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Arnold Schwarzenegger
Governor

TO: All Air Resources Board Staff

FROM: /s/ Marie Stephans, Chief
Administrative Services Division

DATE: February 5, 2009

SUBJECT: SUGGESTED TEXT FOR TELEPHONE CALLS OR EMAIL ON
FURLOUGH DAYS

As you are aware, the furlough program will begin tomorrow, February 6, 2009, followed by the first and third Friday of each month. All Air Resources Board (ARB) offices will be closed on furlough days. The furlough program will continue until June 25, 2010. The California Environmental Protection Agency has prepared information for all staff to use for clients of ARB. Suggested text for various situations are provided below. All staff is asked to use the appropriate text to ensure that ARB's client base are aware why we are not responding to telephone calls, or email on the furlough days.

Memorandum Text

In order to implement [Executive Order S-16-08](#), which calls for furloughs two days per month, we intend to close the boards, departments and offices of the California Environmental Protection Agency (Cal/EPA) the first and third Friday of every month starting February 6, 2009 and ending June 25, 2010.

During this time, the boards, departments and offices of Cal/EPA will not be accepting, posting or processing environmental documents the first and third Friday of each month. Documents that would normally be delivered through the United States Postal Service or other mail carrier services on those Fridays will be received and processed on the following Monday. All environmental document posting, processing, and distribution will continue as usual on the days that Cal/EPA is open.

We recognize this may cause an inconvenience. We look forward to continuing to serve you. If you have any questions regarding the [INSERT BDO NAME] process for posting and distributing environmental documents, please email us at [INSERT BDO EMAIL], or call us at (916)-XXX-XXXX.

Thank you.

The energy challenge facing California is real. Every Californian needs to take immediate action to reduce energy consumption. For a list of simple ways you can reduce demand and cut your energy costs, see our website: <http://www.arb.ca.gov>.

California Environmental Protection Agency

Out-of-office Email Reply

To comply with the Governor's order calling for furloughs, the boards, departments and offices of the California Environmental Protection Agency are closed the first and third Fridays of every month. I will view your email upon my return on Monday.

I apologize for any inconvenience this may cause.

Sincerely,
[Name]

General Phone Message Script: 15 seconds

You have reached the [BDO name]. In accordance with the Governor's order calling for furloughs, we are closed the first and third Friday of every month. Please leave a message and the appropriate staff will return your phone call on Monday. Thank you.

General Phone Message Script for Public Affairs: 20 seconds

You have reached the [BDO name] office of communications. In accordance with the Governor's order calling for furloughs, we are closed the first and third Friday of every month. If you are a reporter on deadline today, please call [number]. Otherwise, your call will be returned on Monday. Please note that access to some information will be limited, but we will do our best to accommodate your request. We apologize for any inconvenience.

If you have any questions regarding this matter, please contact your immediate supervisor or contact the [personnel analyst](#) assigned to your Division or Office.