

02/15/11 Access to Facilities Meeting Minutes

Present: Ms. Sandra Lugo-Ginés, co-chair, Atty. Roy Smith, co-chair, Ms. Jennifer Alleyne, Ms. Virginia Apple, Mr. Steven Bettencourt, Mr. Adam Bulewich, Mr. Robert Burke, Ms. Michelle Burroughs, Mr. Richard Byam, Hon. Patrick Carroll, Atty. Starr Carroll, Ms. Heather N. Collins, Ms. Eileen Condron, Ms. Phyllis Cummings-Teixeira, Atty. Joseph D'Alesio, Ms. Mary Deluca, Ms. Alejandra Donath, Ms. Barbara Dudley, Mr. Adam Easley, Ms. Carmen Eldridge, Mr. Roger Frigon, Mr. David Gage, Ms. Cristina Goncalves, Atty. Jeffrey Hammer, Ms. Jamey Harris, Ms. Lorin Himmelstein, Ms. Precious Hyland, Ms. Brenda Jordan, Ms. Linda Kautzner, Ms. Gina Kilian, Mr. Robert Kilpatrick, Mr. Charles Kim, Atty. Michael Kokoszka, Atty. Laura Leigh, Ms. Margaret J. Levine, Mr. Jason Lovallo, Ms. Nancy McCormack, Mr. Edward McKiernan, Hon. Aaron Ment, Atty. Stephen N. Ment, Ms. Debra Novaco, Mr. Louis Pace, Atty. Steven Pelletier, Chief Judicial Marshal Michael Pio, Ms. Margaret Romanik, Ms. Betsy Rosser, Mr. Donald Tolles, Mr. Nicholas Vlastos, and Atty. Cortez White.

Submitted by: Michelle Burroughs

- All present introduced themselves and stated which office and facility they work at.
- The Committee approved the minutes from the November 17, 2010 meeting.
- Judge Carroll explained the purpose of today's meeting. The Committee on Access to Facilities was formed as a result of the Chief Justice's Public Service and Trust Commission. The purpose of the Commission was to enhance the public's confidence and trust in the Judicial Branch by improving the quality of services rendered to the public by the Branch. The Committee will make its recommendations to the Chief Court Administrator. By planning centrally in the Chief Court Administrator's office under the direction of the Chief Justice, and implementing ideas on a local basis, the Branch is able to confidently defend Judicial jobs and pursue fair compensation for its employees. Judge Carroll expressed his confidence in the Committee and local committees. He urged all to embrace the task before them and cooperate willingly with Ms. Lugo-Ginés and Atty. Smith.
- Atty. Smith reviewed the Strategic Plan and how it concerns those in attendance at today's meeting. He explained the importance of wayfinding. Ms. Lugo-Ginés provided a brief overview of the Committee's charge and how the local committees tie in. The Committee will provide recommendations to the Chief Court Administrator that would enable those visiting Judicial Facilities to reach their destination in the most convenient and efficient way possible.
- Ms. Lugo-Ginés reviewed the Committee's charge:
 - Assess the accuracy and effectiveness of existing internal and external signs, location maps, building directories
 - Assess the accuracy and expediency of directions to facilities as provided by the Branch
 - The Committee will coordinate the local implementation of the assessment and standardization of signs, directions, maps, and

directories throughout the Branch following and federal, state and local code requirements through the creation of local committees.

- Ms. Lugo-Ginés discussed the term wayfinding. According to one resource, wayfinding involves providing the necessary clues and environmental information that help people orient themselves and intuitively find their way.
- The Committee was provided with an overview of work that has been accomplished by the Committee thus far. The Design Process involves 3 Phases: Planning, Design and Implementation. The Committee is in Phase 1, Planning. Ms. Lugo-Ginés explained the elements of each phase of planning which include: research and analysis, strategy and programming. In Phase 1, the Committee has: created an observation checklist, formed a Signage workgroup to refine the checklist, and created a SharePoint site to serve as a main repository.
- Ms. Lugo-Ginés and Mr. Smith participated in educational and instructional meetings with the Director of City Planning, Laurentano Sign Group, and the Department of Corrections. A central theme of these meetings was branding to make the State of CT Judicial Branch easily identifiable. In order to get an idea of branding and wayfinding in use by Judicial and other organizations, Committee members made field visits to: twelve Judicial Branch facilities, Eckerd College, District of Massachusetts Federal Court and Connecticut Children's Medical Center.
- Attorney Cortez White provided an update on the Request for Proposal (RFP) process. Waterbury was selected as the focal point for the RFP. The goal of the RFP is to obtain more information regarding pricing and contractor requirements for services. The company that wins the bid will prepare a wayfinding system. This system will include interior and exterior signs that lead the public to and around Judicial Facilities. Waterbury JD, GA, Juvenile Matters, Adult Probation and Support Enforcement were included locations for RFP. Four vendors along with Judicial Branch Purchasing personnel, Committee Co-chairs, and on-site representatives participated in the walk through of 3 of these locations to observe how the facilities were currently being used by visitors. They observed signage and raised questions about the schematics of all of the buildings. The contractors were asked to provide a cost for reassessing a site. Bids should be received by March 10, 2011. A review committee will have an option to interview the contractors regarding their services or any part of their services.
- The Committee observed pictures of signage that is currently displayed in Judicial Facilities. Some on the signage was: inaccurate, taped up, outdated, unprofessional, too plentiful, difficulty to identify, hidden and/or too scarce. Some building directories contained no information. The Committee's charge is an ongoing initiative. Once the new signage is on display, there will need to be individuals responsible for maintaining and updating them.
- Mr. Smith showed the Committee a variety of examples of signage obtained during the educational and instructional meetings mentioned above. These

examples included: interchanging signs, signs with sidebars, glass signs, sign holders with clips that can hold a temporary paper sign, and laminated paper signs. The prices ranged from very costly to relatively inexpensive. The vendors are able to provide just about any type of signage requested.

- A suggestion was made that a mobile application be created for the Judicial Branch website. This may or not be feasible due to existing security issues.
- Ms. Lugo-Ginés briefly familiarized the Committee with the SharePoint site that has been dedicated to the Committee.
- Those heading the local committees were introduced.
- Some of the Main Committee members shared some of their experiences going to the Judicial facilities to observe. It was noted that the Marshals, Clerks Office staff and Court Service Center staff were extremely helpful. They provided information regarding the common wayfinding issues that the public have.
- Ms. Lugo-Ginés assured the local Committees that they will be provided with a great deal of information, to include: the checklist, access to the SharePoint site, completed checklists and photos for their district, the statistics from the Interpreters' Office, itemizing commonly used languages within their district, and reports from the Courthouse Observation Team.
- Ms. Harris explained the mission of the Courthouse Observation Team. The team is comprised of Branch employees who go into courthouses undercover. They observe a variety of things including: courthouse directions found on the Judicial website, signage, handicap access. The Courthouse Observation Team has been in operation for approximately 2 years.
- The local committees were asked to annotate any concerns or suggestions that they have regarding one or two buildings in their district (including the courtrooms), and forward this information to the head of the local committee prior to March 24. They should also make note of positive aspects of signage. The local committee members should attempt to drive to the facilities following the online driving directions found on the Judicial website for accuracy. The members were asked to bring any necessary changes to the March 24th meeting. This will assist the Web Board with updates that they intend to make to the Judicial website. Ms. Lugo-Ginés will provide all with a contact list of Local Committee members and their respective leaders by district.
- Mr. D'Alesio indicated that the Administrative Judges are also on board with this Branch wide initiative.
- The next main Committee meeting is scheduled for March 24, 2011