



**2015
ANNUAL
JURY PROGRAM
REPORT**

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Waukesha County Circuit Court 2015 Jury Program Report

The right to a trial by jury is the cornerstone of American democracy, guaranteed by both the state and federal constitutions. Jury service is meaningful work. The decisions made by juries affect people's rights and freedom. The willingness of all who are summoned to serve is essential to ensure representative, impartial juries. Even those who do not eventually end up on a jury help maintain the system by coming to court.

Jury service is a duty of citizenship similar to paying taxes and voting. By employing effective techniques and best practices, Waukesha County strives to administer a fiscally responsible and efficient jury system while continually working to improve the nature and quality of the services asked of our citizens. We also strive to ensure that our judges, the lawyers, the litigants, and the public have confidence in the fairness and impartiality of the impaneled juries, and that jurors have appropriate tools during trials and deliberations with which to render informed and fair judgments.

Wisconsin Supreme Court Rules require each judicial circuit to analyze the performance of the jury system annually to determine the following:

1. If the department list or master list is representative and inclusive of the population of the circuit;
2. The effectiveness of the summoning and qualification procedures;
3. The responsiveness of prospective jurors to their summonses for jury duty;
4. If jurors and prospective jurors are used efficiently; and
5. The cost-effectiveness of the jury system.

The following report includes specific information related to this criterion. It also provides the details related to the Jury Program operations and highlights many improvements that have been made to the Waukesha County Jury Program over the past several years. Improvements to the program achieved in 2015 are highlighted in addition to the program initiatives planned for 2016.

Waukesha County Circuit Courts is dedicated to administering a Jury Program that is efficient and fiscally responsible. We continually look for ways to improve the quality, efficiency and cost-effectiveness of our jury system and this report will highlight these efforts.



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Development of a Prospective Jury List

Every resident in Waukesha County who is at least 18 years of age, a U.S. citizen, and able to understand the English language is qualified to serve as a juror unless that resident has been convicted of a felony and has not had his or her civil rights restored. The annual selection of Waukesha County jurors begins with a request for a specific number of records from the Wisconsin Department of Transportation (DOT). The DOT provides a source list of valid licensed drivers and identification card holders. Three (3) years of data involved in developing a list of Waukesha County citizens available to serve as a juror follows:

	2015	2014	2013
# of records on Waukesha County DOT listing	306,744	304,410	305,417
# of Waukesha County records requested from DOT	11,500	12,250	13,000
# of DOT records not loaded into the CCAP database for the following reasons: deceased, previous permanent excusal, four year disqualification, under the age of 18.	1,259 (11%)	1,252 (10%)	1,268 (10%)
# of prospective jurors	10,241	10,998	11,732

Balance and Inclusiveness

The Wisconsin Supreme Court Rules require that this source list be representative and inclusive of the population of the county. Data from the U.S. census for the county for persons 18 years of age and older by race and gender are compared to the master list to ensure fair representation and inclusiveness exists. The following comparison data confirms the master list and prospective jury list are representative and inclusive of the population of Waukesha County for persons 18 years or older in all areas measured.

Persons 18+ Years Old		Census Year		Jury Year Master List		Prospective Jury List	
		#	%	#	%	#	%
<u>Gender</u>	Male	149,027	48.58%	149,893	49.31%	5,065	49.51%
	Female	<u>157,717</u>	51.42%	<u>154,068</u>	50.69%	<u>5,165</u>	50.49%
		306,744		303,961		10,230	
<u>Age</u>	18-24	30,483	9.94%	34,120	11.46%	1,209	11.81%
	25-44	89,237	29.09%	89,214	29.96%	3,078	30.06%
	45-64	121,923	39.75%	115,189	38.69%	3,983	38.89%
	65+	65,101	21.22%	59,238	19.89%	1,971	19.25%
	Unknown	<u>0</u>	0%	<u>0</u>	0%	<u>0</u>	0%
		306,744		297,761		10,241	
<u>Race</u>	Hispanic	11,129	3.63%	6,091	2.0%	252	2.46%
	Amer Indian/Alaska Native	758	.25%	644	.21%	30	.29%
	Asian/Pacific Islander	9,457	3.08%	7,732	2.54%	231	2.26%
	Black/African American	3,908	1.27%	3,690	1.21%	125	1.22%
	White/Caucasian	281,492	91.77%	285,804	94.03%	9,514	92.9%
	Other/Unknown	<u>0</u>	0%	<u>0</u>	0%	<u>89</u>	.87%
		306,744		303,961		10,241	

*The total number of prospective jurors in the Gender section above is not accurate. This is a result of individuals not identifying a gender, or if they did, the information did not import properly into CCAP. The total number of prospective jurors in 2015 was 10,241

Qualification and Summoning

In 2013, a one-step qualification and summoning system was implemented. This means that a qualification questionnaire and a summons to serve jury duty are mailed to a prospective juror at the same time. Previously, Waukesha County operated a two-step jury program where qualification questionnaires were mailed in the Fall of each year and qualified jurors received a summons two weeks prior to their jury service. In an attempt to further implement best practices into the Waukesha County Jury Program, a one-step qualification and summoning process was implemented to create efficiencies and reduce program costs.

Upon receipt of the qualification questionnaire and jury summons, prospective jurors are instructed to complete an online qualification questionnaire or complete a form questionnaire and return it to the court by mail. Online questionnaires are imported directly into CCAP and mailed questionnaires are manually entered into CCAP. Citizens may be disqualified or permanently excused and will be notified by Court staff. If a citizen does qualify for jury service, they follow the instruction they receive on the summons.

On a weekly basis, court staff determines the number of jurors needed to appear for jury selection based upon a variety of factors. Generally the type of case or the charges and the anticipated length of a jury trial will determine the number of jurors summoned and brought in for jury selection in addition to other factors such as the number of jurors who may not be qualified. For example, a specified number of jurors will be required to appear for a criminal misdemeanor trial, but a different number of jurors will be called in for a termination of parental rights or a criminal felony sexual assault trial. While there are general guidelines applied, each case is also examined carefully for its own unique needs such as the nature of the crime(s), the complexity of the dispute, whether it is a high profile case, and many other factors to ensure the proper number of jurors are available for the jury selection process. The table below depicts the number of individuals who received a questionnaire and summons and our juror usage in the past three (3) years.

	2015 Jury Year		2014 Jury Year		2013 Jury Year	
	#	%	#	%	#	%
# of Qualification Questionnaire & Summons Sent	8,434		8,267		8,633	
Questionnaires Returned	7,666	91%	7,860	95%	8,528	99%
Returned Online	5,385	70%	5,344	68%	5,590	66%
Returned Via USPS	2,281	30%	2,515	32%	2,938	34%
Jurors Ineligible/Unavailable	1,482	19%	2,068	26%	1,212	14%
Qualified Jurors	6,184	81%	5,792	74%	7,316	86%
# of Qualified Citizens Postponed	2,353	38%	1,703	29%	1,934	31%
Online Postponement	1,823	77%	1,548	91%	1,702	88%
Postponement Via USPS	530	23%	155	9%	232	12%
Text Reminders Sent	4,013		1,895		235	
Email Reminders Sent	4,431		3,092		312	
Jurors Required To Report	1,888	31%	1,916	33%	2,312	37%
Jurors Sent to Voir Dire	1,489	79%	1,639	86%	1,983	86%
Jurors Questioned in Voir Dire	1,057	71%	1,078	66%	1,344	68%
Jurors Not Questioned in Voir Dire	437	29%	561	34%	639	32%
Jurors Sworn	537	29%	595	31%	716	36%
Jurors Who Reported and Not Used	399	21%	352	18%	329	14%

SAMPLE JUROR QUALIFICATION QUESTIONNAIRE

Juror Qualification Questionnaire



DEAR WAUKESHA COUNTY CITIZEN:

You are being considered as a prospective juror in the Waukesha County Circuit Court. **This is not a summons to appear**, but only a questionnaire required by Ch. 756, Wis. Statutes, to determine your eligibility for jury service.

Please complete the following questionnaire and return it within ten days. Alternatively, you may complete this form on-line at <https://jury.wicourts.gov>.

Juror ID: 10931 Jury Year: 2016 Pool ID: MAY22016
JOSEPH T SMITH
555 MAPLE STREET
WAUKESHA WI 53189

WAUKESHA COUNTY
Kathleen A Madden
515 W. Moreland Blvd.
Waukesha WI 53187-1627

Year of Birth: 1965

Failure to return this form or the willful misrepresentation of a material fact may result in a forfeiture not to exceed \$500. If a question does not apply to you, enter "n/a" (i.e., "not applicable"). If you have any questions, contact the Clerk of Circuit Court at 262-548-7504. Thank you for completing this form.

Please print your answers. If you are a person with a disability and need assistance in completing this form, please contact 262-548-7504

Is the above name, address and year of birth correct? Yes No (If "No", enter correct information.)

Name _____ City _____
Address _____ State _____ Zip _____
Year of Birth _____

Wisconsin Law requires you to answer questions 1 through 8:

- | | Yes | No |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|
| 1. Are you a citizen of the United States? | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Are you a resident of Waukesha County? | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Are you at least 18 years of age? | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Do you understand the English language? | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Have you been summoned for jury service in the past 4 years?
If yes, give date(s) - location | <input type="checkbox"/> | <input type="checkbox"/> |
| <hr/> | | |
| 6. Because of a disability, do you need assistance to serve as a juror?
If yes, please describe the nature of your disability and the accommodation you request. | <input type="checkbox"/> | <input type="checkbox"/> |
| <hr/> | | |
| 7. Have you ever been convicted of a felony?
If yes, have you fully satisfied all the conditions of your sentence? | <input type="checkbox"/> | <input type="checkbox"/> |
| <hr/> | | |
| 8. What is your race?
<input type="checkbox"/> African Am. <input type="checkbox"/> Asian or Pacific Islander <input type="checkbox"/> Caucasian <input type="checkbox"/> Hispanic <input type="checkbox"/> Am. Indian or Alaskan Nat. <input type="checkbox"/> Other: _____ | | |

Home Telephone () Work Telephone () Cell Telephone ()

Distance in miles from your home to the Courthouse and return: _____ miles.

You must sign the following and return the questionnaire within 10 days.

I certify the above information is complete and true to the best of my knowledge.

(Signature)

(Date)

SAMPLE JUROR SUMMONS

STATE OF WISCONSIN

CIRCUIT COURT

WAUKESHA COUNTY

SUMMONS TO SERVE AS A JUROR



2016-10931

Juror ID No. 10931
JOSEPH T SMITH
555 MAPLE STREET
WAUKESHA WI 53189

Pool Member No. 225

You have been selected through a random drawing to serve as a juror in Waukesha County.

Your juror term begins: 05-09-2016
Your juror term ends: 05-13-2016

Please follow these instructions:

Complete an ONLINE juror qualification questionnaire at circuitcourts.waukeshacounty.gov. Completing an online questionnaire saves time and reduces postage expense. If you are unable to complete the questionnaire online, return the enclosed questionnaire by US Mail. If you have completed the questionnaire once, but were deferred to a later date, you are not required to complete the questionnaire again. **Note: If there is not a questionnaire included with your summons, you have already completed it.**

- You **must** complete your questionnaire before any request to postpone or excuse can be approved.
- This is your summons to serve as a juror. Keep this summons until your term of service is complete.
- As a Juror for Waukesha County, you are scheduled to appear during your term of service listed above.
- **You must call the Jury Line at 262-548-7531 after 5:00 p.m. the evening prior to your required dates.**
- You must report only if your Pool Member Number is called.
- If required to report, you will report to: Jury Assembly Room, Room CG-6
Waukesha County Courthouse
515 W Moreland Blvd.
Waukesha, WI 53188
- Report to the courthouse **no later** than 8:15 a.m. unless instructed differently on the Jury Line.

PLEASE SEE BACK OF THIS FORM & THE ENCLOSED BROCHURE TO ANSWER FREQUENTLY ASKED QUESTIONS

Failure to appear or to return your questionnaire can result in the court imposing a sanction not to exceed \$500.00



**Please complete the
Juror questionnaire
SCAN CODE OR VISIT
circuitcourts.waukeshacounty.gov**

**Kathleen Madden
CLERK OF CIRCUIT COURT**

Juror Coordinator's Phone: (262) 548-7504
Courthouse Hours: Monday – Friday
8:00 am – 4:30 pm

Jury Trial Information

There were sixty-two (62) jury trials scheduled in 2015 that jurors were brought in for. Status conferences are held before each jury trial for the purpose of determining whether the case is “trial ready.” Cases can, and occasionally do, settle, are dismissed, or are adjourned on trial day despite our best attempts to take care of matters at the status conference. While the system is designed to avoid this once jurors appear, there are many factors that result in cases not proceeding to jury trials. In 2015, eleven (11) cases did not proceed to a jury trial and were resolved or adjourned the morning the trial was set to begin. One (1) trial began, but a plea was entered by the defendant and one (1) trial ended with a hung jury. When a trial does not proceed as originally planned, the respective Judge provides a detailed explanation to the jurors so the jurors leave with a clearer understanding of the complex nature of their justice system.

Jury trials generally run one (1) to three (3) days, but some can last longer depending on the nature of the crime(s) involved, the complexity of the civil matters, and other unique case factors. The following is a breakdown of the trial activity for the past three (3) years.

	<u>2015</u>			<u>2014</u>			<u>2013</u>		
	# of Jury Trials Tried To Verdict	# of Jury Trials Dismissed, Adjourned, Plead or Settled After Jurors Appeared	Total Trial Days	# of Jury Trials Tried To Verdict	# of Jury Trials Dismissed, Adjourned, Plead or Settled After Jurors Appeared	Total Trial Days	# of Jury Trials Tried To Verdict	# of Jury Trials Dismissed, Adjourned, Plead or Settled After Jurors Appeared	Total Trial Days
<u>CRIMINAL/ TRAFFIC</u>									
Felony	15	5	41	12	8	31	23	5	56
Crim Misd	3	1	7	3	1	4	8	1	12
Crim Traffic	8	2	14	12	2	20	9	0	14
Traffic	6	0	7	4	2	4	1	0	1
Forfeiture	0	0	0	0	0	0	0	0	0
SUBTOTAL	32	8	69	31	13	59	41	6	83
<u>CIVIL</u>									
Large Claim	16	3	34	19	0	42	30	4	64
Small Claim	0	0	0	0	0	0	0	0	0
SUBTOTAL	16	3	34	19	0	42	30	4	64
<u>PROBATE</u>									
Guardianship	0	0	0	0	0	0	0	0	0
SUBTOTAL	0	0	0	0	0	0	0	0	0
<u>JUVENILE</u>									
Commitment	2	0	2	2	0	2	1	0	1
Juvenile	0	0	0	0	0	0	0	0	0
TermParRght	0	1	1	2	0	3	1	1	1
SUBTOTAL	2	1	3	4	0	5	2	1	2
TOTAL	50*	12**	106	54	13	106	73	11	149

*Includes one hung jury. **One settlement was reached after the trial began.

Jury Program Costs

Over the past six years, Waukesha County has implemented several significant changes to the Jury Program, some best practices from national trends and research in jury program operations, and some developed internally to create efficiencies in program management through the use of technology. In 2010, the term of service was shortened from two weeks to a one (1) day or one (1) trial term of service. What that means is that jurors must make themselves available for just one (1) day unless they are selected for a jury which they must serve until the trial is complete. At that same time, the Waukesha County Board approved a juror per diem of \$15 per half day and \$30 per full day of service and moved from a mileage reimbursement to a flat travel fee of \$7 per day. In 2012, a Civilian Jury Bailiff Program was implemented, utilizing retired law enforcement personnel to manage jurors allowing the sworn law enforcement officers in the courtroom to focus solely on security creating a safer environment for all. In 2013, Waukesha County adopted a one-step juror qualification and summoning process, also considered a best practice in jury program management. Other changes include accepting on-line juror postponement requests and on-line juror exit surveys replacing once laborious manual processes. Not only are best practices adopted and technology used to create program efficiencies and improvements for all participants, but these program enhancements can have a beneficial impact on expenses.

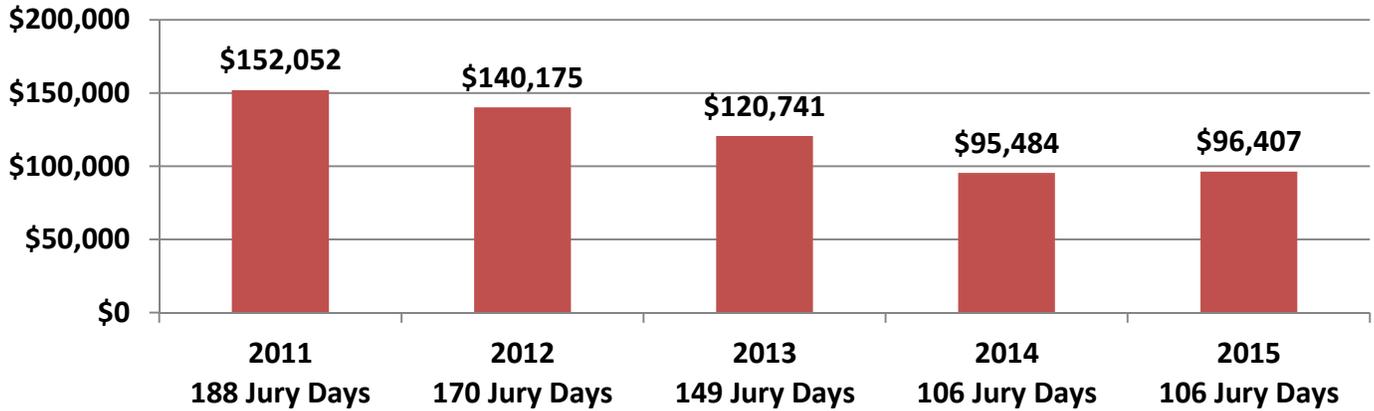
Year-to-year expenses for the Jury Program are of course impacted by the number of trials and number of trial days each year. The most significant expenses in the program are the daily juror per diem and travel fee. Juror supplies such as beverages and reading materials are provided in the jury assembly room and all jury deliberation rooms. Meals are provided to jurors during trial deliberations. Other program expenses include printing, postage and Civilian Jury Bailiffs. The cost of sworn officers providing security in the courtrooms and Jury Program staff are not included in the Jury Program expenses. Total Jury Program expenses for 2015 reached \$96,408, an increase of \$924 over 2014 program expenses. Below is a five (5) year history of program expenses:

JURY PROGRAM EXPENSES										
	<u>2011</u>		<u>2012</u>		<u>2013</u>		<u>2014</u>		<u>2015</u>	
Miscellaneous	\$5,391	(4%)	\$8,239	(6%)	\$3,124	(3%)	\$3,759	(4%)	\$2,506	(3%)
Postage	\$8,872	(6%)	\$4,899	(3%)	\$5,715	(5%)	\$6,317	(7%)	\$6,347	(7%)
Civilian Jury Bailiffs	\$16,964	(11%)	\$18,524	(13%)	\$10,192	(8%)	\$12,377	(13%)	\$12,678	(13%)
Food	\$3,965	(3%)	\$3,110	(2%)	\$3,748	(3%)	\$2,740	(3%)	\$2,348	(2%)
Travel Fee	\$26,544	(17%)	\$23,968	(17%)	\$22,421	(19%)	\$16,982	(18%)	\$17,388	(18%)
Juror Per Diem	\$90,315	(59%)	\$81,435	(58%)	\$75,540	(62%)	\$53,309	(55%)	\$55,140	(57%)
Annual Cost	\$152,052		\$140,175		\$120,741		\$95,484		\$96,407	
Total Jury Days	188		170		149		106		106	
Trial Day Cost	\$808.79		\$824.56		\$810.34		\$900.79		\$909.50	

-Miscellaneous cost includes beverages, periodicals, printing, and office supplies. Court security expenses provided by the Waukesha Sheriff's Department are not included in this summary of jury expenses. The use of Civilian Jury Bailiffs rather than sworn Sheriff Deputies was piloted in two Criminal/Traffic branches for six months during 2011 and rolled out court-wide in January 2012 thus contributing to the growth of that line item expense.

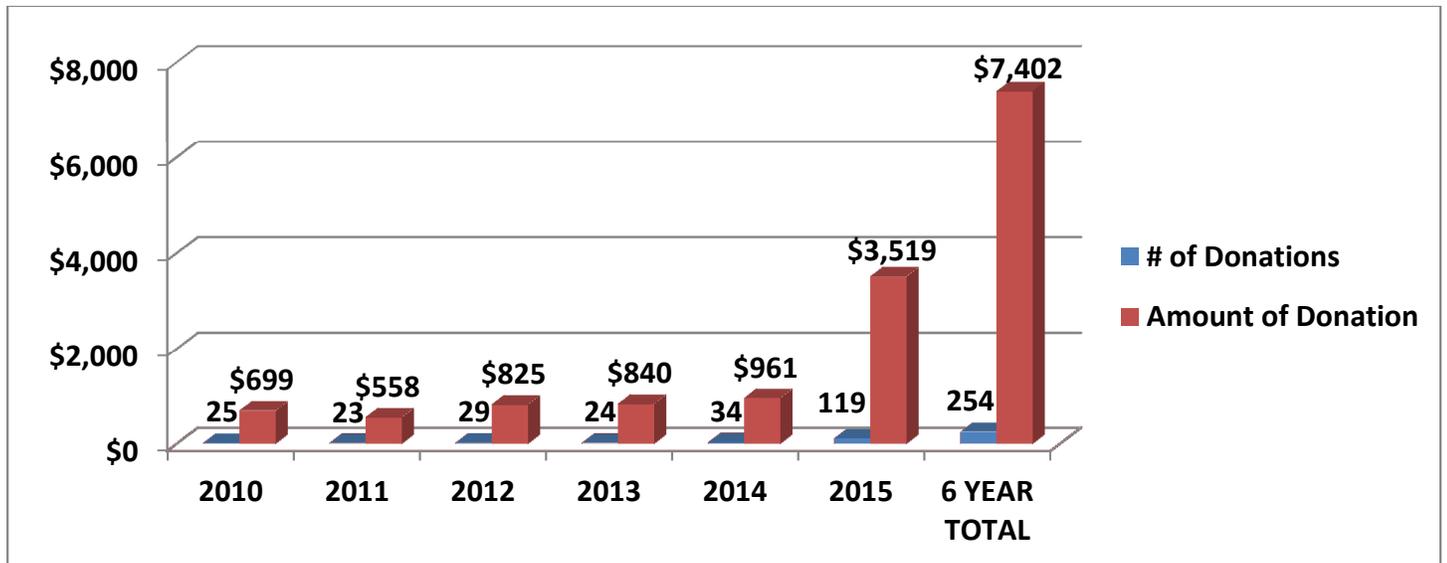
-There were two high profile lengthy murder trials in 2011 contributing 22 jury days and over \$24,000 to the travel, per diem and Jury Bailiff expenses.

Five (5) Year Summary of Overall Jury Program Expenses



Voluntary Juror Donation Program

A Voluntary Juror Donation Program was introduced in 2010 which allows jurors to voluntarily donate their jury pay and/or travel fee back to the Jury Program. The donated funds cannot be used to offset Jury Program operating expenses, but instead are to be used for improvements to the Jury Program. Over the past six (6) full years of existence, 254 donations have been made to the Waukesha County Jury Program totaling \$7,402. Forty-eight percent (48%) of the donation program proceeds (119 donations/\$3,519) came in 2015, primarily due to a change in program personnel who has made improvements to the morning colloquy jurors receive when they appear for jury service.



Online Juror Exit Survey

Voluntary juror exit surveys are available on the Court’s website and all jurors are encouraged to provide feedback regarding their jury service experience. One hundred thirty-four (134) jurors voluntarily completed the online survey in 2015 and provided dozens of comments that may help us improve the program. The results of the 2013, 2014 and 2015 surveys follow:

	2013			2014			2015		
	Excellent	Good / Average	Below Average / Poor	Excellent	Good / Average	Below Average / Poor	Excellent	Good / Average	Below Average / Poor
Summons, brochure or materials provided	66%	31%	2%	56%	44%	0%	63%	35%	1%
Telephone Call-in System	71%	26%	3%	70%	28%	2%	72%	28%	0%
Jury Website	47%	51%	3%	55%	56%	0%	42%	57%	1%
Juror Orientation	74%	25%	1%	74%	27%	0%	84%	16%	0%
Physical Safety	69%	30%	1%	78%	22%	0%	69%	30%	1%
Treatment by Jury Staff	84%	15%	1%	81%	19%	0%	86%	13%	1%
Treatment by Courtroom Staff	78%	20%	2%	74%	26%	0%	76%	24%	0%
Physical Comforts	36%	56%	8%	42%	56%	2%	32%	66%	2%
Your opinion of jury service <i>before</i> serving?	11%	74%	15%	12%	80%	7%	14%	74%	12%
Your opinion of jury service <i>after</i> serving?	49%	47%	4%	54%	44%	2%	53%	46%	1%

The feedback from the volunteer juror exit surveys is very helpful to program management as we are continuously looking for ways to improve the program. Feedback has been critical in developing materials that are clear and answer the most frequent questions for jurors. Even the smallest suggestions can have a big impact and provide clarity to citizens.

One of the most relevant pieces of data we capture through this survey is the opinion of jurors before they serve versus after they serve. Of the 134 jurors who completed a survey in 2015, just 14% had an excellent opinion of jury service before they served. After service, more than half (53%) had an excellent opinion of jury service, an increase of 39%. This shift is most likely a result of the thorough juror orientation and the overall treatment jurors experience by program and courtroom staff which is reflected by the very high ratings in these areas of the survey. This data is consistent year-after-year.

Allowing jurors to voluntarily complete the survey in the comfort of their own home or office at a time convenient to them seems to produce much more detailed and intellectual comments about their experience, problems or suggestions for improvements. Responses are reviewed carefully and changes that can be made to address issues are being made. Samples of some comments we have received follow:

Juror Summons, Juror Brochure or Materials Provided

- Helpful explanation of what to expect, when and where to report, where to park, what to do if you couldn’t come.

- FAQ sheet anticipated most of my questions; instructions were very clear; postpone request procedure was easy to follow and efficient.
- The frequently asked questions...I fully understood what to expect.
- Warn people about security.
- Tell us what we can bring.

Telephone Call-in System

- Instructions were very well stated.
- Clear communication. Repeating information is always helpful.
- Reminder email and text to call in is excellent.
- Sending the call in number via text and email was wonderful!
- The clarity of the details and repetition was great.
- Update the message daily instead of repeating the message from the day before.

Jury Website

- Looked up what to expect and what to wear, etc. Very helpful info.
- The information on parking, wifi, FAQs – all of it was very helpful.
- Easy to navigate.
- Just a little hard to navigate to find the Juror info at first, but then all was good.
- Everything was very easy to follow.
- Website not user friendly.
- Look and feel a bit outdated.

Juror Orientation in Jury Assembly Room

- Thorough explanation of all that was to happen, what to do next, to a group of people that didn't know at all what to do.
- Loud and clear, friendly, put people at ease.
- Very thorough, very friendly, not at all intimidating. Excellent at keeping us informed on what was happening.
- Laura Haight was so nice and helpful. Very organized. She kept us posted the entire time as to what was going on. There was no wondering what was going to happen and when. I loved that they brought a Judge in to talk to us before being called. Nice touch.

Physical Safety

- Sheriff in courtroom. Metal detector in entrance. Very good police presence.
- Asked if everyone was okay to take stairs or if someone needed to take the elevator.
- Everyone does their job well.
- Screening was thorough but quick.
- Prefer my name not be used; couldn't jurors be assigned a number?
- No one likes going through a metal detectors, but it is good to see they have them. I never felt unsafe.

Treatment by Jury Staff

- Very nice people. They understand this is not how we would be spending our day if we had an option and made the best of it.
- I can't say enough about how well I was treated during the day. Great job to all!
- Overall good process and procedure.
- Everyone was kind and respectful.
- Friendly, informative and very approachable.

Treatment by Courtroom Staff

- Judge was very courteous to jurors and his introduction about the importance of serving was a good approach, especially for people who would rather not be there.
- Clear explanation, polite demeanor. I felt like an honored guest in fact.
- Very professional, very appreciative of jurors, explained everything well. I appreciate the introduction of everyone in the courtroom and what they do. I felt the Judge was very down to earth, very congenial. No showboating or arrogance. Very attentive and managed the courtroom well. I appreciated how he explained everything that was happening.

Physical Comforts

- The jury box chairs were comfortable.
- Get some new furniture – seems dirty and old.
- The jury room was hot and stuffy when you put 12-14 people in it.
- The courtroom was much too warm in the late afternoon.
- The jury room was much too small and warm for 12-13 people. Ridiculous really. Thanks to the judge for moving us during deliberations.
- When sent to deliberations, one of the jury members was claustrophobic and requested if we could meet in a larger space with windows. The request was granted quickly. It proved to be a wise move for us all as we were together in that room for almost 5 hours.

Constructive Feedback

- I appreciated how the judge came in to tell us that our service would not be needed as the case was settled. He was very informative. I think there should be an age limit for people to be required to be called for jury duty. Perhaps a cut off at age 75 or 80.
- I was impressed with the Judge. He actually encouraged questions. He also personally came in after the trial to thank us for our service. I appreciate his consideration, professionalism, and effort in making us all feel comfortable while we “did our duty”. He was also very thorough in explaining our role. His opening speech was excellent and actually enlightened us on the seriousness of the undertaking we were about to partake in. Excellent, I was very impressed.
- I found the overall process not just acceptable, but rewarding and dare I say, enjoyable. I was treated extremely well. I loved seeing the legal process from the inside and learned a lot. I actually look forward to my next assignment. Thanks to all involved.
- The jury instructions from the Judge were very long and repetitive. It took our jury a bit of discussion to figure out the specifics of what the charges were and how they were different from each other. Perhaps that is part of the job and self-discovery process, but it could have been explained a little better.
- I had been summoned to service about 20 years ago. This experience was so much better and more organized. While we all knew it is our civic duty, we were made to feel important and appreciated the entire time we were there. Where as with my past experience, I felt like I was being led to slaughter.
- Thank you for making the jury feel comfortable, respected and important. This was a very good experience. Appreciated the judge giving us adequate breaks, standing up occasionally, and talking with us after the trial was over. Communication was excellent.
- I truly appreciate not being held in service any longer than was needed. The entire process emphasized the realization that we took time from our jobs to serve. From the moment we were met in the jury room, it was clear our service was appreciated.
- Great experience overall. Waukesha does it right.

2015 At-A-Glance

Activity in the Jury Program was a bit quieter in 2015 allowing the new Jury Program staff to absorb more and more knowledge of jury management and we were able to make improvements to several critical areas. The morning colloquy was enhanced and includes more information for jurors so they know what to expect throughout jury service. Waukesha's Presiding Judge Jennifer Dorow attempts to make a weekly appearance to welcome jurors and answer questions they may have. All of the information they hear and the welcoming environments we strive to maintain has proven to help make jurors comfortable before they are even sent to a courtroom.

Jurors were called in for 62 trials in 2015, but only 50 cases were tried. One settled after it began and one ended in a hung jury. Unfortunately, 11 trials settled after jurors appeared. When this occurs, the sitting Judge appears in the Jury Assembly Room to speak to the jurors so they are fully aware of why the trial did not proceed. Jurors can ask any questions they may have and this process is very educational for the jurors. This is another step Waukesha County takes to emphasize our respect for the jurors and the importance of their service.

Technology continues to play a very important part in jury management and we are very pleased with the jurors' use of tools on the website and our own ability to create efficiencies with new tools available to us. We continue to encourage jurors to use online tools which save jurors and program staff time and helps reduce postage expense. We include a quick response (QR) code on many of our documents allowing jurors to use their smart phone to go quickly to our website to complete their qualification questionnaire or the juror exit survey. During 2015, 4,013 text message reminders and 4,431 emails reminders were sent to jurors to remind them of their upcoming jury services. We have seen an immediate reduction in our failure to appear rate as a result. Jurors often thank program staff for the reminders and compliment Waukesha County for our use of technology.

Efforts continued to review and rewrite the policy and procedure manual including every step of the process from requesting names from DOT through payment of jurors who served and everything in between.

New processes and procedures were develop and incorporated into the routine weekly work to follow-up with citizens who fail to return their qualification questionnaire, and/or who fail to appear when required. A follow-up letter with a new questionnaire and summons is sent for the first failure. Plans to develop an order to show cause hearing process will be developed with the Jury Judge for additional failures to respond or appear.

A new judge orientation presentation was developed and presented to three (3) new Judges who took the bench in August 2015.

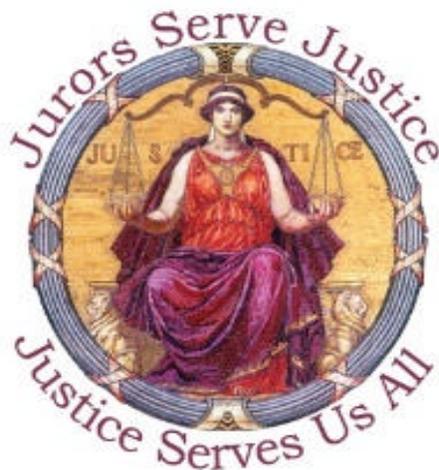
2016 Jury Program Initiatives

In order to create necessary safety-nets for this critical Jury Program, a part-time Jury Program Assistant will be added to the Administration office and our full-time Jury Coordinator will assume the management responsibilities in the Jury Program and other programs operated in our court system. The new Jury Assistant will perform daily administrative clerical work including the weekly summons and qualification process, daily processing of qualification questionnaires and postponement requests, answering phones and processing daily mail, entering weekly codes for all jurors into CCAP, preparing bi-weekly juror payments, entry of data into key reports and spreadsheets, and more. The Departmental Secretary will also continue to cross-train on key functions in this critical program to ensure coverage is available in the event of unplanned absences. Overall

weekly work dedicated to the Jury Program will not increase, but having three (3) individuals assigned and cross-trained to perform the work in this vital program will create very important safety-nets that did not previously exist.

A review of jury furnishing in all courtrooms will be conducted and upgrades will be made based on findings. Funds donated by jurors will be used first as the jury donation account has reached over \$7,400 since donations began to be accepted in 2010.

The Jury Coordinator and the Clerk will develop a case-type matrix depicting data relevant to case type, charge, and unique trial needs. Statutory requirements, judge preferences, and historical data collection will be used to develop this tool to assist Program staff in determining summoning and call in needs.



The Waukesha County Circuit Court Judges, Clerk of Circuit Court, and the court employees want to recognize and thank every prospective and sworn juror and say "thank you" for your contributions to our justice system.