

 <p style="text-align: center;">STATE OF ALASKA DEPARTMENT OF TRANSPORTATION AND PUBLIC FACILITIES</p> <p style="text-align: center;">Policy and Procedure</p>	POLICY AND PROCEDURE NUMBER <p style="text-align: center;">02.02.020</p>	PAGE <p style="text-align: center;">1 of 5</p>
	EFFECTIVE DATE <p style="text-align: center;">January 29, 2013</p>	
SUBJECT <p>Correspondence Procedures</p>		SUPERSEDES <p style="text-align: center;">02.02.020</p>
		DATED <p style="text-align: center;">November 21, 2011</p>
CHAPTER <p>Office of the Commissioner</p>	SECTION <p>General Administration</p>	APPROVED BY <p style="text-align: center;">Signature on File</p>

PURPOSE

This formalizes the policy and procedure (P&P) on correspondence prepared by department personnel. This P&P also provides guidelines and detailed instructions for the preparation of letters and memos.

POLICY

Policy level communication, including departmental briefing papers, for the Governor and members of the legislature, will come from the commissioner. Policy level communication to other state departments should also come from the commissioner.

Regional responses to routine inquiries from the Legislature will also include a courtesy copy (cc) to the department's legislative liaison, and if applicable Administrative Services Division (ASD) Director on budget/financial related matters.

All correspondence sent within and out of the Department of Transportation & Public Facilities (DOT&PF) must be free of errors in spelling, grammar, sentence structure, and format.

All questions asked by the originator of the correspondence should be answered directly and with a positive tone.

PROCEDURE

The format guidelines described in the attached examples serve as a basic foundation. Flexibility in meeting divisional needs is acceptable as long as departmental standards are used.

Letters: A letter is used for all correspondence to members of the legislature, judicial government officials, legislative audit and other legislative divisions. A letter must also be used when communicating outside state government and with federal agencies.

STATE OF ALASKA

Department of Transportation and Public Facilities
POLICY AND PROCEDURE MANUAL

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Correspondence Procedures
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The exceptions to this are retirement letters or letters of appreciation to employees.

The second attached example provides additional guidelines for the preparation of letters for the commissioner's signature. Enclosures are used for letters.

Memoranda: The memorandum (memo) form is utilized when communicating within DOT&PF, and to other state departments within the Executive Branch. The memo form is also used to communicate with the governor and the governor's staff. The first attached example provides additional guidelines for the preparation of memoranda for the commissioner's signature. Attachments are used for memorandums.

DOT&PF Mission Statement: The department's mission statement must be on all letters and memos. It is located approximately ½ inch from the bottom of each page (however, it is acceptable to have it on only the first page of the letter or memo). As shown below, it should be centered and typed in quotes. The font is Times New Roman, size 10, italicized, and the color is gray.

"Keep Alaska Moving through service and infrastructure."

Use of Acronyms or Initializations: In accordance with standard guidelines, acronyms or abbreviations may be used in text only after the words/name has once been written out followed by the acronym or abbreviation in parentheses. Example: Federal Highway Administration (FHWA), and thereafter in text, FHWA. This department's acronym is DOT&PF.

Copies: Recipients of copies should be listed in alphabetical order (first name, last name format) and should include title, division, and other identifiers as necessary. Exceptions for the alphabetical order should be the governor, or members of the congressional delegation. Common sense is generally applied when configuring a courtesy copy (cc) list, and may vary depending on the nature of the correspondence.

Protocol: It is important to understand the channels of written communication. Generally staff may write correspondence to *one* level above or parallel to their position. It is imperative to inform or cc your supervisor when correspondence is sent to another department. In addition, if the subject matter refers to or impacts another program of another division or department, a cc to the appropriate lead should be included.

Accountability: Signature items prepared for the commissioner's signature (briefing memos, out-of-country travel requests, etc.) should be routed through the appropriate deputy commissioner or regional director along with any necessary supporting documentation.

Turnaround Time for Correspondence Prepared for Commissioner's Signature: Draft requests from the commissioner are a **priority** and return responses to the

commissioner's office will be in electronic form and *within 7 working days*. Included with the draft should be all related back up and/or enclosures associated with the draft letter.

Requests for drafts for the governor's signature (Correspondence Tracking System or CTS items) and/or when the commissioner is responding to the Legislature they will be returned *within 5 working days*.

Regional and headquarters offices should maintain a tracking system for commissioner's requests and contact the tracking-desk person in the commissioner's office when unable to meet an assigned deadline.

Style: The Gregg Reference Manual, authored by William A. Sabin, will be utilized as a general guide.

ATTACHMENT:

State of Alaska Letterhead Template
State of Alaska Memorandum Template

AUTHORITY

AS 44.17.030

IMPLEMENTATION RESPONSIBILITY

Deputy Commissioners, regional directors, system directors and managers

DISTRIBUTION

All department employees via the DOT&PF website; all Administrative Support Staff

MEMORANDUM

State of Alaska

Department of Transportation & Public Facilities
Office of the Commissioner

TO: SEE DISTRIBUTION

DATE: [Date]

TELEPHONE NO: [Phone]

FAX NUMBER: [Fax]

FROM: [Name, Title]

SUBJECT: Correspondence Procedures

The text of the memo begins three or four lines below the last line in the heading. The text is single spaced with two carriage returns between paragraphs. One paragraph memos may be double spaced. Line (text) length is 6.5 inches.

The “attachment” notation is utilized on memo forms to indicate the attached related or supporting documents.

Please use “The Honorable” when addressing the Governor.

A distribution list is used when addressing two or more individuals. The TO: section should show SEE DISTRIBUTION; the distribution follows the body of the memo as shown below.

DISTRIBUTION:

[Name], Southeast Regional Director, DOT&PF
[Name], Northern Region Regional, DOT&PF
[Name], Central Regional Director, DOT&PF

Attachment: Correspondence Guidelines

cc: [Name], Deputy Commissioner, DOT&PF



THE STATE
of **ALASKA**
GOVERNOR MIKE DUNLEAVY

**Department of
Transportation and
Public Facilities**

OFFICE OF THE COMMISSIONER
Ryan Anderson, Commissioner

PO Box 112500
Juneau, Alaska 99811-2500
Main: 907.465.3900
dot.alaska.gov

[Month, Day, Year]

[First and Last Name]
[Company Name]
[Address]
[City, State, Zip Code]

Dear [Name]:

Letters should be typed in semi-blocked style with standard punctuation. The date, signature block and all other text, including the salutation, should be flush at the left margin. The font used is Times New Roman, regular, size 12. Use of italics and bold generally is not acceptable.

A one inch margin on the left and right will provide a 6.5 inch line length of text. Please do not justify the right margin.

Please furnish addresses for each courtesy copy (cc) outside of the department. Your assistance will speed up the response process and will be appreciated by the Commissioner's staff.

We appreciate your help and welcome your calls if further clarification is desired.

Sincerely,

[Name]
Commissioner

Enclosure

cc: [Name], Alaska State Legislature
[Name], Legislative Liaison, Office of the Commissioner, DOT&PF