



ARIZONA DEPARTMENT OF FINANCIAL INSTITUTIONS

Robert D. Charlton
Superintendent

Douglas A. Ducey
Governor

April 19, 2016

Reference: Customer Feedback Quick Survey

Dear AZDFI Licensees, Stakeholders and Citizens,

Governor Ducey's vision for Arizona is to be the number one state to live, work, play, retire, recreate and get an education. To achieve this vision, Arizona agencies must fundamentally change the way state government operates. Although my agency is already on its way to transforming the way we work, I would like your help in confirming that we are heading in the right direction.

Every agency, including mine, has identified performance measures based upon what we believe our customers value and what we think Arizona citizens expect as a return on their taxpayer investment. The scorecards we are creating from these efforts will be used as the basis for monthly business reviews to track performance. The initial focus of our transformation will be to improve our operations in five key areas: responding faster, deciding faster, resolving faster, providing more on-line services, and saving money. At the same time we are setting the stage for a broader base of improvements related to the unique mission of each of our state agencies. Our mission-related priorities are: 21st Century Education; Strong, Innovative Economy; Healthy People, Places, & Resources; Safe Communities; and Efficient & Accountable Government.

The purpose of this Survey is to ask for your help in identifying the processes my agency should make a priority in meeting the Governor's objective of operating at the speed of business (i.e., by responding faster, deciding faster, resolving faster and providing more on-line services). Although we have done our best to identify what our customers need, there is no substitute for asking you directly. So, please send to me a list of the processes, permits, licenses, approvals, etc., that you would like my agency to make faster and/or provide on-line. Brutal honesty is appreciated.

Feel free to forward this message to anyone else you think could be helpful in my desire to obtain customer feedback on this topic. Because we will be finalizing the agency performance measures for next fiscal year soon, time is of the essence. As a result, to be given due consideration, I will need to receive your survey by May 1, 2016.

If you have any questions, please let me know. Please [click here for the survey](#) and send your completed survey with your thoughts or suggestions directly to me at the e-mail or address below.

Sincerely,

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