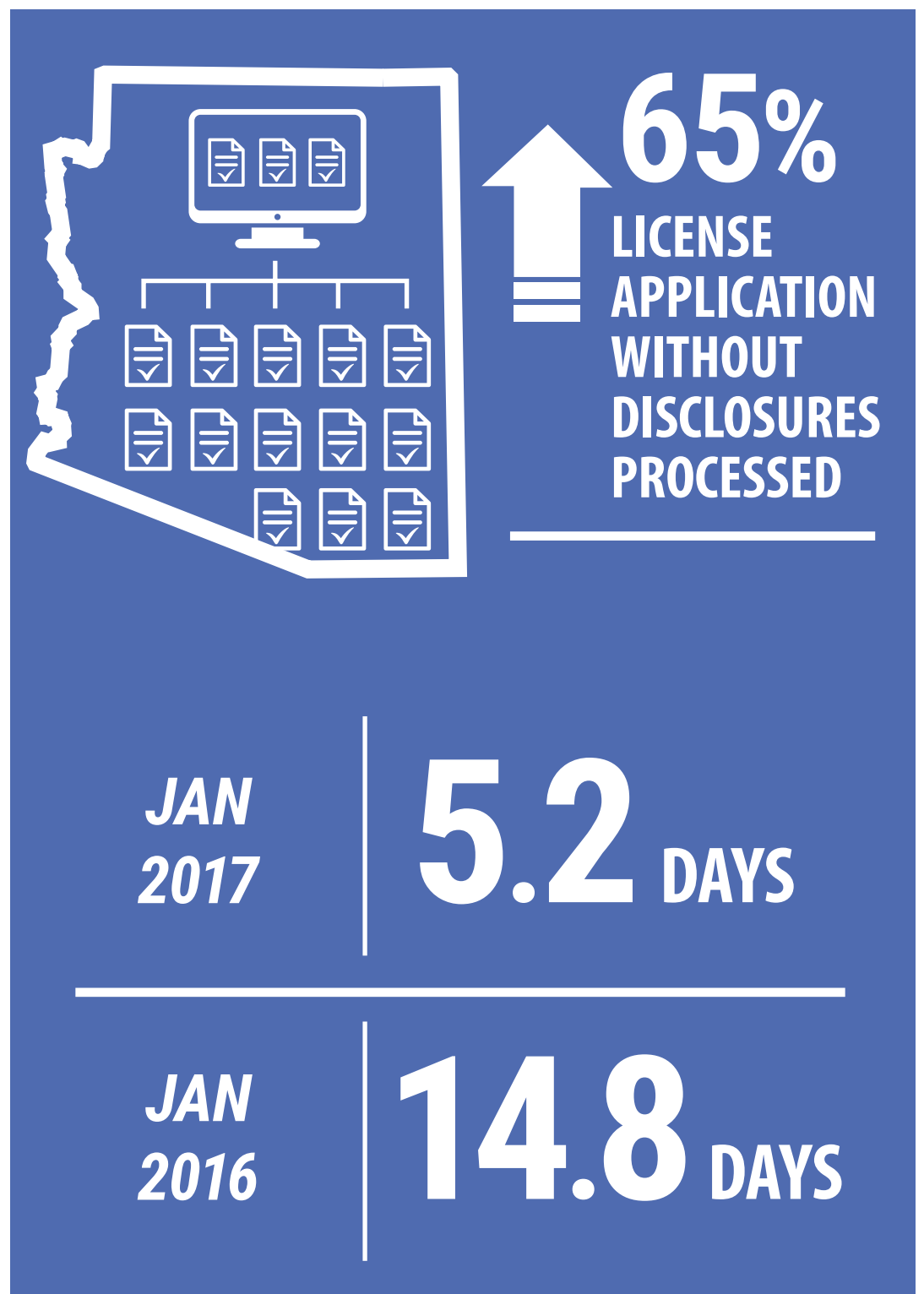


ARIZONA MANAGEMENT SYSTEM SUCCESS REPORT

DEPARTMENT OF REAL ESTATE

Real Estate Goes Paperless with Enhanced Customer Service and Cost Savings

The Department of Real Estate completed a file digitization project in 2016 that involved scanning and electronically converting more than 100,000 hard copy files. As part of the project, the department accepts and generates very minimal paper documentation and continued to streamline the online license application and renewal process for the real estate industry, which significantly reduced customer wait times. Average processing time remains one day for real estate broker and salesperson license applications without disclosures. Average time to issue a decision on real estate license applications with disclosures is **65% faster** on average, **decreasing from 14.8 days** in January 2016 **to 5.2 days** in January 2017. In addition, the



department achieved costs savings in staff time, 9% savings in records management and billings between FY2015 and FY2016, copier costs, and repurposed office space.