

listen, and if you don't want to make this change, you don't have to, I guess, but this is a pretty substantial change with respect to procedures of NEOC. We have had discussions over the past six months regarding NEOC and the problems and concerns we have had in that agency primarily with respect to the delay and the time it takes for an individual who complains about an action that he might...that he or she might have, and how long it takes to investigate and determine whether there is something, whether the investigation works, whether their mediation process works, and then whether the hearing process works, and the ultimate and effective outcome of that procedure. We have had information which leads us to believe that the investigations sometimes are conducted when they shouldn't be conducted, when they need not be conducted. Of about half of the increase in the numbers last year, half of those were as a result of investigations where there was no legal jurisdiction to investigate. Approximately 60 cases, about 60 hours investigation per case, 3,600 wasted man-hours. So one part of the bill and the amendment to the bill basically requires that prior to initiating any investigations, so prior to having the actual investigation take place, there is some sort of a prescreening procedure which determines whether there is legal jurisdiction to handle the charge. If there is not legal jurisdiction to handle the charge, then they advise immediately the complaining individual that we have no jurisdiction, and that can be, for instance, in a case where you have too few employees and the law does not apply. In a number of those cases, frankly, the law was simply ignored and the investigation went ahead, and then they later determined that, in fact, we had no jurisdiction after spending the inordinate amount of man-hours on those cases. That seems to be a waste of time, so we want to have some sort of a prescreening so that you can determine whether you have jurisdiction to investigate those cases or not prior to taking them. If, in fact, they are determined to have legal jurisdiction, then what happens is the investigators begin to investigate. If, in fact, after the investigation, there is not reason to believe that the charge is true, then they dismiss the charge and notify both the complaining individual and the respondent of the action. Also, we have added some language in here regarding the settlement of the claims. Previously, you could settle the claim by some sort of a conference, informal conference, conciliation, persuasion; we have added the language "mediation or arbitration." So if, in fact, two parties want to get together before too much time or money is spent in this process and want to mediate or