

Department of Public Works
Secretarial and Clerical Handbook

TABLE OF CONTENTS

| | <u>Page</u> |
|--|-------------|
| CORRESPONDENCE | |
| <u>Format for All Correspondence</u> | |
| Stationery..... | 1 |
| Margins..... | 1 |
| Font, Spacing, and Style..... | 1 |
| Date..... | 1 |
| Division Identification Code..... | 2 |
| Address..... | 2 |
| Attention Line..... | 2 |
| Subject Line..... | 3 |
| Body of Correspondence..... | 3 |
| Second and Succeeding Pages..... | 3 |
| Complimentary Closing..... | 3 |
| Reference Initials..... | 4 |
| Document File Name..... | 4 |
| Enclosure/Attachment Notation..... | 4 |
| Courtesy Copies/Blind Copies..... | 4 |
| Packaging..... | 5 |
| Samples for cc's and bc's..... | 5 |
| <u>Punctuation and Grammar</u> | |
| Commas..... | 8 |
| Semicolons..... | 8 |
| Quotation Marks..... | 9 |
| Miscellaneous Punctuation..... | 9 |
| Capitalization..... | 10 |
| Numbers..... | 11 |
| Abbreviations/Acronyms..... | 13 |
| Miscellaneous Procedures..... | 14 |
| <u>A-Memos and Memos to Board Offices and Other County Departments</u> | |
| Stationery..... | A1 |
| Margins..... | A1 |
| Date..... | A1 |
| | <u>Page</u> |

A-Memos and Memos to Board Offices and Other County Departments (continued)

| | |
|---|-----|
| Division Identification Code..... | A1 |
| Address..... | A2 |
| Addressing Memos to Other County Departments..... | A2 |
| Attention Line/Courtesy Copies for Supervisors' Offices..... | A3 |
| Subject Line..... | A3 |
| Body of Memo..... | A3 |
| Reference Initials/Document Name..... | A4 |
| Attachment Notation..... | A4 |
| Courtesy Copies..... | A4 |
| Departmental Copies..... | A4 |
| Draft Letters..... | A5 |
| Envelopes..... | A6 |
| E-Mail Responses to A-Memos and Other Correspondence..... | A7 |
| Order of Assembly for A-Memos and Memos to Board Offices and Other County Departments..... | A7 |
| Order of Assembly for A-Memo Response Directly to Constituent..... | A8 |
| A-Memo Tracking System Instructions for Division Secretaries..... | A9 |
| A-Memo Tracking System Instructions for Deputy Secretaries..... | A12 |
| A-Memo Tracking System Instructions for Reports..... | A12 |
| Samples of A-Memos and Memos to Board Offices and Other County Departments | |
| A-Memo Response to Supervisor with Attention Line..... | A13 |
| A-Memo Response to Supervisor with Attention Line and Draft Letter .. | A14 |
| A-Memo Response to Mayor Antonovich with Address Provided for cc's on Draft Letter..... | A17 |
| A-Memo Response to Supervisor with Draft Letter from Public Works .. | A19 |
| A-Memo Response to Constituent..... | A21 |
| A-Memo E-Mail Response to Constituent..... | |
| A-Memo Response to Board Motion..... | A26 |
| Envelope with Agenda..... | |
| Date..... | A27 |
| Memo to Each Supervisor..... | A28 |
| Memo to More Than One Supervisor..... | A29 |
| Memo to Individual Supervisor..... | A30 |
| Memo to Individual Supervisor with Multiple Signature Blocks..... | A31 |
| Memo to CEO..... | A32 |
| Memo to Another County Department..... | A33 |

Letters to the Board of Supervisors

| | |
|--|-----|
| Deadlines..... | B1 |
| Stationery..... | B1 |
| Margins/Format..... | B1 |
| Date..... | B2 |
| Address..... | B2 |
| Salutation..... | B2 |
| Title..... | B2 |
| Subject..... | B2 |
| Recommendations..... | B2 |
| Body of Letter..... | B3 |
| Second and Succeeding Pages..... | B3 |
| Complimentary Closing..... | B3 |
| Signature..... | B3 |
| Reference Initials..... | B4 |
| Enclosures..... | B4 |
| Courtesy Copies..... | B4 |
| Blind Copies..... | B5 |
| Document File Name..... | B5 |
| Transmittal to Deputy/Director..... | B5 |
| Instructions for E-mail Transmission to the CEO..... | B6 |
| <i>Draft Letter</i> | B6 |
| <i>Board Letter Cover Sheet</i> | B7 |
| <i>Board Notification</i> | B7 |
| <i>Processing Enclosures</i> | B8 |
| <i>Agenda Entries</i> | B8 |
| <i>Ordinance - Agenda Entry</i> | B9 |
| <i>Public Hearing - Agenda Entry</i> | B10 |
| <i>Dual Action Board Letters - Agenda Entry</i> | B10 |
| <i>Chief information Office Analysis</i> | B10 |
| <i>Fiscal Impact Review (Green Sheet)</i> | B11 |
| <i>Supervisor Gloria Molina's Review File</i> | B11 |
| <i>Minority Verification Sheet - Award Board Letters</i> | B11 |
| <i>CEO Changes</i> | B11 |
| <i>Final Approved Draft Board Letter</i> | B12 |
| Transmittal to the e-Board System..... | B12 |
| Capital Projects Board Letters on Public Works Letterhead..... | B13 |
| Capital Projects Board Letters on CEO Letterhead..... | B13 |
| Public Hearing Board Letters..... | B15 |
| Dual Action Board Letters - Regular Tuesday Action + Public Hearing. | B16 |

Letters to the Board of Supervisors (continued)

| | |
|---|-----|
| Mail Room Delivery Notification..... | B16 |
| Delivery - Original Enclosures (Wet Signature)..... | B16 |
| Packaging..... | B17 |
| Mini Pack..... | B17 |
| Adopted Board Letters..... | B18 |
| Board of Supervisors Deputy Summary Report..... | B18 |
| County Strategic Plan Goals..... | B19 |
| Public Works Board Letter Template..... | B20 |
| CEO Board Letter Template..... | B23 |
| Board Letter Cover Sheet Template..... | B26 |
| Agenda Entry Template..... | B27 |
| Verification of Delivery Sample..... | B28 |
| Award Board Letter Minority Verification Sheet..... | B29 |
| Board Summary Report Sample..... | B30 |
| Samples of Board Letters -- | |
| One Recommendation..... | B31 |
| Multiple Recommendations..... | B35 |
| Joint Recommendation and Dual Signatures..... | B39 |
| Requiring a Regular Tuesday Action and a Public Hearing Action..... | B45 |
| Administratively Set Public Hearing and Hearing Notice..... | B51 |
| Recommendation as Governing Body of the Flood Control District..... | B57 |
| Various Governing Bodies..... | B60 |
| Recommendation by the Chief Information Officer - No Analysis..... | B63 |
| Recommendation and Analysis by the Chief Information Officer..... | B67 |
| Final E-Board Version..... | B76 |
| CEO Letterhead - Final E-Board Version..... | B79 |

Departmental Letters

| | |
|-----------------------------------|----|
| Stationery..... | C1 |
| Margins..... | C1 |
| Font, Spacing, and Style..... | C1 |
| Date..... | C1 |
| Division Identification Code..... | C2 |
| Address..... | C2 |
| Attention Line..... | C2 |
| Salutation..... | C3 |
| Subject Line..... | C3 |
| Body of Letter..... | C3 |

Departmental Letters (continued)

| | |
|---|-----|
| Second and Succeeding Pages..... | C3 |
| Complimentary Closing..... | C3 |
| Signatures..... | C3 |
| Reference Initials/Document File Name..... | C4 |
| Enclosures..... | C4 |
| Courtesy Copies..... | C4 |
| Blind Copies (Optional)..... | C4 |
| Packaging..... | C5 |
| Preparation of Letters for Signature..... | C5 |
| Commendation Letters..... | C6 |
| Confidential Letters..... | C6 |
| Letters to Four or More Individuals or Organizations..... | C6 |
| Envelopes and Mail Procedures..... | C7 |
| Samples of Letters-- | |
| Standard Letter..... | C8 |
| Letter with an Attention Line..... | C9 |
| Letter with cc's and bc's..... | C10 |
| Letter with a Dual Signature..... | C12 |
| Letter to a Professional..... | C15 |
| Certified Letter..... | C16 |
| Commendation Letter..... | C19 |
| Letter to a City Official..... | C20 |
| Letter to a Government Official..... | C22 |
| List and Letter to Multiple Addressees..... | C24 |

Departmental Memorandums

| | |
|--|----|
| Stationery..... | D1 |
| Margins..... | D1 |
| Font, Spacing, and Style..... | D1 |
| Date..... | D1 |
| TO: and FROM:..... | D1 |
| Attention Line..... | D2 |
| Subject Line..... | D2 |
| Body of Memo..... | D2 |
| Second and Succeeding Pages..... | D2 |
| Reference Initials..... | D3 |
| Division Identification Code/Document File Name..... | D3 |
| Attachment..... | D3 |
| Courtesy Copies..... | D3 |
| Packaging..... | D3 |

Departmental Memorandums (continued)

| | |
|---|-----|
| Confidential Memos..... | D3 |
| Memos to Multiple Addressees (Four or More)..... | D4 |
| Samples of Memos-- | |
| Standard Memo..... | D5 |
| Memo with Attention Line..... | D6 |
| Memo to Branch/Division/Group Heads with cc's for Administration..... | D7 |
| Memo to All Employees..... | D8 |
| Memo with Attachment Notations in cc's..... | D9 |
| Memo with Approval Line..... | D10 |
| Confidential Memo..... | D12 |
| Memo with Due Date..... | D13 |
| Memo to Multiple Addressees (Three or Less)..... | D14 |
| List and Memo to Multiple Addressees (Four or More)..... | D16 |
| Memo – Note of Appreciation..... | D18 |
| Delegation Memo with One Signature Block..... | D19 |
| Delegation Memo with Two Signature Blocks – 2nd Page..... | D21 |

LEGAL DOCUMENTS

Agreements

| | |
|---|-----|
| Format..... | E1 |
| Signature Page..... | E1 |
| Board Letters Transmitting Agreements..... | E3 |
| Obtaining Final Approvals..... | E3 |
| Sample Agreement with Director's Signature Block..... | E4 |
| Sample Agreement with Board's Signature Block..... | E13 |
| Sample Agreement with Various Signature Blocks..... | E16 |

Motions

| | |
|---------------------|----|
| Format..... | F1 |
| Sample Motions..... | F3 |

Resolutions

| | |
|---|----|
| Format..... | G1 |
| Signature Page..... | G1 |
| Board Letters Transmitting Resolutions..... | G2 |
| Obtaining Final Approvals..... | G2 |
| Sample Resolutions..... | G3 |

Ordinances

| | |
|--|----|
| Format..... | H1 |
| Board Letters Transmitting Ordinances..... | H1 |
| Sample Ordinances..... | H3 |

APPENDIX

| | | |
|-----|--|----|
| I | Preferred Administration/Division Head/Group Head Title Blocks..... | I1 |
| II | Division Identification Codes..... | J1 |
| III | Los Angeles County Cities/Communities by Supervisorial District..... | K1 |
| | Incorporated Cities Within the County by Supervisorial District..... | K5 |
| IV | County Mailing Addresses..... | L1 |
| | Addressing Memos to Department Heads..... | L4 |
| V | List of Department of Public Works Terms (Word List)..... | M1 |
| VI | List of Department of Public Works Abbreviations and Acronyms..... | N1 |
| VII | Mail Processing Guidelines..... | O1 |

PLEASE NOTE THAT ALL SAMPLES PROVIDED IN THIS HANDBOOK ARE FOR FORMAT PURPOSES ONLY.