

04/08/2010 Access to Facilities Meeting Minutes

Present: Ms. Sandra Lugo-Gines, co-chair, Atty. Roy Smith, co-chair, Mr. Robert Burke, Ms. Michelle Burroughs, Mr. Richard Byam, Atty. Starr Carroll, Ms. Heather Collins, Ms. Alejandra Donath, Chief Russell Downer, Ms. Cristina Goncalves, Attorney Jeffrey Hammer, Ms. Jamey Harris, Ms. Precious Hyland, Mr. Robert Kilpatrick, Ms. Margaret Levine, Atty. Stephen Ment, Ms. Debra Novaco and Atty. Steven Pelletier

Submitted by: Michelle Burroughs

- The Committee reviewed and approved the minutes from the 3/25/10 meeting. Atty. Smith provided an update regarding the direction the Committee will take between now and the end of the summer. The Committee will work to develop a template to be used by local committees to assist them in fulfilling their task. Once the template is complete, it will be distributed to Committee members to share with the local committees. The existing list of local committee members will be paired down. The Administrative Judges will be consulted regarding recommendations that will be made by the Committee.
- Ms. Lugo-Gines provided a brief overview of the Committee's charge.
- Atty. Smith invited each member to introduce themselves.
- Ms. Lugo-Gines provided members who were not present at the last meeting with the district they have been assigned to work with as follows: Ms. Levine (Ansonia/Milford), Ms. Goncalves (Middlesex) and Ms. Novaco (Hartford). The Committee participated in a brainstorming session to identify stakeholders of the Judicial Branch facilities and to understand and assess their needs and concerns. The results of the brainstorming session (list of stakeholders, their purpose for visiting Judicial Branch facilities, how the stakeholders navigate through the facilities, and what types of signage is needed) will be distributed to the group.
- Atty. Smith encouraged the group to think outside of the box and consider every conceivable option. The Committee discussed the possibility of recommending: signage that could be updated on a daily basis, touch screen kiosks, mailings to the public that direct them to kiosks as opposed to a specific courtroom location, a colorful building directory with a 'you are here' sign (similar to those found at shopping malls), new types of signs and banners that are very visible, and virtual tours of the Judicial Branch facilities (public areas only) on the website. At the present time there is a group exploring the idea of posting a map of Judicial Branch facilities (public areas only) on the Judicial website. The Committee also discussed the suggestion to post information to the Judicial website regarding forms of payment accepted at court locations. Atty. Smith shared Atty. D'Alesio's view regarding the importance of Judicial Branch stakeholders having a good first impression of the Branch.
- The group was given a homework assignment to consider Judicial facilities from the stakeholders' point of view. The Committee members were asked to: drive to one of the courts within their assigned district (other than their work duty station) using directions found on the Judicial website, take note of the interior and exterior signage, speak with patrons at the facilities as well as Marshals and other Judicial staff that are

familiar with frequently asked questions and then report back to the Committee with their findings. The Committee members will receive an email with specifics regarding this assignment.

- The next meeting is scheduled for Thursday, May 13th at 2:00 p.m. The location is to be determined.