



# City of New Orleans Communications Manual

2012-13

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Effective and consistent communication is a vital part of the City's relationship with the public. This Communications Policy serves as the official communications guidelines for all City of New Orleans employees. It will outline the procedures for both internal and external communications. These guidelines will be applied daily to ensure accuracy, consistency and timeliness in relaying information to employees, departments, representatives of the news media and the public at large.

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# Communications Goals and Principles

# Communications Policy Principles

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## **Goal of the Policy**

This policy provides guidelines for effective communications to improve employee and public understanding of City policies, initiatives and services. Clear understanding of and adherence to this Communications Policy is essential to achieving the goal. All City employees, volunteers and interns will be expected to abide by the Communications Policy.

## **Communications Policy Principles**

The timeliness of our internal and external communications is important to the needs of employees and the public. City employees must make every reasonable effort to respond in a timely manner. Where our actions or decisions will be delayed, it is important that such delay be communicated to those affected and a new estimated time for completion be provided.

## **Oversight and Guidance**

The Office of Communications will oversee compliance with the City's Communications Policy and will assist employees with any questions regarding the Policy. Employees can contact the Office of Communications at (504) 658.4945 or [communications@nola.gov](mailto:communications@nola.gov).

# Communications Contacts

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		Office	Cell
<b><u>Mayor's Office</u></b>			
<b>Ryan Berni</b> <a href="mailto:rferni@nola.gov">rferni@nola.gov</a>	Communications Director	504.658.4992	504.621.9504
<b>Hayne Rainey</b> <a href="mailto:chrainey@nola.gov">chrainey@nola.gov</a>	Communications Manager	504.658.4994	504.307.2524
<b>Kam Buckner</b> <a href="mailto:kebuckner@nola.gov">kebuckner@nola.gov</a>	Communications Manager	504.658.4962	504.385.8976
<b>Tyler Gamble</b> <a href="mailto:tagamble@nola.gov">tagamble@nola.gov</a>	Communications Manager	504.658.4951	504.223.2960
<b>Siona LaFrance</b> <a href="mailto:sclafrance@nola.gov">sclafrance@nola.gov</a>	Communications Manager	504.658.4937	504.606.3444
<b><u>Other Public Information &amp; Public Affairs Officers:</u></b>			
<b>Remi Braden</b> <a href="mailto:rbraden@nola.gov">rbraden@nola.gov</a>	New Orleans Police Department	504.658.5858	504.220.4092
<b>Jeb Tate</b> <a href="mailto:jstate@nola.gov">jstate@nola.gov</a>	New Orleans EMS	504.658.2743	504.905.1396
<b>Carlene Augustine Barthe</b> <a href="mailto:cbarthe@nola.gov">cbarthe@nola.gov</a>	New Orleans Fire Department	504.658.4713	504.451.4948
<b>Robert Jackson</b> <a href="mailto:rjackson@swbno.org">rjackson@swbno.org</a>	Sewerage and Water Board	504.585.2169	504.269.7978
<b>Michelle Wilcut</b> <a href="mailto:michelle@flymsy.com">michelle@flymsy.com</a>	Armstrong New Orleans Int'l Airport	504.303.7552	504.628.0250
<b>Patrice Bell Mercadel</b> <a href="mailto:Patrice.bellmercadel@veoliatransportation.com">Patrice.bellmercadel@veoliatransportation.com</a>	RTA/Veolia Transportation	504.827.8376	504.382.9797
<b>Lea Sinclair</b> <a href="mailto:lea@notmc.com">lea@notmc.com</a>	NOTMC	504.826.9710	504.491.5330

<b>Lesley Eugene</b> <a href="mailto:leugene@hano.org">leugene@hano.org</a>	HANO	504.670.3281	504.248.0104
<b>Terrell Perry</b> <a href="mailto:tperry@financeauthority.org">tperry@financeauthority.org</a>	FANO	504.524.5533	504.232.3239

# Media Communications

# Media Communications

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It is in the City's interest to provide the public with accurate and timely information. Print, television, radio and Internet media play a critical role in providing City-related information to the community. Only designated City employees can provide the media with an official statement on behalf of the City. City employees who are not specifically listed in this policy as official spokespersons must not provide information to the media without the approval of the Office of Communications.

**The City is not obligated to make any employee available to the media for an interview.**

## **Official City spokespersons**

The Communications Director and Press Secretary are designated spokespeople for the City of New Orleans. The executive members of the Communications Team can authorize interviews by City government representatives with the media.

## **Responsibilities of all City employees who speak to the media:**

Designated spokespersons must participate in a briefing with the Office of Communications prior to conducting an interview with the news media. If necessary, a member of the Communications staff will also sit in on the interview. The Director, Deputy Mayor, Department or Agency Director may recommend a spokesperson for technical or specialized topics.

When speaking with a reporter, all employees must remember that they represent the City of New Orleans. All conversations should be polite, clear, professional in tone, and free of personal judgments or derogatory remarks.

All staff should understand that there are three common journalistic conventions:

- 1) **On the record:** information the reporter can freely report and quote.
- 2) **Not for attribution:** information the reporter can use, but cannot attribute to a specific individual.
- 3) **Off the record:** background information the media cannot use unless confirmed by a different source.

**When speaking with a reporter, City employees should ALWAYS STAY ON THE RECORD and assume they are ON THE RECORD.**

If a media outlet calls you:

**-Do NOT approve, grant or schedule interviews on your own.**

**-Do NOT confirm your availability or state that you only need approval.**



Simply state: “All media inquiries go through the Office of Communications.”

**Requests for Media Coverage:**

All requests for media coverage must go to the Office of Communications. This includes press conferences, press releases, media advisories/media calendars, special events, public service announcements, promotional campaigns and all other external communications.

Contact the Office of Communication by phone, (504) 658-4945 or email, [communications@nola.gov](mailto:communications@nola.gov)

**News Releases:**

The Office of Communications frequently disseminates news releases to announce new initiatives, events, and statements on behalf of the Mayor. Communications, NOPD, NOFD, EMS, SWB, Airport, NOTMC, NORA, and the RTA are the only departments and approved to send out news releases.

All news releases are archived online and available from the front page of the City’s website.

**Media Advisories:**

A media advisory is an invitation to the media to cover an event by the City. It provides the topic of the event, speakers, date, time and location.

**Press Conferences:**

Press Conferences announcing initiatives, events, or any other relevant issue regarding the Office or Departments within New Orleans City government are coordinated by the Office of Communications.

The Office of Communications will coordinate staging and set-up in conjunction with necessary parties.

**Contact Lists:**

The Office of Communications maintains a current list of press contacts. Send an e-mail to [communications@nola.gov](mailto:communications@nola.gov) for more information or for access to a specific news outlet or a specific list of contacts.

**Mayoral Communication:**

Mayoral addresses/communication refers to official speeches delivered by the Mayor of New Orleans. Any communication directly from the Mayor will be coordinated by the Office of Communications.

The Office of Communications determines the Mayor's media availability during these events, as well as who has access to the Mayor during these media events.

**Media Credentials**

The Office of Communications may issue special access passes to media outlets for events that are not open to the public. Members of the media can contact the Office of Communications at (504) 658-4945 to request credentials for a specific event.

# Mayoral Requests

# Mayoral Requests

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## **Public Records Requests or Freedom of Information Act (FOIA)**

Submit Public Records Requests in writing and address them to the City Attorney's Office.

Richard F. Cortizas J.D.

City Attorney

1300 Perdido St.

New Orleans, LA 70112

Via e-mail:

Anita Curran

[abcurren@nola.gov](mailto:abcurren@nola.gov)

Sarah Garrett

[sagarrett@nola.gov](mailto:sagarrett@nola.gov)

## **Welcome/Support Letter Requests**

To request a letter of welcome/support from the Mayor, please provide detailed information concerning where the event is, what is the purpose of the event, how many people will be attending etc. The more detailed information provided by the person issuing the request, the more detailed the letter will be. The welcome letter request form can be found on the city's website at <http://www.nola.gov/HOME/Mayors-Office/Welcome-Letter-Request-Form/>.

Please allow up to five business days for the letter to be completed. Unless requested to be picked up in person, the letters are e-mailed in a PDF format.

(The form can also be found in the appendix of this manual).

## **Proclamation Requests**

The City of New Orleans honors many local and national organizations, events, and individuals for outstanding humanitarian efforts by presenting them with an official proclamation from the Mayor of New Orleans.

Proclamations are only used for: organizational honors, church anniversaries, pastoral, anniversaries, retirements, heroic deeds, 100th birthday celebration, and outstanding community service by an individual, group, or organization

All persons requesting proclamations and/or certificates may pick up a form at the reception desk located on the 2nd floor of City Hall in the Mayor's Office, or complete the online request form below.

Requests must be submitted 5-7 business days in advance of event.

Upon approval, Proclamations and/or certificates can be picked up Monday thru Friday between 8:00am and 5:00pm from the Mayor's Office, Suite 2E04, 1300 Perdido St.

A maximum of 10 proclamations are allowed per event.

Proclamation Requests <http://www.nola.gov/HOME/Mayors-Office/Proclamation-Certificate-Request-Form/>.

### **Event Requests**

To request an appearance from Mayor Mitch Landrieu at an event, complete the form below. Please be advised that the Mayor's availability cannot be confirmed until 2-3 weeks prior to the event. Please be as specific as possible as to the nature of your event. If the Mayor cannot attend the event, please advise whether a representative from the Mayor's office would be acceptable.

<http://www.nola.gov/HOME/Mayors-Office/Events-Request-Form/>.

# Electronic Communications

# Electronic Communications

## City Website

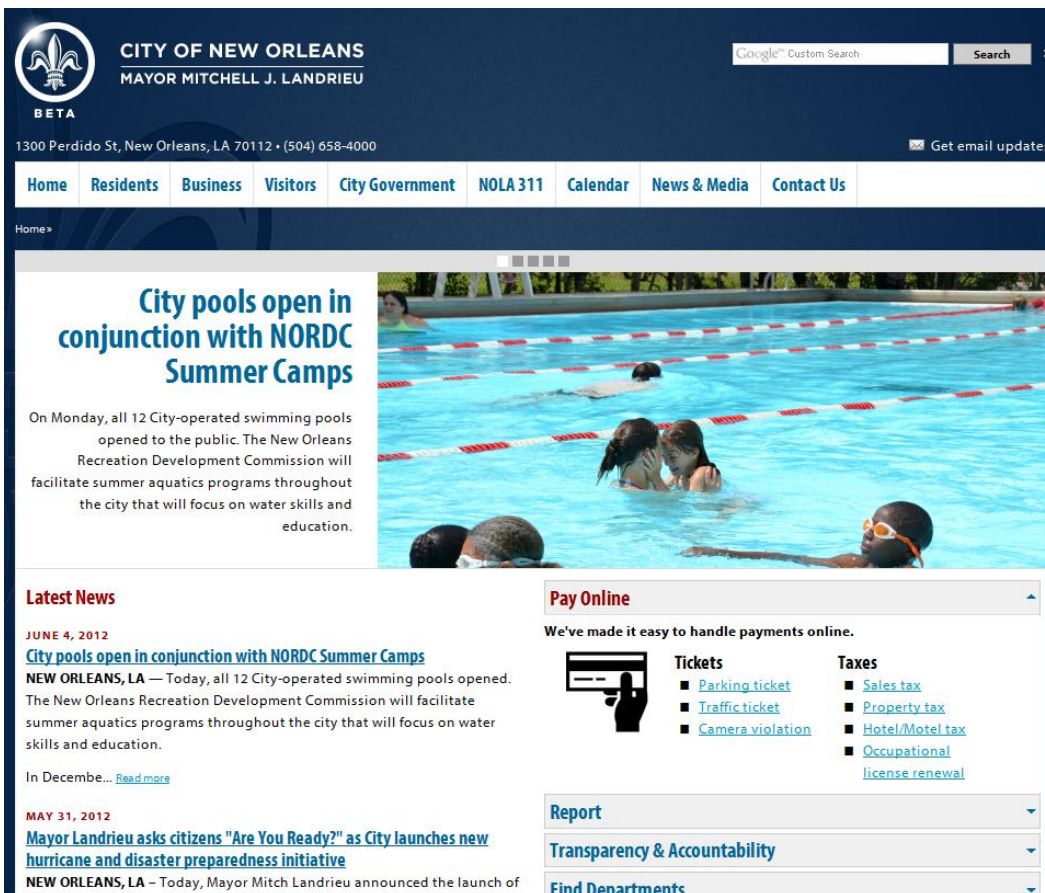
The homepage of the City’s website ([www.nola.gov](http://www.nola.gov)) is maintained by the Communications Office and changes to the content or design of the homepage must be authorized by the Department.

The City’s website is designed in coordination with the Information Technology and Innovation. Each department is responsible for maintaining current information on its webpages, and for any necessary changes. Approval to update content on a department website is not needed, unless it is a new initiative or new contractor service.

The Communications Office reserves the right to monitor and edit any modifications or additions to department webpages.

The City’s website is currently undergoing an upgrade. If you have any suggestions for how to change/update your department’s site, contact Eric Ogburn in ITI at [epogburn@nola.gov](mailto:epogburn@nola.gov).

Below is a screenshot of what the new, updated website now looks like.



## Social Media

Social Media is quickly becoming one of the best and most reliable ways to reach out to the public. However, because of the speed of the information, it is essential that it is approved by the Communications Office before it is published on social media sites.

The Mayor's Office maintains/monitors the following social media accounts:

Facebook	Mayor Mitch Landrieu—City of New Orleans, ServeNOLA, NORDC Teen Council, GirlUPNOLA, NOLA Ready, NOLA FOR LIFE
Twitter	@mayorlandrieu, @wcefneworleans, @GirIupNOLA, @NOLAReady, @NOPDeBlast, @NOLA_FOR_LIFE
YouTube	nolamayor
Google+	Mitch Landrieu

City departments and organizations may be permitted to host Facebook pages. To start the process, send an e-mail to [communications@nola.gov](mailto:communications@nola.gov). Include what information, pictures, videos etc. will be loaded on the site and how it will be used to communicate to an audience. Once approved, the Communications Office will set up the page. Administrative privileges will be given to the people who plan to maintain the page.

*At this time, no other forms of social media (Twitter, Xanga, Four Squares, Google+) are permitted for departmental use.*





## External Websites

From time to time, City departments may launch external websites tied to special campaigns or programs. The Communications Office must approve all URL names and website content prior to and during the planning process. The City will be making a move to bring all external websites in house to nola.gov over the course of 2012 and 2013.

Example: [www.girlupnola.org](http://www.girlupnola.org)

# GIRL★UP★NOLA


LIFTING GIRLS TO NEW HEIGHTS

ABOUT US   KICKOFF EVENT   NEWS & UPDATES   HOW DO YOU GIRL UP?   GET INVOLVED

THE **FUTURE** OF  
**NEW ORLEANS**  
DEPENDS UPON THE  
**DEVELOPMENT & GROWTH**  
of the **NEXT GENERATION** of  
**YOUNG WOMEN.**

.....

is **COMMITTED** to the belief that all girls **DESERVE**  
**RESPECT, OPPORTUNITY &**  
**EVERY CHANCE TO SUCCEED.**



Join us at our Girl Up NOLA Kickoff Celebration!  
Saturday, August 18, 2012 Loews New Orleans Hotel  
10:00am-2:30pm.  
For more information [click here register.](#)

7.5.12 GIRL UP NOLA & ESSENCE MAGAZINE ANNOUNCE THE "ESSENCE OF GIRL UP NOLA" ESSAY CONTEST

Girls in grades 5 through 12 residing in New Orleans are invited to participate in the Essence of Girl Up NOLA Essay Contest. Girls are asked to respond to the questions, "What is special about being a girl," "What do you do or believe that makes you a positive and productive girl," and "How can girls make a positive difference in the lives of others?" Eighteen winners will be selected and submissions are due on August 10th. [Click here for more details.](#)

## Flyers/Signs/Posters

All flyers, brochures, artwork, and all printed materials are prepared and/or edited by the Communications Office.

See example on next page.



CITY OF NEW ORLEANS

Please join

**Mayor Mitchell J. Landrieu,  
the City Council**

and the

**Mosquito, Termite and Rodent Control Board**

at the official opening of the

**Mosquito, Termite and Rodent Control  
Administration Building**

Tuesday, December 13, 2011

2:00 p.m.

2100 Leon C. Simon Boulevard

Please RSVP to [communications@nola.gov](mailto:communications@nola.gov) or contact 504.296.7957

## PowerPoint Presentations

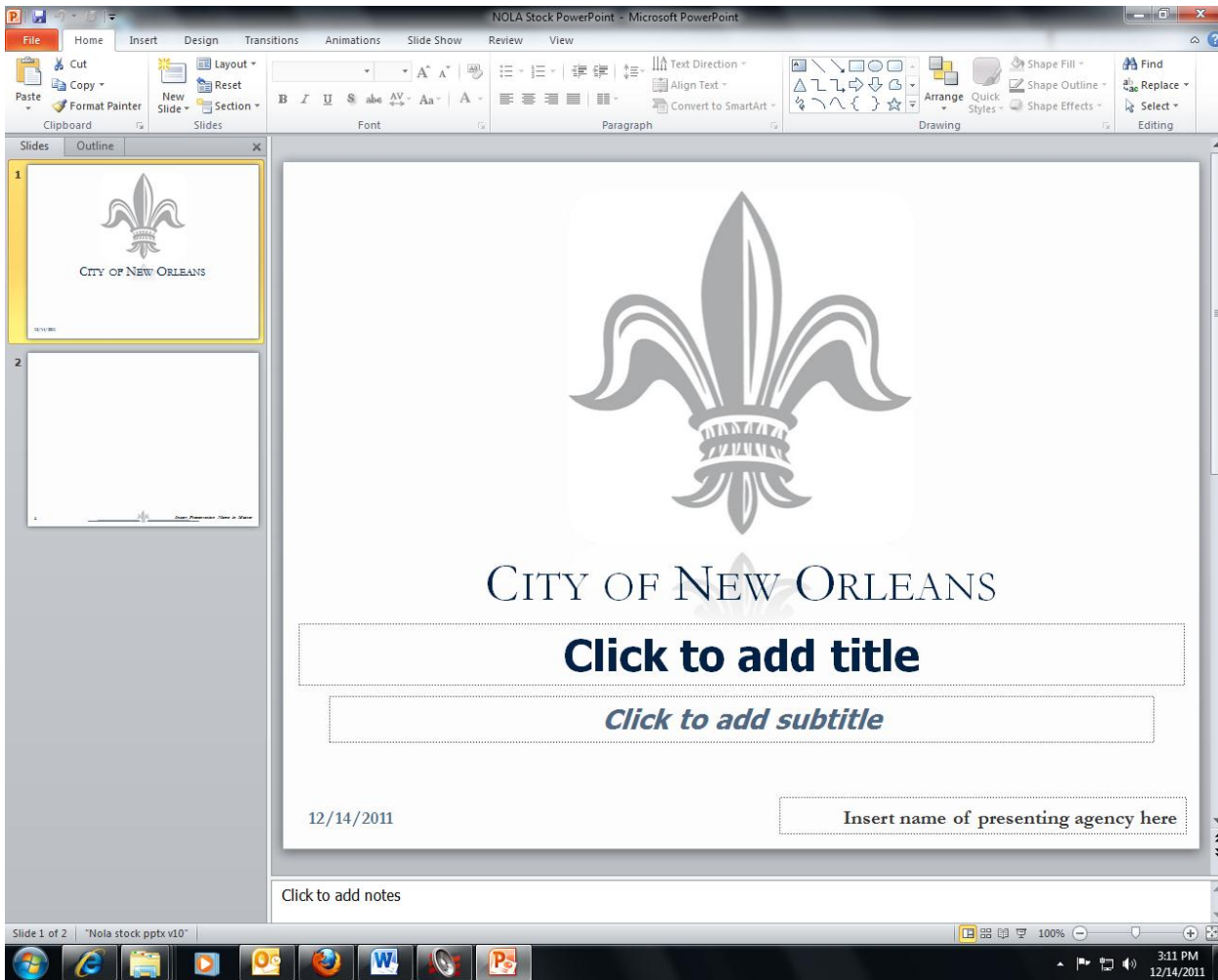
All PowerPoint presentations should use the same basic format and color scheme. Contact the Mayor's Office of Communications for the PowerPoint template.

To ensure the presentation title remains the same on all slides follow these instructions:

Go to View.

Go to Slide Master.

Change the name on the first slide. This changes it on all current and new slides.



## **Approval**

All external communications need to be approved by Communications. To receive approval on published materials, including flyers, pamphlets, newsletters, pictures and brochures, please e-mail PDF or JPEG files to [communications@nola.gov](mailto:communications@nola.gov). Allow a minimum of three to five business days for a response.

Artwork must be final to be considered for approval.\* It must have final imagery, logo placement at intended size and location, and final text. In addition to artwork, the following information should be included in your e-mail:

- The objective of the piece
- The audience the piece will address
- For ads, provide the name of the publication, Web site, etc., ad run dates, and insertion deadline
- For direct marketing pieces, provide a specific number of people/addresses that will receive the piece

*\* You are welcome to submit concepts earlier in your process for assistance, feedback and guidance.*

## **E-mail**

Employees are to conduct e-mail conversation in a professional manner. Be advised that all e-mail activity on your City account is subject to the state's open records laws.

## **Out of Office Message**

The Microsoft Outlook "Out of Office" tool should be activated during any absence where the employee will not be regularly checking and responding to e-mail. Such as in the following circumstances, however not limited to:

1. Vacation
2. Personal leave
3. Medical leave
4. Holidays

The information provided on the "Out of Office" message, should include:

1. Expected time or day of return
2. The contact information of someone else that might be able to assist
3. Method by which to reach you, if possible

## **E-mail Signature**

All e-mail signatures should include the following basic contact information:

- Name
- Title
- Office
- Desk Phone Number
- Cell Phone Number (When applicable)
- E-mail

**Standard fonts and colors as outlined in this manual should be used. Employees are not to embed background images or wallpaper in their e-mails.**

It is also important to include area codes when including phone numbers. This allows smart phones to dial the number.

Example:

**Tyler A. Gamble**

Communications Manager

Office of Mayor Mitchell J. Landrieu

City of New Orleans

Office: 504.658.4951

[tagamble@nola.gov](mailto:tagamble@nola.gov)

# Visual Guidelines

# Visual Guidelines

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In an effort to achieve a consistent brand image for the City of New Orleans, an identity system has been developed. The guidelines apply to print, electronic, and Web communications. Consistent and repetitive use of the visual images will unify and strengthen the City’s identity and image. Contact Communications for copies of City logos.

## Fleur de lis Logo

- The Fleur de lis must be prominent on all published materials.
- The logo cannot be redrawn or modified in any way.
- The size of the logo should be directly proportional to the size of the piece on which it’s displayed.
- When using the logos in large, printed communications use a high-resolution image (dpi).



CITY OF NEW ORLEANS  
Mitchell J. Landrieu, Mayor



CITY OF NEW ORLEANS



## City Seal

- The City Seals are not to be used on any documentation unless authorized by the Communications Office.

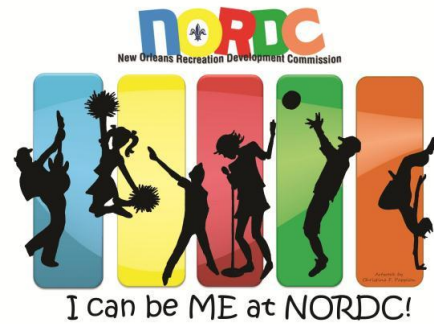


**Approved departmental logos**

The following logos have been approved for use by their respective departments. Any department wishing to update logos or create new ones must send them to the Office of Communications prior to use.



**Are you ready?**







NEW ORLEANS  
BUSINESS ALLIANCE



### **One Team, One Fight, One Voice, One City Logo**

DO NOT USE this logo for any public documents or presentations. This is a logo of the Mayoral campaign and Transition New Orleans.

### **Color Scheme**

The following codes are the official colors used by the City in print and on-line.

- Dark Blue #022145
- Lighter Blue #006699
- Grey #EFEFEF

### **Fonts**

The following fonts are approved for use on documents and presentations.

- Times New Roman
- Arial
- Calibri
- Cambria
- Gotham

# Public Notices Calendar

# Public Notices Calendar

The Public Notices Calendar is the online calendar for announcing all public meetings and other city events. All departmental, board and agency public events should be submitted to the calendar 24-48 hours in advance of the meeting or event.

## Submitting a public meeting notice to the City Enterprise Calendar

To submit your public meeting, go to <http://www.nola.gov/publicnotices/submit> where you'll need to fill out a few simple fields.

### 1. Submitter Information

You'll need to give us your contact information in case we need to contact you. Please give us your **Name**, **Email** and **Phone #**.

### 2. Event Information

#### Event title

This should be the name of your board or commission.  
*Example: New Orleans Recreation Development Commission.*

#### Location

Use the name of the building where the meeting is being held, as well as the floor and room number.  
*Example: City Hall, Homeland Security Conference Room, 8th Floor*

#### Address

Use the full address of the building location. The web form will try to detect if it is valid and reformat it.  
*Example: 1300 Perdido St., New Orleans, LA 70112*

#### Start date

Choose the date of the event using the drop-down menu or the date picker.

#### Time

Check the "All day" box if the event is not time-sensitive. It is unlikely you will ever need to select this since most meetings have a start and end time.

#### Start

Select the start time for the meeting

#### End

Select the expected end time for the meeting.

#### Repeat

If your event occurs at the same time and place every week, month or year you may specify that here.

#### Meeting sponsor

Choose your board, commission, or department from the list. This will help users find your event more easily using the calendar filters. *If you cannot find your board, commission or department, please contact the web team at [publicnotices@nola.gov](mailto:publicnotices@nola.gov) and we will add it to the list.*

#### Web link

Use this field if you have a supporting web page for your event.

**Submit a Public Meeting Notice**

**Submitter Information**

Name: \*  
Email: \*  
Phone #: \*

**Event Information**

Event title: \*  
Location: \*  
Address: \*

Start date: January 9, 2012 Mon

Time:  All day  
Start: 6:00 PM Central Time  
End: 6:00 PM Central Time  
Repeat: None

Meeting Sponsor: \*  
Web link:  
Agenda/Notes:

\* Indicates required fields

[Next >](#) Powered by Trumba | Help

We care about your privacy. Information provided via this form will not be resold or redistributed.

**Submit a Public Meeting Notice**

Please preview the contact information and event listing before you submit it:

CONTACT NAME: John Doe  
CONTACT EMAIL: jdoe@nola.gov  
CONTACT PHONE: 555-5555

**Alcohol Beverage Control**  
LOCATION: City Hall, Department Conference Room, 1st Floor [Map](#)  
1300 Perdido St  
New Orleans, LA 70112  
MEETING SPONSOR: Alcohol Beverage Control  
AGENDA/NOTES: This is a sample agenda.  
WHEN: Monday, January 9, 2012, 6 - 7pm CST

If you need to make corrections click the "< Back" button below. Do not use your browser's Back button.

If this listing looks good, click the "Submit" button.

[< Back](#) [Submit](#)

Map link created using Microsoft Bing Maps Technology  
Bing Maps Terms of Use

### **Agenda/Notes**

Please cut and paste your meeting agenda or notes into this field.

### **3. Click Next**

You will get a chance to review your submission. If there are errors, click the **Back** button and make your edits.

### **4. Click Submit**

You're done! *The submission will now be posted, but please allow a full minute or two to appear on the calendar.*

### **To change or cancel an existing meeting notice**

If you need to cancel or make any changes to your meeting notice, send an email to [publicnotices@nola.gov](mailto:publicnotices@nola.gov) describing the necessary changes.

# Mayor's Press Room

# Mayor's Press Room

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The Mayor's Press Room is the default location for all City Hall Department press conferences. It's located on the 2<sup>nd</sup> floor in front of the Mayor's Office. It can also be used as a meeting space.

## **Access**

An electronic calendar is maintained by the Communications Office for the press room. Requests for use of the room can go to the Communications Manager Tyler Gamble, [tagamble@nola.gov](mailto:tagamble@nola.gov).

## **Granicus**

Granicus is a computer program that allows for recording of press conferences/events in the press room. These videos can be posted to the city website as well. This equipment requires training before use. Instructions are located on the computer desk inside the press room.

## **Set-Up/Take-Down**

When using the press room, you are welcome to change the format of the room, but once your meeting is over, please return the set-up of the room back to how you found it.

**\*Do not move podium or camera without prior permission.**

# Style Guide



# Style Guide

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Creating communication documents that are clear will let the reader take in your exact message in one reading. These tips for clear writing (or plain language) will help you avoid future problems that may require answering more phone calls, writing explanatory letters, and clearing up miscommunications.

## **Identify your audience**

Think about why the reader needs to read the document. Write to everyone who is interested, not just to technical or legal experts. Keep in mind the average reader's level of technical expertise.

## **Write in active voice**

Voice is the form a verb takes to indicate whether its subject acts or is acted upon. When the subject does something (acts), the verb is in the active voice. When the subject receives the action (is acted upon), the verb is in the passive voice. Because the active voice emphasizes the doer of an action, it is usually briefer, clearer, and more emphatic than the passive voice.

Active voice: Greyson hit the ball.

Passive voice: The ball was hit by Greyson.

## **Keep it short!**

You will communicate more clearly if you keep sentences and sections short. Aim for an average sentence length of 20 words, with no one sentence running over 40 words. Cover only one subject in each paragraph, and keep paragraphs under 10 or 12 lines.

## **Use the word "You"**

Help users picture themselves in the text. When you address the reader as "you", he or she feels directly addressed and is more likely to understand what his or her responsibility is. Also, remember to define in the beginning of the text who the audience or "you" is. By writing to be clear to an individual you will find it easier to:

- Put information in a logical order
- Answer questions and provide the information that your reader wants to know
- Assign responsibilities and requirements clearly

## **Don't be wordy**

Omit needless words. Excess or elaborate words make your writing weaker.

Original: At the present time, the FAA in accordance with new regulations will on a monthly basis conduct random security checks in the event that there is a terrorist alert.

Revised: The FAA under new regulations will conduct monthly random security checks if there is a terrorist alert.

## **Do not use and/or**

Most of the time you mean either "or" or "and" but not both. So, before writing your document, decide what you want to say and whether "and" or "or" will fit your meaning. Then choose one. Occasionally you do need both.

### **Avoid “shall”**

Shall is an ambiguous word. It can mean must, ought, or will. Using the word “must” is the clearest way to convey to your readers that they have to do something.

## **Design and Layout**

### **Write in a visually appealing style**

With visual layout, you draw your readers’ attention to information they need to know.

- Use descriptive headers: You increase readability by using headers that specifically describe the sections of your documents. Your reader absorbs information more quickly and easily, and understands its relationship to other information. The headers can then become a table of contents that communicates information more effectively to the reader.
- Write short sections: Short sections break up the material into easily understood segments. They also look easier to read and understand.
- Use vertical lists: Vertical lists highlight a series of items in a visually clear way. Use vertical lists to help your reader focus on important material.

### **Number of characters in a line**

Once you go beyond 65 characters in a line, readers have great difficulty reading at their normal speed. You should switch to another layout that makes your document easy to read.

### **Justifying margins**

Justifying means making the margins flush. Justifying the right hand margin decreases readability because it causes the eye to stop at irregular spacing between words. This document has a justified left margin, and an unjustified, or ragged, right margin.

### **USING ALL CAPITAL LETTERS**

It’s very difficult to read sentences in all capital letters because it’s unnatural and the normal visual cues are missing. A short header or press release title is readable in all caps, but anything more strains the reader. Consider these other methods to highlight important information: boxing the information, changing type size or font, using italics, or a light screen.

### **Use white space**

Although cost may dictate how much white space you can use to open up your document and make it easier to read, make use of the white space you currently have.

**This guide is illustrative but not exhaustive of communications standards of the City of New Orleans and its departments. It is a living document that is subject to change and additions.**

# Appendix



CITY OF NEW ORLEANS  
Mitchell J. Landrieu, Mayor

## Proclamation Order Form

To request a proclamation, complete this application in full. Please allow 5-7 business days to satisfy all requests via fax, email, or walk-ins. All proclamations are subject to approval. You will be notified if your request has not been approved. We are located on the 2<sup>nd</sup> floor of City Hall, 1300 Perdido Street, Ste. #2E04, New Orleans, LA 70112. Fax: (504) 658-4959.

For more information, please contact the Mayor's Communications Office at (504) 658-4945.

Recipient Information			
First Name:	Middle Initial:	Last Name:	Title:
Name on Certificate as:			
Proclaiming Organization Information:			
Name of Organization:			
Event Date:			
Reason for Proclamation:			
Requested Wording on the Proclamation: (no more than two sentences)			
Requestor's Information:			
Name:	Primary #	Email:	
	Alternate #		
Received By:		Date:	