

**King County Superior Court  
Juror Exit Survey Results - Summary Statistics**

1656 survey respondents  
851 in Seattle  
805 in Kent

A combined total of 249 survey respondents (15%) served for longer than two days  
269 respondents (16%) sat on a trial

**Facility Ratings**

88% of respondents in Kent rated the Jury Waiting Room as "excellent" or "good"  
89% of respondents in Seattle rated the Jury Waiting Room as "excellent" or "good"

23% of respondents in Kent rated the courtroom as "excellent" compared to 15% of respondents in Seattle  
29% of Kent respondents rated the Courthouse as "excellent" compared to 17% of respondents in Seattle

78% of Kent respondents rated the Jury Room Staff as "excellent" or "good"  
84% of Seattle respondents rated the Jury Room Staff as "excellent" or "good"

**Transportation Ratings**

95% of respondents traveling to Kent used a private vehicle compared to 24% of Seattle respondents  
67% of Seattle respondents used public transportation to get to the courthouse compared to 3% of Kent respondents  
50% of Kent respondents indicated that they did not know about the adequacy of public transportation to the RJC and a further 25% offered no response as compared to 14% of Seattle respondents (for both categories)  
67% of Seattle respondents rated public transportation as "adequate" or "more than adequate" as compared to 18% of Kent respondents

**Willingness to serve again and encouragement of others**

52% of Kent respondents and 44% of Seattle respondents indicated that they would look forward to serving again  
70% of Kent respondents and 73% of Seattle respondents indicated that they would encourage others to participate as jurors

**Employer accommodation of jury service**

10% of respondents in Seattle and 8% of respondents in Kent indicated that their employer was not helpful in accommodating jury service

**Difference in the responses between those who sat on a trial and those who did not**

52% of the 269 individuals who sat on a trial indicated that they would "look forward" to serving again

47% of the 847 individuals who did not sit on a trial indicated they would "look forward" to serving again

78% of the 269 individuals who sat on a trial indicated that they would encourage others to serve

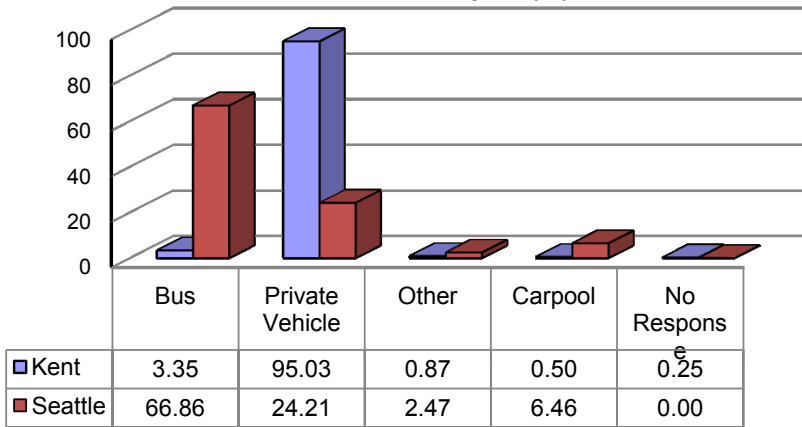
72% of the 847 individuals who did not sit on a trial indicated they would encourage others to serve

Note: 540 individuals failed to indicate whether or not they sat on a trial

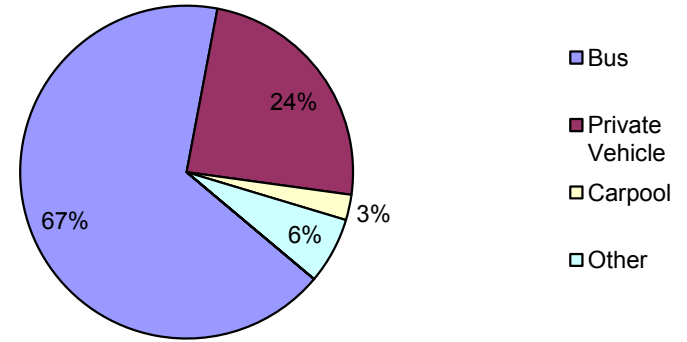
King County Superior Court  
2010 Juror Exit Survey Results (%)

General	Kent N = 805							Seattle N = 851						
	2 or less	3 days	4 days	5 days	> 5 days		Total	2 or less	3 days	4 days	5 days	> 5 days		Total
Days Served	87.58	2.48	1.12	2.48	6.34		100	82.49	1.53	2.70	1.76	11.52		100
	<b>Yes</b>	<b>No</b>	<b>NR</b>				<b>Total</b>	<b>Yes</b>	<b>No</b>	<b>NR</b>				<b>Total</b>
Called for "Voir Dire" Selected for jury (Kent n=418; Seattle n=474)	51.93	44.97	3.11				100	55.70	42.66	1.65				100
	26.79	70.10	3.11					32.49	62.45	5.06				
<b>Facility Ratings</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>No Response</b>		<b>Total</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>NR</b>		<b>Total</b>
Jury Wait Room	33.42	54.91	7.33	0.12	4.22		100	37.25	52.17	8.11	1.18	1.29		100
Courtroom	25.34	23.73	1.61	0.00	49.32		100	15.04	31.73	4.70	0.24	48.30		100
Courtroom J/Room	13.66	16.77	6.58	0.37	62.61		100	9.28	17.39	5.17	0.35	67.80		100
Courthouse	28.94	31.06	1.49	0.12	38.39		100	16.57	38.19	5.64	0.24	39.37		100
Disability Access	12.80	12.55	1.61	0.37	72.67		100	6.23	11.05	2.23	0.12	80.38		100
<b>Staff Ratings</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>NR</b>		<b>Total</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>NR</b>		<b>Total</b>
Jury Room Staff	56.52	21.24	0.62	0.00	21.61		100	63.45	20.09	1.18	0.12	15.16		100
Courtroom Staff	34.04	13.04	0.62	0.00	52.30		100	35.37	15.75	0.94	0.00	47.94		100
Attorneys	21.74	14.16	2.73	0.12	61.24		100	21.50	20.09	2.82	0.24	55.35		100
The Judge	35.03	10.68	0.25	0.00	54.04		100	32.31	15.39	0.94	0.24	51.12		100
<b>Mode of Travel</b>	<b>Bus</b>	<b>Private Vehicle</b>	<b>Other</b>	<b>Carpool</b>	<b>No Response</b>		<b>Total</b>	<b>Bus</b>	<b>Private Vehicle</b>	<b>Carpool</b>	<b>Other</b>	<b>NR</b>		<b>Total</b>
	3.35	95.03	0.87	0.50	0.25		100	66.86	24.21	2.47	6.46	0.00		100
<b>Distance Traveled (Miles)</b>	<b>0 to 10</b>	<b>11 to 20</b>	<b>21 to 30</b>	<b>31 to 50</b>	<b>&gt;50</b>	<b>No Response</b>	<b>Total</b>	<b>0 to 10</b>	<b>11 to 20</b>	<b>21 to 30</b>	<b>31 to 50</b>	<b>More than 50</b>	<b>NR</b>	<b>Total</b>
	58.88	28.70	3.85	0.50		8.07	100	47.36	30.67	8.11	1.53	0.12	12.22	100
<b>Time Taken One-Way (Minutes)</b>	<b>Less than 15</b>	<b>16 to 30</b>	<b>31 to 45</b>	<b>46 to 60</b>	<b>More than 60</b>	<b>No Response</b>	<b>Total</b>	<b>&lt;15</b>	<b>16 to 30</b>	<b>31 to 45</b>	<b>46 to 60</b>	<b>&gt;60</b>	<b>No Response</b>	<b>Total</b>
	25.47	56.40	11.55	2.73	1.24	2.61	100	9.05	47.94	25.26	10.58	4.11	3.06	100
<b>Public Transportation Rating</b>	<b>More than Adequate</b>	<b>Adequate</b>	<b>Needs Improvement</b>	<b>Don't Know</b>	<b>No Response</b>		<b>Total</b>	<b>More than Adequate</b>	<b>Adequate</b>	<b>Needs Improvement</b>	<b>Don't Know</b>	<b>NR</b>		<b>Total</b>
	4.22	14.04	6.21	50.19	25.34		100	28.20	38.43	5.52	14.34	13.51		100
	<b>Yes</b>	<b>No</b>	<b>NR</b>				<b>Total</b>	<b>Yes</b>	<b>No</b>	<b>NR</b>				<b>Total</b>
Serve Again	51.55	29.44	19.01				100	43.60	39.84	16.57				100
Encourage Others	69.57	10.06	20.37				100	72.86	10.69	16.45				100
Employer Helpful	50.43	8.45	41.12				100	49.35	10.46	40.19				100

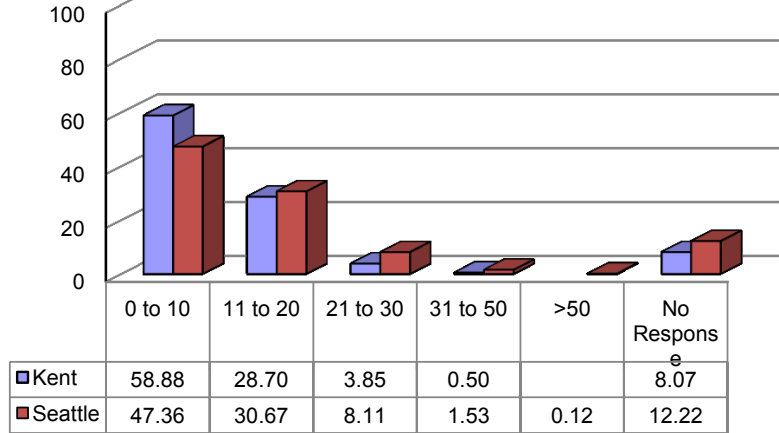
**Juror Mode of Transport (%)**



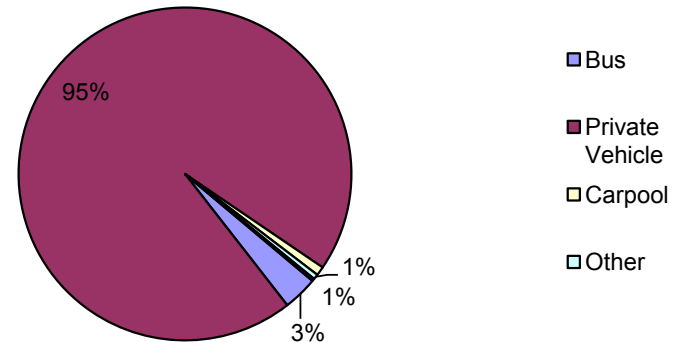
**Juror Mode of Transport to KCCH**



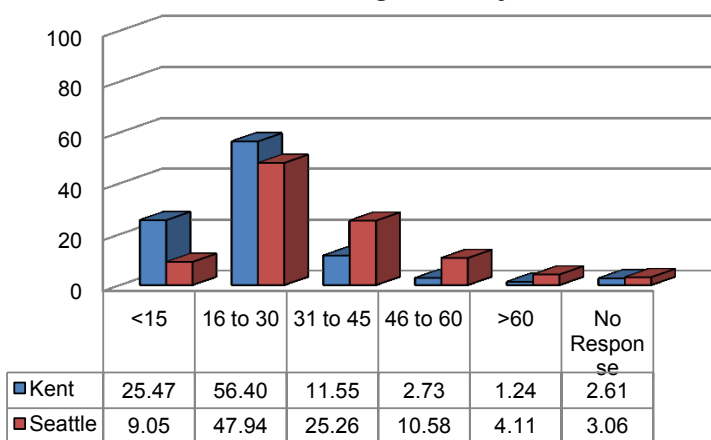
**Miles Traveled One-Way to Courthouse (%)**



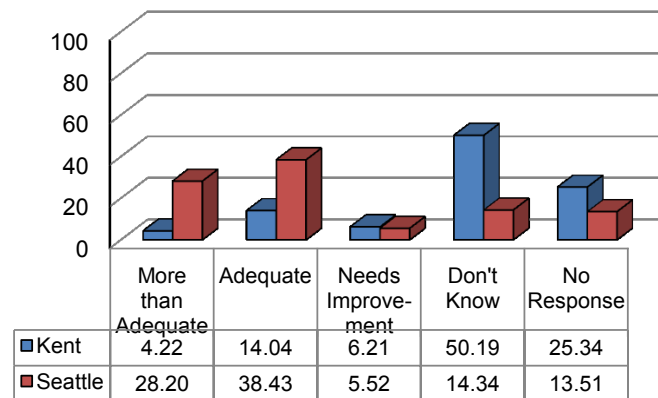
**Juror Mode of Transport to MRJC**



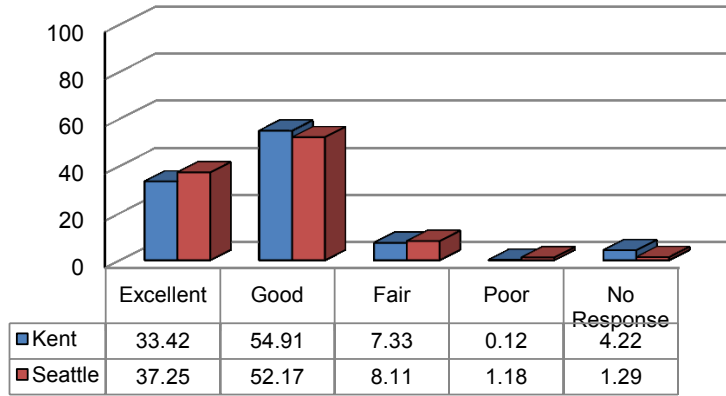
**Minutes Taken Traveling One-Way to Courthouse (%)**



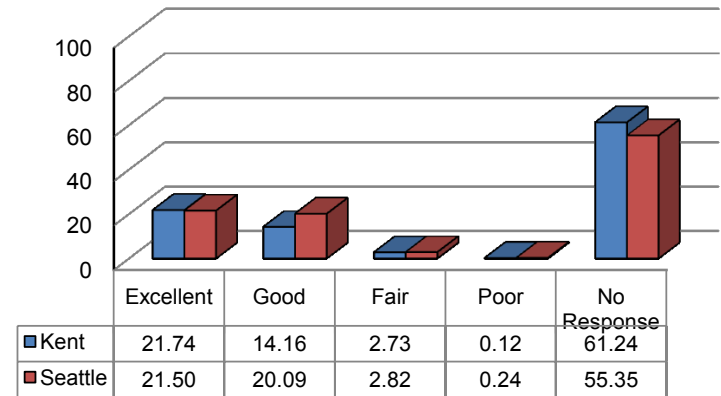
**Public Transportation Ratings (%)**



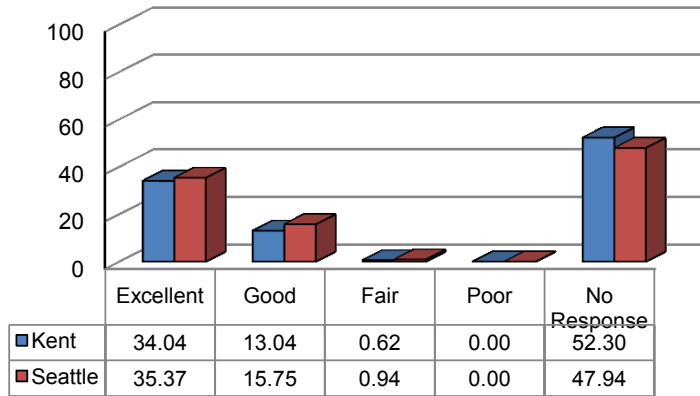
**Jury Room Staff Ratings (%)**



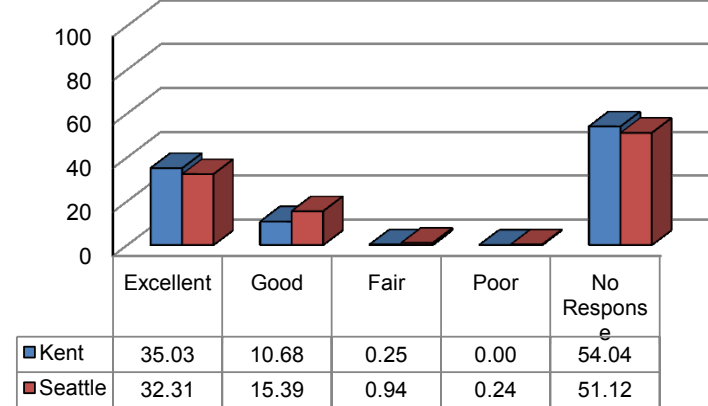
**Attorney Ratings (%)**



**Courtroom Staff Ratings (%)**



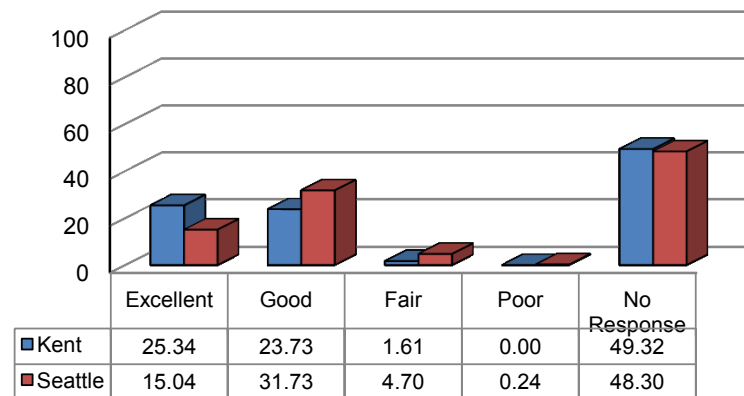
**Judge Ratings (%)**



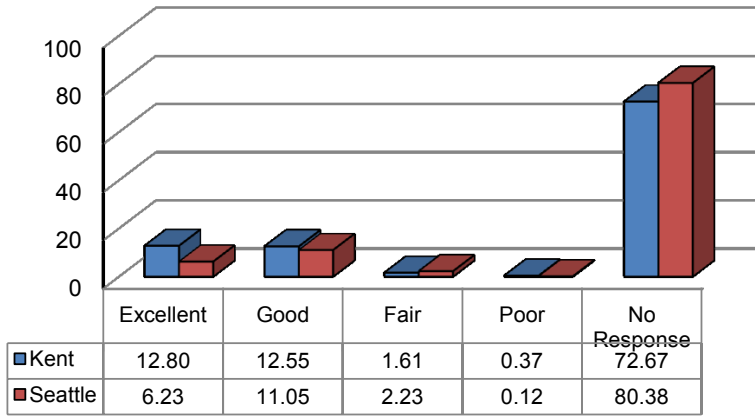
**Facility Ratings - Jury Waiting Room (%)**



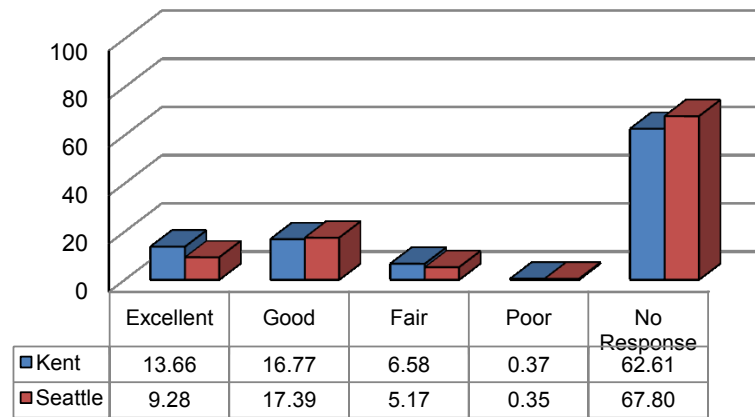
**Facility Ratings - Courtroom (%)**



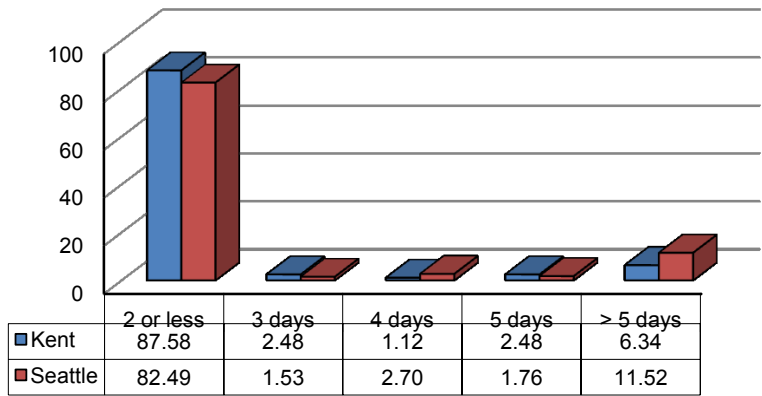
**Facility Ratings - Disability Access (%)**



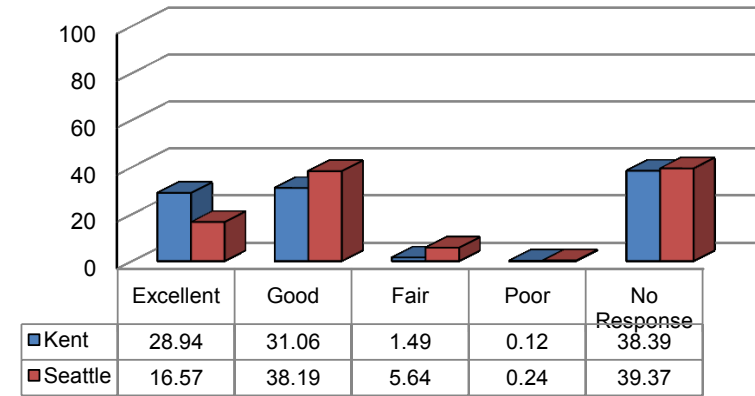
**Facility Ratings - Courtroom's Jury Room (%)**



**Days Served (%)**



**Facility Ratings - Courthouse in General (%)**



2010 Juror Exit Surveys - Comment Summary

Facility Comments		
Positive	KCCH	MRJC
WIFI	19	4
Comfortable chairs in the Jury Waiting Room	11	15
Nice facility	10	15
Cleanliness	8	6
Good games/reading material	1	5
Appreciate fridge/vending machines/microwave	5	5
Appreciate provision of private space to lactate	2	
Cool air in JWR/well ventilated/good temperature	6	2
Good light in JWR	1	
Appreciate fridge	2	
Appreciate tables/chairs/outlets for laptops	4	1
Kent Station is a plus for lunch break dining/exercise		1
Outstanding daycare		1
Negative	KCCH	MRJC
Provide entertainment on the TV's (CNN/DVD's/World Cup)	30	28
JWR room too crowded/cramped/not enough chairs for all people	24	10
JWR too cold	22	
More power outlets and tables in the JWR	17	12
WIFI not working/improve WIFI connection/bandwidth	19	7
Better/free coffee/hot water for tea/more amenities/bottled water/snacks	13	7
No windows in JWR	10	
Courtroom's jury room much too small for 12-14	9	2
Security lines long/long wait times (tell jurors abt 4th Ave entrance)	7	11
Provide better/more current reading material/magazines/more for men/better games	10	10
Bathrooms need to be cleaned/restocked/more stalls/water pools in women's restroom in JWR	11	6
JWR seats uncomfortable/provide chairs/couches for napping	10	3
JWR too warm/not well ventilated/sterile/smells	4	6
Courtroom benches too hard/uncomfortable/crowded	4	
Provide map in JWR of places to eat w/in 4 blocks	5	
Provide healthy options/fruit in vending machines	5	1
Provide a dedicated "quiet room" or dedicated room for cell-phone use	5	1
Need lunchroom/in house food and beverage/lounge/improved cafeteria	2	8
Use mic's for judges and lawyers in the courtroom/courtroom noisy (HVAC system)	4	
Difficult to hear in courtroom (ventilation in 3A at MRJC)	2	3
Vending machines not working	3	
Make the vending machine more affordable		1
Need 2 people working at the café during breaks	1	
Some tight spaces to maneuver for those in wheelchairs (narrow rows in JWR)	2	
Inadequate disability access (side entrance has only stairs no ramps/elevator out of service and not signposted/all disabled parking spots taken)	2	
Lighting in JWR too uniform - need darker spaces/better lighting (not fluorescents)	4	
Lighting in courtroom too dark/uneven	2	
Building could use some upgrades	1	
Provide childcare	1	
Provide information on how to connect to WIFI (which network)	1	
Poor cellphone coverage	3	
Provide a smoking area	1	
Provide a mothers' room for breast milk pumping	1	
Install card-readers on vending machines	1	
Keep monitors away from the center of the courtroom	1	
Move the area with the tables in the JWR away from the bathrooms	1	
Should be able to view electronic evidence in the courtroom's jury room		2
Courtroom's jury room needs microwave	1	2
Courtroom's jury room needs larger fridge/needs a fridge	2	
Courtroom's jury room lacks automatic openers for wheelchair access	1	
Courtroom's jury room bathroom was dirty	1	
Courtroom's jury room needs to be cleaned more often	1	
Courtrooms too small	1	
Provide a workout room	2	
Microwave is filthy		1
Provide a clock in JWR		2
High-frequency buzz in JWR (from TVs?) - turn off when not in use	1	1
Courtroom benches uncomfortable/need cushions		2
Courtrooms should allow handicapped persons to sit in the jury box		1
Taped recordings should have a written transcript for jurors/audio needs to be clearer	2	1
Provide space to relax outside/improve garden maintenance		2
Provide benches in the rotunda		1
Put a large sign in front of the building identifying the courthouse for 1st timers	1	
Courthouse is dirty	1	
Water in fountain tastes bad		1
Display rules more prominently in courtroom, courtroom's jury room	1	
Put up some artwork that complements the themes of justice, duty, honor	2	
Paint the JWR brighter colors	1	
Quiet room had no ventilation so the door had to be propped open, thereby defeating the purpose of having a "quiet room"	1	

Orientation Comments	KCCH	MRJC
Less waiting/start on time/speed up the process	27	12
Improve the audio/increase the volume/microphone not working	1	35
Video and morning address are too long/repetitive	26	5
Too many jurors called/Should have a call-in system for potential jurors	15	
Video could be updated/adequate but not great/boring	10	8
Judge performing the orientation was great/liked having a judge speak	10	2
Informative/Interesting/Good presentation/Clear instructions	7	4
Provide more updates/better idea of the number of trials	2	3
Provided a good number of updates	2	1
Display people's names on the TV monitors in addition to calling names to avoid confusion over mispronunciations/communication unclear	4	
Difficult to read the screen/glare/adjust height of TVs		4
Point the TVs in different directions so all can see	1	2
Better camera to see when the judge explains things/better screen & projector	2	
Inadequate provisions made for the visually impaired	1	
Provide separate room for first-timers to watch video	1	
Make it clear that regardless of hardship, we will be here for 2 days, provide more information on process	2	
Let people know that they may get nervous in front of the judge	1	
Judge should provide less commentary on how we are "doing our duty" and more on how the procedure is supposed to work, no need to reiterate how much of a nuisance jury duty is	2	
Need more information about interpreting the law/video of "trial education" with an explanation of roles, process, procedure and terms	2	
Explain in more detail the difference between civil and criminal cases		1
Bigger LCD TV, 42"/upgrade to flatscreens	1	1
Video should be filmed at this courthouse (MRJC)		1
The jury in the video should reflect more ethnic diversity (not all white)	1	
Replay orientation video back-to-back (difficult to understand it all the first time)		1
More breaks to go outside if possible		1
Change the cheesy "olde English" text	1	
Explain that court operates only Mon-Thurs, lunch is from noon - 1.30 p.m. and 4 p.m. is typical release time		1

Transportation Comments	KCCH	MRJC
<b>Positive</b>		
Good public transportation access/good experience	62	2
Appreciate the bus passes	11	1
Parking adequate/great/Showare parking		9
Appreciate not being assigned to Kent	2	
<b>Negative</b>		
Metro bus takes too long/too many transfers/route not available/park and rides inadequate/schedule inadequate/stop not close enough to courthouse or home	12	35
Schedule inadequate outside peak hours or to Eastside	11	
Inadequate parking/Provide subsidized/free juror parking	8	8
Provide metro route map in JWR/metro schedules in courthouse lobby	5	1
Provide a computer/kiosk in JWR for metro information	2	
Provide suggestions/directions on where to find public parking	2	
Because parking is available, driving a private vehicle works best		2
Provide combined gas & bus compensation/gas vouchers	1	1
Bus passes were not accepted on the water taxi	1	
Provide ferry tickets	1	
Online walking directions from the tunnel bus station to KCCH were confusing on Metro and Google Maps	1	
Require more bus passes for transfers	1	
Helpful if Sounder/trains ran more frequently		2
Bus system is unsafe/unsanitary	3	1
Traffic is bad		2
Need a bus-stop in front of the facility		1
Need more bike racks	1	
Need covered bus stops in this region	1	
Bike rack had been stolen/did not feel safe to ride bike/need more bike parking	2	1

<b>Staff Evaluations</b>	<b>KCCH</b>	<b>MRJC</b>
Polite/helpful/excellent/friendly/professional/informative	109	43
Front entry security professional/pleasant	2	
Front entry security too pushy/rude	7	1
Attorneys appeared unprepared/did not ask right questions/dragged out process	3	3
Staff seemed disorganized		1
Judge was too friendly, took too long making people feel comfortable	1	
More concise announcements/less personal remarks in the JWR would be good	5	

<b>Reasons for looking forward to serving again</b>	<b>KCCH</b>	<b>MRJC</b>
Good experience/learning experience/interesting	54	55
Civic duty	40	47
Like to actually serve on a jury	34	37
Serve when I have time/when health or finances improve/when hardship alleviated/short trial	18	10
Like the time away from work/something to do	3	5
Appreciated being called to the courthouse closest to home	2	5
Efficient process/great system	1	2
I know what to expect/It's not so bad/I could work on my computer	2	1

<b>Reasons for not looking forward to serving again</b>	<b>KCCH</b>	<b>MRJC</b>
Inefficient/Boring/waste of time/too much time waiting/time consuming/don't have time	89	75
Time away from work/can't afford to miss work/rather work/work nights/can't miss school	55	48
Inconvenient/disrupts my schedule/too busy/other commitments	33	16
Health issues/personal reasons/age/stressful	20	20
I've been called too many times	20	12
Family responsibilities/caregiver/childcare issues	12	10
Self-employed/lack of compensation/financial hardship	18	8
Incapable/don't like judging others/don't understand the system	6	4
Trial too long	1	2
I'm never selected to serve/I wasn't selected	8	1
I just served on a long trial/Emotionally draining having served on a long trial	7	
Lack of free parking and coffee	1	
The area/people surrounding KCCH make me uncomfortable	1	
Unemployed and looking for work	1	
The jury system is flawed/process is flawed	3	
Work as legal secretary - surrounded by legal issues every day	1	

<b>General Comments</b>	<b>KCCH</b>	<b>MRJC</b>
Good/great/enjoyable/interesting/learning experience/great staff/good process/honor to serve	58	38
Boring/too much time spent waiting/inefficient process/too many potential jurors called/lunch break too long	33	21
Compensation complaints/financial hardship/increase compensation (particularly to those not compensated by employers)	13	7
Not random selection/Jury selection is biased/too strict in granting waivers	3	
Government regulations should require employers to pay for jury duty		2
Disappointed not to serve	2	3
Love that you can donate your pay to support childcare (hope there'll be a center at KCCH soon)	1	1
Need a way to not accept the per diem	1	
Appreciated the option of selecting dates to serve when I was available	2	
Appreciated being excused/allowed to leave when no longer needed	2	
Too many announcements in the JWR limit the ability to focus on work	1	

Suggestions	KCCH	MRJC
Advise jurors ahead of time that 2-days of service is required at minimum (sheet only said Monday).	10	2
Introduce a telephone check-in system for jurors/more efficient process/pager	7	6
Identify hardships through mail/online prior to assembling jurors (possibly with a questionnaire) to reduce delays and alleviate stress of having to tell personal details in open court	5	3
Remove the second day of service (unless selected on day 1)	6	2
Advertise WIFI availability in original documents and note that it's OK to bring your own computer	4	1
Advise jurors of long waiting periods, need to bring a book/headphones/computer	4	1
Allow jurors to explain their hardships to the judge on day 1/once excused for hardship should not have to attend day 2	3	1
Would be helpful to have a handout to present to employers with applicable laws/requirement for jury duty to help address pressure from employers	3	
Let jurors know that court is not normally in session on Fridays so they can make work/childcare arrangements		1
Send the "What to Expect" and "Do's and Don'ts" information out with the initial summons		1
Advise jurors ahead of time about the facility (lunch area/reading material/where to go for lunch/appropriate attire)	2	
Replace Cisco with another wireless system	1	
Let females know there are other bathrooms just outside the hall/where additional bathrooms are	1	1
Let people know that there are reading materials available for use in the JWR		2
Make solicitation of donations less public - people should not be asked to raise their hands	2	
Inform jurors that rescheduling their service date is advisable if they have a conflict within 1 week of summons date (if they are going on vacation the following week, for example)	2	
Difficult for working people - consider using the unemployed, volunteers, and the elderly of sound mind	1	2
Please allow knitting needles/quilting needles in the courthouse	2	1
Tell us to remain standing when we enter the courtroom and that the jury room has a buzzer	1	
Have jurors report at 9 a.m. on the first day to allow first-timers sufficient time to find parking and figure out where to go	1	
Should add a question to the survey on the court process and how to make it more efficient	1	
Jurors should be informed of the laws involved so they can be excused if they are unable to make a decision based on the law	1	
Advise jurors ahead of time what items can/cannot be taken through security (eg. coffee, needles)	1	
Reduce the length of the lunch break to speed up the process	1	1
Provide more information about entering KCCH from 4th Avenue	1	
Place large signs in JWR explaining the process as there is a lot of waiting even prior to the 1st announcement		1
Jurors should not be called to serve after age 70		1
Consider using the TV monitors in the JWR to show live courtroom proceedings for those awaiting selection.	1	
Make all the chairs in the JWR face the same direction so the space between rows is not so congested	1	
Inform jurors that if you have a physical ailment and cannot attend for 4 days then get a doctor's note in order to be excused	1	
Update the orientation video to reflect current technology (eg. refer to the website)	1	
Provide a better definition of "don't talk about the case" (eg. lawyers demeanor or appearance); discourage sub-grouping		1
Consider calling those happy to serve to the courtroom first	1	
Include travel details (eg mileage reimbursement) in the initial mailing	1	
Allow self-employed individuals to reschedule a few more times than is currently permitted	1	
Open the windows on hot days		1
More witnesses should testify in person because watching on video gets boring		1
Email the juror survey to people for better results		1
The survey was distributed prematurely because I was not called on the first day		1
Simplify the log-in process to get the attendance letter. It would be nice to go to the home page and click on a button for the attendance letter, then a 10-digit number box would pop-up to be printed.		1
Add more room in the window isle of the JWR at the MRJC		1