

## COMMUNICATION SERVICES

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1. **Purpose:** To provide policy for the services available from the Communication Division. The office of primary responsibility for this DOT-OI is the Communication Division. This DOT-OI supersedes DOT-OI 10-01 dated July 14, 2015.
  2. Requests for services will be in writing and will be processed as expeditiously as possible.
  3. **Reproductions:**
    - \*\*\* A. Persons requesting reproduction services will fill out a NDOT Form 3, "Copying/Scanning Request."
    - \*\*\* B. Services may also be requested by providing explicit instructions via email and attaching Microsoft or image file to the email addressed to [ndot.officeservices@nebraska.gov](mailto:ndot.officeservices@nebraska.gov) with a completed attachment NDOT Form 3.
    - C. Staples, acco fasteners, paper clips, etc., must be removed for copying purposes. If not removed, the request and originals will be returned for compliance.
    - \*\*\* D. Routing of completed material will be one of the following: (1) Material will be put in the appropriate pick-up box in the Copy Center unless otherwise instructed, (2) Material will be routed back to the originating source by internal mail, if requested, or (3) Material will be mailed if an addressed mailing label is included.
    - E. Problems or questions concerning material to be processed should be directed to the Office Services Manager. When all deadlines cannot be met, the Office Services Manager, Hwy. Communication Services Manager or Hwy. Communications Division Manager will establish the priority of requests.
  4. **Copyrights:**
    - A. Copyright protection extends to literary works; musical and dramatic works; pantomimes and choreographic works; technical works; pictorial, graphic, and sculptural works; motion pictures and audiovisual works (VCR tapes); sound recordings; DVDs; and computer software.
    - B. A notice of copyright (as in "Copyright 1999") is no longer necessary to affirm protection. This would include material and information taken from internet websites. It should be noted that just because material and information is freely available, it does not mean that copyright laws do not apply. If a work was put in "fixed" form, it's protected by law; copyright symbol or not.

- C. The Copy Center will not photocopy or reproduce copyrighted material unless the requester obtains and furnishes an original-signature release from the copyright owner(s), or "fair use" applies. In the three-building central headquarters, the determination of proper copyright application will be made by the Office Services Manager, Hwy. Communication Services Manager or Hwy. Communications Division Manager. Outside of the central headquarters, this determination will be made by district engineers, division heads, and the heads of separate sections or units.
  - D. **Fair Use Definition:** A single photocopy or reproduction of a copyrighted chart, graph, chapter, magazine article, and small portions of documents is not a copyright infringement when it is for employee use within the department to accomplish job-related functions. Copying all or a substantial part of a copyrighted document is not fair use.
5. **Color Copies:**
- A. Full color copies are available on bond, text and cover weight papers.
  - B. Multi-page enlargements are available from a single original. The enlargements must be spliced together.
  - C. Reverse images are available.
  - D. Maximum image size of original is 11.9" x 17.2".
6. **Copy Machines:**
- A. Divisions/Districts will forecast the need for copiers which need to be replaced or when additional units need to be secured. DAS Materiel Copy Services will assist in determining when to replace, if desired.
  - B. Copier purchases/rentals and any multi-functional equipment will be obtained through the DAS Materiel Copy Services upon approval by the Division Head or District Engineer. Information to be provided with the request includes the estimated monthly volume, maximum size of original, maximum size of copy, plus any of the following features that are required: reduction/enlargement, automatic document feeder, automatic duplexing, collator including the number of sort bins, and extra capacity letter size paper feed tray. The actual purchase of the equipment will be accomplished by the DAS Materiel Copy Services.
  - C. Maintenance contracts will be obtained through the DAS Materiel Copy Services. Maintenance costs will be budgeted by the Districts/Divisions.
  - D. All Divisions and District offices are authorized to call the vendor direct and send a service call report to DAS Materiel Copy Services.

- E. If repair parts of a significant nature are needed, which are not covered by the maintenance contract, it is suggested that the division/district call DAS Materiel Copy Services prior to the repairs being accomplished. Invoices for repairs, parts, and services not covered by maintenance contracts may be forwarded to DAS Materiel Copy Services for payment.

\*\*\* F. If you have an NDOT owned copier that needs repair, send a ticket to the Help Desk.

#### 7. Nameplates:

- A. Requests for nameplates and name tags may be received via email or the Communication Division Interchange website.

**Nameplates:** Submit the employee's name exactly as it is to appear and whether a desk holder is required.

**Name Tags:** Three types of name tags are available: over-the-pocket, pinback and magnetic. Each tag has two lines of information – employee's name and division/district or employee's title.

#### 8. Calling Cards:

\*\*\* A. Employees who have a considerable amount of contact with the public or other agencies may be issued cards. Cards will be produced monthly. Requests for calling cards may be received via email or at [ndot.web@nebraska.gov](mailto:ndot.web@nebraska.gov).

\*\*\* B. Please use the template found at <https://interchange.nebraska.gov/divisions/communication/services/web-multimedia/>. Include employee's name, title, division, email address and office phone. Cell phone and fax are option. Also, include the address if different than the district headquarters.

\*\*\* C. Cards will be printed in quantities of 50 unless requested otherwise.

#### \*\*\* 9. Camera/Supplies/Repairs:

- A. Digital cameras are available for checkout. Only department-owned/leased photographic equipment will be used for photography work. The use of privately-owned photographic equipment is prohibited.

- B. Cameras, and other related equipment will not be requisitioned for use other than on department property or specified projects. Department owned supplies and equipment are not for personal use.

- C. Districts and Divisions may purchase their own cameras, video equipment and accessories if the cost is \$1,499 or less in price. If the camera, video equipment and accessories costs are \$1,500 or more, purchase authority needs to be obtained from Operations. It is recommended that selections of camera equipment show some type of uniformity throughout the department. Photo Lab personnel will be available to assist in the selection process.

- D. Districts and Divisions will be responsible for repairs to camera and video equipment purchased.

\*\*\* 10. **Photography and Videography:**

- A. The following types of general photography services may be requested:

- (1) Portraits
- (2) Group pictures
- (3) Meetings
- (4) Construction projects
- (5) Special events
- (6) Pictures of department installations
- (7) Scanning and DVD duplication
- (8) Video services, including videotaping, duplicating video tapes and editing. These services are available to all divisions/districts.

- \*\*\* B. Submit requests to [ndot.photo@nebraska.gov](mailto:ndot.photo@nebraska.gov) allowing as much lead time as possible to prevent conflicting schedules. The requesting party may be required to assist the photographer regarding specific camera angles, setup, etc. Include the following information:

- (1) Date and time needed
- (2) Videotaping and/or digital photos
- (3) Size and type of prints needed
- (4) Location of videotaping and/or pictures to be taken
- (5) General description of subjects desired
- (6) The OE code

- C. Film processing will be accomplished by the Photo Lab. Exceptions require prior deputy approval. Districts may use local services, if desired.

\*\*\* 11. **Multimedia/Graphics:** The following services are available to all divisions/districts: *Request for services may be received via email or the intranet.*

- \*\*\* A. Assistance with updating and formatting information on intranet and internet websites. Submit requests to [ndot.web@nebraska.gov](mailto:ndot.web@nebraska.gov).

- B. Guidance and Assistance with design and concept for publications.

- C. Design Coordination of text layout, creative display and logo artwork.
- D. Rough and final copy layout (books, brochures, posters, charts, etc.)
- E. High resolution scanning.
- F. Computer-generated artwork and photo enhancements.
- G. Design and production of large format displays and conference signage.
- H. Assistance with marketing and public relations strategies.

\*\*\* 12. **Electronic Forms:**

- \*\*\* A. Contact the Information Processing Center as the first point of creation of a new electronic form or a new/revised manual to be printed in a book format.
- B. Coordinate the proposed form with all divisions/districts using the form to ensure that all required information is included.
- C. Divisions/districts will notify the Information Processing Center, in writing or through email, when a form is no longer required, including the date of obsolescence.

\*\*\* 13. **Printed Forms and Publications:**

- A. Contact the Graphics Office as the first point of creation of a new print only form or publication (brochure, book, pamphlet, any report for external distribution).
- B. Coordinate the proposed form or publication with all divisions/districts using the form or publication. This is essential to ensure that all required information is contained on the form or publication.
- \*\*\* C. Reorder printed forms from the proper source as indicated in the Departmental Forms Index folder located at <\\dotfs\public\dotforms>.
- D. Contact the Graphics Office or designee at the first realization of an alteration to an existing form or publication, whether the revision is to be accomplished immediately or at the next reprint.
- E. On commercially-printed forms and publication, allow 90 days to receive printed material after issuance of a purchase order.
- F. The Communication Division will:
  - (1) Establish overall forms and publications management policies and procedures.

- (2) Exercise final approval authority for all forms, external publications, logos and related materials.

\*\*\* 14. **Mail:** See DOT-OI 10-5.

Kyle Schneweis  
Director

## CORRESPONDENCE

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1. **Purpose:** To provide policy for the receipt and preparation of correspondence. The office of primary responsibility for this DOT-OI is that of the Communication Division (with input from the Director's Office). This DOT-OI supersedes DOT-OI 10-02 dated July 1, 2015.
  2. The following will be brought to the attention of the Director: major problems requiring administrative action, changes to established procedures, unusual personnel problems, Governor's Office action items, legislative action items, outside commitments which affect department funds and proposed improvements not included in the program.
  3. The normal deadlines for answering incoming correspondence are three working days for Governor requests/legislative inquiries and ten working days for other correspondence unless it contains an internal deadline.
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4. Only official, pre-printed letterhead stationery will be used for formal, hard copy correspondence being sent outside the department. Division's and District's correspondence, not needing the Governor or Director's office attention in preparing a response, should manage appropriately, within their offices, all their own letters and copies for distribution. Districts should use only their NDOT official, pre-printed letterhead. There are electronic versions of letterhead available on the server (<\\dotfs\public\dotforms\Letterheads>) for each district and for the headquarters. These can be used when sending a letter via email.
  5. When preparing correspondence for the signature of the Governor, Director, or a Deputy Director, forward the following to the Director's office:
    - A. The original, two yellow copies, and the appropriate number of white copies. Include a white copy for the applicable Deputy except when the letter is for that Deputy's signature.
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- B. If the correspondence being prepared is in response to an incoming letter to the Director or a Deputy Director, then that letter will be attached to one yellow copy; and a copy of that incoming letter will be attached to each white copy. If the correspondence being prepared is in response to an incoming letter to the Governor, then a copy of that letter will be attached to one yellow copy; and a copy of that incoming letter will be attached to each white copy. The original incoming letter will be returned to the Governor's office.
  - C. Addressed envelopes should be provided when necessary. However, window envelopes are acceptable when appropriate. Each white copy being distributed within the department will be clearly marked for interoffice mail by checking the appropriate name listed as a carbon copy and attaching a routing slip. All copies to be mailed outside the department need an addressed envelope.

Nebraska Department of Transportation  
Operating Instruction 10-02  
January 3, 2018

6. When practical, the Communication Division's Information Processing Center should be utilized, especially when preparing correspondence for the signature of the Governor, Director, or a Deputy Director.
7. Because of its simplicity, speed, and cost effectiveness, consideration should be given to using Outlook for correspondence within the department and with agencies having Outlook capability. Outlook messages being sent to multiple offices (such as death or retirement notices, special announcements, Distribution B, etc.) should have prior Division/District Head approval. The Communication Division's Information Processing Center is available for assistance in preparing and transmitting Outlook material.

Kyle Schneweis, P.E.  
Director



## MAIL

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1. **Purpose:** To provide policy for accurately and efficiently processing mail. The office of primary responsibility for this DOT-OI is the Communication Division. This DOT-OI supersedes DOT-OI 10-5 dated June 23, 2015.
  2. Offices should continuously review their mailing procedures to ensure use of the most economical and efficient methods (interoffice, Microsoft Outlook, FAX, U.S. Mail, United Parcel Service (UPS), etc.).
  3. Except for authorized holidays, mail will be processed Monday through Friday.
  4. Internal mail delivery for the Central, Right-of-Way, and Materials and Research Buildings will be dispatched at 8:55 a.m., 11:00 a.m., and 3:00 p.m. Distribution pouches furnished by the Mail Service will be used. Each office will remove incoming mail and place outgoing mail in the pouch prior to the pickup time. The following mail types must be separately bundled before being placed in the mail pouch: interoffice/interagency, postage required, personal, international, and special services mail such as certified, registered, or insured.
  5. External mail will be dispatched at 8:55 a.m. to Salt Valley, Traffic Counter Shop, Operations Division, District 1, Federal Highway Administration (FHWA), State Office Building, and the State Capitol; 1:15 p.m. to District 1, FHWA, State Office Building, State Capitol, and Operations Division. The final dispatch of outgoing mail will be at 2:00 p.m.
  6. The accumulated daily mail pouches for each district headquarters (except District 1) will be sealed and processed for mailing at 2:00 p.m. Mail for each district headquarters should be forwarded to the Mail Service unenveloped. Large packages must be securely wrapped and properly addressed.
  7. All mail for field offices (other than district headquarters) must be enveloped/securely wrapped and properly addressed. When possible, large packages should be sent by the Operations Division truck-service. The truck-service schedule is available in the Mail Service.
  8. Reusable interagency envelopes are available from the Operations Division and should be used instead of plain white, windowed, or other preprinted department envelopes for interoffice/interagency mailings.
  9. Interoffice mail must be marked with the office of assignment and individual recipient. Parcels, other than interoffice/interagency envelopes, must be marked "INTEROFFICE" in the upper-right corner.

10. Interagency mail should be placed in interagency envelopes and addressed to the desired agency. Interagency mail being sent to state agencies in the State Capitol or State Office Building must include the agency name, room/floor number, or if located outside these buildings, the street address. To obtain the proper address information, refer to the State Government Directory. Parcels, other than interagency envelopes, will be marked "INTERAGENCY MAIL" in the upper-right corner. The use of routing slips for interagency mail is prohibited.
11. Interagency mail addressed to State Senators or Legislative Council personnel **must** have a return address or some identifiable agency marking. Interagency mail not so marked will be forwarded by the DAS Mail Service to the DAS Materiel Division Administrator, where it will be opened and returned (if discernible) to the appropriate agency.
12. University of Nebraska interagency mail must include the recipient's name, campus, building, department, and room number. Failure to comply may result in the material being returned by the university Mail Service.
13. FHWA mail need not be enveloped but the destination should be clearly indicated. The use of routing slips is recommended.
14. Use the right size of envelope. Do not overstuff. Envelopes that are overstuffed will be returned to the originating office. Small white envelopes will be filled to no more than one-quarter-inch thickness. Do not use large envelopes to send one or two sheets of paper. Remember, postage is paid on the envelope as well as its contents.
15. Normally, outgoing mail which is individually enveloped (small white envelopes) need not be sealed. Envelopes are automatically sealed when passed through the metering machine. Groups of envelopes of the same size should be "nested" for fast handling. CAUTION: Be sure staples and paper clips inside the envelope are not located in the upper right corner postage area.
16. The class of mail desired should be indicated on the mailing label. If standard mail (formerly third-class and fourth-class) is to be used, it must be indicated by using a rubber stamp available from the Mail Service. The use of standard mail will be maximized.
17. A signed original letter, note, or document normally must be mailed at the first-class rate. Large prints, duplicator copies, and carbon-copy type reproductions are classified as standard mail. If a signed original letter, note, or document is mailed in the same envelope or parcel with standard mail, and the content of the enclosed letter is pertinent to the standard mailing, the entire article may be mailed at the standard rate.
18. U.S. Postal Service directives require that addresses contain at least a three-line address. Note: delivery points, including small villages, have a street address or post office box number. Rural areas have a rural route number plus a box number (see attachment).
19. Addresses should be: machine printed or typewritten (no script); ALL CAPS (preferably); uniformly aligned on left margin; without punctuation (use one or two spaces instead of periods or commas); black ink on a white background (preferably);

clear and sharp without touching or overlapping characters; clearly visible in windowed envelopes, even when insert shifts; parallel to the bottom of envelope - not slanted; include FLOOR, SUITE, and APARTMENT NUMBERS, when possible, and DIRECTIONALS such as North (N), East (E), Northwest (NW), Avenue (AVE), Street (ST), Third (3RD), etc; use the two-letter state abbreviation; zip code or zip + 4 code may stand alone on the bottom line if there is not enough room on the city and state line. When mailing to a foreign address, the country name always stands alone on the bottom line. See attachment for examples.

20. The Mail Service utilizes various economical methods of mailing larger quantities of mail. Offices should contact the Mail Service prior to preparing large mail-outs to determine the most economical method.
21. Bulk mail requires a minimum of 200 pieces of identical material. When using this less expensive U.S. Postal Service, contact the Mail Service for assistance prior to preparing.
22. Certified mail must be received in the Mail Service by 2:00 p.m. for dispatch the same day. The originating office must complete the certified green card and sticker. Certified cards and stickers are available in the Mail Service. Registered mail must be brought to the Mail Service for special processing.
23. Outgoing UPS is provided daily (Monday-Friday) except holidays. Articles must reach the department Mail Service no later than 4:00 p.m. for dispatch that day. Articles must be packaged and addressed properly before arrival at the Mail Service. **All private carriers require street addresses for delivery (P.O. Box numbers cannot be used).**
24. Overnight deliveries are expensive and must be held to a minimum. In most cases, regular first class or UPS ground will be delivered the next day within the state, with some exception. Consult with the Mail Service for this information. However, when a bonafide reason exists for an emergency, UPS Next-Day Air or Standard Overnight may be used. UPS items must be brought to the Mail Service by 4:00 p.m. and must contain a street address (P.O. Box numbers are not accepted).
25. **Personal Mail:** (1) Department stationery, envelopes, or postage must not be used for personal mail, (2) Personal mail must be bundled and secured separately from official department mail, (3) Personal packages (over one pound) will not be accepted by the Mail Service, and (4) No special services (insured, certified, registered, UPS, etc.) are available for personal mail.

26. Distribution symbols and their addressees are listed below. Interoffice correspondence which is marked for a specific symbol will be distributed by the Mail Service. See attached lists.

**SYMBOLS**

**ADDRESSES**

- |   |   |
|---|---|
| B | Director, deputies, division heads, district engineers, and Assistant Attorney General. |
| C | Same as Distribution "B" less the district engineers.                                   |
| I | District engineers.   |
| J | All employees. (This list is available from Human Resources.)                           |
| N | Special list for bulletin boards.   |

27. Questions concerning mailing procedures may be directed to NDOR Mail Services at (402) 479-4522.

Attachments

Kyle Schneweis  
Director

# Attachment to DOT-OI 10-05

Dated December 6, 2017

INFORMATION/ATTENTION JOHN DOE  
NAME OF RECIPIENT NEBRASKA DEPARTMENT OF TRANSPORTATION  
DELIVERY ADDRESS PO BOX 94759  
POST OFFICE, STATE, ZIP LINCOLN NE 68509-4759

NAME OF RECIPIENT JOHN DOE  
DELIVERY ADDRESS RR 1 BOX 123  
POST OFFICE, STATE, ZIP HEBRON NE 68370

NAME OF RECIPIENT JANE DOE  
INFORMATION 345 E MAIN ST APT 2  
DELIVERY ADDRESS PO BOX 123  
POST OFFICE, STATE, ZIP LINCOLN NE 68501

NAME OF RECIPIENT JANE DOE  
DELIVERY ADDRESS 117 RUSSELL DRIVE  
CITY LONDON WIPGHQ  
COUNTRY ENGLAND

## ABBREVIATIONS

ALABAMA	AL	MONTANA	MT
ALASKA	AK	NEBRASKA	NE
ARIZONA	AZ	NEVADA	NV
ARKANSAS	AR	NEW HAMPSHIRE	NH
CALIFORNIA	CA	NEW JERSEY	NJ
COLORADO	CO	NEW MEXICO	NM
CONNECTICUT	CT	NEW YORK	NY
DELAWARE	DE	NORTH CAROLINA	NC
DISTRICT OF COLUMBIA	DC	NORTH DAKOTA	ND
FLORIDA	FL	OHIO	OH
GEORGIA	GA	OKLAHOMA	OK
HAWAII	HI	OREGON	OR
IDAHO	ID	PENNSYLVANIA	PA
ILLINOIS	IL	RHODE ISLAND	RI
INDIANA	IN	SOUTH CAROLINA	SC
IOWA	IA	SOUTH DAKOTA	SD
KANSAS	KS	TENNESSEE	TN
KENTUCKY	KY	TEXAS	TX
LOUISIANA	LA	UTAH	UT
MAINE	ME	VERMONT	VT
MARYLAND	MD	VIRGINIA	VA
MASSACHUSETTS	MA	WASHINGTON	WA
MICHIGAN	MI	WEST VIRGINIA	WV
MINNESOTA	MN	WISCONSIN	WI
MISSISSIPPI	MS	WYOMING	WY
MISSOURI	MO		

# Attachment to DOT-OI 10-05

Dated December 6, 2017

## Distribution “B” List

Aeronautics  
Bridge  
Business Technology Support  
Communication  
Construction  
Controller  
Deputy Director - Engineering  
Deputy Director – Operations  
Director  
Director’s Staff – 2  
District 1 Engineer  
District 2 Engineer  
District 3 Engineer  
District 4 Engineer  
District 5 Engineer  
District 6 Engineer  
District 7 Engineer  
District 8 Engineer  
Government Affairs  
Human Resources  
Intermodal Planning  
Legal  
Materials and Research  
Operations  
Project Development  
Program Management  
Right of Way  
Roadway Design  
Special Assistant to the Director  
Traffic Engineering

31 Total

# Attachment to DOT-OI 10-05

Dated December 6, 2017

## Inter-Departmental Distribution (Division Heads)

### Distribution "C" List

Aeronautics  
Bridge  
Business Technology Support  
Communication  
Construction  
Controller  
Deputy Director – Engineering  
Deputy Director – Operations  
Director  
Director's Staff - 2  
Government Affairs  
Human Resources  
Intermodal Planning  
Legal  
Materials and Research  
Operations  
Project Development  
Program Management  
Right of Way  
Roadway Design  
Special Assistant to the Director  
Traffic Engineering

23 Total

# Attachment to DOT-OI 10-05

Dated December 6, 2017

## Inter-Departmental Distribution (District Engineers)

### Distribution "I"

District 1.....	Lincoln
District 2.....	Omaha
District 3.....	Norfolk
District 4.....	Grand Island
District 5.....	Gering
District 6.....	North Platte
District 7.....	McCook
District 8.....	Ainsworth

8 Total



# Attachment to DOT-OI 10-05

Dated December 6, 2017

## Inter-Departmental Distribution (Bulletin Boards)

### Distribution "N" List

#### Divisions

Aeronautics .....	1
Bridge .....	2
Business Technology Support .....	3
Communication .....	4
Construction .....	4
Controller.....	3
Director.....	1
Government Affairs .....	1
Human Resources .....	3
Intermodal Planning .....	1
Legal .....	1
Materials and Research .....	1
Operations.....	2
Project Development.....	5
Program Management .....	1
Right of Way.....	2
Roadway Design .....	6
Traffic Engineering .....	3

**Subtotal .....** **44**

#### Districts

District 1 .....	33
District 2 .....	12
District 3 .....	26
District 4 .....	30
District 5 .....	15
District 6 .....	21
District 7 .....	17
District 8 .....	14

**Subtotal .....** **168**

**Total.....** **212**