

AIA-AAJ
COURTHOUSE POE
TOOLKIT

- Toolkit developed by
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 - Assisted by Advisory Committee
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- POE Pilot Study conducted by: Erin Persky

POE TOOLKIT TEAM

Presentation Outline

- Why a Post-Occupancy Evaluation (POE)?
- Why Do a Court POE?
- The POE Toolkit
- Information- and Data-Gathering Forms
- Who Should Be Involved In the POE?
- Process
- Benefits of the POE Toolkit

PRESENTATION OUTLINE

Stakeholders & user groups

- agency that owns the building
- court staff & managers
- judicial officers
- litigants
- attorneys
- public visitors
- jurors
- inmates
- Etc.

STAKEHOLDERS & USER GROUPS

Depends on perspective

- **Architect** interested in
 - client satisfaction
 - how well design features, materials or systems work
- **Court managers** want to improve
 - efficiency of operations
 - customer satisfaction
 - security
- **Owner** interested in
 - maintenance requirements
 - guidelines for future courthouses

WHY DO A COURT POE?

Two main applications of the Toolkit

1. **To assess the performance of a particular court building**
 - a. provide feedback to its owners, occupants and/or designers.
2. **To compare findings from multiple POEs**
 - a. general conclusions about what works and what does not
 - b. develops "evidence-based" findings – a resource for planning future courthouses

WHY DO A COURT POE?

The Toolkit provides guidance & methods

- for planning the POE
 - who should be involved
 - roles & responsibilities
 - timing & scheduling
- information-gathering instruments
- instructions on how to analyze & present the findings & report

THE COURTHOUSE POE TOOLKIT

Plan Review Form

- Documents physical characteristics of - and functions within - the courthouse building & site

Courtroom (duplicate and complete this form for **each type of courtroom**)

Main type of proceedings (check all that apply):

- civil criminal arraignment traffic family drug juvenile delinquency
 juvenile dependency other _____

Number of courtrooms of this type: _____

Courtroom area: _____ net square feet

Courtroom dimensions: ____ feet wide x ____ feet long x ____ feet high

Well/ Litigation Area

Bench arrangement:

- center
 corner
 "re-centered" (not in geometric center of courtroom but aligned with entry door)

INFORMATION-GATHERING TOOLS

Building Conditions Survey & Interview

- to gain input from building managers on condition and performance of design features
- done on a tour of the facility with its managers
- photo documentation of each area

	Very Good	Good	Neutral	Poor	Very Poor	Not Applicable	Comments
Main Entry & Lobby							
Signage/directories	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Kiosks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Seating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Courtroom(s) (typical)							
AV systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Projector/screens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Access controls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

INFORMATION-GATHERING TOOLS

Employee Survey

- to learn how employees assess the court's design – particularly as it supports their work
- online survey with all employees encouraged to participate

IF YOU WORK IN A COURTROOM

If so, please check the box below that best describes the type and size of courtroom you usually work in:

- Hearing room with limited spectator seating and no jury
- Non-jury courtroom
- Jury courtroom

The size of the **well/litigation area** is adequate to efficiently conduct courtroom proceedings.

Strongly
Disagree

Disagree

Neutral

Agree

Strongly
Agree

INFORMATION-GATHERING TOOLS

Visitor Survey

- to learn how visitors assess the court's design
- "paper and pencil" survey
- forms handed out to a sample of visitors – with "incentive" for participation

If you spent time in a courtroom, please answer the following questions. If you did not spend time in a courtroom, please check this box [] and skip to the last question.

How satisfied were you with the waiting spaces outside the courtroom?

Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Did Not Use
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How satisfied were you with the your ability to see all participants in the courtroom?

Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

INFORMATION-GATHERING TOOLS

Evaluation team representatives

- Design team
- Court managers - operations and building
- Owner agency
- POE/research expert
- Designated POE manager
- On-site liaison

WHO SHOULD BE INVOLVED IN THE POE?

- Periodic conference calls with all participating agencies
- Scheduling of all on- and off-site activities
- Access and photography permissions
- Coordination and procurement of study materials
- Reservation of lobby space and private interview space
- Completion of the plan review form

PREPARATION

- Building and Site Tour
- Facilities and Operations Interviews
- Visitor Recruitment
- (Employee survey administered online)

ON-SITE

Multimethodology

- **Data collection:**
 - **Quantitative:** Courthouse employee and visitor surveys, building conditions survey
 - **Qualitative:** Facilities and operations manager interviews, Photographic documentation
- **Data analysis:**
 - **Univariate:** frequency distributions
 - **Bivariate:** correlations, cross tabulations
 - **Multivariate:** factor analysis
 - **Content:** coding

Cross-referencing

Database of aggregated findings

BENEFITS OF THE POE TOOLKIT

Publish the Toolkit

- Online at AAJ website

Agreement to share data

Focus group with the Advisory Committee

Future POEs to database

Comparative analyses

- Evidence-based design guidelines?

NEXT STEPS

THANK YOU