



ARIZONA MANAGEMENT SYSTEM SUCCESS REPORT

STATE PARKS AND TRAILS

State Parks Consolidates Vendor Services for Enhanced Customer Experience



Arizona State Parks and Trails previously used two separate vendors to manage its Website and reservation service. In addition, the agency itself managed the park reservation call center, which was available only during normal weekday business hours. In November 2016, the agency consolidated these three functions with a single, outside vendor that has improved customer service and availability.