

# GROUP # CHANGE

MARCH/2010

Submitted by Jordan Maxwell – San Mateo

San Mateo Superior Court is having a problem with jurors being assigned multiple group numbers. Jurors are summonsed and initially assigned a group number. The juror then postpones their service to another date down the line and they receive a confirmation notice with their new date and current group number. When the summonses are later generated for their new service date a new group number is assigned and the juror ends up with two group numbers.

We are having more and more jurors using information from their old summons or from their confirmation notice leading to an increase of our FTA rate and workload due to people thinking that they were excused but then receiving an FTA notice. I was wondering what other courts that use jury+ are doing to combat this problem

1	Diane Collins	I tell people to pay attention to the new summons, that group numbers are assigned on a weekly basis and at this point we don't know what the new number will be. I also tell them to throw away the old summons. The postcard reminder that we send with the new date to appear is just to put on the calendar to remind them to keep that date clear for jury service.
2	Deb Preston	In Marin, we try to only postpone a juror out 3 weeks or more, at which point they will receive a new summons. We advise them to discard the old summons upon receipt of the new one as the group number will change. We do sometimes have people get the group number confused, but not often.
3	Sherry Spears	<p>I can't remember if this setting is through the IVR/IWR vendor or JSI but our settings change the juror to group 0 whenever they postpone via the automated system and group 0 is always instructed to report on their scheduled date. If they postponed to a date we hadn't sent summons for yet they would get a new summons with a group number. We didn't send confirmation notices though, they either got a new summons or were expected to check back the evening before using their badge and PIN.</p> <p>A while back we stopped printing group numbers on our summons and I would never go back now. Jurors get all their information via their badge and PIN number. Gives us greater flexibility and we never have the problem of a juror following instructions for the wrong group number.</p>
4	Tina Sanderson	<p>Lake County does not mail a confirmation notice, so we don't have the issue of group numbers.</p> <p>I am interested, though, in how Fresno County doesn't use group numbers, but badge number and PIN. Is the PIN the juror's DOB, or a different generated number? I would like to get away from using the DOB, as so often the DOB does not come into my system correctly from the Registrar's Office, and it generates a duplicate record and the juror is unable to access information through the IVR. Also, how does Fresno divide the jurors on their appearance date into different courtrooms if the juror does not have a group number?</p>
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5	Arlene Cervantes	In Riverside, the group number will only change if we postpone to a date beyond the next summons printing cycle. In this case the juror checks in with the new group number assigned on the new summons. If it's within the same summons cycle the group number stays the same. From time to time we do have jurors ask questions about their assigned group number....but not too often.
6	Peggy Yost	Ventura - It works the same way in Ventura County as it does in Riverside. The group number only changes if we postpone the juror into the next summons printing cycle.
<b>2<sup>nd</sup> QUESTION BELOW from Jordan Maxwell</b>		
	Jordan Maxwell	Are you having problems with people using their old group number and getting incorrect reporting information?

1	Diane Collins	Only occasionally. Most can figure it out
2	Tina Sanderson	Not in Lake County. The problem I have is when the juror tries to call the night before, and has to enter their badge number and DOB. Often, the DOB I have in JSI is incorrect from the Registrar's office, thus leaving the juror with no way to access the information. I get their phone calls the morning of jury selection, and they are frustrated.
3	Peggy Yost	Ventura: No. If it's going to be a new summons cycle, we tell them they will get a new summons with a new group number. I  If they are being postponed to a date that has already been summoned, we schedule them for a specific day, and their group number no longer applies. We tell them they must appear on that specific date. We do bring jurors in every day in Ventura County. I'm not sure if you do that or not.
4	Deb Preston	Very rarely. In fact I was wondering what is causing your jurors to have such a misunderstanding
5	Rebecca Hayes	Monterey County, like Fresno, uses a PIN generated in JSI. We only use group numbers internally to determine how many jurors to call in – jurors are only instructed to use their Badge No. and PIN when using the IVR/IWR.