



60 CENTRE STREET COURT FACILITIES ASSESSMENT

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

Table of Contents

I.	INTRODUCTION	2
II.	60 CENTRE STREET: AN OVERVIEW	3
	(A) JURORS' RATINGS OF 60 CENTRE.....	4
	(B) JURORS' WRITTEN COMMENTS	5
III.	60 CENTRE: AREA-SPECIFIC ANALYSIS.....	7
	(A) LOBBY AND SECURITY	7
	<i>Recommendations:</i>	8
	(B) ELEVATORS	8
	<i>Recommendation:</i>	9
	(C) HALLWAYS.....	9
	<i>Recommendations:</i>	11
	(D) ASSEMBLY ROOM	11
	<i>Recommendations:</i>	14
	(E) BATHROOMS.....	14
	<i>Recommendations:</i>	16
	(F) ENVIRONMENT FOR PEOPLE WITH PHYSICAL DISABILITIES	16
	<i>Recommendation:</i>	17
	(G) EMPANELLING ROOMS	18
	<i>Recommendations:</i>	18
IV.	60 CENTRE STREET: RECOMMENDATIONS AND CONCLUSION.....	19
	APPENDIX A: JUROR COURT FACILITIES SURVEY 2002	21

I. Introduction

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 the conditions for all jurors.

The Citizens Jury Project was initially designed and continues to respond to ideas and concerns of jurors in New York courts through an ombudservice, operating booths located in or close to jury rooms at 60, 100, and 111 Centre Street in Manhattan, and 360 Adams Street in Brooklyn. CJP interns staff these ombudservice booths and collect comments from jurors; with this data, the Project produces tri-annual reports that highlight court-specific and general juror issues and concerns. In collaboration with the Office of Court Administration, CJP has recently expanded upon its role in the courts by beginning to administer court facilities surveys to jurors throughout the State. Surveying will allow CJP to assess a greater number and variety of courts, while also increasing the number and specificity of the comments obtained from jurors in each court. There are clear advantages to more closely examining jurors' ideas and opinions. As a cross-section of society, jurors bring a diversity of experiences and concerns to the courts and effectively guide court response and reform. In order to continue to improve on the administration of justice in New York State, it is crucial that jurors' concerns and ideas are heard and responded to.

The focus of the following report is the 60 Centre Street courthouse, the first courthouse to be surveyed by the Citizens Jury Project. For this assessment, the survey designed by CJP (Appendix A) was administered to jurors in the assembly room, during the time period of 2/11/02, 2/13-2/15/02, 2/19-2/22/02, 2/25-3/1/02, with lapses in the two week assessment due to two court holidays: Lincoln's Birthday and President's Day.¹ This report will analyze the 411 surveys collected from jurors during this time period. First, the report will provide an overview of the 60 Centre Street courthouse and the results of jurors' ratings of the facilities and their written comments. The report will then analyze the results of the survey by court area, providing recommendations following each analysis. Finally, the report will conclude with general recommendations for future improvements to the facilities and maintenance of 60 Centre Street courthouse.

¹ Since this time, the survey has been transcribed to a scantron format, which will be used in future CJP assessments of New York Courts.



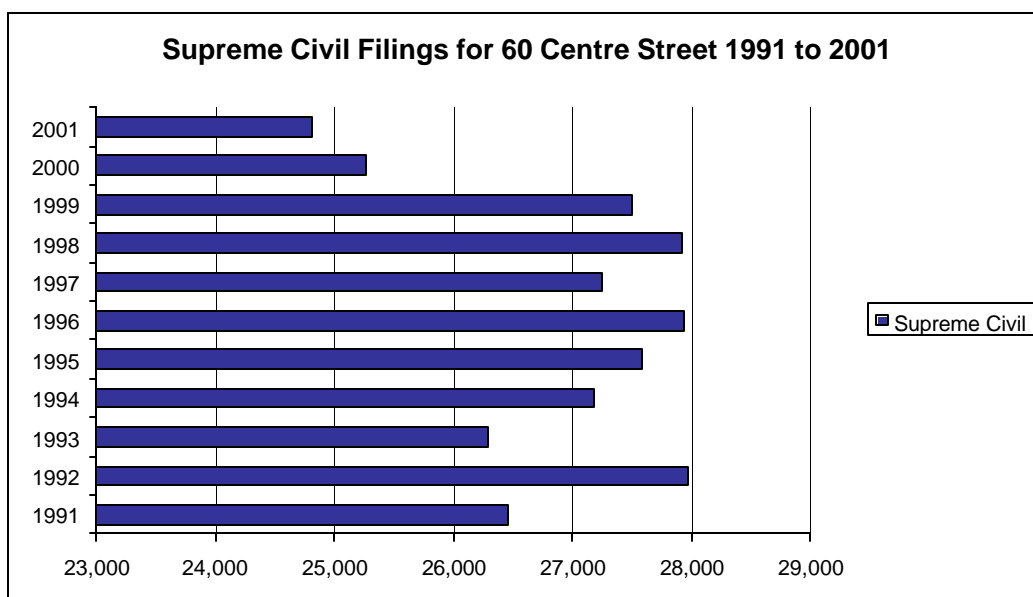
II. 60 Centre Street: An Overview

The 60 Centre Street courthouse, which opened in 1927, is to this day is a magnificent building, and now a landmark of neo-Classic court architecture. In designing 60 Centre, chief architect Guy Lowell (1870-1927) foresaw the need to create a courthouse that could be treasured and respected. Not only did he design the well-known 75-foot dome pictured above (with mural by painter Attilio Pusteria) but also specified: “Tiffany light fixtures, twenty-four types of marble, decorative iron radiator grills and elevator doors, and extra quiet cork tile floors in the courtrooms.”² However, despite his creativity and talent, Lowell could not have foreseen the modern demands that 60 Centre Street now faces as the busiest civil courthouse in the nation.

As the following graph reflects, the 60 Centre Street courthouse's filings in the past decade have ranged from 24,818 to 27,941 per year, with an average of 26,923.³

² MARY B. DIERICKX, THE ARCHITECTURE OF PUBLIC JUSTICE, 77 (NEW YORK DEPARTMENT OF GENERAL SERVICES, 1993).

³ Researchers at OCA report that fluctuations in filings, such as the drop in filings between 1999 and 2000, occur approximately every ten years, and that there is specific factor for which this can be attributed to.



The large number of cases that are filed and tried at 60 Centre effect jurors in two ways: first, the utilization of jurors is extremely high. 60 Centre Street court officials report that jurors are frequently called to their first voir dire and, if not selected, are called to a second and possibly third voir dire before they have completed their service or are selected for a trial. The second way in which the large case loads affect jurors is by the sheer number of jurors present in the assembly room. Vincent Homenick, the Chief Clerk of the Jury Division, reports that the average number of jurors present in the assembly rooms ranges from 200-250. Although seating is adequate in the assembly room, areas outside of the room, such as the bathrooms, the juror lounge, and the empanelling room, evidence the large number of jurors present each day, and the subsequent strain on the facilities and their maintenance.

(A) Jurors' Ratings of 60 Centre

On the front and backsides of the first page of the Citizens Jury Project survey, jurors were asked to rate various areas of the courthouse as excellent, good, fair, or poor. 411 surveys were collected from jurors between the aforementioned time periods of 2/11/02, 2/13-2/15/02, 2/19-2/22/02, 2/25-3/1/02. Although the survey dates, the number of times each juror has served, and the sex of the juror were assessed in the survey, the effect of these variables was minimal; therefore, the data provided throughout this report is analyzed in its totality, without distinctions between juror characteristics or the dates in which each juror was surveyed.

In the following chart, the "positively-rated areas" are the five areas that received the greatest percentage of "excellent" to "good" ratings. Under the "critically-rated areas", the ten areas that received the largest percentage of "fair" to "poor" ratings are listed.

Top Juror Facilities Ratings—60 Centre Street 2/11/02 – 3/1/02 (N=411)	
Top 5 Positively-Rated Areas: Highest % of “excellent” & “good” ratings	Count
Lobby and Security: General Conditions	91%
Elevators: General Conditions	86%
Elevators: Number Provided	84%
Hallways: General Conditions	84%
Assembly Room: General Conditions	82%
Top 10 Critically-Rated Areas: Highest % of “fair” & “poor” ratings	Count
Hallways: Water Fountains	57%
Assembly Room: Water Fountains	52%
Bathrooms: General Conditions	41%
Assembly Room: Plants	38%
Hallways: Air Quality/Temperature	35%
Assembly Room: Air quality/Temperature	34%
Bathrooms: Supplies Provided	33%
Hallways: Coffee/ Sandwiches/Juice	33%
Bathrooms: Number Provided	32%
Assembly Room: Jurors’ Lounge	30%

The chart above illustrates that jurors found the general conditions of the lobby and security, elevators, hallways, and assembly room acceptable. The general conditions of the bathrooms and jurors’ lounge, however, received much poorer ratings. Bathrooms may be the area of particular concern: jurors gave bathrooms the worst general ratings of all areas assessed in the survey.

In terms of specific environmental improvements, jurors suggest that amenities need to be improved upon, particularly the water fountains in the hallways and assembly room, and the food and beverages offered at the coffee stand and in the vending machines. Jurors were also critical of the temperature and air quality of the building. The majority of jurors surveyed during this time period found the building to be too hot, and that the temperature needs to be more adequately moderated, as will be discussed in greater detail in section 3d.

(B) Jurors’ Written Comments

On the second page of the survey, jurors were asked to provide written comments addressing “additional comments”, “specific suggestions”, and were asked to “indicate the topic area most in need of attention” (See Appendix A). Interestingly, as exhibited in the chart below, although only 182 jurors (out of the total of 411 surveyed) provided written comments, jurors’ written critical comments are analogous to their ratings of the facility. Jurors are again

primarily critical of the bathrooms, jurors’ lounge, temperature of the building, the water fountains, and food and beverage selection offered by the coffee stand.

Top Juror Written Comments—60 Centre Street 2/11/02 – 3/1/02 (Total Comments = 313)	
Top 5 Appreciative Concerns	
Staff are friendly/polite	20
Staff communicate well/are informative	15
Building is in good condition	7
Jury service has improved	5
The building is accessible for people with disabilities	2
Top 10 Critical Concerns	
Fix/improve bathroom facilities	32
Temperature of building is too hot	18
Water fountains don’t work/need to be improved	14
Bathrooms are dirty	13
Poor air circulation/quality	12
Bathrooms need supplies	10
Jurors’ lounge is dirty	9
Need more food choices at coffee bar	8
Jurors’ lounge needs general improvements	6
Need to improve signage for women’s bathroom	6

Although the Citizens Jury Project survey was designed to assess court facilities, the written comments provided jurors a means by which to praise one of the greatest strengths of 60 Centre Courthouse, its staff. Jurors provided more positive written comments about the staff than in any other category--38 of the 96 total positive comments. Jurors commended the staff, stating that they are “informative”, “organized”, “friendly”, and “polite”. The following four quotes from jurors characterize the positive comments written about the staff, and the gratitude jurors felt toward the staff for their efforts in making service a positive experience:

“Thank you for the respectable, courteous treatment by clerks and lawyers of all the potential jurors, it made for a pleasant and professionally fine experience. I am impressed and grateful.”

“Very positive staff—friendly, helpful, informative and fair.”

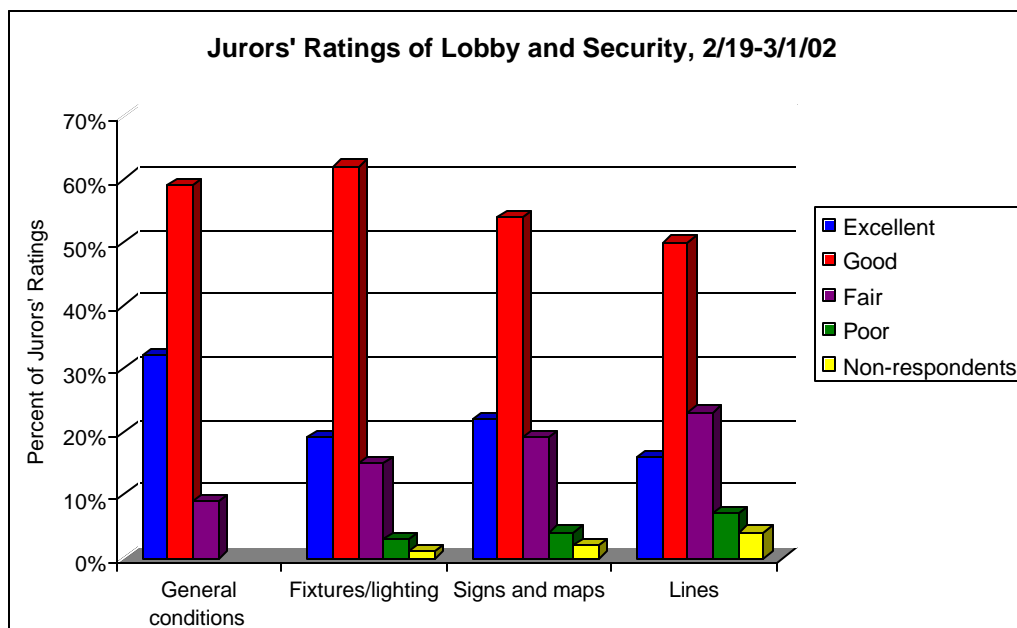
“Court officials had a nice demeanor and actually had a sense of humor. They made it feel like a nice experience.”

“Those in charge of the jury room could not have been nicer. Cheers to them!!”

III. 60 Centre: Area-Specific Analysis

(A) Lobby and Security

Jurors have responded to increased security at 60 Centre Street positively, regarding security not as a burden, but a necessity. The graph below illustrates that jurors generally rated the conditions of the lobby and the security as “good.” Security lines received the least favorable response, a rating that is echoed in the written responses.



In the written responses about the lobby and security, no jurors directly responded to the conditions of the lobby, but six jurors commented on the security lines and officers.

60 Centre: Lobby and Security	
Cold wait outside in the security line	2
Security officers are polite and professional	1
Security lines are long	1
Security lines are slow	1
Security officers are intrusive	1

Although it was a warm winter in Manhattan, February had its share of cold days. Two jurors voiced complaints about waiting outside, particularly in the morning, when many court users enter the building. One juror suggested: **“Bring people waiting to be screened in the lobby inside when it’s cold.”** Another simply stated the **“wait outside is cold.”** Considering that this past winter in New York City has been mild, if not adequately addressed, this issue

could become more of an issue in the years to come, when harsher weather revisits the area.

The court has taken two steps to address the long lines: Lawyers now enter through a separate entrance, and the court has worked on the scheduling and devised a system that lessens the amount of people waiting in the security lines. CJP recommends that the lines continue to be monitored, and if future problems arise, consider equipping the court steps with a structure to protect jurors from cold and heat, and lessen jurors hardship while waiting outside in the security line.

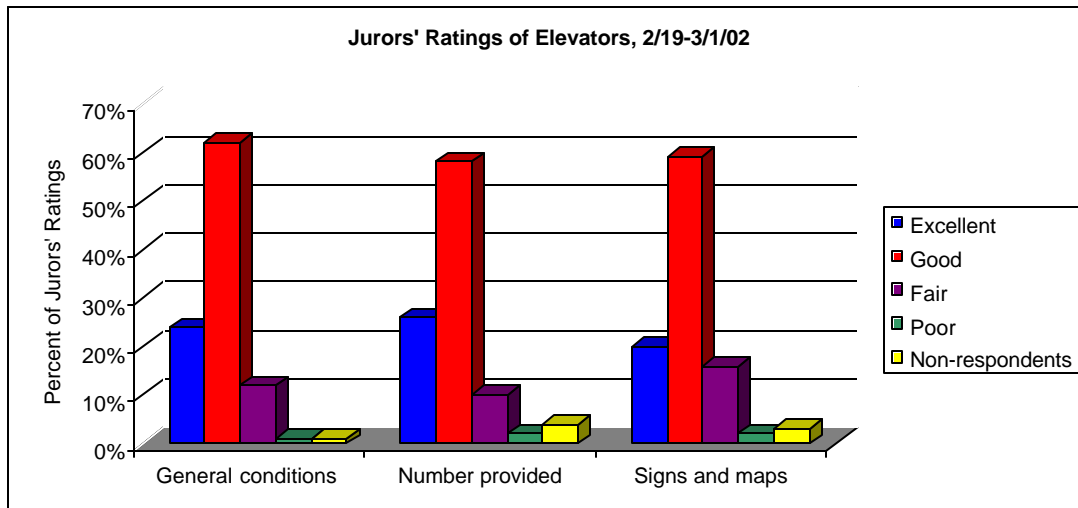
The security officers, like their co-workers in the assembly room, received praise from a juror in a forthright manner that merits quotation: **“Security downstairs is excellent. A man threw a fit about having to come in (from lunch in the “no bags” line) and security was firm, consistent and polite.”**

Recommendations:

- Continue to monitor the security lines in the morning and after lunch, to ensure that the wait is not excessive and burdensome for jurors and other court users. If future problems arise consider other options, such as equipping the steps with a removable structure that will protect jurors from cold and heat.
- Maintain the professionalism the security officers continually exhibit in their work with and treatment of jurors and other court users.

(B) Elevators

Once past security, jurors enter the rotunda and are confronted with the task of finding the elevators and the juror assembly room. The Citizen Jury Project survey indicates that this is not a trying task for jurors, but could be improved upon. The general conditions of the elevators and the number provided indicate that jurors consider the elevators to be adequate, and in “good” working order. Signs and maps to the elevators received the least positive comments: over 50% of the jurors rated the signs and maps to the elevators as “good”, but 19% rated the signage as “fair”.



Only three jurors provided written comments in regard to the elevators. Two jurors expressed that the elevators operated slowly, and one complained that the elevator doors close quickly.

60 Centre: Elevators	
Elevators are slow	2
Elevator doors close quickly	1

The positive ratings of the elevators, combined with the minimal written comments provided by jurors, suggest that the elevators at 60 Centre Street are functioning properly, and simply require regular maintenance.

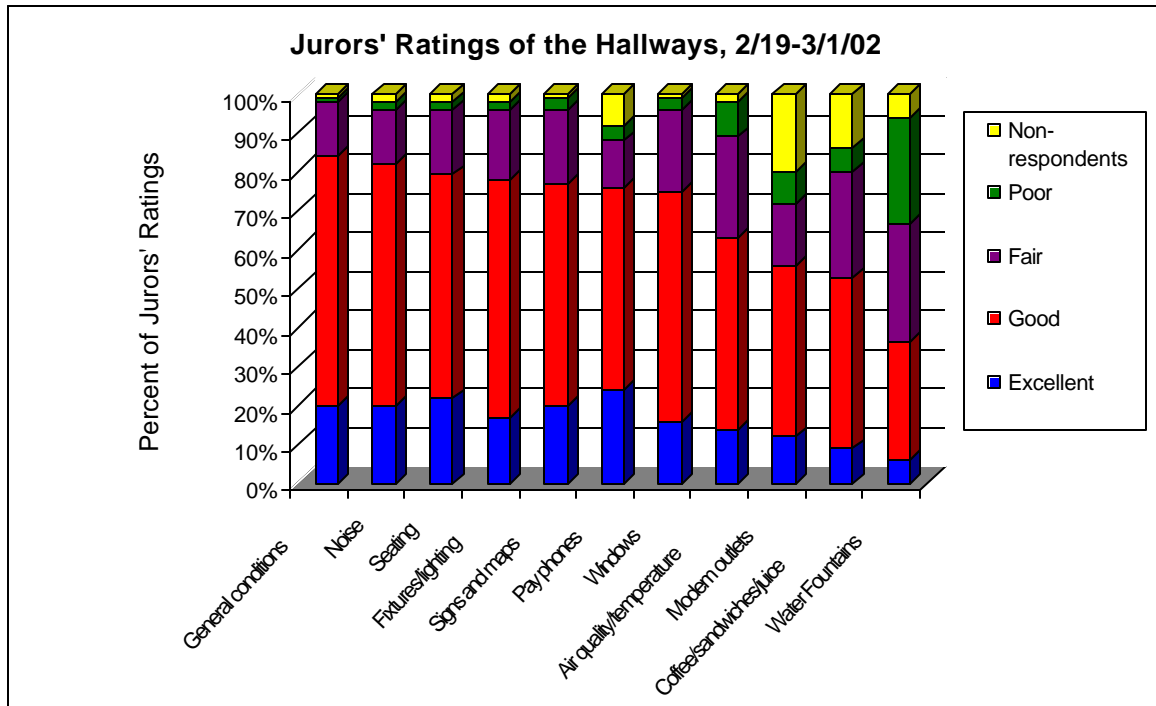
Recommendation:

- Continue to regularly service and maintain elevators for the convenience and safety of all court users.

(C) Hallways

Jurors generally found the hallways at 60 Centre to be in “good” condition, though certain aspects of the hallways, such as the amenities provided, received less than favorable ratings. The graph below indicates that jurors were most critical of the water fountains, both in the hallways and, as will be discussed in greater detail later, in the assembly room. Additionally, although 60 Centre is exceptional in providing jurors with a coffee stand that sells coffee, pastries, and muffins, jurors were also critical of the food and beverages provided.





In their written comments, jurors suggested that the coffee bar should offer more selections of food and beverages. Currently, pastries, muffins, and coffee are offered. Three of the eight jurors suggested that “healthier options” such as “fruit and yogurt” would be welcomed additions to the menu. Additionally, jurors suggested that the vending machine could be stocked with healthier items, and that the machines are occasionally prone to malfunction.

60 Centre: Coffee Bar and Vending Machines	
Coffee bar needs more food and beverage choices	8
Coffee bar needs general improvements	3
Vending machine not adequately stocked/malfunctioning	3
Café/cafeteria is needed	2
Offering a coffee bar is an improvement	2

Currently, one modem port is located in the hallway leading to the juror assembly room on the fourth floor. Compared to some courthouses in New York, internet access may seem to be a luxury even greater than the coffee bar, but many Manhattan jurors see internet access as essential as their morning cup of coffee. Unquestionably, jury service can cause employment burdens; internet access can lessen this burden by allowing jurors to conduct business while they wait.⁴



It is important to note that the category “modem outlets” had the highest non-response rate of all the hallway categories. In filling out the forms, many jurors wrote question marks, “where?” and “N/A” next to the modem outlets category on the surveys. This suggests that jurors need to be better informed about the internet port, possibly in the morning orientation.

60 Centre: Internet Accessibility	
Need more modem ports	5
Need modems that work	1

Recommendations:

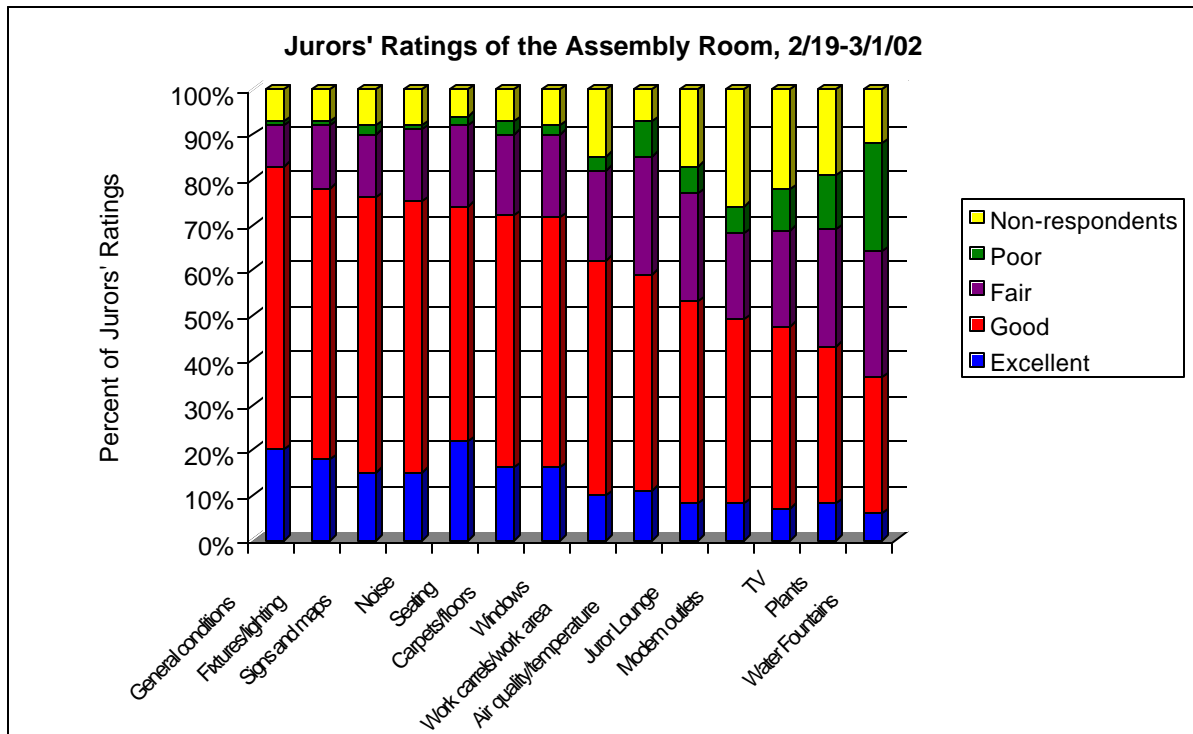
- Offer healthier options to the jurors at the coffee stand and in the vending machines. Examples of food suggested by jurors include fruit, yogurt, and juice.
- Contact internet providers to pursue the possibility of providing more modem outlets for jurors in the assembly room, juror lounge, and/or hallway.
- Inform jurors about the existing internet port during morning orientation.

(D) Assembly Room

The jury assembly room is the area of the courthouse in which the majority of the jurors surveyed spent their time. For this reason, possibly the best assessment of the jurors’ experiences at 60 Centre is captured by the ratings and written comments regarding the assembly room. The graph below illustrates the jurors’ ratings of various aspects of the assembly room. Over

⁴ New York is not alone in trying to accommodate tech-savvy jurors who need to work while they wait. The Los Angeles Times recently reported (May 14, 2002) that the Orange County Supreme Court just equipped its assembly room with 24 study carrels with modem connections.

60% of the jurors surveyed found the general conditions of the assembly room to be “good”



Just as was the case with jurors’ assessment of the hallways, water fountains received the least favorable ratings in the assembly room. The general written comments reinforce these findings, with fourteen jurors negatively commenting on the water fountains.

60 Centre: Water fountains	
Need to improve water fountains	9
Need to fix water fountains	3
Need more water fountains	2

As we fast approach summer weather in Manhattan, the need for adequate access to water is clear, as is the need to moderate temperature in the courthouse. During the time of this assessment, 48% of the jurors rated the air quality and temperature in the assembly room as “good”, while 34% of the respondents rated it “fair” or “poor.”

The general air quality/temperature written comments provided by jurors reflect that, during the time of this assessment, the problem with the air/temperature is that it is maintained at a temperature that is generally too hot, and should be moderated.

60 Centre: Air Quality/Temperature	
Temperature of courthouse is too hot	15
Air quality is stagnant/lack of circulation & ventilation	11
Temperature should be moderated	8
Air is dry	2

The juror lounge, adjacent to the assembly room, received less adequate ratings by jurors, with 30% of the jurors rating the lounge “fair” or “poor”. Judging from the fifteen written comments received, this may be largely due to the maintenance of the room, which serves as both a lunchroom for the jurors and a study lounge.



60 Centre: Juror Lounge	
Juror lounge is dirty	5
Juror lounge needs attention/improvements	5
Juror lounge need to be cleaned more frequently	4
Juror lounge needs more amenities	1

Perhaps the jurors' comments speak better than the numbers: jurors wrote: **“the kitchen had a roach in the trash can”**; **“Lunch area: Yuck!”**; and **“Jurors’ lunch area is dirty and roach infested.”** The Citizens Jury Project suggests cleaning the lounge consistently and frequently, particularly because the lounge is utilized as a place to eat. CJP also recommends considering whether the juror lounge space is being utilized in the most efficient way, and if not, to reorganize the furniture and space. If it is possible to provide a space for eating separate from a space for quiet study, that too would be greatly beneficial to the jurors.

Recommendations:

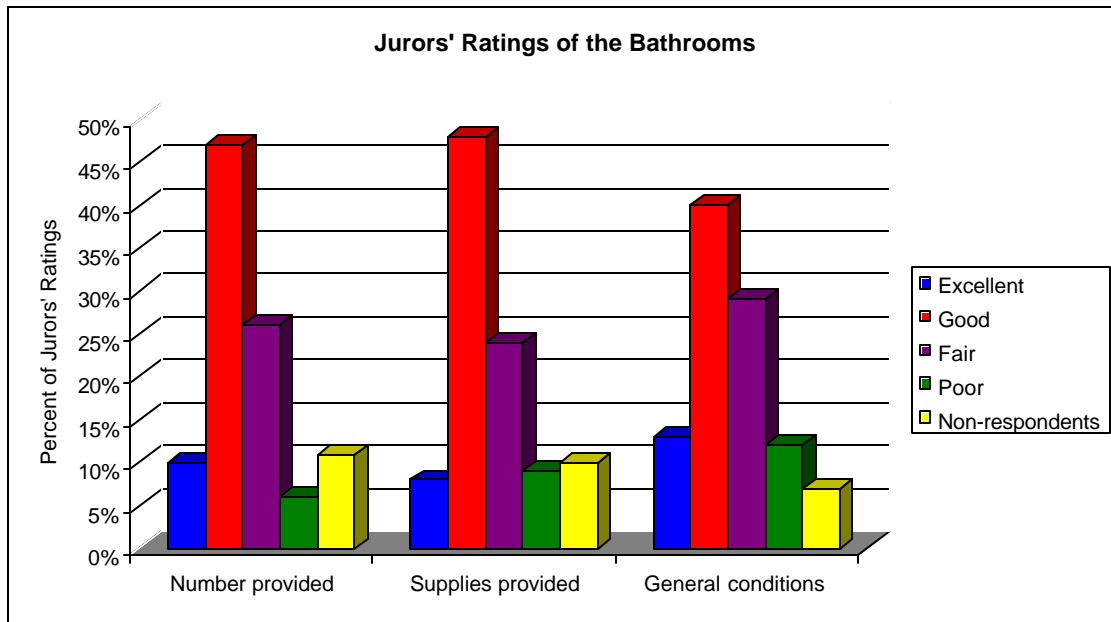
- Improve the functioning of the water fountains and jurors' access to water in the assembly room.
- Moderate the temperature of the assembly room and provide means for adequate circulation. Portable fans may be particularly useful in the coming summer months, to cool jurors and facilitate air circulation.
- Clean the juror lounge on a regular and consistent basis.
- Assess the juror lounge space and arrange the furniture and space so that it is efficient and comfortable for jurors. Consider how to provide a space for eating separate from jurors' space for quiet study.

(E) Bathrooms

The bathrooms at 60 Centre received the poorest ratings of all the court areas assessed in the Citizens Jury Project survey. Although a majority of respondents found the bathrooms to be in “excellent” to “good” condition, and to be adequately



stocked and of an adequate number, 41% of the jurors rated the general conditions of the bathrooms as “fair” to “poor”. In comparison, only 9% of the jurors rated the general conditions of the lobby and security as “fair” or “poor”.



Jurors provided more written comments in regard to the bathrooms than any other category: 64 of the 182 total written comments addressed bathrooms. With over 200 jurors present in the jury room on a daily basis, the maintenance of the bathrooms is unquestionably difficult. This issue is exacerbated by the fact that the City owns the courthouse and therefore the employees who work for the courts are City, not court, employees. The Citizens Jury Project recommends that discussions continue with maintenance employees and managers, in order to ensure that the bathrooms are cleaned and stocked on a regular basis.



60 Centre: Bathrooms	
Bathrooms need general improvements	32
Bathrooms are dirty	13
Bathrooms need supplies	10
Need to improve signs for women’s bathroom	6
Maintenance needs to be improved	3

Jurors’ comments also suggest that simple changes can be made, such as improving the signage to the women’s bathroom. Signage at 60 Centre is a residual issue, particularly because of the building’s intricate architectural design. This can be particularly problematic in certain areas of the building, such as the hallways surrounding the jury assembly room, hallways that must be used to get to the women’s restroom.

As was suggested in the past two Citizen Jury Project Reports, the issue of signage for the restrooms, particularly the women’s restroom, is not the quantity of signs, but their placement. The photo on the right, taken in front of the jury assembly room, illustrates this. Although four signs are hung on and around the door of the women’s restroom, the folded paper sign pictured right (that says “Women’s Restroom”) is the only sign directing women in the hallway in front of the assembly room. The Citizen Jury Project recommends making a thoughtful assessment of what passageways women and men use to access their respective restrooms, and posting clear signage in these areas.



Recommendations:

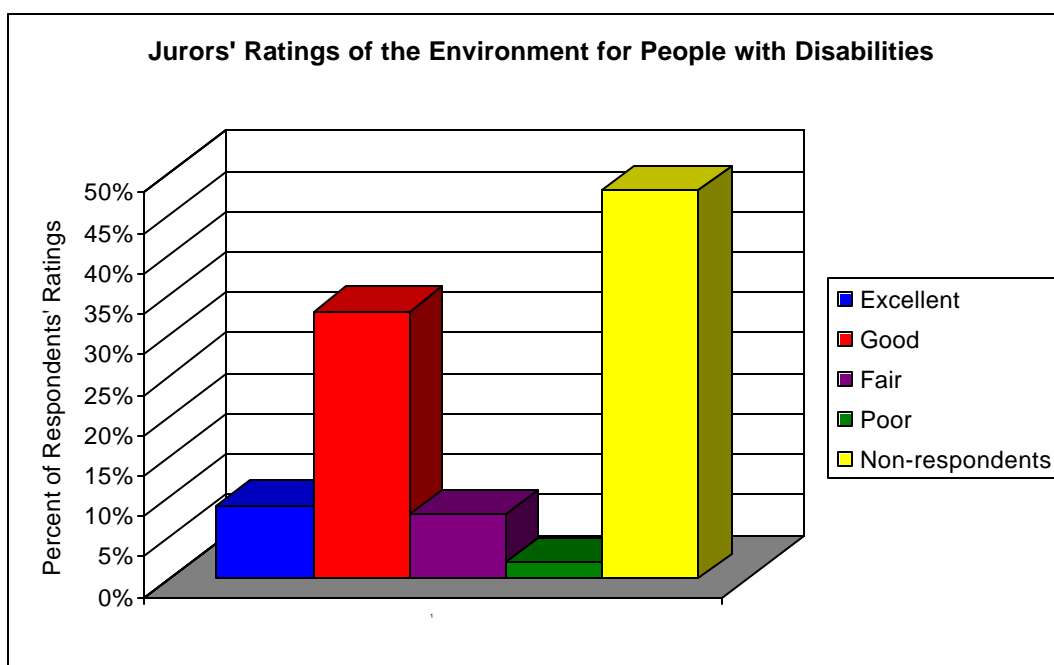
- Clean the women’s restroom on a regular and consistent basis.
- Improve the location of signage denoting the locations of the women and men’s restrooms.

(F) Environment for People with Physical Disabilities

60 Centre has been progressive in creating an accessible courthouse and surrounding environment for individuals with disabilities. In terms of environmental accessibility, the court operates an entrance on the south side of the courthouse, which is consistently staffed by a court officer. Inside the courthouse, the facilities have been designed to accommodate people with physical disabilities, and signage is typically presented on a black board with white lettering, a format that is most accessible for people with visual

disabilities. These efforts to improve the environment, coupled with the availability of assistive devices for jurors in court, and the knowledgeable and courteous staff, allow more people with disabilities to be active participants in the jury system.

The following graph illustrates that the majority of people surveyed by the Citizens Jury Project did not respond to the section of the survey that addresses the environment for people with disabilities. Due to the large population of non-respondents, a more detailed assessment is needed in order to accurately assess the general conditions of the court for people with disabilities. However, of the population that responded, a clear majority rated the environment “excellent” or “good” for people with disabilities.



Two New York jurors provided written comments in regard to the accessibility of the environment: One stated, “**No problems with the facility**”, while another added, “**I was able to get in and out of the building with no problem. Bathrooms were accessible.**” These comments, and the positive ratings received, reflect the consistent effort made by the staff 60 Centre and court administrators to create an accessible environment, which promotes the inclusion of jurors with disabilities in New York County Courts.

Recommendation:

- Continue to assess the accessibility 60 Centre Street environment and to respond effectively to the needs of people with disabilities.
- Continue to inform all staff about disability-related issues and environmental concerns. Adequate knowledge of procedures by which to assist people with disabilities should be common knowledge among staff members.

(G) Empanelling Rooms

The empanelling rooms were not addressed directly in the Citizen Jury Project facilities survey, but were addressed in jurors' written comments. These unsolicited responses suggest that the empanelling rooms are areas of concern and in need of attention.

60 Centre: Empanelling Rooms	
Empanelling rooms are too small	3
Air quality is poor	3
Empanelling room is too hot	2
Temperature is not moderated	1

Jurors commented that the rooms are too small, and associated the lack of space with air quality and temperature problems. Jurors noted: **“Panel rooms are too small—no air circulation!”** and **“Jury selection room has no temperature control, too hot, and chairs were cramped for space.”**

These comments from jurors are not surprising; court officials at 60 Centre must consistently contend with how and where to conduct the voir dire for numerous, simultaneous cases. The clerks typically call approximately 20 jurors for cases that are forecasted to last 5 days or less, 30 jurors for 7-day trials, and 40 jurors for trials expected to last two weeks or longer. The sheer infeasibility of calling 30 or more jurors to the empanelling rooms has forced the courts to utilize courtrooms at 60 Centre for the empanelling process, or to transfer jurors to 80 Centre Street, where three rooms have been made available. The utilization of courtrooms and space in a separate building is problematic in terms of general issues such as court personnel's time in scheduling and transferring jurors, and general juror confusion. Concurrently, specific issues also arise, such as the fact that 80 Centre Street is inaccessible to people with disabilities.

In order to address this lack of space, court administrators have proposed knocking down a non-structural wall between two of the empanelling rooms. Citizens Jury Project recommends that the court precede with this remodeling and continue to seek other creative means to ameliorate this issue.

Recommendations:

- Consistently assess and moderate the temperature of the empanelling room. The upright, portable fans that are currently being used in the empanelling room are a good step in improving the circulation and temperature of the air.
- If 80 Centre Street continues to be utilized, take steps to improve its accessibility for people with disabilities.
- Proceed with the plans to eliminate a wall between two empanelling rooms, in order to create one larger room that can more adequately accommodate large groups of jurors called for voir dire.

IV. 60 Centre Street: Recommendations and Conclusion

“We shape our buildings and they shape us”⁵ is an observation Winston Churchill made, that may be particularly applicable to buildings that house courts of law. A juror’s experience within a courthouse unquestionably affects his or her performance during service, and perception of the judicial system. The Citizens Jury Project, the Office of Court Administration, and 60 Centre Street court officials and administrators have the responsibility to listen and respond to jurors’ comments and concerns, so that they, as a cross-section of society, may contribute to shaping and reforming our courts.

Based on jurors’ ratings and written comments on the court facilities survey, the Citizens Jury Project provides the following priority recommendations:

1. Physical Environment:
 - Repair water fountains so that they consistently function properly. Additional steps that can be taken include: installing a new water fountain in an area frequently utilized by jurors, and ensuring that the vending machines and coffee stand are both consistently stocked with bottled water.
 - Clean and maintain the bathrooms and jurors’ lounge on a regular basis, including stocking the bathrooms with adequate amenities and the vending machine with diverse and healthy selections.
 - Improve the location of the signage for women and men’s bathrooms.
 - Moderate the temperature of the building and make efforts to improve the air quality and circulation.
2. Technology/Communications:
 - Repair the email port and explore the possibility of providing internet accessibility for jurors so that they may use their time more constructively, and lessen the burden created by their absence from work.
3. Staff:
 - Continue to work in their professional manner, which positively affects jurors’ experiences and impressions of courthouse and judicial process.
4. Future Projects:
 - Monitor the security lines to assess whether long lines persist and the wait is burdensome. If long lines become a consistent problem, consider other options, such as equipping the steps with a removable structure that will protect jurors from cold and heat.

⁵ Quoted in JOHN C. MCCONNELL , A HISTORY OF SUPERIOR COURT ARCHITECTURE, available at <http://renovation.sociallaw.com/houseslawmconn.htm..>

- Assess the juror lounge space and implement changes to promote efficiency and comfort. Consider how to provide a space for eating separate from jurors' space for quiet study.
- Continue to maintain an accessible environment for people with disabilities and be alert and responsive to new or specific needs of jurors with disabilities. Additionally, consider environments that jurors serving at 60 Centre may need to utilize, such as 80 Centre, and work to make these environments as accessible and inclusive as is the 60 Centre Street courthouse.

Appendix A: 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
Lobby & Security	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___
Elevators	General conditions [working properly]	Excellent___	Good___	Fair___	Poor___
	Number provided	Excellent___	Good___	Fair___	Poor___
	Signs & maps	Excellent___	Good___	Fair___	Poor___
Hallways	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____
Assembly Room	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____
Bathrooms	General conditions	Excellent____ Good____ Fair____ Poor____ Men's____ Women's____
	Number provided	Excellent____ Good____ Fair____ Poor____
	Supplies provided	Excellent____ Good____ Fair____ Poor____
Environment for the physically disabled <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 __1st, __2nd, __3rd 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

A project of the Fund for Modern Courts: www.moderncourts.org