From: Davis, Warren [mailto:Warren.Davis@eog.MyFlorida.com]
Sent: Monday, February 07, 2011 8:58 AM
To: Heath, Mary Lou
Subject: RE: Electronic Copy of Correspondence Manual
Importance: High

Mary Lou:

Attached is a copy of our correspondence manual. Please follow the guidelines below for formatting letters for the Governor's signature:

- Use Arial 12 pt
- Center the date
- Indent the paragraphs
- After the salutation, use a colon
- For the signature block, tab over 6 spaces & type Sincerely,
- Hit return five times, tab over 6 spaces & type Rick Scott
- Hit return one time, tab over 6 spaces & type Governor

If you need assistance in obtaining information about the Governor's electronic signature, please contact Nancy Clemons in the Governor's Graphics office.

Thanks for the opportunity to assist.

Warren Davis
Office of Citizen Services

Correspondence Assigned to
Executive Agencies and Units for Response

The Florida Constitution states that all political power is inherent in the People of Florida and state government must be responsive to citizens who seek assistance from it. To do so, state government must communicate in a clear, easily understood manner.

The Office of Citizen Services receives, tracks, and coordinates incoming and outgoing correspondence to the Governor. Correspondence is a top priority and, citizens deserve the courtesy of a prompt and accurate response. The Office of Citizen Services routes telephone calls, postal, and electronic correspondence to executive units and agencies for appropriate handling, and asks that staff:

- **Respond to telephone inquiries within 24 hours of contact**
- **Respond to email inquiries within 72 hours of routing**
- **Respond to postal inquiries within 14 business days**

Postal and Email Assignments:

The Office of Citizen Services receives postal correspondence, assigns correspondence to agencies and units and logs this correspondence into a tracking system. A staff member writes on the original document indicating the category, assigned unit, if carbon copies are made.

Carbon copies (cc:) are made for informational purposes only and directed to the appropriate staff, units, and agencies.

For example:

Agency Complaint-DCF

Indicates that the category is "Agency Complaint-DCF"

DCF

Indicates the correspondence is assigned to the Department of Children and Families for response

cc:COS
AHCA
OPB-HHS

Indicates the informational carbon copies are being sent to the Governor's Chief of Staff, the Agency for Health Care Administration and the Office of Policy and Budget, Health and Human Services Policy Unit. DCF is responsible for responding to the letter.

There are instances when a response to an assignment is not warranted, or No Reply Necessary (NRN). For example: an agency or unit received the identical letter or email from a constituent and already responded; or, the Governor receives a letter that warrants a careful review but not necessarily a response so it is sent to an agency or unit for information purposes.

For example:

Environmental Issues
DEP-NRN
cc: COS
CAS-WJDG

Indicates the category is "Environmental Issues"

Indicates the correspondence is assigned to the Department of Environmental Protection but "No Response is Necessary"

Indicates that informational carbon copies are sent to the Governor's Chief of Staff and the Citizen Services Analyst who handles environmental issues. No action is necessary unless instructed by the Chief of Staff or Secretary of the Department.

Correspondence that is sensitive or mentions abuse may be forwarded to the appropriate agency by fax or electronically in .pdf format. This correspondence should be reviewed and handled immediately.

All constituent correspondence should be acknowledged and responded to in language that is clear and direct, free of acronyms and technical terms. Information should be presented in a logical sequence to provide maximum assistance possible to the constituent.

Postal and email assignments forwarded to executive units and agencies are handled with a response on behalf of the Governor, under the signature of the agency Secretary, unit director, or other assigned staff. If the response is technical or the news is potentially negative, the response should be signed by the agency head, unit director or assigned staff.

A letter does not have to be answered with a letter. A phone call may be the most appropriate method, especially if the response to the citizen is potentially negative or there is not enough available information to give a substantive answer. A lengthy response can often best be handled by phone.

Inquiries initiated by email can be, and most often are, responded to by email.

Every response represents the Governor regardless of who signs the letter. The form and language should be consistent and professional. The Office of Citizen Services uses and recommends The Gregg Reference Manual, Ninth Edition as the reference guide.

Closing Out Assignments

When correspondence is completed, please return the purple tracking document, with "Action Taken" section completed, to the Governor's Office of Citizen Services for update in the tracking system and closeout.

There is no requirement to forward hard copies of postal correspondence or email responses to the Office of Citizen Services; however, it is the responsibility of the unit or agency to retain copies of the original letter and email and the response.

In most cases, units are given two weeks (10-14 days) to complete postal assignments. The exception to this is correspondence from elected officials that requires a 48-hour turnaround. In the instances when a response cannot be returned to an elected official within the allotted time, it is always preferable to contact that elected official within 48 hours and inform them that the response is in process and a point of contact is established.

If an assignment cannot be completed within the allotted time, please contact the Governor's Office of Citizen Services to request an extension. It is recommended that the constituent be contacted and informed their letter has been received and the response is being prepared.

The Governor's Office of Citizen Services frequently generates an "overdue list" and all postal assignments not closed out by the assigned due date will appear on this list. When an overdue list inquiry is received, please indicate on the list the status of the response to each piece of correspondence and where the original is located, and return to the Office of Citizen Services.

Misdirected Correspondence:

If a unit or agency is incorrectly assigned postal correspondence, it should be returned by inter-office mail to the Governor's Office of Citizen Services to be reassigned.

If a unit is incorrectly assigned email correspondence, it should be returned to the Governor's email address for reassignment. Whenever possible, please indicate where correspondence should be sent. DO NOT SEND IT ANYWHERE ELSE.

Letters Prepared for Citizen Services Staff:

A response may be prepared for a Citizen Services analyst to sign. For example: If someone is writing to complain about an agency or unit it may dissatisfy the writer to receive a response from that unit. Unit and agency staff are encouraged to contact the Governor's Office of Citizen Services if they have any questions about who should sign a letter.

Letters Prepared for the Governor's Signature:

If a response assigned to an agency or a letter initiated by the agency requires the Governor's signature, the following procedures should be followed:

The letter must be prepared using the prescribed format and submitted to the Office of Citizen Services in a pocketed folder with the Agency's name on the outside of the folder. The pocketed folder should include:

- The citizen's original correspondence and purple sheet, if assigned by Citizen Services;
- The agency's internal review form, completed and signed;
- The response on a disk (compatible with Microsoft Word);
- A hard copy of the response;
- Any necessary enclosures;
- Addresses for any carbon copy notations on the response;
- Any special mailing deadlines or instructions, and;
- The agency contact person's name and phone number.

Note: All letters prepared outside of the Executive Office of the Governor proceed through a review process when received. Please allow **at least** two weeks for the approval process.

If an agency determines the response to a letter addressed to the Governor should be sent from the agency, it should be signed by the agency head or deputy (someone whose name is on the letterhead). Citizens do not want to think they were bumped down the ladder. However, in some cases, because of the nature of the correspondence, the best response may be from a regional director.

Record Maintenance Retention:

It is the responsibility of each agency or unit to retain copies of original postal and email correspondence, the response to that correspondence or a record of how it was handled.

Because all communications are a matter of public record, it is imperative that each office be able to produce documents assigned to them, the response to correspondence, and information about an issue's resolution on demand.

FORMAT FOR LETTERS

Letters for the Governor's signature should be prepared in the following format:

PAGE SETUP:

Top Margin: 2.0"
Bottom Margin: 0.5"
Left and Right Margins: 1.0"

STYLE: left side blocked- not full justification

FONT: Arial

SIZE: 12 or 11 pt. type

DATE: Centered

ADDRESS: Four returns from date

SALUTATION: Two returns from address

BODY OF LETTER: Two returns from salutation, paragraphs indented

CLOSING: Six tabs over; two returns from the body of the letter.

GOVERNOR'S SIGNATURE BLOCK: Six tabs over; five returns down from closing (must line up with closing)

Note: There must be enough room for signature - Five returns from closing

INITIALS: Two returns down from Governor's signature block

Note: The agency/office initials follow the slash after the Governor's initials and then the preparer's initials after the next slash

Example: ____/cas/wd (only on business letters, not courtesy letters)

ENCLOSURES (if any): One return down from initials

cc: One return down from enclosure

TWO-PAGE LETTERS:

Use plain paper of the same quality as the letterhead (but never a letterhead). The continuation-page heading consists of the name of the recipient, the page number, and the date.

Stack at the left margin:

Name
Date
Page Two

FORMAT FOR LETTERS FOR THE LIEUTENANT GOVERNOR'S SIGNATURE

Letters for the Lieutenant Governor's signature should be prepared in the following format:

PAGE SETUP:

Top Margin: 2.0"
Bottom Margin: 0:5"
Left and Right Margins: 1.0"

STYLE: Left side block, not full justified margins

FONT: Arial

SIZE: 12 or 11 pt. type

DATE: Centered

ADDRESS: Four returns from date

SALUTATION: Two returns from address

BODY OF LETTER: Two returns from salutation, paragraphs indented

CLOSING: Seven tabs over; three returns from the body of the letter.

LT. GOVERNOR'S SIGNATURE BLOCK: Seven tabs over; five returns down from closing (must line up with closing)

INITIALS: Two returns down from Lieutenant Governor.

Note: The agency/office initials follow the slash after the Lt. Governor's initials and then the preparer's two initials follow the next slash

Example: ____/cas/wd

ENCLOSURES (if any): Two returns down from initials

cc: Two returns down from enclosure

ADDRESS STYLE

The Office of Citizen Services uses window envelopes. It is necessary to limit the inside address to no more than four lines if possible.

Apartment numbers, room numbers, and suites should be indicated after the street address (same line) or above the street address. Examples:

Ms. Jane Doe 400 Main Street, Apartment 27 Any town, Florida 11111	or	Ms. Jane Doe Suite 47 1234 Main Street North Any town, Florida 11111

If a building name is given, type it on the line above the street address. Use figures for house and building numbers, with the exception of One. For example:

One Lonely Street	2 Lovers Lane	10 Hikers Trail

When numbers are used for street names, spell out numbers 1 through 10 and use figures for numbers over 10. For example,

101 Third Avenue	and	414 Tenth Street
71 West 82nd Avenue	and	488 11th Street

Compass points (e.g., North, East, Southwest, Northeast) appearing before a street name are not abbreviated. For example,

1172 Southwest Woodland Way	and	226 East Pansy Court

North, South, East, and West are not abbreviated when listed after the street name and no comma precedes the compass point. For example,

444 Wildflower Way South	and	212 Hikers Trail West

Compound directions are abbreviated (no periods) and preceded by a comma when they appear after the street name. For example,

10 Bridal Trail, SW	and	700 Yellow Brick Road, NE

REQUESTS FOR ITEMS TO BE AUTO-PENNED

Letters:

There are times when an agency must produce a large number of letters that require the Governor's signature. In such cases, the Governor's auto pen will be used to affix his signature and the letters will be sent to the Governor's Office of Citizen Services for completion. With no exceptions, the letter and auto pen request must be approved by one of the Governor's deputy chiefs of staff.

Certificates or Awards:

As with letters, all certificates or awards must be approved by a Governor's deputy chief of staff before they can be auto penned with the Governor's signature. Unless the certificate or award is one that is issued regularly and has ongoing approval, the name of the certificate/award, kind of award, and the format require approval. Prior to developing a new certificate/award and incurring the expense for printing these, agency directors should discuss the idea with their deputy chief of staff.

Timelines:

Please allow adequate time for the Office of Citizen Services staff to auto pen items. The machine can sign nine items a minute, so large jobs can be quite time consuming. The Office of Citizen Services will attempt to accommodate all requests the same day they are presented, but in some instances are not able to because of the time of the day the request is approved or because of other work requests.

Please call the Governor's Office of Citizen Services with any questions about auto penning procedures or time lines.

Governor’s Office of Citizen Services
Suite 1901
The Florida Capitol
Tallahassee, Florida 32399-0001
(850) 488-4441

CORRESPONDENCE STYLE / GRAMMAR PREFERENCES

Always acknowledge that you are responding for the Governor. First sentence of the letter should say, "Thank you for contacting Governor_____"

Avoid putting words in the Governor's mouth or committing the Governor to a policy, initiative, or other course of action. Our responsibility is communicating the Governor's message, not producing it.

Members of the EOG staff may (with unit director's approval) submit letters in final form directly to the appropriate Deputy Chief of Staff that advises and administers each unit.

Wording Preferences

Avoid using agency lingo and technical terms. Keep the language simple and avoid jargon. Remember, most people who write us do not have expertise in your particular area. If the writer does have expertise in that area, please write accordingly.

Responses should be honest and authoritative but avoid negative overtones such as "I have no jurisdiction in this matter" or "I have no authority" as part of a response for the Governor's signature. Use instead:

- "As you may know, my authority is limited to . . . ."
- ". . . agency has administrative authority over this matter."
- "Your best source of assistance with this matter is . . . ."
- "I am sorry I cannot be of more help to you. Please understand this is due to lack of jurisdiction, not lack of concern."
- Most acronyms are unacceptable and should be avoided. Some acceptable acronyms include: FCAT, AIDS, HIV, U.S., DNA.
- Do not use contractions.
- Avoid overusing the words “regard,” “in regards to,” and “regarding.”
- Spell out percent.
- Spell out numbers one to ten and use figures for 11 and above, except at the beginning of a sentence.
- Do not insult the citizen or pass moral judgment on the writer. Remain objective and just present the facts.
- Limit the use of the words "that" and "myself."
- Use "more than" instead of "over" when referring to numbers.

CAPITALIZATION - Do

Prepositions/Conjunctions/Articles in Proper Nouns- Generally, if there are three letters or less, do not capitalize: four or more, capitalize. For example:

"Old Folks at Home" and Gone With the Wind

Common Nouns

Do not confuse common nouns with proper nouns. For example:

the post office versus the U.S. Postal Service

Personal Names

Write a person's name exactly as he/she writes it, in terms of capitalization, spelling, punctuation, and spacing.

Capitalize all official titles of honor and respect when they precede a person's name or when used in place of a person's name. For example, Mayor John Doe

Capitalize titles after names to reflect high rank.

For example, John Doe, Mayor of Any town

Government Entities

The names of national and international organizations, as well as city and county bodies and their organizations, should be capitalized unless they are used in general terms. For example,

- The Scott/Carroll Administration is working hard for Floridians. BUT: My administration is dedicated to serving all Floridians.
- Capitalize city only when it is part of the corporate name of the city.
- Capitalize county only when it is used as part of a name.

Common government bodies such as sheriff's office and school board or county court are not capitalized unless the writer is referring to the organization in all of its official dignity.

For example, People from around the world were anxiously awaiting the decision by the District Court of Appeal in Atlanta about Elian Gonzalez. BUT: Many Floridians marched in front of city hall to denounce the cement plant.

The word state is capitalized only when used as part of a proper noun.

For example, The state of Florida is sometimes referred to as the Sunshine State. I am a dedicated employee of the state.

President of the United States, any official or general reference to such should be capitalized.

For example, Every President has agreed to uphold the U.S. Constitution.

Compass points

(North, South, East, West) should be capitalized when they refer to definite regions or exist as a part of a proper name.

For example, In the South, people expect common courtesy and respect for elders. BUT: I will be moving to the north side of Atlanta.

CAPITALIZATION - Do Not

Do not capitalize occupational titles.

For example, governmental analyst Jane Doe

Do not capitalize former, late, ex-, or -elect when used with titles.

For example, the late President Truman, ex-President Clinton, and Mayor-elect Doe

Do not capitalize titles when used in general terms and without a personal name. For example, Your best sources for assistance with this matter are your United States congressman and senator.

Do not capitalize words such as charter, amendment, certificate, corporation when used alone.

Titles

Italicize or underline complete works that are published as separate items.

For example, books, newsletters, magazines, newspapers, plays, pamphlets

Also italicize or underline titles of movies, musicals, television and radio series, paintings, sculptures, and long musical pieces.

Insert quotations around those titles that represent only part of a complete work or a complete but unpublished work.

For example, news articles, magazine articles, titles of essays, short poems, songs

ELECTED OFFICIALS

The following is a sample list of those dignitaries who should be addressed as "Honorable". Generally, this applies to all elected public officials and some high appointed officials, such as members of the President's cabinet. Be aware that the officials who are elected and who are appointed will vary from state to state.

Addressed as Honorable

Ambassador
Attorney General
City Councilwoman
Chief Financial Officer
City Clerk
City Commissioner
City Councilman
Clerk of Court
Commissioner of Agriculture
Congressional Member
County Commissioner
Foreign Dignitary
Governor
Insurance Commissioner and Treasurer
Judge, County
Judge, Circuit
Judge, Supreme Court
Lt. Governor
Mayor
Property Appraiser
Public Defender
Representative
School Superintendent
School Board Member
Senator
Sheriff
State Attorney
Supervisor of Elections
Tax Collector

Not Addressed as Honorable

Agency Head
Assistant Public Defender
Assistant State Attorney
Attorney/Lawyer
Chief of Police
City Manager
Commissioner of Education
Counselor
Secretary of State

GOVERNOR'S LETTERS - DO'S AND DON'TS

DO

Always acknowledge the Governor received the correspondence and asked you to respond on his behalf.

Give the good news first. You want the reader to understand your reasoning; therefore, your first paragraph should be a buffer. Soften the blow and ease the way to further good relations. Offer assurance that lets the reader know that careful consideration was given.

The first sentence of the next paragraph should be a transition. Ease into the bad news. Give the reason you can't grant the request. Refusal should be worded tactfully. Give reasons instead of a mere apology.

Close on a pleasant note. If you know options reader might try, please state them.

Use the BILL (Bad Idea a Little Later) approach with the bad news letter.

DON'T

lecture the person
be curt (explanation should be clear but not curt)
blame someone else
close with a negative

PLAIN LANGUAGE INITIATIVE

Correspondence with constituents requires clear language containing only necessary information presented in a logical sequence. It is preferable to communicate in short sentences written in the active voice making it clear who is responsible for what. Equally important is the attention to layout and design of a publication.

There have been numerous articles written and seminars conducted on writing in plain language. Some of the common problems are:

Use of acronyms
Long sentences
Passive voice
Weak verbs
Needless words
Legal jargon
Numerous defined terms
Abstract words
Unnecessary details
Unreadable design and layout

The Office of the Governor established the following standards and guidelines for communicating with the people of Florida.

Use the active voice with strong verbs

The length of many government documents makes readers yearn for clear words and short sentences. The quickest fix lies in using the active voice with strong verbs. Strong verbs are guaranteed to liven up any sentence, virtually causing information to spring from the page.

When you start to rewrite or edit your work, highlighting all the verbs can help. You may be surprised by the number of weak verbs, especially forms of ‘to be' or ‘to have' that you will find. The time spent searching for a precise and strong verb is time well spent. When a verb carries more meaning, you can dispense with many of the words used to bolster weak verbs.

Weak verbs keep frequent company with two more grammatical undesirables: passive voice and hidden verbs. In tandem, they add unnecessary length and confusion to a sentence.

The active and passive voices

Active

The investor buys the stock.

In the active voice, the subject of the sentence, the investor, performs the action, buying stock.

Passive

The stock is bought by the investor.

In the passive voice the subject, the stock, is acted upon. The person or the thing doing the action is introduced with ‘by.' Sometimes, the person or thing doing the action is deleted, leading to...

Passive with agent deleted

The stock is bought.

You do not know who bought the stock.

Readers understand sentences in the active voice more quickly and easily because it follows how we think and process information. Many times the passive voice forces readers to take extra mental steps as they convert the passive into the active.

To recognize the passive voice, ask yourself:

Does the sentence use a form of the verb ‘to be' with another verb in the past tense; and a prepositional phrase beginning with ‘by'?

Remember that it's harder to recognize the passive voice when the object (the phrase introduced with ‘by') is left out. When you rewrite the sentence in the active voice, use a strong verb. These examples show how strong verbs and the active voice transform sentences, making them shorter and easier to understand.

Before

The foregoing Fee Table is intended to assist applicants in understanding the costs and expenses that a permit holder will bear directly or indirectly. The before example uses the passive with agent deleted. We don't know who "intended" to assist applicants. Note how long it took to get to the meat of the sentence: the costs and expenses. Dispensing with the filler words "...to assist applicants in understanding..." moves the reader more quickly to the important points.

After

This table describes the fees and expenses that you may pay if you are granted a permit.

Here's another example:

Before

The proxies solicited hereby for the Heartland Meeting may be revoked, subject to the procedures described herein, at any time up to and including the date of the Heartland Meeting.

After

You may revoke your proxy and reclaim your right to vote up to and including the day of the meeting by following the directions on page 10.

The plain language version tells you who may revoke a proxy and where to find the information on how to do it. It replaces the abstract "subject to the procedures described herein" with concrete, everyday words, "by following the directions on page 10." It's not enough merely to translate existing texts – the key is to add useful information.

Don't ban the passive voice, use it sparingly

These suggestions are presented as guidelines, not hard and fast rules. The passive voice may make sense when the person or thing performing the action is of secondary importance to another subject that should play the starring role in sentence. Use the passive voice only when you have a very good reason for doing so. When in doubt, choose the active voice.

Find hidden verbs

Does the sentence use any form of the verbs "to be," "to have," or another weak verb, with a noun that could be turned into a strong verb? In these sentences, the strong verb lies hidden in a nominalization, a noun derived from a verb that usually ends in -tion.

Find the noun and try to make it the main verb of the sentence. As you change nouns
to verbs, your writing becomes more vigorous and less abstract.

before	**after**
We made an application	We applied
We made a determination	We determined
We will make a distribution	We will distribute

Before

We will provide appropriate information to teachers concerning

After

We will inform teachers about

Before

We will have no stock ownership of the company.

After

We will not own the company's stock.

Before

There is the possibility of prior Cabinet approval of these appointments.

After

The Cabinet might approve these appointments in advance.

Try personal pronouns

No matter how sophisticated the audience, a personal pronoun dramatically improves the clarity of your writing.

Personal pronouns aid the reader's comprehension because they clarify what applies to your reader and what applies to you.

Second, they allow you to "speak" directly to your reader, creating an appealing tone that will keep your reader reading.

Third, they help you to avoid abstractions and to use more concrete and everyday language.

Fourth, they keep your sentences short.

Fifth, first- and second-person pronouns aren't gender-specific, allowing you to avoid the "he or she" dilemma. The pronouns to use are first person plural (we, us, our/ours) and second-person singular (you, your/yours).

Observe the difference between these two examples:

Before

This summary does not purport to be complete and is qualified in its entirety by the more detailed information contained in the Proxy Statement and the Appendices hereto, all of which should be carefully reviewed.

After

Because this is a summary, it does not contain all the information that may be important to you. You should read the entire proxy statement and its appendices carefully before you decide how to vote.

Omit unnecessary words

Words are unnecessary when they can be replaced with fewer words that mean the same thing. Sometimes you can use a simpler word for these phrases:

unnecessary	**simpler**
in order to	to
in the event that	if
subsequent to	after
prior to	before
despite the fact that	although
because of the fact that	because, since
in light of	because, since
owing to the fact that	because, since

Another source of unnecessary words is "shotgunning": letting loose a blast of words hoping at least one conveys your intended meaning. The simplest solution here is to replace your laundry list of adjectives with a single word or phrase that adequately expresses your intended meaning.

Omitting superfluous words is one of the easiest ways to improve your document because it does not require you to revise sentence structure.

Before

The following summary is intended only to highlight certain information contained elsewhere in this report.

After

This summary highlights information contained in the report.

Positive writing

Positive sentences are shorter and easier to understand than their negative counterparts.

For example:

Before

Persons other than the graduates may not sit in the auditorium.

After

Only the graduates may sit in the auditorium.

Also, your sentences will be shorter and easier to understand by replacing a negative phrase with a single word that means the same thing.

For example:

negative compound	single word
not able	unable
not accept	reject
not certain	uncertain
not unlike	similar, alike
does not have	lacks
does not include	excludes, omits
not many	few
not often	rarely
not the same	different
not unless	only if
not except	only if
not until	only when

Use short sentences

No one likes to read a sentence that is two pages long. And yet, lengthy, information-packed sentences choke many documents today. To further complicate matters, these sentences are filled with jargon and legalese. When a sentence is longer and more complex, it is harder to understand any portion of it. Shorter sentences allow writers to move from the general to specific and make it likely that the reader can read the paragraph once to understand it.

Replace jargon and legalese with short, common words

Ruthlessly eliminate jargon and legalese. Instead, use short, common words to get your points across. In those instances where there is no plain language alternative, explain what the term means when you first use it.

If you have been in the financial or legal industry for awhile, it may be hard to spot jargon and legalese in your writing. Consider asking someone outside those circles to check your work for incomprehensible words.

Last, don't create new jargon that is unique to your document. Avoid acronyms. It is asking too much of your readers to memorize a new vocabulary while they are trying to understand complicated concepts. Note the following, which is taken from a letter provided by a federal agency:

The standards under CWA and MPRSA for determining the need for testing differ. The requirement for testing of dredged material under the CWA is based on a reason to believe that contaminants are present in the material proposed for discharge and have the potential to cause an unacceptable adverse impact (40 CFR 230.60). Testing under the MPRSA is required when the dredged material does not meet the exclusionary criteria in 40 CFR 227.13(b)3. Once it is determined that testing is needed, however, the physical, biological and chemical (bioassay) tests relied upon for evaluating dredged material are similar (variations may reflect geographic and ecosystem type differences).

This passage talks of "material proposed for discharge" and "unacceptable adverse impact," "exclusionary criteria" and "bioassay."

Would it not be simpler to say that two areas of federal law cover testing of dredged material? The Clean Water Act requires testing if there is reason to believe the local environment will be harmed. The Marine Protection, Research and Sanctuaries Act also prescribes testing, but provides exceptions.

Choose the simpler synonym

Surround complex ideas with short, common words. For example, use end instead of terminate, explain rather than elucidate, and use instead of utilize. When a shorter, simpler synonym exists, use it.

Conclusion

The Office of the Governor will communicate with its customers in plain language. These standards and guidelines will govern the way we carry out that responsibility. It is our job to make government's role easy to understand. The people of Florida write to us for information, tell us about problems they have encountered, or offer suggestions on ways we can better serve.

Let us be committed to responding to them, informing them, or thanking them in plain language. Remember, we work for them, not the other way around.

The way that we as public servants communicate with the people we serve goes a long way toward fulfilling our responsibility to them. That responsibility ranges from routine procedures to issuing instructions that can save lives.

Since it is impossible to speak personally with every citizen, it is vitally important that our methods of written communication be clear, concise, and free of needless verbiage. This includes presentations on agency websites, letters, notices, applications, reports, pamphlets and any other communication meant for public consumption.

We should, of course, be clear and concise in our verbal communications, but since we reach more citizens through the written word, the goal should be to answer the basic questions from the intended audience without those questions being asked. Meeting that goal will allow both human and operational resources to focus on other areas.

ORGANIZATIONAL CHART – STATE GOVERNMENT

AGENCY CONTACT INFORMATION

Attorney General
The Capitol PL-01
Tallahassee, Florida 32399-1050
Phone: (850) 414-3300
Fax: (850) 414-3300
www.MyFloridaLegal.com

Chief Financial Officer
200 East Gaines Street
Tallahassee, Florida 32399-0300
Phone: (850) 413-3100
Fax: (850) 413-3100
Email: cfo@dfs.state.Florida.us
www.fldfs.com

Office of Insurance Regulation
200 East Gaines Street
Tallahassee, Florida 32399-0308
Email:
Phone: (850) 413-3140
Fax: (850) 413-3140
www.floir.com

Office of Financial Regulation
200 East Gaines Street
Tallahassee, Florida 32399-0370
Phone (850) 410-9601
Fax: (850) 410-9663
www.flofr.com

Commissioner of Agriculture
Florida Department of Agriculture and Consumer Services
The Capitol
Tallahassee, Florida 32399-0800
Phone: (850) 488-3022
www.doacs.state.Florida.us
Fax: 850.488.3022

Florida Department of Business and Professional Regulation
1940 North Monroe Street
Tallahassee, Florida 32399
(850) 413-0755
www.myfloridalicense.com

Florida Department of Children and Families
Building 1 Room 202
1317 Winewood Boulevard
Tallahassee, Florida 32399-0700
(850) 488-4306
www.state.fl.us/cf_web/

Florida Department of Citrus
Post Office Box 148
Lakeland, Florida 32802-0148
www.floridajuice.com/

Florida Department of Community Affairs
2555 Shumard Oak Boulevard
Sadowski Building
Tallahassee, Florida 32399
(850) 922-1747
www.dca.state.fl.us

Florida Department of Corrections
2601 Blairstone Road
Tallahassee, Florida 32399
(850) 488-7480
www.dc.state.fl.us

Florida Department of Education
Turlington Building, Room 1514
325 West Gaines Street
Tallahassee, Florida 32399-0400
(850) 245-0505
www.fldoe.org

Board of Education
Office of the Commissioner
Turlington Building, Suite 1514
325 West Gaines Street
Tallahassee, Florida 32399
www.fldoe.org/board

Florida Department of Elder Affairs

4040 Esplanade Way
Tallahassee, Florida 32399-7000
(850) 414-2000
www.elderaffairs.state.fl.us

Florida Division of Emergency Management

2555 Shumard Oak Boulevard
Tallahassee, Florida 32399-2100
(850) 413-9900
www.floridadisaster.com

Florida Department of Environmental Protection

3900 Commonwealth Boulevard
Tallahassee, Florida 32399
(850) 245-2011
www.dep.state.fl.us

Florida Fish and Wildlife Conservation Commission

Farris Bryant Building
620 South Meridian Street
Tallahassee, Florida 32399-1600
(850) 487-3796
www.myfwc.com

Florida Department of Health

Bin # A00
4052 Bald Cypress Way
Tallahassee, Florida 32399-1701
(850) 245-4321
www.doh.state.fl.us

Agency for Health Care Administration

, Secretary
2727 Mahan Drive
Tallahassee, Florida 32308
(850) 412-3600
www.ahca.myflorida.com

Florida Department of Highway Safety and Motor Vehicles

2900 Apalachee Parkway, Suite 307
Tallahassee, Florida 32399-0500
(850) 617-3100
www.hsmv.state.fl.us

Florida Department of Juvenile Justice

2737 Centerview Drive, Suite 307
Tallahassee, Florida 32399-3100
(850) 413-7313
www.djj.state.fl.us

Florida Department of Law Enforcement

2331 Phillips Road
Tallahassee, Florida 32308
(850) 410-7000
www.fdle.state.fl.us

Florida Department of the Lottery

250 Marriott Drive
Tallahassee, Florida 32301
(850) 487-7787
www.floridalottery.com

Florida Department of Management Services

4050 Esplanade Way
Tallahassee, Florida 32399-0950
(850) 488-2786
www.myflorida.com/dms

Department of Military Affairs

St. Francis Barracks
82 Marine Street
St. Augustine, Florida 32084
www.dma.state.fl.us

Clearinghouse for Americans with Disabilities Act Work Group (DMS)

4030 Esplanade Way, Suite 315K
Tallahassee, Florida 32399-0950
(850) 414-8908
clearinghouse@dms.myflorida.com

Florida Parole Commission

Frederick B. Dunphy, Chair
2601 Blair Stone Road, Building C
Tallahassee, Florida 32399-2450
www.fpc.state.fl.us

Agency for Enterprise Information Technology
Southwood Complex
4030 Esplanade Way, Suite 135
Tallahassee, FL 32399
(850) 922-7502
www.myflorida.com/myflorida/cabinet/aeit/

Agency for Persons with Disabilities
4030 Esplanade Way, Suite 380
Tallahassee, Florida 32399-0950
(850) 488-4257
www.apd.myflorida.com

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
www.floridapsc.com

Florida Department of Revenue
Room 104 Carlton Building
501 South Calhoun Street
Tallahassee, Florida 32399-0160
(850) 488-5050
www.myflorida.com/dor

Florida Department of State
R. A. Gray Building
500 South Bronough Street
Tallahassee, Florida 32399-0250
www.dos.state.fl.us

Florida Department of Transportation
605 Suwannee Street
Tallahassee, Florida 32399-0450
(850) 414-5205
www.dot.state.fl.us

Florida Department of Veterans Affairs
4040 Esplanade Way, Suite 180
Tallahassee, Florida 32399-0950
(850) 487-1533
www.floridavets.org

The Governor's Commission on Disabilities
4030 Esplanade Way, Suite 315K
Tallahassee, Florida 32399-0950
(850) 487-3423
http://dms.myflorida.com/other_programs/commission_on_disabilities

The Governor's Commission on Volunteerism and Community Service
The Elliot Building
401 South Monroe Street
Tallahassee, Florida 32301
(850) 921-5172
www.volunteerflorida.org

Florida Agency for Workforce Innovation
107 East Madison Street
Suite 100 Caldwell Building
Tallahassee, Florida 32399
1-800-342-3450
(850) 245-7105
www.floridajobs.org

Florida Commission on Human Relations
2009 Apalachee Parkway, Suite 200
Tallahassee, Florida 32301
(850) 488-7082
www.fchr.state.fl.us

The Florida Senate
1201 The Capitol
404 South Monroe Street, Suite 409
Tallahassee, Florida 32399-1100
1 (800) 342-1827
leg.info@leg.state.Florida.us
www.Flsenate.gov

Florida House of Representatives
1201 The Capitol
402 South Monroe Street
Tallahassee, Florida 32399-1300
(850) 488.6026
leg.info@leg.state.Florida.us
www.myFloridahouse.com