

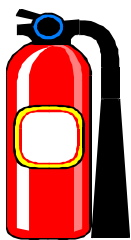
Record Times



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

Courage over fire

On Sept. 30, Rose Crowley from Support Services at the Customer Service Center, parked her car in the Jackson Street garage and walked to her work area like any other day. But about 10 minutes later, her day quickly changed when Sylvia Rosales told her that her car was on fire. She quickly ran back to the garage to find her co-worker, Fileroom's Stephen Burkett, spraying her car with a fire extinguisher.



Stephen said when he was walking up to the car he noticed smoke coming from it, and as he got closer he saw flames inside. He said he then quickly pulled the emergency switch in the garage to notify security of the fire and then grabbed a nearby fire extinguisher. He began spraying the car before the fire spread to the gas tank, which could have caused a major explosion. He even had the wisdom to know not to open the car door to spray inside as the surge of oxygen from the outside air could have caused a fire blast. "I sprayed underneath the car and all around, and was ready to grab the fire house if necessary," he said.



Rose Crowley poses in the Fileroom with a new hero in her eyes, Stephen Burkett.

The Fire Department quickly arrived at the scene and finished extinguishing the vehicle. Rose's car was only a year old, and according to the firemen she said that the fire appeared to be an electrical failure. She said, "Stephen is a credit to the county and all of his fellow employees. He is a hero in my eyes as his quick action helped avoid an even greater tragedy. It could have been much worse – other employees or jurors could have been harmed had it exploded and other cars could have caught on fire. Not everyone would have responded as well as he did."

Clerk of the Court Michael Jeanes is presenting Stephen a special certificate for his courageous effort at the Oct. 29 CSC Halloween event.

New Jail creates moves for some staff

On Sept. 1, the new 4th Avenue Jail opened for business, which created some changes for the Court and Clerk's Office. The Probation Violation Center (PVC), previously housed on the East Court's 8th and 9th floors, moved to the lower level of the new jail. Five courtroom clerks (Pat Dacey, Schelondia Haynes, Olivia Hernandez, Gracie Smith and Linda Talbo) and the Fileroom's Steve Gonzales are now housed in the lower level of the jail supporting the two PVC courtrooms, in addition to three rotating Judicial Officers and their staff.



JAIL SIDENOTE: The new jail contains 1,360 cells, is capable of handling 600 bookings every 12 hours, and has 750 security cameras.

The "Who's Boo of the Clerk's Office"

Spook-tacular costumes will appear once again at the Clerk of the Court's Office. The office is holding its annual "Spook-tacular Costume Con-



There will be plenty of Halloween costume categories to win in this year.

tests" on Oct. 29 (the day this newsletter is distributed). The event is being held at each office location to provide a little

BOOst to the employees' day.

Clerk of the Court Michael Jeanes, office directors/managers and volunteer staff will be judging the costumes and awarding prizes to the winners. Last year, there were more than 30 costume winners.

Did you know...

Following are a few statistics about the Office's Electronic Document Management System:



- In Sept. 2004, the Office scanned 199,730 documents and 623,833 pages.
- As of Oct. 7, the office had more than 5,139,690 scanned documents in its repository.
- The Customer Service Center printed 5,755 pages from Jan. '04 - Sept. '04 from its Public Print Q computer terminals, which allows the public to view electronic images and print them at the public counter.



Michael's

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Michael K. Jeanes
Clerk of the Court

Helping the air can help you win

Maricopa County employees who use an alternative mode of transportation (carpool, vanpool, bus, telecommute, bike, walk, or who have a compressed work week schedule) now have a chance to win Harkins movie tickets.

The county is giving away five sets of tickets each month to employees who use an alternative mode of transportation to get to work. Employees can enter this contest once each month. To participate, employees need to visit the Commute Options website on the

county's EBC intranet site at: http://ebc.maricopa.gov/hr/employee_wellness/commute_options/ and then click on "Monthly Contest." There is an official contest form for you to complete and interoffice mail to: *Human Resources Administration, 301 W. Jefferson, Suite 221, Attn: Trip Reduction.* Human Resources staff conducts a random drawing from those who entered the contest to determine the winners.

I know we have many employees who do their share to help keep our skies cleaner by using alternative transportation. For those who do, I thank you for your efforts and want you to know about this program that rewards you for it.

Employees elect to order new polo shirts

"The newest poll," is a phrase that employees are frequently hearing outside of the office due to the upcoming general election, but inside the office there is a lot of buzz about "the newest polo." The new office polo shirts are coming out just about the same time as the November 2 General Election (approximately the first week of November). Employees *voted* to order a total of 109 polo shirts for themselves during the first ordering *campaign*. Some employees ordered one shirt for each day of the week. Another ordering campaign for the new office polo shirts will be held in January for employees.

Newsletter goes from one country to another to another

Each month, employees are invited to send the Public Affairs Office a photo of themselves reading the Record Times while they are on vacation. Two months ago, the newsletter was seen with an employee who was in the country of Mexico. Last month it was seen in Jamaica with an employee. This month, it is seen in yet another country with another employee.

Pictured here is Criminal Financial Obligation Manager **GeorgeAnn Smith** and her friends, who took a moment to pose with the newsletter while they were traveling in Mejas, Spain.

Employees may submit photos of themselves reading the Record Times at anytime. When submitting a photo, please include your name, office phone number, and a description of the photo.



News from the County

Casual Days

The County Combined Charitable Campaign is sponsoring "Casual Days" once again to raise funds for the campaign. The Clerk's Office management team has agreed to participate in this effort with the following guidelines.

- Employees may dress casual with the casual stickers, if appropriate for the work environment, **only on Tuesdays** through Dec. 30.
- The stickers are \$2.

Downtown and CSC Employees

• Employees may purchase the casual stickers from Human Resources' Barbara E. White or Bernadette Munoz. They are located in the County Administration Bldg., 301 W. Jefferson, Suite 240. Barbara and Bernadette are available to sell the stickers **on Mondays from Noon – 1 p.m. and on Tuesdays from 7 – 9 a.m.** They also may be contacted by phone at x65203 (Barbara E.) or x63380 (Bernadette) or through email.

Durango Employees

• Employees may purchase the stickers from Dione Carlock at the County Transportation Building at 2901 W. Durango **on Mondays from Noon – 1 p.m. and on Tuesdays from 7 – 9 a.m.** Her number is 602-768-7428.

SE and NW Employees

• Employees need to send payments to Barbara E. White or Bernadette Munoz through interoffice mail. They will send the stickers back through interoffice mail. Their mailing address is: Human Resources, County Administration Building, Suite 240.

County tells how to pledge to Combined Charity Campaign

Employees can access the on-line pledge process or the hard copy pledge at: <http://ebc.maricopa.gov/cc/>. Listed on the CCC site are the agencies that participate in the campaign. More information is available by calling Al Macias at x67063.

Golf Tournament in December

A County Golf Tournament is being planned for Dec. 11 at the Foothills Golf Club in Phoenix. More details will be forthcoming.

Recordsetters

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

CUSTOMER SURVEY — COMPLIMENTS —

CSC Public Counter

- “Margaret is super. Give her a raise, extra lunch, and a day off. She is a great asset to the office. A+.”
- “Employees here are very helpful.”
- “Thanks so much to **Dreametta**, who was very helpful and nice – that is hard to find.”

CO-WORKER — COMPLIMENTS —

“I want to express gratitude to my co-workers in Files Confidential and Recording Services (**Patty Wolff, Aurora Avina, Suzanne Lambries, and Deborah Payment**) for their kindness, support, compassion, understanding, and let’s not forget humor. They are the best.” — **Mary Young**

“We give a big thank you to the **CR, CV and SE Filing Counter staffs** for all their help with the drops, OP’s, mail, and IV-D filings, as well as for helping us cover the counter while we have been short staffed. We really appreciate their teamwork.”

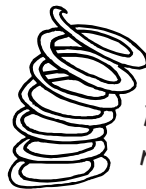
— **FC Filing Counter staff**

“I want to send a big thank you to **Rick Hutton**. Every time I have dealt with him in regards to a case, he always goes out of his way to get me the information and send an e-mail to let me know what is happening. He is always there to help when I really need it. He stays on top of the situation and then asks if there is anything else that he can do. He deserves a huge thanks.” — **Beverly Clement**

“I would like to give a GREAT BIG thank you to **Cynthia Brewer, Gerri-Lynn Longbein, Julie Carlson, Betty Finney, Laura Eng, Dorothy King and Marian Catt** for their assistance in getting some juvenile

clerks trained in Family Court and Probate matters, as well as providing coverage for the Family Courts at the Juvenile facilities. But my biggest thanks goes to the courtroom clerks who gave up their valuable work time to assist in training the courtroom clerks and in courtroom coverage at the juvenile facility, especially the following: **Valerie Figueroa, Aurora Sandoval, Susan Morris, Beth Kredit, Iole Ostrander, Karen Stone, Marian Smith, Kim Campbell, Sharon Smith, Linda Owens, Patsy Valenzuela, Roselle Smith, Brian Corrigan, Lorraine Muhammad, Maureen Van Dyke, Patti Odell, Jennifer Herman, Mary Scott, and Eileen Smith.**”

— **Tami Mayes**



Recordsetters are always ready to spring into action.

“I want to thank **Valerie Figueroa, Kim Campbell**, and the **FC clerks** for helping to train me to become an Integrated Family Court Clerk at Juvenile Durango. I appreciate all of the help they have provided me, and know they will provide to me in the future.” — **Alicia Burd**

OTHER — COMPLIMENTS —

Criminal Financial Obligations’ **Linda Vitanovec** received a nice card from a customer she assisted. The customer wrote, “Thanks for your help in locating the information. Thank you also for your kind words and support.”

CR RCC’s **James Jacobs** was the subject of a complimentary email from Commissioner Wotruba and Superior Court’s Jill Siller. They complimented James for creatively scheduling summons settings and preliminary dates, specifically for a conference. They said James listened to everyone’s requests and then scoped the year out. Not only was he able to accommodate the requests, but also was able to ensure mandatory time frames were met and backlogs avoided, which is not an easy undertaking.

The Financial Services Team recently sent an email to **ITG staff members** thanking them for their assistance in a project. They said, “We appreciate your immediate response to many changes and fixes. Your team working with our team made it happen. Thanks for your hard work.”

SE License Services sent an email to File Delivery Supervisor **Ed Morris** saying how appreciative Judge Keppel’s division was for the very prompt service they received in getting a file to them in an hour. Joe thanked Ed and Court Supplies’ **Richard Lopez** and **Fernando Cabral** for coordinating the entire pick up and delivery of the file.

Courtroom Clerk Charles Jackson III was assigned to cover the calendar at the Glendale RCC during which time he worked with **Darrell Lathers**. During this time, he sent a message to Darrel’s supervisor commending Darrell for his excellent work. He said Darrell consistently works diligently, and added that the office is lucky to have someone who works so hard.”

Juvenile Durango’s Cindy Malnar sent Central Services Manager **Bob Prater** an email to express her appreciation for his service. She wrote, “You are always quick, efficient, and pleasant to work with, as well as your staff. It is very much appreciated.”

A customer took time to write a letter to let Michael Jeanes know of his gratitude for the great service he received at the **Customer Service Center**. He wrote, “The people who work in the customer service area are great. Government employees are constantly ‘knocked’ for being indifferent, arrogant, and having a ‘how can I not help you attitude.’ This is not the case with the people in the Customer Service Center. Helpful, friendly, a smile on their face are just a few of the words to describe this fine group of people. How refreshing! When I renew my drivers license next year, could you transfer your staff over to the DMV for me?”

Courtroom Clerk Deb Whitford recently wrote an email complimenting Project Manager **George Knecht**. She wrote, “George has done it again – working his magic with different lists, he’s so good. We are so lucky to have him.”

Employee News

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

— BIRTHS —

• Congratulations to SEA Exhibits' **Flor Nevarez** who gave birth to a 7 lb. 9 oz. baby boy on Sept. 7. Her new son's name is Zebastian and he is her first child.

— NEW EMPLOYEES —

- **Lorelle Angsten** - Juvenile Durango
- **Scott Buckman** - Support Finance
- **Joy Calhoon** - Civil Filing Counter
- **Elizabeth Cacia** - SE Juv. Courtroom Clerk
- **Gabrielle Donato** - CFP
- **Kendra Drake** - SEA Criminal Team
- **Giannina Franco-Perez** - CSC Fileroom
- **Eileen Fenner** - CR EDM
- **Melissa Fewell** - ITG
- **Julie Glosser** - CR RCC
- **Druscilla Granillo** - CSC Fileroom
- **Juanita Hernandez** - CR Docket
- **Kirt Jobe** - ITG
- **Benny Lopez Jr.** - CFO
- **Richard Lupori** - ITG
- **Lucille Malloy** - Civil Docket
- **Bonnie McGovern** - CSC Fileroom
- **Sita Raman** - ITG
- **Amanda Ruiz** - FC Filing Counter
- **Tracy Nalls** - SEA Criminal Team
- **Anna Porter** - SEA Fileroom
- **Larissa Rivero** - CSC Fileroom
- **Cherise Salaverria** - FC EDM
- **Erica Traslavina** - CR RCC
- **Wendy Tucciarone** - Support Finance
- **Laurel Woodward** - Appeals
- **Linda Yates** - Civil Filing Counter

— MILESTONES —

The following employees celebrate milestone anniversaries in October:

20 YEARS

Laura Eng

15 YEARS

Lora White and Delilah Chilcoat

5 Years

Kari Lund, Patricia Sherrod, Darrell Lather, Margie Boyett, and Kathy Hill

— EMPLOYEE MOVES —

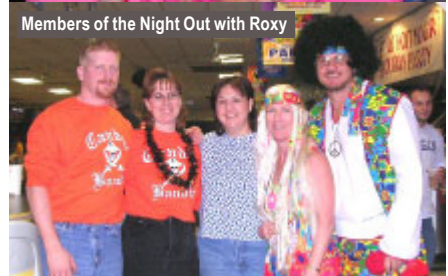
- **Chris Cerrato** has transferred from the Customer Service Center to work in EDM.
- **Linda Johnson** has moved from supervising the Customer Service Center's Public Records Counter to supervising the License Services, Discovery and Confidential Section, and Recording Services.

— OTHER NEWS —

Fourteen Clerk employees decided they could *spare* some time to *strike* up five teams to participate in the County's 3rd Annual Bowling Tournament on Sat. Oct. 23. The employees and their teams were:

- **The Lane Rangers** - Laura Eng, Diane Jamison, and C.J. Allen
- **Three Girls, Two Guys, and a Bowling Team** - Pam Woods, Liz Russo, Matt Kauffman
- **The Alley Cats** - Gerri-Lynn Longbein and Julie Carlson
- **The Pink Ladies** - Wendy Brown, Donna Kenney, Nancy Northrup.
- **Night Out with Roxy** - Roxanne Luizer, Kathy Ballard, Allison Moore

Other members of these teams were comprised of family, friends, and significant others. Laura Eng bowled a 199.



Photos taken by Diane Jamison

— EMPLOYEE SPOTLIGHT —

Name: Diane Jamison
Department: Courtroom Services
Hometown: Hawthorne, N.J.
Family: *Husband* - Blair / *Daughter* - Terri / *Son* - BJ / *Granddaughter* - Emily / and a dog and two cats
Birthday: June 1
Years with Clerk's Office: Eleven
Favorite Activity: Singing with our Praise Team
Least Favorite Activity: Scrubbing floors
Pet Peeve: Pantyhose that run the first time you put them on
A Memorable Experience For You: Cruising from New York to Nassau
Hardest Thing That You've Done: Stayed in Pennsylvania with two small children while my husband worked in Arizona for eight months
A Person You Would Like to Meet: Andrew Lloyd Weber
What Was Your First Job: A clerk in a bakery
Nobody would believe it if they knew... that I wrote a New Jersey state song, which was included when the state's bi-centennial book was published.



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