

Record Times



Vol. 12 No. 2

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

FEBRUARY 2006

Survey reveals how satisfied we are with work



In November, Clerk of the Court employees participated in an Employee Satisfaction Survey. The complete results were recently released and are available on the COCWEB in the "Employee News" section. The following are some of the survey results (2 = Very Dissatisfied and 8 = Very Satisfied):

- Overall Satisfaction - 5.84
- Information You Have To Do Job - 6.22
- Job Makes Good Use of Your Skills - 6.25
- Decisions Made At Right Level - 5.6
- Amount of Work Expected of You - 6.04
- Job Related Training Opportunities - 5.92
- Interest Expressed in Your Welfare - 6.04
- Feeling of Accomplishment From Work - 6.38
- Feedback on Your Work - 5.67
- Input You Have in Planning - 5.55
- Unit Focuses on Customer Satisfaction - 6.62
- Equipment and Supplies - 6.27
- People You Work With - 6.61
- Your Benefits - 6.75
- Job Security - 6.69
- Recognition Received - 5.50
- Working Conditions - 6.11
- Kind of Work You Do - 6.61
- Pay Based on Perform. - 5.77
- Space To Perform Job - 5.75
- Improvement Opportunities - 5.93
- Value Placed on Your Work - 6.13
- Positive Work-Environment - 5.73
- Communication w/i Dept. - 5.51
- Fair Pay in Relation to Job - 5.55
- Safe Work Environment - 6.41

New technology is bringing change to passports

Each year, the Clerk of the Court's Office processes thousands of passports applications. The volume changes each year. In fiscal year 2004 - 2005, the Office processed 17,035 applications. In 2003 - 2004, the Office processed 21,335 applications. This year the volume will change once again, but that is not the only thing that you will see change regarding passports in 2006.



According to a Department of State news release, U.S. passports issued after October 2006 will contain embedded radio frequency identification chips that carry the holder's personal data and digital photo. The new passports promise to deter passport theft and forgeries, as well as speed up immigration checks at airports and borders.

The new passport chip will also have adequate storage room in case additional data, fingerprints, or iris scan biometric technology is added in the future. The chips, embedded in passport covers, can instantly broadcast their data to immigration officials with the right scanning equipment from a distance of a few inches. This allows officials to compare the information on the chip to the rest of the passport and to the person actually carrying it. Discrepancies could signal foul play.

Maura Harty, asst. secretary of state for consular affairs, said, "Embedding biometrics into passports to establish a clear link between the person issued the passport and the user is an important step forward in the effort to strengthen border security."

The change to electronic passports will not impact the processing of applications for the Clerk of the Court's Office.

Busy serving those in love on day of love

Valentine's Day is a day for "couples in love." It is also the day that many couples love to purchase a marriage license. Traditionally, Valentine's Day is the busiest day of the year for the Marriage License and Passport Offices. On average, they issue almost double the amount of licenses on that day than they do on a normal business day. This year was no exception. Staff issued 91 licenses on Feb. 14. On an average day, they issue about 42 licenses.

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

- ♥ 87 licenses in 2005
- ♥ 92 licenses in 2004
- ♥ 104 licenses in 2003
- ♥ 90 licenses in 2002
- ♥ 103 licenses in 2001
- ♥ 98 licenses in 2000
- ♥ 102 licenses in 1999



The building up a new court facility. Above is a recent photo of the construction of the new 254,300 square-foot Downtown Justice Court Center (DTJC). The Clerk's Office will have offices on the 3rd floor of the five-story building. The DTJC building is projected to be completed in December.

Michael's

message



Michael K. Jeanes
Clerk of the Court


A boulder in the road

The following is an anecdote about facing obstacles, which we all encounter from time to time at work and home.

Once in a foreign land, a king had a boulder placed in the middle of a well-traveled road. Then the king hid himself from view, and watched to see what would happen.

Wealthy merchants whom the king knew well saw the boulder and stepped around it. Courtiers came and when they saw the boulder they walked around it as well.

It came to pass that many people criticized the king for not keeping the road clear, but no one in the kingdom did anything to get the giant stone out of the road.



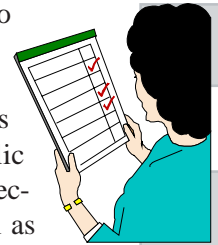
One day, a peasant came down the road carrying a load of vegetables. When the man saw the stone, he laid down his load and commenced in trying to move the stone. After a great effort, he finally was able to move the boulder. When he went back to the road for his vegetables, he noticed that in the place where the stone had been there was a beautiful red purse. The peasant picked up the purse and saw that it was filled with many gold coins and a note from the king saying the gold was for the person who moved the boulder from the road.

The moral: What other people see as an obstacle can be an opportunity for the person who faces it head on.

Our Office has many goals to reach as we move forward with the Electronic Document Management System, among other projects. As we walk this road into the future, I am sure we will encounter some obstacles along the way. Let's not be afraid to face those obstacles head on. Who knows, the results may provide opportunities that we wouldn't have imagined.

Find out where it is safe to eat, swim

The County Environmental Services Office has redesigned its website to make it easier to search for on-line reports of public records, such as restaurant and public swimming pool inspection ratings, as well as environmental complaints.



To view the new feature, visit <http://www.maricopa.gov/envsvc/envwebapp/>. Under the "Quick Search" box look for "Research Corner" to access food establishments by category and permit type, or to access complaints data.

Information is available by categories and/or cities. Complaints reported to the County regarding any restaurant or food-establishments and public swimming pools, as well as environmental-related complaints are available on this webpage.

Top 10 court websites

The 2005 top 10 Court website awards were recently announced by Justice Served. The Clerk's website was selected for this honor in 1999. More than 3,000 court websites were reviewed. The 2005 winners are:

- 1 - Superior Court California www.sbcourts.org
- 2 - National Center for Courts www.ncsonline.org
- 3 - Indiana Courts www.in.gov/judiciary
- 4 - San Mateo County Superior Court www.sanmateocourt.org
- 5 - Louisiana Supreme Court www.lasc.org
- 6 - First Judicial District of Penn. <http://courts.phila.gov>
- 7 - The Missouri Judiciary www.courts.mo.gov
- 8 - Australia Northern Territory Gov. www.fru.nt.gov.au
- 9 - Vermont Judiciary www.vermontjudiciary.org
- 10 - Hawaii State Judiciary www.courts.state.hi.us



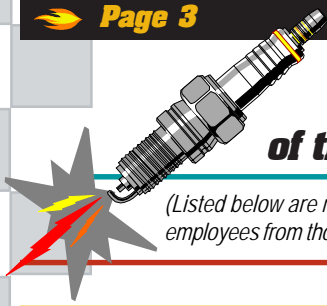
Final newsletter photo contest winners are both seen in Las Vegas

Several months ago, the *Record Times* conducted a photo contest asking employees to submit photos of themselves reading the newsletter while they are on vacation. Winners were selected in seven different categories. For the past several newsletter issues, the winners of that contest have been featured in this section. This month are the final two photo winners from the contest.

Photo 1 features Civil Filing Counter Supervisor **Merriel Trombley**, who received first prize in the "Most Famous" category. She is posing with an impersonator of the famous Elvis Presley in Las Vegas. In Photo 2 are **Isabel Osuna, Heather Gunnell, Juanita Hernandez, Candice Williams, and Allison Cole** who received second prize for this photo in the "Most Unique" category. They are all posing with the newsletter in Las Vegas. Employees may submit photos of themselves reading the *Record Times* at anytime for this feature. Please send photo(s) to Len Keso - CC-PA.



Maricopa County celebrated its 135th anniversary of countyhood on Feb. 14.



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.)

CO-WORKER COMPLIMENTS

"I want to send thanks to my Support Services/Disposition staff – **Sue Baldwin, Jessica Ireland, Janeene Carrillo, Catherine Diaz, Diana Eaton, Christine Goodwill, Misty Hardman, Rene Howard, Kathryn Kruse, Sylvia Rosales, Annette Tallabas, Tawnie Wells, Sharon Wilson, and Edith Witherspoon.** They have all worked together as a team to complete extra duties while we have had some members out on an extended leave. Thanks to everyone for their hardwork and dedication. I couldn't have done it without you!" — **Cheryl Marzella**

"My kudos to the **SUPER Fileroom people and Sylvia Rosales** at the Customer Service Center for doing the impossible!" — **Madonna Anderson**

"I want to thank **Theresa** and **Crystal** from EDC for training me. They helped me understand so much." — **Margarita Serrano**

"I want to express appreciation to Courtroom Clerk **Michelle Black** for the help and assistance she's given me during training. She has made my training experience a great one and is always willing to offer guidance. Michelle is of great value to the office and I am glad to be working along side her." — **Brandy Lambert**

"I want to give a special thanks to my department. Since receiving the supervisor position for the CCB FC Docket/EDM area, I have felt very welcomed. Staff has had to adjust to changes and have truly demonstrated their teamwork and willingness. They have also shown their patience in my learning and I want to let them know that it does not go unnoticed or without appreciation. They help make my job enjoyable. For all of this and more, I thank you." — **Cynthia Kurtz**

"I want to thank all of the **Fileroom employees** for their hardwork and the staff who works hard transferring files over to the CCB. Thank you for your dedication. I appreciate the back-breaking labor they do." — **Heline Johnson**

"We want to give a BIG THANK YOU to **Kelle Dyer** at the NE Filing Counter for all of the help she gives us on a daily basis. Her ability to answer questions from all four of us at once, take care of her customers, while still keeping a smile on her face, truly amazes us." — **Jared Rutledge**

EMAIL COMPLIMENTS

From Alicia Burd to Cindy Malnar - "I can't express to you how exceptional **Rachel Robles, Cruzita Minero, and Jan Price** are. Every time I need help, they ask if they can help and don't hesitate in the least to put aside what they are doing. They offer extraordinary teamwork and step in for each other without hesitation. I just wanted to let you know how exceptional it is to work with them."

From Judge Mangum to Melody Tinsley - "I want to tell you how helpful **Norma Barron** was. We had a family appear without notice to ask questions about guardianship. Norma brought up the JG file, got the clerk, and was smart enough to find the related JV and JD files. We got the person on the phone and helped solve some questions. Norma was great and worked beyond her job description."

OTHER COMPLIMENTS

Criminal Financial Obligation Unit's **Cathleen Bridget** was the subject of a complimentary letter from a customer she assisted. The customer wrote, "Cathy got me a definitive answer in less than 24 hours. She was so kind and helpful. I am very grateful to her for all she did."

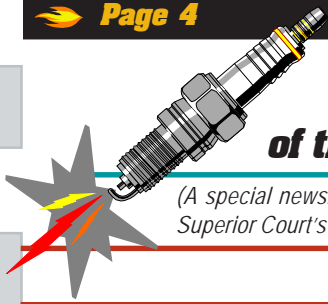


A customer wrote a kind letter about Criminal Financial Obligations Unit's **Jennifer Nerwinski**. The customer wrote, "Jennifer did a detailed printout and faxed it to my home, and then went step-by-step explaining the computer system and how the monies got allocated to different accounts. She was thorough in analyzing the situation. She called me back and explained a discrepancy. With her explanation and print-out, I had the detailed information. She was courteous, patient, and understanding. I am writing to highlight the personal communication and problem-solving skills of Jennifer."

NE Filing Counter's **Jared Rutledge** received a letter from an appreciative customer who he served. The customer wrote, "This letter is in appreciation for your courtesy and the service you provided me. You were very helpful. It was nice to find such a friendly person to help me in such a difficult time and I greatly appreciated your help."

A customer sent a note to compliment SEA's **Sharon Hall**. He said he was impressed with Sharon's professionalism and response time. She returned his call in five minutes and helped him find the correct on-line form. He said it was nice to talk to a friendly person who is willing to answer questions.



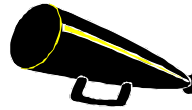


Employee News of the Clerk of the Court' Office

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

NEW EMPLOYEES

- **Accounting** - Sherri Shepard
- **Appeals** - Loretta Schwary
- **Civil EDM** - Jean Morrow
- **Civil Filing Counter** - Lupe Alvarado
- **Courtroom Clerk** - Deneen Dantimo, Trinette Ellman, Lisa Nevenhoven, Barbara Shammass, Dorotha Stephens
- **Criminal Financial Obligations Unit** - Robert Gonzales and Janice Mitchell
- **Customer Service Center Public Counter** - Sally Bates
- **Customer Service Center Support Services** - Misty Hardman
- **Distribution** - Michele Johnson
- **FC EDM** - Angelica Mejia and Alexander Ocanas



EMPLOYEE MOVES

- **Rosalie Cabrera-Razo** transferred from Document Management to become a courtroom clerk at Durango Juvenile.

EMPLOYEE SPOTLIGHT

Name: Tami Sue Mayes
Department: Courtroom Services, Juvenile Division
Hometown: Sedona, Arizona
Family: *Husband* - Bob / *Daughter & Son-in-Law* - Christine & Jake / *Daughter & Son-in-Law* - Erin & Dustin / *Grandchildren* - Brayden & Phillip
Birthday: May 14
Years with Clerk's Office: Since 1992, with one year off from 1995 to 1996
Favorite Activity: Spending time with family and enjoying the outdoors in our 5th wheel and with our pontoon boat (sounds like I am getting old, I know!)
Something I'm Proud of: My children and their accomplishments. They are terrific wives and superb mothers. I'm also very proud of my sons-in-law. One is serving our Country in the Air Force and the other is serving our communities as a police officer.
Hardest Thing You've Done: Each time I have to say goodbye to one of my loved ones, it tears my heart out.
My Favorite Meal: Meat and potatoes, baby!
A Pet Peeve: Unnecessary mouth noises that people make such as smacking, slurping, chomping, etc. and the sound of a popsicle stick running down the tongue of someone (the latter can be compared to fingernails on a chalkboard in my mind). I also loathe semi-trucks and trailers traveling down the freeway at any speed over 65 MPH. I haven't seen any statistics, but I would think it has got to rank up there in the top 10 reasons for fatal accidents on the freeways, especially 1-10.
A Dream I Have Is To: Retire with my husband and travel everywhere in the U.S. that we can think of in our 5th wheel. We plan to become full-time RVers upon our retirement (until I get tired of it, of course).
Two people you would like to have dinner with: Ex-Presidents George Bush and Bill Clinton on the same night....that would be interesting talk.
What Was Your First Job: Waitress at a drive-up hamburger shack.
Nobody would believe it if they knew... that between my husband and I, we have 15 grandchildren.

ANNIVERSARIES

The following Clerk of the Court employees celebrate milestone office anniversaries in February:

5 YEARS

Margaret Gardner, Debora Celaya, Jo Harbour, Jules Herbuveaux, Tonia Melius, Cathy Payne, Liz Russo, Joe Altnether, and Dell Moore

15 YEARS

Beth Kredit



AWARDS

Courtroom Clerk **Linda Talbo** won Harkins movie tickets through Maricopa 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.



Have a Happy
President's Day
on February 20!



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Chief Deputy Editor

**Chris Kelly
Len Keso**