

Topic: Front Counter Q Management

Question by: Patrick Reed

Jurisdiction: Washington

Date: March 21, 2018

Jurisdiction	Question(s)
	<p>I have a question about front counter queue systems for those jurisdictions that have moderate to high foot traffic.</p> <ol style="list-style-type: none"> 1. What type of system do you use (number tickets, reader board, voice call out "NEXT")? 2. Is it a software package or software/hardware bundle? 3. What has worked best for jurisdictions with multiple service windows and multiple services provided?
Manitoba	
Corporations Canada	
Alabama	
Alaska	
Arizona	<p>Arizona has what I think is moderate lobby traffic. We have two windows open at all times at our main front counter, and if it is too busy, we can open a third. We have a sign that asks them to line up a certain way, but it's really "who's next." We've considered doing the number thing, but staff always end up saying we don't need it.</p>
Arkansas	
California	
Colorado	
Connecticut	
Delaware	
District of Columbia	

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Florida	<p>Florida has 2 to 3 clerks, depending on volume, to assist the ‘Next’ customer in line.</p> <p>Florida has what I would consider high foot traffic. We serve first come, first serve. No ticket system and we only have on public counter.</p>
Georgia	
Hawaii	<p>Hawaii is similar to Utah (except that we have one counter), where we use a smiling “Next” and we signal for more help when we get busy.</p>
Idaho	
Illinois	
Indiana	
Iowa	
Kansas	
Kentucky	
Louisiana	<p>Louisiana's answers are below:</p> <ol style="list-style-type: none"> 1.) We have 2 sign in clip boards, one for notary and one for corporations 2.) no 3.) the sign in sheets work well for us
Maine	
Maryland	
Massachusetts	
Michigan	

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Minnesota	<p>Minnesota counter is moderately high traffic. We have two clerks at the counter at all times. When it gets busier, we may have up to four clerks at the counter assisting customers. We also use the number tickets which has been very effective especially when it's extremely busy.</p>
Mississippi	
Missouri	
Montana	
Nebraska	
Nevada	
New Hampshire	
New Jersey	
New Mexico	
New York	
North Carolina	
North Dakota	
Ohio	<p>In Ohio we have one person working our front counter. We occasionally get busy during the lunch hour and can have a second employee assist at the counter to keep the line moving quickly, but a simple line works fine for us. The rest of the day is typically not very busy. Customers are just submitting and paying for the filing so each transaction is quick which keeps the line moving. We do have customers obtaining Apostilles over the counter and they can wait for that document but when the front counter person has a line he contacts another employee to do the apostille and we have a waiting area for those customers so it does not hold up the line.</p>

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	<p>I have a question about front counter queue systems for those jurisdictions that have moderate to high foot traffic.</p> <ol style="list-style-type: none"> <li data-bbox="422 329 1514 358">1. What type of system do you use (number tickets, reader board, voice call out “NEXT”)? <li data-bbox="422 418 1129 448">2. Is it a software package or software/hardware bundle? <li data-bbox="422 508 1671 537">3. What has worked best for jurisdictions with multiple service windows and multiple services provided?
Oklahoma	
Oregon	
Pennsylvania	
Rhode Island	
South Carolina	
South Dakota	
Tennessee	
Texas	<p>Our office has a receptionist for business filings and another for apostilles/authentications and we have a high volume of traffic. We use a first in, first out system. However, we did add a credit card reader that has improved turnaround time.</p>
Utah	<p>Utah has two public counters on different floors. We employ the "who's next" method and when it gets super busy, we have multiple people at both counters, not just the lobby counter.</p>
Vermont	
Virginia	
Washington	
West Virginia	
Wisconsin	
Wyoming	

Additional comments:

We have a high foot traffic lobby that we historically have used a regular ticket process. We are considering what other options are available that best manage the workflow of people.

Thanks in advance!

Patrick

Patrick Reed

Public and Government Affairs Manager

Office of the Secretary of State, Corporations and Charities Division

360-725-0358

patrick.reed@sos.wa.gov

www.sos.wa.gov/corps