

Jury Service Exit Questionnaire

2007 - 2014

**Administrative Office of the Circuit Court of Lake County, Illinois
Nineteenth Judicial Circuit Court**

ADMINISTRATIVE OFFICE THE CIRCUIT COURT OF LAKE COUNTY, ILLINOIS
DIVISION OF JUDICIAL OPERATIONS – JUROR SERVICES

MISSION STATEMENT:

The mission of the Circuit Court of Lake County is to serve the public. The Court accomplishes this mission by providing a fair and responsive system of justice, committed to excellence, and fostering public trust, understanding and confidence.

The Division of Judicial Operations supports the mission of the Court by providing an array of legal-related services and supportive functions to both internal and external Court customers in a manner that advances public trust, understanding and confidence in the legal system. The Division of Judicial Operations assists the judges of Lake County by executing operations involved in the fair and orderly administration of judicial case processing. The supportive functions of the division include the delivery of information, resources, and services to the public designed to improve their access, navigation, and use of the legal system.

PROGRAM PURPOSE:

Juror Services is a unit of the Division of Judicial Operations, which serves the court system by determining the Court's anticipated need for jurors and summoning Lake County residents in sufficient quantities to ensure that jurors are available when needed. Juror Services collects lists of qualified prospective jurors, draws panels of jurors for a particular term of court, and rules on citizens' requests to be disqualified, excused or deferred to an alternate summons date. Juror Services is also responsible for providing services and information to jurors who report for jury duty. Once individuals report for jury duty, they are provided with an orientation regarding what to expect during their term of service to the Court. Juror Services assists summoned individuals by responding to requests and inquiries prior to, during and after their jury service. Juror Services also manages the Jury Assembly Room, which includes a number of amenities designed to make jury service as comfortable and convenient an experience as possible.

The goals of Juror Services adhere with the quality standards established for the Court as outlined in the 19th Judicial Circuit Strategic Plan (2009):

- *Jury lists shall be representative of the jurisdiction from which they are drawn.*
- *Judges and other court personnel shall be courteous and responsive to the public and accord respect to all with whom they come into contact.*
- *The Court facilities shall be safe, accessible and convenient to use.*

PROGRAM DESCRIPTION:

Jury service is an integral part of our justice system, emanating from the United States Constitution, which grants every citizen the right to trial by jury. Under the Equal Protection

Clause of the U.S. Constitution, a jury may not be selected in a manner in which there is systematic exclusion of any distinct class of persons in the population, or from lists that fail to reflect a representative cross section of the community, or under any other prejudicial circumstance that denies a defendant a fair trial by an impartial jury. In Lake County, jurors are selected from lists of registered voters, licensed drivers over 18 years of age, Illinois Identification Card holders, Illinois Person with a Disability Identification Card holders, and claimants for unemployment insurance. These lists are combined into a single database. For each week of jury service, this computerized database randomly selects the names of prospective jurors for the court.

Jurors are available to the court every week throughout the year. Illinois guarantees a jury trial for all criminal cases, including ordinance violations. Juveniles are entitled to a jury trial in a few, select circumstances. In civil cases, generally only those claimants seeking monetary damages have a constitutional right to a trial by jury, unless otherwise provided for by state statute. The typical term of service for jurors in Lake County is one week, unless a trial to which they are assigned runs longer. If a juror is selected as a Grand Juror, their term of service is one day a week for a four-month period. Juror Services maintains close communication with courtroom personnel to determine the daily need for jurors and minimize juror waiting time as much as possible. The majority of jurors will be required to report to the courthouse only one to two days; those selected as a juror for trial will typically report more often.

In order to minimize the number of days jurors are actually required to report to the court complex, the court has instituted a Juror Information System. Under this system, people summoned for jury duty must call the *Juror Information Recorded Message Line* beginning the Friday before they are scheduled to appear. The 24-hour recorded message will tell jurors if they need to report to the courthouse either Monday or Tuesday morning. During their week of service, jurors must also call the juror information line each day they are not sitting on a trial to receive up-to-date reporting instructions. The information is updated twice daily. Juror information is now being updated on the court's website¹ throughout the week.

Once summoned individuals come to the courthouse for jury service, they report to the Jury Assembly Room. Attendance is taken and jurors are provided with a brief orientation session regarding what to expect during their term of service. Juror Services is available to assist jurors and answer any additional questions. Jurors remain in the Jury Assembly Room until they are selected for a trial or released for the day. The Jury Assembly Room is a well-equipped, spacious and clean waiting area located on the first floor of the Lake County Courthouse. The Jury Assembly Room provides jurors with a variety of options while they wait to be called to a courtroom. These options include television, reading materials, computers, free internet access, work stations, vending machines, games, and lockers. Wireless internet service (WiFi) is available to jurors throughout the Jury Assembly Room. The room also serves other functions when not being used for jurors including Illinois Workers' Compensation cases, in-house training, local and national mock trials and also functions as alternative meeting space.

To minimize jurors from having to rely solely on their own resources to perform their jury service, jurors are provided with small tokens of the court's appreciation each day they are required to report for service. Juror expenses are funded by taxpayer dollars and rates for juror reimbursement are determined by the Lake County Board. Jurors currently receive:

¹ http://www.19thcircuitcourt.state.il.us/services/Pages/current_jurors.aspx

- Petit Juror Fees: \$5.00 per day for days one and two of jury service, \$7.50 per day for days 3-5, and \$10.00 per day for days 6 and over².
- Mileage reimbursement rate of \$3.00 - \$9.00 per day based on the juror's zip code.
- \$5.00 on-site lunch credit for each day of service.
- Free parking.

The Juror Services' webpage³ provides information and relevant links regarding the unit's operations and services. This link also provides information and directions to the courthouse as well as guides and handouts to assist summoned jurors and the general public. The site allows access to reporting instructions for current jurors, answers to questions commonly posed by jurors, and an information brochure for employers.

Juror Appreciation Week is typically held the second week of October. The Lake County Judges annually select this week to recognize and honor past and current prospective jurors who have had to put all personal matters aside and focus on their role as a selected member of a jury charged with deciding a verdict at the close of a trial. Previously, local radio and television stations have had discussions with circuit judges on the merits of and appreciation for serving as a juror in Lake County.

JURY SERVICE EXIT QUESTIONNAIRE:

The original (c. 2007-12) and online (2011-14) Jury Service Exit Questionnaire was divided into several main sections: A) Juror Services, B) Jury Assembly Room Personnel, C) Courtroom Staff and Accommodations, and D) Overall Experience. The questionnaire utilizes a 5-point Likert scale (Strongly Disagree, Disagree, Neutral, Agree, and Strongly Agree) in response to all service-related items. The items on the questionnaire are based in part on a previous 19th Judicial Circuit *Jury Service Survey* (c. 1991-2006), the National Center for State Courts (NCSC, 2005) *Fairness and Access Survey*⁴, and several additional internal service-related items. Distributed throughout the survey are a number of demographic and customer-profile items regarding jurors, which assist Court managers in improving services available to jurors and addressing the training needs of Juror Services' staff. The results of this ongoing survey will demonstrate the impact on users of service-related changes within Juror Services and of the court system, in general.

Based on the feedback received over the past several years to the Jury Service Exit Questionnaire, a number of services and enhancements have been added to improve jurors' experience of jury duty. These include:

- Juror summons-response profile form is now available to be completed online
- Free wireless internet connection in the Jury Assembly Room
- Additional electrical outlets installed in the Jury Assembly Room for laptop users
- Flat panel viewing screens installed in the Jury Assembly Room

² Public Act 98-1132 authorizes raising the Jury Fee to \$25 for the first day and \$50 every day thereafter – effective July 1, 2015.

³ [http://www.19thcircuitcourt.state.il.us/services/Pages/jury_home.aspx](http://www.19thcircircuitcourt.state.il.us/services/Pages/jury_home.aspx)

⁴ Due to the logistical requirements of conducting a Court-wide *Fairness and Access Survey*, the 19th Judicial Circuit performs a court-wide analysis only every three years, but includes select items from the instrument as part of regular user surveys in order to monitor progress and appropriately address concerns as they arise.

- NOMAD video system deployed in courtrooms to improve the presentation of visual evidence to jurors
- Enhanced audio system and American Sign Language (ASL) interpreters available for hard-of-hearing and deaf jurors.

The original version of the Jury Service Exit Questionnaire was implemented in February 2007. An initial performance goal of 80% Agreement (total percent of respondents indicating “Agree” or “Strongly Agree”) was established for each of the service-related items on the survey, which was consistent with the performance goal recommended by the NCSC and other user surveys administered by the 19th Judicial Circuit. In most service areas, Juror Services, the Jury Assembly Room, and Courtroom Staff & Accommodations performed substantially better than the established performance goal of 80% Agreement. These items, which demonstrated a strong and sustained level of performance, were re-assessed in terms of their performance goal. On subsequent assessments the performance goal for these items was re-adjusted to 85% Agreement. Item-level performance goals are reviewed annually and adjusted (upwards only) accordingly. The attached charts demonstrate how this performance goal was adjusted based on item-level performance.

In 2013, the Jury Service Exit Questionnaire went to a totally online format. This version stands out from the prior version in that every section provided a comment box. The comments boxes were placed in the survey to provide room for, and encourage, greater customer feedback. However, it was found that this version did not entice customer feedback as much as was anticipated. Because of the low volume of feedback from users, the survey’s extra comments sections were deemed unnecessary. It proved to be easier for the user to revert to the format previously used, and so was switched back to a style akin that of the original survey. The current version (c. 2015 -) of the Jury Exit Questionnaire is again available in both online and hard copies. Rather than a comments box though, the new version contains two open answer questions at the end which should encourage responses more effectively.

JURY SERVICE EXIT QUESTIONNAIRE (C. 2007 – 12)

Jury Service Exit Questionnaire

0 0 2 0 1

You have been selected to participate in a survey regarding your experiences as a juror for the 19th Judicial Circuit in Lake County, Illinois. Thinking about your most recent week of jury service, please respond to the following questions. Your answers to these questions will help us to improve jury service. All responses are voluntary and will be kept confidential.

PLEASE FOLLOW THESE DIRECTIONS CAREFULLY:

Complete and return both pages of this form as illustrated below using **pencil, black or blue ink**.

OVALS Ovals must be filled in completely:

CORRECT

INCORRECT

BOXES Enter 1 number or letter in each box:

CORRECT

1. During what week did you report for jury service? (mm-dd-yyyy)
2. How many days did you report to the courthouse?
3. How many times were you chosen to report to a courtroom for the jury selection process?
4. How many times were you selected and sworn to be a juror?
5. Using the scale below, please tell us how much you agree with the following statements:

A. Juror Services:

	Disagree Strongly	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A
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- 1.) My overall experience as a juror this week was good. 1 2 3 4 5 6
- 2.) The juror summons was clear and easy to understand. 1 2 3 4 5 6
- 3.) Juror information displayed on the court's website was useful. 1 2 3 4 5 6
- 4.) Finding the courthouse was easy. 1 2 3 4 5 6
- 5.) Parking in the juror parking facility was convenient. 1 2 3 4 5 6
- 6.) My first impression of the facility was positive. 1 2 3 4 5 6
- 7.) I felt safe with the security measures in the courthouse. 1 2 3 4 5 6
- 8.) Once in the courthouse, I easily found my way to the Jury Assembly Room. 1 2 3 4 5 6
- 9.) The court makes reasonable efforts to remove physical and language barriers to jury service. 1 2 3 4 5 6
- 10.) The public areas of the courthouse are clean and well-maintained. 1 2 3 4 5 6
- 11.) I was comfortable with the seating, accommodations, and amenities available in the Jury Assembly Room. 1 2 3 4 5 6
- 12.) I was pleased with the service I received at the eating facilities in the courthouse. 1 2 3 4 5 6
- 13.) I was pleased with the quality of food served at the eating facilities in the courthouse. 1 2 3 4 5 6

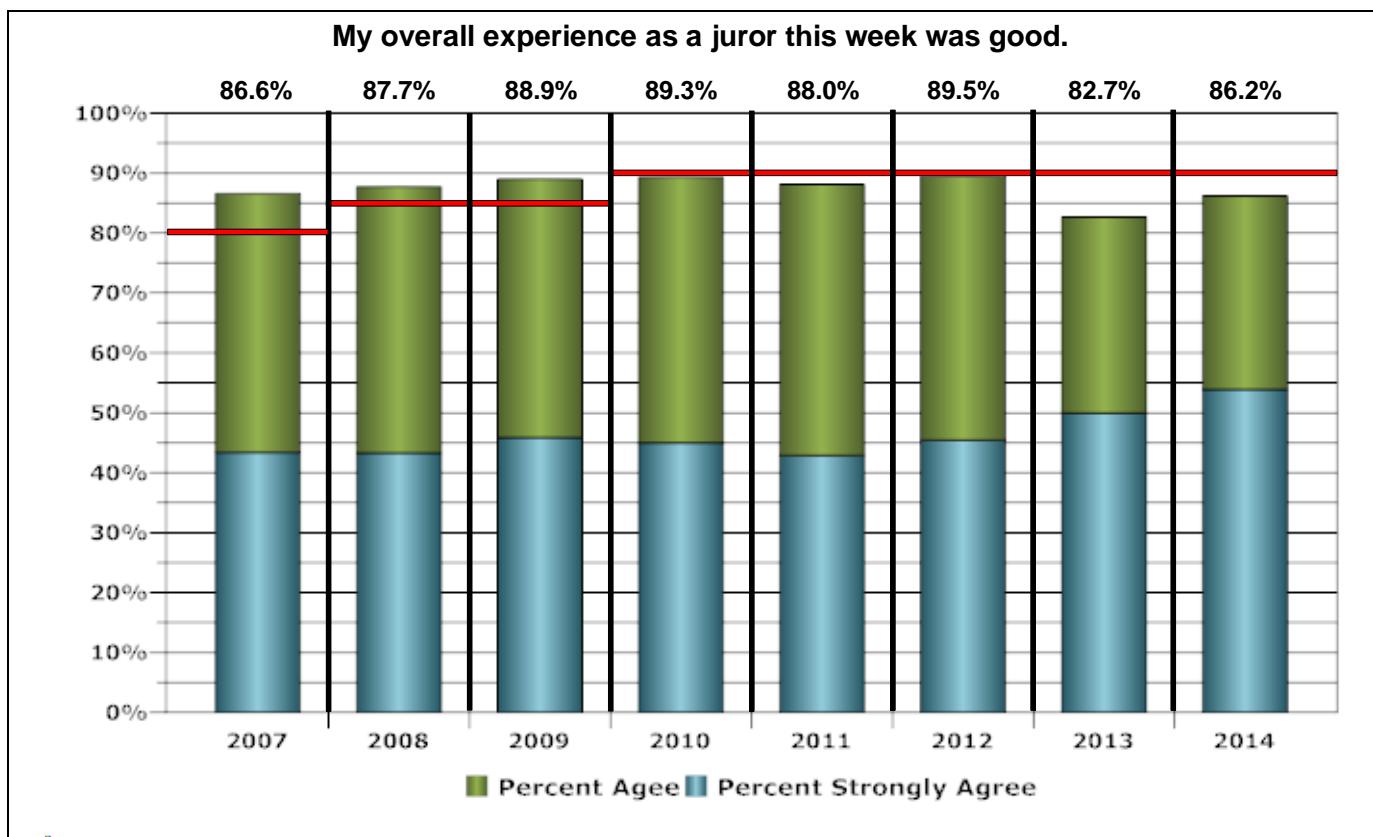
continued...

Jury Service Exit Questionnaire

0 0 2 0 2

	Disagree Strongly	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A
B. Jury Assembly Room Personnel:						
1.) The Jury Assembly Room staff were professional, friendly, and courteous.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
2.) My initial orientation and check-in process were handled promptly and efficiently.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
3.) Jury Assembly Room staff were available to answer my questions and respond to my needs.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
4.) I was treated with courtesy and respect.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
C. Courtroom Staff & Accommodations:						
1.) The courtroom staff were professional, friendly and courteous.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
2.) The courtroom staff were available to answer my questions and take time to explain things to me.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
3.) I was treated with courtesy and respect in the courtroom.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
4.) I was comfortable with the seating available in the courtroom.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
5.) I was comfortable with the seating and amenities available in the jury deliberation room.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
6.) In general, I could hear the court participants.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
D. Overall:						
1.) My overall experience as a juror was better than expected.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
<hr/>						
6. Did you lose income as a result of jury service? Yes <input type="radio"/> No <input type="radio"/> If so, how much? <input type="radio"/>						
7. Have you ever served on jury duty before? Yes <input type="radio"/> No <input type="radio"/>						
8. The court must balance the safety of the court with the court's desire to provide accessibility to the public. In general, do you think the court is:						
Unsecured <input type="radio"/> Slightly Secure <input type="radio"/> Secure <input type="radio"/> Too Secure <input type="radio"/>						
9. In what ways do you think the jury service can be improved? Comments:						

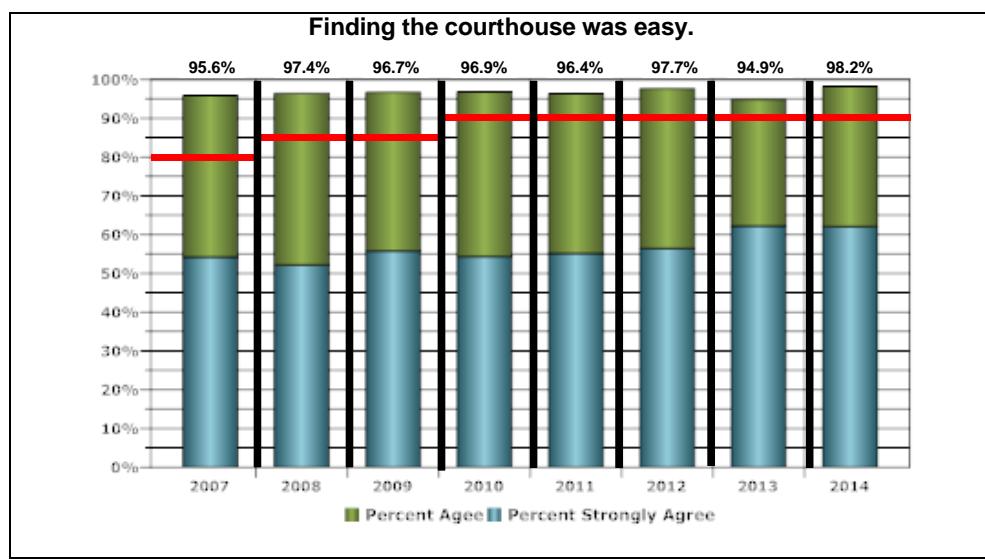
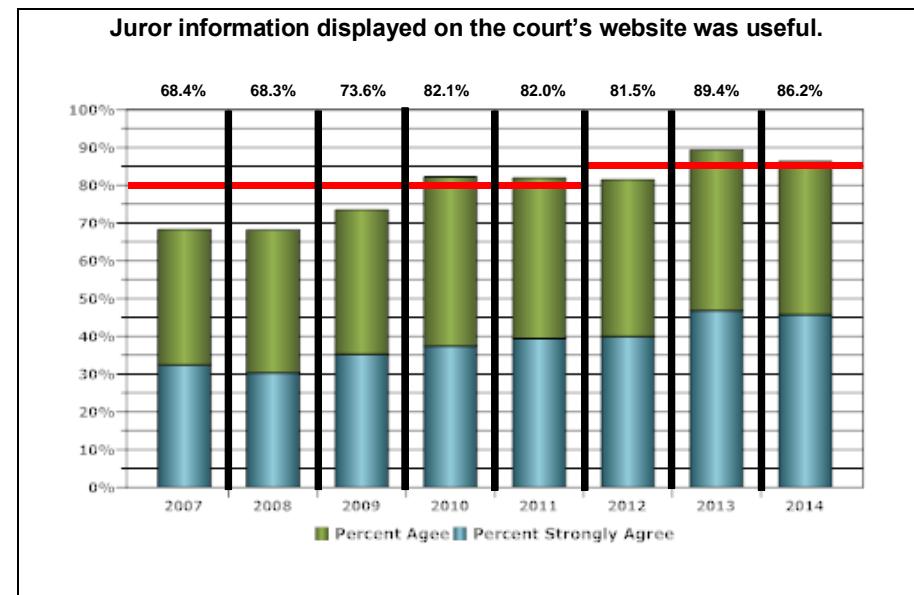
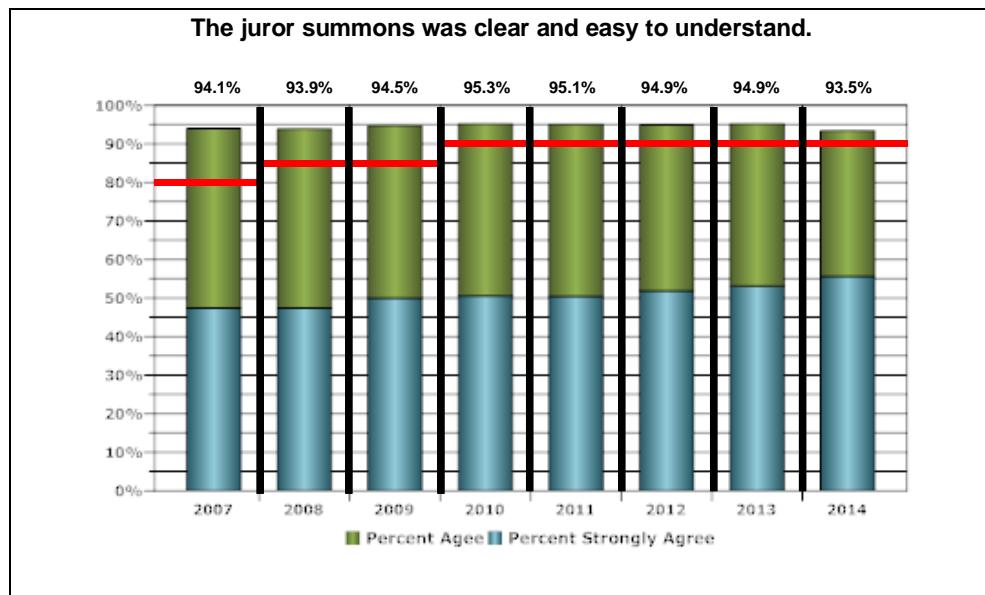
JURY SERVICE EXIT QUESTIONNAIRE DATA 2008 - 2014



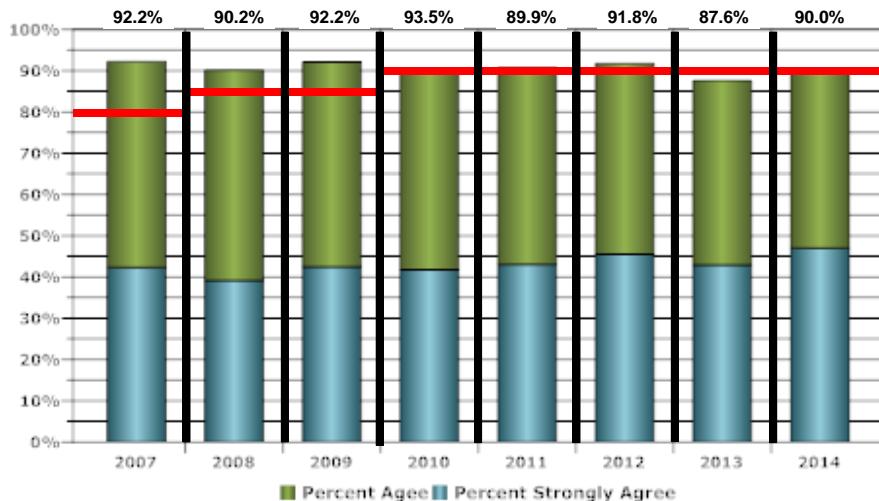
Solid red line indicates performance goal.

Jury Service Exit Questionnaire: Comparison Statistics (2007 – 2014)

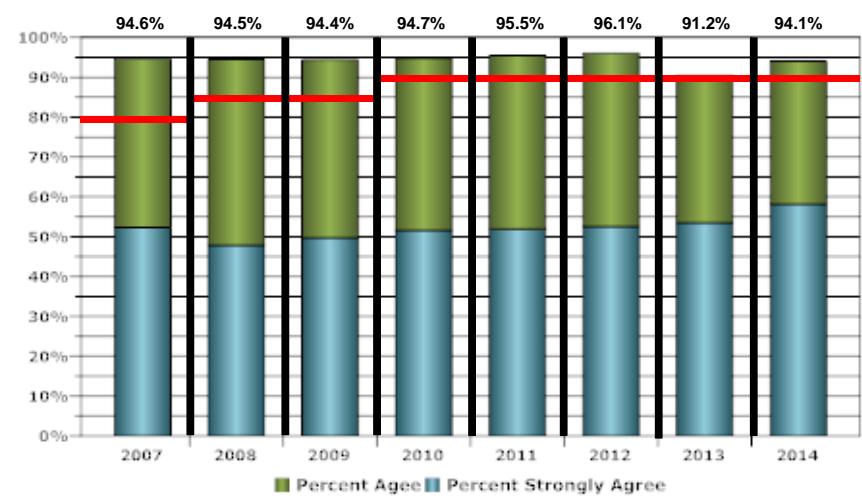
A. Juror Services:



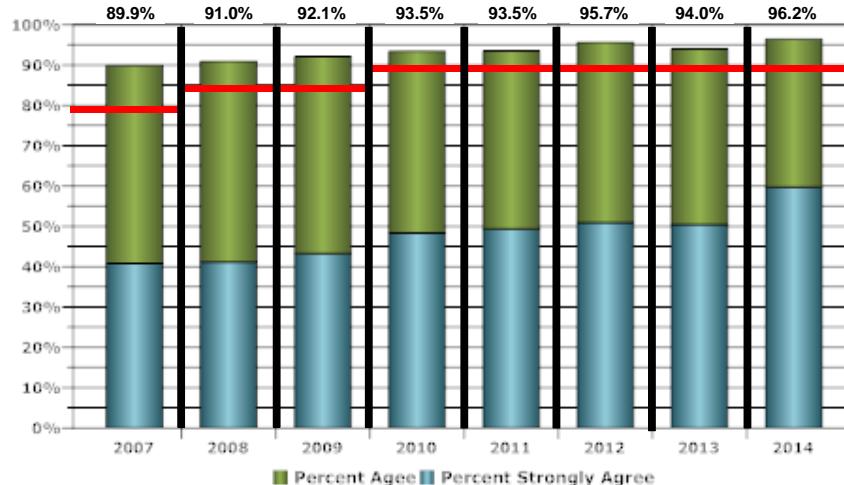
My first impression of the facility was positive.



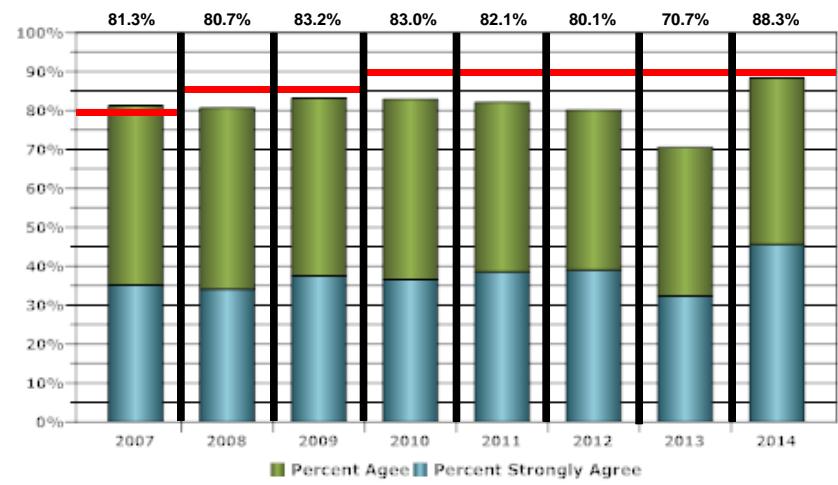
I felt safe with the security measures in the courthouse.



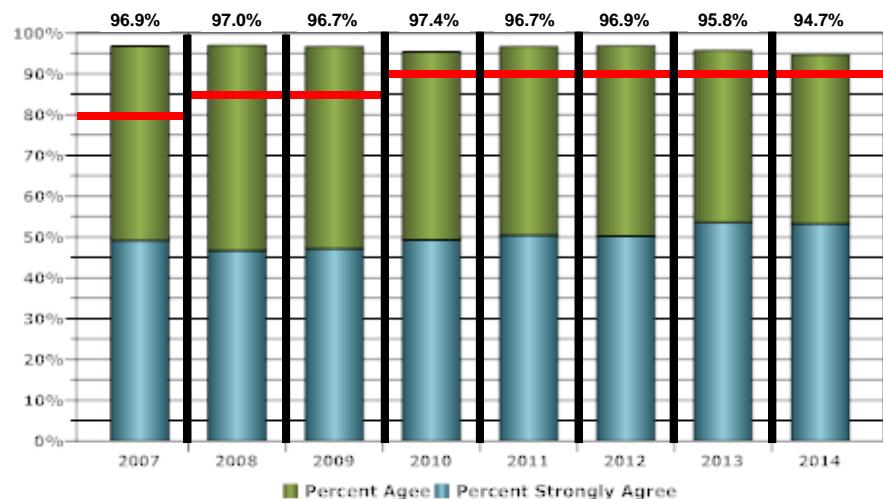
Once in the courthouse, I easily found my way to the Jury Assembly Room.



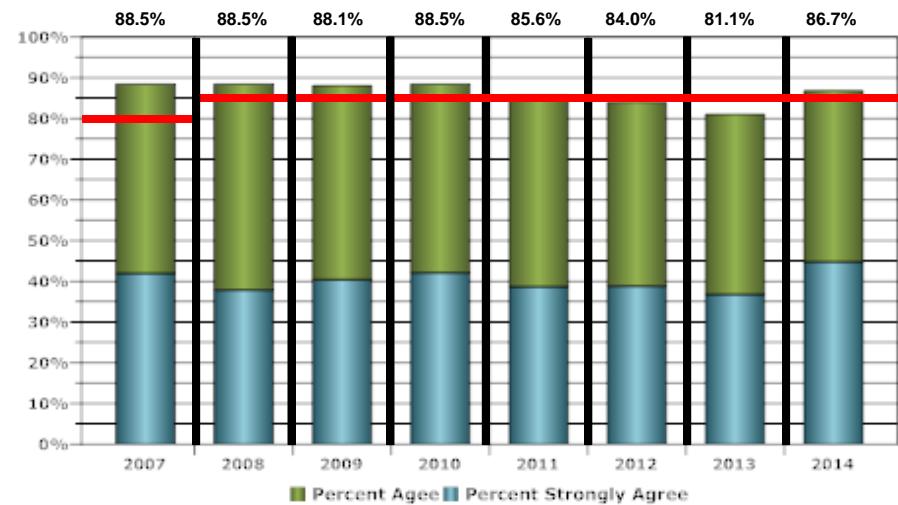
The court makes reasonable efforts to remove physical and language barriers to jury service.



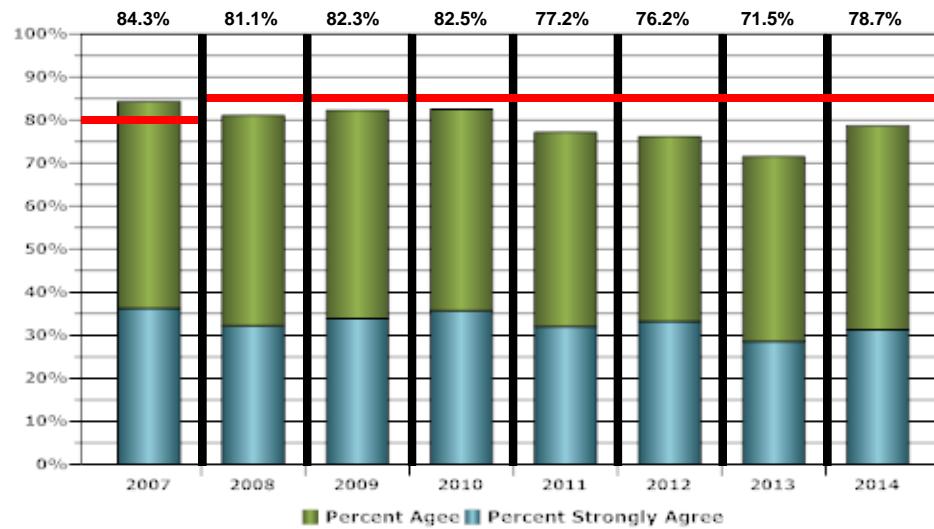
The public areas of the courthouse were clean and well-maintained.



I was pleased with the service I received at the eating facilities in the courthouse.

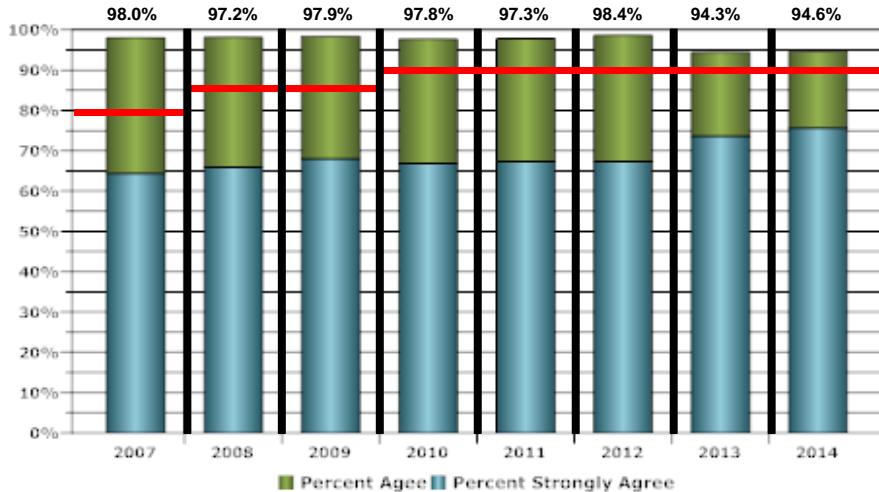


I was pleased with the quality of the food served at the eating facilities in the courthouse.

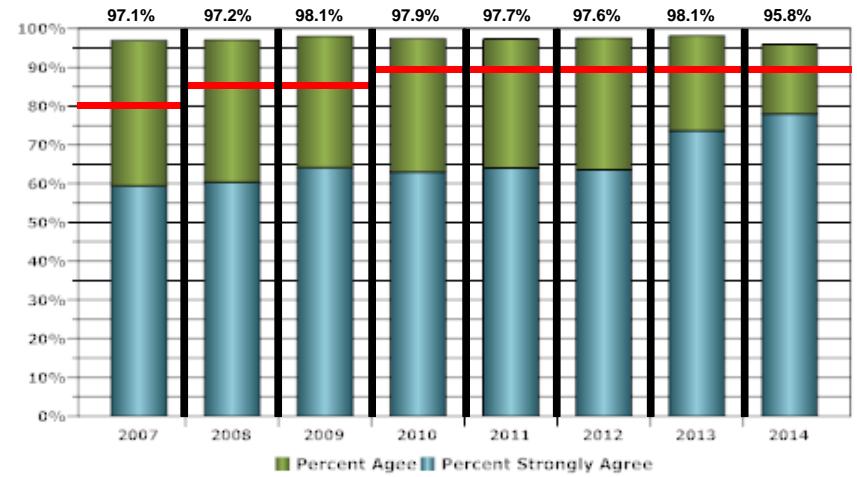


B. Jury Assembly Room Personnel:

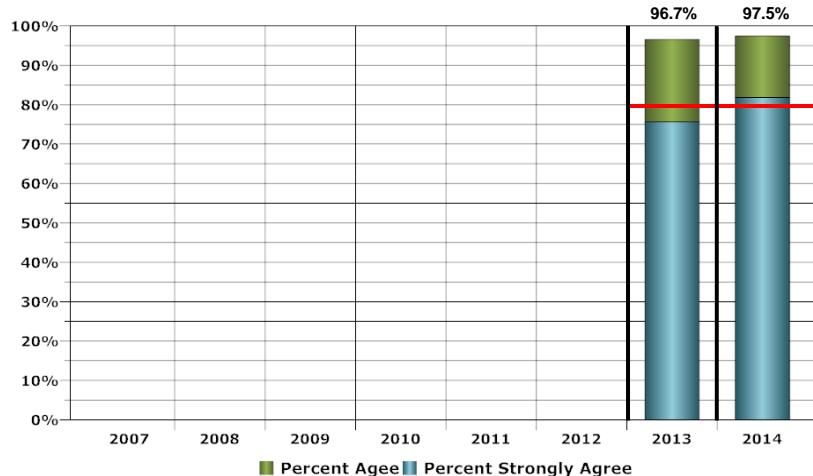
The Jury Assembly Room staff were professional, friendly, and courteous.



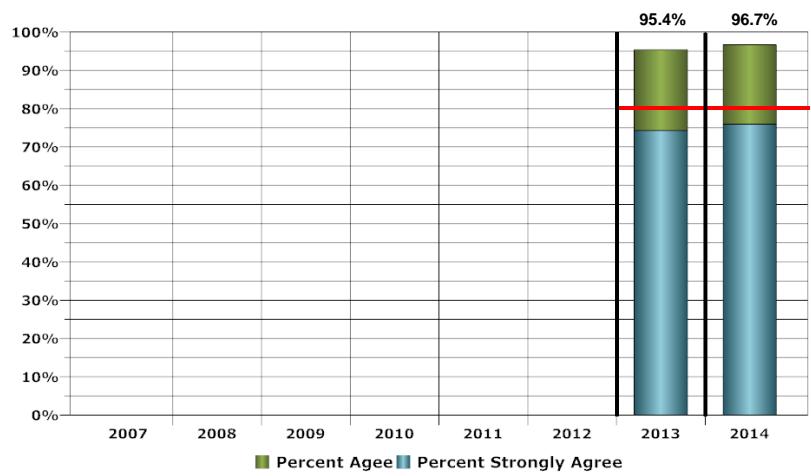
My initial (orientation and) check-in were handled promptly and efficiently.



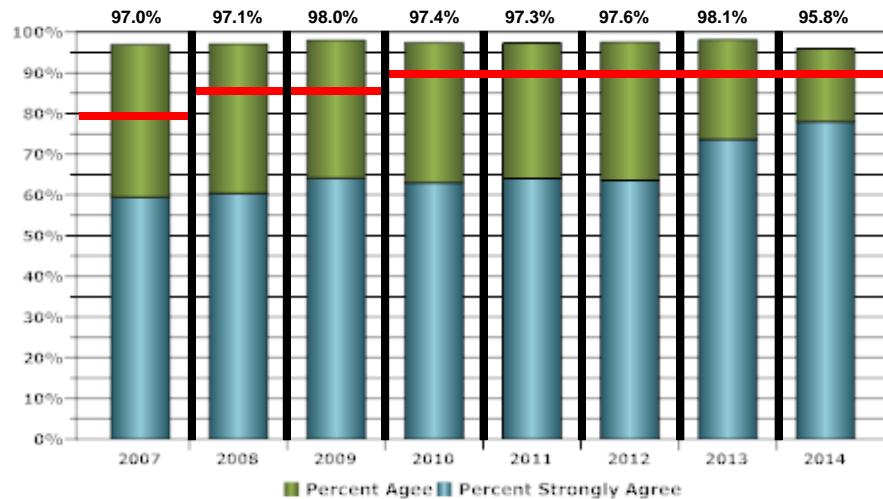
The orientation by the Jury Assembly Room personnel was helpful to me in understanding what to expect as a juror.



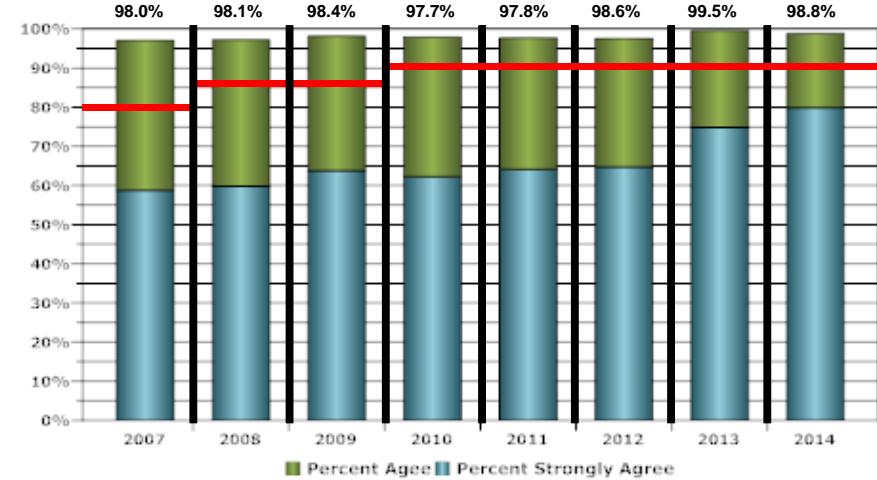
The orientation from the Judge helped me to better understand my obligations as a juror.



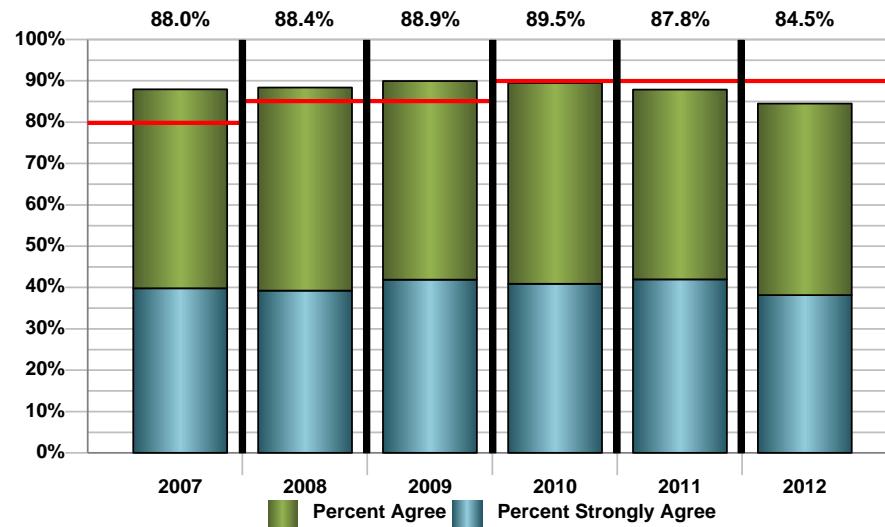
Jury Assembly Room staff were available to answer my questions and respond to my needs.



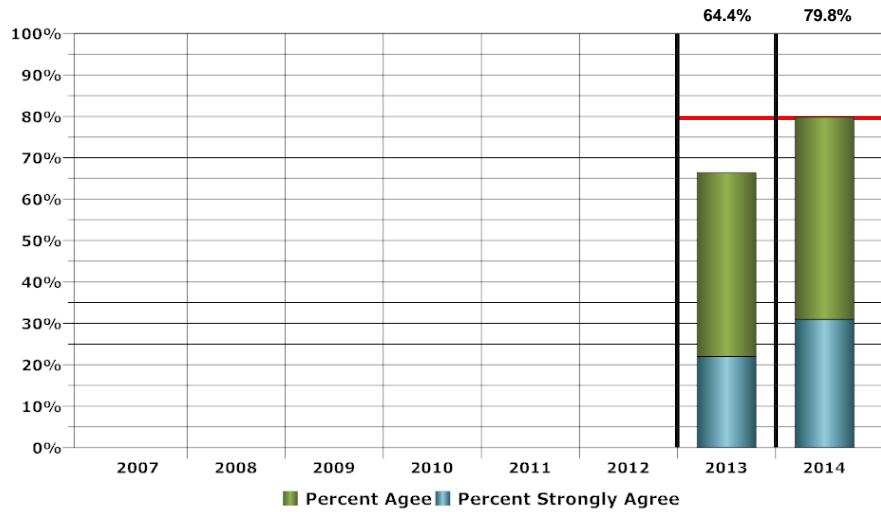
I was treated with courtesy and respect.



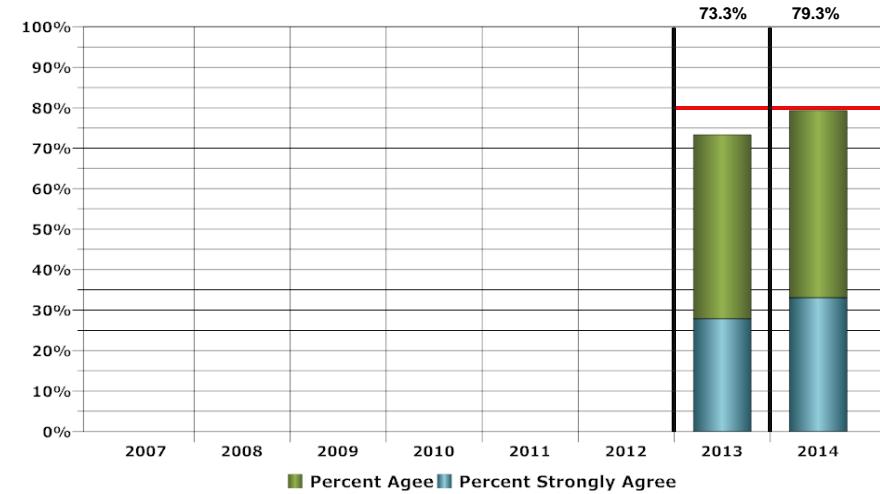
I was comfortable with the seating, accommodations, and amenities available in the Jury Assembly Room.



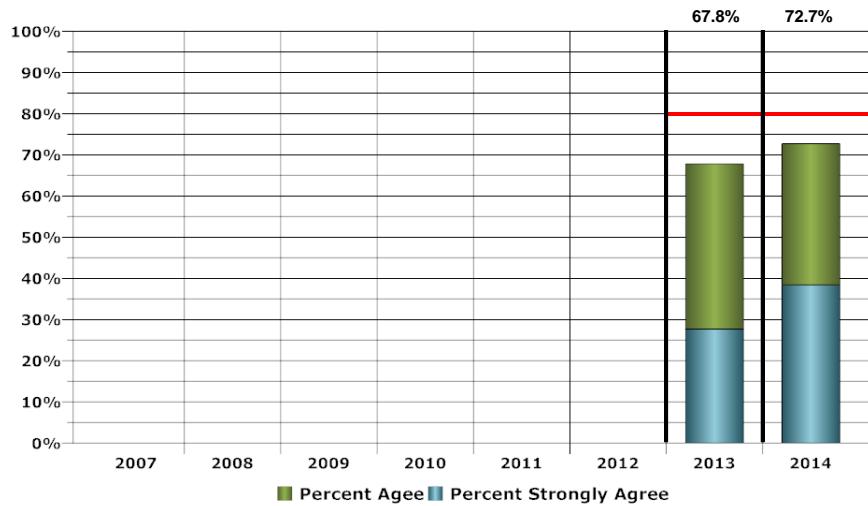
General Seating



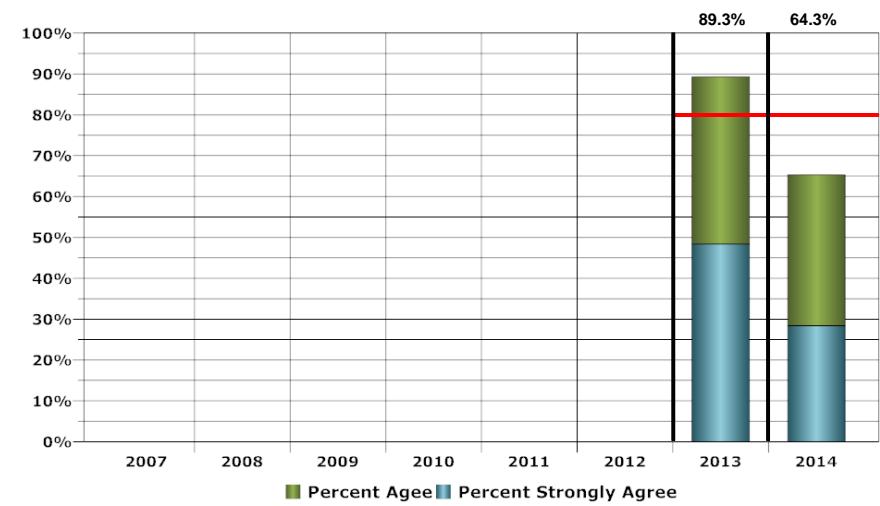
Workstations



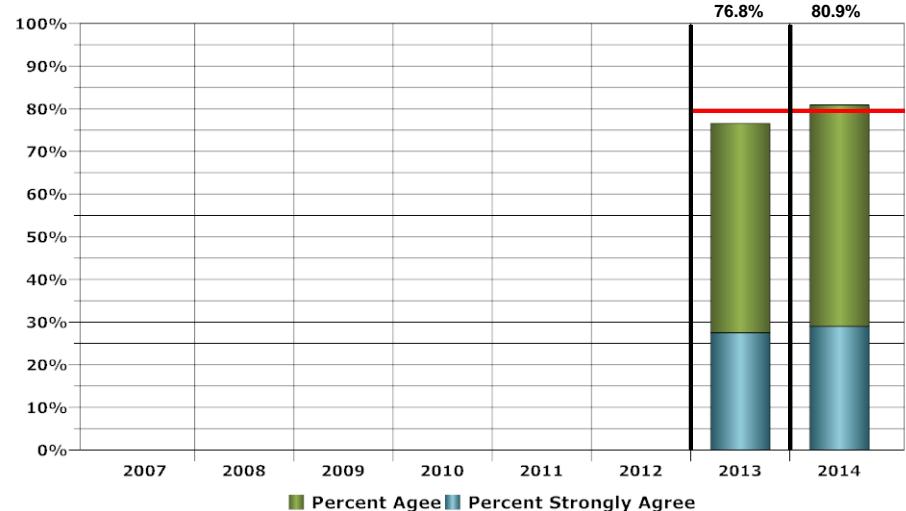
Computers



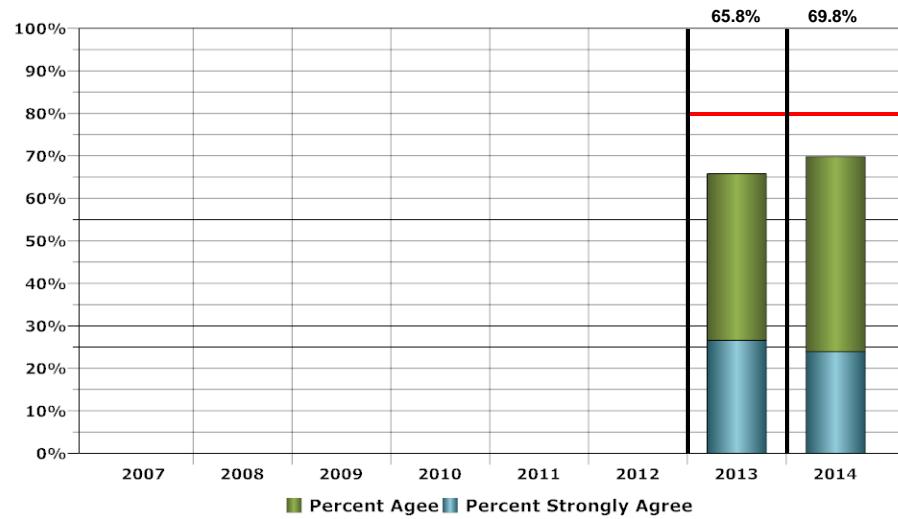
Internet Connectivity



Vending Machines

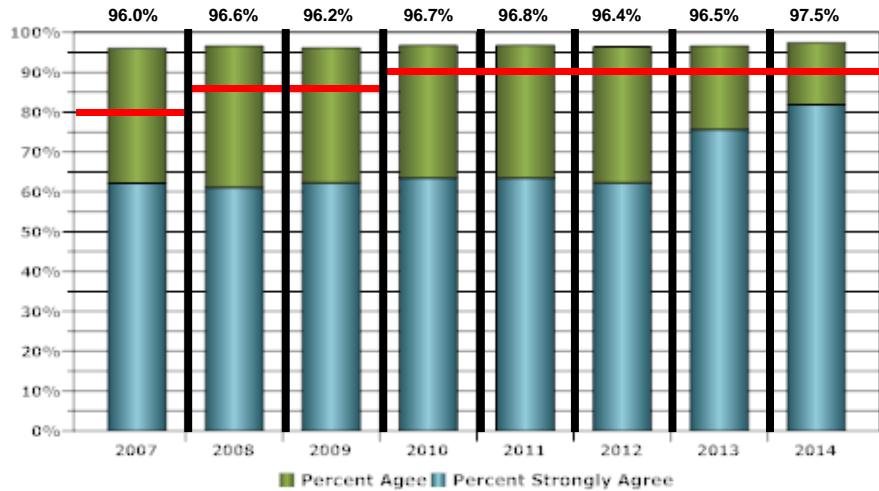


Games / Books / Magazines

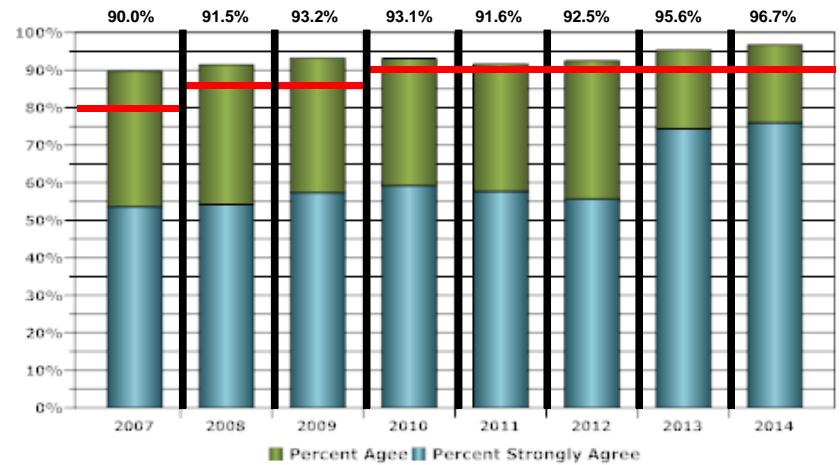


C. Courtroom Staff and Accommodations:

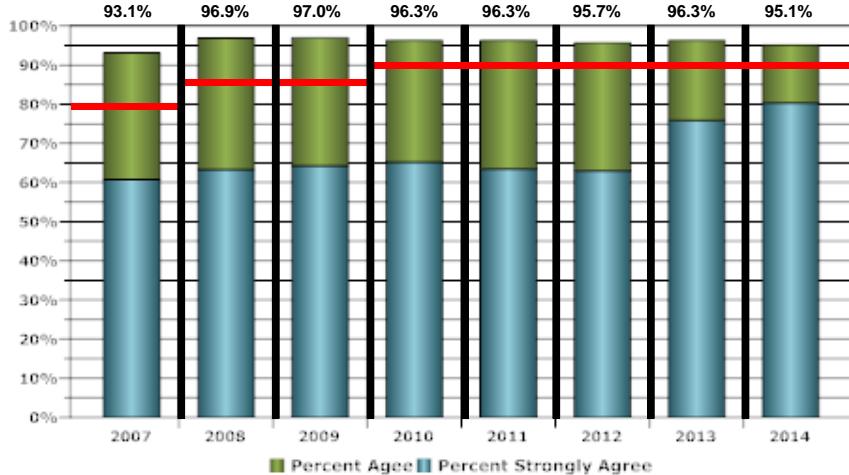
The courtroom staff were professional, friendly, and courteous.



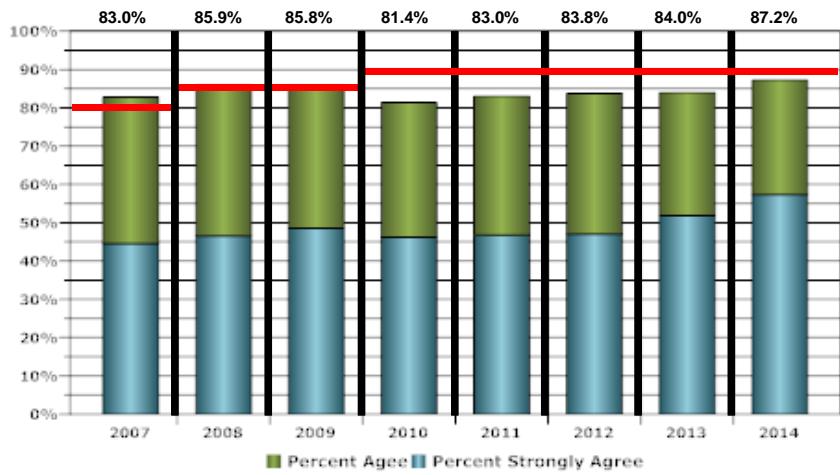
The courtroom staff were available to answer my questions and take time to explain things to me.

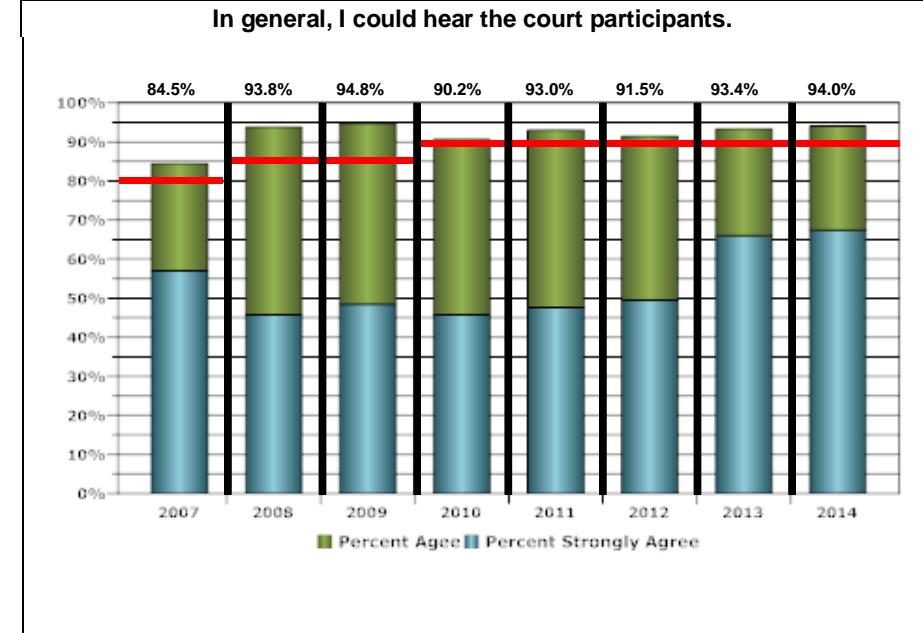
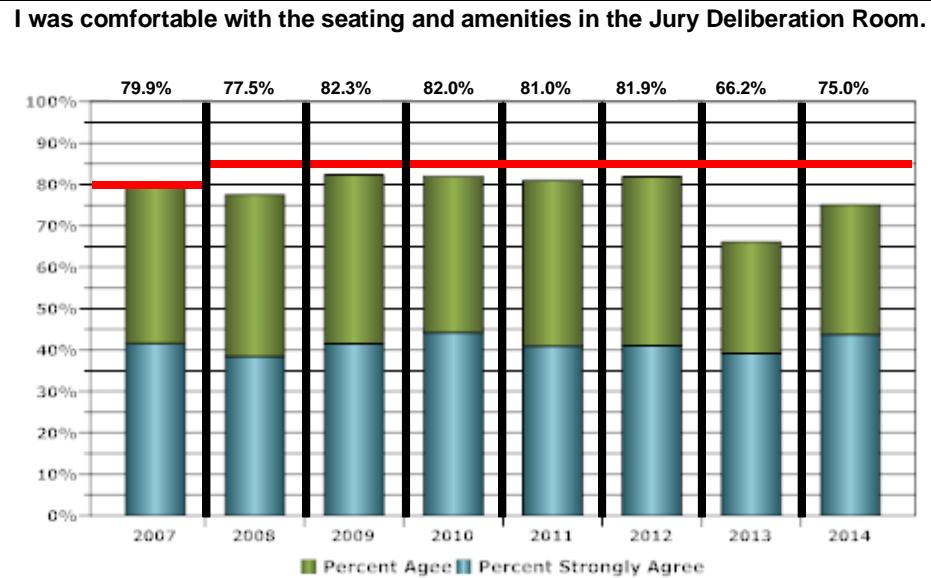


I was treated with courtesy and respect in the courtroom.

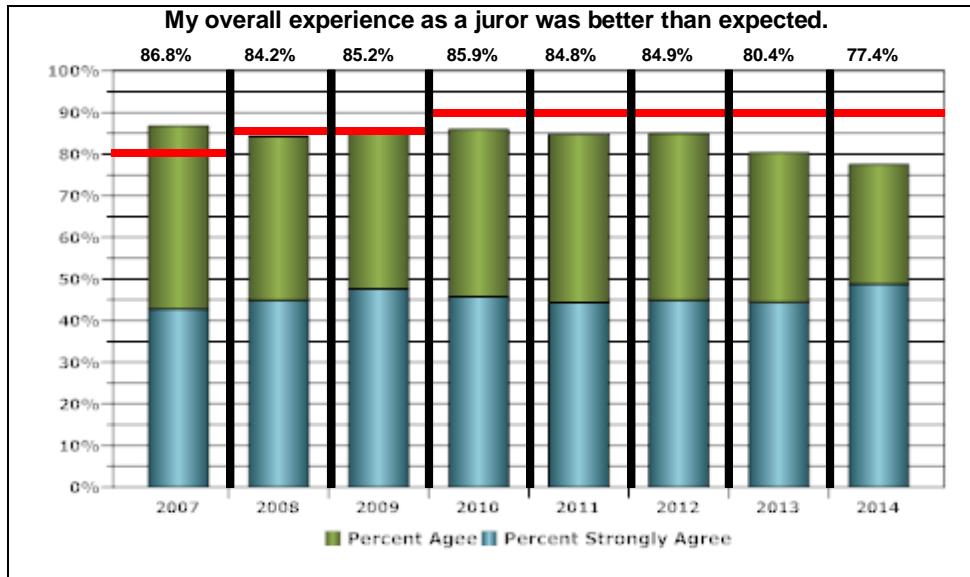


I was comfortable with the seating available in the courtroom.

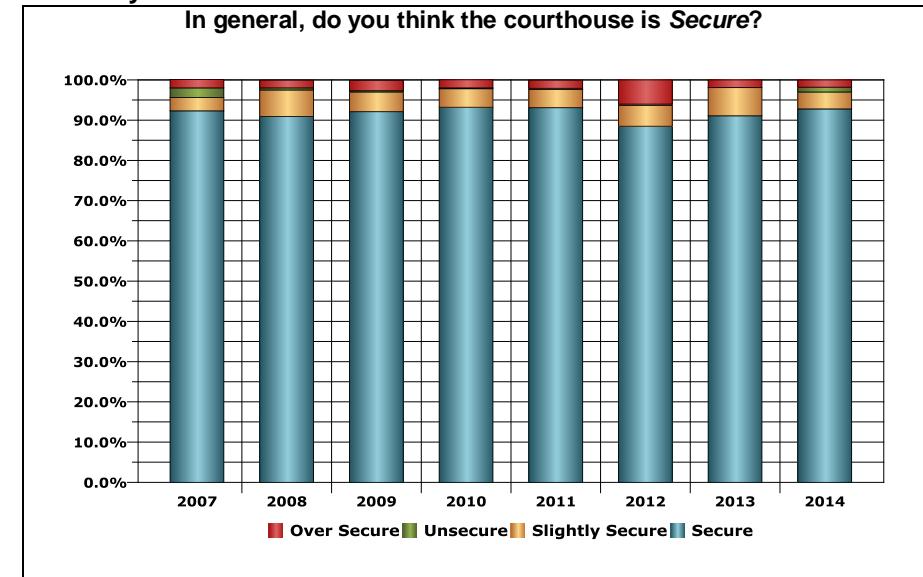




D. Overall:

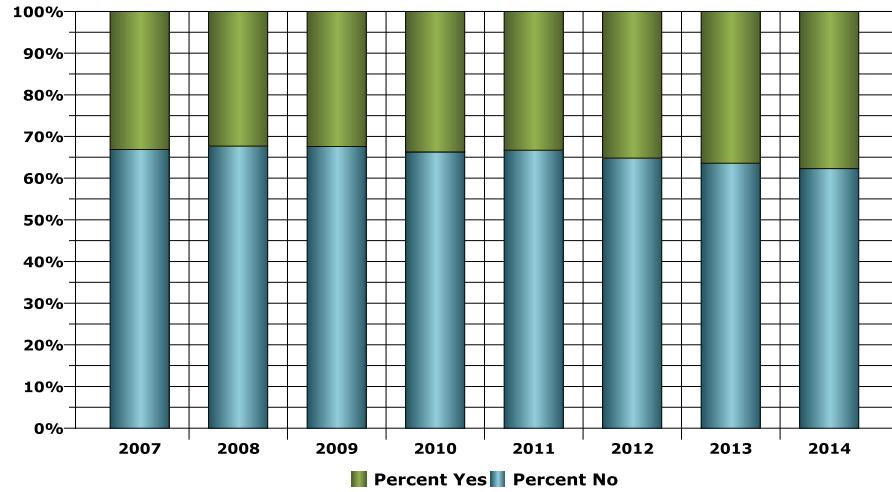


Security:

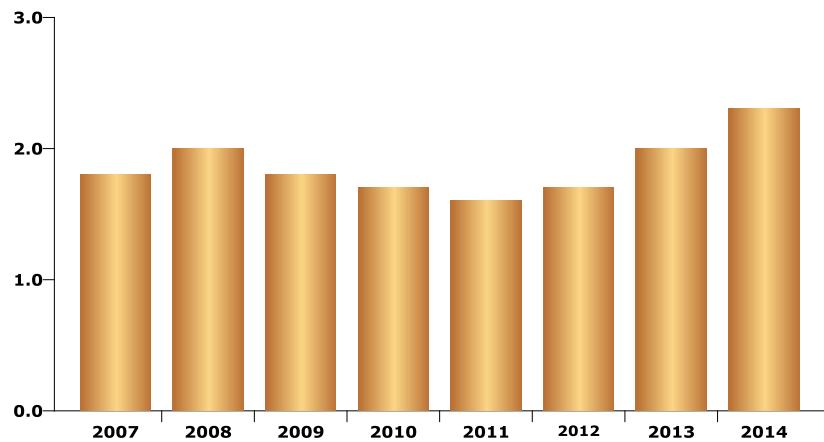


D. Demographic Information:

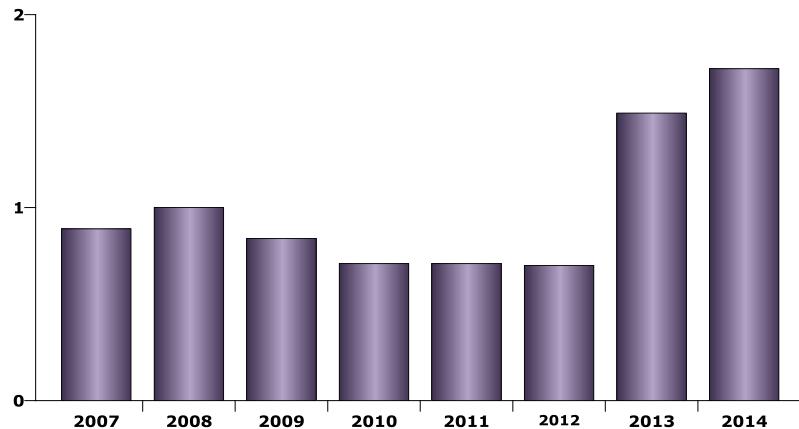
Have you ever served on jury duty before?



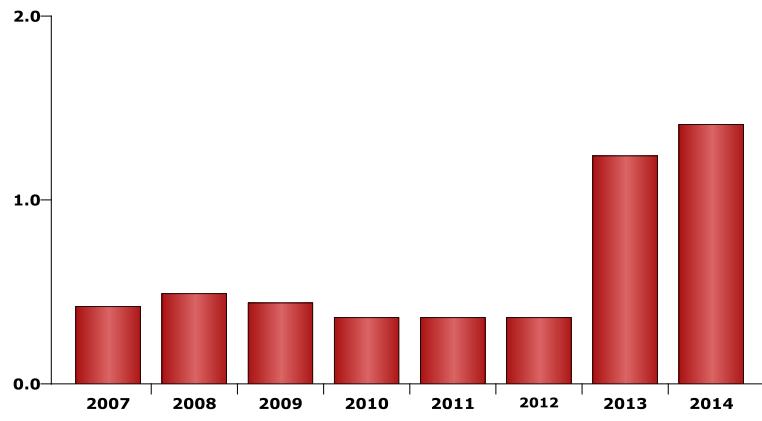
How many days did you report to the courthouse?



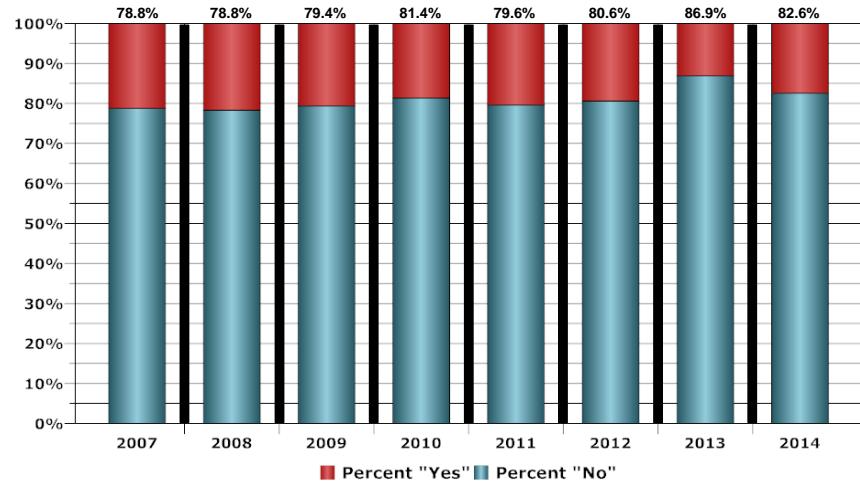
How many times were you chosen to report to a courtroom for the jury selection process?



If chosen for the jury selection process, how many times were you selected and sworn to be a juror?



Did you lose income as a result of jury service? (Percent "No")



If so, how much? (median)

