

Know Your Users:

The Importance of User Experience in Court Planning and Operations

Joseph Greelish

Deputy Director, State of Connecticut Judicial Branch

Alison Davis-Holland

GIS/Data Manager, Self-Represented Litigation Network

Danielle Hirsch

Assistant Director, Civil Justice Division, Administrative
Office of Illinois Courts

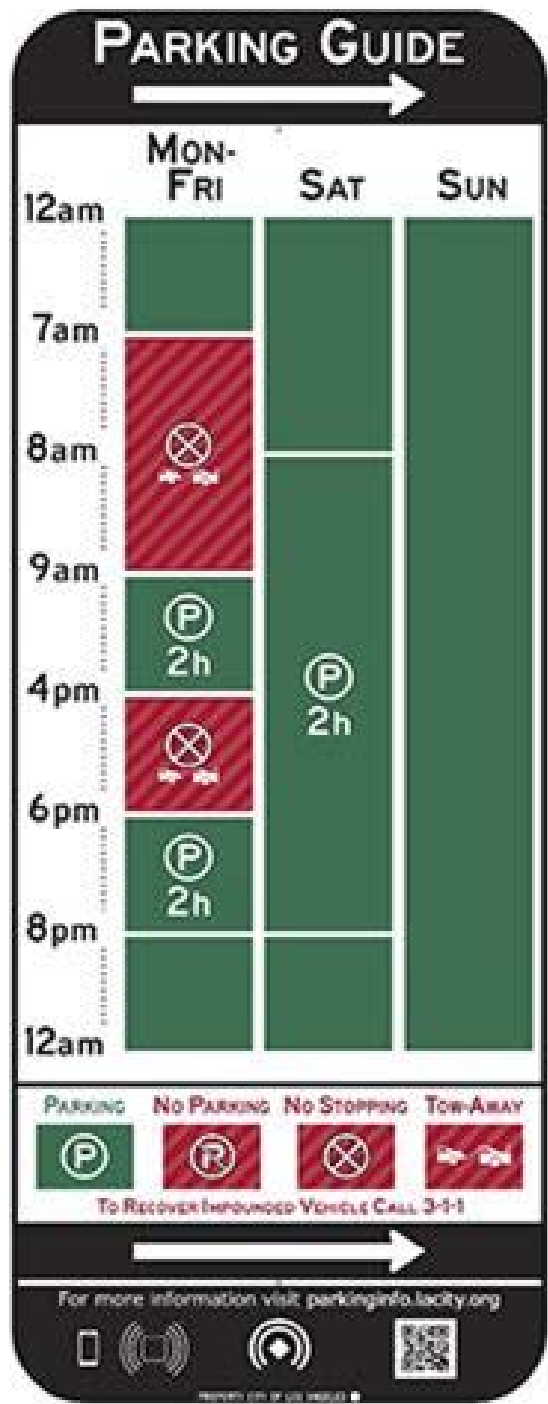
What we'll do

- Introduce what we mean by "user experience"
- Share two examples of how user design has been incorporated in planning and operation in Connecticut and Illinois;
- Answer any questions

Who cares?







Who are our users?



Self-represented litigants

Court staff

Circuit clerks

General public

Attorneys

Judges

Media

County boards, state legislature, state executive branch

Law enforcement

Social service providers, school groups

Image from

<http://www.lawbydesign.co/en/home/>

Here's my pitch for **why focusing on court users** is important:

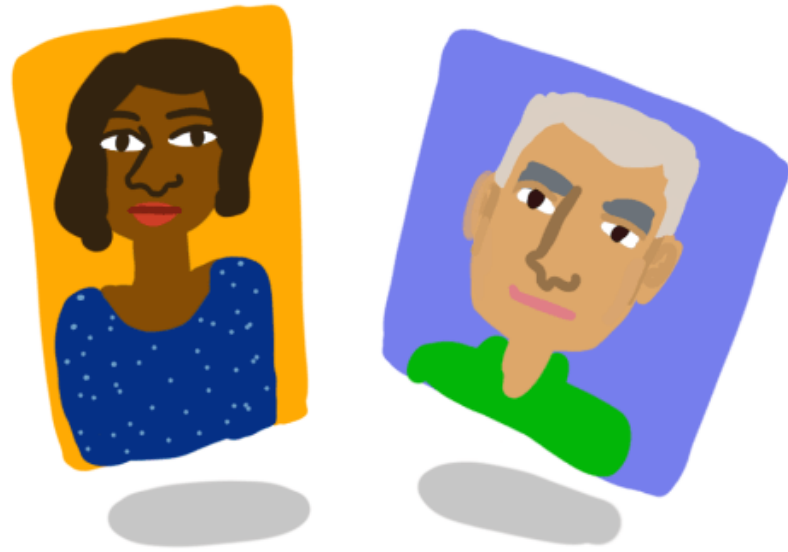


YOUNG BLYNEN CAR INTERIORS

Why User Experience?

- (1) Help the lay person, the legal professional, the judge and court staff;
- (2) Create a better front-end to the legal system and a better back-end;
- (3) Work for incremental short-term improvements and breakthrough long-term change.

CENTER
your work
AROUND
your
USERS



KNOW WHO YOU ARE
WORKING FOR, & MAKE
THEIR NEEDS AND GOALS
YOUR LODESTAR FOR
DECISION MAKING

Now, a brief dive into the
Illinois' court users/user
experience example

First, a few confessions:

1. I am a self-professed nerd, who really likes data, maps and charts.
2. I am deeply committed to the idea that the court system--as a co-equal third branch of government--is fundamental to a healthy democracy; but that continuous improvement is necessary to ensure access to justice for all.
3. I staff the Illinois Supreme Court Commission on Access to Justice; and as we were embarking on a new three-year strategic plan last year, we started to thinking about our court users and realized how little I actually knew.
4. I had a number of pre-conceived ideas about the needs of courts across Illinois.
 - (a) Poverty is widespread across Illinois, in both rural, suburban and urban areas, which strains the civil legal aid delivery system and increases the numbers of litigants coming to court on their own;
 - (a) Public transportation is more available in urban and suburban communities than rural ones;
 - (a) Access to high speed internet would be readily available across the State; and
 - (a) The numbers of self-represented litigants--for various reasons--is increasing in our civil dockets.

What's next?

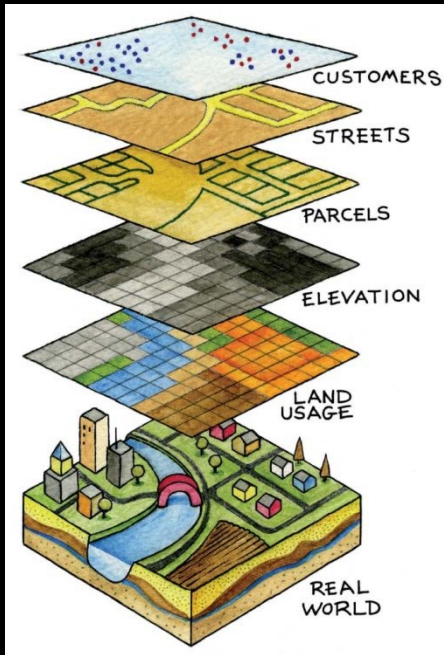
Here are some of the things we are doing in Illinois to capture user experience:

1. GIS and mapping;
2. Analyze *existing* court data in a new and different way; and
3. Identify additional areas for data collection (on a statewide or regional pilot basis).

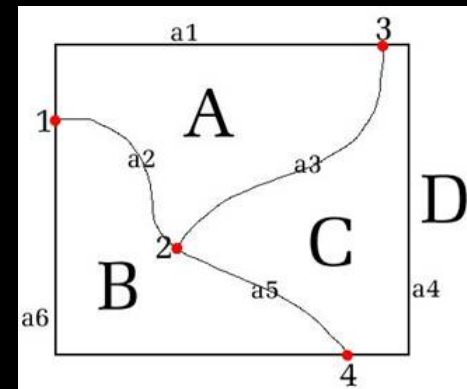
Let's turn to GIS and mapping

GIS stands for geographic information systems technology, which employs geospatial data and software that can help map and analyze data.

GIS is a “thinking map”



	A	B	C
1			
2			
3			
4			
5			
6			
7			



Map features + Data + Geometry/Topology

We use GIS to visualize large data sets about users in communities.

GIS connects data to map features to analyze geography

Location

Comparisons

Overlay

Distribution

Scarcity

Distance

Patterns

Correlations

Adjacent areas

Relationships

Connections

Change over time

So let's get to know our court users

HOW YOU VIEW ILLINOIS, IF YOU'RE FROM...



CHICAGO



**REST OF
ILLINOIS**



**EVERYWHERE
ELSE**

Know Your State

What trends exist in urban and rural areas?

What factor may influence demographics?

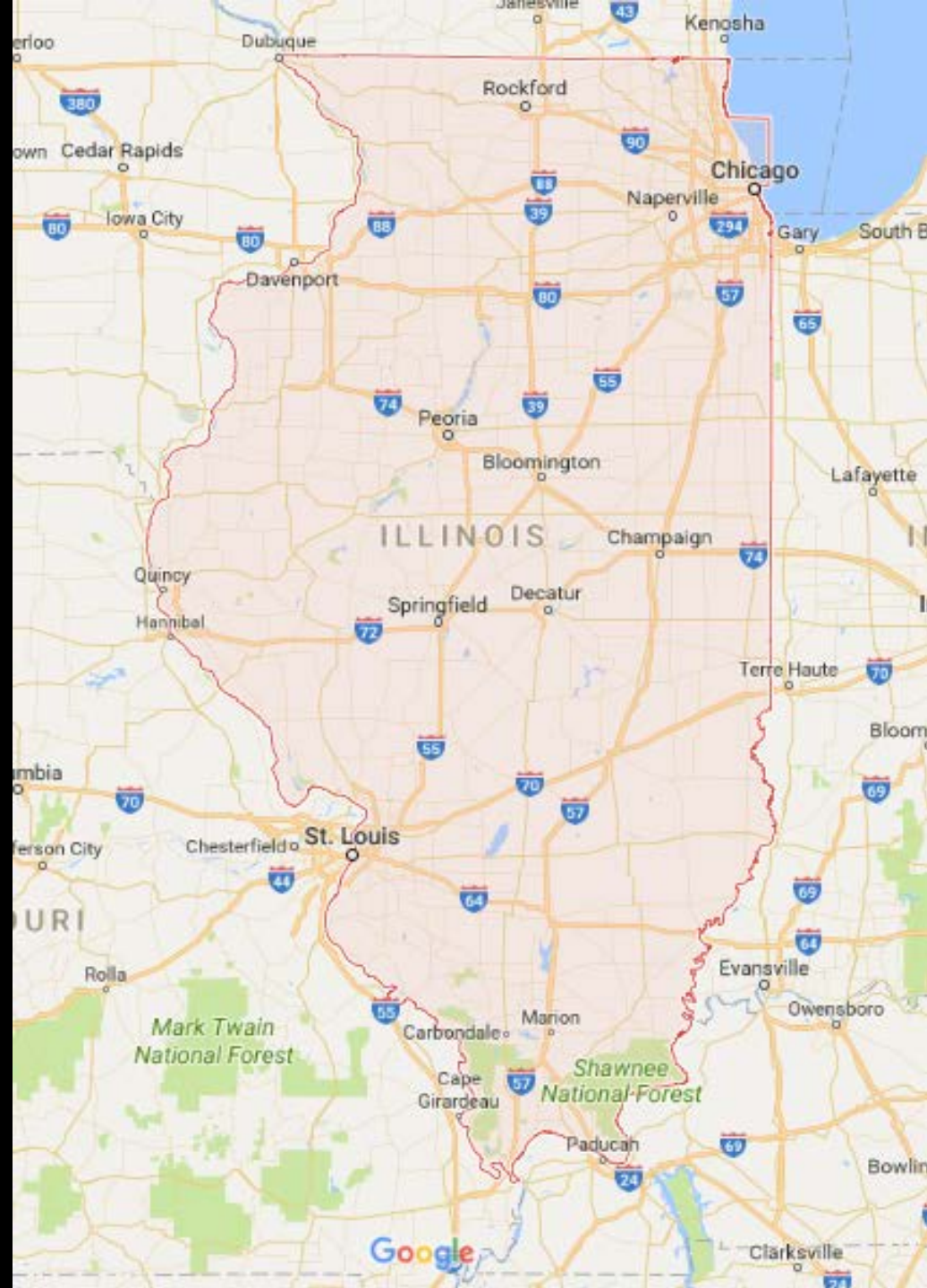
- universities
- cost of living
- economic opportunities
- proximity to resources

Geography

- physical obstacles
- shape of land

Infrastructure

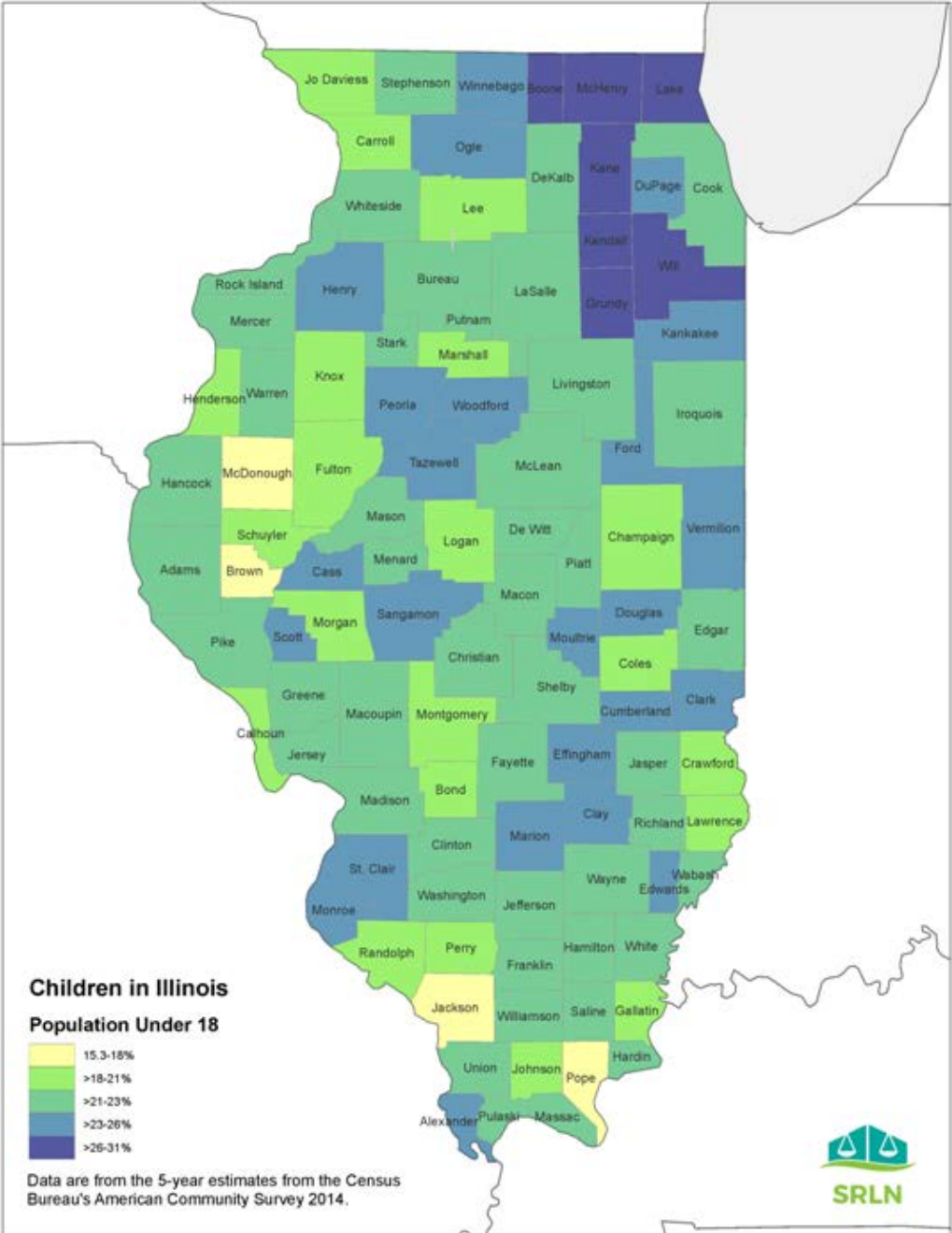
- road networks
- internet
- public transportation



Let's dive in and test our hunches

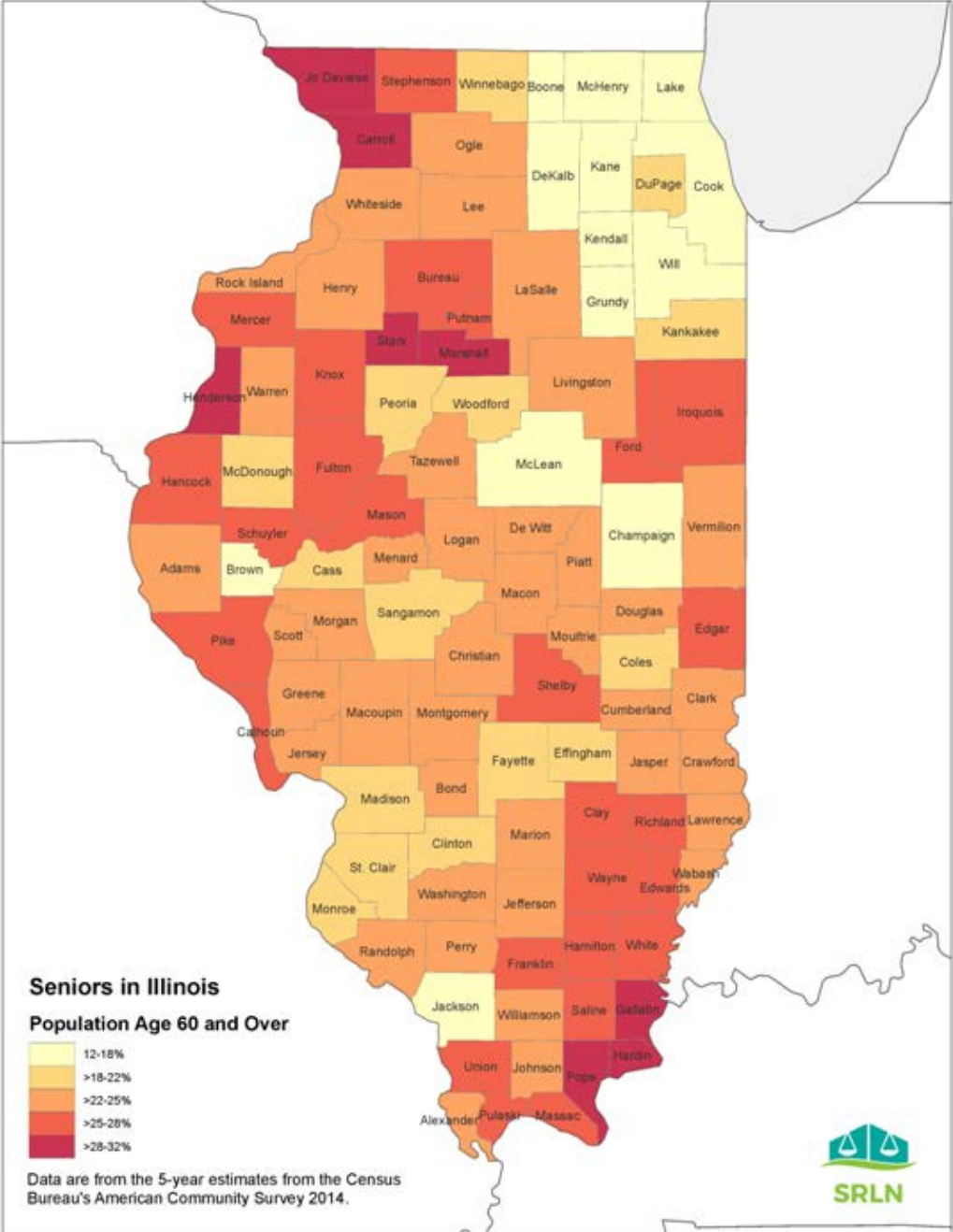
**Do certain areas of the state
have more children?**

Percentage of Illinois residents who are under 18



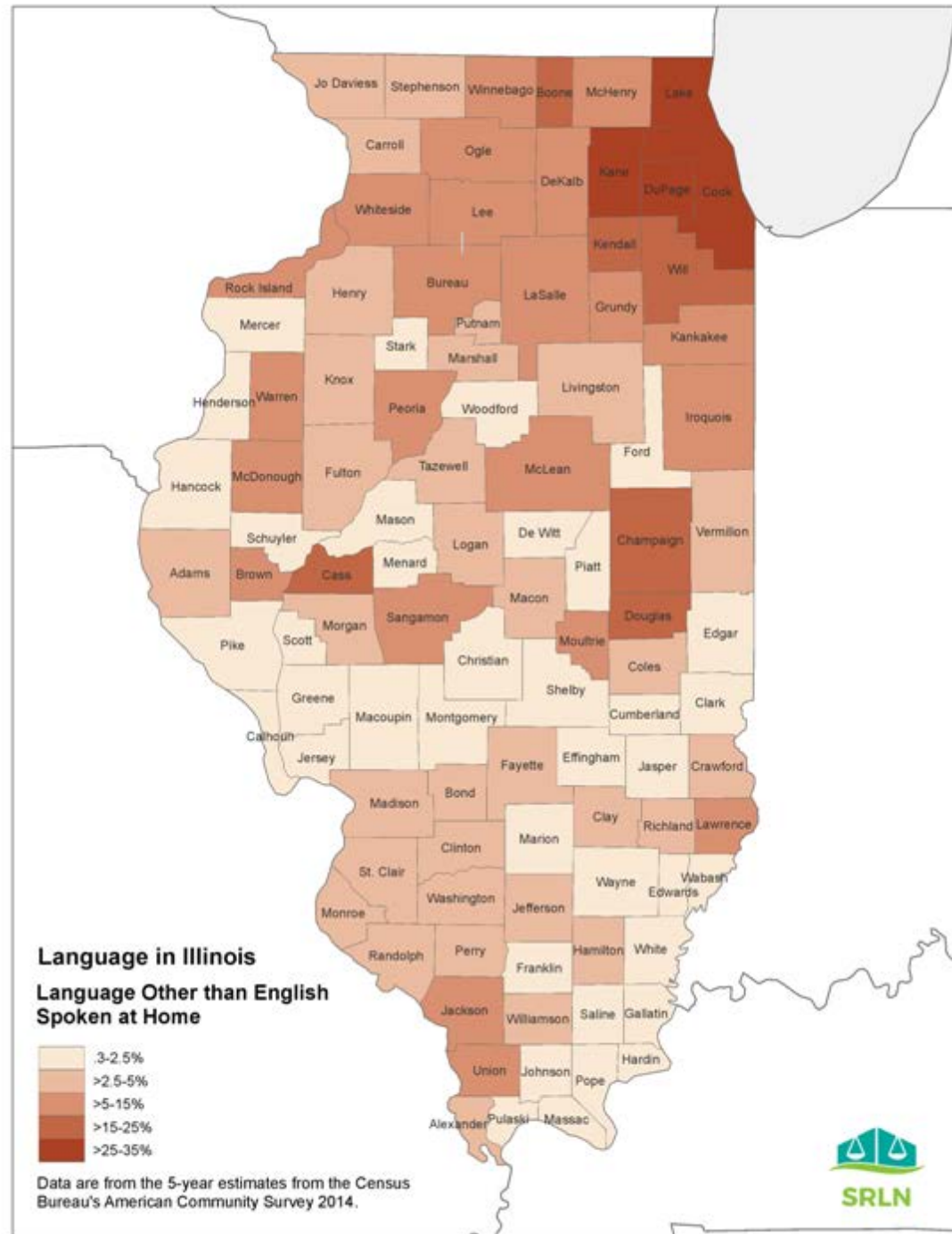
**Do certain areas of the state
have more seniors?**

Percentage of Illinois residents who are 60+



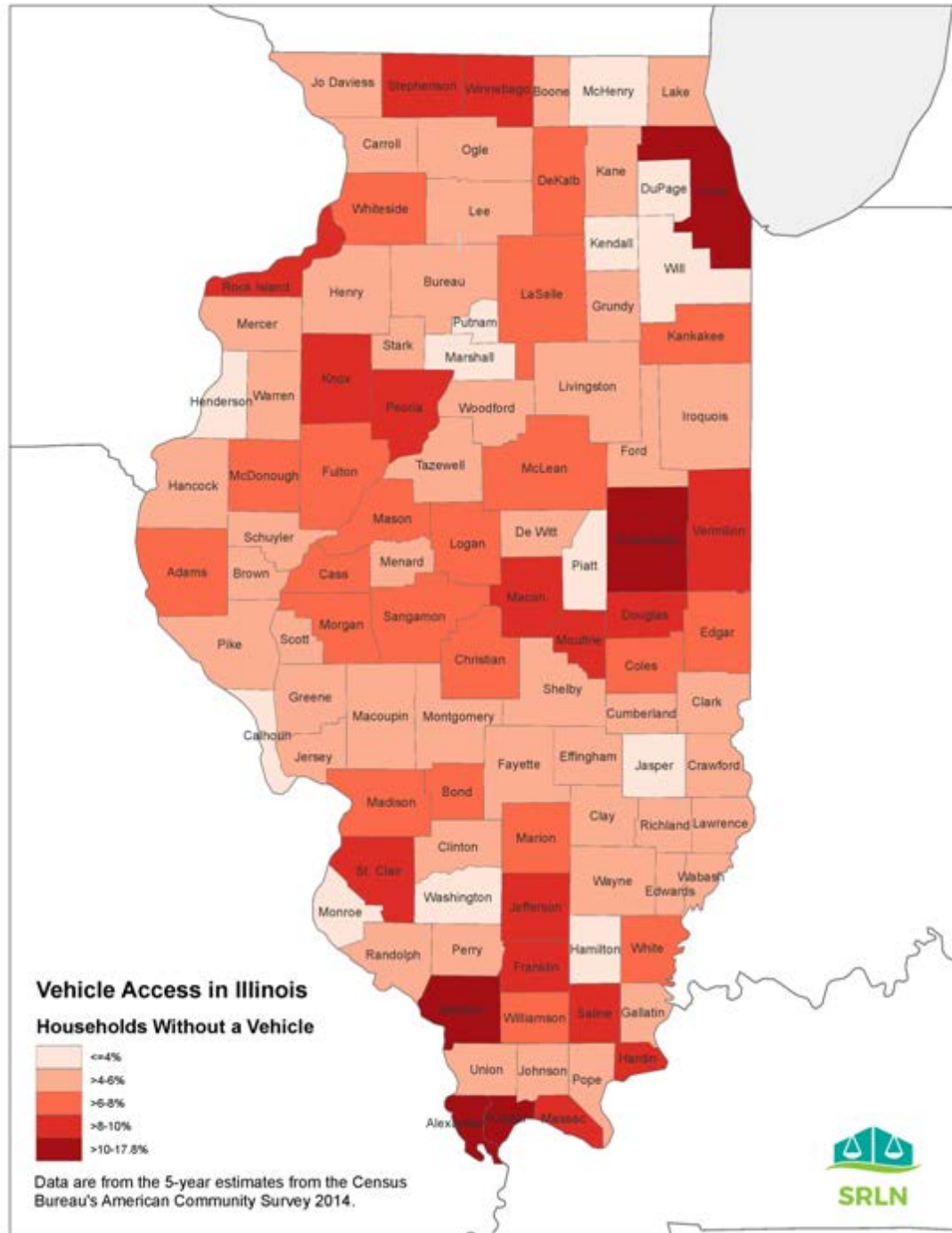
Where is there a greater need for language access services?

Percentage of people who speak a language other than English spoken at home in Illinois



Do court users have the ability to get to court via their cars/vehicles?

Percentage of Illinois households (by county) without access to a car







**Do court users have
internet in their homes?**

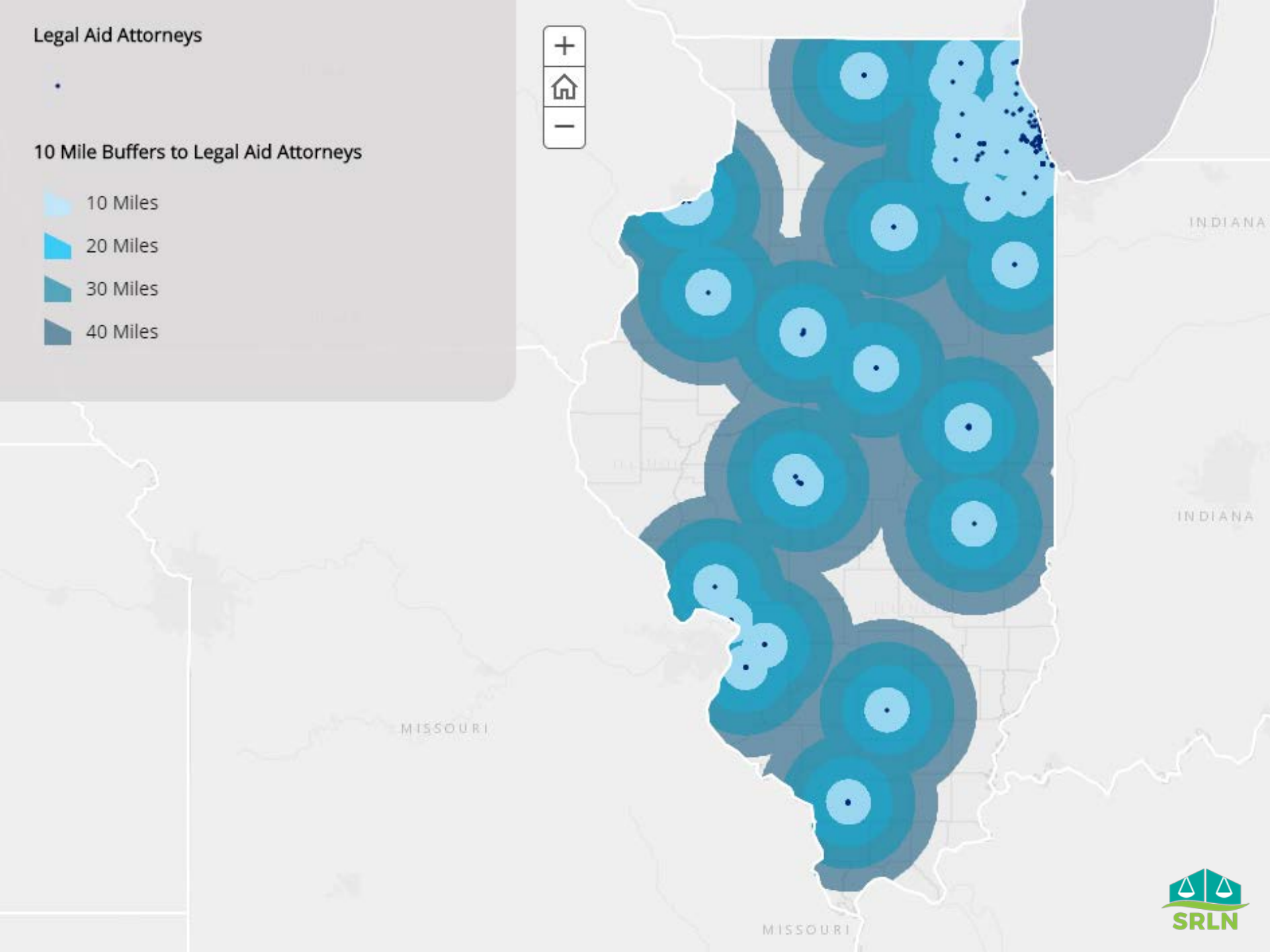
**Do court users have
legal aid providers nearby?**

Legal Aid Attorneys



10 Mile Buffers to Legal Aid Attorneys

-  10 Miles
-  20 Miles
-  30 Miles
-  40 Miles



INDIANA

INDIANA

MISSOURI

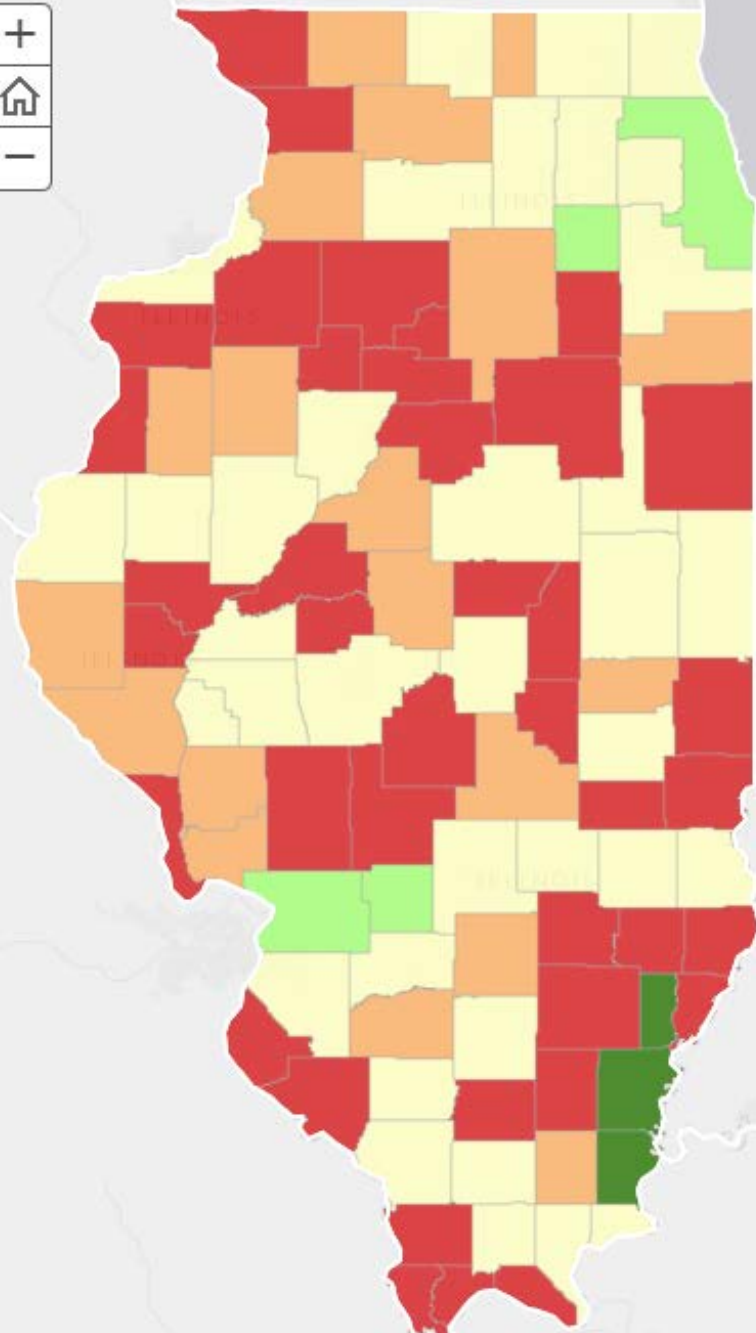
MISSOURI



**How is attorney supply
changing over time?**

Forecast in Attorney Availability

% Estimated Net Change

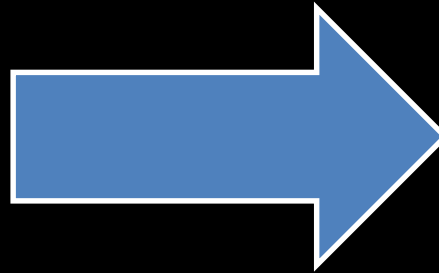
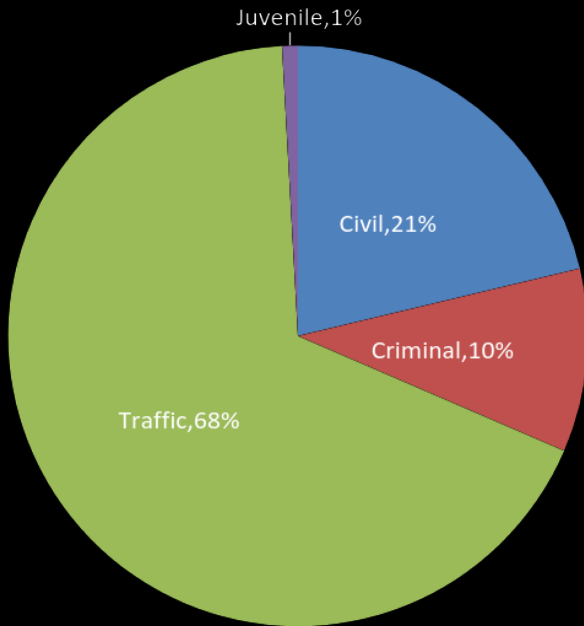


Now, let's turn to AOIC Court Data*

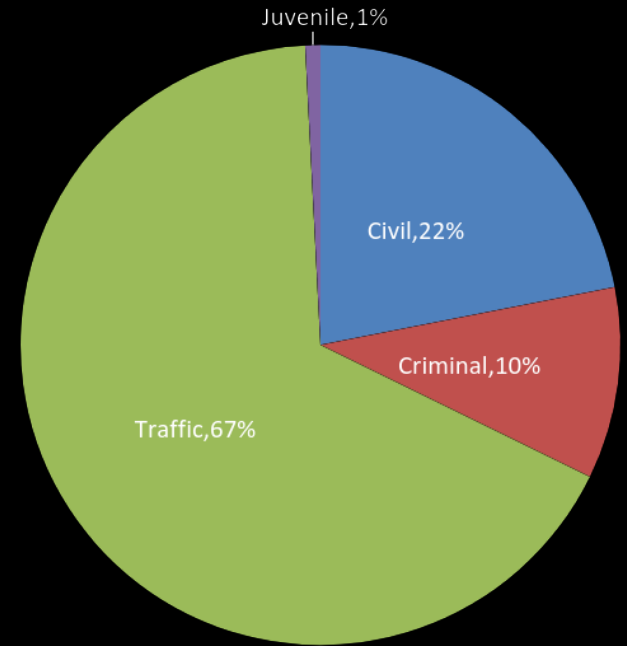
* The majority of this AOIC Court Data is from the 2015 Annual Report of the Illinois Courts.

Total Illinois circuit cases by case type

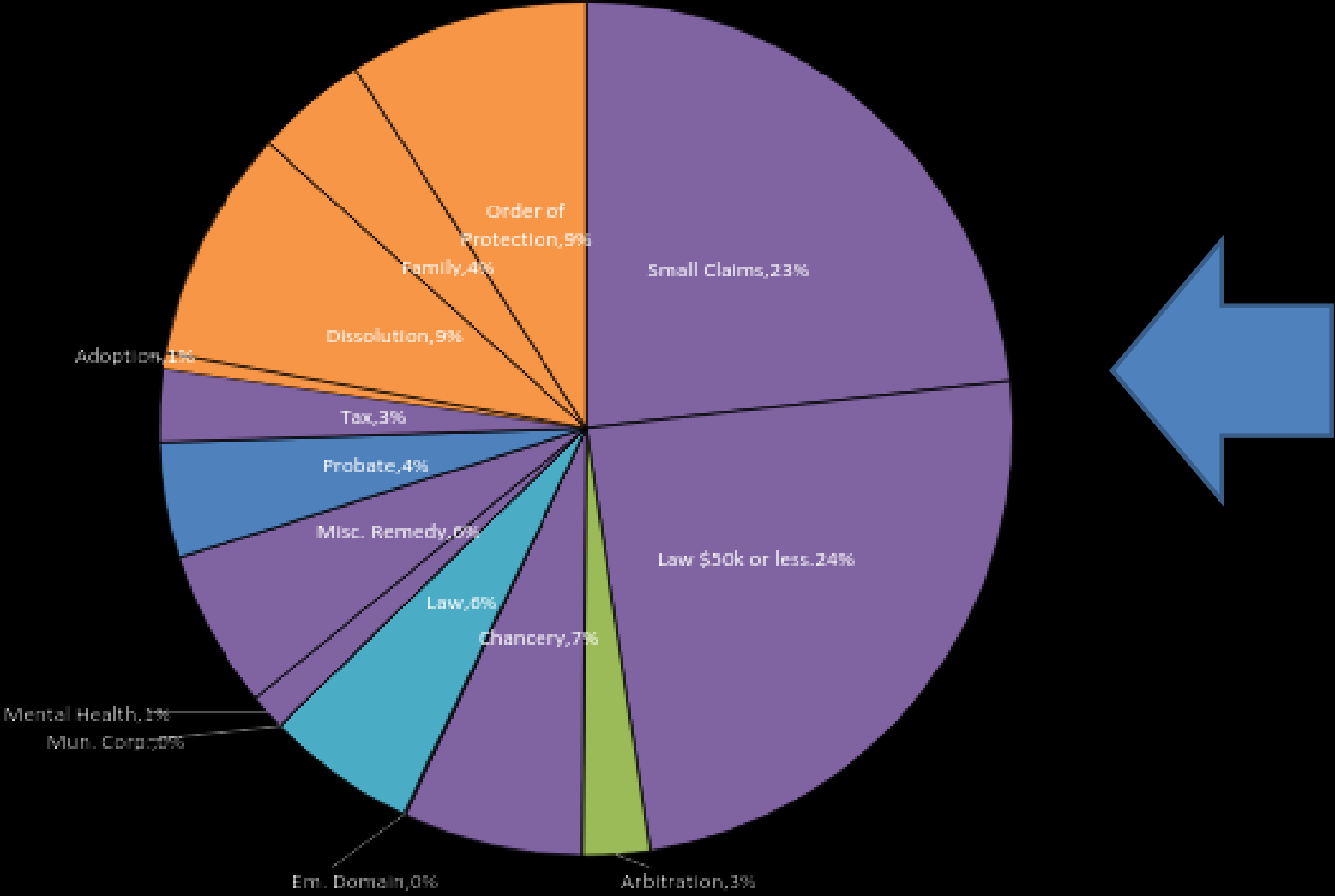
2011 Case Types



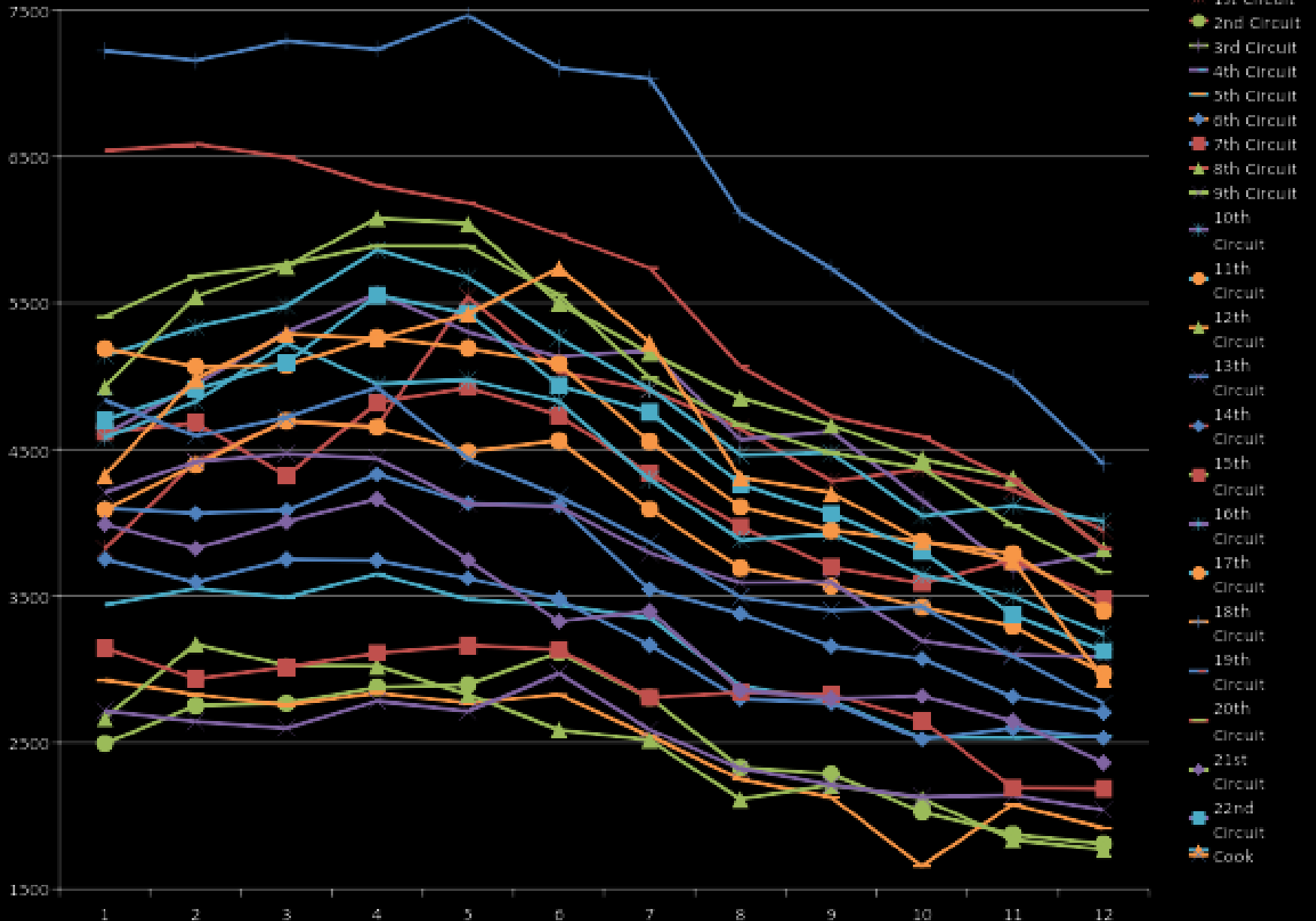
2015 Case Types



In 2015, almost 50% of all civil cases filed in Illinois were small claims/law cases under \$50k.

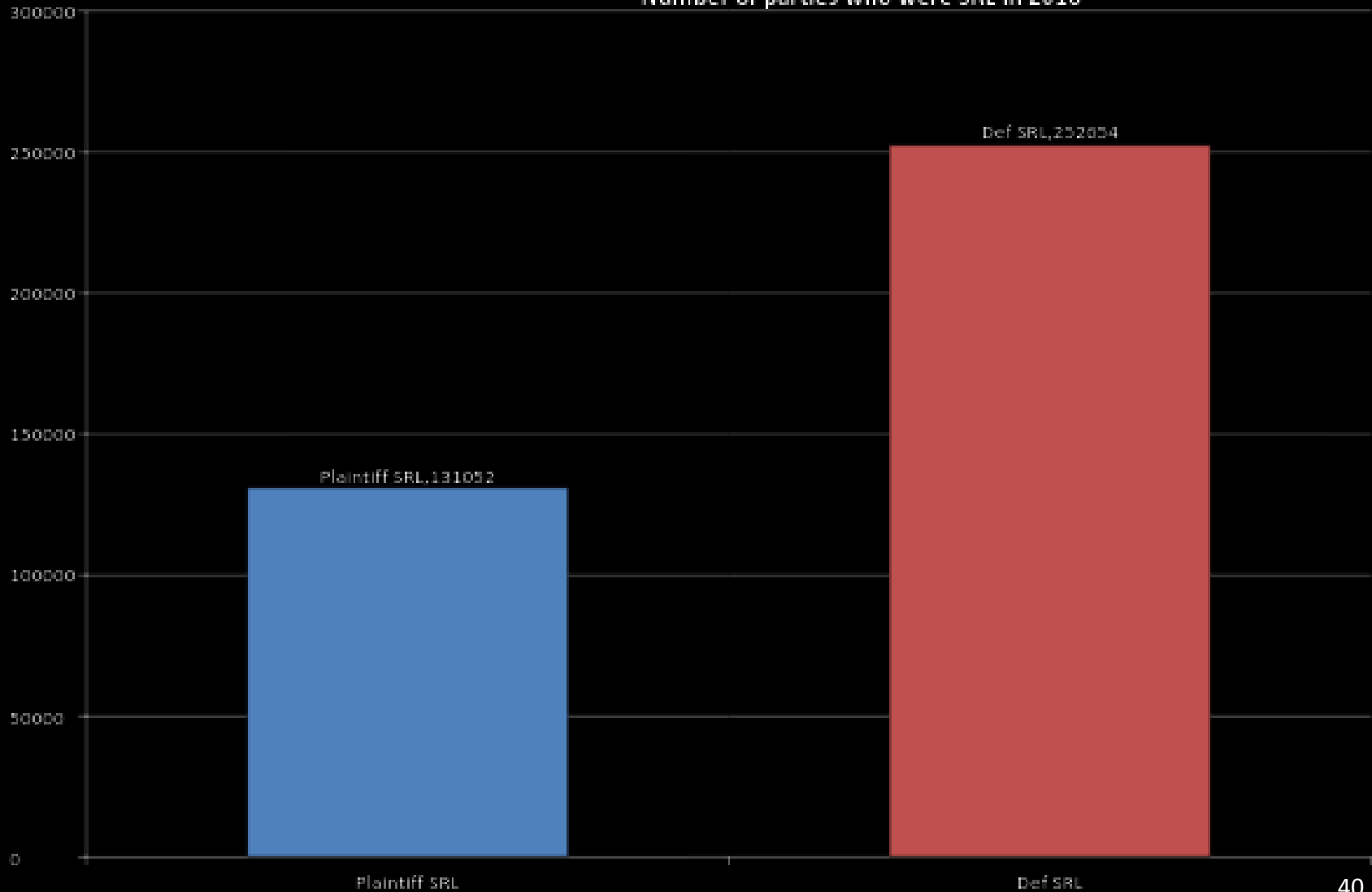


Trend in Number of Cases Per Judge by Circuit

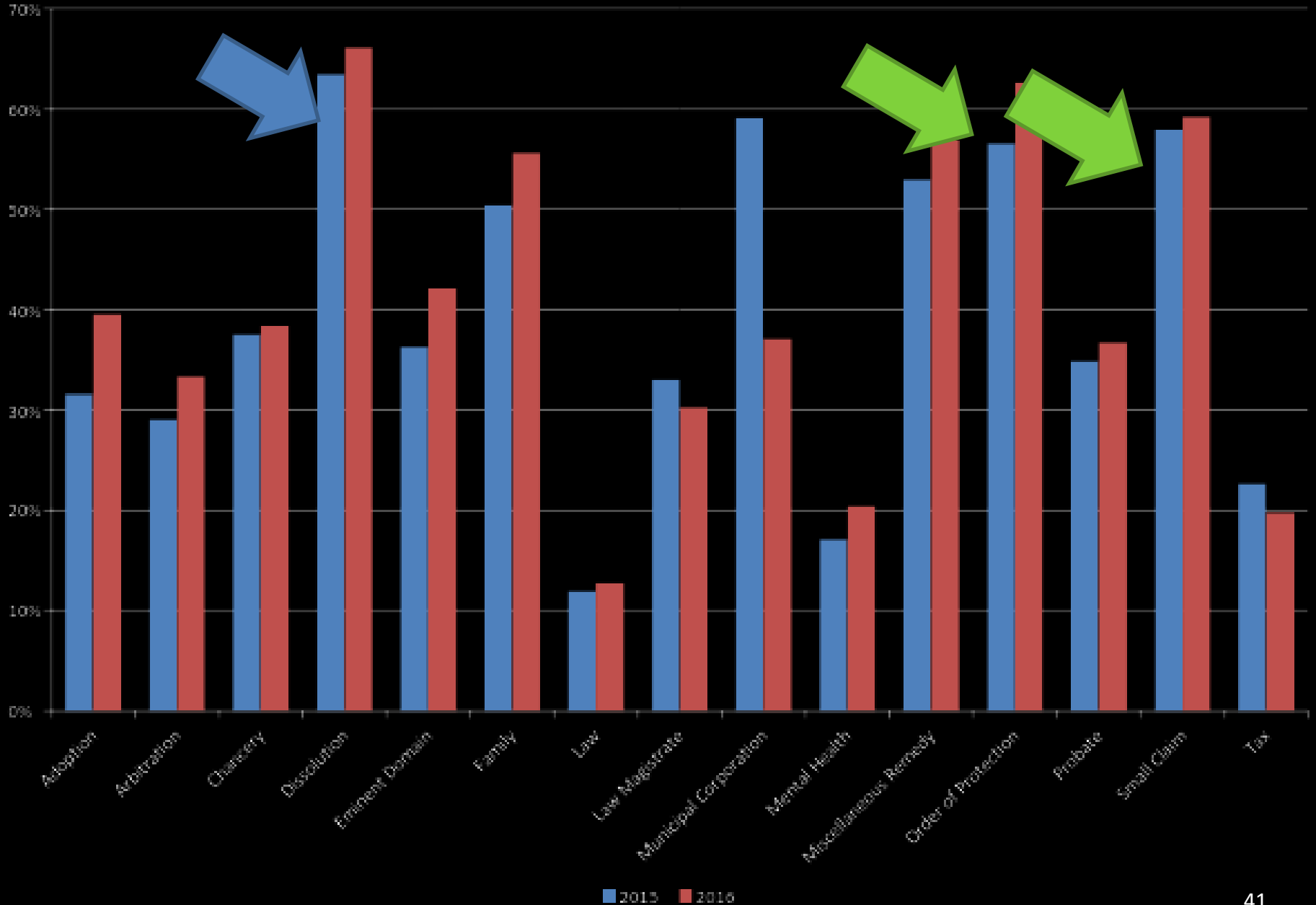


In 2016, more than 2/3 of self-represented litigants were defendants.

Comparison of 2015 cases with at least 1 SRL Def to those with at least 1 SRL Plaintiff.
Number of parties who were SRL in 2016



Over the past two years almost 60% of dissolution, order of protection and small claims cases had at least one SRL in the case.



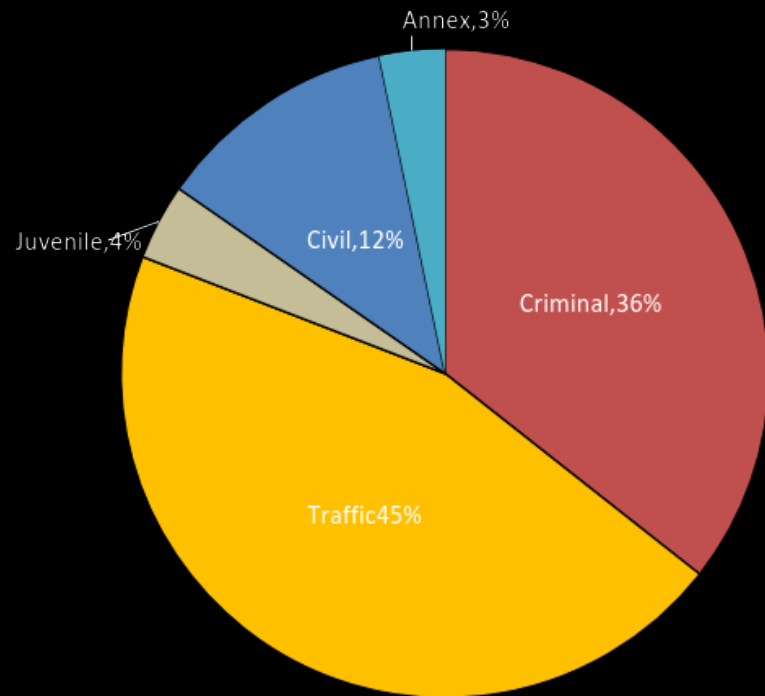
Snapshot of Illinois Language Access Court Data

2015: Total interpretations in court proceedings: 175,789

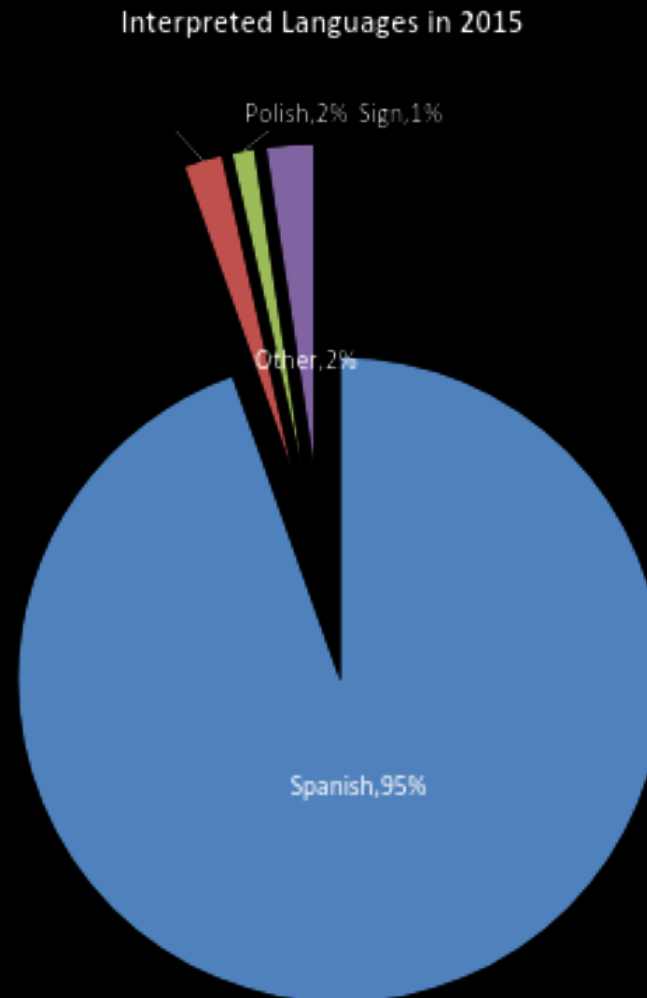
Criminal and traffic: 148,235

Civil: 21,980

Court-annexed: 5,202



The overwhelming majority of our current interpretations are in Spanish.



Moving Forward

Process Simplification

Remote Access and Video Remote Interpretation

Standardized Forms

Court-based navigators/facilitators (e.g., Illinois JusticeCorps) and self-help staff (e.g., SRLCs)

Continued Judicial, Circuit Clerk and Court Staff Training

America's Civil Courts: Whom Do We Serve?

Every year in America, tens of millions of people find themselves in court, without a lawyer, lost in a system built for lawyers.

The Justice for All Project has called on Access to Justice Commissions and coalitions around the country to develop consumer-oriented, comprehensive strategic plans. These plans will support 100% access to effective assistance for essential civil legal needs through court simplification and offering a continuum of services to include information, advice and appropriate levels of representation.

Consumer-oriented solutions require a deep and accurate understanding of the people being served. Each



Additional Resources

GIS for Justice Community on SRLN Listserv
www.srln.org/GISforJustice

GIS and Data Analysis Examples
www.srln.org/MapGallery

For more about Illinois, contact
Danielle Hirsch, Assistant Director
Civil Justice Division, Administrative Office of Illinois Courts
dhirsch@illinoiscourts.gov



ALISON DAVIS-HOLLAND

GIS/Data Manager

Self-Represented Litigation Network (SRLN)

alison@srln.org