

Record Times

Vol. 12 No. 8

August 2006

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

Scan-tastic project goes back to go forward



The Clerk of the Court's Office began going back to go forward this summer. In June, the Office began a pilot project to "backscan" all inactive Civil cases. The project seeks to convert between five to six million images and is being performed by a contracted vendor called AMCAD. To date, prepping and scanning of 1999 CVs has begun and the quality control for CV 98s is almost complete.

This project is helping build the repository of available electronic images as the Office moves forward with the Electronic Court Record (ECR). Currently, the Office's repository contains about 11 million electronic documents from filings in Criminal, Civil, Family Court, Mental Health, and Tax cases dating back to 2002, and Probate cases dating back to 1997.

The pilot project increases the amount of electronic images available, improves case researching efforts as microfilm and microfilm equipment are not needed, allows more than one person to access the file, and reduces storage.

In the future, the pilot project will also consist of converting the electronic images to microfilm. After evaluation of the pilot, a future goal for the Office is to expand this project to all inactive cases regardless of the case type or year.

County providing way to remember 9/11

This year marks the 5th anniversary of the 9/11 terrorist attacks. The County's Office of Communication hopes to feature a special display on "Remembrance of 9/11" that contains personal stories and photos of county employees and their family members sharing how 9/11 affected their lives. The display will be available Sept. 5 - 15 in the Lobby of the Maricopa County Administration Building, 301 W. Jefferson, 1st Floor.

They are asking employees to share their September 11 stories, such as Where were you when you heard the news? What were you doing? Has your life changed since that day? How did you cope with this disaster?

They plan to feature several stories as a tribute to the victims and heroes of September 11, 2001. Employees may also include a photo for the exhibit (electronic copy in jpg format). Employees should send stories and photos, no later than Thursday, August 24 to Nancy Santos at nsantos@mail.maricopa.gov.

The eFile smile coming

On Sept. 1, the eFile smile will be seen on the faces of several court officials.



This is the day when Criminal eFiling takes a monumental step and becomes available throughout the entire case

type at all court locations.

Currently, eFiling is being utilized by two DUI divisions, one criminal downtown trial division, and five criminal divisions at Southeast (eFiling at all of the SEA CR Trial divisions was completed on Aug. 1). However on Sept. 1, eFiling will be available at all court locations, including the 15 criminal divisions at the Court's downtown location.

Initially, this change will be available to county agencies only, but the Clerk's Office and Court are planning to expand this service to private attorneys. Criminal case types are a logical step for expansion of eFiling to the public, due in part to the low percentage of pro se defendants compared to the other case types.

Did you know...

Last year, the Clerk of the Superior Court employees donated the following funds/items to help those in need in the community:

- More than \$4,000 to the Maricopa County Combined Charity Campaign, which assists non-profit agencies;
- 302 pairs of socks and 199 pairs of shoes for the homeless;
- 2,355 articles of clothing and thousand of toiletry items for the homeless;
- 265 new toys for children in the community during the holiday season.

DONATION
BOX

Electing to help on Election Day

The Maricopa County Deputy Elections Director Linda Weedon says there is a tremendous need for Election workers for the Sept. 12 Primary and Nov. 7 General 2006 elections. The Elections Department must staff 1,142 polling sites throughout the county. They are making an appeal to county employees in hopes of filling the positions. Employees who are interested in working, may call 602-506-1511 for more information about pay, responsibilities, and dates.

Michael's

message



Michael K. Jeanes
Clerk of the Court

Keep growing, keep going

According to the final results of the 2005 Census Survey, Maricopa County continues to grow at a rapid pace, gaining more than 600,000 residents over the past five years. The survey reported that as of Sept. 1, 2005, Maricopa County's population was 3,700,516 – an increase of about 20.5 percent since 2000.

This growth is incredible and it is impacting our Office. There are more people who are in need of the services we provide,



which makes all of our efforts to implement the electronic court record (ECR) even more imperative. ECR will dramatically help us meet the increasing demand for service in an efficient and expedient manner.

I want to share with you a comment our Office recently received from one of our new customers, Stan O'Dell in the Attorney General's Office, who uses OnBase. OnBase is the program designed to manage the processing and retrieval of the Office's electronic images. He said, "Our staff is very pleased with OnBase. It has made work easier for many employees. People seem to like the site and the navigability. Our overall satisfaction level is excellent."

This is great news to hear and it demonstrates that we are on the right track to meeting the growing demands of our customers. I expect that we will receive many more compliments as we continue to expand the ECR and strive to provide excellent service. Thank you to everyone who is working hard to help us meet the needs of our growing community through ECR and our many other efforts.

Maricopa County Diversity Report now available

Maricopa County's Office of Diversity has released its first Annual Report on Diversity. It is available on-line at: <http://www.maricopa.gov/Diversity/> and includes county diversity statistics and accomplishments. In May 2004, the County launched the Diversity Program with nine initiatives for departments to embrace diversity as an integral and evolving part of the Maricopa County culture.



What is 1/1/07?

Almost seven years ago, the date 1/1/00 (Y2K) was an important day outside the Office. Today, the date 1/1/07 is an important day within the Office. January 1, 2007 is the date that Clerk of the Court Michael Jeanes has set as the goal to no longer place paper into the hard copy files (Adult Case Types only). There are two important requirements that must be met to meet this goal: obtain authorization from the Chief Justice to destroy the paper documents and ensure a reliable backup electronic system.

Two major operational changes being addressed by the Office's 1-1-07 Steering Committee are that documents file stamped 1/1/07 and forward will not be put into a case file and that new complaint file folders will not be created after 1/1/07. Instead, the paper documents will be scanned, audited, and then destroyed. Without paper, the electronic image becomes the original and official court record.

Employees can ask their administrator for more information about 1-1-07 and watch for articles in future issues of *Record Times*.

The Court-struction zone

Construction on the new 5-story, 254,300 square-foot Downtown Justice Court Center is on schedule. The facility will house five justice courts and eight county departments, including the Administrative Offices for the Clerk of the Court. County officials are projecting departments will be able to move into the new facility by the end of November. The Clerk's Office is tentatively scheduled to relocate on Dec. 12. The building is located at 620 W. Jackson St., across from the Customer Service Center.



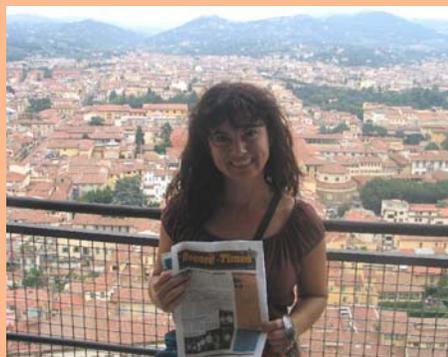
The Downtown Justice Court Center

Newsletter travels to its second European country this summer

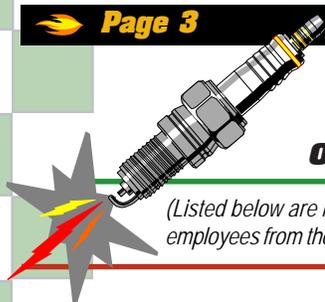
Each month, employees are invited to submit a photo of themselves reading the *Record Times* on their vacation. Last month, the newsletter was seen in England. This month, it is seen in another European country.

Pictured here is ITG's **Andrea Wolfe** posing with the newsletter from the top of Duomo in Florence, Italy

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 Len Keso with your name and a photo description.



A video screen has been installed in the County Admin. Lobby that provides news and traffic reports.



Recordsetters of the Clerk of the Court' Office

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

CUSTOMER SURVEY CARD COMPLIMENTS

CUSTOMER SERVICE PUBLIC COUNTER

- "Love the whole group. Excellent customer service."
- "Margaret was very helpful. She also gave me important information."
- "This must be the fastest service in town. Thank you. You all need raises."
- "Excellent help from **Debra Cooper**."
- "Best court records facility I have ever used."
- "Veronique was great. Very professional and helpful."
- "I expected to wait a long time, yet I was in and out in 15 minutes."

CO-WORKER COMPLIMENTS

"Thank you to everyone who gave me support during the difficult time with the loss of my father. I am so grateful to have the privilege of being a part of the Clerk of the Court team." – **Merriel Trombley**

"A BIG thank you is sent to **Penny Boettcher** and the **Civil Courtroom Clerks** for the assistance they provided me in a Civil matter that was handled at Durango Juvenile. Without them, I would be lost. What a great team they are." – **Alicia Burd**

"I want to thank the person or persons who donated time to me while I was out on medical leave. It was greatly appreciated." – **Yvonne Thompson**

"I send a thank you to **Penny Boettcher** for her steady, confident leadership style, her availability, accessibility, and for her diligent, seemingly endless capacity to research and resolve issues daily." – **Andi Gonzalez**

"I want to give my appreciation to the gals in **EDC (Laura Franco, Lorraine Sheehan, and Lorie Stroud)**, who took time out of their very busy calendars to train me. They are wonderful, knowledgeable, and made my training easy to follow and fun to learn. Thanks again for all of their continued help." – **Vanessa Alvarez**

"My great gratitude goes out to those who assisted with plumbing issues that Exhibits and Appeals work units experienced. A big thanks goes to **Bob Prater** and **Fred Rubalcaba** for their help with the clean-up and getting the area re-established. A BIG thank you to the staff for their commitment, determination and flexibility while temporary work locations were arranged. WHAT A GREAT TEAM!" – **Vonda Culp**

EMAIL COMPLIMENTS

From **ITG's Reggie Graham** to **Accounting Operations Manager GeorgeAnn Smith** – "**Harriette Bills** is a wonderful person to work with. During the Bank of America transition, Harriette was able to help me follow along with the process from Cash Management to understanding account reconciliation. Whenever I have a question about the Cash system and/or Accounting, Harriette has proven to be a reliable source of information. She is ALWAYS pleasant to speak with and has a very professional demeanor. Harriette has a level of patience and professionalism that should be emulated by ALL staff."

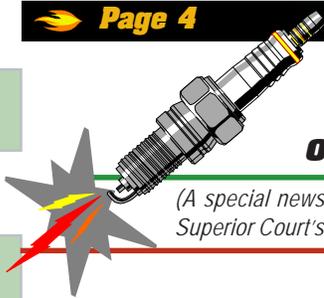
OTHER COMPLIMENTS

An attorney wrote Michael Jeanes a letter to compliment the service he received from Civil Filing Counter's **Mark Leong**. He wrote, "Just a brief note to let you know what a wonderful and professional job your office is doing. As you are aware, every four years there is an election and with the elections come petition challenges. Sometimes our memories of some of the procedural matters and technicalities escape us. This date, I received a very welcome call from Mark Leong advising that I had been remiss in not providing a proposed form. I am particularly grateful for Mr. Leong's time and patience in alerting me to this. I believe strongly more than ever that your office is doing an outstanding job. Congratulations on the excellent work. My strong compliments to Mr. Leong for his service and professionalism."



Michael Jeanes received a letter of appreciation from the Chief Civil Deputy County Attorney from Mohave County for the excellent service she received from **Cheryl Marzella, Edith Witherspoon, and Jessica Ireland**. She requested copies of two cases from the 1960s and 1970s. She said that within an impressively short time period she received copies of the cases. She added it was apparent that Edith was very thorough in copying the documents. She concluded her letter to Michael saying, "Please convey our sincere appreciation for all the hard work that was done on our behalf. You must be very proud of the excellent customer service provided by members of the staff."





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.)

MARRIAGES



• Congratulations are sent to Juvenile Durango Courtroom Clerk **Karen C. Alvarez**, who married Richard Jimenez on July 21. They plan to go to Hawaii for their honeymoon in October/November.

BIRTHS

- Congratulations to ITG's **Suzanne Kendall**, who became a grandmother to an 8 lb. 7 oz. baby girl on June 28. Her new granddaughter's name is Lillyana Minette. She is Suzanne's second grandchild.
- Congratulations to ITG's **David Griego**, who became the proud father to a 7 lb. baby boy on June 27. His son's name is Alexander David.

ENGAGEMENTS

- Congratulations to License Services' **Cecilia Alfaro**, who became engaged on June 12 to Gerald Arndt Jr.

NEW EMPLOYEES

- **Courtroom Clerk** - Troy Kelley, Susan Oergel, Linda Crawford, Claudia Strup, Rebecca Outland, Rebecca Miller
- **Disposition/Abstracts** - Kathryn Folk
- **Downtown Family Court EDM** - Susana Villaverde
- **Fileroom** - Crystal Williams, David Quinonez, Chinue Moore, Melissa Martinez
- **Grand Jury** - Brenda D'Amico
- **Micrographics** - Trena Chamberlain, Donna Davault
- **NE License Services/Customer Service** - Mary Harris

OFFICE ANNIVERSARIES

The following employees celebrate milestone Office anniversaries in August:

20 YEARS
William Cruz



10 YEARS
Diane Barnes, Linda Samson, and Cruzita Minero

15 YEARS
Joyce Auchinleck and Anita Beery

5 YEARS
Elnora Snyder, Carole Hernden, and Linda Rubalcaba

AWARDS/HONORS

- **Patricia Burnett** 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

- **Karina Orendain** transferred to Micrographics from Document Filing.

SPOTLIGHT

Name:

Nina Parmar

Department:

Micrographics

Hometown:

Baroda, India

Family:

Husband - Ken

Daughter -

Asha / **Son** - Ashish

Birthday: January 3

Years With Clerk's Office: Six

Favorite Activity: I love cooking

Least Favorite Activity: Ironing

Something That I'm Proud Of Is: My daughter and son because they are such good children

The Hardest Thing That You've Done: Coming to the U.S.A.

My Favorite Meal: Chicken and rice my way

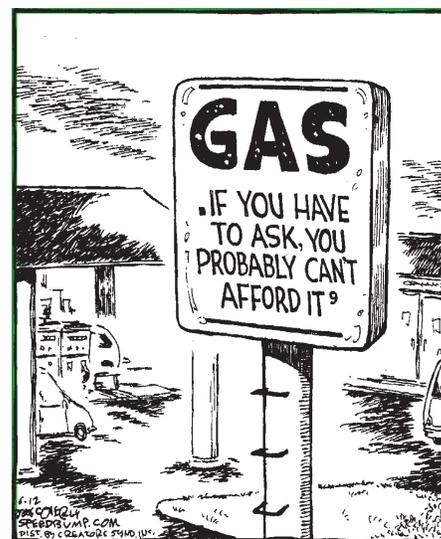
A Dream I Have Is To: go back to India

A Pet Peeve: When people do not pick up their mess

Two People You Would Like To Have Dinner With: The president of the United States and Amitbchan (a superstar of India)

What Was Your First Job: I was a nurse

Nobody Would Believe It If They Knew... that I had an arranged marriage



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