

TRANSCRIPT PREPARED BY THE CLERK OF THE LEGISLATURE  
Transcriber's Office

April 5, 2000

LB 972

else, I guess I think that loses the accountability with the Treasurer. The further physically away they are from the Treasurer, the less the Treasurer is going to feel like he or she is responsible to them. So I kind of want to hold the Treasurer's feet to the fire a little bit for customer service, and your amendment would not allow that to happen. But I guess the general discussion, and this is, Senator Brown, where I'd ask you to participate, and I'll probably try to articulate this and then maybe on your time you can help me with it. I really saw that from what some of the other states have done that a single Customer Service Unit is important so we know the big picture, that you have at some...at some central place or someone is accountable for all of the problems, questions and answers that may occur.

PRESIDENT MAURSTAD: One minute.

SPEAKER KRISTENSEN: And that you don't break this up into too many pieces where somebody says, well, we know the answers to this part, but we're going to put you on hold and send you over here to somebody else, and when you get there, they're going to say, well, you know, that's a little bit of what we do, but you really need to go back over here because they've got the other piece. That's what I want to try to avoid. So that's the reason, I guess, I envisioned, and, Senator Brashear, when the committee amendment was drafter, I'd be interested in your version of the vision that the committee had, and I would assume, because I think when I introduced my bill, and I assume Senator Brown when she introduced her bill, that this would be one Customer Service Unit that was accountable for all customer service complaints, and that it wouldn't be broken off in pieces. And I know the communication systems are such today that we can keep everybody on the same telephone line, but there is some value in having one person in charge of all customer service, and...

PRESIDENT MAURSTAD: Time.

SPEAKER KRISTENSEN: Thank you.

PRESIDENT MAURSTAD: Thank you, Senator Kristensen. On the Bourne amendment, Senator Brown.