

NOTICES OF SUBSTANTIVE POLICY STATEMENTS

The Administrative Procedure Act requires the publication of substantive policy statements issued by agencies (A.R.S. § 41-1013(B)(14)). Substantive Policy Statements are written expressions which inform the general public of an agency's current approach to rule or regulation practice. Substantive policy statement does not include internal procedural documents which may only affect the internal procedures of the agency and does not impose additional requirements or penalties on regulated parties in accordance with A.R.S. Title 41.

NOTICE OF SUBSTANTIVE POLICY STATEMENT

**DEPARTMENT OF HEALTH SERVICES
EMERGENCY MEDICAL SERVICES**

1. Subject of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:

#SP-040-PHS-EMS

EMS315: Certification Requirements for a Basic Emergency Medical Technician or a Paramedic with Current and Valid Certification Issued by the National Registry of Emergency Medical Technicians.

2. Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:

April 19, 2001

3. Summary of the contents of the substantive policy statement:

The substantive policy statement is to inform the general public of the Department's implementation of new Laws 2001, Chapter 156, which became effective on April 19, 2001. Laws 2001, Chapter 156 amended A.R.S. § 36-2202 to waive, for a period of 6 months, initial certification training and testing requirements for a basic emergency medical technician or a paramedic who holds a current and valid registration with the National Registry of Emergency Medical Technicians at the corresponding level.

4. A statement as to whether the substantive policy statement is a new statement or a revision:

This is a new substantive policy statement.

5. The name and address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:

Name: Kathleen Phillips
Address: Department of Health Services
1740 West Adams Street
Phoenix, AZ 85007

Telephone: (602) 542-1264

Fax: (602) 548-1090

or

Name: Edward J. Armijo
Address: Department of Health Services, Bureau of Emergency Medical Services
1651 East Morten, Suite 130
Phoenix, AZ 85020

Telephone: (602) 861-0708

Fax: (602) 861-9812

6. Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:

A copy of the substantive policy statement may be obtained from the Department of Health Services, Bureau of Emergency Medical Services, 1651 East Morten, Suite 130, Phoenix, AZ 85020 for a 25 cent per page copying charge. Payment is accepted in cash, or money order made payable to the Department of Health Services.

NOTICE OF SUBSTANTIVE POLICY STATEMENT

DEPARTMENT OF INSURANCE

- 1. Subject of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**
Annual Statement Form; Unaffiliated Credit Life and Disability Reinsurers (Regulatory Bulletin 2001-4).
- 2. Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**
May 24, 2001
- 3. Summary of the contents of the substantive policy statement:**
This bulletin addresses an amendment to A.R.S. § 20-1083(B), which provides that the Director of Insurance may prescribe an annual statement form to be filed by unaffiliated credit life and disability reinsurers (UCLD Reinsurer). This Bulletin establishes the form and content of the UCLD Reinsurer Annual Statement.
- 4. A statement as to whether the substantive policy statement is a new statement or a revision:**
This is a new statement.
- 5. The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:**
Name: Vista Thompson Brown
Address: Arizona Department of Insurance
2910 N. 44th Street, Suite 210
Phoenix, AZ 85018
Telephone: (602) 912-8456
Fax: (602) 912-8452
- 6. Information about where a person may obtain a copy of the substantive policy statement:**
Copies of this policy may be obtained from the Internet at www.state.az.us/id or from the person listed in item #5 for 25 cents per page.

NOTICE OF SUBSTANTIVE POLICY STATEMENT

DEPARTMENT OF PUBLIC SAFETY

- 1. Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**
Department of Public Safety General Order 71.06 - Solicitations in Department Facilities
- 2. Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**
Issued: January 12, 1984
- 3. Summary of the contents of the substantive policy statement:**
This policy establishes guidelines for controlling solicitations, circulars, posters or other forms of advertising on Department property. The Director has sole authority to approve or deny requests for solicitations.
- 4. A statement as to whether the substantive policy statement is a new statement or a revision:**
Document status: __New _X Revised
- 5. The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:**
Name: Lieutenant Terry DeBoer
Address: Arizona Department of Public Safety
 2102 W. Encanto Blvd.
 Phoenix, AZ 85009 (or P.O. Box 6638, Phoenix, AZ 85005-6638)
Telephone: (602) 223-2356
Fax: (602) 223-2917
- 6. Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:**
A free copy of this policy document may be obtained from the Department of Public Safety's Ombudsman.

NOTICE OF SUBSTANTIVE POLICY STATEMENT

DEPARTMENT OF PUBLIC SAFETY

- 1. Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**
Public Competitive Bidding for Goods and Services (Arizona Procurement Code, Chapter 23)
- 2. Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**
Issued: January 1, 1985
- 3. Summary of the contents of the substantive policy statement:**
This policy document outlines public competitive bidding requirements for acquisition of goods and services used by the Department.
- 4. A statement as to whether the substantive policy statement is a new statement or a revision:**
Document status: __New **X**Revised
- 5. The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:**
Name: Ms. Lu Himmelstein

Address: Arizona Department of Public Safety, Finance Section
 2102 W. Encanto Blvd.
 Phoenix, AZ 85009 (or P.O. Box 6638, Phoenix, AZ 85005-6638)

Telephone: (602) 223-2443

Fax: (602) 223-2347
- 6. Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:**
A copy of this policy document may be examined in the Department's Finance Section at the above address.

NOTICE OF SUBSTANTIVE POLICY STATEMENT

DEPARTMENT OF PUBLIC SAFETY

1. Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:

Request for Copy of Public Records as provided in A.R.S. §39-121.01 and 121.03, and authentication of records per A.R.S. §41-1713c., from the Arizona Department of Public Safety.

2. Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:

Issued: May 1, 2000

3. Summary of the contents of the substantive policy statement:

This policy notifies a requestor of the names, forwarding address, and telephone numbers of the D.P.S. Custodian of records, as authorized by A.R.S. §39-121.01, 121.03 and §41-1713C.

4. A statement as to whether the substantive policy statement is a new statement or a revision:

Document status: __New X Revised

5. The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:

Name: Ms. Dee Strickland

Address: Arizona Department of Public Safety, Custodian of Records
 2102 W. Encanto Blvd.
 Phoenix, AZ 85009 (or P.O. Box 6638, Phoenix, AZ 85005-6638)

Telephone: (602) 223-2345

Fax: (602) 223-2945

6. Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:

A free copy of this policy document may be obtained from the Department's Document Custodian at the above address.

NOTICE OF SUBSTANTIVE POLICY STATEMENT

DEPARTMENT OF PUBLIC SAFETY

- 1. Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**
Tow truck Unit Policy on Conducting Annual Inspections of Tow Trucks
- 2. Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**
Issued: May 23, 1997
- 3. Summary of the contents of the substantive policy statement:**
Whenever possible, a tow truck inspector shall arrange to meet with small tow truck companies at a convenient location within the district in order to conduct their annual tow truck safety inspections.
- 4. A statement as to whether the substantive policy statement is a new statement or a revision:**
Document status: __New **X**Revised
- 5. The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:**
Name: Lt. Michael L. Lockhart

Address: Arizona Department of Public Safety, Special Services Region
 2102 W. Encanto Blvd.
 Phoenix, AZ 85009 (or P.O. Box 6638, Phoenix, AZ 85005-6638)

Telephone: (602) 223-2880

Fax: (602) 223-2918
- 6. Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:**
A free copy of this policy document may be obtained from the Department's Tow Truck Unit at the above address.

NOTICE OF SUBSTANTIVE POLICY STATEMENT

DEPARTMENT OF PUBLIC SAFETY

1. Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:

Department of Public Safety Tow Truck Services Manual

2. Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:

Issued: January 1998

3. Summary of the contents of the substantive policy statement:

This manual provides guidelines to Highway Patrol district commanders for establishing a tow truck rotation program, a contract towing program, or a combination thereof that best suits the needs of the public. Requires tow trucks and their operators to be in compliance with the "Tow Truck Rules". Describes sanctions for violations of the policy manual. Requires officers to honor a request for the driver of a wrecked or disabled vehicle to call specific towing service or association, if practical.

4. A statement as to whether the substantive policy statement is a new statement or a revision:

Document status: __New X Revised

5. The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:

Name: Lt. Michael L. Lockhart

Address: Arizona Department of Public Safety, Special Services Region
2102 W. Encanto Blvd.
Phoenix, AZ 85009 (or P.O. Box 6638, Phoenix, AZ 85005-6638)

Telephone: (602) 223-2880

Fax: (602) 223-2918

6. Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:

A free copy of this policy document may be obtained from the Department's Highway Patrol district office at the above address.

NOTICE OF SUBSTANTIVE POLICY STATEMENT

DEPARTMENT OF PUBLIC SAFETY

1. Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:

Department of Public Safety General Order 31.13, Tow Truck Services

2. Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:

Issued: October 30, 1998

3. Summary of the contents of the substantive policy statement:

This policy provides guidelines to Highway Patrol district commanders on establishing the towing option (contract or rotation) with tow truck companies for removal of wrecked, disabled or abandoned vehicles from state and federal highways.

4. A statement as to whether the substantive policy statement is a new statement or a revision:

Document status: __New X Revised

5. The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:

Name: Lt. Michael L. Lockhart

Address: Arizona Department of Public Safety, Special Services Region
 2102 W. Encanto Blvd.
 Phoenix, AZ 85009 (or P.O. Box 6638, Phoenix, AZ 85005-6638)

Telephone: (602) 223-2880

Fax: (602) 223-2918

6. Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:

A free copy of this policy document may be obtained from the Department's Highway Patrol office at the above address.

NOTICE OF SUBSTANTIVE POLICY STATEMENT

DEPARTMENT OF PUBLIC SAFETY

1. Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:

Department of Public Safety General Order 31.14, Vehicle Removal

2. Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:

Issued: November 20, 1998

3. Summary of the contents of the substantive policy statement:

This policy provides guidelines to Highway Patrol officers for the removal of vehicles from the public rights-of-way pursuant to Title 28. The policy also allows vehicle owners to request and receive a post-storage hearing within 48 hours.

4. A statement as to whether the substantive policy statement is a new statement or a revision:

Document status: __New X Revised

5. The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:

Name: Sgt. Robbie Milam

Address: Arizona Department of Public Safety
 2102 W. Encanto Blvd.
 Phoenix, AZ 85009 (or P.O. Box 6638, Phoenix, AZ 85005-6638)

Telephone: (602) 223-2658

Fax: (602) 223-2919

6. Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:

A free copy of this policy document may be obtained from the Department's Highway Patrol Bureau at the above address.

NOTICE OF SUBSTANTIVE POLICY STATEMENT

DEPARTMENT OF PUBLIC SAFETY

- 1. Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**
Department of Public Safety Sobriety Checkpoint Manual
- 2. Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**
Issued: October 1, 1987
- 3. Summary of the contents of the substantive policy statement:**
This policy manual provides guidelines to Highway Patrol commanders, supervisors and officers regarding how to set up and operate sobriety checkpoints. The procedures protect the rights of the motoring public.
- 4. A statement as to whether the substantive policy statement is a new statement or a revision:**
Document status: __New **X**Revised
- 5. The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:**
Name: Sgt. Robbie Milam

Address: Arizona Department of Public Safety
 2102 W. Encanto Blvd.
 Phoenix, AZ 85009 (or P.O. Box 6638, Phoenix, AZ 85005-6638)

Telephone: (602) 223-2658

Fax: (602) 223-2919
- 6. Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:**
A free copy of this policy document may be obtained from the Department's Highway Patrol Bureau at the above address.

NOTICE OF SUBSTANTIVE POLICY STATEMENT

DEPARTMENT OF PUBLIC SAFETY

1. Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:

The Department of Public Safety makes a fingerprint determination as to suitability for employment or licensure per Arizona Revised Statutes, Sections 41-1758 through 41-1758.06. Aggrieved persons may appeal this decision in certain instances.

2. Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:

Issued: July 30, 1999

Effective: August 16, 1999

3. Summary of the contents of the substantive policy statement:

This policy outlines a person's right to request a good cause exception hearing from the Arizona Board of Fingerprinting.

4. A statement as to whether the substantive policy statement is a new statement or a revision:

Document status: New Revised

5. The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:

Address: Mail Code 2500
 AZ Board of Fingerprinting
 P.O. Box 6638
 Phoenix, AZ 85005-6638)

6. Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:

A copy of this policy document may be examined in the Department's AZAFIS Operations Section at the following address:

AZ Department of Public Safety
AZAFIS Operations Section
2320 N. 20th Avenue
Phoenix, AZ 85005

NOTICE OF SUBSTANTIVE POLICY STATEMENT

DEPARTMENT OF PUBLIC SAFETY

1. Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:

Review and Challenge of Arizona Criminal History Record Information

2. Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:

Issued: July 11, 1994

3. Summary of the contents of the substantive policy statement:

This form allows a person with an arrest record to submit a written summary of exceptions to the Department's record. The exceptions become a permanent part of the person's file.

4. A statement as to whether the substantive policy statement is a new statement or a revision:

Document status: __New _X Revised

5. The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:

Name: Ms. Janice Draper

Address: Arizona Department of Public Safety, Criminal History Records Unit
2102 W. Encanto Blvd.
Phoenix, AZ 85009 (or P.O. Box 6638, Phoenix, AZ 85005-6638)

Telephone: (602) 223-2674

Fax: (602) 223-2983

6. Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:

A free copy of this policy document may be obtained from the Department's Criminal History Records Unit at the above address.

NOTICE OF SUBSTANTIVE POLICY STATEMENT

DEPARTMENT OF PUBLIC SAFETY

- 1. Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**
Request for an Accident Report from the Department Records Unit
- 2. Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**
Issued: July 15, 1991
- 3. Summary of the contents of the substantive policy statement:**
This form allows an individual to request a copy of a vehicle accident report, and related photographs if available. A fee is charged for the report and photos. Reports are not available for commercial use.
- 4. A statement as to whether the substantive policy statement is a new statement or a revision:**
Document status: __New _XRevised
- 5. The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:**
Name: Ms. Chris Thorsen

Address: Arizona Department of Public Safety, Department of Records Unit
 2102 W. Encanto Blvd.
 Phoenix, AZ 85009 (or P.O. Box 6638, Phoenix, AZ 85005-6638)

Telephone: (602) 223-2226

Fax: (602) 223-2983
- 6. Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:**
A free copy of this policy document may be obtained from the Department's Records Unit at the above address

NOTICE OF SUBSTANTIVE POLICY STATEMENT

DEPARTMENT OF PUBLIC SAFETY

- 1. Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**
Denial of Private Investigator's License to an Applicant Convicted of a Felony.
- 2. Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**
Issued: October 1, 1992
- 3. Summary of the contents of the substantive policy statement:**
Based upon and Attorney General's opinion, any applicant convicted of a violent felony shall not be issued a private investigator's license.
- 4. A statement as to whether the substantive policy statement is a new statement or a revision:**
Document status: __New **X**Revised
- 5. The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:**
Name: Lt. Larry Burns

Address: Arizona Department of Public Safety, Licensing, Permits and Handgun Clearance Section
 2102 W. Encanto Blvd.
 Phoenix, AZ 85009 (or P.O. Box 6638, Phoenix, AZ 85005-6638)

Telephone: (602) 223-2685

Fax: (602) 223-2928
- 6. Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:**
A free copy of this policy document may be obtained from the Department's Licensing Unit at the above address

NOTICE OF SUBSTANTIVE POLICY STATEMENT

DEPARTMENT OF PUBLIC SAFETY

- 1. Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**
Arizona Private Investigator Laws and Administrative Rules Booklet
- 2. Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**
Issued: July 15, 1992
- 3. Summary of the contents of the substantive policy statement:**
This booklet contains the text of A.R.S. title 32, Chapter 24, regarding private investigation services, and the complete text of the Department's administrative rules on private investigators from 13 A.A.C.2.
- 4. A statement as to whether the substantive policy statement is a new statement or a revision:**
Document status: __New _X Revised
- 5. The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:**
Name: Lt. Larry Burns

Address: Arizona Department of Public Safety, Licensing, Permits and Handgun Clearance Section
 2102 W. Encanto Blvd.
 Phoenix, AZ 85009 (or P.O. Box 6638, Phoenix, AZ 85005-6638)

Telephone: (602) 223-2685

Fax: (602) 223-2928
- 6. Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:**
A free copy of this policy document may be obtained from the Department's Licensing Unit at the above address

NOTICE OF SUBSTANTIVE POLICY STATEMENT

DEPARTMENT OF PUBLIC SAFETY

- 1. Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**
Denial of Security Guard Registration for Persons Convicted of Certain Crimes.
- 2. Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**
Issued: July 15, 1993
- 3. Summary of the contents of the substantive policy statement:**
Persons convicted of offenses listed in A.R.S. § § 13-907(B) and 32-2622 will not receive a security guard registration unless they can prove compliance with A.R.S. §32-2622. Applicants for security guard registration, whose civil rights have been restored, may be allowed set aside or expunction if otherwise qualified, but only if there is no other relief granted by statute.
- 4. A statement as to whether the substantive policy statement is a new statement or a revision:**
Document status: __New X Revised
- 5. The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:**
Name: Lt. Larry Burns

Address: Arizona Department of Public Safety, Licensing, Permits and Handgun Clearance Section
 2102 W. Encanto Blvd.
 Phoenix, AZ 85009 (or P.O. Box 6638, Phoenix, AZ 85005-6638)

Telephone: (602) 223-2685

Fax: (602) 223-2928
- 6. Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:**
A free copy of this policy document may be obtained from the Department's Licensing Unit at the above address

NOTICE OF SUBSTANTIVE POLICY STATEMENT

DEPARTMENT OF PUBLIC SAFETY

- 1. Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**
Licensure of Security Guard Brokers
- 2. Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**
Issued: September 11, 1995
- 3. Summary of the contents of the substantive policy statement:**
Any person or business that provides security personnel, other than for traffic control, must be licensed as a security guard agency or broker. police officers are exempt from this requirement when working for a licensed security guard agency or broker. This policy is based upon an Attorney General's opinion.
- 4. A statement as to whether the substantive policy statement is a new statement or a revision:**
Document status: __New XRevised
- 5. The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:**
Name: Lt. Larry Burns
Address: Arizona Department of Public Safety, Licensing, Permits and Handgun Clearance Section
 2102 W. Encanto Blvd.
 Phoenix, AZ 85009 (or P.O. Box 6638, Phoenix, AZ 85005-6638)
Telephone: (602) 223-2685
Fax: (602) 223-2928
- 6. Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:**
A free copy of this policy document may be obtained from the Department's Licensing Unit at the above address

NOTICE OF SUBSTANTIVE POLICY STATEMENT

DEPARTMENT OF PUBLIC SAFETY

- 1. Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**
Arizona Security Guard Agency Laws and Security Guard Administrative Rules
- 2. Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**
Issued: July 15, 1991
- 3. Summary of the contents of the substantive policy statement:**
This booklet includes the complete text of A.R.S. title 32, Chapter 26, regarding security guards, as well as the complete text of the Department's administrative rules on security guards from 13 A.A.C.
- 4. A statement as to whether the substantive policy statement is a new statement or a revision:**
Document status: __New _XRevised
- 5. The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:**
Name: Lt. Larry Burns

Address: Arizona Department of Public Safety, Licensing, Permits and Handgun Clearance Section
 2102 W. Encanto Blvd.
 Phoenix, AZ 85009 (or P.O. Box 6638, Phoenix, AZ 85005-6638)

Telephone: (602) 223-2685

Fax: (602) 223-2928
- 6. Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:**
A free copy of this policy document may be obtained from the Department's Licensing Unit at the above address

NOTICE OF SUBSTANTIVE POLICY STATEMENT

DEPARTMENT OF REAL ESTATE

- 1. Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**
Agency Responsibility (No. 02)
- 2. Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**
Issued June 1, 2001
- 3. Summary of the contents of the substantive policy statement:**
This policy statement describes the Department's position regarding expected efforts to verify the accuracy of information.
- 4. A statement as to whether the substantive policy statement is a new statement or a revision:**
This is a revision.
- 5. The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:**
Name: Cindy Wilkinson
Address: Department of Real Estate
2910 N. 44th St.
Phoenix, AZ 85018
Telephone: (602) 468-1414, ext. 100
- 6. Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:**
A copy of the substantive policy statement may be downloaded from the Department's Web site (<http://www.re.state.az.us>), or it may be obtained (from within Arizona) by calling the Department's Fax Response Service at (602) 468-1414, choosing selection 3, and requesting document number 8002, or it may be obtained from the Department for a fee of 25¢ per page copying charge.