

Motor Vehicles Automatic Queuing System**FY2012 Request: \$200,000****Reference No: 51796****AP/AL:** Appropriation**Project Type:** Equipment / Commodities**Category:** General Government**Location:** Statewide**House District:** Statewide (HD 1-40)**Impact House District:** Statewide (HD 1-40)**Contact:** Cheryl Lowenstein**Estimated Project Dates:** 07/01/2011 - 06/30/2016**Contact Phone:** (907)465-5655**Brief Summary and Statement of Need:**

The automated queuing system allows the Division of Motor Vehicles (DMV) managers to accurately track the number of customers served and wait times per customer. DMV's current system allows DMV to measure wait times from when a ticket is pulled from the queue in 20 minute increments only. The system is beyond its lifespan and needs regular maintenance, which is expensive and logistically cumbersome, and the only replacement parts are refurbished items.

Funding:	FY2012	FY2013	FY2014	FY2015	FY2016	FY2017	Total
GF/Prgm	\$200,000						\$200,000
Total:	\$200,000	\$0	\$0	\$0	\$0	\$0	\$200,000

<input type="checkbox"/> State Match Required	<input checked="" type="checkbox"/> One-Time Project	<input type="checkbox"/> Phased - new	<input type="checkbox"/> Phased - underway	<input type="checkbox"/> On-Going
0% = Minimum State Match % Required		<input type="checkbox"/> Amendment	<input type="checkbox"/> Mental Health Bill	

Operating & Maintenance Costs:

	<u>Amount</u>	<u>Staff</u>
Project Development:	0	0
Ongoing Operating:	0	0
One-Time Startup:	0	0
Totals:	0	0

Additional Information / Prior Funding History:

No funding previously requested.

Project Description/Justification:

The Division of Motor Vehicles (DMV) requests \$200,000 in general funds to purchase and install automated queuing systems in all DMV offices. The automated queuing system allows DMV managers to accurately track the number of customers served and wait times per customer. DMV's current system allows the division to measure wait times from when a ticket is pulled from the queue in 20 minute increments. A new queuing system will allow DMV to get a more specific wait time and to identify specific transactions that take additional time in an effort to gain efficiencies and improve customer service.

Additionally, the system provides the statistical information for DMV performance measures. With a new system, the data will allow DMV to better allocate its resources based on reporting information from the queuing system.

A new queuing system will be placed in all state run DMV offices. The queuing system as it is now is only available in seven of the fifteen DMV offices. DMV's current system is beyond its lifespan and needs regular maintenance, which is expensive and logistically cumbersome. The only replacement parts are refurbished items purchased off the internet, these replacement parts are getting harder to locate.

