

**Minutes**  
**Public Service and Trust Commission**  
**Delivery of Services Committee**  
**February 28, 2008**

The Delivery of Services Committee of the Public Service and Trust Commission met in room 204 at 225 Spring Street, Wethersfield, CT on February 28, 2008 at 2:30 p.m.

Those in attendance:

Honorable John Boland, Co-Chair Attorney Norman Janes, Honorable Douglas Mintz, Attorney Joseph Mirrone, Attorney Michael Ryan, Attorney Mary Sandak. (Superior Court Operations staff Joseph Greelish and Steve Marhefsky; Superior Court Operations staff to the Committee: Krista Hess and Stacey Franklin)

Attorney Norman Janes called the meeting to order at 2:35 p.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. A presentation on the development of the Outcome Goal, Strategies and Performance Measures was provided by Steve Marhefsky and Joseph Greelish from Court Operations.
3. A discussion was held regarding the committee's draft outcome goal. The outcome goal was finalized and approved by the committee.
4. A roundtable discussion was held regarding the rationale for the outcome goal (i.e. 'The Whys'). Key points were identified by committee. A draft 'Why' will be developed for the committee's review and comment at the next meeting. Committee members will draft strategies for the next meeting.

The meeting adjourned at 3:51 p.m.

The next meeting of the Delivery of Services Committee is scheduled for 2:00 p.m. to 4:00 p.m., on Wednesday, March 5, in the O'Sullivan Hearing Room located at Milford Superior Court.