

**TESTIMONY BEFORE THE JUDICIARY COMMITTEE BY
ATTORNEYS FREDERIC S. URY AND DAWNE WESTBROOK
REPRESENTING THE COMMISSION ON PUBLIC SERVICE AND
TRUST AND THE CONNECTICUT BAR ASSOCIATION**

**Regarding Proposed Legislation
Bill No. 605
AN ACT CONCERNING JUDICIAL BRANCH OPENNESS**

Good afternoon. My name is Frederic S. Ury and I along with Dawne Westbrook are the attorney representatives of the Steering Committee of the Public Service and Trust Commission which was established by Chief Justice Chase Rogers as one of her first appointments after her confirmation as Chief Justice in the summer of 2007.

We as the attorney representatives to that committee are here to ask the Judiciary Committee to forego the implementation of Revised Bill No. 605 until after this Task Force has had an opportunity to finish its work this year.

For the committee's information, I am a partner with the firm of Ury & Moskow in Fairfield Connecticut. I am a trial lawyer and I am in court most days of the week. My firm's practice ranges from criminal and civil trials in courts all throughout the state. I think I have had a matter in just about every court in the state during my 31 years as an attorney.

I am the former president of the Connecticut Bar Association and I am also here today representing the CBA. I am active in the ABA and presently sit on the executive counsel of the National Conference of Bar Presidents. I am a member of the House of Delegates of the ABA.

It is my pleasure to appear before you with Dawne Westbrook.

Dawne is a sole practitioner in East Glastonbury. Her practice concentrates on civil rights, employment discrimination, and criminal and juvenile. She has a contract with the State for Juvenile representation and is a Special Public Defender. She appears regularly in Federal and State court and was formerly employed by the Commission on Human Rights and Opportunities.

Last summer Dawne and I received a phone call from Chief Justice Rogers asking if we would be willing to participate on the Steering Committee of the Public Service and Trust Commission. We both agreed.

The Commission was charged by the Chief Justice with the following:

1. to examine public perceptions of our state judicial system
2. to conduct scientifically valid opinion research to determine the level of satisfaction of people who use the court system;

3. to hold public hearings throughout the state to obtain input; and
4. to conduct focus groups of lawyers, judges, court personnel and others who are involved with the court system.

The Chief Justice's vision is that the Commission will take the information gathered from the focus groups, public hearings and the surveys and develop outcome goals and strategies that will contain performance measures. It is her intention to not have a final report which will sit on a shelf but to have a living strategic plan for the Branch which can be reviewed on an ongoing basis to see where the Judicial Branch is going and where it has come from. The goal is to have a true strategic report for the Branch that can grow and change with the demands and needs of the citizens of the State of Connecticut.

The Chief Justice appointed a Steering Committee last summer of six people to start work on the project. The members of the Steering Committee in addition to Dawne and myself are: Judge Douglas Mintz, Judge Barbara Quinn, Attorney Joseph D'Alesio and Attorney Melissa Farley. The Chair of the Task Force is Judge Alexandra DiPentima.

The Chief Justice also appointed last summer 42 Commission members. The members represent every user of the court system from judges, attorneys, public defenders, victims groups, states attorneys, legal services, minority members, and many other groups.

The Commission has conducted 90 focus groups all around the state of just about every type of group that uses the courts. I think it is important for the Judiciary Committee to know that the Commission did not hire a focus group company to conduct the focus groups. Attorney Joe D'Alesio, who many of you know is the Executive Director of Superior Court Operations, trained many of us on how to conduct focus groups. The staff of the Branch, along with Commission members, conducted all 90 focus groups all over the state and compiled hundreds of pages of information.

The Commission did hire an outside firm to do a transactional survey. A transactional survey is answered by users of the court system. The survey was done over the Thanksgiving Weekend. In addition, there is a survey on the judicial web site which can be taken by any Citizen in the State.

So where are we on our mission? The focus groups have been completed and the information is compiled. The surveys are done.

The Steering Committee analyzed the tremendous amount of information that has been gathered and we divided the Commission into five sub-committees which have been meeting since January.

The sub-committees are: Access to the courts, chaired by Judge Shorthall and Attorney Toni Smith-Rosario; Accountability, co-chaired by Justice Joette Katz and Ms

Caren Kittredge; Changing Demographics, co-chaired by Judge Antonio Robaina and Attorney Carolyn Signorelli; Collaboration, co-chaired by Judge James Graham and Mr. Thomas Siconolfi; and Delivery of Services, co-chaired by Judge Dan Shaban and Attorney Norman Janes.

In addition to the sub-committees, the Steering Committee is charged with coordinating this effort and has met 8 times since its inception in June of last year. Each one of the sub-committees has met 4-5 times and is planning on completing its work in the next two months.

It is the plan of this Task Force to present to the judges at their annual meeting in June a draft of the strategic plan along with a revised vision and mission statement based on the findings of the strategic plan.

It is the Steering Committees intention to work with the Connecticut Bar Foundation and the Connecticut Bar Association to hold a Citizen's Conference in the fall to present and receive input from all segments of the community, including the Executive Branch and the Legislative Branch.

The work of this Commission is intended to be both broad and specific. We have been charged with looking at the entire Judicial Branch and all of its operations from entering the front door, to security, to rule making, to dealing with the increased number of pro se litigants to dealing with the increase in foreclosures etc. This is a top to bottom review of all operations, and all users of the court system have been asked to participate and comment.

Frankly, in my 31 years as a member of the bar, this is an opportunity that has never been offered. The bar has had the opportunity to present on its own behalf and that of its clients many changes that it would like to see. The users of the court system have had the same opportunity. I think the citizens of the State of Connecticut and this legislature will be impressed with the final product and the changes they see in the court system over the next couple of years. It is not an easy or short process.

The Task Force is going to have to evaluate all of this information and prioritize all of it. It should be allowed to complete its work before a bill such as this is passed.

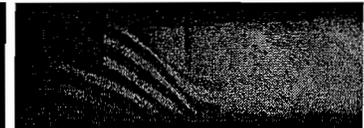
We believe that a comprehensive assessment of the entire Judicial Branch done by those that work and use the court system will better serve the citizens of the State of Connecticut than the implementation of this legislation which deals with very limited issues.

Respectfully Submitted,

Attorney Frederic S. Ury and
Attorney Dawne Westbrook



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Chief Justice Chase T. Rogers Speech given at the First Meeting of The Public Service and Trust Commission September 27, 2007

Good afternoon. I would first like to thank you for agreeing to serve on the Public Service and Trust Commission. This commission, chaired by Judge DiPentima, is one of my top priorities as chief justice and will require a substantial time commitment on your part. However, I believe that the outcome – a concrete strategic plan for the Connecticut Judicial Branch – will be well worth the hours spent to craft it.

I want to start off by asking you a few questions. Have you ever had to wait to have a matter come before a judge because an interpreter for your client was not available? Have you ever had to wait for an appeal to progress because you were waiting for the transcript to be produced? Were you ever called for jury duty and kept locked in a room for several hours without knowing why? Have you ever wondered why some of your private information is available through the courts? Have you ever logged onto the Judicial Branch website and been unable to find the information you need?

It is easy to pose the questions, and while we do many things extremely well, your task is to find the answers to these and other difficult issues. My goal, and thus your charge, is to develop a strategic plan that will enhance public trust by improving the services that the Judicial Branch offers to you and to the thousands of people who enter our courthouses every day.

You have a very full plate, and I have asked that your group do the following: No. 1, to examine public perceptions of our state judicial system; No. 2, to conduct scientifically valid opinion research to determine the level of satisfaction of people who use the court system; No. 3, to hold public hearings throughout the state to obtain input; and finally, to conduct focus groups of lawyers, judges, court personnel and others who are involved with the court system. We have many people who are involved with the judicial system, and we hope to reach out to all of them.

You will be pleased to find out that the Steering Committee and staff have already been working hard by laying the groundwork for this Commission. I would now ask you to bring your perspective and all of your talents to the table.

A linchpin of your work will be focus groups that are currently underway. By the time this stage of the process is complete, we expect to have reached dozens of constituents. We will ask them what trends they see, how the Judicial Branch may best respond, and what's important to them as they deal with the Judicial Branch.

With information gathered from the focus groups, the public hearings and the survey, the Commission will develop outcome goals and strategies. I want to stress that these goals must have performance measures built into them. In addition, you should know that there never will be a quote, unquote, final report. Instead, we will have an annual review built into the process to see what has been accomplished and what has not.

I realize how ambitious all of this sounds – and how much time it will take. However, I believe that the Judicial Branch must plan for its future.

Shortly before I became Chief Justice, I heard a wonderful homily by Father Mark Massa at Fordham University's graduation. His theme was to "think small, act large." Those words struck a chord with me because they captured to a "T" what my hopes are for the branch. He explained

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Hon. Chase T. Rogers

that thinking small is focusing on the things you have some degree of control over – your words and your habits, the job you can get done in the next eight hours.

My belief is that by thinking small this commission will come up with many innovative and practical strategies that will help to improve the services we provide to the public.

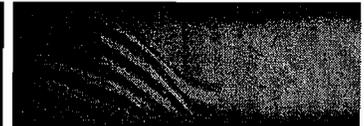
He also spoke of “acting large,” or as he explained, “be extravagant in your hopes for making this world a better place and be ambitious in your aspirations, especially for others.” Acting large is fulfilling the Judicial Branch’s primary role: that of serving the public. Embracing this attitude and culture is essential if we are to achieve our vision of an open, accessible, transparent and accountable court system. In the end, it is this vision that will guide us and in the end, it is this vision that will enhance public trust in our courts.

Again, thank you for accepting to serve on this commission. I look forward to hearing from you on the progress of your work.

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Hon. Alexandra DiPentima Remarks given at the First Meeting of The Public Service and Trust Commission September 27, 2007

Chief Justice Rogers realized at the outset that a great deal of planning and preliminary work would have to take place in creating a strategic plan. She wanted to make sure that the valuable time of the Commission members was well spent and productive. To that end, she formed a Steering Committee in June to develop a process for the Commission to carry out its work. The Steering Committee, which consists of members of the Commission and support staff, began its work by first developing the general outline of the components of a strategic plan of which I will speak in a bit. It then addressed the process of collecting information which would become the raw material to be used by the Commission in developing a strategic plan.

The process of collecting information was broken down into several components. First, a survey of members of the public that have recently interacted with the Judicial Branch would be conducted. As you will note from the agenda, we will be discussing that survey shortly. Secondly, a series of meetings or focus groups would be conducted with Judges, staff, attorneys and all of the various groups that interact with the Branch and have a strong interest in its operations. Thirdly, the Commission would conduct a number of public hearings throughout the State to solicit additional input from those we don't reach in the survey and focus groups.

In determining the focus groups, excluding Judges and staff, the Steering Committee identified over 70 groups/organizations that either interact with the Branch on a regular basis or have an interest in its operations. The Committee grouped the organizations and ended up with approximately 30 groups that we hope to meet with over the coming two months. We are scheduling these meetings with advocacy groups, including victims, minorities, disabled, seniors, gay/lesbian, various bar groups, commissions, community agencies, law enforcement, media and municipality associations. This is in addition to the focus groups we will be conducting with Judges and Branch staff.

Judges have a pivotal role in this process. There is no question that judges play the most important role in carrying out the Judicial Branch's mission to resolve matters brought before it in a fair, timely, efficient and open manner. The judges' perspective as to the environment in which we make our rulings and dispense justice is unique. Because of that, every Supreme Court Justice, Appellate Court Judge, Superior Court Judge and Judge Trial Referee will be given the opportunity to participate in the focus groups. I urge all of the judges on this commission to encourage our colleagues to do so.

Before I forget, at our next meeting, the members of this Commission will also be going through the focus group process. Because of the large number of focus groups that have to be conducted, as some of you know first hand, we have begun conducting focus groups. To date, approximately 20 focus group meetings have been completed and at least another 36 have been scheduled.

What happens at these focus groups? Each group is facilitated, and the same format is followed with each group. Participants are asked to identify trends that will have an impact on the Judicial Branch over the next 3 to 5 years, to identify the specific impacts each trend will have on the Judicial Branch and to list some strategies that will address the impacts.

Once we have substantially completed the focus groups and collected the information, the committee work of this commission will begin. We hope this will be by early December. The various trends will be categorized and distributed to the several committees of the Commission.

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Hon. Alexandra DiPentima

The committees will then develop outcome goals, prioritizing as necessary, strategies to achieve those outcome goals, and finally activities to achieve the strategies. There will also be a committee of Commission members that will revisit the Branch's mission, develop a vision based on the outcome goals and establish values for the Branch based on input from the various focus groups, public hearings as well as the survey.

The chart is a graphic, simplified representation of what the Commission's strategic plan will look like.

The **vision** sets forth where we are going.

The **mission** sets forth what we do.

The **outcome goals** set forth how we hope to achieve our vision.

The **strategies** set forth how we will achieve the outcome goals.

The **activities** set forth how we will achieve the strategies.

The outcome goals and strategies have to specifically set forth what they hope to accomplish, why they are necessary, and, as the CJ noted, they must contain performance measures. Without such measures, we will never know if we are attaining our goals or even if we are successfully implementing our strategies. With apologies to those of you familiar with strategic planning, I have described the process in terms that I have been able to grasp and I have frankly not tried to cover every aspect. As the process moves ahead, other aspects will become obvious, and I welcome your requests for more details at any time.

This whole process is foreign to us and is foreign to state government generally. We are not a business that has to plan ahead to survive in the market place. We are clearly not a Home Depot or for that matter a Nordstroms. We don't have customers buying retail goods or commodities. We can, however, learn from the private sector and use some of the techniques and strategies they employ to create our strategic plan. The Steering Committee has been gathering information on creating a strategic plan over the past several months, and what we have learned will be shared with the Commission as it carries out its work.

One important fact that we have learned is that 9 out of 10 strategic plans fail because they are not implemented. There are countless numbers of neatly bound and graphically designed plans with excellent ideas that are sitting on shelves collecting dust. Please let me assure you that that will not be the case with this strategic plan. The implementation and execution of the plan have been designed into and made an integral part of this entire process. As this process moves along, the details of implementation and execution will be presented to the Commission.

There is something else about this process that I would like to stress: this is the beginning of a process that will continue into the future. The plan will have to be reviewed every year to ensure that we are carrying out strategies and meeting goals. Adjustments will be made to address new conditions or events that may have an impact on the Branch. The plan will change as the world around us changes.

Our charge is to improve performance in meeting the mission of the judicial branch. As we undertake this task, we will be listening to clerks who daily interact with the public, marshals who secure the courthouses, probation and bail officers, interpreters, court reporters, secretaries, family relations officers, librarians, among others, a myriad of judicial branch employees whose job performance is crucial to meeting the branch's mission **"to resolve matters brought before it in a fair, timely, efficient and open manner."** Without their commitment to the plan, it will fail. While without commitment from the top, that is Chief Justice Rogers, this plan would fail as well, we have that commitment clearly and strongly. It is therefore our job to ensure that the plan addresses the concerns of these employees in fulfilling their job responsibilities.

We have a lot of work before us as the CJ said. It is work that will further a cause we all have committed to in some way - public service. I look forward to working with you all in this ambitious and exciting project.



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Commission Members

- Honorable Alexandra DiPentima, Chair
- Sandra Sosnoff Baird, Family Support Magistrate
- Honorable Robert E. Beach Jr., Appellate Court Judge
- Honorable John D. Boland, Superior Court Judge
- Joseph F. Camilleri, Information Technology Division
- William H. Carbone, Court Support Services Division
- Honorable Patrick L. Carroll, III, Superior Court Judge
- Honorable Thomas J. Corradino, Superior Court Judge
- Attorney Joseph D. D'Alesio, Superior Court Operations Division
- Honorable Nina F. Elgo, Superior Court Judge
- Attorney Melissa A. Farley, Division of External Affairs
- Honorable Roland D. Fasano, Superior Court Judge
- Honorable James T. Graham, Superior Court Judge
- Ms. Lisa Holden, Connecticut Coalition Against Domestic Violence
- Attorney Norman K. Janes, Statewide Legal Services of CT, Inc.
- Honorable Clarence J. Jones, Superior Court Judge
- Attorney Kevin T. Kane, Chief State's Attorney
- Justice Joette Katz, Supreme Court Justice
- Ms. Caren Kittredge, Public Member
- Honorable Sandra Vilardi Leheny, Superior Court Judge
- Honorable Douglas C. Mintz, Superior Court Judge
- Attorney Joseph Mirrione, Connecticut Trial Lawyers Association
- Attorney William H. Prout Jr., Connecticut Bar Association
- Honorable Barbara M. Quinn, Deputy Chief Court Administrator
- Honorable Kevin A. Randolph, Superior Court Judge
- Honorable Antonio C. Robaina, Superior Court Judge
- Attorney Kenneth B. Rubin, Academy of Matrimonial Lawyers
- Honorable William B. Rush, Superior Court Judge
- Attorney Michael T. Ryan, Connecticut Defense Lawyers Association
- Attorney Mary Sommer Sandak, Attorney at Law
- Honorable Dan Shaban, Superior Court Judge
- Honorable Joseph Shortall, Superior Court Judge
- Thomas A. Siconolfi, Administrative Services Division
- Carolyn Signorelli, Chief Child Protection Attorney
- Attorney Toni M. Smith-Rosario, Connecticut Hispanic Bar Association
- Attorney Robert Stillman, Representative of the Connecticut Business and Industry Council

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- Attorney Susan O. Storey, Chief Public Defender
- Honorable Hillary B. Strackbein, Superior Court Judge
- Attorney Frederic S. Ury, Attorney at Law
- Attorney Dawne G. Westbrook, NAACP
- Alex Wood, Journal Inquirer
- Attorney Jennifer Zito, Criminal Defense Association

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Commission Meeting Notice

The next meeting will be **Tuesday, March 25, 2008 at 3:00 p.m.** at the Marriott-Hartford Rocky Hill located at 100 Capitol Blvd. in Rocky Hill.

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 Support Staff – Alice Mastrony & Heather Collins
 Mr. Joseph Camilleri
 Judge Patrick Carroll
 Ms. Lisa Holden
 Judge Joseph Shortall
 Attorney Toni Smith-Rosario
 Mr. Alexander Wood

Meeting Notices	Time	Location
Thursday, March 20, 2008	3:00pm - 5:00pm	90 Washington Street 4th floor Conference Room

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Committee on Access

The work of this committee will concentrate on issues centering on access. These issues include barriers or challenges with respect to physical access to the court facilities and effective and efficient access to court processes and information.

This committee's outcome goal and supporting strategies will ensure that every person shall be afforded equal and unobstructed access to all aspects of the court process so that they may receive a fair, timely, open and efficient resolution of any matter brought before the court. Particular emphasis should be placed upon reestablishing public confidence in the judicial system by identifying and developing strategies to remove barriers encountered by the court's primary users; the public, the bar, pro se litigants, victims and the media.

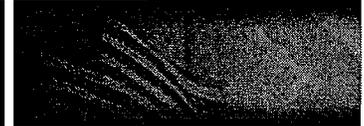
The outcome goal and strategies will include, but not be limited to, an assessment of:

- Physical deficiencies and effective utilization of Judicial Branch facilities;
- Application of technology;
- Methods of communication;
- Knowledge and sensitivity of judges and Judicial Branch staff;
- Availability of court information, and;
- Personal rights of privacy.

The committee should, at minimum, develop strategies to remove barriers encountered by non-English speakers and individuals with physical and psychological disabilities, and strategies to ensure open access to court information while protecting the privacy of individuals.



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Support Staff – Vicki Nichols & Jamey Harris
 Judge Thomas Corradino
 Judge Nina Elgo
 Judge Roland Fasano
 Justice Joette Katz
 Ms. Caren Kittredge
 Attorney William H. Prout
 Judge Kevin Randolph
 Chief Public Defender Susan Storey
 Attorney Jennifer Zito

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Committee on Accountability

The work of this committee will focus on accountability in the judicial system. Significantly, many of the trends identified in the focus groups fell within this category.

This committee's outcome goal and strategies should be concerned with ways to secure the fair adjudication of cases by impartial and knowledgeable judges who are able to decide these cases on the facts and the law free from outside pressures and special interests and to maintain an open and efficient process.

The outcome goal and strategies should include, but not be limited to the following:

- Explore ways to reinforce with the public and the other branches of government the judiciary's and in particular the judge's pivotal role in the process under the rule of law and our constitutions;
- Explore methods to improve courtroom decorum;
- Explore more effective ways to provide accurate information to the public regarding judicial decision-making, processes and responsibilities;
- Examine the current evaluation process for judges and explore other options to provide feedback;
- Reexamine the allocation and assignment of judges and the possibility of specialization;

Explore ways to ensure that court users (i.e., litigants, jurors, victims, attorneys, witnesses) are treated with dignity and respect throughout the state.



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Support Staff – Shawna Johnson & Sandra Lugo-Gines

Judge Sandra Sosnoff Baird

Judge Clarence Jones

Judge Barbara Quinn

Judge Antonio Robaina

Attorney Carolyn Signorelli

Judge Hillary Strackbein

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Committee on Changing Demographics

The work of this committee will concentrate on evaluating and appropriately responding to the changing demographics of the people served by the Judicial Branch. The court system, like other public and private entities, will need to adjust to meet the demands presented by Connecticut's rapid demographic changes. These changes include increasing cultural and ethnic populations, a growing number of juveniles, a large number of mentally ill persons in the criminal justice system, and various socio-economic issues, such as social attitudes and values, increased foreclosures, poverty, and family structures. Failure to understand and respond to these trends has undesirable implications for public trust and confidence.

This committee's outcome goal and supporting strategies will ensure that all groups encounter a socially aware, culturally competent, and diverse environment in which they can receive a fair, timely, open and efficient resolution of any matter brought before the court.

The outcome goal and strategies should address, but not be limited to, the following areas:

- A reassessment of the Judicial Branch's existing cultural competency training programs for judges and staff;
- Ensure that judges and staff undergo an effective cultural competence training program;
- Ensure that the Judicial Branch workforce reflects the diversity of the community it serves;
- Evaluate the Judicial Branch's existing social service programs to make certain that they meet their objectives, especially mental health programs;
- Investigate the opportunity for a comprehensive training program for judges to gain a better understanding of child development and children's needs; and
- Develop the capability to address socio-economic trends as they emerge in the future and to identify their potential impact on the Judicial Branch.



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Committee Members

Co-Chairs – Judge James Graham & Mr. Thomas Siconolfi
 Support Staff – Steve Marhefsky & David Iaccarino
 Judge Robert Beach
 Mr. William Carbone
 Judge James Graham
 Chief State's Attorney Kevin Kane
 Judge Sandra Vilardi Leheny
 Attorney Kenneth Rubin
 Mr. Thomas Siconolfi

Meeting Notices

The next meeting will be **Monday, March 17, 2008, 1:00 - 4:00pm** at 225 Spring Street, Wethersfield, Room 204.

Agendas and Minutes (PDF)		
March 17, 2008	Agenda to come	
March 3, 2008	Agenda	Minutes - (draft)
February 11, 2008	Agenda	Minutes - (draft)
January 22, 2008	Agenda	Minutes - (draft)

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Committee on Collaboration

The work of this committee will concentrate on enhancing communications and cooperation among the three branches of government, within the Judicial Branch and between agencies of state government, with the goal of better serving the public.

This committee's outcome goals and supporting strategies will enhance the Judicial Branch's communications, cooperation and collaboration to provide users of the courts with the information, access and services they need to receive fair, timely, efficient and open resolutions of matters brought before the court.

In developing strategies to accomplish outcome goals, the Committee will:

- 1) Evaluate the communications and interactions occurring among the three branches of government to determine if they are enhancing or diminishing cooperation and collaboration;
- 2) Evaluate the communications and interactions occurring within the Judicial Branch to determine if they are enhancing or diminishing cooperation and collaboration;
- 3) Evaluate how the Judicial Branch is allocating the resources it receives and assess whether these resources could be used more effectively; and
- 4) Assess how the Judicial Branch can more effectively communicate to the legislative and executive branches what resources it needs to best serve the public.

Based upon these evaluations, the Committee shall develop strategies that shall include, but not be limited to:

- Effectively coordinating the budget process within the Judicial Branch;
- Determining what resources should be reallocated to better serve the public;
- Developing a more research-based approach to presenting the Judicial Branch's budgetary needs and how they impact the public;
- Better educating the public and the other branches of government about what the Judicial Branch does and why it is important; and
- Involving the public, bar groups and other users of the court system to advocate on behalf of the Judicial Branch.



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SEARCH

Committee Members

Co-Chairs – Judge Dan Shaban & Attorney Norman K. Janes

Support Staff – Krista Hess & Stacey Franklin

- Judge John Boland
- Attorney Norman Janes
- Attorney Joseph Mirrione
- Judge William Rush
- Attorney Michael Ryan
- Attorney Mary Sommer Sandak
- Judge Dan Shaban
- Attorney Robert Stillman

Meeting Notice - The next meeting will be announced.

Agendas and Minutes (PDF)		
March 5, 2008	Agenda	
February 28, 2008	Agenda	Minutes
February 21, 2008 - Subcommittee	Agenda	Minutes (draft)
February 6, 2008	Agenda	Minutes
January 16, 2008	Agenda	Minutes

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Committee on Delivery of Services

The work of this committee will deal with issues centered on how best to deliver services to the users of the judicial system. In considering the delivery of services, the committee will examine areas such as the unique needs and demands of the increasing number of pro se litigants, the mounting and often conflicting pressures placed on the legal profession, and the need for enhancing juror experience in order to promote jury service. It will also assess the growing emphasis on alternatives to traditional court processes such as alternative dispute resolution, mediation, and specialty courts, and re-evaluate existing case management practices. These important issues will be examined within the context of society's growing reliance on technology and the public's demand for uniformity, efficiency, and consistency throughout the judicial system.

This committee's outcome goal and supporting strategies will ensure the Branch delivers services to the judicial system's stakeholders: the public, the bar, pro se litigants, and jurors, in a uniform, effective, clear, and consistent manner so that all receive a fair, timely, open and efficient resolution of any matter brought before the court.

The outcome goal and strategies will include, but not be limited to:

- An assessment of the unique needs and demands of pro se litigants in the court system and development of methods to respond to those needs;
- The evaluation and expansion of alternative dispute resolution options within the judicial system, including court-annexed alternative dispute resolution, mediation, and more effective pretrials;
- An exploration of ways to enhance the overall experience of jury service;
- Consideration of ways to maximize the use of technology to enhance the delivery of services;
- A re-evaluation of case management theories and practices, including making policies and procedures uniform, efficient, and flexible; and
- The evaluation/reconsideration of specialty courts.



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Committee Members

Judge Alexandra DiPentima, Chair Judge Douglas C. Mintz Attorney Dawne G. Westbrook	Attorney Frederic S. Ury Attorney Joseph D. D'Alesio Attorney Melissa A. Farley
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Meeting Notice

The Steering Committee of the Public Service and Trust Commission will meet on **Wednesday, March 12**, at the **Waterbury Judicial District Courthouse** located at 400 Grand Street in Waterbury. The meeting will take place in the fourth floor conference room at 3:30.

Agendas and Minutes		
March 12, 2008	Agenda to come	
February 14, 2008	Agenda	Minutes - (Draft)
January 9, 2008	Agenda	Minutes
November 29, 2007	Agenda	Minutes
October 16, 2007	Agenda	Minutes
September 11, 2007	Agenda	Minutes
July 13, 2007	Agenda	Minutes
June 21, 2007	Agenda	Minutes

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