

MEMORANDUM

State of Alaska

Department of Transportation & Public Facilities
Office of the Commissioner

TO: Alaska DOT&PF Leadership Team

DATE: September 19, 2024

PHONE NO: 907-465-3900

FROM: Ryan Anderson, P.E.
Commissioner

SUBJECT: Communication Standards



As a department, it is crucial that we understand our roles in communicating important conditions or events that affect travel, our staff, or our ability to provide transportation and facilities services. The Commissioner's Office is responsible for ensuring that our communications—both internal and external—are aligned and consistent with the public, stakeholders, and the Governor's Office. To fulfill this role effectively, it is important that you promptly inform me, our Communications Director, and the Deputy Commissioner in the following circumstances:

- A DOT&PF employee is hospitalized or dies while on the job or at a DOT&PF facility. Also, any death of an active DOT&PF employee should be communicated to the Commissioner.
- An employee, member of the public, or contractor is involved in a construction work zone incident resulting in serious injury or fatality.
- Any unplanned road, airport, ferry, or facility closure or delay that significantly impacts the traveling public or the ability of State of Alaska employees to report to work.
- Major damage to infrastructure caused by unforeseen events that may result in repair costs exceeding \$250,000 or require emergency funding authorization.
- A controversial project that may result in front-page newspaper articles, coverage by multiple news outlets, or unsupportive community petitions.
- An unfriendly eminent domain action.
- A public official (Federal, State, or Local) is involved in a DOT&PF enforcement action.
- Any infectious outbreak that could potentially impact services on our highways, airports, facilities, or the marine highway system.
- Any commercial vehicle accident resulting in a fatality.
- An OSHA or Civil Rights complaint or violation.

For emergency events or large-scale office closures that require focused resourcing efforts to respond, please communicate these efforts through the team's chat titled: **DOT&PF Emergency Events**. Reports should occur at regular intervals (8 a.m., noon and 5 p.m. and more as needed), and should include details such as time and location of event, number of crew and contract employees responding, number of and types of equipment, volume of materials, cooperating agencies, next steps in response, weather forecasts, and points of contact.

Please report any highway event that is likely to generate immediate national interest, is categorized as a significant event or incident in accordance with P&P 07.50.070, or cause disruption to any road or highway operations expected to last more than 8 hours. These events may include damage or closure of highways or infrastructure due to natural disasters such as earthquakes, floods, storms, or wildfires, as well as intentional acts like criminal activity, crashes, or terrorism. Other significant incidents, such as bridge strikes, collapses, or dam bursts, should also be reported. For winter weather events, only report closures on the National Highway System lasting more than 8 hours. Refer to Federal Highway Administration Order 5181.1C at this link: <https://www.fhwa.dot.gov/legregs/directives/orders/51811c.cfm>

For legislative and media inquiries, please continue to coordinate through our designated point of contact in the Commissioner's office for any response.

If you're unsure whether to inform the Commissioner's Office on a topic, please take the proactive step and ask. Sharing information ensures we serve our employees and the people of Alaska in the most effective and responsive way possible.

"Keep Alaska Moving"