

**Minutes**  
**Public Service and Trust Commission**  
**Delivery of Services Committee**  
**January 16, 2008**

The Delivery of Services Committee of the Public Service and Trust Commission met in the Superior Court Operations Conference Room located at 225 Spring Street, Wethersfield, CT on January 16, 2008 at 2:00pm.

The following Committee members were in attendance:

Honorable John Bolland, Co-Chair Attorney Norman Janes, Honorable William Rush, Attorney Michael Ryan, Attorney Mary Sandak, Co-Chair Honorable Dan Shaban, Attorney Robert Stillman.

The meeting was called to order at 2:17pm by Co-Chair Norman Janes.

1. The first order of business was the Welcome and Meeting Overview by Co-Chairs, the Honorable Dan Shaban and Attorney Norman K. Janes.

There was no discussion by the Committee on this item.

2. The next agenda item was an Overview of Committee Tasks presented by Co-Chair Norman Janes.

There was no discussion by the Committee on this item.

3. The next agenda item was a mini-training session on Developing a Strategic Plan presented by Committee support staff Krista Hess and Stacey Franklin.

A discussion was held about the logistics of setting up performance measures for the Outcome Goal. Next, the Committee members participated in a written group exercise identifying sample Strategies and Activities.

4 .The next agenda item was a Review of the Material received presented by Committee support staff Stacey Franklin.

A round table discussion was held by Committee members as how to best proceed with the task before the Committee on Delivery of Services. Co-Chair Judge Shaban suggested the Committee read the materials to familiarize themselves with the issues raised at the focus groups and other supporting documents. Co-Chair Norman Janes suggested the Committee brainstorm issues they felt were important and relevant to the task before the Committee.

A discussion was held about issues concerning jurors and ways to improve the process and overall experience of jury service. Next, a discussion was held by the Committee about ADR (Alternative Dispute Resolution) and how widely utilized the Connecticut Judicial Branch's ADR Program was. The Committee discussed the different types of ADR and potential ways of increasing participation in the various programs.

Next, the Committee had a discussion about issues concerning pro se litigants as they relate to the Delivery of Services. The Committee discussed different ideas for improving the Delivery of Services to pro se parties and some of the unique challenges that pro se parties, attorneys and the Courts encounter.

5. The next agenda item was a discussion of Tasks for the Next Meeting presented by Co-Chair Norman Janes.

The Committee requested statistical data on ADR, the pro se population, interpreter services, customer satisfaction surveys and technology.

6. The final agenda item was establishing a meeting schedule and timeline. A discussion was held regarding the meeting dates and locations of future meetings of the Delivery of Services Committee.

The meeting adjourned at 4:06pm