

TRANSCRIPT PREPARED BY THE CLERK OF THE LEGISLATURE
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SENATOR VRTISKA: I'm just trying to find out what you think is going to be entailed in order to, in fact, have somebody available to answer these questions. And interestingly enough, everybody can't answer every question that comes in because they're not experts in every field and it brings a wide number of people into the mix, and my concern is that you need the right answer. And you think there will be personnel available to give the right answer in every instance?

SENATOR BEUTLER: Yeah. Senator, I'm not sure that the first person that picks up the phone in every case is going to be able to give the right answer. I'm sure, in fact, they probably will not be able to in every case. But it's important, I think, that they be connected to a human being and that that person transfer them to the right person or have the right person call them back. I mean there are going to be instances where you're going to have to take a call back. The right person isn't going to be in the office or in a meeting or whatever. But...but I think, I don't know exactly how the system was intended, you know, it's not my bill, but however it's intended, I think that we do not want to lose the quality of service that's in our system now to the extent that it's there.

SENATOR VRTISKA: Well...

SENATOR BEUTLER: I think, generally speaking, if you call a clerk of the district court's office you will get a live person in short order and they'll transfer you to, you know, whoever you need to do business with, and I would like this to work similarly.

SENATOR VRTISKA: Well, I agree with you and certainly I'm not disagreeing with what you're trying to do. I guess my only problem is, is probably the reason I supported the bracket motion, is I'm afraid we're going to get too far away from that with the...

SENATOR BEUTLER: Yeah.

SENATOR VRTISKA: ...system we're trying to develop. Because most everybody that I've talked to feels that now they're able