



# ‘Creating a User-Friendly Court’

A NACM publication with support from the AAJ

# Copyright Notice

This presentation is protected by US and International Copyright laws. Reproduction, distribution, display and use of the presentation without written permission of the speaker is prohibited.

© The American Institute of Architects 2016

# AIA/CES Compliance Statement

“AIA Knowledge” is a Registered Provider with The American Institute of Architects Continuing Education Systems (AIA/CES). Credit(s) earned on completion of this program will be reported to AIA/CES for AIA members. Certificates of Completion for both AIA members and non-AIA members are available upon request.

This program is registered with AIA/CES for continuing professional education. As such, it does not include content that may be deemed or construed to be an approval or endorsement by the AIA of any material of construction or any method or manner of handling, using, distributing, or dealing in any material or product.

Questions related to specific materials, methods, and services will be addressed at the conclusion of this presentation.

# AIA/CES Reporting Details

All attendees will be eligible to receive AIA continuing education for attending this course by completing the electronic form sent via email after the conference.

Continuing education questions can be directed to [aaj@aia.org](mailto:aaj@aia.org).



# Course Description

The 2015 State of the State Courts survey, conducted by the National Center for State Courts, found that only 41 percent of respondents in the U.S. rated courts as good or excellent when asked “How would you rate the job being done by courts in (your state)?”

Recognizing that there are many different types of courts—some offering multiple court-related services; others part of a larger, integrated group of public service functions—the National Association for Court Management (NACM) and the American Institute of Architects’ Academy of Architecture for Justice (AIA-AAJ) recently collaborated to produce a new guide on developing user-friendly court structures. The 2016 guide, encourages court planners and designers to think strategically about user priorities and “how accommodation of those may fit into the overall mission of the court.” The guide focuses on the building, people, technology, and resources. This presentation provides an overview of the information included in the ‘User Friendly Courts Guide’ published by the National Association of Court Managers, (NACM).

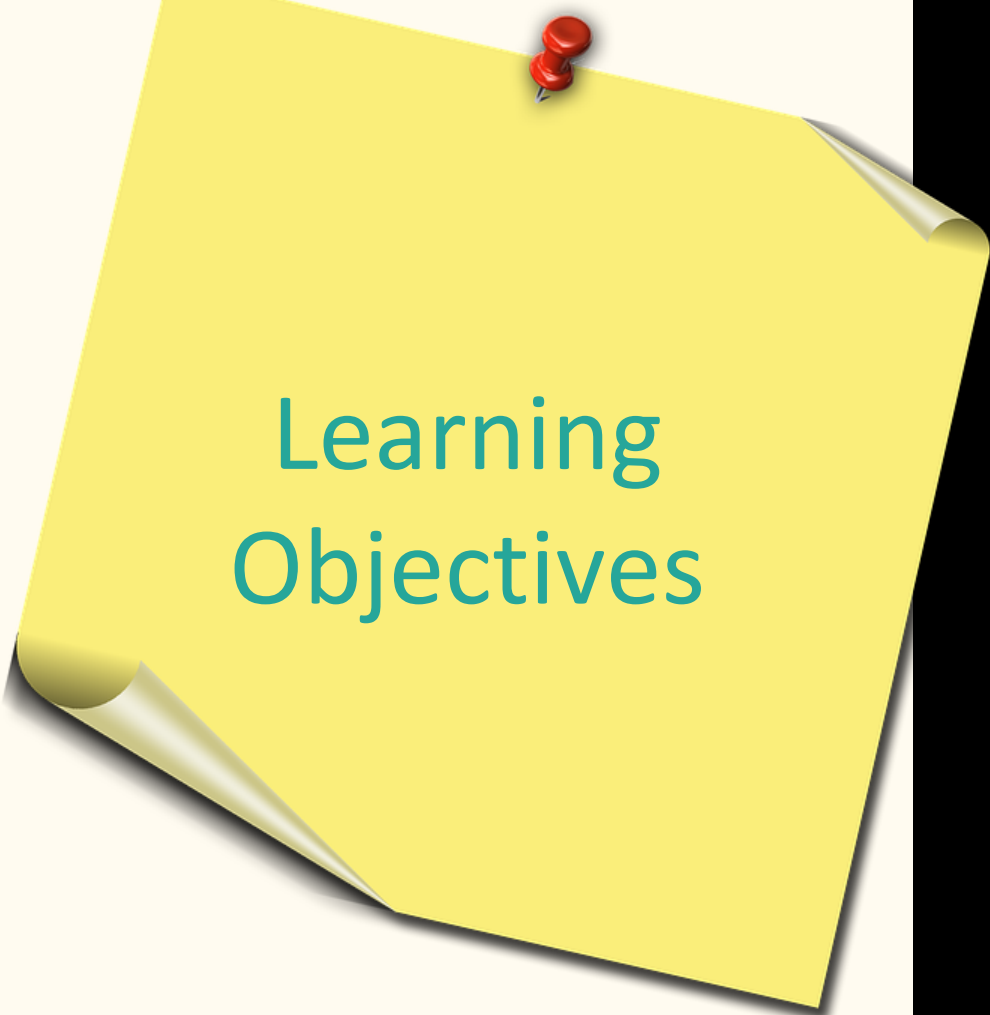
# Panel Members

**Tasha Ruth, Esq.** Manager of the Case Management Section, **Supreme Court of Ohio**. Member of NACM, the Ohio State Bar Association, and the Ohio Association for Court Administration.

**Sue Humphreys** Director of Industry Relations, **Equivant**. Member, NACM, NADCP, NCJA, PJI, and the IJIS Courts Advisory Committee.

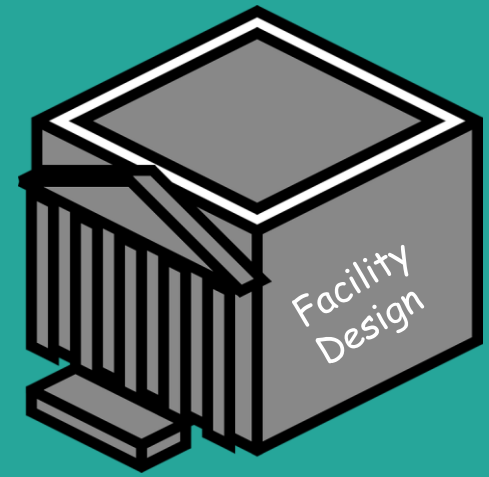
**Mallory Scott Cusenbery, AIA** Design Principal, **Ross Drulis Cusenbery Architecture, Inc.** National Peer Professional for the U.S. General Services Administration (GSA) Design Excellence Program.

**Jim Beight, AIA LEED AP** Director of Justice Architecture, **Dewberry Architects Inc.** Chair AAJ's Justice Partner's Liaison Committee and also as the liaison to NACM

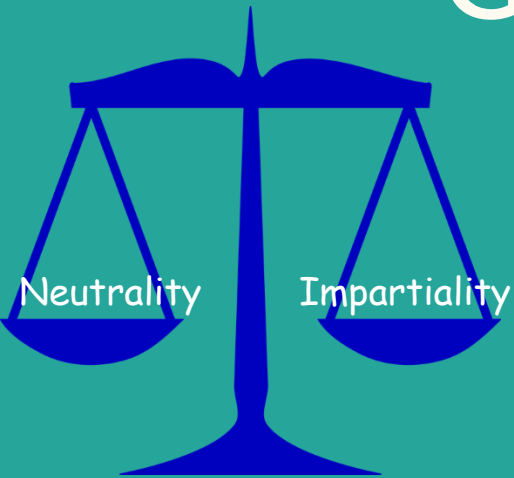


# Learning Objectives

1. Understand stress reducing strategies deployed in Court operations.
2. How the approach to courthouse design can relieve stress and provide a sense of security.
3. How technology can support reducing stress.
4. How all the above can begin to re-instill trust and confidence in the judicial system.



# Guide Exploration



An abstract, geometric illustration of a building's corner and staircase. The scene is composed of various gray and black planes and lines, creating a sense of depth and perspective. A staircase with vertical balusters is visible on the left side. The text "The Building" is centered in the middle of the image.

# The Building



Functional  
Supportive

Secure  
Dignified

# Presence in the Community





# Presence in the Community





# Presence in the Community



# Presence in the Community





# Presence in the Community



# Presence in the Community





# Approach and Entry



# Approach and Entry





# Discreet Security



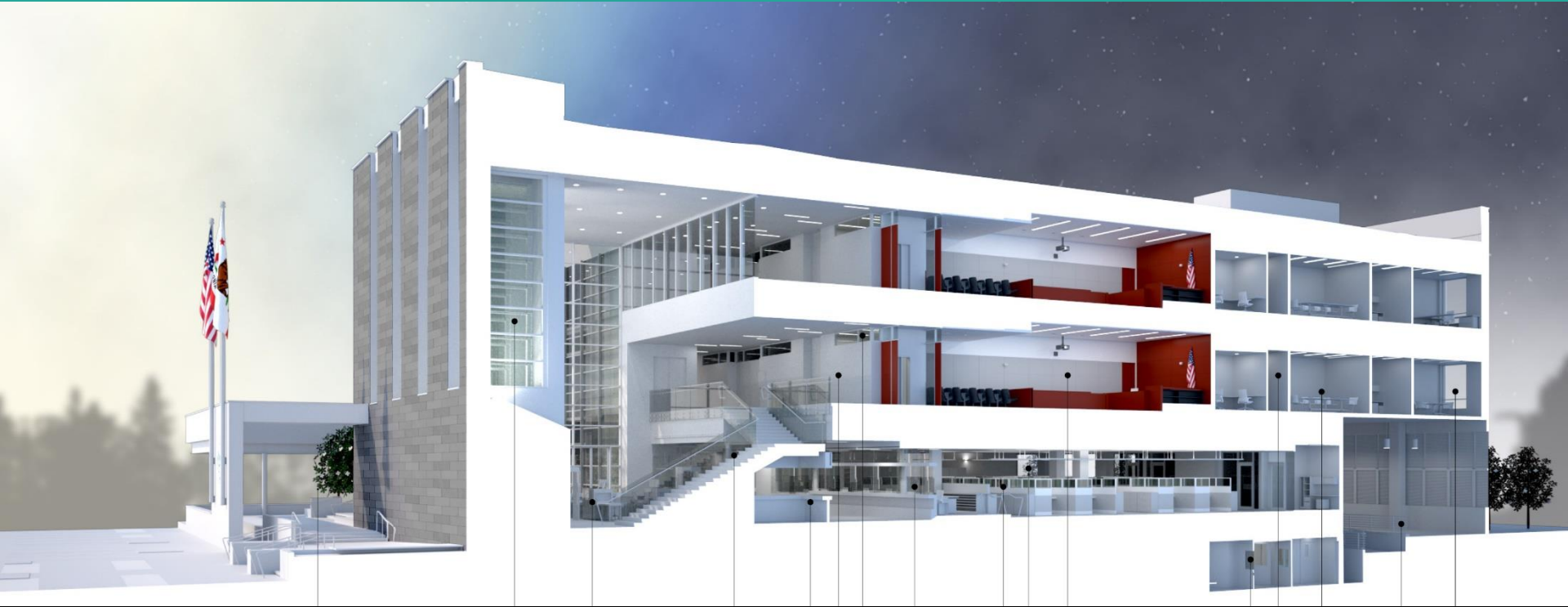
# Clear Circulation and Wayfinding



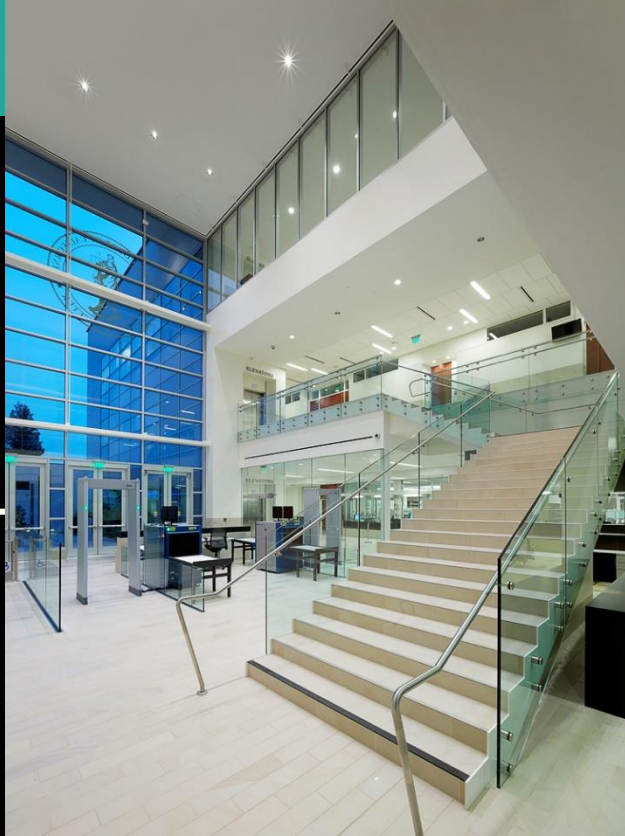
# Typical Court Floor Diagram



# Clear Circulation & Wayfinding



# Clear Circulation & Wayfinding

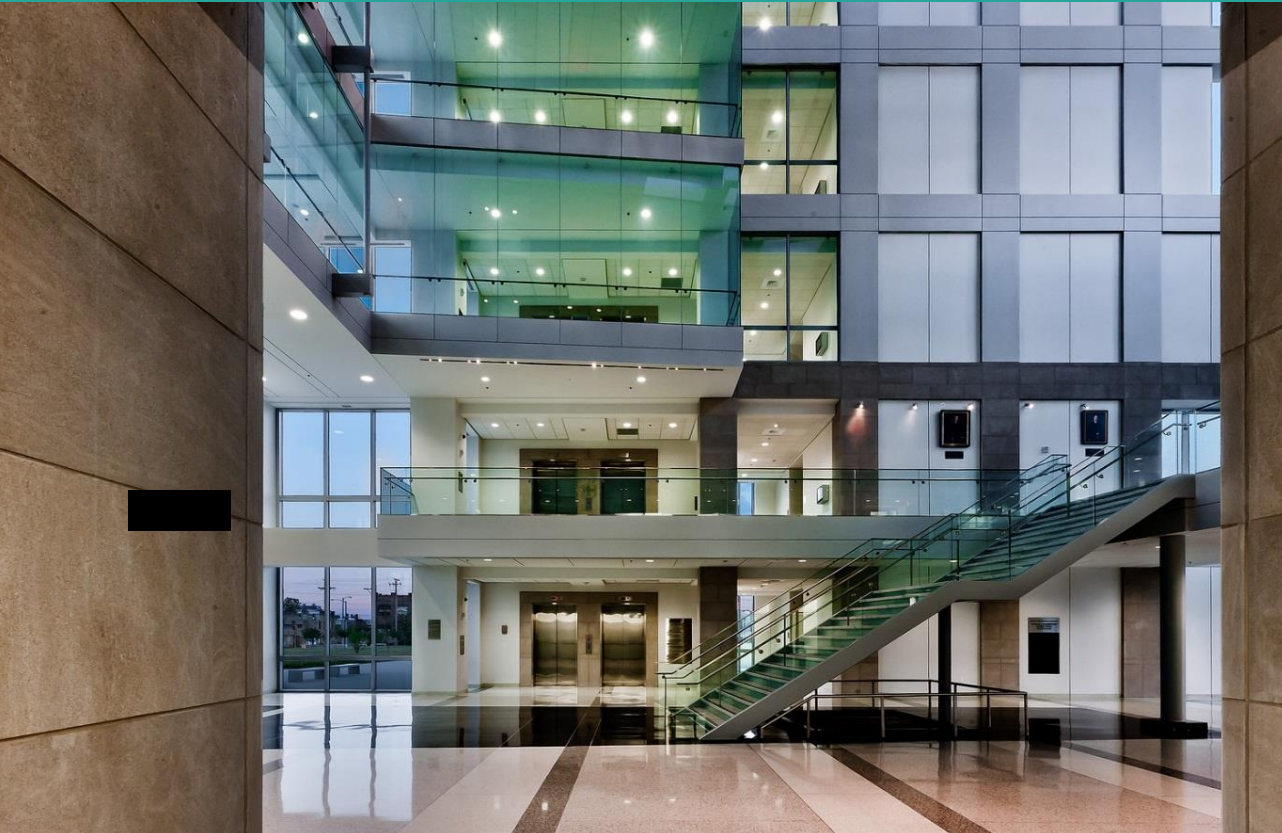


# Clear Circulation and Wayfinding





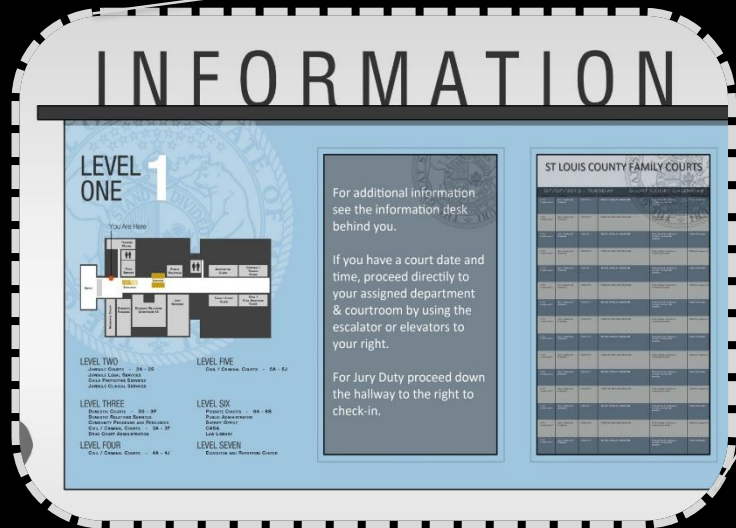
# Clear Circulation and Wayfinding



# Clear Circulation and Wayfinding



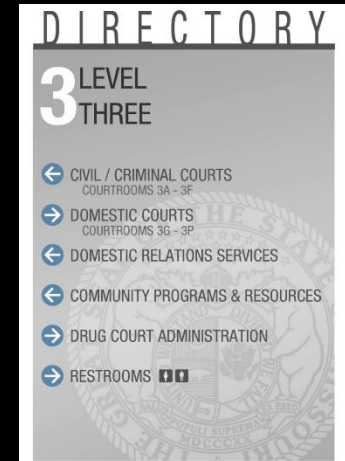
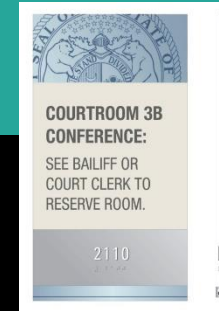
# Clear Circulation and Wayfinding



ELECTRONIC DIRECTORY

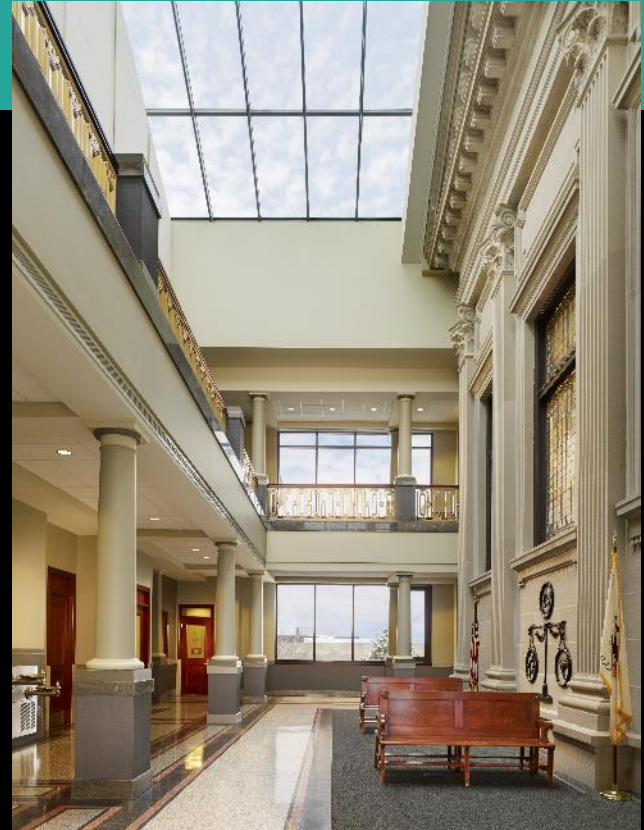
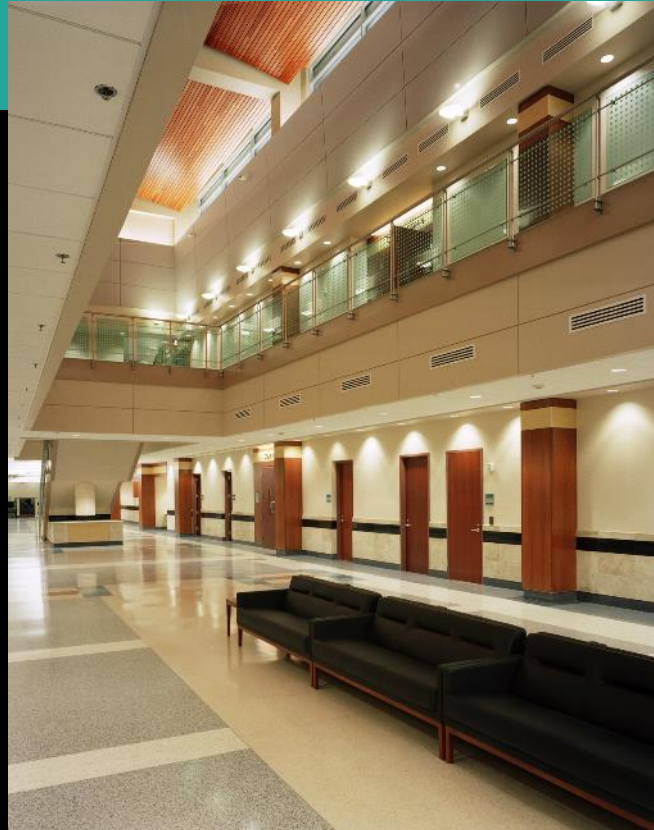


COURTROOM DOCKET





# Supportive Waiting



# Supportive Waiting

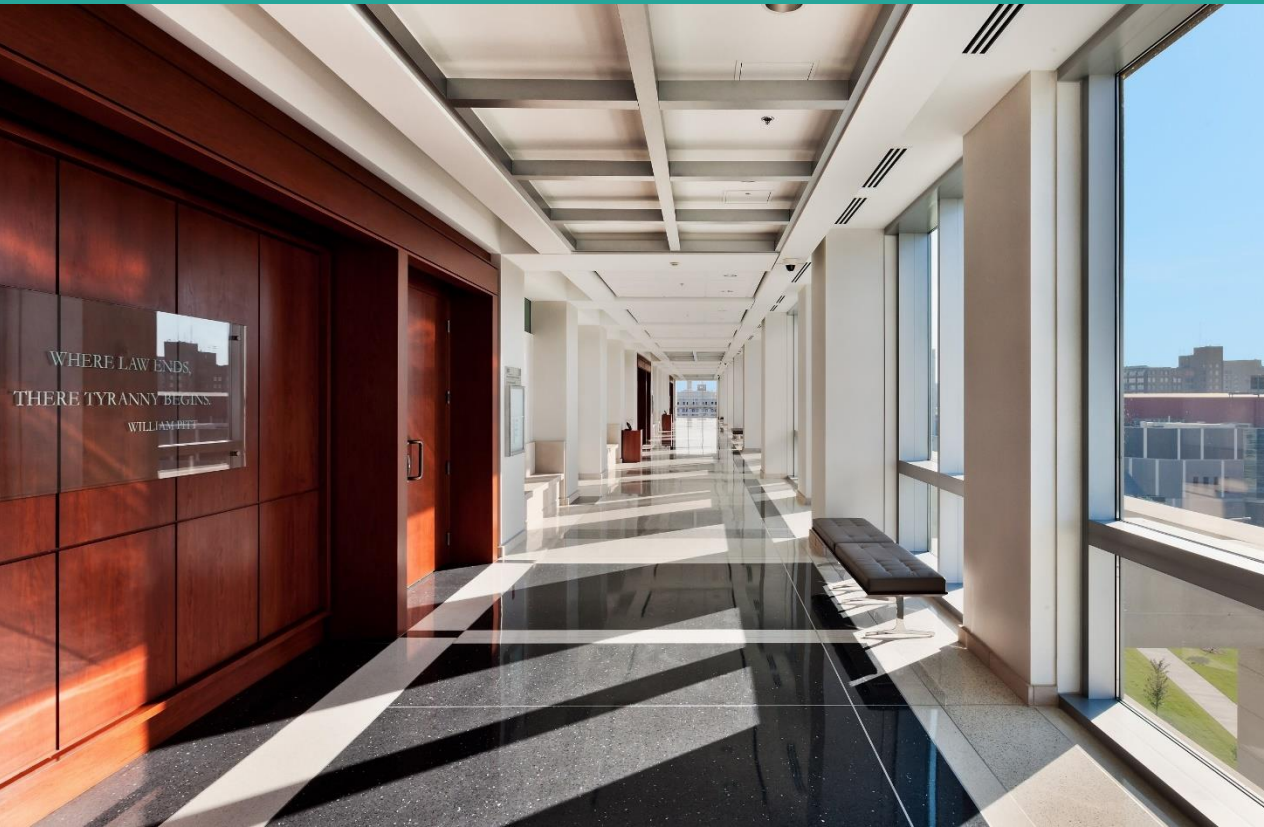




# Supportive Waiting



# Supportive Waiting



# User Interface





# User Interface



# Jury Comfort and Function





# Supportive Workplace



# Supportive Workplace





# Supportive Workplace





# Supportive Workplace



# Break Areas





# Break Areas

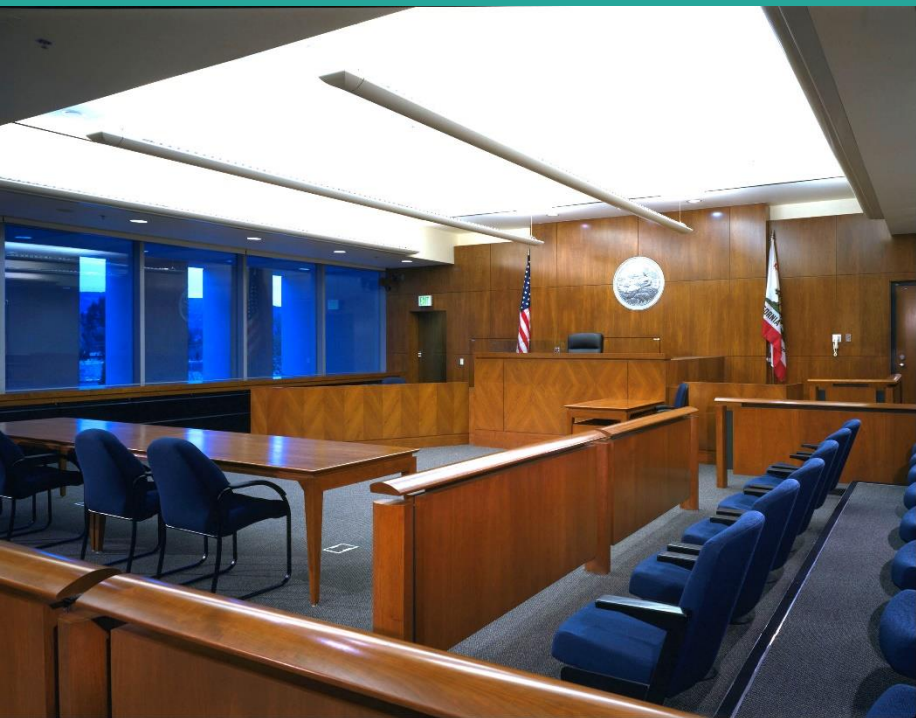


# Courtrooms





# Courtrooms



# Courtrooms



# Courtrooms





# Judicial Chambers

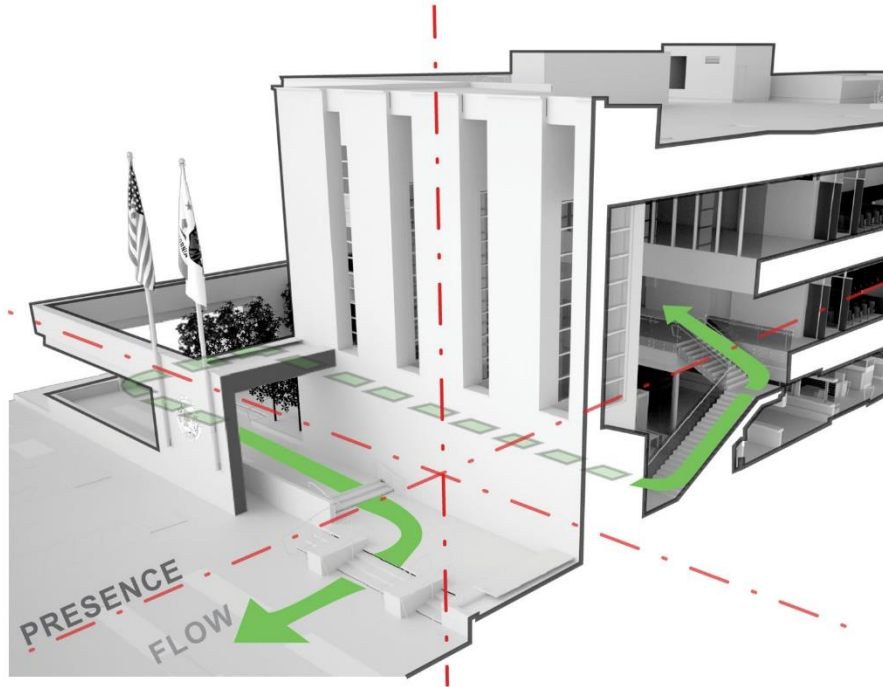


*courthouse intangibles*

leveraging intangibles  
to create a user-friendly environment

*courthouse intangibles*

# balance formal presence w/informal experience



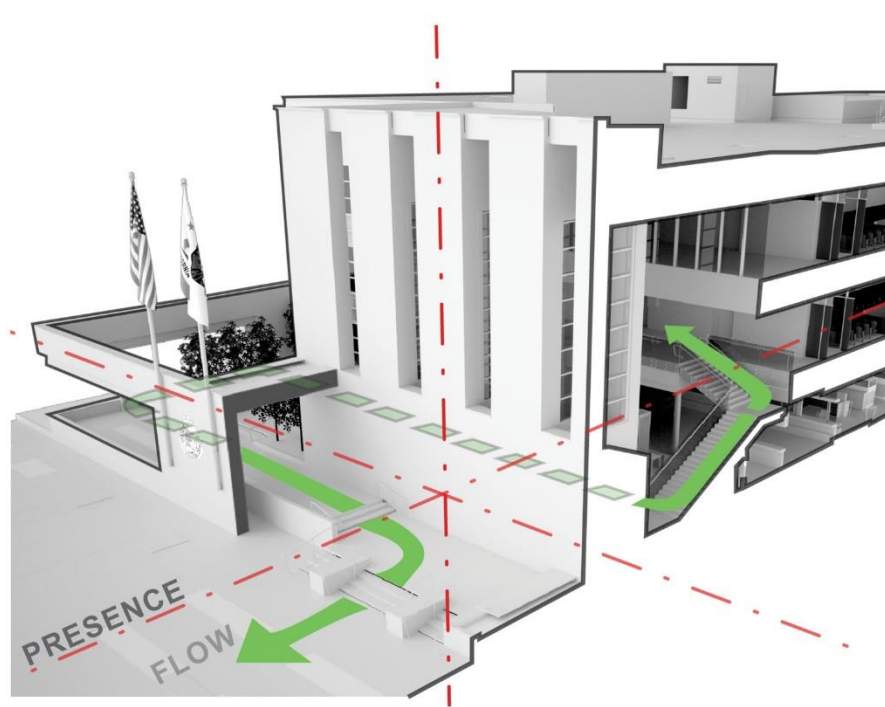
FORMAL PRESENCE / INFORMAL USER EXPERIENCE





*courthouse intangibles*

# balance formal presence w/informal experience



FORMAL PRESENCE / INFORMAL USER EXPERIENCE



*courthouse intangibles*

mitigate stress -- *connect to the community*





*courthouse intangibles*

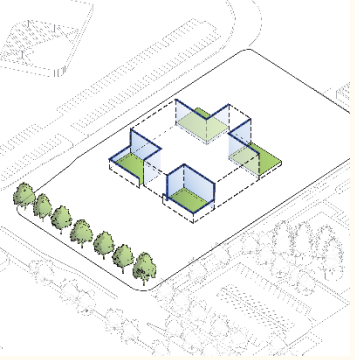
mitigate stress -- *connect to the community*





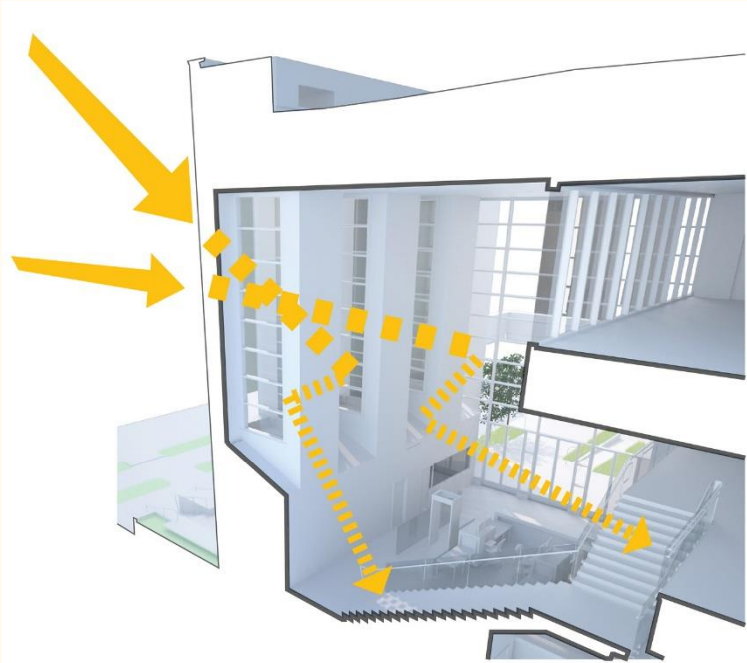
*courthouse intangibles*

mitigate stress -- *provide open space*



*courthouse intangibles*

mitigate stress -- *a low contrast environment*



VERTICAL CLERESTORIES = SOFT LOW-CONTRAST LIGHT



*courthouse intangibles*

facilitate a sense of personal agency





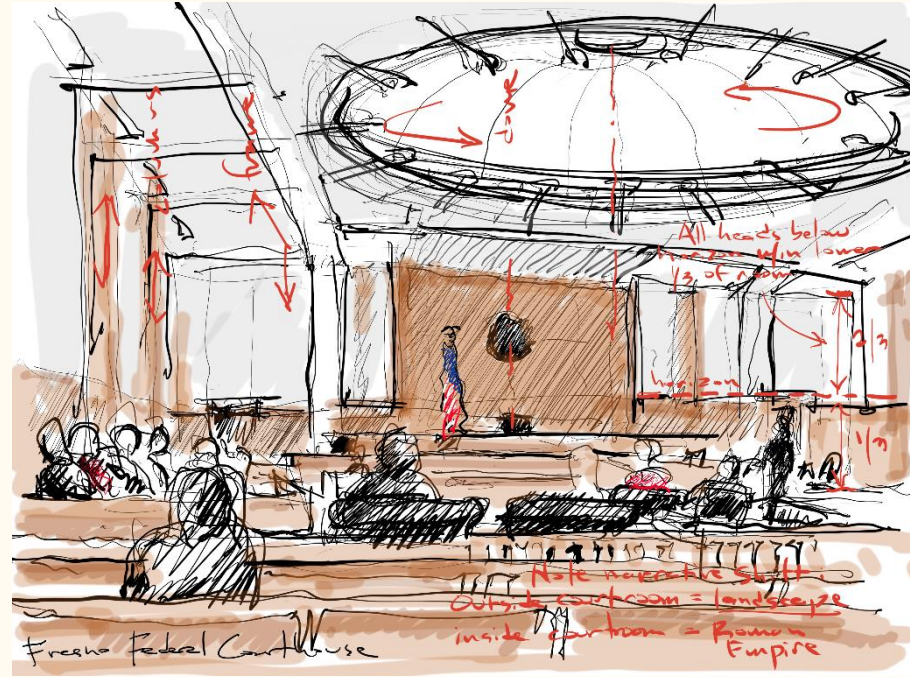
*courthouse intangibles*

facilitate a sense of personal agency



courthouse intangibles

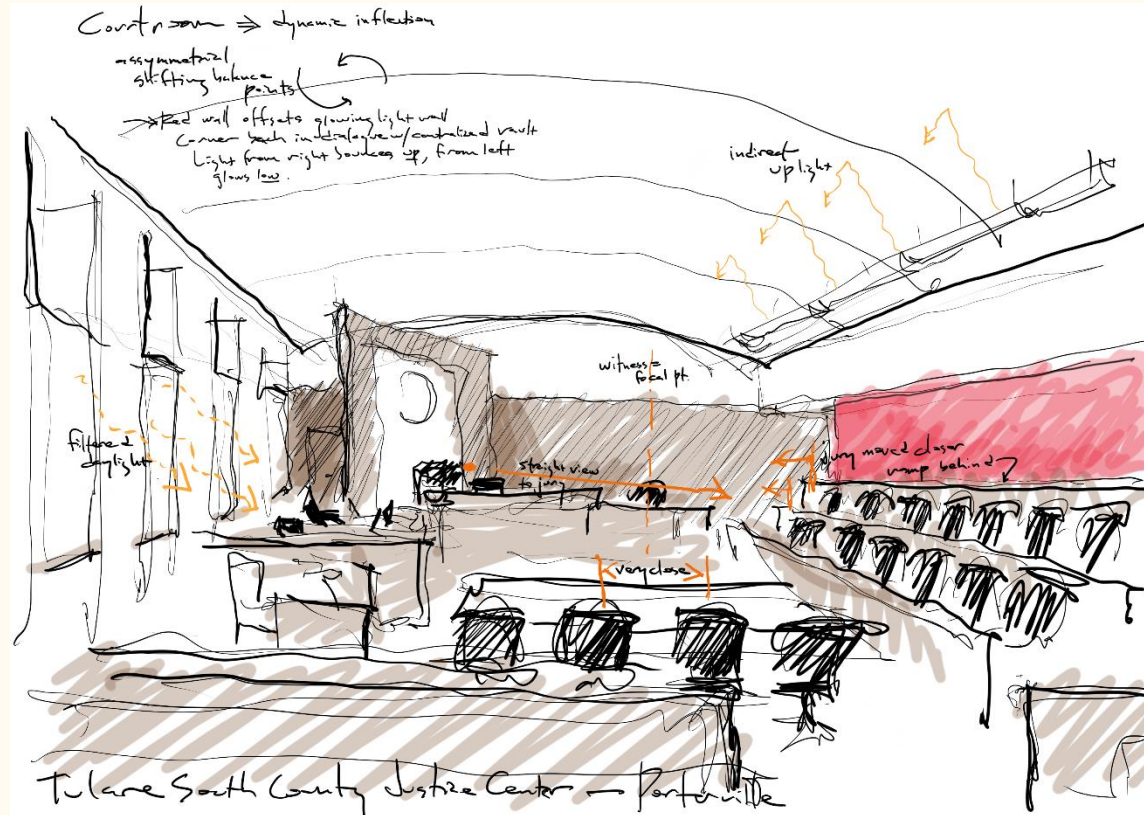
# fit design to need





courthouse intangibles

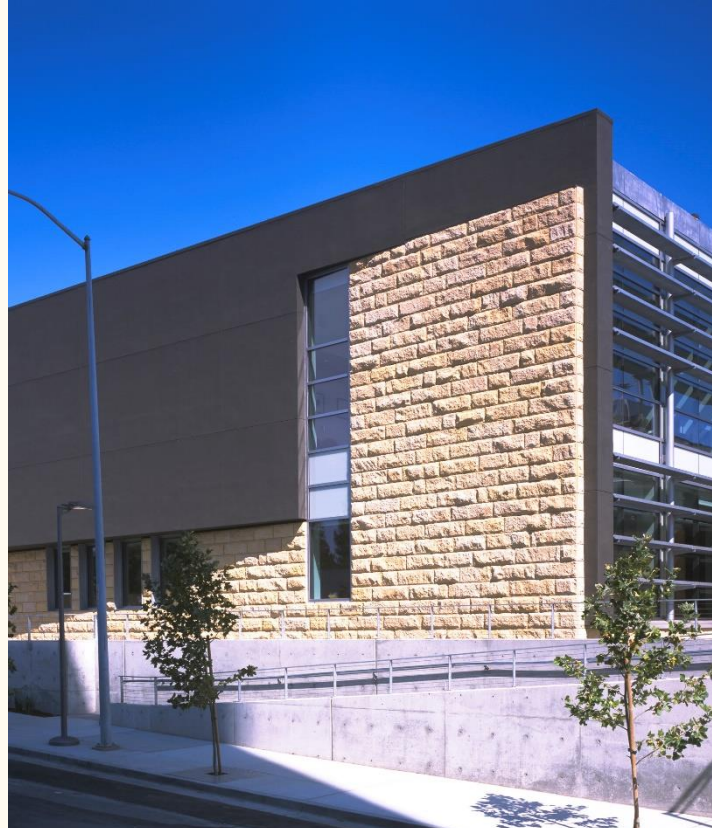
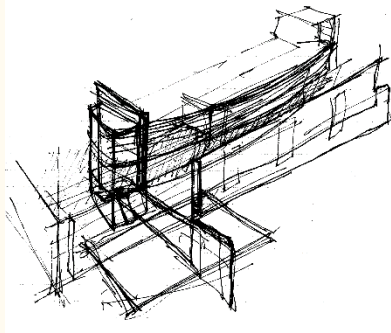
# fit design to need





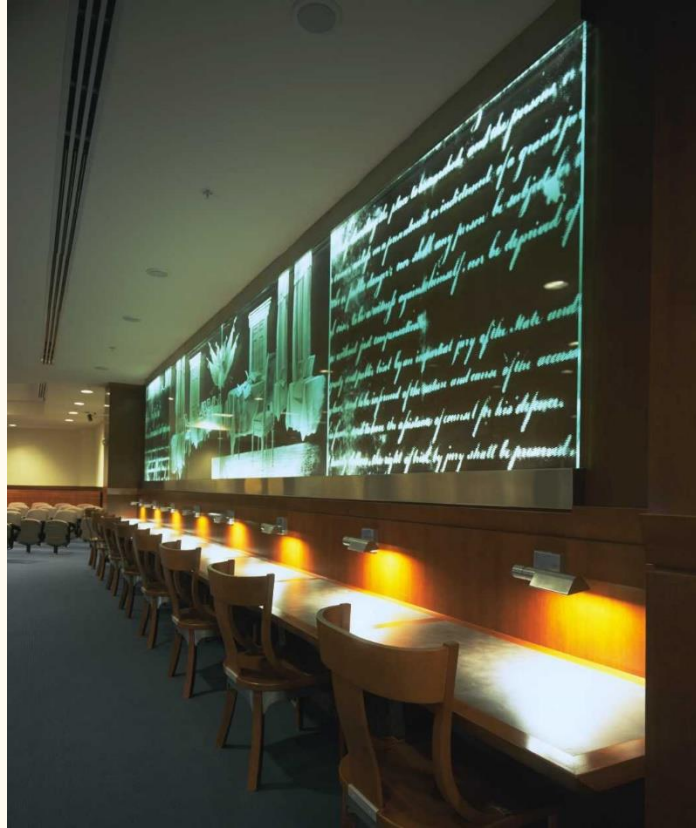
*courthouse intangibles*

fit design to need



*courthouse intangibles*

create poetic points of contact -- *public art*

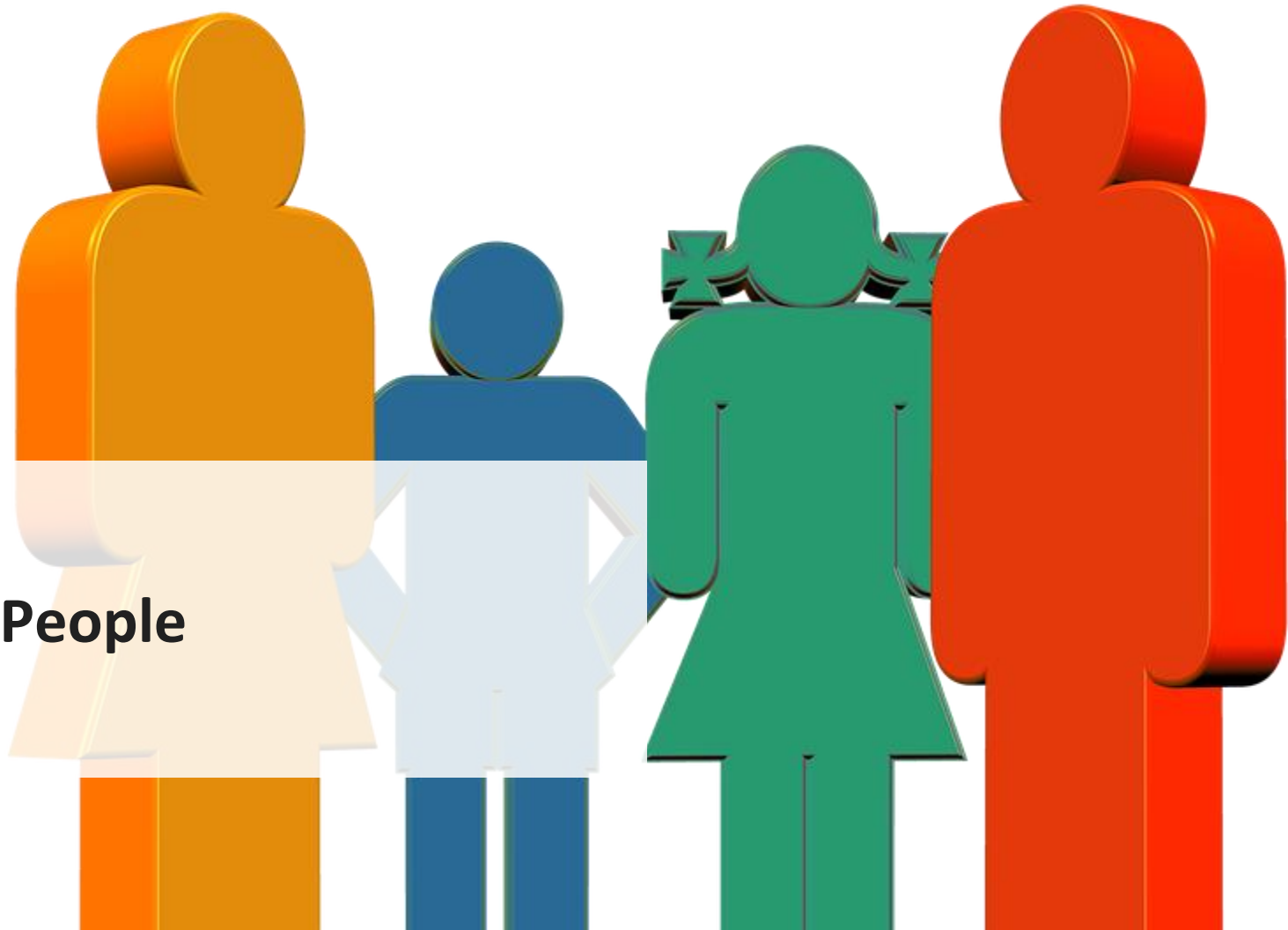




The Goal is to Create a  
*“Both / And”*  
Solution



# The People





# External Users

Who are they and how can we effectively serve them?



# Self-Represented Litigants




The image features a collection of silhouettes of business professionals in various interaction states: two men shaking hands, a man presenting to a group, and several smaller groups of people in discussion. The background is filled with numerous colorful speech bubbles in shades of yellow, orange, pink, blue, and green, creating a vibrant, communicative atmosphere. The entire scene is reflected on a glossy white floor.

# Effective Communication

The image features a central black rectangular box with a white border containing text. This box is flanked by silhouettes of people in business attire. On the left, a man in a suit is shown in profile, facing right. On the right, three people (two men and one woman) are standing and facing left. In the background, behind the central box, the silhouettes of two more people are visible. The entire scene is set against a plain white background.

# Internal Stakeholders

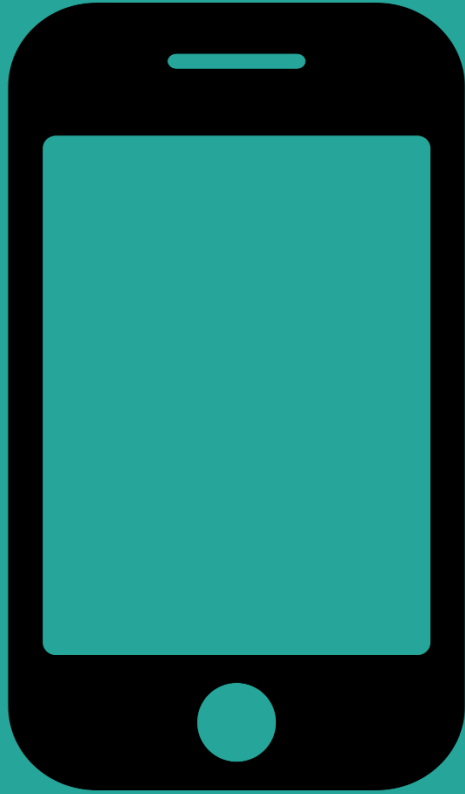
Judges & Court  
Professionals



# Creating the Environment

For and With Internal  
Stakeholders





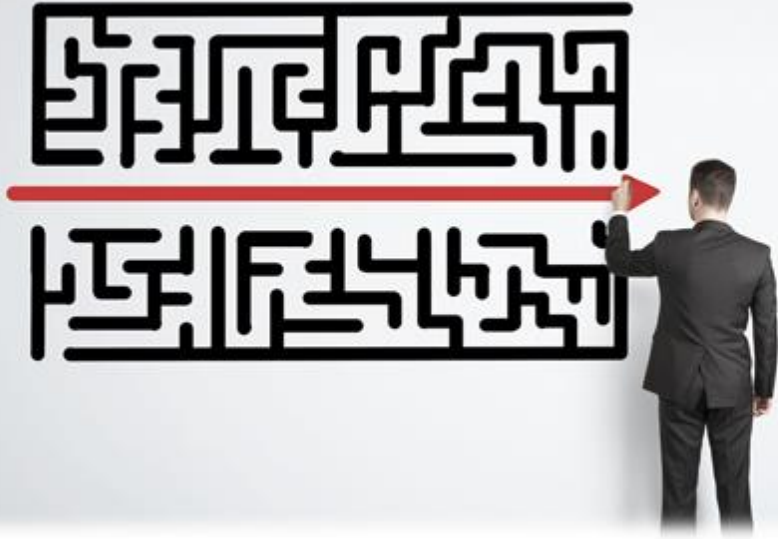
# The Technology & Resources

**"[The] best way to  
understand who  
your customer is, is  
to be your customer."  
- Dino Dogan**

## **Walk in your customers' shoes**

Which services  
and functions can  
be made more  
convenient?

For whom?



Just help  
them make  
good choices!

**Great technology insulates your  
customers from process complexities**



# caution

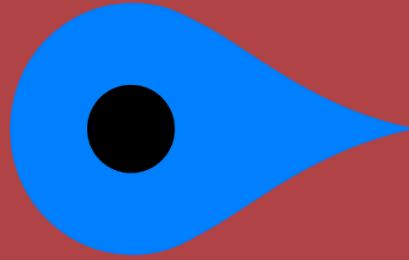
If they do it often,  
it isn't a mistake;  
it's just their behavior.

- Dr. Steve Maraboli



# Thoughts from the Guide...

**Wi-Fi is a given.**  
Anything you can  
do to support  
productivity while  
people are at the  
court is viewed  
positively.



# Thoughts from the Guide...

Your website is only as good as it is easy to navigate. Take the time to test usability and monitor analytics.





# Thoughts from the Guide...

**Expand access with fillable forms/filings, ODR options, etc. Statistics reflect much higher customer satisfaction.**

Online legal research **virtual and remote**  
**hearings** **ACCESSIBLE & ASSISTIVE** in the  
hallway in the courtroom at the counter on the  
go **help centers** automatic queues  
remote check-in **customer service** **ROBOTS**  
**WAYFINDING** security **access to justice** kiosks

# Discussion:

Building Internal  
Networks to  
Champion and  
Sustain Change