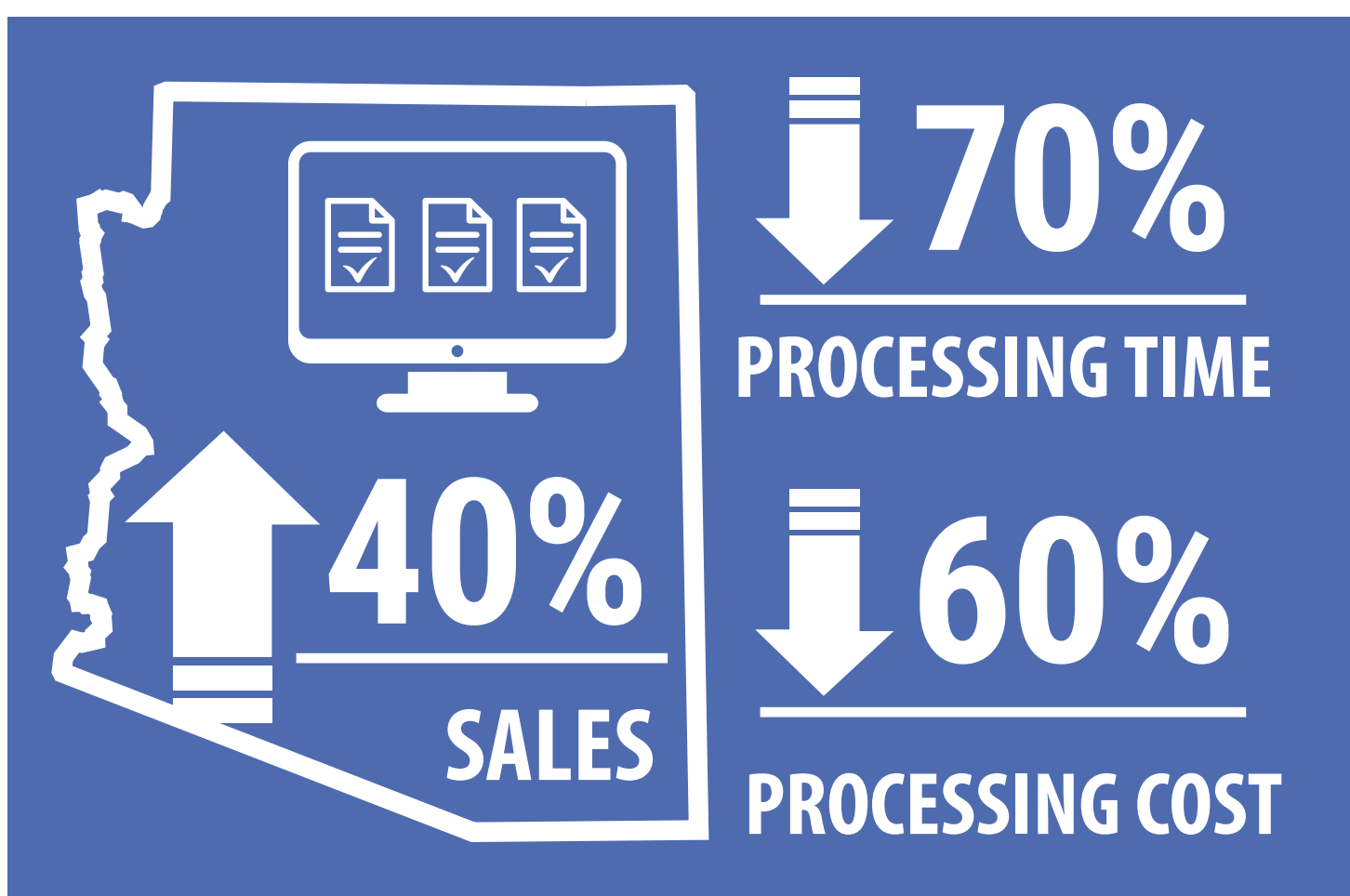




# ARIZONA MANAGEMENT SYSTEM SUCCESS REPORT

STATE LAND DEPARTMENT

## State Land Implements Online Recreational Permit Portal for Faster, Better Customer Service



Customers seeking to hike or otherwise recreate on Arizona State Trust lands no longer have to wait three to five days for their permit to come in the mail or drive to the Land Department's downtown Phoenix headquarters to claim in person. In March 2016, the department overhauled its permitting process so that customers may now complete their permitting transactions online, including making payments via credit or debit card. Within a year overall **permit sales increased by 40%**, overall **processing times decreased by 70%**, and departmental **processing costs decreased by 60%**.