

JURY OFFICE PHONE

Submitted by Tammy Boragine, Amador
November 4, 2010

I would like to know how many of you have your jury office phone number on your summons. We are considering eliminating it due to the call volume pertaining to commonly asked questions that are answered on their summons. The jury hotline where they can get information about postponements, etc., recording to listen if they are needed and our website are currently listed on the summons and will remain there. Thx! ☺

1	Sherry Spears	In Fresno the number to the office is the same as the number to call for reporting instructions so it is on our summons. When jurors call it automatically goes to the IVR automated system and jurors have to press zero to get through to the office. In an attempt to get jurors to read their summons and use the automated system to postpone we moved the number to the inside fold so jurors have to open the summons to see it, but despite our attempt we still find that jurors don't read it.
2	Diane Collins	Mendocino County has an IVR system where jurors can postpone themselves, but not excuse. There is an option for speaking to staff. That number is on the summons. My "private" number is not listed but I do give sworn jurors my business card with the number on it so if there is a reason they will be late (flat tire, etc.) or not coming in because of illness they can call me directly.
3	Rebecca Hayes	Monterey County is the same as Fresno – our numbers go to the IVR first and then if their questions are not answered by the system they can press "0" and be transferred to a jury clerk.
4	Keri Shane	El Dorado County is the same as Mendocino County
5	Debbie Cravea	Napa is the Same as Monterey
6	Edwina Harper	The only telephone number listed on the summons for Yolo County is the number they call to verify appearance dates and time or postpone their service
7	Lupe Castaneda	Santa Clara County does not have an IVR system. We have our jury office number listed on our website and other areas, but not on our summons.
8	Dolores Curiel	Here in Merced I recently removed our Jury Office number from two of the three places on the front and back of our Summons. I replaced it with the Jury IVR phone number, so that callers would utilize the IVR first. If a caller goes through the IVR and still needs to speak to a live person, they just need to press "0" and their call goes directly to the Jury office staff during business hours. I did leave the Jury office number on one spot of the summons in the event that the Jury IVR line is down. It reads "You may also hear Group Reporting Information after 5:00 p.m. by calling (209).....and pressing "0".
9	Carol Sharek	Tehama does not have an IVR system. We have our phone number printed in one place on the inside of the summons and on the court's website. The juror has to open the summons up (tri-fold) to find the number to call the office. Our jury phone has three separate messages for jurors, the 1 st is the greeting, 2 nd is for reporting information and 3 rd is to leave a message. On the last recording where they can leave a message, I've extended the announcement that if they are requesting postpone, disqualification, or excuse, to locate the postcard inside the summons and that postponement are not granted over the phone. I noticed a drop in calls when this change was made as they find the postcard where their questions are answered.
10	Deborah Preston	In Marin, we have a tri-fold summons and the office number is printed on the back side of the mailer. Consequently, no one opens their summons and reads it---but after reading these responses, you can be sure that's going to change
11	Diana Gifford-Tuggle	Shasta is the same as Fresno