



**Citizens Jury Project Report
February 2007
Summary**

In February 2007, Citizens Jury Project (CJP) operated ombudservice booths in eight courthouse locations in New York City.¹ During this period, approximately 23,000 jurors reported for service in New York City; 648 of them approached a CJP booth, visited the virtual ombudservice on the CJP website, e-mailed CJP or called CJP's offices with one or more questions or comments. At three courthouse locations, the most common inquiry was the location of bathrooms. At one location, 111 Centre Street (3rd floor), two categories tied for most frequently asked question: whether the juror was in the right place and the location of the bathrooms. At another location, 111 Centre Street (11th floor), two categories tied for most frequently made comment: late jurors and suggestions about jury service. At the final three locations, the most common questions and comments concerned: difficulties with jury service, qualifications and paperwork.

New York County

60 Centre Street In February of 2007, more than 1,600 jurors reported for service at 60 Centre Street. Interns reported that 116 jurors approached the booth with 138 questions and comments. The most frequently asked question concerned the location of the **bathrooms**. 32 questions were recorded in this category.

100 Centre Street In February of 2007, nearly 1,900 jurors reported for service at 100 Centre Street. Interns reported that 190 jurors approached the booth at this location with 219 questions and comments. The most frequently asked question concerned the location of the **bathrooms**; 65 questions were recorded in this category. **Recommendation:** Increased signage about bathroom locations by the elevators, in the hallways and especially inside the jury room.

111 Centre Street (3rd floor) In February of 2007, more than 1,700 jurors reported for service at 111 Centre Street (3rd floor). Interns reported that 16 jurors approached the booth with 17 questions and comments. Because of the scarcity of questions or comments from this location, no recommendation is made for these categories of questions at this time.

111 Centre Street (11th floor) In February of 2007, more than 1,300 jurors reported for service at 111 Centre Street (11th floor). Interns reported that 25 jurors approached the booth at this location with 35 questions and comments. 5 **late jurors** asked questions about where they should go. They were sent into the main jury room to speak with courtroom personnel.

Recommendation: CJP will post a sign at the booth instructing late jurors to report to courtroom personnel.

Kings County

320 Jay Street In February of 2007, nearly 3,900 jurors reported for service at 320 Jay Street. Interns reported that 113 jurors approached the booth with 130 questions and comments. The concern most frequently raised involved **qualifications**. Of the 17 comments in this category, 13 were made by jurors who had difficulties with the English language. **Recommendation:** Summons should clearly state qualifications for serving on jury duty and nyjuror.gov should include information about qualifications in several languages. We understand from OCA that qualifications are being translated now into Spanish, Chinese, Russian, Haitian-Creole and Korean, the five languages most frequently requiring translators.

Bronx County

In February of 2007, more than 3,000 jurors reported for service in the Bronx. Interns reported that 22 jurors approached the booth with 29 questions and comments. The most frequently asked question concerned **difficulties with jury service**. Of the 6 comments in this category, 3 concerned medical or health problems which would interfere with the juror's ability to serve.

Queens County

Kew Gardens In February of 2007, nearly 1,500 jurors reported for service in Kew Gardens. Interns recorded 93 questions and comments from 79 jurors who approached the booth at this location. The most frequently asked question concerned location of the **bathrooms**. 27 questions were recorded in this category. We understand that signs to the bathrooms have been ordered. The second most frequently made comments were appreciative comments. The 13 comments recorded in this category included positive feedback about the facilities, personnel, jury service and CJP. **Recommendation: Consider commendation to courthouse staff for positive service.**

Jamaica In February of 2007, nearly 2,600 jurors reported for service in Jamaica. Interns reported that 87 jurors approached the booth with 103 questions and comments. The most frequently asked question concerned **paperwork** and what to do with it. Of the 14 comments in this category, 9 involved uncertainty as to what to do with the summons. Jury room personnel already emphasize instructions regarding the handling of the summons in orientation and repeat these instructions for late jurors, and so no recommendation is necessary at this time.

ⁱ Booths are in operation from 9 a.m. to 12 noon. The booths in New York County (60 Centre Street, 100 Centre Street and 111 Centre Street (3rd & 11th Floors)) are generally staffed on Mondays, Tuesdays and Thursdays. The booths in Bronx and Richmond County are generally staffed on Mondays and Wednesdays. The booths in Kings (320 Jay Street) and Queens (Kew Gardens and Jamaica) County are generally staffed on Mondays, Tuesdays, Wednesdays and Fridays.