



ARIZONA MANAGEMENT SYSTEM SUCCESS REPORT

DEPARTMENT OF LIQUOR LICENSES AND CONTROL

Resolving Liquor Complaints Faster

In July 2016, the Department of Liquor Licenses and Control was taking an average of approximately 70 days to investigate and resolve public complaints. Following internal process improvements, which included prioritizing complaints, the department was able to significantly reduce its backlog of cases and free up investigator time to focus on priority complaints. As of November 2016, the department now **resolves public complaints within an average of 34 days.**

