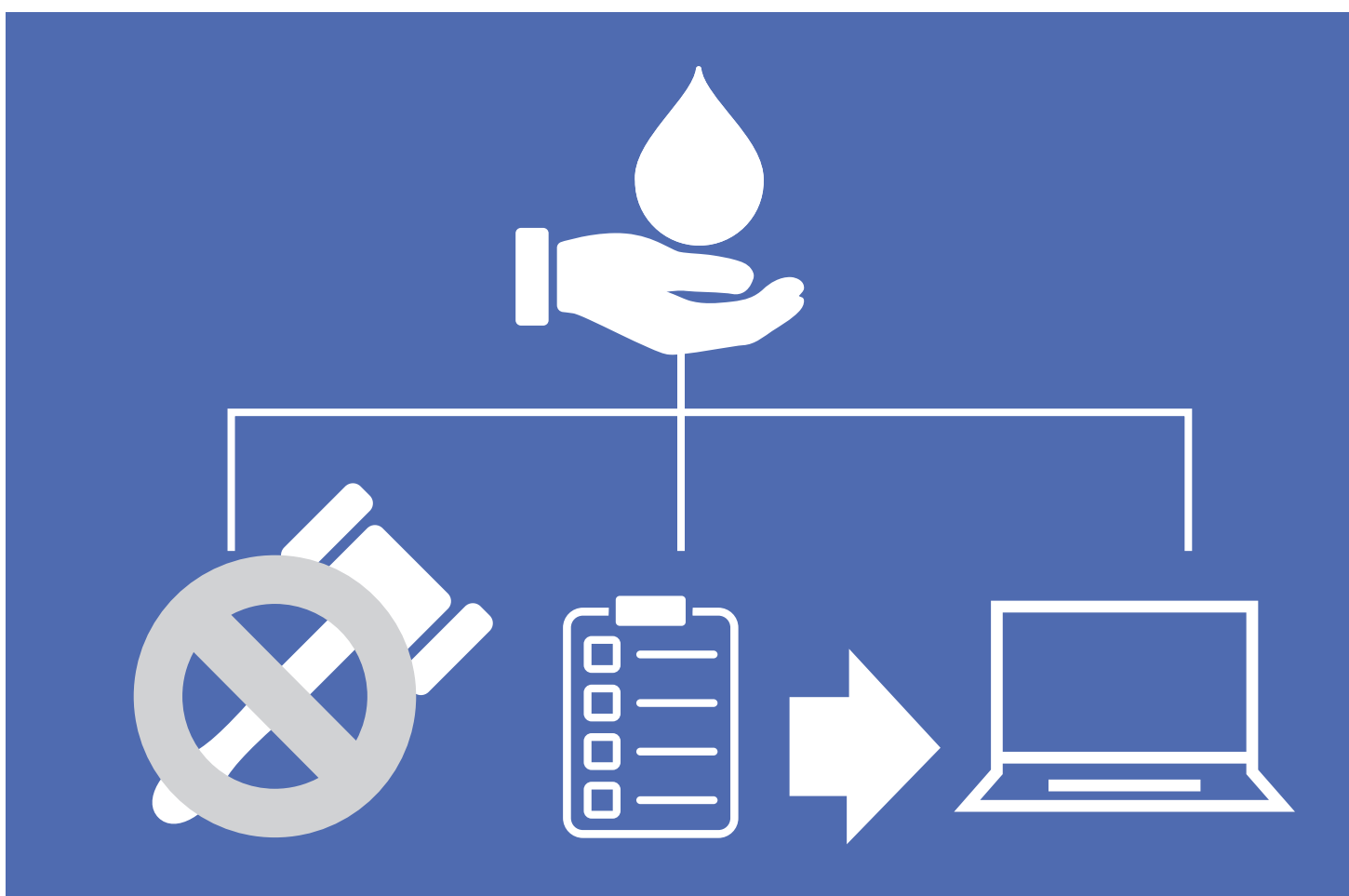


# ARIZONA MANAGEMENT SYSTEM SUCCESS REPORT

DEPARTMENT OF WATER RESOURCES

## Fulfilling Hydrologic Survey Report Requests Faster via the Web



A citizen's request of the Department of Water Resources to post a hydrologic survey report on the department's website revealed a cumbersome, time-consuming process for fulfilling public record requests. Because such reports are submitted to the courts and considered part of court proceeding, the department referred any such requests to the Legal Division, which added days and possibly weeks to the process. Upon review, the department determined there was **no value added by involving Legal staff**. As a result, the department developed a process to have all previously published hydrologic survey reports posted to the website which eliminates the need for customers to submit a public records request.