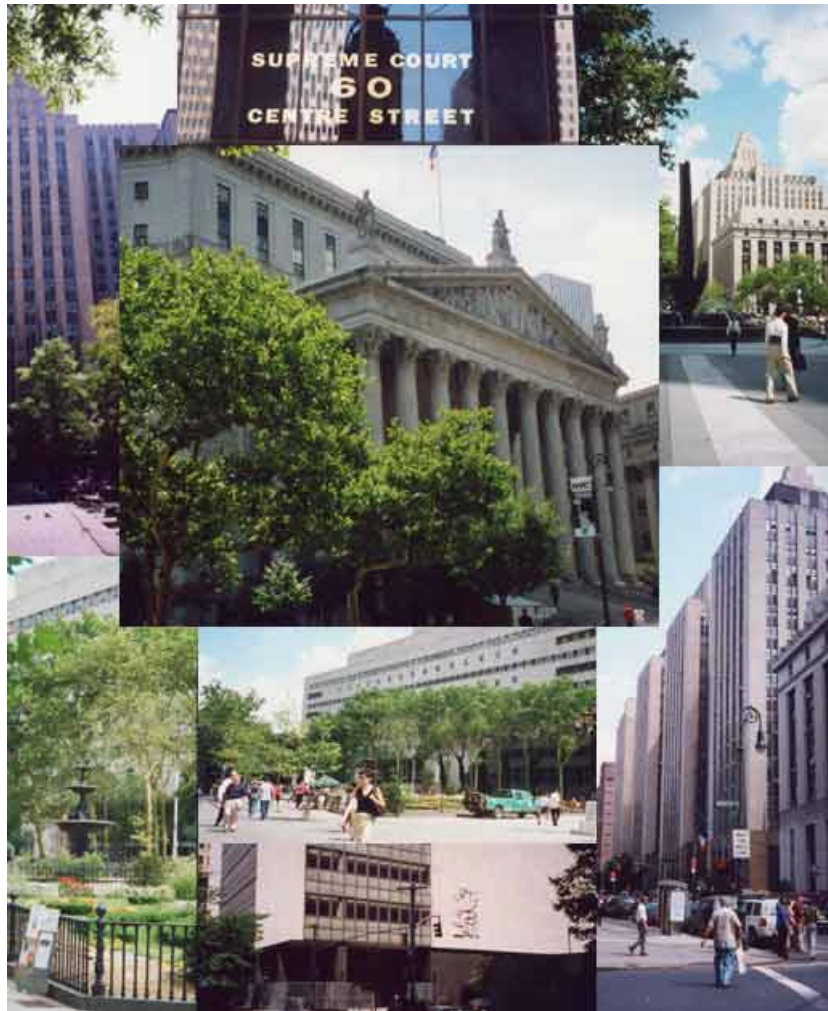


Citizens Jury Project Special Report: Access to Information in the Courts



Collage: Brian Maxey

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1. Introduction

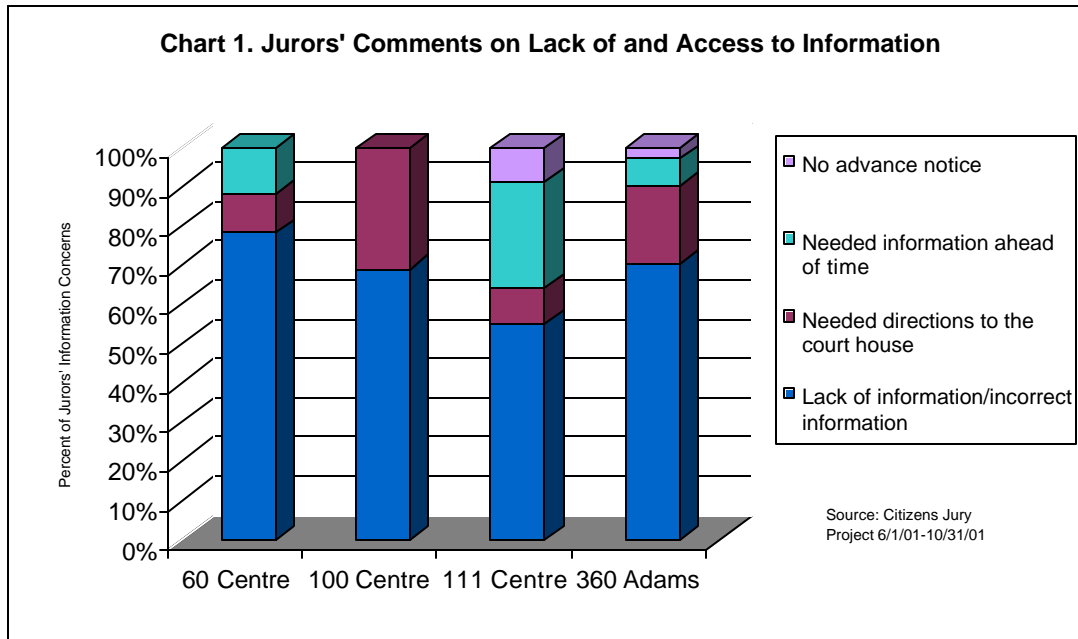
The Citizens Jury Project (CJP) was created in 1995 following the recommendation of the Jury Project, a blue-ribbon panel formed by New York State Chief Judge Judith S. Kaye to review and reform jury service in New York State. The CJP serves as an advocate for individual jurors in the courts, and strives to make systemic reforms that improve conditions for all jurors.

The Citizens Jury Project responds to ideas and concerns of jurors and assesses the conditions of New York courts through ongoing data collection and analysis. Interns who staff ombudservice booths located outside the jury rooms at 60, 100, 111 Centre Street in Manhattan, and 360 Adams Street in Brooklyn, collect comments made by New York jurors. With this data, the Citizens Jury Project produces trimester reports, the most recent being the *Fall 2001 Report on Juror Concerns* of 19 November 2001. The focus of this report was the accessibility of information for jurors in the summoning process and within the courts, a concern voiced frequently by New York jurors. Issues related to accessibility of information range from environmental to linguistic obstacles, and vary with the culture and environment of each court. For this reason, the purpose of the following report is to look at the information accessibility issue in greater detail, with an emphasis on signage, maps, and written instructions provided within and by the courts.

The following report utilizes the same data as the *Fall 2001 Report on Juror Concerns*, which was collected from June 1, 2001 – October 31, 2001 and includes 1,152 comments made by more than 550 jurors interviewed since June 1, 2001. This report will first provide a brief overview of jurors' comments on access to information in the Brooklyn court and the Manhattan courts. The report will then provide court-specific analysis and recommendations. Finally, the report will conclude with general recommendations, suggesting further assessment of the conditions of the courts and steps that can be taken to improve access to information for New York jurors.

2. New York & Brooklyn Juror Comments on Information Accessibility: An Overview

The Citizens Jury Project has traditionally categorized access to or lack of information into four categories of analysis: No Advance Notice, Needed Information Ahead of Time, Needed Directions to the Courthouse, and Lack of Information/Incorrect Information. The following graph illustrates the breakdown of these categories in each court.



Although these are useful categorizations, data overlap is evident upon closer analysis of the jurors' comments. As noted in the November report, summoning is often cited as an area in which access to information is lacking. However, summoning issues can potentially pertain to all four categories, No Advance Notice, Needed Information Ahead of Time, Needed Directions to the Courthouse (as summonses contain maps to courthouses) and Lack of Information/Incorrect Information. In order to create more specific categories, the data collected from June 1, 2001 – October 31 was textually analyzed and categories were formed from the predominant themes recognized. These categories include:

1. **Childcare Concerns** – The majority of comments from this category relate to caregivers and their need to take care of their young child(ren) who is/are often not in school. These individuals typically want to know whether it is possible to obtain a postponement, what proof they will need to obtain a postponement (i.e. birth certificate), where to go to obtain a postponement, and upon receiving a postponement, the length of time until they will be summonsed again to serve.
2. **Directions to Administrative/Jury Service Tasks within the Courts** – These comments are usually voiced by three categories of jurors, those who do not know the location of a room within the courthouse, those who do not know where they are supposed to report as a juror (particularly jurors who arrive late), and finally, jurors who need to know where to go to obtain a postponement/deferral due to medical issues, employment concerns, childcare concerns, or other personal issues.
3. **Directions to the Courthouse** – Jurors whose concerns fall under this category typically have some difficulty finding the courthouse they are assigned to. In some of these comments, jurors directly address the need

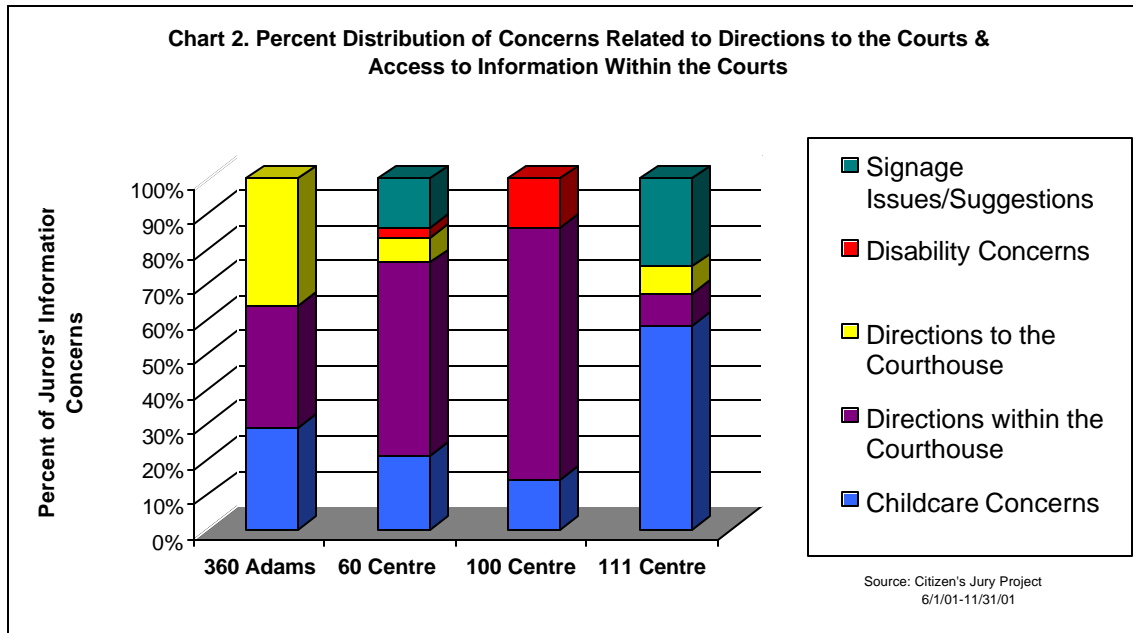
for improving the directions provided to the courthouse or the map present on the summons.

4. **Disability Concerns** – Jurors' comments in this category address a need for more information to accommodate people with disabilities. An example of a comment from this category is: "Jury duty is inaccessible to people with disabilities. There is no Braille in the courthouse or sign language interpreters. I have had clients who wanted to serve, but were turned away..." (100 Centre Street, 6/12/01)
5. **Language Barriers/Issues** - The jurors whose comments fall under this category are usually non-English speakers who have been summonsed for jury service or a non-compliance hearing and are often uncertain what to do or where to report in order to rectify the situation. Friends or family, who have accompanied the non-English speakers to the courts in order to assist in communicating his/her situation to others, sometimes make these comments.
6. **Signage Issues/Suggestions** – This category includes remarks by jurors that directly refer to a need for signage or a need to improve upon existing signs within the courts.

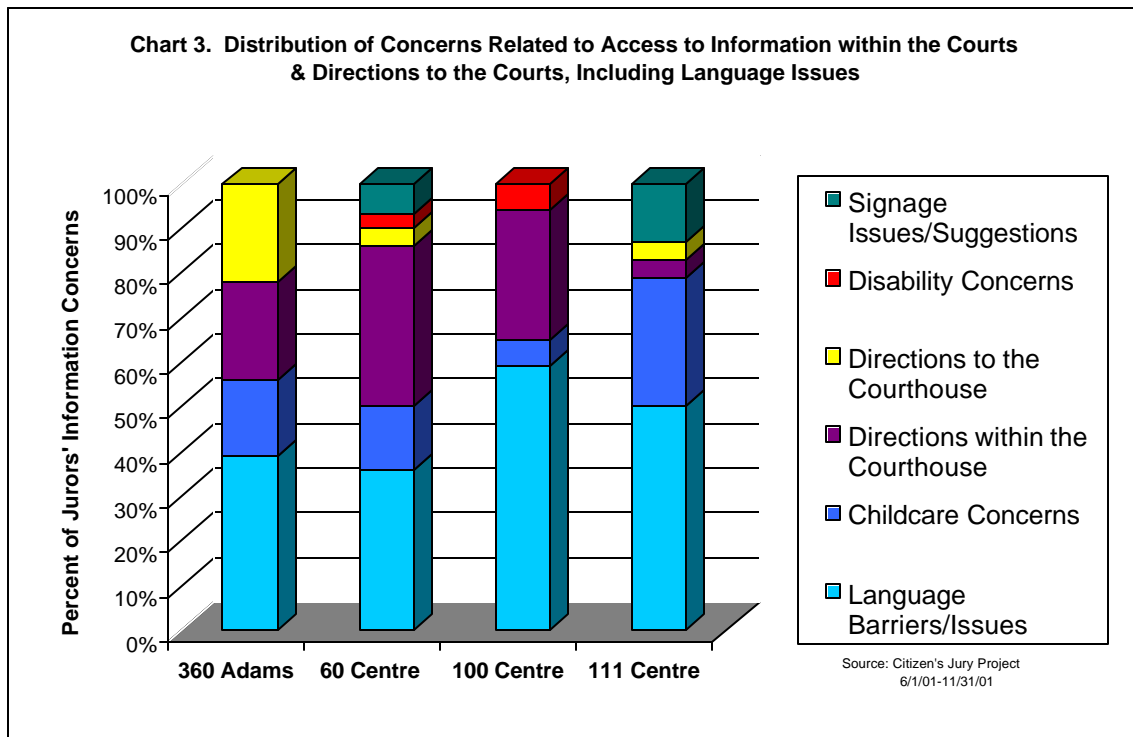
Perhaps most noticeably, the category "Needed Information Ahead of Time" has been eliminated. Providing "Information Ahead of Time" could be beneficial to all of the categories listed above and is therefore outside of the scope of this report, which focuses on signage, maps, and written instructions, provided within and by the courts. The one area which is considered in this report that could also be categorized as "Information Ahead of Time" is summonsing, which directly effects whether jurors get to the courts and how they proceed once within the courthouses.

One final note on these categorizations, each comment considered in this analysis was designated to one category and analyzed only as a part of that category. Although certain comments in the categories "Language Barriers/Issues" and "Childcare Concerns" could have also been categorized within "Directions to Administrative/Jury Service Tasks within the Courts", their prominence in the data warrants their separate analysis.

The following graphs illustrate the percent distribution of concerns related to access to information gathered in each of the four courts. One graphs displays these concerns without the category of Language Barriers/Issues, and the other with Language Barriers/Issues.



Language Barriers/Issues is the largest category of concern for jurors in all four courthouses, except at 60 Centre Street, in which “Directions within the Courthouse” is of equal concern (See Chart 3).



CJP data suggests that Language Barriers/Issues play a large role in access to information in the courts. In relation to all of the comments made on access to information within the courts and directions to the courts, Language

Barriers/Issues comprised 39% of the total comments at 360 Adams, 36% of the comments at 60 Centre Street, 59% at 100 Centre Street and 50% at 111 Centre Street. These findings indicate that language barriers are an issue that must be addressed in further, more comprehensive research in the courts. Concurrently, steps must be taken in order to communicate more effectively with non-English speakers and those with moderate fluency, who are uncertain as to whether they qualify for service and the procedures to follow in order to comply with the judicial system.

Speaking more generally about all six categories, it should be noted that the categories and issues at hand inform each other. For example, in terms of signage, jurors in only two of the four courts, 60 Centre Street and 111 Centre Street, provided comments that directly referred to a need for a sign or a need to improve upon existing signs. However, the degree to which other issues such as Directions to Administrative/ Jury Service Tasks within the Courts can be remedied with clear signs placed in strategic locations needs to be assessed. This will be more thoroughly addressed in the next section of this report, which analyzes specific findings in each court and offers recommendations based on these findings.

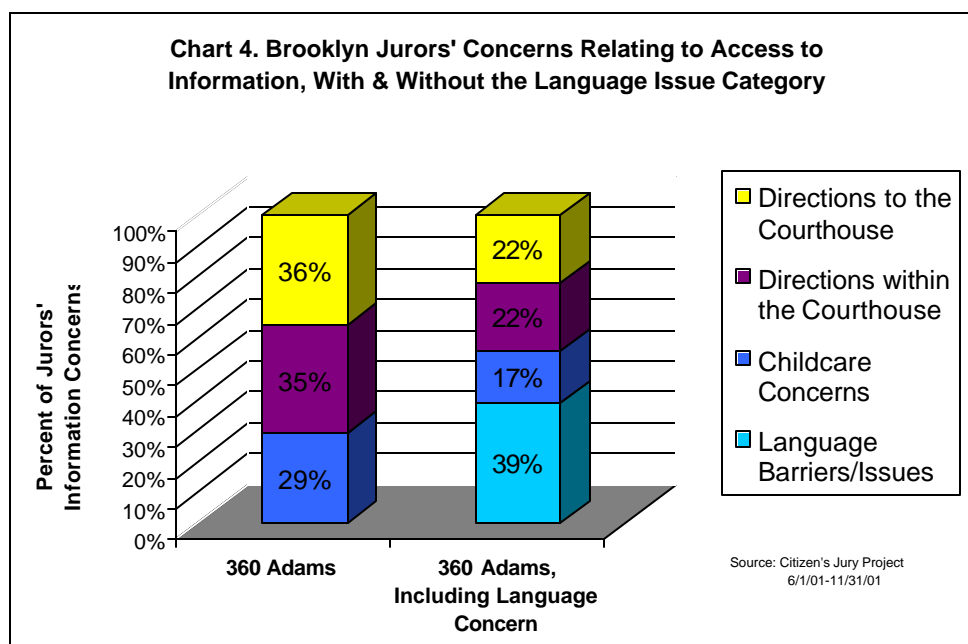
3. Court-Specific Analysis

A. 360 Adams

The architects who designed the 360 Adams St. courthouse were Shreve, Lamb, Harmon, who are also known for their design of a slightly better known landmark, the Empire State Building. 360 Adams was built in 1958 and, although 20 years younger than the 100 and 110 Centre, this almost 50-year-old presents facilities issues of its own.¹ Despite the fact that the plans for the new courthouse are well underway, the courthouse at 360 Adams will continue to function once the new courthouse is built. Thus, it is important to continue to assess the conditions of this court and how it may be improved upon for jurors.

For a number of reasons, ranging from the placement of the CJP Ombudservice booth to cultural aspects of the court, Brooklyn jurors tend to provide fewer comments than Manhattan jurors. For example in the November Report, Brooklyn juror comments accounted for 22% of the total comments made. However, Brooklyn jurors' comments made up 29% of the total juror comments regarding access to information from June 1, 2001- October 31, 2001. This suggests that access to information may be a particularly significant issue for Brooklyn. The following graph provides a percentage of each Brooklyn jurors' comments, without and with the "Language Barrier/Issues" category.

¹ MARY B. DIERICKX, THE ARCHITECTURE OF PUBLIC JUSTICE (NEW YORK CITY DEPARTMENT OF GENERAL SERVICES, 1993).



Brooklyn jurors' comments seem to indicate that their concerns are primarily focused on four categories: Childcare Concerns, Directions to the Courthouse, Directions for Administrative/Jury Service Tasks within the Courthouse, and Language Barriers/ Issues. Disability Concerns and Signage Issues/ Suggestions were not categories addressed by Brooklyn jurors. However, as noted previously, the concerns addressed by jurors may inform improvements which need to be made in other categories. Particularly in the case of signage, improvements made on the signs posted throughout the courthouse could potentially remedy other concerns.

1. A Breakdown of Brooklyn Juror Comments

Directions to the Courthouse – 80% of the Brooklyn jurors who commented on Directions to the Courthouse stated the map and directions provided on the summons are confusing or misleading. 20% of the jurors reported that 360 Adams was simply difficult to find.

Directions within the Courthouse – This category appears to be an issue for both jurors who are serving their first day and those who are serving additional days. 30% of the jurors commented that they needed a postponement and did not know where to go. Another 30% of the jurors reported that they had served one day but did not know where to go on their second day. 20% of the jurors commented that they were late and did not know where to go, and the remaining 20% was divided equally between jurors who needed a proof of service but were uncertain where to go, or were called to serve on a Grand Jury and did not know where to report.

Childcare Concerns – 88% of the jurors who commented on childcare concerns were seeking a postponement and did not know where to go. 12% of

the jurors reported that they were late because of childcare issues and did not know where to report.

Language Barriers/Issues - All of the jurors (or associates who accompanied non-English speakers to the court) that provided comments in this category were seeking a postponement/dismissal and did not know where to report.

2. Recommendations

Improve the directions to the courthouse provided on summons.

Brooklyn jurors have provided comments that suggest that not only is 360 Adams difficult to find, but that the directions and map provided on the summons are difficult to understand. As will be discussed further in this report, Manhattan jurors comment infrequently about directions to the courts on Centre Street. Perhaps this has to do with the centrality of the location of the Manhattan courts, however, this finding may also suggest that the Manhattan summons more effectively conveys directions and can be learned from.

Address Non-English Speakers on the Summons/Qualification Questionnaire.

Language Barriers/Issues is the category most frequently commented on by Brooklyn jurors. CJP suggests making the summons and/or qualification questionnaires more accessible by providing at least one line on the summons and/or qualification questionnaires, in each of the other predominant languages, directing individuals to information for non-English speakers.

Create clear, visible signs that instruct jurors where to report to take care of administrative tasks. A visible sign which clearly instructs jurors where to report if they arrive late or seek a postponement due to issues such as childcare, fluency in languages other than English, and medical issues, could be helpful in avoiding congestion in the main hallway and lessening juror frustration.

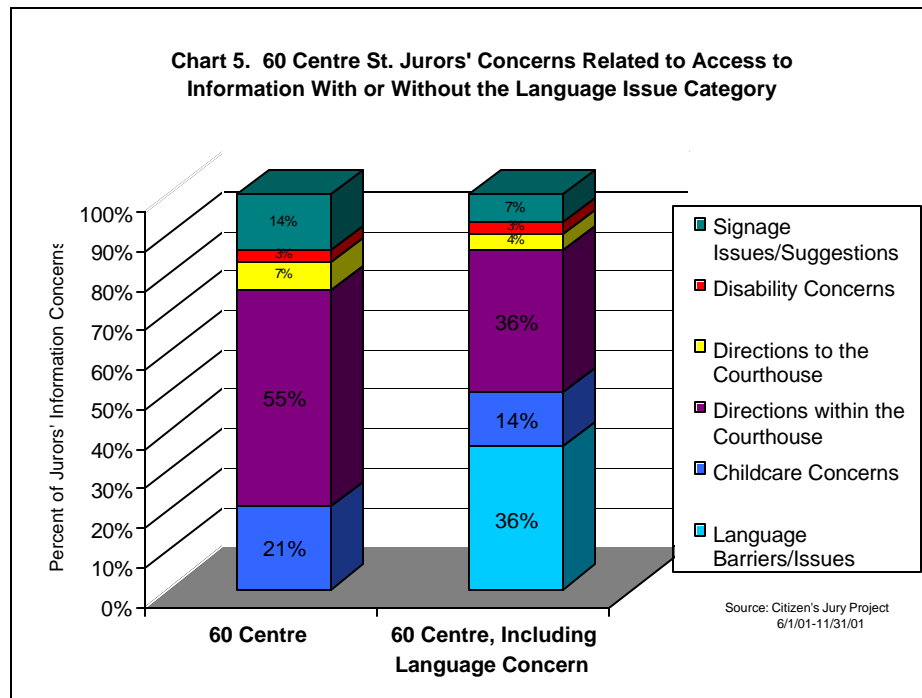
Conduct a larger assessment of signage for people with disabilities.

Although CJP did not receive comments regarding signage for people with disabilities at 360 Adams, that does not exclude the importance of this issue in the court. Although the signage posted outside of the court is adequate, interns and employees at CJP have noticed that 360 Adams does not have clear, visible signs, available also in Braille, posted in the court. Creating and clearly displaying signs at appropriate visibility levels will improve access to the courts and access to information for people with disabilities.

B. 60 Centre Street

60 Centre Street was built in 1927 and plays the dual role of a landmark courthouse rich with history, while icon in pop-culture, featured in both film and

television. Despite its fame, jurors at 60 Centre often provide the majority of the comments voiced by Manhattan and Brooklyn jurors. In the November 2001 report, 60 Centre jurors comprised 37% of the total comments provided by the Manhattan and Brooklyn courts. One reason for this is that the CJP Ombudservice booth is located in an accessible, often-traveled location: the hallway between the jury room and the coffee/refreshment stand. It is also possible that the beautiful renovations done on the courthouse help jurors realize that changes and improvements are feasible within the courthouse and that their comments will be responded to. The following graph illustrates that 60 Centre jurors provided comments in all categories particularly Directions within the Courthouse and Language Barriers/Issues.



1. A Breakdown of 60 Centre St. Juror Comments

Signage Issues/Suggestions – 50% of the comments provided on signage addressed a need for clearly posted restroom signs, particularly the ladies room. 25% of the jurors who commented on signage suggested that a clear sign should be posted when a courthouse is closed and also detailed instructions addressing where the jurors called to the closed courthouse need to report. Perhaps these comments were due to the unavoidable confusion resulting from the incident on 9/11/01, yet these are important considerations anytime a courthouse is unpredictably closed. The increase in security after 9/11/01 also effected juror comments; 25% of the juror comments suggested that a sign should be clearly posted that demarcates exactly what electronic equipment is permissible in the court and that court procedures must be consistent. This need is captured by one juror who states:

“There needs to be a statement when you enter the courthouse. I came in and they took phone/palm pilot because it sends microwaves. But so do regular palm pilots and they don’t confiscate those. There needs to be consistency in the rules. [...] You know, it’s the way I keep in touch with my son.”

Disability Concerns - Compared to other categories, disability concerns play only a minor part of the total comments on information accessibility. 50% of the jurors commented that the entrance to the courthouse marked for people with disabilities is not wide enough, while the other 50% complained that cars were parked in front of the handicap entrance and that the court should take steps to ensure this does not happen and the courthouse is accessible.

Directions to the Courthouse - This category also plays a very minor role in the total comments on the access to information at 60 Centre. The only comment provided by jurors in this category was that they got lost. No complaints were made about the directions to the court on the summons.

Directions Within the Courthouse – Comments made by jurors in this category may be categorized under four subheadings: Where to Go to Obtain a Postponement, Where to Go If Late, Where to Go on a Juror’s Second Day, and Summoning Issues. 19% of all jurors who commented asked where to go to seek a postponement. 13% of the jurors asked where to report if late, while 19% asked where to report on their second day of service. The remaining 49% of jurors who commented in this category had questions regarding their summons. Comments under this category ranged from what process to follow if a juror received a Failure to Respond Summons but never received an initial summons, to where a juror should report who is summonsed to Grand Jury service but is not a citizen.

Childcare Concerns – All of the jurors who provided comments on childcare concerns were seeking postponements and did not know where to report. Only 16% conveyed any knowledge of the appropriate documentation (i.e., a birth certificate) to provide to the court’s administration in order to obtain a postponement.

Language Barriers/Issues – 94% of all of the comments made in this category were made by jurors who were simply seeking a postponement due to an inability to effectively communicate and comprehend English. The remaining 6% reported being called to non-compliance hearings as a result of their inability to understand English.

2. Recommendations

Create women’s restroom signs and larger men’s restroom signs. Currently, there are no women’s restroom signs at 60 Centre and the men’s restroom signs are small and, as jurors report, “misleading”. Clear, visible signs will lessen juror hardship.

Ensure that signs posted at security checkpoints clearly demark what electronic items are impermissible in the courts. As cell phones have now become a standard means by which people communicate with each other, many New York jurors depend on their cell phones for business and familial relations. Other devices, such as palm pilots, provide information that jurors may depend upon for business and personal transactions during the day. If and when these devices are prohibited, clearly posted signs and a consistent policy toward these items will lessen the frustration jurors feel when electronic devices must be confiscated.

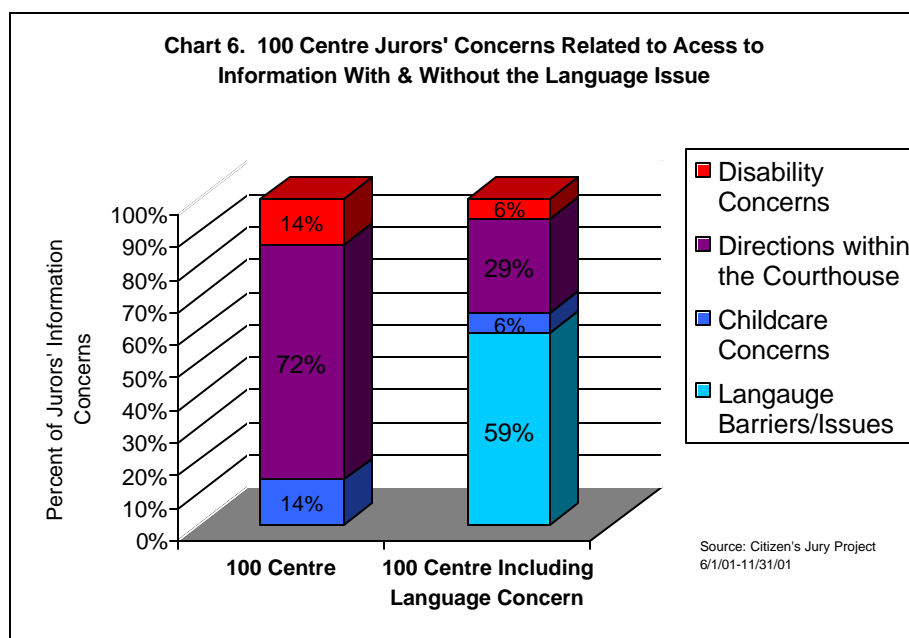
Improve signage for people with disabilities. 60 Centre is the only one of the three Manhattan courthouses that has a visible sign for people with disabilities. However, this sign is reported to be misleading, and does not direct people with disabilities to a feature of the facilities that provides special accommodations, such as a ramp. Clear signs that announce accommodative facilities such as bathrooms, elevators, and ramps, at a visible level and available in Braille, would improve the access to information for people with disabilities within the courts.

Address Non-English Speakers on the Summons/Qualification Questionnaire. Language Barriers/Issues is the category most frequently commented on by Manhattan jurors. CJP suggests making the summonses and/or qualification questionnaires more accessible by providing at least one line on the summons, in each of the other predominant languages, directing individuals to information for non-English speakers.

Create clear, visible signs that instruct jurors where to report to take care of administrative tasks. A sign visible to jurors entering 60 Centre that clearly instructs jurors where the central jury room is, and where to report if they arrive late or seek a postponement, would lessen juror confusion and expedite administrative tasks for jurors.

C. 100 Centre Street

100 Centre Street was designed in 1938 for criminal courts and continues to house criminal courts, administrative offices and departments and detention facilities. The multifarious purposes of this courthouse may be one reason why the category “Directions Within the Courthouse” comprises the majority of comments received, along with “Language Barriers/Concerns.” The following graph illustrates this, and that the categories “Directions to the Courthouse” and “Signage Issues/Suggestions were not commented on by jurors.



1. A Breakdown of 100 Centre Jurors' Comments

Disability Concerns – Disability concerns that relate to access to information occupy a small percentage of the total comments made on access to information at 100 Centre. However, one juror provided an interesting observation which connects Disability Concerns with Language Concerns: “Jury duty is inaccessible to people with disabilities. There is no Braille, and no sign language interpreters. I have clients who want to serve but they are turned away. No one knows how to get or pay for Braille. The courthouses are inaccessible.” The technical difficulties of providing accommodations for jurors who have sight or hearing disabilities are great, however, a thorough consideration of this issue is needed in order for the state to promote participation and representative jury panels.

Directions within the Courthouse – 40% of the comments provided in this category were in regard to seeking a postponement for personal issues such as medical and familial issues. 60% of the comments related to summoning; issues such as being simultaneously summonsed for state and federal court and being new to the county and uncertain of the parameters of service were raised by jurors.

Childcare Concerns – All of the comments on childcare by jurors at 100 Centre related to a need for postponement. Jurors frequently asked where to go to obtain a postponement and what was involved in the process.

Language Barriers/ Issues - This category constitutes a clear majority of juror comments, at 59% of the total. In all of the comments made, the individuals did not know where to go or how to proceed in order to obtain a postponement.

2. Recommendations

Conduct a larger assessment of signage for people with disabilities and improve signage for this population. Although the CJP data did not receive a large pool of comments from people with disabilities, CJP data and observations by interns indicate that signage for people with disabilities must be addressed. 100 Centre does not have clear, visible signs placed at appropriate levels for people with disabilities. Creating and clearly displaying accessible signs will improve the access to information for people with disabilities within the courts.

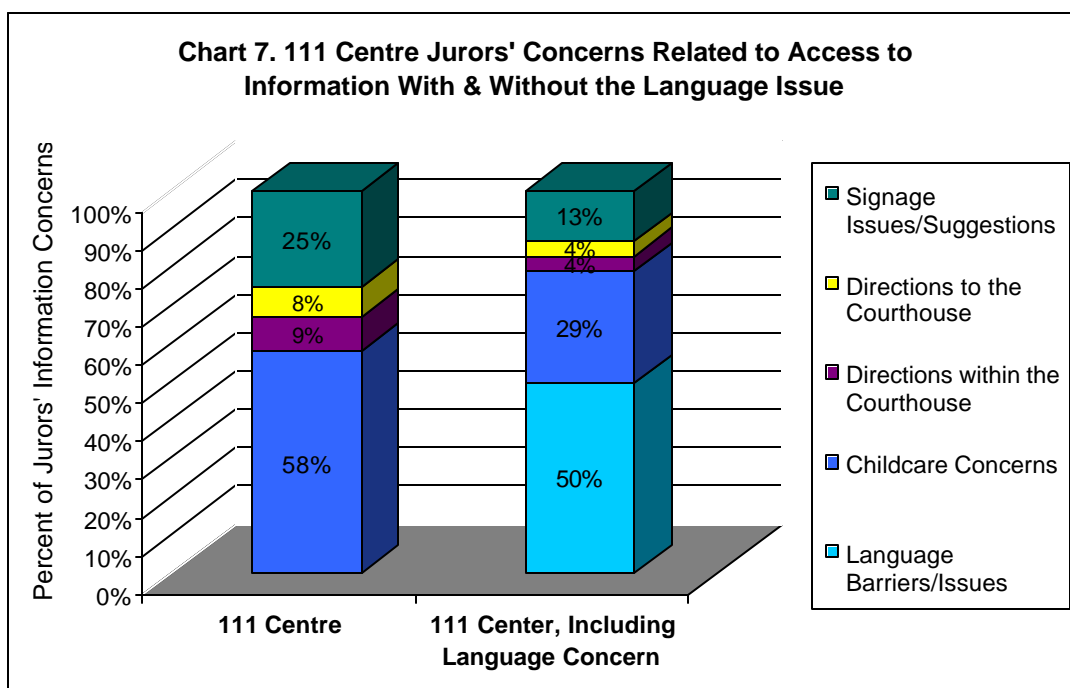
Create clear, visible signs that instruct jurors where to report to take care of administrative tasks. Signage placed in the entrance area of 100 Centre directing jurors where the central jury room is and where to report if they arrive late or seek a postponement, and will make jurors' tasks less arduous and time consuming.

Create and display clear signs directing jurors to the women's and men's restrooms. Although the restrooms at 100 Centre are clearly marked, the signs that direct the public to the facilities are small and at an unusual eye level, making them difficult to find. Creating signs that are a more appropriate size and displaying them effectively will be useful for jurors and all who utilize the court.

Address Non-English Speakers on the Summons/Qualification Questionnaire. As mentioned above, Language Barriers/Issues is the category most frequently commented on by Manhattan jurors. Again, CJP suggests that at least one line on the summons and/or qualification questionnaire, in each of the other predominant languages, directing individuals to information for non-English speakers, will be very useful in ameliorating communication issues with non-English speakers.

D. 111 Centre

111 is the youngest of the four courts, built in 1960. Not surprisingly, the majority of the comments offered by jurors at 111 Centre relate to issues that jurors bring to the courts, such as childcare issues and fluency in languages other than English, as the following graph illustrates. Jurors at 111 Centre also offer suggestions and comments about signage, which will be discussed in greater detail below.



1. A Breakdown of 111 Centre Juror Comments

Signage Issues/Suggestions – The comments received by jurors in regard to signage centered on one issue: cell phones. Jurors stated that the use of cell phones in the jury room was prevalent and that a “No Cell Phones” sign was in order. Some jurors also expressed a need for clear signs when a courthouse is closed that indicate not only that the court is not operating but also where jurors should report to if called to a closed courthouse.

Directions to the Courthouse – As with all Manhattan courts, jurors at 111 did not report a great deal of hardship getting to the courthouse. The 8% of jurors who did report some difficulty finding the courthouse did not note that the directions provided on the summons were difficult to understand.

Directions Within the Courthouse – This category is only a small part of the total comments made by jurors. Jurors reported a need for instruction on administrative procedures, such as where to report if summonsed to two courts simultaneously.

Childcare Concerns – All of the jurors who provided a comment in this comparatively large category were in need of information on the process of how to obtain a postponement. Typically, CJP receives a majority of its comments from jurors who have yet to be selected to a panel, as our booth is located outside of jury rooms not court rooms. However, the following comment received on 6/25/01 exemplifies a rather unique comment, which may be indicative of childcare issues that pertain to jurors who serve on trials: “I was called on Thursday. I was in voir dire and have a childcare problem. I told the attorney that I need to be home to take care of my children, because day care is canceled for the week of July 4th and he said that the trial could run that long.

He said to talk to the judge and then put me on a case before I had. The judge said there is nothing he can do, but what can I do? There is no one to take care of my children.”

Language Barriers/Issues – As in all four courts, this category accounts for a large amount of the comments made by jurors at 111 Centre. Of the jurors who could communicate adequately enough in English to explain their situation, or had brought a person to the court who could speak for them, none were clear on where to go and how to obtain a postponement.

2. Recommendations

Conduct a larger assessment of signage for people with disabilities.

Although CJP did not receive comments regarding signage for people with disabilities at 111 Centre, that does not exclude the importance of this issue in the court. 111 Centre does not have clear, visible signs, available also in Braille, posted in the court. Creating and clearly displaying signs at appropriate visibility levels will improve the access to information for people with disabilities within the courts.

Create clear, visible signs that instruct jurors where to report to take care of administrative tasks. Signage is less of an issue at 111 Centre than in other courts in regards to directions to public restrooms. However, in order to ease juror hardship, signage placed in the area around the entrance area of 111 Centre directing jurors where the central jury room is and where to report if they arrive late or seek a postponement, will help jurors address a variety of issues, including childcare, which is an often noted concern voiced by 11 Centre jurors.

Consider creating a “no cell phone” sign. Although many of the comments made by New York jurors are consistent across courts, the suggestion given by jurors to create a clearly displayed “no cell phone” sign in the jury room is unique to jurors at 111 Centre. That this remark was only voiced at 111 Centre may suggest a need for the sign in the jury rooms.

Address Non-English Speakers on the Summons/Qualification Questionnaire. This recommendation is offered for 111 Centre, as it is in all three Manhattan courts and the Brooklyn court. The prominence of comments from non-English speakers throughout the data in all four courts warrants the repetition of this recommendation. Again, CJP suggests that at least one line on the summons and/or qualification questionnaire addressing non-English speakers, will be very useful in ameliorating communication barriers and issues.

4. Conclusion

In Hon. Judith S. Kaye's recent State of the Judiciary 2002 address, she highlighted "Improving Access to the Courts" as one of five primary subjects that must be focused on. She stated,

"So many of our efforts focus on increasing access to the courts, and access to justice. Greater access means many things, like providing more interpreters, assisting self-represented litigants, enlarging the jury pool. Greater access also means that individuals can more readily pursue their legal rights, that their entitlement to equal justice is not thwarted by lack of money, and surely not barriers erected by the courts themselves."²

Although access to information for jurors plays only a small role in a larger equation proposed to achieve accessible justice, it is essential. The conditions in New York courts and the hardship jurors face in accessing information directly affect jurors' perspective of our judicial system and their behavior within it.

Jurors' fresh perspectives, as individuals who typically visit New York courts once every four years, provides an evaluation of our court facilities that can be relied upon, just as we rely on jurors in courts of law. In this report we have provided court-specific recommendations for each of the four courts that the project is housed in. Although these recommendations do provide some specificity, clearly, there are overarching issues present in the courts. CJP recommends a larger analysis of the issues faced by people with disabilities, people who are caretakers, and non-English speakers. These populations have the potential to be marginalized, in a manner that inhibits access to information and access to the courts themselves. In order to better assess the conditions of the courts for these populations and to avoid the propagation of barriers within the courts, CJP suggests the following recommendations:

Create signage that accurately and accessibly instructs jurors where jury rooms and restrooms are located and where to go in order to obtain postponements, court-related material or other administrative tasks.

As has been mentioned throughout this report, improving access to information in the courts for all populations can be facilitated by clear, accessible signage. New York jurors are a diverse population; therefore, careful consideration of the design and placement of the signs will lessen exclusion and confusion over the processes to follow within the courts.

Draw from data collected by OCA in recent juror surveys to gain a more thorough assessment of informational and facilities issues.

The data collected by OCA's surveys in 2001, and thus far in 2002, can be a good source in the further assessment of access to information in the courts. The data set that OCA has collected is immense, and thus can provide a comprehensive view of jurors' perspectives on the courts.

² Hon. Judith S. Kaye, *The State of the Judiciary 2002*. www.courts.state.ny.us/StaJud2002.pdf

Expand research and analysis to include the disqualified population.

Further research into disqualifications, particularly deferral resulting from a language barrier, can help to identify where gaps in information exist and how the system can best assess and accommodate non-English speaking individuals. Administering exit surveys for those called to non-compliance hearings is one way in which to analyze this population, and better understand the role that language barriers play in the non-compliant population.

Decrease non-compliance and promote accessibility to information through multilingual summoning/qualification questionnaires, and look to other states and countries for a perspective on this issue.

The challenge of linguistically accessible justice is great, but is faced by many states in this country and others, such as our constitutionally bilingual neighbor, Canada. CJP suggests making the summons and qualification questionnaire more accessible to everyone by including at least one line, in each of the predominant languages, directing individuals to information for non-English speakers. Certainly, other states' and countries' experience dealing with this issue can inform New York State's actions and will be explored and reported on by CJP. Future action addressing this issue can lessen the personal and economic burdens on New York jurors and the administrative burden on the courts, resulting in a more inclusive, accessible system.