



# ARIZONA MANAGEMENT SYSTEM SUCCESS REPORT

DEPARTMENT OF TRANSPORTATION

## Faster, More Predictable International Port of Entry Inspections



Commercial trucks entering Arizona from Mexico through the San Luis Port of Entry often experienced inconsistent state and federal inspections, which resulted in unexpected delay. Using Arizona Management System tools, the Arizona Department of Transportation prioritized six processes for improved customer service and safer commercial vehicle travel in the state. Piloting a tag team approach, state and federal inspectors completed simultaneous inspections resulting in a **23% improvement in inspection time**. They also identified most common violations to emphasize in customer education and training. As a result, drivers and companies can take preventative measures and avoid costly delays when moving goods into and through the state. Arizona highways are safer, and the entire state enjoys the benefits from a smooth flow of commerce.