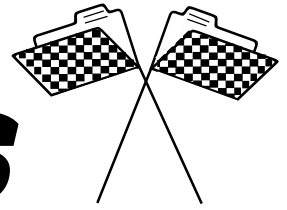


Record Times



Vol. 8 No. 7

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

July 2002

Surprising facts about Northwest Facility

With the July 22 opening of the new Superior Court's Northwest Regional Center (NWRC) in the town of Surprise, it only seems appropriate that those who visit the new facility find a few surprises.



Michael Jeanes stands in front of the new Northwest Regional Center on the day of its Dedication Ceremony. The NWRC is located at 14264 W. Tierra Buena Lane in Surprise, Arizona. The interoffice mail code for employees is NWR.

Those surprises include four courtrooms in the facility that are designed with state-of-the-art technology, including digital and voice-activated video recording equipment, flat-screen video monitors, infrared hearing devices for the hearing-impaired, and two-way video conferencing equipment for witnesses who are off-site, among other special elements that enhance court proceedings.

Also available at the facility are: a Superior Court Law Library; a Self-Service Center for people representing themselves, and a Senior Law Resource Center which was developed by the Court, the Arizona Attorney General's Office, and local community agencies.

Construction of the 25,000 square-foot building was completed in six months. Modular units were assembled in sections and transported to the new court site. The facility includes 34 units, some of which weigh more than 65,000 pounds. Construction was accomplished by placing the sections into place with a crane. According to the contractor, the courthouse is the largest facility erected by this unique method.

The modular design allows for flexibility that is not available with more conventional construction. If the courthouse needs to be moved in the future as development in the area continues, then it can be relocated to another place.

How the Northwest move impacts office

The recent move to the new Northwest Regional Center (NWRC) impacted the Clerk's Office in several ways. A filing counter was opened, a new numerical identifier was created for the NWRC cases, several thousand cases were reassigned, and eight employees transferred to the new court.



Following is a list of the employees who transferred to the NWRC and those who are on rotating management team:

FILING COUNTER (PB, CV, FC, FN, DR) -
Kelle Gauss and Connie Torres

COURTROOM CLERKS -
Diane Berkland, Marian Corriveau, Geri-Lynne Longbein, Nancy Northrup, Mary Smith, and Aurora Sandoval

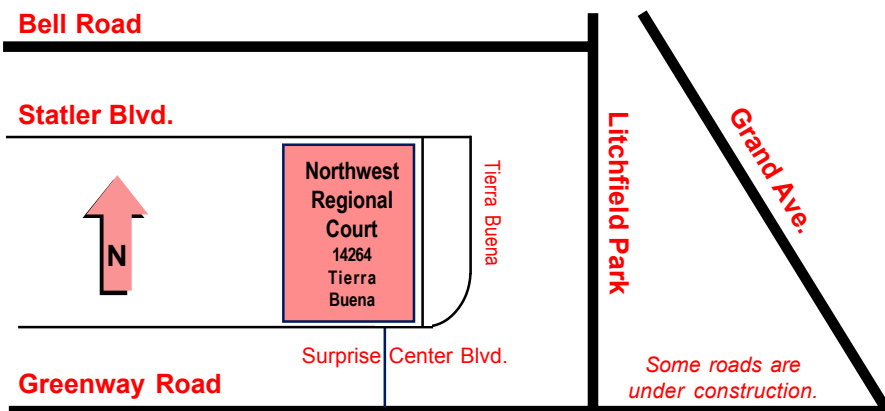
ROTATING MANAGEMENT TEAM -
Joella Baldwin, Cindy Brewer, Michele Delk-Garey, Sheri Jaffe, Audra Piper, Maridel Soileau, and Kathy Whitiker

Customers who call the office for the NWRC services are being handled by the Downtown receptionist at 506-3676, who transfers the calls to the staff.

The new NWRC Filing Counter is accepting filings for Probate, Civil and Family Court. No juvenile or initial criminal filings are being accepted.

All NWRC cases are being distinguished by a numeric (07) in the case number – for example FC2002-074567. There were 5,844 files reassigned to the NWRC judges. The NWRC files are housed at the Customer Service Center.

How to find the new Northwest Regional Center



Clerk's

RECORD



Michael Jeanes
Clerk of the Court

HERE WE GROW AGAIN

According to the U.S. Census Bureau, Maricopa County grew more in population in the 15 months after the 2000 census than any other county in our nation. There are more people who now reside in Maricopa County than in 21 states, including Hawaii, Iowa, Nevada, New Mexico, and Kansas.

I think this proves what most of us already know, and that is, that Maricopa County is one of the most desirable places to live in the country.

But with this tremendous growth comes several challenges, one of which is continuing to enhance the quality of service we provide in light of the expanding work load. This won't be easy and we will need to remain flexible to meet the customers growing needs.

I would like to encourage you to come to my monthly munch meetings and share with me your ideas on how to meet our challenges and improve our service. Let me know what resources you think may help to do your job even more efficiently. What you have to say is important to me.

There's an old saying that the word TEAM stands for "Together Everyone Achieves More." Well, I believe this, and I know that together we can and will meet the challenges of a growing demand for our services.

Thank you for your continued hardwork and dedication during these challenging, yet exciting times. Keep on smiling.

The top five counties in population gains from April 2000 - July 2001 were as follows:



Source: U.S. Census Bureau

County	Population	New People
1) Maricopa, Arizona	3.2 million	122,649
2) Los Angeles, California	9.6 million	118,156
3) Riverside, California	1.6 million	90,501
4) Clark, Nevada	1.5 million	88,888
5) Harris, Texas	3.5 million	60,011

More NWRC photos



Michael addresses the guests at the NWRC Dedication Ceremony and thanks Clerk's staff who worked hard on the building project.



Connie Torres settles in at her desk at the NWRC Filing Counter.

Suggestion Street

Following are responses/actions that have been taken as a result of suggestions employees have made through the Employee Suggestion Boxes:

- A Wellness Center consisting of a body weight/body fat scale and a blood pressure station was installed near the elevator in the Customer Service Center.
- Installation of a U.S. mailbox at the CSC is being researched.

The Training track

by Suzanne Ness, Training Consultant

Classes are being added weekly so be sure to check the Web Self Service for new classes. If a class is missing that you would like to take, contact a Training and Staff Development Team member. Another agency may have the class you want.

The CASE of the new form

A new form will be placed on the office's Intranet site that allows employees to nominate their co-workers for awards through the new employee recognition program called "Celebrating and Saluting Employees" (CASE). More details to come.

The Record Times roams Rome

Each month employees are invited to send the Public Affairs Office a photo of themselves reading the office newsletter while they are on vacation. Last month, the newsletter was in the state where horses roam (Kentucky). This month, the newsletter was in a place where people roam in a city called Rome.

Pictured here is ITG Director Will Tagart, who took a moment to view the newsletter while viewing the Coliseum in Rome, Italy.

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



Recordsetters

(Following are recent letters, memos, and phone calls to Clerk's Office employees from those who appreciate their recordsetting efforts in providing excellent service.)

CUSTOMER SURVEY CARD COMPLIMENTS

SE Probate/Civil Filing Counter

- Friendly, helpful, service. They are courteous too!

OCH Probate Filing

- These ladies really know the court business. They are very cheerful and very positive.
- The fair and impartial treatment I received from **Robyn** and **Angie** is deeply appreciated.

- They were very courteous and very helpful.

SE Marriage License & Passport

- They were patient and expedited my needs and clarified all of my questions. My visit was a very positive experience.

CSC Public Records Counter

- Everyone I dealt with, **Anna Wong**, **Patty Miller**, **Martha Miller** were very nice, helpful and professional. I'm impressed.

- Thanks to the staff, and especially **Michelle Monick** for following my copy directions exactly — it was an old film.

- **Martha Miller**, **Debbie Cooper** and **Deborah Vanfossan** were very helpful.

- **Debbie Cooper** presented excellent information on finding a record on microfiche.

- Thank you so very much **Patty Miller** and **Ramona Velasquez**. They were fast, kind, and efficient.

CO-WORKER COMPLIMENTS

"I want to give a special thank you to **Julie Summers**, **Lorna Ondersma**, and **Angela Chavarria** for being so willing to assist the docket areas. Great job guys!" — *Michelle Monick (Sheri*

Jaffe also wanted to add a special word of thanks to the three Micrographics staff for their assistance in her area.)

"We want to give thanks to our new front desk telephone relief helpers from the Criminal Financial Obligations Unit.

Thank you **Marta Wagoner**, **Patricia Fernandez**, **Suzanne Kendall**, **Marjorie Boyett**, and **Rose Lopez**. They all volunteered to help out at the receptionist desk and it is tremendously appreciated by all of us."

— *Nancy Killian, Sandy Watson, Sandra Strange, Darlene Anderson, and Linda Samson*



"I would like to commend ITG's **Aaron Jones** for the great work he does in providing the technical support of the office's website. It is a pleasure working with him and I greatly appreciate his expertise and responsiveness.

I also want to thank **Nancy Killian** and **Mitzi Munoz** for all the help they provide me with the newsletter each month. They are wonderful.

Thank you also to everyone who submits items to the newsletter. In particular, I would like to thank **Darlene Anderson** and **Cheryl Marzella**. I appreciate the information."

— *Len Keso*

OTHER COMPLIMENTS

A customer sent a letter to Support Services Manager Gloria Weiss to commend the service she received from Support Services Finance's **Catherine Gray**. She wrote, "Catherine was very helpful and supportive in resolving my matter of a wage assignment issue. She is knowledgeable, professional, and took initiative to find an answer for me. I felt she went way past her expectations to resolve my plea of help."

She continued in her letter saying, "I feel fortunate to have spoken with Catherine. She handled everything within a few days. She spoke to several internal professionals to resolve my situation and continued to update me."

She ended the letter by saying, "It is not easy to find answers as easily as I did with Catherine. I believe that professional personnel who work so diligently at doing a good job deserve recognition."

An attorney sent a letter to Michael Jeanes expressing his gratitude for the service he witnessed from Expedited Services **Rhonda Kmett**. He wrote, "I had the pleasure to be involved in a child support conference with Rhonda. She was presented a very complicated set of circumstances and I believe she went above and beyond her normal duties and spent additional time investigating, reconciling, and comparing the various support printouts to come to a fair figure on the arrearage amounts. As a result of her dedication, professionalism, and work product, the parties agreed to a certain number for arrearages. I know very few people compliment the efforts of the conference officers; therefore, I felt you should be informed."

Employee News

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

— BIRTHS —

Congratulations are in order not only for Expedited Services' **Karla Molina**, but also her manicurist. On July 1, Karla began having contractions while she was at the doctor's office. The doctor told her to go home, pack her bags, and go to the hospital. Well, she followed all of the doctor's orders with one exception. Before going to the hospital, she had to make just one quick stop. Where you may ask – the beauty shop to get her nails done first. Nervous and under pressure, the manicurist got the job done and then Karla was off to the hospital to deliver her 7 lb. 10 oz. baby boy, who she named Alex.

Congratulations also to CSC File-room's **Ramon Flores** who became a father for the second time when his wife gave birth to an 8 lb. 5 oz. baby boy on June 22. His new son's name is Matthew Alex.

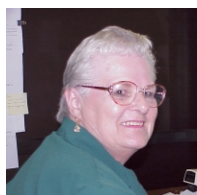
— MARRIAGES —

Congratulations to Micrographics **Cirila Alvear**, who got married on July 6 to Ricardo Navarro.

— NEW EMPLOYEES —

- Shannon Branham – SE Exped. Services
- Rebecca Collins – CCB Support Services
- Raquel Corona – CCB Support Services
- Jose Mendoza – Durango Juvenile
- Lillian Reed – SE Support Services
- Anna Riddle – Criminal Fin. Obligations
- Jessica Rosset – Micrographics
- Joann Sandoval – Financial Services
- Kathy Sekardi – CCB Expedited Services
- Deborah Tejada – CCB Expedited Services
- Christine Tiffit – CCB Expedited Services
- Michael Tracey – ITG PC Tech
- Jeff Williamson – FC Doc. Prep/EDM

— RETIREMENT —



Carol Marquardt is retiring July 30 after serving the Clerk's Office for more than 20 years. During that time, she worked in several areas for the office and is ending her career in the Criminal Docketing/Document Prep/EDM Department.

"Her knowledge and experience will be greatly missed," Criminal Matters Supervisor **Barb Smith** said.

Carol said, "It has been the most memorable, enjoyable experience working here. A lot of people have made footprints on my heart. I will miss all my friends and loved ones."

— AWARDS/HONORS —

The lifesaver of the month

Diane Torpey, from CCB Support Services Finance, is the Family Support Center's Lifesaver Award recipient for July. Diane was recognized for her willingness to help others and for her accuracy and follow-through on any task that is given to her. No matter how large or small a project, she completes it thoroughly and on time.

For doing good work

Margie Boyett was the recipient of the Criminal Financial Obligations Unit's "Good Do-Be Award" for June. She was selected for this honor by her fellow co-workers for making the greatest contribution to the Unit for the month.

— MILESTONES —

The following employees celebrate milestone office anniversaries in July:

Richard Gonzalez - 15 years
Sandra Pack - 10 years

— SPOTLIGHT —

Name: Mary Davis
Department: Mailroom
Hometown: Henderson, Texas
Family: **Thanette** (daughter) / **Manaya** (granddaughter)
Birthday: November 6
Years w/ Clerk's Office: 8 years
Favorite Activity: Dancing
Activity Dislike: Washing clothes
Pet Peeve: Wishing people would know how to drive right
Memorable Experience: The day my daughter was born
Most Adventurous Thing You've Done: Floating down the Salt River.
Person You Would Like to Meet: Smokey Robinson
First Job: Styrofoam Factory worker
Nobody Would Believe It If They Knew... that I am a twin



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Editor

Len Keso