

# Record Times

Vol. 13 No. 8

August 2007

A monthly newsletter for employees of the Clerk of the Superior Court's Office

## Clerk's Office website is selected as one of the 10 best court websites in the world!

Nearly 4,000 court websites reviewed across the Globe



The "www" in the Clerk of the Court's website address stands for "World Wide Web," but it could also stand for "World Wide Winner" this month. That's because it was recognized as one of the **top 10 court websites in the world** by *Justice Served*. *Justice Served*, an alliance of court management and justice experts, reviewed nearly 4,000 court websites throughout the world and selected the Clerk's website as one of the 10 finest.



This is the 9th year that *Justice Served* has presented this award. This is the second time the Clerk's Office received a "Top 10" website award. The first time was in 1999, which was the first year of the "Top 10 Court

Websites" award program. Since that time, the program has greatly expanded to reviewing thousands of court websites from around the world. According to *Justice Served*, the winners are "the ultimate models of court online services in the world."

The following is what the website judges said about the Clerk's website; "According to our judging criteria, your website contains top notch features and electronic access that is truly best of class." In describing the website, they wrote, "This prior winner from 1999 has completely reorganized its site with improved navigation to offer e-filing, records search, and a whimsical characterization of their electronic court records initiative called 'The eVentures of E-diana Jones.' The 'How do I' menu display and file folder organization are very effective; the child support payment history is top-notch service."

The categories of the criteria used to determine the Top 10 website winners were: **Court Tasks, Forms, Self Help, Financial Transaction, Indexing, Web Functionality, Links, Aesthetics, Navigation, Finding the Site, Extras, High Impact, Recent Updates, and Feedback.**

Following is the list of the 2007 Top 10 Court websites in the order they were ranked by *Justice Served*:

- 1) The Subordinate Courts of Singapore - [www.subcourts.gov.sg](http://www.subcourts.gov.sg)
- 2) Courts and Tribunals in Victoria - Australia - [www.courts.vic.gov.au](http://www.courts.vic.gov.au)
- 3) The First Judicial District of Pennsylvania - <http://courts.phila.gov/>
- 4) Clark County Courts (NV) - [www.clarkcountycourts.us](http://www.clarkcountycourts.us)
- 5) Northern Ireland Court Service - [www.courtsni.gov.uk](http://www.courtsni.gov.uk)
- 6) Clerk of the Circuit Court, Hillsborough County (FL) - [www.hillsclerk.com](http://www.hillsclerk.com)
- 7) North Carolina Business Court - [www.ncbusinesscourt.net](http://www.ncbusinesscourt.net)
- 8) Queensland (Australia) E-Court - [www.ecourts.courts.qld.gov.au](http://www.ecourts.courts.qld.gov.au)
- 9) Clerk of the Superior Court, Maricopa County (AZ) - [www.clerkofcourt.maricopa.gov](http://www.clerkofcourt.maricopa.gov)
- 10) Self Help Support - [www.selfhelpsupport.org](http://www.selfhelpsupport.org)



To learn more about the top websites and the award, you may visit the *Justice Served* website at [www.justiceserved.com](http://www.justiceserved.com)

## Accel-lent improvement



Last year the Clerk of Court's Office, the

Sheriff's Office, and numerous County and Judicial Departments and the Arizona Department of Corrections, reviewed the current DOC commitment process from courtroom sentencing to transport through DOC receiving. The purpose of the review was to identify current constraints and implement process improvements to reduce the Average Length of Stay (ALS) that a DOC sentenced inmate spends at the county jail.

In May 2006, officials implemented new procedures to improve the DOC inmate transfer process. An Order of Confinement packet was created containing necessary transport documents required by the Sheriff's Office. The Order of Confinement is compiled and certified in court at the time of sentencing by the Courtroom Clerk. This new process has accelerated the DOC inmate transfer by several days.

As a result of the process, the Sheriff's Office reported that the average days for transfer to DOC was 4.47 days for June 2007. This was the lowest that it has ever been and it resulted in approximately \$722,000 savings.

## Give credit to this office statistic



Volume of Credit Card Total Sales by Year Comparison

Date	Transactions	\$ Amount
7/03 - 6/04	36,610	\$1,880,234
7/04 - 6/05	36,497	\$1,969,167
7/05 - 6/06	56,410	\$3,426,308
7/06 - 6/07	72,479	\$4,561,824

# Michael's

message



Michael K. Jeanes  
Clerk of the Court

## Less than a second

It may sound a little funny to say, but I want to thank you for the ‘thank you’s’ that you give to others in our Office. Each month, employees take time to express their thankfulness to their co-workers in this newsletter, emails are sent frequently from one staff member to another to say “thank you for your help,” and words of appreciation are shared daily in conversations among co-workers for some type of assistance that was provided.

I think this is great! I believe it is one reason why our Office is so successful and why we have such outstanding teamwork.

John Wooden, who is widely regarded as the greatest college basketball coach in history, also believes that expressing thankfulness is a key element of teamwork and success. Here is a short story about him that demonstrates this belief.

As a high school basketball coach, John Wooden created a “thank you” rule for his players. Every time a player scored, he was required to acknowledge the person on the team who assisted. Of course, some of the players thought this was a silly rule that would take too much time away from the game. But Wooden explained to his team that a simple gesture like a nod, a thumbs-up, or a wink would take them less than a second.

Wooden believed that if you didn’t show your appreciation to others, they would have no way of knowing their contributions were recognized. And without recognition, people start to pull back - both from performing and from cooperating with others. He felt gratitude took almost no time to convey, but it can have a tremendous impact on your achievement.

I believe this is one reason why we are achieving so much in our Office because of your thankfulness to one another. So once again, I say thank you for your ‘thank you’s.’

Speaking of thank you’s, below are some people I would like to thank for their excellent work scanning documents. They achieved a high quality on the images they scanned for the quarter.

**99.8% or higher accuracy rating** — Angelica Mejia, Tod Dennis, Crystal Machelski, Margarita Serrano, Darrell Lather, Pam Crawford, Sue Littrell, Margaret Brickman, Loretta Velarde, Sarah Dignard.

**99.6% - 99.7% accuracy rating** — Erendira Bautista, Travis Joy, Raquel Andreu, Anthony Garcia, Betty Mitchell, Judy Knox, Michele Johnson, Joe Chino, Belva Nasingoetewa, Antoinette Brown.



## A historical look at who has served as Clerk

The following is a historical look at who has served as the Clerk of the Superior Court in Maricopa County since the creation of Maricopa County. The information was provided by the Maricopa County Clerk of the Board’s Office. The information for the years 1930 - 1958 required further research and was unavailable at the time the newsletter went to print.



Year Elected/ Appointed	Clerk of the Court
1912	W.E. Thomas
1914	James Miller
1918	C.S. Berryman
1926	Walter Wilson
1930 - 1958	Unavailable at time of printing
1962	Robert Miller
1966	W. Don Palmer
1970	W. Don Palmer
1974	W. Don Palmer
1978	W. Don Palmer
1982	Vivian Kringle
1986	Judith Allen
1990	Judith Allen
1994	Judith Allen
1997 (acting)	Michael Jeanes
1998 (appointed in Feb.)	Michael Jeanes
1998 (elected in Nov.)	Michael Jeanes
2002	Michael Jeanes
2006	Michael Jeanes

## Quick updates

- On Sept. 12, Clerk of the Court Michael Jeanes will be a participant in the Arizona Judicial System Education Center’s annual Ethics Satellite Broadcast. The program is called “Point/Counterpoint: An Ethical Debate.” Michael will be one of the panel members for the Point/CounterPoint.

- A group of Superior Court officials from Clark County, Nevada visited on Aug. 29 and 30 to review the Office’s operations, technology, and procedures. They are in the process of implementing some changes within their court system and wanted to see how the Clerk’s Office operates.

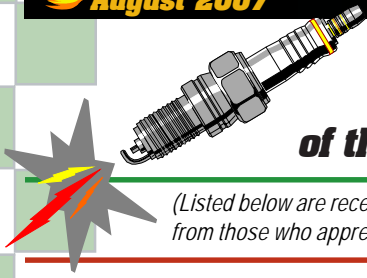
## Employee takes the newsletter along for the ride

Each month, employees are invited to submit a photo of themselves reading the *Record Times*. Last month, the newsletter was spotted with Clerk of the Court Michael Jeanes, who was up north in Alaska. This month, the newsletter goes from the north to the west.

Pictured here is ITG’s **Andrea Wolfe** (center, front), who was riding in the America’s Most Beautiful Bike Ride event around Lake Tahoe, Nevada and California with some other participants.

You may submit photos of yourself reading the *Record Times* at any time. **TO SUBMIT** a photo, print a newsletter page(s), take your photo with the page(s), and send it to Public Affairs’ Len Keso with your name and a photo description.





## Recordsetters of the Clerk of the Court' Office

(Listed below are recent letters, email messages, and phone calls about Clerk employees from those who appreciate their recordsetting efforts to provide excellent service.)

### CUSTOMER SURVEY CARD COMPLIMENTS

#### Customer Service Center

- “The gentleman who helped me today (**Rick Stefano**) was very professional and made the process very easy. He was delightful, friendly, and easy to work with.”
- “**Debbie Cooper** and **Scott Mandel** were extremely helpful and courteous. Your entire staff is excellent.”
- “**Martha Miller** was excellent.”
- “Very good job. Lots of friendly faces.”

#### Civil Filing Counter

- “**Angela Walker** can be best described in these words: kind, pleasant, dutiful, accurate, business-like, knowledgeable, diligent, reserved, not judgemental, classy, considerate, patient, creative, exceptional, personable, and lastly, real nice. I have been in business down here for 20 years. She’s the best clerk ever!”
- “**Megan Simpson** is fast, helpful, intelligent, and goes far to help with questions.”
- “**Lori Cummings** was very helpful and went out of her way to obtain some information for me.”
- “**Mireka Knox** was very helpful and friendly. Very helpful when I was having a difficult time.”



#### SE Juvenile

- Fantastic service! You people are great!

### CO-WORKER COMPLIMENTS

“I would like to thank all staff for their great teamwork when we are short-staffed.”  
— **Aide Estrada**

“I want to extend my appreciation to my co-workers at the SEA — **Tracy, Vicky, Loretta, Patti, Angela A., Angela C., Betty, Brenda, Ana, Alison**, and most of all **Rick Bennett**. They have been here for me through challenging times and have given me great support. They are a great help and I could not work with a better group. I want to give them a big THANK YOU.” — **Sherry Klinger**

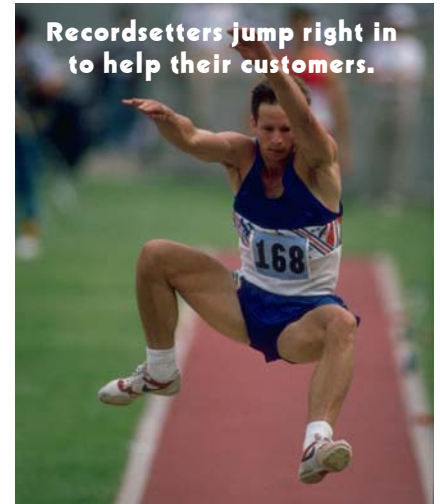
“I want to thank all the employees of **Court Supply** for helping me get the empty boxes moved. They are great!” — **Madonna Anderson**

“I would like to thank Mailroom’s **Terry Gunderson** for her assistance in helping me get an office package sent out that was on deadline. She took care of the details and provided friendly, professional service.” — **Len Keso**

“I want to send a great big thank you to NE’s **Jared Rutledge, Kelle Dyer**, and **Sandra Seeley** and NW’s **Jackie Ortiz** for assisting with coverage at the Probate Filing Counter. Their assistance was greatly appreciated.” — **Diana Rexinger**

“I would like to give a special thanks to **Ron Bitterli** and **Jeanette Farrison** for their quick response in resolving recent problems in CFO. You two are the best. CFO thanks you.” — **Jane Tewksbury**

A customer took time to write Clerk of the Court Michael Jeanes a letter to commend the service he received from Customer Service Center’s **Chrystal Williams**. He wrote, “I had the occasion to look up a case and Chrystal was exceptionally helpful to me in finding what I needed.” He said that Chrystal is a credit to the Office.



NE Manager Gerri-Lynn Cohen received two emails from co-workers about the outstanding help that two NE courtroom clerks recently provided to them.

The first email was about **GINNY JAMES**. It said, “I have to tell you how spectacularly Ginny performed today. Thank you so much for sending Ginny, and I hope that you give her a lot of ‘brownie’ points for being so fantastic.”

The second email was about **JUNE MABRY**. It said, “June is so helpful that if you ask for her assistance, she doesn’t hesitate. I just want to tell you that she is a great person and co-worker.”

A Superior Court staff member sent an email to the **FILEROOM STAFF**. She wrote, “Just wanted to thank you for always getting me files and exception documents in a timely manner. You are great.”

A customer wrote the Office to commend the service she received from Receptionist **Sandra Strange**. She wrote, “I am so impressed with the level of service, I just had to brag on you and your team of professionals. Thank you again for your great service and your commitment to excellence.”





# Employee News of the Clerk of the Court' Office

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

## BIRTHS

• Congratulations to Family Court Services/Research's **Ana Luna-Caraveo**, who became a grandmother to a 9 lb. 10 oz. girl on Aug. 2. Her new granddaughter's name is Amari. She is Ana's second grandchild.

## NEW EMPLOYEES

- **Billing & Deferral Unit** - Edie Friss
- **Civil Filing Counter** - Meredith Bond
- **Courtroom Clerks** - Sarah Orrick, Rolena Aguilera, Donna Ganther LaVonja Diggs, Annemarie Hale, Elizabeth Crowden, Marty Makawi, and Constance Vila
- **Human Resources Manager** - Lois Wahl
- **Fileroom** - Shelley Baer, Marie Barone, Shannon Bowdoin
- **ITG Night Court** - Dustin Herrington
- **Probate Filing Counter** - Carmen Carbajal



## OFFICE ANNIVERSARIES

The following employees celebrate milestone Office anniversaries in August:

### 25 YEARS

Mary Brown

### 20 YEARS

Aide Estrada,  
Kathleen Curtner

### 10 YEARS

Saralyn Yoder, Paul Gooding,  
and Debra Cooper

### 5 YEARS

Juanita Summerhill, Aaron Nash, Leticia Gauna, Heline Johnson, Elisa McGrath, and Angela Walker

## AWARDS/HONORS

- Congratulations to EDM's **Kim Dollins**, who earned her Masters of Public Administration degree from Western International University.
- **Beverly Macdonald** and **Kathleen Apodaca** recently won movie tickets through the County's 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.



From left are Criminal Electronic Document Management's **Pam Dougherty** and **Erendira Bautista**, who received the Financial Services' 'Right Reasoning Award' this month. They received the award for calling attention to some possible inaccuracies in the weekly EDM report. Their findings proved to be correct and the percentages were adjusted so that accurate results were reflected in the report.

## ON THE MOVE

- **Regina Ruiz** was promoted to Criminal Financial Obligations Unit Trainer.
- **Lori Cummings** transferred from the Civil Filing Counter to the Civil eFiling desk.

## ENGAGEMENTS

Congratulations to Courtroom Clerk **Gracie Smith**, who got engaged to Mike Graham on June 30. She and her fiance plan to marry on Sept. 13, 2008.

## SPOTLIGHT



**Name:** Deborah Whitford  
**Department:** Courtroom Clerk  
**Hometown:** Portage Lakes, OH  
**Family:** Husband - John

**Birthday:** Feb. 19

**Years With Clerk's Office:** 19 years

**Favorite Activity:** Studying foreign languages

**Least Favorite Activity:** Transcription

**I'm Proud Of:** Writing credits

**The Most Adventurous Thing That You've Done:** Hopping freight trains from Minnesota to Wenatchee, WA. to pick apples in the Yakima Valley, and then continuing on down to Eureka, CA.

**My Favorite Meal:** Lobster

**A Dream I Have Is To:** complete my novel, Vanilla Popsicles.

**A Pet Peeve:** People on their cell phones engaged in loud conversations, oblivious to people around them.

**Two people who you would like to have dinner with:** Author Margaret Atwood and agent Nan Talease

**What Was Your First Job:** Car Hop

**Nobody Would Believe It If They Knew...** that my husband John and I hiked part of the Appalachian trail, then exchanged our two dogs and backpacks for our bikes. We bicycled from Norfolk, VA to Florida, over to New Orleans, and up to Beaumont, TX. We were heading to court reporting school in Phoenix, but the weather became so dreary and miserable that we had to quit in Texas and take a bus the rest of the way.

