



Election year "Do's" and "Don'ts"

With the General Election nearing (Nov. 4), the following is a list of proper and improper political activity for county employees during this political season:

EMPLOYEES MAY

- Cast a vote;
- Express opinions about candidates and issues;
- Attend meetings to acquire information concerning the candidates for public office and the political issues;
- Sign nomination or recall petitions;
- Make contributions to candidates, political parties, or campaign committees contributing to candidates or advocating the election or defeat of candidates;
- Campaign for or against ballot issues, referendum questions, constitutional amendments, municipal ordinances;
- Engage in activities to advocate the election or defeat of any candidates or campaign committee contributing to candidates or advocating the election or defeat of candidates;
- Campaign for themselves and hold unpaid, non-partisan, public office; and
- Circulate candidate nomination petitions or recall petitions.

EMPLOYEES MAY NOT

- Make political endorsements in which they identify themselves as county employees;
- Use any official authority to affect the vote or the political action of any person or for any consideration;
- Be a member of any national, state, or local committee of a political party, or an officer or chairman of a committee of a partisan political club;
- Offer themselves as a candidate for nomination or election to any public office which is either paid or partisan by filing nomination papers or making a formal public declaration of candidacy;
- Take part in the management/affairs of a political party, or a partisan campaign or recall efforts; and
- Engage in any political activity while on duty, while in uniform, or at public expense.



September news to remember

September provided several Office news items to remember. The following is a summary of some of this month's activities:

- On Sept. 30, the Office will begin moving more than 163,000 Southeast Adult case files to the Customer Service Center. The relocation of the files is expected to take approximately four weeks.
- On Sept. 26, almost all existing fees will increase by 44 percent. The new fees are listed on the Clerk's website (www.clerkofcourt.maricopa.gov) by selecting "Filing Fees." The fee increase is the result of both the legislature's 2008 - 2009 fiscal year budget, that included a base increase in filing fees and services in Superior Court, and a new \$5 Docket Fee (as approved by the Board of Supervisors on June 4). The base filing fees were last increased in 1997.



- Customers will be seeing a new and improved Marriage License, Passport, and Public Records area at NE. The area was closed this week as the improvements were made.
- **Pictured on the left** is a model of the planned Criminal Court Tower, which is projected to be completed in 2012. This month, the Office continued to work with officials on the construction details and design of the facility. Demolition of the Madison Garage is set for December.
- Sept. 29 will be the 13th anniversary of the first "Casual Dress Friday" for the Office.



Michael K. Jeanes
Clerk of the Court

A Minute with Michael



Keeping your eyes on the goal

The following is a story that demonstrates the importance of keeping our eyes on the goal ahead. Our Office has many goals we desire to reach in the future.

Florence Chadwick was an ace swimmer. She set a world record in 1950 when she swam across the English Channel from France in 13 hours and 20 minutes. The following year, she swam from England to France and made history as the first woman to swim the channel from both shores.

But in 1952, Chadwick learned a powerful lesson when she decided to swim the 26 miles between Catalina Island and Palos Verde, Calif. The water was frigid that day and sharks trailed her. But these factors didn't diminish Chadwick's resolve; something else did.

After 15 hours of swimming in rough waters, there was no sign of the coastline - there was no sign of anything because fog had shrouded the area. With her goal out of sight, Chadwick lost the desire to continue and climbed aboard an escort boat - not realizing that she was less than half a mile from shore.

When asked why she decided to stop, she explained, "It was the fog. If I could have seen land, I could have finished. But when you can't see your goal, you lose all sense of progress and you begin to give up."

Her failure was only temporary, though, and a few months later, she made another attempt to swim the same waters. On that day, the sun was shining. And with her goal clearly in sight, Chadwick set another swimming record.

We are not facing fog, but we do have other factors such as the economic downturn, staff shortages, an increased work demand, that could distract us from the goals we desire to reach. I want to encourage you to keep your head up, keep smiling, and set your eyes on the goals we have. The waters are rough, but let's keep swimming. Who knows, we may surprise ourselves and ... like Florence Chadwick ... even set some new records.



Noteworthy stats add reason to celebrate at CSC

On Aug. 27, the Customer Service Center held its annual "Staff Appreciation Event." The following are a sampling of interesting CSC-related statistics for the time period of August 2007 - July 2008 that were compiled for the staff to celebrate at the event. The CSC opened on Aug. 27, 2001, and so the statistics are compiled starting in the month of August to reflect the facility's anniversary.



CSC staff attending the "Staff Appreciation Event" are (from left going around the table to the right): Regina MacColl, Essie Espinoza, Sally Valdez, Melissa Martinez, Ramon Flores, and Charlotte Concholar.

- Number of hard copy case files pulled - **16,597**
- Number of hard copy case files accessed by customers - **82,770**
- Total number of copies made from all sources - **934,803**
- Number of Marriage Licenses recorded - **23,239**
- Number of certifications performed - **50,214**
- Number of passport applications accepted - **22,921**
- Number of images filmed - **1,804,080**
- Total number of transactions performed - **11,331,080**
- Number of hard copy case files delivered to Divisions - **2,886**
- Number of Support Services credit card transactions - **6,879**
- Number of QC3 documents disposed of - **3,362,299**
- Total number of non-criminal exhibits - **52,454**
- Total number of Adult appeals - **1,096**



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

SEA Marriage Licenses and Passports

- **Judy Barney** - “Judy was very professional and provided courteous service.”
– “Judy was friendly and helpful.”
- **Elva Martin Mendoza** - “Elva was a very sweet lady and had a great attitude. She made this place a good place to visit.”

SEA Customer Service

- **Lori White** - “Lori was fast.”



*Working together
as a team
can make customer’s
faces beam*

CO-WORKER COMPLIMENTS

“I would like to thank ITG’s **Paul Gooding** for the work that he did to make our EDM Reports run so well. The reports run much more quickly now and do not interfere with other processing that may be going on at the same time!” — *Joyce Auchinleck*

“I want to extend my gratitude to Family Court Supervisors **Karen Stone** and **Susan Morris** for their endless support and encouragement during my time with the Clerk of the Court’s Office. I also wish to thank my fellow courtroom clerks for their friendship and teamwork spirit. I will miss every single smiling face.” — *Laurie Wistuber*

CUSTOMER COMPLIMENTS

A person who attended an eFiling Training Class led by **Joe Silberschlag** and **Aaron Nash** sent an email to Aaron to say, “I found the seminar quite informative. Immediately upon my return to the office, I quickly created an eFile account. The process was quite easy. Thank you for answering my questions and concerns. Yes, I suppose that if someone like me, who is ‘technologically challenged’ can handle the eFile system, then surely, anyone can. With the volume of cases I generally handle, this process may prove to be efficient and a cost-saving alternative for me. Well done to you (Aaron) and Mr. Silberschlag!”

Juvenile Durango’s **Erica Bradford** and **Lori Morris** were the recipients of some very kind remarks from customers. Here is what was said about them:

- An employee of the Attorney General’s Office said, “Erica was very courteous on the phone and it was nice of her to have the copy ready.”
- An employee from the County Attorney’s Office said she appreciates Lori’s dedication and hard work and that she always goes above and beyond to get the job done.





...more *extra miles*

Civil eFiling's **Michelle Paigen** recently received some very kind words in two different emails. In the first email Superior Court's Barbara Hunt wrote to Michelle, "Thank you for your help. I don't know what we would do without you!" ITG's Timothy Potratz, who was copied in the email, replied, "There are a lot of us around here who feel the same way about her."

In the second email, a customer wrote about Michelle, "I appreciate that you took time to help me out. I suspect that you stepped out of your normal role a bit and I thank you for it." Document Services Supervisor Merriel Trombly added in a email reply, "Congratulations Michelle! You are awesome as usual."

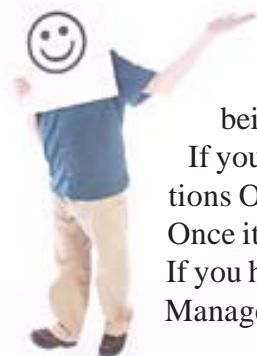


A judicial assistant sent Shipping and Receiving's **Dominic Navarro** an email to make thank him for his great service. She wrote, "Yesterday afternoon, a hand delivery was picked up at the SE facility with the instructions to deliver. The package was time sensitive. The package made it on time with no problems. The judge is very thankful for this and would like to commend you. I would like to thank you also because you made me look good. Keep up the good work."

An employee from the Public Defender's Office sent a highly complimentary email to Document Services Supervisor Brenda Townsend and Court Operations Manager Gene Guidas about **Leslie King**. She wrote, "I am writing in regard for an amazing employee of yours – Leslie King. I can tell you without reservation that Ms. King is by far one of the best electronic records specialists that I have ever come in contact with. Ms. King's assistance with the electronic filings exceeds expectations. Ms. King has a great attitude while working and is always helpful and expeditious. Ms. King is always helpful when I call and I am always relieved when she answers the phone. She is appreciated for all of her help at a moment's notice and for making my job run smoothly. This letter concerning Ms. King's exceptional performance and professionalism is my way to repay her for her genuine attentive assistance. She is a truly wonderful, hardworking, smart, fast, and extremely competent employee."

What is the Donation of Leave Program?

Periodically, the Employee Relations Office sends out an email on behalf of an employee who is out for a Family Medical Leave Act (FMLA) qualifying event, such as a serious medical condition. Due to the nature of the event, the employee may be out for an extended period of time and will deplete their FMLA and Personal Leave. The email that Employee Relations sends out to employees is to make a request to see if they may be interested in donating some of their own accrued personal leave to help the employee who is off work.



Due to employee generosity in being willing to donate their own accrued time, this program has benefitted many Clerk of the Court employees through the years with thousands of hours being donated to financially assist fellow co-workers.

If you are interested in donating time to a co-worker, watch for the emails from the Employee Relations Office. The Donation of Leave form is available on the COCWeb under the Clerk's "Forms." Once it is completed, please forward to **Lisa Kellar** in Payroll at 620 W. Jackson Street, Suite 3017. If you have any questions regarding the program or procedure, you may contact Employee Relations Manager **Diane Szaniawski** at 506-1957 or through email at dszaniawski@cosc.maricopa.gov.



The Employee Track

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

BIRTHS



- Congratulations to Downtown Family Court Lead **Cynthia Coronado** on the birth of her twin grandchildren on July 23. Their names are Rosie Juli-Ann, who weighed 4 lbs. 15 oz. and was 18 in. and Alice Kathleen, who weighed 4 lbs, 10 oz. and was 17 1/2 in.
- Congratulations to Customer Service Center's **Cecilia Alfaro-Arndt**, who gave birth to a 8 lb. 14 oz., 19 in. baby girl on Sept. 3. Her new daughter's name is Victoria Lilana.

NEW EMPLOYEES

- **Pawnee Carter** - SE Juvenile File Maintenance
- **Monica Coleman** - Distribution
- **Julieta Garcia** - DT Civil Filing Counter
- **Cecilia Kidd** - Civil EDM/Docket
- **Sofia Murta** - Juvenile Durango Filing Counter



- **Yardan Paz** - Juvenile Durango Filing Counter
- **Evangelina Perez** - DT Civil Filing Counter
- **Marcie (Marcelina) Romero** - Grand Jury
- **David Wolff** - Shipping and Receiving

EMPLOYEE AWARDS



- **Troy Van Norman** 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.

EMPLOYEE ANNIVERSARIES

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

30 YEARS

Lucy Carmickle

15 YEARS

Ruben Trejo

5 YEARS

Jessica Quintanilla

Penny Boettcher

20 YEARS

Patricia Valenzuela

10 YEARS

Angela Allegretti

Alex Aguirre

Cheryl O'Dell

Beverly Allie

Marsha Ebel



EMPLOYEE MOVES

- NE Courtroom Clerk **Beth Kredit** transferred to Night Court.





...The **Employee Track** continued

EMPLOYEE SPOTLIGHT OF THE MONTH



Name: Don Vert **Department:** Family Court Services
Hometown: Bad Axe, MI
Family: *Wife* - Connie / *Daughter* - Jennifer (32) / *Sons* - Marcus (7), Raymond (8), Logan (11 months), Donald II (deceased) / *Grandchildren* - Amber, Christopher, and Kimberly
Birthday: Jan. 3 **Years With Office:** 6 years

One Thing You Enjoy About Your Job or the Clerk's Office: The upper management is always open to new ideas and I enjoy working with the people here.

Favorite Activity: Time with my kids, shooting pool, and karaoke

Activity Dislike: Cleaning up after the kids.

The Most Adventurous Thing That You've Done: The four years that I served in the Navy during the Vietnam War.

Something You Are Proud Of: Being elected president of the Arizona Family Support Council.

Favorite Meal: Prime rib

Where is Your Favorite Place to Eat Out: Black Angus

Favorite Movie or TV Show: **TV Show** - *The Tonight Show*

A Dream I Have Is To: Open communication with the Arizona Tribes to enhance child support collections.

A Pet Peeve: Telemarketers

Do You Have a Hobby/Collection/or Special Interest: I collect coins and model historical and classic cars.

What Has Been Your Favorite Vacation Destination: Aruba

What Place Would You Like to Travel To Next: Malta

Two People With Whom You Would Like to Have Dinner: John McCain and Jay Leno

What Was Your First Job: I had a newspaper route.

Nobody would believe it if they knew ... that I landed the Navy Seals in the early 70's to evacuate Americans during the Lebanon crisis.

GAMES AND GIGGLES

Word Search - Columbus Day

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

- | | |
|----------------------|---------------------|
| Christopher Columbus | Ocean Blue |
| Queen Isabella | Sailors |
| Spain | Provisions |
| Nina | Fourteen Ninety Two |
| Pinta | King Fernando |
| Santa Maria | Atlantic Ocean |
| New World Voyage | Admiral of the Sea |

Cubicle Humor

"Ouch!" cried John as he opened his check at his desk.

"What happened?" asked Sue.

"The edge of my check just sliced my finger," John said.

"You got a real pay cut," Sue said with a smile.

Numbers in the News

It all ads up

The number of television ads a child sees in one year might be surprising. According to The Henry J. Kaiser Family Foundation, children ages 2 - 11 are exposed to an average of 20,000 television ads per year. Of those ads, the average number of food ads is 5,600 per year: 28 percent (1,568) are for restaurants and fast foods; 24 percent (1,344) are for desserts, sweets, and snacks; and 17 percent (952) are for cereals.

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)

Newsletter is in plane sight on Hawaiian Island

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 three employees in the Caribbean. This month, the newsletter is in *plane* sight with an employee and her husband.



Pictured to the left is Management Resources' **Debbie Brooks** and her husband Keith, who are posing with the newsletter at a small airport on the island of Kauai in the town of Kapaa, Hawaii.

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

Largest counties in the U.S.

According to the National Association of Counties, the following are the 20 largest counties in the nation by geographic size (square miles):

- 1 - North Slope Borough, AK - 87,860 sq. miles
- 2 - Northwest Arctic Borough, AK - 35,862
- 3 - Matanuska-Susitna Borough, AK - 24,694
- 4 - Lake and Peninsula Borough, AK - 23,632
- 5 - San Bernardino County, CA - 20,062
- 6 - Coconino County, AZ - 18,619**
- 7 - Nye County, NV - 18,147
- 8 - Elko County, NV - 17,182
- 9 - Kenai Peninsula Borough, AK - 16,079
- 10 - Mohave County, AZ - 13,312**
- 11 - Denali Borough, AK - 12,750
- 12 - Apache County, AZ - 11,206**
- 13 - Lincoln County, NV - 10,635
- 14 - Sweetwater County, WY - 10,426
- 15 - Inyo County, CA - 10,192
- 16 - Harney County, OR - 10,135
- 17 - Navajo County, AZ - 9,954**
- 18 - Malheur County, OR - 9,888
- 19 - Humboldt County, NV - 9,648
- 20 - Maricopa County, AZ - 9,204**

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.

The Newsletter Finish Line



Jeanes recognized for state leadership role

On Sept. 17, Clerk of the Court Michael Jeanes and four other county officials received special honors from the Maricopa County Board of Supervisors at their formal meeting. They were honored for their recent leadership roles in national and state professional associations. The county officials and the roles they were honored for are:

- Clerk of the Superior Court **Michael Jeanes**, who is serving as president of the Arizona Assoc. of Counties;
- Superior Court Administrator Marcus Reinkensmeyer, who is serving as president of the National Assoc. of Court Managers;
- Superior Court HR Director Phillip Hanley, who is serving as president of the Assoc. of Labor Relations Agencies;
- Adult Probation Chief Barbara Broderick, who will be serving as president of the American Probation and Parole Assoc. in 2009; and
- Maricopa County Supervisor Don Stapley, who is serving as the president of the National Assoc. of Counties.



Leadership Recognized at Supervisors' Meeting. Pictured above are (from left to right): Superior Court Presiding Judge Barbara Mundell (standing in for Phillip Hanley), County Supervisor Don Stapley, Mike Goss (standing in for Barbara Broderick), County Supervisor Mary Rose Wilcox, Superior Court Administrator Marcus Reinkensmeyer, County Supervisor Max Wilson, Clerk of the Court Michael Jeanes, and County Supervisor Fulton Brock.