

Jury Service Exit Questionnaire

Part I

Final Results (N=1,320)

The Florida Supreme Court's Jury Innovations Committee conducted a Jury Service Exit Questionnaire to gain knowledge on juror experiences. The questionnaire was administered by court administration and Clerks of Court during the summer of 2000. The following are final results of data collected.

1. Did you serve on a civil or criminal jury?

Civil	9.2%	Reported/Did Not Serve	36.3%
Criminal	22.9%	No Response	31.7%

2. How would you rate the following factors? (for your last term of service)

		<u>Good</u>	<u>Adequate</u>	<u>Poor</u>	<u>N/A</u>	<u>No Response</u>
A.	Clarity of juror summons	66.6%	11.1%	1.0%	1.2%	20.2%
B.	Directions to the courthouse	63.9%	11.6%	2.7%	1.9%	19.9%
C.	Juror tape recorded phone message	48.2%	12.1%	2.2%	16.1%	21.4%
D.	Parking facilities	52.3%	17.7%	8.0%	2.0%	20.0%
E.	Initial juror orientation	64.9%	12.7%	0.7%	1.1%	20.6%
F.	Treatment by jury staff	71.5%	6.1%	1.2%	0.8%	20.4%
G.	Snack bar facilities	35.1%	25.8%	9.8%	8.6%	20.8%
H.	Comfort of the jury assembly room	42.8%	27.2%	8.6%	0.8%	20.6%
I.	Efficient use of your time	26.9%	28.8%	20.9%	1.4%	22.0%
J.	Orientation video and pamphlets	48.8%	19.0%	1.9%	8.9%	21.4%

3. Access Issues (for persons with disabilities)

		<u>Yes</u>	<u>No</u>	<u>N/A</u>	<u>No Response</u>
A.	Were you advised of accommodations that could be made for disabilities?	19.6%	6.5%	32.1%	41.7%
B.	If yes, did you make use of any special accommodations?	2.7%	15.2%	36.5%	45.5%
C.	Did you experience any problems in receiving an accommodation?	2.7%	11.1%	40.6%	45.5%
D.	Could you hear and see the orientation and court proceedings adequately?	27.1%	1.9%	27.0%	44.0%
E.	While serving, were you provided sufficient breaks?	25.5%	1.1%	29.2%	44.3%

4. Term of Service

		<u>Yes</u>	<u>No</u>	<u>N/A</u>	<u>No Response</u>
A.	Did you ask to be excused from or to reschedule your most recent jury service?	12.9%	62.2%	3.0%	21.9%
B.	If yes, was your request granted?	9.8%	4.2%	45.1%	40.8%
C.	If your request was denied, were the reasons adequately explained?	2.3%	3.1%	51.1%	43.5%
D.	Do you think the Court (judge) was fair in denying or granting these requests?	13.0%	2.0%	43.8%	41.2%
E.	Were you satisfied with your jury service?	45.9%	8.4%	13.6%	32.0%

5. Payment for Service:

A. Payment for service is:

Good	5.0%	N/A	16.5%
Adequate	18.0%	No Response	26.0%
Poor	34.5%		

B. The daily payment rate should be:

\$0	11.7%	\$30	12.8%
\$15	6.1%	\$40+	32.7%
\$25	11.7%	No Response	24.9%

	<u>Yes</u>	<u>No</u>	<u>N/A</u>	<u>No Response</u>
C. Do you feel payment is an important factor to serving?	33.9%	37.8%	4.0%	24.2%
D. Should all jurors be paid for service regardless of hardship?	53.3%	18.4%	3.3%	25.0%

6. Employment

	<u>Yes</u>	<u>No</u>	<u>N/A</u>	<u>No Response</u>
A. Did your employer pay you while serving?	39.3%	21.5%	16.0%	23.2%
B. Did you have any problems with your employer regarding your service?	4.7%	53.9%	16.3%	25.2%
C. Are you self-employed?	9.5%	56.4%	9.5%	24.5%

7. The Judge...

	<u>Always</u>	<u>Frequently</u>	<u>Seldom</u>	<u>Never</u>	<u>No Response</u>
A. gave clear instructions/explanations of the juror's responsibilities	49.8%	8.6%	0.9%	0.8%	39.9%
B. told you what to expect	47.0%	10.1%	1.7%	0.6%	40.7%
C. kept you informed during the proceedings	41.7%	11.4%	1.6%	0.8%	44.5%
D. appeared to be in control of the court proceedings	49.1%	5.5%	1.0%	0.8%	43.7%
E. was patient and courteous toward the jurors	51.2%	4.4%	0.5%	0.8%	43.1%
F. was patient and courteous to the attorneys	45.0%	8.8%	0.7%	0.8%	44.8%
G. was patient and courteous to the litigants and witnesses	43.8%	5.9%	0.3%	1.2%	48.8%
H. was attentive	44.6%	7.6%	0.8%	1.0%	46.0%
I. was fair and impartial (to both sides)	45.4%	5.1%	0.4%	1.2%	48.0%
J. made sure there were no significant delays	37.1%	11.0%	2.6%	1.4%	48.0%
K. explained the reasons for the delays	37.8%	8.0%	2.3%	2.5%	49.4%
L. explained legal terms	39.8%	8.1%	2.3%	1.6%	48.3%
	<u>Yes</u>	<u>No</u>	<u>No Response</u>		
M. permitted note-taking	17.0%	18.9%	64.1%		

N.	allowed the jury to ask questions	21.0%	18.3%	60.8%
O.	gave me written jury instructions on the law	16.4%	21.2%	62.4%

8. Courtroom Staff

Was the court’s staff and other personnel courteous and pleasant?

	<u>Yes</u>	<u>No</u>	<u>N/A</u>	<u>No Response</u>
A. Court Clerk	61.3%	0.7%	7.5%	30.5%
B. Court Reporter	52.2%	1.1%	13.3%	33.4%
C. Bailiff	57.9%	1.1%	8.0%	33.0%

9. Jury System Improvements

	<u>Strongly Agree</u>	<u>Agree</u>	<u>Neutral</u>	<u>Disagree</u>	<u>Strongly Disagree</u>	<u>No Response</u>
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A.	Jurors should be allowed to take notes.	29.2%	28.6%	9.5%	2.1%	0.5%	30.2%
B.	Jurors should be allowed to ask questions of witnesses during the trial.	8.0%	14.7%	13.4%	24.8%	8.3%	30.8%
C.	Jurors should be allowed to discuss the case before the end of the trial.	7.5%	13.2%	14.4%	24.5%	9.1%	31.3%
D.	Jury instructions should be clear and in plain English.	40.3%	25.7%	2.7%	0.5%	0.3%	30.5%
	should be provided to jurors.	26.2%	26.7%	11.4%	3.6%	0.2%	31.8%
F.	Attorneys should be able to remove jurors from serving without giving a reason.	10.5%	16.4%	13.9%	22.5%	6.7%	30.0%
G.	All exemptions from jury service should be eliminated.	2.8%	9.2%	12.0%	29.8%	15.2%	31.0%
I.	From which source list(s) should potential jurors be selected? (check all that apply)						
	Driver’s Licenses	59.2%			Registered Voters	44.3%	
	Property Tax Records	14.2%			Library Card Holders	25.4%	
	Public Assistance Rolls	11.7%			Other	6.1%	
J.	What penalty should the court impose against those who fail to respond to their jury summons?						
	Fine	47.9%	Jail and Fine	9.1%	No Response	31.3%	
	Jail	1.3%	No sanction	10.5%			

E. Written jury instructions

Responses to Fine Amounts (n=559)

Range	\$0.00 to \$50,000
Median	\$100.00

Mean \$352.20

\$0.00 - \$25.00	9.3%	\$100.01 - \$500.00	29.3%
\$25.01 - \$50.00	19.0%	\$500.01 - \$50,000	7.2%
\$50.01 - \$100.00	35.2%		

10. Attitudinal Questions	<u>Strongly Agree</u>	<u>Agree</u>	<u>Neutral</u>	<u>Disagree</u>	<u>Strongly Disagree</u>	<u>No Response</u>
A. The Florida jury system works well.	11.4%	38.8%	16.8%	3.6%	0.8%	28.6%
B. The average juror understands jury procedures.	7.6%	40.1%	13.3%	9.0%	0.9%	29.1%
C. Jury duty is an important opportunity to participate in the democratic process.	34.8%	29.3%	6.3%	1.5%	0.4%	27.7%
D. Procedures for jury selection are applied impartially.	15.2%	33.3%	15.7%	5.0%	0.9%	29.9%
E. The plaintiff was treated fairly.	12.8%	26.0%	12.3%	0.5%	0.5%	48.0%
F. The defendant was treated fairly.	13.1%	26.7%	11.7%	0.4%	0.5%	47.5%
G. Florida courts administer justice so that we can live in a civil manner.	23.3%	33.9%	8.5%	1.2%	0.9%	32.1%
H. Florida courts help us live as a free and orderly community.	23.3%	34.8%	8.9%	1.2%	0.7%	31.2%
I. Florida courts ensure that we continue as a democracy.	23.8%	34.5%	8.2%	1.2%	0.9%	31.4%
J. Florida courts are strongly committed to ensuring fairness to all people in a timely and responsive manner.	18.7%	32.9%	12.1%	3.7%	1.7%	30.9%

11. Approximately how long did you serve on the jury?

1 day or less	43.3%	4 or more days	4.4%
2-3 days	13.1%	No Response	39.2%

12. What is your most recent date of service?

Through December, 1999	0.2%	October, 2000	9.5%
January, 2000 - June, 2000	0.1%	November, 2000	3.3%
July, 2000	7.8%	December, 2000	0.7%
August, 2000	20.1%	No Response	55.8%
September, 2000	2.6%		

Statistical Information

13. Age

Less than 21	1.5%	41 - 50	20.3%	No Response	28.3%
21 - 30	6.9%	51 - 60	18.1%		
31 - 40	13.1%	Over 60	11.7%		

14. Sex

Male	39.8%	No Response	26.1%
Female	34.2%		

15. Education Level

Primary and Secondary	14.9%	Masters Degree	6.9%
Some College or Vocational Training	23.7%	Doctorate or Law Degree	1.9%
Associate Arts (AA) or Vocational Training	8.9%	Post-Doctorate Degree	0.4%
Bachelor of Arts or Sciences (BA/B.S.)	16.9%	No Response	26.4%

16. Income Level

Less than \$5,000	2.4%	\$25,000-\$29,999	7.9%	\$75,000-\$100,000	3.8%
\$5,000-\$9,999	2.2%	\$30,000-\$34,999	6.3%	Over \$100,000	4.5%
\$10,000-\$14,999	3.7%	\$35,000-\$39,999	7.5%	No Response	33.5%
\$15,000-\$19,999	4.3%	\$40,000-\$49,999	8.5%		
\$20,000-\$24,999	6.1%	\$50,000-\$74,999	9.3%		

17. Race

Asian	1.0%	White Hispanic	10.8%
Black Hispanic	1.0%	White Non-Hispanic	49.2%
Black Non-Hispanic	4.1%	Other	2.4%
Native American	3.3%	No Response	28.3%