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Record Times



A monthly newsletter for Clerk of the Superior Court employees

March 2008

Vol. 14 No. 3

Time to *pinpoint* employees for their years of service

The time of year has arrived for the Office to **pinpoint** the employees who should be recognized for their years of service to the Clerk of the Court's Office and/or Maricopa County. During the months of April and May, the Office will present employees with service pins for reaching milestone anniversaries (5, 10, 15, 20, 25 and 30 years of service) during the calendar year of 2007. The pins will be presented at ceremonies held at each Office location. The following are the employees at each Office location scheduled to receive a Clerk/County service pin this year.



● = Clerk's Office Pin Recipient ■ = Maricopa County Pin Recipient ●■ = Clerk and County Pin Recipient

DOWNTOWN

(East, Central, & West Court Bldgs., Old Courthouse, Downtown Justice Center)

30 YEARS

Tracey Fenton ●

15 YEARS

Mary Davis ●■

Dave Forde ●

10 YEARS continued

Spencer Quissel ●

Sandra Strange ●

Linda Talbo ●■

Saralyn Yoder ●

5 YEARS continued

Aaron Nash ●

Kyle Nelson ●■

Gina Nevitt ●■

Melanie Sahli ●

Patti Sanderman ●

Justin Spelgatti ●

Don Vert ●■

Angela Walker ●

25 YEARS

Pat Percival ●

Jolie Matlack ●■

Angela Northrop ●

20 YEARS

Yolie Allen ●■

Kathleen Curtner ●■

Richard Gonzales ●

Michael Jeanes ●

Nancy Kielblock ■

10 YEARS

Aurora Acosta ●

Kathy Ballard ●

Patricia Burnett ●

Lana Mitchell ●

Isabel Osuna ●■

5 YEARS

Fernando Cabral ●

Rick Hutton ●

Crystal Machelski ●

Melody McGee ●

Elisa McGrath ●

SERVICE!

Service Pins are for Office anniversaries reached in calendar year 2007.

➔ More service pin recipients listed on page 3. See news update (page 2) about Maricopa County pins.

The 2008 Service Pin Ceremony locations, dates

The following are the dates, times, and the Office locations that the service pins will be distributed to Clerk employees:

Wednesday, April 9 - Northwest / 12:15 p.m. / Office Area

Tuesday, April 15 - Customer Service Center / 12:15 p.m. / Employee Lounge

Wednesday, April 23 - Northeast / 12:15 p.m. / Location to be determined

Wednesday, April 30 - Southeast / 12:15 p.m. / Saguaro Room

Wednesday, May 7 - Durango Juvenile / 12:15 p.m. / Large Conference Room

Tuesday, May 13 - Downtown / 12:15 p.m. / Supervisors' Auditorium





Michael K. Jeanes
Clerk of the Court

A Minute with Michael



Mandatory eFiling being studied

In January, our Office presented three town hall-style meetings in conjunction with the County Bar for the legal community regarding a mandatory electronic filing system in Maricopa County. More than 30 lawyers and legal support staff attended the meetings and nearly 250 lawyers and legal support staff completed an online survey related to the topic.

These meetings were the result of the Chief Justice of the Arizona Supreme Court's request to receive feedback from the bar regarding the potential for mandatory eFiling in Superior Court cases in Maricopa County. A pilot program for this initiative envisions an eFiling system that would be mandatory for attorneys and optional for pro se litigants. The scope of the initial pilot could range from mandatory eFiling in a single case type to mandatory eFiling in all adult case types, or implementation on a tiered basis, expanding to all case types over time. However, before the pilot is implemented, the Court wanted the Bar to have the opportunity to voice its concerns or make recommendations about it.

A recurring theme from the comments received at the meetings was that practitioners saw an advantage to changing to mandatory eFiling sooner rather than later. Having to file some cases in paper and others electronically was seen as a disadvantage of a phased-in pilot scenario.

From the online survey and the forums, it is evident that the Bar is interested in an electronic filing system that is easy to use, reliable, secure, and offers training or support. A minority of the participants would prefer that eFiling not be required at all. However, most of the respondents anticipate mandatory eFiling as a reality of the times and were interested in tips for how to be prepared for it and what to expect.

The eFiling system in the Superior Court in Maricopa County since 2005 has proven to be easy to use, reliable and secure. Most people who have filed through our Office have not required technical support and the majority of those who called the support line found it effective.

The Clerk's Office provided a report to the Supreme Court summarizing the results of the online survey and the feedback received at the forums. The State Bar filed a report with the Court on this issue and the solo and small firm section of the Bar provided the Court with its concerns and requests earlier in 2007. The Court will review the feedback and discuss the issues with the Arizona Judicial Council, which is the policy making division of the Court. If the Court moves forward with a mandatory eFiling system more details will be provided.



A news update about the Maricopa County service pins

For the past several years, two different service pins have been distributed to employees — one from the Clerk's Office and one from Maricopa County. This year, Maricopa County ran out of stock on many of its service pins and due to the current budget crunch, they have not ordered a new supply. At this time, it is unsure if they are going to continue the Service Pin Program. Therefore, there are some Clerk employees who were scheduled to receive a county pin this year, but the County did not have the supply to send to our Office. If the County does order their service pins, they will send them to our Office to distribute to the employees who were/are scheduled to receive them. Our Office will deliver the service pins to the employees at that time. This news concerns the Maricopa County service pins only. The Clerk's Office does have enough supply of service pins for this year to distribute to employees. When more information becomes available, it will be provided.



The 2008 Clerk of the Court Service Pin recipients

... continued from page 2



● = Clerk's Office Pin Recipient ■ = Maricopa County Pin Recipient ●■ = Clerk and County Pin Recipient

Service Pins are for Office anniversaries reached in calendar year 2007.

CUSTOMER SERVICE CENTER

25 YEARS

- Pete Roman ●■
- Dan Sullinger ●■

15 YEARS

- Sylvia Anderson ●■
- Christine Goodwill ●

5 YEARS

- Cheri Bagato ■
- Alesia Bookman ●■
- Andrew Czuppa ●■
- Kevin Hooper ●■
- Heline Johnson ●

5 YEARS continued

- Juanita Summerhill ●
- Ramona Velasquez ●■
- Patricia Wolff ●

20 YEARS

- Aide Estrada ●■
- Diana Garbarino ●

10 YEARS

- Debra Cooper ●
- Vonda Culp ●■
- Paul Gooding ●

Dedication!

SOUTHEAST

(Southeast Adult and Southeast Juvenile)

25 YEARS

- Mary Brown ●

10 YEARS

- Sonia Canez ●
- Sharon Rochford ●
- Jennifer Shaska ●■

5 YEARS

- Amalia Alcalá ■
- Drayson Alcantar ●
- Patti Carter ●
- Kimberly DeSanna ●■
- Linda Frey ●■
- Leticia Gauna ●

5 YEARS continued

- Christina Gatz ●
- Monica Randez ●
- Marlene Rivera-Guthrie ●
- Angela Sedillo ■
- Karen Walker ●■

Skill!

Experience

NORTHWEST

20 YEARS

- Aurora Avina ●■

5 YEARS

- Jessica Bernal ●
- Lynne Glenn ●■
- Jackie Ortiz ●
- Gracie Smith ●

Knowledge!

DURANGO JUVENILE

10 YEARS

- Michael Aiston ●
- Jennifer Herman ●

5 YEARS

- Carrie Montoya ●■
- Tysia Nelson ●■

Commitment!

NORTHEAST

15 YEARS

- Gerri-Lynn Cohen ●■

10 YEARS

- Jean Walker ●■

5 YEARS

- Rebecca Bennett ●
- Donna Kenney ●■

5 YEARS continued

- Laura Lyon ●■
- Kimberly Maloy ●



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

Northwest Marriage License and Passport Office

- The staff was very helpful.
- The staff was a pleasure to deal with!
- Excellent service.



Hitting the bullseye in providing quality customer service

CO-WORKER COMPLIMENTS

“I would like to send a big thank you to **Leah Lindahl** and **Martha Martin** for their assistance in covering my work while I was out. You two are special!” — *CeCe McDermott*

“I would like to thank ITG’s **Diane Barnes**, **Veronica Olivas**, **Scott Hensel**, and **Adrian Roberts** for the great service they provide. They are always pleasant, patient, and professional.” — *Len Keso*

CUSTOMER COMPLIMENTS

A husband and wife who visited the Customer Service Center sent a letter to Public Records Supervisor Cheryl Marzella saying that they received excellent service from **Marie Righetti**. They wrote, “Marie, in the Records Department, gave us such excellent service when we requested a document. She was so friendly and efficient. We received what we needed and she was so wonderful to work with. It is great to have this type of service when a person is trying to get something done. We thank her very, very much. You have a wonderful employee with Marie. Keep up the good work.”

A Courtroom Services Manager sent Document Services Manager Kathy Whittiker an email to compliment the work of Family Court Docket Auditor **Joe Sims**. She wrote, “I want to acknowledge the great service Joe Sims always provides me. I have contacted him several times when I have docket-related problems, and he always has an answer and usually can quickly fix my problem. If he does not have an immediate answer, he will find one and then get back to me right away. Joe is an excellent representative of the Clerk’s Office and it is always a pleasure to work with him.”

Two Clerk of the Court employees sent an email to Document Management/EDM Supervisor Joyce Auchinleck on two different occasions to let her know about the great service that **Jonathan Reeves** provided to them.

The first employee (Document Services Supervisor Merriel Trombley) said, “I wanted you to know what a big help Jonathan was to me. I was having a problem with a case and he offered to assist me. He went above and beyond to help me and I greatly appreciated his efforts. He provided excellent internal customer service.”

The second employee (FC Courtroom Services Manager Susan Morris) said, “I wanted to let you know what a pleasure it is when I have had contact with Jonathan. He provides excellent customer service and is always quick to respond to any questions I have. If he does not have an immediate answer, he will find one and then get right back to me. Jonathan certainly fulfills the Clerk’s Office vision to ‘meet and exceed expectation of our customers.’”





...one more extra mile

An attorney sent a letter to Michael Jeanes to commend Office Receptionist **Sandra Strange** for the service she provided to him. He wrote, "I telephoned your office with the intention of achieving a solution to cut through the red tape that was the fault of no one in particular. My phone call was answered by Sandra Strange. At first she was going to transfer me, but expressed an interest to see what she could do to provide assistance. I provided sufficient information to her that she was able to determine what course of action to take afterwards. She exceeded my expectations by dispatching efficiently the resources of your office so that within the same day my staff was informed that the documents had been located and processed to fulfill my request. Although I only spoke to Sandra on the one occasion, the results she accomplished in a very short time reflect credit on your office. If your office recognizes employees for their service, please consider this letter to be my nomination that Sandra be considered for that honor. Alternatively, you may wish to convey to her my personal thanks for a job well done."



Snip-Snap

(A section of snippets and snapshots)

Newsletter is hungry for a picture to be taken in a famous New England restaurant

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 outside in the Colorado mountains. This month, the newsletter is spotted with two Clerk of the Court employees and one Public Defender employee who are inside a Massachusetts restaurant.



Pictured here is (from left) Stephanie McMillen (from the Public Defender's Office) with her son Morgan, Downtown Civil Filing Counter's **Kim Whitson** and **Katie Sullivan**, who posed with the newsletter inside the famous Kelly's Roast Beef restaurant in Saugus, MA.

You may submit photos of yourself reading the *Record Times* at any time for this newsletter 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 (mail code CD-PA) with your name, department, and a description of the photo. The photo may be in print or digital.

Can you guess how many files are in this cart basket? The answer is below.



Laugh it off

According to research by Vanderbilt University, laughing for 15 minutes a day - roughly a laugh once an hour - burns up to 50 calories. "A healthy laugh a day could burn two to four pounds of fat a year, even without changing your dietary habits," says Mac Buchowski.



Photo Answer - 101



The Employee Track

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

BIRTHS



- Congratulations to Southeast Adult Court Filing Counter's **Mariam McTaggart** on the birth of her new 7 lb. 7 oz. baby girl on Feb. 14 (Valentine's Day). Her new daughter's name is Mariella Elizabeth. This is her first child.
- Congratulations to SE Courtroom Clerk **Tyra Crowl** on the birth of her new 7 lb. 4 oz., 19.5 in. baby girl on Feb. 8. Her new daughter's name is Sophia Elise. This is her first child.

EMPLOYEE MOVES

- **Alison Cole** transferred from the Downtown Electronic Document Management Quality Control Unit to the Southeast Adult Regional Court Center.
- Customer Service Center Public Record's **James Morris Sr. (Luther)** retired on March 15 after 11+ years of service. He said, "It has been my highest privilege and sincere pleasure to have been able to be a part of the Clerk of the Court's team."



EMPLOYEE ANNIVERSARIES

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

- | | | |
|-----------------|-------------------|--|
| 20 YEARS | 15 YEARS | 5 YEARS |
| Oscar Garcia | Jeanette Farrison | Barbara Nance, Margaret Smith, Sharon Smith, Freddie Rubalcaba |

EMPLOYEE AWARDS AND HONORS

Using an alternative mode of transportation is the ticket to the movies

Dawnya Witherspoon and **Dan Sullinger** 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. There are five winners per month. To visit the Alternative Mode User Program website, go to: <http://ebc.maricopa.gov/hr/employee%5Fwellness/commute%5Foptions/>

The CASE of the seven pin winners



The following seven Clerk of the Court employees won a Maricopa County lapel pin as a result of sending in a nomination for the Office's C.A.S.E. (Celebrating and Saluting Employees) Awards Program. Employees who submitted a nomination for the Office's Annual CASE Award Program this year were eligible for a random drawing for the pins. The winning employees were: **Belen Aguilar, Linda McNamara, Clara Nava, Marie Righetti, Tami Mayes, Regina Ruiz, and Steve Weston**





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

EMPLOYEE SPOTLIGHT OF THE MONTH



Name: June Mabry
Department: NE Courtroom Clerk
Hometown: Born in Seoul, Korea, but Waynesboro, PA is considered my hometown.
Family: Daughter - Ryo (16) / Daughter - Raja (13)
Birthday: Feb. 1 **Years With Office:** 8 years

One Thing You Enjoy About Your Job or the Clerk's Office: Laughing with Cheryl (the judicial assistant) and the Commissioner everyday

Least Favorite Activity: Three things, in this order - public speaking, vacuuming and shopping (except for shoes).

Favorite Activity: A good meal with my boyfriend and the times when my girls make me laugh. I am also fond of flyfishing, except I can't catch any fish.

Something You Are Proud Of: My academic achievements.

The Hardest Thing That You've Done: My annual hike to the bottom of the Grand Canyon, which is approximately 18 miles.

Favorite Meal: My home-cooked Thanksgiving feast. The only time I cook an entire meal.

Where is Your Favorite Place to Eat Out: Red Lobster

Favorite Movie or TV Show: **Movie** - *Little Miss Sunshine* and the *Lord of the Rings* trilogy. **TV Show** - *West Wing*

A Dream I Have Is To: Not worry about finances so that I can send my girls to any university and retire on a beach writing stories with my soulmate next to me reading.

A Pet Peeve: When someone says, "Trust me" as an answer. Trust is earned.

Do You Have a Hobby/Collection/or Special Interest: Writing and singing. I also love music and movies.

What Has Been Your Favorite Vacation Destinations: Disneyland

Where Would You Like to Travel To Next: I don't like to travel far because I hate flying. I would love to vacation in Hawaii, but sadly you can't drive there, and so it probably would be Yosemite.

Two People Who You Would Like to Have Dinner With: George Clooney and Stephen King

What Was Your First Job: Record Shop Clerk at Westridge Mall

Nobody would believe it if they knew ... that I shot an M-60 machine gun and Light Armored Weapon (rocket launcher). I did this while serving in the US Army for five years, starting as a private-1 and leaving as Sergeant.

FUN AND GAMES

Cat Jumble

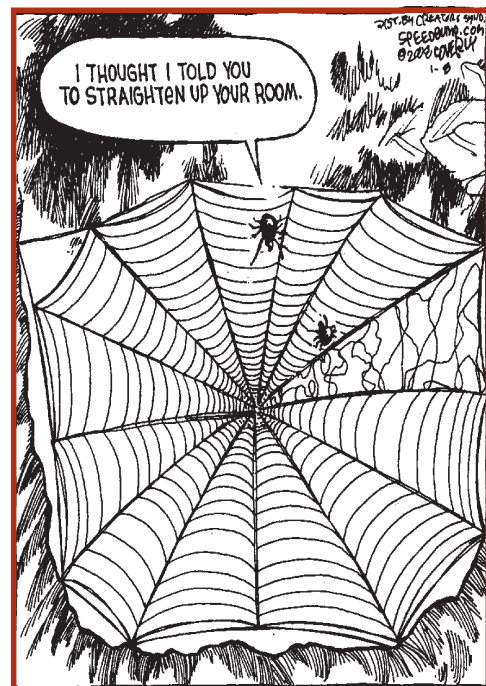
M	R	B	E	M	T	O	N	E	L	I	F	M	C	I	R	E	T
S	A	T	O	H	S	I	A	M	E	S	E	B	N	U	K	O	N
O	L	N	E	T	P	L	E	D	O	M	B	U	R	M	E	S	E
H	E	R	X	C	I	J	O	L	O	L	A	S	U	T	I	S	M
O	N	E	L	A	T	U	F	X	D	O	G	K	S	J	U	R	Z
B	Y	S	R	O	N	I	H	E	D	R	A	T	S	N	A	E	R
A	L	M	A	I	N	E	C	O	O	N	E	G	I	D	F	L	P
H	N	I	G	R	C	T	H	V	M	U	D	P	A	O	L	U	C
S	E	P	D	T	H	I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

- | | | | |
|--------------|------------|---------|----------|
| Maine Coon | Abyssinian | Ragdoll | Siberian |
| Russian Blue | Domestic | Burmese | Persian |
| Manx | Siamese | | |

A quote on the lighter side

"If you think you are too small to have an impact, try going to bed with a mosquito in the room."

- Anita Koddick





The County News Relay



The **National County Government Week** is April 6 - 12. The theme is "Protecting our Children." Maricopa County will have informational displays that highlight many of the services it provides to the community from 10 a.m. to 2 p.m. on April 9 at the Christown Spectrum Mall in Phoenix.



The **Open Enrollment** period is April 14 - May 2. Any changes employees make to their benefit plan during Open Enrollment will be effective July 1, 2008 - June 30, 2009. Open enrollment is an opportunity to enroll in or change medical, pharmacy and dental plans, as well as change participation in the flexible savings account, Mariflex, and supplemental life insurance amounts.



The **Annual Bike to Work Day Event** is being held on Wed., April 16. Participants can bike from home to work or to a bus stop. All Valley Metro buses are equipped with bike racks. For those who bike on that day, they can win various prizes. To be eligible for the prizes, you must complete a "Bike to Work Day" form. To obtain the form, you may contact Pat Soria at psoria@mail.maricopa.gov

Another activity for those interested is a bike ride with County, City of Phoenix, and State of Arizona employees from Park Central to City Hall. There will be a free breakfast. Staging for the ride starts at 7 a.m. Riders will take a four-mile cruise through the Willo and Roosevelt Historic District away from the light rail construction on Central.



On February 13, Maricopa County kicked off its new clean air initiative called **Running Out of Air**. The driving force behind this clean air program is the website www.RunningOutOfAir.com where you will find information on the particulate pollution problem this region faces. In addition to educating yourself about dust pollution, the website asks all Valley residents to "Make the Clean Air Commitment."



County Manager **David Smith** has been named the 2008 National Public Service Award winner by the American Society for Public Administration (ASPA) and the National Academy of Public Administration (NAPA). The honor is the premier national award for excellence in public service at all levels of government. Smith was presented the prestigious award at the American Society of Public Administration National Conference in Dallas, Texas. ASPA and the Academy established the National Public Service Awards in 1983 to honor individuals whose accomplishments are models of public service, both inside and outside the work environment. The awards recognize individuals who exhibit the highest standards of excellence, dedication and accomplishment over a sustained period of time and who are creative and skilled career managers.



Maricopa County is participating in **Earth Hour** at 8 p.m. on Saturday, March 29. Earth Hour is a global climate initiative that is taking place around the world. At 8 p.m. cities around the world will turn off their lights for one hour. Maricopa County will turn off the lights in its buildings for the Earth Hour. Employees are asked to turn their computer monitors and lights in their work space off before leaving at the end of the week (Friday, March 28).





A bumper crop of spaghetti

A story especially for this time of year

In the 1950's, spaghetti was considered an exotic food in many parts of the world, and that held true in the United Kingdom. On April 1, 1957, the BBC ran a story about the Swiss Spaghetti Harvest, much to the surprise of many of its viewers. The show was narrated by distinguished BBC broadcaster Richard Dimbleby and showed realistic film footage of Swiss farm workers harvesting strands of noodles from spaghetti trees. The segment went on to report that because of an exceptionally mild winter – and the fact the pesky spaghetti weevil had been subdued – the Swiss were experiencing a bumper crop of spaghetti that year. During the broadcast, the narrator remarked that many people were baffled at how each strand of spaghetti could be grown to exactly the same length. But he explained it was merely the result of a long line of dedicated farmers and their hard work. The broadcast wrapped up with this sentiment: “For those who love this dish, there’s nothing like real, home-grown spaghetti.”

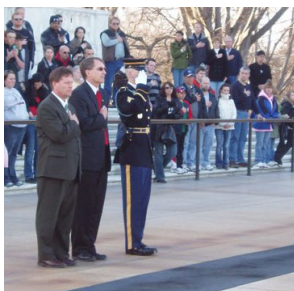
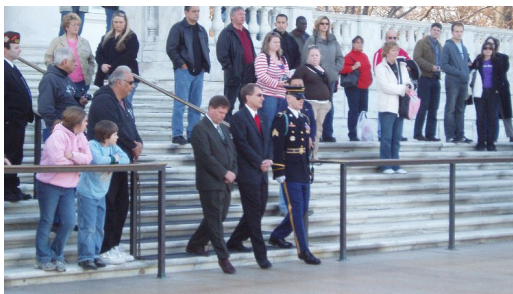


The show was an April Fool's Day hoax. But later, hundreds of viewers called the BBC wanting to know where they could find spaghetti saplings so they could try growing it themselves.

The BBC's reported reply: Place a sprig of spaghetti in a tomato tin and hope for the best.

(Source: *First Draft* - April 2008)

The Newsletter Finish Line



Michael Jeanes leads Arizona county officials in several important Washington D.C. events

This month, Clerk of the Court Michael Jeanes, who also serves as the president of the Arizona Association of Counties, was in Washington D.C. to attend the Legislative Conference for the National Association of Counties.

At the Conference, Michael led Arizona county officials in several meetings with congressional and administration leaders. He also was invited to participate in other key events, one of which was the “Wreath-Laying Ceremony at the Tomb of the Unknowns” at the Arlington National Cemetery (photos on left, Michael in center). The Tomb contains the remains of unknown American military personnel, who participated in World War I, World War II, and Korea. The remains of the previously unknown soldier from the Vietnam War were identified in 1998 and removed for re-interment by the soldier's family. Michael, along with AACo 3rd Vice President Derek Rapier placed a wreath at the Tomb on behalf of the Arizona Association of Counties with the assistance of the sentinels from the U.S. Army's 3rd Infantry.

Jeanes also made a presentation during the conference's educational workshop series in a session entitled, “Balancing Security, Privacy, and Access to Public Records.” He provided his comments on steps that can be taken by counties to ensure their efforts to make public records available on the web do not jeopardize the security or privacy of the community.

Jeanes also received an invitation from President George W. Bush to visit the West Wing of the White House where he met with the President's Special Assistant for Intergovernmental Affairs.