

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

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



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

PatentQualityEventParticipationBox@uspto.gov



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Enhanced Patent Quality Initiative
 Learn about USPTO efforts to increase patent quality.

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Enhanced Patent Quality Initiative

High-quality patents enable certainty and clarity of rights, which fuels innovation and reduces needless litigation. To ensure we continue issuing high-quality patents well into the future, we established the **Enhanced Patent Quality Initiative (EPQI)**. We are strengthening work products, processes, services, and how we measure patent quality at all stages of the patent process.

2016 Patent Quality Chats
 Next Chat - April 12, 2016, 12 - 1 pm ET

Quality Spotlight: Clarity and Correctness Data Capture Master Review Form

Updates

- Join Us:** We are hosting a **Patent Community Symposium** to update the public on the status of our quality enhancing programs, to introduce some developing programs and collect your feedback. We continue discussion from a stakeholder's perspective on what patent applicants and their perspectives can do to enhance quality.
- Comment by May 24:** We published a **Federal Register Notice** requesting feedback on our proposed **patent quality metrics** for fiscal year 2017.
 - We want your feedback on our decision to replace the Composite Quality Score**, which we used during fiscal years 2011-2015 to report our quality, with individual metrics. To comment, please review the **Federal Register Notice**.
 - We want your feedback to improve how we review examiners' work products.** We created a **Master Review Form** so all reviewers use consistent criteria when assessing both the correctness and clarity of mailed office actions. To comment on this standardized review form, please review the **Federal Register Notice**.
- Results update:** We received over 135 qualified topics for our **Topic Submissions for 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.

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

Christal Sheppard

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

Molly Kocalski

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)



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Meet the Regional Offices: Detroit



Christal Sheppard



Email questions to PatentQualityEventParticipationBox@uspto.gov

Meet the Regional Offices: Dallas



Hope Shimabuku



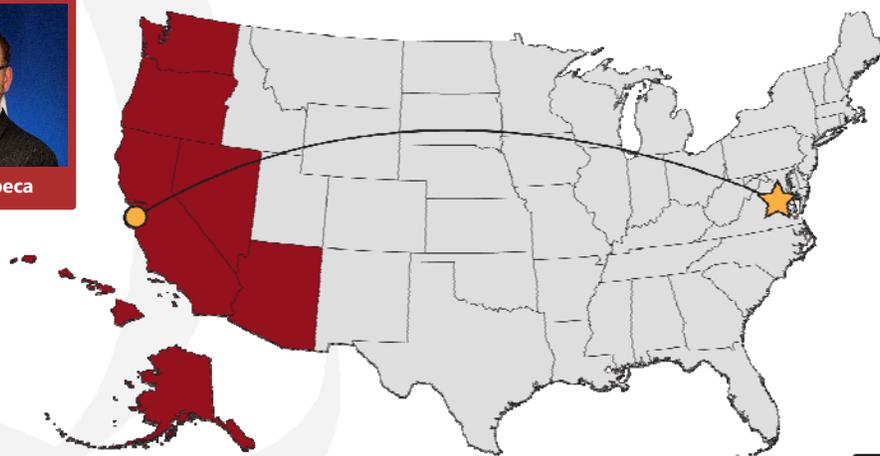
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Meet the Regional Offices: San Jose



John Cabeca



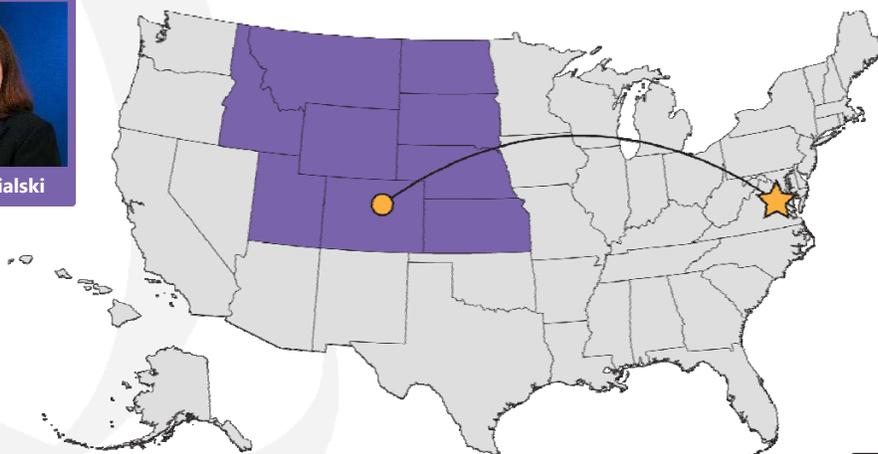
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Meet the Regional Offices: Denver



Molly Kocalski



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Elijah J. McCoy United States Patent and Trademark Office, Detroit, Michigan

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



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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
- Hiring 25 Patent Examiners – www.usajobs.gov
- Regional Challenge:
 - Midwest an afterthought for Innovation?
- Outreach
 - K-12 Programming
 - International Patent Drafting Competition



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United States Patent and Trademark Office, Dallas, Texas

Texas Regional Office

Alabama, Arkansas, Louisiana, Mississippi, New Mexico, Oklahoma, Tennessee and Texas

Hope Shimabuku, Director

Hope.Shimabuku@uspto.gov

USPTO.gov/Texas

Outreach Officer: Filling Vacancy



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



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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

John.Cabeca@uspto.gov

USPTO.gov/SiliconValley

SiliconValley@uspto.gov

Outreach Officers: Joy Baker Peacock, Ken Takeda

Joy.Peacock@uspto.gov ; Ken.Takeda@uspto.gov



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



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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**



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