



NOTICES OF SUBSTANTIVE POLICY STATEMENT

The Administrative Procedure Act (APA) requires the publication of Notices of Substantive Policy Statement 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 statements are advisory only. A substantive policy statement does not include internal procedural documents that only affect the internal

procedures of the agency and does not impose additional requirements or penalties on regulated parties or include confidential information or rules made in accordance with the APA.

If you believe that a substantive policy statement does impose additional requirements or penalties on regulated parties you may petition the agency under A.R.S. § 41-1033 for a review of the statement.

NOTICE OF SUBSTANTIVE POLICY STATEMENT

DEPARTMENT OF ENVIRONMENTAL QUALITY

[M15-340]

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

Government Entity & Fleet Shop, Fleet Station Handbook, Area A (Metro Phoenix), Information for Fleet Station Personnel REV 4-2015

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

Issued: April 2015
Effective: April 2015

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

This handbook describes the fleet station permitting process, the types of permits and inspector licenses that are issued, required inspection equipment and equipment maintenance, inspection procedures for specific classes of vehicles, and record keeping procedures.

4. Federal or state constitutional provision; federal or state statute, administrative rule, or regulation; or final court judgment that underlies the substantive policy statement:

A.R.S. § 49-546
A.A.C. R18-2-1019

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

This publication replaces "Government Entity and Fleet Shop Handbook Area A (Metro Phoenix) Information for Fleet Station Personnel," effective date July 24, 2014 to update the Vehicle Emissions Inspection Program address.

6. The agency contact person who can answer questions about the substantive policy statement:

Name: Adrion Osborne, Environmental Technician III
Address: Department of Environmental Quality
1110 W. Washington St.
Phoenix, AZ 85007
Telephone: (602) 771-3959
Fax: (602) 207-7020
E-mail: osborne.adrion@azdeq.gov
Web site: www.azdeq.gov

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

Copies of this document are available at no cost on the Department's web site: www.azdeq.gov. Hard copies may be obtained by contacting the ADEQ Records Center, Monday through Friday, between 8:30 a.m. and 4:30 p.m., 1110 W. Washington St., Phoenix, AZ 85007, (602) 771-4712. Cost is \$0.25 per page. The document is 13 pages.



## NOTICE OF SUBSTANTIVE POLICY STATEMENT

## DEPARTMENT OF ENVIRONMENTAL QUALITY

[M15-341]

- 1. Title of the Substantive Policy Statement and the substantive policy statement number by which the substantive policy statement is referenced:**  
Government Entity & Fleet Shop, Fleet Station Handbook, Area B (Metro Tucson), Information for Fleet Station Personnel REV 3-2015
- 2. Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**  
Issued: March 2015  
Effective: March 2015
- 3. Summary of the contents of the substantive policy statement:**  
This handbook describes the fleet station permitting process, the types of permits and inspector licenses that are issued, required inspection equipment and equipment maintenance, inspection procedures for specific classes of vehicles, and record keeping procedures.
- 4. Federal or state constitutional provision; federal or state statute, administrative rule, or regulation; or final court judgment that underlies the substantive policy statement:**  
A.R.S. § 49-546  
A.A.C. R18-2-1019
- 5. A statement as to whether the substantive policy statement is a new statement or a revision:**  
This publication replaces “Government Entity and Fleet Shop Handbook Area B (Metro Tucson) Information for Fleet Station Personnel,” effective date July 24, 2014 effective date July 24, 2014 to update the Vehicle Emissions Inspection program address.
- 6. The agency contact person who can answer questions about the substantive policy statement:**  
Name: Adrion Osborne, Environmental Technician III  
Address: Department of Environmental Quality  
1110 W. Washington St.  
Phoenix, AZ 85007  
Telephone: (602) 771-3959  
Fax: (602) 207-7020  
E-mail: osborne.adrion@azdeq.gov  
Web site: www.azdeq.gov
- 7. Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:**  
Copies of this document are available at no cost on the Department’s web site: [www.azdeq.gov](http://www.azdeq.gov). Hard copies may be obtained by contacting the ADEQ Records Center, Monday through Friday, between 8:30 a.m. and 4:30 p.m., 1110 W. Washington St., Phoenix, AZ 85007, (602) 771-4712. Cost is \$0.25 per page. The document is 31 pages.

## NOTICE OF SUBSTANTIVE POLICY STATEMENT

## DEPARTMENT OF ENVIRONMENTAL QUALITY

[M15-342]

- 1. Title of the Substantive Policy Statement and the substantive policy statement number by which the substantive policy statement is referenced:**  
Dealer Fleet Station handbook for Area A (Metro Phoenix) & Area B (Metro Tucson), Information for Fleet Station Personnel REV 4-2015
- 2. Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**  
Issued: April 2015  
Effective: April 2015
- 3. Summary of the contents of the substantive policy statement:**  
This handbook describes the fleet station permitting process, the types of permits and inspector licenses that are issued, required inspection equipment and equipment maintenance, inspection procedures for specific classes of vehicles, and record keeping procedures.



- 4. Federal or state constitutional provision; federal or state statute, administrative rule, or regulation; or final court judgment that underlies the substantive policy statement:**  
A.R.S. § 49-546  
A.A.C. R18-2-1019
- 5. A statement as to whether the substantive policy statement is a new statement or a revision:**  
This publication replaces “Dealer Fleet Station Handbook, Area A (Metro Phoenix) and Area B (Metro Tucson), Information for Fleet Station Personnel,” effective date July 24, 2014 to update the Vehicle Emissions Inspection Program address.
- 6. The agency contact person who can answer questions about the substantive policy statement:**  
Name: Adrion Osborne, Environmental Technician III  
Address: Department of Environmental Quality  
1110 W. Washington St.  
Phoenix, AZ 85007  
Telephone: (602) 771-3959  
Fax: (602) 207-7020  
E-mail: osborne.adrion@azdeq.gov  
Web site: www.azdeq.gov
- 7. Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:**  
Copies of this document are available at no cost on the Department’s web site: [www.azdeq.gov](http://www.azdeq.gov). Hard copies may be obtained by contacting the ADEQ Records Center, Monday through Friday, between 8:30 a.m. and 4:30 p.m., 1110 W. Washington St., Phoenix, AZ 85007, (602) 771-4712. Cost is \$0.25 per page. The document is 30 pages.

**NOTICE OF SUBSTANTIVE POLICY STATEMENT**

**REGISTRAR OF CONTRACTORS**

[M15-351]

- 1. Title of the Substantive Policy Statement and the substantive policy statement number by which the substantive policy statement is referenced:**  
Arizona Registrar of Contractors Substantive Policy Statement 2015.01: Filing Timely Answers under A.R.S. § 32-1155
- 2. Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**  
Date Issued and Effective: December 23, 2015
- 3. Summary of the contents of the substantive policy statement:**
  - Most of the citations issued by the Registrar are served by mail.
  - Service of a citation and complaint by mail is complete “five days after deposit in the mail.”
  - If the Registrar issues a citation, then the licensed contractor must file a written answer.
  - Failing to file a written answer on time has serious consequences: “Failure of the licensee to answer within ten days after service shall be deemed an admission by the licensee of the licensee’s commission of the act or acts charged in the complaint.”
  - A phone call cannot count as a contractor’s answer; the answer must be in writing.
  - From the date of service of the citation, the licensed contractor has only 10 calendar days to file a written answer.
  - The written answer must be filed with — and not just mailed to — the Registrar within the 10-day statutory deadline.
  - The Registrar lacks authority to extend the statutory 10-day deadline for filing a written answer.
  - Depositing the written answer in the mail within the 10-day deadline does not, by itself, fulfill the 10-day deadline.
  - If a mailed answer is not received by the Registrar within the 10-day deadline, the answer must be considered late.
- 4. Federal or state constitutional provision; federal or state statute, administrative rule, or regulation; or final court judgment that underlies the substantive policy statement:**  
A.R.S. § 32-1155



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

This is a new statement.

**6. The agency contact person who can answer questions about the substantive policy statement:**

Name: James N. Hanson, Chief Counsel  
Address: Registrar of Contractors  
1700 W. Washington St., Suite 105  
Phoenix, AZ 85007  
Telephone: (602) 771-6790  
Fax: (602) 542-1599  
E-mail: james.hanson@azroc.gov  
Web site: www.azroc.gov

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

A paper copy of this substantive policy statement can be obtained from the office of the Arizona Registrar of Contractors at 1700 W. Washington Street, Phoenix, Arizona, for a price of 10¢ a page.