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I want to make sure I'm clear in my remarks. Mine isn't that those people can't do it, that they can't answer the phone, that they can't...they probably have a better work ethic. That's not my issue, it's not an issue that they can do it. Mine comes from the reverse side of this is that I want to hold the Treasurer's feet to the fire in terms of managing and doing the Customer Service Unit. I don't want to allow some reason saying that they aren't close to me, it's a matter of do they show up on time. It's a matter of morale. It's a matter of being close for management. If you have wonderful staff, you're right, it doesn't matter. They're going to do a good job, how they do it, but there's...

PRESIDENT MAURSTAD: Time.

SPEAKER KRISTENSEN: ...a variety of management issues. Did you say time, Mr. President?

PRESIDENT MAURSTAD: Time.

SPEAKER KRISTENSEN: Thank you.

PRESIDENT MAURSTAD: Thank you, Senator Kristensen. Senator Baker, on the Bourne amendment.

SENATOR BAKER: Thank you, Mr. Lieutenant Governor and members. I also side with Senator Bourne. I don't think the Voice Response Unit and the State Disbursement Unit were ever intended to be one and the same. They're going to be linked obviously, but the State Treasurer, as far as I know, has never had any responsibility placed upon him for the Voice Response Unit, the customer service area. Number one, I don't think any of them are going to be, regardless if they stayed in Lincoln, they're not going to be in the same building anyway. So what's the difference whether they're two blocks away or 200 miles away, they're going to be linked. The key issue here is the CHARTS thing, the CHARTS program works. If they can have the CHARTS program and working, they're obviously both going to be using it, the SDU and the VRU, that's the key. It doesn't matter where you have the people sitting. We have 93 counties now scattered all over, obviously, 93 counties in the state doing this. The problem is that the CHARTS doesn't work. The reality