

Record Times



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



The paper trail is getting narrower

The paper trail is getting narrower in the Clerk of the Court's Office. On June 20, attorneys began filing legal documents electronically in Judge Peter Swann's general civil division.

The new system allows attorneys to file from any computer. The documents are then almost immediately available to the judge. Other parties to the case and the public can review the electronic files on computers at the Customer Service Center.



Judge Swann's division is making electronic filing mandatory for cases designated in the e-filing pilot. Once his division is fully operational, plans are to eventually expand the paperless system to additional civil divisions, and ultimately throughout the court system in all casetypes over the next few years. With electronic filing, the court can download the entire file in less than two minutes.

"Electronic filing is a tool that will enable us to cost effectively process the ever increasing volume of documents with speed and accuracy which judges, the legal community, and litigants need," Michael Jeanes said.

Each month, more than 140,000 paper documents are filed with the Clerk of the Superior Court. These hard-copy files take up hundreds of rows of shelving units. The new electronic storage system is a "jukebox" that holds 250 optical disks. Each disk can hold 2.1 gigabytes of images. Approximately, 260,000 pages of paper can fit onto one 5.25-inch optical disk as electronic images.

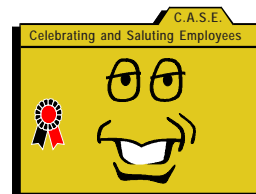
Vert selected as Clerk of the Year

The "Casey's" aren't the only awards that will be seen this summer. There is another award that just recently made its way to the wall of an employee. The award is the Arizona Family Support Council's (AFSC) Clerk of the Year Award and the employee receiving it is Support Finance Supervisor **Don Vert**. The AFSC, which is a statewide organization for child support-related agencies, selected Don for demonstrating dedication to child support beyond the call of duty.



The open CASE

The CASE of "Office Recognition" is still open as more evidence of outstanding employees is brought forth through the annual office employee recognition program, which is called Celebrating and Saluting Employees (C.A.S.E.). Thus far, more than 100 employees from Northwest, Downtown, and Southeast have been proven, without any reasonable doubt, of providing exceptional service for the Office.



Two more award recognition hearings are on the calendar (Customer Service Center on June 28 and Durango Juvenile on June 30) before the final verdict is made on all of those who demonstrated superior service.

Following is a list of the award-winning C.A.S.E. employees who were honored at the June 7 Southeast event.

SOUTHEAST AWARDS

- ▶ **Excellence** – Debora Celaya, Janice Bray, Drayson Alcantar, and Lela Frizzell
- ▶ **Customer Service** – Sheila Sailer, David Steinmetz, Vanessa Martinez, Sharayah Eisler, Veronique McClelland, Jessica Folts, Judy Barney
- ▶ **Leadership** – Carrie Gerhardt, Penny Boettcher, Betty Finney, and Gloria Kuder
- ▶ **Teamwork – Courtroom Clerk Team** - (Patti O'Dell, Karen Stone, Eileen Smith, and Tiffany Soto); **JCC-SEF Team** - (Sheila Sailer, Christine Contreras, David Steinmetz, Karen Walker, Glenn Feltz, Monica Randez, Rita Griebeler, David Lett, Debora Celaya, Patty Enyart, Cynthia Rego, and Diane Hoy); **Southeast Volunteer Support Team** - Angela Allegretti, Cynthia Kurtz, Sharon Hall, Sterling Griffin, Susan Lamarsh, and Janice Bray

COCWEB Preview available - Try it, you will like it

by Anje Anderson

Have you checked on the COCWeb to "See the preview of the New COC Web?" Try it, you'll like it! Progress on the COC Web Portal has been temporary halted to divert IT efforts to other important Rollouts this month which are: E-filing rollout 6/10/05; Civil E-filing scheduled for 6/20/05 – at least some cases per Judge Swann's request; and File Tracking scheduled for 6/24/05.

Michael's

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Michael K. Jeanes
Clerk of the Court

Some summer humor

It is hard to believe that the year is already half-over. I know that it has been very busy in our office with the continuing implementation of EDM, the many other projects upon which we are working on, and the ever-increasing workload due to record population growth in our county. Often, when life does get extremely busy, it can be hard at times to catch every detail along the way. When this happens, it is important to slow down a little, learn

from the mistake, and then move on.

This month, I thought it would be fun to take a break from the more serious news, and share with you some humorous mistakes that people made in writing classified ads. Perhaps, if they would have slowed down a little, they would have corrected the mistake or seen how the ad could be misread.

- Auto Repair Service. Free pick-up & delivery. Try us once, you'll never go anywhere again.
- Dog for sale: eats anything and is fond of children.
- Man wanted to work in dynamite factory. Must be willing to travel.
- Stock up and save. Limit: one.
- Semi-Annual After-Christmas Sale.
- 3-year old teacher needed for pre-school. Experience preferred.
- Girl wanted to assist magician in cutting-off-head illusion. Blue Cross and salary.
- Dinner Special — Turkey \$2.35; Chicken or Beef \$2.25; children \$2.00
- Now is your chance to have your ears pierced and get an extra pair to take home, too.
- Vacation Special: Have your home exterminated.
- Toaster: A gift that every member of the family appreciates. Automatically burns toast.
- For Rent: 6-room hated apartment.
- Used Cars: Why go elsewhere to be cheated. Come here first.
- Christmas tag-sale. Handmade gifts for the hard-to-find person.
- Wanted: Hair cutter. Excellent growth potential.
- And now, the Superstore-unequaled in size, unmatched in variety, unrivalled inconvenience.
- We will oil your sewing machine and adjust tension in your home for \$1.00.

Have a happy and safe summer. Don't let life go by too quickly at work or at home. Take some time to enjoy your families.

Newsletter appears at another world famous location

Each month, employees are invited to send the Public Affairs Office a photo of themselves reading the Record Times while they are on vacation. Last month, the newsletter was seen in the world famous location of Stonehenge in England. This month, it is found in another world famous location that is right here in America.

Pictured here is Courtroom Clerk **Marti Ackermann** who is posing with the newsletter in front of the Statue of Liberty in New York.

Employees may submit photos of themselves reading the Record Times at anytime to the Public Affairs. Please include name, phone number, and a photo description.



New presiding judge

On July 1, Barbara Rodriguez Mundell will become the new Presiding Judge for Superior Court. She was appointed by Supreme Court Chief Justice Charles E. Jones. Mundell will serve a five-year term as Presiding Judge. The Presiding Judge oversees an annual budget of more than \$192 million and is responsible for managing court programs which include education and training of judicial officers, various administrative initiatives, and a range of court services.

Summer photo contest

The Record Times is holding a Summer Photo Contest. A small prize will be awarded to the employee whose photo with Record Times newsletter is selected as the best in one of the following categories:

- 1) Farthest Distance from Phoenix
- 2) Most Creative or Original Photo
- 3) Most Famous Location
- 4) Most Scenic
- 5) Most Humorous



CONTEST RULES

- The contest takes place through July 31 (however, it may be extended into August)
- Photo must have the employee and the newsletter in it
- Photo must include employee's name, phone number, and department
- Photo must include a short description
- Photo must be suitable and printable
- You may submit no more than two photos
- Photos may be in print or electronic format
- Employee may win up to two categories
- Send photos to Len Keso, Public Affairs Office, CC-PA
- Winners will be announced in August

How to reduce postage costs for the office

Below are two ways to reduce postage costs, according to the County's Customer Operations personnel:

1. **Use Postcards.** (Postcards cost a maximum of 23 cents.)
2. **Switch from Overnight to 2nd Day Mail on Friday.** (Unless Saturday delivery is requested, many overnight carriers do not deliver on weekends.)

Recordsetters

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

CUSTOMER SURVEY CARD COMPLIMENTS

Following are comments the public wrote on the office's customer survey cards about the service they received from staff:

Marriage License and Passports

- "Suzanne did a very good job."
- "Suzanne, your smile is contagious."

CO-WORKER COMPLIMENTS

"I want to thank **Michele Delk-Garey**, who has been an inspiration and an exceptional mentor. She has made sure that whatever needs I have that they are met. She is supportive, strong, sharing, knowledgeable, compassionate and respectful of others. I could not have asked for a more qualified individual to direct me."

— **Charlotte Levine**

"I want to give a huge thanks to the RCC-DT staff (**Alison Cole, Pam Dougherty, Patti Carter, and Dyle Sanderson**) and the staff at RCC-SE/EDC (**Carly Smith, Angela Colson, Brandy O'Dell, and Tracy Nalls**) for all of their help. Our department files all Direct Complaint Felony cases for the RCC-DT, RCC-DT, RCC-GL, and EDC-DT and it has been rough, but working as a team, we have done the job with no complaints. They are great people to work with."

— **Theresa Sandoval**

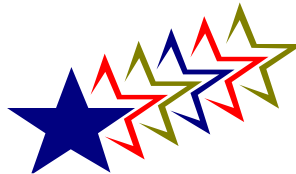
"I would like to thank my co-workers **Dyle Sanderson, Allison Cole, and Patti Carter** in the RCC-DT for all of their hard work and for how they

make everyone who joins the group feel comfortable. I also thank **Rick Hutton** for doing such a wonderful job at performing the work of two people."

— **Pamela Dougherty**

"I would like to thank **Jean Walker** and **Tina Hays** for their assistance in auditing coversheets for me. Their willingness to help when I was overloaded with training and when I went on vacation is greatly appreciated. They are wonderful."

— **CeCe McDermott**



Recordsetters provide All-Star service

"I want to give KUDOS to the **Civil Filing Counter** for their outstanding customer service. We work well as a team and we continue to excel in the customer service field."

— **Reta Sneddon**

"I am thankful for Civil Filing Counter's **Ana Lopez**. She comes back early from lunch when we are short-handed. She switched lunches with me when unexpected family came to visit me. She always sticks around at the end of the day to make sure we don't need any more help. She is a living angel and a valued co-worker."

— **Joy Calhoon**

"I want to commend **Patti O'Dell** and **Angela Sedillo**. They both came to help me out checking in the paperwork when they found out my calendar would run way past 5 p.m. They are great to work with."

— **Jeanine Skuza**

"I want to thank all of the **Filing Counter** staff for making sure the file stamps are correct and dark enough

to see after scanning. Thank you so much. You have made our job at EDM so much easier, and they look nice."

— **Carol Eccel**

"I want to thank **Renee Gillison** for being a great person to work with. She is personable and straight to the point. I think that is a winning combination. I thank her because she promoted change in our area, and as a result of this, I have been able to get to know other staff better."

— **Tracy Dabney**

"I want to thank **Marge Boyett** for all of her help, patience, and encouragement throughout my career path."

— **Patty Fernandez**

"I want to give a very special thank you to **Angie Smith**. She has been my trainer and has been there every step of the way to help me. Without her encouragement, I couldn't have made it. Also, I would like to give thanks to everyone in my office who were there to help when Angie wasn't. Everyone in CFO has been wonderful."

— **Cathy Bridget**

OTHER COMPLIMENTS

Kiera Molina sent a complimentary email to Cindy Malnar about **Lori Morris**. She wrote, "I just have to let you know how much I appreciate Lori. She is an excellent employee. Every time I need a file or paperwork or need something done, she does it graciously. She is always quick, efficient, and thorough at everything I have ever needed from her."

Courtroom Clerk Tonia Melius sent a very kind email to Courtroom Clerk **Barbara Navarro** saying, "You are so wonderful. It is always a pleasure to cover for you. You are the best. Thanks for having all of the bases covered for me."

Employee News

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

— BIRTHS —



• Congratulations to Southeast Courtroom Clerk **Tiffany Soto** on the birth of her 7 lb. 13 oz. baby boy on May 28. Her new son's name is Alexander.

• Congratulations to EDM's **Michelle Monick** on the birth of her 5 lb. 8.5 oz. baby girl on May 23. Her new daughter's name is Emily. Emily is also now the grandchild of CR Exhibits Lead **Sue Littrell**.

— ENGAGEMENTS —

• Congratulations to Document Management Specialist **Diana Facio** who recently got engaged to Matt Rexinger. The couple plans to marry in March, 2006.



— NEW EMPLOYEES —

- **Gloria Begay** — *Fileroom*
- **Rylee Caigne** — *Process Analysis Intern*
- **Annie Fair** — *Fileroom*
- **Michele Grogan** — *Process Analysis Intern*
- **Barbara Kauffman** — *ITG Program Manager*
- **Jay Mayes** — *ITG LAN Administrator*
- **Regina Romero** — *SE CV Docket*
- **Erika Lopez** — *EDM*

OFFICE

— ANNIVERSARIES —

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

15 YEARS

Sandra Ybarra



5 YEARS

Linda Moya and Tina Gonzales

— AWARDS/HONORS —

Movie Ticket Winners

Congratulations to Support Orders' **Tracy Lundblad**, Public Records' **Sharon Wilson**, and Courtroom Clerk **Olivia Hernandez** for winning Harkins movie tickets through Maricopa County's Alternative Mode User Program (AMU). AMU conducts a random drawing to reward employees with movie tickets for their efforts to reduce air pollution by using an alternative mode of transportation, such as riding the bus, carpooling, vanpooling, or riding a bike.

Con-graduate-lations

Courtroom Clerk **Erika Morgenstern** recently graduated with honors from A.S.U. with a degree in Criminal Justice.

Good report on the Report

The Public Affairs Office has recently received three awards for its production of the 2003 - 2004 annual report titled, "Service Pros." The International Association of Business Communicators awarded the report an Award of Merit in the "Annual Report Category" and an Award of Merit in the "Publication Design Category." In addition, the National Association of County Public Information Officers awarded the report a Meritorious Award in the Annual Report Category.

FREE FITNESS CENTER

Who: County Employees

Where: 301 W. Jefferson, Suite B-70

Hours: 24 Hours / 7 days a week

For access, contact Andrew Guarneri at aguarner@mail.maricopa.gov or by calling 602-506-3758



— SPOTLIGHT —

Name: Charles Gill

Department: ITG - Applications Development

Hometown: Baltimore, Maryland

Family: *Wife* - Marce / *Son* - Paul / *Stepdaughters* - Jennifer and Laura / *Granddaughter* - Leandra / *Dog* - Genghis

Birthday: August 25

Years with Clerk's Office: 15 years

Favorite Activity: Photography

Least Favorite Activity: Cleaning

I'm Most Proud of: Being the coach for nine medal winners in the Tai Chi for Senior Olympics

Most Adventurous Thing You've Done: Moving from Baltimore to Tucson on a moments notice

My Favorite Meal: Surf and Turf

A Pet Peeve: Uncourteous drivers

A Dream I Have Is To: Visit China

Two people you would like to have dinner with: H.H. the Dali Lama and the new Pope

What Was Your First Job: Working at a soda fountain in a drugstore

Nobody would believe it if they knew... that I am very acrophobic



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Editor

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