

**Minutes**  
**Public Service and Trust Commission**  
**September 27, 2007**

The Public Service and Trust Commission met in the Supreme Court courtroom located at 231 Capitol Avenue, Hartford, CT on September 27, 2007 from 3:00 p.m. to 4:20 p.m.

Those in attendance: Chief Justice Rogers, Hon. Alexandra DiPentima (Chair), Magistrate Sandra Sosnoff Baird, Hon. Robert E. Beach, Jr., Hon. John D. Boland, Joseph F. Camilleri, William H. Carbone, Hon. Patrick L. Carroll, III, Atty. Joseph D. D'Alesio, Hon. Nina F. Elgo, Atty. Melissa Farley, Hon. Roland D. Fasano, Hon. James T. Graham, Ms. Lisa Holden, Atty. Norman K. Janes, Hon. Clarence J. Jones, Atty. Kevin T. Kane, Justice Joette Katz, Caren Kittredge, Hon. Sandra Vilardi Leheny, Hon. Douglas C. Mintz, Atty. Joseph Mirrione, Atty. William H. Prout, Jr., Hon. Barbara M. Quinn, Hon. Kevin A. Randolph, Hon. Antonio C. Robaina, Atty. Kenneth B. Rubin, Hon. William B. Rush, Atty. Michael T. Ryan, Atty. Mary Sommer Sandak, Hon. Dan Shaban, Hon. Joseph Shortall, Thomas A. Siconolfi, Atty. Carolyn Signorelli, Atty. Toni M. Smith-Rosario, Atty. Robert Stillman, Atty. Susan O. Storey, Hon. Hillary B. Strackbein, Atty. Frederic Ury, Atty. Dawne G. Westbrook, Alex Wood, and Atty. Jennifer Zito.

- I. Chief Justice Rogers welcomed the members of the committee, thanked them for agreeing to serve on the Commission, and assured them that the substantial time commitment they were making would result in an outcome that was well worth the effort: a concrete strategic plan for the Judicial Branch for the next three to five years which will allow the Branch to achieve its vision of an open, accessible, transparent and accountable court system.
- II. Judge DiPentima welcomed the members of the Commission, who then briefly introduced themselves, indicating who they were and how they were involved with the Judicial Branch.
- III. Judge DiPentima then provided an overview of the strategic planning process to be used by the Commission. She said that members of the Steering Committee have met already and begun to develop the components of the strategic plan. She explained the process of gathering the information, which would be the raw material for the plan, by means of a survey of members of the public who had recently interacted with the Branch, public hearings around the state, and a series of focus groups with Judges, staff, attorneys and community and advocacy groups that interact with the Branch and have an interest in its operations. Each group is asked to identify trends that will have an impact on the Branch, identify the specific impact on the Branch, and then come up with strategies to address the impact. At the next meeting, members of the Commission will be going through the focus group process. Once the information has been gathered, the Commission will divide into committees and use the trends to establish outcome goals and strategies to achieve those goals. A committee will also look at the current mission statement and the vision statement of the Branch, and incorporate the information obtained in the strategic planning process to draft a mission statement (what we are) and a vision statement (what we would like to be). (Attached is a flow chart showing this process.)

Judge DiPentima then emphasized that part of this strategic planning process will include the development of performance measures for the outcome goals and that the implementation of the plan has been made part of the strategic planning process, with annual reviews to ensure that the Branch is meeting its goals and adjusting to the changes that occur in the world. This process needs and has commitment from the Chief Justice, which is essential to its success.

IV. Atty. Farley then discussed the process of selecting the group to design and conduct the survey of people who have used the courts, and then introduced Jerry C. Lindsley of the Center for Research & Public Policy, which was awarded the contract for the survey. Mr. Lindsley said that this would be a transactional survey. He then discussed survey methodology, explaining the development of the questions, the identification of respondents, the collection of responses, and reporting of results. He also said that the survey could serve as a benchmark of where the Branch is at this time so that it could be repeated in the future as a means of tracking progress. Discussion ensued as to whether other states have done similar surveys, how respondents would know who they were talking about in their responses, how a representative sampling of respondents is obtained, whether the arrangement of the questions and categories was appropriate, how non-English speakers would be reached, whether the questions adequately addressed possible discrimination, how long the survey takes to complete, how to ensure that the answers on the survey are about the courts and not other agencies, whether there should be a minimum age for a respondent, the timeline for completion of the survey, whether the rating system is readily understandable, and how large a part the survey will play in the gathering of information. Jerry Lindsley agreed to revise the survey to reflect the suggestions raised and to address the concerns.

The Commission was reminded that the survey is only a small part of the information-gathering phase; the focus groups provide much more in-depth information. If Commission members wish to add groups to the current list, they should contact Atty. D'Alesio or Judge DiPentima.

V. Judge DiPentima informed the Commission members that the revised survey would be sent to them next week for their review. She then asked if the Commission would allow the Steering Committee, which will meet on October 16<sup>th</sup>, to approve the final survey so that the process of conducting the survey could begin earlier rather than waiting until the next meeting of the full Commission on October 30<sup>th</sup>. After discussion, the Commission voted unanimously to submit within the next week any additional comments on the survey to a member of the Steering Committee who will raise the comments at the next Steering Committee meeting scheduled for October 16<sup>th</sup>.

Judge DiPentima asked that the members of the commission check their contact information on the list and notify Atty. Farley or Atty. D'Alesio of any corrections.

The next meeting of the Commission will be on October 30, 2007 at 3:00 p.m. at the Rocky Hill Marriott. The third meeting of this year will be at a location to be determined on December 11, 2007 at 3:00 p.m.

The meeting adjourned at 4:20 p.m.

# The Strategic Plan

