

MASSACHUSETTS JURY DUTY - YOU MAKE A DIFFERENCE

With Sheriece Perry, Support Services, Massachusetts Trial Court
By the Massachusetts Judicial Branch

Audio video recording produced by the Office of the Jury
Commissioner in association with the Boston Neighborhood Network
Transcript produced by Approved Court Transcriber
Donna Holmes Dominguez

1 CAPTION: Jury Duty, Michael Ryan, Host

2 MICHAEL RYAN, BNN LIVE HOST: Hello. My name is Mike Ryan.

3 The name of the show is Jury Duty: You Make a Difference on
4 BNN, the show that should answer all your questions about the
5 one day, one trial jury system.

6 HOST RYAN: Our special guest today is Sheriece Perry,
7 Senior Manager of Support Services to the Massachusetts Trial
8 Court.

9 Thank you for being on the show.

10 MS. PERRY: Thank you for having me.

11 HOST RYAN: And today we're going to talk a little,
12 something that's not really jury related. We're going to talk
13 about Court Service Centers which is kind of a new innovation
14 in the Trial Court.

15 Sheriece is a graduate of George Washington University,
16 earned her law degree at Suffolk University, and she worked in
17 private practice with a focus on family law, probate law, and
18 real estate law.

19 And then while she was at the volunteer lawyer's project,
20 she represented low income clients in family law and
21 guardianship matters.

22 She's also an adjunct professor at Bunker Hill Community
23 College.

24 She serves as secretary for the Mass Bar Association's
25 Black Lawyers Association, and is a board member for Hip Hop

1 which is a private youth nonprofit organization here in
2 Roxbury.

3 And she came to the Trial Court in early 2014.

4 So what exactly is a Court Service Center?

5 MS. PERRY: Well, a Court Service Center is basically a
6 combination of multiple types of spaces.

7 So in Boston, for example, the Court Service Center is a
8 huge space with a variety of rooms, computer access, a small
9 play area, multiple tables for either private conversations or
10 kind of out in the area, out in the open conversations.

11 And basically, the Court Service Center's model is really
12 to provide a place for litigants that can't afford attorneys.

13 And so a typical day is really someone that needs to file
14 for divorce or they need to respond to an eviction matter or
15 they're just having difficulties obtaining child support,
16 filing a small claims.

17 Right now, there is really not a place for those people to
18 go.

19 Legal aid is kind of inundated with a lot of clients, and
20 they, they don't have a place to go.

21 So the Court service centers have staff attorneys,
22 managers, legal aid clinics. It's just kind of a combination
23 of multiple things in one place to help the self-represented
24 litigants.

25 HOST RYAN: And why were they created? Why, what was the

1 impetus behind the Court Service Centers?

2 MS. PERRY: In 2007, 2008, the Court noticed that there was
3 kind of a plunge in, decline in the financial markets and so
4 forth, and a lot of people just couldn't afford attorneys.

5 And what was happening is people were trying to navigate
6 the Court system and they didn't know what they were doing.
7 They had no legal education. They were limited English
8 proficient. They may have low education levels, mental health
9 issues.

10 And they were coming into the Courts, filing any paperwork
11 that they thought, not following kind of the Court rules, and
12 it was creating Court clog, and people just weren't happy and
13 they were not satisfied and they were frustrated.

14 And so what the Courts did is they, they put together a
15 committee back in 2013 to explore Court Service Centers and
16 self-help centers in different states.

17 And then they came together and said you know what, we need
18 to do it here but let's expand upon it a little bit more than
19 they do in other states.

20 And they put together a plan and said let's, let's start
21 helping people.

22 HOST RYAN: SO when you were brought on board, your mission
23 was to create the Court Service Center at, at the Brooke
24 Courthouse, correct?

25 MS. PERRY: Yes.

1 HOST RYAN: Now, that just didn't happen overnight, correct?

2 MS. PERRY: No, it did not.

3 HOST RYAN: Because you had to carve out a space somewhere
4 in the courthouse?

5 MS. PERRY: Yes. So before I started, there was a Court
6 Service Center Committee, a much smaller committee, that
7 consisted of local advisors, Court departments, community
8 organizations to really say where do we need this space and
9 what are kind of the big picture items that we need in this
10 space.

11 You know, we need large space. We need a place for
12 children to come, a place that maybe you can get water, place
13 that's going to provide language access.

14 And so that group really went out, figured out where they
15 were going to have these spaces, and then allowed the local
16 committees to submit proposals to the Executive Office of the
17 Trial Court.

18 And then Chief Justice Carey and Harry and that committee
19 sat down and they decided which were going to be the first two
20 locations, which was Boston and Greenfield.

21 And when I came on, it was this is the big picture of what
22 it looks like. Now, take your small space with the white
23 walls and green carpets and figure out what it looks like.

24 HOST RYAN: So you --

25 MS. PERRY: And, and how you want that to happen.

1 HOST RYAN: So you had no template, you had guide?

2 MS. PERRY: There was no blueprint, not one at all.

3 HOST RYAN: So besides, where exactly is the Court Service
4 Center in the Brooke located?

5 MS. PERRY: If you go into the Brooke Courthouse through the
6 front door, you take the escalator or the elevators up to the
7 second floor, and we're in the left rear corner.

8 So we're close to Juvenile Court Clinic, the D, Department
9 of Children and Families Office, and Boston Municipal Court's
10 Probation are all kind of located on that second floor.

11 HOST RYAN: So it's, it's pretty easy to find?

12 MS. PERRY: Yes, absolutely.

13 HOST RYAN: And what are the hours of the, of the Brooke
14 Courthouse Service Center?

15 MS. PERRY: The Brooke Court Service Center, as the other
16 ones, is 8:30 to 4:30, and all of the Court Service Centers
17 close from 1 to 2 for lunch.

18 HOST RYAN: So, okay. So you're finally allowed to get
19 lunch.

20 MS. PERRY: Yes.

21 HOST RYAN: So now to staff this Court service, you had to
22 do, go out and do a lot of outreach to get people to staff the
23 center, correct?

24 MS. PERRY: Yes. So I was hired individually as was the
25 Greenfield manager, and a lot of what I did was to kind of use

1 my resources and my relationships and networks that I had with
2 different, the Bar Association, Legal Aid, Volunteer Lawyers
3 Project, Greater Boston Legal Services, the law schools.

4 Prior to that I had really even in practice had supervised
5 a lot of the interns, so I had a lot of different contacts at
6 the law schools.

7 And I sent them an email, a, kind of a cold email and said,
8 you know, we have this new program. I don't know how it's
9 going to run. You know, I don't know what's going to happen.
10 I don't know how many litigants are going to show up.

11 But, you know, I, I am passionate about this. And we are
12 going to need help because as soon as people know that there's
13 free legal help, it's, the people are going to come.

14 HOST RYAN: So how many people on, on a daily basis work at
15 a Court Service Center roughly?

16 MS. PERRY: Right now, the Court changed their model so it's
17 a two staff person model. There's a manager and there's a
18 higher staff attorney.

19 Everyone else is volunteers.

20 And so on average, there could be four or five people, and
21 that allows us really to kind of manage the crowd.

22 I think that if we had closer to six or seven, it would be,
23 the wait would be a lot shorter.

24 But even on days that we have legal clinics through
25 Volunteer Lawyers Project, we could have ten attorneys there,

1 and it's still very, very difficult to kind of manage because
2 there are more people that need help than there are actually
3 people that can provide it to them.

4 HOST RYAN: About how many people on average come to a
5 clinic, say at the Brooke on --

6 MS. PERRY: It's probably about 40 to 50 depending on the
7 day. Our clinic days, there's usually more people. Mondays,
8 there's usually more people if the situations happened or
9 emergencies happened over the weekend, and they're coming in
10 on a Monday.

11 HOST RYAN: What's the kind of issues that people need help
12 with?

13 MS. PERRY: Typically, we're probably about 80 percent
14 Probate and Family Court, so the majority of the litigants are
15 trying to figure out how to file for divorce, how to request
16 custody, how to get guardianship of their grandchild.

17 You know, we've noticed a spike in the opioid addiction
18 issues throughout the Commonwealth, and there have been a lot
19 of guardianships filed as well as guardianships of adults.

20 Issues with the Department of Revenue, child support,
21 incarceration issues, so trying to do modifications and
22 address those issues.

23 So that's a big bulk, but we also do a lot in the Housing
24 Court. So we see litigants that are either trying to respond
25 to an eviction matter or they're having issues, and they've

1 asked the landlord to, you know, repair the leaking, you know,
2 faucet or fix the windows or they have a big hole in their
3 ceiling that hasn't been replaced yet, so we see a lot of
4 those as well.

5 HOST RYAN: Now what about those people who may be language
6 impaired? They may not have a fluency in English. Are you
7 able to accommodate them?

8 MS. PERRY: Well, the Trial Court has taken a really
9 aggressive approach to language access. And part of that is
10 to, one, provide language, interpreters to litigants at the
11 actual hearing.

12 But Access to Justice and that committee really looked at
13 what does access look like and does it begin when you first
14 walk in the building.

15 And so what we try to do there is let all the departments
16 know that if people that need language access, they can come
17 down, and what we use is a system called telephone
18 interpretation, and we use Language Line.

19 And what we're able to do with that is to call a number,
20 give the Trial Court kind of password, and then they'll put an
21 interpreter on the phone, and we can discuss what the litigant
22 needs remotely.

23 HOST RYAN: Now, you deal with a lot of pro se litigants.
24 Now, I throw that term out. But what does a, what is a pro se
25 litigant?

1 MS. PERRY: So a pro se litigant means a variety of things
2 to different people.

3 Typically, it's a person that does not have an attorney.
4 Some people will call pro se litigants self-represented
5 litigants.

6 Some people call them under represented litigants because I
7 think the reality is some people with enough of the tools, you
8 know, you put enough tools in the toolbox, they can kind of
9 take that and they can represent themselves. And, you know,
10 they give, they have enough education, and you've empowered
11 them to really do what they need to do.

12 There are people that even if you gave them the tools in
13 the toolbox have other issues that would not allow them to
14 kind of represent themselves, and that might be mental health
15 issues, that might be cultural issues, it might be low
16 literacy.

17 So we just, you know, we try to take everyone as they come
18 and spend a lot of time looking at what organizations are
19 available, what are the outside resources, what legal aid
20 offices focus on certain areas that we can send referrals to.

21 So that's been really great because sometimes we know
22 someone needs help, and we can call a legal aid office and
23 say, you know, can you take this or at least do a walk in type
24 of consultation and see if you're able to provide the
25 representation.

1 HOST RYAN: So you offer free legal information but not
2 legal advice, is that correct?

3 MS. PERRY: Absolutely. And some people don't know the
4 difference.

5 HOST RYAN: And what would be the difference?

6 MS. PERRY: So legal advice is basically advising someone
7 about what their best options are.

8 Legal information, and, and the Court Service Center and
9 the position the Court takes is that we can't tell people
10 what's best for them. But rather, we want to give them
11 neutral information about how the Court system works, what do
12 the rules say, what's the Court process.

13 So for example, someone walks in and says I want to file
14 for divorce. I have not seen my spouse in ten years, but this
15 is the last address that I have. I have the marriage
16 certificate. And I live in Boston.

17 That's someone that knows exactly what they want. They
18 just don't know either how to fill out the form or what the
19 process is.

20 We explain it to them, explain publication or bringing the
21 paperwork to the sheriff, and they go through those steps, and
22 they get a hearing in six months, and the Judge says you're
23 divorced.

24 The other people are, they've been together for 10, 15
25 years. One party has disappeared. They were the sole

1 supporter for the family. They're not really sure what to do.
2 They don't know if they go in and file for divorce if the
3 part, you know, what the other party's going to do, and
4 they're, they're really struggling with what to do.

5 They need a lawyer that can give them advice to tell them
6 these are the steps that you should take in terms of making a
7 decision to file for divorce or not file for divorce.

8 HOST RYAN: What are some of the kind of forms that are
9 found at a Court Service Center?

10 MS. PERRY: So we typically have Court prepared packets. So
11 many of the, like the Probate and Family Court --

12 HOST RYAN: Is that per --

13 MS. PERRY: -- for --

14 HOST RYAN: -- per department?

15 MS. PERRY: Correct.

16 HOST RYAN: Yeah.

17 MS. PERRY: And so every Court department has an idea of and
18 they've put together packets of what is required in order to
19 file let's say a small claims. They have their small claims
20 form, but then they also have a defendant's verification of
21 address.

22 So if you walk into Boston Municipal Court, that's what
23 they would give them. So we keep that in the Court Service
24 Center.

25 There's a lot of one page housing forms that we also keep

1 in the Court Service Center.

2 People that are looking for Department of Revenue services,
3 we have those applications that we help people complete in the
4 Court Service Center.

5 Custody complaint packets, divorce complaint packets,
6 guardianship packets.

7 We've kind of identified what are all the forms that we
8 really know that people are going to come in for, and we have
9 those.

10 And if not, we just, you know, walk up to the registries.

11 HOST RYAN: Do you and your, your service center managers
12 meet with a lot of the Court staff to discuss what --

13 MS. PERRY: Yes.

14 HOST RYAN: -- what is handled?

15 MS. PERRY: So the, the most important part for the Court
16 Service Centers are, one, they're a program. You know, we are
17 serving all of the Court departments, and not every lawyer or
18 manager or staff attorney that comes in is, is going to know
19 everything about everything.

20 And so what we've all done is put together advisory
21 committees that consist of sometimes outside Court
22 departments, but primarily local Court Officers.

23 So there's typically a representation from Juvenile Court,
24 District Court, Municipal Court, Family Court, Housing Court,
25 and you typically meet about three times a year, maybe more.

1 And they're able to say this is what's working, this is what's
2 not working. Could you, do you think this is what you could
3 do?

4 Or it gives us an opportunity to say it would be great, we
5 get a lot of questions about this. It would be great if you
6 tell us where the trial, where the courtrooms are for traffic
7 hearings or mental health clinics. And now there's the
8 Veterans Court.

9 So it's, it's a great place to kind of get everyone there
10 and talk about how the Court Service Centers are doing.

11 HOST RYAN: Now there is now more than two Court Service
12 Centers, correct?

13 MS. PERRY: Absolutely.

14 HOST RYAN: And they're, they are where?

15 MS. PERRY: So the first two is clearly Boston and
16 Greenfield which is way west and then north.

17 And the other two are Worcester and Lawrence, and they had
18 soft openings in September, at the end of September.

19 And two more will be coming which will be in Springfield
20 and Brockton.

21 HOST RYAN: Brockton. So that's, that's good, that's good
22 to know.

23 Now, kids can come into the Court Service Center, correct?

24 MS. PERRY: Yes.

25 HOST RYAN: And you, you're able to accommodate little kids,

1 right?

2 MS. PERRY: Yes. So all of the, not that it's a daycare.

3 HOST RYAN: Well, no. They have to, yeah.

4 MS. PERRY: But so what we do is, you know, I think people
5 have families and, and when you're in need or you come from
6 low income and poor communities, it's not easy that it's not
7 always easy to just say can you watch my child so I can go to
8 Court. And so every Court service center has a very small play
9 space with, you know, some kids toys, books, chairs, coloring
10 books, things like that that will at least keep a child
11 occupied for a short period of time to allow either mom, dad,
12 grandma, aunt, uncle to kind of be able to come and, and sit
13 down.

14 HOST RYAN: And you have computers on hand, right, when
15 people need to use computers or print materials out, they can
16 do that?

17 MS. PERRY: Yes.

18 So the computers are great because sometimes people need
19 legal resources that are available at the law libraries.

20 And we're able to go on the computers, chat with law
21 librarians, sometimes, they're able to send us emails.

22 So there's no restrictions on what sites we're able to go
23 to.

24 Sometimes we need to do research. A litigant might need to
25 know where the sheriff is located in Alabama, and, you know,

1 we're able to find that, print out information.

2 The Judges love it because if a litigant comes in and says,
3 oh, I forgot something or, you know, I didn't, I didn't bring
4 my pay stub, pay stub.

5 And the Judge says oh well, you don't have your pay stub,
6 can you access it electronically?

7 Sure, go down to the Court Service Center and print it out.
8 So it works.

9 HOST RYAN: What's your busiest day at the Brooke?

10 MS. PERRY: Our busiest days equally are Monday, Tuesdays,
11 and Wednesdays.

12 HOST RYAN: Monday, Tuesday, Wednesday.

13 And you tell me that on Tuesday you have a guardianship
14 clinic. What does that entail?

15 MS. PERRY: So yes. So working, my background, as you
16 mentioned --

17 HOST RYAN: Yeah, probate.

18 MS. PERRY: -- was probate and guardianships. And I worked
19 at Volunteer Lawyer's Project. And part of that was to run
20 the guardianship clinics.

21 So I went back to them and said, you know, I know the
22 guardianship clinic runs in the hallway. Would you like to
23 run it out of the Court Service Center to give kind of more
24 privacy and a better space?

25 And so what they do is they come in from 9 to 1 on Tuesdays

1 to run the guardianship clinic. And they bring their own
2 private attorneys.

3 They screen litigants for eligibility due to their federal
4 funding.

5 If they're eligible, they'll sit down with the attorney.
6 They'll do the paperwork. And then many times what they'll do
7 is they'll refer it to a private pro bono attorney through
8 Volunteer Lawyers Project.

9 HOST RYAN: And you mentioned something to me about
10 passports.

11 MS. PERRY: Yes.

12 HOST RYAN: You, how does Court Service Centers get involved
13 with passports?

14 MS. PERRY: So what we often see, and we haven't figured out
15 how to kind of deal with it, but there's certain times a year
16 where we see an influx in people trying to apply for
17 passports.

18 And what has happened is they've applied for the passport,
19 and the passport office has said we need some documentation
20 that shows that you have the authority to obtain a passport
21 for your minor child. And because of that, they, they don't
22 have a Court order if they've never had any interaction with
23 the Court, or perhaps their order says they have custody, but
24 it doesn't actually say that they can get a passport.

25 And so many people are coming in a week before they are

1 leaving to go on vacation to say I need a passport.

2 And the difficulty is that the Court has all these Court
3 processes and procedures that you have to go through, and many
4 people, we have to tell them that your, you're not going to be
5 able to get a passport today.

6 HOST RYAN: On Wednesdays, you have family law clinic and
7 pro bono appellate clinic. What, what, what are those?

8 MS. PERRY: Yes. So Volunteer Lawyers Project expanded from
9 their guardianship clinic to now include a family law clinic.

10 And what they do again is have another group of pro bono
11 attorneys that come. They sit down with the litigants. They
12 go over the forms. And the, you know, the hope a lot of times
13 is to be able to refer it to their pro bono panel.

14 And the appellate clinic was a six month pilot program also
15 through Volunteer Lawyers Project that will be ending soon,
16 which will be on November 18th. And that was an opportunity,
17 there are no legal resources for people that need help with
18 appeals.

19 And many of the justices and the staff in the Appellate
20 Court said, you know, how do we provide assistance to them?
21 And because the Court Service Centers were new, we were seeing
22 a lot of people. They said well maybe the Court Service
23 Center is a perfect place to set up shop temporarily and see
24 how many people will come in that either need information
25 about how to file an appeal, what the process is and possible,

1 maybe some limited representation to, you know, get them
2 through the process.

3 HOST RYAN: Thursdays are very busy for --

4 MS. PERRY: The Court, but not us.

5 HOST RYAN: Right. But do, do a lot of people come in?
6 That's eviction day generally for the Housing Court, correct?

7 MS. PERRY: Yes. So most of the time, we see people either
8 after they've had Court, or sometimes they're coming in for
9 questions about what's going to happen during their Court
10 proceeding, or they need some help to prepare for Court, or
11 they didn't like the judgment, or what happened at Court, and
12 they're trying to understand what was going on.

13 But the majority of the people on Thursdays are actually in
14 Court because Probate and Family Court are more so, Department
15 of revenue has their block day as well where they review, do
16 reviews and follows, follow up on any of the child support
17 related matters.

18 So Thursdays are very busy in the Brooke.

19 HOST RYAN: Very busy.

20 And you also, your job also in, touches on trial Court law
21 libraries.

22 MS. PERRY: Yes.

23 HOST RYAN: What exactly, are they different than going to a
24 public, a regular public library?

25 MS. PERRY: Yes. So the, the Trial Court law libraries are

1 actually a really great resource. And what we've seen is that
2 a lot of people us them. In modern technology, they're using
3 them by finding them on the internet or through the Court's
4 website.

5 And you have the opportunity to walk into a law library.
6 They're free. You can get a free membership, but it's all law
7 books.

8 And so if you have someone that's trying to navigate the
9 Court system or try to do research, the law libraries
10 typically have about two people on staff, and you can go
11 there, you can ask them for help. You have free access to
12 Lexus, Lexus Nexus and West Law.

13 There's Mass Practice.

14 But the great part that we like at the Court Service Center
15 is that, one, we collaborate with them. And, you know, if
16 someone comes in and it's a more complicated issue, we can say
17 okay, we're going to help you with this. Now we've identified
18 it. We're going to walk you over to the law library, or we're
19 going to put you on the computer. We're going to chat with
20 the law librarian.

21 A lot of times they know about out of state resources.

22 And so we've had people come in and say, you know, the
23 child actually lives in New Hampshire but I live here. What
24 can you do to help?

25 And we can talk to a law librarian on the computer and say

1 person's here at the Court Service Center. He's trying to
2 figure out what to do. Child lives in New Hampshire.

3 And they can say oh, well here's a link. They have an
4 online chat system or they have telephone numbers you can
5 call.

6 And it's really just, otherwise this person probably would
7 have walked into Court. Someone would have said, you know,
8 New Hampshire, go to New Hampshire.

9 And, you know, if this person's poor, perhaps he can't go
10 to New Hampshire.

11 HOST RYAN: So it's another, another resource for the Court
12 Service Center?

13 MS. PERRY: It's another resource.

14 HOST RYAN: And you also touch on judicial response system.
15 What exactly is that?

16 MS. PERRY: The judicial response system is the overnight
17 kind of Judge's communication system.

18 And so what happens is overnight, I don't, people don't
19 realize it, but there are Judges that are always on duty 20,
20 almost 24/7.

21 And so as soon as the Court's closed, there are certain
22 Judges that have these kind of like little flip phones. And
23 if something happens at ten o'clock at night and there may be
24 a domestic violence situation, and that's usually what the
25 calls that they get, there's a domestic violence situation and

1 the police are called, and they need to get an abuse
2 prevention order for the person that's called in.

3 They're able to call the Judge on that, on that phone, the
4 Judge talks to the plaintiff or the moving party, and if abuse
5 prevention order is what is granted, the Judge will grant it
6 over the phone.

7 HOST RYAN: So they, and what do they have, a two week
8 rotation on that?

9 MS. PERRY: I think it's a month.

10 HOST RYAN: It's a month that they're --

11 MS. PERRY: And then they switch Judges, and --

12 HOST RYAN: Another set.

13 MS. PERRY: -- it's done by regions. And you know, we keep
14 data on that, and so, you know, what we try to tell people in
15 the Court Service Centers are, you know, sometimes, you know,
16 they may not have, meet the standard of an abuse prevention
17 order, or something has not happened, or maybe there's a fear
18 that something may happen in the future, but it has not.

19 You know, we're able to let people know that even though it
20 is Sunday morning and you can't walk into a Court, you can
21 always walk into a police, a police station and say, you know,
22 this has happened. You know, I, I think I need an abuse
23 prevention order.

24 HOST RYAN: On your brochure for Court Service Centers, it
25 says that Court Service Centers are walk in clinics to help

1 people navigate the Court system. Would you say Court Service
2 Centers serve as a compass to the Courts?

3 MS. PERRY: I think they do. You know, we, we say walk in
4 because when you come into the Court Service Center, one, we
5 want everyone to complete an intake because it, it helps us
6 identify how many people are coming into the Court Service
7 Centers, what departments we're serving, what, what do they
8 say they need help with, and what are we able to provide.

9 We keep data on the languages that we receive requests for.
10 And it helps us figure out how to pool better re, more
11 resources into one area or not, or how to change the system,
12 or should we be creating checklists, or, and more information,
13 pamphlets for people when they leave.

14 But it's, it's a bridge between people walking in and what
15 they actually file.

16 Some people after we talk with them, they're not ready to
17 file. Maybe they have to do their own investigation. Maybe
18 they have to, you know, go get that marriage certificate
19 because they were married in Las Vegas, and now they've got to
20 contact the Las Vegas County, you know, Clerk's Office and say
21 can you send me.

22 And some people just, you know, they're not in the right
23 Court, and otherwise may have filed something or spent a lot
24 of resources.

25 So we try to make sure we steer people in the right

1 direction, and, and give them kind of the guidance that they
2 need.

3 HOST RYAN: Well, we've run out of time.

4 We'd like to thank you at home for watching Jury Duty: You
5 Make a Difference on BNN.

6 Just remember, if you have any questions about your jury
7 service, you can always go online at MAJury.Gov or call the
8 Office of Jury Commissioner toll free at 1-800-THE-JURY,
9 that's 1-800-843-5879.

10 Just remember, you do make a difference. Please serve when
11 called. It's important to all of us.

12 Thank you, Sheriece.

13 MS. PERRY: Thank you very much for having me.

14 HOST RYAN: And thank you at home.

15

16

17

18

19

20

21

22

23

24

25

26

1 For More Information Visit our Website JuryDuty.MAjury.gov or
2 call 1-800-THE-JURY, 1-800-843-5879

3 Produced by the Office of the Jury Commissioner

4 **Executive Producer:** Pamela J. Wood, Jury Commissioner for the
5 Commonwealth

6 **Producer:** Michael Ryan, Communications Coordinator, Office of
7 Jury Commissioner

8 **Directors:** Cullen Cockrell, Theji Jayaratne, and David
9 Palomares, BNN

10 **Studio Manager:** David A. Palomares, BNN

11 **Project Manager/Editor:** Gregory W.R. Fulchino, Office of Jury
12 Commissioner

13 "Jury Duty" was produced in association with the Boston
14 Neighborhood Network, 3025 Washington Street, Roxbury,
15 Massachusetts 02119

16
17 Copyright 2015/2016 [Episodes 01-11/Episode 12] - the Office
18 of the Jury Commissioner for the Commonwealth of
19 Massachusetts, 560 Harrison Avenue - Suite 600, Boston,
20 Massachusetts 02118. Website: MAjury.gov

21

22

23

24

25

Certificate of Accuracy

I, Donna Holmes Dominguez, an Approved Court Transcriber, do hereby certify that the foregoing is a true and accurate transcript of the audio recording provided to me.

I, Donna Holmes Dominguez, further certify that the foregoing is in compliance with the Administrative Office of the Trial Court Directive on Transcript Format.

I, Donna Holmes Dominguez, further certify that I neither am counsel for, related to, nor employed by any of the parties involved in this interview.

Donna Holmes Dominguez
Approved Court Transcriber
Notary Public, Commission Expires 6-9-17

May 6, 2016 _____
Date

(781) 575-8000 _____

donna@dhreporting.com

DH Reporting Services, Inc. (781) 575-8000

0	A	C
01-11/episode [1] 25:17	able [15] 9:7,19 10:24 14:1, 25 15:12,20,21,22 16:1 18: 5,13 22:3,19 23:8	attorney [5] 7:18 10:3 13: 18 17:5,7
02118 [1] 25:20	attorneys [6] 3:12,21 4:4 7:25 17:2 18:11	call [8] 9:19 10:4,6,22 21:5 22:3 24:7 25:2
02119 [1] 25:15	aunt [1] 15:12	called [4] 9:17 22:1,2 24: 11
1	authority [1] 17:20	calls [1] 21:25
1 [2] 6:17 16:25	available [2] 10:19 15:19	came [3] 3:3 4:17 5:21
10 [1] 11:24	avenue [1] 25:19	caption [1] 2:1
12 [1] 25:17	average [2] 7:20 8:4	carey [1] 5:18
15 [1] 11:24	B	carpets [1] 5:23
18 [1] 18:16	back [2] 4:15 16:21	carve [1] 5:3
1-800-843-5879 [2] 24:9 25:2	background [1] 16:15	ceiling [1] 9:3
1-800-the-jury [2] 24:8 25:2	bar [2] 2:24 7:2	center [25] 3:4,5,7 4:23 5:6 6:4,14,15,23 7:15 11:8 12: 9,24 13:1,4,11 14:23 15:8 16:7,23 18:23 20:14 21:1, 12 23:4
2	basically [3] 3:5,11 11:6	center's [1] 3:11
2 [1] 6:17	basis [1] 7:14	centers [16] 2:13 3:21 4:1, 15,16 6:16 13:16 14:10,12 17:12 18:21 22:15,24,25
20 [1] 21:19	begin [1] 9:13	23:2,7
2007 [1] 4:2	behind [1] 4:1	certain [3] 10:20 17:15 21: 21
2008 [1] 4:2	besides [1] 6:3	certificate [2] 11:16 23:18
2013 [1] 4:15	best [2] 11:7,10	chairs [1] 15:9
2014 [1] 3:3	better [2] 16:24 23:10	change [1] 23:11
2015/2016 [1] 25:17	between [1] 23:14	changed [1] 7:16
24/7 [1] 21:20	big [4] 5:9,21 8:23 9:2	chat [3] 15:20 20:19 21:4
3	bit [1] 4:18	checklists [1] 23:12
3025 [1] 25:14	black [1] 2:25	chief [1] 5:18
4	block [1] 19:15	child [8] 3:15 8:20 15:7,10 17:21 19:16 20:23 21:2
4:30 [1] 6:16	blueprint [1] 6:2	children [2] 5:12 6:9
40 [1] 8:6	bnn [5] 2:2,4 24:5 25:9,10	claims [3] 3:16 12:19,19
5	board [2] 2:25 4:22	clearly [1] 14:15
50 [1] 8:6	bono [4] 17:7 18:7,10,13	clerk's [1] 23:20
560 [1] 25:19	books [3] 15:9,10 20:7	clients [2] 2:20 3:19
6	boston [9] 3:7 5:20 6:9 7:3 11:16 12:22 14:15 25:13, 19	clinic [11] 6:8 8:5,7 16:14, 22 17:1 18:6,7,9,9,14
600 [1] 25:19	bridge [1] 23:14	clinics [5] 3:22 7:24 14:7 16:20 22:25
8	bring [2] 16:3 17:1	clog [1] 4:12
8:30 [1] 6:16	bringing [1] 11:20	close [2] 6:8,17
80 [1] 8:13	brochure [1] 22:24	closed [1] 21:21
9	brockton [2] 14:20,21	closer [1] 7:22
9 [1] 16:25	brooke [8] 4:23 6:4,5,13, 15 8:5 16:9 19:18	cockrell [1] 25:8
"	brought [1] 4:22	
"jury	building [1] 9:14	
[1] 25:13	bulk [1] 8:23	
	bunker [1] 2:22	
	busiest [2] 16:9,10	
	busy [3] 19:3,18,19	
	association's [1] 2:24	

<p>cold [1] 7:7 collaborate [1] 20:15 college [1] 2:23 coloring [1] 15:9 combination [2] 3:6,22 come [15] 5:12 7:13 8:4 9: 16 10:17 13:8 14:23 15:5, 12 16:25 18:11,24 19:5 20: 22 23:4 comes [3] 13:18 16:2 20: 16 coming [6] 4:10 8:9 14:19 17:25 19:8 23:6 commissioner [6] 24:8 25:3,4,7,12,18 committee [5] 4:15 5:6,6, 18 9:12 committees [2] 5:16 13: 21 commonwealth [3] 8:18 25:5,18 communication [1] 21: 17 communications [1] 25: 6 communities [1] 15:6 community [2] 2:22 5:7 compass [1] 23:2 complaint [2] 13:5,5 complete [2] 13:3 23:5 complicated [1] 20:16 computer [3] 3:8 20:19,25 computers [4] 15:14,15, 18,20 consist [1] 13:21 consisted [1] 5:7 consultation [1] 10:24 contact [1] 23:20 contacts [1] 7:5 conversations [2] 3:9,10 coordinator [1] 25:6 copyright [1] 25:17 corner [1] 6:7 correct [8] 4:24 5:1 6:23 11:2 12:15 14:12,23 19:6 couldn't [1] 4:4 county [1] 23:20 court [92] 2:8,13,14 3:3,4,5,</p>	<p>7,11,21 4:1,2,6,11,12,15,23 5:5,7,17 6:3,8,15,16,21 7: 15,16 8:14,24 9:8,20 11:8, 9,11,12 12:9,10,11,17,22, 23 13:1,4,12,15,17,21,22, 23,24,24,24,24 14:8,10,11, 23 15:8,8 16:7,23 17:12,22, 23 18:2,2,20,21,22 19:4,6, 8,9,10,11,14,14,20,25 20:9, 14 21:1,7,11 22:15,20,24, 25 23:1,1,4,6,23 court's [3] 6:9 20:3 21:21 courthouse [4] 4:24 5:4 6: 5,14 courtrooms [1] 14:6 courts [3] 4:10,14 23:2 create [1] 4:23 created [1] 3:25 creating [2] 4:12 23:12 crowd [1] 7:21 cullen [1] 25:8 cultural [1] 10:15 custody [3] 8:16 13:5 17: 23</p> <hr/> <p style="text-align: center;">D</p>	<p>dad [1] 15:11 daily [1] 7:14 data [2] 22:14 23:9 david [2] 25:8,10 day [6] 2:5 3:13 8:7 16:9 19:6,15 daycare [1] 15:2 days [3] 7:24 8:7 16:10 deal [2] 9:23 17:15 decided [1] 5:19 decision [1] 12:7 decline [1] 4:3 defendant's [1] 12:20 degree [1] 2:16 department [6] 6:8 8:20 12:14,17 13:2 19:14 departments [5] 5:7 9:15 13:17,22 23:7 depending [1] 8:6 difference [5] 2:3 11:4,5 24:5,10 different [5] 4:16 7:2,5 10:</p>	<p>2 19:23 difficult [1] 8:1 difficulties [1] 3:15 difficulty [1] 18:2 direction [1] 24:1 directors [1] 25:8 disappeared [1] 11:25 discuss [2] 9:21 13:12 district [1] 13:24 divorce [7] 3:14 8:15 11: 14 12:2,7,7 13:5 divorced [1] 11:23 documentation [1] 17:19 doing [2] 4:6 14:10 domestic [2] 21:24,25 don't [11] 3:20 7:8,9,10 11: 3,18 12:2 16:5 17:21 21:18, 18 done [2] 13:20 22:13 door [1] 6:6 down [6] 5:19 9:17 15:13 16:7 17:5 18:11 due [1] 17:3 during [1] 19:9 duty [4] 2:1,3 21:19 24:4 duty" [1] 25:13</p> <hr/> <p style="text-align: center;">E</p>
--	--	--	--

DH Reporting Services, Inc. (781) 575-8000

forms [4] 12:8,25 13:7 18: 12 forth [1] 4:4 found [1] 12:9 four [1] 7:20 free [6] 7:13 11:1 20:6,6,11 24:8 front [1] 6:6 frustrated [1] 4:13 fulchino [1] 25:11 funding [1] 17:4 future [1] 22:18	handled [1] 13:14 happen [5] 5:1,25 7:9 19:9 22:18 happened [6] 8:8,9 17:18 19:11 22:17,22 happening [1] 4:5 happens [2] 21:18,23 happy [1] 4:12 harrison [1] 25:19 harry [1] 5:18 hasn't [1] 9:3 he's [1] 21:1 health [3] 4:8 10:14 14:7 hearing [2] 9:11 11:22 hearings [1] 14:7 hello [1] 2:2 help [14] 3:23 7:12,13 8:2, 11 10:22 13:3 18:17 19:10 20:11,17,24 22:25 23:8 helping [1] 4:21 helps [2] 23:5,10 here's [1] 21:3 higher [1] 7:18 hill [1] 2:22 hip [1] 2:25 hired [1] 6:24 hole [1] 9:2 home [2] 24:4,14 hop [1] 2:25 hope [1] 18:12 host [52] 2:1,2,6,11 3:25 4: 22 5:1,3,24 6:1,3,11,13,18, 21 7:14 8:4,11 9:5,23 11:1, 5 12:8,12,14,16 13:11,14 14:11,14,21,25 15:3,14 16: 9,12,17 17:9,12 18:6 19:3, 5,19,23 21:11,14 22:7,10, 12,24 24:3,14 hours [1] 6:13 housing [4] 8:23 12:25 13: 24 19:6 huge [1] 3:8	impetus [1] 4:1 important [2] 13:15 24:11 incarceration [1] 8:21 include [1] 18:9 income [2] 2:20 15:6 individually [1] 6:24 influx [1] 17:16 information [7] 11:1,8,11 16:1 18:24 23:12 25:1 innovation [1] 2:13 intake [1] 23:5 interaction [1] 17:22 internet [1] 20:3 interns [1] 7:5 interpretation [1] 9:18 interpreter [1] 9:21 interpreters [1] 9:10 inundated [1] 3:19 investigation [1] 23:17 involved [1] 17:12 issue [1] 20:16 issues [10] 4:9 8:11,18,20, 21,22,25 10:13,15,15 it's [25] 3:22 6:11,11 7:8,13, 16 8:1,6 10:3 14:9,9 15:2,6, 6 20:6,16 21:6,11,13 22:9, 10,13 23:14,14 24:11 items [1] 5:9	keep [5] 12:23,25 15:10 22: 13 23:9 kids [3] 14:23,25 15:9 kind [25] 2:13 3:10,19,22 4: 3,11 5:9 6:10,25 7:7,21 8:1, 11 9:20 10:8,14 12:8 13:7 14:9 15:12 16:23 17:15 21: 17,22 24:1 knows [1] 11:17	
G	gave [1] 10:12 generally [1] 19:6 george [1] 2:15 give [7] 9:20 10:10 11:10 12:5,23 16:23 24:1 gives [1] 14:4 got [1] 23:19 graduate [1] 2:15 grandchild [1] 8:16 grandma [1] 15:12 grant [1] 22:5 granted [1] 22:5 great [7] 10:21 14:4,5,9 15: 18 20:1,14 greater [1] 7:3 green [1] 5:23 greenfield [3] 5:20 6:25 14:16 gregory [1] 25:11 group [2] 5:14 18:10 guardianship [8] 2:21 8: 16 13:6 16:13,20,22 17:1 18:9 guardianships [3] 8:19, 19 16:18 guest [1] 2:6 guidance [1] 24:1 guide [1] 6:1	J	landlord [1] 9:1 language [6] 5:13 9:5,9, 10,16,18 languages [1] 23:9 large [1] 5:11 las [2] 23:19,20 last [1] 11:15 law [20] 2:16,17,17,18,20 7: 3,6 15:19,20 18:6,9 19:20, 25 20:5,6,9,12,18,20,25 lawrence [1] 14:17 lawyer [2] 12:5 13:17 lawyer's [2] 2:19 16:19 lawyers [6] 2:25 7:2,25 17: 8 18:8,15 leaking [1] 9:1 least [2] 10:23 15:10 leave [1] 23:13 leaving [1] 18:1 left [1] 6:7 legal [15] 3:19,22 4:7 7:2,3, 13,24 10:19,22 11:1,2,6,8 15:19 18:17 let's [4] 4:18,20,20 12:19 levels [1] 4:8 lexus [2] 20:12,12 librarian [2] 20:20,25 librarians [1] 15:21 libraries [4] 15:19 19:21, 25 20:9 library [3] 19:24 20:5,18 limited [2] 4:7 19:1 line [1] 9:18 link [1] 21:3 literacy [1] 10:16 litigant [5] 9:21,25 10:1 15: 24 16:2	
H	hallway [1] 16:22 hampshire [5] 20:23 21:2, 8,8,10 hand [1] 15:14	I	jayaratne [1] 25:8 job [1] 19:20 judge [5] 11:22 16:5 22:3,4, 5 judge's [1] 21:17 judges [4] 16:2 21:19,22 22:11 judgment [1] 19:11 judicial [2] 21:14,16 jury [12] 2:1,3,5,12 24:4,6,8 25:3,4,7,11,18 juryduty.majury.gov [1] 25:1 justice [2] 5:18 9:12 justices [1] 18:19 juvenile [2] 6:8 13:23	K
idea [1] 12:17 identified [2] 13:7 20:17 identify [1] 23:6 impaired [1] 9:6			Sheet 3	

DH Reporting Services, Inc. (781) 575-8000

litigants [12] 3:12,24 7:10 8:14,24 9:10,23 10:4,5,6 17:3 18:11 little [4] 2:11 4:18 14:25 21: 22 live [3] 2:2 11:16 20:23 lives [2] 20:23 21:2 local [3] 5:7,15 13:22 located [3] 6:4,10 15:25 locations [1] 5:20 look [1] 9:13 looked [1] 9:12 looking [2] 10:18 13:2 looks [2] 5:22,23 lot [21] 3:19 4:4 6:22,25 7:5, 5,23 8:18,23 9:3,23 10:18 12:25 13:12 14:5 18:12,22 19:5 20:2,21 23:23 love [1] 16:2 low [4] 2:20 4:8 10:15 15:6 lunch [2] 6:17,19	michael [3] 2:1,2 25:6 might [4] 10:14,15,15 15: 24 mike [1] 2:2 minor [1] 17:21 mission [1] 4:22 model [3] 3:11 7:16,17 modern [1] 20:2 modifications [1] 8:21 mom [1] 15:11 monday [3] 8:10 16:10,12 mondays [1] 8:7 month [3] 18:14 22:9,10 months [1] 11:22 morning [1] 22:20 most [2] 13:15 19:7 moving [1] 22:4 ms [49] 2:10 3:5 4:2,25 5:2, 5,25 6:2,5,12,15,20,24 7: 16 8:6,13 9:8 10:1 11:3,6 12:10,13,15,17 13:13,15 14:13,15,24 15:2,4,17 16: 10,15,18 17:11,14 18:8 19: 4,7,22,25 21:13,16 22:9,11, 13 23:3 24:13 much [2] 5:6 24:13 multiple [3] 3:6,9,23 municipal [3] 6:9 12:22 13:24	nonprofit [1] 3:1 north [1] 14:16 noticed [2] 4:2 8:17 november [1] 18:16 number [1] 9:19 numbers [1] 21:4	own [2] 17:1 23:17
		O	P
		obtain [1] 17:20 obtaining [1] 3:15 occupied [1] 15:11 o'clock [1] 21:23 offer [1] 11:1 office [10] 5:16 6:9 10:22 17:19 23:20 24:8 25:3,6,11, 17 officers [1] 13:22 offices [1] 10:20 often [1] 17:14 okay [2] 6:18 20:17 one [11] 2:5,5 3:23 6:2 9:10 11:25 12:25 13:16 20:15 23:4,11 ones [1] 6:16 online [2] 21:4 24:7 open [1] 3:10 openings [1] 14:18 opioid [1] 8:17 opportunity [3] 14:4 18: 16 20:5 options [1] 11:7 order [7] 12:18 17:22,23 22:2,5,17,23 organization [1] 3:1 organizations [2] 5:8 10: 18 other [6] 4:19 6:15 10:13 11:24 12:3 14:17 otherwise [2] 21:6 23:23 out [19] 3:10,10 5:3,14,14, 23 6:22 8:15 9:24 11:18 15: 15 16:1,7,23 17:14 20:21 21:2 23:10 24:3 outreach [1] 6:22 outside [2] 10:19 13:21 over [4] 8:9 18:12 20:18 22: 6 overnight [3] 5:1 21:16,18	packets [5] 12:10,18 13:5, 5,6 page [1] 12:25 palomares [2] 25:9,10 pamela [1] 25:4 pamphlets [1] 23:13 panel [1] 18:13 paperwork [3] 4:10 11:21 17:6 part [5] 9:9 12:3 13:15 16: 19 20:14 party [2] 11:25 22:4 party's [1] 12:3 passionate [1] 7:11 passport [6] 17:18,19,20, 24 18:1,5 passports [3] 17:10,13,17 password [1] 9:20 pay [3] 16:4,4,5 people [54] 3:17 4:4,5,12, 21 6:22 7:12,13,14,20 8:2, 3,4,7,8,11 9:5,16 10:2,4,6, 7,12 11:3,9,24 13:2,3,8 15: 4,15,18 17:16,25 18:4,17, 22,24 19:5,7,13 20:2,10,22 per [2] 12:12,14 percent [1] 8:13 perfect [1] 18:23 perhaps [2] 17:23 21:9 period [1] 15:11 perry [50] 2:6,10 3:5 4:2,25 5:2,5,25 6:2,5,12,15,20,24 7:16 8:6,13 9:8 10:1 11:3,6 12:10,13,15,17 13:13,15 14:13,15,24 15:2,4,17 16: 10,15,18 17:11,14 18:8 19: 4,7,22,25 21:13,16 22:9,11, 13 23:3 24:13 person [4] 7:17 10:3 21:6 22:2 person's [2] 21:1,9 phone [3] 9:21 22:3,6 phones [1] 21:22

DH Reporting Services, Inc. (781) 575-8000

picture [2] 5:9,21	public [2] 19:24,24	revenue [3] 8:20 13:2 19:15	15:8 16:7,23 17:12 18:21,22 20:14 21:1,12 22:15,24,25 23:1,4,6 24:7
pilot [1] 18:14	publication [1] 11:20	review [1] 19:15	services [3] 2:7 7:3 13:2
place [9] 3:12,17,20,23 5:11,12,12 14:9 18:23	put [7] 4:14,20 9:20 10:8 12:18 13:20 20:19	reviews [1] 19:16	serving [2] 13:17 23:7
plaintiff [1] 22:4	Q	rooms [1] 3:8	set [2] 18:23 22:12
plan [1] 4:20	questions [4] 2:4 14:5 19:9 24:6	rotation [1] 22:8	seven [1] 7:22
play [2] 3:9 15:8	R	roughly [1] 7:15	she's [1] 2:22
please [1] 24:10	rather [1] 11:10	roxbury [2] 3:2 25:14	sheriece [3] 2:6,15 24:12
plunge [1] 4:3	re [1] 23:10	rules [2] 4:11 11:12	sheriff [2] 11:21 15:25
police [3] 22:1,21,21	ready [1] 23:16	run [5] 7:9 16:19,23 17:1 24:3	shop [1] 18:23
pool [1] 23:10	real [1] 2:18	runs [1] 16:22	short [1] 15:11
poor [2] 15:6 21:9	reality [1] 10:7	ryan [54] 2:1,2,2,6,11 3:25 4:22 5:1,3,24 6:1,3,11,13,18,21 7:14 8:4,11 9:5,23 11:1,5 12:8,12,14,16 13:11,14 14:11,14,21,25 15:3,14 16:9,12,17 17:9,12 18:6 19:3,5,19,23 21:11,14 22:7,10,12,24 24:3,14 25:6	shorter [1] 7:23
position [1] 11:9	realize [1] 21:19	S	show [4] 2:3,4,9 7:10
possible [1] 18:25	really [17] 2:12 3:11,13,17 5:8,14 7:4,21 9:8,12 10:11,21 12:1,4 13:8 20:1 21:6	sat [1] 5:19	shows [1] 17:20
practice [3] 2:17 7:4 20:13	rear [1] 6:7	satisfied [1] 4:13	sit [3] 15:12 17:5 18:11
prepare [1] 19:10	receive [1] 23:9	says [6] 11:13,22 16:2,5 17:23 22:25	sites [1] 15:22
prepared [1] 12:10	refer [2] 17:7 18:13	schools [2] 7:3,6	situation [2] 21:24,25
pretty [1] 6:11	referrals [1] 10:20	screen [1] 17:3	situations [1] 8:8
prevention [4] 22:2,5,16,23	regions [1] 22:13	se [4] 9:23,24 10:1,4	six [3] 7:22 11:22 18:14
primarily [1] 13:22	registries [1] 13:10	second [2] 6:7,10	small [6] 3:8,16 5:22 12:19,19 15:8
print [3] 15:15 16:1,7	regular [1] 19:24	secretary [1] 2:24	smaller [1] 5:6
prior [1] 7:4	related [2] 2:12 19:17	see [7] 8:24 9:3 10:24 17:14,16 18:23 19:7	soft [1] 14:18
privacy [1] 16:24	relationships [1] 7:1	seeing [1] 18:21	sole [1] 11:25
private [5] 2:17 3:1,9 17:2,7	remember [2] 24:6,10	seen [2] 11:14 20:1	someone [8] 3:13 10:22 11:6,13,17 20:8,16 21:7
pro [8] 9:23,24 10:1,4 17:7 18:7,10,13	remotely [1] 9:22	self-help [1] 4:16	sometimes [7] 10:21 13:21 15:18,21,24 19:8 22:15
probably [3] 8:6,13 21:6	repair [1] 9:1	self-represented [2] 3:23 10:4	somewhere [1] 5:3
probate [6] 2:17 8:14 12:11 16:17,18 19:14	replaced [1] 9:3	send [3] 10:20 15:21 23:21	soon [3] 7:12 18:15 21:21
probation [1] 6:10	represent [2] 10:9,14	senior [1] 2:7	space [8] 3:8 5:3,8,10,11,22 15:9 16:24
procedures [1] 18:3	representation [3] 10:25 13:23 19:1	sent [1] 7:7	spaces [2] 3:6 5:15
proceeding [1] 19:10	represented [2] 2:20 10:6	september [2] 14:18,18	special [1] 2:6
process [4] 11:12,19 18:25 19:2	request [1] 8:15	serve [2] 23:2 24:10	spend [1] 10:18
processes [1] 18:3	requests [1] 23:9	serves [1] 2:24	spent [1] 23:23
produced [2] 25:3,13	required [1] 12:18	service [42] 2:13 3:4,5,7,11,21 4:1,15,23 5:6 6:3,14,15,16,21 7:15 11:8 12:9,23 13:1,4,11,16 14:10,11,23	spike [1] 8:17
producer [2] 25:4,6	research [2] 15:24 20:9		spouse [1] 11:14
professor [1] 2:22	resource [3] 20:1 21:11,13		springfield [1] 14:19
proficient [1] 4:8	resources [7] 7:1 10:19 15:19 18:17 20:21 23:11,24		staff [9] 3:21 6:21,22 7:17,18 13:12,18 18:19 20:10
program [3] 7:8 13:16 18:14	respond [2] 3:14 8:24		standard [1] 22:16
project [8] 2:19 7:3,25 16:19 17:8 18:8,15 25:11	response [2] 21:14,16		start [1] 4:20
proposals [1] 5:16	restrictions [1] 15:22		started [1] 5:5
provide [7] 3:12 5:13 8:3 9:10 10:24 18:20 23:8			state [1] 20:21
			states [2] 4:16,19
			station [1] 22:21

DH Reporting Services, Inc. (781) 575-8000

steer [1] 23:25 steps [2] 11:21 12:6 still [1] 8:1 street [1] 25:14 struggling [1] 12:4 stub [3] 16:4,4,5 studio [1] 25:10 submit [1] 5:16 suffolk [1] 2:16 suite [1] 25:19 sunday [1] 22:20 supervised [1] 7:4 support [4] 2:7 3:15 8:20 19:16 supporter [1] 12:1 switch [1] 22:11 system [11] 2:5 4:6 9:17 11:11 20:9 21:4,14,16,17 23:1,11 <hr/> T <hr/> tables [1] 3:9 talks [1] 22:4 technology [1] 20:2 telephone [2] 9:17 21:4 template [1] 6:1 temporarily [1] 18:23 ten [3] 7:25 11:14 21:23 term [1] 9:24 terms [1] 12:6 that's [14] 2:12 5:13 8:23 10:21 11:17 12:22 14:21, 21,21 19:6 20:8 21:24 22:2 24:9 theji [1] 25:8 themselves [2] 10:9,14 there's [12] 7:12,17,17 8:7, 8 12:25 13:23 14:7 15:22 17:15 21:25 22:17 there's [1] 20:13 they'll [5] 9:20 17:5,6,6,7 they're [19] 3:15 8:9,25 12: 1,4,4 13:16 14:1,14 15:21 17:5 19:8,12 20:2,6 22:3, 10 23:16,22 they've [7] 8:25 11:24 12: 18 17:18,22 19:8 23:19 though [1] 22:19 <hr/> U <hr/> uncle [1] 15:12 under [1] 10:6 understand [1] 19:12 university [2] 2:15,16 up [5] 6:6 7:10 13:10 18:23 19:16 using [1] 20:2 <hr/> V <hr/> vacation [1] 18:1 variety [2] 3:8 10:1 vegas [2] 23:19,20 verification [1] 12:20 veterans [1] 14:8 violence [2] 21:24,25 visit [1] 25:1 volunteer [7] 2:19 7:2,25	16:19 17:8 18:8,15 volunteers [1] 17:19 <hr/> W <hr/> w.r [1] 25:11 wait [1] 7:23 walk [10] 9:14 10:23 12:22 13:10 20:5,18 22:20,21,25 23:3 walked [1] 21:7 walking [1] 23:14 walks [1] 11:13 walls [1] 5:23 washington [2] 2:15 25: 14 watch [1] 15:7 watching [1] 24:4 water [1] 5:12 way [1] 14:16 we'd [1] 24:4 we're [15] 2:11,12 6:7,8 8: 13 9:19 15:20,22 16:1 20: 17,18,18,19 22:19 23:7 we've [7] 8:17 13:7,20 20:1, 17,22 24:3 website [3] 20:4 25:1,20 wednesday [1] 16:12 wednesdays [2] 16:11 18: 6 week [2] 17:25 22:7 weekend [1] 8:9 weren't [1] 4:12 west [2] 14:16 20:12 what's [8] 7:9 8:11 11:10, 12 14:1,1 16:9 19:9 white [1] 5:22 will [8] 10:4 14:19,19 15:10 18:15,16,24 22:5 windows [1] 9:2 wood [1] 25:4 worcester [1] 14:17 work [1] 7:14 worked [2] 2:16 16:18 working [3] 14:1,2 16:15 works [2] 11:11 16:8 <hr/> Y <hr/> year [2] 13:25 17:15
--	---