

DMV Take-a-Number System**FY2006 Request: \$100,000****Reference No: 40073****AP/AL:** Appropriation**Project Type:** Equipment**Category:** General Government**Location:** Statewide**Contact:** Eric Swanson**House District:** Statewide (HD 1-40)**Contact Phone:** (907)465-5655**Estimated Project Dates:** 07/01/2005 - 06/30/2007**Brief Summary and Statement of Need:**

Expansion of the take a number system used in the Anchorage office.

Funding:	FY2006	FY2007	FY2008	FY2009	FY2010	FY2011	Total
Rcpt Svcs	\$100,000						\$100,000
Total:	\$100,000	\$0	\$0	\$0	\$0	\$0	\$100,000

<input type="checkbox"/> State Match Required	<input type="checkbox"/> One-Time Project	<input checked="" 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	
Totals:	0	0

Additional Information / Prior Funding History:**Project Description/Justification:**

The project will fund a contractor installed Take-a-Number system, including the hardware equipment, software and testing for the implementation in the Eagle River, Anchorage Mid-Town and Juneau DMV offices.

The "Take A Number System" is an automated customer queuing display and ticket system with integration between displays, workstations and a server at the DMV counters. The display screen allows the customer to readily see who will be waited on next, based on the automated sequential numbering, and what counter person is available to help that individual.

DMV uses the system to measure employee performance as well as assist management staff to adjust staff and equipment resources to provide the most efficient service to Alaskans.