

STATE OF ARIZONA
DEPARTMENT OF
REAL ESTATE
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PRESS RELEASE
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DEPARTMENT OF REAL ESTATE OFFERING COST-SAVING SOLUTION

PHOENIX –In recent years the Arizona Department of Real Estate has experienced a significant increase in the number of applications processed and managed. For the 2004 FY, the Department processed approximately 64,800 applications. This includes processing applications for approximately 30,000 walk-in customers. Between FY 2000 and FY 2004, the number of licensees has increased by approximately 22 percent, and the number of licensing applications received has increased by 30 percent. The number of walk-in applicants has increased 12 percent between FY 2000 and FY 2004.

In order to improve customer service efficiency and keep up with increased license applications, ADRE turned to the State of Arizona's Arizona @ Your Service (AAYS) Web Portal Application Development Team to help find a solution. Together, the ADRE and AAYS technical teams developed the Online Renewal System (OLRS) application, an innovative solution that automates the processing of real estate license renewal applications.

“On line license renewal will more assuredly make the process more user-friendly” stated Commissioner Richardson. Licensees will be provided the capability to renew their license, make a number of licensing changes via the Internet, and pay the required fees using a credit card. With OLRs, “convenience” is the operative word. This service will be operational in early January 2005.

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