

CHAPTER 2
GENERAL RULES
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CHAPTER 2

GENERAL RULES

1. CATEGORIES OF CORRESPONDENCE.

a. Category 1. Category 1 correspondence is prepared on a CHP 51, Memorandum template, and shall be used for intradepartmental and interdepartmental correspondence. (Correspondence to appointed officials shall be prepared as a memorandum.) It is also used to address other state agencies.

b. Category 2. Category 2 correspondence is prepared on California Highway Patrol (CHP) letterhead. It shall be used for correspondence directed to agencies or individuals outside of California state government. The CHP letterhead can be used within state government for the following:

- (1) Commendations of departmental and other state employees.
- (2) Elected officials such as Governor, Lieutenant Governor, state Legislators, judges of the appellate and superior courts, and justices of the supreme court. (Refer to Annex A of this chapter.)

NOTE: Refer to Chapters 3 and 4 of this manual for directions as to where the CHP 51 and CHP letterhead can be located.

2. SIGNATURES.

a. Authorized Signatory. In addition to the Commissioner and Deputy Commissioner, the following positions are authorized to sign correspondence consistent with their assigned responsibilities:

Assistant Commissioner, Field
Assistant Commissioner, Staff
Division chiefs
Assistant chiefs
Area commanders
Section commanders

b. Signature Delegation.

(1) The Assistant Commissioners and Division chiefs may further delegate signature authority to ranking officers or persons in charge of specialized functions within their commands.

(2) Section or Area commanders may delegate signature authority to below command level if approved by Division.

c. Special Signature Designations.

(1) Correspondence prepared for the signature of the Commissioner or Deputy Commissioner shall include but is not limited to:

(a) Changes in, or additions to, departmental policy.

(b) Matters which cannot legally be delegated by law or regulation.

(c) All correspondence to the Governor, the Lieutenant Governor, their respective staffs, members of the state Legislature, the state Legislative Counsel, judges of the appellate and superior courts, and their counterparts in other states.

(d) All correspondence intended for the personal attention of the heads of comparable levels of federal, state, county, and municipal governments (e.g., law enforcement directors).

(e) Correspondence to the California State Transportation Agency (CalSTA) administrators.

(f) Correspondence directed to headquarters and/or field commands or to personnel of the Department according to the desires or direction of the Commissioner or appropriate Assistant Commissioner.

(2) Correspondence prepared for signature of the Assistant Commissioner, Field, shall include but is not limited to:

(a) Directives to the field that require changed or new procedures.

(b) Correspondence directed to comparable levels of government.

(c) Correspondence delegated by the Commissioner.

- (3) Correspondence prepared for signature of the Assistant Commissioner, Staff, shall include but is not limited to:
- (a) Directives concerning activities within headquarters Divisions or which constitute a major change in Division(s) or in related staff procedures.
 - (b) Correspondence directed to comparable levels of government.
 - (c) Correspondence delegated by the Commissioner.
- (4) Correspondence prepared for signature at headquarters Division level shall include:
- (a) Appropriate staff work.
 - (b) Correspondence to headquarters or the field of an informational or advisory nature or as a direct result of routine Division functions.
 - (c) Correspondence between comparable/equal levels of government in matters pertaining to functions of the Division.
 - (d) Correspondence delegated by the Assistant Commissioner, Staff.
- (5) Correspondence prepared for signature at section level shall include:
- (a) Appropriate staff work.
 - (b) Correspondence to headquarters or the field of an informational or advisory nature or as a direct result of routine section functions.
 - (c) Correspondence between comparable/equal levels of government in matters pertaining to functions of the section.
 - (d) Correspondence delegated by the Division command as appropriate.
- (6) Field Division Chiefs and Area Commanders, unless otherwise directed, are authorized to correspond with agencies and individuals on matters of routine, mutual operational activities except when the subject matter:
- (a) Involves policy determination and/or changes.
 - (b) Is of sufficient importance to require attention at higher levels of command or which may be expected to have a significant effect upon the Department, state, and/or state employees.

(7) Correspondence signed by specialized staff is limited to non-command staff given signature authorization by Executive Management for particular assignments.

d. Signature Block. The signature block on all categories of correspondence, with the exception of correspondence that is prepared for the Governor and the CalSTA Secretary, (refer to Headquarters [HQ] Standard Operating Procedure [SOP] 3.3, Correspondence to be Processed by California State Transportation Agency), shall be blocked flush with the left margin and shall be four line spaces [three blank line spaces, type on the fourth line] below the complimentary close in a letter. Specific instructions and examples of signature groups for memorandum and letterhead are contained in Chapters 3 and 4, as well as sample letters and memorandums found in the annexes of this manual.

3. FILE AND REFERENCE NUMBERS.

a. File Numbers. File numbers shall consist of a minimum of four elements (separated by periods) and shall be used on all headquarters correspondence (use by field commands is optional).

(1) Signatory's Location Code (First Element). Location codes are published in the Organizational Roster. Without exception, the location code number is the first element used and must agree with the signature block (e.g., 1. for the Commissioner; 70. for Administrative Services Division; 76. Business Services Section). Prefix zeroes may be included if desired (up to three digits total).

(2) Signatory Identification (Second Element). Signatory's identification number is the second element. Uniformed identification numbers consist of their identification number only. Nonuniformed identification numbers are preceded with an "A" (e.g., A1234).

(3) Composer (Third Element). The composer's identification number is the third element. When the composer and typist are the same, there is no need to include a third element (e.g., 80. for the signatory's location code, A1111 for the signatory's I.D. number, A1112 for the composer).

(4) Office of Primary Interest (Fourth Element). The Office of Primary Interest (OPI) is indicated in the fourth element when correspondence is prepared for signature by another office. This may be an acronym (e.g., RPS) or the location code (e.g., 061). For example, 80. for the signatory's location code, A1111 for the signatory's I.D. number, A1112 for the composer, 061 for the OPI (80.A1111.A1112.061).

(5) When field offices are responding to headquarters correspondence, headquarters file numbers shall be used. If the field office also uses file numbers, both numbers may be shown.

NOTE: The personal computer “document number” may be added as an extension of the file number and is optional.

b. Supplemental File Numbers. Supplemental file numbers such as an accident report number or other departmental references may be used, but only when necessary, to assure proper identification for reference purposes. These numbers shall follow the last line of the subject.

c. Correspondents’ References. Correspondents’ references (which may be numbers, letters, names, or combinations of the three) may be used. (Refer to Annex B of this chapter.)

4. ABBREVIATIONS, DATES, AND EXPRESSIONS OF TIME.

a. Abbreviations. Abbreviations are not to be used in the inside address of CHP correspondence, with the exception of states’ names (e.g., CA for California) and NE, NW, SE, and SW at the end of a street name. Always spell out the street, avenue, boulevard, and complete name of an organization (as the organization spells its name). A post office box number may be used in place of the street address as shown in the examples below. (Refer to HQ SOP 3.3 for correspondence prepared for the Governor or Agency.)

Examples: Mrs. Margaret P. Vandenberg
615 University Avenue, NW
Washington, DC 20016

David Barnes, President
United Highway Carriers Association
1817 South Fresno Avenue
Stockton, CA 95206

P.O. Box 11215 or Box 11215, Sanford Station

b. Dates. The month, day, and year are expressed in that order. Except when used in file numbers or references, names of months shall not be abbreviated and numerals shall not be used to designate the month (e.g., January 3, 2011, not 1/3/11). In the body of the letter or memorandum, a date may be divided onto two separate lines between the day and year but not between the month and day.

c. Time: International and American Systems.

(1) The International System of 24-hour, four-digit time designation shall be used in intradepartmental correspondence when a reference to time is necessary.

Examples: 0430 (4:30 a.m.) 1630 (4:30 p.m.)
 1200 (noon) 2400 (midnight)
 1205 (12:05 p.m.) 0005 (12:05 a.m.)

(2) International time may be used in correspondence to outside organizations when that time is used in their daily operations.

Examples: Office of Emergency Services
 California Military Department
 U.S. Armed Forces

(3) The American System of time expression shall be used in interdepartmental and letterhead correspondence (e.g., 5:15 p.m.).

5. FORMAT.

a. Style. Full block style (all structural parts beginning flush with the left margin) shall be used in all departmental correspondence except for correspondence that is prepared for the Governor and the CalSTA Secretary. (Refer to HQ SOP 3.3.)

b. Punctuation and Capitalization. Standard English rules for punctuation and capitalization shall be used in all departmental correspondence, reports, and manuals. The Gregg Reference Manual has been chosen to serve as the recommended usage guide for our Department. Sections 1 and 2 of Gregg address proper punctuation rules, and capitalization rules are listed in Section 3. Chapter 1, Annex E, of this manual addresses questions which may arise about capitalizing terms which are specific to the CHP. (Refer to Annex E when you are preparing/proofing written work.)

c. Acronyms and Abbreviations. Acronyms and abbreviations shall not be used at the beginning of a sentence or in a title. The only exception is if you are using "CHP" or "STD." with a corresponding form number.

d. Single Paragraph Correspondence. Single paragraph letters and memorandums shall be double-spaced. The first line shall not be indented. Full block style shall be used. (Refer to Chapter 3, Annex B.)

e. Multiple Paragraph Correspondence. Multiple paragraph letters and memorandums shall be single-spaced. (Refer to Annexes A and C of this chapter.)

- (1) Double-spacing shall be used between paragraphs.

NOTE: Paragraphs 2.d. and 5.a. and c. do not apply to correspondence prepared for the Governor and the CalSTA Secretary. (Refer to HQ SOP 3.3.)

- f. Multiple Page Correspondence. The second and each succeeding page of a letter or memorandum shall be headed with the name of the addressee(s) as it appears in the inside address, the page number, and the date, and shall be placed one inch, six line spaces from the top (five blank spaces, type on the sixth line), flush with the left margin. (Refer to Annex D of this chapter.)

Examples:	National Crime Institute	Central, Coastal, Valley Divisions
	Page 2	Page 2
	June 28, 2024	September 11, 2024

- (1) Correspondence is resumed two line spaces (one blank line, type on the second line) below the date.

- (2) No word shall be divided between pages.

- (3) A paragraph of less than four lines shall not be divided between pages.

- (4) When a paragraph is divided between pages, there shall be at least two lines of the paragraph on each page.

- g. Signature. Proper format for signatures is contained in Chapter 3, Category 1 Correspondence and Chapter 4, Category 2 Correspondence.

- h. Typeface/Font.

- (1) Typeface is defined as a set of characters and symbols that have a unique design and can include different weights and variations like bold and italic. Times New Roman, Century Gothic, and Arial are typefaces.

Examples: Times New Roman
Century Gothic
Arial

- (2) Font refers to a specific variation within a typeface, such as a particular weight or style. For example, Helvetica Light is a single font within the Helvetica typeface.

- (3) Serif/Sans Serif. A typeface or font can also be generally categorized as serif or sans serif. Serifs are the cross lines or finishing strokes at the top and/or bottom of a character. Times New Roman is a serif typeface. Typefaces without serifs are referred to as sans serif. Arial is a sans serif typeface.

NOTE: Departmental correspondence should be prepared with either Times New Roman, Arial, or Century Gothic typeface.

(4) Point Size (Character Height) refers to the height of an uppercase character. One point is 1/72nd of an inch, so 72 points equals one inch. **Correspondence should be prepared with a typeface size of 12 points, but no smaller than 11 points.** Point size does not apply to figures, charts, tables, etc., inserted within correspondence.

6. ATTACHMENTS OR ENCLOSURES.

a. Notations.

(1) "Attachment(s)" or "Enclosure(s)" shall be shown two lines (one blank line space, type on the second line) below the signature block, flush with the left margin. (These are not abbreviated.) "Attachment(s)" is used for memorandums, and "Enclosure(s)" is used for letters.

(2) When the papers to be attached/enclosed are of unusual importance, they may be listed and identified.

Enclosures: Lease
Plans
Specifications

b. Assembling. Attachments or enclosures shall be stapled or banded when transmitted by United States mail. Paper clips or clasps may damage postal equipment.

7. COPIES AND DISTRIBUTION.

a. Preparation, Marking, and Distribution. Only copies necessary to conduct the business of the Department shall be prepared.

(1) Copies may be prepared on a need-to-know basis for specific departmental offices. (Refer to HQ SOP 3.5, Legislative Replies, for correspondence to the state Legislature/Legislators.)

(2) Copies for distribution outside the Department shall be prepared on memorandum or letterhead as appropriate.

(3) The designation of each copy will be checked in red on the copy.

Examples: cc: Golden Gate Division
bc: Human Resources Section

(4) Category 1 Correspondence (memorandum) copy distribution shall be shown as follows:

(a) Intradepartmental correspondence shall show the copy distribution on the original and all copies.

(b) Interdepartmental correspondence shall not show the copy distribution on the original unless there is a specific reason why the addressee should have this information. Copy distribution shall be shown on all departmental copies.

(5) Category 2 Correspondence (letterhead) shall not show the copy distribution on the original unless there is a specific reason why the addressee should have this information.

(6) When copy distribution is shown on an original, the notation "cc:" (copier copy) preceding the list of recipients shall be placed two line spaces (one blank line space, type on the second line) below and in alignment with the word "Attachment(s)" or "Enclosure(s)." When no attachments or enclosures are included, the copy notation shall be placed two line spaces (one blank line space, type on the second line) below the last line of the signature group.

(7) When copy distribution is not shown on the original, the notation "bc:" (blind copy) shall be used in place of "cc:" and shall be shown on all copies prepared.

(8) Copies for Signatory. When correspondence is prepared at one command level for signature of another command level, an extra copy shall be prepared for the office of the individual who signs the correspondence.

b. Correspondence Originating from Headquarters Division Offices. Copies of correspondence, informational documents, or reports shall be routed according to the following guidelines:

(1) Correspondence, informational documents, and reports requested by the Commissioner shall be routed through the appropriate Assistant Commissioner.

(2) Correspondence requiring lateral coordination with other Divisions on routine matters not requiring an Executive Management decision shall be routed directly. A blind copy to the appropriate Assistant Commissioner is not required.

c. File Copies. Headquarters' file copies shall be prepared and distributed in accordance with Annex E.

ANNEX A

SAMPLE LETTER TO ELECTED OFFICIAL (STATE SENATOR)



**CALIFORNIA
HIGHWAY PATROL**

601 North 7th Street, Sacramento, CA 95811 | 916-843-3000
800-735-2929 (TT/TDD)
800-735-2922 (Voice)

CALIFORNIA STATE TRANSPORTATION AGENCY

GAVIN NEWSOM, GOVERNOR

March 10, 2025

File No.: 001.15584.A0000

The Honorable Adam B. Schiff
California State Senate
1021 O Street, Suite 6640
Sacramento, CA 95814-4900

Dear Senator Schiff:

I am writing in response to your letter, and that of your constituent, expressing concern over the perceived lack of enforcement for missing front license plates. The California Highway Patrol issues a significant number of citations statewide for failure to display license plates. In 2024, 24,525 citations were issued statewide for violation of Vehicle Code (VC) Section 5200, Display of License Plates.

A violation of 5200 VC does not always result in a "fix-it" ticket. Whenever a violation is perceived by an officer to be one of persistent neglect or an intentional act, the officer has the discretion to make the citation nondismissible. A nondismissible violation will generate a fine and the requirement to correct the violation.

I hope this information responds sufficiently to your concerns. As always, if you need any further information, please do not hesitate to call me at (916) 843-300, or Assistant Commissioner Rodney Ellison at (916) 843-3232.

Sincerely,

S. A. DURYEE
Commissioner

Safety, Service, and Security
CHP 49 (Rev 4-25) OPI003

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ANNEX B

MULTIPLE PARAGRAPH LETTER WITH HEADQUARTERS FILE NUMBERS AND SUBJECT LINE



**CALIFORNIA
HIGHWAY PATROL**

601 North 7th Street, Sacramento, CA 95811 | 916-843-3000
800-735-2929 (TT/TDD)
800-735-2922 (Voice)

CALIFORNIA STATE TRANSPORTATION AGENCY

GAVIN NEWSOM, GOVERNOR

March 10, 2025

File No.: 071.A12690

Canal Insurance Company
P.O. Box 7
Greenville, SC 29602

Subject: Your Insured-Casino Foods
Policy No.: 2-90-24
Accident of: January 5, 2025

Your letter of January 20, 2025, concerning the accident involving our vehicle requested we send you the name of our insurance carrier.

We are self-insured. The address of the office handling our claim is: Department of General Services, Office of Risk and Insurance Management, 707 3rd Street, West Sacramento, CA 95605.

We are forwarding your letter to the State Insurance Officer. You may expect to hear from that office in the very near future.

Sincerely,

M. FOJAS
Commander
Fiscal Management Section

Safety, Service, and Security
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ACCREDITED AGENCY The logo for an internationally accredited agency, featuring a circular seal with a star and the words "INTERNATIONAL ACCREDITED AGENCY".

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ANNEX C

SAMPLE MEMORANDUM FOR SIGNATURE OF HEADQUARTERS DIVISION CHIEF

State of California

Transportation Agency

M e m o r a n d u m

Date: March 22, 2025

To: Coastal Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Administrative Services Division

File No.: 70.A12690

Subject: DEFENDANT TRANSPORTATION COSTS

As requested by your Division, an assessment regarding defendant transportation costs has been completed. Attached is a memorandum prepared by General Counsel Kim Hunter which outlines the analysis of the issue and the Attorney General Opinions which support the conclusions.

Per Ms. Hunter, all fines, penalties and forfeitures resulting from the arrest and conviction of an individual apply to the involved county, not the Department. The county is responsible for all attendant costs, including the costs of the arrest processing and prosecution of the defendant. Therefore, when the defendant fails to appear in court and a bench warrant is issued, that county is responsible for the costs of transportation when the defendant is rearrested in another county.

Please ensure Captain Clark and any other interested parties are made aware of the contents of the memorandum prepared by Ms. Hunter.

D. A. LYONS, Chief

Attachment

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ANNEX D

SECOND PAGE FORMAT FOR LETTER WITH ENCLOSURES



**CALIFORNIA
HIGHWAY PATROL**

601 North 7th Street, Sacramento, CA 95811 | 916-843-3000
800-735-2929 (TT/TDD)
800-735-2922 (Voice)

CALIFORNIA STATE TRANSPORTATION AGENCY

GAVIN NEWSOM, GOVERNOR

March 10, 2025

File No.: 060.A00001

Mr. Tony Grasso, Executive Director
Associated General Contractors of California
Northern California Office
3095 Beacon Boulevard
West Sacramento, CA 95691-3462

Dear Mr. Grasso:

Thank you for your willingness to serve on the California Highway Patrol's (CHP) Motor Carrier Advisory Committee (MCAC) as a representative of the Associated General Contractors of California. The MCAC functions as a valuable resource for the Department in developing and revising motor carrier policy as well as important administrative regulations. The committee's members are a vital component to the Department's dedication to motor carrier safety.

Meetings of the MCAC are held about three times a year, or more frequently if the need arises. The meetings are held in Sacramento, often at our Academy in West Sacramento, and normally do not exceed four hours in duration. I have enclosed a tentative schedule of future meetings which you may find helpful.

As a reminder, membership on this committee is voluntary, and the CHP cannot reimburse any per diem or travel expenses. So that we may keep our membership list current, please advise us of any change in your address, telephone number, or fax number.

Suggestions for agenda items or any questions you may have concerning the committee may be directed to Mr. Linn Holmes, Motor Carrier Program Manager at (916) 843-3310.

Safety, Service, and Security

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ANNEX D

SECOND PAGE FORMAT FOR LETTER WITH ENCLOSURES (*continued*)

Mr. Tony Grasso, Executive Director
Page 2
March 10, 2025

I appreciate you taking on this role and I look forward to meeting you at the next MCAC meeting.

Sincerely,

M. W. HEADRICK, Chief
Enforcement and Planning Division

Enclosure

Safety, Service, and Security
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ANNEX E

HEADQUARTERS CORRESPONDENCE COPY DISTRIBUTION

One copy for originating office	To be retained in originating office.
One copy for signatory	When correspondence is prepared by another command/office.
One copy for the appropriate Assistant Commissioner	When required. (See page 2-11.)
One copy for Office of Special Representative	For correspondence to the Legislature/Legislators only.

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SAMPLE LETTER FOR SIGNATURE OF THE COMMISSIONER WITH BLIND COPY

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ANNEX G

SAMPLE MEMORANDUM FOR SIGNATURE OF THE DEPUTY COMMISSIONER WITH CARBON COPY

State of California

Transportation Agency

M e m o r a n d u m

Date: March 10, 2025

To: Mr. Jay A. Gould, Chief
Return Analysis and Allocation Division
STATE BOARD OF EQUALIZATION

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Office of the Commissioner

File No.: 1.16566.A3647.A12690.Gould

Subject: OFFICER DON PEDERSON—WORKPLACE VIOLENCE TRAINING

Thank you for taking the time to tell me of the assistance Officer Don Pederson provided your staff. His actions exemplify the California Highway Patrol's (CHP) commitment to safety and public service. Workplace violence is a major employee concern, and the CHP welcomes the opportunity to present training and information on this subject.

I have forwarded your letter to Officer Pederson's commander, Valley Division Chief T. S. Eccles. He will ensure Officer Pederson is made aware of your kind comments.

E. BEAUCHAMP
Deputy Commissioner

cc: Valley Division

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ANNEX H

SAMPLE LETTER TO A RETIRED EMPLOYEE

S. A. DURYEE
COMMISSIONER



601 North 7th Street
Sacramento, CA 95811

December 3, 2024

Mr. Art Padilla
2356 Barcelona Way
Sacramento, CA 95825

Dear Mr. Padilla:

I want to express my sincere gratitude to you for providing entertainment for California Highway Patrol's (CHP) Wellness Day held at CHP Headquarters on November 6, 2024. The CHP cannot thank you enough for making our Wellness Day enjoyable with great music.

The feedback we received from our employees was overwhelmingly positive. We truly appreciate your presence on such a special day for our CHP Employees. On behalf of the men and women of the California Highway Patrol, thank you!

Sincerely,

S. A. DURYEE
Commissioner



CALIFORNIA
HIGHWAY PATROL

SAFETY, SERVICE, AND SECURITY

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