

ORDER

U. S. Department of Transportation
Federal Aviation Administration
SOUTHERN REGION

SO 1360.6

9/11/00

SUBJ: CONGRESSIONAL CORRESPONDENCE

1. **PURPOSE**. This order assigns responsibility for the receipt and administrative control of all congressional correspondence in the Southern Region. It provides standards for the preparation of congressional correspondence response for the Southern Region. This Order is to be used in conjunction with Order 1360.16, Chapter 4, Congressional Correspondence and is provided as an aid in preparing responses to Congressional Offices.
2. **DISTRIBUTION**. This order is distributed to the Branch level in the Regional Office and to all field offices and facilities in the Southern Region.
3. **REFERENCE**. Order SO 1200.4A covers congressional contacts by Members of Congress or their staffs to regional personnel. Regional personnel shall coordinate all contacts with Members of Congress or their staffs with the Executive Assistant to the Regional Administrator, ASO-1C. These contacts may include visits to FAA facilities, telephone or e-mail contacts, meetings and/or briefings for Congress, and visits to Member or Committee offices.
4. **THE MANAGEMENT SYSTEMS DIVISION, ASO-60**, is the focal point for the receipt of all incoming congressional correspondence and is responsible for the control of all congressional correspondence. ASO-60 will assign action to a Division for response preparation and will hand-carry the incoming congressional to the action office Congressional Point of Contact (POC). ASO-60 will maintain the congressional correspondence reading files for the Regional Administrator.
5. **RESPONSE TIME** for responding to congressional correspondence is 5 working days after initial receipt in the regional office unless a different date is specified by the congressman. The 5 days start when the request is received in ASO-60. When an interim letter is sent to the requesting congressional office, a final response must be mailed within 30 days. The 30 days start with the date of the interim letter.
6. **ALL CONGRESSIONAL CORRESPONDENCE** shall be prepared for the signature of the Regional Administrator. Division and field offices will NOT respond to congressional correspondence, even those addressed directly to a division or field office. These offices shall FAX a copy of the request to ASO-60 at 404-305-5854 and mail the original to ASO-60.
7. **REQUESTS CONCERNING SENSITIVE ISSUES**. In responding to congressional requests, Divisions and Staff Offices shall be careful to not make substantive comments on matters that are

under investigation or study in a formal process, e.g., Equal Employment Opportunity (EEO) issues, Environmental Impact Studies, etc.

8. **COORDINATION PROCEDURES**. When the Regional Administrator receives a congressional request and coordination is required between two or more divisions, such coordination shall be accomplished before sending the response forward for signature. Some examples are:

a. **A response** concerning personnel or labor relations issues shall be coordinated between the responding line of business (LOB) and the Human Resource Management Division, ASO-10.

b. **A response** concerning civil rights issues such as alleged discrimination shall be coordinated with the Civil Rights Staff, ASO-9, and the Human Resource Management Division, ASO-10.

c. **A response** concerning environmental issues on an airport shall be coordinated with the Airports Division, ASO-600, and the Regional Counsel, ASO-7.

d. **A response** regarding airport improvements, airport noise, traffic flow problems on the airport surface, or related matters at a particular airport, shall be coordinated with the Air Traffic Division, ASO-500, and the Airports Division, ASO-600.

e. **A response** regarding airport security shall be coordinated with the Civil Aviation Security Division, ASO-700, and the Airports Division, ASO-600, if it involves federal funding.

f. **A response** regarding any pending or threatened litigation shall be coordinated with the Regional Counsel, ASO-7.

g. **A response** regarding navigational aids on an airport, or facilities and equipment issues, shall be coordinated with the Airports Division, ASO-600, the Air Traffic Division, ASO-500, the Airway Facilities Division, ASO-400, or the ANI Service Center, ANI-300, as may be appropriate.

h. **When a LOB** and the Regional Administrator do not agree on a substantive response to a congressional request, the issue will be elevated for resolution to the respective LOB Assistant or Associate Administrator in Washington Headquarters.

9. **DIVISION OFFICE CONGRESSIONAL POINTS OF CONTACT** are responsible for seeing that action is assigned appropriately within their respective divisions. If the 5-day response time cannot be met, they shall prepare an interim response for the Regional Administrator's signature and hand carry it to ASO-60 for review before it is forwarded to the Regional Administrator for signature.

10. **EXAMPLES OF CONGRESSIONAL RESPONSES**. Included as Appendices to this order are: Responsibilities of Division Point of Contact, Congressional Preparation Guidelines, Congressional Checklist, Problem Areas In Correspondence, and Special Instructions for Airports

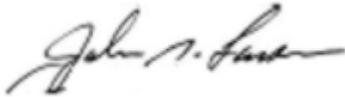
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Division Congressional Responses. Figures 1 through 9 in Appendix 6 provide examples of various congressional responses.

11. **CONTINUOUS PROCESS**. Division Managers are responsible for the quality and timeliness of answering congressional correspondence. ASO-60 will sponsor and chair a working group of Division POCs for the purpose of measuring and improving process performance.

12. **EACH DIVISION AND STAFF OFFICE** is requested to notify ASO-60 in writing the name of their designated Congressional Correspondence Point of Contact and a backup for that person. Each division and staff office is expected to keep ASO-60 informed when there is a change in this designation.



Carolyn Blum
Regional Administrator

APPENDIX 1. RESPONSIBILITIES OF DIVISION POINT OF CONTACT (POC):

1. Read the incoming congressional request thoroughly to confirm that your division is the action office. If the congressional request does not belong to your division, notify ASO-60 so that the proper action office can be assigned.
2. Log into your Mail Control System, noting suspense date. You may want to make suspense date sooner to allow for corrections.
3. Hand-carry the congressional to the proper branch for reply.
4. Prepare interim letter if the 5-day suspense cannot be met. (See Figure No. 1)
5. Use Appendix 2 "Congressional Preparation Guidelines" as described in this Order as you review your division's response.
6. Be diligent in reviewing the outgoing response to be sure that it addresses the request of the congressman. If it does not address the request, return it to the writer and have it rewritten.
7. Ensure that the congressional response is coordinated through your division and other divisions or staff offices before hand-carrying it to ASO-60.
8. Be sure the congressional "package" is assembled in the proper sequence. Use the "Congressional Checklist" as described in Appendix 3 of this Order.
9. Division POCs are responsible for ensuring that the final outgoing response is error free.
10. The POCs will hand-carry the outgoing response to ASO-60.

APPENDIX 2. CONGRESSIONAL PREPARATION GUIDELINES

1. The final outgoing response should be signed by ASO-1 on or before the suspense date. The date is the actual date ASO-1 signed it.
2. Always use ASO-1's signature block.
3. Do not staple the outgoing original or any outgoing enclosures.
4. Copy requirements: (Routing symbols must be noted in upper right-hand corner on all copies.)
 - a. One letterhead copy is mailed with the original letter.
 - b. One letterhead copy is mailed to the requestor's Washington Office (if we are writing to his district office).
 - c. Grid with copy of any outgoing enclosures and the incoming correspondence and enclosures, if any.
 - d. One copy for AOA-3 with copy of any outgoing enclosures and a copy of the incoming correspondence with enclosures, if any (if not controlled by Washington). If controlled by Washington, a copy of response only and enclosures, if any. Annotate AOA-3's control number (AXXXXXXXXXX) in upper right hand corner.
 - e. One copy for ASO-1 Reading File and enclosures, if any, and copy of incoming letter with enclosures, if any. (NOTE: This is the copy that ASO-60 will keep for ASO-1. This file must be complete, i.e., a copy of outgoing letter with enclosures and a copy of the incoming request with enclosures if any.)
 - f. Copies for your Division and Branch as required by your Division.

NOTE: Sometimes an enclosure to outgoing correspondence is of such volume that management has determined that copies of such enclosures will not be provided to other offices. An example of a voluminous enclosure would be a petition with 1,000 names or a 200-page study. The Action Office is responsible for ensuring that a copy of the enclosure is filed with the official file copy of the outgoing letter.

5. When responding to a representative's or senator's Washington Office, do not put cc line on the original letterhead. If originator requests that you respond to their district office, use the cc line on the original to indicate that you sent a copy to their Washington Office. (See Figure 4)
6. All congressional requests will be addressed to a representative or senator. If the request requires a response to a particular staff member, put staff member's name on envelope only.
7. In some situations, the congressional office may ask us to reply directly to the constituent; do so with a cc to a representative or senator.
8. Always show the writer's identification line on all internal copies of the response. Example: ASO-250:PMcCallum:xxX6076:08/08/2000.
9. Always show the carbon copy distribution on the internal information copies, official file copy and reading file copies.

10. Use spell check and grammar check. Proofread carefully.

11. After ASO-1's signature, ASO-60 will date and apply ASO-1 signature stamp on all copies of the response. ASO-60 will file the ASO-1 day file copy with copy of incoming letter and any enclosures. The grid and division/branch copies will be returned to the respective division office. ASO-60 will mail each copy that has an envelope attached.

APPENDIX 3. CONGRESSIONAL CHECKLIST

1. Check to see that the correct stationary has been used.
2. Have you indicated on the grid which copies were made for whom and the mail control number is on the ASO-60 copy? (See Figure 9)
3. Package sequence:
 - ASO-60's Mail Control Form
 - Executive Cover (Plastic Cover)
 - Green Congressional cover
 - Original and one letterhead copy to addressee
 - Include typed envelope
 - Copy for Washington office of congressman (if original sent to district office address).
 - Do not send transmitted correspondence to Washington Office
 - Include typed envelope for Washington Office
 - Grid with any outgoing enclosures, if any, and the incoming correspondence with any enclosures attached.
 - AOA-3 copy w/copy of transmitted correspondence
 - ASO-1 copy (with copy of incoming correspondence and enclosures, if any)
 - Other copies necessary for your division.
4. Indicate the following on the grid copy (See Figure 9):
 - cc: AOA-3 (with AOA-3 Control Number, if endorsed to ASO-1)
 - ASO-1 (with ASO-60's Control Number) (This is the copy ASO-60 will file for ASO-1)
 - Other copies necessary for your division
 - Washington Office of the Congressman
 - File Name: \Congres\smith (This indicates where it is saved.)
5. Transmitted correspondence is whatever the senator/congressman sent to us.
6. Only return transmitted correspondence with your response if the senator/congressman requests it to be done.
7. When a congressional request comes to ASO-1 by Endorsement from AOA-3, do not include backup with AOA-3's copy, but show AOA-3 control number on their copy. (Annotate AOA-3's control number in upper right hand comer.) **DO NOT MAKE COPY FOR AOA-1.**
8. Envelopes: Do not use window envelopes.
9. Check addresses (Washington's address or district office address). Do not use Attention line in correspondence (put on envelope only).
10. Check Salutation: the Department prefers for a Representative "Dear Congressman/ Congresswoman....." and for a Senator it is "Dear Senator...." If a Member (Representative or Senator) writes in his/her capacity as Chairman, the salutation is "Dear Mr. Chairman" or "Dear Madam Chairman." Most women are still called "Chairman." (You can always call her office to ask how she prefers to be addressed.)

11. Use proper opening and closing sentences on interim letter. (See figure1)
12. Use proper opening and closing sentences on final letter. (See Figure 2)
13. Check format (See Chapter 4 of Order 1360.16) for:
 - Paragraph/subparagraph
 - Spacing/indentation correct
 - Do not begin a paragraph near the end of a page unless there is room for at least two lines on the page.
 - Do not continue a paragraph on a succeeding page unless at least two lines can be carried over to the page.
 - Second page of Congressional should start seven lines from top with number of page in top right-hand corner.
 - Proper signature block is four spaces down from closing and then type name on the fifth line.
14. Be sure closely related word units are not separated. "Mr." should not be at the end of a line with the surname on the next line. "January" (or any month) should not be at the end of a line with the date and year on the next line. (See Order 1360.16, Appendix 7, Par. 4.)
15. Always check the incoming congressional request for special instructions, i.e., "Please respond to local/state..." Or "Please return original with your response..."
16. Use spell check and grammar check.
17. Proofread the document carefully.

APPENDIX 4 PROBLEM AREAS IN CORRESPONDENCE

1. Outgoing letter does not address the request of the Representative (or Senator.)
2. Acronym used without writing out the meaning the first time it is used in a response. The correct way: Federal Aviation Administration (FAA) - use FAA throughout the remainder of the letter.
3. Do not end letter with "Thank you for your interest in aviation safety." ASO-1 will not sign. Always use the proper opening and closing paragraphs. (See Figures 1 and 2)
4. The number 2 is being omitted from the second page. The number 2 should be 7 lines from the top right side. The text begins two lines below the page number.
5. Office routing identification symbols are being omitted from grid and other internal copies.
6. Office routing symbols need to be written in upper right hand corner for distribution.
7. Envelopes are not being prepared and placed behind outgoing letters.
8. Improper assembly of correspondence.
9. Insufficient number of copies.
10. Transmitted correspondence is attached to AOA-3's copy when it is Washington controlled.
11. Noun and verb not in agreement.
12. Executive Cover is being omitted.
13. Original outgoing letter is being stapled.
14. Mail Control form is not being placed on top of package.

APPENDIX 5 SPECIAL INSTRUCTIONS FOR AIRPORTS DIVISION
CONGRESSIONAL RESPONSES

In addition to other copies required in answering a congressional request, the Airports Division Point of Contact (POC) will provide a copy of any congressional correspondence (not of a personal or routine nature) affecting a particular state to the State Aviation Director for that state. The Airports Division, ASO-600, has a listing of State Aviation Directors.

APPENDIX 6 EXAMPLES OF CONGRESSIONAL CORRESPONDENCE

Figure 1. Interim letter when 5 day suspense cannot be met with recommended opening and closing paragraphs.

Figure 2. Final letter after interim sent with recommended opening and closing paragraphs.

Figure 3. Endorsement to ASO- 1 from AOA-3.

Figure 4. Final when there is an Endorsement to ASO-1

Figure 5. Letter telling Congressman that correspondence is being forwarded to another region, with copy to his/her Washington Office and copy to AOA-3 with copy of transmitted correspondence.

Figure 6. Letter from Senator asking that we respond to his regional office to the attention of a specific person and return the transmitted correspondence with our response.

Figure 7. Letter to Representative at District Office returning transmitted correspondence and sending a copy of the response to his Washington Office.

Figure 8. Letter to a Senator stating that a similar response has been sent to another Representative.

Figure 9. Copy of grid showing where copies of the response were sent, the writer's name, the typist's initials, the file name, the date printed, the telephone extension, where the document is to be filed, and how to mark routing on the grid.

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APPENDIX 6



U.S. Department
of Transportation

Office of the Regional Administrator
Southern Region

P.O. Box 20636
Atlanta, GA 30320

**Federal Aviation
Administration**

**APPENDIX 6. INTERIM LETTER WHEN 5-DAY
SUSPENSE CANNOT BE MET
FIGURE 1. SAMPLE OF INTERIM LETTER**

The Honorable George Darden
Member, United States House of Representatives
376 Powder Springs Street,
Suite 100 Marietta, GA 30064

Dear Congressman Darden:

Thank you for your letter dated July 19, 1993, on behalf of your constituent, Mr. John Doe,
concerning

In order to properly address the issues stated in Mr. Doe's letter, we will need additional time to
review this matter. We will report our findings to you within the next 30 days.

If you need further assistance, please do not hesitate to contact us.

Sincerely,

Carolyn Blum
Regional Administrator

cc: Washington Office



U.S. Department
of Transportation

Office of the Regional Administrator
Southern Region

P.O. Box 20636
Atlanta, GA 30320

**Federal Aviation
Administration**

**APPENDIX 6. FINAL LETTER AFTER INTERIM SENT
FIGURE 2. SAMPLE OF FINAL LETTER**

The Honorable George Darden
Member, United States House of Representatives
376 Powder Springs Street,
Suite 100 Marietta, GA 30064

Dear Congressman Darden:

This is in further response to your letter dated July 29, 1993, on behalf of your constituent, Mr. John Doe, concerning

If you need further assistance, please do not hesitate to contact us.

Sincerely,

Carolyn Blum
Regional Administrator

cc: Washington Office

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**APPENDIX 6. ENDORSEMENT FROM AOA-3
FIGURE 3. SAMPLE OF ENDORSEMENT**

AUG 15 2000

The Honorable John L. Mica
Member, United States House of Representatives
1000 City Center Circle
Port Orange, FL 32119

Dear Congressman Mica:

Thank you for our letter on behalf of your constituent
Mr. _____ concerning flight patterns and aircraft
noise over his residence in Daytona Beach, Florida.

I have asked Ms. Carolyn Blum, Regional Administrator of
the southern Region in Atlanta, Georgia, to review this
matter and respond directly to you, since your
constituent's concerns can best be addressed by that
office. You should be hearing from Ms. Blum within
30 days.

Sincerely,

ORIGINAL SIGNED BY:
Ronald E. Morgan

Ronald E. Morgan
Director of Air Traffic

Enclosure
Transmitted Correspondence

cc: Washington Office

ENDORSEMENT TO ASO-1:

We would appreciate your investigation of this matter and direct
response to Congressman Mica. Please provide AOA-3, ATA-1, and
RAT-10 with a copy of your response within 30 days.


John S. Walker
Program Director for Air Traffic
Airspace Management

A20000802007

cc: I-5/AOA-3/ATS-1/AAT-1/ATA-1/300/ASO-1/500/AAT-C2/

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U.S. Department
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P.O. Box 20636
Atlanta, GA 30320

**Federal Aviation
Administration**

APPENDIX 6. FINAL LETTER TO CONGRESSMAN

**FIGURE 4. FINAL WHEN THERE IS ENDORSEMENT
TO REGION AND RESPONSE IS SENT TO
DISTRICT OFFICE OF CONGRESSMAN**

The Honorable Harry Johnston
Member, United States House of
Representatives
1501 Corporate Drive, Suite 250
Boynton Beach, FL 33426

Dear Representative Johnston:

Thank you for your letter dated July 29, 1993, from you constituent
Mr. John Doe, concerning.....

If you need further assistance, please do not hesitate to contact us.

Sincerely,

Carolyn Blum
Regional Administrator

cc: Washington Office

9/11/00

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U.S. Department
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Southern Region

P.O. Box 20636
Atlanta, GA 30320

**Federal Aviation
Administration**

APPENDIX 6. FORWARDING TO ANOTHER REGION

FIGURE 5. SAMPLE LETTER—FORWARDING TO ANOTHER REGION

The Honorable Richard Shelby
United States Senator
Box 20127
Huntsville, AL 35824

Dear Senator Shelby:

Thank you for your letter dated April 1994, on behalf of your constituent, Mr. Hoyt M. Weathers, regarding his request for a Freedom of Information Act Appeal.

By copy of this letter, we have forwarded your inquiry to Mr. Edward J. Phillips, Great Lakes Regional Administrator in Des Plaines, Illinois. The concerns of your constituent can best be answered by that office. You should expect a response from Mr. Phillips within 30 days.

Sincerely,

Carolyn Blum
Regional Administrator

cc: Washington Office

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APPENDIX 6 LETTER FROM SENATOR ASKING FOR RESPONSE TO HIS
REGIONAL OFFICE TO A SPECIFIC PERSON
FIGURE 6. SAMPLE LETTER FROM SENATOR
THAD COCHRAN

United States
Washington, D.C. 20510-2402

COMMITTEE ON
AGRICULTURE, NUTRITION,
AND FORESTRY

COMMITTEE ON
APPROPRIATIONS

COMMITTEE ON
GOVERNMENTAL AFFAIRS

COMMITTEE ON
RULES AND
ADMINISTRATION

July 17, 2000

Please reply to:
188 East Capitol Street
Suite 614
Jackson, MS 39201-2125
(601) 965-4459
(601) 965-4919 Telefax

Ms. Carolyn Blum
Federal Aviation Administration
Regional Administration
P.O. Box 20636
Atlanta, Georgia 30320

Dear Ms. Blum:

One of my constituents, Mrs. _____ of Southaven, Mississippi, has contacted me regarding problems she is experiencing with the Memphis International Airport. I am taking the liberty of sending you a copy of her Constituent Service Form to satisfy Privacy Act requirements. Mrs. _____ claims that planes are flying dangerously low over her sub-division and she also contends that noise levels exceed mandated limits. She has compiled evidence of these allegations which are also enclosed.

I would appreciate if you could check into this matter and notify me of your findings.

Your assistance in responding to this matter is greatly appreciated.

Sincerely,



THAD COCHRAN
United States Senator

TC/cr
Enclosure

9/11/00

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U.S. Department
of Transportation

Office of the Regional Administrator
Southern Region

P.O. Box 20636
Atlanta, GA 30320

**Federal Aviation
Administration**

**APPENDIX 6. LETTER TO DISTRICT OFFICE
FIGURE 7. SAMPLE LETTER TO DISTRICT OFFICE
RETURNING TRANSMITTED
CORRESPONDENCE AND SENDING COPY
OF RESPONSE TO CONGRESSMAN'S
WASHINGTON OFFICE**

The Honorable George Darden
Member, United States House of
Representatives
376 Powder Springs Street,
Suite 100 Marietta, GA 30064

Dear Congressman Darden:

Thank you for your letter dated July 29, 1993, from your constituent Mr. John Doe,
concerning.....

If you need further assistance, please do not hesitate to contact us.

Sincerely,

Carolyn Blum
Regional Administrator

Enclosure
Transmitted Correspondence

cc: Washington Office

9/11/00

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U.S. Department
of Transportation

**Federal Aviation
Administration**

Office of the Regional Administrator
Southern Region

P.O. Box 20636
Atlanta, GA 30320

**APPENDIX 6. LETTER TO CONGRESSMAN STATING
THAT IDENTICAL LETTER SENT TO
OTHER CONGRESSMEN**

FIGURE 8. SAMPLE LETTER

The Honorable Bob Graham
United States Senate
Washington, D.C. 20510

Dear Senator Graham:

Thank you for your letter dated July 29, 1993, on behalf of your constituent,
Mr. John Doe, concerning.....

If you need further information, please do not hesitate to contact us. An identical
letter has been sent to Representative Don Sundquist and Representative
Harry Johnston.....or, "An identical letter has been sent to each cosigner of your
letter. ".....or, "Identical letters have been sent to the cosigners of your letter."

Do not use "A similar letter has been sent to....."

Sincerely,

Carolyn Blum
Regional Administrator

cc: Washington Office

