

Record Times



A monthly newsletter for Clerk of the Superior Court employees

July 2008

Vol. 14 No. 7

A new splash made to the Water Case



A new splash was made to the Water Case this month. The Water Case (officially called the Gila River General Stream Adjudication) is one of the largest cases the Office maintains at the Customer Service Center consisting of more than 430 volumes. The splash was made when access to the Water Case docket became available at more than 40 public access terminals located at four of the Clerk of the Court's Offices. Customers can access the docket electronically at the 31 public access terminals in the Customer Service Center, six terminals in the North-east Regional Facility, four terminals in the Southeast Regional Facility, and the two public terminals in the Northwest Regional Facility.

The Gila River General Stream Adjudication is a Maricopa County Superior Court civil case initiated in 1979 in order to resolve the status of all rights for the use of surface water in the Gila River watershed. Early in the general stream adjudication process, the Maricopa County Superior Court established a procedure whereby the Clerk of Superior Court was to prepare a monthly docket containing specific information that was to be provided to specific parties. Since its initiation in 1979, the case currently consists of 439 volumes and 6,733 documents. The Clerk's Office is entrusted with the record keeping for the entire adjudication process and provides document access to litigants and the public.

Prior to implementation of the new docket access, the public had access to a hard copy of the Water Case docket maintained in binders at all locations. The Public Access Terminals now provide faster and efficient accessibility from strategically located computers with a link that connects directly to the Clerk of Court website where the electronic Water Case docket is maintained.

On board with OnBase

Twenty-seven agencies are now on board with OnBase. OnBase is the name of the Office's electronic repository of images. Currently, the Office has approximately 16,643,000 million documents in its electronic repository. The following is a list of the current agencies who have been granted access to the electronic documents in OnBase. This access saves them from having to visit the Office in person to view the documents and it saves staff time from having to pull the hard copy files. The agencies (other than the Clerk of the Court) are:

MARICOPA COUNTY

- Adult Probation
- Assessor's Office
- Correctional Health Services
- County Attorney
- Legal Defender
- Office of the Legal Advocate
- Office of Contract Counsel
- Public Defender
- Public Fiduciary
- Sheriff's Office

- STAR Call Center
- Superior Court
- Treasurer's Office

STATE OF ARIZONA

- Administrative Office of the Court - Licensing Unit
- Attorney General
- Court of Appeals - Division One
- Department of Corrections
- Department of Economic Security - DCSE



- Supreme Court - Chief Justice Office
- Water Master's Office

OTHER

- Arizona State Bar
- Federal Bureau of Investigation
- Federal Public Defender
- Pima County Attorney's Office
- U.S. Adult Probation
- U.S. Pretrial Services
- Yavapai County Attorney's Office



Michael K. Jeanes
Clerk of the Court

A Minute with Michael



Achieving and recognizing success

We have had numerous successes through the years and I know there are many more ahead for us. Here are a few inspiring quotes about success that I would like to share with you as we look to the future. I believe our office is demonstrating each of these quotes.

“People become successful the minute they decide to.” — Harvey Mackay

“The door to success is the one marked PUSH.” — Anonymous

“The real secret to success is enthusiasm.” – Walter Chrysler

“Success could be described as 50/50 – 50% action and 50% vision.” — Unknown

With the increasing challenges we face with the budget, staffing shortages, work-load increases, and the overall economy, our successes become even more meaningful and rewarding. This is why I want to invite you to join me at one of my upcoming munches to tell me about some of the successes you and your work area have made.

There are many positive, successful things that occur here each and every day. As proof, just look at all of the positive compliments about the successes of our employees in this newsletter on pages 3 and 4. Let’s take time to reflect on our successes this month.



Weaving some website news

New Selection

The Clerk of the Court’s website has some new advice for its visitors and for employees ... not advice as in making a recommendation ... but in having a new selection that is called “Legal Advice V. Information.” A new page was recently added to the website (www.clerkofcourt.maricopa.gov) in the “Legal Section” that provides users information about legal advice verses information. The new site can be helpful to employees as well, who can use it as a resource for answering customer questions.

The site includes links to materials created by the Supreme Court’s LALI Task Force, links to the County and State Bars website, information for hiring a lawyer, frequently asked questions, and court staff “do’s” and “don’ts.” To visit the new site, go to: <http://www.clerkofcourt.maricopa.gov/LALI.asp>

National Recognition



The Clerk’s website recently received national honors when it was presented with a first place award in an annual competition among the nation’s county governments. The National Association of County Information Officers (NACIO) honored the website with a “Superior Award” this month at the National Association of Counties Conference. NACIO conducts the annual competition to recognize various county government communication projects, including websites, publications, writing, events, etc.



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

Downtown Civil Filing Counter

- **Kristy Kee** - "Thank you for speedy efficiency."
- **Mireka Knox** -
 - 1) "She's a great employee, very dedicated. She worked really hard to get our stuff done."
 - 2) "The best deputy clerk in the civil department. Helpful, charming, and efficient. A great asset to your organization."
- **Angela Walker** - "Exceptional help! Lucky to have her."
- **Meredith Bond** - "Very bright person, who was helpful and has a good attitude."



Southeast Marriage License and Passport Office

- **Judy Barney** -
 - 1) "Judy was fantastic. She should teach customer service."
 - 2) "Judy was very pleasant and made this experience so enjoyable."
- **Drayson Alcantar** - "Drayson was lots of fun."
- **Elva Martin Mendoza** - "Elva was very helpful. Showed me how to use the public computers."

Southeast Customer Service

- **Lori White** -
 - 1) "Even though it was three minutes to 5 p.m., Lori still offered and insisted to make my file copies, rather than make me come back. Thank you for the extra effort."
 - 2) "Lori was very helpful and patient."
- **Jayme Taormina** - "Jayme was really great, knowledgeable, and courteous."



Southeast Staff

- "Wonderful service both times I have been in. Awesome, friendly staff."
- "The staff was very cheerful and helpful."

Customer Service Center Public Counter

- "Your people are always knowledgeable, kind, and helpful. I really appreciate all of them."
- "Melissa is the best! She is a hardworker."
- "Thank you for a very nice experience."
- "Quick service. Margaret was extremely friendly and helpful."





...*more extra miles*

CO-WORKER COMPLIMENTS

“I want to give a BIG THANK YOU to **Freddie Rubalcaba**. He fixed several delivery carts that were broken and the door to an EZ Cart that we have. He sure is a mechanical guy.” — *Isidro Guillen*

“I would like to send a big thank you to the following people and departments for their recent assistance: **Cheryl O’Dell and the Exhibits Department, Patricia Wolff and Customer Services**, and **Richard Gonzales in Billing and Deferrals**. It is a pleasure to work with people who care about their jobs, and it shows in the work they do.” — *Laura Nixon*



“Thank you **Monica Crowley** and **Ana James** for helping us at the Downtown Civil Filing Counter and thank you **Franci Diaz-Smock** and **Angie Green** for sending Monica and Ana to help us. Your teamwork is outstanding and we were very grateful for your assistance.” — *Civil Filing Counter Staff and Merriel Trombley*

“Thank you to Customer Service Center’s **Isidro Guillen**, who made two trips to the ECB to bring me the correct volumes of a 24 volume case file, and who waited patiently while I searched the files to make sure the information I needed was in there.” — *Kathy Wendroff*

CUSTOMER COMPLIMENTS

A volunteer from the Maricopa County Bar Association sent an email to the Office to compliment the service provided by the **Marriage License and Passport Office staff**. She said, “I just went over to the Clerk of the Court’s Office to apply for a passport and I wanted to let you know it was a breeze. The office was tidy and everyone was very nice!”

A customer mailed a note to the Office to thank Civil Filing Counter’s **Angela Walker** for a job well done. The customer wrote, “Angela, thanks again for your help and patience ... it truly makes a difference in this process. Thank you for providing such outstanding customer service.”

Superior Court Judge Timothy Ryan sent an email in response to the Office’s monthly publication *The Brief* to compliment a Courtroom Clerk. He said, “May I recommend an article, “Clerk of the Month?” May I recommend **Barbara Navarro?**”

Civil Docket’s Martha Martin sent an email to Document Management/EDM Manager Joyce Auchinleck to make her aware of the fantastic work performed by EDM QC Team/ECR Rapid Response Team member **Bev MacDonald**. She wrote, “I wanted to take a minute to tell you what a great asset Bev MacDonald is for the team. Whenever I call her, she is always ready and willing to help no matter the situation. Her positive attitude is one that makes you know she wants to get the job done right the first time. She even is not afraid to say that she might not know the answer to whatever odd issue that I have for her. But no matter the issue, she always seems to find the right answer through her research.”



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 **Wendy Thompson** on the birth of her 8 lb. 8 oz., 21 in. baby girl on March 28. Her new daughter's name is Alaina Brooke.
- Congratulations to Courtroom Services' **Stacey Haynes** on the birth of her 7 lb. 7 oz., 19 3/4 in. baby boy on June 19. Her new son's name is Tyler Jacob. He is her first child.
- Congratulations to ITG's **David Griego** on the birth of his 7 lb. 6 oz. son on July 11. His new son's name is Tyler Christopher.
- Congratulations to Criminal EDM's **Jouseth Gamez** on the birth of her 9 lb. 8 oz., 22 1/4 in. baby boy on July 9. Her new son's name is Dagoberto Adan.

OFFICE ANNIVERSARIES

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

10 YEARS

Jacqueline Balderrama

5 YEARS

Cheri Bagato and **Diana Rexinger**



NEW EMPLOYEES

- **Nicholas Britt** - Southeast Juvenile
- **Laura Estrada** - EDC & RCC of Document & Cash Management Services
- **Yvonne Gano** - Courtroom Clerk
- **Melinda Kesauer** - Courtroom Clerk
- **Julie Carlson** - Courtroom Clerk
- **Felicia Hutchinson** - Southeast Juvenile
- **Wendy Thompson** - Courtroom Clerk

EMPLOYEE AWARDS AND HONORS

Scan-tastic effort!

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)** - Sue Littrell, Cindy Kasmer, Rebecca Bennett, Judy Knox, Bonnie McGovern, Margaret Brickman, Alison Knapp, Betty Mitchell, Brenda Miller, Belva Nasingoetewa, Darlene Marquez, Marjorie Crow, Druscilla Granillo, Eileen Fenner, Sheila Bullock, Joe Chino, Doris Mofford, Angelica Laguna, Rayleen Smith, Travis Joy, Anthony Garcia, Jessica O'Connell, Lorena Perez, Erika Rivera, Evette Landrum, Delilah Chilcoat, Constance White, Angelica Mejia
- Gold (99.6 - 99.7% accuracy)** - Annette Galarza, Clara Nava, Margarita Serrano





...The **Employee** **Track** continued

EMPLOYEE SPOTLIGHT OF THE MONTH



Name: Kiera Molina

Department: Juvenile Durango

Hometown: Phoenix, Arizona

Family: One brother

Birthday: Jan. 23

Years With Office: 8+

One Thing You Enjoy About Your Job or the

Clerk's Office: The constant flow of work.

Favorite Activity: Shopping and spending time with family and friends.

Activity Dislike: Pulling weeds.

The Hardest Thing That You've Done: Having to deal with the loss of my mother.

Something You Are Proud Of: All of my achievements/successes in life.

Favorite Meal: Chicken enchiladas

Where is Your Favorite Place to Eat Out: The 'Olive Garden' and 'The Native New Yorker.'

Favorite Movie or TV Show: TV Show - *House*

A Dream I Have Is To: Travel. I would like to go to Hawaii, Jamaica, Canada, and Italy ... just to name a few

A Pet Peeve: People who cut in line

Do You Have a Hobby/Collection/or Special Interest: I enjoy going to the gym.

What Has Been Your Favorite Vacation Destination: I have only been to San Diego and Las Vegas. San Diego is my favorite.

What Place Would You Like to Travel To Next: I would like to go to Hawaii.

Two People With Whom You Would Like to Have Dinner With: My mom and Jessica Alba (actress).

What Was Your First Job: I worked at Subway making sandwiches.

Nobody would believe it if they knew ... that I used to be 30 pounds heavier.

FUN AND GAMES

See if you can decipher these vanity license plates:

- 1 - FREVRL8
- 2 - JUSBKZ
- 3 - XQZME
- 4 - MOV OVR 1
- 5 - SIGHTCN
- 6 - YUCME
- 7 - N3PNUR
- 8 - ILBAVP
- 9 - OTA MYWA
- 10 - WANDRN



Answers:

- 1 - Forever Late
- 2 - Just Because
- 3 - Excuse Me
- 4 - Move Over One
- 5 - Sightseeing
- 6 - You See Me
- 7 - Entrepreneur
- 8 - I'll be a vice president
- 9 - Out of my way
- 10 - Wandering

Fact or fiction

- 1 - A "jiffy" is an actual unit of time, equivalent to 1/100th of a second?
- 2 - Most elephants weigh less than the tongue of a blue whale?
- 3 - Niagara Falls has never frozen completely solid?
- 4 - "Dreamt" is the only English word that ends in the letters "mt"?

Answers: 1) T 2) T 3) F 4) T

Horseradish Month

July is **National Horseradish Month**. Here are a few stats about the root:

- In the U.S., an estimated 24 million pounds of horseradish roots are ground and processed annually to produce approximately six million gallons of horseradish.
- One tablespoon of horseradish has only six calories and no-fat.
- Horseradish dates back 3,000 years ago and has been used for a rub for low back pain.

Record Times. Published on a monthly basis by the Public Affairs Office for distribution to Clerk of the Superior Court Office employees on the last Friday of each month. 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)

Employee finds sea-nic spot to read newsletter

Each month, Clerk of the Court employees are invited to submit a photo of themselves reading the *Record Times*. Last month, the newsletter was seen with two employees in two countries – one in the United States (Orlando, Florida) and one in Mexico (Mazatlan). This month, the newsletter is seen with an employee in another area of the world.

Pictured here is Document Services Supervisor **Merriel Trombley** posing with the newsletter during her trip to the Bahamas.

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

TO SUBMIT A PHOTO FOR THIS FEATURE:

- 1) Print the front-cover newsletter page,
- 2) Take your photo(s) with the page during your vacation,
- 3) Send the photo to Public Affairs' Len Keso (mailcode CD-PA) with your name, department, and a brief description of the photo.



The photo for the newsletter may be sent in either print or digital format.

A map of all of the places the newsletter has appeared is posted at the Public Affairs Office in the Downtown Justice Center.

Numbers in the news

A mail tale

In 2006, the United States Postal Service handled approximately 213,137,700,000 pieces of mail.

— *U.S. Postal Service*



Mow facts to know

In the U.S., there are nearly 91 million single-family homes. Of those, 28 percent have one-eighth to one-fourth acre lawns to mow.

Twenty percent have up to a half-an-acre that requires mowing. — *U.S.*

Census Bureau



Giving credit

About three-quarters of U.S. households have credit cards – and they charge an average of \$300 per month.

— *U.S. Census Bureau*

The Newsletter Finish Line

● On July 1, the **Arizona State Retirement System** implemented a slight decrease in contribution rates for the first time in five years. The new contribution rate for the defined benefit plan, health insurance benefit and long term disability plan for both the member and employer is 9.45% for the 2008-2009 fiscal year, down from the rate of 9.6%.



● Maricopa County District 2 Supervisor **Don Stapley** was sworn in as president of the National Association of Counties (NACo) this month. Stapley will serve a one-year term as the NACo president. Stapley said the need to restore the federal-county partnership has never been greater as more counties struggle to cope with shrinking revenues, higher costs of fuel, energy and health care and increasing public demand for essential services.

The National Association of Counties (NACo) is the only national organization that represents county governments in the United States. Founded in 1935, NACo provides essential services to the nation's 3,068 counties.

