

# Record Times

Vol. 13 No. 3

March 2007

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

## Employee's reach service pinnacles

It is time once again to *pin* down 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 2006. The pins will be given to the list of employees below on the following days, locations, and times:

### EMPLOYEE EVENT DATES, LOCATIONS, AND TIMES

**April 19 - Durango Juvenile** / 12:15 p.m. / Large Conference Room

**April 26 - Customer Service Center** / 12:15 p.m. / Lower Level Conference Rm.

**May 1 - Downtown** (CCC, OCH, DJC) / 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. / Saguaro Room

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

DOWNTOWN		5 YEARS	
<b>25 YEARS</b>	Anita Beery ●■	Melissa Alderman-Mendez ●■	Liz Kauffman ●■
Mark Jensen ●■	Grace Colosimo ●	Charles Allen ■	Ana Luna ●
Darlene Pierson ●■	Barbara James ●	Deborah Brooks ●■	Tonia Melius ●■
	Beth Kredit ●■	Wendy Brown ●■	John Morley ●■
	Rebecca Miller ●	Sandra Carrillo ●■	Diane Rexinger ■
<b>20 YEARS</b>		Marian Corriveau ●■	Linda Rubalcaba ●■
Linda Domanico ■	<b>10 YEARS</b>	Sally Enteman ●■	Margarita Serrano ●
Phyllis Hartloff ●■	Elisa Canas ■	Judith Flowers ●■	Joseph Sims Jr. ●■
Angela Northrop ■	Cynthia Ferriegel ●	Olivia Gable ●■	Will Smith ■
Carol Miller ■	Lora Gilbert ●■	Margaret Gardner ●	Valerie Stevens ●
Mary Rogers ●■	Cynthia Kurtz ●■	Andi Gonzalez ●	Anna Valenzuela ●■
Maridel Soileau ●	Barbara Navarro ●■	Jo Harbour ●■	
	Linda Samson ●	Jules Herbuveaux ●■	
<b>15 YEARS</b>	Reta Sneddon ●■	Carole Hernden ●	
Darlene Anderson ●■	Larry Spoehr ●■	Bianca Hudson ■	
Joyce Auchinleck ●■			



## Office introduces new steps called, "the Box Trot"

While ballroom dancing has the Fox Trot, the Fileroom has the Box Trot. The Box Trot is the new steps Clerk officials recently introduced when it disposed the first box of court documents as a result of the 1/1/07 initiative (which is the new procedure to allow the Office to dispose of the paper documents received after Jan. 1, 2007).

This month, Clerk staff commemorated the moment of disposing the first box of court documents by taking photos of this historical

Office event. The first box contained 2,500 documents and 6,000 pages.

Once the documents are disposed in a recycling bin, the bin is locked and then delivered to the contracted vendor who shreds them.



Michael Jeanes disposes the very first box of court documents as a result of 1/1/07.



Staff who participated in the 1/1/07 effort and were at the Historic Office First Box Disposal Event. **Top photo** - (front, left to right) Michael Jeanes, Tina Barrett, Donna Hall, Chinue' Moore, Kathryn Kraus. (2nd row) Eva Castillo, Linda Wagman, Anamae Beard, Cheryl Marzella, Ramon Flores, Janeene Carrillo, Kate Folk. (3rd row) Carol Schreiber, Adam Marquez, Rebecca Shanks, Steve Lauer, and Ken Lindler. **Lower photo** - (L to R) Sylvia Anderson, Joyce Auchinleck, Patricia O'Reilly, Ed Morris, Donna Hall, Michelle Monick and Elizabeth Castaneda.

CUSTOMER SERVICE CENTER		15 YEARS	
<p>"Citizens Serving Citizens" SERVICE AWARD Congratulations on your years of service to Maricopa County Government.</p>	Linda Johnson ●	Angelique Rodriguez ●■	Scott Hensel ●
		Stella Rodriguez ●	Aaron Jones ■
		Julie Summers ●■	Kathryn Kruse ●
<b>10 YEARS</b>			Jay Mayse ■
Diane Barnes ●■	<b>5 YEARS</b>		Veronica Olivas ●■
Cheryl Marzella ●■	Carmen Diaz ●■		Helen Rodriguez ●■
Luther Morris ●	Melanie Fay ●■		Elnora Snyder ●■
William Cruz ●■	Feliz Gorny ●■		Edith Witherspoon ●■

➔ More service pin recipients are listed on page 2...

# Michael's

message



Michael K. Jeanes  
Clerk of the Court

## A short story about customer service

Here is a short story to keep in mind as we serve our customers each day:

Years ago, a 10-year-old boy approached the counter of a soda shop and climbed on to a stool. "What does an ice cream sundae cost?" he asked the waitress.

"Fifty cents," she answered.

The youngster reached deep in his pockets and pulled out an assortment of change, counting it carefully as the waitress grew impatient. She had "bigger" customers to wait on.

Well then, how much would just plain ice cream be?" the boy asked.

The waitress responded with noticeable irritation in her voice, "Thirty-five cents." Again, the boy slowly counted his money. "May I have some plain ice cream in a dish then?" He gave the waitress the correct amount, and she brought him the ice cream.

Later the waitress returned to clear the boy's dish and when she picked it up, she felt a lump in her throat. There on the counter, the boy had left two nickels and five pennies. She realized that he had had enough money for the sundae, but sacrificed it so that he could leave her a tip. **The moral:** Before passing judgment, first treat others with courtesy, dignity, and respect.

The article on the right (What does customer service mean to you?) relates well to this story. It has comments from our own staff about customer service.

## What does customer service mean to you?

Recently, employees were asked by the Public Affairs Office, "What does customer service mean to you?" Numerous responses were received. Below are some of the comments:

- ◆ "Not just doing the expected, but doing the unexpected." - **Darrell Brinkley**
- ◆ "Understanding and anticipating the needs of a customer, and then meeting/exceeding their needs by providing a necessary service in a prompt, courteous, and accurate manner." - **CJ Allen**
- ◆ "Turning a frown upside down, or at the very least keeping a smile right side up." - **Robin Tomlinson**
- ◆ "Treating others the way you wish to be treated if you were in their situation. Going the extra mile." - **Sharon Wilson**
- ◆ "To be calm, courteous, and helpful beyond expectations; to take ownership of the customer's needs and follow through; and to keep a positive and helpful tone of voice." - **Leslie Wilkins**
- ◆ "Making an honest commitment and finding true satisfaction in reassuring another person that we sincerely care about them." - **Sheri Jaffe**
- ◆ "Assisting a customer with any questions or concerns that they may have, and making them feel important and valued. It's the process of finding answers for the customer in a timely and accurate manner and showing genuine concern for the customer's needs." - **Rick Hutton**
- ◆ "The ability to provide your skills in taking care of both internal and external customer needs in a timely, professional manner, and performing these duties with courtesy and enthusiasm." - **Rick Bennett**
- ◆ "Using integrity, court knowledge, and courtesy. Helping with questions." - **Madonna Anderson**
- ◆ "Making someone's life easier, while bringing a smile to their face." - **Sally Valdez**
- ◆ "Listening, empathy, searching for information, and delivering in a timely manner with a 'can do' attitude and a 'happy to do it' disposition." - **Sue Baldwin**
- ◆ "Being helpful and meeting the customer's need in a professional, courteous, respectful, knowledgeable, and timely manner." - **Ed Morris**
- ◆ "When you see a happy, satisfied, content and/or relieved face on the person that you assisted, then you know what customer service is." - **Mitzi Munoz**

## ...Service pin recipients continued

SOUTHEAST ADULT/JUVENILE		DURANGO JUVENILE	NORTHEAST
<b>30 YEARS</b> Kim Dollins ●	<b>5 YEARS</b> Joe Alnether ●■	<b>25 YEARS</b> Melody Tinsley ●	<b>15 YEARS</b> Kelle Dyer ●■
<b>25 YEARS</b> Al Ogawa ●■	Michelle Brady ●■	<b>20 YEARS</b> Janet Price ●	<b>10 YEARS</b> Beverly Clement ●■
<b>20 YEARS</b> Patty Enyart ●■	Debora Celaya ●■	<b>10 YEARS</b> Maria Aldaba ●■	<b>NORTHWEST</b>
<b>15 YEARS</b> Esther Chavarria ●■	Angela Colson ■	<b>5 YEARS</b> Arlene Chee ■	<b>5 YEARS</b> Diane Berkland ●■
Elva Martin-Mendoza ●■	Joann Cumming ●■	Michael Lane ●	Jackie Ortiz ■
Kathy Whittiker ●	Jessica Folts ●■	Cindy Malnar ●	
<b>10 YEARS</b> Cruzita Minero ●■	David Lett ●■	Rachel Robles ●■	
Anne Pagel-Spaulding ●■	Irasema Martinez ■		
	Veronique McClelland ●■		
	Katie Meade ●■		
	Patti O'Dell ●■		
	Jennifer Shaska ■		
	David Steinmetz ●■		
	Joanne Wallace ●■		

**SERVICE!**

## Alaska - land of the Iditarod and the "Iditaread 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 sand-railing in Calif. This month, it is seen with an employee bicycling in Alaska.

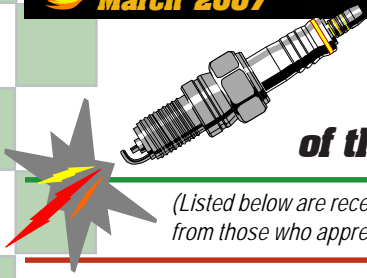
Pictured here is Public Affairs' **Len Keso**, who posed with the newsletter on a bicycle trail in Anchorage, Alaska.

Employees may submit photos of themselves 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 with your name and a photo description.



Ninety-five percent of the 1,368 court customers who participated in the CourTools survey said they strongly agreed or agreed that "court personnel treated them with courtesy and respect."

**More responses will be printed in the April issue of Record Times.**



## 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 **Richard Lopez and his staff in Court Supply** for always coming to my rescue. Twice in one week, I needed them to make a special trip to bring us toner and deliver a file to a downtown judge for a hearing. They responded immediately! It's nice to work with such valuable people." — *Kiera Molina*

"We would like to give **Merriel Trombley and Mark Leong** a BIG THANK YOU for all of their help in training with the Credit Card Pilot on behalf of the Family Court Filing Counter." — *Anna Valenzuela*

"I want to thank my co-workers, who helped me while I was gone for a week on a family medical emergency. I couldn't have done it without their help. Thank you **Christine, Jessica, and Annette!**" — *Sylvia Rosales*

"I want to thank ITG's **Dar Unger** for finding a printer to fit in my courtroom in less than a day. He is always so helpful and wonderful to work with." — *Donnielle Chavarria*

"I want to give a very big thank you to the auditor/trainers **Joseph Sims, Laura Lyon, CeCe McDermott, Joycelyn Mathews, and Dora Sandoval**, who have helped me with my transition into my new auditor/trainer position at the SE facility. They have made me feel welcome and have tremendously helped me. I feel blessed to be working with such wonderful people. I would also like to give a big thanks to **Kathy Whittiker** and **Franci Smock** for their patience and kindness in my transition period." — *Angela Colson*

"I would like to tell the world what a great job **Bianca Hudson** in Criminal EDM and Fileroom Supervisor **Ed Morris** did helping me resolve an issue with a file in record time." — *Susan Baldwin*

"I want to thank **Dora Sandoval** for always watching my back. You are a gem." — *Carol Eccel*

### OTHER COMPLIMENTS

Public Affairs Manager Aaron Nash sent an email to Court Supply Supervisor Bob Prater to commend the work that Facilities' **Ron Pitts** did for him in his office. He said, "Just letting you know my shelves are up and I haven't had any problems. Ron put them up and stopped in the next day to make sure everything was just right. Your staff is consistently great to work with and make it their business to go above and beyond every time."

A customer recently sent an email to the Office through the customer service page on the website. She said, "This a great website that makes it very easy to view and search court documents. I often need to obtain court documents from different states. This is probably the easiest website I have ever dealt with."

A pro tem judge sent an email to the Office complementing the "really exceptional staff people" he has working with him. One of the individuals he was referring to is Northeast Courtroom Clerk **Alex Ocanas**.

*Recordsetters know how to move fast to serve their customers and get the job done*



Superior Court Judge Cathy Holt sent an email to CSC Fileroom Supervisor Ed Morris to express her appreciation for the work **Jacqueline Rodriguez** performed for her. She said, "I wanted to let you know how helpful Ms. Rodriguez was to my division on Wednesday. We had an issue. The files were from the mid-1990s, and therefore, not on the system. I had a jury waiting. Ms. Rodriguez arranged to have the files delivered in an expedited manner. I really appreciate the swift action."

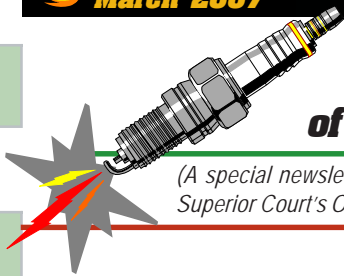
Financial Services' Darrell Brinkley sent an email to Business Analyst **Pat Percival** to commend her and the other PFDC members. He said, "What a great job you and everyone on the committee do. There is so much good information being shared and reported at the meetings...and you provide the most concise minutes I have ever seen. I know sometimes you must think some of us take the committee and its efforts for granted. We do not. Please keep doing what you do so well."

### CUSTOMER CARD COMPLIMENTS

#### Civil Filing Counter

- **Nicole Zamora** was extremely helpful in our situation.
- **Melissa Swiderski** was very friendly and knowledgeable. She rules!
- Good job and prompt service by **Lori Cummings**.





# 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 Courtroom Clerk **Erlinda Parrish** on the birth of her 8 lb. grandson on Feb. 23. Her new grandchild's name is Luis Manuel.
- Congratulations to Northeast EDM's **Hector Castaneda** on the birth of his 9 lb. 12 oz. baby boy on Feb. 17. His new son's name is Daniel.
- Congratulations to Micrographics's **Ruby Davison** on the birth of her 7 lb. 12 oz. baby girl on Feb. 22. Her new daughter's name is Jessica Marie.
- Congratulations to Customer Service Center's Change of Venue Clerk **Christine Goodwill** on the birth of her new 9 lb. 3 oz. grandson on Feb. 23. Her new grandchild's name is Jake Robert.

## NEW EMPLOYEES

- **Appeals** - Melissa Samel
- **Billing and Deferral Unit** - Rachel Cabrales
- **Civil Docket** - Brisa Sanchez
- **Civil Filing Counter** - Terrance Swan
- **Courtroom Clerks** - Chris Danos, Marjorie Kennedy, Linda McNamara, Eric Toledo, Samantha Byfield, Jordanna Heath
- **Court Supply** - Andre Corriveau
- **Document Management Services** - Gene Guidas
- **Early Disposition Court** - Angelica Laguna
- **Family Court EDM** - Lorena Perez
- **Family Court Filing Counter** - Lakiesha Nelson
- **Grand Jury** - Juanita Hernandez
- **RCC Downtown** - Stephanie Coombs
- **Southeast Juvenile** - Julie Erb



## OFFICE ANNIVERSARIES

The following employee celebrates a milestone Office anniversary in March:

**10 YEARS – Sonia Canez**

## ON THE MOVE

- **Kristin Edwards** transferred from Civil Docket to Civil eFiling.
- Courtroom Clerk **Gina Nevitt** was promoted to be the new court operations supervisor for Document Management Services.
- **Ron Pitts** transferred from Central Court Supplies to Facilities Management.

## EXTENDED HOURS/SATURDAY COURT NEWS

The following employees and managers are participating in the Extended Hours Court for Family Court and Juvenile Court (which opened Jan. 30) and the Saturday Court sessions (which opened Feb. 3):

**Juvenile** - Shannon Ward, LaVerne Willkomm, Robert (Bob) Jordan, and Cindy Malnar

**Northeast** - Alexander Ocanas, Cynthia Kelly, Linda Crawford, and Gerri-Lynn Cohen

## SPOTLIGHT



**Name:**  
Rick Hutton  
**Department:**  
Business Analyst,  
Strategic Planning  
**Hometown:**  
Phoenix, AZ  
**Family:** Wife - Karri

/ **Daughters** - Emily (8) and Amy (6)  
**Birthday:** June 17  
**Years With Clerk's Office:** 4 years  
**Favorite Activity:** Reading, movies, or sports (I can't decide)  
**Least Favorite Activity:** Cleaning  
**I'm Proud Of:** Working and paying my own way through college - no loans!  
**The Most Adventurous Thing That You've Done:** Several river rafting trips with rapids at the highest (5 and 6) levels  
**My Favorite Meal:** Shredded beef flautas, side of refried beans, chips and salsa, Dr. Pepper  
**A Dream I Have Is To:** take a two-week rafting trip through the Grand Canyon  
**A Pet Peeve:** Lack of common courtesy  
**Two People You Would Like To Have Dinner With:** Stephen Hawking and Barack Obama  
**What Was Your First Job:** In 1981, I worked at the McDonalds at 32nd St. and Shea. It is still there.  
**Nobody Would Believe It If They Knew...** that I shared a dinner and margaritas with Morgan Fairchild, Gary Puckett, Deforest Kelly, Jimmy Buffet, and Sally Fields.



**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@cosc.maricopa.gov](mailto:LKeso@cosc.maricopa.gov)  
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