



ARIZONA MANAGEMENT SYSTEM SUCCESS REPORT

GAME AND FISH DEPARTMENT

Improved Customer Service Benefits Lake Havasu City Boaters

Lake Havasu sees more watercraft use than any other community in the state, but lacking a regional office there, community residents had to take their boats to Kingman when a boat inspection was required for registration. Arizona Game and Fish now sends customer services staff to Lake Havasu City two days each month for watercraft registrations. Between June and December 2016, the department **completed 639 watercraft transactions totaling \$29,000**, with positive community feedback.

