

**Public Service and Trust Commission  
Committee on Changing Demographics**

**April 10, 2008**

- I. Review and Approval of Minutes
- II. Review Identified Behaviors and Needed Changes from Focus Groups
- III. Identify Performance Measures
- IV. Streamline and Conform Strategies
- V. Review/Finalize Outcome Goal
- VI. Discuss Rationales for Each Strategy
- VII. Next Steps/Assign Homework if Necessary