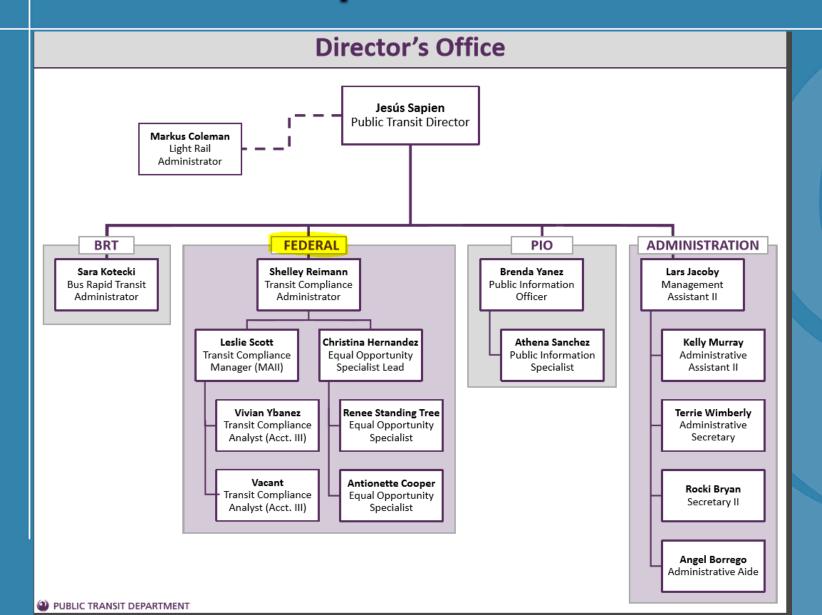


## Federal Compliance

- Learning Objectives
  - who we are
  - what we do
  - why we do it
  - how we do it
  - what you need to do to help ensure compliance with federal regulations



#### **Transit Compliance Team**





### **Transit Compliance Team**

The City of Phoenix Public Transit Department is the designated recipient and pass-through entity of Federal Transit Administration (FTA) funding grants.

The FTA requires the designated recipient to monitor subrecipients to ensure compliance with applicable federal requirements.



# 5310 Program Success





# 5310 Program Success





## **Subrecipient Review Process**

- yearly risk assessment
- on-site and desk review
- final report and follow-up





#### **Subrecipient Review Process**



Leslie Knope Deputy Director Pawnee Senior Center 215 W. Lodge Drive Tempe, AZ 85283

September 18, 2019

Subject: FTA Subrecipient Notice of Compliance Review

Dear Ms. Knope,

This letter is to inform you that your agency, Pawnee Senior Center, has been selected for a Subrecipient Compliance Review by the City of Phoenix Public Transit Oversight Section. The purpose of the review is to monitor post-award activities to ensure the federal funding from the Federal Transit Administration (FTA) federal assistance program is used for authorized purposes, in compliance with Federal regulations, and the terms and conditions of the Grant Pass-Thru Agreement.

At this time, the Oversight Review team would like to coordinate a site visit to conduct interviews with program-specific personnel, review documentation, inspect federally funded vehicles and perform general observations of the Section 5310 program operations. The site visit should not disrupt your daily operations; however, it is important for the Oversight review team to have access to program-related staff and federal assets so that the time together will be as productive as possible.

The review process will begin with the attached Subrecipient Information Request which provides a list of documents the Review Team would like to receive in advance of the on-site visit.



#### Subrecipient Information Request

Please send the requested information to the City of Phoenix Public Transit by Monday, September 30, 2019.

- □ Pawnee Senior Center Transportation policies, procedures, driver training requirements
- □ Sample driver travel logs used to track client ridership
- □ Vehicle maintenance records/log for October 2018 September 2019
- □ Client Transportation Intake form
- Policies & procedures and related complaint forms for investigating Title VI & ADA complaints
- Any Title VI, ADA, EEO complaints received in the last year
- □ 2018 IRS Form 990

During the on-site visit, the Review Team would like to have access to the City of Phoenix program vehicles listed below for a inventory count and condition assessment:

		2hoenix Vehicle Inventory						
Vehide Make	Vehicle Year	VIN	License Plate					
Chevy Express V an	2019	1GAZGLFG2K1369747						
Chevy Express V an	2019	1GAZGLFG9K1370023						
Starcraft (Ford E-350) Allstar	2019	1FDEE3FS4KDC35820						
Dodge Braun Caravan (#180)	2018	2C7WDGBG5JR231505	WCKTY15					
Dodge Braun Caravan (#181)	2018	2C7WDGBG6JR231514	WCKWJ39					
Starcraft (Ford E-350) Allstar (#182)	2018	1FDEE3FS7JDC32358	WCLDB55					
Ford Transit (#169)	2017	1FBZX2CM0HKA77050	WCKGV96					
Ford Transit (#170)	2017	1FBZX2CM2HKA77051	WCKGV97					
Starcraft (Ford E-350) Allstar (#167)	2017	1FDEE3FS5HDC30120	WCJZL25					
Starcraft (Ford E-350) Allstar (#168)	2017	1FDEE3FS7HDC30121	WCJZL26					
Ford Transit (#163)	2016	1FBZX2CM1GKA09340	WCJEY36					
Starcraft (Ford E-350) Allstar (#165)	2016	1FDEE3FS2GDC58245	WCJRW38					
Starcraft (Ford E-350) Starlite (#160)	2015	1FDEE3FS0FDA20845	WCJBJ05					
Starcraft (Ford E-350) Starlite (#161)	2015	1FDEE3FS7FDA20843	WCJBJ06					
Starcraft (Ford E-350) Starlite (#159)	2015	1FDEE3FS2FDA20846	WCJBJ07					
Starcraft (Ford E-350) Starlite (#155)	2014	1FDEE3FL1EDA83668	WCHRT85					
Starcraft (Ford E-350) Starlite (#184)	2014	1FDEE3FL1EDA83671	WCHRT83					
Starcraft (Ford E-350) Starlite (#156)	2014	1FDEE3FL7EDA83674	WCHRT86					







### **Example Report**

City of Phoenix - Public Transit Department

November 13, 2019

#### 5310 Subrecipient Monitoring – Pawnee Senior Center



#### Objective

The City of Phoenix Public Transit
Department (PTD) is the designated
recipient and pass-through entity of Federal
Transit Administration (FTA) funding grants
and is required to ensure that subrecipients
comply with applicable federal requirements.
The purpose of this report was to determine
if the Pawnee Senior Center (PSC) is in
compliance with the terms of Grant Pass
Thru Agreements and Federal
Requirements under 49 U.S.C § 5310.

#### Background

PSC is a private, non-profit agency that provides individuals with disabilities with a wide range of programs, including, day program, group homes, home-based services, employment programs, and transportation services. In 2018, the agency was awarded \$188,500 in FTA Section 5310 program funds for the purchase of capital (vehicles).

#### Approach

The Public Transit Oversight Review Team reviewed PSC Grant Pass Thru Agreement AZ-2018-001, required reports and performed staff interviews and on-site monitoring on October 4, 2019.

A principle approach to the Compliance Monitoring Program is the provision of technical assistance. PTD will ensure each subrecipient, under review, understands the requirements of any specific circular, rule, regulation or law.

#### Required Follow-up Items

No follow-up items.

#### **Public Transit Review Team**

Shelley Reimann, Transit Compliance Administrator <a href="mailto:shelley.reimann@phoenix.gov">shelley.reimann@phoenix.gov</a> (602) 261-8997

Chris Hernandez, Compliance Program Manager <a href="mailto:christina.hernandez@phoenix.qov">christina.hernandez@phoenix.qov</a> (602) 534-9161

Les Scott, Transit Compliance Manager les.scott@phoenix.qov (602) 534-1640

Vivian Ybañez, Transit Compliance Analyst vivian.ybanez@phoenix.gov (602) 534-9199

Rodney Merrill, Equipment Analyst rodney.merrill@phoenix.gov (602) 534-1804





# Example Report cont.

#### **Subrecipient Review Results**

Component	Methods	Narrative				
Grant Requirements	Reviewed grant requirements and interviewed PSC staff.	At the time of the review, the Review team noted that the services provided by PSC supported the intent of the Section 5310 program. Services provided were eligible and consistent with grant requirements.				
Reporting	Reviewed agency status with the Section 5310 Program Manager and annual	Per the Section 5310 Program Manager, PSC is in good standing and in compliance with reporting requirements.  Annual Milestone Progress Reports (MPR), the Title				
	report submission information on file in the Public Transit Department.	VI Program, Lobbying Activities, SAM.gov, and Status Reports were submitted and updated as required by the program. PSC's Single Audit for reporting year ending June 30, 2018, was submitted as required. No findings were noted in the Single Audit.				
Grant Reimbursement	Not Applicable, PSC has no reimbursable grants from FTA, therefore there are no grant reimbursements to review.	Currently, PSC only receives FTA grant capital funds for the purchase of Section 5310 program vehicles. City of Phoenix, Public Transit staff is responsible for the full procurement process of program vehicles.				
Insurance, Titles & Registration	Reviewed ACORD Certificates, Vehicle Titles and inspected vehicles for compliance with ARS 28-2532A and 28- 4135C.	Insurance was current, the City of Phoenix Public Transit Department was listed as additional insured and as lienholder on all vehicles. All vehicles contained valid registrations and proof of insurance.				
Civil Rights	Inspected vehicles, reviewed general reporting requirements and	At the time of the review, the Review Team noted that services provided by PSC supported the intent that transportation services were provided without regard to discrimination.				
	program specific requirements within the areas of Title VI and ADA, EEO and DBE. Reviewed	The PSC Title VI report is current and approved as of the Letter of Concurrence dated November 29, 2018 Title VI public notices were clearly posted in the program vehicles and the public spaces.				
	agency website and interviewed staff.	An ADA specific complaint procedure and ADA complaint forms were updated and posted to the agency website.				
		Equal Employment Opportunity (EEO) and Disadvantage Business Enterprise (DBE) regulations were not applicable.				

Vehicle Maintenance & Asset Management	Interviewed PSC Transportation staff, reviewed Vehicle Maintenance Plan, Maintenance Logs and Annual Inspection Reports.	Vehicles reviewed were used for the intended purpose. No vehicle modifications were made, manufacturer's suggested maintenance schedules were followed, and vehicles were inspected annually.
Vehicle Condition Review	Reviewed Total Fleet Vehicle Inventory and Condition Reports. Vehicles were inspected by a PTD Equipment Analyst.	Vehicle maintenance records reviewed indicated the fleet is routinely inspected and regularly maintained. Wheelchair lifts, tires, battery condition, fluid levels, windshields/wipers, brakes, air conditioning, safety equipment, signals and lighting were adequate. Vehicles were clean and contained safety equipment.
Regional Participation & Mobility Management	Requested the agency's participation status from the Maricopa Association of Government (MAG) Human Services Transportation Planner.	Per the MAG Human Services Transportation Planner, PSC is in good standing in regard to their regional participation and attendance at quarterly Transportation Ambassador Program (TAP) meetings.



## Training Areas

- vehicle acceptance
- change in vehicle status or condition & accident reporting
- vehicle appearance standards
- annual inspections
- vehicle maintenance plans
- vehicle maintenance logs and records
- vehicle disposition
- civil rights covered by Chris H.



### Vehicle Acceptance

The City of Phoenix Public Transit Department will perform an initial inspection and complete a Vehicle Delivery & Acceptance Inspection Form

This form will be provided to subrecipients so that they can complete their own inspection.



## Vehicle Acceptance

City of Phoenix PARKET TRANSFIR DEPARTMENT			FTA Sect	ERY & ACCEPTANCE II ion 5310 Funded Veh isfactory NR - Needs Re	icles			□ Initial Inspect						
Complete Inspe	tion & (	Circle Pas		Inspector must in		INITIALS								
	PASS		3 Of Fall	Mileage:	iiciai iiiiica5c	INTIALS	•		_					
_ ·	PASS	FAIL		License Plate #		-			-					
Agency Name (Vehicle Owner)									-					
Bus No.:				VIN:					_					
Inspection Date:				Manufacturer:										
Inspection Company:				Model:										
Inspector Name/Title:				Year:										
Inspector Signature:				Lift or Ramp: YES	OR NO	YES	NO							
ENGINE COMPARTMENT	OK	NR	COMMENTS:	LIGHTING		OK	NR	COMMENTS:						
Fluid levels				HEADLIGHTS										
Battery conections				TAIL / STOP										
Leaks				CLEARANCE / MARKE	R									
OTHER				IDENTIFICATION										
				REFLECTORS										
Drivers Area	OK	NR	COMMENTS:	Other										
Drivers Seat				-	SUBRECIPI	ENT ACCE	PTANCE /	AND SIGNATURE:	By si	gning this form, I certify I ha	ve inspected the vehicle, verified th	e VIN and vehic	le condition	n. I am accepting the
Floor mats		_		ACCESSIBILITY FEATURE	vehicle wa	s delivere	d as orde	red according to t	the sp	ecifications. I agree the agen	cy will add the vehicle to the agency	's Vehicle Main	tenance Pl	an and will maintain
Guages				W/C LIFT DOOR OPE	the vehicle	according	to the N	Nanufacturer's OF	M aui	delines at a minimum After	signing, please return form to went	tv miller@nhoe	niv anu	
MIRRORS WINDOWS/OPERATION				W/C SECUREMENTS	the venicle	according	s to the i	nanaracturer s OL	.ivi gui	delines at a minimum. After	signing, picase retain form to went	тулинец фиос	IIA.guv.	
Interior lighting		_		RAMP										
SUN VISOR		1		Other										
OTHER				Other	Name					Title	Signature			Date
OTTEN				ON-BOARD										
AC / HEATER	ОК	NR	COMMENTS:	FIRE EXTINGUISHER										
HEATER				WARNING TRIANGL										
CAB A/C				FIRST AID KIT	INSPECTOR	NSTRUC	TIONS: TI	he vehicle deliven	v insn	ection & accentance form is	filled out and signed by the City of P	hoeniy Fauinme	ent Analyst	or Quality Assurance
REAR A/C				BLOOD BORNE PATH						and sign the form.	mica out and signed by the city of t	nocinx equipme	iic Andryst	or quality Assurance
OTHER				Other	<u> </u>		•	•						
								•	•	-	the top section is filled out and sign	ed with the pass	or fail indi	icated.
CAB / BODY	OK	NR	COMMENTS:	EXHAUST				p inspection is req	quired	after repair.				
FRONT DOOR OPERATION				LEAKS	OK - Satisf	actory I	NR - Nee	ds Repair						
PASSENGER SEATS				PLACEMENT	EMAIL con	pleted v	ehicle ir	nspection sheet	to: <u>w</u>	endy.miller@phoenix.gov				
GRAB RAILS / STANTIONS				Other										•
SIDE/FRONT/REAR/CEILING PANEL	S				VEHICLE FA	MILIRE RE	ASONS.							
FLOOR COVERING				TIRES		WEONE INC	.AJONJ.							
EMERGENCY EXITS		_		DAMAGE	Brakes									
WINDSHIELD WIPERS		1		OTHER				Conditioning (HV	/AC) S	/stem				
Damage		1	+	-			Iow 4/32	NDS of an inch						
OTHER		1	+	-	Safety Equ	ipment								
OTTEN				_										
					WHEELCHA	AIR LIFT R	EQUIREN	MENTS:						
									the Lit	t Door is Closed.				
											le Movement is Prevented.			

The Platform will Not Fold/Stow if Occupied.
 The Inner Roll Stop will Not Raise if Occupied.
 The Outer Barrier will Not Raise if Occupied.

6. Verify Platform Lighting When Lift is Deployed & Pendant Illumination When Lift is Powered.

Warning Activates if the Threshold Area is Occupied When the Platform is at Least 1 Inch Below Floor Level.
 Platform Movement is Prohibited Beyond the Position Where the Inner Roll Stop is Fully Deployed (Up)



### Vehicle Acceptance

Subrecipient signs and returns the Vehicle Delivery & Acceptance Inspection Form, attesting that:

- the vehicle is accepted
- vehicle has been added to the Agency's Vehicle Maintenance Plan and
- the vehicle will be maintained, at a minimum, according to the original equipment manufacturer (OEM) requirements.



## Change in Vehicle Condition

Must report within 5 working days

Substantial damage includes damage that:

- disrupts operations
- affects structural strength, performance, or operating characteristics of the vehicle
- requires towing, rescue, or on-site maintenance,
- results in immediate removal prior to safe operation.



## Change in Vehicle Condition

#### Substantial damage does not include

- cracked windows
- dents, bends, small puncture holes
- broken lights or mirrors
- removal from service for minor repairs or maintenance
- flat tires, minor glass and paint scratches, minor dings/dents



### **Accident Reporting**

#### Report within 72 hours

- An accident is an occurrence associated with the operation of a vehicle if:
  - an individual dies or suffers bodily injury and immediately receives medical treatment away from the scene of the accident
  - the accident involves one or more vehicles
  - the vehicle incurs disabling damage and is transported away
  - the vehicle is removed from service



### Vehicle Appearance

#### Subrecipients are responsible for:

- ensuring that program vehicles are safe, fully operational and always maintain a clean appearance of both the exterior and interior of the vehicle while inservice.
- no unit may be run in service with any type of major body damage to the vehicle. This standard includes dings, cracked glass, and major scratches to any surface of the vehicle



### Vehicle Appearance

Vehicles should be maintained to ensure:

- fully operational air conditioning/heating, wheelchair ramps and lifts, securement belts, flip seats and radios.
- should be free of body damage, have no missing or unpainted panels, any defects, flats, wheel curbing, or missing lugs with wheels and tires at proper inflation.
- vehicles should be free of graffiti and should have all safety items fully operational; i.e., lights, brakes, horn, tires, wheelchair tie-downs, seat belts, fire suppression systems, etc.



### **Annual Inspections**

 certified mechanic must inspect all 5310-funded vehicles annually

 agencies must submit documentation of the annual inspection

_							
City of Phoenix				on 5310 Funded Vehicles factory NR - Needs Repair			
Complete In	spection & C	ircle Pas		Inspector must initial mileage	INITIALS:		
Inspection Results:	PASS		Jorran	Mileage:	50,2		
Agency Name (Vehicle Owne			Senior Center	License Plate #	00,0		
Bus No.:	rawi	ice a	erior Center	VIN:	20.4	DIVA	991R206
Inspection Date:	10/2	1/20	u a	Manufacturer:	Ford		1-DROCO
Inspection Company:			Gadget's	Model:		craft	
Inspection Company: Inspector Name/Title:	INSPA	Clor	Gaager 5	Year:	201	cra+1	
	Ugnn	Brow	n, inspector	Lift or Ramp: YES OR NO	YES	NO	
Inspector Signature:		NR.	COMMENTS:	ENGINE COMPARTMENT	OK	NR NR	COMMENTS:
BRAKES ADJUSTMENT	Ок	. NR	COMMENTS:	OIL LEVEL		NK	COMMENTS:
MECHANICAL COMPONENT				RADIATOR	- V		_
DRUM / ROTOR	1			BATTERIES			
HOSE / TUBING	15			and a said and			
LINING	17	-		INTERIOR	OK	NR	COMMENTS:
PARKING BRAKES	17			WINDOWS/OPERATION	1		
OTHER				MIRRORS			
				FRONT DOOR OPERATION	V.		
FUEL SYSTEM	OK	NR	COMMENTS:	PASSENGER SEATS			
TANK(S)	V			INTERLOCKS			
LINES	V			GRAB RAILS / STANTIONS	1		
OTHER	V			SIDE/FRONT/REAR/CEILING PANELS			-
				FLOOR COVERING			-
STEERING	OK	NR	COMMENTS:	STEPWELL	-/-		
ADJUSTMENT	- V			EMERGENCY EXITS SUN VISOR			-
COLUMN / GEAR	- V	-	-	SUN VISOR			-
AXLE LINKAGE		_	-	CAB / BODY	OK	NR	COMMENTS:
LINKAGE POWER STEERING	+4/	-		ACCESS	UK.	PHR.	COMMENTS:
OTHER	+//			EQPT / LOAD SECURE			
vina	-			TIE-DOWNS	-5		
SUSPENSION	OK	NR	COMMENTS:	HEADERBOARD	-		1
SPRINGS	1			MOTORCOACH SEATS	1		
ATTACHMENTS	1			OTHER			
SLIDERS	1.//						
OTHER	7			LIGHTING	OK	NR	COMMENTS:
				HEADLIGHTS	V		
WHEELS / RIM	OK	NR	COMMENTS:	TAIL / STOP	1,		
FASTENERS	//			CLEARANCE / MARKER	_/_		
DISK / SPOKE	V,			IDENTIFICATION	_/_		
MIRRORS	1			REFLECTORS			
WINDSHIELD	-			INTERIOR OTHER			-
WIPERS EXHAUST	OK	NR	COMMENTS:	AC / HEATER	ОК	NR	COMMENTS:
EXHAUST LEAKS	OK	NK	COMMENTS:	HEATER	/ OK	IAN	COMMENTS:
PLACEMENT	-			CAB A/C	-		<del> </del>
PACEMENT	-			REAR A/C			
TIRES	OK	NR	COMMENTS:		-		
READ	-/			FRAME	OK	NR	COMMENTS:
NFLATION	1			MEMBERS	/		
DAMAGE	1			CLEARANCE	/		
OTHER	1			OTHER	/		
TIRE TREAD DEPTH IN 32NDS			COMMENTS:	ACCESSIBILITY FEATURES	OK	NR	COMMENTS:
RF				W/C LIFT DOOR OPERATION	/		
F	/			W/C LIFT OPERATION	-		
RR OUTER				W/C SECUREMENTS			
R INNER	1			RAMP			
R OUTER	1/			ON-BOARD	ОК	MICCINIC	COMMENTS:
R INNER	-			FIRE EXTINGUISHER	UK	MISSING	COMMENTS:
OTHER	OK	NR	COMMENTS:	WARNING TRIANGLES	-5		
WARNING GAUGES	J OK	inn	COMPANIA S	FIRST AID KIT			
VARNING GAUGES VANEL LIGHTS	1 5			BLOOD BORNE PATHOGEN KIT	-/		
	V			DEGOD BONNE PATHOGEN KII			



#### Vehicle Maintenance Plans

All agencies are required to provide a maintenance plan.

- procedures for day-to-day fleet operations
- designated staff responsible for vehicle maintenance & monitoring
- designated mechanics & vendors
- warranty and inventory tracking



#### Vehicle Maintenance Plans

#### New template adds:

- authorizing signature approving the plan
- detailed breakdown of maintenance staff and related responsibilities
- record keeping of vehicle maintenance records
- detailed warranty tracking system
- vehicle security and storage location



### Maintenance Logs

Agency's must use the 5310 Maintenance Log provided to record maintenance and repair work performed

- vehicle maintenance log includes:
  - vehicle details, odometer reading, date of inspection/service
  - mileage/time since previous inspection/service



## Retired Maintenance Log

	VEHICLE MAINTENANCE LOG												
Vehicle Year	VIN	License Plate	Odometer Reading	Date of		Type of PM							
↓↑	JT V		<b>▼</b>	last Annual Inspection	Date of PM	service or repair	Mileage	Date of PM					
2014	1FDEE3FLXEDA78713	WCHRT80	48,267	5-9-18	9-11-17	Lift Service, 2 tires, PMI	40316	12-20-17					
2015	2C4RDGBG8FR650448	BLC5421 WCHWF35	42,660	9-12-18	10-13-17	Oil Change, PMI	31858	1-24-18					
2015	2C4RDGBGXFR641637	WCHXC20	52,921	8-6-18	10-12-17	Oil Change, tire rotation, PMI	37728	1-25-18					
2015	2C4RDGBGXFR650452	WCHXC21	96,091	9-17-18	11-2-17	Oil Change, PMI	71608	12-27-17					
2016	1FDEE3FS2GDC51389	WCJCD50	15,438	7-14-18	10-28-17	Oil Change, PMI	11241	7-14-18					
2016	1FDEE3FS5GDC55212	WCJCD51	25,600	7-14-18	10-14-17	Oil Change, PMI	16012	10-28-17					
2017	1FDEE3FS7HDC32032	WCJTD59	13,005	5-26-18	11-8-17	Oil Change, PMI, Lift Maintenance	7259	5-26-18					
2017	1FDEE3FS6HDC32040	WCJTD60	14,997	5-18-18	1-5-18	Oil Change, Lift Cycle, PMI, Tire rotation	8624	4-28-18					



### **New Maintenance Logs**

#### City of Phoenix - FTA Section 5310 Vehicle Maintenance Log

Subrecipients must document routine maintenance and inspections including but not limited to: oil/fluid changes, engine service at recommended manufacturers' intervals, wheelchair lift inspections (if applicable), accidents, annual inspections and maintain all aspects of the vehicle in accordance with the manufacturers' recommended maintenance standards. Data provided should be full and complete in order to demonstrate compliance with vehicle maintenance regulations. Organize vehicle service records by vehicle and by date of service. Use the drop down menus to select the Vehicle Make, Year and Work Performed.

Report Name and Title of the Agency's I	ting Agen		port:					
Vehicle Make	Vehicle Year	VIN Please enter full VIN	Date of Invoice	Invoice#	Service Provider	Mileage From Invoice	Work Performed Select from menu or Other (with added Note)	Notes
Ford Starcraft E-350 Van	2017	C4RDGBG9JR206775	8/25/2019	258741	ACME Repairs	12,586	Lube, Oil, Filter	
Ford Starcraft E-350 Van	2017	2C4RDGBG9JR206775	8/25/2019	258741	ACME Repairs	12,586	Transmission Fluid Service	
Ford Starcraft E-350 Van	2017	2C4RDGBG9JR206775	9/14/2019	124578	Fonzie's Tire Shop	36,547	Other (Include notes)	2 Tires
Ford Starcraft E-350 Van	2017	2C4RDGBG9JR206775	9/14/2019	369741	Springfield Collision	47,258	Accident Repair (Include report date in notes)	9/13/2019
Ford Starcraft E-350 Van	2017	2C4RDGBG9JR206775	10/31/2019	GH4587	Inspector Gadget's Inspections	50,214	Annual Inspection	



#### Maintenance Records

Vehicle Maintenance Logs must be submitted to the City of Phoenix with supporting documentation:

- 1. cover sheet, followed by
- 2. annual inspection forms & supporting documentation, followed by
- 3. invoices, in date order
- 4. naming convention
- 5. file sizes



## Vehicle Disposition

- City of Phoenix approval required
- highest possible return
- documentation required
- additional guidance provided in PMP

Contact Wendy Miller for further instructions



#### Questions

Shelley Reimann

Transit Compliance Administrator
City of Phoenix Public Transit
shelley.reimann@phoenix.gov
602.261.8997