

MINUTES

**MONTANA HOUSE OF REPRESENTATIVES
56th LEGISLATURE - REGULAR SESSION**

COMMITTEE ON STATE ADMINISTRATION

Call to Order: By **CHAIRMAN MATT BRAINARD**, on January 27, 1999 at 9:00 A.M., in Room 420 Capitol.

ROLL CALL

Members Present:

Rep. Matt Brainard, Chairman (R)
Rep. Toni Hagener, Vice Chairman (D)
Rep. Allan Walters, Vice Chairman (R)
Rep. Darrel Adams (R)
Rep. Joan Andersen (R)
Rep. Edith Clark (R)
Rep. Tom Dell (D)
Rep. George Golie (D)
Rep. Donald L. Hedges (R)
Rep. Monica Lindeen (D)
Rep. Jeff Mangan (D)
Rep. Douglas Mood (R)
Rep. Brennan Ryan (D)
Rep. Frank Smith (D)
Rep. Bill Tash (R)
Rep. Bill Thomas (R)
Rep. Doug Wagner (R)

Members Excused: None.

Members Absent: None.

Staff Present: Sheri Heffelfinger, Legislative Branch
Karen Mills, Committee Secretary

Please Note: These are summary minutes. Testimony and discussion are paraphrased and condensed.

Committee Business Summary:

Hearing(s) & Date(s) Posted: HB. 144, 256, 258, **POSTED**
1/25/1999
Executive Action: None

HEARING ON HB 144**Opening Statement by Sponsor: REP. R. MENAHAN**

He proposes a bill requiring the Dept. of Administration ensure that state agencies use individuals and not prerecorded voice mail systems to answer telephone calls from the public; requiring the department to adopt rules. He further stated that he wants a system that is user-friendly, one that does not use prerecorded messages.

{Tape : 1; Side : A; Approx. Time Counter : 0.1 - 3.6}

Proponents' Testimony:**MIKE COONEY, Sec. of State.**

He spoke of the frustration in listening to a series of menus that don't give you the choice you want. Our government offices should present a better public image. This is the wrong way for the government to go.

{Tape : 1; Side : A; Approx. Time Counter : 3.8 - 7}

CRAIG SWEET, Mt. PRG

Wants a human voice at the other end of the phone. This would present "government" in a better service form.

{Tape : 1; Side : A; Approx. Time Counter : 7.2 - 8.8}

TOM SCHNEIDER, Mt. Public Employees Assoc.

He wrote a letter to a previous governor stating that the future would hold mechanical telephone answering devices and that the public would dislike not speaking to a live voice.

{Tape : 1; Side : A; Approx. Time Counter : 8.9 - 11.1}

Opponents' Testimony:**SCOTT COLE, Univ. of Mt. EXHIBIT(sth21a01)**

{Tape : 1; Side : A; Approx. Time Counter : 11.3 - 13.6}

ARLENE HANNAWALT, Concerned citizen from Clancy.

It can never take the place of automated service. Specifically concerned about the long waits in line for students registering for college classes. You can now just register over the phone using an automated registration menu. Does not want to go back in time.

{Tape : 1; Side : A; Approx. Time Counter : 13.8 - 14.5}

LOIS MENZIES, Dir. of Dept. of Administration. EXHIBIT(sth21a02)

Both the public and the private sector are taking advantage of voice mail. It's allowed agencies to stretch their budgets. She suggests training agencies on the appropriate use of voice mail menus.

{Tape : 1; Side : A; Approx. Time Counter : 14.5 - 18.4}

NEIL PETERSON, Dept. of Revenue.

They promote, "One call, that's all". One person answering the phone can act as a consultant and answer 80% of the questions received. Provides just that element of personal contact that the public wants.

{Tape : 1; Side : A; Approx. Time Counter : 18.6 - 21.5}

Questions from Committee Members and Responses:

{Tape : 1; Side : A; Approx. Time Counter : 21.7 - 30}

{Tape : 1; Side : B; Approx. Time Counter : 0.1 - 0.3}

Rep. Smith to Rep. Menahan

Rep. Thomas to Scott Cole to Glen Leavitt

Rep. Hedges to Lois Menzies

Rep. Tash to Rep. Menahan

Rep. Clark to Neil Peterson

Closing by Sponsor: REP. R. MENAHAN

{Tape : 1; Side : B; Approx. Time Counter : 0.3 - 1.7}

HEARING ON HB 256

Opening Statement by Sponsor: REP. JOHN COBB

Rep. Cobb stated that this Bill would provide a state contribution to the deferred compensation plan accounts of certain eligible state employees; transferring administration of the state deferred compensation plan from the department of administration to the public employees' retirement board; providing an appropriation to amend certain sections. He further stated that if there is no money, the bill dies. This is a one time money appropriation; a one time program.

{Tape : 1; Side : B; Approx. Time Counter : 1.8 - 8.3}

Proponents' Testimony:

GLEN LEAVITT, Montana University System EXHIBIT (sth21a03)

The university system is excluded from this bill. He feels the Montana University system should be included.

{Tape : 1; Side : B; Approx. Time Counter : 8.6 - 11.5}

CANDACE PAYNE, University Teacher's Union

{Tape : 1; Side : B; Approx. Time Counter : 12.0 - 13.2}

KELLY JENKINS, Legal Counsel PERS

He is a proponent for the "third leg" of retirement, taking personal responsibility for your own additional retirement income. **EXHIBIT(sth21a04)** (If HB 79 passes, and this bill passes--then everyone is taken care of, wants to make that amendment.) **EXHIBIT(sth21a05)** (B=C +I-E) **EXHIBIT(sth21a06)** (Will take an amendment to take money).

{Tape : 1; Side : A; Approx. Time Counter : 13.3 - 26.1}

TOM BILODEAU, Research Director for TERS.

This is a small step in the right direction. Leaves person 20% short. Bill provides encouragement to make individual savings. Also finds a way to make private savings grow.

{Tape : 1; Side : B; Approx. Time Counter : 26.7 - 30.1}

{Tape : 2; Side : A; Approx. Time Counter : 0.1 -.5}

TOM SCHNEIDER, Mt. Employees.

Involved with changing tax statutes. Puts a tremendous pressure on the retirement system. It will get people to take care of "3rd leg" of the stool. Would like to amend the university system in.

{Tape : 2; Side : A; Approx. Time Counter : 0.8 - 3.8}

Opponents' Testimony: None

Questions from Committee Members and Responses:

{Tape : 2; Side : A; Approx. Time Counter : 4.2 - 12.6}

Rep. Hagener to Rep. Cobb and Kelly Jenkins

Rep. Mood to Kelly Jenkins

HEARING ON HB 256

Opening Statement by Sponsor: REP. JOHN COBB **EXHIBIT(sth21a07)**

This is a bill providing an appropriation for online internet access to information collected by the commissioner of political practices.

{Tape : 2; Side : A; Approx. Time Counter : 14.6 - 19.9}

Proponents' Testimony:

MIKE VOELLER, Lee Newspapers.

It will be a potential help for candidates to find out campaign information.

{Tape : 2; Side : A; Approx. Time Counter : 20.1 - 21.9}

CRAIG SWEET, Dir of Montana PEG System

Lots of political junkies are out there. Many people would like to have this kind of internet access.

{Tape : 2; Side : A; Approx. Time Counter : 22.3 - 23.7}

Opponents' Testimony: None

Questions from Committee Members and Responses:

{Tape : 2; Side : A; Approx. Time Counter : 24.4 - 30.2}

{Tape : 2; Side : B; Approx. Time Counter : 0.1 - 1.4}

Rep. Mood to Linda Foy

Rep. Hagener to Rep. Cobb

Closing by Sponsor: REP. JOHN COBB

{Tape : 2; Side : B; Approx. Time Counter : 1.4 - 2.9}

ADJOURNMENT

Adjournment: 10:40 A.M.

REP. MATT BRAINARD, Chairman

KAREN MILLS, Secretary

MB/KM

EXHIBIT (sth21aad)