



# **2017 Annual Jury Program Report**

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## Waukesha County Circuit Court 2017 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 2017 are highlighted in addition to the program initiatives planned for 2018.

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.



## **Table of Content**

Development of a Prospective Jury List.....	4
Balance and Inclusiveness.....	4
Qualification and Summoning.....	5-7
Jury Trial Information.....	8
Jury Program Costs.....	9-10
Voluntary Juror Donation Program .....	10
Online Juror Exit Survey.....	11-14
2017 At A Glance.....	14
2018 Jury Program Initiatives.....	15

## 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:

	2017	2016	2015
# of records on Waukesha County DOT listing	311,351	308,783	306,744
# of Waukesha County records requested from DOT	14,500	11,500	11,500
# 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.	1,393 (10%)	1,494 (13%)	1,259 (11%)
# of prospective jurors	13,107	10,006	10,241

## 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	151,212	48.57 %	149,174	49.21 %	*6,526	49.80 %
	160,139	51.43 %	153,985	50.79 %	*6,578	50.20 %
	311,351		303,159		*13,104	
<u>Age</u> 18-24	31,535	10.13 %	32,820	10.83 %	1,461	11.15 %
	89,089	28.61 %	91,006	30.02 %	4,084	31.16 %
	120,773	38.79 %	115,323	38.04 %	4,861	37.09 %
	69,954	22.47 %	64,010	21.11 %	2,700	20.60 %
	0	0.00 %	0	0.00 %	1	0.01 %
	311,351		303,159		13,107	
<u>Race</u> Hispanic	11,766	3.78 %	5,988	1.98 %	334	2.55 %
	768	0.25 %	655	0.22 %	31	0.24 %
	10,511	3.38 %	8,112	2.68 %	338	2.58 %
	4,458	1.43 %	4,222	1.39 %	180	1.37 %
	283,848	91.17 %	284,181	93.74 %	12,120	92.47 %
	0	0.00 %	1	0.00 %	104	0.80 %
	311,351		303,159		13,107	

\*The 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 2017 was 13,107.

## 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.

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 with 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 (3) years.

	2017 Jury Year		2016 Jury Year		2015 Jury Year	
	#	%	#	%	#	%
<b># of Qualification Questionnaire &amp; Summons Sent</b>	<b>14,912</b>		<b>9,312</b>		<b>8,434</b>	
<b>Questionnaires Returned</b>	<b>10,607</b>	<b>71%</b>	<b>8,680</b>	<b>93%</b>	<b>7,666</b>	<b>91%</b>
Returned Online	7,488	71%	6,323	73%	5,385	70%
Returned Via USPS	3,119	29%	2,357	27%	2,281	30%
<b>Jurors Ineligible/Unavailable</b>	<b>2,161</b>	<b>20%</b>	<b>1,415</b>	<b>16%</b>	<b>1,482</b>	<b>19%</b>
<b>Qualified Jurors</b>	<b>8,446</b>	<b>80%</b>	<b>7,268</b>	<b>84%</b>	<b>6,184</b>	<b>81%</b>
<b># of Qualified Citizens Postponed</b>	<b>3,218</b>	<b>38%</b>	<b>2,382</b>	<b>33%</b>	<b>2,353</b>	<b>38%</b>
Online Postponement	2,505	78%	2,180	92%	1,823	77%
Postponement Via USPS	713	22%	202	8%	530	23%
<b>Text Reminders Sent</b>	<b>16,160</b>		<b>13,551</b>		<b>9,478</b>	
<b>Email Reminders Sent</b>	<b>16,158</b>		<b>14,293</b>		<b>11,307</b>	
<b>Jurors Required To Report</b>	<b>2,662</b>	<b>32%</b>	<b>2,402</b>	<b>33%</b>	<b>1,888</b>	<b>31%</b>
Jurors Sent to Voir Dire	2,177	82%	1,895	79%	1,489	79%
Jurors Questioned in Voir Dire	1,593	73%	1,306	69%	1,057	71%
Jurors Not Questioned in Voir Dire	584	27%	589	31%	437	29%
<b>Jurors Sworn</b>	<b>742</b>	<b>28%</b>	<b>739</b>	<b>31%</b>	<b>537</b>	<b>29%</b>
<b>Jurors Who Reported and Not Used</b>	<b>485</b>	<b>18%</b>	<b>507</b>	<b>21%</b>	<b>399</b>	<b>21%</b>

# SAMPLE JUROR QUALIFICATION QUESTIONNAIRE

Juror Qualification Questionnaire - Electronically Filed



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: 1746 Jury Year: 2017 Pool ID: MAY32017

Joseph T. Smith  
555 Maple Street  
Waukesha, WI 53187

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

Year of Birth: 1991

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 checked="" type="checkbox"/> | <input type="checkbox"/>            |
| 2. Are you a resident of Waukesha County?                                                                                                                                                                                                                                       | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| 3. Are you at least 18 years of age?                                                                                                                                                                                                                                            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| 4. Do you understand the English language?                                                                                                                                                                                                                                      | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| 5. Have you been summoned for jury service in the past 4 years?<br>If yes, give date(s) - location                                                                                                                                                                              | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| 6. Because of a disability, do you need assistance to serve as a juror?<br>If yes, please describe the nature of your disability and the accommodation you request.                                                                                                             | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| 7. Have you ever been convicted of a felony?<br>If yes, have you fully satisfied all the conditions of your sentence?                                                                                                                                                           | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| 8. What is your race?<br><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: _____ | <input type="checkbox"/>            | <input type="checkbox"/>            |

Home Telephone ( )

Work Telephone ( )

Cell Telephone

Distance in miles from your home to the Courthouse and return: 12.00 miles.

I certify the above information is complete and true to the best of my knowledge. 05-07-2017

Confirmation Number: 1494192528698



SAMPLE JUROR SUMMONS

STATE OF WISCONSIN

CIRCUIT COURT

WAUKESHA COUNTY

SUMMONS TO SERVE AS A JUROR



2017-11387

Juror ID No. 11387
JOSEPH T SMITH
555 MAPLE STREET
WAUKESHA, WI 53187

Pool Member No. 77

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

Your juror term begins: 05-15-2017
Your juror term ends: 05-19-2017

Please follow these instructions:

Complete an ONLINE juror qualification questionnaire at jury.wicourts.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 be excused 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 8:00 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 A. 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 81 jury trials scheduled in 2017 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 2017, 15 cases did not proceed to a jury trial and were resolved or adjourned the morning the trial was set to begin. Additionally, four (4) trials did not conclude with a verdict as follows: two (2) trials ended with a plea entered by the defendant; one (1) trial ended with a hung jury; and one (1) trial proceeded as a court trial per agreement of the parties. 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 the breakdown of the trial activity for the past three (3) years.

	<u>2017</u>			<u>2016</u>			<u>2015</u>		
	# of Jury Trials Tried To Verdict	# of Jury Trials that did not begin, or began but ended with a plea, hung jury, or a court trial	Total Trial Days	# of Jury Trials Tried To Verdict	# of Jury Trials that did not begin, or began but ended with a dismissal, a plea, or a mistrial	Total Trial Days	# of Jury Trials Tried To Verdict	# of Jury Trials that did not begin, or began but ended with a dismissal, a plea, or a mistrial	Total Trial Days
<b><u>CRIMINAL/ TRAFFIC</u></b>									
Felony	25	10	67	19	7	55	15	5	41
Crim Misd	5	3	8	9	7	18	3	1	7
Crim Traffic	9	0	14	10	4	19	8	2	14
Traffic	4	1	5	1	1	2	6	0	7
Forfeiture	0	0	0	1	0	1	0	0	0
<b>SUBTOTAL</b>	<b>43</b>	<b>14</b>	<b>94</b>	<b>40</b>	<b>19</b>	<b>95</b>	<b>32</b>	<b>8</b>	<b>69</b>
<b><u>CIVIL</u></b>									
Large Claim	17	3	50	17	2	39	16	3	34
Small Claim	0	1	1	0	0	0	0	0	0
<b>SUBTOTAL</b>	<b>17</b>	<b>4</b>	<b>51</b>	<b>17</b>	<b>2</b>	<b>39</b>	<b>16</b>	<b>3</b>	<b>34</b>
<b><u>PROBATE</u></b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Guardianship	0	0	0	0	0	0	0	0	0
Probate	0	0	0	1	0	3	0	0	0
<b>SUBTOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b><u>JUVENILE</u></b>									
Commitment	2	0	2	2	0	2	2	0	2
Juvenile	0	1	2	0	0	0	0	0	0
TermParRght	0	0	0	0	0	0	0	1	1
<b>SUBTOTAL</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>
<b>TOTAL</b>	<b>62</b>	<b>19</b>	<b>149</b>	<b>60</b>	<b>21</b>	<b>139</b>	<b>50</b>	<b>12</b>	<b>106</b>



## Jury Program Costs

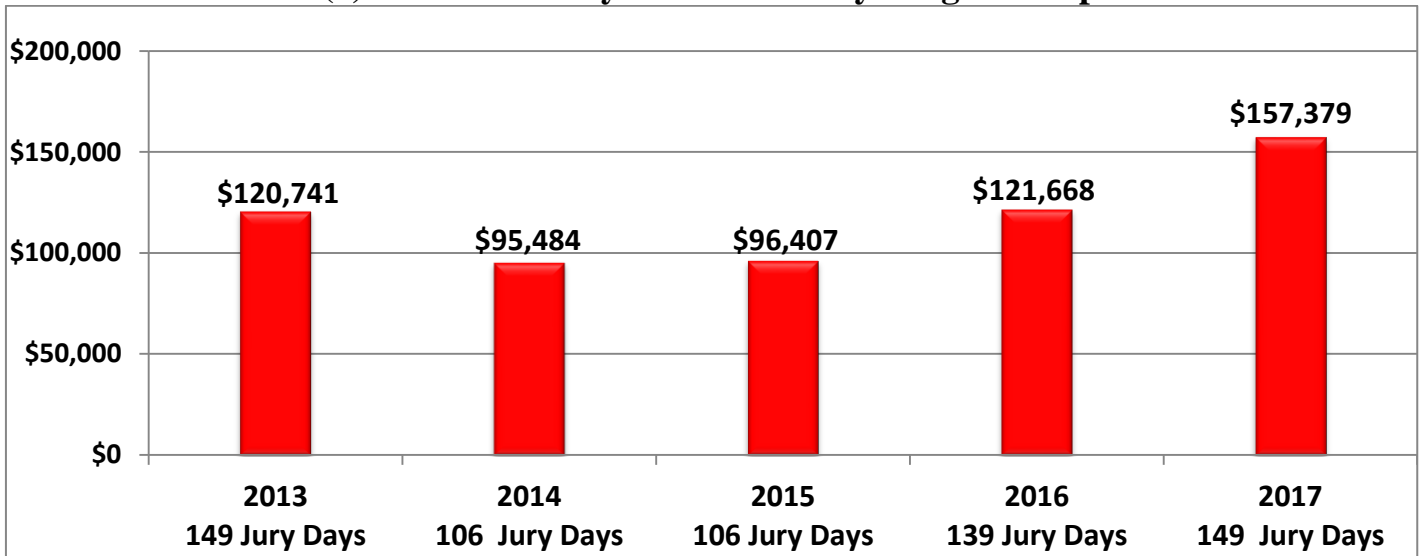
Over the past eight (8) years, Waukesha County has implemented several significant changes to the jury program, some best practices from national trends and research in jury program operations, and some developed internally to create efficiencies in program management through the use of technology. In 2010, the term of service was shortened from two (2) 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 in our criminal, probate and juvenile courts, 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 satisfaction 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 the program expenses.

Year-to-year expenses for the Jury Program are 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 is not included in the Jury Program expenses. Total Jury Program expenses for 2017 reached \$157,379, an increase of \$35,711 over 2016 expenses. Higher expenses were a result of three high profile jury trials in the Fall of 2017 and 10 additional trial days over 2016 activity. Below is the five (5) year history of program expenses:

<b>JURY PROGRAM EXPENSES</b>										
	<u>2013</u>		<u>2014</u>		<u>2015</u>		<u>2016</u>		<u>2017</u>	
Miscellaneous*	\$3,124	(3%)	\$3,759	(4%)	\$2,506	(3%)	\$4,293	(4%)	\$7,994	(5%)
Postage	\$5,715	(5%)	\$6,317	(7%)	\$6,347	(7%)	\$7,051	(6%)	\$11,429	(7%)
Civilian Jury Bailiffs	\$10,192	(8%)	\$12,377	(13%)	\$12,678	(13%)	\$16,660	(14%)	\$21,421	(14%)
Food	\$3,748	(3%)	\$2,740	(3%)	\$2,348	(2%)	\$1,698	(1%)	\$18,927	(12%)
Travel Fee	\$22,421	(19%)	\$16,982	(18%)	\$17,388	(18%)	\$23,779	(20%)	\$23,919	(15%)
Juror Per Diem	\$75,540	(62%)	\$53,309	(55%)	\$55,140	(57%)	\$68,187	(56%)	\$73,689	(47%)
Annual Cost	\$120,741		\$95,484		\$96,407		\$121,668		\$157,379	
Total Jury Days	149		106		106		139		149	
Trial Day Cost	\$810		\$901		\$910		\$875		\$1,056	

\*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.

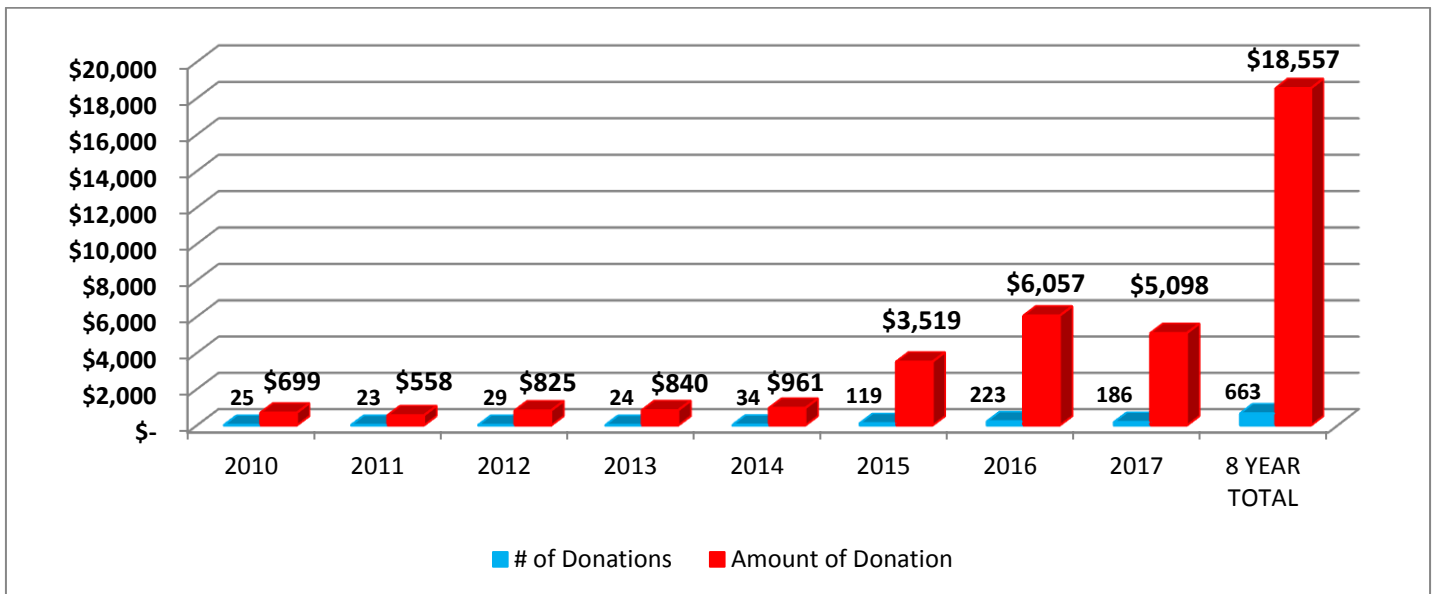
### Five (5) Year Summary of Overall Jury Program Expenses



In addition to \$157,379 in Jury Program expenses for 2017, \$53,000 in additional costs were incurred by the County due to two high profile jury trials requiring offsite sequestration, security, transport, etc.

### 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 eight (8) years, 663 donations have been made to the Waukesha County Jury Program totaling \$18,557.



## 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 sixty-three (163) jurors voluntarily completed the online survey in 2017 and provided many comments about their experience. The results of the 2015, 2016 and 2017 surveys follow:

Please rate the following by selecting the word that best describes your opinion:									
	2015			2016			2017		
	Excellent	Good / Average	Below Average/ Poor	Excellent	Good/ Average	Below Average/ Poor	Excellent	Good/ Average	Below Average/ Poor
Summons, Brochure or Materials Provided	63%	35%	1%	57%	39%	4%	67%	33%	0%
Telephone Call-in System	72%	28%	0%	75%	24%	1%	78%	21%	1%
Jury Website	42%	57%	1%	39%	60%	1%	52%	46%	2%
Juror Orientation	84%	16%	0%	83%	16%	1%	87%	13%	0%
Jury Video*	-	-	-	-	-	-	61%	37%	2%
Physical Safety	69%	30%	1%	74%	24%	2%	76%	23%	1%
Treatment by Jury Staff	86%	13%	1%	90%	9%	1%	92%	8%	0%
Treatment by Courtroom Staff	76%	24%	0%	80%	17%	2%	85%	14%	1%
Physical Comforts	32%	66%	2%	33%	65%	2%	37%	61%	2%
Your opinion of jury service <i>before</i> serving?	14%	74%	12%	8%	70%	22%	21%	71%	8%
Your opinion of jury service <i>after</i> serving?	53%	46%	1%	47%	49%	3%	64%	35%	1%

\*Jury video was introduced in 2017.

One of the most relevant pieces of data we capture each year through this survey is the opinion of jurors before they serve versus after they serve. Of the 163 jurors who completed a survey in 2017, just 21% had an excellent opinion of jury service before they served. After service, 64% had an excellent opinion of jury service, an increase of 43%. 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.

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. 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**

- Online registration, ability to postpone, video orientation was excellent.
- Everything was very clear. With an email, snail mail letter, and text, one could hardly miss the communication from the court.

- The materials did a really good job of explaining what needed to be done and where/when to call in, etc.
- It told me all the important information in an easy to read format. I also liked the color, it made it easy to find later.
- Information provided in a clear and organized way, parking options, phone numbers readily available. Overall presentation seemed friendly and helpful, not bureaucratic and daunting. I would not have hesitated to call, but I did not really have any questions after I had read everything.

### **Telephone Call-in System**

- Voice over the line was clear, the person did not talk too fast so what was being said could be completely understood.
- I was surprised at that use of technology -- the reminders on my phone, etc.
- Good reminders to call and see if you need to report with adequate time to notify employers, childcare, etc.
- The call-in system needs no improvements! It lays out when and if jurors were needed.

### **Jury Website**

- During the orientation this morning we watched a 10 minute video telling us about the procedures. This video is very well done and should be on the website. I noticed that the majority of the people were apprehensive and unclear as what they were involved in. I would say that 70% of the people relaxed a great deal at the completion of the video.
- Consider linking the short video you show in the waiting room to the sign up site. Not everyone will watch but some will and the second viewing would serve to reinforce the information.

### **Juror Orientation in Jury Assembly Room**

- I hate to use the word “perfect” but that would be a good word for the morning orientation. Professional, hospitable, informative, and courteous. Impressive!
- I don't think you could make it better! Excellent!
- The two jury staff members knocked it out of the park! By the time people were making their way upstairs shoulders were relaxed, smiles were showing up on faces and people were truly interested in performing their duties as jurors.
- Her instructions were clear and she did a great job of projecting a positive attitude while knowing that most of us would rather be somewhere else. Her attitude really seemed to affect everyone positively.
- Jury Coordinator was friendly, helpful, and very informative about the process. Everyone was made to feel comfortable and appreciated.

### **Jury Service in Wisconsin Video**

- Very informative and provided good visual of what to expect in the courtroom.
- It was presented too dryly.
- It was very informative, especially for me being a first time juror.
- The last jury duty I participated in (outside of Waukesha) gave no information. It was nice to see what would be involved in the process.

### **Physical Safety**

- Metal detectors and seeing sheriff's deputies.
- Appreciated the security and presence of officers in the courtroom.
- I always felt safe.
- Thank you to the deputy sheriff's as I felt they went way out of their way to make me comfortable. All of the deputies were kind and helpful.

### **Treatment by Jury Staff**

- An excellent example of what customer service should be. Friendly, helpful and not thrown off by all the people and all the unknowns they had to deal with. I ended up being part of a high profile jury trial and I cannot say enough good things about how well we were treated and how smoothly things went considering how unusual of a trial it was.
- I think you handled all of the logistics of a large group very well with an attention to detail, comfort and keeping us informed.
- Laura was really helpful and helped to calm an anxious environment.
- I was nervous and did not know what to expect. Laura put my mind at ease and I cannot say enough about how nice she was.
- I expected to be greeted by cold and clammy people. Instead I was welcomed by kind and helpful people. I don't think you could have done a better job.
- Our Civilian Jury Bailiff did an excellent job of answering our procedural questions and putting us at ease.

### **Treatment by Courtroom Staff**

- Everyone was exemplary in their work ethic and treatment of everyone involved.
- Judge Dorow was very nice to chat with after the case ended. All staff treated the jury extremely well.
- Respectful, courteous and friendliness of the staff made the experience better than expected. Judge Arahamian was very appreciative which was so nice to see as a juror. It made me realize how important it is to participate as a juror.
- Judge Ramirez was great with orientation and in his interactions.
- I especially appreciated that Judge Lazar came to the jury room to speak with us after the trial. We all enjoyed hearing some background regarding the case and her perspective.
- All staff seemed to be attentive to needs for breaks, phone use when possible, explanations of what we were to do, when and why. Never felt like I was being ordered around.

### **Physical Comforts**

- Jury room was small, hot and stuffy.
- Jury room was very cold.
- The jury assembly room was not exactly comfortable, nor were the benches for those of us not questioned in the courtroom as potential jurors.
- Chairs not comfortable in jury box.
- Space seemed a little confining for as many potential jurors that were called that day.

### **General Comments**

- Our group of 114 was sequestered for the day until discharge. The experience the highly professional court staff/Sheriff's deputies provided was outstanding. I doubt there is a better-run jury program in the state! Thank you.
- The Chief Judge came in and spoke with us for about 30 minutes and answered many questions. She was super nice and helpful. I learned a lot.
- I was impressed that the judge came and spoke to each of us and the Civilian Jury Bailiff shook each of our hands as we left. I was initially annoyed that I was selected but it turned out to be very rewarding. The days were long and the last day even longer but I felt good about our part.
- My only other jury experiences were with Milwaukee County. This experience was far superior, from the jury waiting room, to the Jury Coordinator to the judge, who did a great job of explaining everything.

- Serving on the jury this time around was a very positive experience. Our jury was treated with the upmost respect. Since we were semi-sequestered, our Civilian Jury Bailiff saw to our every need. Judge Ramirez, again, treated us with respect. It was an honor to serve on a jury and I have a newfound respect for the staff, judge, district attorneys, and law enforcement that put so much time and effort into the case. Well done by all!
- I would say excellent, but the week long trial was emotionally draining. Otherwise it enhanced my appreciation for our justice system, and improved my appreciation for the court room staff and law enforcement. I consider it an honor and a privilege to serve and will always remember how well I was treated by everyone involved.

### **2017 At-A-Glance**

Following are several achievements in the Jury Program during 2017:

- Waukesha's Presiding Judge Jennifer Dorow and Waukesha's Jury Judge Michael Aprahamian continued to make weekly appearances to welcome jurors and answer questions they may have had. All of the information the jurors hear and the welcoming environment we strive to maintain have proven to help make jurors feel comfortable before they are even sent to a courtroom.
- Three high-profile criminal jury trials were held in Fall of 2017. The former Clerk, District Court Administrator, Jury Coordinator, court staff, Sheriff's personnel and the Presiding Judge planned the details of the trials in depth to cover jury needs, security, media, and all other details to ensure each trial ran smoothly. Two of the cases garnered world-wide media attention, therefore jury pools were extremely large and the jury assembly process of selecting a jury was particularly laborious.
- The Supreme Court and Director of State Courts created a jury video that helps prospective jurors understand the role jurors play in our court system and what to expect if they are selected to serve on a jury. Upon review of the video, the former Clerk and Judges agreed to show the 12 minute video during jury assembly to complement the morning colloquy delivered by the Jury Coordinator.
- Technology continued to play a very important part in jury management. We are very pleased with the jurors' use of online juror services and our own ability to create efficiencies with new tools available to us. We continued to encourage jurors to use online juror services which saved jurors and program staff time. We included a quick response (QR) code on many of our documents which quickly takes jurors to our website to complete their qualification questionnaire or the juror exit survey. During 2017, 16,160 text messages and 16,158 emails were sent to jurors to remind them of their upcoming jury service. Jurors often thank program staff for the reminders and compliment Waukesha County for our use of technology.
- In response to juror exit surveys, juror seating in a courtroom was replaced after receiving approval from the County Board to use approximately \$7,300 of juror donation funds.
- After meeting with the County Executive staff in late 2016, the former Clerk agreed to host school groups who visit the County throughout the year to provide an overview of the court system. The Jury Coordinator continues to present the program about the courts with an emphasis on the importance of jury service. The program has been well received.

## **2018 Jury Program Initiatives**

The following are program initiatives planned for 2018:

- Gina Colletti was appointed as the new Clerk of Court in 2018. The Jury Coordinator and court staff will work closely with the Clerk to assist her in learning each component of this critical program.
- The Jury Coordinator and the Clerk will use historical program data to update the case type matrix that provides general trial needs by case type. We will continue to develop the tool to assist program staff in determining summoning and call-in needs.
- A trial management team was created to prepare and plan for two high profile criminal jury trials in the Fall of 2017. A few key members of the team presented at the 2018 Court Safety and Security Conference and will present again at the Summer Clerk of Circuit Court Conference in 2018. Topics will include the importance of effective jury management in high profile cases, managing the media, how to formulate a security plan, how to protect members of the jury, the importance of building an internal team and operating with the team to coordinate all aspects of a high profile jury trial, and the planning and organization in preparing for a safe and secure trial.
- To capture additional juror exit survey responses, a survey kiosk will be added to the Jury Assembly Room. This will allow our citizens an opportunity to provide instant feedback at the time of their jury service.
- Participation in the design of the new courthouse facility. The new facility is being designed to have two courtrooms share a single jury deliberation room which will require planning and the development of new practices to make the design work effectively and efficiently. Best practices, function, and design considerations will be looked at carefully.
- As we approach the demolition of the existing Intake Court facility, a number of internal courtroom changes will be made. This will be part of Phase I of the new courthouse construction project. In 2018, planning and coordination of modifying existing rooms and changing the use of two criminal court rooms will be done to ensure that the appropriate amount of secure courtrooms are available for criminal jury trials.

***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.***

