



**Citizens Jury Project Report
March 2007
Summary**

In March 2007, Citizens Jury Project (CJP) operated ombudservice booths in eight courthouse locations in New York City.ⁱ During this period, approximately 27,600 jurors reported for service in New York City; 643 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 five courthouse locations, the most common inquiry was the location of bathrooms. At two of these, the second most common question was whether the juror was in the right place. At one location, 320 Jay Street, the concern most frequently raised involved qualifications. At another location, Jamaica, the most common questions and comments concerned late jurors and paperwork.

New York County

60 Centre Street In March of 2007, more than 1,650 jurors reported for service at 60 Centre Street. Interns reported that 147 jurors approached the booth with 174 questions and comments. The most frequently asked question concerned the location of the **bathrooms**. 49 questions were recorded in this category. The second most frequently made questions concerned whether the juror was in the **right place**. There were 26 of these questions. **Recommendation:** Increase signage about bathroom locations and other directions by the elevators, in the hallways and inside the jury room.

100 Centre Street In March of 2007, nearly 2,170 jurors reported for service at 100 Centre Street. Interns reported that 120 jurors approached the booth at this location with 140 questions and comments. Again, the most frequently asked question concerned the location of the **bathrooms**; 38 questions were recorded in this category. The second most frequently asked questions concerned whether the juror was in the **right place**. There were 22 such questions. **Recommendation:** Increase signage about bathroom locations and other directions by the elevators, in the hallways and inside the jury room.

111 Centre Street (3rd floor) In March of 2007, more than 1,830 jurors reported for service at 111 Centre Street (3rd floor). Interns reported that 1 juror approached the booth with 1 question.ⁱⁱ The question came from a late juror. Because a single juror raised this issue, no recommendation is necessary. (It will be necessary to consider whether operating a booth at this location makes sense in the future, in light of receiving one question in March. The April data is available, and it suggests keeping the booth where it is: in April, 43 jurors approached with 53 questions and comments.)

111 Centre Street (11th floor) In March of 2007, more than 1,560 jurors reported for service at 111 Centre Street (11th floor). Interns reported that 59 jurors approached the booth at this location with 69 questions and comments. Again, the most frequently asked question concerned the location of the **bathrooms**; 16 questions were recorded in this category, and the second most frequently asked questions concerned whether the juror was in the **right place**.

Recommendation: Increase signage about bathroom locations and other directions by the elevators, in the hallways and inside the jury room.

Kings County

320 Jay Street In March of 2007, over 4,850 jurors reported for service at 320 Jay Street. Interns reported that 121 jurors approached the booth with 149 questions and comments. The concern most frequently raised involved **qualifications** – specifically concerns expressed by 13 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.

Bronx County

In March of 2007, nearly 2,900 jurors reported for service in the Bronx. Interns reported that 85 jurors approached the booth with 90 questions and comments. Again the most frequently asked question concerned the location of the **bathrooms**, with 53 questions in this category. The second most frequently asked questions concerned **qualifications**, raised by 7 jurors; 4 of the questions were in regard to citizenship. **Recommendation:** Post directional signs to the bathrooms by the elevators and inside the jury room. Summons should clearly state qualifications for serving on jury duty and nyjuror.gov should include information about qualifications in several languages.

Queens County

Kew Gardens In March of 2007, over 2,300 jurors reported for service in Kew Gardens. Interns recorded 86 questions and comments from 72 jurors who approached the booth at this location. The most frequently asked question concerned the location of the **bathrooms**. 31 questions were recorded in this category. Signs for the bathrooms have been ordered and no further recommendation is made at this time for this category of concern. Next, there were 14 comments regarding **facilities**, including complaints about seating (not enough and uncomfortable seats) and empty or broken vending machines. No recommendations are being made at this time. Instead, a visit to the courthouse will be made to examine the facilities.

Jamaica In March of 2007, over 2,950 jurors reported for service in Jamaica. Interns reported that 38 jurors approached the booth with 41 questions and comments. There was considerable variety in the questions these jurors asked, with over a dozen different areas mentioned. The most frequently asked questions came from 8 jurors who were concerned that they were **late**. They asked where to go, and what to do with the summons. Also 7 jurors who were not late asked questions about their **paperwork**, including three who were unsure about what to do with their summons. **Recommendation:** Jury room personnel should emphasize instructions

regarding the handling of the summons in orientation and repeat these instructions for late jurors. It is also possible that signs could be posted explaining what jurors should do with the summons.

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 booth in Bronx County are generally staffed on Mondays and Wednesdays. The booths in Kings (320 Jay Street) and Queens (Kew Gardens and Jamaica) County are generally staffed on Mondays, Tuesdays, Wednesdays and Fridays.

ⁱⁱ While only one juror approached the booth at 111 Centre, 3d Floor, 59 jurors approached the booth on the 11th Floor, for a total of 60 jurors during the month of March. This total amount is not drastically different from the totals for January (80 jurors), February (41 jurors) and April (75 jurors). One factor, that helps explain why one juror approached an intern on the 3d Floor, is that interns participated in an OCA voir dire project, and therefore did not operate the booth on several days in March.