

Record Times

Vol. 13 No. 2

February 2007

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

CASE being made to recognize employees

On an average day, 430 cases are filed with the Clerk of the Court's Office. In an average year, "The CASE" is filed with the Office just once. The CASE is the employee recognition program that is held once a year and it stands for Celebrating And Saluting Employees.



The CASE program provides Clerk employees the opportunity to nominate co-workers for special recognition awards. Awards include: **Excellence** (for demonstrating overall excellence); **Teamwork** (for three or more employees who demonstrate excellence in working together); **Customer Service** (for demonstrating excellence in serving internal and/or external customers); and **Leadership** (for demonstrating excellence in a leadership capacity).

An email announcement will be distributed to employees on Friday, Feb. 23 that provides details about the program and includes an electronic form for employees to nominate their co-workers for a CASE Award.

This is the sixth year for the CASE 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 19 - **Durango Juvenile** / 12:15 p.m. / Large Conference Room
- April 25 - **Customer Service Center** / 12:15 p.m. / Lower Level Conference Rm.
- May 1 - **Downtown** (CCC, OCH, DTJC) / 12:15 p.m. / Supervisors' Auditorium
- May 18 - **Northwest** / 12:15 p.m. / Office Area
- May 23 - **Northeast** / 12:15 p.m. / Multi-Purpose Room
- May 30 - **Southeast** (SEA & SEJ) / 12:15 p.m. / Saguario Room

Working into the dark is a bright move

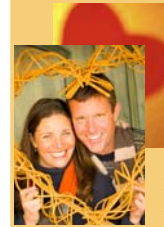


Having court when it is dark outside has brightened things up for many people coming to court. On Jan. 30, Superior Court opened the first Extended Hours Court for Family Court and Juvenile Court to better serve court customers. In addition, Saturday Court sessions began on Feb. 3 to provide further convenience.

Continued on page 2 — See "Extended"

Flowers, candy, cards, and a marriage license

Valentine's Day is a day couples celebrate. Flowers, candy, and cards



are common items they purchase on this day as part of the celebration. Another item that is popular to purchase is a

marriage license – just ask the Clerk's Marriage License and Passport staff. Valentine's Day is the busiest day of the year for these employees. On average, they issue almost double the amount of licenses on Feb. 14 than on a normal business day. This year, the numbers were even higher. Staff issued 138 licenses.

On previous Valentine's Day (or the Friday before), the staff issued:

- ♥ 91 licenses in '06
- ♥ 87 licenses in '05
- ♥ 92 licenses in '04
- ♥ 104 licenses '03
- ♥ 90 licenses in '02

This was the first Valentine's Day for the NW and NE Offices to issue marriage licenses, and it was the first day, the new style marriage license was issued.



Jeffrey Chandler and Christina Flint were the first couple to apply for a marriage license on Valentine's Day at Northwest.

Another one fights the dust

The following are four suggestions on how to help fight particulate pollution from Maricopa County's new "Bring Back Blue" dust reduction campaign:

- 1) Drive less, especially on pollution advisory days. Reduce the number of vehicle trips;
- 2) Don't drive in the dirt;
- 3) Drive slowly on unpaved roads; and
- 4) Don't use leaf blowers and other equipment that create increased dust.

A typical workday for the Maricopa County Justice System has....

- 344 adults booked into jail
- 9,733 total adults in jail
- 433 juveniles in detention
- 569 adult inmates transported to court
- 1,200 hearings scheduled in Superior Court
- 107 new felony cases filed
- More than 1,700 cases filed in Justice Courts
- 430 cases filed with the Clerk's Office
- 12,659 court documents filed
- 300 residents appear for jury duty
- \$1.78 million spent in the overall county criminal justice system

Source: Maricopa County Justice System Annual Activities Report Fiscal Year 2005-2006

Michael's

Message



Michael K. Jeanes
Clerk of the Court

Assess your customer service skills

Almost eight years ago in this column, I ran a customer service assessment for employees to take and rate their customer service skills. I thought it would be fun to re-print that assessment and encourage you to take it to see how you are doing now. The questions come fairly close to reflecting our Office. Just answer the questions as they are appropriate to your job and have fun.

For each question, give yourself 1 point if you answer **ALWAYS**; 2 points for **OFTEN**; 3 points

for **SOMETIMES**; 4 points for **RARELY**; and 5 points for **NEVER**.

- 1) I make an effort to build partnerships with co-workers;
- 2) I strive to meet customers' expectations;
- 3) I know who my customers are and what they need;
- 4) I listen when my customers complain;
- 5) I create positive customer encounters;
- 6) I don't let my personal emotions get in the way of my work;
- 7) I ask open-minded questions to solicit detailed information from my customers;
- 8) I know the features of my services;
- 9) I discuss the benefits of my services with my customers;
- 10) I use positive body language when dealing with my customers;
- 11) I choose words that my customers will understand;
- 12) I actively listen to my customers' needs and demonstrate my interest in them;
- 13) I acknowledge problems that customers bring to my attention;
- 14) I let the customer know I understand the problem;
- 15) I look for alternative solutions to problems with my customers;
- 16) I always follow-up with my customers;
- 17) I remain calm, use facts, and offer alternatives when I must tell a customer, 'no;'
- 18) I remember to thank my customers for their business;
- 19) I end an interaction politely and positively, even when the customer is upset; and
- 20) I take the time to review my customer encounters and learn from my mistakes.



Your Score Assessment

35 or less	A real outrageous service pro (Want to help give a seminar?)
36 - 60	You provide good, if not exceptional service, polish some of your skills.
61- 80	You need to identify and strengthen your weak points.
81 - 100	A couple of customer service refresher courses are in order.

Employee brings newsletter on Honey-dune

Each month, employees are invited to submit a photo of themselves reading the *Record Times*. Last month, the newsletter was spotted at a palace in Turkey. This month, it is seen in a completely different setting here in the United States.

Pictured here is Courtroom Clerk **Jennifer Hill** and her husband Terry, who both posed with the newsletter and their sand rail at the Patton Sand Dunes in California. The couple married in Sept. and chose not to have a traditional honeymoon, and instead, spent time and money building the sand rail. They then took a delayed honeymoon to the dunes in Nov.

Employees may submit photos of themselves reading the *Record Times* at any time. **TO SUBMIT** a photo, you may 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.



Extended... cont. from pg. 2

The extended court hours are available to Family Court litigants, but cases are initially being heard only at NE and Durango Juvenile. Hours for the alternative schedules are Tuesday through Friday until 9 p.m. and on alternating Saturdays from 8 a.m. to 5 p.m.

The Night and Saturday hearings are primarily scheduled only at the request of litigants, unless the court needs to schedule additional matters to better utilize court resources. For the Juvenile cases, guardianship and adoption matters are assigned to the Extended Court Calendars as part of the judicial assignment rotation schedule.

"Moving the proceedings to the evening and weekends provides people who work, attend school, and have other demands during the day with a convenient alternative to resolve their pending cases, without adding undue financial and emotional stress to the parents and children from daytime conflicts," said Presiding FC Judge Norman Davis.

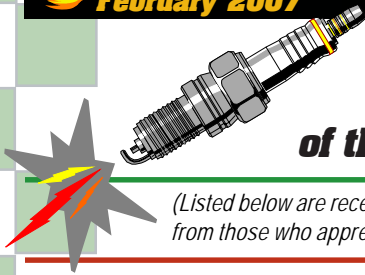
It is estimated that the added hours will allow the court to hear close to 5,000 additional family court cases annually.

The Clerk's Office has three positions at both Juvenile and NE to participate in the Extended Hours Court. Those employees and the managers working at these locations will be listed in the March issue of *Record Times*.

Two more graduates

In January's *Record Times*, the names and photos of the inaugural graduating classes of the Office's Professional Certification Series were listed. Below are two more employees who completed the program's **Foundations of Leadership and Management Course**. They are **Jane Tewksbury** (left) and **Charlotte Levine**.





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.)

♦ ♦ CO-WORKER COMPLIMENTS ♦ ♦

"I want to thank the ladies in **Distribution**. We go there to envelope checks every other week and the enveloping machine is not the sweetest – it can be really stubborn at times and they are always there ready to help me and Lisa. Also, they are always prompt in completing our printing jobs. There is no job too big for that team." — **Mitzi Munoz**

"I would like to thank **Dawn Arnold, Beverly Clement, and Mary Harris** for their continuing help while I cross train in Marriage Licenses and Passports at NE. They have been very patient and helpful." — **Kandi Williams**

"A BIG THANK YOU to **Reta Sneddon** at the Criminal Filing Counter. She went above and beyond to help me find a *needle in the haystack*." — **Lorelle Angsten**

"I want to thank **Linda Rice** for all of the great training in exhibits so far, and to **Kimberly Epling** for her patience in answering my many questions." — **Molly Alcalá**

"I would like to commend the Docket team: **Leslie King, Mary Ann Martin, Isabel Osuna, Kitty Curtner, and Regina Frigo**. They are always eager to learn new things and go above and beyond to get work done in our Criminal Docket area. I appreciate them and their hardwork and dedication to our department. I can honestly say that I have an awesome team." — **Dora Sandoval**

♦ ♦ OTHER COMPLIMENTS ♦ ♦

Public Records Supervisor **Sylvia Anderson** helped locate some missing documents in record time for Joyce Auchinleck. Joyce said in an email, "A big thank you to Sylvia for quickly locating the documents and having a runner bring them over." Associate Clerk Gordon Mulleneaux added, "the original time to beat was 1 hour, 50 minutes. The new time to beat is 1 hour, 20 minutes. Great work effort."

NW Courtroom Clerk Andrea Marquis sent an email to Courtroom Clerk Supervisor/Manager Susan Morris complimenting EDM Trainer and Project Specialist **Michelle Monick**. Andrea wrote, "It's nice to know Michelle is the 'ECR' Hotline contact. She's very nice and extremely helpful. She is always checking with us to make sure everything is going well with the new ECR procedures and wants to know if we (including the judge) have any questions about anything."

An employee from another county agency called the Public Affairs Office to get some information. During the conversation, he stated that he felt the Clerk's Office website was one of the best in the country.

An employee from the Superior Court wrote Court Supplies Manager Bob Prater to compliment his staff and express how pleased she was with their service. She said they deserve recognition and appreciation for consistently going above and beyond the call of duty. She said they provide exceptional service and whatever the leadership is handing down, it is working!

CUSTOMER CARD ♦ ♦ COMPLIMENTS ♦ ♦

Downtown Civil Filing Counter

- "Jennie is very efficient in customer service and she demonstrated incredible sweetness."

NE Public Counter

- "They made it very simple and quick."
- "Your staff went above and beyond the call of duty to get a document for me during the holidays to keep my health insurance intact. They are always courteous and helpful and called me back. Very impressive."

NE Filing Counter

- "Kelle went above and beyond helping me today. She is an asset and should be commended."
- "Visited the NE Court. Sandy was extremely courteous and helpful! Please copy this letter to her folder."
- "This Office is great and often takes the extra effort to help."
- "A pleasure to work with. Praises are in order."
- "I enjoy working with the NE staff. Everyone at the Filing Counter is helpful and courteous. As a busy attorney, this is important to me."

SE Civil Filing Counter

- "Jessica Folts is a great clerk."

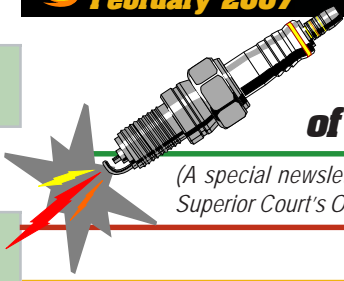
SE Family Court Filing Counter

- "Sheelagh at the FC Filing Counter was excellent and very courteous."
- "Vanessa is awesome."

Northwest Filing Counter

- "Enjoy working with them all – Krizna / Keri."
- "Jackie is superb! Very helpful."
- "Krizna was friendly, polite, informative – good service."
- "Every time I come, Jackie is always helpful and courteous. She truly is a big help and is a great asset."
- "Diane was very helpful!"
- "Outstanding service."





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 Customer Service Center's **Diana Eaton** on the birth of her 7 lb. 8 oz. granddaughter on Jan. 22. Her new grandchild's name is Diana Carmelita.

MARRIAGES

- Congratulations to SEA Appeals' **Sharon Hall**, who got married on Jan. 19 to Patrick Rochford. They went to Las Vegas, Nev. on their honeymoon.
- Congratulations to SE Courtroom Clerk **Tyra Warren**, who got married on Feb. 17 to Kevin Crowl. They went to Mexico on their honeymoon.

NEW EMPLOYEES

- **Courtroom Clerks** - Christine Makahilahila, Bonnie Carr, Kendra Depue, Iris Stewart, Colleen Gauna, Laurie Wistuber
- **Downtown Civil Area** - Shawn Jackson
- **Downtown FC EDM** - Antoinette Brown
- **Early Disposition Court** - Claudia Bastarrachea
- **Juvenile Durango** - Christina Berzoza
- **Juvenile Durango Courtroom Clerk** - Vanessa Sandoval
- **SEA Family Court Filing Counter** - Mariam Jordan-McTaggart



OFFICE ANNIVERSARIES

The following employees celebrate milestone Office anniversaries in February:

- 10 YEARS** – Jean Walker, Linda Talbo
- 5 YEARS** – Traci Ranft, Karen Walker, Ramona Velasquez

AWARDS

Donna Courtemanche, Charlotte Levine, Meg Kelleher, Beverly MacDonald, Steve Lauer, and Rebecca Jo Miller all 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.

ON THE MOVE

- ITG's **Correnia Honaker** was selected to be the new Court Operations Administrator for Document Management Services.
- Management Resources' **Deborah Brooks** was promoted to Procurement Coordinator.
- **Susan LaMarsh** transferred from EDM-QC to become a Courtroom Clerk.
- **Elizabeth Ramirez** transferred from EDM-QC to become a Courtroom Clerk.
- **Bev MacDonald** transferred from DT Family Court EDM/Docket to EDM-QC.

HONORS



Kim Dollins, Auditor/Trainer for the Electronic Document Management Quality Control Team was honored at a Maricopa County Supervisor's meeting on Feb. 21 for her 30 years of service to the county. She received a plaque and certificate.

SPOTLIGHT



Name: Scott Hensel
Department: Information Technology Group
Hometown: Walnut Creek, CA
Family: Wife -

Juliet

Birthday: April 16

Years With Clerk's Office: 5+ years

Favorite Activity: Cruising, 4-wheeling

Least Favorite Activity: Taking out the garbage

I'm Proud Of: Going back to school to get a Bachelor of Science degree in Information Technology

The Hardest Thing That You've Done: Boot Camp and the U.S. Navy Candidate School

My Favorite Meal: Chicken Marsala or Pizza. It's a toss-up!

A Dream I Have Is To: Cruise around the world – especially Europe, Asia, and Australia

A Pet Peeve: People who don't keep their word. Your word is your bond.

Two People You Would Like To Have Dinner With: My wife and my dad

What Was Your First Job: Picking strawberries in Oregon (age 14)

Nobody Would Believe It If They Knew... that I was a nationally qualified bodybuilder (Mr. Antioch 1988, Mr. Napa Valley 1989). I was an actor and appeared in various commercials and TV spots in the 1980s.



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