Patent Quality Chat: Excellence in Customer Service: Meet the Regional Offices

Patent Quality Chat
Webinar Series 2016 (4 of 11)
April 12, 2016

To send in questions or comments during the webinar, please email:

PatentQualityEventParticipationBox@uspto.gov
Email questions to PatentQualityEventParticipationBox@uspto.gov

Enhanced Patent Quality Initiative

Updates

Join Us: We are hosting a Patent Community Symposium to inform the public on the status of our current initiatives, to schedule visits, to gather feedback, and to discuss ways we can improve our quality. Join us to share your ideas on how to improve our quality initiatives.

• Comment by May 24: We published a Federal Register Notice requesting feedback on our proposed patent quality metrics for fiscal year 2017. Respond by May 24 to the Federal Register Notice.

• Results update: We reviewed over 135 qualitative topics for our Topics Submissions/Issue Case Study program.

EPQI programs

You spoke; we listened. To accomplish our goals, we created 11 EPQI programs based on feedback from internal and external stakeholders.
Patent Quality Chat: Excellence in Customer Service: Meet the Regional Offices

Christal Sheppard
Director of the Elijah J. McCoy Midwest Regional Office (Detroit)

Molly Kocialski
Director of the Rocky Mountain Regional Office (Denver)

John Cabeca
Director of the Silicon Valley West Coast Regional Office (San Jose)

Hope Shimabuku
Director of the Texas Regional Office (Dallas)

Meet the Regional Offices: Detroit

Email questions to PatentQualityEventParticipationBox@uspto.gov
Meet the Regional Offices: Dallas

Hope Shimabuku

Meet the Regional Offices: San Jose

John Cabeca
Meet the Regional Offices: Denver

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Molly Kocialski

Midwest Regional Office
Illinois, Indiana, Iowa, Kentucky, Michigan, Minnesota, Missouri, Ohio and Wisconsin

Dr. Christal Sheppard, Director

Christal.Sheppard@uspto.gov
USPTO.gov/Detroit

Outreach Officer: Filling Vacancy
Objectives of the Regional Office Model

- Recruit and retain highly qualified workforce – patent examiners and Patent Trial and Appeal Board Judges
- Act as a hub for IP outreach and education
- Provide easier access for USPTO resources
- Enhance stakeholder relationships
- Spur economic development as well as innovation

Regional Focus

- For All Levels – From K-12 to IP professionals
- From basic facts to updates on law and procedure
- Stakeholder roundtables
- International programs
- Just-in-time programming (e.g. FITF, Paralegal Workshops, etc.)
- Co-host programs with strategic community partners

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Outreach Services We Provide

- **Walk-in services** to obtain information about the USPTO
- **Workstations for searching** patents and trademarks
- **A regional focus** for workshops, just-in-time training, conferences and roundtables – for stakeholders at all levels
- **A hearing room** to host Patent Trial and Appeal Board (PTAB) and Trademark Trial and Appeal Board (TTAB) proceedings – including remote access to hearings taking place in Alexandria or elsewhere
- **Interview rooms** to connect applicants to patent examiners working in Alexandria and across the country
- **Remote Training Capability** from local experts to all patent examiners working in their specialized technical fields
- **Office hours** for strategic partners like Small Business Development Centers and the Export Assistance Center

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Detroit Highlights

- Operational since July 2012
- 101 Examiners/11 Administrative Patent Judges
- Regional Challenge:
  - Midwest an afterthought for Innovation?
- Outreach
  - K-12 Programming
  - International Patent Drafting Competition

Email questions to PatentQualityEventParticipationBox@uspto.gov
Dallas Highlights

- Terminal Annex Federal Building
  Operational since November 2015

- Approximately 100 Patent Examiners,
  17 Patent Trial and Appeal Board Judges, and
  Outreach/Administrative Staff

- Regional Challenges:
  - Economic growth and size, wide variety of industries, and diverse international population

- Outreach Efforts
  - On-site events; Brazil Patent Prosecution Highway (PPH) Pilot

Email questions to PatentQualityEventParticipationBox@uspto.gov
Silicon Valley United States Patent and Trademark Office, San Jose, California

**West Coast Regional Office**
Alaska, Arizona, California, Hawaii, Oregon, Nevada, Washington

**John Cabeca, Director**

[Emails and URLs]

Outreach Officers: Joy Baker Peacock, Ken Takeda

[Emails and URLs]

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**Silicon Valley Highlights**

- San Jose City Hall Building
  Operational since October 2015

- Approximately 125 Employees
  ~ 80 Patent Examiners
  ~ 25+ Patent Trial and Appeal Board Judges
  + Outreach and Administrative Team

- Working with Startups
  - Speed Dating for Startups

- Tech Specific Partnership Meetings
  - Software, BioTech, CyberTech, Additive Manufacturing

Email questions to [PatentQualityEventParticipationBox@uspto.gov](mailto:PatentQualityEventParticipationBox@uspto.gov)
United States Patent and Trademark Office, Denver, Colorado

Rocky Mountain Regional Office
Idaho, Utah, Montana, Wyoming, Colorado, North Dakota, South Dakota, Nebraska, and Kansas

Molly Kocialski, Director
Mollybeth.Kocialski@uspto.gov
USPTO.gov/Denver

Outreach Officer: Josh Hallock
Joshua.Hallock@uspto.gov

Denver Highlights

• Byron G. Rogers Federal Building
  Operational since July 2014

• Approximately 120 Employees
  – 81 Examiners
  – 19 PTAB Judges
  – Management and Outreach Team

• Priorities:
  – Educating startups and independent inventors
  – Supporting STEM education
  – Collaborating with region’s federally-funded labs
  – Establishing robust partnerships with stakeholders at all levels, including federal, state and local agencies

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Let’s Chat with the Regional Offices

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Thank you for joining us today!

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Next Patent Quality Chat:
Tuesday, May 10th
eCommerce Modernization (eMod): Improving the Electronic Patent Application Process