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I certainly think that what you're doing is on the right track. The only concern I have is when you say that it has to be directly to a person. Doesn't that really mean you're going to have to have a number of extra people there if you're going to directly talk to somebody? Right now, as I understand it, many times you make these calls you get a voice mail and then supposedly, if everything works right, they're supposed to call you back. You're saying this person has to be available at that time, or they can't accept voice mail and get back? How you...how are you...

SENATOR BEUTLER: No.

SENATOR VRTISKA: ...establishing this?

SENATOR BEUTLER: Yeah, Senator, what the language intends to do, and if we need to polish it up a little later in the process, although I'm not sure we do, what it's intended to mean is that personnel will respond and they will respond without unreasonable delay and, I think that Senator Crosby's suggestion, they ought to be able to get through the mechanical devices to a person in two or three minutes.

SENATOR VRTISKA: Well, certainly I agree with you, but I'll tell you what, all of us who tried to call agencies, and not necessarily government agencies, tend to end up on voice mail with a response that we'll get back to you and sometimes it's two days when they get back to you. I mean I don't think anybody would...would argue that some of these responses are somewhat delayed. You're talking within what length of time?

SENATOR BEUTLER: We're talking about two or three minutes. That's what I'm talking about.

SENATOR VRTISKA: Well, I guess that comes up the subject that I brought up originally. If you're going to do that, you're going to have to have enough personnel to man those phones. I mean I don't know how many calls but, from what we heard earlier, there's a lot of calls that come in and what I'm hearing then...and, again, I'm not trying to defeat your amendment.

SENATOR BEUTLER: No.