a day's buggy ride for every citizen.



Today, there are more than 3,000 counties throughout the country. In Louisiana, they are termed "parishes;" in Alaska, they are called "boroughs." There's more than a 50% chance that the county a person lives in has the exact name and spelling as another county in another state. Washington County is the most common name and is found in 30 states. Other presidential names – Jefferson, Jackson, Lincoln, and Madison – account for 94 counties in 35 states. Animal names are popular, including beaver, buffalo, elk, antelope, and caribou. Many counties share the same name as states. Other county names reflect local heroes, explorers, Indian chiefs, and saints, as well as prominent features, such as sunflower, granite, wheatland, lake, prairie, and alfalfa.

Some counties have been named wishfully like, Treasure in Montana. Here are some other county facts:

- Delaware has the fewest counties with just three; Texas has the most with 254.
- In general, Western counties are larger (more than 2,000 sq. miles) than those in the East (less than 400 sq. miles).
- The most populated county is Los Angeles County, CA with more than 10.2 million citizens; the least populous is Loving County, TX with 60 inhabitants.
- The smallest county is Kalawao, HI, which measures 13 square miles; the largest county is Alaska's North Slope Borough with 88,817 square miles. North Slope Borough also has the least number of people per square mile (.07);

Today's counties are arguably the most flexible, locally responsive, and creative governments in the United States. Certainly they are the most diverse, varying in size, population, geography, and governmental structure.

## Comparison shows eFilings are on the rise

The following is a chart showing the variance of Office eFiling statistics for the months of January 2007 and January 2008.

	Civil eFilings	Criminal eFilings	County Attorney eFilings	Family Court eFilings	Criminal Direct eFilings
JAN. 2008	2,830	8,224	5,590	14	3,595
JAN. 2007	1,473	6,121	4,729	0	3,165
% CHANGE	48% ↑	26% ↑	15% ↑	100% ↑	12% ↑





## Forty years of gold medal service continued from page 1

**What were you doing before you started at the Clerk’s Office?** I was working at a gas station.

**What departments have you worked in during your 40 years here?** I started in the Records Room. I then moved to help with the Filing Counter, Correspondence, Child Support Processing, and Marriage License and Passports.

**Do you have any memorable Marriage License and Passports stories?** I have met many well known people including Jerry Colangelo, Mary-Jo West, Jason Kidd, Matt Williams, Terry Goddard, Glenn Campbell, and Alice Cooper. They were all nice to deal with.

**What are some changes that you have seen in the Office?** There are so many. The most obvious would be the growth of the office. We had 14 or 15 superior court divisions when I started. I believe we had about 170 employees. Also, the technology has changed so much. We went from microfilm, to computerization, to what we see today with eFiling. When I first arrived, they were still handwriting the case filings in these big, heavy docket books. They probably weighed 20 to 25 pounds. They were also using typewriters. There was an annex to the Fileroom that had five cabinet drawers where old filings were placed.

**What do you enjoy about your job?** I enjoy working with the public. Every customer is a different situation, a new story, and a new opportunity to help.

**What do you like doing outside of your job?** I like to travel. I love sports and great entertainment. I like to gather with family and friends.

**Do you have a customer service philosophy you follow that you could pass on to other employees?** If you treat your customers as you would want to be treated, then I don’t feel you can go wrong.



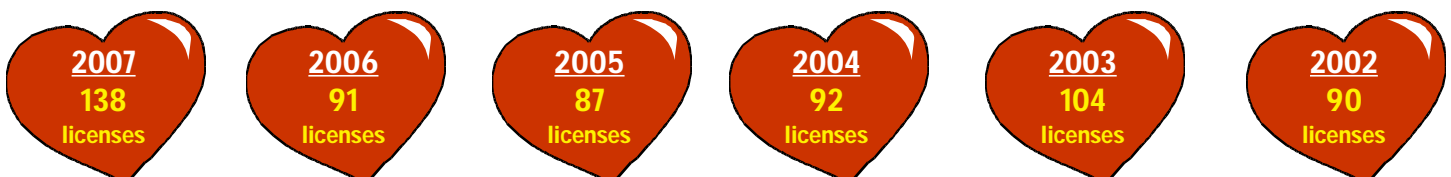
Duffy and his wife, Sandy enjoy a card from his co-workers at a special 40-year luncheon party put together on Feb. 5 by his co-workers. Duffy met Sandy (a former Clerk of the Court employee) when they worked together in the Marriage License Office.

### More Duffy data

- According to the Maricopa County Human Resources Office, Duffy is the fifth longest-serving employee for all of Maricopa County. The longest-serving employee is County Assessor’s Olivia Cruz, who has 55 years of service.
- Duffy has processed approximately 61,000 passport applications and issued approximately 53,000 marriage licenses to customers during his years serving in License Services.
- He has worked under four Clerk administrations - Wilson D. Palmer, Vivian Kringle, Judith Allen, and Michael K. Jeanes.
- Duffy played a key role in the creation of the satellite offices for issuing marriage licenses and processing passports.

## “Couple” of reasons for licenses popularity on Valentine’s Day

Candy, flowers, and cards aren’t the only popular items that couples purchase on Valentine’s Day. Marriage licenses are also very popular – just ask the Clerk of the Court’s Marriage License and Passport staff. Valentine’s Day is always the busiest day of the year for these employees. On average, they issue double the amount of licenses on Feb. 14 than on a normal business day. This year, the numbers were high once again. Staff issued **115 licenses** to couples. On previous Valentine’s Day (or the Friday before if Valentine’s Day fell on a weekend), the staff issued:





## 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 want to thank Customer Service Center’s **Cheryl Marzella** for all the help she provides me. She regularly assists me with customers from other government agencies, those who are on the phone, or those who have sent an email to our Office about a specific problem regarding the need for court records. She takes my call with no hesitation and responds with an answer almost faster than I took to dial her number. She makes my job as the office receptionist a whole lot easier. When you take as many calls as I do, her assistance is greatly appreciated.” — *Sandra Strange*



*Ready and set to go  
the extra mile*

“I want to thank my fellow courtroom clerks, **Tracey Fenton** and **Eileen Rosel** for helping carry my workload due to my back injury. These two lovely ladies offered to take my daily filings downstairs for me so that I wouldn’t have to move any more than what was absolutely necessary. Their simple kindness and offers to help enabled me to stay off of my feet so that I could heal quicker. I truly appreciate them.” — *Denise McGraw*

“I want to send a big ‘thank you’ to my co-workers, who really pitched in and helped a great deal during a very busy time. Thank you **Hector Castaneda**, **Laura Lyon**, and **Bonnie McGovern**. You have been a tremendous help.” — *Tina Hays*

### OFFICE COMPLIMENTS

A customer sent a thank you card to the Office for Civil Filing Counter’s **Angela Walker**. The customer had been through a very sad, hard situation after his wife had died. He was filing a case, but did not have all of the information that was needed, and so Angela returned the documents back to him. When he sent it back to the Office, it was still missing the same items and Angela remembered the case from the first time. Instead of returning the documents once again with a letter, she called him to help him understand what was needed. When she called, he was so upset about his wife that she decided to take extra time and walk him through the paperwork issues. He was then able to file the case successfully. He was extremely grateful for her help and wrote in his note, “Angela, thanks for your assistance in filing my case. It is rare to receive friendly and competent assistance as you have provided me.”

### CUSTOMER COMPLIMENTS

An attorney called the Office and wanted to speak to Civil eFiling Area’s **Michelle Paigen**. She was out, and so he shared his comments with eFile Review Clerk Lori Cummings. He told her that his firm has dealt with Michelle for several years and she is always so helpful to him.

A courtroom clerk recently wanted to speak to Civil Docket’s **Martha Martin’s** supervisor. Charlotte Levine was out, and so the clerk spoke to Court Operations Supervisor Merriel Trombley. She told Merriel how much she appreciated all of the help Martha provides her on a regular basis. She said she is so helpful, courteous, and such a joy to work with.



## ...one more *extra mile*

Southeast Adult Court's Judge Bruce Cohen took time to send an email to Michael Jeanes and SE Courtroom Services Manager Patti O'Dell expressing his appreciation for the service of Courtroom Clerk **Leslie Wilkins**. He wrote, "Leslie has been filling in during portions of Colleen Gauna's absence. I am compelled to bring to your attention the service and assistance Leslie provided during today's proceedings. Today's calendar was inundated with emergency hearings and other pressing matters. A few of the hearings presented particular challenges, which created delays and required significant attention. Despite my urging to the contrary for Leslie to take a break, she hung in throughout and worked with me to ensure that each of these cases was properly processed. We went virtually straight through from 8:20 a.m. to 2 p.m. with no break for lunch. For the entire period, Leslie maintained a positive attitude and behaved like a true team member."

"I continue to be impressed by the exceptional service I have received from your office. I have been blessed to have worked with Julie Carlson, and now Colleen Gauna, but when a substitute is required from time to time, the quality of assistance remains at the highest levels."



### Snip-Snap

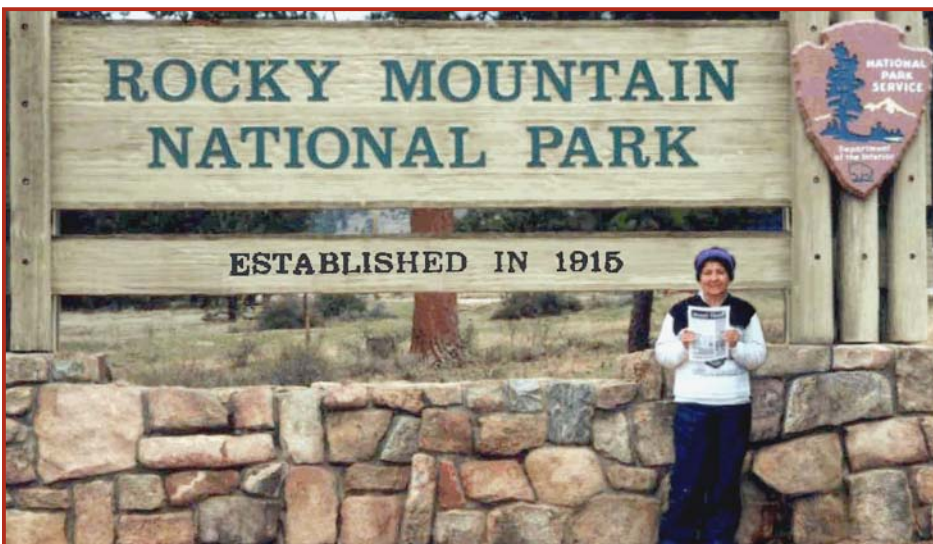
(A section of snippets and snapshots)

#### Newsletter has a Rocky experience in Colorado

Each month, employees are invited to submit a photo of themselves reading the *Record Times*. Last month, the newsletter was seen with an employee amongst the palm trees of Hawaii. This month, the newsletter is spotted with an employee amongst the pine trees of Colorado.

Pictured here is Micrographics' **Feliz Gorny**, who posed with the newsletter during her trip to the Rocky Mountain National Park in Colorado.

You may submit photos of yourself reading the *Record Times* at any time for this feature. **TO SUBMIT** a photo, print a newsletter page(s), take your photo(s) with the page(s), and send it to Public Affairs' Len Keso with your name, department, and a description of the photo. The photo may be in print or digital format.



#### Ancient history: Life before the computer

- An *application* was something for employment;
- A *program* was a TV show;
- A *memory* was something you lost with age;
- *Log on* was adding wood to the fire;
- *Hard drive* was a long road trip;
- A *cursor* used profanity;
- A *keyboard* was a piano;
- A *mouse pad* was where a mouse lived;
- A *CD* was a bank account;
- *Cut* - you did with scissors;
- A *web* was a spider's home; and
- A *virus* was the flu.



#### Approaching problems

"The right angle to approach a difficult problem is the **try-angle**."

– Unknown



## The Employee Track

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

### BIRTHS



- Congratulations to Probate's **Diana Rexinger** on the birth of her 9 lb. 2 oz., 20½ in., baby boy on Jan. 17. Her new son's name is Joshua David and he is her third child.
- Congratulations to Customer Service Center's **Susan Baldwin** on the birth of her 9 lb. 7 oz., 22 in. granddaughter on Jan. 2. Her new grandchild's name is Layla Brooke. She is Susan's first grandchild.
- Congratulations to Customer Service Center's **Shannon Bowdoin** on the birth of her 8 lb. 7 oz., 20 in. son on Nov. 30. His name is Nicholas.
- Congratulations to Northeast's **Beverly Clement** on the birth of her 6 lb. 7 oz., 18½ in. grandson on Jan. 30. Her new grandchild's name is Reuben James and he is her first grandchild.
- Congratulations to Micrographics **Rebecca Shanks** and ITG's **Steve Lauer** on the birth of their 7 lb. 9 oz., 19¾ in. baby boy on Jan. 14. Their new son's name is Cayden Arthur.

### EMPLOYEE MOVES

- **Linda O'Donnell** transferred from the Customer Service Center's Fileroom to Financial Services at the CCB.
- **Janeene Carrillo** transferred from the Customer Service Center's Support Service area to Public Records.
- **Helen Rodriguez** transferred from Micrographics to the Criminal Financial Obligations Unit.

### EMPLOYEE ANNIVERSARIES

The following Clerk of the Court employees celebrate milestone anniversaries with the Office in February:

#### 40 YEARS

Duffy Watson

#### 20 YEARS

Loretta Carlson

#### 15 YEARS

Laverne Willkomm  
Carrie Gerhardt

#### 10 YEARS

Cecilia Alfaro  
Suzanne Lambries

#### 5 YEARS

Kenneth Shipley  
Regina Macoll  
Margaret Brickman

### EMPLOYEE AWARDS AND HONORS

#### *Scan-tastic performance*

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:

**Platinum (99.8% accuracy or higher)** - Evette Landrum, Clara Nava, Travis Joy, Rayleen Smith, Jouseth Gamez, Doris Mofford, Stephanie Coombs, Belva Nasingoetewa, Darrell Lather, Aurora Acosta, Margart Brickman, Bonnie McGovern, Juanita Summerhill, Alison Knapp, Betty Mitchell, and Brenda Miller

**Gold (99.6 - 99.7% accuracy)** - Connie White, Jessica Talbot, Anthony Garcia, Joe Chino, Sheila Bullock, and Maggie Serrano

**Silver (99.5% accuracy)** - Annette Galarza



# ...The Employee Track continued

## EMPLOYEE SPOTLIGHT OF THE MONTH



**Name:** Lois Wahl  
**Department:** Human Resources Manager  
**Hometown:** Hesston, Kansas  
**Family:** Son - Michael (22) / Daughter - Katie (20) / Dog - Roscoe and Cat - Clia  
**Birthday:** July 11  
**Years With Clerk's Office:** Six months. I have

worked seven years total with Maricopa County.

**One Thing You Enjoy About Your Job or the Clerk's Office:** I have met so many wonderful people since I have been with this Office. This is truly a wonderful organization to work for.

**Least Favorite Activity:** Ironing

**Something You Are Proud Of:** I am the only member of my family to receive a college degree. I graduated from Friends University in Kansas.

**The Hardest Thing That You've Done:** I participated in the National Trail Trek this year, hiking 15.5 miles across South Mountain. I was actually still standing when I was done! It took us seven hours to complete.

**Favorite Meal:** Chips and Salsa

**Where is Your Favorite Place to Eat Out:** Anything Mexican

**Favorite Movie or TV Show:** The Andy Griffith Show (the ones with Barney Fife in them.)

**A Pet Peeve:** Bad drivers!

**Do You Have a Hobby/Collection/or Special Interest:** Singing and rock hounding

**What Has Been Your Favorite Vacation Destination and Where Would You Like to Travel To Next:** The Bahamas are my favorite. My next stop is Alaska.

**Two People Who You Would Like to Have Dinner With:** Abraham Lincoln and Oprah Winfrey

**What Was Your First Job:** I was a waitress in a hometown restaurant.

**Nobody would believe it if they knew ...** that I survived a tornado. In 1990, my children and I took refuge at an underpass. I saw houses and swings go by as we took cover. It was a category F5.

## FUN AND GAMES

### Presidents' Day Jumble

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T M E R K N E P O H A G D F D I F O T A
A B R A H A M L I N C O L N W T R S H L
G E O R G E W B U S H U R C I J A V O E
R P N S E W C M L R E N T E G L N Y M C
G D A S A R Z E F T A J A P H O K D A N
A B L E H I J N O X N O L E T U L H S I
N E D L I K Y A V E C H N A D R I E J T
H A R R Y S T R U M A N L Z E C N L E S
O P E I E W O B T U L F M T I E R V F I
K M A S F V Q K Y I D K C E S W O D F T
F I G U Y P W C R S N E P V E B O R E L
O G A P D A S N E A R N C H N L S O R I
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B I L L C L I N T O N E A L O T V M O W
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J A I G E O R G E W A S H I N G T O N R

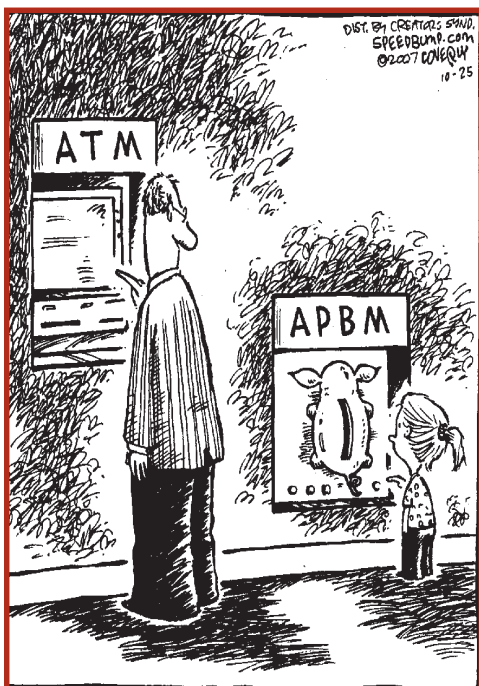
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- |                   |                      |
|-------------------|----------------------|
| George Washington | Thomas Jefferson     |
| Abraham Lincoln   | Franklin Roosevelt   |
| Harry S. Truman   | Dwight D. Eisenhower |
| John F. Kennedy   | Ronald Reagan        |
| Bill Clinton      | George W. Bush       |

### Question

© What English word is pronounced wrong by practically everyone?

Answer: The word "wrong."



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Chief Deputy Chris Kelly Editor Len Keso

For past issues of the Record Times, you may please visit:  
<http://cocweb.coc.maricopa.gov/oldcontent/news/recordtimes/default.asp>





## The County News Relay



The **Maricopa County Animal Care and Control (MCACC)** recently got quite a surprise. A picked up dog was scanned for a microchip (standard process for all dogs that come into MCACC) and one was discovered. Several dogs that come into MCACC have microchips, which helps guarantee their return when lost. When a MCACC dispatcher made the phone call to the owner, she found out that the dog had been stolen two years ago from her home in Texas. The dog's owner was so excited she started to cry. She could not believe her dog was found after all that time. She drove to Phoenix and was reunited with the dog at the Durango MCACC.



Starting March 4 - March 6, the **Mobile Onsite Dental Office** will be located in Downtown Phoenix on the 5th Avenue parking lot. This "state-of-the-art" mobile dental office will be back every Tuesday through Thursday to offer full dental services to county employees. Employees can schedule appointments at [www.onsitedental.com](http://www.onsitedental.com). Fill out the requested new patient information, or just call 888-411-2290.



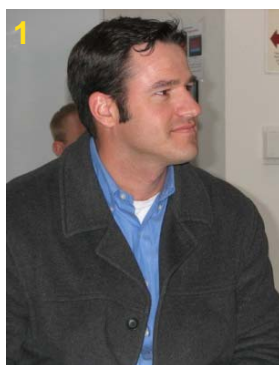
The **25th Annual Valley Metro Bus Rodeo Competition** is being held on Sunday, Feb. 24 at 3320 N. Greenfield Rd in Mesa. The gates open for the event at 7:30 a.m. There is free food, a parade, kids' activities, a wellness fair, and more. During the event, local operators and technicians put their driving and maintenance skills to the test.

## The Newsletter Finish Line



### By George, they did it!

On January 31, the "Chamber Maids," a group of courtroom clerks gave a Special Farewell Mini-Tribute for Senior Business Analyst George Knecht, who left the



Office this month to pursue his own business. The Chamber Maids sang a special humorous song to him that was written by Courtroom Clerk Tracey Fenton. The performance was held during the lunch hour at the Downtown Justice Center and was attended by several staff members. George began working for the Clerk of the Court's Office in 2000. He was instrumental in the Office's eFiling initiatives. Pictured above (photo 1) is **George Knecht** and (photo 2) from left to right: **Carol Miller, Connie Villa, Tracey Fenton, Chris Danos, Kendra Depue, Sheryl Brown, and Deb Whitford**



### Snack Stand brings new meaning to term "Order in the Court"

A new Snack Stand opened in the Downtown Justice Center this month. It is located on the first floor lobby in the southwest corner. The Stand is open from 7:30 a.m. to 4 p.m., Monday through Friday. It offers a variety of items including coffee, juice, soda, water, bagels, muffins, hot dogs, sandwiches, and more.

