



**2016 ANNUAL
JURY PROGRAM REPORT**

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Waukesha County Circuit Court 2016 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 2016 are highlighted in addition to the program initiatives planned for 2017.

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:

	2016	2015	2014
# of records on Waukesha County DOT listing	308,783	306,744	304,410
# of Waukesha County records requested from DOT	11,500	11,500	12,250
# 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.	1,494 (13%)	1,259 (11%)	1,252 (10%)
# of prospective jurors	10,006	10,241	10,998

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	150,024	48.59 %	151,421	49.24 %	*4,912	49.59 %
	Female	<u>158,759</u>	51.41 %	<u>156,117</u>	50.76 %	<u>*4,994</u>	50.41 %
		308,783		307,538		*9,906	
<u>Age</u>	18-24	31,150	10.09 %	34,217	11.36 %	1,108	11.18 %
	25-44	88,558	28.68 %	89,799	29.81 %	2,954	29.81 %
	45-64	121,477	39.34 %	115,749	38.42 %	3,805	38.40 %
	65+	67,598	21.89 %	61,496	20.41 %	2,040	20.59 %
	Unknown	<u>0</u>	0.00 %	<u>0</u>	0.00 %	<u>1</u>	0.01 %
		308,783		301,261		9,908	
<u>Race</u>	Hispanic	11,481	3.72 %	5,820	1.89 %	200	2.02 %
	Amer Indian/Alaska Native	790	0.26 %	660	0.21 %	20	0.20 %
	Asian/Pacific Islander	9,908	3.21 %	7,966	2.59 %	247	2.49 %
	Black/African American	4,221	1.37 %	4,007	1.30 %	124	1.25 %
	White/Caucasian	282,383	91.45 %	289,085	94.00 %	9,229	93.15 %
	Other/Unknown	<u>0</u>	0.00 %	<u>0</u>	0.00 %	<u>88</u>	0.89 %
		308,783		307,538		9,908	

*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 2016 was 10,006.

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.

	2016 Jury Year		2015 Jury Year		2014 Jury Year	
	#	%	#	%	#	%
# of Qualification Questionnaire & Summons Sent	9,312		8,434		8,267	
Questionnaires Returned	8,680	93%	7,666	91%	7,860	95%
Returned Online	6,323	73%	5,385	70%	5,344	68%
Returned Via USPS	2,357	27%	2,281	30%	2,515	32%
Jurors Ineligible/Unavailable	1,415	16%	1,482	19%	2,068	26%
Qualified Jurors	7,268	84%	6,184	81%	5,792	74%
# of Qualified Citizens Postponed	2,382	33%	2,353	38%	1,703	29%
Online Postponement	2,180	92%	1,823	77%	1,548	91%
Postponement Via USPS	202	8%	530	23%	155	9%
Text Reminders Sent	13,551		9,478		1,928	
Email Reminders Sent	14,293		11,307		4,030	
Jurors Required To Report	2,402	33%	1,888	31%	1,916	33%
Jurors Sent to Voir Dire	1,895	79%	1,489	79%	1,639	86%
Jurors Questioned in Voir Dire	1306	69%	1,057	71%	1,078	66%
Jurors Not Questioned in Voir Dire	589	31%	437	29%	561	34%
Jurors Sworn	739	31%	537	29%	595	31%
Jurors Who Reported and Not Used	507	21%	399	21%	352	18%

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



2017-11387

Juror ID No. 11387
JOSEPH T SMITH
555 MAPLE STREET
WAUKESHA WI 53189

Pool Member No. 156

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

Your juror term begins: 05-22-2017
Your juror term ends: 05-26-2017

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 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 2016 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 2016, 11 cases did not proceed to a jury trial and were resolved or adjourned the morning the trial was set to begin. Five (5) trials began, but one (1) trial ended with a plea entered by the defendant; one (1) trial was dismissed by the court; and three (3) trials ended in mistrials. 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>2016</u>			<u>2015</u>			<u>2014</u>		
	# 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	# 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
<u>CRIMINAL/ TRAFFIC</u>									
Felony	19	7	55	15	5	41	12	8	31
Crim Misd	9	7	18	3	1	7	3	1	4
Crim Traffic	10	4	19	8	2	14	12	2	20
Traffic	1	1	2	6	0	7	4	2	4
Forfeiture	<u>1</u>	<u>0</u>	<u>1</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
SUBTOTAL	40	19	95	32	8	69	31	13	59
<u>CIVIL</u>									
Large Claim	17	2	39	16	3	34	19	0	42
Small Claim	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
SUBTOTAL	17	2	39	16	3	34	19	0	42
<u>PROBATE</u>									
Guardianship	0	0	0	0	0	0	0	0	0
Probate	<u>1</u>	<u>0</u>	<u>3</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
SUBTOTAL	1	0	3	0	0	0	0	0	0
<u>JUVENILE</u>									
Commitment	2	0	2	2	0	2	2	0	2
Juvenile	0	0	0	0	0	0	0	0	0
TermParRght	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>1</u>	<u>1</u>	<u>2</u>	<u>0</u>	<u>3</u>
SUBTOTAL	2	0	2	2	1	3	4	0	5
TOTAL	60	21	139	50	12	106	54	13	106

Jury Program Costs

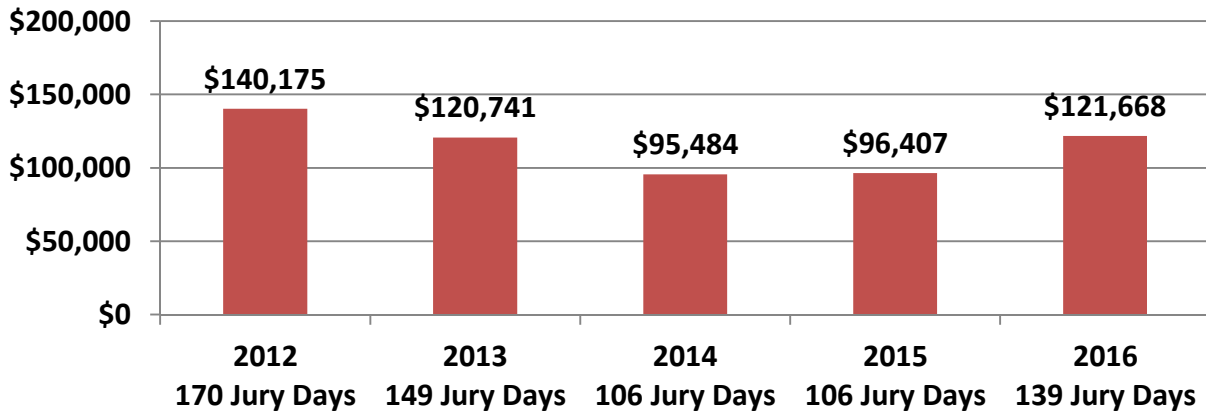
Over the past seven (7) years, Waukesha County has implemented several significant changes to the jury program, some best practices from national trends and research in jury program operations, and some developed internally to create efficiencies in program management through the use of technology. In 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. For example, the year prior to transitioning to a daily travel fee, the mileage reimbursement expense reached \$43,749 in 2009. In 2016, travel fees were \$23,779 which is 46% lower than 2009 expenses in this area.

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 is not included in the Jury Program expenses. Total Jury Program expenses for 2016 reached \$121,668, an increase of \$25,261 over 2015 expenses. Higher expenses are a result of bringing jurors in for 19 more trials in 2016 and 33 more trial days over 2015 activity. Below is a five (5) year history of program expenses.

JURY PROGRAM EXPENSES										
	<u>2012</u>		<u>2013</u>		<u>2014</u>		<u>2015</u>		<u>2016</u>	
Miscellaneous	\$8,239	(6%)	\$3,124	(3%)	\$3,759	(4%)	\$2,506	(3%)	\$4,293	(4%)
Postage	\$4,899	(3%)	\$5,715	(5%)	\$6,317	(7%)	\$6,347	(7%)	\$7,051	(6%)
Civilian Jury Bailiffs	\$18,524	(13%)	\$10,192	(8%)	\$12,377	(13%)	\$12,678	(13%)	\$16,660	(14%)
Food	\$3,110	(2%)	\$3,748	(3%)	\$2,740	(3%)	\$2,348	(2%)	\$1,698	(1%)
Travel Fee	\$23,968	(17%)	\$22,421	(19%)	\$16,982	(18%)	\$17,388	(18%)	\$23,779	(20%)
Juror Per Diem	\$81,435	(58%)	\$75,540	(62%)	\$53,309	(55%)	\$55,140	(57%)	\$68,187	(56%)
Annual Cost	\$140,175		\$120,741		\$95,484		\$96,407		\$121,668	
Total Jury Days	170		149		106		106		139	
Trial Day Cost	\$825		\$810		\$901		\$910		\$875	

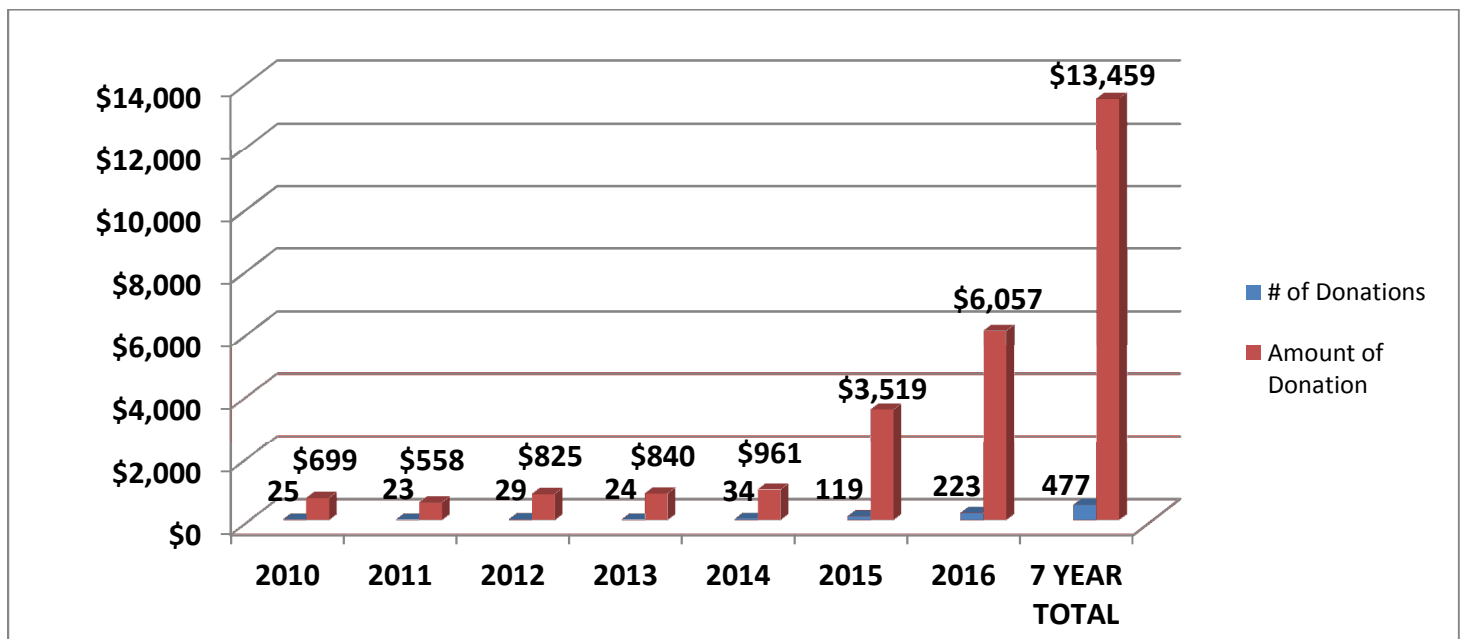
-Miscellaneous cost includes beverages, periodicals, printing, and office supplies. Court security expenses provided by the Waukesha Sheriff's Department are not included in this summary of jury expenses.

Five (5) Year Summary of Overall Jury Program Expenses



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 seven (7) full years of existence, 477 donations have been made to the Waukesha County Jury Program totaling \$13,459. Seventy-one percent of the donation program proceeds (342 donations/\$9,576) came in 2015 and 2016, primarily due to improvements to the morning colloquy jurors receive when they appear for jury service. Management will request approval from the County Board to use juror donation proceeds to replace aging juror seating in 2017.



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 seventy-eight (178) jurors voluntarily completed the online survey in 2016 and provided dozens of comments about their experience. The results of the 2014, 2015 and 2016 surveys follow:

Please rate the following by selecting the word that best describes your opinion:									
	2014			2015			2016		
	Excellent	Good / Average	Below Average/ Poor	Excellent	Good/ Average	Below Average/ Poor	Excellent	Good/ Average	Below Average/ Poor
Summons, brochure or materials provided	56%	44%	0%	63%	35%	1%	57%	39%	4%
Telephone Call-in System	70%	28%	2%	72%	28%	0%	75%	24%	1%
Jury Website	55%	46%	0%	42%	57%	1%	39%	60%	1%
Juror Orientation	74%	27%	0%	84%	16%	0%	83%	16%	1%
Physical Safety	78%	22%	0%	69%	30%	1%	74%	24%	2%
Treatment by Jury Staff	81%	19%	0%	86%	13%	1%	90%	9%	1%
Treatment by Courtroom Staff	74%	26%	0%	76%	24%	0%	80%	17%	2%
Physical Comforts	42%	56%	2%	32%	66%	2%	33%	65%	2%
Your opinion of jury service <i>before</i> serving?	12%	80%	7%	14%	74%	12%	8%	70%	22%
Your opinion of jury service <i>after</i> serving?	54%	44%	2%	53%	46%	1%	47%	49%	3%

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 178 jurors who completed a survey in 2016, just 8% had an excellent opinion of jury service before they served. After service 47% 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.

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

- Clear instructions and FAQ’s were helpful.
- I thought it was very informative and yet not daunting in its appearance – really nice design.

- Being able to fill out the info online, and having instructions on how to postpone your service was helpful-VERY GOOD!
- It was very thorough and the tone was inviting, not intimidating.
- I was not aware that what we brought with us (jacket, bag, etc.) had to remain with us and could not be left in the Jury Assembly Room – I would have reduced what I brought.
- To highlight that more materials are available online and give a specific link to the jury services page within the Waukesha County government website. I found that the juror resources are excellent, and had more people known about them (especially the Guide for Jury Deliberations), this would have helped our jury immensely.

Telephone Call-in System

- Text messages and e mail reminders were great. Messages were very clear and the fact that they were repeated was helpful!
- Very clear message. Presented slowly and clearly. Repeated so that we can verify all the info without having to call again. It was very helpful to have the information sent via email as well. I had been on vacation the week prior to my juror term, and an email came in on Friday afternoon saying that we would not have to come in on Monday (but mandatory on Tuesday). This was very helpful information to have received, and in such a timely manner.
- Recording clearly enunciated the juror pool(s) that needed to report the following day, as well as instructions for needing to call in on subsequent days. I like the fact that the recording repeated critical information, instead of only mentioning it one time.

Jury Website

- Easy to navigate and understand
- Being able to apply for a new date to serve on line. We were out of town and on line was very convenient and expedient.
- Clearly organized. Coordinated well with the materials we received in the mail. Juror resources (external links) are excellent. It was easy and user friendly.
- Well written...all of my questions had been anticipated and covered.
- A bit outdated. The entire county website is not very appealing

Juror Orientation in Jury Assembly Room

- Outstanding job of explaining what to expect and providing updates.
- Laura Haight did an excellent job communicating what we could expect to happen throughout the jury selection process. She provided status updates frequently. It was a very large group of people and Laura was friendly, respectful and completely in charge. Jennifer Dorow also spoke to us with great information which was helpful and appreciated. Very well done.
- Basically - I can't say enough about how "positive" the whole experience was. The detailed discussion beforehand with Laura Haight and with the guest judge that stopped in to share her words of wisdom.
- Very interesting. Made what could be a long boring subject into a bearable morning. I thought the entire process was well run and well organized.
- Laura was exceptional. All I hoped for ahead of time was to be excused from duty. By the time she was done talking at the orientation, I was no longer thinking about being excused and was at least very curious about the process.
- Not all the jurors fit in one room, I thought that wasn't good.

Physical Safety

- I felt safe at all times and appreciated the presence of our wonderful Waukesha County Sheriff staff.
- Security at entry good and lots of police officers in the courtroom.
- Guards and screening made for a safe environment.
- I have a metal shoulder. The staff walked me through a personal inspection most professionally.
- A warning about airport type security.
- More baskets for personal items at security and more room to put your belt back on.
- Perhaps consider safety to cars/parking lots when serving late.
- The front entrance used for security checking is a disaster particularly with the security system in place. The building has been enlarged many times, but not the entrance. It slows entry & probably is a potential fire escape disaster.

Treatment by Jury Staff

- Civilian Jury Bailiff was very attentive to our needs and provided great communication throughout the three day trial.
- The jury coordinator and civilian bailiff were both very clear with information and directions. They were VERY respectful, which every jury member commented about. They were also very kind and helpful with folks who had particular needs like walking with canes (or even things like smoking or needing to contact/update family).
- Can I help, can I help was constant when you approached the ladies. Short talk by Judge at start was pleasant and pointed to the great purpose and dignity of the process.
- The "disarming" personal approach of the staff. Being involved with the legal system is very intimidating. The "personal warmth" of the coaching staff went a long ways to enhancing the comfort level while at the same time not diminishing the seriousness of the responsibility of being a juror. You are the best!

Treatment by Courtroom Staff

- Judge came up to us after case was completed and answered questions & thanked us. Very personable.
- Judge Aprahamian was very personable. He made everyone feel comfortable and gave us clear and easy to understand instructions. It's obvious he enjoys his job, appreciates jurors, and takes his job seriously. I was impressed that he came to the jury room after the trial was over to talk with us.
- They did a great job! Felt comfortable and safe at all times.
- The Judge was very good and kept everybody in the courtroom aware of what the expectations were for all and he did it in a courteous manner.
- Judge Foster ran such a respectful courtroom! Truly an outstanding public servant!
- Judge Ramirez was very kind to all of us. He always informed us of the proceedings as well as what to expect. He also spoke to the jury after our deliberation, which was unexpected, but very much appreciated! He certainly did not need to take the time to talk to us, but he did, and that means so much to the average citizen.
- Staff was knowledgeable, professional, courteous, friendly, and precise in directions and answered any questions.

Physical Comforts

- Jury box and jury room chairs were quite comfortable in general. Appreciative of dinner provided for us as our juror deliberations extended into the evening.
- Soda, coffee and water to start the day...very nice touch!
- Jury room was way too crowded. The jury room will benefit with the remodel.

- More electrical outlets for technology plug ins.
- The juror chairs were very uncomfortable.
- Jury room was very warm but when we asked for a fan or a/c we were accommodated immediately.
- Conditions of the juror room could be improved. Room is quite small for 14 people. Also the days are long and small snacks would have been preferable.

General Comments

- A way for family/friends to check in on the status of the trial/deliberations when the day extends beyond 4:30 p.m. would be appreciated.
- This was my first time being called for jury service anyplace. I was more than impressed, and in fact proud to be a resident of Waukesha County. As with almost all things related to the county, the jury services department is top notch and worthy of a county such as Waukesha. Keep up the great work! You make us proud!
- Even though I was not selected for service it was a very good experience and I learned a lot. I admire how efficiently our courts are run. Thanks to all involved.
- This was my first experience being summoned as a juror and then I was actually selected to be a juror for a three day trial. I would say that the overall experience was excellent and I have a greater appreciation for the entire process. It was an honor and privilege to serve as a juror. While I have nothing to compare my experience to, I would say that Waukesha County sets the bar very high with regard to the entire process. Thank you.
- Was apprehensive about serving. Staff explained everything very well and appreciated that the judge came down and explained things when we did not have to go into the courtroom. Thanks for a good experience!
- I feel that if you are serving the whole day that lunch should be provided.
- Had served multiple times before in another state. Process here was much more civilized - well organized, moved quickly and efficiently; there was overt respect for the jurors' time; far better creature comforts and amenities including free and convenient parking. Jury room was quite crowded and cramped - glad we didn't have to stay there long. Cell phone reception was spotty, especially in cafeteria which made it challenging to work on breaks.
- I thought jury duty was going to be a massive annoyance. It turned out to be quite the opposite; my thanks to everyone at the courthouse.
- To be honest, I was hoping to be excused and not be selected to serve as one of the twelve jurors. I was selected and I'm glad I was. It has changed my perspective on the process - this was my first time, so my preconceived notions of how it worked were off base. This was a great experience. I'm lucky to live in Waukesha County!
- It would have been nice to have a locker to put things in, for example bulky coats, hats, mittens, computer, especially during winter months. The process of getting through the metal detectors was slow, causing people to wait outside in the bitter cold. Staff and judge were very professional and made serving painless. The practice of "one and done" was wonderful - it allowed me to get back to work.
- One of the questionnaires had to be mailed in. It would have been nice to fill it out online as well.
- Provide details on what is available in the cafeteria.

2016 At-A-Glance

Following are several achievements in the Jury Program during 2016:

- Waukesha's Presiding Judge Jennifer Dorow and Waukesha's Jury Judge Michael Aprahamian make weekly appearances to welcome jurors and answer questions they may have. All of the information they hear and the welcoming environments we strive to maintain have proven to help make jurors comfortable before they are even sent to a courtroom.
- A part-time Jury Program Assistant was added to the Jury Program which has allowed the Jury Coordinator to manage the program while adding in a much needed layer of support for the day-to-day clerical needs such as mailing summons, processing postponements, qualification questionnaires and answering the busy phone line. The Jury Coordinator has been able to assume other management responsibilities such as overseeing the Civilian Jury Bailiff Program, the Law Clerk Program, and assisting the Clerk of Court with project management. With the addition of the Jury Program Assistant and cross-training the Departmental Secretary, we have added an important safety-net to this critical program.
- Technology continues to play a very important part in jury management and we are very pleased with the jurors' use of online juror services on the website and our own ability to create efficiencies with new tools available to us. We continue to encourage jurors to use online juror services which save jurors and program staff time. We include a quick response (QR) code on many of our documents taking jurors quickly to our website to complete their qualification questionnaire or the juror exit survey. On average, 70% of all qualification questionnaires are completed on-line which saves considerable processing time for program staff. Also, during 2016, 13,551 text messages and 14,293 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.
- Efforts continued to review and rewrite procedures including every step of the process from requesting names from DOT through payment of jurors who served and everything in between.
- New procedures were developed 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. The development of an order to show cause hearing process will continue with the Jury Judge for additional failures to respond or appear.
- For many years we have used Civilian Jury Bailiffs in the civil courts to manage jury needs during jury trials. We do not have security in our civil courts and did not require the Civilian Jury Bailiffs to have prior law enforcement experience. In 2012, we expanded the Civilian Jury Bailiff Program to the criminal/traffic, probate, and juvenile jury trials but we only hired Civilian Jury Bailiff with prior law enforcement experience to handle these trials due to the security needs in these courts. In 2016, two of the original Civilian Jury Bailiffs assigned to the civil trials retired. We have since expanded the use of our newest group of Civilian Jury Bailiffs to cover trials in all branches and are very pleased with the team in place. The use of retired law enforcement officers in the Civilian Jury Bailiff Program enhances security for the jurors and everyone else in the courtroom and we are very pleased with the program overall.

2017 Jury Program Initiatives

The following are program initiatives planned for 2017:

- In response to juror exit surveys, replace juror seating in a courtroom 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 Clerk agreed to host school groups who visit the County throughout the year to provide an overview of the court system. Court staff will create a presentation about the courts with an emphasis on the importance of jury service. The Jury Coordinator will present the program to school group throughout the year.
- In preparation for two high-profile criminal jury trials scheduled for Fall of 2017, the Clerk, the District Court Administrator, jury and court staff, Sheriff personnel and the presiding Judge will plan the details of the trials in depth to cover jury needs, security, media and every other detail possible in order to ensure each trial runs smoothly. Both cases have garnered world-wide media attention, therefore jury pools will be extremely large and the jury assembly and the process of selecting a jury will be particularly laborious. Security must be well-planned as well as media accommodations.
- 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 by the Clerk and Judges, they agreed to show the 12 minute video during jury assembly to complement the morning colloquy delivered by the Jury Coordinator.
- 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 summonsing 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.***

