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- ◆ One reason that I wanted to become Governor was to make sure that government serves the people. That is job #1. The worst part of government is when a citizen wants a simple piece of information, and they can't get it. The worst part of government is when a person is trying to make a simple transaction – like getting a license tab or some other permit – and then that person has to face a bureaucratic obstacle course of long lines, red tape and paperwork.
  - ◆ There's got to be an easier way. And there is an easier way. Remember the slogan, “Keep it simple, stupid?” The simple answer to this problem is technology.
  - ◆ Add technology, subtract paperwork. Add technology, subtract long lines. Government plus technology equals choice and efficiency. We don't want our citizens wasting their time and getting frustrated when we have a simple solution available.
  - ◆ What I've proposed is a series of technology initiatives that will make our state government more efficient and provide more choices to our citizens. At the moment, however, our legislators are questioning the value of those investments.
  - ◆ I say, give the people a choice. Let them go online instead of waiting in a long line.
  - ◆ Technology, like government, is merely a tool to serve the people. You can't expect government efficiency if we are forced to use outdated tools. You know that when you buy a computer these days it is obsolete before you take it out of the box. Can you believe that our revenue department is using a 30-year-old system to process income taxes? There's not enough duct tape in North America to keep that system going much longer.
  - ◆ Minnesota is a high technology state. The technology exists out there, so why don't we invest in it? It's the simple solution. It gives people a choice and makes government more efficient.