

**SURVEY OF SUPERIOR COURT JUROR SATISFACTION
KITSAP COUNTY, WASHINGTON**

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ABSTRACT

The Kitsap County Superior Court, located in Washington State on the west side of Puget Sound, wanted to assess juror satisfaction for seated jurors in the Superior Court. To do so, the Superior Court Administrator developed a survey to evaluate the satisfaction of citizens serving on Superior Court jury trials. The survey was limited in scope and was provided to jurors serving in both criminal and civil proceedings. The jury survey was administered over a period of 9 months from March 2009 to November 2009.

The survey results revealed that overall jurors in Kitsap County Superior Court are satisfied with their service experience. They were especially content with the way they were treated by court personnel, the opportunity to meet and interact with other citizens, and the condition of the courthouse. The most significant concerns identified included the adequacy of information about jury service and parking, access to food and beverages, jury waiting time, and size of jury assembly room and deliberation rooms.

Based on these findings, recommendations to address juror concerns include updating parking maps, providing more comprehensive jury instructions, installing food and beverage vending machines in jury waiting areas, expanding verbal instructions on waiting times, conducting further study of specific areas of juror satisfaction, and offering more space to jurors for waiting and deliberating.

INTRODUCTION

The right to a trial by jury is a fundamental element of the American judicial system. To ensure the right to a fair and impartial trial, we enlist the assistance of citizens within our community. We ask them to leave their daily lives to serve on juries, often subjecting them to long periods of waiting, in-depth questioning, low compensation, and sometimes causing them substantial hardship. As a result, the courts must be diligent to make the experience for jurors the best possible.

Juror satisfaction is an important aspect of jury trials. Citizens deserve basic courtesy and respect for their service. In addition, a good service experience promotes public trust and confidence. Jurors have a difficult task ahead of them and they need an environment conducive to listening, learning, and processing. They need to know their service is important and appreciated.

To increase juror satisfaction in Kitsap County, the County Clerk's Office, in collaboration with the Superior Court, has updated physical accommodations, offered specific preliminary information to prepare jurors for reporting, provided parking, computerized and streamlined call-in, summons, and check in/out processes, provided easy access to accommodating bailiffs, decreased wait time for service payment, and is updating technology.

Jury Service in Kitsap County:

Kitsap County, founded in 1857, is located on the Kitsap Peninsula in Washington State and is a total land mass of 393 square miles. It is located across the water from Seattle. The U.S. Census Bureau estimates the current

population at 239,769¹. The county seat is Port Orchard, situated along the western shore of the central Puget Sound Region.

The county has a Superior Court with 8 judges and one Court Commissioner, a District Court (limited jurisdiction) with 4 judges, and 4 municipal courts (limited jurisdiction) located in the cities of Port Orchard, Bremerton, Poulsbo, and Bainbridge Island, each with one judge.

There is one jury office, with two staff, housed in the County Clerk's Office. The jury office provides juries for the Superior, District, and Municipal Courts within the county. Superior Court and District Court jury costs are paid for by the county. Municipal courts are charged separately for their jury costs and they are paid for by the respective city budgets. The research in this paper is focused on the Superior Court juries.

The Kitsap County jury selection system was automated in 1995 with a program called "Jurymaster." The county is currently in the process of implementing a new automated system called "Courthouse Technologies: Courthouse JMS," which is anticipated to be up and running in 2010. This new program allows citizens to complete their jury summons questionnaires and check service reporting requirements on the Internet.

Prospective juror lists are formed from driver's license records and county voter registrations. The Washington State Administrative Office of the Courts (AOC) reconciles the lists and eliminates duplicate entries before the final list is provided to the jury office. The merged list is then utilized to send out pre-printed jury summonses to citizens (Appendix A).

¹<http://quickfacts.census.gov/qfd/states/53/53035.html>, March 15, 2010.

Kitsap County operates a one day, one trial system. The call-in time period is one week. If called in to report, jurors are only required to personally appear that one day, unless jury selection on the case they were assigned to goes longer or they are selected to serve on the jury. If selected, jurors are required to remain for the duration of the trial. Jurors are currently compensated \$10.00 per day plus mileage (rate set by state). They do not get compensation for calling in to check reporting requirements, only for physically reporting.

Currently, jurors call a recorded message each day of their service week to determine if they are required to report. The jury clerk leaves a detailed preliminary message on the phone line to provide beneficial service information to citizens (Appendix B). Information in this message includes where to park and how to obtain a parking permit, where to check in, the orientation process and what they can bring for activities during anticipated down time.

Once called to report, jurors are gathered in the jury assembly room, which was remodeled in 2007. The room can accommodate up to 65 people, although the average panel is 40. In the assembly room, the jury clerk gives a brief orientation that includes parking updates and payment procedures. The jury clerk presentation is followed by an orientation by the bailiff, who describes the specific court procedures. At this time, the jurors are able to ask any procedural questions they may have. Finally, a 20 minute video is shown to the jurors called "Make a Difference: Jury Duty in Washington". This video was copyrighted in 2006 and is used statewide.

To assist with juror comfort during long waiting periods, the jury office provides magazines and puzzles, coffee and tea, and has wireless Internet access. Jurors are notified in the preliminary jury message that Internet access is available in case they would like to bring a lap-top computer (service added in 2008). They are also notified they can bring their own book or activity to work on during waiting periods. In addition, jurors are provided a refrigerator and microwave in case they would like to bring their own lunch. Seated jurors are provided lunch if the time falls within a period of deliberations.

Jurors are led into the courtroom for the jury selection process in order of a computer-generated random list. Each is assigned a number and they wear a badge displaying the same. Special procedures such as individual questioning or further written case-specific questionnaires are discussed and prepared for prior to jury selection, when possible. Specific procedures may vary within the 8 Superior Court judicial departments; however, all use the Struck jury system for selection. Jurors are given regular breaks and lunch hours during jury selection. Juror concerns and hardships are handled during this process.

Jurors selected to serve in a trial work closely with their assigned bailiff. The bailiff is available to answer any questions and work with any needs they may have including American with Disabilities Act (ADA) accommodations. The bailiff has direct communication with the trial judge to relay any juror concerns or needs he/she may require assistance in meeting. Courtroom jury rooms have direct access from the courtroom and tend to be small.

The Superior Court Administrator and Judges were interested in surveying juror satisfaction for seated jurors to see if the current updates were helpful and to ascertain whether or not the jurors feel more can be done to increase satisfaction for their jury service experience. As a result, a survey was developed by the Court Administrator to measure current seated juror satisfaction in both criminal and civil cases.

The next section of this paper summarizes current and relevant literature on juror satisfaction. Section 3 discusses the method utilized for conducting the research for this paper. The fourth section describes the findings resulting from the survey administered to seated jurors, and the final section sets forth conclusions and recommendations based on the survey findings.

LITERATURE REVIEW

Juror satisfaction is vital to a successful jury system for many reasons. First, it is an important measure of the key objectives to effective jury management. Jury management can have a profound effect on the attitudes and expectations of citizens reporting for service.²

Second, a positive juror experience encourages citizens to serve again if called. In addition, when jurors are relating a favorable service experience to friends, family, and community members, their comments will result in better attitudes about the court system in general.

Third, satisfaction is helpful in educating citizens about the jury system. The significance of a jury is not limited to its role in the decision-making process;

² G. Thomas Munsterman, Paula L. Hannaford-Agor, and G. Marc Whitehead, **Jury Trial Innovations**, NCSC, 2006, page 21.

jury service also provides citizens with an opportunity to learn, observe, and participate in the judicial process.³ Many people have not had any formal interaction with the court system. Jury service provides a great opportunity to dispel any negative pre-conceived notions they may have about the judicial system. The experience may also have a greater civic attitude impact on jurors. Not only are juries part of public-political life, the experience of deliberating on a jury may be a vital civic educational experience that inspires many Americans to heighten their sense of civic commitment and do things such as vote, join local boards, and so on.⁴

Finally, satisfied jurors have trust and confidence in the courts. Over the past decade, courts have increased their cognizance of the relationship between jury service and public trust and confidence in the courts.⁵ In general, high-quality deliberation and satisfaction are predictors of change in civic attitude regarding the systematic or institutional elements of juries.⁶ Jurors leaving the courthouse feeling good about their service will have stronger and more favorable beliefs about the judicial system as a whole.

Factors that Affect Juror Satisfaction

Several factors play a role in whether or not a juror feels positive about their jury experience. Failing to address even one of them can leave a juror with a negative impression about the court system.

³ American Bar Association, **Principles For Juries & Jury Trials**, 2005, page 43.

⁴ John Gastil, Stephanie Burkhalter and Laura W. Black, **Do Juries Deliberate? A Study of Deliberation, Individual Difference, and Group Member Satisfaction at a Municipal Courthouse**, Sage Publications, 2007, page 356.

⁵ See note 2 *supra*, page 21.

⁶ John Gastil, Laura W. Black, E. Pierre Deess, and Jay Leichter, **From Group Member to Democratic Citizen: How Deliberating with Fellow Jurors Reshapes Civic Attitudes**, Human Connection Research, 2008, page 163.

The state of the facility in which jurors serve can affect juror satisfaction. Due to the obvious nature of this factor, no literature reference is noted. An unclean environment makes it very difficult for jurors to feel comfortable while waiting and working. Also, juror discomfort can be attributed to lack of access to food and beverages, uncomfortable chairs, and lack of space. These items can be a significant distraction and make it harder for jurors to focus on the task at hand. A clean facility that provides jurors with space, conveniences, and comfort show them that the court has respect for them and the duty they are there to perform.

Also, items such as books, magazines, puzzles, games, etc. should be in their waiting area to relieve boredom. Providing appropriate diversions and accommodations reduces juror stress and aggravation, which tends to increase juror attention during court proceedings and deliberations.⁷ Juror satisfaction will increase as boredom from wait times decreases.

A very basic, yet imperative, factor is that jurors be treated courteously and helpfully by all court staff, judges, and counsel. This information is implicitly implied in the literature and discussed in detail very little as the issue tends to be obvious. If jurors are treated rudely and disrespectfully, their general feeling about their service may be negative. Like the state of the facility, this is an issue of the court respecting the juror's job in the court system. The court can increase satisfaction by having court staff and judges treat jurors with respect, appreciation, and courtesy. This can be evaluated with the use of jury exit questionnaires.

⁷ See note 2 *supra*, page 40.

It is critical for the Judges, legal counsel, and court personnel to treat jurors as responsible adults. This includes recognizing their intelligence level and providing them with the appropriate tools to perform their tasks. Insulting the competence and maturity of a juror may make their experience so unpleasant, they may not wish to serve in the future if summonsed.

Lack of respect for a juror's privacy can cause jurors to be dissatisfied about their service experience as research has shown that privacy concerns are "frequent complaints"⁸. It could also cause fear and discomfort if they feel unsafe or personally violated. Advancements in technology have provided easy access to large amounts of information. In the context of jury service, many citizens are increasingly concerned that personal information disclosed to the court for administrative purposes or during voir dire could be publicly available.⁹ Jurors should feel assured that all information they provide in the course of their service is utilized responsibly and cautiously by the court.

The issue of juror privacy is not an easy issue for court management to tackle. Courts face difficulty in balancing the privacy of citizens summoned for jury service with the rights of litigants and the public to information about those individuals.¹⁰ The most important step in formulating comprehensive policies on jury privacy is to reconsider the purpose for which courts collect juror information.¹¹ It is important for the court to research, discuss, develop, put in

⁸ Mary R. Rose, **Expectations of Privacy? Jurors' Views of Voir Dire Questions**, *Judicature*, July-August, 2001, VOL 85 NO 1, page 10.

⁹ G. Thomas Munsterman, **Future Trends in State Courts**, NCSC, 2008, page 4.

¹⁰ Paula L. Hannaford, **Safeguarding Juror Privacy, A New Framework for Court Policies and Procedures**, *Judicature*, July-August, 2001, VOL 85 NO 1, page 19.

¹¹ **Ibid**, page 21.

writing, and follow juror privacy policies that address the jurors concerns to the best of their ability.

Effective use of juror time is directly tied to proper jury management. Each juror has obligations and responsibilities in their own lives. Jury duty can be a significant hardship for them. It can be burdensome and very offensive to jurors when courts do not make effective use of their time. If the court does not have a jury management system that minimizes the time a juror spends serving on a jury, the juror may leave with unfavorable feelings about the way their time was used by the court.

The American Bar Association published principles regarding juries and jury trials and principle 12 seeks to minimize juror dissatisfaction by encouraging courts to manage trial time more effectively and to apprise jurors of trial developments and delays, so that jurors do not feel their time is being wasted.¹² Many courts have adopted techniques in published principles and practices guides and have found them to be effective in conserving juror time, in saving juror and court costs, and in increasing the willingness of citizens to serve as jurors.¹³ The court can increase juror satisfaction by developing and following a well written management plan.

Juror compensation and terms of service impact juror satisfaction. These factors were shown in a study conducted by Janice T. Munsterman, et al.¹⁴ They are also associated with hardship as some jurors have a financial burden,

¹² See note 3 *supra*, page 87.

¹³ G. Thomas Munsterman, **Jury System Management**, NCSC, 1996, page xi.

¹⁴ Janice T. Munsterman, G. Thomas Munsterman, Brian Lynch, and Steven D. Penrod, **The Relationship of Juror Fees and Terms of Service to Jury System Performance**, March 1991, page 7.

inconvenient travel, and interference with their work.¹⁵ Higher juror fees and minimal terms of service result in less hardships and increase juror satisfaction.

Measuring Juror Satisfaction

An important element of effective jury management is monitoring and control. Management should not only accumulate information on court operations but also obtain information from the jurors to determine their attitudes and opinions of jury duty.¹⁶ This allows the court to identify areas in need of improvement. This is effectively done with juror exit questionnaires. Consistent and regular use of juror exit questionnaires provides courts with a baseline juror evaluation, as well as perspective on trends in juror attitude over time.¹⁷ Courts will not be able to effectively respond to the needs of jurors without soliciting information from them about their experience.

METHOD

In the fall of 2008, the Kitsap County Superior Court Administrator and Judges began discussions regarding administering a satisfaction survey to seated jurors in Superior Court trials. It was determined that the survey would be limited in scope and very brief.

In restricting the scope of the survey, the Superior Court bench and Administrator acknowledge there were limits to the information that would be collected from jurors. They also recognized that it may be difficult to interpret responses from questions that lacked specificity. The intention of this survey was for it to be a general, jumping off point that would assist the court in

¹⁵ **Ibid**, page 8.

¹⁶ See note 13 **supra**, page 134.

¹⁷ See note 2 **supra**, page 177.

determining a direction for the next level of evaluating juror satisfaction. In addition, only seated jurors were targeted to participate. Even though information from prospective jurors who were not seated would be helpful as the perspective is different, the court wished to simplify logistics at this time and administer a separate survey that encompassed both seated and non-seated jurors at a future date.

The survey focused on two areas of inquiry, the first being comfort. The judges and administrator wanted to ascertain whether jurors felt comfortable when serving on a jury, and, if they didn't, why and what could be done to improve it. The second area of inquiry related to how court staff interacted with the jurors. The survey was not designed to inquire specifically about juror privacy, trial innovation, compensation, or any additional issues research has found to relate to juror satisfaction.

The Superior Court Administrator designed the survey based on information from a current judge's personal survey, prior experience with a similar survey conducted by him in Oregon, and from review of the "Jury Trial Innovations" resource book. The judges reviewed and amended several drafts before agreeing to the final format that would be presented to jurors (Appendix C). A form letter introducing the survey and signed by the judge presiding over the trial was drafted and attached to the front of each survey (Appendix D).

The surveys were color coded for each of the seven bailiffs working for Superior Court to assist in staff interaction review. There was no differentiation made for civil versus criminal trials as the judges found it irrelevant as to the

scope of this particular survey. Alternate jurors were not included in this survey. There was no pretest performed before survey administration.

The blank surveys were given to the assigned bailiff during the course of trial. The bailiff provided one copy of the survey and cover letter to each of the twelve seated jurors after their verdict was rendered and before their formal release. The bailiff gave a brief announcement on what was being handed out, the purpose, and expressed appreciation from the court for their potential participation. Jurors had the options of returning the completed survey to the bailiff, the main Superior Court Office, or mailing it back.

Completed surveys were returned to the Court Administrator and results were recorded electronically in no particular order. The person conducting the data entry had no contact with the jurors completing the surveys. From the results, data was compiled for review and recommendations.

FINDINGS

The jury survey was administered from March 2009 to November 2009. It covered 20 jury trials, both criminal and civil, with 12 seated jurors per trial. Of the 240 jurors provided the survey, 221 (92%) completed and returned it. There were seven bailiffs who were responsible for providing the surveys to the jurors in the trial they were assigned to. Typically, 10-12 responses were returned per trial. Answers left blank were counted in the NA column.

Survey Question 1: *How many days were you required to report to the Courthouse for jury service?*

This question was designed to provide base information to understand how long the jurors were exposed to their service experience. Days of service range from 2-10 (see chart 1). Any response of a half day was rounded up to the next whole number. One response was omitted as it clearly exceeded the number of days that any juror reported to the courthouse during that period.

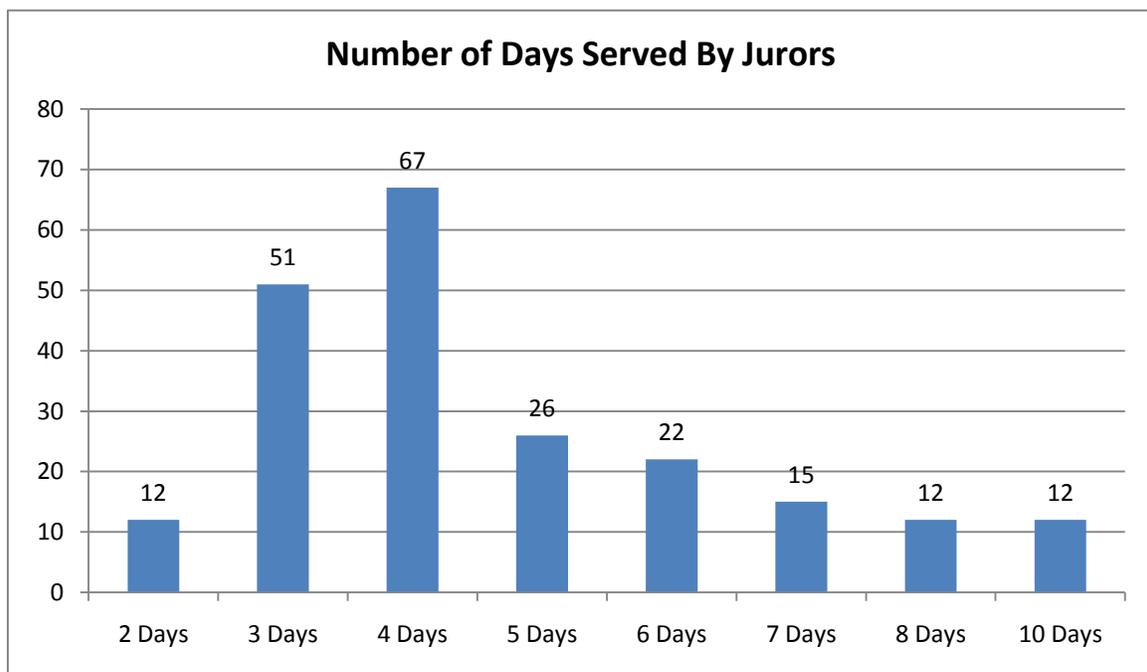


Chart 1: Number of Days Served by Jurors

The total number of jurors who responded is 218. The average number of days served by jurors during the survey period is 5.

Survey Question 2: *Approximately how much of your time was spend in the jury waiting room the first day?*

Like survey question 1, this is a foundational question to determine the length of time jurors spent in the jury waiting room. Results are summarized in Chart 2.

Any response of a less than one day was rounded up to the next whole number.

Four responses were omitted as they were clearly outside of the range of responses.

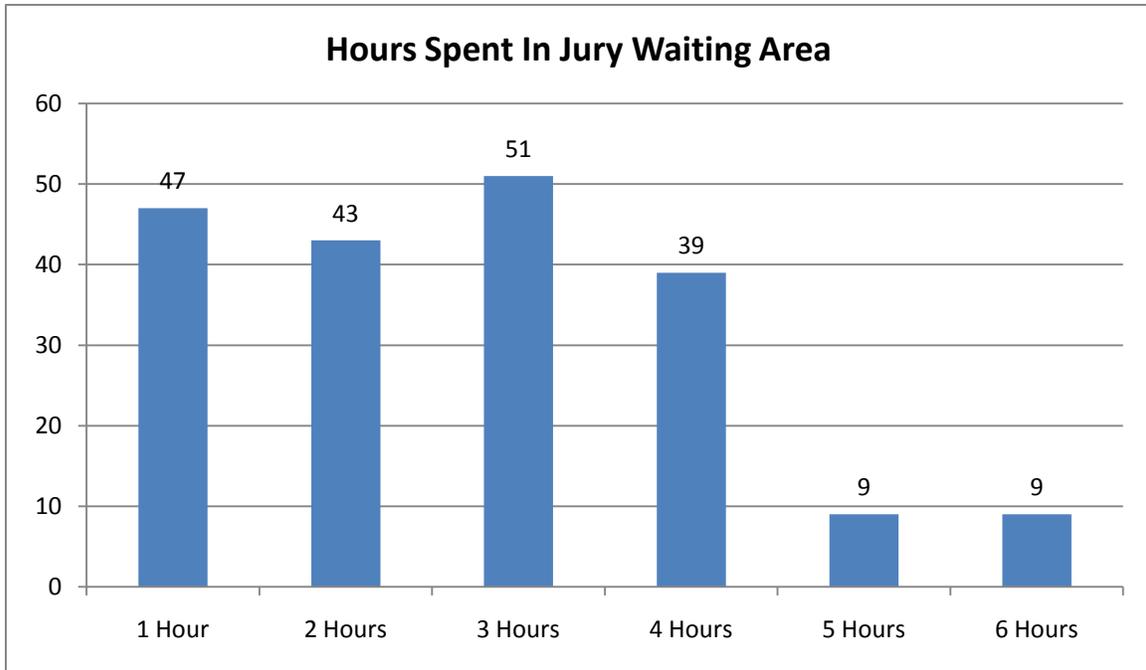


Chart 2: Hours Spent in Jury Waiting Area

The total number of jurors who responded is 202. Although the average time jurors spent in the jury waiting room is 3 hours, it is interesting to note the even proportion of jurors who spent 1 to 4 hours in the Jury Assembly Room.

Survey Question 3: *The amount of time you spent waiting was?* *More than expected* *Just right* *Less than expected*

This question targets how the jurors feel about their waiting time. Results are listed in Table 1.

Answer	Number of Responses
More Than Expected	92 (45%)
Just Right	80 (39%)
Less Than Expected	34 (17%)
Total Responding	206
NA	15
Total	221

Table 1: Juror View of Waiting Time

Of the jurors who answered the question, 45% viewed their wait time as more than expected, 39% thought the wait time was just right, and 17% felt their wait time was less than expected.

Survey Question 4: *How would you rate the following factors (choose Poor, Adequate, Good, Excellent, or NA) a. Initial Jury Orientation, b. Treatment by Court Personnel, c. Physical Comforts, d. Personal Safety, e. Condition of Courthouse, Generally, f. Condition of Jury Holding Room, g. Parking Facilities, and h. Court's Use of Your Time?*

This inquiry seeks to determine the jurors' feelings as it relates to eight specific areas of their experience. Each potential response is assigned a number as follows: Poor is 1, Adequate is 2, Good is 3, and Excellent is 4. Table 2 lists the eight areas of inquiry and the corresponding number of jurors that responded with that particular answer.

	Poor (1)	Adequate (2)	Good (3)	Excellent (4)	NA	Average
Initial Juror Orientation	0	23	102	91	5	3.31
Treatment by Court Personnel	0	1	36	181	3	3.83
Physical Comforts	7	71	91	46	6	2.82
Personal Safety	1	12	65	136	7	3.57
Condition of Courthouse	2	22	115	78	4	3.24
Condition of Jury Assembly Room	12	55	101	47	6	2.85
Parking Facilities	21	78	75	42	5	2.64
Court's Use of Your Time	6	47	110	52	6	2.97

Table 2: Rated Factors of Juror Experience

The highest average is in the “treatment by court personnel” category and the lowest occurs in the “parking facilities” category. Some jurors also took the opportunity to write in the following feedback on question 4:

Personal Safety:

- The defendant skipped just before sentencing, so that was scary, but our bailiff and everyone were very sensitive to our nervousness at having this guy on the loose and offered security to our cars.

Condition of Courthouse, generally

- *Too cold.*

Condition of Jury Holding Room

- Too cold.
- Too small.
- Small, bad fridge.
- Could fix ceiling tile in bathroom.

Court's Use of Your Time

- Poor – especially during voir dire.

Survey Question 5: Did you find Courthouse facilities clean and organized?

Yes or No. If “No,” please provide detail.

Question 5 aims for the basics of juror comfort, targeting the state of the courthouse building. The results are outlined in table 3.

Answer	Number of Responses
Yes	218 (99%)
No	1 (<1%)
Total Responding	219
NA	2
Total	221

Table 3: Juror View of Courthouse Cleanliness and Organization

The following comments were written in by jurors as direct feedback:

- Lack in Women restrooms.
- Except for broken ceiling tiles in the Women’s bathroom.
- Hard to find room the first day.
- Old jury room too small, needs source of ongoing water, ice. Toilet in Women’s room leaks.

Overall, the feedback was overwhelmingly positive with yes answers at 99% of total responses.

Survey Question 6: Did you find it easy to get in and around Juror facilities, including the jury waiting room, jury deliberation room(s) and jury restrooms? Yes or No. If “No,” please provide detail.

The answers to this question are key to assessing juror comfort. Findings are summarized in table 4.

Answer	Number of Responses
Yes	195 (89%)
No	23 (11%)
Total Responding	218
NA	3
Total	221

Table 4: Juror Accessibility to Facility and Services

Many of the jurors who answered this question took the opportunity to provide feedback. The juror’s specific comments for question 6 are listed in Appendix E. Most of the feedback was around limited space and uncomfortable restrooms. The majority of jurors responding had a positive experience regarding accessibility with “yes” answers being 89%.

Survey Question 7: *Did you find the following courtroom personnel courteous, helpful and professional a. Bailiff, b. Courtroom Clerk, c. Court Reporter, and d. Judge? Yes or No. Comment space provided.*

Question 7 is designed to get general feedback from jurors about their interaction with and perception of Judges and specific court personnel. No juror completing the survey answered the question “no”. All responses were either “Yes” or “NA” (blank answers are included in NA category). Table 5 summarizes the results.

	Yes	No	NA	Total
Bailiff	219	0	2	221
Courtroom Clerk	197	0	24	221
Court Reporter	195	0	26	221
Judge	217	0	4	221

Table 5: Juror Interaction with Judges and Staff

Many jurors took the opportunity to provide written feedback. These comments are listed in Appendix F.

The results held by the Superior Court Administrator are color-coded for the bailiff only to assist with personnel evaluation. Most comments in each category were favorable.

Survey Question 8: *How would you rate the helpfulness of the information you received during your jury experience a. Before Arriving to Court, b. During Juror Orientation, c. During Trial, d. Jury Instructions, and e. Jury Deliberations? Choose Not Helpful, Adequate, Helpful, Very Helpful, or NA.*

This line of inquiry separates experience into 5 different sections to determine if there are any areas where information sharing is inadequate. Numbers are assigned to the answers as follows: Not Helpful is 1, Adequate is 2, Helpful is 3, and Very Helpful is 4. Table 6 demonstrates the recorded responses.

	Not Helpful (1)	Adequate (2)	Helpful (3)	Very Helpful (4)	NA	Average
Before Arriving	5	64	91	56	5	2.92
During Orientation	0	28	103	88	2	3.28
During Trial	5	20	90	104	2	3.34
Jury Instructions	1	17	69	132	2	3.52
Jury Deliberations	1	20	78	118	4	3.44

Table 6: Helpfulness of Jury Information Given

The lowest scoring category, although specified adequate, is the information given to jurors before they arrive for service with an average score of 2.92 and the highest average is 3.52 for information provided in jury instructions. The following are handwritten additions made by jurors to question 8:

- Please update the parking map on-line. It still shows Public Parking in the back of the building.
- Would have liked to see the transcript of actual courtroom activities.
- A parking map would have been really helpful.
- Jury instructions: confusing.

Survey Question 9: *What additional information would have been helpful?*

This question is open-ended to allow jurors to express what would have been helpful to them during their service. A record of all comments for this question, just as they are written by the jurors, is provided in Appendix G.

There seemed to be two recurring themes to this question for the most part: poor parking instructions and the feeling like they needed more evidence, clarification, or instructions from the court during trial.

Survey Question 10: *What did you like most about jury service?*

This is another open ended question. An account of all remarks for this question, just as they are written by the jurors, is listed in Appendix H.

Many of the jurors answering this question specified meeting and interacting with fellow community members. There were also numerous responses from jurors feeling positive that they performed their civic duty.

Survey Question 11: *What did you like least about jury service?*

The majority of responses to this question involved long waiting periods, uncomfortable chairs, and the stress of making a decision that profoundly affects someone’s life. A full inventory of the juror’s responses to this question is provided in Appendix I.

Survey Question 12: *Overall, how satisfied were you with your jury service experience? Choose Very Dissatisfied, Dissatisfied, Satisfied, Very Satisfied, or Not Rated.*

Answer	Number of Responses
Very Dissatisfied	1 (<1%)
Dissatisfied	2 (<1%)
Satisfied	82 (40%)
Very Satisfied	121 (59%)
Total Responding	206
NA	15
Total	221

Table 7: Overall Juror Satisfaction

The results show that 59% of jurors who responded to the question are very satisfied with their experience, while approximately 40% are satisfied and 1% are either dissatisfied or very dissatisfied.

Survey Question 13: What suggestions do you have for improving jury service in the Kitsap County Superior Court?

Popular suggestions include more comfortable chairs, convenient food and vending options, and reduced wait times. Specific juror comments to this question are included in Appendix J.

CONCLUSIONS AND RECOMMENDATIONS

As the survey results show, Kitsap County Superior Court jurors are largely satisfied with their jury experience. They are particularly happy with the way they were treated by court personnel, the opportunity to meet and interact with other citizens, and the condition of the courthouse. The most significant problem areas are information and parking, access to food and beverages, jury waiting time, and size of jury assembly room and deliberation rooms. In addition, the survey results demonstrate the need to assess areas of juror satisfaction in more depth.

This section summarizes conclusions drawn based on the survey findings. It also outlines recommendations relating to the conclusions. The conclusions and recommendations are listed in order of feasibility of implementation, from least to most challenging.

Information and parking: Parking maps are inadequate and jurors feel frustrated about where to park and lack of parking available. When jurors were asked in question #4 to rate the parking facilities, their average score of 2.82 was the lowest rating of all the categories in the question, with a response of less than “good.” In addition, many jurors opted to comment on their frustration in the

comment sections of questions #8, #9, and #13. Feedback specifically mentioned outdated or lack of parking maps, inadequate parking information before reporting, and lack of parking available.

Recommendations: It is recommended to continually update the parking map on the Jury Clerk Internet information page and display actual photos of the lots. This can be done with the assistance of the staff in the county Department of Community Development (DCD). DCD staff can generate accurate and user-friendly maps that court personnel can place on the jury Internet page. The jury clerk should provide more comprehensive parking instructions on the recorded juror message and juror summons and include where and when the best availability of parking is located. In addition, the parking pass feature should be explained in more detail on the recorded message and on the jury summons. The juror recorded message should be sequenced properly to limit juror frustration with the call-in system. Currently, jurors who do not need to report are listed in the recorded message by group number first, and then citizens needing to report are listed with instructions on location and time. After that, a statement that parking information will follow is made. This allows individuals who do not need this further instruction to end their call. It is recommended to retain this sequence; however, evaluate the current parking instructions given on the message. The information needs to be concise and helpful. Special consideration needs to be given to get the correct information to the jurors without making the message longer and cumbersome for them. Efforts should be made to not lengthen the message about parking, but to rephrase it to be

more helpful. It would also help to revisit parking information at the time of orientation. Further inquiry needs to be made regarding availability. Jurors should be questioned in more depth as to where they looked for parking, how far they had to walk, whether or not they would like reserved parking if it meant they needed to walk further, and any other specific parking availability concerns they have. The mechanism for obtaining additional feedback from jurors on this issue is explained in the recommendation concerning further inquiry of jurors.

Access to Food and Beverages: Jurors should have food and beverages available for them to purchase. This conclusion stems from written suggestions offered by jurors in question #13. The Kitsap County courthouse has no cafeteria and no public vending machines near the jury rooms or jury assembly room. It is often unknown how long waiting times will be so jurors are not allowed to go far from their assigned area. Food options would allow them to have a snack during wait times if they get hungry or prefer a beverage that is not currently offered by the Jury Office.

Recommendation: Vending machines with options for snacks and beverages should be installed in the second floor of the courthouse where the jury office, assembly room, and courtrooms are located. To accomplish this, court administration will need to determine where the vending machines should be located and get County Commissioner approval. The placement should be easily accessible to jurors. The court administration will then need to solicit vendors to place their machines in the building. The vendors should provide a variety of snacks and beverages, service and stock the machines regularly, and provide a

timely response to any machine issues or malfunctions. Once a contract has been entered with an appropriate vendor, machines can be placed in a convenient location and jurors can begin taking advantage of the additional snack and beverage options.

Jury Waiting Time: Jurors feel frustrated about the length of time they have to wait during their service. Survey question #2 showed jurors wait times in the jury assembly room ranged from 1 to 6 hours, with an average of 3 hours. Question #3 demonstrated that almost half (45%) of jurors waited longer than expected. Further, many jurors commented on question #10 that waiting was what they liked least about their service.

Recommendations: The jury clerk should include more information in the recorded message and on the website regarding wait time. Information should include waiting averages and more suggestions of what they could bring to occupy their time. A very brief statement can be made on the recorded message after called jurors are told their reporting time and location. In addition, efforts should be made to expand the jury library. The weekly County employee newsletter can solicit unwanted magazines and books from employees who wish to donate. Other donations could be sought from community organizations. This can be accomplished by the jury clerk or court administration.

Further inquiry needs to be made from jurors about resources offered during wait time. It would be helpful to know what jurors currently use including what extent they utilize the Internet access, books, and puzzles. In addition, it would be beneficial to ascertain when they were waiting i.e. before court, during court,

or after court, and what activities they participated in during these time periods. The method for obtaining additional feedback from jurors on this issue is explained in the recommendation concerning further inquiry of jurors. In addition, a poster should be displayed with the headline, "We Appreciate Your Time," which outlines what the court offers them to help with their waiting and concludes with the statement that their ideas about options to offer that assist with wait time are always welcome. This would be a small court budget item that included design and printing of the poster.

Finally, the judges can be approached to adjust their trial procedures to limit waiting time for jurors. This would require them to evaluate their current trial practices to identify areas in which waiting time will be reduced.

Further Inquiry of Jurors: The general survey raised issues that should be explored in greater detail. The survey administered by the Kitsap County Superior Court was intended to be broad in nature. It has raised issues where further more-detailed inquiry would be beneficial to identifying elements to specific issues of juror satisfaction.

Recommendation: The Superior Court should inquire, in more detail, some of the issues raised in this first general survey. Examples of further inquiry are included in the recommendations regarding parking and wait time. Rather than a survey, a focus group can be held. This would be accomplished in three sessions, up to 1.5 hours each, held at different times to allow for different schedules, with 12-15 jurors each. Participation is voluntary and is expanded to jurors who were not selected to serve. This allows for an open discussion

facilitated by a designated court employee about the juror's experiences and feelings. Continuing to assess juror satisfaction and targeting specific areas will allow the court to improve efficiency and juror satisfaction on an ongoing basis.

Size of Jury Assembly and Deliberation Rooms: Current jury rooms, juror restrooms, and the juror assembly area are too small for jurors. A consistent theme in the written juror responses, especially in survey question #6 and #13 is that the space available for them to perform their service is very inadequate. In question #4, the average score was 2.82 for the "physical comforts" category, which is a score of less than a "good" rating. Jurors would benefit from a bigger area for waiting and deliberating.

Recommendation: It is recommended that jurors be provided more space for waiting and deliberating. This includes larger, more private restrooms. The Kitsap County courthouse is extremely old and outdated. While a remodel is a huge budgeting issue and Kitsap County is experiencing a budget crisis at this time, County Officials have recognized that the courthouse is in need of a major remodel for some time. The County Commissioners and other department heads, including the Superior Court Administrator are currently in discussions to pinpoint the specific areas of need and making estimates on cost and feasibility. They have the concern of juror space in mind for this dialogue.

APPENDIX A: KITSAP COUNTY JURY SUMMONS

State of Washington
County of Kitsap

Jury Summons
&
Parking Permit



TO:

- You are hereby summoned to serve as a juror for the Courts of Kitsap County.
- Please complete your profile and return it within five days.
- Your call in procedures are on the reverse side of this form.
- Penalties may be invoked for failure to comply with this summons.

www.kitsapgov.com/clerk/juryduty/jurymain.htm

Jury Office: 360 - 337-7166

Your term of service is:

Monday, December 14, 2009 To: Friday, December 18, 2009

Your group number is:

13

(Bring this portion when you report)

Parking Permit
(Place this portion on the dashboard of your car)

Detach here and retain upper portion

Confidential Juror Profile

(Please use black ink)



PRINT

NAME:

FIRST

MIDDLE

LAST

QUALIFICATIONS:

1. ARE YOU A CITIZEN OF THE UNITED STATES? YES [] NO []
2. ARE YOU CURRENTLY RESIDING IN KITSAP COUNTY? YES [] NO []
3. ARE YOU ABLE TO COMMUNICATE IN THE ENGLISH LANGUAGE? YES [] NO []
4. HAVE YOU EVER BEEN CONVICTED OF A FELONY? ** YES [] NO []
** IF YES, HAVE YOUR CIVIL RIGHTS BEEN RESTORED? YES [] NO []

AGE _____ EDUCATION-HIGHEST GRADE COMPLETED _____ SINGLE [] WIDOWED [] YEARS LIVED IN KITSAP COUNTY _____
MARRIED [] DIVORCED []

NO. OF CHILDREN _____ AGES _____

ARE YOU CURRENTLY EMPLOYED? YES [] NO [] IF YES, STATE YOUR OCCUPATION _____

EMPLOYER'S NAME AND CITY _____

IF RETIRED OR UNEMPLOYED, WHAT WAS YOUR PRIOR OCCUPATION IF ANY? _____

IS YOUR SPOUSE EMPLOYED? YES [] NO [] IF YES, STATE HIS/HER OCCUPATION _____

NAME OF SPOUSE'S EMPLOYER _____

IF SPOUSE IS RETIRED OR UNEMPLOYED, WHAT WAS HIS/HER PRIOR OCCUPATION IF ANY: _____

DO YOU DRIVE A CAR? YES [] NO [] HAVE YOU EVER SERVED ON A JURY? YES [] NO [] IF YES, WHAT YEARS AND WHICH COURT _____

ARE YOU RELATED TO OR CLOSE FRIENDS WITH ANY LAW ENFORCEMENT OFFICER: YES [] NO []

HAVE YOU EVER BEEN A VICTIM OF A CRIME? YES [] NO [] WHEN? _____ WHAT CRIME? _____

HAVE YOU, YOUR SPOUSE OR YOUR CHILDREN EVER...

1. BEEN A PARTY OR A WITNESS TO A LAWSUIT? YES [] NO []
2. SUFFERED ANY SERIOUS BODILY INJURY OR ILLNESS REQUIRING MEDICAL ATTENTION? YES [] NO []
3. MADE A CLAIM FOR DAMAGES: YES [] NO []
4. HAD A CLAIM FOR DAMAGES MADE AGAINST YOU? YES [] NO []

I certify the foregoing statements are true to the best of my knowledge and belief, and I hereby acknowledge receipt of this summons.

Date: _____ Signed: _____

Recorded message plays 24 hours per day beginning at 6:00 p.m. on Friday

360-337-7072 or 1-800-562-5953

- Call each evening beginning the weekend of your term of service.
- Listen for your group number, rather than your bar-coded number.
- In case of inclement weather, call the message line for possible changes in reporting time.

You have been summoned for a one-week call-in obligation. Only if your group number is listed on the recorded message will you be required to report. If your group number *is* called and you are selected for a trial, the trial may extend beyond the week. If you serve the one day or one trial, your service will be complete for this summons and you will no longer be required to call in.

If you are not notified that you have been excused, you must call in as instructed.

Five Court Locations

Kitsap County
Superior Court & District Court
614 Division St.
Port Orchard, WA 98366

Port Orchard Municipal Court
216 Prospect St, Port Orchard, WA 98366

Poulsbo Municipal Court
19050 Jensen Way NE, Poulsbo, WA 98370

Bainbridge Island Municipal Court
10255 NE Valley Rd, Rolling Bay, WA 98061

Bremerton Municipal Court
900 Pacific Ave, Bremerton, WA 98337

Detach here

- Complete this portion, after completing your profile, **only** if you need to reschedule your date of service or you are requesting an exemption:

Reschedule my term of service to the week of _____

Excuse me because I have served within the past year. Approximate date: _____
(Documentation required if the court location you served was outside of Kitsap County.)

Excuse me because my chronic ill health prevents me from serving. Please explain
(If employed, you will need a letter from your doctor.) _____

Excuse me for the following reason:
(Do not request financial and work-related hardships here. The Judge will review these
with you in court at the time of jury selection.) _____

- I am **NOT** asking to be excused but I need the Court to provide the following accommodation because
of my ADA-qualified disability: _____

OLD

Fold here, seal with a small piece of tape and mail

FOLD

APPENDIX B: JURY RECORDED MESSAGE SCRIPT

BEGINNING WEEK MESSAGE

Welcome to jury duty for the week of _____ through_____.

Please remember to call in each evening after 6 p.m. for the following day's jury schedule. You will be listening for the group number on your summons. Always listen to the entire message. There may be more than one jury called per day, and more than one group will be listed in each jury called. Group numbers may not be listed in sequential order.

There will be parking instructions at the end of the daily message, for those jurors scheduled to report.

When you report, you will be passing through a metal detector for security. Leave heavy metal objects, knives, or weapons of any kind at home or in your car. Uniformed personnel, please report in civilian clothing.

The jury selection process involves some waiting. You may wish to bring a good book. We now offer wireless internet connection in the jury waiting room at the Division Street Courthouse.

Add for winter: In the case of inclement weather (ice or snow), please call the message in the morning before reporting. This message will be updated by 6:30 a.m. if there are any changes to the report time, due to weather conditions.

On Monday (groups called are now listed)

Add for summer: Jurors may dress comfortable, but beach wear, shorts, halter or tank tops are not appropriate in court.

On Monday (groups called are now listed)

PARKING INSTRUCTIONS

County Courthouse (614 Division Street)

For those jurors reporting to the County Courthouse, if you would like a visual of the courthouse campus parking please visit our Website found on the front of your jury summons.

Allow plenty of time for parking and walking in. The doors to the courthouse open at 8:00 a.m. You may use the public parking lots on the east side of the courthouse located at the corner of Sidney Ave, and Sweany St. There are no time limits in these parking lots. If you park anywhere else around the courthouse you must have your parking permit on the dashboard of your vehicle to avoid receiving an overtime parking citation. Be sure your parking permit shows the current week date. If you have been rescheduled, you must use the reschedule post card as your parking permit. For checking in purposes bring the portion of the original summons that has your name and barcode number.

Do not park in the parking lots directly behind the courthouse, on the south side of the building. These parking lots are reserved, paid parking, and the back doors of the courthouse are closed to the public.

Before Arriving to Court?	1	2	3	4	NA
During Juror Orientation?	1	2	3	4	NA
During Trial?	1	2	3	4	NA
Jury Instructions?	1	2	3	4	NA
Jury Deliberations?	1	2	3	4	NA

9. What additional information would have been helpful? *(Please be specific)*

10. What did you like most about jury service?

11. What did you like least about jury service?

12. Overall, how satisfied were you with your jury service experience?

Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Not Rated
1	2	3	4	NR

13. What suggestions do you have for improving jury service in the Kitsap County Superior Court?

THANK YOU!!!

APPENDIX D: JUROR SATISFACTION SURVEY COVER LETTER

**KITSAP COUNTY SUPERIOR COURT
CONFIDENTIAL JUROR SATISFACTION SURVEY**

On behalf of the Kitsap County Superior Court, thank you for completing your jury service! In our interest to continually improve court services, we ask that you complete the following questionnaire before you leave. Bear in mind, all your responses are voluntary, and you are not obligated to provide any of the information requested below. However, we are hopeful that you will take a few minutes to share your thoughts and experiences so that we develop a basis for improving future jury service.

Once you complete the attached survey, please feel free to return it to your bailiff; drop it off in Superior Court Administration, Room 210; or return it to us via the U.S. Postal Service at:

Kitsap County Superior Court
614 Division Street, MS-24
Port Orchard, WA 98366
Attn: Court Administrator

The Superior Court Judges sincerely value the time and effort that you have invested in jury service, recognize that it can present personal inconveniences, and appreciate your willingness to serve. Again, thank you for your service!

Sincerely,

Superior Court Judge
Kitsap County Superior Court

APPENDIX E: JUROR WRITTEN COMMENTS QUESTION 6

Survey Question 6: *Did you find it easy to get in and around Juror facilities, including the jury waiting room, jury deliberation room(s) and jury restrooms?*

Yes or No. If "No," please provide detail. (Feedback listed exactly how written by jurors):

- Room could be larger to support 13 people.
- Ok, not great.
- Jury room rather small.
- Jury deliberation room is too small to comfortably accommodate 13 adults.
- Really crowded.
- Need ramp for box and all chairs in one area.
- A little small.
- No – jury deliberation room too small, needs more bathrooms.
- Cramped space in jury room.
- Ladies room needs lock fixed! (Follow-up assessment in jury room – locks fine).
- Room very small and HVAC system not in good condition.
- Very small for so many people. Air conditioning not very good.
- Jury room very small – had to maneuver to restroom.
- Jury room was very small.
- Jury holding room was too small. 13th and 14th jurors didn't feel as included because they were sitting next to the wall.
- Too small.
- Although room is extremely small.
- Jury room small.
- Inadequate signage to find my jury room and bailiff.
- Room is a little small to get around the table.
- Cramped quarters in jury holding room.
- Had a hard time finding jury room after lunch.
- Slightly difficult.
- A little cramped though.
- A more private restroom with an elevated toilet (for those of us with old, bad knees would have been better).
- Too confining.
- Jury room too small for 12-14 people.

APPENDIX F: JUROR WRITTEN COMMENTS QUESTION 7

Survey Question 7: *Did you find the following courtroom personnel courteous, helpful and professional a. Bailiff, b. Courtroom Clerk, c. Court Reporter, and d. Judge? Yes or No. Comment space provided. (Feedback listed exactly how written by jurors):*

Bailiff

- Very professional.
- Wonderful.
- Very organized in her work.
- Friendly and specific in her instructions and demeanor.
- Did good job of informing.
- She was great.
- Great bailiff.
- Don was great.
- Don was very nice.
- Very efficient.
- He was great.
- Very friendly and helpful. Keep us informed.
- Excellent.
- Don was very nice and professional.
- Great guy!
- Very nice.
- Keep up the good job (smiley face).
- Excellent job!
- Jack is great.
- Awesome.
- Considerate – all very professional.
- Jack took really good care of us!
- He was terrific!
- Jack was awesome.
- She's great!
- Very professional and fun.
- Jack was exceptional.
- Very friendly, informative, humor.
- Thanks – very helpful.
- Very helpful.
- Excellent.
- Very helpful.
- Outstanding service.

- Thanks Cindy!
- Very helpful.
- Great bailiff-Cindy.
- Very patient, very helpful.
- Excellent.
- Very helpful.
- Cindy was great.
- Great job!
- She made me feel comfortable in a bad situation.
- Very helpful.
- Wonderful man.
- Absolutely.
- Definitely.
- Very professional and polite.
- Personable and professional.
- Very pleasant and helpful.
- Very professional.
- Really great.
- Outstanding!
- Professional, courteous, great.
- First class.
- Was nice to all of us. Thank you.
- He fixed my squeaky chair!
- Really nice.
- Wonderful and professional.
- Excellent (Cindy).
- Top notch bailiff.
- Accommodating.
- She was great.
- He is the best.
- Very professional.
- Very professional and helpful.
- Cindy was great!
- Thank you.
- Nearly always available.
- Very helpful.

Courtroom Clerk:

- No “real” contact.
- No contact.
- Nice, helpful.
- Efficient.
- Very professional.

- Professional.
- They can't talk to us.
- No contact.
- Positive, cheerful, helpful.

Court Reporter:

- No "real" contact.
- No contact.
- Fascinating/great multitasker.
- Very professional.
- Professional.
- No contact.

Judge:

- Demeanor was professional.
- Relaxed and just humorous to put me at ease.
- Very polite, organized.
- Very informative.
- Very fair and professional.
- Fantastic.
- Very informative.
- Very informative. Provided very clear instructions.
- Very helpful.
- Very professional/present and friendly.
- Very professional.
- Excellent.
- Very professional, kept proceedings flowing smoothly.
- Outstanding.
- Very personable made me feel comfortable.
- Excellent service.
- Very matter of fact.
- Patient and clear instructions.
- Clear and professional.
- Clear instructions.
- Helpful.
- Great!
- First class!
- She was a very nice lady.
- I truly appreciate her acknowledgement and appreciation of our role as jurors.
- Initially felt as if I had done something wrong when getting questioned.
- Very courteous and professional.

- Hard to hear her.
- Impressed by professionalism.
- Very considerate.
- She tried to be very kind and polite.

APPENDIX G: JUROR WRITTEN COMMENTS QUESTION 9

Survey Question 9: *What additional information would have been helpful?*

This question is open-ended to allow jurors to express what would have been helpful to them during their service. The following is a list of all comments for this question, just as they are written by the jurors:

- Parking map on-line could be a little clearer.
- One of the jurors had recent experience so filled us in on what to expect after verdict was in. It would be good if that could be supplied even without the presence of a juror with that experience.
- Length of time required to serve if selected on initial notification. This would help inform employer.
- The laws – definition of the word “intent”.
- Parking maps.
- Dental records.
- The transcript from the taped interview would have been helpful.
- Directions to the courthouse – Google does not work!!
- How long you may expect to be in jury process and sometimes it takes a while.
- All of my questions were answered.
- Send directions to Courthouse.
- Introscripts and solid evidence.
- More about case involved.
- Approximate length of service.
- What was in the jury room---
- The rooms should have been larger for jury. Other measures like snacks for jury in break room.
- All was very good.
- If there was a change in scheduling I would be happy.
- Better instructions where to park.
- It would have been beneficial to have had the “Court’s instructions to the jury”.
- Better parking instructions, especially that we can park in 2 hour parking with pass.
- Can’t think of anything.
- More info on parking, more time to get here on first day.
- Charges articulated.
- See charges before trial started.
- I would like to have access to testimony during deliberations.
- Would like to know the explanations of the charges prior to deliberations.

- “Court’s instructions to the jury” packet given to jurors before trial testimony started.
- If the jury could inspect the witnesses.
- Better parking instructions over the phone. I did not know I could park in a “2-4 hour” space until after I checked in with the Clerk.
- I received the wrong room #. This may have been my fault.
- On-line (illegible), not just phone call-in.
- On call-in to find out whether our group is called or not, name the group(s) before giving the details of where to show up and when, not AFTER. That way you could know to write down the office #, etc. or not.
- Better microphone and speaker system to hear testimony of lawyers.
- More specific information at the start of our purpose in the case.
- Length of trial previous to jury selection.
- More opportunity to ask questions from video presentations.
- Parking details in advance.
- Jury box chairs exceedingly uncomfortable. Non-ergonomic cushions! Lumpy and painful.
- No other.
- Yes, a police report would have helped to understand the details of the accident.
- We needed more information from the plaintiff.
- We need to chew gum.
- Parking instruction would have been better.
- Not sure.
- I would have liked more if I had been asked to go to other than Port Orchard.
- Better parking directions.
- I am a visual person, so seeing written info is more helpful than auditory.
- I have colitis, so the bathroom situation, which we weren’t informed about till we entered the room, was pretty unsettling.
- We needed information from the school counselor and the person at the court that interviewed X. We needed the prosecuting attorney info which led him to prosecute.
- Much more information including process prior to refer to trial. More evidence.
- More information.
- More evidence.
- More evidence.
- More details of the case.
- More supporting evidence.
- Brief history of immediate parties in case.
- Have the jury instructions prior to hearing case.
- For this trial – having 3 people read the body of records easier to follow who was speaking.

APPENDIX H: JUROR WRITTEN COMMENTS QUESTION 10

Survey Question 10: *What did you like most about jury service?* The following is

a list of all comments for this question, just as they are written by the jurors:

- Learning jury process and professionalism of staff and fellow jurors.
- Great Civics lesson!
- Learned more about the system and circumstantial evidence.
- I felt I have done my duty to the community.
- Nothing. It did feel good to be of service to my community.
- It was my first time being a juror and I think it was a good opportunity to voice your opinion and make a very difficult decision to the law.
- Observing and learning about the judicial system.
- Watching the court process.
- The process was interesting.
- The experience of finding out about our juror system.
- Getting to know and learn about other jurors.
- Conversation among jurors.
- Working with different people.
- Seeing how the legal process works.
- Learning how the law operates.
- Chance to do civic duty, make the system operate.
- Was very interesting being on a jury. I learned a lot about the process.
- The fact that there were individuals of different backgrounds – it was great to bounce ideas off.
- It was interesting and I fulfilled my civic duty.
- I thought this was very informative and educational.
- Experience being a juror.
- The chairs were more comfortable than expected.
- Interesting realizing the responsibility you have!
- The process and working with people (meeting) from all walks of life.
- Learning about the process.
- Learning and participating in the judicial process.
- Court.
- The system does work.
- The deliberation.
- Serving.
- Learning process of legal system.
- Learning the process.
- Working with each individual person on the jury.
- The process; being provided with an understanding of the process.
- I was able to express my opinion and somebody is actually listening to me.

- Being able to be a part of our legal system and see it in action.
- Interesting how the way things have changed in 40+ years.
- Feeling of contributing to the community.
- Great experience – congenial group selected (juror). Interesting jury selection process – faster than one at a time.
- Excellent orientation, great opportunity to understand the process.
- Being involved in our justice system.
- The privilege of conducting my civic duty!
- Witnessing our legal proceedings was very educational and interesting.
- Interesting observing our judicial system.
- Leaving the process.
- Seeing the system work.
- That the bailiff tried to make us comfortable as possible.
- Working with my peers.
- Lunch during deliberations.
- Just serving in general. Nothing was particularly more enjoyable than anything.
- Civic duty.
- Seeing the process of the judicial system.
- Feeling of civic duty.
- EVERYTHING
- Doing civil duty.
- Others on the jury.
- The experience – being allowed to ask questions of witnesses.
- The people I met. This has been a different experience.
- The entire process.
- Not having to wait to be pick (oraiot) like they do in King County
- It was better than I expected.
- Doing my duty, meeting the fellow jurors.
- The group that I was assigned with very helpful in reaching a decision.
- An interesting experience – do not mind to do it again.
- Bailiff was so helpful. Other members of the jury were great. Interesting experience.
- Doing my duty as a citizen.
- Fellow jurors and the civic lesson.
- Fellow jurors.
- Ability to provide public service.
- My fellow jurors.
- They professionalism of my fellow jurors.
- Learning experience.
- My time with the jury.
- Exposure to thoughtful caring people.
- Meeting very interesting people.
- Listening to the case.

- I like meeting new people.
- The experience.
- Listening to both sides.
- Just being a part of the system.
- Just a sense that I am meeting a citizen's obligation.
- Participating in the process and finding it interesting.
- Doing my civic duty.
- I enjoyed the experience and to contribute.
- To fulfill the constitutional rights of the defendant.
- Educational experience – good treatment of jurors.
- Working with a jury that was so impartial.
- Bonding with fellow jurors, the Judge made me feel appreciated.
- Listen to all the facts.
- The inside experience of our judicial system.
- Going through the whole process. It was my first time.
- Learning how the whole process works and being a part of the process.
- The whole experience was really interesting.
- Monetary gain, meeting people, getting time to read.
- To go through the process of an extended trial and participate – seeing other jurors work together. Very much appreciated the judges appreciation of jurors service and courtesy.
- Seeing how the judicial system works first hand, and how it differs from what people gather from the media.
- Being able to be part of the system.
- Personal growth through meeting different people.
- Deliberations.
- Performing my civic duty with like-minded citizens.
- Process.
- Peer interaction.
- Learning process.
- To witness the legal system at work and to be a part of it as a citizen.
- Very interesting, good group participation, well-run courtroom by judge.
- The different perspectives on the same issue.
- See our judicial system at work.
- Interesting legal system.
- Missing work.
- Learning more about our judicial system.
- Meeting interesting people also on jury with me. The case was very interesting to hear.
- I liked the opportunity very much – it was my first time.
- Very interesting.
- Phone system.
- Being part of it.
- The actual trial was interesting.

- Learning about the judicial system.
- New, interesting.
- Insightful, interesting learning experience.
- Serving the public law system.
- Seeing the system work – excellent.
- I want to thank the attorneys for coming back after the trial and talking to the jurors. A really awesome experience.
- The professionalism of the bailiff, judge, attorneys, etc. was extremely impressive. And just seeing how a criminal case is handled was fascinating.
- Very good people to discuss and finally achieve consensus with.
- Nothing.
- It was a learning experience.
- Learning experience.
- Process, juror's common goal.
- Group effort, sharing ideas and information.
- Learning experience.
- The purpose of serving my county as a citizen.
- Sharing this time with intelligent jurors who were open and willing.
- Clean facility; safe, private, and professional atmosphere.
- The attention.
- I enjoyed being part of the process. A thin layer of my natural cynicism may have been shaved off by the experience.
- Having experienced the court service.
- It was an honor.
- I have always appreciated the deliberation process – all willing to share and reason.
- Very different experience.
- Knowing I could do this – I was scared last time and thankfully was not selected. Jury service is fair for all those involved.

APPENDIX I: JUROR WRITTEN COMMENTS QUESTION 11

Survey Question 11: *What did you like least about jury service?* The following is

a list of all comments for this question, just as they are written by the jurors:

- Knowing that my verdict could impact another person's life.
- Too much time waiting.
- Having to decide the fate of an individual.
- The confrontation in the jury room.
- The inability to clarify vocabulary. Also, the inconvenience – having to prepare a substitute for my job which involved 3 hours on top of jury time per day.
- Losing paid hours because I had to be here.
- During the deliberations, the jurors who would talk endlessly about their own experiences or things not related to the case.
- The waiting, lack of a legal definition of the word “intent”, the courtroom was too warm.
- Waiting, times sent from courtroom, parking map.
- Having to find someone guilty.
- The wait.
- Time spent.
- Waiting.
- Knowing our decision would have an effect on the defendant's life.
- Just the waiting but I understand the reason for it so it's not a problem. Need more parking spaces.
- Travel time.
- It was a good experience – my first jury.
- All the waiting.
- The jury pool processes.
- Waiting.
- The responsibility is somewhat overwhelming.
- The call-in procedure is inconvenient for schedule planning. Either have me come in or not; don't make me check every day.
- Time.
- Waiting/not being able to go to class.
- Panel selection.
- Waiting.
- Waiting.
- The extended waiting period.
- Waiting. And this case should not have gone to trial. Very weak!
- The waiting.
- Not being able to enjoy the beautiful sunny day.
- Taking time from my family.
- Air conditioning blowing on jury at the top nearest the judge.

- Uncomfortable chairs – but they keep you alert.
- Missing work.
- Nothing.
- Driving to the courthouse.
- First 3 days of jury selection very slow.
- The weight of the decisions.
- The hard decision – it was not an obvious case.
- The writing.
- Selection took too long.
- Peer pressure (ALL have to go) about smoking during deliberations.
- Waiting.
- Waiting.
- Deliberation.
- Very hard case spending time in jury room with people that drove me crazy.
- Waiting.
- Sitting.
- Sitting in a jury box, can we stand? I got sleepy.
- These cases seem frivolous.
- Jury deliberation.
- The ton of work.
- The seats.
- The waiting – necessary but not fun.
- Leaving the courtroom 9 times in one morning.
- Due to “Arguments” – being sent to jury room – felt like a Yo Yo.
- Waiting – having to leave the courtroom every time the attorneys argued an objection.
- Deliberation was very hard.
- Deciding the fate of a family.
- Jury deliberation room.
- Lack of time to get here on first day.
- HVAC in courthouse always too cold or too hot.
- Time spent waiting.
- My frustration with others’ stubborn thinking.
- The small deliberation room.
- Waiting and being here super early.
- I don’t like the selection process.
- The waiting.
- Waiting.
- Bad coffee.
- Perhaps the time-consuming element.
- Lost work time.
- Port Orchard is a significant distance from the north end – travel time.
- Hard chairs.

- Not being able to ask my own questions of the witness.
- Loss of income.
- Having to make a decision about someone else's life.
- Wait for long period of time.
- Waiting.
- Not talking about it to anyone.
- Sitting through disgusting evidence.
- Time commitment.
- Amount of time away from my usual life.
- Seats in the jury box.
- Confinement.
- The chairs in the jury box.
- Doubt resulting from what was presented.
- Doctor's testimony too long.
- Lunch
- The jury chairs in the courtroom were not comfortable.
- Chairs in the jury box.
- \$250.00 daily loss of wages.
- The commute and loss of work time being self-employed.
- Jury chairs in courtroom most uncomfortable – reflects my answer in question 4 – comfort.
- What was really fair in terms of monetary award.
- Not able to chew gum.
- The inconvenience.
- Parking, missing important work responsibilities.
- The hard benches.
- Not knowing what the whole story was in the case.
- Time away from work – work piled up while I was at jury duty.
- Driving an hour to get there.
- Use about 1 year's (Illegible) in 5 days.
- Sitting in wood chairs for hours upon hours.
- Not getting my normal wage.
- Jury box chairs are really uncomfortable.
- Small room and proximity of restrooms.
- Waiting.
- Having to leave and then go back.
- Cold rooms.
- Not being paid by not working.
- The bathroom being so un-private and the difficulty parking (I have a hard time walking due to bad knees).
- The lack of information to arrive at decisions with. There was a total lack of background info on the defendant – no current information either!!
- Trying to come to a decision.
- The long wait.

- Time consuming.
- The deliberation is difficult.
- Subject matter.
- Frustration of filter the evidence and actually making determinations and judgment.
- Uncomfortable situation.
- Waiting time.
- Deciding someone's future in a manner such as this.
- The weight of the responsibility of potentially incarcerating someone.
- The time.
- Parking.
- This case type.
- Travel time.
- Time.
- Waiting.
- Chairs uncomfortable.
- Small rooms, stuffy, not enough personal privacy.

APPENDIX J: JUROR WRITTEN COMMENTS QUESTION 13

Survey Question 13: *What suggestions do you have for improving jury service in the Kitsap County Superior Court?* The following is a list of all comments for this question, just as they are written by the jurors:

- Cushions on the back of the chairs in the jury box as well as the seat.
- In the gravel parking lot, some grading and additional gravel would be useful. Also, have hot lunches available at the facility. Also SASE for jury response would be great.
- The jury summons should be paid postage if it is required to be returned.
- Jury reply mail should be pre-stamped!
- Not having the security system so close to the doors! 'Cuz there is a long line outside and was crowded due to the system being so close to the front door.
- Designated parking area for jury only!
- If budget allowed it – a little bigger waiting room with fresh air.
- This week it was crowded.
- Larger jury deliberation areas.
- The wait – not knowing why.
- More parking spaces available/warn people that parking may be problematic, give yourself a few extra minutes for travel time.
- Food service!!
- Please – it would be helpful to have soda and food vending machines on this floor.
- Provide vending machines or reopen cafeteria.
- Cafeteria close by vending machines.
- Need better signage depicting jury rooms; vending machines should be in hallway for jurors' comforts.
- Food and drink machines.
- Need vending machines. Need cross walks on street. Need a jury sign on the jury floor. Have 3 other jury signs, not on the jury floor.
- Less waiting time.
- More information on process – what is happening while we wait – not info regarding facts of case – just honesty regarding wait times.
- Better coffee.
- Nothing that comes to mind.
- Larger jury room.
- Continue in your manner – no change.
- The clear direction provided the jury was very helpful!
- Nothing, was a great experience.
- Please, work on larger jury holding rooms.
- Thanks for all you do.

- Better jury room.
- Better chairs and bigger rooms.
- Bigger jury holding and deliberating room.
- Less wait time during the actual trial re written, not available.
- Bigger jury room.
- Water cooler in jury room.
- Compensation of more than \$10- per day.
- Put a vending machine in the jury room for drinks and snacks.
- I think that the judge could have called the lawyers up and talk to them, rather than us leave the jury box.
- Better climate control in jury room.
- The public parking lots are ridiculous!! Can't see the stall numbers because the weeds are so high.
- A little bit larger jury room.
- Need more than 1 hour notice to get here from work because I rely on public transportation to get to work.
- Raise the payment from \$10 to \$15. Inflation adjustment.
- Let jurors know to part anywhere upon 1st arrival.
- A larger selection of beverages in the jury waiting area.
- On call-in to find out whether our group is called or not, name the group(s) before giving the details of where to show up and when, not after. That way you could know to write down the office #, etc. or not.
- Less time to wait. And get paid better.
- The judge was very nice to give us a certificate and make me feel she really appreciated us all!
- Pagers for jury service – allowing leave.
- A larger jury room.
- Better parking.
- More comfortable seats in the jury box.
- Maybe slightly better chairs in the jury box.
- Better room! Better pay!
- Softer seats.
- Better seats. Better rooms.
- Better air conditioning and flow in jury deliberation room.
- Clean up juror database – I am in this twice.
- Allow us to chew gum.
- Able to chew gum or hard candy besides cough drops.
- Nothing really. Thanks.
- (1) New courthouse. (2) Commuters to Seattle need more than 1.5 hour notice if standby.
- More comfortable jury chairs.
- Turn off A/C during fall/winter.
- Larger rooms and better control of temperature.
- Heat.

- Other than what I've already mentioned, the only other thing I can think of is upping the daily allowance to be more in line with what other states pay (our previous state paid \$50/day plus mileage). All in all a great and fascinating experience.
- Heating and cooling improvement in the courtroom and deliberation room.
- Better explanation of what was said to interpreter and X.
- We worked hard coming to a verdict.
- Officers of the law (police) should pay a lot more attention to detail.
- Assign jury service closer to home location.
- More parking.
- Better chairs, more lumbar support since we sit there so long. Thank you.
- Not necessary to read our full (including last name) in front of a convicted felon that we've just charged guilty.

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