

**Public Service and Trust Commission  
Delivery of Services Committee  
Organizational Meeting  
January 16, 2008  
2:00pm**

I. Welcome and Meeting Overview

Committee Members:

II. Overview of Committee Tasks

- A. Develop Outcome Goal
- B. Develop Strategies
- C. Develop Activities

III. Mini-training Session on outcome goal, strategies, and activities

A. Characteristics of an Outcome Goal

- 1. What is it meant to accomplish?
- 2. Why is it necessary?
- 3. How will it be measured?

B. Characteristics of Strategies

- 1. What are they meant to accomplish?
- 2. Why are they necessary? (impacts)
- 3. How will they be measured?

C. Characteristics of Activities

- 1. What are they meant to accomplish?
- 2. Why are they necessary?
- 3. How will they be measured?

III. Review of Material

- A. How information was obtained
- B. How information was analyzed and organized
- C. What material the committee is receiving

IV. Tasks for next meeting

- A. Review the committee charge
- B. Review the bullets and supporting materials
- C. Charge will be to create a general outcome goal based on the bulleted items

V. Establish meeting schedule and timeline