

Record Times

Vol. 13 No. 7

July 2007

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

OnBase Onformation

To the Arizona Diamondbacks, "on base" means they have players who are in a position to score runs when needed. To the Clerk's Office, "OnBase"



means there are court documents in position to be accessed electronically when needed. OnBase is the name of the Office's electronic repository of images. Currently, the Office has approximately 13.3 million documents in its electronic repository. On average, the Office scans about 36,000 pages a day, which are added to the electronic repository.

The following is a list of current agencies who have been granted access to OnBase, saving them trips to the Office, and saving staff from having to pull hard copy files. They are:

- Administrative Office of the Courts - Licensing Unit
- Adult Probation
- Arizona Court of Appeals - Div. 1
- Arizona Supreme Court
- Attorney General
- Contract Counsel
- County Attorney
- County Treasurer
- Dept. of Corrections - Legal Services
- Dept. of Economic Services
- Federal Public Defender
- Justice Courts
- Legal Advocate
- Legal Defender
- Pima County Attorney's Office
- Public Defender
- Public Fiduciary
- Sheriff's Office
- STAR Call Center
- Superior Court
- Water Master
- Yavapai County Attorney's Office



For the past few months, the Electronic Document Management Quality Control Unit has been distributing weekly tips to OnBase users to address common OnBase questions. The tips are sent via email each Thursday. Employees may view these tips on the Clerk's COCWEB at <http://cocweb.coc.maricopa.gov> and then go to the "Employee News" section and select "OnBase Tips."

The need for MEEDS

More law firms are feeling the need for MEEDS. Currently, there are 5,560 attorney's enrolled in the Clerk's Minute Entry Electronic Distribution System (MEEDS), which automates the entire court minute entry process for adult cases by sorting and electronically sending the minute entries from the courtroom clerk to the docket, website, and law firms.

The five largest law firms enrolled in MEEDS are: Snell & Wilmer (representing 233 attorneys); Fennemore & Craig (152); Quarles & Brady Streich Lang (149); Lewis & Roca (126); and Gallagher & Kennedy (103).

The five largest agencies enrolled in MEEDS are: County Attorney (representing 331 attorneys); Public Defender (279); Attorney General (240); Legal Defender (63); and the Legal Advocate (49).



Catch this offer

The Arizona Diamondbacks are pitching an offer to Maricopa County employees this summer that is sure to be a hit. The team is offering a group discount of half-price admission to several of their upcoming games



for county employees.

The dates of the games are:

- **Aug. 11** - vs. Washington Nationals
- **Aug. 12** - vs. Washington Nationals
- **Aug. 21** - vs. Milwaukee Brewers
- **Sept. 1** - vs. Colorado Rockies
- **Sept. 3** - vs. San Diego Padres
- **Sept. 8** - vs. St. Louis Cardinals

To purchase tickets:

- 1) Log on to the Diamondbacks website at www.dbacks.com
- 2) Click on the "Ticket" link and go to "Group Tickets"
- 3) Click on the "Group Ticket Window" in the green button.
- 4) Log-In: **maricopa** (lowercase)
- 5) Password: **group** (lowercase)
- 6) Select game

(There is a \$2 processing fee; \$1 per ticket fee).

County is a top 5 employer

According to the *Business Journal*, the following are the five largest employers in Arizona. (The number of employees are full-time equivalent):

- 1) State of Arizona - 49,305 employees
2005 revenue - \$8.3 billion
- 2) Wal-Mart Stores - 28,800 employees
2005 revenue - 312.4 billion
- 3) Banner Health - 16,400 employees
2005 revenue - 3.1 billion
- 4) City of Phoenix - 14,166 employees
2005 revenue - 2.4 billion
- 5) **Maricopa County - 13,274 employees**
2005 revenue - 2.7 billion

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Michael K. Jeanes
Clerk of the Court

Time changes how we view things

Can you imagine your life without a computer? According to a recent Pew Research Center Survey, 51 percent of the American adult public now consider a home computer a necessity, not a luxury. And according to Pew researchers, the list of what we consider necessary is growing. Some items on the list have been around for quite awhile, but are now deemed necessities by much larger segments of the population. For instance, in 1996 only 32 percent of American adults considered a microwave oven a necessity. In 2006, the percentage of Americans who considered a microwave a necessity was 68. Another product that moved

up from luxury to necessity was the clothes dryer. In 1996, only 62 percent felt a clothes dryer was a necessity. Today, that number comes in at 83 percent. Here are some other study findings:

- 91 percent say a car is a necessity.
- 64 percent think a television is a necessity.
- 59 percent believe car air conditioning is a necessity.
- 49 percent now consider a cell phone a necessity.



I bring this survey and its results up to you because it makes me think about the services we provide and what our customers see as a necessity. A few years ago, the idea of eFiling would have probably been considered as an extra effort of time and funds that was unneeded. Today, people are beginning to expect eFiling as a standard of our service. A few years from now, our customers will see eFiling as an absolute necessity and their first option when filing their documents. The thought of filing a document in person may not even be a consideration.

As you can see through the survey, time changes how we view things and we, as an Office, need to continue to look ahead at what our customers will view as necessary in the future. I want to thank you for being willing to change, for being innovative, and for being an Office with vision. Thank you for anticipating, meeting, and exceeding the expectations of our customers.

Second-language survey coming

Superior Court is launching a second language initiative to help court employees communicate with Spanish-speaking customers. Sometimes knowing a few words or phrases in Spanish can help answer a person's question and prevent delays. In August, a short survey will be distributed to employees as part of this initiative.

Now this is \$um kind of photo with the newsletter

Each month, employees are invited to submit a photo of themselves reading the Record Times. Last month, the newsletter was spotted with an employee who was at the U.S. Supreme Court in Washington D.C. This month it is seen with a familiar person to Clerk employees, who is kneeling by a supreme object.



Pictured here is Clerk of the Court Michael Jeanes, who posed with the newsletter while he was next to a 75-pound brick of solid gold that was worth \$600,000 when he was at the Pogo Mine outside of Fairbanks, Alaska.

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.

The Heatland of America



The "Heartland of America" is the Midwest, but the "Heatland of the Country" is the Southwest, and Phoenix could very

well qualify as its capitol city. The high summer temperatures in Phoenix are well-documented and something residents are familiar with. Unfortunately, despite the acclaim, many people still fall victim to heat-related ailments. According to the Parks and Recreation Dept. (PRD), nationwide more people die from extreme heat than from hurricanes, lightning, tornadoes, floods, and earthquakes combined.

The County PRD provides the following warning signs of some heat-related illnesses to watch out for.

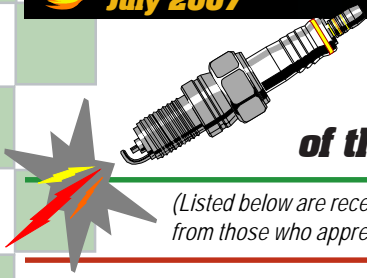
Heatstroke - Heatstroke occurs when the body becomes unable to control its temperature. Symptoms to watch for include: high body temperature; hot, dry skin (with no sweating); rapid, strong pulse; shallow breathing; throbbing headache; dizziness; small pupils; tingling sensations; nausea; confusion; convulsions; unconsciousness.

Heat Exhaustion - Heat exhaustion can develop after several days of exposure to high temperatures and an inadequate replacement of fluids. Symptoms include: heavy sweating; paleness; muscle cramps; tiredness; weakness; dizziness; headache; nausea; fainting; chills; and irritability.

Dehydration - Dehydration is an excessive loss of water from the body. Symptoms include: dry mouth; sleepiness; thirst; decreased urine output; muscle weakness; and dizziness.

Prevention - To prevent heat-related illness, drink more fluids (don't wait until you're thirsty), don't drink liquids that contain alcohol or large amounts of sugar (these cause you to lose more fluid); stay indoors, and wear light-weight, light-colored clothing.





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

Civil Filing Counter

- "Lori Cummings is wonderful, always pleasant, and helpful."
- "Lori was very friendly. She knows her stuff and she's great."

Northwest Filing Counter

- The Northwest Court always offers an extremely pleasant experience."
- "Above and beyond what I expected."
- "Great job fast. Great employees."

Northwest License Desk

- "Very nice, friendly and helpful with our questions."
- "Quick and efficient."
- "Aurora was awesome."



CO-WORKER COMPLIMENTS

"Congratulations SEA FC/CV/PB counters staff for receiving positive feedback from the public on the great customer service – **Leslie Wilkins, Jessica Folts, Ana James, Mariam McTaggart, Regina Romero, Sheelagh Ponicki, Sharon Szakacs, and Vanessa Martinez.** Thank you SEA FC/CV/PB docket for constantly meeting or exceeding time frames and assisting other areas when needed. Way to go team – **Angela Allegretti, Terri Langford, Linda Westbrook, Cristina Farnsworth, Deb Holden, Angela Colson, and Veronique McClelland.**" — *Franci Diaz-Smock*

"I want to thank **Tracy Nalls, Carly Zamora, Sher Klinger, and Ana James** for helping me through my learning process in Southeast RCC. They are awesome and fun to work with!" — *Vicky Carbajal*

"I want to thank **Brenda Burton, Lauri Thomas, Gordon Mulleneaux, Chris Kelly, and Michael Jeanes** for their efforts in changing the hours for the filing counters. Both the staff and I GREATLY appreciate their support." — *Merriel Trombley and the Civil Filing Counter staff*

"I want to thank my co-workers at the Criminal Filing Counter **Melody McGee, Jo Harbour** and my supervisor, **Brenda Townsend.** From the time I started working with them, they made me feel very welcome. Their support and teamwork made it a joy to come to work each day. As I move on to my new position, I will take with me the knowledge and experience that I have learned from these wonderful people." — *Laura Dagna*

"The staff, managers, and supervisors of Accounting Operations and the Criminal Financial Obligations want to express their thanks to ITG's **Ron Bitterli** for everything he's done to make our day-to-day lives easier. Ron's system enhancements and corrections have allowed us to be more confident in information we gather and disburse. We are particularly grateful for his responsiveness in emergency situations."

OTHER COMPLIMENTS

Angelica Meija sent an email to EDM Trainer **Chris Cerrato** to express her appreciation for his helpfulness. She said, "You are always very helpful and knowledgeable with your responses. Thank you very much."



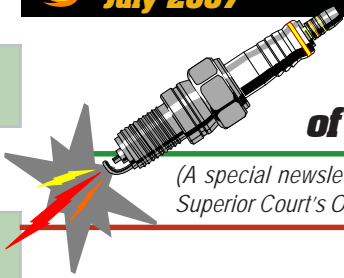
A customer recently asked to speak to a civil filing counter manager to convey his gratefulness about the service that Civil Filing Counter's **Lori Cummings** provided. He asked if there was anyway Lori could get a raise because she was very helpful.

A customer recently called the Office to compliment the service she received from Civil Filing Counter's **Olivia Gable.** She said she was doing a lot of research and had spoken to a lot of different people and was very confused before speaking to Olivia. The customer said Olivia was very professional, personable, and answered all of her questions. She said Olivia is wonderful and she provided excellent service.

Another customer called the Office to express her appreciation for NW Public Records Clerk **Aurora Avina.** The customer had been searching for some information for over 10 years and Aurora was the first person who was able to direct her where she could find what she was looking for.

Courtroom Clerk Lydia Gonzales sent an email commending Training Coordinator **Betty Finney** for the work she did with the COJET Blowout. She said Betty did a great job in selecting classes for the court clerks. She said she enjoyed the classes and said there were so many to pick from that it was hard to decide.





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 SEA Family Court Filing Counter's **Sheelagh Ponicki** on the birth of her grandson on May 3 and a granddaughter on May 30. Her new grandchildren's names are Alexander Ernest and Mabel Clementine.

NEW EMPLOYEES

- **Courtroom Clerks** - Andrea Marquis, Elizabeth Crowden, Annemarie Hale, Martha Makawi-Beyer, Constance Vila
- **Fileroom** - Delia Mendez
- **SEA CV/PB Filing Counter** - Nicki DeLaCruz



OFFICE ANNIVERSARIES

The following employees celebrate milestone Office anniversaries in July:

20 YEARS

Richard Gonzalez

5 YEARS

Justin Spelgatti, Monica Randez, Gracie Smith

AWARDS/HONORS

• **Debra Merkling, Susan Morris, Danette Mizell, Deborah Monroe, Donna Courtemanche, and Patricia Burnett** 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.



From left are Marta DeLeon, Angela Smith, Kandi Peck (holding her "Right Reasoning" award), and Darrell Brinkley.

• Criminal Financial Obligations Unit's **Kandi Peck** received the division's 'Right Reasoning Award' this month. She received the award for noticing that some of the new orders downloaded from the MEEDS program had problems. This early reporting of the situation to her supervisor potentially saved the Unit from having a huge backlog of work that would take hours to be redone.

ON THE MOVE

- **Laura Dagna** transferred from the CR Filing Counter to become a courtroom clerk.
- **Jared Rutledge** transferred from the NE Court Filing Counter to become a courtroom clerk.
- **Leslie Wilkins** transferred from SEA CV/PB Filing Counter to become a courtroom clerk.
- **Sara Wysong** transferred from FC Docket to become a courtroom clerk.
- Courtroom Clerk **Brandy Lambert** transferred from Downtown Family Court to the Northeast Court.
- **Sally Valdez** transferred to CSC Support Services from the Fileroom.
- **Kristin Edwards** was promoted from EDM/QC Specialist to GJ/RCC/EDC Court Operations Lead position.

SPOTLIGHT



Name:
Diana H. Eaton
Department:
Customer Service
Hometown:
Tempe, Az
Family: Sons -
Michael (22) and

Steven (19) / **Granddaughter** - Diana (5 mo.)

Birthday: Sept. 13

Years With Clerk's Office: 8 years

Favorite Activity: Dancing

Least Favorite Activity: Mopping floors

I'm Proud Of: Buying my first house

The Hardest Thing That You've Done: Being a single parent and

raising my sons

My Favorite Meal: My grandma's gorditas, tamales

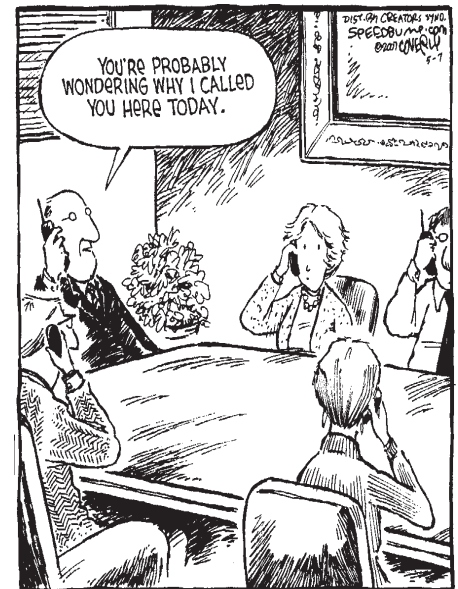
A Dream I Have Is To: go to Hawaii

A Pet Peeve: People who weave in and out of traffic

Two people who you would like to have dinner with: Barbara Streisand and Ansel Adams

What Was Your First Job: Neighborhood babysitter

Nobody Would Believe It If They Knew... that I am a creative and artistic photographer



Record Times. Published monthly by the Public Affairs Office for distribution to employees on the last Friday of each month. For questions, send email to Len Keso at LKeso@csc.maricopa.gov

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