

Arizona Department of Water Resources' ELECTRONIC & DIGITAL REPORTING ENHANCEMENTS

Einav Henenson, Water Conservation & Drought
Lisa Williams, Planning & Data Management

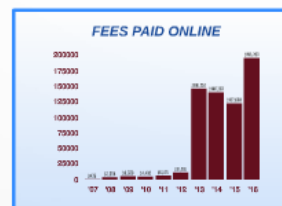
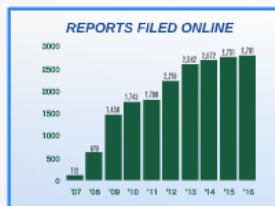


WHY ELECTRONIC REPORTING?

ADWR's Electronic Reporting Benefits:
 - 7,000+ hours saved in data entry
 - 50% of the cost of paper reports

Benefits to our water users & their owners:
 - 2017 filing deadline is now anytime, anywhere
 - No more waiting for reports to be processed
 - No more waiting for reports to be filed
 - No more waiting for reports to be processed

Benefits to the Department:
 - Faster to get the data into the system
 - No more waiting for reports to be processed
 - No more waiting for reports to be filed



95% DATA ENTRY COMPLETED BY

2007	November	125 FILES
2008	November	125 FILES
2009	August	124 FILES
2010	July	125 FILES
2011	August	125 FILES
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2015	July	125 FILES
2016	July	125 FILES

LESSONS LEARNED

- Start small & do a few forms really well
- Small adjustments can make a big difference (removed password, pop-ups, ...)
- Spend time to ease report processing for staff
- Spend time on 'help' documents - minimize phone calls
- Be patient: it will be worth the work & wait

THANK YOU!
Questions?

Einav Henenson: einavhenenson@adwr.gov / 602-771-9027
Lisa Williams: lisa@adwr.gov / 602-771-9045



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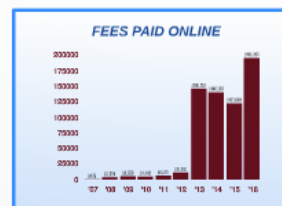
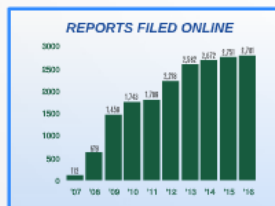


WHY ELECTRONIC REPORTING?

ADWR's Electronic Reporting Benefits:
 - 7,000+ hours saved in paper to file annual reports for 1M+ acres of farmland
 - 2017: 100% of reports filed online
 - 2017: 100% of reports filed online
 - 2017: 100% of reports filed online

Benefits to our water users & their owners:
 - 2017: 100% of reports filed online
 - 2017: 100% of reports filed online
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Benefits to the State of Arizona:
 - 2017: 100% of reports filed online
 - 2017: 100% of reports filed online
 - 2017: 100% of reports filed online



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WHY ELECTRONIC REPORTING?



ADWR Annual Reporting Includes:

- 7,000 Groundwater Rights to file Annual Reports for
- 58 different forms

Benefits of Online Reporting to Customers:

- 24/7 filing ability from anywhere with internet access
- Filer receives an instant pdf receipt (reduces lost reports)
- Allows filer to pay online (reduces lost payments)



Benefits of Online Reporting to ADWR:

- Frees up staff time (minimize need to enter data, scanning reports, etc.)
- Reduces human error
- Staff is able to analyze water data sooner

2007

THE BEGINNING

The first year of AMA online reporting:

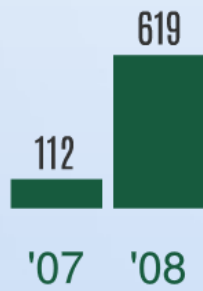
- Used external security gateway- required login and password
- Had only the 3 simplest forms
- Report receipts scanned manually into DocuShare

112 reports **filed**; \$435 in fees collected online

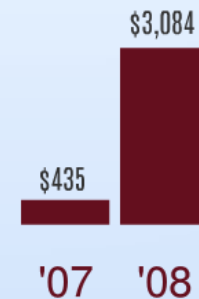
2008

ZERO USE

- Added zero use option
- 92% of rights could use this option if no water used



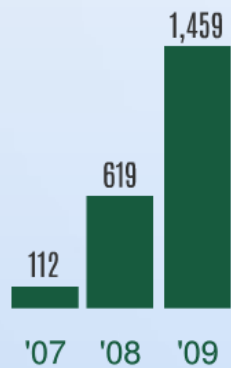
619 reports filed; \$3,084 in fees collected online



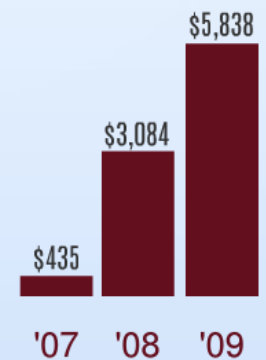
2009

PRINT YOUR OWN FORMS

- Self-serve paper forms requested online via tool or phone call, no mass mailing of forms



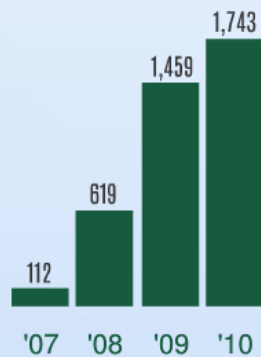
1,459 reports filed; \$5,383 in fees collected online



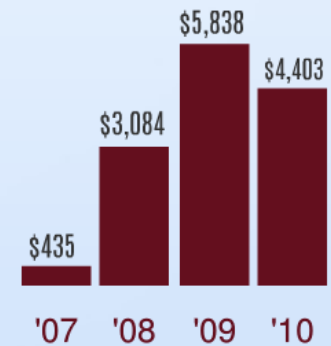
2010

BUDGET REDUCTION

- Recession related budget reduction, losing 60% of staff
- Added one, more complicated form
 - Report well pumping
 - Included 6 different well worksheets



1,743 reports filed; \$4,403 in fees collected online



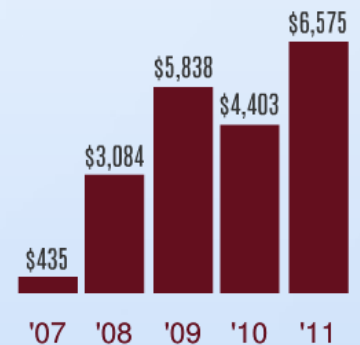
2011

PLEASE, JORGE, NO LOGIN

- Removed login and password requirement
- Staff spent less time on password issues, more on water



1,789 reports filed; \$6,575 in fees collected online



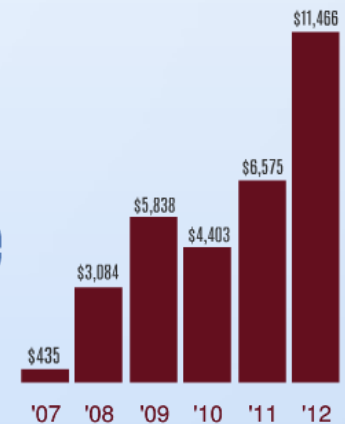
2012

STRAIGHT TO DOCUSHARE

- Scan upon receipt:
 - Sends directly to Docushare
 - Barcode vs. manual keying
 - Auto-saves date received
- Database portal links directly to imaged report
- Live listing of data to process



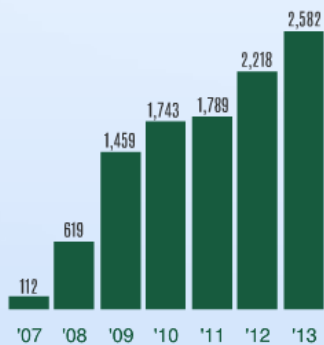
2,218 reports filed; \$11,466 in fees collected online



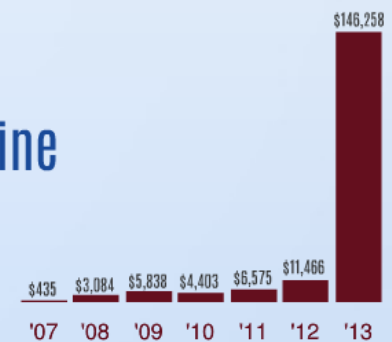
2013

AGRICULTURE

- Added Agriculture reporting schedules (for farmers pumping GW)
- Database portal identifies duplicate filings



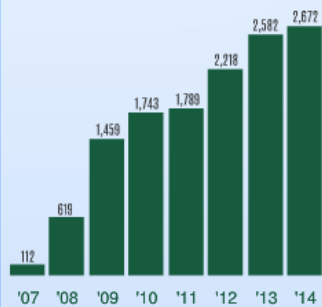
2,582 reports filed; \$146,258 in fees collected online



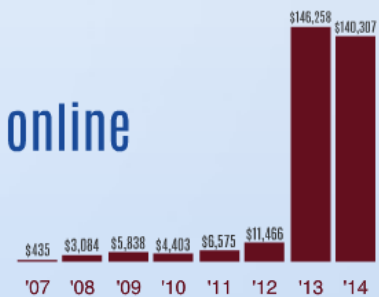
2014

NO MAJOR CHANGES

- Staff turnover slowed down data entry



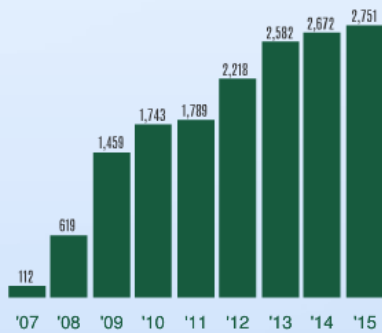
2,672 reports filed; \$140,307 in fees collected online



2015

NO POP-UPS

- Removed pop-ups
- Added forms for specially regulated area



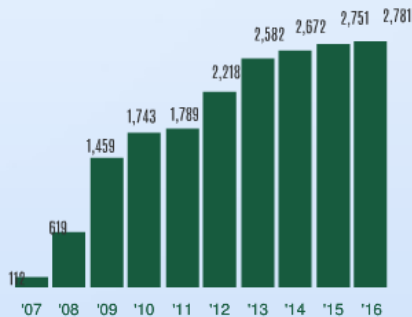
2,751 reports filed; \$122,603 in fees collected online



2016

INDUSTRIAL (Self-Supplied)

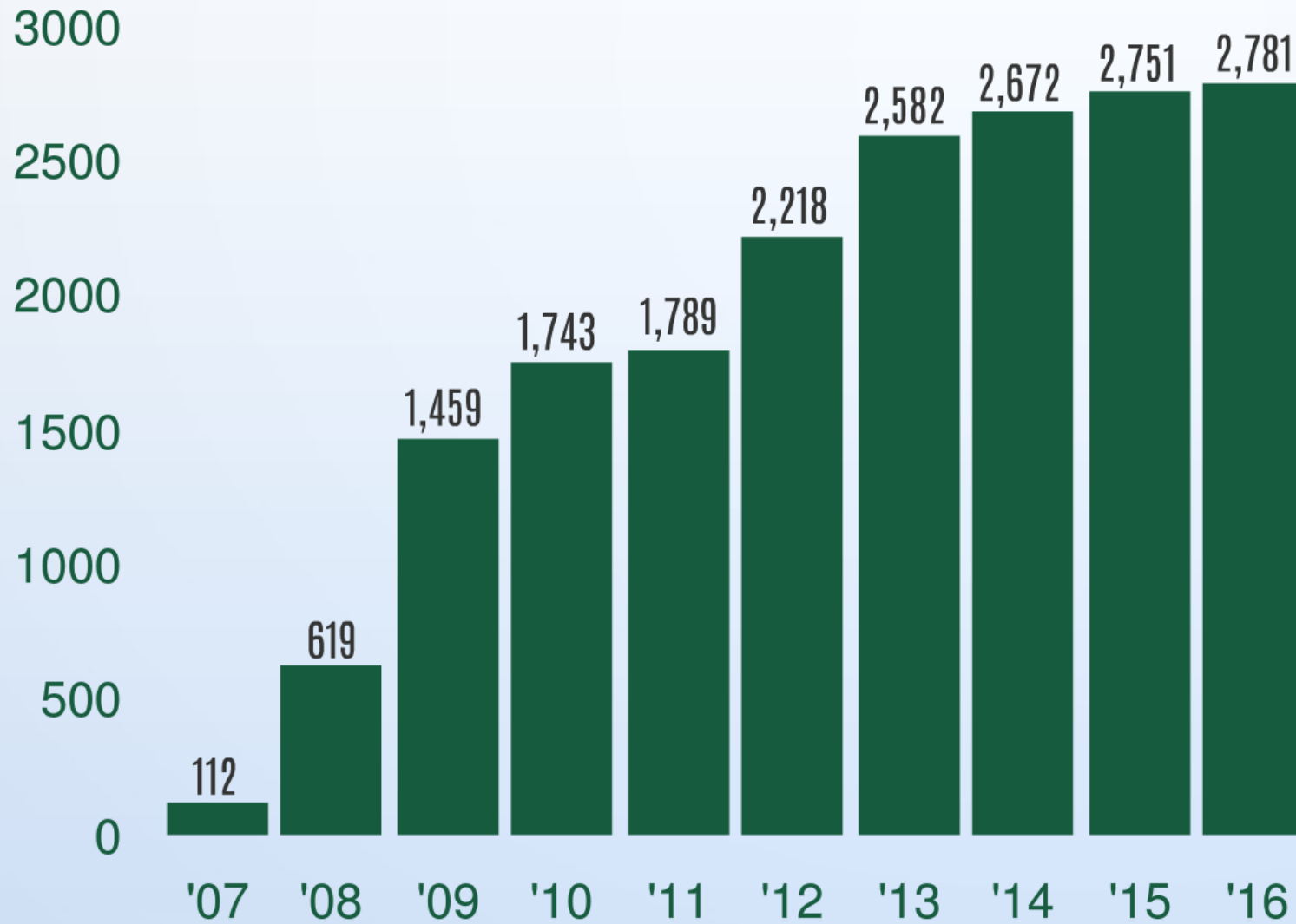
- Added Industrial forms for turf and other industrial facilities
- Automated internal fee disbursement



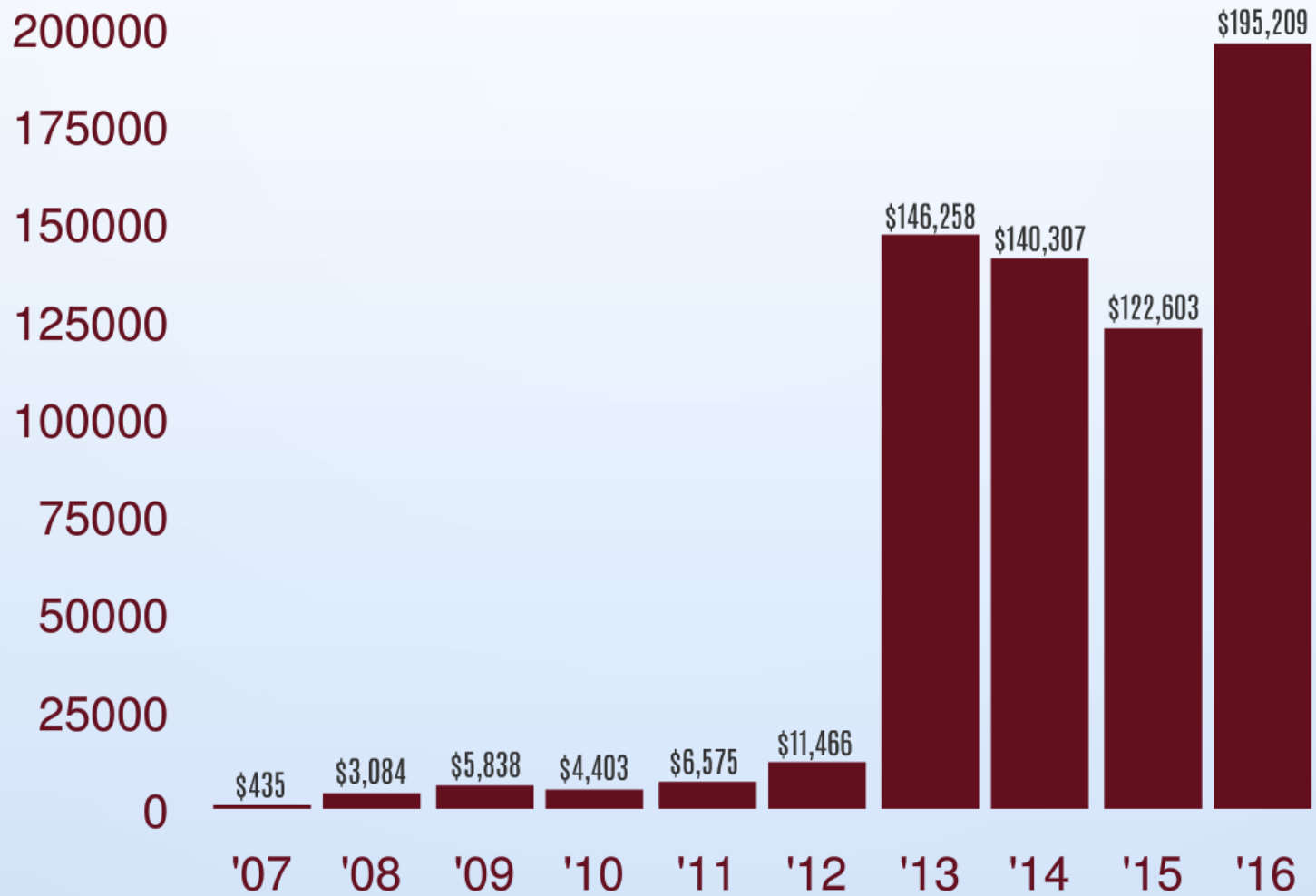
2,781 reports filed; \$195,209 in fees collected online



REPORTS FILED ONLINE



FEES PAID ONLINE



95% DATA ENTRY COMPLETED BY

2007	November	(25 FTE)
2008	November	(25 FTE)
2009	August	(24 FTE)
2010	July	(15 FTE)
2011	August	(13 FTE)
2012	June	(15 FTE)
2013	July	(12 FTE)
2014	August	(16 FTE)
2015	July	(11 FTE)
2016	June	(8 FTE)

LESSONS LEARNED



- Start small & do a few forms really well
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Questions?

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WHY ELECTRONIC REPORTING?

ADWR's Electronic Reporting Initiative

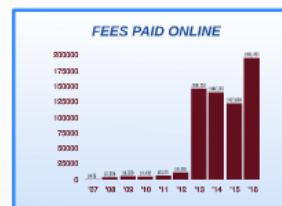
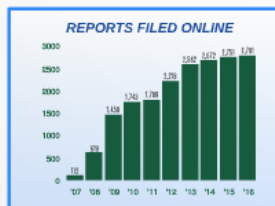
- 7,000+ hours of staff time to the annual reports for 100,000+ acres of water

Benefits to our water users & their owners:

- 2017 filing will be faster and more accurate
- Real-time access to reports (24/7 access) and data
- Eliminate the need for physical reports

Benefits to the Department:

- Eliminate the need for physical reports (24/7 access)
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