

Minutes
Public Service and Trust Commission
Delivery of Services Committee
February 6, 2008

The Delivery of Services Committee of the Public Service and Trust Commission met in the O'Sullivan Hearing Room located at Milford Superior Court on February 6, 2008 at 2:00 p.m.

Those in attendance:

Honorable John Boland, Attorney Steven Errante (in lieu of Attorney Joseph Mirrone), Co-Chair Attorney Norman Janes, Honorable Douglas Mintz, Attorney Michael Ryan, Attorney Mary Sandak, Attorney Robert Stillman. (Superior Court Operations staff to the Committee: Krista Hess and Stacey Franklin)

Attorney Norman Janes called the meeting to order at 2:20p.m.

1. The first order of business was Review and Approval of Minutes by the committee. A motion to approve the minutes was properly moved, seconded and accepted by the committee.
2. An explanation of the statistical data provided was presented by Krista Hess.
3. An overview was provided by Stacey Franklin to outline the three primary components of the outcome goal. Specifically, a broad statement of the goal; identifying the reasons for the goal (i.e. 'the whys'); and inclusion of performance measures.
4. A roundtable discussion was held regarding developing an outcome goal. The committee discussed the key attributes of the committee's charge and the problems the committee is trying to solve. A draft outcome goal was created.
5. A discussion was held as to how to best develop 'the whys'. The committee reviewed the list of trends and impacts identified by the focus groups and divided the list into categories of "People" and "Tools". Two subcommittees were formed to analyze the trends and impacts and develop a list of 'whys' for the next meeting.

The meeting adjourned at 3:55 p.m.

The next meeting of the Delivery of Services Committee is scheduled for 2:00 p.m. to 4:00 p.m., on Friday, February 22, in Conference Room 4B, 225 Spring Street, Wethersfield, CT.