

FINDING THE WAY TO JUSTICE: LANGUAGE ACCESS WAYFINDING

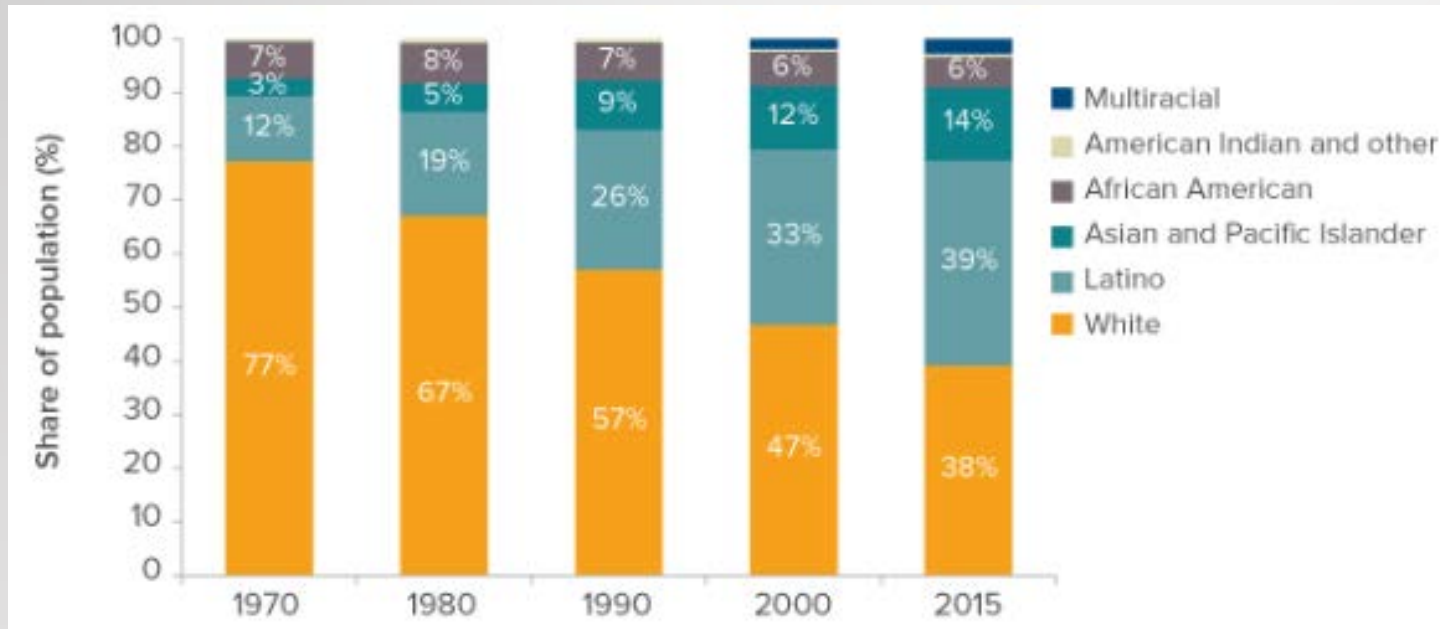
ANA PARRACK, DEPUTY COURT OPERATIONS MANAGER

SUPERIOR COURT OF CALIFORNIA, COUNTY OF ORANGE

SEPTEMBER 25, 2019



CALIFORNIA DEMOGRAPHICS



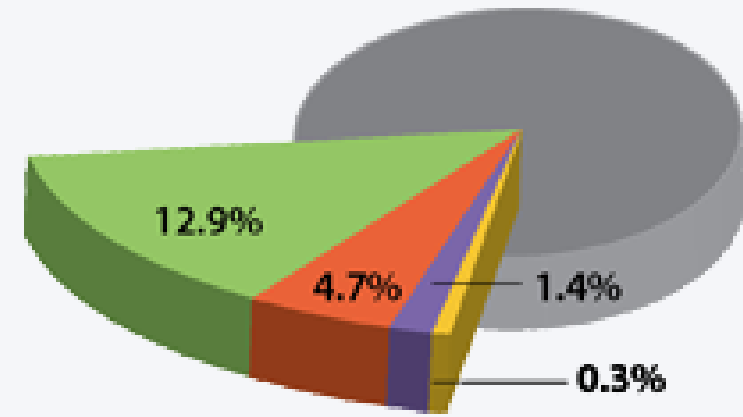
- Diverse state
- No race or ethnic group constitutes a majority of the state's population
- “Minority majority” state

LANGUAGE NEEDS IN CALIFORNIA

- Over 200 languages are spoken
- 44% of households speak a language other than English
- 19% of Californians cannot access the court system without language help

DID YOU KNOW?

Nearly 7 million (19%) Californians report speaking English "less than very well"



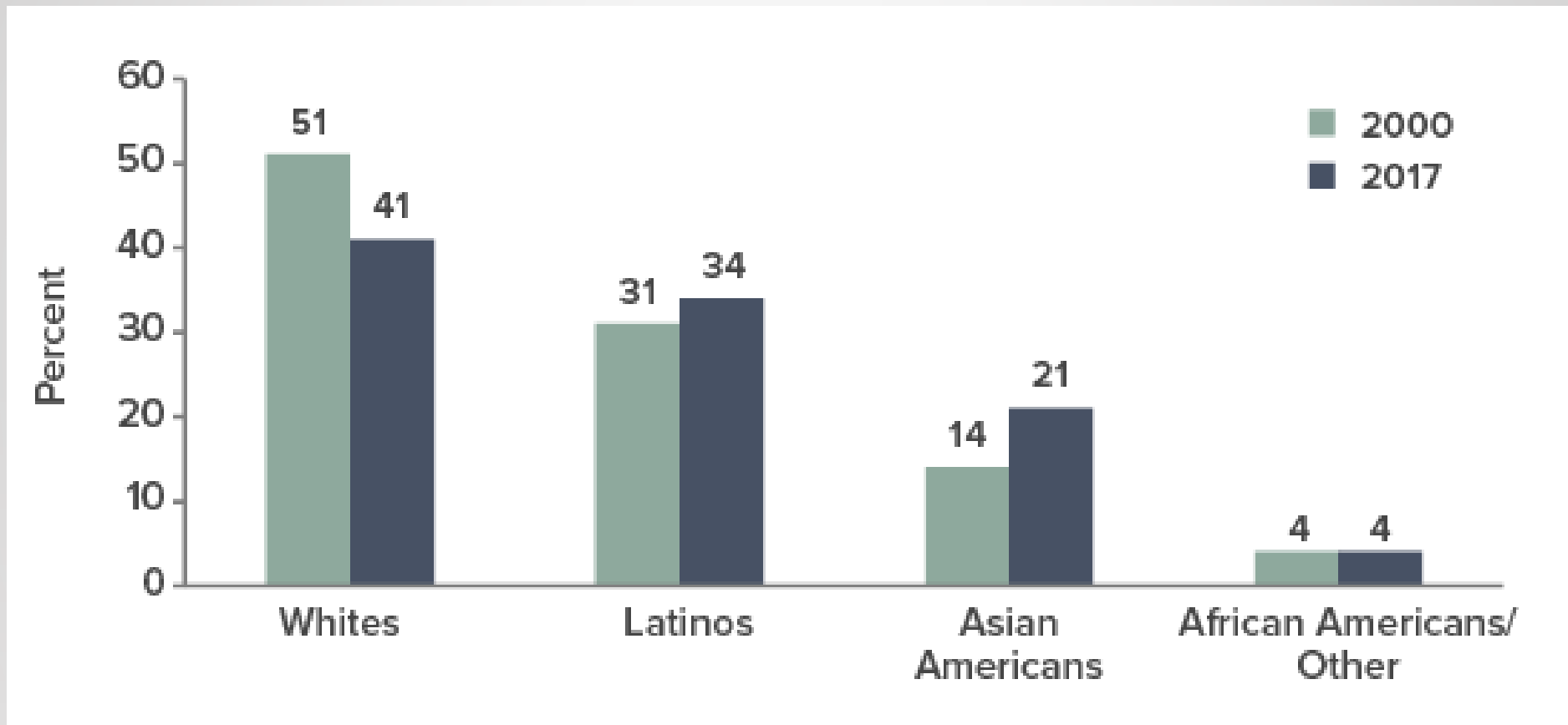
Source: U.S. Census Bureau (2015)



ORANGE COUNTY, CALIFORNIA

Population	Number
Population Estimate	3.2 million
Race and Origin Estimates:	
White alone (No Hispanic or Latino Origin)	41%
Black or African American alone	2%
American Indian alone	1%
Asian alone	20%
Native Hawaiian & other Pacific Islander alone	0.4%
Hispanic or Latino	34%

ORANGE COUNTY DEMOGRAPHICS



CHANGES IN DEMOGRAPHICS

SUPERIOR COURT OF CALIFORNIA, COUNTY OF ORANGE

- Unified state trial court serving County of Orange
- One of the largest state trial courts in the country
 - 144 Judicial Officers
 - Over 1,500 employees
 - Over 453,000 filings across case types annually



EIGHT COURT LOCATIONS

Facility	# of Courtrooms
Central Justice Center	65
Civil Complex Center	5
Community Court Building	1
Harbor Justice Center	14
Lamoreaux Justice Center	29
North Justice Center	18
South County Service Center	0
West Justice Center	16

LANGUAGE ACCESS PLAN GOALS

Goal 1	Improve early identification of data collection on language needs.
Goal 2	Provide qualified language access services in all judicial proceedings
Goal 3	Provide language access services at all points of contact outside of judicial proceedings
Goal 4	Provide high quality multilingual translation and signage
Goal 5	Provide high quality language access through the recruitment and training access providers
Goal 6	Provide judicial branch training on language access policies and procedures
Goal 7	Conduct outreach to communities regarding language access services
Goal 8	Identify systems, funding, and legislation necessary for plan implementation and language access management

WHAT IS WAYFINDING?



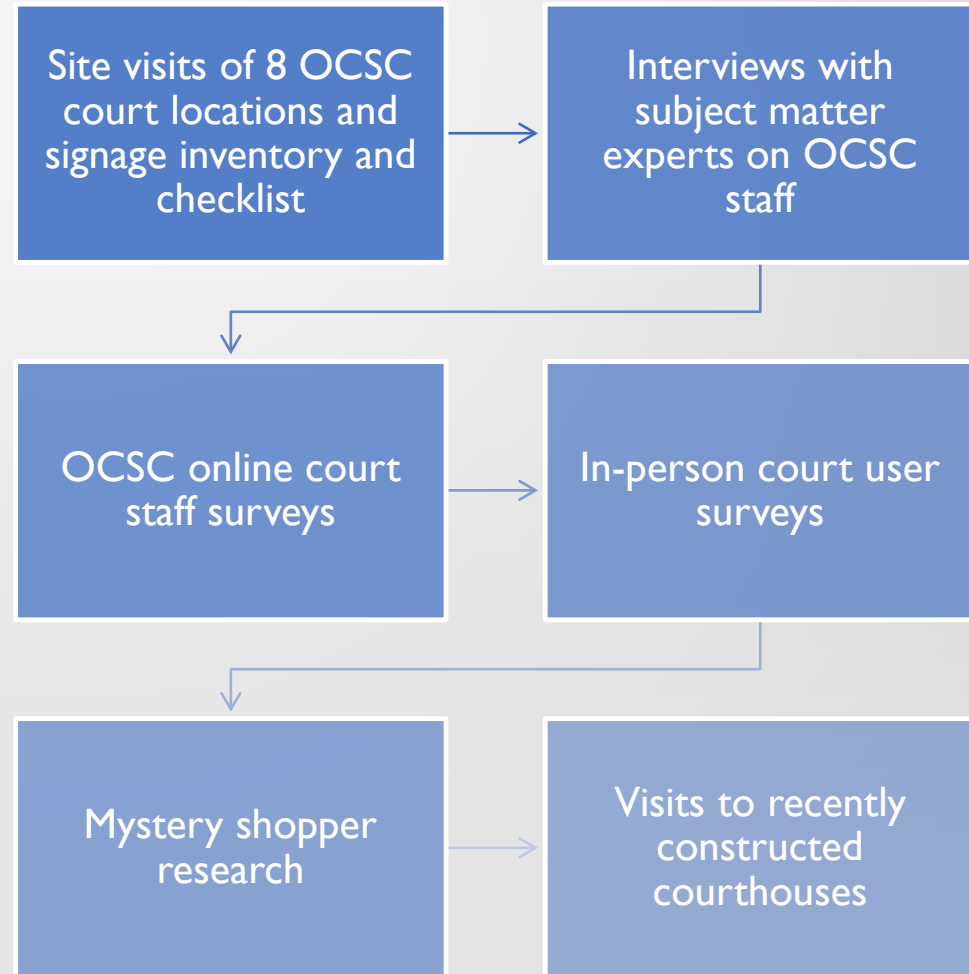
All of the elements within a given space available to individuals to help them orient themselves and navigate to their desired destination, including but not limited to signage

LANGUAGE ACCESS AND WAYFINDING

Provide full, meaningful, fair and equitable access to justice for all court visitors through improved language access services at all points of contact



DATA COLLECTION METHODS



SIGNAGE INVENTORY AND ASSESSMENT

Justice Center: _____

Department/Location: _____

Name of Data Collector: _____

Date: _____

Sign Name	Sign Content	Location	Type (Informational, Regulatory, Directional)	Format (Printed, Mounted Electronic, Architectural design)	Temporary/ Permanent	Visibility	Language	Keep/Update/ Remove (if update or remove, why?)	Comments	Repeat Sign? Y/N
						SU: D: C:	S: LC: ML:			
						SU: D: C:	S: LC: ML:			
						SU: D: C:	S: LC: ML:			
						SU: D: C:	S: LC: ML:			
						SU: D: C:	S: LC: ML:			

INTERVIEWS AND SURVEYS WITH COURT STAFF



General Questions:

1. In a given week, how often do you get asked for directions?
 - a. Is this more or less frequent with Limited English Proficient (LEP) users?
2. What, in your opinion, are the biggest challenges visitors have navigating the Courthouse that a wayfinding sign system might solve?
3. Do you have any suggestions on how wayfinding can be improved?
4. Where do you find people get lost the most?
5. Where do you think there is a particular need to add more signs?
6. Where do you believe there are signs that should be removed/modified?
7. Have you or other staff created and posted any makeshift signs?
 - a. What were the signs?
 - b. Where?
8. For which locations do you most often provide directions?
 - a. How easy or difficult is it to provide directions to those locations?
 - b. How do you provide directions?
 - c. Do you use any landmarks to help orient the inquirer?
 - d. Is your experience different with LEP court users?
9. When you do not have the answer, how do you help the inquirer find out the information they need?
 - a. Who do you send them to?
 - b. Where do you send the inquirer if they are LEP users?
10. What locations does your area most get mistaken for most frequently?
11. Have there been any complaints specifically relating to ADA regulations?
12. How would you characterize your overall experience with electronic signage?
 - a. Are there both benefits and drawbacks to electronic signs or have the results been largely positive?
 - b. Have electronic signs allowed you to expand language offerings?

The purpose of this survey is to gain information on our existing wayfinding system. Wayfinding is a system that helps people orient themselves in a physical space and navigate to their desired destination. A good wayfinding system also includes easy-to-understand multilingual signage.

This survey should take 5-10 minutes to complete and your answers will help us understand challenges our customers have navigating the courthouse. Your answers will be anonymous and we will not collect your name or other types of personal information. Your participation in this survey and your response will not affect any case or matter you have here at the Court.

1. How many times have you been to this Justice Center?
 - a. First time
 - b. Second time
 - c. 3 to 4 times
 - d. 5 or more times

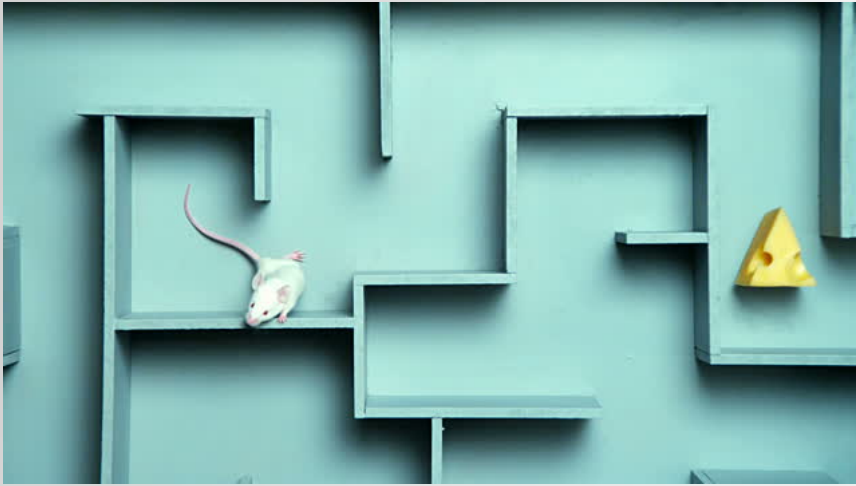
2. *[For CJC]* Where did you need to go today? Select all that apply.
 - a. Jury Assembly Room
 - b. Family Law Departments
 - c. Self-Help
 - d. Courtrooms in West Wing (floors 1-3)
 - e. Courtrooms in the Tower (C1 to C45)
 - f. DNA Collections Office
 - g. District Attorney
 - h. Probation
 - i. Victim Witness
 - j. Parking Structure
 - k. Probate Investigators Office
 - l. Civil/Small Claims filing windows
 - m. Probate/Mental Health filing windows
 - n. Records
 - o. Criminal/Traffic filing windows
 - p. Collections
 - q. Children's Chambers
 - r. Other _____

3. How easy was it to get to your destination(s)?
 - a. Very easy
 - b. A little easy
 - c. Neither easy nor difficult
 - d. Somewhat difficult
 - e. Very difficult

4. Were there areas at this facility that were particularly hard to navigate? (e.g., entrance, outside of the facility, hallways)
 - a. No
 - b. If yes, which one(s)? _____

IN-PERSON COURT USER SURVEYS





MYSTERY SHOPPER RESEARCH

- Based on observational studies conducted among first year college students at libraries
- Volunteer staff were given real-life scenarios or court forms and tasked with:
 - Locating different services in the court facility they've never been to or are unfamiliar with
 - Answering a follow-up survey based on their experience

1. Did you find your assigned location in 30 minutes or less?
 - a) Yes
 - b) No
2. What time did you begin searching for your location (i.e., indicate the time after you went through weapons screening at your assigned justice center)?: _____
3. What time did you find your location?: _____
4. Did you ask for directions and/or assistance?
 - a) Yes
 - b) No
5. How easy was it for you to find your assigned location?
 - a) Very easy
 - b) Somewhat easy
 - c) Somewhat difficult
 - d) Very difficult
6. Do you feel that it took you too long to find your assigned location?
 - a) It took me too long
 - b) It took me an acceptable amount of time
 - c) It took me less time than I expected
7. How many wrong turns did you take? Include the number of times that you arrived at an incorrect location, confusing it for the one assigned to you.
 - a) None
 - b) 1-2
 - c) 3-4
 - d) 5 or more
8. Was your location easily identifiable (i.e., was there a clear visible sign outside)?
 - a) Clearly identifiable
 - b) Somewhat identifiable
 - c) Somewhat hard to identify
 - d) Very hard to identify

MYSTERY SHOPPER RESEARCH

Example Scenario: Your court hearing has concluded and the judge has ordered you to provide a sample of your DNA. Please find the DNA Collections Office to comply with this order.

RESULTS

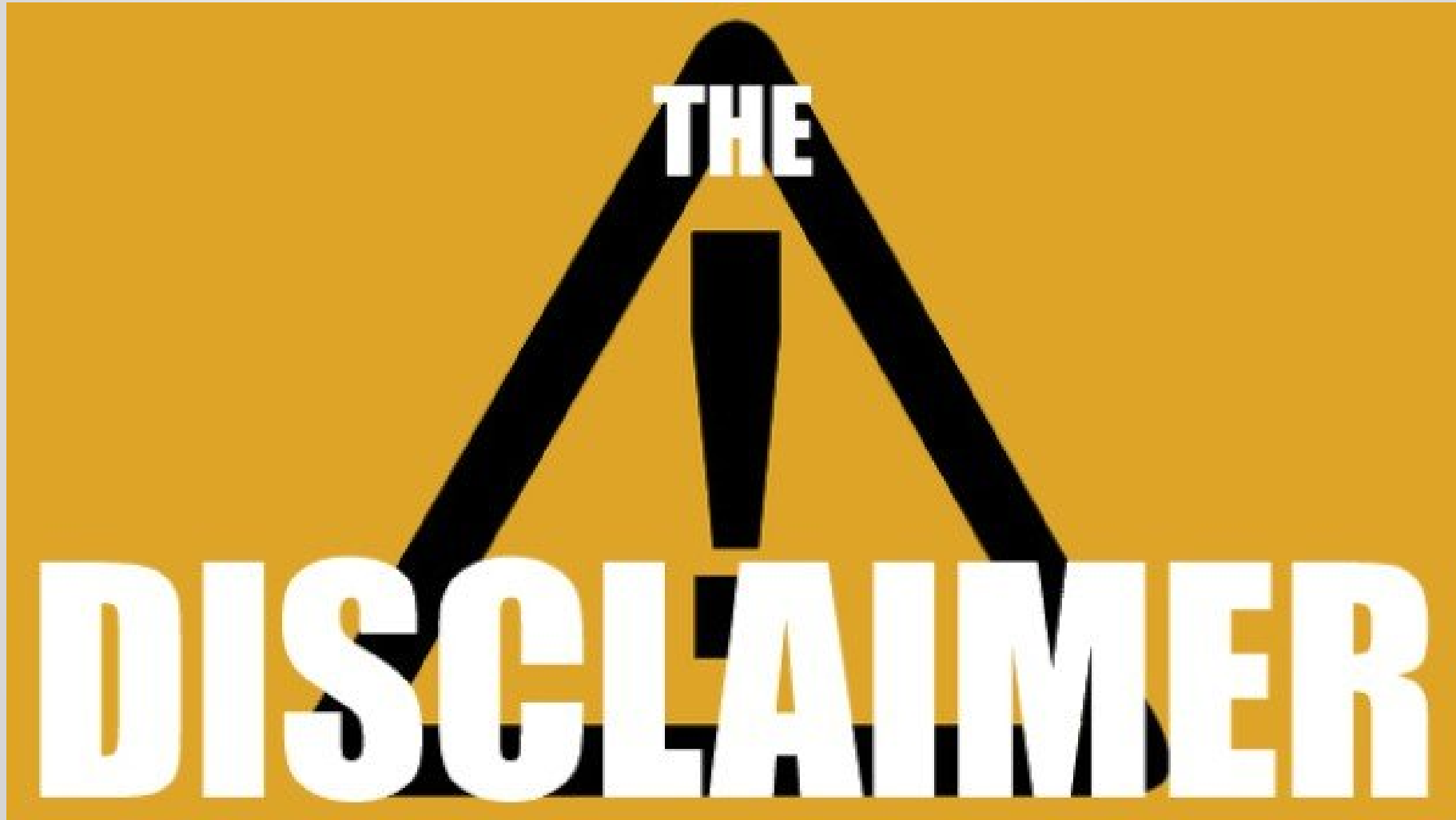
Interviewed 37
subject matter
experts

Collected 289
surveys from court
users

271 OCSC staff
responded to online
surveys

Inventoried over
5,000 signs across 8
OCSC court facilities

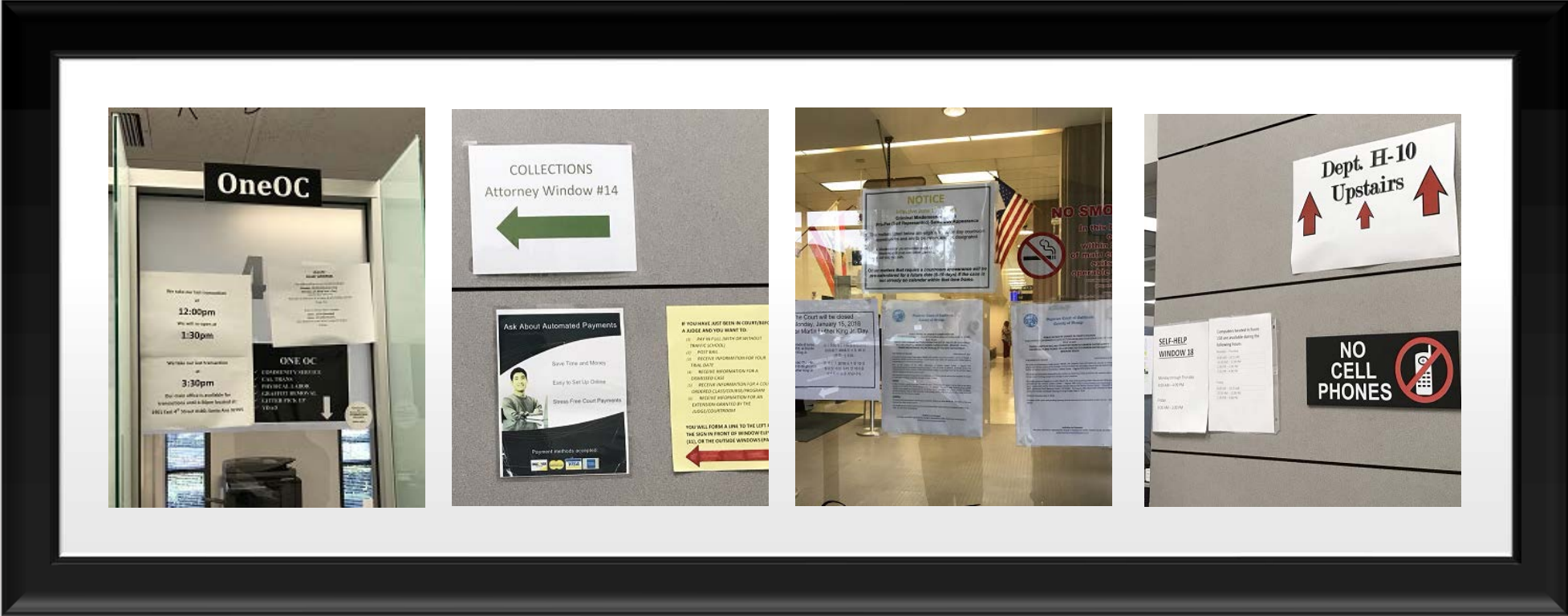
Volunteer court staff
participated in 22
scenarios for mystery
shopper research



THE
DISCLAIMER

EXCESSIVE USE OF MAKESHIFT SIGNS






INFORMATION OVERLOAD

INCONSISTENT SIGNS AND LACK OF ICONS




 Superior Court of California
 County of Orange

**PUBLIC NOTICE OF REDUCED COURT HOURS
 PURSUANT TO GOVERNMENT CODE SECTION 68106
 AND CALIFORNIA RULE OF COURT, RULE 10.620**

FOR IMMEDIATE RELEASE DATE: MAY 29, 2012

Pursuant to Government Code section 68106, the Superior Court of California, County of Orange is providing 60 days' notice of the reduction of hours of operation for each of the branches of the court.

Effective Monday, July 30, 2012 and except as provided below, the regular hours of operation for the Clerk's offices will be 8:00 a.m. to 4:00 p.m. Monday through Friday, excluding judicial holidays. Clerk's offices shall be closed for the transaction of business after 4:00 p.m.

The financial constraints imposed by the California state fiscal crisis, as well as the repeated decreases in state court funding, compel this reduction in court hours.

Exceptions

- The court sessions for CJ1 will remain 10:00 a.m. to 7:00 p.m.
- Night sessions for small claims and traffic court will be held from 4:00 p.m. to 6:00 p.m. as follows:


<u>First Tuesday of the Month</u>	<u>Third Tuesday of the Month</u>
Harbor Justice Center – Newport Beach	Harbor Justice Center – Laguna Hills
North Justice Center – Fullerton	Central Justice Center – Santa Ana
West Justice Center – Westminster	

COUNTY OF ORANGE
**ELEVATOR
 EMERGENCY PROCEDURES**

1. IN THE EVENT OF AN EMERGENCY WITHIN AN ELEVATOR, A BELL OR A HORN WILL BE ACTIVATED IN THE ADJACENT BUILDING AREA.

2. IF YOU HEAR THE ALARM, PRESS IT IMMEDIATELY TO THE SECURITY DESK. EXPLAIN THE NATURE OF THE EMERGENCY AND GIVE YOUR NAME. ADVISE THE PERSON IN THE ELEVATOR THAT YOU HAVE REPORTED THE EMERGENCY.

THE MARSHAL'S DEPARTMENT WILL HANDLE THE SITUATION AND MAY INSTRUCT YOU TO ASSIST.



 Public
 Announcement

Night Court Expansion

We are pleased to announce that the Orange County Superior Court will expand night court dates for traffic matters.

Night court sessions will be limited to conducting hearings on traffic arraignments and non trial traffic proceedings.

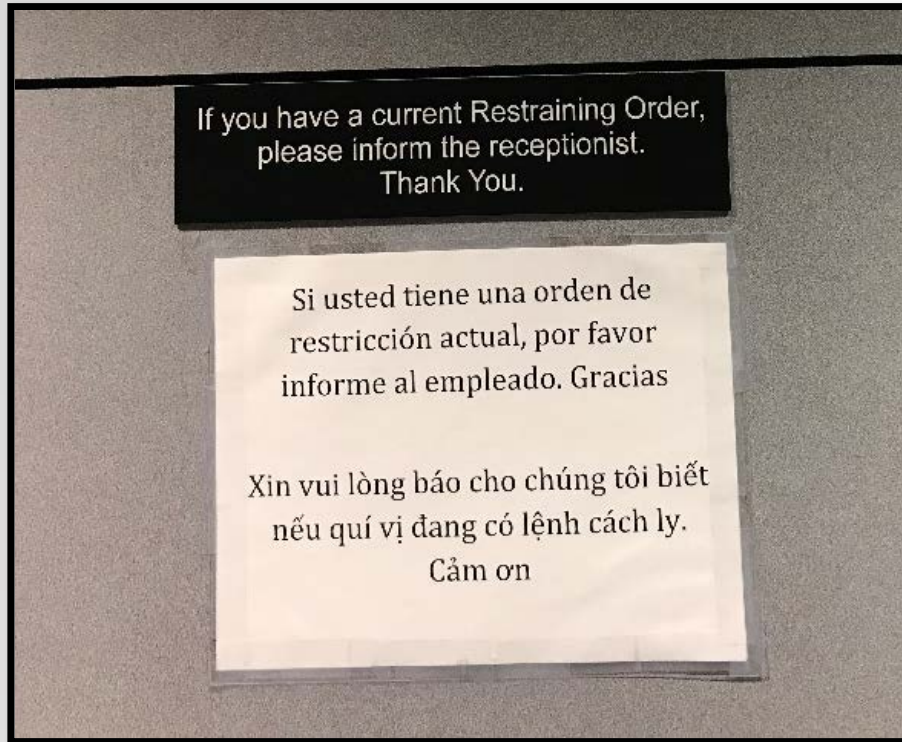
Effective July 2007, the dates for Traffic/Small Claims Night Court sessions are:

July 3*	July 17
August 7*	August 21
September 4*	September 18
October 2*	October 16
November 6*	November 20
December 4*	December 18

*Traffic matters only

OUTDATED SIGNS





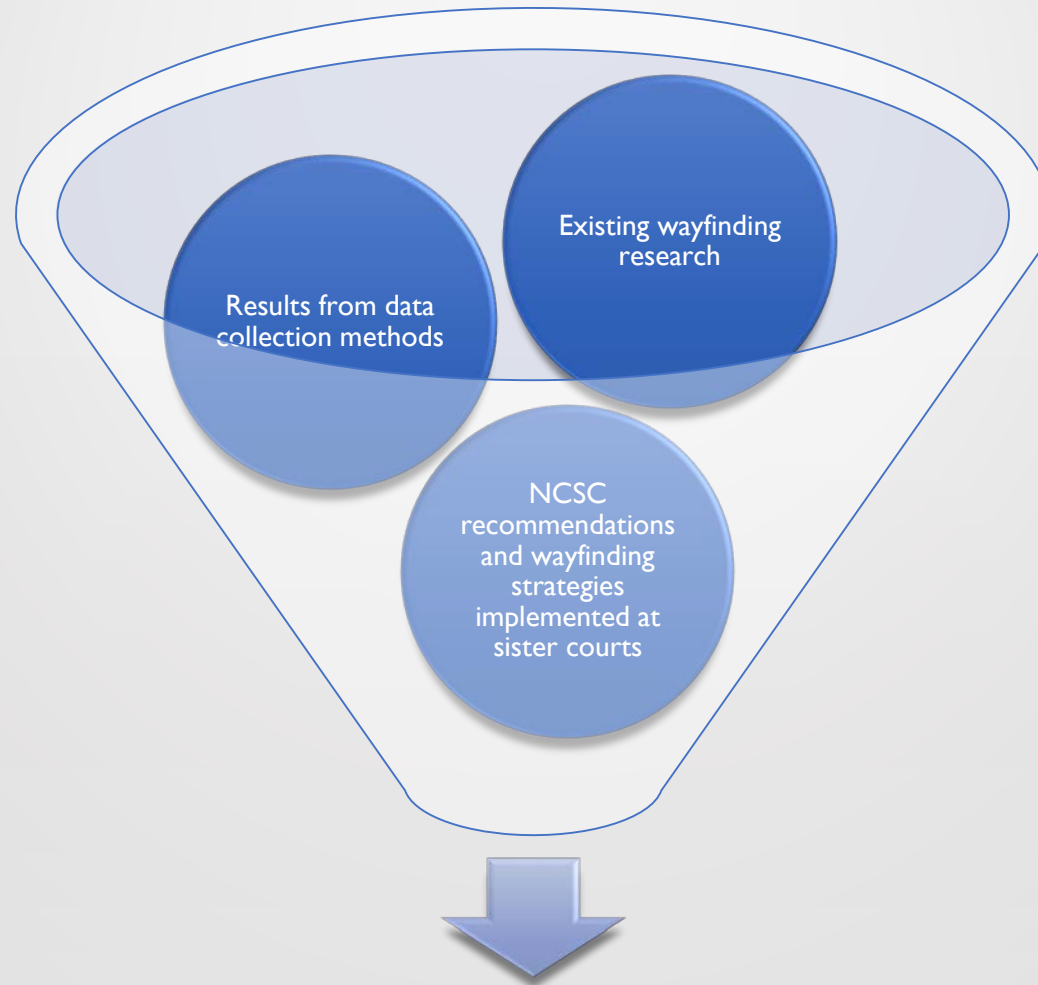
LACK OF MULTILINGUAL SIGNS

OTHER FINDINGS

- Signs with low visibility due to size, font, design
- Need for directories and maps at decision points
- Discrepancies in the numbering or naming system on forms and signs
- Court users not reading signs

**GOVERNOR
GEORGE
DEUKMEJIAN
COURTHOUSE
IN LONG
BEACH, CA**





Recommendations

SHORT-TERM RECOMMENDATIONS



CREATE A SIGNAGE APPROVAL AND WORKFLOW COMMITTEE (SAWC)



SIGNAGE APPROVAL WORKFLOW

New signage request

SAWC ensures signage meets design and language criteria

Supervising Judges Committee reviews proposed signage

Approval of sign

Sign is produced and template is added to the repository

Direct approval
when appropriate
(with guidance
from SAWC
judicial sponsor)



IMPLEMENT SIGNAGE REQUEST SYSTEM

Signage Request System

Subject* ABC

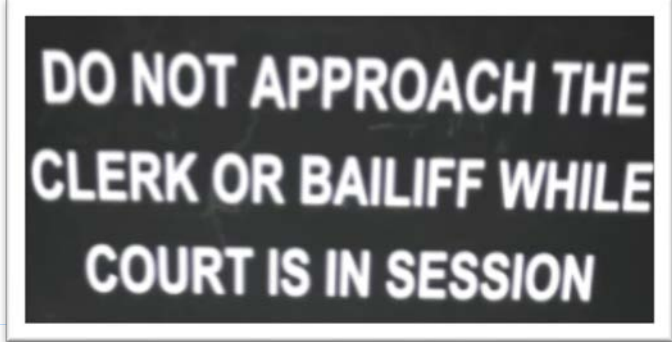




Contact Information*


Last Name*	<input type="text" value="Sriphanlop"/>	First Name*	<input type="text" value="Pathu"/>	Email address*	<input type="text" value="psriphanlop@occourts.org"/>
User ID*	<input type="text" value="psriphanlop"/>	Location*	<input type="text" value="CJC"/>	Department	<input type="text" value="Civil"/>
Job Title	<input type="text" value="ADMINISTRATIVE ANALYS"/>	Supervisor			

Work Order Information*

Sign Category	<input type="text" value="Make a Selection"/>
Court Location	<input type="text" value="Make a Selection"/>

Pre-Approved Sign Templates



 **SAVE**



ENSURE CONSISTENCY IN OFFICE NUMBERS/NAMES



CIVIL COURTHOUSE LOCATIONS, HOURS AND VENUE

You can go to any of the courts below to for procedural assistance between the hours of 8:00am and 4:00pm, and at the Civil Complex Center between the hours of 8:00am and 4:00pm, Monday through Friday. The amount of your lawsuit as well as the "venue" determines the proper court. Please see the chart below to determine which court you need to put on your document for the proper venue before you file your documents.

Limited Civil Justice Centers (<i>actions \$25,000 and under</i>)	Phone Number	Examples of "venue" include where the defendant lives or does business; where the plaintiff's property was damaged; where the plaintiff was injured; or where the contract was made, signed, performed, or broken.
Central Justice Center 700 Civic Center Drive West Santa Ana, CA 92701 Civil Division - 1st Floor, Room D 100 Self-Help Center - 1st Floor, Room G-100	(657) 622-6878	Orange County – all cities

UPDATE DIRECTORIES AND MAPS

SUPERIOR COURT DEPARTMENTS

DEPT	FLOOR	BUILDING	JUDGE
C 40	1	WEST WING	S REGIO COMM
C 47	2	WEST WING	E MACIÃO
C 48			AS ASSIGNED
C 49			AS ASSIGNED
C 50			AS ASSIGNED
C 51			J JOSEPH
C 52			M WAGNER
C 53			N ZELTZER
C 54			L YELLIN
C 55	3	WEST WING	R KNOX
C 56			K ROBERTS
C 57			AS ASSIGNED
C 58			C POHLSON
C 59			E LARSH
C 60			E HALL, COMM
C 61			C LURGE, COMM
C 62			AS ASSIGNED
C 63			C SILBAR
C 64			AS ASSIGNED
C 65			M MILLARD
C 66			T STAFFORD

DEPT	ADDRESS	JUDGE
CCB1	900 N MAIN STREET SANTA ANA	M KREBER
CX 101	751 W SANTA ANA BLVD	C SANDERO
CX 102	SANTA ANA	W CLASTER
CX 103		R SAUER
CX 104		K DUNNING
CX 105		R SHERMAN

ADMINISTRATIVE OFFICE OF THE COURT
 CHIEF EXECUTIVE OFFICER DAVID YAMASAKI
 CLERK OF THE COURT
 JURY COMMISSIONER
 CHIEF FINANCIAL & ADMINISTRATIVE OFFICER DARREN DANG
 CHIEF OPERATIONS OFFICER ADRIAN AYERS

OFFICES	ROOM	FLOOR	BUILDING
EXECUTIVE OFFICER	262	2	TOWER
CAFETERIA		3	TOWER
CIVIL APPELLATE	D 100	1	TOWER
RECORDS & PROBATE	D 110	1	TOWER
COLLECTIONS		1	WEST WING
COURT REPORTER & INTERPRETER SERVICES	301	3	TOWER
COURT TECHNOLOGY SERVICES	A 105	1	WEST WING
CRIMINAL & TRAFFIC		1	WEST WING
DELIVERIES	B 120	1	TOWER
DISTRICT ATTORNEY	A 200	2	WEST WING
FACILITIES MANAGEMENT	B 138	1	TOWER
HUMAN RESOURCES PERSONNEL	A 201	2	WEST WING
JURY ASSEMBLY ROOM / JURY COMMISSIONERS OFFICE		3	TOWER
PROBATION OFFICE	A 298	2	WEST WING
VICTIM WITNESS		2	WEST WING

RESTROOMS →

SAN BERNARDINO JUSTICE CENTER LEVEL 3

LOWER LEVEL	COURTROOM DIRECTORY
ATTORNEY INTERVIEW ROOMS	LEVEL 2 S1 S2 S3 S4
SHERIFF HOLDING	LEVEL 3 S5 S6 S7 S8
EXHIBITS	LEVEL 4 S9 S10 S11 S12
LEVEL 1	LEVEL 5 S14 S15 S16 S17
131 JURY ASSEMBLY	LEVEL 6 S18 S19 S20 S21
132 COURT CAFÉ	LEVEL 7 S22 S23 S24 S25
140 CONFERENCE ROOM	LEVEL 8 S26 S27 S28 S29
175 HUMAN RESOURCES	LEVEL 9 S30 S31 S32 S33
182 CHILDREN'S WAITING	LEVEL 10 S34 S35 S36 S37
196 COURT INVESTIGATORS	

LEVEL 2
214 CRIMINAL DIVISION
230 PROBATE DIVISION

LEVEL 3
300 CIVIL DIVISION

LEVEL 10
534 HEARING ROOMS A, B

LEVEL 11
1100 COURT EXECUTIVE OFFICE
1150 FINANCIAL SERVICES

5	Departments: S26, S26, S27, S28, S29, S30, S31 Court Administration Jurisdiction Evaluators Office
4	Departments: S17, S18, S19, S20, S21, S22, S23, S24 Jury Assembly Room Sheriff's Department Long Beach Judicial Partners, LLC
3	Departments: S09, S10, S11, S12, S13, S14, S15, S16 District Attorney Self Help Center Mediation / Probate
2	Departments: S03, S04, S05, S06, S07, S08 Public Defender Alternate Public Defender Traffic Clerks
1	Departments: S01, S02 ADR Clerks Office Probation Department Convenience Store Johnson Controls, Inc. Facility Management Food Court

LONG-TERM RECOMMENDATIONS



ESTABLISH AN INFORMATION DESK



SIGNAGE RE-DESIGN

- Intended for non-courtroom signs that need to be updated or removed
- Translating monolingual signs and incorporating universal icons
- Changing makeshift signs to permanent format
- Updating overall color, design, and font
- Completing re-design in phases, focusing on priority areas

SUGGESTED IDEAS FOR POSSIBLE IMPLEMENTATION

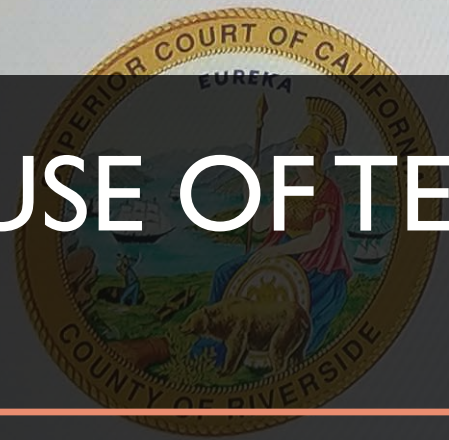




- BUILDING DIRECTORY
- COURT APPEARANCES
- IN CUSTODY ARRAIGNMENT
- JURY DUTY

ENGLISH	العربية Arabic
한국어 Korean	中文 Chinese Traditional
ESPAÑOL Spanish	TIẾNG VIỆT Vietnamese

USE OF TECHNOLOGY: KIOSK

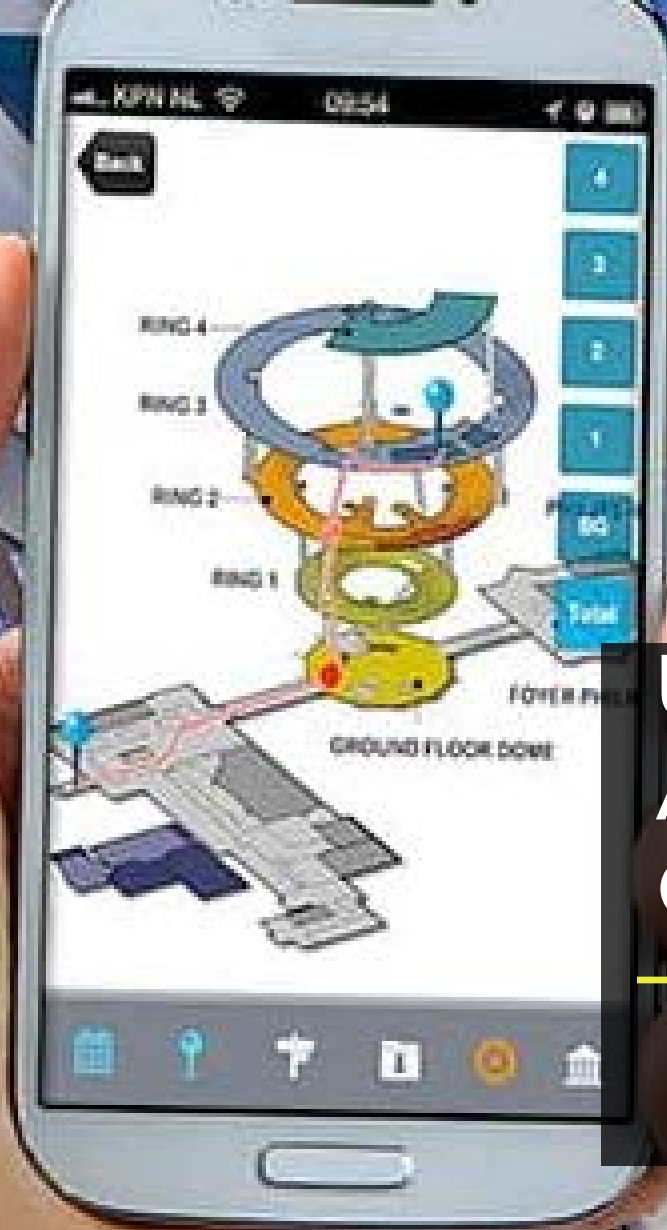


Hall of Justice Courthouse

WHAT LANGUAGE DO YOU SPEAK ?

어떤 언어를 사용하십니까? nǐ shuō shén me yǔ
 ¿Qué idioma hablas? Ngôn ngữ Anh Nói chuyện
 Activate Windows
 Go to Settings to activate Windows

CLOSED CAPTIONING APPEARS FOR ALL LANGUAGES



USE OF TECHNOLOGY: APPLICATIONS WITH GPS CAPABILITIES





LESSONS LEARNED

- Take advantage of momentum!
- Scaled back recommendations
- Importance of Judicial support
- Funding opportunities

APPROVED RECOMMENDATIONS AND NEXT STEPS

- Established Signage and Wayfinding Committee (SAWC)
- Develop Signage Repository
- Ensure Consistency of Numbering and Names
- Update Directories

QUESTIONS?

Ana Parrack

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(657) 622-7277

Hon. Terri Flynn-Peister

Judicial Sponsor