

## **11/17/2010 Access to Facilities Meeting Minutes**

Present: Ms. Sandra Lugo-Gines, co-chair, Atty. Roy Smith, co-chair, Ms. Virginia Apple, Ms. Dawn Ashley, Mr. Robert Burke, Mr. Richard Byam, Ms. Michelle Burroughs, Hon. Patrick Carroll, Ms. Karen Chorney, Ms. Heather Collins, Atty. Joseph D'Alesio, Ms. Alejandra Donath, Chief Russell Downer, Ms. Cristina Goncalves, Atty. Jeffrey Hammer, Ms. Precious Hyland, Mr. Robert Kilpatrick, Ms. Margaret Levine, Hon. Aaron Ment, Atty. Stephen Ment, Ms. Vicki Nichols, Ms. Debra Novaco, Atty. Cortez White and Mr. Vincent Zimnoch

Submitted by: Michelle Burroughs

- Atty. D'Alesio explained the purpose of today's meeting. After attending Courthouse Observation Team debriefings Judge Ment and Judge Carroll concluded that signage, directions and wayfinding through courthouses is a huge issue for the Branch. They are interested in what the Committee has accomplished and as well as what it intends to accomplish as it pursues its charge. Judge Ment and Judge Carroll wholeheartedly support Judge Alexandra DiPentima's Strategic Plan and would like to see it implemented. The Committee has the full support of Judge Carroll, Judge Ment and Atty. D'Alesio.
- The Committee approved the minutes from the 09/14/2010 meeting.
- Atty. White and Ms. Ashley of Materials Management explained the bidding process to the Committee. Due to certain prohibitions in the contract, a consultant that provides an assessment (for a fee or free of charge) would be precluded from bidding on a contract for signage. The RFP (request for proposal) process, as written, would allow for consultants to bid on a contract to assess specific Judicial Branch buildings without preclusion from bidding on the contract to do the work on additional Judicial Branch facilities. The Judicial Branch retained the option to apply the assessment done by the consultant on those specific buildings to other Branch facilities or to allow the consultant to do the work, including the signage, on those other facilities. This process takes a few weeks to conduct. The survey assessment is \$175 per location. It takes about 7-10 days to complete an assessment. An assessment includes: a visit to the location to do a comprehensive walk thru of the property and interior and exterior photos. ADA compliance and municipal regulations are taken into consideration by the assessor(s). The design phase entails the preparation of a concept drawing at the rate of \$75/hr. The concept drawing takes into consideration: standardization, branding and message schedule. The design phase takes approximately 1-2 weeks.
- It was suggested that the local committees that will be formed at the sites to be assessed identify the concerns at their site prior to the assessment being done. It was noted that the vendors include comments when doing the assessment and are very thorough. At the beginning of an assessment, the vendor enters a building blindly to observe the flow of traffic and identify areas of concern. After this initial assessment, they meet with some of the local committee members for their comments.
- In order to accomplish their task effectively, the local committees will be provided with feedback from the Courthouse Observation Team, from the interpreter's office and the finalized checklist.

- A motion was made to begin the RFP process. The motion was carried.
- Regarding choosing the sites to be assessed, a suggestion was made to select locations by function, choosing one of each of the following office types: Judicial District, Geographical Area, Support Enforcement, Probation, Juvenile and lock-up. Another suggestion was made to prioritize sites based on heavy traffic locations. After a decision is made, Atty. White and Ms. Ashley will be notified of which sites will be included in the RFP. The local committees will consist of ADA contacts, district liaisons, and chief clerk (or designee). Atty. Smith and Ms. Lugo-Gines will review these suggested members with Atty. D'Alesio for approval. Once the list is finalized and approved, a kick-off meeting will be held with the local committees to review their charge and explain how responsibilities will be distributed. Members of the large Committee will be charged to head the local committees. Once the SharePoint site is up and running, the Committee members will meet with the local committees to begin the assessments. Mr. Smith recommended that each building that is assessed is assessed by at least 2 people so there are contrasting views.
- Mr. Zimnoch provided a demonstration on how to use the SharePoint site created for the Committee to upload data that has already been collected as well as data that will be collected in the future. Two surveys have been uploaded to SharePoint. The site may be updated to offer a drop down list of locations by district. To make a correction to an answer that was entered, you must save the survey, go back into it and then select edit response. The Committee will have access to all of the responses that have been entered. The members will be able to view all of the information that has been posted, and have the ability to edit only what they uploaded to the site. The SharePoint site allows for fundamental reporting and summary information containing bar graphs. The data can also be aggregated and exported to Excel. Ms. Lugo-Gines will supply Mr. Zimnoch with the names of all the Committee members so they can be given access to the SharePoint site. Ms. Lugo-Gines asked that the Committee members provide feedback from SharePoint after they have had an opportunity to navigate through the site. The site has a team discussion feature. Pictures can not be linked to specific questions. Therefore, numbering the pictures that have been uploaded and referencing the picture number in the response is a way to tie photos to responses.
- Ms. Collins explained the District Liason Program. It is a new volunteer program. There are 26 new district liaisons that represent a wide variety of Branch employees with a vast array of knowledge and experience. Their charge is to spread the word regarding the Strategic Plan.
- Ms. Lugo-Gines will contact the ADA contact people and Atty. Smith will speak with the chief clerks regarding their assignments on the local committees.
- Atty. D'Alesio reported on some of the findings of the Courthouse Observation Team. These findings included but were not limited to: poor directions to the courthouse, lack of signage for handicap entrances, outdated internal building directories, tattered paper signs, poor grammar found on signs, signs display in an awkward location, and court lingo on signs that non-court personnel have difficulty understanding.

- The Committee is looking for consistency, uniformity and professionalism in signs, signs that are branded, easily recognizable and associated with the Judicial Branch. Signs should make the public aware that policies set in place are for their safety. Atty. White reminded the group that exterior signage is typically limited to community standards.
- The next meeting has been tentatively set for January 12, 2011. At that meeting a deadline will be set for the initial phase of the assessment process. Ms. Apple will confirm the availability of a conference room in East Hartford.