October 9, 2020

Justice Implementation Task Force Design Workshop

NYC Borough-Based Jails Program

A DESIGN-BUILD PROGRAM

NYC Criminal Justice

CORRECTION DEPARTMENT CITY OF NEW YORK

NYC DDC Department of Design and Construction








Report Delivered on October 23, 2020 by

AECOM-Hill JV

TABLE OF CONTENTS

Executive Summary	**3**
Workshop Objectives	4
Workshop Details	5
Workshop Approach, Experience, and Agenda	5
Key Takeaways & Main Findings	6
Activity 1: Discussion Questions	**8**
1. What Would Improve Your Experience As a Visitor	9
2. What Would Improve Your Experience When Entering the Building in Custody	10
Activity 2: Design Guidelines Input	**11**
Summary & Results	12
Visiting Experience	13
Admissions Experience	21
Living Experience	25
Conclusion	**30**
Appendix	**32**
Additional Questions	33

EXECUTIVE SUMMARY

EXECUTIVE SUMMARY

This report documents the questions, feedback and discussions gathered from the Justice Implementation Task Force workshop, which took place virtually on October 9, 2020 from 3:00 PM until 5:00 PM. Representatives from the Mayor's Office of Criminal Justice, NYC Department of Design and Construction, NYC Department of Correction, Correctional Health Services, and AECOM-Hill JV, the Program Management Consultant, were present to convene and facilitate a session to gather input from the Justice Implementation Task Force. The input will be included in the Request for Proposals (RFP), including Design Guidelines, during the procurement phase of the process. Design Guidelines will be used to inform Design Builders on how to achieve a design that is appropriate to create environments. Queen Strategy Partners, a consultant firm with expertise in designing and facilitating workshops, strategizing, planning event logistics, and reporting feedback, facilitated the workshop experience.

Workshop Objectives

The City is committed to closing the jails on Rikers Island and creating a network of modern and humane borough-based jails. The smaller, safer, fairer system will provide housing for a total of 3,300 people, the lowest rate of incarceration since 1920, in four borough-based sites. With a continued focus on re-entry and cultural change, the facilities will become civic assets that provide a better life for those who are detained and work in them, support smoother transitions back home, and serve as resources for the community.

The primary objective of the workshop included gathering input from the task force members to re-imagine these jails as civic assets that would provide a better life for those who are detained and work in them, support smoother transitions back home, and serve as resources for the community. Their input will be integrated into the Design Guidelines, especially in those areas related to creating supportive environments and reinforcing connected communities. Representatives from the Mayor's Office of Criminal Justice, NYC Department of Design and Construction, NYC Department of Correction, Correctional Health Services and AECOM-Hill JV provided information on the NYC commitment to project excellence and presented key updates.

The Design Principles and Guidelines articulate the goals of constructing new, modern facilities that are both positive civic institutions in the communities they will call home, as well as transformative supportive environments for all that enter them. The following are the program-wide design principles where the JITF input related to this workshop will be included in the design guidelines:

- Support physical health and mental well-being
- Create hospitable, nurturing environments for all people within the facility
- Promote safety and security through inclusive design
- Support autonomy and enable privacy
- Provide connections to nature
- Create healthy environments
- Encourage respectful interactions
- Promote a sense of community
- Offer safe spaces
- Create a variety of welcoming spaces
- Enhance visitor experience

EXECUTIVE SUMMARY

Workshop Details
The guests who participated in the session were participants from the Justice Implementation Task Force. The Task Force combines existing efforts across the city, both inside and outside government, into one centralized body that can shape strategy and ensure progress on the City's plans to build a smaller, safer, and fairer justice system.

Workshop Approach, Experience, and Agenda
Due to the pandemic, the workshop was convened online via the Zoom Webinar platform. Workshop participants were able to participate on their phones and/or computers. The workshop engaged participants in facilitator-led interactive activities. The attendees were provided instructions to use the polling feature to choose and submit the image they liked and disliked the most. They also utilized the chat function to provide comments to justify their choices and the Q&A function to submit questions.

Workshop guests engaged in three activities that included:

Activity 1: Discussion Questions

1. What would improve your experience as a visitor?
2. What would improve your experience when entering the building in custody?

Activity 2: Design Guidelines Input

- How do you imagine the **visiting experience** in the future facilities?
  - Lobby
  - Waiting Area
  - Visiting Areas
  - Family Visitation
- How do you imagine the **admissions experience** in the future facilities?
  - Waiting Area
  - Admissions Process
- How do you imagine the **living experience** in the future facilities?
  - Sleeping Rooms
  -Day Room and Communal Living
  - Recreation and Programming

GUEST BREAKDOWN

Workshop Participants	48
Facilitators and PMC	08
City Agency Representatives	22
Total Count	78

EXECUTIVE SUMMARY
Key Takeaways & Main Findings

Activity 1: Discussion Questions

1. What would improve your experience as a visitor?

Physical Space

- Waiting areas are clean, comfortable, and well lit. Natural light, proper air conditioning, heat, and ventilation, all visitors having access to bathrooms, nice art work and colors, comfortable furniture, non-institutional feel, easy accessibility, noise attenuation, food/eating area and playroom for children.
- Spaces for children to wait, clean and comfortable waiting areas, relaxed chairs and tables.

Efficient Process

- "Information area where one can ask questions about their incarcerated loved one, as well other correction related questions, probation, mental health, and post incarceration housing."

Privacy

- Privacy during visit, well lit and secure.
- "Privacy and ventilation in attorney client visit areas."

2. What would improve your experience when entering the building in custody?

Physical Space

- Normative spaces, natural light, fresh air, minimal noise

Customer Experience

- Being treated with decency and respect
- Access to bathroom/washroom facilities, food, phones and other teleconference devices to contact family, food, and other basic needs like medical and mental health
- "Being treated respectfully and like a human being, not like an animal and being given information about the process and expectations."
- "Respect via language used by staff, not using stigmatizing and dehumanizing language."

EXECUTIVE SUMMARY
Key Takeaways & Main Findings

Efficient Process

- Transparency in the process and understanding the timing of the process

Privacy

- Privacy in searches and only when necessary

Activity 2: Design Guidelines Input

Physical Space

- "Organic seating is preferred as it is the most comfortable, children friendly, less sterile option. It has neutral tones and soft textures and appears comforting."
- "Group visiting seats seem most comfortable, and the overall space provides the most flexibility, promoting the autonomy of the people."
- "Children's play area is preferred as it allows children to be kids without the stress of what's going on. They can forget where they are and have fun."
- "Tandem seating is preferred the most as it seems the most practical, orderly, organized, has arm rests and allows seating in different orientations."
- "Single room is the most humane as long as people have time outside of their room."
- "The living room feel is the most analogous to a normal home in scale. It appears visually appealing in terms of materials and colors and offers a diversity of seating options and is an overall calm and natural environment."

Programming

- "All of the recreation and programming should be provided. As much as possible would add value to the experience and a successful reentry. Outdoor space is the most important in my opinion but also all of the other options if possible."

ACTIVITY 1: DISCUSSION QUESTIONS

SUMMARY & RESULTS

1. What Would Improve Your Experience as a Visitor?

Attendees were first asked the following: "What would improve your experience as a visitor?" The question was designed to elicit an understanding of stakeholder preferences related to the design-build process for key aspects of the visitor's experience such as the entrance, lobby, and waiting room. In addition, attendees provided feedback regarding engagement with security staff.

The question gave participants the opportunity to list what they believed was important to ensure a good visitor's experience. The objective was to obtain as much feedback as possible to ensure participants felt their input was valued and not restricted. There is an implicit understanding the experience can be very traumatic for individuals visiting their loved ones in unfavorable circumstances especially if it is their first time. Therefore, ensuring the visiting experience is favorable from the outset is crucial.

The answers provided by the attendees highlighted the critical importance physical space will play in the overall experience.

There was a common thread amongst the participants regarding the top characteristics for the physical space. These characteristics included a clean, comfortable, and well lit area with lots of natural light, a non-institutional feel, proper heating, air-conditioning, and ventilation as well as comfortable furniture. The JITF also shared their preference for the area being easily accessible for visitors.

In addition, the JITF provided input regarding the visitor's "customer experience." They expected to be treated with respect and dignity, engage with a friendly staff that exhibited good customer service skills, and be given clear and consistent instructions that communicated the process either verbally or via signage. There was a major emphasis placed on the initial interaction with the NYC Department of Correction staff. Participants shared all aspects of the process should be respectful and timely. The staff should be competent in visiting policies and demonstrate consistency in what is communicated to the visitor. They would like to enter "a pleasant environment" where officers are friendly and people are treated politely. In addition, it was suggested that clear signage be displayed in multiple languages that explains the visiting process as well as clearly marked facilities.

In conclusion, the theme of a warm, inviting, and pleasant experience was expressed throughout this exercise.

> *"Information area where one can ask questions about their incarcerated loved one, as well other correction related questions, probation, mental health, and post incarceration housing."*

SUMMARY & RESULTS

2. What Would Improve Your Experience When Entering the Building in Custody?

Attendees were then asked the following open ended question: "What would improve your experience when entering the building in custody?" This question may draw upon a formerly incarcerated participant's actual experience or an advocate who is aware of ways that the current experience can be improved. The question was designed to elicit an understanding of stakeholder preferences related to the design-build process of intake and housing areas as well as education, and health services access. Participants were not limited in their responses to these specific points, therefore feedback was elicited in an open ended fashion to ascertain as much information as possible.

This question gave participants the opportunity to provide feedback regarding what was important to ensure a good custodial experience. Feedback previously shared in the first question regarding a good visitor experience was quite similar in nature. Once again, the participants communicated the need for a clean, comfortable, and well lit area with lots of natural light and a non-institutional feel.

In addition, the JITF provided input regarding the "customer experience" for individuals in custody. They expected to be treated with respect and dignity, engage with friendly staff that exhibited good customer service skills, and given clear and consistent instructions that communicated the process either verbally or via signage.

In conclusion, being treated with decency and respect, having access to adequate and necessary care and resources, and engaging in a transparent and streamlined process were consistently expressed as key factors to having a optimum experience.

> *"Being treated respectfully and like a human being, not like an animal and being given information about the process and expectations."*

> *"Well thought out admission process, lighting, access to phones and teleconference or devices to contact family, furniture, paintings/design, access to information, and access to service providers."*

ACTIVITY 2: DESIGN GUIDELINES INPUT

SUMMARY & RESULTS

This activity was designed to enable the Justice Implementation Task Force community input and impact on the design guidelines principles, especially in those areas that create supportive environments and reinforce connected communities.

The concepts of Visiting Experience, Admissions Experience and Living Experience frame the design activities.

For **Visiting Experience**, this activity allows the participants to reflect on the experience in the lobby, waiting area, visitation area and family visitation area.

For **Admissions Experience**, this activity allows for input on the admissions waiting area and admissions process.

For **Living Experience**, this activity allows the participants to provide preferences on the sleeping rooms, day room and communal living area and the recreation space and programming.

The following supportive environment areas were specifically discussed during the activities and the feedback is included herein:

1. Lobby
2. Waiting Area
3. Visiting Areas
4. Family Visitation with Children
5. Waiting Area
6. Admission Process
7. Sleeping Rooms
8. Day Room and Communal
9. Recreation and Programming

The next section begins the specific findings and results from the virtual chat comments gathered in each theme.

1. LOBBY

Participants were asked: "How do you imagine the visiting experience in the future facilities and specifically the lobby?" There was an overall consensus that the lobby should be comfortable and inviting. The participants shared that entering into the facility should not feel intimidating or imposing. The most liked features included comfortable seating for people of all sizes, a well-lit lobby with plentiful natural and indoor lighting, open space and privacy to convene in small groups. Additionally, an important non-physical feature that was noted was noise attenuation.

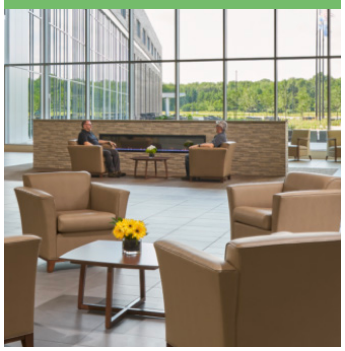
The most disliked features included the space feeling cold and intimidating, having lack of seating, and being child and family unfriendly.

In designing the lobby, the participants would like the design-builder to take into account the decor of the space. More specifically, they would prefer a welcoming environment with greenery, ample light, space with comfortable seating and color.

> *Human scale appears to be the most comfortable, inviting, bright, not imposing and child-friendly:*
>
> *"People can connect in a friendly way that feels more normal and not like you are in jail, especially since children will be visiting."*

1. LOBBY

MOST LIKED Human Scale



PROS:

- Comfortable
- Inviting
- Light
- Child friendly
- Looks like a hotel
- Not imposing
- Welcoming
- Private
- Approachable
- Chairs have full backs and arms
- Accommodates people of different sizes

CONS:

- Anonymous
- Bulky furniture
- Color scheme
- Not enough chairs for everyone - will result in some sitting, some standing
- Seems like it will wear over time
- Requires consistent care and cleaning

Low-Key and Quiet



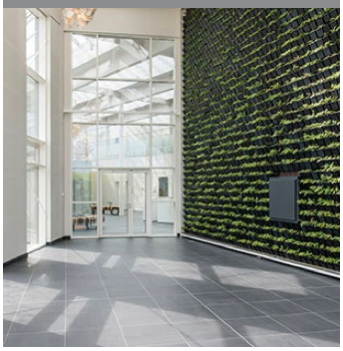
PROS:

- Accessible
- Not intimidating
- Communal space
- Natural light
- Least noisy
- Bright
- Comfortable chairs
- Private areas where people can sit in small groups

CONS:

- Stark
- Antiseptic

Transparent and Green



PROS:

- Amount of light
- Open space
- Lack of clutter
- Ability to remain durable over time
- Green wall
- Environmental
- Flexible

CONS:

- No visible furniture
- Transparent
- No seating
- Cold
- Not child or family friendly
- Uninviting
- Intimidating
- Not friendly for anyone who can't stand for extended time periods

MOST DISLIKED Modern



PROS:

- Open
- Airy
- Ample light
- High ceiling

CONS:

- Appears noisy
- Cold and hardened in a way that is not comfortable or comforting
- Imposing
- Height is used as a way to exude power
- Uninviting
- Stark
- Crowded
- Not child friendly
- Not welcoming or engaging

2. WAITING AREA

Participants were then asked: "How do you imagine the visiting experience in the future facilities and particularly the waiting area?" Their answers included a free-flowing, soft, warm, open space that allows for movement, conversation, and peacefulness. The most liked features included a waiting room that is bright, welcoming and child and family friendly thus permitting families to sit together and enjoy one another. The most disliked features included informal, unsafe and uncomfortable seating that felt institutional.

In designing the waiting area experience, the participants would like the design-builder to take into account comfortable seating for small group gatherings and a space that is functional and pragmatic.

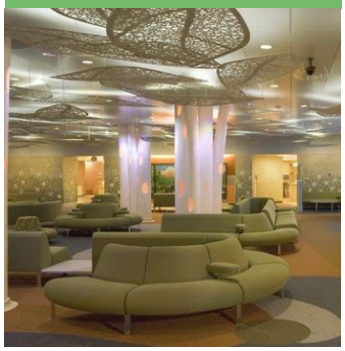
Some of the concerns expressed were a waiting area feeling cold, hard, and institutional with uncomfortable seating or seating that does not accommodate people who need additional space.

In conclusion, the community would like to see a balance between a space that can accommodate high visitor traffic and a setting with a relaxed feel.

> *"Organic seating is free flowing, soft, warm, open, allows for movement, conversation and peacefulness."*

2. WAITING AREA

MOST LIKED Organic Seating



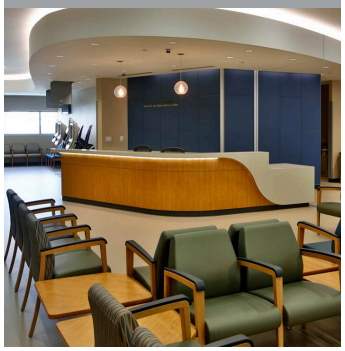
PROS:

- Comfortable, casual
- Less sterile
- Seems quiet
- Children friendly
- Accommodates all sizes and abilities
- Neutral colors, bright
- Soft textures
- Relaxed feeling
- Free flow, allows for movement and conversations
- Peaceful
- Warm, comforting

CONS:

- Still appears organized
- Material seems hard to clean
- People might nap
- Feels cluttered
- Dark with low ceilings
- No natural light

Traditional



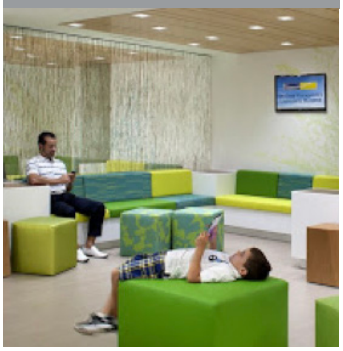
PROS:

- Accommodating seating for most people
- Familiar
- Handles more people
- Not too institutional
- Pragmatic
- Cost efficient
- Functional
- Easy to maintain
- Identification of where to speak with someone

CONS:

- Looks like a doctor's office

Relaxed



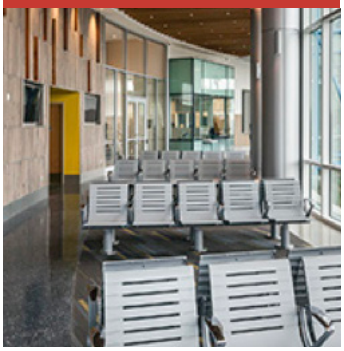
PROS:

- Flexible
- Allows people to distance if they don't like to be huddled
- Attractive for groups or individuals
-

CONS:

- Intense colors
- No natural light
- Infantilizing

MOST DISLIKED Fixed Seating



PROS:

- No preference

CONS:

- Reminds airport seating
- Institutional
- Cold, sterile
- Looks correctional
- Uncomfortable if seating for extended duration
- Does not work for people who need space, narrow seats
- Furniture communicates long waits

3. VISITING AREAS

Participants were asked: "How do you imagine the visiting experience in the future facilities and especially the visiting areas?" Attendees responded by sharing their preferences and dislikes for certain features. The most liked features included comfortable seating and natural light. Participants preferred group visiting as it provides the most flexibility and privacy, chairs appear comfortable is less institutional. Carpet flooring translates to less noise and wooden tabletops bring a natural element.

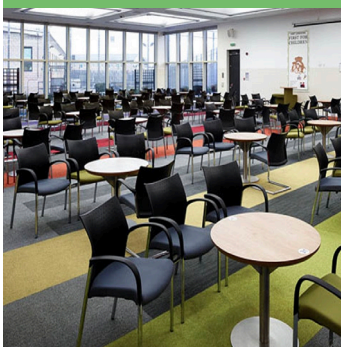
The most disliked feature was a space that felt like "jail", appeared cold and hard and didn't "achieve any transformation in the culture of incarceration". Participants disliked both fixed group visiting and linear visiting as they appear too correctional and institutional. They remind a traditional setting, with uncomfortable seating for a lot of people.

Overall, the contributors desired a space that provided the most flexibility and spaciousness between each group that serves better for private conversations and gives visitors the flexibility to move the chairs promoting autonomy of the people and a family to be together to have a sense of normalcy.

> *"Group visiting seats seem most comfortable, and the overall space provides the most flexibility, promoting the autonomy of the people."*

3. VISITING AREAS

MOST LIKED
Group Visiting



PROS:

- Normal furniture
- Comfortable seating
- Space provides flexibility, promoting autonomy, privacy
- Less institutional
- Visitors friendly
- Bright light
- Ability to move chairs
- Carpet translates to less noise
- Wooden tabletops bring natural element

CONS:

- Can appear messy
- Furniture can be used as weapons

Cafeteria-Style Visiting



PROS:

- Bright
- Allows group space
- Ample room for privacy if not filled to capacity
- Normalized instead of a jail
- Allows flexibility, movable furniture
- Seems open and trusting

CONS:

- Tables close to one another
- No privacy

Linear Visiting



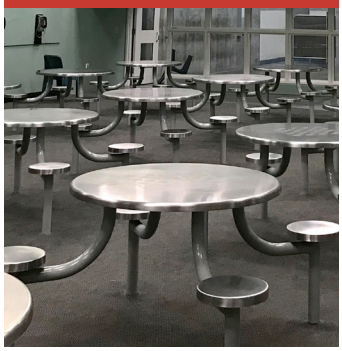
PROS:

- No preference

CONS:

- Correctional
- Institutional
- Looks like a traditional jail
- Looks defensive
- No privacy
- Dull colors
- No natural light
- Does not achieve any transformation in the culture of incarceration
- Uncomfortable stools
- No back support

MOST DISLIKED
Fixed Group Visiting



PROS:

- Enables private family settings
- Easiest to manage
- Convenient for staff

CONS:

- Cold materials
- Uncomfortable seating
- Correctional
- Institutional
- No back support
- No colors
- Sterile lighting
- Steel surfaces appear noisy

4. FAMILY VISITATION WITH CHILDREN

Participants were asked: "How do you imagine the visiting experience in the future facilities specifically related to family visitation with children?" The preferred features were a space that can accommodate both adults and children, natural lighting via big windows, cheerful colors, flexibility to accommodate children of all ages, and comfortable seating for adults as well.

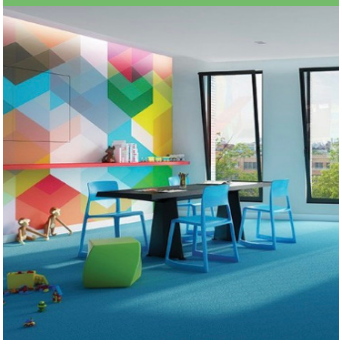
The most disliked features included the area feeling dark, drab and dull and a space that felt it was not child and family friendly.

There was a shared preference for an area that is "flexible to multiple ages with different types of games, different types of seating, different ways of playing, windows, and colorful/bright colors."

> *"Participants prefer the family visiting area as it is amenable for children of all ages groups while providing furniture for adults too. Cheerful colors, art, toys, bright lights and windows are a plus."*

4. FAMILY VISITATION WITH CHILDREN

MOST LIKED Family Visiting Area



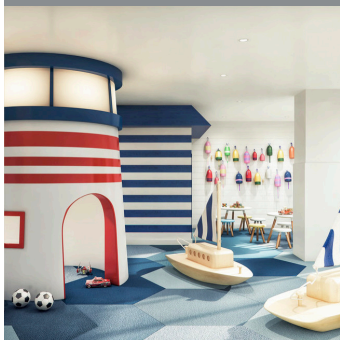
PROS:

- Accommodating for people of multiple ages
- Amenable for young children and teens
- Cheerful colors
- Good lighting
- Abstract art will fascinate young children
- Big windows
- Multiple kinds of use and spaces
- Toys

CONS:

- Uncomfortable seating
- You do need more spaces for people to be alone as sometimes they are quite overwhelmed (especially teens)

Children's Play Area



PROS:

- Makes experience fun and distracting
- Keeps children occupied

CONS:

- Opportunity for children to be unseen, disappear out of sight
- Children can act out in anger and fight each other or can have falls or accidents when engaged in physical activity
- Not flexible to older ages
- Invites disruption

Children's Waiting Room



PROS:

- Friendly
- Welcoming

CONS:

- Uncomfortable seating if adults have to accompany children
- Seems institutional

MOST DISLIKED Pre-Teen/Teen Waiting



PROS:

- No preference

CONS:

- Not specific enough to pre-teen or teen
- Dull colors
- Stark, dark
- Not family/children friendly
- Uninviting
- Least visually interesting
- Fewest options of where to sit
- Eye contact with other visitors
- No clear purpose

5. WAITING AREA

The workshop participants were asked: "How do you imagine the admissions experience in the future facilities focusing on the waiting area?". Task Force members responded with an approach that is practical, organized, flexible, and professional. The most liked feature was an area that exudes warmth, comfort, and is visually pleasing with sufficient space.

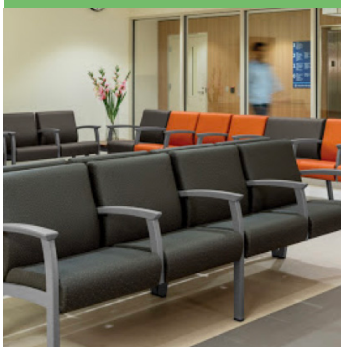
The most disliked features included an area that seems rigid and institutional and "forces people to sit across from each other which might be difficult for people in this situation".

Style of seating was critically important to respect individual space. It was of common opinion that during the admissions process, people might want to be alone and not talk with others.

> *"Providing seating with armrests allows for a sense of separation which might be important for some people."*

5. WAITING AREA

MOST LIKED
Tandem Seating



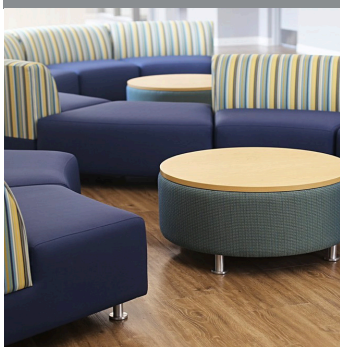
PROS:

- Practical
- Orderly, organized
- Looks professional
- Comfortable
- Does not force people to interact
- Arms rests allows for a sense of separation
- Offers different orientations
- Respects individual space

CONS:

- Seats can be wider
- Reminds doctor's office waiting area

Organic Seating



PROS:

- Comfortable
- Least institutional
- Offers options for discussion
- No dividers, suitable for all sizes

CONS:

- Too communal

Group Seating



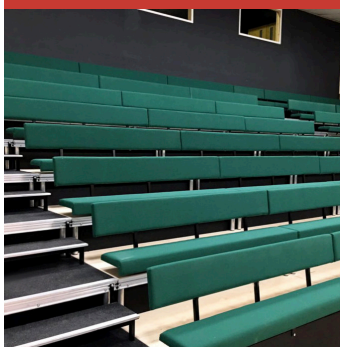
PROS:

- No preference

CONS:

- People sitting directly across from each other
- Rigid
- Institutional
- Forced eye to eye close contact

MOST DISLIKED
Tiered Seating



PROS:

- More space for seating

CONS:

- Inappropriate
- Safety concerns
- Hard to move around
- Having to walk up steps and having to walking across and around people
- Forces everyone to look straight ahead
- Uncomfortable

6. ADMISSIONS PROCESS

Task Force members were asked: "How do you imagine the admissions process in the future facilities?" The most liked features included natural and soft lighting, a process that is not noisy and has a feel of openness except where privacy is needed. Participants prefer non-industrial materials because they have a disarming feel, seem to project the warmest vibe, appear spacious with natural light, and less intimidating.

The most disliked features included an institutional design that looks like a government or hospital structure with a cold, dark and harsh feel.

Participants requested a design that is spacious, utilizes softer non-industrial materials, such as wood-paneled walls, as it appears more welcoming, warm and spacious. In addition, good lighting and especially warm, bright, and natural permits the space to look more comforting.

> *"Option 2 is less institutional but a better option would be more openness and glass and transparency except where privacy is essential."*

6. ADMISSIONS PROCESS

MOST LIKED
Non-Industrial Materials



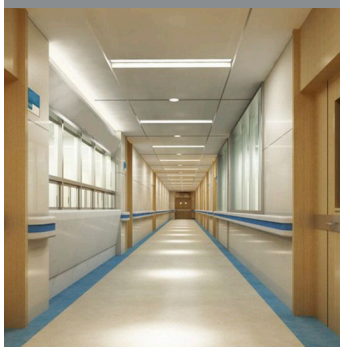
PROS:

- Disarming feel
- Warm vibe
- Spacious hallway
- Natural light
- Less harsh with softer materials
- Less intimidating
- Looks safe

CONS:

- Seems expensive
- Wall covering may result to scratches and hard to maintain

Soft Lighting



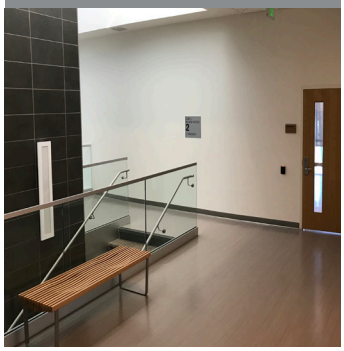
PROS:

- Soft lighting
- Calm

CONS:

- Appears noisy
- Looks like a hospital ward

Traditional



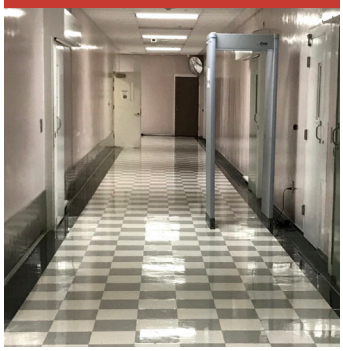
PROS:

- Good sight lines

CONS:

- Dark

MOST DISLIKED
Formal



PROS:

- Warm walls

CONS:

- Materials look dark and harsh
- Cold
- Institutional
- Appears noisy
- Low ceiling
- Bad lighting
- Feels closed in
- Unattractive floor
- Metal detector
- Feel of government/ hospital, not family reunification

7. SLEEPING ROOMS

Participants were asked: "How do you imagine the living experience in the future facilities focusing on the sleeping areas?"

Overall, their answers revealed that they believe single rooms allowed for dignity, privacy, and safety. The most liked features included privacy, comfort, and natural light via windows.

The most disliked feature was the dorm-style sleeping room as it does not provide any safety, ability for privacy or space for personal belongings. As expressed by the Task Force members, an open layout leaves people exposed and vulnerable, offers limited personal space, appears noisy, and creates stress and potential for abuse.

There is a strong consensus that the sleeping area should not result in limited privacy and minimal personal space. In addition, noise and lack of safety was a concern as well as the quality and softness of the mattresses and the fact that the bed frames are typically too narrow.

In conclusion, there was a preference for a living space that resembles a single room.

7. SLEEPING ROOMS

MOST LIKED Single Room



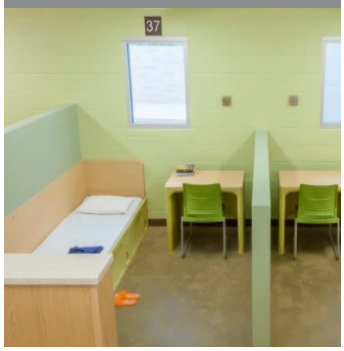
PROS:

- Most humane
- Allows privacy, dignity and safety
- Window, natural light
- Has the most furniture allowing more options for the person to live
- Good lighting

CONS:

- Can be come solitary confinement if staff lock you in

Divided Dorm Desk Inside



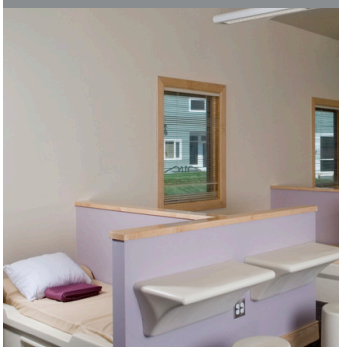
PROS:

- Having the barriers between beds help separate space
- Desk inside allows for more privacy

CONS:

- No safety
- No privacy
- Difficult to sleep with other people in an open space
- Numbers are dehumanizing

Divided Dorm Desk Outside



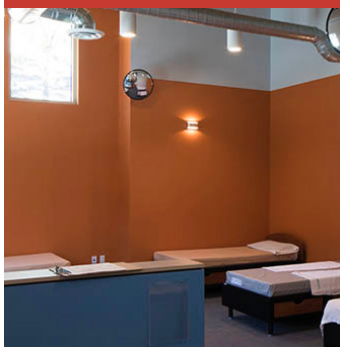
PROS:

- No preference

CONS:

- No safety
- No privacy
- Difficult to sleep with other people in an open space

MOST DISLIKED Collegial/Open Dorm



PROS:

- If dorm-style introduce some partitions

CONS:

- No safety
- No privacy
- Leaves people exposed and vulnerable
- Offers limited personal space
- Appears noisy
- Creates stress and potential for abuse
- Difficult to sleep with other people in an open space

8. DAY ROOM AND COMMUNAL LIVING

Participants were asked: "How do you imagine the living experience in the future facilities and specifically the day room and communal living area?" They answered with a preference for an environment that feels like a "normal" home setting. The most liked features included open space, natural light, flexible seating, and color.

The most disliked features included an institutional look that feels and looks like jail.

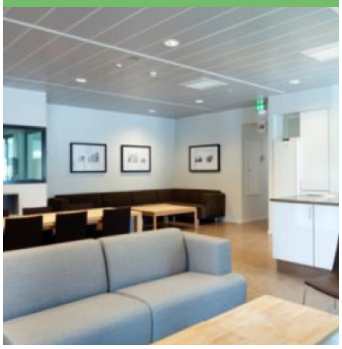
Overall, the attendees preferred the living room feel as it promotes a sense of community and is the most analogous to a normal home in scale. It appears visually appealing in terms of materials and colors, offers a diversity of seating options and is an overall calm and natural environment.

Additionally, they preferred the colors and murals option as it is bright with big windows and offers the most natural light.

> *"The living room feel appears to be the least institutional, most residential cues for good behavior and most options for kinds of social interaction."*

8. DAY ROOM AND COMMUNAL LIVING

MOST LIKED Living Room Feel



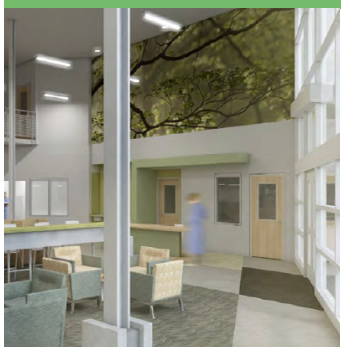
PROS:

- Most analogous to a normal home in scale
- Visually appealing in terms of materials and colors
- Diversity of seating options
- Calm and natural environment
- Least institutional
- Most options for social interaction
- Comfortable seating

CONS:

- Inflexible
- Unable to reconfigure for activities
- Two-person seating like couches might lead to conflict

MOST LIKED Colors and Murals



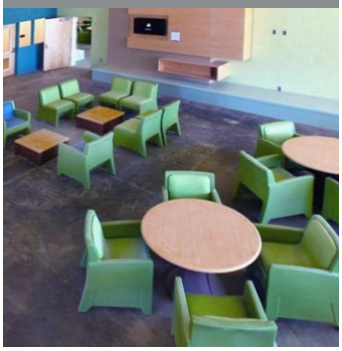
PROS:

- Abundance of natural light
- High ceiling
- Seems spacious
- Feels like you are not in a confined space
- Colors
- Flexible seating

CONS:

- Inflexible seating

Flexible Grouping



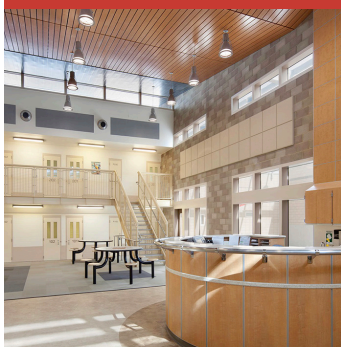
PROS:

- Comfortable
- Several options for group size and configuration
- Easy to maintain

CONS:

- Odd colors

MOST DISLIKED Natural Materials



PROS:

- Natural materials

CONS:

- Institutional look
- Seems uncomfortable
- Inflexible
- Loud
- Similar to current jails
- Fixed furniture

9. RECREATION AND PROGRAMMING

Task Force members were asked: "What recreation amenities and programming do you believe should be provided in the future facilities?"

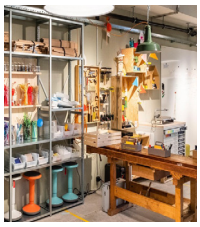
Participants were in agreement with the types of spaces and programs offered as suggestions in the poll such as libraries, gymnasiums, and outdoor spaces as well as exercise activities, arts and crafts, and workshops. There was a desire for outdoor space along with suggestions for a gardening space.

Attendees believed all listed spacing and programming is important. Having a strong support adds value and promotes a successful reentry. In addition, the participants offered suggestions such as classrooms for 18-21 year olds to have access to high school and high school equivalency programs.

The poll revealed that the Justice Implementation Task Force desires outdoor space, group programs, indoor recreation and exercise, quiet space, spiritual space and art space to be provided with the top choice being outdoor space.

Overall, the following programming suggestions were made during the session:








RECOMMENDATIONS
School
Classroom and study rooms
Library
Chapel
Programs accommodated in flexible space and space for individual meetings
Outdoor Space
Sports

CONCLUSION

CONCLUSION

The Justice Implementation Task Force session yielded information and insights valuable to the design guidelines process. The workshop participants were passionate people with a long history of advocating for the community they represent.

Task Force members were engaged and committed as they advocated for key strategies and progress towards a fairer justice system. They provided robust input that will have significant value in the design-build process and they will be engaged for continued input as a centralized body to ensure progress on the City's plans to build smaller and safer facilities.

In conclusion, the overall turnout for the virtual session was good. The City was able to collect significant feedback and meaningful insights from the participants in attendance. The underlying theme for the discussion questions as it relates to the qualitative input provided was individuals being treated with dignity and respect.

With respect to the visiting experience, participants recommended a space that was bright, inviting, and welcoming to families and children.

Regarding the admissions experience, the Task Force members suggested that a warm and comforting area that offers sufficient space would be the most optimum.

Finally, regarding the living experience, privacy and safety were of paramount importance to ensure decent and humane living conditions are actualized.

The workshop generated design insights in line with the City's objectives. Attendees were forthcoming in providing their likes and dislikes along with comments and justifications. Their flexibility is acknowledged in allowing the transition to a virtual platform to garner their input for the design guidelines. Practical takeaways were received that will not only be useful in optimizing the design of the physical structure, but they will also be key in maximizing meaningful engagement between the NYC Department of Correction staff, visitors and people in custody. Both components are equally and critically important to the visiting, admissions, and living experiences for the families and loved ones of incarcerated individuals as well as the incarcerated themselves.

Overall, the stakeholders were unified in their feedback that led to greater clarity in understanding the needs of the incarcerated population and their loved ones that lends to a more compassionate, just, and humane approach.

APPENDIX

ADDITIONAL QUESTIONS

Upon completion of the Design Guidelines Input from the Justice Implementation Task Force, they were given an opportunity to type questions into the Q&A box to be answered live. There were two questions presented by participants. Each participant's question was answered by a City agency staff person.

1. Question: Have you done this exercise with family members, and current or former detainees?

   Answer: MOCJ responded that the City had a session earlier this week with formerly incarcerated people and their family members. We received feedback that we should do this workshop with those who are currently incarcerated. The other design engagement workshops that we are doing are different than this one because they are focused on the neighborhood level and neighborhood integration questions. The next workshop is happening on Wednesday, October 14, 2020, which targets Manhattan specifically.

2. Question: What is the deadline for Design Guidelines RFP?

   Answer: DDC responded that the plan is to release the RFP for Manhattan at the end of the month (October 2020). The Design Guidelines have been posted on the MOCJ BBJ website. The plan is to incorporate the feedback from this session into the RFP. We can always include an addendum for the future design-builders after this point. The RFP is not a public document and will go to the shortlisted firms that will provide their plans for how they will accomplish all the plans the City has laid out for smaller, safer, and fairer jails.

NYC Criminal Justice



NYC DDC Department of Design and Construction

AECOM-Hill JV