



## The Philippine Consulate General in Los Angeles (LA PCG) Conducts a Simulation on the Queuing System for Consular Services

04 February 2019, Los Angeles - LA PCG, with Vice Consul Rainier Casis and Communication Officer Jonathan Heartchie Tamayo at the helm, conducted a simulation on the queuing system for consular services. LA PCG personnel acted as simulators to provide feedback on the performance of the system while they identify the possible issues and brainstorm on alternative solutions. The system was launched by the PCG on 05 February 2019.

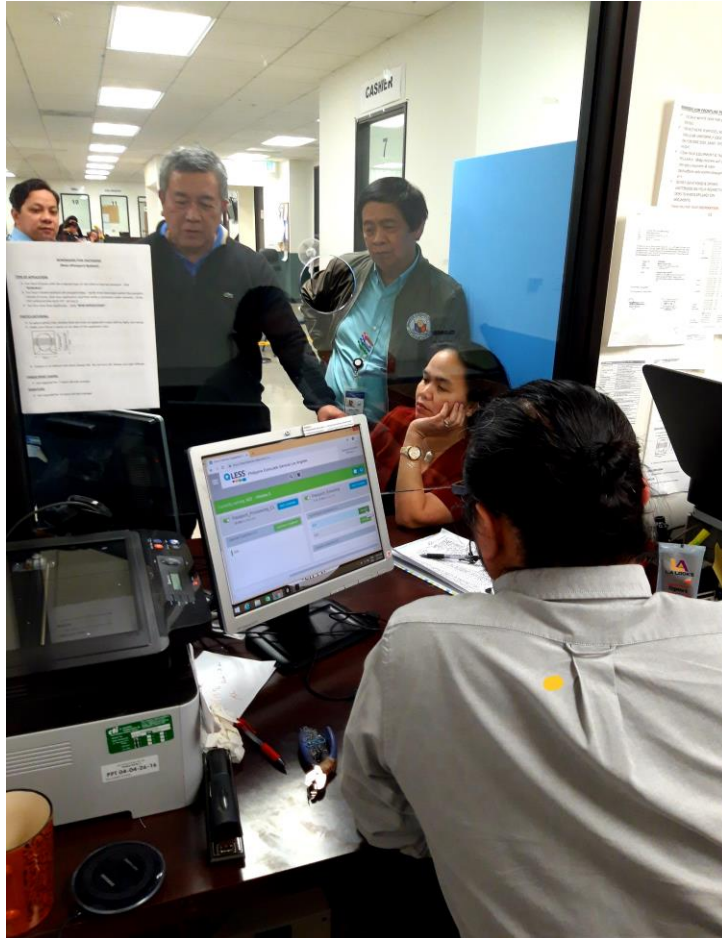
The queuing system is part of the Consulate General's continuing program on improving client experience in the delivery of consular services to its publics.END



VC Casis briefs LA PCG personnel on the flow of the queuing system. (left) VC Casis and Mr. Tamayo synchronize the tablet with the queuing screen. (right)



LA PCG personnel posing as applicants.



The Passport Encoder conducts a parallel testing on calling queue number.