U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION
Southern Region Policy

ORDER SO 1360.6B

Effective Date:
03/22/10

SUBJ: Congressional Correspondence

1. Purpose of This Order. This order explains how Southern Region manages congressional correspondence. It gives information on format, content, approvals, and signatures. All Southern Region Lines of Business can use this Order when answering congressional correspondence.

2. Audience. All employees that are involved in congressional issues

3. Where Can I Find This Order? Go to the Directives Management System (DMS) website: https://employees.faa.gov/tools_resources/orders_notices/

4. What This Order Cancels. SO 1360.6A.

5. Policy. Coordinate all contacts with Federal, State, and other elected officials or their staff representative with Executive Services, ASO-31. Contacts include:

a. Written inquiries by regular mail, email, or fax

b. Telephone calls

c. Visits to FAA facilities

d. Meetings and/or briefings for an elected official

e. Visits to an elected official's office

6. Focal Point. Executive Services, ASO-31, is the focal point and control for all incoming congressional correspondence. ASO-31 analyzes the inquiry and assigns action responsibility to the appropriate Line of Business (LOB) for response preparation. ASO-31 will provide the incoming congressional and assignment cover sheet to the action office's designated staff member. ASO-31 will maintain paper copies of each congressional in a monthly file, archive copies for future reference, and access FAA's national CCMS (Congressional Control and Management System) to research, locate, track, and close out correspondence.

7. Response Time. ASO-31 tracks congressional correspondence through CCMS. The LOB gets 15 calendar days from the date ASO-31 accepts the action to respond. LOBs may prepare an interim letter and get 5 additional calendar days to respond. No additional extensions can be granted. If the elected official requests a specific response date, ASO-31 and the responsible LOB will make every attempt to comply. Congressionals that arrive by fax, email, or regular mail (and not tracked in CCMS) are granted 30 calendar days unless otherwise requested by the elected official.

8. Correspondence. Prepare all congressional correspondence for the Regional Administrator's signature. Please refer to "Southern Region Congressional Correspondence Manual" for required formatting and Regional Administrator preferences. LOBs or field offices do not respond directly. If a congressional inquiry goes directly to an LOB or field facilities, please inform ASO-31 immediately.

9. Sensitive Issues. Some Congressionals contain sensitive or private information. Be careful to ensure confidentiality as appropriate. Avoid making substantive comments on matters such as EEO issues, cases handled by the Accountability Board, job terminations, job performance, leave abuse, complaints, etc. Coordinate issues deemed sensitive to the media with Public Affairs, ASO-5.

10. Coordination. ASO-31 will facilitate coordination as needed.

11. Distribution. This order is distributed to the branch level in the Regional Office and to all field offices and facilities in the Southern Region.

Douglas R. Murphy
Regional Administrator