

CONNECTICUT JUDICIAL BRANCH



ACCESS TO FACILITIES REPORT 2012

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EXECUTIVE SUMMARY AND RECOMMENDATIONS

Each year more than 7 million in-and-out visits are made to Connecticut Judicial Branch facilities with people arriving by foot, car, bus, train or livery. For some folks, particularly members of the bar, navigating a courthouse is nearly second nature: Come through the front door, place metal items in the bin, proceed through the metal detector, locate paper dockets on the wall and head into the appropriate courtroom.

In theory, every court visitor's experience should be so easy but in reality, as the Committee on Access to Facilities found over the course of many months, it is often quite difficult to not only find the correct courtroom, but to find the *courthouse*.

The Committee on Access to Facilities, co-chaired by Atty. Roy Smith Jr. and Ms. Sandra Lugo Ginés, was charged by Chief Justice Chase T. Rogers with evaluating the accessibility of Judicial Branch facilities. The Committee was formed in 2010 under the *Access* goal of the Branch's long-term strategic plan, which dictates that the Branch "will provide equal access to all of its facilities, processes and information through the identification and elimination of barriers."

More specifically, Chief Justice Rogers directed the Committee to make recommendations to reduce or remove barriers "that impede entry to and movement around Branch facilities." The charge included conducting assessments of signage accuracy and effectiveness both within and outside facilities, and of the online directions to and information about Branch facilities.

The Committee's work was not easy; the Judicial Branch leases or owns more than 75 buildings and the functions of those facilities are specific, therefore a 'one-size-fits-all' approach to evaluation was not appropriate. The members also had to assess the accessibility of facilities for people with varying physical abilities.

The Committee met 11 times over the course of 18 months and its members conducted on-site visits to dozens of Branch facilities with assistance from local staff.

The site visits proved eye-opening as Committee members and local judicial district staff — many of whom are long-time Judicial Branch employees — not infrequently found themselves confused by sometimes unreadable signage in courthouses and judicial offices across the state. Too much signage sparked confusion, as did too little signage and unclear or incorrect online directions to courthouses. Not surprisingly, the best and most accurate signage was found in many of the Branch's newer facilities, but even a handsome building can be

marred when its clerk's office windows are plastered with a myriad of dated and faded "signs."

The site visit findings, which are more detailed in this report's index, reveal one constant: inconsistency. From building to building, sometimes from office to office, information about the Branch's facilities and processes, that is delivered to the public via signage and online, can be in equal measure overwhelming and underwhelming for court users. This is not to say that every Judicial Branch facility is a den of poor signage; in fact, there are places, including the New Britain and Middlesex Judicial District courthouses, where locations are well-marked and wayfinding directories are accurate.

The goal of the 28 recommendations made later in this report is to ensure that every person with a need to visit a Judicial Branch facility is able to easily find the building and, once inside, be able to navigate with the ease of a courthouse veteran.

This executive summary offers an overview of what was an intensive evaluation of the Branch's facilities and its online directions to facilities. The index and attachments include completed checklists and data from each judicial district, and while not every facility was assessed, a majority were reviewed. It is said that a picture is worth a thousand words and the attachments to this report support that; signage, after all, is a visual medium. The Committee's findings and recommendations are sustained by photographs and visual depictions of what exists and what could come to fruition to support the goal of eliminating barriers and ensuring equal access to the Branch's facilities, processes and information.

The Process

Members of the Committee on Access to Facilities come from every Judicial Branch division and many units within those divisions, bringing to the table various experiences, expertise and opinions. Some are active on other Branch committees and commissions, including the Advisory Board on the Americans with Disabilities Act, the Advisory Committee on Cultural Competency, and the Committee on Limited English Proficiency, and others are members of the Courthouse Observation Team. The members are:

- Chair: Atty. Roy Smith Jr., Chief Clerk of the Tolland Judicial District
- Chair: Ms. Sandra Lugo Ginés, Superior Court Operations Division, ADA Program Manager
- Ms. Virginia Apple, Information Technology Division
- Mr. Robert Burke, Deputy Chief Clerk for Geographic Area Matters, Middlesex
- Atty. Starr Carroll, Deputy Chief Clerk for Juvenile Matters, Harford
- Ms. Karen Chorney, Judge Support Services Unit
- Ms. Heather N. Collins, Superior Court Operations Division
- Ms. Alejandra Donath, Interpreter and Translator Services

- Chief Judicial Marshal Russell Downer, Windham Judicial District
- Ms. Cristina Johnson, Support Enforcement Services
- Atty. Jeffrey Hammer, Deputy Chief Clerk for Housing Matters, Hartford
- Ms. Jamey L. Harris, Superior Court Operations, Audit & Accreditation Unit
- Mr. Robert Kilpatrick, Administrative Services Division, Facilities Unit
- Ms. Margaret J. Levine, Interpreter and Translator Services
- Atty. Stephen N. Ment, Deputy Director, External Affairs Division
- Ms. Debra Novaco, Superior Court Operations Division, Administration Unit
- Legal Advisor: Atty. Steven Pelletier, Legal Services Unit
- Support Staff: Ms. Precious Hyland, Superior Court Operations Division
- Support Staff: Ms. Michelle L. Burroughs, Court Operations Unit

Additionally, the members of the Committee were assisted in their assessments of local facilities by Branch staff from every judicial district. Those staff members are: Ms. Sara Basford, Ms. Antoinette Beal, Mr. Steven Bettencourt, Atty. Alice Bruno, Atty. Adam Bulewich, Ms. Michelle Burroughs, Mr. Anthony Candido, Atty. Eileen Condron, Atty. Maria Reed-Cook, Atty. Mary Deluca, Ms. Barbara Dudley, Mr. Roger Frigon, Atty. Philip Groth, Atty. Lisa Groody, Ms. Lorin Himmelstein, Atty. William Hoey, Ms. Donna Hovey, Ms. Brenda Jordan, Atty. Linda Kautzner, Ms. Gina Kilian, Atty. Charles Kim, Ms. Laura Leigh, Atty. Jason Lovallo, Atty. Craig Malone, Ms. Nicholene Marciano, Ms. Nancy McCormack, Atty. Edward McKiernan, Ms. Elizabeth Mirmina, Mr. Jeffrey Mubarek, Atty. Louis Pace, Mr. Michael Pio, Mr. Frank Rizzo, Ms. Margaret Romanik, Ms. Betsy Rosser, Ms. Phyllis Cummins-Teixeira, and Mr. Donald Tolles.

The early meetings of the Committee included an affinity diagram exercise that guided the development of a signage and access checklist for the members to use in their site assessments, and general discussion about what might be helpful to the public. The checklist asked members to evaluate a facility's interior and exterior signage, including parking signs; signs that indicate wheelchair accessibility, address and facility identification; instructional signs, such as metal detector procedure information or jury information; and basic information like hours of operation and office identification. With the permission of the Administrative Judges, the Committee members were also encouraged to take photographs of signage to illustrate their findings.

The co-chairs provided to the members the results of the Courthouse Observation Team (COT), whose members conduct undercover assessments of Branch facilities and observe interactions between staff and the public. The COT assessments include reviews of interior and exterior signage (or the lack thereof) as well as interior wayfinding signs, location information, and so on. The initial checklist was eventually modified and, at the request of the Advisory Board on

the Americans with Disabilities Act, a series of questions about wheelchair accessibility was added.

Atty. Smith and Ms. Lugo Ginés encouraged the members to visit other public facilities to assess signage and wayfinding, and they took a guided tour of the John Joseph Moakley federal courthouse in Boston. Some Committee members conducted assessments of other public places, including colleges, hospitals, train stations and an airport to see how those entities utilize signage and visual information to assist visitors.

The co-chairs also researched wayfinding, a term coined by an urban planner to describe the ability to use signage and landmarks to navigate an environment, and conducted a review of what other states are doing to facilitate people's use of public facilities.

In addition to facility assessments, the Committee was charged with reviewing and making recommendations to improve the plethora of general information about facilities that is posted on the Branch's webpage, www.jud.ct.gov.

In the first phase of implementation of the strategic plan the Branch, at the recommendation of the original Americans with Disabilities Act Committee, posted on its website wheelchair accessibility information, including photographs and written descriptions. The Access to Facilities Committee looked at each of the descriptions and directions that are posted online and found that some of the driving directions were incorrect and unclear. Additionally, the members located in the "Publications" section of the website an [online general information brochure](#) about the Middlesex Judicial District that the members agreed should serve as a model template for every courthouse.

Ms. Lugo Ginés and Atty. Smith charged the Committee's Subcommittee on Signage with developing uniform and consistent standards for the online directions. Chief Judicial Marshal Downer worked with the other Chief Marshals to conduct an informal review of the online directions by literally driving to the facilities using the Branch's directions. Rather than wait until the Committee's work was completed before making a recommendation, those directions that were found to be incorrect were submitted for correction and posting to the webpage in the summer of 2011.

The Subcommittee also worked to develop a template for a new online information page for each public Branch facility. The members reviewed the websites of other public entities, including courthouses and hospitals, and then, working with the Information Technology Division created a template for what they believe is a user-friendly and comprehensive online guide to facilities.

Visits to facilities and reviews by the members of the Branch's online information sparked debate and discussion on how to best remedy barriers to facilities and information. The Committee members were acutely cognizant of the budgetary restrictions confronting the Judicial Branch at the moment and in the foreseeable future. But the members also considered the changing demographics of justice system stakeholders: Many more people are representing themselves in cases and need to use court facilities such as Court Service Centers, Public Information Desks and Law Libraries to advocate for themselves. As evidenced by the increasing numbers of people using the Branch's telephone interpreter services and requiring court-room interpretation, it is clear that providing signage and facility information in languages other than English is necessary. And as our population ages, the Judicial Branch must be responsive to those with differing physical abilities to ensure that they have access to justice.

The Committee, which recommends that an implementation team be established, developed its recommendations under three areas: activities with no or nominal new cost to the Branch; activities that improve access for people with disabilities; and activities that will require some funding. It is hoped that by structuring the recommendations in this manner, the Judicial Branch will be able to move forward on implementation.

The Recommendations

Activities with no or nominal new cost to the Judicial Branch

1. All Judicial Branch facilities that have not been evaluated by the Committee on should be evaluated and assessed by Local Committees in conjunction with a person or persons designated by the Office of the Chief Court Administrator with implementing the larger Committee's recommendations.
2. All compiled site assessment data, including photos and checklists stored in the ATF Committee's Share Point site, shall be made available to the person or persons charged by the Office of the Chief Court Administrator with implementing the Committee's recommendations.
3. Inaccurate and obsolete signage in public and employee areas should be removed.
4. The Judicial Branch should adopt uniform design and content standards for the Branch web site's *Directions* pages and renamed *Directions and General Information*. The pages should be uncluttered and include:
([See Attachment 1](#))
 - Cardinal reference points, including larger cities and towns, for written directions. For example: From the North (Hartford), From the West (Danbury), From the East (Enfield), From the South (Stamford)

- Local facilities' phone numbers
 - Wheelchair access information for each facility
 - A link to the local ADA Contact Person at each facility
 - A photo of the facility's exterior
 - A link to an interactive map to each facility, provided by a vendor approved by the Legal Services Unit
 - A Quick Links box with links to all other facilities within the Judicial District
 - What type (private/public/street/garage) of parking is available and what forms of payment are accepted (coins only, credit cards, etc.)
 - Facility hours of operation, including what time the doors are open to the public
 - Information on security, such as metal detector protocol, where applicable
 - Forms of payment accepted (M/C, Visa, Cash only, Checks with ID, etc.)
 - Links to the state Department of Transportation local bus service page, as well as Metro North and/or Amtrak, where applicable
 - General neighborhood information (rural, suburban, urban)
 - The geographical coordinates for each facility (to assist users of GPS systems)
5. Given its size, the Hartford Judicial District should have separate online *Directions and General Information* pages for each facility.
 6. All online *Directions and General Information* pages should be reviewed at least annually for accuracy by a person or persons designated by the Office of the Chief Court Administrator.
 7. Online court guides should be created for each public facility, using the existing template of the Middlesex Judicial District's Court Guide (JDP-ES-210) and/or the New Haven Superior Court GA-23 Guide (JDP-ES-213). The Committee recommends that the Chief Clerk of each Judicial District work with members of the Access to Facilities Committee's local committees to complete the guide.
 8. All automated telephone information should include directions to facilities and parking information, as well as the address of the Judicial Branch website.
 9. A database of printable and laminable paper signs should be created. The signage should be uniform in its design, including color, font, font size, and text location on the page, and include the Judicial Branch seal. The signs could, if necessary, be color printed and laminated by the Commission on Legal Publications (COLP) and distributed to requestors via inter-office mail.
 10. Whenever possible, the Branch should use bilingual or multilingual signage in languages identified by the Interpreter and Translator Services Unit.

11. A uniform, Judicial Branch-designed sign detailing what to expect at the metal detector/security checkpoint, including procedures relating to people with pacemakers, should be posted at all metal detector/security checkpoints.
12. Laminated floor and/or office directories should be created detailing the location of offices, restrooms, courtrooms, Court Service Centers, and other relevant public spaces. These laminated paper directories can be quickly updated and, if necessary, produced by COLP to accommodate changes in room location/usage at a nominal cost to the Branch.
13. The location of building directories should include an assessment by each Local Committee to ensure that the signage is visible to the public without impeding or interrupting the flow of foot traffic and in consideration of security concerns. The accuracy and location of the directories should be reviewed at least annually by the Local Committee.
14. Locations of stairwells and elevators should be clearly marked and signage directing facility users to these and other emergency exits should be installed.
15. Evacuation plans should be posted where appropriate.
16. The Branch's Legal Services Unit, in conjunction with a person or persons designated by the Office of the Chief Court Administrator, should determine what signs the Judicial Branch is by law required to display in public and employee areas. A list of legally required signs should be maintained and annually updated by the Legal Services Unit and a list of required signage distributed to each Judicial District to a person or persons designated by the Office of the Chief Court Administrator.
17. Before signage is purchased from external vendors, the Commission on Legal Publications (COLP) should be consulted to determine whether it can create such signage.
18. The Branch should research the availability and feasibility of applying for external grant funding for the purchase of way-finding signage.
19. The Branch should partner with cities and towns and state agencies to improve signage on highways and local streets directing users to Branch locations.

Activities anticipated to require some funding by the Branch

1. The Branch should investigate the cost of purchasing portable signage and display holders including but not limited to bulletin boards, acrylic display sleeves for paper signage, plastic brochure holders, and nameplates for the

Bench. An informal inquiry by the Committee revealed that certain types of sign holders, such as those used to hold removable paper signs, can be purchased in bulk at very nominal cost.

2. External building signage that has been deemed as not visible by the ATJ Committee should be redesigned to clearly identify the facility, its address and purpose, and relocated to areas visible to vehicular and pedestrian traffic. Before signage that is intended to be permanent is installed, the Branch should pilot its location to ensure its effectiveness.
3. To ensure the most up-to-date and accurate information, the Branch should consider eliminating the posting of paper court dockets and replacing them with electronically displayed dockets, such as those displayed in Hartford Community Court.
4. The Branch should continue the wayfinding bidding process, initiated by the Committee, through the Purchasing Unit.

Activities to improve access for people with disabilities

1. To facilitate entrance and egress to Branch facilities for people with limited physical mobility, the Branch should install automatic door openers on all main public entrances to those buildings where the physical layout allows such installation.
2. The Branch should clearly delineate handicapped parking spaces in its leased and owned parking areas utilizing striped pavement and appropriate signage.
3. When purchasing new or replacement signage the Branch should include the sign's information in Braille to comply with the Americans with Disabilities Act.
4. Curb cuts ensure accessibility for people who use wheelchairs and walkers and the Branch should examine sidewalk accessibility around its facilities.
5. The Judicial Branch should consider purchasing interactive, touch-screen kiosks for public areas that electronically display dockets, detailed floor plan and office locations, building amenities, and hours of operation. Judicial Branch mailings can direct the public to kiosks for courtroom locations. The Branch may want to consider piloting a program in a busy Judicial District over a period of months to determine if a kiosk provides the public with improved access by removing information barriers and if foot-traffic is decreased in clerk's offices.

RESOURCES

Signage Assessment Checklist

Access to Facilities

Signage Assessment Checklist

Name: _____

Date: _____

Location: _____

Time: _____

I Online Navigation

Circle One

Y / N Are the directions to the facility posted on the JB website accurate?

If no, explain:

Y / N Is the "Wheelchair Access" information available on the directions page of the JB website accurate?

If no, explain:

Y / N Is there public transportation information available on the JB website?

II Telephonic Navigation

Circle One

Y / N Are the automated phone response directions to the facility accurate?
If no, explain:

How long did it take you to get through the phone?

Y / N Were you placed on hold?
If so, how long?

Y / N Is there public transportation information available through the automated phone response?

Y / N Is public parking information available?
What info is available:

Y / N Is jury parking information available?
What info is available:

Y / N Is handicap accessible parking information available?
What info is available:

III External Navigation

Circle One

Y / N / NA Is road signage accurate from the highway?
If no, explain:

Y / N / NA Is road signage accurate from the local streets?
If no, explain:

Y / N Where are the handicapped accessible entrances?
leading into the facility? If no, explain:

Y / N Where are the curb cuts?

Y / N Are there signs directing the public to handicapped accessible places?
If yes, where?

Y / N Are there street signs that direct the public to the parking lot/garage?
What info is available:

Y / N Is there signage that easily identifies the parking garages?
What info is available:

Y / N Is there signage that identifies type of courthouse (i.e. Family Court, Civil Court, Criminal Court)?

Y / N Are there walking directions to the main court entrance from the parking lot/garage?

--

IV Interior Navigation

A. General Questions

Y / N Are there any signs posted at the immediate court house door/entrance?

Photo(s) taken: Yes ____ No ____

If so, what do they say?

What materials are they made of?

Y / N Are there any signs posted at metal detector?

Photo(s) taken: Yes ____ No ____

If so, what do they say?

What materials are they made of?

Y / N Is there a building directory?

Photo(s) taken: Yes ____ No ____

If so, where is it located?

--

Y / N Is the building directory up to date?

If no, explain:

--

Y / N Is the building directory visible?
If no, explain:

B. Area Specific Questions

Area	Room # on directory or NA	Actual Room #	Is there a Sign? Where is it located?	Type/Material (i.e. Protruding/Plaque/Paper)	In Braille (Y/N)
GA Clerk's					
JD Clerk's					
Foreclosure Mediation					
Judge's Secretary					
Court Reporters/Monitor					
Public Defenders					
State's Attorneys					
Court Service Center					
Public Information Desk					
Law Library					
Victims Advocate					
Support Enforcement					
Jury					
Bail Commissioner					
Family Relations					
Adult Probation					
Juvenile Probation					
Juvenile Clerk's					
Judicial Marshal Svcs					
Interpreter's Office					
Casflow Coord - Civil					
Casflow Coord - Family					
Casflow Coord - Criminal					
Casflow Coord - Habeas					
Casflow Coord - Foreclosure					

Area	Room # on directory or NA	Actual Room #	Is there a Sign? Where is it located?	Type/Material (i.e. Protruding/Plaque/Poster)	In Braille (Y/N)
Housing Clerk					
Housing Specialist					
Small Claims Clerk					
Community Court Clerk					
Complex Litigation					
Courtrooms (1st Floor)					
Courtrooms (2nd Floor)					
Courtrooms (3rd Floor)					
Courtrooms (4th Floor)					
Courtrooms (5th Floor)					
Courtrooms (6th Floor)					
Courtrooms (7th Floor)					
Courtrooms (8th Floor)					
Courtrooms (9th Floor)					
Courtrooms (10th Floor)					
Building Maintenance					
Restrooms (Ground Fl)					
Restrooms (1st Floor)					
Restrooms (2nd Floor)					
Restrooms (3rd Floor)					
Restrooms (4th Floor)					
Restrooms (5th Floor)					
Restrooms (6th Floor)					
Restrooms (7th Floor)					
Restrooms (8th Floor)					
Restrooms (9th Floor)					
Restrooms (10th Floor)					
Food Court					
Payphones					
Conf Rms (GF)					
Conf Rms (1st Fl)					
Conf Rms (2nd Fl)					
Conf Rms (3rd Fl)					
Conf Rms (4th Fl)					

Conf Rms (5th Fl)					
Conf Rms (6th Fl)					
Conf Rms (7th Fl)					
Conf Rms (8th Fl)					
Conf Rms (9th Fl)					
Conf Rms (10th Fl)					
Floor Directory (1st Fl)					
Is it up to date?					
Floor Directory (2nd Fl)					
Is it up to date?					
Floor Directory (3rd Fl)					
Is it up to date?					
Floor Directory (4th Fl)					
Is it up to date?					
Floor Directory (5th Fl)					
Is it up to date?					
Floor Directory (6th Fl)					
Is it up to date?					
Floor Directory (7th Fl)					
Is it up to date?					
Floor Directory (8th Fl)					
Is it up to date?					
Floor Directory (9th Fl)					
Is it up to date?					
Floor Directory (10th Fl)					
Is it up to date?					
Elevators					
Other:					
Other:					
Other:					
Other:					

V Other Signage

Are there evacuation plans posted?	Yes ____	No ____
Are there emergency exit signs posted?	Yes ____	No ____
Are stairwells clearly marked?	Yes ____	No ____
Are elevators and their locations clearly marked?	Yes ____	No ____
Are the areas of refuge clearly marked and located?		

VI Informational and/or Restrictive Signage

An **informational signs** informs people of a purpose or gives an instruction. (i.e. Line Forms Here)

A **restrictive sign** is intended to instruct people of something or prevent them from doing something. (i.e. No food allowed).

Where is the sign? - What does it say?

What is it made of?

C		
O		
M		
M		
E		
N		
T		
S		

VII Concerns or Suggestions:

ADA Compliance – Survey Questions

1. Please confirm that a handicapped individual may gain access to each location.
2. Please confirm if public handicapped parking is available. On site or off site?
3. If access to the facility is anything other than through the main entrance of the building, please confirm the process by which access is gained.
4. Please confirm the process by which an individual may gain access to services once within a facility. (Most of this is easily done due to elevators). How is access gained to various areas of the building?
5. If a person requires assistance with respect to access to a facility, how is that person made aware of special entrances or parking areas?

HIGHLIGHTS FROM OTHER STATES

CHICAGO, ILLINOIS

"These modern and attractive kiosks replace the unsightly and cumbersome taped-up, court call paper listings that typically contained 800 to 1,000 case docket numbers, and used to be attached to the wall where court users had to jostle to the front of the crowd to read their court information." Cook County Court Chief Judge Timothy Evans

Source: <http://chicagocrusader.com/news-detail.aspx?newsid=669>

CLAYTON COUNTY, ATLANTA

Clayton courthouse goes high-tech

By [Kathy Jefcoats](#) (430)
kjefcoats@news-daily.com

[As of Tuesday, October 18, 2011](#)

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Clayton County Courthouse officials have installed 19 computer monitors displaying the daily court docket for each judge, eliminating the need for paper calendars.

Court Administrator Matt Sorensen said most metro-Atlanta courthouses already have similar systems.

"The digital dockets are based on notices generated in the county's computer system," he said. "Plus, the digital dockets are expandable, we can add or take away monitors and put messages on it, if we need to."

The monitors resemble those posted throughout an airport, announcing arrivals and departures. But the good news is the dockets are not on Clayton County's dime, said State Court Solicitor General Tasha Mosley.

"Not one penny came from the taxpayers," she said. "They are funded by the State Court Technology Fund and a federal grant. The Technology Fund is dedicated to the technological enhancements of the court."

The fund consists of fees paid for civil filings, and fines from criminal court cases.

About 8,000 people go to the Clayton Courthouse every week, some of whom are making court appearances. Most check in with the lobby's information desk to find out which courtroom to go to, but others head straight for a clerk's office.

"This will make our lives so much easier," said Mosley. "We'll be able to move lines along a lot faster."

Magistrate Court hearings are held on the second floor, State Court cases are heard on the third floor and Superior Court cases are heard in four, fourth-floor courtrooms.

Monitors outside each courtroom will display calendars unique to each judge.

"So many people just don't know where to go," said Mosley. "They end up on the wrong floor. This tells them the courtroom number where they need to be and the full docket for each floor. And the monitors refresh themselves for each new round of hearings."

Mosley said the monitors are designed to improve the flow of traffic throughout the courthouse, reduce the time it takes to create court dockets and eliminate the use of paper used to produce and post court dockets.

"We hope to be tech-savvy before it's all over," she said. "Most of the metro counties already have this system."

PEORIA COUNTY, ILLINOIS

"What courtroom do I enter? Where can I pay my traffic fine? These questions and more can now be answered by a machine at the Peoria County Courthouse. Installing a kiosk is consistent with the County Board's strategic goals of being a high-performing public organization with world-class public facilities, said a county news release."

Source: <http://www.pjstar.com/news/x1591364844/Courthouse-kiosk-helps-direct-visitors>

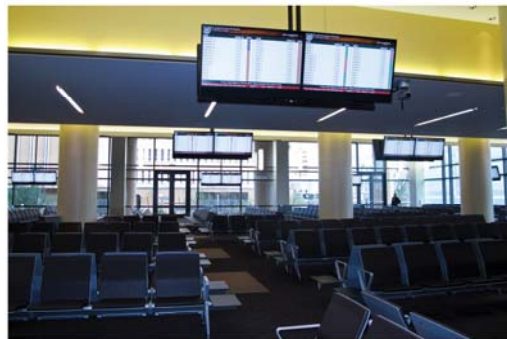
MARICOPA COUNTY, ARIZONA

“Fifty-seven monitors and eight touchscreen kiosks are dedicated to DocketCall and wayfinding. Arriving court patrons can use the touchscreens to find offices or court cases in the building, and receive turn-by-turn directions in English or Spanish to their destination. Eighteen JuryCall check-in kiosks let jurors quickly and efficiently check in on arrival for jury duty”

Source: <http://infax.typepad.com/infax-blog/2012/02/maricopa-county-.html>



Juror check-in kiosks
Maricopa County Court Tower



Juror waiting area
Maricopa County Court Tower



DocketCall display bank
Maricopa County Court Tower



Touchscreen information kiosk
Maricopa County Court Tower



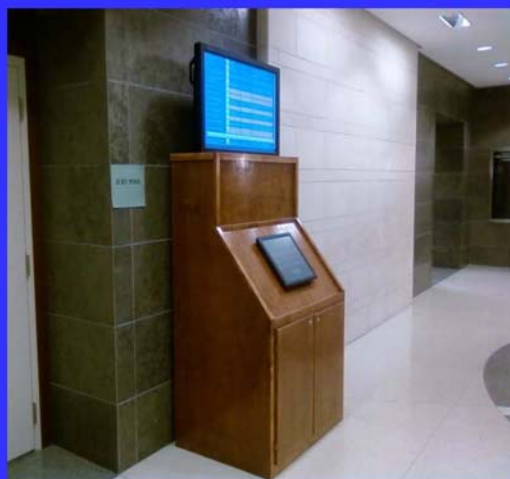
Jefferson Parish Clerk of Court 24th Judicial District Court Appearance Kiosk

General Government Complex Gretna, Louisiana



The complex is home to a number of parish agencies, including the 24th Judicial District Court and the Jefferson Parish Clerk of Court. There are sixteen (16) divisions of court, plus hearing officers and commissioners, for civil and criminal matters. The court serves a population of 460,000, larger than neighboring New Orleans

Kiosk for public use
40" LCD monitor & touchscreen
Monitor scrolls continuously
with hearings scheduled today



Litigants / Defendants scroll alphabetically
with division, presiding, room #, case title

BARRIOS, AMY	P	JUDGE FAULKNER	RM 5400	AMY BARRIOS VS RALPH S RODGERS JR
BATES, SIM	H	JUDGE Anwar	RM 3600	STATE VS BATES, SIM
BEHRMAN DISCOUNT INC	A	JUDGE Bengt	RM 3700	BEHRMAN DISCOUNT INC, ET AL VS THANG-HOA LLC, ET AL
BERALDO, MARCUS		CDMM Joyce: KJF	RM 1st Fl Comm Courtroom	STATUS HEARING
BERGERON, JESSICA	A	JUDGE Bengt	RM 3700	JESSICA BERGERON MARAS, ET AL VS BRANDON G MARAS SR
BERTHELOT, ASHLEY		CDMM Joyce: KJF	RM 1st Fl Comm Courtroom	STATUS HEARING
BISCKE, ANTHONY		CDMM Joyce: KJF	RM 1st Fl Comm Courtroom	STATUS HEARING
BIANCHINI PHD ABPN, KEVIN	D	JUDGE Murphy	RM 5600	KEVIN J BIANCHINI PHD ABPN, ET AL VS JOHN J MUGGIVAN
BICKHAM, IRAN		CDMM Joyce: KJF	RM 1st Fl Comm Courtroom	STATUS HEARING
BISHOP, MICHAEL		CDMM Joyce: KJF	RM 1st Fl Comm Courtroom	STATUS HEARING
BORDELO, AMELIA MORLEY	N	HEARING OFF-Weddig	RM 1400	DONALD B BORDELO VS AMELIA MORLEY BORDELO, ET AL
BORDELO, DONALD	N	HEARING OFF-Weddig	RM 1400	DONALD B BORDELO VS AMELIA MORLEY BORDELO, ET AL
BOVARGE, DAVID	I	CDMM Joyce	RM 1st Floor Commissioner Courtroom	STATE VS BOVARGE, DAVID L
BRADLEY, MACK	H	JUDGE Anwar	RM 3600	STATE VS BRADLEY, MACK A
BRISCOE, JOACBA	H	JUDGE Anwar	RM 3600	STATE VS BRISCOE, JOACBA
BROWN, DAMON	I	CDMM Joyce	RM 1st Floor Commissioner Courtroom	STATE VS BROWN, DAMON M
BROWN, HELEN		CDMM Joyce: KJF	RM 1st Fl Comm Courtroom	STATUS HEARING

The kiosk touchscreen beneath the LCD allows the public to reposition scrolling to the defendant or litigant whose hearing is of interest to them

Plaintiffs or Defendants
touch the first 3 letters of your last name
to see where your hearing is set.

A	B	C	D	E	F	G	H	I
J	K	L	M	N	O	P	Q	R
S	T	U	V	W	X	Y	Z	0-9

Three empty boxes for input.

The system was designed and developed by in-house personnel who also maintain it. The kiosk itself was built by our maintenance department.



The system has been operational since the new courthouse opened in 2007. It has been well received by the public and the judges, and eliminated the posting of paper dockets outside each courtroom





Samples of Bad Signage



Waterbury Judicial District
300 Grand Street, Waterbury



Geographical Area 17
131 North Main Street, Bristol





Windham Judicial District
120 School Street, Danielson



Geographical Area 5
106 Elizabeth Street, Derby



Geographical Area 2
172 Golden Hill, Bridgeport



Hartford Juvenile Court
920 Broad Street, Hartford



Geographical Area 5
106 Elizabeth Street, Derby



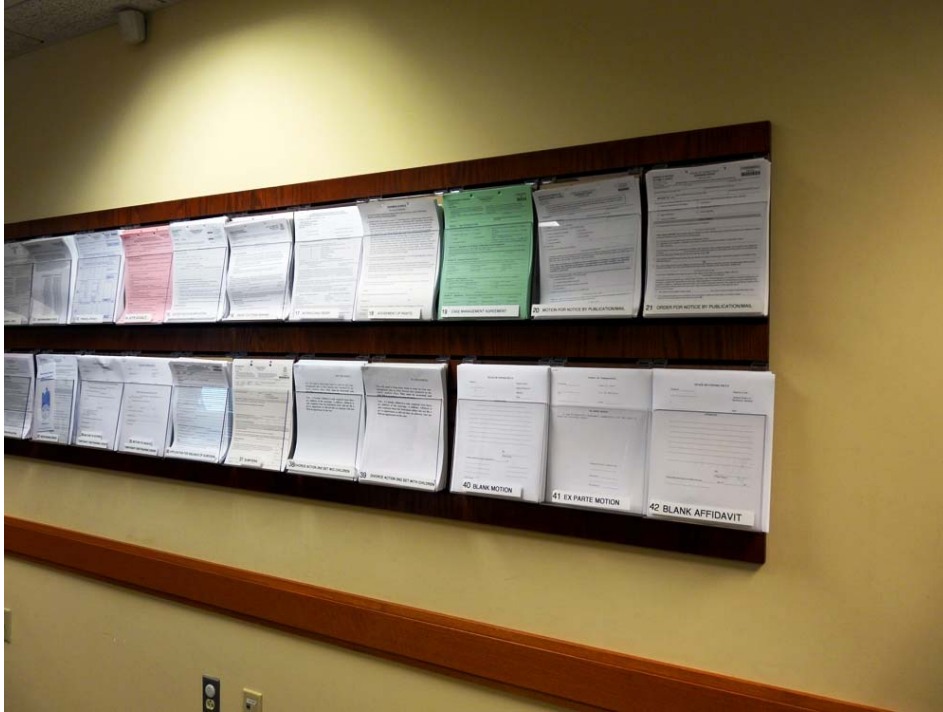
Hartford Judicial District
95 Washington Street, Hartford



Hartford Judicial District
95 Washington Street, Hartford



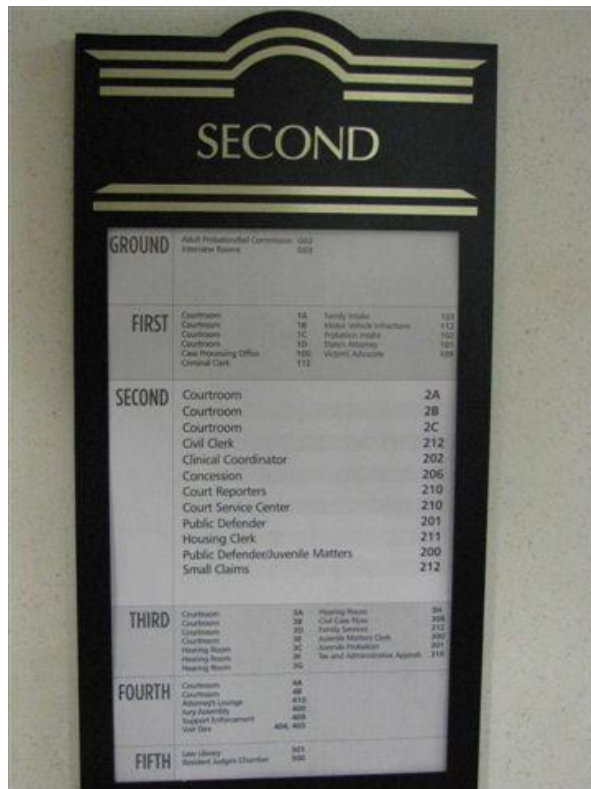
Samples of Good Signage



Hartford Judicial District
Court Service Center
90 Washington Street, Hartford



Geographical Area 15
20 Franklin Square, New Britain



Geographical Area 15
20 Franklin Square, New Britain



Geographical Area 4
400 Grand Street, Waterbury



Geographical Area 4
400 Grand Street, Waterbury



Geographical Area 4
400 Grand Street, Waterbury

POTENTIAL SOLUTIONS

Electronic Docket Display

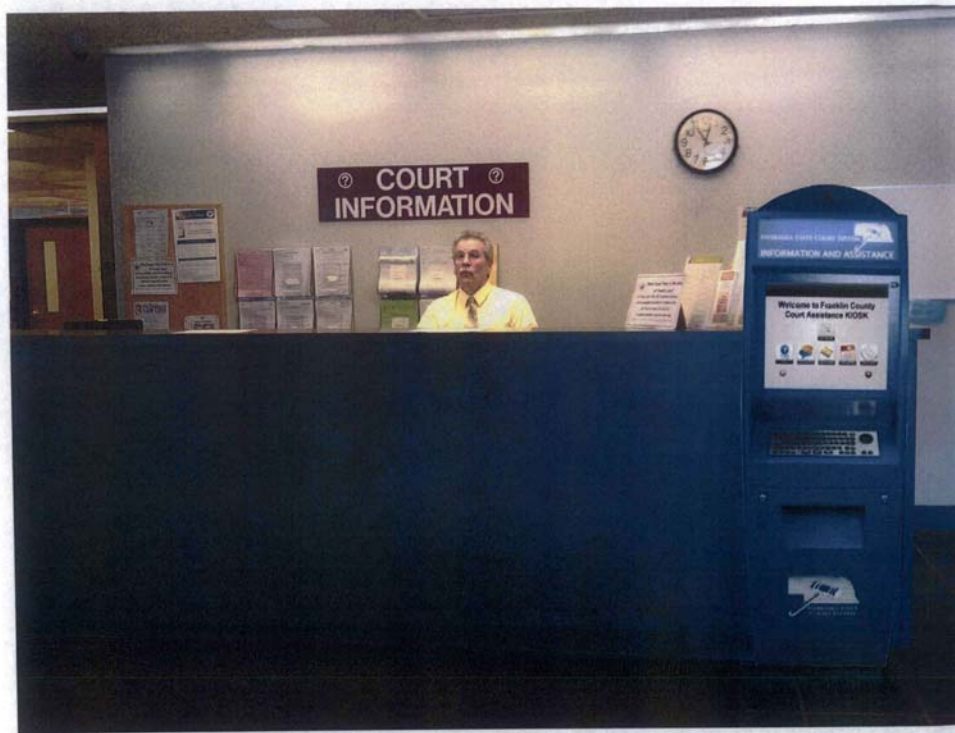


BEFORE

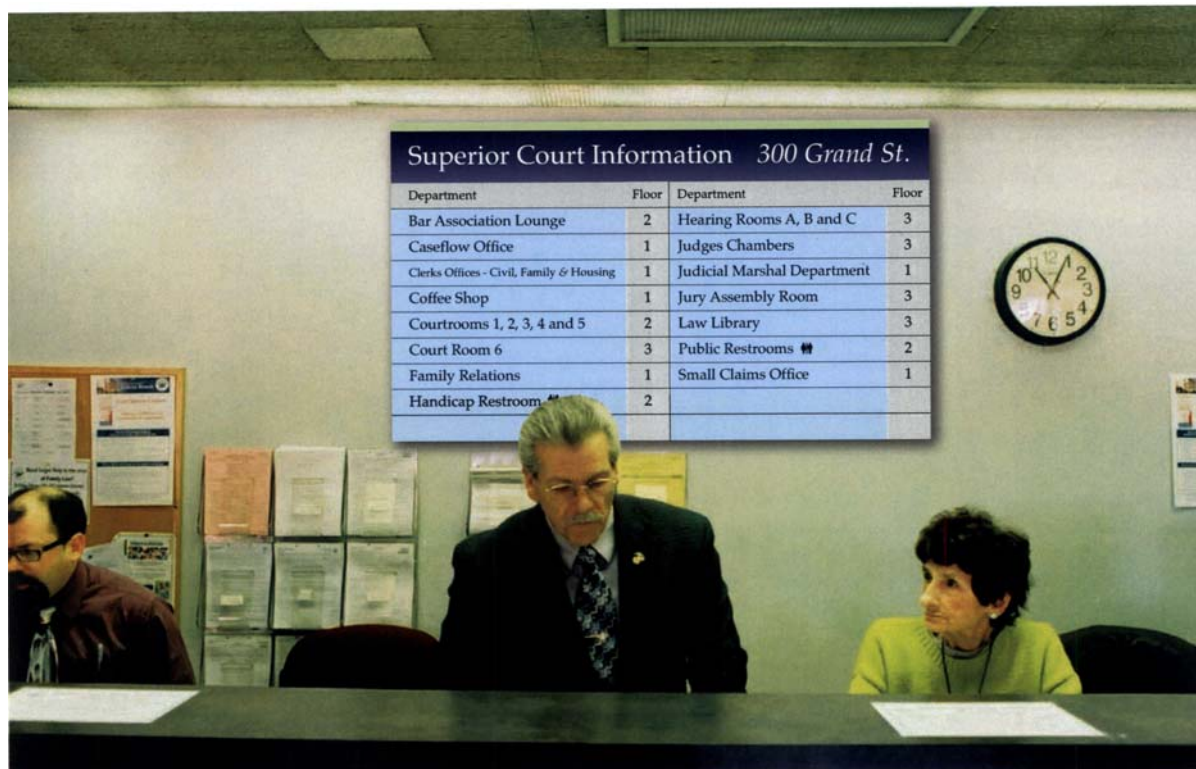


AFTER

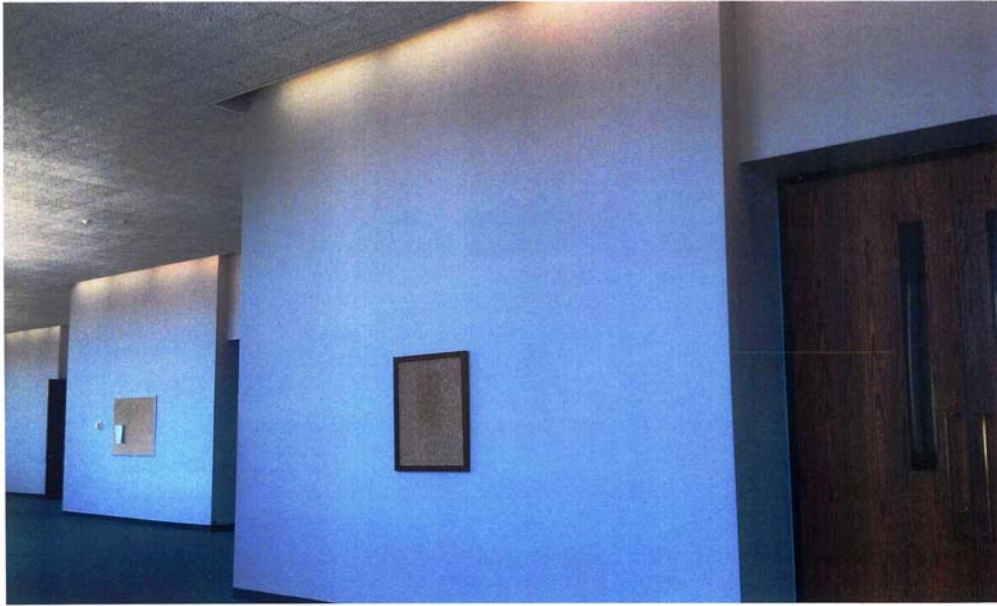




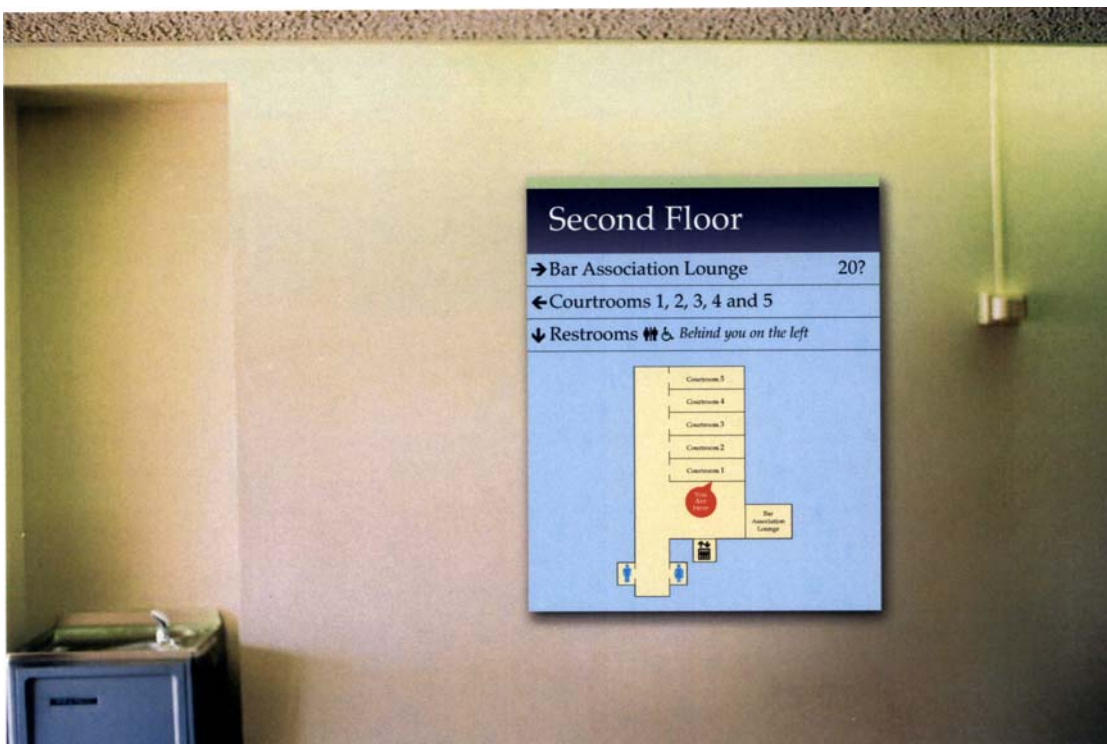
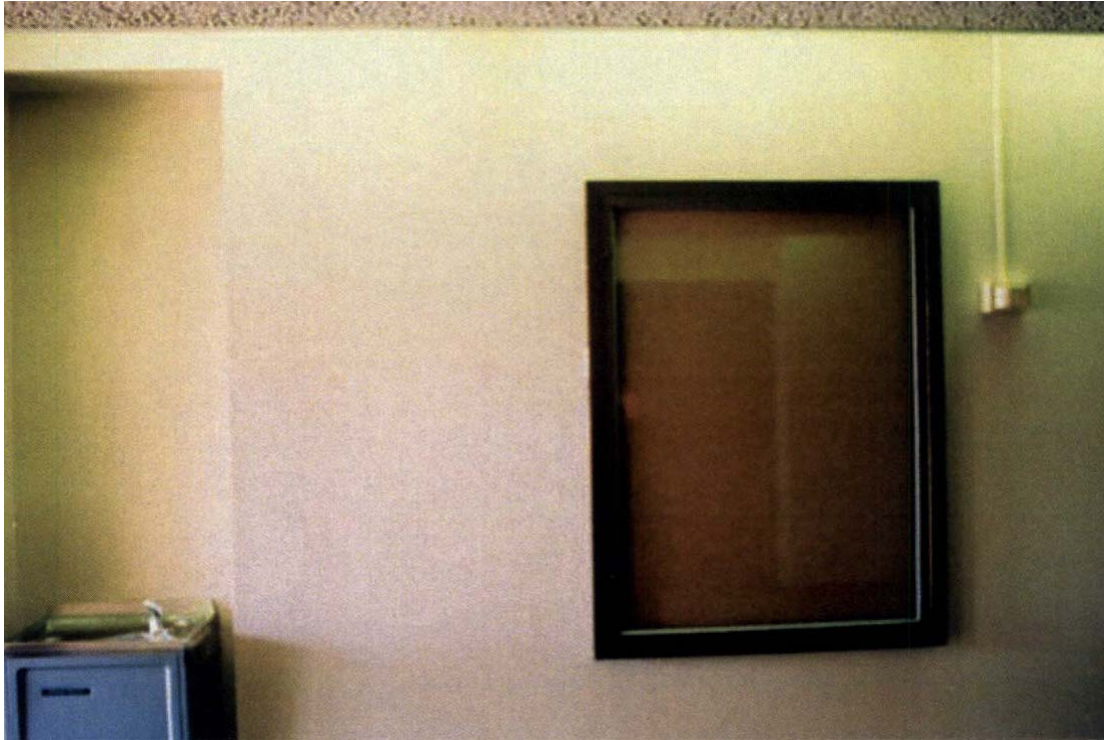
Waterbury Judicial District
300 Grand Street, Waterbury



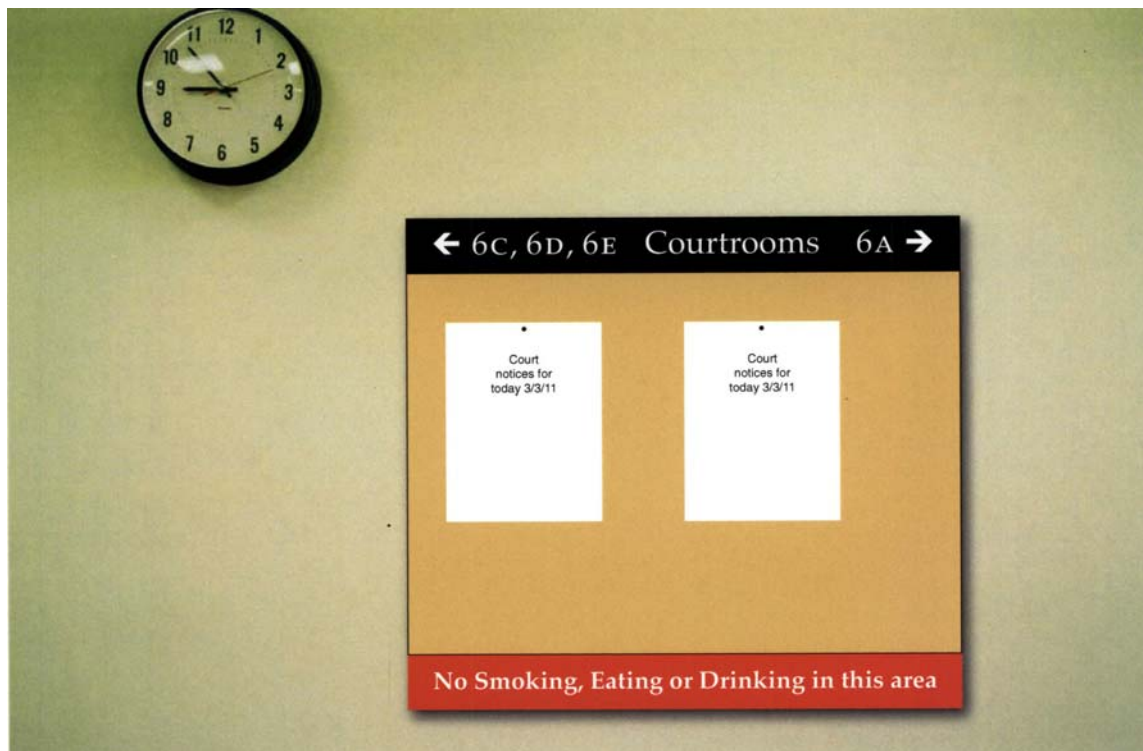
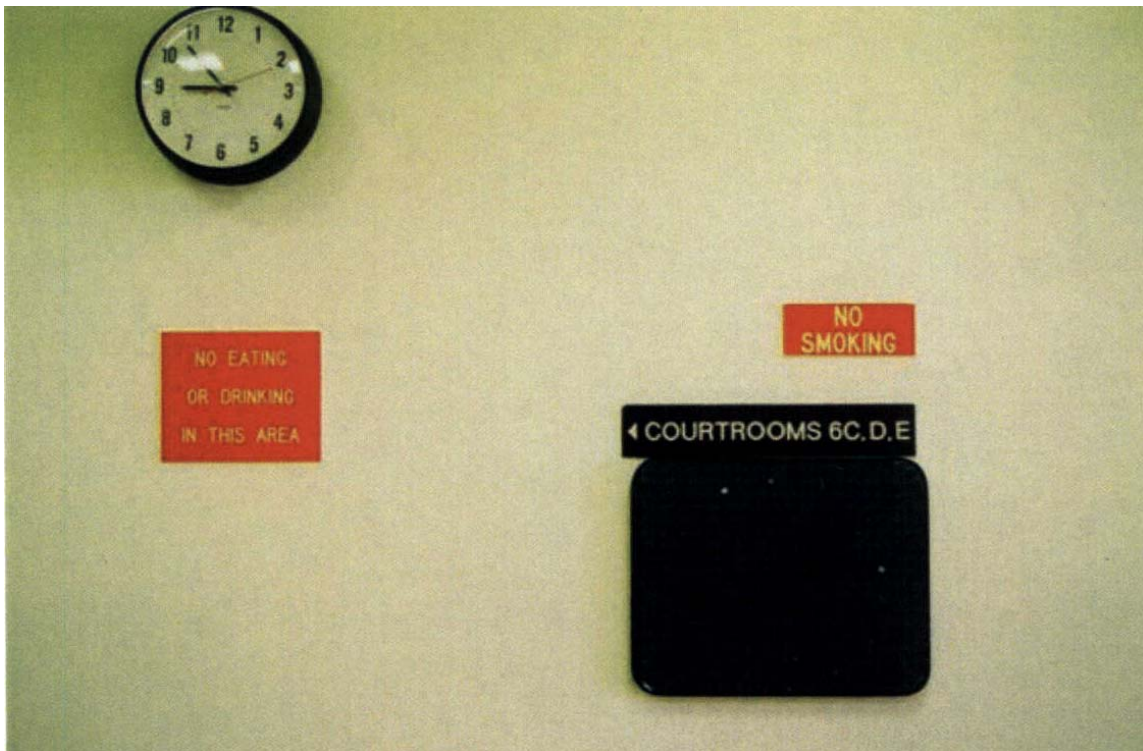
Waterbury Judicial District
300 Grand Street, Waterbury



Waterbury Judicial District
300 Grand Street, Waterbury



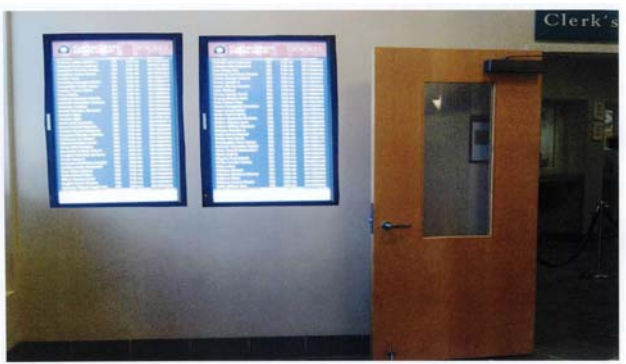
Waterbury Judicial District
300 Grand Street, Waterbury



New Haven Judicial District
235 Church Street, New Haven



Waterbury Judicial District
300 Grand Street, Waterbury



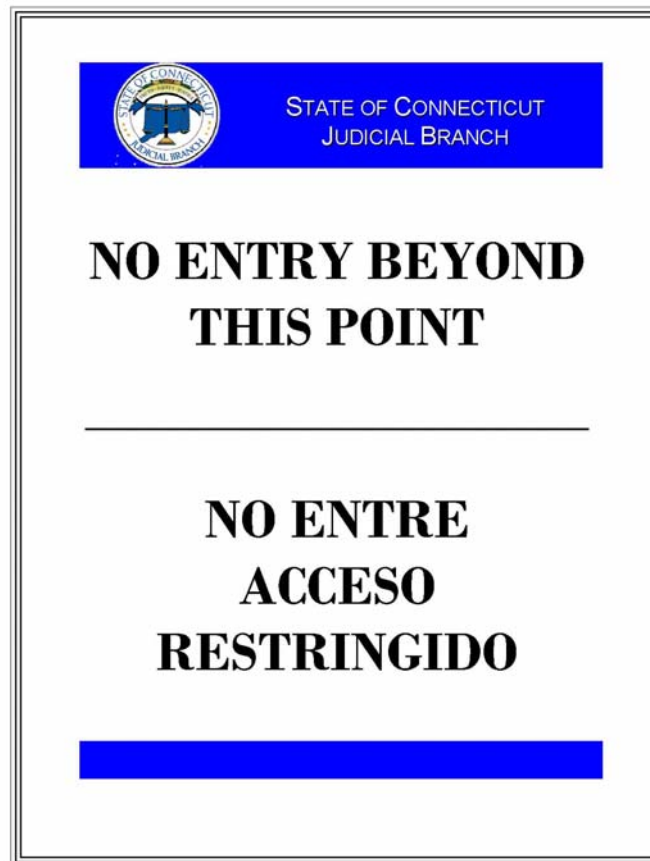
Geographical Area 4
400 Grand Street, Waterbury



Hartford Juvenile Court
920 Broad Street, Hartford



Geographical Area 4
400 Grand Street, Waterbury



A laminated temporary sign such as this one may be used.



Geographical Area 23
121 Elm Street, New Haven



New Haven Judicial District
235 Church Street, New Haven



New Haven Judicial District
235 Church Street, New Haven



New Haven Judicial District
235 Church Street, New Haven




Middlesex Judicial District
1 Court Street, Middletown




Waterbury Judicial District – Front of Building
300 Grand Street, Waterbury

ATTACHMENTS

Attachment 1 - Online "Directions and General Information" page template




State of Connecticut
Judicial Branch



Hartford Judicial District - Family

90 Washington Street, Hartford, CT 06106
[Parking](#) | [Other Hartford District Facilities](#)



The Courthouse is handicap accessible, with wheelchair access through the front door. To request an accommodation under the ADA, please [locate your local ADA contact person](#) for this location.

Driving Directions:

From the South (Wethersfield Area)

- Take I-91 N toward Hartford
- Take exit 29A on the left toward Capitol Area.
- Merge onto Conlin-Whitehead Hwy.
- At the traffic circle, take the 3rd exit onto Hudson St.
- At the traffic light turn right onto Buckingham St.
- At the next traffic light turn left on Washington Street.
- The courthouse is the 2nd building on your left.

From the North (Enfield Area)


- Take I-91 S toward Hartford.
- Take exit 29A on the right toward Capitol Area.
- Merge onto Conlin-Whitehead Hwy.
- At the traffic circle, take the 3rd exit onto Hudson St.
- At the traffic light turn right onto Buckingham St.
- At the next traffic light turn left on Washington Street.
- The courthouse is the 2nd building on your left.

From the East (Manchester Area)

- Take I-84 W toward Hartford.
- Take exit 48 for Asylum Ave.
- Take a left off the exit. Stay in the right hand lane.
- At the 3rd traffic light bear to the right and go under the Civil War Soldiers Memorial Arch.
- Keep in the left hand lane and proceed to the 2nd traffic light, bear right.
- At the 3rd traffic light take a slight left onto Washington St, the Lafayette Monument will be on your right.
- The courthouse is the 2nd building on your left past Buckingham St.

From the West (Farmington Area)

- Take I-84 E toward Hartford.
- Take exit 48B for Capitol Ave. Take a left off the exit.
- At the 2nd traffic light turn right toward Washington St.
- Bear left at the fork in the road (keep to the left of Lafayette's Monument).
- The courthouse is the 2nd building on your left past Buckingham St.



Phone Numbers

Clerk's Office	(860) 706-5100
Fax	(860) 706-5083
Family Services	(860) 706-5170
Support Enforcement	(860) 706-5110
Court Service Center	(860) 706-5064

Hours

9:00 A.M. to 5:00 P.M. - Doors open at 8:30 A.M.

Security

Visitors must pass through a metal detector prior to entering the Courthouse.

Type of Neighborhood

Urban Neighborhood

Transportation

[CT Transit Bus Lines](#) - Local Bus Service

Coordinates

Latitude: 41.760147 | Longitude: -72.681053

Other Hartford District Facilities

- [Community Court at Hartford](#)
- [GA12 at Manchester](#)
- [GA13 at Enfield](#)
- [GA14 at Hartford - Criminal Court](#)
- [Hartford Adult Probation](#)
- [Hartford Family Services](#)
- [Hartford Judicial District - Civil](#)
- [Housing Session at Hartford](#)
- [Juvenile Detention Center at Hartford](#)
- [Juvenile Matters at Hartford](#)
- [Juvenile Probation](#)
- [Small Claims at Hartford](#)
- [Support Enforcement - Court Unit](#)
- [Support Enforcement - Field Office](#)

Parking: Metered parking is available on both sides of Washington St. Please note that the meter only takes coins or credit cards.

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Geographical Area 5
106 Elizabeth Street, Derby