

**Citizens Jury Project**  
**Winter 2002 Report on Juror Concerns:**  
**November 1, 2001-February 28, 2002**

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## Preface

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.

In the reconstruction and development of the city and state of New York, there is a need to reflect on our system of justice and how to continue to improve upon its efficiency and accessibility. In this sense, jurors serve as a window into the various communities and concerns that exist in New York, and also as a mirror, voicing common concerns as they participate in our judicial system.

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. Ombudservice booths, staffed by interns—currently students of public policy, business administration and anthropology from New York University, Pace University, and Hunter College—are the in-court presence of the project. At these booths, interns assist jurors and gather the data presented in these reports through juror interviews. The booths are located outside the jury assembly rooms at 60, 100, and 111 Centre Street in Manhattan, and inside the jury room of 360 Adams Street in Brooklyn.

In our November 2001 report, we focused on the accessibility of information for jurors in the summoning process and within the courts. In this report, we focus more specifically on summoning, and the various related and underlying issues encompassed in the process. Included in this report are over 600 comments of more than 380 jurors interviewed since November 1, 2001.

As the Citizens Jury Project enters its seventh year, it is clear to us that the jury reform efforts in New York State have beneficially changed the process of jury service. In collaboration with the Office of Court Administration, we are certain that the Citizens Jury Project can continue to contribute to improvements upon our system so that jury service is an appreciated right, and our system representatively and effectively responds to the questions and issues of justice brought to our courts.

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## 1. Manhattan & Brooklyn Juror Comments: An Overview

Manhattan and Brooklyn jurors welcome the courthouse improvements and the legal reforms that make jury service an enjoyable, not arduous, process. Polite and helpful clerks, courthouse restoration, and shorter terms of service, are improvements often noticed by jurors, who consistently share appreciative comments with the Citizens Jury Project. These improvements open the door for further changes and reform, which are suggested in jurors' more critical comments. New York jurors continue to comment upon a lack of information prior to service, employment and child care burdens, wasted time in jury assembly or voir dire rooms, poorly maintained facilities, and a lack of simple amenities.

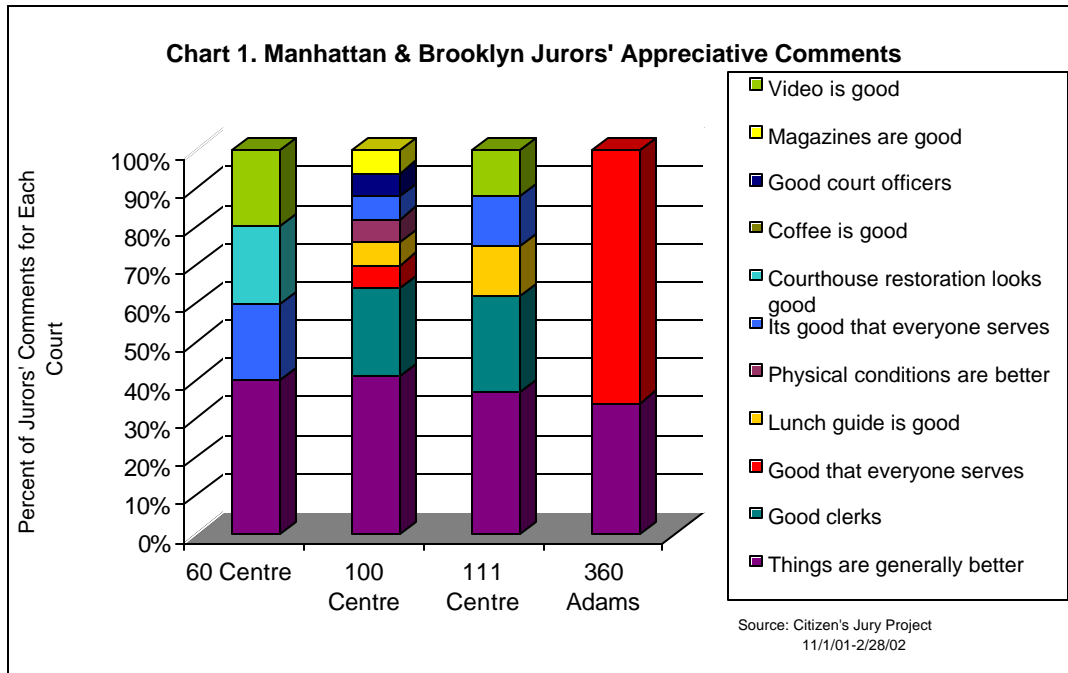
With a focus on the process of summoning, this report will begin by providing an overview of jurors' comments from all four courts, from the time period of November 1 to February 28. The report will then briefly summarize jurors' appreciative comments, and comments on the physical environment in each court. The specific positive and negative comments made by jurors at 60 Centre Street, 100 Centre, 111 Centre Street, and 360 Adams Street, will then be examined, providing both a summary and highlights of the jurors' concerns. Court-specific recommendations will also be provided, based on the comments received by jurors in the courts and feedback from Citizens Jury Project interns, whose weekly presence in each court gives them an objective, informed perspective on the courts. Following the court-specific analysis, this report will then directly address the issue of summoning and the hardship created by jurors' personal responsibilities conflicting with their need to serve, and hardship as a result of limited access to the court, both of which effect summoning response. Along with this analysis, the report will make suggestions on specific improvements that can be made to New York's summoning process.<sup>1</sup> Finally, this report will conclude with a summary of the recommendations provided throughout the report, which propose ways in which the Citizens Jury Project and the Office of Court Administration can better understand the issues faced by New York jurors and take steps to address jurors' concerns. CJP believes that through reflection and action, jury service can continue to be strengthened and appreciated as an integral and vital component of our democracy.

### *(a) Appreciative comments*

The improvements made in the Manhattan and Brooklyn courts continue to be noticed and appreciated by jurors (Chart 1). The majority of jurors who voiced appreciative comments felt that "things are generally better" (purple). Many also voiced support for the 1996 abolishment of all professional exemptions, stating that it is "good that everyone serves" (red). As always, the friendly clerks and court officers received due credit (teal and dark blue), and the Citizens Jury Project lunch guide also received some recognition.

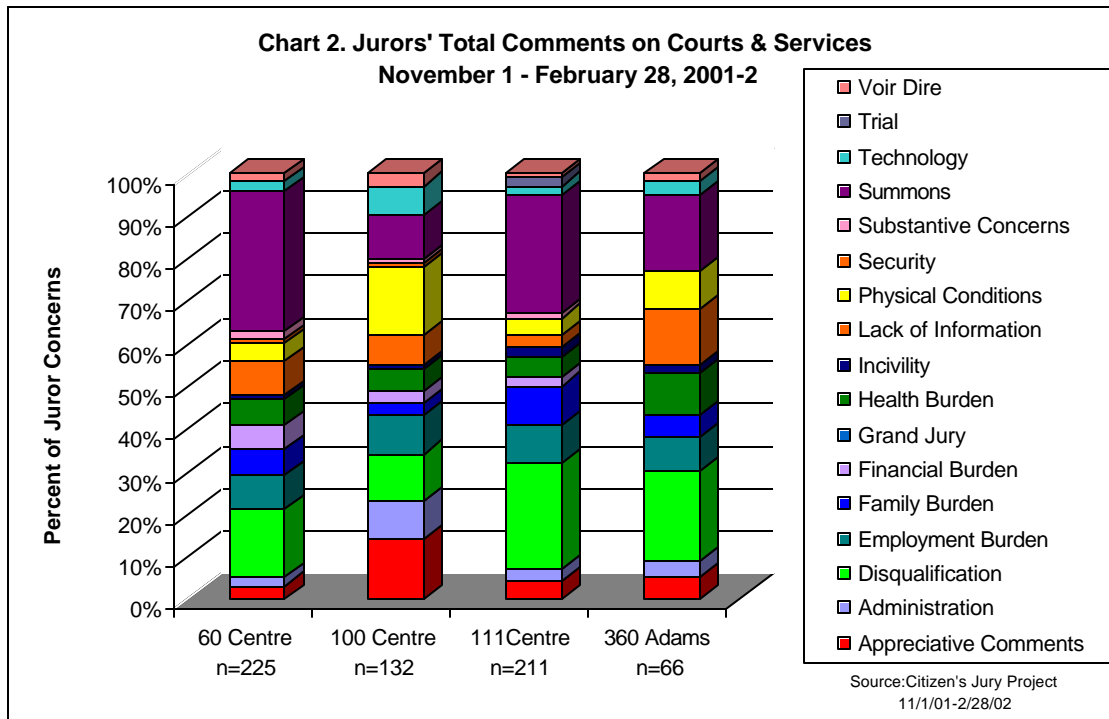
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<sup>1</sup> The charts and tables presented in these sections reflect data gathered from the four Ombudservice booths at the respective courts and the on-line Ombudservice ([www.juryproject.org](http://www.juryproject.org)).



*(b) All juror comments*

While acknowledging the positive changes in the courts, jurors also noted problems with the summoning procedures (dark purple), and, as will be discussed in section 6, disqualifications (forest green). Related to summoning and congruent with the last report, lack of information (orange) continues to be reported. Comments on poor physical conditions within the courts (yellow) and the stress that service puts on jurors' lives outside of the courts, such as employment (bright green), family (bright blue), and health burdens, were also common.



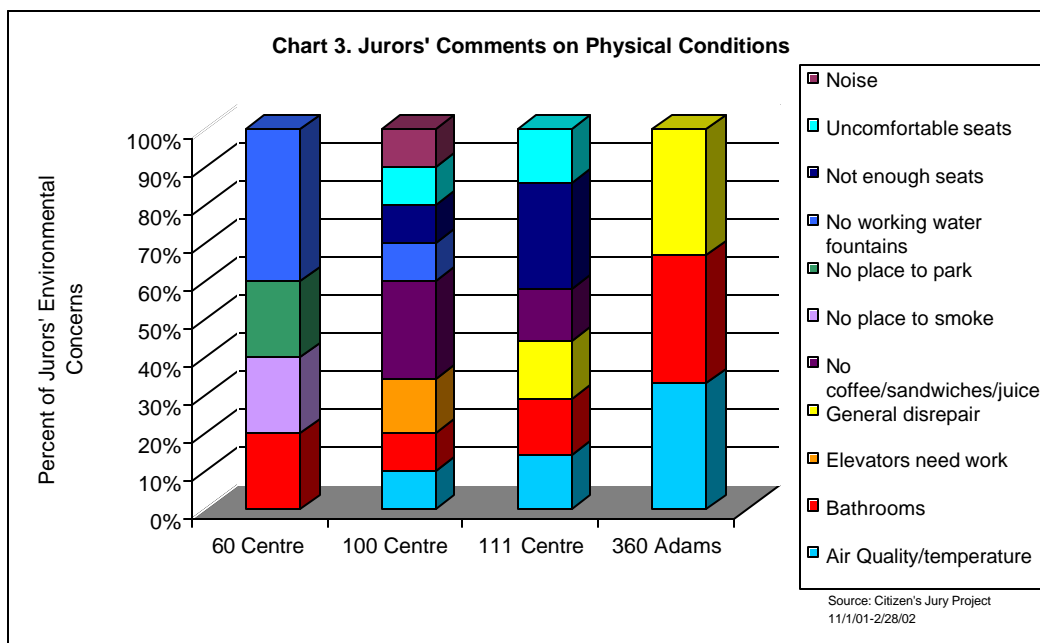
*(c) Physical Environment*

In her 1984 book Juries on Trial, Paula DiPerna compared a jury room in Manhattan to a subway station:

The jury room can be as dirty as the subway at times, its windows streaked with the grease of a thousand hands, like the doors of public telephone booths. The buildings of the court system even smell like the subway—that same “we used Lysol but it didn’t help” smell.<sup>2</sup>

This description is a far-cry from the present conditions of the court facilities, which have undergone renovation and refurbishing, and offer amenities ranging from a coffee and snack stand outside of the jury room at 60 Centre Street, to internet-accessible study rooms. The Office of Court Administration (OCA) assumed 100% financial responsibility for the maintenance of the city-owned courts since April 2001. In almost a year, OCA has taken measurable steps to create a more accessible environment by refurbishing the courts and improving the maintenance of court facilities. Equally important, OCA now consistently surveys jurors in the courts, so that jurors’ needs can be more accurately understood and effectively responded to.

Jurors’ responses to the physical conditions of the courts varied with each courthouse. At 60 and 100 Centre, jurors primarily commented on the lack of working water fountains, while at 111, air quality/temperature was the primary issue. At 360 Adams, the comments focused on the bathrooms. Jurors commented on a general lack of cleanliness, and facility disrepair, such as clogged toilets. Jurors also noted a lack of restroom amenities, particularly soap and paper towels.



<sup>2</sup> PAULA DIPERNA, JURIES ON TRIAL, 6 (DEMBNER BOOKS, 1984).

**2. 60 Centre Street**

*(a) Summary of juror concerns*

60 Centre Street is a magnificent courthouse; built in 1927, and renovated in 1995-1996, the building is an icon in pop-culture and a landmark for our city. However, the problem with history is that age accompanies it. Issues that arise in this building range from design of the courthouse - its architects could not have envisioned the sheer volume of people and cases that pass through the courthouse - to facilities-related issues that old buildings throughout the city must face. Nevertheless, jurors continue to praise 60 Centre, stating that “things are generally better”, and commenting that physical conditions have improved and that the courthouse restoration looks good.

Summoning issues comprise three of the top ten critical concerns expressed by jurors at 60 Centre Street: “would like a postponement/deferral”, “problems with name or address”, and “disproportionate summoning.” “Lack of information/incorrect information” is a category that is also present and related to summoning. Comments in the “lack of information” category include issues such as directions to the courthouse (which are provided on the summons in both Manhattan and Brooklyn) and directions for administrative tasks within the courthouse, such as where to pick up a proof of service or where to go to speak to someone in a language other than English. Other issues that are of concern to jurors at 60 Centre include the burden that service can put on jurors’ professional and private lives, a need for greater flexibility and accommodations within the court, and specific improvements to the physical environment, such as repairing the water fountains.<sup>3</sup>

<b>Top Juror Concerns—60 Centre Street</b>	
<b>10/31/01 – 2/28/02</b>	
<b>(Total Concerns = 455)</b>	
<b>Top Appreciative Concerns</b>	<b>Count</b>
Things are generally better	2
Courthouse restoration looks good	1
Coffee is convenient	1
It’s good that attorneys serve	1

<sup>3</sup> From February 19 to March 1, 2002, the Citizens Jury Project, in collaboration with court officers, administered the “Juror Court Facilities Survey 2002” (appendix B) to jurors in the jury assembly room at 60 Centre. A subject pool of over three hundred jurors completed the survey. Preliminary analysis of the surveys appears to indicate that although the subject pool for the two weeks surveyed is greater than a typical month of comments collected by the Ombudservice at 60 Centre, the ratings and comments made by jurors on the surveys parallel those collected by the Ombudservice. Thus, it seems that jurors who approach the Project’s booths reflect issues and sentiments felt collectively by groups of jurors in the assembly rooms.

Top 10 Critical Concerns	Count
Would like a postponement/deferral	51
Lack of information/incorrect information	13
Summons: problems with name or address	11
Very disruptive to my work	10
Medical problem/old age	10
Elder/child care	9
Service should be more flexible/accommodating	9
Financial hardship	8
Summons- disproportionate summoning	3
No working water fountains	2

*(b) Breakdown of juror concerns*

Although “things are generally better” at 60 Centre, specific concerns about the physical conditions of the courthouse continue to be expressed. As was the case in CJP’s last report, the need for working water fountains was most frequently reported. Jurors also commented on the proper maintenance of the bathrooms and that there was no place to park or smoke.

60 Centre: Physical Conditions	Count
No working water fountains	2
Bathrooms	1
No place to smoke	1
No place to park	1

As with all four courts, jurors’ summoning concerns most frequently centered on a need to postpone or defer their service. Jurors also commented on problems with the summoning process, such as problems with the name and address of the summons, receiving a summons within two years of their prior service, and receiving multiple summonses.

60 Centre: Summoning	Count
Would like a postponement/deferral	51
Problems with name or address	11
Received multiple summons	5
Disproportionate summoning	3
In non-compliance	1
Summoned w/in two years of prior service	1

Jurors at 60 Centre commented on a need for information prior to service, and a lack of information/incorrect information within the courthouse. A comment that is consistently voiced by jurors is the need to post clear signs for the bathrooms throughout the building.

<b>60 Centre: Lack of Information</b>	<b>Count</b>
Lack of information/incorrect information	12
Needed information ahead of time	2
Needed directions to the court house	2

As most New Yorkers live busy lives within tight schedules, jurors often comment on the need for service to be more flexible/accommodating. Some jurors suggest that waiting in the jury room is a waste of time and that improvements upon the technology in the court could allow the jurors to utilize their time more productively.

<b>60 Centre: Administration/Technology</b>	<b>Count</b>
Service should be more flexible/accommodating	2
Wasted time	2
Informational phone lines are always busy	1
Need phone lines for computers	1
Should have video/movie/TV	1

Employment concerns weigh heavy on the minds of jurors called to serve. New York jurors who are self-employed or work in small offices may face particular burdens, as their business may suffer from their absence. Jurors who are paid at an hourly rate and who only get paid for the hours that they are present, face both financial and employment stress.

<b>60 Centre: Financial/Employment Burden</b>	<b>Count</b>
Very disruptive to my work	10
Financial hardship	9
Self-employed people should be exempt	5
Only get paid for hours worked	3
Am losing major work assignments	3
Students feels entitled to an exemption	3
My business will suffer	2
Doctors should be exempt	2
Lawyers should be exempt	2

Individuals who care for children, people with disabilities, and the elderly report that jury service is burdensome, as other peoples' lives are dependent upon them. Service is particularly difficult for low-income individuals who lack the financial resources to pay for child or adult care.

<b>60 Centre: Family/Health Burden</b>	<b>Count</b>
Medical problem/old age	10
Elder/child care	9
Need to pick up children	1
Work at home to be with children, elderly, disabled	1

*(c) Recommendations*

1. Physical Environment:
  - Repair water fountains so that they consistently function properly.
  - Clean and maintain bathrooms on a regular basis--at least two to three times daily.
  - Consider an alternative space for lawyers to wait, rather than obstructing the hallway outside of the jury room. CJP interns report that beyond congesting the hallway, lawyers are often forced to conduct business while waiting, which can entail exposing jurors to information and conduct that is inappropriate.
  
2. Summoning:
  - List on the summons where jurors who seek postponements and excusals should report: room 139 at 60 Centre Street.
  - Include the minimum possible days of service on the summons, to encourage participation.
  - For general recommendations, please see section 6, pages 16-25.
  
3. Lack of Information:
  - Improve signage for women's and men's bathrooms. As previously noted, CJP consistently receives comments on the need to post clear signs for the bathrooms. Upon inspection, CJP interns have found that it is not the quantity but placement of the signs. Clearly posted signs in the hallway leading to the central jury room are needed.
  - Mention jurors' pay and the length of service if not called to a trial in jurors' morning orientation. CJP interns have noted that while clerks in other courts consistently mention these two aspects of service, the clerks at 60 Centre do not.
  
4. Technology/Communications:
  - Improve the servicing and operation of the pay phones. CJP interns and jurors report that often the pay phones outside of the jury room do not work. Although the frequent usage of these phones may effect their functioning, a general servicing of the phone is in order.
  - Repair the email port and explore the possibility of providing internet accessibility for jurors with personal computers in the study lounge. Jurors and CJP interns have noticed that the email port located outside the jury room rarely functions properly. Improving on the maintenance of the port, in addition to providing an adequate number of phone lines for internet accessibility in the study lounge, will allow jurors to use their

time more constructively and lessen the burden created by their absence from work.

**3. 100 Centre Street**

*(a) Summary of juror concerns*

Jurors at 100 Centre praise the improvements that continue to be made in the court and the friendly, accessible clerks and court officers. One juror commented, “I love the clerks--they were informative, entertaining and very helpful. Even the officers have been great. It’s nice to see friendly New Yorkers!”

Critical comments from 100 Centre addressed a variety of concerns. The concern most frequently expressed by jurors at 100 Centre was “would like a postponement or dismissal.” Many jurors also commented on the need for accessible coffee, sandwiches, and juice. The burden of service on jurors’ lives, in and outside of the court, is reflected by the comments that jury service should be more flexible/accommodating, that jurors face medical and old age issues, and employment concerns.

<b>Top Juror Concerns—100 Centre Street</b>	
<b>10/31/00-2/28/02</b>	
<b>(Total Concerns = 281)</b>	
<b>Top Appreciative Concerns</b>	<b>Count</b>
Things are generally better	7
Good clerks	4
Good court officers	1
Judges are nicer	1
Physical conditions are better	1
<b>Top 10 Critical Concerns</b>	<b>Count</b>
Would like a postponement/deferral	8
No coffee/sandwiches/juice	6
Lack of information/incorrect information	5
Medical problem/old age	5
Service should be more flexible/accommodating	4
Am losing major work assignments	4
Very disruptive to my work	3
Information phone lines always busy	3
Voir dire - Intrusive personal questions	3
Wasted time	3

*(b) Breakdown of juror concerns*

The lack of accessible coffee, sandwiches, and juice is the primary physical concern at 100 Centre. Jurors also commented that the elevators do not function properly, which has the potential to be a serious health and safety risk.

Other concerns include the need to more frequently clean the men’s and women’s bathrooms, more comfortable seats, working water fountains, and a decrease in noise level.

<b>100 Centre: Physical Conditions</b>	<b>Count</b>
No coffee/sandwiches/juice	6
Elevators need work	3
Not enough seats	2
Air quality/temperature	2
Bathrooms	2
Uncomfortable seats	2
Noise	2
No working water fountains	2

The majority of summoning comments at 100 Centre were from jurors seeking a postponement/deferral. Some jurors also expressed concern about being summoned within two years of their prior service or disproportionate summoning.

<b>100 Centre: Summoning</b>	<b>Count</b>
Would like a postponement/deferral	8
Summoned within two years of prior service	3
Disproportionate summoning	2
Problem with payment	1
Not fair – some people never called	1

Jurors who commented on lack of information at 100 Centre primarily raised concerns about environmental issues within the court and how to address the burden that service puts on their personal lives. Jurors suggested that changes to the physical environment, such as the need for visible signs to the bathrooms, would be helpful, and raised questions about how jury service will effect their employment and personal lives.

<b>100 Centre: Lack of Information</b>	<b>Count</b>
Lack of Information/incorrect information	5
Needed information ahead of time	4

Jurors expressed slightly more concern over administrative issues than technology-related issues at 100 Centre. Jurors felt that that service should be more flexible/accommodating, for shorter periods of time, and that their time is wasted waiting in the jury room. Although technology concerns were less mentioned, technological improvements are a means to create flexibility for jurors. For example, properly functioning telephones enable jurors to address work-related or personal issues, while an adequate number of functioning

phone lines for computers can allow jurors to work while waiting in the jury room.

<b>100 Centre: Administration/Technology</b>	<b>Count</b>
Service should be more flexible/accommodating	4
Wasted Time	3
Service is too long	3
Informational phone lines always busy	3
Adopt one-day-one-trial rule	2
Process does not start on time	1
Need more phones	1
Need phone lines for computers	1

New Yorkers called to 100 Centre express a desire to serve as jurors, but also concern over the financial and employment burdens that can result from time away from their places of employment. Individuals who are self-employed or own their own business find it particularly difficult to be away from work, and taxing both personally and professionally.

<b>100 Centre: Financial/Employment Burden</b>	<b>Count</b>
Am losing major work assignments	4
Very disruptive to my work	3
Financial hardship	2
My business will suffer	2
Self-employed people should be exempt	2
Pay is not enough	2

The elderly and individuals with health concerns expressed the majority of the comments in the family/health burden category. As is the case in all four courts, caretakers of children, the elderly, and people with disabilities, face a burden similar to the economic and personal burden faced by business owners and the self-employed, as people’s well being is dependent on caretakers being present and able to work.

<b>100 Centre: Family/Health Burden</b>	<b>Count</b>
Medical problem/old age	5
Need to pick up children	2
Work from home to be with children, elderly, disabled	1
Elder/child care	1
Elderly should not have to serve	1

*(c) Recommendations*

1. Physical Environment:
  - Repair and improve upon the elevators. Jurors and CJP interns have consistently voiced concern over the elevators at 100 Centre. Concerns include:
    - Consistently unusable elevators, which create overcrowding on and long waiting time for usable elevators;
    - Malfunction on usable elevators, such as jerking movements while the elevator travels up and down, elevators stopping at floors not requested, or not stopping level to the floor, which can cause particular hardship for jurors with physical disabilities.
  - Reconstruct the door to the women's bathroom in the jury room so that it is wheelchair accessible.
  - Clean and maintain bathrooms on a regular basis--at least two to three times daily.
  - Repair the locks on the women's bathroom doors, both in the bathroom in the jury room and the bathroom in the hall of the fifteenth floor.
  - Repair water fountains so that they consistently function properly.
2. Summoning:
  - List on the summons where jurors who seek postponements and excusals should report: room 139 at 60 Centre Street.
  - Include the minimum possible days of service on the summons, to encourage participation.
  - For general recommendations, please see section 6, pages 16-25.
3. Technology:
  - Explore the possibility of providing internet accessibility for jurors with personal computers in the study lounge. Providing an adequate number of phone lines for internet accessibility in the study lounge will allow jurors to use their time more constructively, and lessen employment burdens created by their absence from work.

**4. 111 Centre Street***(a) Summary of juror concerns*

"Things are generally better" is the overarching sentiment expressed by jurors at 111 Centre. The top critical concern at 111 Centre was the summoning issue of seeking a postponement/deferral, while personal issues such as needing to provide elder or child care, or being elderly or having a medical problem were often cited as reasons why jury service is difficult on the jurors called to serve.

<b>Top Juror Concerns—111 Centre Street</b>	
<b>10/31/01-2/28/02</b>	
<b>(Total Concerns = 211)</b>	
<b>Top Appreciative Concerns</b>	<b>Count</b>
Things are generally better	3
Good clerks	2
Good that everyone serves	1
Video is good	1
<b>Top 10 Critical Concerns</b>	<b>Count</b>
Would like a postponement/deferral	48
Elder/childcare	17
Medical problem/old age	8
Student feels entitled to exemption	7
Wasted time	5
Disproportionate summoning	4
Process does not start on time	4
Needed information ahead of time	3
Work from home to be with children, elderly, disabled	3
Very disruptive to my work	3

*(b) Breakdown of juror concerns*

Jurors’ primary concern in the area of physical conditions at 111 Centre is the lack of seating. The frustration felt in regard to this issue is expressed by one juror at 111 Centre who stated: “It is very inappropriate that there are not enough seats for jurors and that we are standing out in the hallway. They should have enough room and space for everyone.” Jurors also suggested that the air quality/temperature is too stuffy and hot, that the bathrooms need to be cleaned more regularly and that coffee, sandwiches, and juice are not accessible enough for jurors.

<b>111 Centre: Physical Conditions</b>	<b>Count</b>
Not enough seats	2
Bathrooms	2
Air quality/temperature	1
General disrepair	1
No coffee/sandwiches/juice	1
Uncomfortable seats	1

Concern with the summoning process received the largest amount of comments at 111 Centre. Jurors reported a need to seek postponement or

deferral, but also problems with the name or address appearing on the summons, receiving multiple summonses, or being summoned within two years of their prior service.

<b>111 Centre: Summoning</b>	<b>Count</b>
Would like a postponement/deferral	48
Disproportionate summoning	4
Problems with name or address	2
Summoned within two years of prior service	1
In non-compliance	1

Jurors at 111 Centre were concerned with a range of issues in the “lack of information” category. Examples of juror questions included, what can a person do if they have lost their proof of service, when are courts open around the holidays, and, without making a trip to the courthouse, how can the jurors contact the courts prior to service when the phone lines are always busy?

<b>111 Centre: Lack of information</b>	<b>Count</b>
Lack of information/incorrect information	3
Needed information ahead of time	3

Time wasted waiting in the jury room was commented on by jurors at 111 Centre, as was the need for more flexible/accommodating service. Although the call-in system was implemented in November in the Manhattan courts, the utilization rate of jurors is so high that it is rare for a juror not be asked to report. As a result of this, many jurors think that Manhattan has yet to implement a call-in system.

<b>111 Centre: Administration/Technology</b>	<b>Count</b>
Wasted time	5
Service should be more flexible/accommodating	3
Should have a call-in system	2
Need phone lines for computers	1
Eliminate judge’s address	1

Students were the population that expressed the most concern over the burden of jury service, which is atypical for 111 Centre and the other courts. Certainly, student life can be very demanding and the time away from their work can be stressful, however, perhaps the resistant reaction also suggests that public education on jury service at all age levels is important, to lessen resistance and inspire appreciation for people’s right to serve. Other jurors expressed concern about the strain jury service puts on their work and finances, including concern that their employer is displeased by their need to serve.

111 Centre: Employment/Financial Burden	Count
Student feels entitled to exemption	7
Very disruptive to my work	3
Financial hardship	2
Am losing major work assignments	1
Concern of unhappiness by employer	1
Self-employed people should be exempt	1

Many caretakers voiced concern over the burden that service puts on their lives and the children, elderly, or people with disabilities that they care for. People with medical problems also expressed some concern over their ability to serve, as did some elderly individuals who believe that there should be an age limit put on those eligible for service.

111 Centre: Family/Health Burden	Count
Elder/childcare	17
Medical problem/old age	8
Work from home to be with children, elderly, disabled	3
Need to pick up children	1

*(c) Recommendations*

1. Physical Environment:

- Consider providing a coffee stand with food on the 3<sup>rd</sup> and 11<sup>th</sup> floor. A coffee stand similar to that at 60 Centre, will have immeasurable worth for jurors.
- Improve the utilization of space on the 11<sup>th</sup> floor juror assembly room. Jurors and CJP interns note that the jury room on the 11<sup>th</sup> floor is particularly crowded, yet seems to also be used as a storage space for ambiguous boxes and equipment. Organization and proper maintenance of the room is necessary, particularly because the space is limited.
- Repair water fountains so that they consistently function properly.
- Clean and maintain bathrooms outside of the jury room on a regular basis--at least two to three times daily.

2. Summoning:

- List on the summons where jurors who seek postponements and excusals should report: room 139 at 60 Centre Street.
- Include the minimum possible days of service on the summons, to encourage participation.
- For general recommendations, please see section 6, pages 16-25.

### 3. Technology:

- Explore the possibility of providing internet accessibility for jurors with personal computers in the study lounges. Providing an adequate number of phone lines for internet accessibility in the study lounge will allow jurors to use their time more constructively, and lessen the hardship created by their absence from work.

## 5. 360 Adams Street

### *(a) Summary of juror concerns*

During November 1 to February 28 Brooklyn received very few comments, however, since the beginning of February, some positive changes have been implemented at 360 Adams that have increased the number and character of the comments that the Citizens Jury Project receives from jurors in Brooklyn. The chief administrative staff, clerks, and court officers have listened and responded to the concerns voiced by the Citizens Jury Project in the previous trimester report, and have allowed the Project's ombudservice booth to locate itself inside the jury room after morning orientation. As noted in the previous report, the culture of the court is such that jurors do not leave the jury room once they are situated inside. Thus, prior to February, a majority of the juror comments that CJP received centered on jurors' concerns as they entered the courthouse (e.g., room locations, summoning issues) not concerns over the process and conditions of the courthouse. Now that the booth has moved into the jury room and is regularly announced by a clerk during orientation, the character of the comments has changed, and the amount of comments received in a month have doubled, an increase that will be reflected to a greater degree in the next trimester report.

Three other improvements in the Brooklyn court include:

- **Signage** - New, accessible signs are posted inside and outside of 360 Adams. A directional issue that the courthouse has faced for years is that the Court Street entrance is utilized as the main entrance, but 360 Adams Street, a less evident entrance located on the opposite side of most of the subways' exits and entrances, is the official address of the court. To address this issue, new signs have been created and posted outside the Court Street entrance. The signs clearly state that Court Street is the main entrance, and where the public, attorneys, and jurors can enter. Inside the courthouse old, ambiguous signs have been replaced by new, accessible signage for the central jury room and the grand jury room.
- **Summoning** - The Brooklyn summons has been modified to alleviate the confusion that some jurors have faced in finding and entering the courthouse. The summons now states: "You are summoned as a telephone standby juror for Kings County Supreme Court 360 Adams St." but also notes that the "Main Entrance [is] on Court Street."

- Disability Assessment-** In an effort to gain an independent perspective on the accessibility of the courthouse for people with disabilities, the Brooklyn court asked a representative from the Helen Keller Services for the Blind (HKSB) to conduct an assessment. (HKSB is a non-profit agency, which offers education, and rehabilitation services for legally blind New Yorkers in facilities throughout metropolitan New York, Brooklyn, Queens, Staten Island, and Nassau and Suffolk Counties.) The representative made positive comments about the facility, and reported that the building is Americans with Disabilities Act (ADA) compliant.

For the Citizens Jury Project, possibly the most significant change in this trimester is improved communication between CJP and Brooklyn court personnel. The Project looks forward to future collaborative efforts to improve 360 Adams, and to gaining a larger subject pool and a more accurate representation of the court and its jury-related issues.

Consistent with the other courts, jurors most frequently addressed summoning issues in their top ten critical concerns. Jurors who wanted information on how to obtain a postponement/deferral comprised the majority of comments. Other concerns included lack of information provided by the court, physical environment concerns, and concerns about the burden that service puts on jurors’ personal lives, particularly in regard to employment, child care and health concerns.

<b>Top Juror Concerns—360 Adams Street</b>	
<b>11/01/01-2/28/01</b>	
<b>(Total Concerns = 66)</b>	
<b>Top Appreciative Concerns</b>	<b>Count</b>
Good that everyone serves	2
Things are generally better	1
<b>Top 10 Critical Concerns</b>	<b>Count</b>
Would like a postponement/deferral	10
Lack of information/incorrect information	8
Elder/child care	3
Medical problem/old age	2
Bathrooms	2
Air quality/temperature	2
Elderly should not have to serve	2
General disrepair & dirt	2
Needed information ahead of time	1
Rude clerks	1

*(b) Breakdown of juror concerns*

Jurors’ comments on the physical conditions in Brooklyn are limited, although the Citizens Jury Projects’ recent move into the jury room during the morning may improve the depth of jurors’ assessment of the physical conditions in future reports. The jurors’ descriptions we received, however, are quite vivid. The bathrooms are described as “disgusting”, largely because of the number of people who use them and the lack of continual cleaning throughout the day. The Brooklyn courthouse is not alone in struggling with how to maintain juror bathrooms so that they are properly cleaned and stocked throughout the day; this is an issue in all four courthouses that CJP monitors.

<b>360 Adams: Physical Conditions</b>	<b>Count</b>
Bathrooms	2
Air quality/temperature	2
General disrepair	2

As is the case in Manhattan, Brooklyn jurors report a need for postponement/deferral as their primary summonsing concern. The jurors seeking postponement/deferral were primarily caretakers of children, people who do not speak English, and a college student who felt she could not spend time away from her classes and class work.

<b>360 Adams: Summonsing</b>	<b>Count</b>
Would like a postponement/deferral	10
Problems with name or address	1
Received multiple summons	1

Comments on lack of information came from jurors serving on a panel and jurors waiting in the central jury room. Jurors who expressed a lack of information while serving on a trial complained that they did not receive clear information about where to report during a trial. Jurors waiting in the central jury room sought information about where to go to pick up a copy of their summons, to get a postponement or dismissal, and other administrative tasks. Perhaps a centrally located sign, which clearly stated what rooms to report to for various tasks, could alleviate juror confusion and allow jurors’ to use their time effectively.

<b>360 Adams: Lack of Information</b>	<b>Count</b>
Lack of information/incorrect information	8
Needed information ahead of time	1

In the category of family and health burdens, jurors at 360 Adams expressed a variety of issues, ranging from elderly jurors reporting that there should be an age limit, to caretakers reporting that they can not serve. Although it is often said that parents can make accommodations ahead of time for their children,

two jurors presented exceptions: their children were suddenly sick and required their presence at home.

360 Adams: Family/Health Burden	Count
Elder/childcare	3
Elderly should not have to serve	2
Medical problem/old age	2
Need to pick up children	1

*(c) Recommendations*

1. Physical Environment:
  - Clean and maintain bathrooms on a regular basis--at least two to three times daily.
  - Repair water fountains so that they consistently function properly.
  - Utilize the televisions in the jury room more effectively. Display jurors' names on the television screens (through teleprompt) as they are called over the public announcement system, to improve the communication between the court and the jurors who are in the process of becoming empanelled. Additionally, continue to pursue the possibility of providing cable television for jurors when the televisions are not being utilized for the orientation video.
  - Consider the option of providing child care services for jurors in the court. Of the four courts that the Citizens Jury Project is present in, 360 Adams is the facility with the most feasible space to provide child care. Concurrently, juror comments on caretaking issues continue to make up a large percentage of the total juror comments, at approximately 10%. Instead of addressing child care issues through deferral, CJP recommends promoting representative juries by offering child care for jurors. Please see pages 18-19 for further information.
  
2. Summoning:
  - List on the summons where jurors who seek postponements and excusals should report in the 360 Adams Street courthouse.
  - Include the minimum possible days of service on the summons, to encourage participation.
  - For general recommendations, please see section 6, pages 19-25.
  
3. Lack of Information:
  - Create two clear, visible signs that instruct jurors where to report to take care of administrative tasks. Centralized signs at the Adams and Court Street entrances that clearly instruct jurors where to report if they are late or seek a postponement due to issues such as child care, fluency in languages other than English, and medical issues, could be helpful in avoiding congestion in the main hallways and lessening juror frustration.

## 6. Summoning and Related Issues

Article 16 of the NY State Judicial Law clearly states the importance of drawing from a diversity of sources in the summoning process:

§ 506. Source of names. The commissioner of jurors shall cause the names of prospective jurors to be selected at random from the voter registration lists, and from such other available lists of the residents of the county as the chief administrator of the courts shall specify, such as lists of utility subscribers, licensed operators of motor vehicles, registered owners of motor vehicles, state and local taxpayers, persons applying for or receiving family assistance, medical assistance or safety net assistance, persons receiving state unemployment benefits and persons who have volunteered to serve as jurors by filing with the commissioner their names and places of residence.

As the process of summoning has become more inclusive and representative in New York, the judicial system summons not only a cross-section of people, but also a diversity of concerns, which can strengthen deliberation but may first inhibit jurors' ability to serve. A recent nation-wide study on summoning conducted by Robert Boatright and the American Judicature Society found that:

Our most important discovery is that citizens' reactions to receiving a summons and their reasons for non-response are strikingly different from those of the stereotypical reluctant juror so frequently portrayed in the media. [...] Both summons respondents and non-respondents express interest in serving as a juror and support for the judicial system.<sup>4</sup>

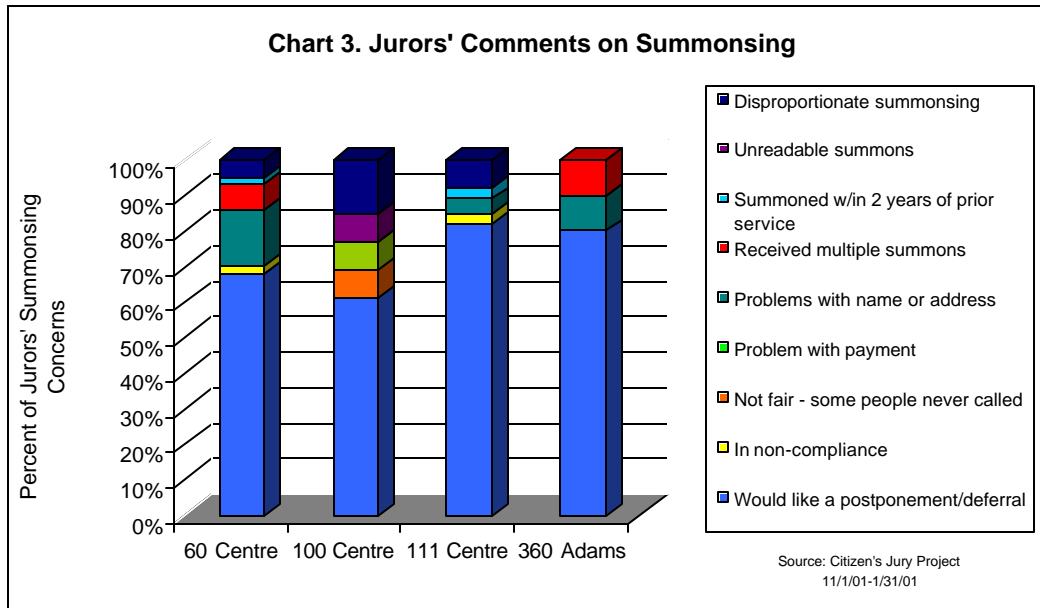
The problem, in short, is that jurors' lives outside the courts get in the way: Among the less-educated and the less-wealthy...financial obstacles—lost income or the need for child care, for instance – often prevent citizens from serving. Among the more highly educated, there is a perception that jury service would be a waste of time, that the wealthy and higher educated are rarely chosen as jurors.<sup>5</sup>

This study parallels the Citizens Jury Project's findings during this past trimester and in the 6 years of our presence in courts. These findings suggest, as Boatright does, that New York can take a two-fold approach to reform in summoning: in order to increase response rates and lessen resistance to serve, jurors' hardship and reasons for deferral must be looked at in depth and responded to, while misconceptions of jury service must also be addressed. The following graph illustrates that the majority of comments in regard to summoning are from jurors who seek a postponement or deferral (bright blue).

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<sup>4</sup> ROBERT G. BOATRIGHT, *IMPROVING CITIZENS RESPONSE TO JURY SUMMONSES*, VII (1998).

<sup>5</sup> *Ibid.*



As was illustrated in the previous section’s court-specific analysis, the Citizens Jury Project has found that jurors’ need for postponement/dismissal is largely a result of hardship created by jurors’ personal responsibilities conflicting with their need to serve, or, as will be further detailed below, hardship as a result of limited access to the courts.

*(a) Personal Responsibilities/Hardship in Relation to Service*

In relation to Citizens Jury Project data, the burden of service on jurors’ personal lives and responsibilities can be looked at in terms of three categories: childcare/caretaker, health/elderly, and employment/financial burdens. The courts can address these concerns in the information provided in the summoning process.

Although new jurors in New York receive a qualification questionnaire prior to the summons, it is the summons that addresses personal burdens that may hinder juror participation. Both New York County and Kings County summonses (see appendices C & D) are clear in outlining many juror concerns, including caretaker responsibilities and medical and financial hardship. Kings County’s summons utilizes simpler and less language than New York County’s in outlining juror concerns in relation to their personal lives and responsibilities. New York County’s summons is slightly more comprehensive in that it includes the category “Financial Hardship”, while this is not specifically addressed in the Kings County’s summons. In both cases, the paper summons itself seems fully utilized in both counties, but the range of comments that the Citizens Jury Project receives in regard to personal burdens, suggests that more can be done to provide information for jurors prior to their arrival in court. The following suggestions may serve as a starting point for further recommendations on how jurors can be effectively informed about how to address their personal burdens prior to service.

## (1) Child Care/Caretaker Burdens

According to the Children's Defense Fund, New York is exemplary in efforts to improve families' access to quality, affordable care. In 1999, our state approved an 82% increase in the Child Care and Development Grant funding, which is the largest increase in the state's history<sup>6</sup>. Despite this effort, the need for access to quality child care remains, and is reflected by litigants and jurors in courts throughout the state. Family courts are, understandably, the focus of most child care initiatives. Even though there are some efforts to include child care centers in criminal and civil courts, such as Safe Horizon's centers at 111 Centre Street in Manhattan and 120 Schermerhorn in Brooklyn, these child care facilities are usually designed for litigants exclusively.

Currently, jurors' need for child care in Manhattan and Brooklyn courts is being addressed through dismissal. With a birth certificate of the youngest child or, for caretakers of the sick, elderly or disabled, a doctor's note detailing a patient's diagnosis and caregiver's services, court officials in both boroughs report a leniency in caretaker dismissals, which is, of course, out of best intentions. However, the degree to which this process excludes caretakers from serving as jurors is an issue that should be explored further. Citizens Jury Project does not recommend that courts change their policy of easing the burden of service for caretakers; however, we do recommend that more information be provided to jurors prior to service. We also recommend in the case of child care, that the possibility of allowing jurors to utilize existing child care facilities and the creation of more facilities should be explored further.

The summons sent out in New York and Kings counties is the only source of information provided by the state for caretakers prior to service. The State of New York Unified Court System's Juror Information Website ([www.nyjuror.com](http://www.nyjuror.com)) addresses employment, financial, and disability concerns but does not specifically address child care/caretaker concerns. Further, childcare/caretaker concerns are not addressed in the petit juror handbook. Citizens Jury Project recommends that more information be provided to caretakers prior to service and during service by modifying the website and petit juror handbook to reflect the resources available in communities for caretakers. Along with the inclusion of general guidelines for caretakers called to serve, the website and petite juror handbook can provide information on resources that may be useful in promoting the inclusion of caretakers in the jury system. An example of a resource which could be very beneficial to child caretakers is the website of the Child Care Resource and Referral Agency (CCRR) of the New York State Office of Children and Family Services. The website ([www.ocfs.state.ny.us/main/beccs/looking.htm](http://www.ocfs.state.ny.us/main/beccs/looking.htm)) provides specific information on child care facilities by county in New York.

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<sup>6</sup> THE CHILDREN'S DEFENSE FUND, *THE STATE OF AMERICA'S CHILDREN* (2000).

## (2) Health/Elderly Burden

Comments on health-related issues and the elderly are often interrelated, as they are the population who most frequently voices health concerns to the Citizens Jury Project. The issue of health is addressed on the summonses of both New York and Kings County. It is suggested on the summonses that an in-person visit with a doctor's note is required, though a contact number is given for those who cannot visit the court. Information is also provided on the New York Unified Court System's Juror Information Website. Despite these accommodations, the Citizens Jury Project encounters elderly individuals with a variety of concerns in the courts. Some elderly individuals seem resistant and or tired of serving:

"In federal court you can decide if you want to serve after you are a certain age. It's very stressful and being almost 71 its not what you want to be doing. You have retired from your job and don't want to do it anymore."

But usually, CJP encounters elderly individuals with multifarious issues, often related to health care for themselves and others, and sometimes related to court administration:

"I have had numerous deferments since 1998. I have a note from my surgeon saying that I cannot sit down for long periods of time. I have brought in the note several times. Whenever I go see the judge I am sent back upstairs."

"I'm 71 years old and have been called every two years since 1976 and now am summoned on December 3rd. I have to care for an aunt of mine who is very sick. I don't want to come down here [the court] anymore. I'm fed up! What can I do?"

"My husband and I were both summoned for Jury Duty. He is failing and he has mental problems and I never know if I will be ok that day. We are getting older and I act as a caretaker for him."

The comments that the Citizens Jury Project receives suggest that elderly individuals must be understood in terms of the complex lives they lead: while the elderly may have concerns that relate to their age or health, they may also have caretaker, financial, or administrative concerns. Perhaps, as the juror comments above reflect, the elderly represent a group for whom improvements in the summoning process, in a variety of categories, will positively affect their experience in the courts. The elderly bring to the courts knowledge acquired from years of serving on juries and the insight gained from living through history and leading complex lives. Their contribution must be acknowledged in court literature and publications.

### (3) Financial/Employment Burdens

The financial burden of jury service was improved when juror compensation was raised to \$40 per day, yet the burden put on the self-employed and those employed on an hourly basis, far outweighs the compensation. This issue is addressed The Judiciary's Legislative Agenda, in which Judge Kaye and Judge Lippman recommend that jurors "receive \$40 per day for each of the first ten days of service; \$60 per day for the eleventh through twentieth day of a period of jury service; and \$80 per day for each day thereafter."<sup>7</sup>

Beyond fiscal compensation, possibly one of the best methods to address fiscal/employment burdens, before jurors reach the courts and in the summoning process is through outreach to employers in the state. In our last trimester report, Citizens Jury Project suggested that OCA's pamphlet on employees rights and responsibilities, which OCA was then in the process of designing, be distributed to employers throughout the state. In this time, the New York Unified Court System's juror information website, which is referred to on both the Kings and New York County summonses, has created pages that detail employees' right to serve and detail employers' responsibilities ([www.nyjuror.com](http://www.nyjuror.com)). The combined efforts of information provided on the website and an employee/employer pamphlet distributed to employees/employers throughout the state could assist in effectively providing information for the public.

Collaboration with agencies such as the New York Department of Labor can facilitate the distribution of information about jury service to employers and employees on jury service. In the early 1990s, the Department of Labor created the Division of Employment Services, which now operates 81 statewide offices that provide convenient services for people with employment-related needs, both employers and employees. These offices may be the optimal place for the distribution of pamphlets on jury service, though the Department of Labor also offers programs in employment and training, youth services, worker protection, welfare to work, and job fairs throughout the state that could also be useful arenas for distribution. The New York Department of Labor website (<http://www.labor.state.ny.us/>) should also be used as a mechanism to communicate with employees and employers about jury service. Currently under "Frequently Asked Questions" issues such as maternity leave, employment safety, disability and workers compensation, and employment discrimination are addressed. Citizens Jury Project suggests that employees and employers rights and responsibilities in terms of jury service should also be addressed on the website, and in the literature distributed by the Department of Labor. Fostering this relationship can further facilitate the connection between the legal and business communities and promote safe and lawful workplace environments.

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<sup>7</sup> HON. JUDITH S. KAYE & HON. JOHNATHAN LIPPMAN, *THE JUDICIARY'S LEGISLATIVE AGENDA* (JANUARY, 2002)

*(b) Hardship Through Access to Court Information*

“Improving Access to the Courts” was a central topic in Chief Judge Kaye’s recent State of the Judiciary address. 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-representative 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 by barriers erected by the courts themselves.<sup>8</sup>

Interconnected with these thoughts, the Citizens Jury Project has found that hardship can also arise when access to information from the court is limited, as can be the case for individuals with disabilities or people who do not speak English.

(1) Access to Information for People with Disabilities

The Manhattan and Brooklyn courts have taken progressive steps in both the summoning process and the courts to improve court accessibility for jurors with disabilities. Both Kings and New York County clearly address people with disabilities on the paper summonses, and have designated two numbers to call for accommodations, one of which is for the hearing impaired. In the courthouses, signage has improved and assistive devices are offered in all four courts. However, despite the fact that information is available on the summons, in the website, and in the petit juror handbook, the accessibility of this information to people with certain disabilities is limited. This may be difficult to address on the qualification questionnaire and paper summonses sent out to individuals, however, the Citizens Jury Project recommends improving other sources of information for people with disabilities, such as the New York Unified Court Juror Information website.

The Web site *Bobby WorldWide* (<http://www.cast.org/bobby/>) was created by the Center for Applied Technology (CAST) and provides a service that analyzes sites using the U.S. Federal Government’s Section 508 Guidelines and the Web Accessibility Initiative (WAI) Conformance A, AA, and AAA guidelines. Citizens Jury Project ran this analysis on the pages that address people with disabilities, the results of which are available in appendix E. These results suggest that improvements can be made on the site to make it more accessible for jurors with disabilities, so that they may come to the courts informed about the facilities, the process of being a juror, their rights, and their responsibilities.

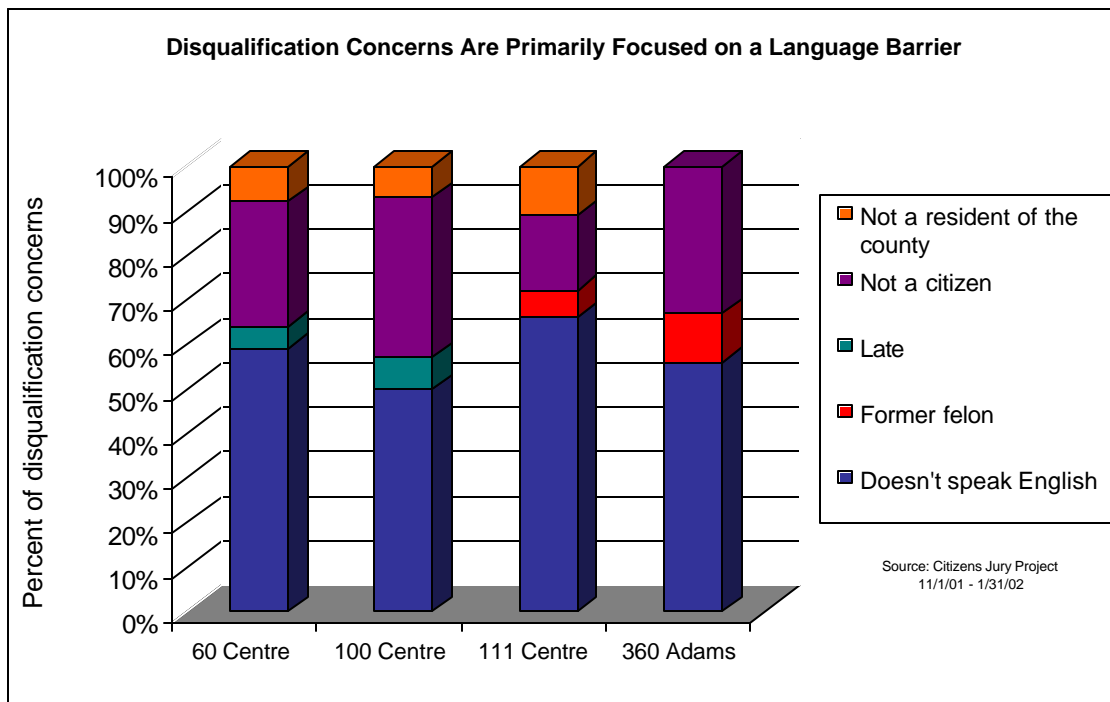
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<sup>8</sup> HON. JUDITH S. KAYE, THE STATE OF THE JUDICIARY 2002, 7 (JANUARY, 2002).

Further, outreach to organizations, such as the Brooklyn Court did with Helen Keller Services for the Blind, can give insight into how to most effectively communicate with people with disabilities. Improving communication between the court and people with disabilities and lessening the burden of jury service, can promote the inclusion of people with disabilities, thus promoting greater representation in New York juries.

(2) Access to Information for Non-English Speakers

In 2001, the U.S. Census Bureau reported that in New York over one-third of the population five years and older speak a primary language other than English. Approximately one-eighth of the population speaks English “less than very well”, one-half of which speak Spanish.<sup>9</sup> It is not surprising, therefore, that individuals who are disqualified and seek information as a result of a language barrier make up over 10% of the total comments that the Citizens Jury Project receives, and the clear majority of comments from disqualified jurors.



Non-English speakers evoke a number of issues and questions about the administration of justice in New York: an important area to address is summoning. The following section briefly outlines the process of summoning and suggests a way to ease the administrative burden on courts and non-English speaking individuals.

<sup>9</sup> The U.S. Census Bureau bases this information on twelve monthly samples during 2000. For more information, please visit: [http://factfinder.census.gov/servlet/QTTable?ds\\_name=ACS\\_C2SS\\_EST\\_G00\\_&geo\\_id=04000US36&qv\\_name=ACS\\_C2SS\\_EST\\_G00\\_QT02](http://factfinder.census.gov/servlet/QTTable?ds_name=ACS_C2SS_EST_G00_&geo_id=04000US36&qv_name=ACS_C2SS_EST_G00_QT02)

Prior to receiving the first summons to a New York court, a qualification questionnaire is sent out to potential jurors (appendix F). This form is designed and distributed by OCA to all counties in New York. The only difference in the form between counties is the name of the county itself. The form asks a number of questions to potential jurors, one of which is “Can you understand and communicate in the English language?” Interestingly, although New York law now requires jurors to be able to “understand and communicate” in English,<sup>10</sup> not necessarily read and write in English, the only language that appears on the qualification questionnaire is English. Therefore, people who could qualify for jury service may not be able to read the qualification questionnaire.

An additional noticeable feature of the language question on the qualification questionnaire is that while all other possible disqualifiers, such as citizenship, county residency, age, and felony conviction, list options for those that may disqualify (i.e., sending a copy of a birth certificate or alien registration card) no options are presented for non-English speakers. Furthermore, as it is administered now in New York and Kings counties, regardless of whether a person checks “yes” or “no” to the language question on the qualification questionnaire, they will be summonsed to court. The primary reason for this is that the best assessment for people who do not speak English is an in-person interview with a court official. The Citizens Jury Project agrees with the need for an in-person interview to assess individuals’ ability to communicate and comprehend English, but believes that the current disregard for non-English speakers in the summonsing process puts an unnecessary administrative burden on non-English speaking individuals and the courts.

The process of communicating with non-English speakers can be facilitated by including a line in the predominant languages of the counties on the qualification questionnaire, instructing non-English speakers to call a hotline that will provide information and instructions in their native languages. In the case of Spanish, perhaps the current toll free general information line (1-800-NY-JUROR) could be utilized, as some staff also speak both Spanish and English. Such a system could eliminate the burden that is now placed on the courts and non-English speakers who, if they even make it to the courts, arrive confused and uncertain how to proceed, sometimes with a summons to a non-compliance hearing in their hands. Non-English speakers will occasionally arrive with a friend or relative, who assists them in the court. One such translator recently reported to CJP at 360 Adams:

“My father doesn't speak English. I filled out all his forms for him -- this is the second time. I can't leave him here but my children are at home...”

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<sup>10</sup> See New York State Consolidated Laws, Selection of Jurors: Article XVI, § 510.

The waiting time for these individuals can be quite lengthy, because in some courts morning orientation is conducted before non-English speakers are told how to proceed to an interview. The disadvantage to having non-English speakers sit through entire morning orientation is clear, for both non-English speakers, for whom the orientation is incoherent, and court administrators. However, the disadvantage of excusing all people who claim they do not speak English is that some of these individuals may understand and comprehend English well enough to serve but, once their interview is complete, will be asked to serve without being present during juror orientation. The Citizens Jury Project suggests that both options can be avoided, with at least a portion of the population, if these individuals are clearly informed prior to service about basic juror information and where to report for their interview.

The precedent for utilizing languages other than English in forms and through hotlines has been set by many agencies and systems of government, both Federally and state-wide. Examples of this on the web can be found in appendix G. Perhaps the most relevant agencies are those through which the jury system gathers its source lists: voter registration, tax, drivers license, public assistance, and state unemployment compensation lists.

The right to vote is often compared to jury service as the primary ways in which citizens can participate in government. Two relevant differences are that there is no requirement to vote, and that jury service educates in the process of inclusion, giving a depth to civic participation that the voting process cannot. Despite the legal duty/responsibility of jury service, and the significant role jury service plays in civic education, the voting system has surpassed the jury system in its efforts to communicate with non-English speakers. The web site of the Voter Assistance Commission of New York City (appendix H) exemplifies that entire voter registration forms are available in languages other than English, and that individuals who speak Spanish or this particular Chinese dialect can call a phone number to obtain a voter registration form in their native languages.

The tax system, which more closely equates jury service in the duty/responsibility to the government associated with it, has also promoted inclusion in the system. Federally, forms are available both online and at IRS offices in Spanish, while the IRS also employs multilingual staff, who assist non-English speakers with their tax forms. For less-common languages, the IRS relies on a phone service that provides translation services. At a state level, the tax assistance centers offer multi-lingual centers and publish informational literature and press releases in languages other than English.

Indeed, even the Division of Motor Vehicles offers phone assistance in both English and Spanish, and driver license test booklets and tests in a variety of languages. The application for a driver license in Spanish

(appendix I) includes the section that allows individuals to register to vote at the same time that they apply for a driver's license. Put another way, by completing one form in Spanish, an individual is simultaneously eligible to be placed on two source lists for jury service.

Clearly, it is possible for individuals who may not be able to read, write, or speak English to fill out forms and utilize services that put them on jury source lists. These individuals are a population that can be easily identified as those who do not understand the state qualification questionnaires, and could not serve. However, there are also individuals who may "understand and comprehend" English but not be able to read the qualification questionnaire. These individuals could serve on trials, but are not provided information that they can read in the summoning process. But the benefits of including a line on the qualification questionnaire in the predominate languages of each county go beyond individuals or a population. This modification of the qualification questionnaire will also benefit the administration of the courts, and facilitate the communication between the judicial system and individuals and communities throughout the state. Access to information eliminates alienation and creates respect for the legal system.

## 7. Summary of Recommendations

In discussing New Mexico's state policy toward cultural pluralism<sup>11</sup> F. Chris Garcia writes:

Rather than strive toward a "melting pot", in which all cultural distinctions are mixed, the state seeks to maintain a cultural mosaic: each piece separate and distinct, but when placed side by side with other individual pieces, forming an integrated composite whole.<sup>12</sup>

New York and New Mexico are two of many states that must create policies that address one of our country's greatest strengths: the diversity of cultures and concerns of the people. The optimal design of a jury is that of a mosaic, in which panelists represent our diversity and have freedom within the process to be individuals who, only after the struggle of deliberations, reach the final composite, the verdict. The following recommendations provide ways in which courts can summons diverse populations and better understand and meet the needs of our citizenry, in order to promote inclusion and facilitate service.

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<sup>11</sup> New Mexico's pluristic approach is evident in its Constitution. Article VII, § 3: "The right of any citizen of the state to vote, hold office or sit upon juries, shall not be restricted, abridged or impaired on account of religion, race, language or color, or inability to speak, read or write the English or Spanish languages except as may be otherwise provided in this constitution..."

<sup>12</sup> F. CHRIS GARCIA, NEW MEXICO: THE SETTING, IN NEW MEXICO GOVERNMENT 1, 3-4 (PAUL L. HAIN ET AL., EDS., 3D ED. 1994).

## **Summoning**

### *Personal Responsibilities/Hardship in Relation to Service*

#### **Child care/Caretaker Concerns**

- Provide more child care information for jurors prior to service by addressing child care/caretaker concerns on the New York Unified Court System's Juror Information website and the petit juror handbook. Child care/caretaker information should include resources for jurors, such as the Child Care Resource and Referral Agency's website, which provides the location of and further information on child care centers in each county. Easy access to information promotes inclusion rather than the dismissal of caretakers.
- Conduct research on the frequency of caretakers serving as jurors and the met and unmet needs of caretakers who serve and are dismissed. To make these assessments, CJP recommends that the question, "Are you a caretaker for children, elderly or adults in need of supervision?" be added to OCA's statewide exit survey. In order to gain a better understanding of caretakers needs, surveys could be administered when caretakers come to the courts seeking dismissal.
- Build and expand upon the amount of child care centers in courts and offer child care services to jurors, along with litigants. Courts such as 360 Adams have the space to provide child care services.

#### **Health/Elderly Concerns**

- Improvements in all areas of administration will ease the burden of service for elderly jurors. In order to acknowledge the importance of their contributions as jurors, CJP recommends outreach to the elderly in the court literature and publications. More generally, clear and consistent policies on dismissal due to health or old age will help to alleviate some of the burden that people with health concerns face in the courts.

#### **Financial/Employment Concerns**

- Distribute OCA's employment pamphlet, which addresses jurors' rights and responsibilities, to employers and employees throughout the state. Consider distributing the pamphlet with the summons and through a collaborative effort with the Department of Labor.

### *Access to Information from the Court*

#### **Information for People with Disabilities**

- Improve availability of information for people with disabilities by designing resources that are inclusive and accessible for people with a range of disabilities. Assessing and improving upon the

New York Juror website's accessibility is one of many ways to work to make court information accessible.

- Conduct outreach to organizations that specifically address the needs of people with disabilities, to improve communication between courts and people with disabilities.

#### **Information for Non-English Speakers**

- Include a line on the qualification questionnaire in each county's predominant languages, which instructs non-English speakers to call a hotline that will provide information and instructions in their native languages.
  - Create toll-free information lines with recorded instructions for summoned non-English speakers on the jury process and how to seek postponement/dismissal prior to service.
- **Expand research and analysis to include the disqualified juror population**  
The aforementioned national study by Robert Boatright for the American Judicature Society found that non-respondents generally want to serve but that personal responsibilities/hardship and misconceptions about service inhibit their response. A state-specific assessment of disqualified jurors can allow for a more in-depth analysis of many of the issues brought up in this report, such as the frequency of non-compliance by individuals who do not understand and comprehend English. This research can also help to further clarify where gaps in information exist and how the system can best assess and accommodate non-English speaking individuals.
  - **Target environmental improvements within the courts.** Jurors clearly respond to improvements made to the physical conditions within our courts. Simple improvements, such as continuing to improve upon access to basic amenities, such as coffee near the assembly rooms and working water fountains, effect jurors' experience in the courts and ability and desire to serve effectively. OCA's financial control over the cleaning and maintenance of the courts and the continued assessment of the courts through OCA statewide surveys, the Fund for Modern Courts' Court Facilities Task Force, and the Citizens Jury Project, will allow the perspectives of people who utilize and are summoned to the court to be understood and responded to. Timely response to the recommendations provided in this report and in other ongoing assessments will allow clean and well-kept courts to become the statewide norm.

## Appendix A: Manhattan &amp; Brooklyn Courts

<b>Top Juror Concerns—Manhattan &amp; Brooklyn Courts</b>	
<b>11/1/01 – 2/28/02</b>	
<b>(Total Concerns =634)</b>	
<b>Top 10 Appreciative Concerns</b>	<b>Count</b>
Things are generally better	13
Good clerks	5
Courthouse restoration looks good	2
Good that attorneys serve	2
Good that everyone serves	4
Lunch guide is good	2
Good court officers	1
Physical conditions are better	1
Good judges	1
Video is good	1
<b>Top 25 Critical Concerns</b>	<b>Count</b>
Would like a postponement/deferral	125
Elder/child care	30
Lack of information/incorrect information	29
Medical problem/old age	25
Very disruptive to my work	16
Problems with name or address	14
Financial hardship	14
Student exemption	13
Wasted time	10
Needed information ahead of time	10
Service should be more flexible/accommodating	9
Disproportionate summoning	9
Self employed should be exempt	9
My business will suffer	9
No coffee/sandwiches/juice	8
Am losing major work assignments	8
Bathrooms	7
Received multiple summonses	6
Air quality/temperature	5
Work at home to be with children, elderly, disabled	5
Process does not start on time	5
Informational phone lines always busy	4
Need to pick up children	4
Financial hardship	4
Water fountains don't work	4

Appendix B: Juror Court Facilities Survey 2002



**A Project of the Fund for Modern Courts**

***JUROR COURT FACILITIES  
SURVEY 2002***

The Citizens Jury Project is an independent, non-profit organization that strives to make systemic reforms conditions in the courts for jurors. To do this, we rely on jurors’ perspectives, your positive and negative comments. We greatly appreciate your thoughtful responses to the front and backsides of this two-page survey.

		4	3	2	1
<b>Lobby &amp; Security</b>	General conditions [cleanliness]	Excellent___	Good___	Fair___	Poor___
	Lines	Excellent___	Good___	Fair___	Poor___
	Signs and maps	Excellent___	Good___	Fair___	Poor___
	Fixtures/lighting	Excellent___	Good___	Fair___	Poor___
<b>Elevators</b>	General conditions [working properly]	Excellent___	Good___	Fair___	Poor___
	Number provided	Excellent___	Good___	Fair___	Poor___
	Signs & maps	Excellent___	Good___	Fair___	Poor___
<b>Hallways</b>	General conditions	Excellent___	Good___	Fair___	Poor___
	Fixtures/lighting	Excellent___	Good___	Fair___	Poor___
	Signs & maps	Excellent___	Good___	Fair___	Poor___
	Windows	Excellent___	Good___	Fair___	Poor___
	Noise	Excellent___	Good___	Fair___	Poor___
	Modem outlets	Excellent___	Good___	Fair___	Poor___
	Pay phones	Excellent___	Good___	Fair___	Poor___
	Air quality/temperature	Excellent___	Good___	Fair___	Poor___
	Water Fountains	Excellent___	Good___	Fair___	Poor___
	Seating	Excellent___	Good___	Fair___	Poor___

	Coffee/sandwiches/juice	Excellent____   Good____   Fair ____   Poor____
<b>Assembly Room</b>	General conditions	Excellent____   Good____   Fair____   Poor____
	Fixtures/lighting	Excellent____   Good____   Fair____   Poor____
	Signs & maps	Excellent____   Good____   Fair____   Poor____
	Windows	Excellent____   Good____   Fair____   Poor____
	Carpets/floors	Excellent____   Good____   Fair____   Poor____
	Plants	Excellent____   Good____   Fair____   Poor____
	Noise	Excellent____   Good____   Fair____   Poor____
	Work carrels/ work area	Excellent____   Good____   Fair____   Poor____
	Air quality/ temperature	Excellent____   Good____   Fair____   Poor____
	Water Fountains	Excellent____   Good____   Fair____   Poor____
	Seating	Excellent____   Good____   Fair____   Poor____
	TV	Excellent____   Good____   Fair____   Poor____
	Modem outlets	Excellent____   Good____   Fair____   Poor____
	Juror Lounge	Excellent____   Good____   Fair____   Poor____
<b>Bathrooms</b>	General conditions	Excellent____   Good____   Fair____   Poor____ Men's____ Women's____
	Number provided	Excellent____   Good____   Fair____   Poor____
	Supplies provided	Excellent____   Good____   Fair____   Poor____
<b>Environment for the physically disabled</b> <i>If you have a physical disability, please assess the conditions of the facilities here.</i>	General conditions	Excellent____   Good____   Fair____   Poor____

**Additional comments:**

**Specific Suggestions:**

**Indicate the topic area most in need of attention:**

**Today is my \_\_1<sup>st</sup>, \_\_2<sup>nd</sup>, \_\_3<sup>rd</sup> day of jury service**

**Including this service, how many times  
have you served as a juror in NY courts? \_\_\_\_\_**

**Thank you!**



351 West 54 Street  
New York, New York 10019  
(212) 233-5520

[www.juryproject.org](http://www.juryproject.org)

A project of the Fund for Modern Courts: [www.moderncourts.org](http://www.moderncourts.org)

## Appendix C: New York County Summons

IF YOU HAVE A DISABILITY AND ARE IN NEED OF SPECIAL ACCOMMODATIONS, PLEASE CALL (212) 374-8583 UPON RECEIPT OF THIS NOTICE.

**NEW YORK STATE LAW HAS REPEALED ALL EXEMPTIONS AND DISQUALIFICATIONS FROM JURY SERVICE EFFECTIVE JANUARY 1, 1996.**

*If Your Summons Indicates That You Have Been Previously Postponed, Or Absent When Last Called, You Must Serve On The Date Indicated On Your Summons.*

**POSTPONEMENTS AND EXCUSALS**

If requesting a first postponement, see instructions Top Right panel. Any subsequent applications for postponements and excusals must be made PRIOR to your date of service. Your jury summons (with Back portion completed) must be sent with any correspondence by mail in order to be considered. If a postponement of jury service to a fixed date is not applicable, an excusal (if granted) will be for a 2-year period. After this excusal period, you will become eligible for requalification as a juror.

**MEDICAL:**

An application for postponement or excusal may be granted if you are challenged by a mental or physical condition which renders you incapable of performing jury service. To apply for such postponement, you must provide a signed statement by a licensed physician, psychiatrist or psychologist setting forth ALL of the following.

- a diagnosis of the mental or physical condition.
- a prognosis of the length of time the mental or physical condition is expected to continue.
- a conclusion that the applicant is not capable of performing jury duty.
- the age of the applicant.

**FINANCIAL HARDSHIP: (a personal appearance is required)**

An application for excusal may be granted if you can prove that jury service will cause a financial hardship which will significantly compromise your ability to support yourself, or your dependents. Please Note: This excusal is only for jurors experiencing a severe financial hardship. There are no excusals solely for loss of income. Please bring with you:

- all current tax forms showing your financial status.
- documentation showing present employment status (wages, hours, etc.).
- any document showing your inability to provide support for you or your family as a result of jury service.

**CAREGIVERS: (a personal appearance is required)**

An application for postponement or excusal may be granted to caregivers if your personal care and attention are required during the time you have been summoned to serve. Consideration will be given to jurors who offer proof that they have no access to alternative care or that the special needs of the care recipient require the applicant's personal care. Please bring the following:

- copy of birth certificate of the minor child under the age of 16 (if applicable).
- documentation verifying any employment of the applicant, including hours worked.
- doctor's note detailing patient's diagnosis and verification of caregiver's services (if caregiving for a patient).

Appendix D: Kings County Summons

REMOVE DOCUMENT ALONG PERFORATION

**READ CAREFULLY**

New York State law has abolished all exemptions from jury service effective January 1, 1996. If you have a physical disability and are in need of special accommodations, please call (718) 643-5256 upon receipt of this notice. The hearing impaired can use our TTY# (718) 643-3266.

**POSTPONEMENTS**

All applications for postponements **MUST BE MADE PRIOR TO YOUR DATE OF SERVICE**. You can apply for your **FIRST** postponement by **MAIL** or **PHONE**. Choose a date between 2 and 6 months from the date of your summons. Your request can be made by calling (718) 643-8023, or if mailing, please complete your jury summons (Part A Both Sides) and indicate the date you will be able to serve (Back of Part B). A request for a further postponement must be made in person, at 360 Adams St., in room 156, in advance of the date on your summons.

Unless you hear otherwise, your request for a postponement or excusal will be granted.

Failure to respond may result in criminal contempt of court and is punishable by a fine of \$1000 or imprisonment not exceeding 30 days, or both.

**MEDICAL**

Consideration for postponement or excusal will be given under the following circumstances:

- 1) Your personal appearance is required at 360 Adams Street, Room 156 along with your completed jury summons.
- 2) A signed statement by a licensed physician indicating:
  - a) Diagnosis of the mental or physical condition.
  - b) The length of time the mental or physical condition is expected to continue.

IF YOUR CONDITION PREVENTS YOU FROM COMING IN PERSON  
PLEASE CALL (718) 643-5256.

**CAREGIVER**

If your personal care and attention is required during the time you have been summoned to serve, consideration will be given to jurors who offer proof that alternative care is unavailable. This request must be made in person with your completed jury summons together with one of the following:

- 1) Birth certificate of youngest child.
- 2) Doctor's note detailing patient's diagnosis and verification of caregiver's services.

IF YOUR SITUATION PREVENTS YOU FROM COMING IN PERSON  
PLEASE CALL (718) 643-5256

*Appendix E: Bobby WorldWide Web-Accessibility Analysis  
of the New York Unified Court Juror Information Website*

Source: <http://www.cast.org/bobby/>

About this report



This page does not yet meet the requirements for Bobby Section 508 Approved status. To be Bobby Section 508 Approved, a page must pass all of the accessibility checkpoints established in Section 508 of the US Rehabilitation Act. For more information on the report, please read "[How to Read the Bobby Report](#)".

Section 508 Accessibility

This page does not meet the requirements for Section 508 Approved status. Below is a list of 1 Section 508 accessibility error(s) found:

1. Provide alternative text for all images. (3 instances) Lines 8, 9, 11

Section 508 User Checks

User checks are triggered by something specific on the page; however, you need to determine whether they apply. Bobby Section 508 Approval requires that none of them apply to your page. Please review these 4 item(s):

1. If you use color to convey information, make sure the information is also represented another way. (3 instances)  
**Lines 8, 9, 11**
2. Consider specifying a logical tab order among form controls, links and objects.
3. Make sure users can skip repetitive navigation links.
4. If an image conveys important information beyond what is in its alternative text, provide an extended description. (3 instances)

**Lines 8, 9, 11**

The following 2 item(s) are not triggered by any specific feature on your page, but are still important for accessibility and are required for Bobby Section 508 Approved status.

1. If you can't make a page accessible, construct an alternate accessible version.
2. If a timed process is about to expire, give the user notification and a chance to extend the timeout.

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About this report



This page does not yet meet the requirements for Bobby AAA Approved status. To be Bobby AAA Approved, a page must pass all of the Priority 1,2 and 3 accessibility checkpoints established in W3C Web Content Accessibility Guidelines 1.0

Priority 1 Accessibility

This page does not meet the requirements for Bobby A Approved status. Below is a list of 1 Priority 1 accessibility error(s) found:

Provide alternative text for all images. (3 instances) Lines 8, 9, 11

#### Priority 1 User Checks

User checks are triggered by something specific on the page; however, you need to determine whether they apply. Bobby A Approval requires that none of them apply to your page. Please review these 2 item(s):

1. If you use color to convey information, make sure the information is also represented another way. (3 instances)  
Lines 8, 9, 11
2. If an image conveys important information beyond what is in its alternative text, provide an extended description. (3 instances)

**Lines 8, 9, 11**

The following 3 item(s) are not triggered by any specific feature on your page, but are still important for accessibility and are required for Bobby A Approved status.

1. Identify any changes in the document's language.
2. If you can't make a page accessible, construct an alternate accessible version.
3. Use the simplest and most straightforward language that is possible.

#### Priority 2 Accessibility

This page does not meet the requirements for Bobby AA Approved status. Below is a list of 1 Priority 2 accessibility error(s) found:

1. Use a public text identifier in a DOCTYPE statement. (1 instance)

**Line 1**

#### Priority 2 User Checks

User checks are triggered by something specific on the page; however, you need to determine whether they apply. Bobby AA Approval requires that none of them apply to your page. Please review these 5 item(s):

1. Avoid use of obsolete language features if possible. (3 instances)  
**Lines 8, 10, 479**
2. Add a descriptive title to links when needed.
3. Check that the foreground and background colors contrast sufficiently with each other. (4 instances)

**Lines 6, 8, 9, 11**

4. Mark up any quotations with the Q and BLOCKQUOTE elements.
5. If this gif image is animated, make sure it does not contain fast or distracting motion. (3 instances)

**Lines 8, 9, 11**

The following 7 item(s) are not triggered by any specific feature on your page, but are still important for accessibility and are required for Bobby AA Approved status.

1. Make sure that all link phrases make sense when read out of context.
2. Is there a site map or table of contents, a description of the general layout of the site, the access features used, and how to use them?
3. Make sure your document validates to formal published grammars.
4. Group related elements when possible.
5. Is there a clear, consistent navigation structure?
6. Use the latest technology specification available whenever possible.
7. Where it's possible to mark up content (for example mathematical equations) instead of using images, use a markup language (such as MathML).

### Priority 3 Accessibility

This page does not meet the requirements for Bobby AAA Approved status. Below is a list of 2 Priority 3 accessibility error(s) found:

1. Identify the language of the text. (*1 instance*) Line 1
2. Separate adjacent links with more than whitespace. (*19 instances*)

Lines 13, 13-14, 16, 17, 18, 19, 21, 22, 24, 25, 27, 29, 30, 31, 32, 33, 34, 35, 36

### Priority 3 User Checks

User checks are triggered by something specific on the page; however, you need to determine whether they apply. Bobby AAA Approval requires that none of them apply to your page. Please review these 7 item(s):


1. If this document is part of a collection, provide metadata that identifies this document's location in the collection.
2. Consider specifying a logical tab order among form controls, links and objects.
3. Use the ABBR and ACRONYM elements to denote and expand any abbreviations and acronyms that are present.
4. Where appropriate, use icons or graphics (with accessible alternatives) to facilitate comprehension of the page.
5. If you have grouped links, is there a link at the beginning to bypass the group?
6. If there are logical groups of links, have they been identified?
7. Consider adding keyboard shortcuts to frequently used links.

The following 5 item(s) are not triggered by any specific feature on your page, but are still important for accessibility and are required for Bobby AAA Approved status.

1. Is there distinguishing information at the beginning of headings, paragraphs, lists, etc.?
2. If there is a search feature, are there different types of searches for different skill levels and preferences?
3. Are there navigation bars for easy access to the navigation structure?
4. Do you allow users to customize their experience of the web page?
5. Is there a consistent style of presentation between pages?

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Appendix F: The Qualification Questionnaire



Norman Goodman  
County Clerk and Clerk of the Supreme Court

## JUROR QUALIFICATION QUESTIONNAIRE NEW YORK COUNTY

OFFICE USE

**INSTRUCTIONS**

Your name has been selected at random from the voter, driver, tax, social services and unemployment lists for future service as a juror. You are required by law to fill out this questionnaire to determine whether you meet the qualifications for service as a juror. This form is not a summons, and you are not required to appear for jury service at this time.

Once you are deemed qualified to serve as a juror, you may receive a summons to appear for jury service. There no longer are any automatic occupational, child care or age exemptions from jury service. Requests for an excuse from jury service should be raised at the time you actually receive the juror summons.

Please complete the questionnaire and return it in the enclosed envelope. Be certain that the address of the Commissioner of Jurors appears in the window of the envelope. **YOUR ANSWERS ARE CONFIDENTIAL.** If you have any questions, call (212) 374-8583, 8584, 8585.

(For changes of name and address only)

Name \_\_\_\_\_

Address \_\_\_\_\_ Apt. # \_\_\_\_\_

City/Town \_\_\_\_\_ Zip \_\_\_\_\_

1. Date of Birth \_\_\_\_\_ 2. Home Tel. \_\_\_\_\_ 3. Business Tel. \_\_\_\_\_

4. Race. (Optional - See note below) \*

White (Non-Hispanic)    
  Black (Non-Hispanic)    
  Hispanic    
  Asian    
  Native American

5. Are you a citizen of the United States? If not, provide a copy of your visa or alien registration card.     5. YES  NO

6. Are you a resident of the above named county? If not, provide proof of your county of residence.     6. YES  NO

7. Are you 18 years or older?     7. YES  NO

8. Can you understand and communicate in the English language?     8. YES  NO

9. Have you ever been convicted of a felony? If yes, provide crime, court and date of conviction:     9. YES  NO

\_\_\_\_\_

10. Have you served on jury duty within the past 2 years in any court?     10. YES  NO

Date \_\_\_\_\_ Location \_\_\_\_\_

Remarks: \_\_\_\_\_

\_\_\_\_\_

I affirm that the statements made on this questionnaire are true. (False statements made on this questionnaire are punishable as a crime under Penal Law Section 210.45.)

SIGNATURE: X \_\_\_\_\_ Date: \_\_\_\_\_

**YOU MAY BE ASKED FOR ADDITIONAL VERIFICATION OF THE RESPONSES TO THIS QUESTIONNAIRE. FAILURE TO COMPLETE, SIGN AND RETURN THIS QUESTIONNAIRE WITHIN 10 DAYS MAY REQUIRE YOUR PERSONAL APPEARANCE AT THE COURTHOUSE, AND MAY SUBJECT YOU TO CIVIL AND CRIMINAL PENALTIES.**

\* NOTE: Information on race is sought solely to allow the court system to monitor the juror selection process to ensure that no discrimination is occurring in that process and that jurors are being randomly selected from a fair cross-section of the community. This information has absolutely no bearing on qualification for jury service.

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*Appendix G: Examples of Multilingual New York Online Resources*

**The Fund for Modern Courts: Taking Action Against Abuse: A Guide to the Courts for Victims of Domestic Violence in New York State in Spanish**

<http://www.moderncourts.org/publications.htm#pub>

**NY Bar Association: Living Will Form in Spanish**

<http://www.nysba.org/public/livingwill/livwillsp.html>

**NY Civil Liberties Union Reproductive Rights Project (Teens, health care & law) in Spanish**

[http://www.nyclu.org/rrp\\_t\\_health\\_sp.html](http://www.nyclu.org/rrp_t_health_sp.html)

**New York Department of Health Hotlines (Staffed by people who speak Spanish, French, Creole, and English, and utilizing AT&T Language Bank of approximately 150 languages.)**

[www.ci.nyc.us/html/hotlines/hotlines.html](http://www.ci.nyc.us/html/hotlines/hotlines.html)

**NY Department of Health's "Your Rights as a Hospital Patient in New York" in Spanish**

[www.health.state.ny.us/nysdoh/hospital/spanish.htm](http://www.health.state.ny.us/nysdoh/hospital/spanish.htm)

**NY State Criminal Justice handbook in Spanish**

[www.courts.state.ny.us/spcrimhand.html](http://www.courts.state.ny.us/spcrimhand.html)

**NYS Office of Mental Health – Kendra's Law in Spanish**

[www.omh.state.ny.us/spansite/kendra\\_web/kendra\\_home\\_sp.htm](http://www.omh.state.ny.us/spansite/kendra_web/kendra_home_sp.htm)

For further information visit: New York Courts and Law Guide

[www.6.law.com/ny/guide](http://www.6.law.com/ny/guide)

Appendix H: Registration Information on the Website for the Voter Assistance Commission of NYC

The screenshot shows the NYC Voter Assistance Commission website. At the top, there is a navigation bar with links for Mayor's Office, City Agencies, Services, News and Features, City Life, and Contact. Below this is the NYC logo and the text 'always open' and 'NYC.gov - The Official New York City Website'. The main heading reads 'Welcome to the New York City Voter Assistance Commission' with Mayor Michael Bloomberg and Chair Dr. Jeffrey F. Kraus listed. Contact information includes 51 Chambers Street, Room 515, New York, NY 10007, and phone/fax numbers (212) 788-8384. A sidebar on the left contains a menu with items like Home, About VAC, Voter Registration, Printable Registration Form, Voting by Absentee Ballot, Voter Information, News & Calendars, Publications, and Contact VAC. The main content area features a 'Printable Registration Form' link and instructions on how to register to vote.

Printable Registration Form

To register to vote, please [download and print the voter registration form](#). To download and print the voter registration form, you will need the latest copy of the Adobe Acrobat Reader. This can be downloaded for free at "[Acrobat and the Web](#)."

IMPORTANT INFORMATION

- 1) PRINT this form from Acrobat.
- 2) FILL OUT the form completely.
- 3) SIGN AND DATE your application in blue or black ink only. THIS IS REQUIRED!
- 4) MAIL (do not fax) the completed application to:

NYC BOARD OF ELECTIONS  
32 Broadway, 7th Floor  
New York, NY 10275-0067

NOTE: This address is for New York City residents ONLY.

*Información en español: si le interesa obtener este formulario en español, llame al [212-868-3692].*

你欲希望收到中文選民登記表格，請電 (212) 868-3692

If you would like to receive this form by mail, please call the Board of Elections at (212) VOTE-NYC [212-868-3692]

