

**Citizens Jury Project
Fall 2001 Report on Juror Concerns:
June 1, 2001-October 31, 2001**

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**Jane Eggers
Director, Citizens Jury Project
A Project of the Fund for Modern Courts
351 West 54th Street
New York, NY 10019**

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 aftermath of the attacks on New York City on September 11, the primacy of equitable, accessible, and representative systems of justice is evident. Equally clear is the strength and resiliency of New Yorkers and individuals and organizations throughout our country. In terms of jury service, this strength was exhibited by the hundreds of New Yorkers who made their way down to courthouses after the attacks, taking buses and subways as far as they could, then hiking through smoke-filled air to the courts, to serve. Jury service is the cornerstone of the American judicial system, and the right to trial by jury embodied in our Constitution is a right strongly felt by New Yorkers who made every effort to participate.

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 360 Adams Street in Brooklyn.

In our July 2001 report, we examined the impact of jury service on the professional lives and incomes of New York jurors. This remains an issue, but since our last report, the courts have taken significant steps to address employment concerns, such as ending the sequestration of jurors. The following report will focus on the accessibility of information for jurors in the summoning process and within the courts, which relates to our past report, in that clear, accessible information can lessen the negative impact jury service can have on individuals' professional and personal lives, while also improving New Yorkers' perception of our judicial system. Included in this report are the 1,152 comments of more than 550 jurors interviewed since June 1, 2001.

As we are rapidly approaching our 10,000th juror interview, it is unquestionable that the jury system has met challenges and made improvements. In collaboration with the Office of Court Administration, we are certain that the Citizens Jury Project can continue to improve upon our system so that it may value and be valued by its jurors, and representatively and effectively respond to issues and questions of justice.

Steven M. Zeidman
Executive Director
The Fund for Modern Courts

Jane Eggers
Director
Citizens Jury Project

Table of Contents

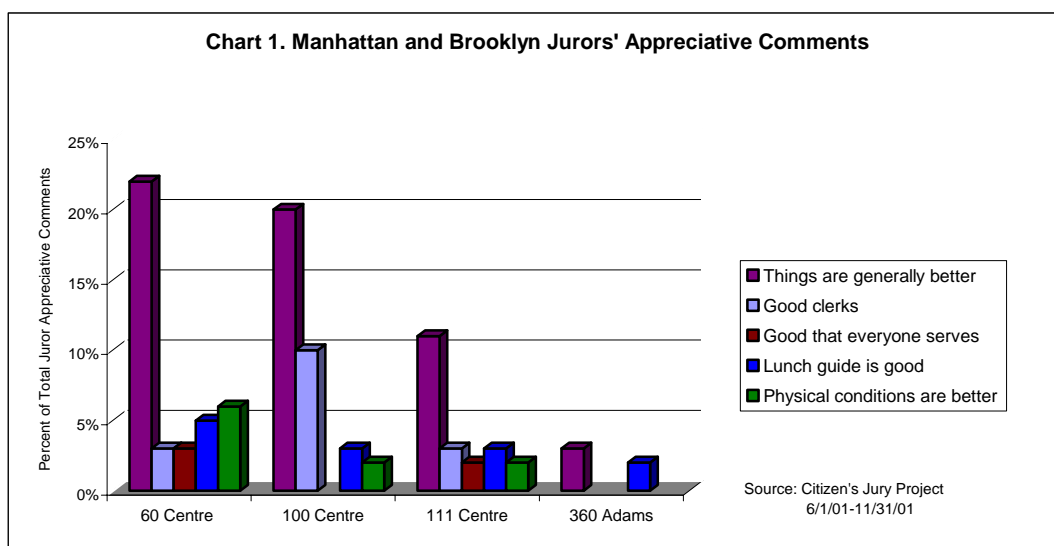
1.	NEW YORK CITY JUROR COMMENTS: AN OVERVIEW	1
	(A) APPRECIATIVE COMMENTS	1
	(B) ALL JUROR COMMENTS.....	2
	(C) LACK OF INFORMATION/ INCORRECT INFORMATION.....	2
2.	60 CENTRE STREET	5
	(A) SUMMARY OF JUROR CONCERNS.....	5
	(B) BREAKDOWN OF JUROR CONCERNS	6
3.	100 CENTRE STREET	8
	(A) SUMMARY OF JUROR CONCERNS.....	8
	(B) BREAKDOWN OF JUROR CONCERNS	9
4.	111 CENTRE STREET	11
	(A) SUMMARY OF JUROR CONCERNS.....	11
	(B) BREAKDOWN OF JUROR CONCERNS	12
5.	360 ADAMS STREET.....	14
	(A) SUMMARY OF JUROR CONCERNS.....	14
	(B) BREAKDOWN OF JUROR CONCERNS	14
6.	DISQUALIFICATIONS	16
7.	SUMMARY AND RECOMMENDATIONS.....	18
	APPENDIX A: ALL MANHATTAN COURTS.....	20

1. New York City Juror Comments: An Overview

New York City jurors continue to express appreciation for improvements that have been made in the courts—polite and helpful clerks, courthouse restoration, and shorter terms of service. However, New York jurors do not hesitate to voice their opinions on what needs to be improved upon—wasted time in jury assembly or voir dire rooms, run-down and poorly maintained facilities, and a lack of information and simple amenities. With a focus on the accessibility of information in our courts, this report will first critically examine the positive and negative comments made by jurors at 60 Centre Street, 100 Centre, 111 Centre Street, and 360 Adams Street, providing both a summary and highlights of the jurors’ concerns. The report will then briefly examine the data collected at these sites on disqualified jurors, a population that suggests specific improvements that can be made to provide accessible information for all potential jurors.¹ Finally, the report will conclude with a summary and recommendations designed to promote a better understanding of issues faced by New York jurors and to address these concerns. CJP believes that assessing and acting upon these issues can change the necessary inconvenience of jury service into an appreciated right, and move skepticism to faith in our system.

(a) Appreciative comments

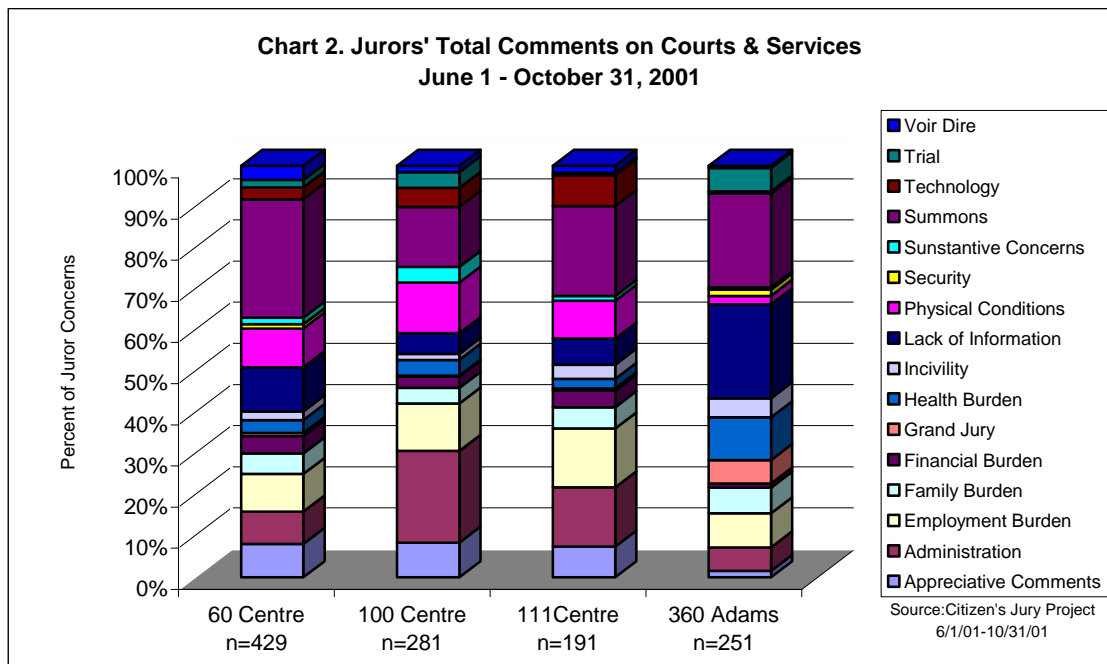
Jurors continued to comment on improvements in the courts (Chart 1). “Things are generally better” (dark purple) was the predominant comment in all courts, particularly in Manhattan. “Good clerks” (light blue) were frequently praised, as were the improvements made in the physical conditions in Manhattan courts (green). Brooklyn jurors’ positive comments have decreased since the previous report, accounting for only a small percentage of the total appreciative comments.



¹ 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).

(b) All juror comments

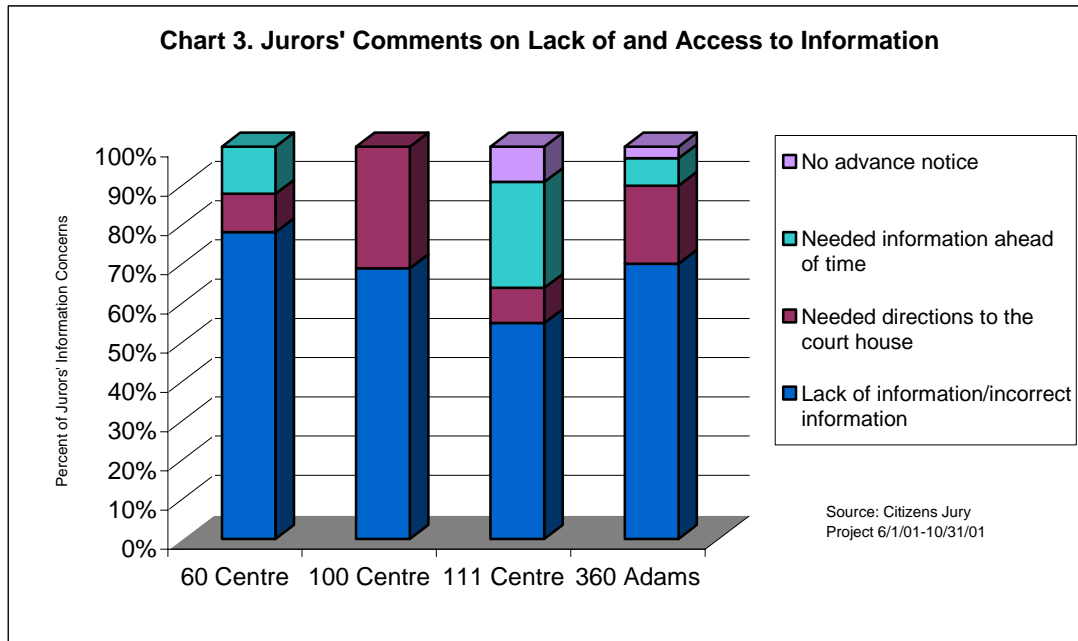
Jurors have been quick to notice and acknowledge positive changes in the courts, such as court renovation and more efficient and pleasant clerks. (Chart 2). However, jurors continue to report difficulty with the lack of information (dark blue) and the summoning procedures (dark purple). Administrative concerns (maroon), such as starting the process on time and allowing service to be more flexible/accommodating for jurors, were also frequently mentioned. Comments on the poor physical conditions (bright pink) and employment burdens (light yellow) were also common.



(c) Lack of information/ Incorrect information

Since this project's inception, lack of information or incorrect information have been consistently raised as primary concerns of jurors. Lack of information/incorrect information is a broad category, ranging from directions to the courthouse to the process of voir dire, however, it seems certain issues are raised time and again; steps can be taken to address these concerns.

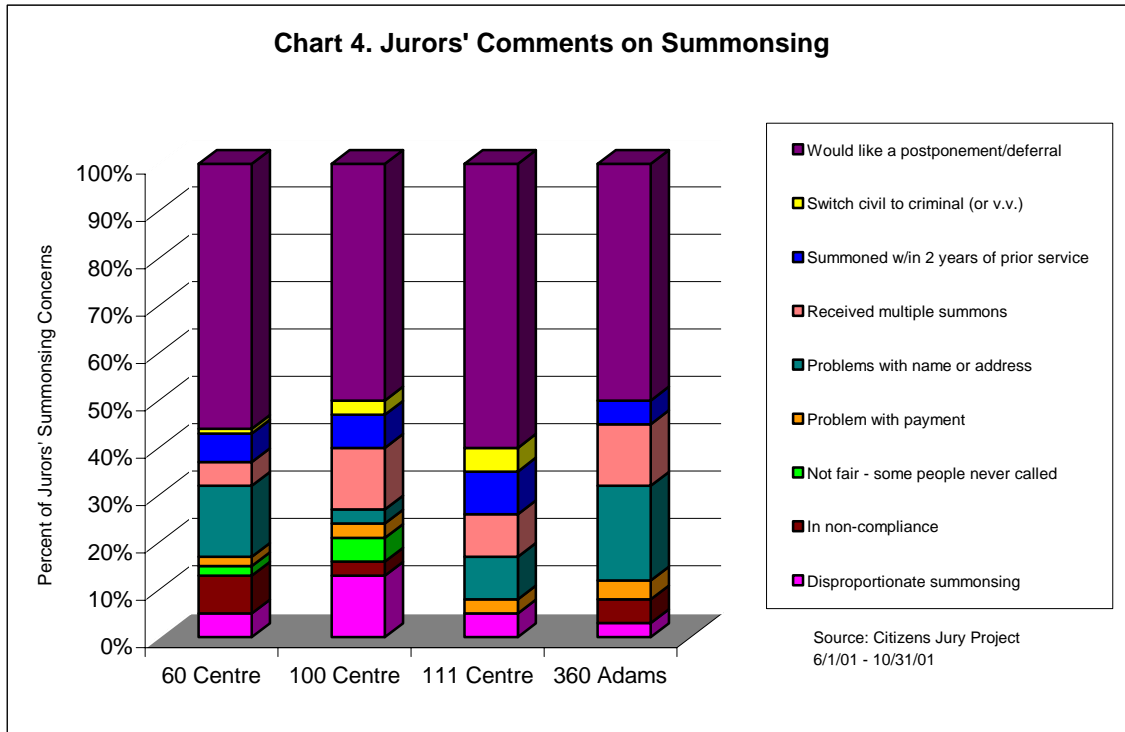
Chart 3 provides a general breakdown of jurors' concerns regarding lack of information/incorrect information. The comments reflect a need for more onsite information to be available for jurors (blue) in addition to information provided by the summons. Posting signs clearly and providing pamphlets that address employee and caretaker concerns, are examples of steps that can be taken to create more accessible courthouse environments.



(d) Summoning

Issues that arise in summoning are often related to a lack of, or incorrect, information. Many jurors voiced concern over summoning (Chart 4), primarily with regard to obtaining a postponement/deferral (purple). It seems jurors remain unaware of accommodations that are now available, such as citizens' ability to choose their date of service, within certain guidelines, or that caretakers of young children can postpone service if they provide a birth certificate as evidence of their inability to serve while caring for another.

Problems with a name or address are also a predominant summoning issue (forest green), as are received multiple summons (peach) and being summoned within two years of previous service (bright blue). The effect of this incorrect information is similar to the effect of a lack of information on New Yorker's lives. Jurors who are being summoned too often or receiving multiple summonses must spend time away from their employment and personal lives to clarify whether they are obligated to serve or not. Jury service may then be viewed as an inefficient waste of time or an unnecessary burden.

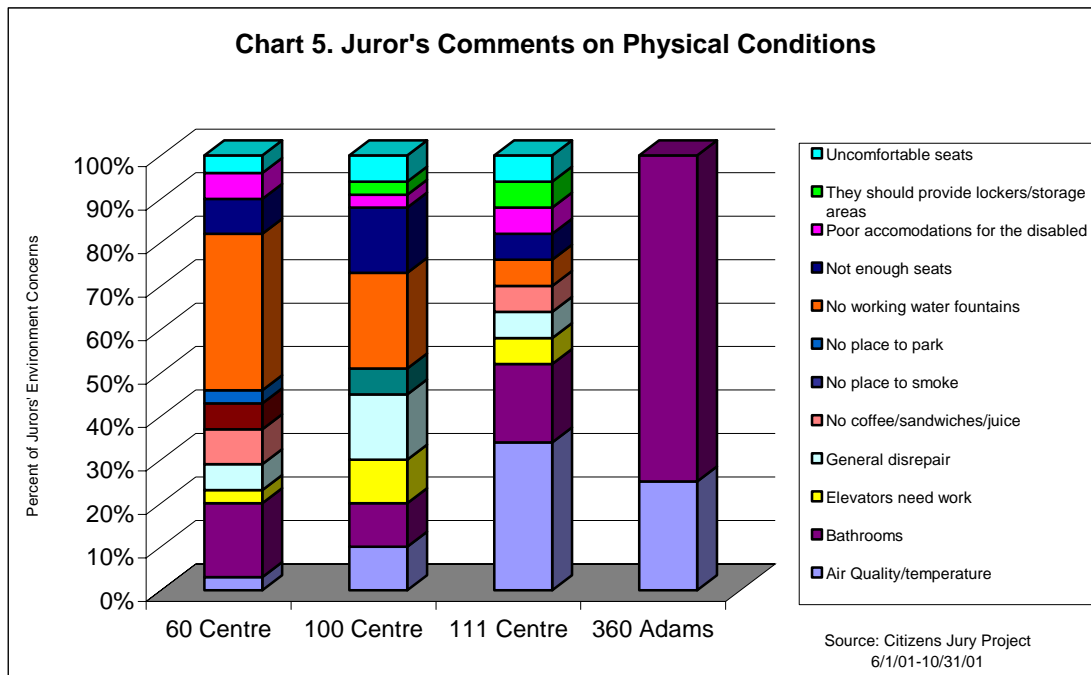


(e) Physical Environment

The Office of Court Administration (OCA) assumed 100% financial responsibility for the maintenance of the city-owned courthouses in April 2001. Since then, OCA has taken steps to assess the courts and create a more accessible environment by, for example, providing questionnaires in court facilities to gauge the current attitudes regarding the conditions of our courts².

The 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, facility disrepair, such as clogged toilets, and a lack of restroom amenities, particularly soap and paper towels.

² The Citizens Jury Project is a project of the Fund for Modern Courts, a nonprofit, nonpartisan court reform organization. The Fund has formed a Court Facilities Task Force, which will compliment the work of OCA. The court facilities task force will be administering a comprehensive survey to assess the conditions of the courts in 2002.



2. 60 Centre Street

(a) Summary of juror concerns

“Things are generally better” was the general sentiment at 60 Centre, with jurors also commenting that physical conditions have improved and noting that the courthouse restoration looks good.

Lack of Information/incorrect information has consistently held one of the top three critical concerns for jurors at 60 Centre Street. Comments in this category range from employment to medical concerns and will be explored in greater detail below. Other issues that are of concern to jurors at 60 Centre include the burden that service can put on jurors’ professional and private lives, summoning problems, a need for greater flexibility and accommodations within the court, and specific improvements to the physical environment, such as repairing the water fountains so that they function properly.

Top Juror Concerns—60 Centre Street	
6/1/01 – 10/31/01	
(Total Concerns = 429)	
Top 5 Appreciative Concerns	Count
Things are generally better	13
Physical conditions are better	4
Court house restoration looks good	3
Lunch guide is good	3
Good clerks	3

Top 10 Critical Concerns	Count
Would like a postponement/deferral	62
Lack of information/incorrect information	32
Elder/childcare	15
Summons- Problems with name or address	15
Wasted time	15
No working water fountains	13
Medical problem/old age	12
Very disruptive to my work	12
Service should be more flexible/accommodating	9
Financial hardship	8

(b) Breakdown of juror concerns

Jurors report that the physical conditions have improved at 60 Centre but concern about certain aspects of the physical conditions of the courthouse remains an issue. The need for working water fountains was most frequently reported, and the proper maintenance of the bathrooms was also a concern voiced by jurors.

60 Centre: Physical Conditions	Count
No working water fountains	13
Bathrooms	6
Not enough seats	3
No coffee/sandwiches/juice	3
Poor accommodations for the disabled	2
General disrepair	2
There is no place to smoke	2
Air quality/temperature	1
Noise	1
No place to park	1

Jurors expressed a need to postpone or defer their service and complained about the summoning process. Specifically, jurors commented on problems with the name and addressing 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	62
Problems with name or address	15
In non-compliance	9
Summoned w/in two years of prior service	7
Received multiple summons	6
Disproportionate summoning	5

Jurors have consistently commented on a lack of information within the courts and a need for information prior to service. Comments range from the need to post signs for the bathrooms, to employment concerns and employee rights.

60 Centre: Lack of Information	Count
Lack of information/incorrect information	32
Needed information ahead of time	5
Needed directions to the court house	4

Consistent with the previous report, jurors' primary complaint in the administration of service is wasted time. Jurors suggest that service should be more flexible/accommodating; while some jurors suggest technological advancements such as beepers could allow jurors to leave the courts, others suggest simply starting the process more punctually.

60 Centre: Administration of Service	Count
Wasted time	13
Service should be more flexible/accommodating	9
Service is too long	4

Jurors report that service is disruptive to their work, expressing concern that their businesses could suffer and that major work assignments could be lost as a result of service. Financial hardship was mentioned frequently.

60 Centre: Financial/Employment Burden	Count
Very disruptive to my work	12
Financial hardship	8
Student feels entitled to exemption	6
My business will suffer	5
Am losing major work assignments	4
Work nights	2
Lawyers should be exempt	2
Self-employed people should be exempt	1

Providers of care for children, elderly, or people with disabilities express concern about serving as jurors. Modern courts throughout the country are beginning to address this by providing services, such as daycare centers, within the courts for jurors. These services help eliminate selectivity and lessen the burden of service for caretakers, particularly jurors who face financial obstacles.³

³ In *Improving Citizens Responses to Jury Summonses* (1998) Robert G. Boatright found that the need for childcare prevented jurors from responding to summoning and serving, particularly low-income or less-educated jurors. The study states: "Child Care should be a priority of courts. We recommend that courts both provide child-care facilities for jurors and provide reimbursement to jurors who use other child-care providers." Online summary available at The American Judicature Society: <http://ajs.org/jury4.html>

60 Centre: Family/Health Burden	Count
Elder/childcare	15
Medical problem/old age	12
Need to pick up children	2
Work at home to be with children, elderly, disabled	2

“Time wasted by attorneys” replaced “should be pre-screening” as the top concern of jurors in regard to voir dire. This could reflect jurors’ consistent concern with wasted time, mentioned above.

60 Centre: Voir Dire	Count
Time wasted by attorneys	5
Too many people are called/dismissed	3
Should be pre-screening	2
Intrusive personal questions	2

3. 100 Centre Street

(a) Summary of juror concerns

Jurors continue to recognize that “things were generally better” at 100 Centre Street. Good-natured clerks are greatly appreciated and are excellent sources of information.

Critical comments from 100 Centre focused on administrative aspects of jury service. Jurors commented that time was wasted waiting to be called, and suggested that service could be more flexible and accommodating. Lack of information may aggravate this issue, as jurors expressed that they wasted time pursuing questions about their service.

Top Juror Concerns—100 Centre Street	
6/1/00-10/31/01	
(Total Concerns = 281)	
Top 5 Appreciative Concerns	Count
Things are generally better	12
Good clerks	6
Lunch guide is good	2
Physical conditions are better	1
Video good	1

Top 10 Critical Concerns	Count
Wasted time	25
Service should be more flexible/accommodating	20
Would like a postponement/deferral	19
Lack of information/incorrect information	9
Medical problem/old age	8
Very disruptive to my work	8
No working water fountains	7
Am losing major work assignments	6
Concern of unhappiness by employer	6
Service is too long	5

(b) Breakdown of juror concerns

The lack of working water fountains remains a concern at 100 Centre. Jurors complained that in the crowded jury rooms, particularly in the hot summer months, working water fountains are needed. Additionally, jurors have recently noted that the elevators have not been functioning properly; elevator disrepair can put jurors' health and safety at particular risk.

100 Centre: Physical Conditions	Count
No working water fountains	7
General disrepair	5
Not enough seats	5
Air quality/temperature	3
Bathrooms	3
Elevators need work	3
Uncomfortable seats	2
No coffee/sandwiches/juice	2

Jurors' greatest criticism of jury service at 100 Centre was "wasted time", a comment that certainly speaks to other issues, such as employment demands and concerns. This also suggests, as the jurors did themselves, that the more accommodating service can be, the more their time can be efficiently utilized. On November 26, 2001, 100 Centre implemented a call-in service for jurors to verify whether or not they will serve. Progressive steps such as this have the potential to expedite and simplify the process for New Yorkers.

100 Centre: Administration/Technology	Count
Wasted Time	25
Service should be more flexible/ accommodating	20
Service is too long	5
Should have call-in system	4

Jurors reported concern with summoning and seeking postponement. Jurors complained about receiving multiple summonses, being summoned within two years of their prior service, and complained that summoning was unfair, since some people are never called.

100 Centre: Summoning	Count
Would like a postponement/deferral	19
Received multiple summons	5
Disproportionate summoning	5
Summoned within two years of prior service	3
Not fair – some people never called	2

Some jurors commented on the lack of information at 100 Centre. Most of the concerns raised by jurors did not relate to issues outside of the court, such as directions to the courthouse, but instead issues that arise within 100 Centre. Jurors raised questions about how jury service will effect their employment and personal lives, and also suggested changes to the physical environment, such as the need for visible signs to the bathrooms.

100 Centre: Lack of Information	Count
Lack of Information/incorrect information	9
Needed information ahead of time	4

Employment remains a concern for New Yorkers called to 100 Centre, many of whom must negotiate the fragile balance between their careers and personal responsibilities. Business owners and self-employed individuals also voiced their concerns.

100 Centre: Employment Burden	Count
Very disruptive to my work	8
Am losing major work assignments	6
Concern of unhappiness by employer	6
My business will suffer	4
Self-employed people should be exempt	2

The lack of working water fountains was the top concern raised by jurors at 100 Centre. Jurors also commented on general disrepair and a need for more seating in order to hear announcements and avoid congesting the hallways. The bathrooms and elevators are also persistent issues at 100 Centre.

100 Centre: Physical Conditions	Count
No working water fountains	7
General disrepair	5
Not enough seats	5
Air quality/temperature	3
Bathrooms	3
Elevators need to work	3

4. 111 Centre Street

(a) Summary of juror concerns

Jurors at 111 Centre commented that “things were generally better” and praised the clerks, who were complimented as being both helpful and cheerful. Postponement/deferral was the top critical concern at 111 Centre, while time wasted, interference with professional and personal lives, and lack of information were also common complaints of jurors.

Top Juror Concerns—111 Centre Street	
6/1/00-10/31/01	
(Total Concerns = 191)	
Top 5 Appreciative Concerns	Count
Things are generally better	6
Good clerks	2
Lunch guide is good	2
Good that everyone serves	1
Physical conditions are better	1
Top 10 Critical Concerns	Count
Would like a postponement/deferral	23
Wasted time	10
Very disruptive to my work	9
Elder/childcare	7
Lack of information/incorrect information	6
Bathrooms	6
Adopt one-day-one trial rule	5
Should have a call-in system	4
Process does not start on time	3
Needed information ahead of time	3

(b) Breakdown of juror concerns

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.

111 Centre: Summoning	Count
Would like a postponement/deferral	23
Problems with name or address	3
Received multiple summons	3
Summoned within two years of prior service	3
Disproportionate summoning	2
Switch civil to criminal or vice-versa	2
Problems with payment	1

Jurors' administrative concerns centered on "wasted time" and suggest that a more accommodating and flexible schedule, adopting the one-day-one trial rule, and starting the process on time, could facilitate the process. Lack of information/incorrect information is another area that could lessen the sense of wasted time among jurors. For example, if jurors and employers have a clear understanding ahead of time about employee/employer rights and responsibilities, then their service will be seen more as a responsibility, and less as a waste of time.

111 Centre: Administration/ Lack of information	Count
Wasted time	10
Service should be more flexible/accommodating	7
Lack of information/incorrect information	6
Adopt one-day-one-trial rule	5
Process does not start on time	3

Consistent with the past report, jurors at 111 Centre expressed more employment concerns than concerns over the physical conditions of the courthouse. New Yorkers often not only have very hectic, demanding work schedules, but also often work independently or are self-employed. To such people, jury duty often not only represents wasted time, but also can be the cause of a lost job or assignment.

111 Centre: Employment Burden	Count
Very disruptive to my work	9
Am losing major work assignments	3
Concern of unhappiness by employer	3
Doctors should be exempt	3
Self-employed people should be exempt	3

New Yorkers also voiced concern over the strain jury service puts on their families, as many jurors serve as caretakers for children, people with disabilities, and the elderly.

111 Centre: Family Burden	Count
Elder/childcare	7
Work from home to be with children, elderly, disabled	2

The bathrooms were the most criticized aspect of the physical conditions at 111 Centre. Although a few jurors complained about general disrepair, improvements have been noted.

111 Centre: Physical Conditions	Count
Bathrooms	6
General Disrepair	3
Needed area for cellular phones	1
Not enough work carrels	1
No working water fountains	1
No coffee/sandwiches/juice	1
Poor accommodations for the disabled	1
Uncomfortable seats	1

Jurors suggest that a call-in system can lessen the inconvenience of service at 111 Centre. Jurors also suggest that providing phone lines for computers and televisions and videos could improve the environment. As seating is limited at 111 Centre, and jurors must sometimes sit in the hallway, improvements on the PA system could allow the jurors to remain where they are seated and be responsive to announcements.

111 Centre: Technology	Count
Should have a call-in system	4
Improve technology	2
Need phone lines for computers	2
Should have video/movie/TV	2
The PA system should extend to the hallway	1
Video is bad	1

5. 360 Adams Street

(a) Summary of juror concerns

Brooklyn received only three appreciative comments in the five-month period in which the data was collected. Two jurors noted general improvements, while one enjoyed the CJP lunch guide.

Consistent with the other courts, lack of information/incorrect information was one of the jurors top concerns at 360 Adams. Jurors' complaints about medical problems and childcare difficulties remained disproportionately high in Brooklyn. Jurors also commented that their time was being wasted and that service interfered with their work.

Top Juror Concerns—360 Adams Street	
6/1/01-10/31/01	
(Total Concerns = 251)	
Top 3 Appreciative Concerns	Count
Things are generally better	2
Lunch guide is good	1
Top 10 Critical Concerns	Count
Lack of information/incorrect information	45
Elder/childcare	16
Medical problem/old age	15
Would like a postponement/deferral	11
Problems with name or address	7
Wasted time	6
Service should be more flexible/accommodating	4
Very disruptive to my work	4
Need to pick up children	4
General disrepair & dirt	4

(b) Breakdown of juror concerns

Jurors had little to say about physical conditions in Brooklyn; three commented on a need to improve the maintenance of the bathrooms and one juror complained about the air quality/temperature of the jury room. Perhaps the lack of jurors' comments regarding physical conditions is due, in part, to the location of the Citizens Jury Project booth. Currently, the booth is located outside of the jury room. This is an effective location in the morning as individuals come to report for jury service, but responses lessen significantly mid-morning, once jurors are situated in the jury room. This may particularly effect responses to the physical conditions at 360 Adams, since jurors become more familiar with the physical conditions of the jury room once they are situated within it.

360 Adams: Physical Conditions	Count
Bathrooms	3
Air quality/temperature	1

Brooklyn received the greatest number of complaints about lack of information. Clear, accessible directions to the courthouse, clearly posted signs within 360 Adams, and pamphlets that address employees' and caretakers' should help to alleviate concerns.

360 Adams: Lack of Information	Count
Lack of information/incorrect information	31
Needed directions to the courthouse	9
Needed information ahead of time	3
No advance notice	1

As in Manhattan, the issue of summoning also arose frequently. As of November 19, 2001, 360 Adams has begun implementing a call-in system. This is an important step to increasing access to information and accommodations for potential jurors, primarily because it allows jurors to access information on their service by phone, which gives jurors the opportunity to more efficiently use their time in their work and home environments.

360 Adams: Summoning	Count
Would like a postponement/deferral	20
Problems with name or address	8
Received multiple summons	5
In non-compliance	2
Summoned w/in two years of prior service	2
Problem with payment	2
In non-compliance	2

Brooklyn jurors commented that jury service interfered with their job and financial security. Concern stems from how jury service disrupts work, the often fragile employer-employee relationship, and the financial hardship that occurs as a result of service.

360 Adams: Financial/Employment Burden	Count
Very disruptive to my work	7
Concern with unhappiness by employer	2
Self-employed should be exempt	2
Students feel entitled to an exemption	2
Am losing major work assignments	1
My business will suffer	1
Financial hardship	1

Comments on medical issues and caretaking issues are disproportionately high in Brooklyn. Steps such as introducing daycare facilities at 360 Adams could lessen the hardship that jury service can impose.

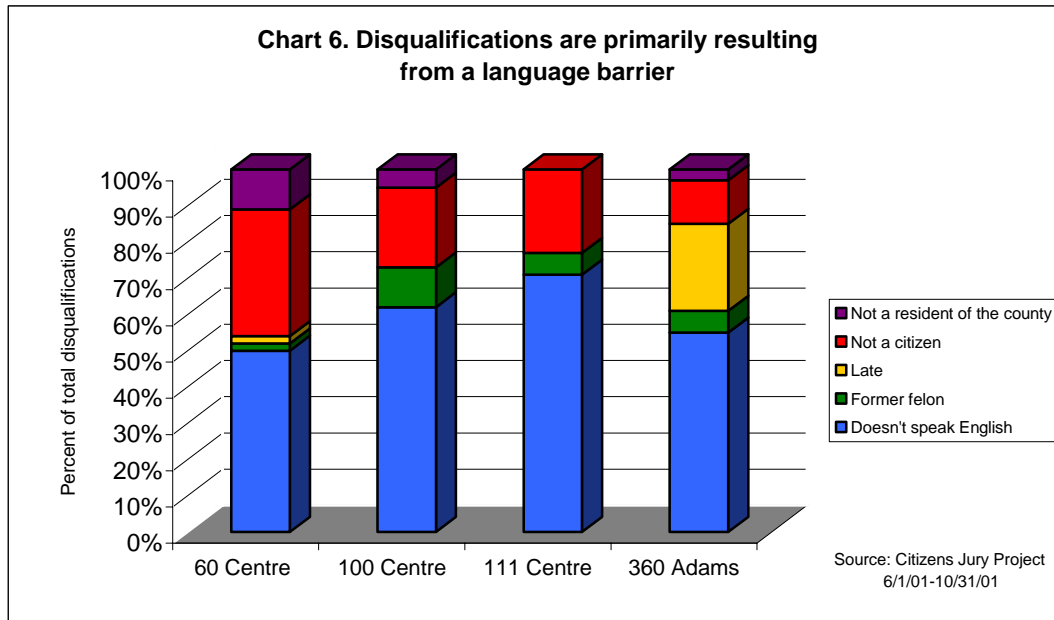
360 Adams: Family/Health Burden	Count
Medical problem/ old age	18
Elder/childcare	10
Need to pick up children	1
Work at home with children, elderly, disabled	1

360 Adams is unique in that the Grand Jury room is located next to the central jury room. For this reason, we also receive comments on the Grand Jury, though the project has not focused our efforts on Grand Jurors yet. Possibly due to their length of service, Grand Jurors complained more about the general disrepair of 360 Adams than other jurors. The jurors also reported that one-month service is too long and disruptive of their work. One juror expressed a need for more information, training and direction about how to serve as a Grand Juror.

360 Adams: Grand jury	Count
General disrepair and dirt	4
Grand jury is good	3
One month is too long	2
Very disruptive to my work	1
Not given enough information/training/direction	1

6. Disqualifications

Who is disqualified and why individuals are disqualified are important questions to answer in assessing our jury system, in order to promote an accessible, representative system. The following graph and charts suggest that language barriers are one of the primary reasons jurors seek disqualification. This has implications that exceed the scope of this report, however, simple steps can be taken to make information more accessible for individuals who do not speak English. For example, providing information on the summons in languages common in Manhattan and Brooklyn will enable non-English speaking individuals to respond to their summons and avoid non-compliance.



60 Centre: Disqualifications	Count
Doesn't speak English	23
Not a citizen	16
Not a resident of the country	5
Former felon	1
I'm late	1
100 Centre: Disqualifications	Count
Doesn't speak English	11
Not a citizen	4
Former felon	2
Not a resident of the county	1
111 Centre: Disqualifications	Count
Doesn't speak English	12
Not a citizen	4
Former felon	1
360 Adams: Disqualifications	Count
Doesn't speak English	32
I'm late	14
Not a citizen	7
Former felon	3
Not a resident of the county	1

7. Summary and Recommendations

“What is “effective justice”? Effective justice, I think, is dispute resolution that is fair, both in substance and in appearance. Effective justice is accessible. It’s speedy. It’s affordable. It treats everyone involved - litigant, witness, counsel, juror - with dignity and respect. On a larger scale, it includes the sense that the courts are making some difference, adding value, and safeguarding bedrock values.”⁴ – Hon. Judith S. Kaye

Inclusive, accessible justice is a multiple-faceted task, involving millions of peoples’ lives, both in and outside of New York courts. Despite the enormity of this task, simple steps can be taken to improve the environments of our courts and address the gaps of information that lessen efficiency and can cause jurors to see service as a burden, not a right. Conditions have improved for New York jurors; the following recommendations build off these improvements and can benefit jurors and the judicial process, and promote an effective and equitable jury system.

- **Target environmental improvements within the courts.** Jurors clearly respond to improvements made to the physical conditions within our courts. Future improvements should include providing child care facilities for jurors in every court, and also continuing to improve upon access to basic amenities, such as coffee near the assembly rooms and working water fountains. These changes improve our courts and restore jurors’ faith and ability to participate in the system. Now that OCA has financial control over the maintenance of the courts, the primary obstruction to clean and well-kept courts has been removed.
- **Address the lack of information/incorrect information that concerns jurors.** A prominent example of this is reflected in jurors’ concerns regarding professional and personal burdens, ranging from childcare issues to non-cooperative employers. Often, concern stems from a lack of information about employees’ and caretakers’ rights. OCA is currently in the process of putting together a pamphlet designed for jurors on employees’ rights and responsibilities. This pamphlet will be of great benefit to New York jurors and employers. We recommend the distribution of this pamphlet should target both employers and employees. The pamphlet can be distributed with the summons and should be available in court facilities, as well as distributed to employers throughout New York.
- **Take innovative steps within the courts, with measured precautions.** The call-in system is currently being introduced into a number of courts in New York. CJP views this as a progressive step toward accessible, user-friendly courts. Concurrently, comprehensive information must be provided with this service so that individuals understand their responsibilities and juror yields are maintained.

⁴ Hon Judith S. Kaye, *Symposium: Rethinking Traditional Approaches*, 62 Alb. L. Rev. 1492 (1999).

- **Expand research and analysis to include the disqualified population.** Further research into disqualifications, particularly deferral resulting from a language barrier, can help clarify where gaps in information exist and how the system can best assess and accommodate non-English speaking individuals. Both jurors and non-compliant subject pools will be useful for this assessment. These individuals will provide further insight into the magnitude of the issue, the barriers that non-English speakers face, and why some individuals are responsive to the summons, while others' first trip to the courthouse is to a non-compliance hearing.
- **Decrease non-compliance through multilingual summonsing.** As the country's melting pot, New York faces the challenge of creating accessible information for all ethnicities and groups. CJP suggests making the summons more accessible to everyone by including at least one line on the summons, in each of the other predominant languages, directing individuals to information for non-English speakers. Providing multilingual summonsing, or the option of obtaining information in languages other than English, can decrease the number of non-compliant individuals, and can lessen the personal/economic burden for non-English speakers and the administrative burden on the courts.

APPENDIX A: All Manhattan Courts

Top Juror Concerns--All Manhattan Courts 6/1/01 – 10/31/01 (Total Concerns =1152)	
Top 10 Appreciative Concerns	Count
Things are generally better	33
Good clerks	10
Lunch guide is good	8
Physical conditions are better	6
Good that everyone serves	3
Trial was good/OK experience	3
Courthouse restoration looks good	3
Good that attorneys serve	2
Good judges	1
Video is good	1
Top 25 Critical Concerns	Count
Would like a postponement/deferral	124
Lack of information/incorrect information	78
Wasted time	57
Medical problem/old age	41
Service should be more flexible/accommodating	40
Elder/childcare	37
Very disruptive to my work	36
Problems with name or address	27
No working water fountains	21
Received multiple summons	19
Bathrooms	18
Summoned w/in two years of Aug. 1998	15
Needed information ahead of time	15
Am losing major work assignments	14
Financial hardship	14
Disproportionate summonsing	13
In non-compliance	12
Service is too long	10
General disrepair	10
My business will suffer	10
Student exemption	10
Should have a call-in system	9
Not enough seats	9
Religious/personal objection	8
Self employed should be exempt	8