



I J : < B E : K H < ? L :

4.50.030-P

IjZ\beZ ih^Zqb b jZkkfhIj_gb

Hij_ ^_e_gby

Ih^Zl ev `Zeh[ph ih^Zxs__ `Zeh[m gZ rdhevduc hdjm]

JZa^_e Division - h[jZah\Zl_evgu_klZg^Zjlu dhIhju_ih
j_r_gb x rIZIZ Hj_]hg ^he`gu kh[ex^Zlvky ^ey lh]h qlh[u rd
hdjm] khhl\IkI\h\Ze klZg^Zjlm

HdhqZl evgh j_irbkgbf_ggh_ j_r_gb_ rdhevgh]h hdjm]Z dh
jZaj_rZ_l \hijk gZ mjh\g_ rdhevgh]h hdjm]Z G_dhIhju_hd
j_r_gby ij_ ^mkfZljb\Zxl ^hihegbI_evgu_ ijZ\Z gZ h[`Zeh\Zgb
\^hfkl\Zo

Ih^l\j^g\hr_gb_ ijbgylh_ ihke_ jZkkfhIj_gby ^hdZaZl_ev
qlh _klv hkgh\Zgby iheZ]ZlV qlh bf_eh f_klh gZjmr_gb_ rIZ
n_ ^_jZevgh]h aZdhgZ beb ijZ\be rdhevgh]h hdjm]Z

G_ih^l\j^g\hr_gb_ ijbgylh_ ihke_ jZkkfhIj_gby ^hdZaZl_
lh]h qlh _klv hkgh\Zgby iheZ]ZlV qlh g_ bf_eh f_klh gZjm
beb n_ ^_jZevgh]h aZdhgZ beb ijZ\be rdhevgh]h hdjm]Z

Fu agZ_f qlh dh]^Z k_fvb \aZbfh^_ckl\mxl kh rdheZfb \ dhIhju
bo ^_lb m ^_l_c [hevr_ rZgkh\ ^h[blvky mki_oh\ \ mq_[_ hdhg
klZjrmx kj_ ^gxx rdhem jZa\blv m\j_gghklv \ k_[_ b ijh^_fhgkI
m\j_ggh_ khpbZevgh_ ih\ ^_gb_ Dh]^Z fu klZ\bf ^_l_c \ p_gI
j_r_gbc b ^_ckl\bc fu fh`_f h[_ki_qblv emqrb_ j_amevIZlu ^ey
mqZsboky b k_f_c Fu lZd`_ agZ_f qlh gZr rdhevduc hdjm] fh`
keh`guf b qlh m k_f_c b mqZsboky fh]ml \hagbdZlV \hijhku Z
ijh[e_fu k\yaZggu_ k gZrbfb mq_[gufb ieZgZfb deZkkZfb ijh]
b ^jm]bfb \hijhKZfb

=hkm^Zjkl\ggu_ rdheu I~~PPS~~igbZ\kl\mxl \ujZ`_gb_
haZ[hq_gghklb dZd \hafh`ghklv mqblvky mlhqqylv gZrb gZf_j_9
mqZkl\h\ZlV \ihklhygghf kh\jr_gkl\h\Zgbb gZ [eZ]h \k_o mqZs
ijb\kl\m_f lZdb_ h[km`^_gb_ b h`b^Z_f qlh \k_ \ajhkeu_ \de
i_ ^Z]h]h\ b ^jm]bo kh~~PPS~~^g\lnd\hml ke_ ^h\ZlV gZrbf hkgh\guf
p_gghklyf \dexqZy m\Z`_gb_ \aZbfh\ghr_gby q_klghklv b ih]



I J : < B E : K H < ? L :

4.50.030-P

I j Z \ b e Z i h ^ Z q b b j Z k k f h l j _ g b

k h l j m ^ g b q _ k l \ h \ b \ l \ _ j ^ m x \ i j b \ _ j ` \ _ g g h k \ l \ v \ j Z k h \ h f m \ j Z \ _ g k l \ m \ b \ k h p b Z e v g h c \ k i j Z \ _ ^ e b \ h k l b \ d h] ^ Z \ f u \ [m ^ \ _ f \ \ _ k l b \ l Z d b \ _ \ h [k m ^ \ _

?keb m mqZsephkjhbk_fvb \hagbdeZ ijh[e_fZ fu j_dhf_g^m_f
gZijyfmx ih]h\hjblv k i_ ^Z]h]hf beb ^_iZjIZf_glhf g_ihkj_ ^kl\g
\h\ e_q_gguuf \ wlm ijh[e_fm ?klv b ^jm]b_ khljm^gbdb rdhevgh]
dhlhju_ fh]ml ihfhqv \ lhf qbke_ Z^fbgbklijZlhu dmjbjmxsb_ d
rdheu beb ^_iZjIZf_glu < rdhevghf hdjm]_ lZd`_ bf_ lky ij_ ^kl
rdhevgh]h hdjm]Z ih \aZbfh^_ckl\bx k jh^bl_eyfb dhlhjuc fh`_l
k_fvyf ihemqblv bgnhjfZpbx k\yaZlvky k khljm^gbdZfb rdhevgh
j_rblv ijh[e_fu

M gZk lZd`_ _klv gjkphkdh jZkkfhlj_gby `Zeh[^ey mqZsboky
k_f_c b \k_o dIh ijh`b\Z_l \ rdhPSg hfk_dkrhj_hgu
mqZkl\mxsb_ \ jZkkfhlj_gbb `Zeh[u \ rdhevghf hdjm]_ ^he`gu h
d ^jm]bf k m\Z`_gb_f b ^hklhbkgkl\hf Z rdhevduc hdjm] [m^_l h
ih^_jdm l_f dIh ih^Z_l `Zeh[u qlh[u ijhp_kk [ue ^h[jh`_eZl_e
^hklmiguf ijhajZqguf b hljZ`Ze gZrm l\j^mx ijb\j`_gghklv jZk
jZ\gkl\m b khpbZevghc kijZ\^eb\hkIb Rdhevduc hdjm] jZaj_r
\ djZlqZcrb_ kjhdb ' Zs q`hdbf` @&





I J : < B E : K H < ? L :

4.50.030-P

IjZ\beZ ih^Zqb b jZkkfhIj_gb

Ihevdh hI^_evgh]h mqzs_]hky beb rdhem

FRdhevguc hdjm] ^he`_g h[_ki_qb]v h[mq_gb_g ZagZq_gguo khlm^gbdh\ rdhevg[h hdjm]Z lhfm jZkkfZljb\Zlv hnbpbzengu_ `Zeh[\\bk\\kh_jza^_ehf

II. KJHDB J:KKFHLJ?GBY <K?O @:EH;

\$ >ey lh]h qlh[u jZkke_ ^h\Ziv `Zeh[m ihdZ \hkihfbgZgb k_\`b Z k\b^_l_eb b ^hdmf_glu _jhylgh [he__ ^hk `Zeh[Z ^he`gZ [ulv ih^ZgZ \ ke_ ^mxsb_ kjhdb

< l_q_gb_ ^\mo e_l ihke_ lh]h dZd ij_ ^iheZ]Z gZjmr_gb_ beb g_aZdhgguc bgpb^_gl ijbahreb bel ih^Zl_ev `Zeh[u h[gZjm`be ij_ ^iheZ]Z_fh_ gZjmr_gl beb g_aZdhgguc bgpb^_gl >ey bgpb^_glh\ dhlhju_ ihlhygguc oZjZdl_j kjhd hlkqblu\Z_lky hl ^Ziu ihke_ ^g_]h bgpb^_glZ BEB

< l_q_gb\glh]h]h^Z ihke_ lh]h dZd ihkljZ^Z\rbc mqzsbscky hdhgqbe rdhem i_j_ oZe beb bguf h[jZahf ihdbgme rdhevguc hdjm] \ aZ\bkbfhk\l h\lh]h qlh gZklmibl iha`_

% Kjhdb ih^Zqb hnbpbzengu_ `Zeh[fh]ml [ulv ijh^e_gu rdhevguf hdjm]hf ^ey `Zeh[k\yaZggf\bo k k_jv_agu ijh[e_fZfb [_ahizkg\hklb mqzsbsoky \ lh\ hf qbke_ \ k\yab g_ijZ\hf_jgufb ^_ckl\byfb khlm^gbdh\ k_dkmZevgef gZkbeb_f beb ih_\^_gb_f beb ^jm]bfb h[\bg_gbyfb \ ijbqbg_gbb \j_^\Z mqzsbsfk

& PPS ijbgbfZ_l dhgnb^_gpbzengu_ Zghgbfgu_ hnbpbzengu_ `Zeh[u hikZ\hi\ZkZxsbfky jza^_ez ih we_dljhgghc airtoymouscomplaints@pps.net beb ih l_e_nhgm -- Eb\pZ ih^Zxs\ _ `Zeh[u Zghgbfg\ ^he`gu ij_^\hklZ\blv dZd fh`gh [hevr_ bgnhjfZpbb ijb ih^Zq_ `Zer\PPS jZkke_ ^mxl ex[mx `Zeh[m \ lh\ qbke_ Zghgbfgmx gZklhevdh ihegh gZkdhevdh wih \hafh`gh



I J : < B E : K H < ? L :

4.50.030-P

I j Z \ b e Z i h ^ Z q b b j Z k k f h l j _ g b

III. I H > : Q : H N B P B : E V G H C @ : E H ; U I H J : A > ? E M

\$



I J : < B E : K H < ? L :

4.50.030-P

IjZ\beZ ih^Zqb b jZkkfhIj_gb

j_r_gby rdhevghjh hdjm]Z ijbgylhjh gZ rZ]_ _keb
g_ ^hjh\hjylky h [he__ ^ebI_evghf kjhd_ Kh\Im [m^
ij_ ^hkIZ\ej_g iheguc ibkvf_gguc hlq_l h j_r_gbyo ijb
gZ rZ]_ lh^ZI_ev `Zeh[u IZd`_ ^he`_g ihemqblv ih
ibkvf_gguc hlq_l b ex[jub_ZeZlbeb bgnhjfZpbx
ij_ ^hkIZ\ej_ggu_ qe_gZf Kh\IZ ^h kemrZgby `Zeh[u
bgh_ g_ azsbs_gh hl jZa]eZr_gby azdhghf

Khljm^gbdb rdhevghjh hdjm]Z b ih^ZI_ev `Zeh[u ^he`
h[f_gylvky ex[hc ^jm]hc ibkvf_gghc kijZ\hqghc
bgnhjfZpb_c dhlhjmx hgb gZf_j_gu ij_ ^kIZ\blv Kh\I
kemrZgbyo ih Zi_eeypbb g_ iha^g_ q_f aZ qZkZ
kemrZgbc ?keb gh\Zy bgnhjfZpbv ihklmibeZ f_g_ q
qZkZ ^h gZqZeZ kemrZgby aZy\bl_ev fh`_l ihijhkblv
ijh^e_gbb kjhdZ

lh^ZI_ev `Zeh[u fh`_l ijb]eZkbIv Z^hdZIZ beb
q_eh_dZ hdZau\Zxs_]h ih^j`dm gZ ex[h_ aZk_ ^Z
beb jZa[bjZI_evkl\h < kemqZ_ kemrZgbc \ Kh\I_
rdhevduc hdjm khh[sbl ih^ZI_ex `Zeh[u dIh ba
khIjm^gbRPS[m^_l ijbkmIkI\h\ZIv gZ kemrZgbb

lhkdhevdm Kh\I ijbgbfZ_l hdhgqZI_evgh_ j_r_gb_ gZ]
_ Zi_eeypbb qe_gu Kh\IZ g_ ^he`gu khagZI_ev
gZqbgZIv beb ijh^he`ZIv dhglZdlu k ih^ZI_eyfb `Zeh[
ih l_f_ `Zeh[u beb kZfhklhyI_evgh jZkke_ ^h\ZIv
mI\j`^_gby kh^j`Zsb_ky \ `Zeh[_ dZd lhdevd hgb
ihemqZI m_^hfe_gb_ h ih^Zq_ hnbpbzevghc `Zeh[u
jZa^_em KhIjm^gbdb rdhevghjh hdjm]Z [m^ml
j_]meyjgh m_^hfeylv qe_gh\ Kh\IZ h gh\uo ih^Zggu
hnbpbzeguo `Zeh[Zo ih jZa^_em

Qlh[u k^_eZIv ijhP_kk fZdkbfZevgh kijZ_^eb\uf b
ijhajZqguf rdhevduc hdjm] ij_ ^hkIZ\bl ih^ZI_ex `Zeh
ibkvf_ggh_ hibkZgbmj\bm\hjfZIZ kemrZgby
\hafh`ghklv ij_ ^kIZ\blv ^hihegbI_evgu_ fZI_jbZeu az



I J : < B E : K H < ? L :

4.50.030-P

IjZ\beZ ih^Zqb b jZkkfhIj_gb

qZkZ ^h gZqZeZ kemrZgby Z lZd`_ khh[sbl [m^_l eb
aZk_^Zgb_ hldjuluf beb aZdjuluf ^ey h[s_k]_gghklb
b beb KFB lh^Zl_ev `Zeh[u fh`_l ^Zl v ihdZaZgby ijb
jZkkfhIj_gbb `Zeh[u lhke_ kemrZgbc Kh\l \ughkbl
hdhgqZl_evgh_ j_r_gb_ h lh f qlh j_r_gb_ rdhevgh]h
gZ rZ]_

I J : < B E : K H < ? L :





vdjkKE•v,22ljvf

I J : < B E : K H < ? L : 4.50.030-P

IjZ\beZ ih^Zqb b jZkkfhIj_gb

f bÀ_0pÊg%ùéb@0RnT q b l v d h g n b ^ _ g p b Z e v g h k l v
b f _ g e b p i h ^ Z x s b o ` Z e h [u \ k h h l \ _ l k l \ b b
k Z g g u f ijZ\behf

?k e b \ ` Z e h [_ m l \ _ j ` ^ Z _ l k y q l h k h l j m ^ g b d
k h \ _ j r b e i j h k l m i h d \ u Ö &À& &À&© j h k l €&p l v D &À P I)D f e 0%



I J : < B E : K H < ? L :

4.50.030-P

I j Z \ b e Z i h ^ Z q b b j Z k k f h l j _ g b

klhjhg_ _keb [hevrbgk\h qe_gh\ Kh\lZ ^bj_dlhjh\ h^
lZdmx i_j_ ^Zqm @Zeh[u gZ gZ\k\h\og\ph_j fw\h\h\ aZdhgZ
\hlghr_gbb ij_ ^k_ ^ZI_ey Kh\lZ ke_ ^m_l gZijZ\eylv
ij_ ^k_ ^ZI_ex Kh\lZ dhlhjuc i_j_ ^Zkl w\l b \hijhku
khh\l\k\l\mxsb_]hkm^Zjk\l_ggu_ bgk\lZgpbb beb ij_
klhjhg_ _keb [hevrbgk\h qe_gh\ Kh\lZ ^bj_dlhjh\ h^
lZdmx i_j_m^Z@keb `Zeh[m jZk\l_ ^m_l ij_lvy klhjhgZ lh_
ihemq_gby j_amev\Zl\h\ jZk\l_ ^h\Zgby Kh\l\l\l_q_gb_
gZ hldjulhf aZk_ ^Zgb\bb ijbgbfZ_l j_r_gb_ h lh\h\ dZdb_ ^
keb lZdh\l u bf_x\lky hijZ\^Zgu

(@Z eh[u ih^Z gg u_ q e_g Zf Kh\IZ ih h[jZ ah\Z g bx

Qe_gu Kh\IZ rdheu ihemqb\rb_ hI `bl_e_c beb khljm^gb
hnbpbZevgu_ `Zeh[u ih jZa^_em ^he`gu gZijZ\blv bo
dhhj^bgZlhjm rdhevgh]h hdjm]Z ih jZ[hl_ k `Zeh[Zfb
Qe_gu Kh\IZ ^he`gu gZijZ\eylv \k_ hkI Zevgu_ `Zeh[u \
khhl\IkI\mxsmx rdhem beb ^_ei\Zjjl_Zrf_g\y^
ijh[e_fu

V. >HIHEGBL?EVGU? IJ:<: G: :I?EEYPBX

?keb \ dZedh[b `Zeh[_ mI\j`^Z_iky h gZjmr_gbb :^fbgbkljZlb\gh
ijZ\beZ rIZIZ HjOARg]eZ\Z jZa^_e KIZg^Zjlu
I_j_kfhIj_ggh]h aZdhgZ rIZORSHj_]hg- bOAR 1-
- - - - H]jZgbq_gb_ k\h[h^u b baORSy p by beb
Ij_ke_ ^h\Zgb_ b `Zeh[Z g_ jZaj_r_gZ \ ijh_p_kk_ jZkkfhIj_gby
ih^ZI_ev `Zeh[u y\eyxsbscky mqZsbfkjy jh^bl_e_f beb hi_dmghf
ihk_sZxs_]h rdhem rdhevghf]h hedbjmh]Z ijh`b\Zxsbf \ rdhevghf
hdjm]_ fh`_I h[`Zeh\Ziv hdhgqZI_evgh_ j_r_gb_ rdhevgh]h hdjm
aZf_klbl_ey bgki_dlhjZ rdhevgh]h hdjm]Z dZd mdZaZgh \ :^fbg
ijZ\be_ Hj_]OAR - -

?keb \ `Zeh[_ kh^_j` bIky h[\bg_gb_ hb^b khdhdbgkzpb b k ORS
>bk dj bfb gZpby \ h[jZah\Zgb b ih^Zl_ev `Zeh[u fh`_I h[`\
hdhgqZl_ev gh_j_r_gb_ rdhev gh]h hdjm]Z \ >_iZj|Zf_gI_ h[jZah\`
Hj_]hg beb ih^Zl v `Zeh[m g_ihkj_ ^kl_ggh \ Fbgbkl_jkl\h h[jZah\`
ijb[_]Zy jdp_ ^mjZf rdhev gh]h hdjm]Z \ jZfdzo ^Zggh]h ijZ\beZ



I J : < B E : K H < ? L :

4.50.030-P

IjZ\beZ ih^Zqb b jZkkfhIj_gb

Ihfbfh bkihevah\Zgby ijhp_ ^mju ih^Zqb `Zeh[\ rdhevghf hdjm]
ki_pbZevgh_ h[mq_gb_ fh]ml [ulv ih^Zgu g_ihkj_^kI\ggh \
h[jZah\Zgby rIZIZ Hj_]hg Ih^Zl_ev `Zeh[u ^he`hlgj\Wbgl\j_f_gg