

Court has the grounds to move Northwest

WITHIN six months, the Superior Court will debut four high tech courtrooms, jury trials, a Self-Service Center and other court services in a newly constructed regional facility in the city of Surprise that will serve the Northwest Valley.



Ground breaking moment. Michael Jeanes (third from right) breaks ground with other Court, County, and construction officials at a ceremony held on Jan. 31 for the new Superior Court Northwest Regional Facility construction project.

facilities were a tremendous customer service improvement for the people in that part of the Valley a decade ago. I am confident that the new Northwest facility will likewise be a significant improvement in service and convenience for our customers. As the Valley grows and the budget allows, I expect that additional facilities in other parts of the Valley will also be built."

Construction of a Superior Court facility in the Northwest Valley re-ignites Maricopa County's commitment toward regionalization that started over 10 years ago with the construction and opening of the County's first regional facility in the Southeast Valley in Mesa, near Mesa Drive and the Superstition Freeway.

Surprise Mayor Joan H. Shafer calls the Superior Court Northwest regional facility, "a great advantage for all citizens in the West Valley."

Flexibility is a key element of the development. The court building is of modular construction, so it can be relocated as the site is developed. It is anticipated the court can remain in the modular structure up to 10 years while the master plan is finalized and developed.

Maricopa County and the City of Surprise will jointly develop a master plan of the total county-city complex, which may

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The new 25,000 square-foot regional center will be located at the northwest corner of Greenway and Litchfield roads, which is one-half mile south of Bell Road and about seven miles west of the 101 freeway.

"Superior Court is establishing a presence in the Northwest Valley to address the community's needs for the adjudication of civil, family and probate court cases," said Superior court Presiding Judge Colin Campbell.

Clerk of the Court **Michael Jeanes** said, "The Southeast



Court, County, and City of Surprise officials have a vision to turn this vacant plot of land into a multi-government compound that will provide state, county and city services to West Valley residents. Construction of a Superior Court regional facility is the first step of the long-range plan.

Help is now just a click away

THE Human Resources Department has added some new information to the Electronic Business Center (EBC) Intranet page that may assist employees who are experiencing hardship and/or a crisis. The webpage is the result of last year's new Employee Combined Charitable Campaign and specifically the Employees Helping Employees (EHE) Program that is a part of the campaign.

Human Resources has listed detailed information on the EBC about the EHE program including criteria for eligibility, reasons that assistance may given, instructions on how to apply, and an application. To access the page, go to: http://ebc.maricopa.gov/hr/employee_wellness/eap/resources.asp and then click on the "Employees Helping Employees" link.

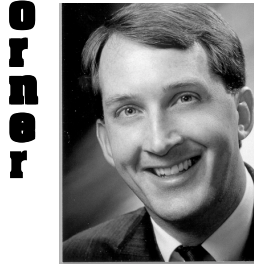
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Whatever happened to that Office?

The Record Times is doing a photo series of "Whatever Happened to that Office." The series shows photos of the areas that were once occupied by offices that have since moved to the new Customer Service Center. This month's photo shows the area that was the Marriage License and Passport Office, which is now temporary construction headquarters for the Old Courthouse. Eventually, this space will be used for offices and a stairwell that will go up six floors.



Record Clerk's



Michael Jeanes
Clerk of the Court

A SMALL WAY TO LEARN A BIG LESSON

FOLLOWING is a little story that was passed on to me. I think it serves as a good reminder to all of us to not get so conditioned in our environment that we restrict ourselves and limit our potential of what we can really accomplish. While I admit the subject of the story is a bit unusual (flea training), it just goes to show that we can learn some big lessons from even the smallest of creatures. It is called, "*How High Can You Jump?*" Here it is:

"Flea trainers have observed a predictable and strange habit of fleas while training them. Fleas are trained by putting them in a cardboard box with a top on it. The fleas will jump up and hit the top of the cardboard box over and over and over again. As you watch them jump and hit the lid, something very interesting becomes obvious. The fleas continue to jump, but they are no longer jumping high enough to hit the top. Apparently, Excedrin headache 1738 forces them to limit the height of their jump.

When you take off the lid, the fleas continue to jump, but they will not jump out of the box. They won't jump out because they can't jump out. Why? The reason is simple. They have conditioned themselves to jump just so high. Once they have conditioned themselves to jump just so high, that's all they can do!

Many times, people do the same thing. They restrict themselves and never reach their potential. Just like the fleas, they fail to jump higher, thinking they are doing all they can do."

I often tell others that I think we have some of the most talented employees around. I am proud of you and want to encourage you to not be afraid to jump higher. As we enter a year that presents some budget challenges, we are going to need some high jumpers.

Northwest grounds

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include joint use of some facilities. As part of an intergovernmental agreement the County is contributing \$300,000 to the City of Surprise to pay a portion of the costs for water, sewer, paving and traffic signals.

The four courtrooms in the NW Valley facility are being outfitted with cutting-edge technology available in only 10 other courtrooms in the state (all in Superior Court). The NW courtrooms will be equipped with technology that makes proceedings more understandable to trial participants. Flat screen video monitors, digital and voice-activated video recording equipment, infrared hearing devices for hearing-impaired court visitors and two-way video conferencing for off-site witnesses are some of the features.

The four Superior Court judges assigned to the NW facility are David R. Cole, Norman Davis, Joseph B. Heilman and Colleen McNally. The facility is planned to open on Monday, July 1.

Just a click away

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Human Resources officials placed this new page within the Community Resources section so that employees can also learn of other resources that might be of assistance to them.

Employees who have questions about the EHE program may call Myrna Houston at 1-888-265-0441.

The newsletter travels from up North to down South

Last month, the Record Times was seen with an employee who was in the northern U.S. (Michigan) out on the softball fields. This month, the newsletter is found being read in the southern U.S. by an employee who was out in the swamplands.

Pictured to the right is Public Affairs Office's **Len Keso**, who took time to look at the office newsletter while sightseeing the swamplands on a boat in Houma, Louisiana.

Employees may submit photos of themselves reading the Record Times newsletter while they are on vacation at anytime to the Public Affairs Office. Please include your name, office phone number, and a description of the photo.



A fact to file



According to the County Materials Management Department, employees may purchase items from Office Depot at the same discount that is given to the County. To do so, you must order by phone at 602-269-3131, use your personal credit card, and pick up the order at their Warehouse at 602 S. 63rd Ave. You must have the employee account number (27485448) at the time of the order.





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's compliments. The following comments were made by the public on the Office's customer service survey cards about staff at the **Customer Service Center**:

- I love coming here! Always a beautiful smile especially from **Connie Estrada** and **Veronyka Lockhart**."
- **Patty Miller** is professional at all times, is an excellent public relations person, and is a true asset to her job.
- **Susan Baldwin** is an asset to the Clerk's Office. She goes all out to help people. I could not have asked for more as we know that good service is hard to find now days.
- Very helpful, cheerful and friendly, especially **Carmen Diaz** and **Debra Vanfossan** (great people).
- **Ramon Flores** located a misplaced file that no one else could find.
- I want to thank **Oscar Garcia** for his knowledgeable help regarding files in the Gila River Adjudication. Also, **Veronica Olivas** was helpful. All of your staff members are helpful, cheerful and efficient.

Making a difference in the lives of others. "Words can't express truly how much all of your help has meant to me," a grateful customer wrote in a card to Criminal Financial Obligations's **Suzanne Kendall**. "Thank you for being a helping hand and a listening ear...know this, whether you're behind a desk, on a phone, or just sharing a smile... you touch the lives of others, and you make a difference! Never let that beautiful bright light in you, ever be dimmed. I wish I could find a way to let you know, how much what you do means to me; and to others! May all the best come to you and your family."

Very giving people. Support Finance's Terri Downer sent a note to File Delivery Supervisor Ed Morris to express her appreciation for some CSC staff members. She said, "Many thanks and my appreciation to **Tina Barrett, Margaret Wagner, Stephen Burkett, Judith Green,** and **Sylvia Rosales** from the Drop Off Desk. In my eyes, they are very giving people. Anytime a request is made that isn't easy (film or file not readily available) these folks listen and solve the problem in a very short time frame. They are true stars of the Courthouse. Filing is the backbone of our office."



Incredibly impressed. A customer of the Marriage License and Passport Office took time to write a note to Michael Jeanes to express his appreciation for the service he received from **Duffy Watson**. The customer said, "I had the pleasure of being assisted by Duffy Watson. I was incredibly impressed by the service I received. Duffy was extremely pleasant, professional and proficient. In the course of my career, I have worked with almost every county and state agency imaginable. I have never received such superb service as that provided by Duffy. Working with him was a most enjoyable experience. It was like a breath of fresh air."

Gets the vote for most pleasant. Another customer of the Marriage License and Passport Office wrote to Michael Jeanes to say how much she enjoyed being served by **Judy Burger**. She said, "I spend a great deal of time standing in lines – using court services along with the other government agencies. I have had a most pleasant experience watching and being waited on by your employee Judy Burger. She is entirely pleasant, unflappable, courteous, and a joy.

It is a pleasant reflection on your office staff to have such a friendly and nice person who is, quite frankly, simply lovely. Judy would get my vote for the most pleasant clerk in this city."

Above and beyond. "I am writing to make you aware of an employee who went above and beyond her normal duties," a customer said in a letter to Family Support Center's Cathleen Harrington. "I have been trying for several months to resolve a payment issue with regards to child support and I have run into many roadblocks. **Darlene Pierson** was kind and very instrumental in getting the issues resolved. Please express my gratitude for her professionalism and willingness to go the extra step for me."

Breath of fresh air. Support Services Finance's **Grace Tucciarone** received a very kind note from a customer she helped. The customer said, "Your manner and conduct on the telephone was a breath of fresh air. When dealing and speaking with workers from the state they tend to "blow you off" and not take the time to listen or care. I also appreciate you handling this matter in a timely fashion."

Employee News

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

— MARRIAGES/ — ENGAGEMENTS —



Congratulations to Courtroom Services Manager **Cindy Kay** who got married on March 13 to Mark Brewer. They went to Paris, France for their honeymoon.

If Southeast Juvenile's **Debora Howe** has a smile on her face, it's probably because she got engaged. On Feb. 15, her fiance, Edward Celaya, rented a limo and took her to Sedona where he proposed to her on one knee.

— BIRTHS —

Distribution and Duplication Center's **Belva Nasingaetewa** has good reason to celebrate. She gave birth to a 5 lb. 3 oz. baby boy on March 2. Her new son's name is Andre' Shawn.

Payroll's **Mitzi Munoz** became a grandmother for the first time when her son and his wife had an 8 lb. baby boy on Feb. 9. Her new grandson's name is Diego Jose.



— NEW EMPLOYEES —

- LaTisha Burnette – Juvenile Durango
- Michelle French – CCB Expedited Services
- Kevin Glover – CCB Expedited Services
- Marsha Hightower - Civil Docket
- Monica Montanez – CCB Expedited Serv.
- David Rosset – CCB Expedited Services
- Angela Tomlinson – Micrographics
- Laura Waters – Micrographics

— EMPLOYEE MOVES —

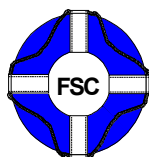
- Sue Nielsen was promoted to the position of Courtroom Services Soft-

ware Specialist. Prior to this position, she served 27 years as a courtroom clerk;

- **Caroline Barr** was promoted to the position of Central Court Civil Courtroom Services Manager. Prior to this position, she had been serving as a courtroom clerk since 1998; and
- **Peggy Krevitt** has transferred to Juvenile Durango from Civil.

— AWARDS/HONORS —

She is a lifesaver



CCB Expedited Services' **Rhonda Kmett** is the FSC Lifesaver Award recipient for March. She was recognized for all her extra work on the FSC2, for always bringing up new ideas, and for continually being available to provide assistance to staff on the use of the application.

The good do-be of the month

Angie Smith was the recipient of Criminal Financial Obligations "Good Do-Be Award" for February. The award, which is staff originated and supported, is given to the co-worker who staff feels made the greatest contribution for the month.

Got Spot

The following employees received "On the Spot" awards for their excellent service: **Diana Eaton, Misty Hardman, Marian Smith, Elnora Snyder, Jacqueline Rodriguez, Rose Crowley, and Sylvia Rosales**

— MILESTONES —

These employees celebrate milestone employment anniversaries in March:

5 Years

Sonia Canez and Judith Green

— SPOTLIGHT —



Name: Charlie Gill
Department: ITG
Hometown: Baltimore, Maryland
Family: Marce (Wife) / Paul (Son) / Jennifer and Laura (Daughters) / Leandra (Granddaughter)
Birthday: August 25
Years w/ Clerk's Office: 12 years
Favorite Activity: Playing and teaching Taijiquan (Tai Chi Chuan)
Activity Dislike: Cleaning the cat litter box
A Memorable Experience: Meeting my wife Marce
Most Adventurous Thing You've Done: Moving from Baltimore, MD to Tucson, AZ on five hours notice
Person You Would Like to Meet: The Dalai Lama, Tenzin Gyatso
First Job: Working behind the soda fountain at a pharmacy
Nobody Would Believe It If They Knew That..... I really like junk food!

SPEED BUMP

Dave Coverly



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Editor

Len Keso