Know Your Users:

The Importance of User Experience in Court Planning and Operations

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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:



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 CRS KNOW who you Are ORS WORKING For, & Make Their Needs and GOALS YOUR LODESTAR FOR DECISION MAKING

Image from http://www.lawbydesign.co/en/home/

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.

To begin, start with collecting/reviewing what you have.

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OTAL OF ALL CASES IN ALL CATEGORIES: CIVIL, DOMESTIC RELATIONS; CRIMINAL, QUASI-CRIMINAL, AND JUVESIL

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"



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



So let's get to know our court users

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



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 <u>a car</u>



Do court users have internet in their homes?

Internet Connections

Internet is available in most places, but not every household is actually connected (subscribed) to an internet provider.

This map shows the ratio of residential fixed high-speed connections (of over 200 kbps in at least one direction) per household.

Internet Connections

Ratio of Connections to Residential Households



No Data Available (FCC Withheld)



Do court users have legal aid providers nearby?



How is attorney supply changing over time?



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



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.



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.



Interpreted Languages in 2015

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

Self-Represente... 🖪 💆 🤗

America's Civil Courts: Whom Do We Serve?

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

The <u>Justice for All Project</u> has called on <u>Access to Justice Commissions</u> 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

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http://www.srln.org/whom-do-we-serve

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



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