

**JUDICIAL BRANCH
SERVICE CENTER AND VIOLATIONS BUREAU
ADVISORY COMMITTEE**

Type: Standing Committee
Established: January 30, 2013
Revised: April 7, 2016
Chair: John T. Smith, Service Center Manager
Report Date: Annually, July 1
Reports to: Chief Justice, Trial Chiefs, and the State Court Administrator

I. Introduction:

The Judicial Branch Service Center (SC) was established to centralize certain functions in order to divert work from clerks' offices, thereby allowing clerks to focus on other priority tasks. In March of 2012, a pilot was implemented to direct all incoming calls from Region 3 courts to the SC. The Judicial Branch intends to build on this successful pilot by expanding statewide and providing additional centralized services. The SC includes the Violations Bureau (VB), which has jurisdiction over all traffic infractions in Maine. The VB processes revenue collected, schedules cases for defendants who contest violations, and communicates with the Secretary of State's Office regarding convictions and license suspensions. The Service Center and Violations Bureau Advisory Committee is established to provide general oversight, strategic guidance and assistance to the Service Center and Violations Bureau.

II. Duties:

The Committee provides general oversight and strategic guidance in reviewing the activities of the Service Center and Violations Bureau. The Committee's duties are as follows:

- Serves as resource and provides direction to the Service Center Manager on policy and procedure.
- Identifies opportunities for the enhanced operation of the SC and VB.
- Assists in developing improved technology solutions, hardware and software requirements.

- Serves as advocates in the development of the Judicial Branch budget and assists in identifying available grant funds.
- Develops recommendations to the Chiefs and others in support of the mission of the SC and VB.
- Plans for possible SC expansion and expansion of VB jurisdiction.
- Plans and advises on SC VB statutory changes.
- Reviews workload assessments and identifies staffing requirements.
- Reviews facility workspace and provides guidance to remedy identified deficiencies.

III. Authority:

The Advisory Committee may seek input, suggestions, and recommendations from individuals and groups within and outside the Judicial Branch and may invite consultants to its meetings as needed. Advisory Committee members may consult with others at the request of the Chair.

The Advisory Committee is authorized to study procedures considered by or in effect in other court systems and any other model procedures.

IV. Membership:

Membership will be reviewed each biennium, with recommendations to the Chiefs. The members of the Judicial Branch Service Center Violations Bureau Advisory Committee are as follows:

- State Court Administrator
- Chief Judge of the District Court or District Court Judge Designee
- Chief of Finance and Administration
- Director of Court Operations
- Clerk of Superior Court
- Clerk of District Court
- Manager of the Judicial Branch Service Center (Chair)
- Senior Service Center Associate

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COMMITTEE
MEMBERSHIP ROSTER**

James T. Glessner, State Court Administrator
Hon. Charles C. LaVerdiere, Chief Judge or District Court Judge Designee
Dennis Corliss, Chief of Finance and Administration
Rick Record, Director of Court Operations
Bethany Gagnon, Clerk of Court (Superior and District)
Susan Bement, Clerk of District Court
John T. Smith, Service Center Manager (**Chair**)
Kimberly Mitchell, Senior Service Center Associate
Karen Simpson, Administrative Clerk of the Violations Bureau
David Packard, Chief Information Officer or Designee