COURTHOUSE ACCESS CHECKLIST

I. FACILITIES CONCERNS	YES	NO	N/A
Is there adequate public parking near the court?			
Are there handicap parking spaces available near the court?			
Are handicap parking spaces located close to the front entrance doors?			
Are parking lots adequately and properly lighted?			
Are there signs and information on where to go for specific court services?			
Does your court have printed information on functions and services of your court?			
Are court offices "user friendly" -can physically challenged or hearing impaired individuals adequately access your court (i.e., ramp, lower public counters for persons in wheelchairs, clearly marked, accessible restrooms, etc.)?			
Are public areas (hallways, court rooms, jury rooms, etc.) clean and adequately furnished?			
Are the public entrance doors easily operated for disabled persons?			
Are there adequate number of attorney/client conference rooms?			
Are prisoners segregated from the public area?			
Are there security provisions that will allow court users to feel safe?			
Has your facility undergone a security audit by either your funding unit, local police department or State Court Administrative Office?			
Can your employees safely leave the building during darkness? (I.e., is there adequate parking lot lighting; are cars moved closer to the building to allow safer access after court hours)			
Do you have signage in braille for persons who are blind/have a sight disability?			

COMMENTS:

II. PROCESS - OPERATIONS	YES	NO	N/A
Does your court provide information that explains in "plain English" terms, the procedures, schedules and actions of your court?			
Are court forms understandable to the general public without the assistance of an attorney?			
Does your court have schedules of court hearings posted? Are they realistic?			
Do you have a system for notifying litigants, victims, witnesses, jurors of changes in scheduling or hearing/trial dates/times?			
Do you have a one day - one trial system for jurors?			
Does your court offer the option of donating juror fees to a local charity?			
Does your court provide day care facilities for court users?			
(For those courts who cannot provide on-site day care...) Do you provide information of available day care centers near your court for court users, including jurors?			
Are witnesses informed of hearing schedules? Are they provided with information regarding parking?			
Are crime **victims** provided with a separate place to wait for court proceedings or are they placed in same location with a defendant or the defendant's family/friends?			
Does your court have a list of fees for public review?			

COMMENTS:

II. PROCESS - OPERATIONS (continued)	YES	NO	N/A
Does your court post for public view the fine schedule for traffic violations?			

Does your court charge for copies of documents?			
Are public counters operating during hours convenient to public?			
Does your court remain open to the public during lunch hours?			
Are there adequate staff at the counter to serve public at peak times?			
Are parties in court given adequate hearing time to present their case?			
Do the judges and court personnel talk in plain English?			
Have you determined the process you will use to decide at which point "reasonable accommodation" causes an "undue hardship"?			
Do you have a policy concerning "reasonable accommodation"?			
Have you designated someone to coordinate your courts efforts to comply with the ADA?			
Have you established grievance procedures that incorporate due process standards and that provide for the prompt and equitable solution of complaints of discrimination against an individual with a disability, including job applicants, employees, customers, and visitors?			
Have you notified unions and professional organizations with whom you have collective bargaining or other professional agreements of your nondiscrimination policy?			
Do your written materials (publications) include a notice of nondiscrimination?			
Is there someone in the courtroom to check persons in and available to answer questions before the beginning of court?			
As part of your ADA compliance do you provide interpreters for the deaf and readers for persons who have a sight disability?			
Do you have a procedure for identifying "hidden disabilities" (e.g., learning disability, mental or developmental disability, mental illness etc.)?			
Do you provide reading assistance to persons who have difficulty (language comprehension) reading the court forms, brochures and other materials?			

COMMENTS:

III. PUBLIC CONCERNS	YES	NO	N/A
Do you provide inservice training for your staff on treating court users with courtesy and respect?			
Do you have any policies concerning courtesy?			
Are telephones answered promptly, courteously and properly routed?			
Does your court have an automated telephone information system?			
Are the messages on the automated telephone system brief, concise, and do they allow a person to exit at any time.			
Can users get through to a knowledgeable employee if they need to?			
Does your court ever conduct "user satisfaction surveys"?			
Does your court have a "suggestion box" in a visible public place?			
Does your court provide printed informational materials for court users? Are they in a visible public place?			
Do you have information available on other appropriate community services (e.g., CDR Programs, Social Service Agencies, Mental & Public Health Programs, etc.?)			
Is there an outside drop box available for after-hour payments?			
Do you accept checks or charge cards for payment of fines, court costs and filing fees?			
Do you have an ATM machine available to court users?			
Do you have interpreter information available for the public?			
Do you have information regarding where to find legal services, pro bono assistance etc. available for the public?			
Do you provide pro-se forms and informational brochures to court users?			

COMMENTS: