MASSACHUSETTS JURY DUTY - YOU MAKE A DIFFERENCE
With Jennifer Shaw, Jury Commissioner Operations Manager and
Richard Graham, Jury Commissioner Field Support Analyst
By the Massachusetts Judicial Branch

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: Todays guests are Jennifer Shaw, Operations

7   Manager at the Office of Jury Commissioner, and Richard

8   Graham, Field Support Analyst for the Office of Jury

9   Commissioner.

10 Welcome. Thank you both --

11 MS. SHAW: Thank you.

12 MR. GRAHAM: Thank you.

13 MS. SHAW: Thank you, Mike.

14 HOST RYAN: -- for being on the show.

15 Jen is a graduate of the University of Massachusetts in

16 Boston with a degree in Criminal Justice, and she has worked

17 at the Office of Jury Commissioner since 2009.

18 Richard is a graduate of Assumption College with a degree

19 in Criminal Justice. He has been with us for ten years,

20 started off in the jury call center, moved on to the legal

21 department, and is currently in the IT department.

22 And it is appropriate, since we want to talk about the jury

23 call center which you supervise and you graduated from, do you

24 get a warm body when you call the jury call center?

25 MS. SHAW: We absolute, you absolutely get a warm body every

1   time during our business hours that you call the 1-800-THE-

2   JURY telephone number.

3   Believe it or not, there are some people who are not happy

4   to see that they have a juror summons in the mail, and they

5   have some questions in regards to their jury duty.

6   They may never have been to a courthouse before. They may

7   be nervous when they see a juror summons, and immediately

8   their first response is to pick up the phone and call us.

9   So yes, there is nothing worse than calling an 800 number

10 and having to type in a whole bunch of numbers before you

11 actually get a live person.

12   Fortunately, we don't have that in the call center. Jurors

13 will call, and if there's not a representative available, they

14 will sit in a cue, and they will just hear basically their

15 wait time and how long that they have to wait, and that's it.

16   They don't have press in any numbers.

17   And then once an operator becomes available, they'll,

18 they'll take the call.

19   HOST RYAN: What are the hours of operation for the jury

20 call center?

21   MS. SHAW: The call center is open Monday through Friday,

22 8:30 to 4:30, and you will get a live speaking person on the

23 other end when you call during those hours.

24   HOST RYAN: And when's the best, is there a best time to

25 call the 800 number?

1   MS. SHAW: There are definitely times when the call volumes

2   are higher than, than, than others.

3   If you call Monday morning at 9 a.m., that's probably our

4   highest volume.

5   Definitely towards the end of the day, right around 3 p.m.,

6   that's also when we have a high call volume because people

7   have called to see if they need to go in to the courthouse,

8   and now they need to call us because they have some type of

9   situation come up.

10   But --

11   MR. GRAHAM: Tuesdays after long weekends.

12   MS. SHAW: Tuesdays after a long weekend definitely.

13   Fridays are typically a slower day. The, you know, there

14   are not as many jurors scheduled on a Friday, so if you can

15   hold off and call us on a Friday, you definitely have less of

16   a, less of a wait time.

17   We do typically answer all calls on average within two

18   minutes, so.

19   HOST RYAN: That's good response.

20   MS. SHAW: Yeah. Yeah.

21   HOST RYAN: About how many calls do you average to the call

22   center every day?

23   MS. SHAW: On a daily basis, we get anywhere between 900 to

24   1200 calls per day depending on the day. And it's, you know,

25   you never know what, what, what kind of calls that you're,

1   you're going to get, and it's, it's great that we actually

2   have people there and are available to still answer and, and

3   speak to people.

4   HOST RYAN: Rich, you started in the jury call center. How

5   do you handle difficult calls?

6   MR. GRAHAM: The best, best thing to do is hear the person

7   out. Usually, you know, they'll, they'll have some complaints

8   or maybe don't want to go in at all, but if you listen to, to

9   what they're saying, there's usually something that you can

10   offer to kind of ease their frustration, maybe transfer to a

11   different location, explain how to do that, pick a, you know a

12   day that's going to work better for them.

13   Generally Courts bring in jurors Monday through Thursday

14   for the most part so you can, you know, you can find a wide

15   variety of days to, to help them out.

16   HOST RYAN: What's the most common question you would, you

17   would hear in the jury call center?

18   MR. GRAHAM: Probably why do I get called every year and my

19   neighbor never gets called.

20   HOST RYAN: And why would, why would people ask that kind of

21   question?

22   MR. GRAHAM: I, I think a lot of people, if, especially if

23   you're, you know, frustrated about getting the summons, you,

24   you have a tendency to over-exaggerate when your last summons

25   was.

1   Generally, if you look the person up, they probably haven't

2 been called for four or five years.

3   HOST RYAN: So you need, you need the patience of a saint to

4 deal with some of the jurors?

5   MS. SHAW: Well, you have to have empathy.

6   HOST RYAN: Empathy, yeah.

7   MS. SHAW: I mean people have, you know, stressful lives.

8 They could be dealing with a sick child, a sick parent, or

9 sick themselves, you know, and you have to, I tell all of the

10 call center representatives, put yourself in that person's

11 shoes and, you know, be empathetic and, and everybody has

12 something that they, they can, they can, they understand and,

13 and are probably going through a situation similar to what the

14 juror calling in is going to, so.

15   MR. GRAHAM: We've all been on the other side of the, of the

16 800 number, so.

17   MS. SHAW: Yes.

18   HOST RYAN: Everybody's --

19   MS. SHAW: Yeah.

20   HOST RYAN: Now, can you call after hours the 800 number?

21   MS. SHAW: You can call after hours. There's a, a bunch of

22 pre-recorded messages depending upon what your need is that

23 you can kind of scroll through and, and punch numbers through.

24   Or the best way to get in touch with us is to go on our

25 website and go in and log in with your badge and pin number

1   and zip code.

2   You can request a disqualification. You can confirm. You

3   can request a hardship transfer if you need to transfer your

4   location if you have a valid hardship reason.

5   Or you can email us. There's also a link to our email if

6   you have, you know, a specific question and the call center

7   operators are, it's not during business hours, you can

8   absolutely send us an email with your information and we'll

9   get back to you.

10   HOST RYAN: And then --

11   MR. GRAHAM: You can go on the website to postpone, you'll

12   get a calendar of all available days so it, you know, you'll

13   know what --

14   HOST RYAN: You can pretty much do almost any kind of

15   transaction on the website?

16   MS. SHAW: Definitely.

17   HOST RYAN: And what is that address?

18   MS. SHAW: It's MAJury.gov, and you want to click on the

19   link that says respond to your summons online.

20   And like Rich says, yeah, there's a great feature. It's an

21   actual calendar, and people can go in and, and choose their

22   own date which day works better for them depending on their

23   own schedule.

24   HOST RYAN: Do I have to give a reason to postpone?

25   MR. GRAHAM: You can postpone any time within 12 months of

1   your original date. So say you were summonsed for January 2nd,

2   2016. You have till January 2nd, 2017 to serve.

3   So as long as the, as long as the Court has, you know,

4   jurors on the date that you want, you, you can pick your date,

5   and no reason required.

6   HOST RYAN: So we don't, you don't need a, you don't have to

7   need a reason to just say gee, I'd like another date.

8   MS. SHAW: No.

9   HOST RYAN: And you say on the interactive website, you'd

10   actually see the, the calendar of available dates?

11   MS. SHAW: Yes. Yup, and if a date is not available, it

12   will not allow you to choose it, and then you can just, you

13   know, change the month, go to the next month.

14   You can go from 2015 to 2016 if there's a month in 2016

15   that works better for you.

16   If you're a teacher and you want to select a date say over

17   the summer and not miss out on a school day, then you can, you

18   can absolutely do that.

19   So people really, really like the, the website option.

20   MR. GRAHAM: And you'll get a confirmation email and, you

21   know, next day, and you'll be good to go.

22   HOST RYAN: What's the average length of stay in the, for

23   the jury?

24   MS. SHAW: As far as how long jurors --

25   HOST RYAN: Yeah. How are they, how many days would they

1 serve typically?

2   MS. SHAW: Typically, most jurors are done in one day, about

3 90 percent of our jurors finish their, their juror service.

4   It's one day or one trial.

5   Like I tell everyone who calls in that may have a concern,

6 the Judge will absolutely let everybody know how long the

7 trial is going to be, and anyone who has a hardship with that

8 length of that trial and has a valid reason can, can speak to

9 the Judge at that time. So.

10   HOST RYAN: So only the Judge in the courtroom then could

11 dismiss somebody or retain somebody for jury duty?

12   MS. SHAW: Yes.

13   HOST RYAN: What about if I have trouble with English? Are

14 there bilingual operators at the jury call center?

15   MR. GRAHAM: We have a number of a Spanish speakers. That's

16 generally the, the most common --

17   MS. SHAW: Yeah.

18   MR. GRAHAM: -- language aside from English.

19   But we, we do have someone who speaks --

20   MS. SHAW: Creole.

21   MR. GRAHAM: We have Creole.

22   HOST RYAN: Creole.

23   MS. SHAW: Yeah.

24   MR. GRAHAM: So, you know, we do, we do the best we can to,

25 to accommodate anybody that does call or, or come in.

1   MS. SHAW: Yeah. For a small office, we're very fortunate

2   to have four or five different bilingual speakers, so it works

3   out great.

4   HOST RYAN: What about people who may be hearing impaired

5   and can't use the telephone? How --

6   MR. GRAHAM: There's a relay service that generally people

7   who are hard of hearing or deaf jurors can use to, to contact

8   our office. It basically goes through an operator. The

9   operator speaks to the person in the phone room, and then the

10   operator relays the message to the deaf juror.

11   The TTY which is, it's kind of a texting system, they, they

12   can also use that. That's available to them.

13   HOST RYAN: What about parents of small children, are they

14   exempt from jury duty?

15   MR. GRAHAM: No one's exempt, not based on, you know, what

16   you do or things like that. So parents of small children

17   would still have to go.

18   We again are, are flexible with, you know, helping you find

19   a day that, that works for you, whether it be the day of the

20   week or a certain month.

21   MS. SHAW: Yeah.

22   HOST RYAN: So don't bring your children to jury duty?

23   MS. SHAW: No.

24   MR. GRAHAM: You will be sent home.

25   MS. SHAW: Yes. Yes.

1   And that's, I mean that's typical, that's a lot of calls

2   that we do.

3   Parents of students, they're upset that their, you know,

4   their child is in college and, and have been summonsed for

5   jury duty.

6   We work with all the colleges in the State of Massachusetts

7   and advise them that, you know, students are going to be

8   summonsed for jury duty, and it's important that that not be

9   held against them during their class schedules.

10   You know, callers that have young children, some, and have

11   difficulties with daycare that, and, you know, someone that

12   may have a medical issue or a concern going on, we hear all

13   kinds of --

14   MR. GRAHAM: Again --

15   MS. SHAW: -- all kind --

16   MR. GRAHAM: Again, students, you can find days towards the

17   beginning or the end of the semester --

18   MS. SHAW: Yeah.

19   MR. GRAHAM: -- where classes are light, work load's light.

20   If, you know, if it's a single, single parent situation,

21   you can, you know, maybe find someone, a time of the year

22   where other family will be in town. So.

23   HOST RYAN: The minimum age for jury duty is?

24   MS. SHAW: 18.

25   HOST RYAN: 18. So someone in high school and college could

1	get called for jury and would be eligible?
2	MS. SHAW: Yes.
3	MR. GRAHAM: As long as you're 18 by the day you are called
4	for.
5	MS. SHAW: Yes. You could receive a summons in the mail
6	while you're still 17, but your birthday is, is up and coming,
7	and you're summons is for a date after your birthday --
8	HOST RYAN: Your birthday.
9	MS. SHAW: -- has passed, and you, and you're already 18.
10	HOST RYAN: What about kids who come to study in the, in
11	Massachusetts for college or university? Are they eligible
12	for jury duty here in the Bay State?
13	MS. SHAW: Yes.
14	MR. GRAHAM: Still eligible. You're considered an
15	inhabitant of the state.
16	Again, the, the jury is, is designed to represent the
17	community.
18	MS. SHAW: Yeah.
19	MR. GRAHAM: So college students obviously are a big
20	representative of that community, especially colleges like
21	UMass Amherst. And they, you know, they make up probably 70
22	percent of the population out there when they're in session.
23	So to exclude such a large population would --
24	MS. SHAW: It wouldn't be representative.
25	HOST RYAN: If I came from the Boston area and I went to a

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 1    school like UMass Amherst, could I get a jury summons here in
 2    Boston and one out where UMass Amherst is?
 3       MS. SHAW: Yes.
 4       MR. GRAHAM: There is double dipping.
 5       HOST RYAN: But you, but you only have to serve one though,
 6    right?
 7       MS. SHAW: Correct.
 8       HOST RYAN: So --
 9       MS. SHAW: Yeah.
10       HOST RYAN: But if you get your summons in the school, you
11    have to serve it where your school is, correct?
12       MS. SHAW: Yes, wherever your summonsed first.
13       MR. GRAHAM: It can't be transferred out of county.  We can
14    transfer your, your Court within the county, but you can't be
15    transferred out of the county.
16       MS. SHAW: Yeah.
17       HOST RYAN: What about handicap accessibility?  Are most of
18    the courthouses equipped to deal with people who may have
19    mobility issues?
20       MS. SHAW: Yes, definitely.  There are some locations that
21    are better equipped.  You know, there are still some
22    courthouses that are fairly old and are, are not as up to date
23    as some of the newer courthouses.  And that's definitely where
24    you want to call our call center operators and get in touch
25    with someone and figure out, you know, people have questions.
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1   How far is it from the parking lot to the front door? How

2   far do I have to walk?

3   It's just not only, you know, people that are in wheel

4   chairs. There's other people that may have limited mobility

5   as far as walking, or if they need to bring needles if you're

6   a diabetic, you can absolutely, we have a great ADA

7   coordinators within our office. They'll, they'll take any

8   requests.

9   HOST RYAN: People can bring food if they need to have food?

10   MS. SHAW: Yup, yup. Any type of reasonable accommodation

11   that, that we can accommodate, definitely.

12   So you want, anyone who has any type of ADA concern would,

13   would want to call our office and, and see if there's a

14   courthouse that would work better for them within their

15   county.

16   HOST RYAN: So if somebody, or what would you tell jurors as

17   far as the length of the day, should they have to be

18   comfortable sitting for a couple of hours? Is that the

19   baseline you use?

20   MS. SHAW: Yes. So I mean Court hours are basically jurors

21   are summonsed to come in either at 8 or 8:30.

22   Most Court business is done by 4 or 4:30. It, it all

23   depends.

24   Again, if you have some type of discomfort and, and not,

25   not the ability to be able to sit for that long, that's

1   definitely something that, you know, you can call us, and, and

2   we can talk over.

3   And some people may need to get a doctor's letter to be

4   excused from serving if they, if they just, if they can't do

5   it, if they, if they have that severe of a medical condition

6   that, yes, they can't sit for that long of a, of a time

7   period.

8   HOST RYAN: Rich, what should I, what should I wear for jury

9   duty? Do I, do I need to wear a tie?

10   MR. GRAHAM: There's nothing set in stone that says what you

11 need to wear. But it's, it's serious business, so you should

12 dress accord --

13   HOST RYAN: Business.

14   MR. GRAHAM: -- to the business that's going to be

15 conducted.

16   So basically, we, we would advise people business casual.

17   MS. SHAW: Yeah.

18   MR. GRAHAM: You don't want to show up in ripped jeans or,

19 you know, something inappropriate written on a t-shirt.

20   HOST RYAN: Jurors have been sent home, have they not, that

21 are --

22   MS. SHAW: Yes.

23   HOST RYAN: -- dressed inappropriately --

24   MS. SHAW: Yeah.

25   HOST RYAN: -- for jury duty?

1   MS. SHAW: I mean during the summer, you know, there's some

2   Courts that, you know, they won't accept you if you have flip

3   flops and shorts and, and tank tops on.

4   Jury duty is a, is a serious business, and if your family

5   member was the one who was being charged with a crime, you,

6   I'm sure you would want the jurors that are sitting on your

7   own trial or a family member's trial to dress in a, in a, in a

8   business like fashion and in a, in an appropriate way.

9   So, yes, some of them have been sent home.

10   HOST RYAN: What's generally the biggest complaint about

11   jury duty that you receive at the office from jurors?

12   Length?

13   MR. GRAHAM: Probably, yeah, either length or downtime.

14   HOST RYAN: Yeah.

15   MS. SHAW: Yeah.

16   MR. GRAHAM: When you go, there, there, there could be some

17   downtime, and I think a lot of people don't understand why

18   when they first get there, they're --

19   HOST RYAN: Hustled in.

20   MR. GRAHAM: -- sit, well, they're sitting for like a long

21   period of time.

22   HOST RYAN: Right.

23   MS. SHAW: Yeah.

24   MR. GRAHAM: They don't, they don't see what's going on

25   behind the scenes in the courtroom with the parties and the

1   Judge working out motions and things along those lines.

2   So it, I think if you don't know what's, you know, what's

3   happening, you can get a little frustrated.

4   So I think in, I think by and large though, the, the jury

5   pool officers do a good job of trying to keep the jurors

6   informed and kind of where, where things are and, you know,

7   whether or not they'll be needed, how many cases they're still

8   waiting to hear back from. So.

9   MS. SHAW: Yeah. And there's been a huge change within the

10   past ten years, you know, with the Judges and our office and

11   the administrative office to make sure that jurors are only

12   brought in on the days that they're, they're actually needed.

13   Our goal is to get every juror into a courtroom.

14   There are unfortunately going to be some days where the

15   case will settle and a juror won't be able to get to a

16   courtroom.

17   But the juror has, just being there has made, has made,

18   made a difference so.

19   MR. GRAHAM: We hear that from Judges a lot, that when

20   jurors are, you know, ready to go and, and present, a lot of

21   times that can make someone take a plea.

22   MS. SHAW: Yeah.

23   MR. GRAHAM: So.

24   HOST RYAN: Just the presence of jurors --

25   MS. SHAW: Just the presence.

1   HOST RYAN: -- leads to resolution.

2   MS. SHAW: Yeah. Yeah.

3   HOST RYAN: So what should jurors expect, Jen, when they,

4   they come into their courthouse? What, is there some sort of

5   a routine when they check in for juror service?

6   MS. SHAW: There is. So every juror who is scheduled will

7   receive a, a reminder notice about ten days ahead of their

8   scheduled date.

9   That reminder notice will have a number that they need to

10   call the night before. It will have a map and directions to

11   the courthouse, the time that they need to be there, the

12   location of the jury pool room that they're going.

13   When they come into the courthouse in the morning, they'll,

14   they'll go through security. And then head on up to their,

15   their, their jury pool, wherever that's located, and they'll

16   be checked in by a Court officer and given attendance in the

17   system.

18   And then the Court officer will greet the jurors and tell

19   them a little bit about their day, where, you know, the

20   logistics of the building, where the, the restrooms are, if

21   there's any vending machines or water if, or if juror has any,

22   you know, specific needs.

23   And then --

24   HOST RYAN: No smoking though, right?

25   MS. SHAW: No smoking, no.

1   And then the jurors will watch about a 20 minute

2 orientation video that tells them just a little bit more about

3 jury duty. And then a Judge will come down and, and welcome

4 them, and they'll proceed about their day.

5   HOST RYAN: So you advise that they, people should bring in

6 reading materials --

7   MR. GRAHAM: Ab --

8   HOST RYAN: -- and can they bring in elec --

9   MS. SHAW: Absolutely.

10   HOST RYAN: Can they bring in electronic devices?

11   MR. GRAHAM: Absolutely. Bring, bring read, reading

12 materials, and the Court, as long as you have your juror

13 summons with you, the Court will allow you to come in with

14 your cell phone.

15   You --

16   MS. SHAW: And laptop.

17   MR. GRAHAM: Yeah.

18   MS. SHAW: Yeah.

19   MR. GRAHAM: You'll see, you'll see the, the sign outside of

20 most courthouses that said no elect, electronics. But as long

21 as you have your summons there and you're there for jury duty,

22 they'll --

23   MS. SHAW: You let front, the front security know that

24 you're a juror. They will allow you in.

25   And many, many people bring in, you know, Kindles, and

1   laptops. We're in a technology --

2   HOST RYAN: But no Wi-Fi?

3   MS. SHAW: No Wi-Fi, no Wi-Fi yet.

4   HOST RYAN: Yet.

5   MS. SHAW: Hopefully, hopefully in the future, that's

6   something that, that we can offer.

7   But people can bring their own Wi-Fi with them if they have

8   it, and you know, there's certain courthouses that have

9   locations that have little desks set aside or an area for

10   people to be able to set up their laptop or read a book.

11   MR. GRAHAM: Most smartphones can be used as a hotspot too,

12   so I mean you can hook that up to your laptop and then connect

13   to the internet that way. So.

14   HOST RYAN: Okay. That's a way to do that.

15   But the warning is that once jurors go into the courtroom?

16   MS. SHAW: Everything needs to be shut off.

17   HOST RYAN: Everything needs to be shut off. Okay.

18   MS. SHAW: Yes.

19   HOST RYAN: So --

20   MS. SHAW: Absolutely.

21   MR. GRAHAM: And they are strict about that.

22   MS. SHAW: Definitely, yeah.

23   MS. SHAW: Some of the courthouses try to provide magazines.

24   You know, there are some that are there for people to be able

25   to read.

1   But definitely bring something with you to, to keep you

2   occupied. It just helps, helps the day move along.

3   HOST RYAN: Rich, you worked in the legal department. Dare

4   I ask what happens if I don't go to my jury duty?

5   MR. GRAHAM: First thing that will happen, you'll get a

6   failed to appear notice, a gentle reminder that you forgot

7   about your day. And --

8   HOST RYAN: So, and when do you, when would I get that I if

9   didn't go to jury duty?

10   MR. GRAHAM: Generally a week to ten days after you missed

11   it. It gives the phone number, 1-800-THE-JURY. It tells you

12   to call and reschedule.

13   If you don't call and reschedule, at some point in the

14   future, you would get a delinquency notice, a more stern

15   reminder that you forgot about your day.

16   HOST RYAN: And how, how much time do I have to resolve my

17   juror delinquency with --

18   MR. GRAHAM: So the delinquency notice gives you 30 days --

19   HOST RYAN: 30 days.

20   MR. GRAHAM: -- from the date that it's mailed. And, so.

21   HOST RYAN: And what if I was foolish enough and I didn't,

22   didn't respond to that?

23   MR. GRAHAM: Or didn't receive it in the mail?

24   HOST RYAN: Or didn't receive it in the mail.

25   MR. GRAHAM: Yeah. And then you would get an application

1   for a criminal complaint in the mail which would basically

2   give you a show cause hearing date.

3   HOST RYAN: That's a Court document, correct?

4   MR. GRAHAM: Yes, it is. And so it gives you a date and a

5   time to show up for a hearing with a legal counsel and the,

6   the Clerk of the Court. And generally when you go to the

7   hearing, the legal counsel will either explain what you need

8   to do to be disqualified or will give you, reschedule your

9   date while you're there, and then give you the instructions to

10   call the night before, same as a normal juror would.

11   If you don't show up at the hearing --

12   HOST RYAN: Or don't adhere to the terms of the hearing.

13   MR. GRAHAM: -- they would schedule you for an arraignment,

14   and again, if you miss the arraignment, they, most Courts will

15   issue a warrant.

16   HOST RYAN: And that takes quite a few pieces of mail to get

17   somebody to the warrant --

18   MS. SHAW: Yeah.

19   HOST RYAN: -- stage, correct?

20   MR. GRAHAM: It does. I mean the ultimate goal is to get

21   people in there to serve.

22   It's not to, you know, punish you, or, you know, make your

23   life miserable. It's just to get you in there to serve and

24   get a, get a result.

25   HOST RYAN: So pretty much --

1   MS. SHAW: Or, yeah, I mean respond. I mean --

2   HOST RYAN: Right. So --

3   MS. SHAW: -- if, if you have moved out of the county, no

4   longer live in the county, if you're not a citizen.

5   A lot of people will get that notice and say, oh, that

6   doesn't apply to me, I'm, I'm not a citizen. We don't know

7   that, and at any time, anyone can become a citizen so you,

8   they also become eligible to serve.

9   We just need people to respond and, and let us know what

10   their status is.

11   Don't, don't ignore your juror summons.

12   MR. GRAHAM: Yeah.

13   HOST RYAN: Right. So respond to every juror summons that

14   you receive in the mail.

15   MS. SHAW: Yes.

16   MR. GRAHAM: Which goes along, just because you sent in a

17   doctor's letter in the past or in the past you've told us

18   you're not a citizen, that doesn't mean the condition hasn't

19   changed. You may have became a citizen.

20   MS. SHAW: Yeah.

21   MR. GRAHAM: Or you --

22   HOST RYAN: Your health may have revived.

23   MR. GRAHAM: Exactly, so.

24   HOST RYAN: So, and basically, it's pretty simple, either

25   show up where you can pretty much be done in one day.

1   MS. SHAW: Uh-huh.

2   HOST RYAN: Or send us proof of disqualification.

3   So that leads us to what are the ten major

4   disqualifications from jury service?

5   MS. SHAW: The ten are non-citizen.

6   HOST RYAN: So you'd have to provide --

7   MS. SHAW: Your alien ID --

8   HOST RYAN: Okay.

9   MS. SHAW: -- a copy of your green card.

10   Or if you are over the age of 70 and choose not to serve.

11   We have jurors that are over 70 and, and can still serve if

12   they want to.

13   If you're under the age of 18.

14   If you do not speak English.

15   If you have moved outside of the county.

16   If you are an active military serving member.

17   If you are a convicted felon within the past seven years.

18   If you've previously served within the past three years

19   either federal or state jury duty, you're, you're not, you're

20   not on the hook to serve again. You have that three year

21   disqualification window.

22   If you have a medical condition, and you provide a doctor's

23   letter.

24   Or if you're a primary caregiver for someone in your

25   household who's, who you're taking care of that is sick that

1   would suffer if you left them to go for juror service.

2   Those are the, those are the ten disqualifications.

3   HOST RYAN: And they have to be, there has to be proof. You

4   just can't say I'm not a citizen and, everything has to be

5   validated, correct?

6   MS. SHAW: Yeah. Yes.

7   HOST RYAN: Great.

8   MS. SHAW: Yeah, except for over 70. We have, we have

9   everyone, those are my, those are my favorite phone calls --

10   MR. GRAHAM: Yeah.

11   MS. SHAW: -- to get because --

12   HOST RYAN: Now, if they come, we'd like to have them for

13   their wisdom and experience?

14   MS. SHAW: Absolutely. Yeah, I encourage them.

15   MR. GRAHAM: But if they call and they don't want to come,

16   they, you can disqualify them. It's quick, easy, and they

17   leave, they hang up happy so.

18   MS. SHAW: Yes, very happy.

19   HOST RYAN: Do the happy dance.

20   So are citizens who are summonsed in for jury service in

21   Mass, should they expect good service and hopefully have a, a

22   positive experience?

23   MS. SHAW: They should, and I definitely hope so from the

24   minute that they call our office. The call center is the

25   backbone of our office. We are, you know, the first initial

1   contact with most of the jurors. A lot of them have never

2   even seen the inside of a courtroom.

3   So we try to be as professional and, and as, as helpful as

4   we can. And yes --

5   MR. GRAHAM: Understanding.

6   MS. SHAW: And understanding and sympathetic and empathetic,

7   and, and help, you know, whatever situation that they're

8   dealing with.

9   And, yes, when they go to the courthouse, we also want them

10   to have a, a good experience. And it's something that we

11   continue to work on.

12   There's a survey on our website. Jurors are, are

13   encouraged to go to our website, and, MAJury.Gov, and, and

14   click on the link for the survey and tell us how we're doing.

15   Let us know, most jurors that serve have a, have a great

16   experience.

17   MR. GRAHAM: We understand that things come up. Certain

18   seasons are bad depending on your profession, if, you know --

19   MS. SHAW: Yeah.

20   MR. GRAHAM: -- if you're a tax person --

21   HOST RYAN: True.

22   MR. GRAHAM: -- that, you know, April and, and March are

23   probably not a great time for you.

24   MS. SHAW: Right.

25   HOST RYAN: Yeah.

1   MR. GRAHAM: SO you know, we're, we try to be as

2 understanding and, and helpful as possible. We can suggest

3 things based on, you know, the years and things that we've

4 seen. So.

5   HOST RYAN: So customer service is job number one?

6   MS. SHAW: Definitely.

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

8   We'd like to thank you for joining us today on Jury Duty:

9 You Make a Difference on BNN.

10   Just remember, if you have any questions about your jury

11 service, you can always contact us online at --

12   MS. SHAW: 1-800-843-5879.

13   HOST RYAN: Or?

14   MS. SHAW: To call us.

15   MR. GRAHAM: Or --

16   HOST RYAN: Or online.

17   MS. SHAW: Or online.

18   MR. GRAHAM: MAJury.Gov.

19   MS. SHAW: Yes.

20   HOST RYAN: So just remember you do make a difference.

21 Please serve when called. It's important to all of us.

22   Thank you, Jen.

23   MS. SHAW: Thank you.

24   HOST RYAN: Thank you, Rich.

25   MR. GRAHAM: Thank you.

1   HOST RYAN: And thank you at home.

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1   For More Information Visit our Website JuryDuty.MAjury.gov or

2   call 1-800-THE-JURY, 1-800-843-5879

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