



Citizens Jury Project
Fall 2005 Ombudservice Report

September 1, 2005 – December 31, 2005



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Preface

The Fund for Modern Courts (“FMC”) is a nonpartisan, nonprofit, statewide court reform organization founded in 1955. Led by concerned citizens, prominent lawyers, and business leaders, FMC strives to improve the administration and quality of justice in our courts. It is the only organization in New York State devoted exclusively to improving the judicial system.

The Citizens Jury Project (“CJP”) was created in 1995 following the recommendation of the Jury Project, a blue-ribbon panel formed by New York State Chief Judge Judith S. Kaye to review and reform jury service in New York State. The project began with one courthouse location and has grown to include seven courthouse locations in three boroughs in New York City. As of March 2006, plans are under way to open ombudservice booths in the Bronx and Staten Island. With the expansion of this service, CJP will be poised to provide a complete “snapshot” of jury conditions throughout the City of New York.

As in the past, the goals of CJP are (1) to provide on-site assistance for jurors by answering general questions about jury service, (2) to record comments made by jurors about amenities, facilities, and procedures, and (3) to report on the conditions of jury service.

Jurors have an opportunity to voice their concerns and suggestions to improve jury service to CJP interns who staff the ombudservice booths in each courthouse location. Through analysis of comments provided by jurors, CJP makes recommendations for change with a view toward increasing public participation in jury service and improving the experience of jurors as they provide a service critical to the democratic system.

CJP’s work has shed light on the experience on the conditions of jury service in New York City. Through the ombudservice and reports on the jury system, CJP looks forward to continuing its collaboration with the Office of Court Administration and local jury administrators to improve the experience of jurors.

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Introduction

This report begins with an Executive Summary highlighting key findings and recommendations. The report then proceeds to an overview of data collected and CJP operations in all seven courthouses where CJP operates an ombudservice booth. Included is a discussion of changes since the last reporting period, a closer look at the three most frequently mentioned juror concerns in all courthouses and a comparison of concerns among all of the courthouse locations.

Finally, the data from each courthouse is examined and the most frequently mentioned concerns at each courthouse are discussed.

Executive Summary – Fall 2005

From September 1, 2005 to December 31, 2005, the Citizens Jury Project (“CJP”) staffed 7 ombudservice booths in New York, Kings and Queens counties. During this time, CJP interns collected 966 comments on jury service from 757 jurors called to serve at these courthouses.

The questions most frequently asked of CJP during the fall of 2005 were:

- (1) whether jurors were in the right place or where they should go (**15%**),
- (2) the location of bathrooms (**14%**), and
- (3) the location of food and beverages in and near the courthouses (**9%**).

These three categories accounted for 38% of all concerns raised by jurors.

Other concerns that were frequently raised by jurors:

- what to do with the paperwork (**8%**),
- postponement and excusals (**8%**),
- questions about breaks, signing in and the procedure for calling names (**6%**),
- difficulties with performing jury service (**4%**), and
- general questions about jury service (**4%**).

These five categories accounted for 30% of juror comments during the fall of 2005.

Very few jurors made complaints about their jury service. Less than 2% of juror comments were about wasted time. Complaints about facilities accounted for just over 2% of all comments, and complaints about court personnel made up just under 2% of all comments.

CJP Overall Recommendations:

Given the nature and frequency of comments on the areas that are of the greatest concern to jurors, CJP makes the following recommendations to better serve those reporting for jury duty:

1. Post signs or maps indicating the location of jury rooms and offices that deal with issues such as postponements and excusals.

In the fall of 2005, many jurors asked questions about where to go in the courthouse to report for jury duty, to find out where they were assigned for *voir dire* or trial, or where courtrooms were located.

The best way to address these issues is for jury assembly room personnel to create a map or sign that contains the following information:

- Juror Room – Floor and Location
- Postponements/Excusals – Floor and Location
- Jurors who cannot speak English – Floor and Location

This information should be posted inside and outside of the jury assembly room. If feasible, jury assembly room personnel should arrange with officials who are in charge of the building where the jury assembly room is located to have the sign posted outside elevators and in the lobby so that jurors entering the building will be able to find out where they should go to report in, and to deal with particular issues such as postponements and excusals.

2. Improve signage for bathrooms in and around the jury assembly room.

Given the continuing frequency of questions about the location of bathrooms, the signage for bathrooms in and near the juror assembly rooms should be evaluated to better alert jurors to the locations of rest rooms. If signs are too small to alert jurors as to where the bathrooms are, create larger signs. If there are too few signs, add additional signs in and around the jury room and near the elevator.

3. Install vending machines or arrange for food and beverages to be easily available to jurors near the jury assembly room.

Since jurors continue to ask frequently about the location of food, beverages and related amenities in and near the courthouses, efforts should be made to make food and beverages available to jurors by placing vending machines within the jury room.

Where it is not feasible to install vending machines in the jury room, court personnel should work with city officials who maintain the buildings in which the jury rooms are located to make food and beverages available either inside the courthouse or just outside the courthouse.

4. Re-evaluate the instructions on the summons and post instructions for what to do with the paperwork and how to fill out the paperwork.

One way to address juror concerns about paperwork is to re-evaluate the layout and language of the summons itself; a second way to deal with this issue is to post signs in and around the jury room with a description of how to fill out the summons and how and when it will be collected. This would be particularly helpful for jurors who arrive late and miss the beginning of the morning orientation.

5. Incorporate the latest technology to better meet juror needs.

In courthouses where there is a high volume of jurors, technology solutions should be explored to get as much information to as many people as possible. For example, electronic screens similar to those in use at the Department of Motor Vehicles could be used to display information about where to report, what to do with the summons, what to do if you cannot speak English, and to provide answers to other routine inquiries made by jurors. These screens could also be used to display the names or juror numbers of jurors being called to panels and could be used both within the jury room and in the hallway outside the jury rooms to make it easier for jurors to get information.

6. Add information to the juror section of the website of the Office of Court Administration and provide the website address in materials mailed to jurors.

At present, the Office of Court Administration (“OCA”) website features a section for jurors that provides a great deal of useful information. OCA should review the information that is already available there and should consider adding additional information about postponement procedures, information on assembly rooms and offices for clerks, and the location of food and beverages in and near the courthouse. A link to the CJP website can also be included for jurors who may be interested in obtaining additional information such as lunch guides for the courthouses currently staffed by CJP. The website address www.nyjuror.gov should be prominently featured on materials sent to jurors along with a brief description of information that is available at this website.

Overview of Data Collected from All Courthouse Locations

Background

From September 1, 2005 to December 31, 2005, CJP interns obtained 966 comments about jury service from 757 jurors in Kings, Queens and New York Counties. CJP maintains ombudservice booths at seven locations. The interviews were conducted at the following courthouse locations in New York County: 111 Centre Street, 3rd floor; 111 Centre Street, 11th floor; 60 Centre Street and 100 Centre Street. In Queens County, interviews were conducted at three different locations – 120-55 Queens Boulevard and 125-01 Queens Boulevard in Kew Gardens and at 89-17 Sutphin Boulevard in Jamaica. In Kings County, interviews took place at 360 Adams Street.

Some ombudservice booths are located inside jury rooms and others operate in the hallways outside of the jury rooms. CJP interns do not solicit comments from jurors as they enter the building or while jurors are waiting for cases to be called, but do respond to questions or comments from jurors who approach the booth. In some locations, clerks or other courthouse staff members make a brief announcement about the Citizens Jury Project. On average, CJP operates two half-days in each of the courthouses.

Changes Since the Last Reporting Period

Recently, CJP has worked with the Office of Court Administration to improve the way that comments are categorized in order to better identify the concerns that are of the greatest significance to jurors. The following table shows some of the major new categories that are now in use:

Old Category	New Category
Location of Coffee, Bathrooms, Subway, etc.	Location of food and beverages
	Location of bathrooms
	Location of subways
First day/unclear of where to go	Right place/Where do I go?
Returning juror unclear of where to go	
Needed directions in/to the courthouse	
Can I take a break?	Break/sign in/procedure for calling names
Do I need to sign out?	
Procedure for calling names	

Another new category - difficulties with jury service - refers to comments made by jurors about how certain personal circumstances have made it difficult for them to serve. These encompass the following: (1) health, medical or age-related concerns that interfere with their ability to serve, (2) difficulty in arranging child or elder care while they serve jury duty, and (3) inability to fulfill school or work obligations while on jury duty.

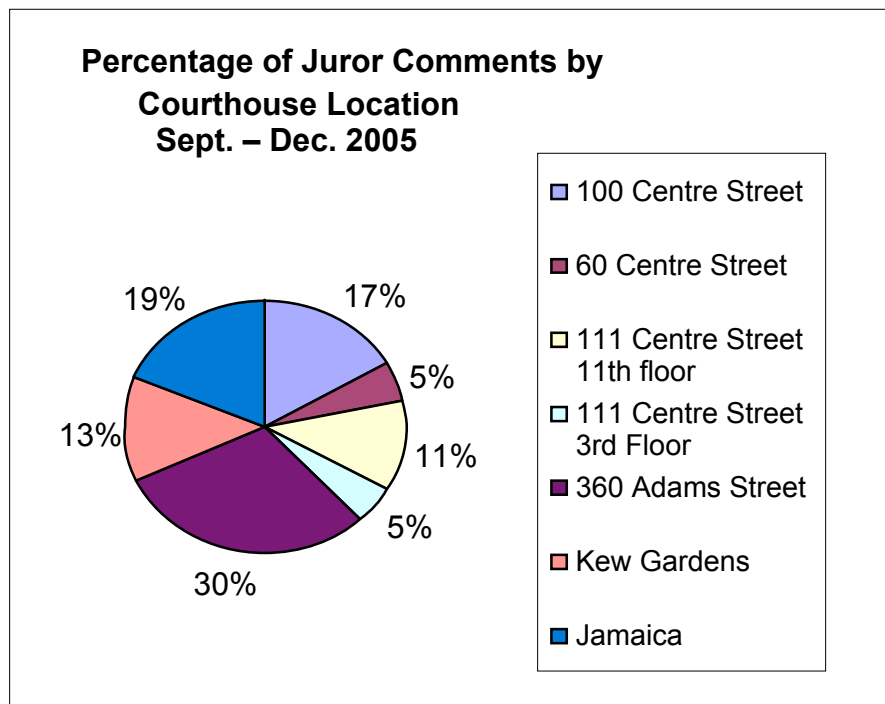
CJP notes that fewer juror comments were collected during this reporting period when compared to comparable periods over the last several years. Several developments in the fall of 2005 may have contributed to this reduction.

In November 2005, the Kew Gardens jury room was closed for renovation and operations were moved across the street to 125-01 Queens Boulevard. As a result, the CJP booth was closed for several days and then placed outside the jury room and down the hall. Because many jurors are concerned that they will miss their names being called or important announcements, jurors are less likely to make comments at booths situated far from the jury room. In addition, the three day transit strike in December 2005 shut down all public transportation in New York City.

The change in the policy regarding cell phone use in the courthouse is also reflected in this report. As of December 7, 2005 jurors are permitted to bring cell phones into the courthouse and to use them outside of the jury assembly room. As a result, there has been a sharp decrease in the number of inquiries and complaints about cell phone use.

Source of Juror Comments

CJP looks at juror concerns overall and by courthouse location. The following pie chart shows the percentage of juror comments from each courthouse location:



Although CJP did not report on the percentage of comments from each courthouse during the fall of 2004, CJP did provide such a summary in its report for the summer of 2005. Compared with the summer of 2005, the percentages of juror comments changed slightly overall. The percentage of comments remained the same at the Kew Gardens and 100 Centre Street. The percentage of comments went up very slightly at 111 Centre Street, 3rd floor - from 4% in the summer of 2005 to 5% in the fall of 2005. At 360 Adams Street the percentage rose from 26% in the summer of 2005 to 30% and at Jamaica the percentage rose from 14% for the summer of 2005 to 19% for the fall of 2005. At 111 Centre Street, 11th Floor the percentage dropped from 16% in the summer of 2005 to 11% in the fall of 2005 and at 60 Centre Street the percentage dropped from 10% in the summer of 2005 to 5% in the fall of 2005.

The changes in the percentage of overall juror comments from each courthouse are relatively small and do not reflect any substantial changes in patterns of juror comments since the last reporting period.

Most Frequently Raised Juror Concerns

The top eight concerns of jurors from all courthouse locations during the fall of 2005 are presented in table form below:

Top Eight Juror Concerns Sept. – Dec. 2005		
(Total Concerns = 966)		
Top Concerns	Count	Percentage
<i>Right place/Where do I go?</i>	144	15%
<i>Location of bathrooms</i>	139	14%
<i>Location of food and beverages</i>	87	9%
<i>Postponement/excusal</i>	82	8%
<i>Paperwork</i>	82	8%
<i>Break/sign in/procedure for calling names</i>	55	6%

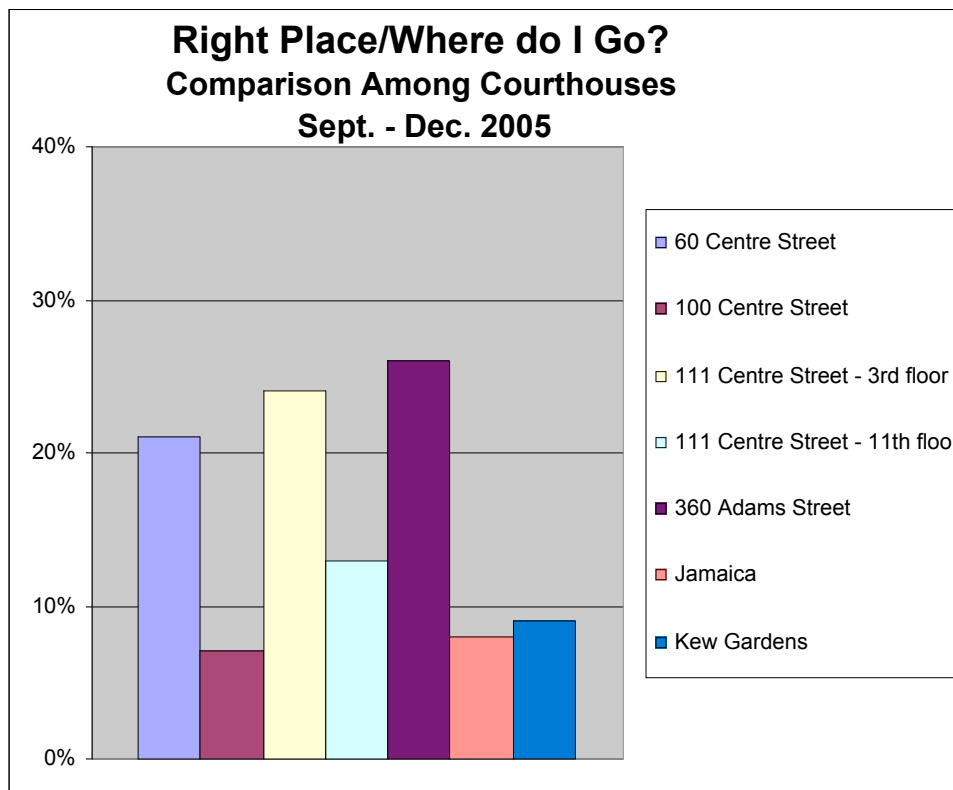
<i>Difficulties with jury service</i>	43	4%
<i>General questions about jury service</i>	35	4%
<i>Other</i>	299	32%

A Closer Look at the Most Frequently Mentioned Concerns

The three most frequently mentioned issues at all of the locations at which CJP operates ombudservice booths during the fall of 2005 were (1) whether jurors are in the right place or where they should go, (2) the location of bathrooms, and (3) the location of food and beverages.

1. Right Place/Where do I Go?

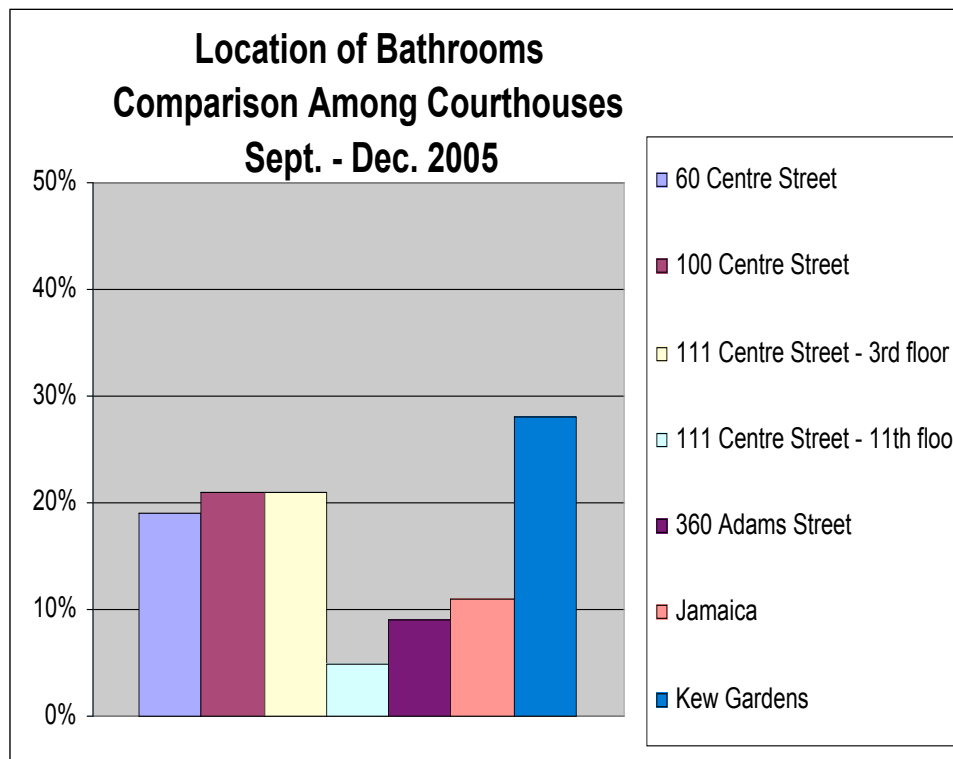
The following chart shows the relative importance of this issue at each courthouse location:



In the fall of 2005, jurors at 360 Adams Street were most likely to raise this concern, followed by jurors at 111 Centre Street, 11th Floor and at 60 Centre Street. At 360 Adams Street, many of the returning jurors are not clear about where to report once they have been selected. At the New York County locations, many jurors must leave one building to go to another for *voir dire*, so there is the potential for confusion regarding where to go when they travel between buildings.

2. Location of Bathrooms

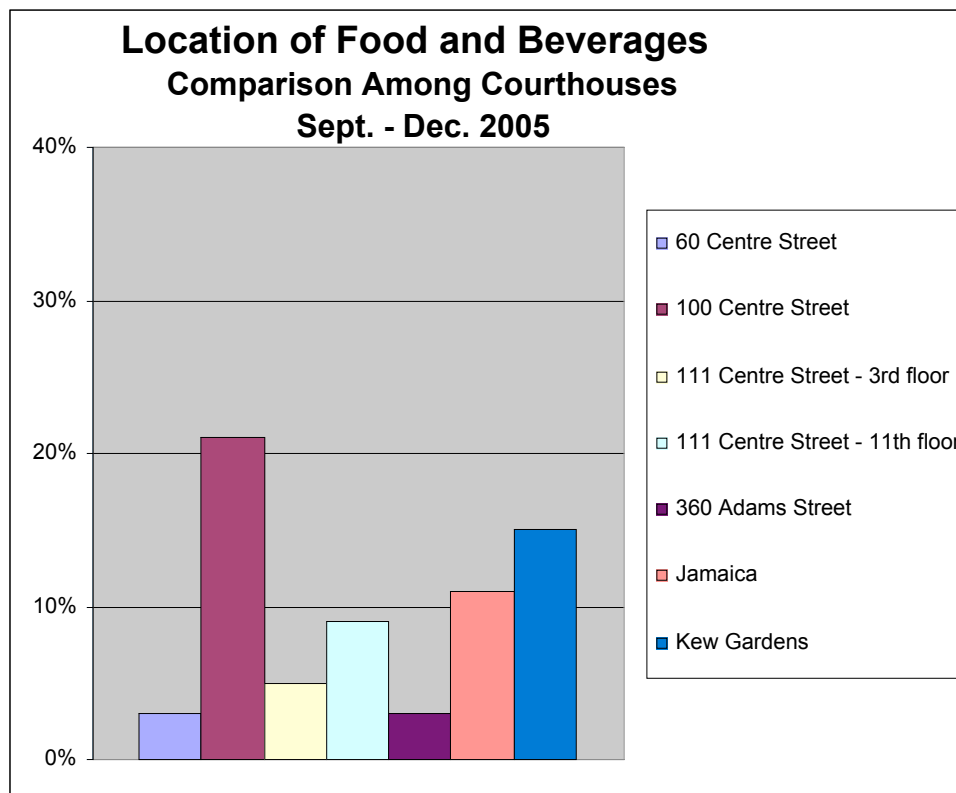
The following chart shows the relative importance of this juror concern at each of the courthouse locations:



At three locations – Kew Gardens, 100 Centre Street and 111 Centre Street, 3rd Floor, over 20% of jurors had questions about the location of bathrooms. The high percentage of jurors at these three locations highlights the need for better signage for bathrooms in and near the assembly rooms.

3. Location of Food and Beverages

The following chart shows the relative importance of this issue at each of the courthouses:



The highest percentage of jurors asking questions about this issue was at 100 Centre Street. By contrast, at 360 Adams Street and 60 Centre Street, only 3% of inquiries were about food and beverages. This may be the result of the availability of food and beverages near the jury rooms at both locations; at 360 Adams Street they are right outside the courtroom and at 60 Centre Street they are available in the building.

The number of comments about food and beverages from Kew Gardens should change soon. In May 2006, the original jury room will re-open with vending machines and coffee readily available within the jury assembly room.

Comparison of Most Frequently Mentioned Concerns Among Courthouses

CJP also compares findings at each courthouse location by type of concern as well as by frequency of concern to discern if these concerns are similar at all courthouses or whether there are variations in these concerns from one courthouse to another. The table below compares the top eight concerns at all seven courthouse locations.

Top Eight Concerns							
Comparison Among All Courthouse Locations							
Sept. – Dec. 2005							
County:	NY				Kings	Queens	
Concern	60 Centre	100 Centre	111 Centre 3rd Flr	111 Centre 11th Flr	360 Adams	Jamaica	Kew Gardens
<i>Right place/Where do I go?</i>	21%	7%	24%	13%	26%	8%	9%
<i>Location of bathrooms</i>	19%	21%	21%	5%	9%	11%	28%
<i>Location of food and beverages</i>	3%	21%	5%	9%	3%	11%	15%
<i>Paperwork</i>	13%	1%	2%	14%	13%	8%	<1%
<i>Postponement/ excusal</i>	10%	6%	7%	13%	10%	13%	4%
<i>Break/sign in/ procedure for calling names</i>	6%	7%	7%	5%	12%	15%	7%
<i>Difficulties with jury service</i>	2%	3%	5%	5%	6%	4%	2%
<i>General questions about jury service</i>	1%	4%	2%	2%	3%	4%	7%

There is a wide variation in the frequency of comments or questions about the top three issues among courthouse locations. This may reflect the differences among these locations in terms of signage for bathrooms, jury assembly rooms, clerk's offices and courtrooms. It also points to the differences in the availability of food and beverages in and near the assembly rooms.

On other issues, there are much smaller differences between courthouses. Questions about jury service in general and difficulties with jury service appear to affect jurors in similar ways at different courthouses because these issues are not related to conditions at a specific courthouse.

Analysis of Data by Individual Courthouse Location

Kew Gardens

A total of 123 comments was collected from jurors in Kew Gardens. Most of these comments were recorded at the jury assembly room located at 120-55 Queens Boulevard. In late November, the jury assembly room was closed for renovation. Once renovation began, jurors reported to 125-01 Queens Boulevard, which is across the street from the permanent jury room. A small number of comments were recorded by interns at the temporary location of the jury assembly room.

The top five concerns at Kew Gardens are summarized in the table below:

Top Five Concerns – Kew Gardens	
Type of Concern	Percentage
<i>Location of bathrooms</i>	28%
<i>Location of food and beverages</i>	15%
<i>Right place/Where do I go?</i>	9%
<i>General questions about jury service</i>	7%
<i>Break/sign-in/procedure for calling names</i>	7%
<i>All others</i>	34%

More than one-quarter of jurors at Kew Gardens (28%) asked questions about the location of bathrooms. The comment below is an example of comments received from jurors at Kew Gardens on this issue:

“The bathroom is through there?”
Kew Gardens, September 20, 2005

Given the high percentage of jurors who have inquired about the location of the bathrooms at Kew Gardens, CJP recommends that signs be posted on walls outside the jury assembly room so that jurors can see that information before they enter the assembly room. Information about the location of the bathrooms should also be posted around the inside of the jury assembly room and at the back of the room since the bathrooms are located outside of the back of the assembly room.

15% of jurors asked about the location of food and beverages. This is a typical juror inquiry:

“The nearest Dunkin Donuts is where?”
Kew Gardens, October 25, 2005

In the spring of 2006, vending machines will be installed in the newly renovated jury room which should address some of the concerns about the availability of food and beverages. Once the jury room re-opens in May 2006, CJP will evaluate the jury room to see how well these concerns have been addressed.

34% of juror comments fell into the category of “all others.” These included complaints about personnel and facilities and general questions about jury service.

Jamaica

The total number of comments from Jamaica in the fall of 2005 was 183. The table below summarizes the top five concerns:

Top Five Concerns – Jamaica	
Type of Concern	Percentage
<i>Break/sign-in/procedure for calling names</i>	15%
<i>Postponement/excusal</i>	13%
<i>Location of food and beverages</i>	11%
<i>Location of bathrooms</i>	11%
<i>Right place/Where do I go?</i>	8%
<i>All others</i>	42%

Questions about breaks, signing in and the procedure for calling names generally centered on whether jurors could leave the building to smoke or get coffee, whether they would have to go through security again when they returned and whether they had enough time to take a break and come back without missing their names being called. Here is one juror comment on this issue:

“Can I go out for coffee? 10 minutes? I’ll be right back.
Can you listen for my name?”
Jamaica, September 21, 2005

One way to address this issue at Jamaica would be to post the policy on signing in and out and emphasize it for jurors during the orientation. If a sign out sheet is to be used, then it should be used consistently.

A second issue of concern to jurors at Jamaica was postponements and excusals. One juror commented:

“I'm looking to get a postponement, what do I do?”

Jamaica, October 4, 2005

Posting the procedure for postponements as well as where jurors should go for postponements would assist jurors to deal with this issue quickly and expeditiously.

42% of concerns fell into the category of “all others”; these included questions about the policy on eating and smoking in the courthouse, general questions about jury service, suggestions on how to improve the facilities and jury service and appreciative comments, particularly about the court personnel at Jamaica.

Jurors at the Jamaica courthouse provided more appreciative comments than at any other courthouse. One juror commented:

“Just wanted to let you know, I've been in jury service for 50 years and you all have finally done a great job! Keep it up! I love this courthouse, it's the best and I've been to 3 courthouses! I'm having a great time here....the conditions are great...very comfy!”

Jamaica, November 1, 2005

60 Centre Street

The total number of comments obtained by CJP interns at this location was 86. The table below presents the top five concerns:

Top Five Concerns – 60 Centre Street	
Type of Concern	Percentage
<i>Right place/Where do I go?</i>	24%
<i>Location of bathrooms</i>	19%
<i>Paperwork</i>	13%
<i>Qualifications</i>	10%
<i>Postponement/ excusal</i>	7%
<i>All others</i>	27%

The concern most frequently raised by jurors at 60 Centre Street was whether they were in the right place or where they should go. Close to one-quarter of the jurors (24%) who provided a comment to the CJP interns commented on this issue. The comment below is an example of many of the juror comments recorded at this location:

*“Is this the room I go to, to check in for jury duty?”
(pointing to Room 452)
60 Centre Street, November 21, 2005*

The high percentage of questions about whether jurors are in the right place or where to go underscores the need for better signage in the hallways about the location of the assembly room.

19% of jurors made requests for information about the location of bathrooms. The following comment is an example of comments at 60 Centre Street:

“Where is the ladies’ room? They told us inside the jury room but I can’t find it.”

60 Centre Street, September 21, 2005

Improving the signage for bathrooms both inside and outside the jury room would reduce the number of questions on this topic.

Questions about whether a person who does not speak English can serve as a juror did constitute over 10% of comments at this location. One juror commented:

“I thought I would be okay. But I have a problem with English.”

60 Centre Street, November 30, 2005

CJP recommends that information be posted in Spanish, Chinese and other languages directing potential jurors who do not speak or understand English well enough to be jurors to the location in the courthouse where they can ask questions and receive assistance with questions relating to language qualifications.

27% of juror comments fell into the category of “all others.” These included questions about summoning procedures, general questions about jury service and suggestions about jury service.

100 Centre Street

The total number of comments from 100 Centre Street was 136. The table below shows the top five concerns at that location.

Top Five Concerns – 100 Centre Street	
Type of Concern	Percentage
<i>Location of bathrooms</i>	21%
<i>Location of food and beverages</i>	21%
<i>Complaints about jury service</i>	9%
<i>Right place/Where do I go?</i>	8%
<i>Break/sign in/procedure for calling names</i>	7%
<i>All others</i>	34%

The two most frequently expressed concerns at 100 Centre Street were the location of bathrooms (21%) and the location of food and beverages (21%).

Juror inquiries on these subjects included the following:

“Where is the bathroom?”
100 Centre, November 22, 2005

“Where can I get coffee and something light to eat while I am waiting?”
100 Centre, November 16, 2005

Signage in and around the jury room about the location of bathrooms would reduce the number of inquiries on this topic. Announcements about the general availability of food and beverages in and near the courthouse would give jurors the information that they need.

The percentage of jurors commenting about wasted time at 100 Centre Street was relatively high as compared to other courthouses (9%). One juror commented:

“I don't like sitting here for 4 days doing nothing. It's frustrating not knowing if we have to go back to sit on *voir dire* or we get to go home today. Technology should be incorporated into this process to be able to screen people out faster.”

100 Centre, September 17, 2005

CJP continues to recommend that 100 Centre Street evaluate the numbers of jurors called to that location. The CJP report from the summer of 2005 noted that there are often more jurors than seats and that there is spillover into the hallways. When too many jurors are called, this results in long waits for the jurors who are there and generally leads to complaints about wasted time.

34% of juror comments fell into the category of “all others.” These included questions about postponements or excusals, general questions about jury duty and suggestions to improve jury service.

111 Centre Street – 3rd Floor

Jurors at 111 Centre Street, 3rd Floor provided only 42 comments for the fall of 2005. The table below shows the top three concerns at that location.

Top Three Concerns – 111 Centre 3rd Floor	
Type of Concern	Percentage
<i>Right place/Where do I go?</i>	26%
<i>Location of bathrooms</i>	21%
<i>Location of food and beverages</i>	5%
<i>All others</i>	48%

The question asked by most jurors at this location was whether they were in the right place or where they should go (26%). This is a typical juror comment from 111 Centre Street, 3rd Floor on this issue:

“Where is Room 322?”

111 Centre Street, 3rd Floor, December 14, 2005

This issue could be addressed effectively by posting signs with the locations of the assembly room and the clerk’s office on the walls near the elevators and the assembly room.

21% of jurors asked about the location of bathrooms. Here is an example of juror comments on that issue:

“The bathrooms are over in here?”

111 Centre, 3rd Floor, October 26, 2005

One way to improve the experience of jurors at this location would be to post signs about the location of bathrooms both inside and outside the assembly room.

48% of comments fell into the category of “all others.” These included general questions about jury service, what to do with the paperwork, court policy on using cell phones and eating in the jury room and complaints about jury service.

Overall, as in the last reporting period, there were relatively few comments from jurors at this location.

111 Centre Street, 11th Floor

CJP interns collected 110 comments at this location.

Top Four Concerns – 111 Centre Street, 11th Floor	
Type of Concern	Percentage
<i>Paperwork</i>	14%
<i>Right Place/Where do I go?</i>	13%
<i>Postponement/excusals</i>	13%
<i>Location of food and beverages</i>	9%
<i>All others</i>	51%

The most frequently asked question during the fall of 2005 was about what to do with the paperwork (14%). A juror commented:

*“What do I do with this? (indicating the summons)
111 Centre Street, 11th Floor, October 11, 2005*

One way to address juror questions about paperwork is to re-evaluate the layout and language of the summons itself; a second way to deal with this issue is to post signs in and around the jury room with a description of how to fill out the summons and how and when it will be collected. This would be particularly helpful for jurors who arrive late and miss the beginning of the morning orientation.

Jurors also inquired about whether they were whether they were in the right place (13%) and about postponements and excusals (13%). CJP recommends that better signage be posted in the courthouse directing jurors to the assembly room and indicating where jurors should report if they would like postponements.

51% of juror comments fell into the category of “all others.” These issues included appreciative comments, complaints about jury duty, general questions about jury duty, and suggestions to improve facilities.

CJP interns have frequent contact with clerks and other personnel in the jury room and have noted the friendly atmosphere and helpful attitude of the staff.

360 Adams Street

270 juror comments were recorded by CJP interns at 360 Adams Street in the fall of 2005. The table below shows the top five concerns at this location:

Top Five Concerns – 360 Adams Street	
Type of Concern	Percentage
<i>Right place/Where do I go?</i>	26%
<i>Paperwork</i>	13%
<i>Break/sign in/procedure for calling names</i>	12%
<i>Location of bathrooms</i>	9%
<i>Postponement/ excusal</i>	8%

The most frequently cited concern at 360 Adams Street was whether jurors were in the right place (26%). Many of these jurors were returning for a second day of service and were unclear about whether to report to the courtroom where they were part of a *voir dire* panel or to return to the central jury room. Here is a typical juror comment about this issue:

“I was here on Friday and they told me to be here at 10 a.m.
What room should I be in?”

360 Adams Street, October 11, 2005

Given the large number of jurors serving at 360 Adams Street and the fact that many returning jurors seemed unclear about where to go, CJP recommends that court clerks consider giving slips of paper to jurors who are in a panel for *voir dire* with important information about the case so that jurors will recall where to report on a following date. This procedure is already used in criminal parts; if people

must return to court to pay a fine or serve community service, court officers and clerks provide a pre-printed piece of paper with the name of the part, date to return, place to return and, where applicable, the amount of the fine and how to pay it or where to report for community service. A pre-printed slip with blank spaces for the name of the case, the time to report and the number of the courtroom would decrease the number of jurors going back to the central jury room or approaching the CJP booth for information on where to report when they return for a second or third date of service.

Jurors at 360 Adams Street also had questions about what to do with the paperwork (13%). One way to address this issue would be to post a sign with instructions on what to do with the summons and how to fill it out.

Questions about breaks, signing out and the procedure for calling names were raised by 12% of jurors at 360 Adams Street. Most of the juror questions in this category focused on when the breaks were scheduled, the number of breaks and whether jurors had to sign out to go to the bathroom or to leave the building.

31% of juror concerns fell into the category of "all others". These included questions about qualifications to be a juror, questions about jury service in general and complaints about jury service.

As noted in the last reporting period, the staff at 360 Adams Street does an admirable job of checking in jurors and getting them out to courtrooms given the high number of jurors who serve in that building.