

SUBSTANTIVE POLICY STATEMENT

This Substantive Policy statement is 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 Arizona Administrative Procedure Act. If you believe that this substantive policy statement does impose additional requirements or penalties on regulated parties, you may petition the agency under Arizona Revised Statutes section 41-1033 for a review of the statement.

STATE STATION TRAFFIC AND INSPECTOR SURVEY

Contact for information: Contract Compliance Supervisor

Issue Date: July 01, 2014;

Next Review: July 01, 2015

GENERAL DESCRIPTION

The purpose of this procedure is to verify the accuracy of the wait times reported by Gordon-Darby and the use of personnel by Gordon-Darby. The State Inspectors will visit the State Stations during high traffic days. Generally, high traffic days are just prior to the 15th of the month and at the end of the month. The State Inspectors shall go to the last vehicle in line in front of the gate and record the following:

If there are no vehicles in front of the ticket gate, discontinue wait time audit.

FORMS REQUIRED

- State Station Traffic And Inspector Survey Form J:\AQD\VEI\G.D.A.T\Contract Compliance\Traffic and Inspector survey.doc

AUDIT PROCEDURES

Record the following on the audit form

1. The date arrived at station.
2. Time arrived at station
3. Station number
4. Advertised wait time from station
7. Lanes open or closed
8. Positions open or closed(*employee working at position*)
9. Number of employees working in lane
10. Number of employees scheduled for week
11. Number of vehicles in Queue
12. Vehicle wait time(*wait time monitor or time vehicle from gate to start of test*)

13. Safety Issues(*oil spills, dyno awareness, proper vehicle testing*)
14. Written assessment of station operation

If the ticket gate is not functioning, find out why and when it was discovered inoperable and when was it reported. Record statements made by the station manager or assistant manager.

Reporting - State Inspectors shall report any problems to the Contract Compliance Supervisor daily and the survey results weekly to the Contract Compliance Supervisor.