



**Citizens Jury Project Report
January 2007
Summary**

In January 2007, Citizens Jury Project (CJP) operated ombudservice booths at nine courthouse locations in New York City.¹ During this period, approximately 32,000 jurors reported for service in New York City; 676 of them approached a CJP booth with a question or comment. At three locations the most frequently asked question was whether the juror was in the right place. At four other locations, the most common inquiry was the location of bathrooms. At one location the most common comment concerned difficulties with jury service and at one location the most common question was the location of food and beverages. The majority of these questions can be answered by improved signage.

New York County

60 Centre Street Nearly 2,000 jurors reported for service at 60 Centre Street in January of 2007. Interns reported that 130 jurors approached the booth with 158 questions and comments. The most frequently asked question was whether the juror was in the **right place**. There were 39 questions recorded in this category. The CJP booth is located at the entryway to the jury room. Sometimes jurors mistakenly believe they have to check in at the booth before entering the assembly room. **Recommendation:** Post signs by the elevators and the entrance to the jury room indicating where jurors should report.

100 Centre Street In January of 2007, nearly 2,400 jurors reported for service at 100 Centre Street. Interns reported that 107 jurors approached the booth at this location with 130 questions and comments. The most frequently asked question concerned the location of the **bathrooms**; 26 questions were recorded in this category. **Recommendation:** Increase signage about bathroom locations by the elevators and inside the jury room.

111 Centre Street (3rd floor) In January of 2007, more than 2,500 jurors reported for service at 111 Centre Street (3rd floor). Interns reported that 25 jurors approached the booth with 31 questions and comments. 9 jurors asked if they were in the **right place**. **Recommendation:** Post signs to food and beverage, exits and jury related offices by the elevators and the entrance to the jury room.

111 Centre Street (11th floor) In January of 2007, nearly 1,800 jurors reported for service at 111 Centre Street (11th floor). Interns reported that 55 jurors approached the booth at this location with 81 questions of which 13 concerned whether the juror was in the **right place**.

Recommendation: Post signs by the elevators and the entrance to the jury room indicating where jurors should report.

Kings County

320 Jay Street In January of 2007, more than 6,100 jurors reported for service at 320 Jay Street. Interns reported that 103 jurors approached the booth with 119 questions and comments. The concern most frequently raised was **difficulties with jury service**. Of the 21 comments in this category, 7 concerned medical or health problems which would interfere with the juror's ability to serve. As both the jury summons and the Kings County juror website provide directions for those seeking postponements due to medical or health issues, no recommendation is made for this category of concern.

Bronx County

In January of 2007, more than 4,700 jurors reported for service in the Bronx. Interns reported that 127 jurors approached the booth with 151 questions and comments. 62 jurors asked about the location of the **bathrooms**. **Recommendation:** Increased signage about bathroom locations by the elevators and inside the jury room.

Queens County

Kew Gardens In January of 2007, more than 2,500 jurors reported for service in Kew Gardens. Interns recorded 45 questions and comments asked by 38 jurors who approached the booth at this location. Again, the most frequently asked question concerned location of the **bathrooms**. 18 questions were recorded in this category. Signs for the bathrooms have been ordered and no further recommendation is made at this time for this category of concern.

Jamaica In January of 2007, more than 2,700 jurors reported for service in Jamaica. Interns reported that 44 jurors approach the booth with 54 questions and comments. The most frequently asked question (14 times) concerned location of **bathrooms**. **Recommendation:** Increased signage about bathroom locations in the jury room and hallways.

Richmondⁱⁱ

In January of 2007, more than 1,700 jurors reported for service in Staten Island. Interns reported that 47 jurors approached the booth with 54 questions and comments. The most common question concerned the location of **food and beverages**. 11 comments were recorded in this category. **Recommendation:** Post directional signs to vending machines. Make announcements about the availability of food and beverage during juror orientation.

ⁱ Booths are in operation from 9 a.m. to 12 noon. The booths in New York County (60 Centre Street, 100 Centre Street and 111 Centre Street (3rd & 11th Floors)) are generally staffed on Mondays, Tuesdays and Thursdays. The booths in Bronx and Richmond County are generally staffed on Mondays and Wednesdays. The booths in Kings

(320 Jay Street) and Queens (Kew Gardens and Jamaica) County are generally staffed on Mondays, Tuesdays, Wednesdays and Fridays.

ⁱⁱ The small number of jurors reporting and scarcity of questions in Richmond County led us to recommend that the booth be closed. Operations in Richmond County ceased at the end of January.