

**CHAPTER 4**  
**CATEGORY 2 CORRESPONDENCE**  
**TABLE OF CONTENTS**

CALIFORNIA HIGHWAY PATROL LETTERHEAD ..... 4-3  
    Purpose ..... 4-3  
    Correspondence Format..... 4-3  
    Signature Block Examples..... 4-8

ANNEXES

A – SALUTATIONS AND ADDRESSES—ELECTED OFFICIALS ..... 4-11  
B – SAMPLE LETTER TO A LAW ENFORCEMENT AGENCY WITH A  
    SUBJECT AND SALUTATION LINE..... 4-13  
C – INSTRUCTIONS FOR USING THE CALIFORNIA HIGHWAY PATROL  
    LETTERHEAD TEMPLATE ..... 4-15

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## CHAPTER 4

### CATEGORY 2 CORRESPONDENCE

#### 1. CALIFORNIA HIGHWAY PATROL LETTERHEAD.

a. Purpose. The California Highway Patrol (CHP) letterhead is used when preparing correspondence in letter format.

(1) Correspondence directed to agencies or individuals outside of California state government shall be prepared on the CHP letterhead.

(2) Correspondence directed to elected state officials shall be prepared on the CHP letterhead.

(3) Commendations for departmental and other state employees may be prepared on the CHP letterhead.

b. Correspondence Format. Departmental correspondence shall be formatted using the appropriate software and applicable templates available to Offices of Primary Interest (OPI).

(1) Address and Telephone Numbers. The command mailing address shall be added to the template. The telephone number(s) of the command originating the correspondence or appropriate internal unit shall be typed immediately after the address.

(2) Date Line. The date will be typed two line spaces below “California State Transportation Agency,” flush with the left margin. (Refer to Headquarters Standard Operating Procedures [HQ SOP] 3.3, Correspondence to be Processed by California State Transportation Agency, when preparing correspondence for the Governor or the California State Transportation Agency [CalSTA] Secretary.) The annexes in HQ SOP 3.3, will provide guidance.

(3) File Number. The originator’s file numbers shall be placed two line spaces below the date, flush with the left margin. The words “File No.:" shall be followed by one space and the appropriate file/reference numbers. Refer to Chapter 2, General Rules, paragraph 3.a., of this manual, which states, “The personal computer ‘document number’ may be added as an extension of the file number and is optional.

(4) Inside Address. The inside address shall be single-spaced in block style, flush with the left margin. The vertical position of the inside address may vary in accordance with the length of the letter but shall be at least two line spaces below the file number and consist of at least three lines. When writing the name of a person or organization in the inside address, follow that person's/organization's preferences in spelling, capitalization, and punctuation; the letterhead on incoming correspondence is the best source for this information (e.g., General Motors; Newsweek, Inc.; Ms. Alyce Meagher).

(5) The template for formatting the CHP letterhead shall be used by OPIs when creating correspondence. Templates are formatting tools with automatic features which may include automatic paragraph numbering and spacing and contain preset heading and footer information.

(6) The CHP letterhead template icon appears as "CHP49 Letterhead" in Microsoft Word. (Refer to Annex C of this chapter.)

(7) Correspondence shall be addressed to the office when the name of an officeholder is not known.

Example: District Attorney's Office  
Amador County  
708 Court Street, Suite 202  
Jackson, CA 95642

(8) Titles in Inside Address.

(a) The titles "Mr.," "Mrs.," or "Ms." shall be used. When a position designation is applicable, it shall be used.

Examples: William Scott, Chief  
San Francisco Police Department  
1251 3rd Street, 6th Floor  
San Francisco, CA 94158

Ms. Janice Simpson  
4771 Leman Avenue  
Ontario, CA 91761

Mr. Richard Simon, President  
United Services Corporation  
1550 South Indiana Avenue  
Chicago, IL 60605

(b) Members of the legislature, judges, and most state and federal elected officials are addressed as “The Honorable.” (Refer to Annex A of this chapter.)

Example: The Honorable Jane Doe  
California State Assembly  
State Capitol  
1315 10th Street  
Sacramento, CA 95814

(c) “The Honorable” shall be used when addressing elected out-of-state officials. (Refer to Annex A of this chapter.)

(d) Persons entitled to a distinctive title of “Judge,” “Governor,” “General,” etc., may retain the title for life. It is a courtesy to use the title in the inside address in this instance (e.g., General Colin Powell).

(9) Street Addresses/Box Numbers.

(a) Spell out the numbers one through ten in street names.

Examples: 980 Ninth Street  
177 Second Floor

(b) Use figures for numbers over ten.

Examples: 627 65th Street  
27 East 22nd Street

(c) House numbers are expressed in numeral; however, the word “One,” rather than the numeral 1, is used for clarity (e.g., One Park Avenue).

(d) Words such as street, avenue, boulevard, east, west, suite, room, etc., are spelled out; however, it is acceptable to abbreviate NE, NW, SE, and SW after a street name.

Examples: 817 Peachtree Avenue, NE  
400 Seventh Street, NW

(e) A post office box number may be used in place of the street address. When writing to a company that provides a street address and a post office box number in its mailing address, it is not required to use both in the inside address or on the envelope. Either is acceptable as long as it is used consistently in both places.

Examples: P.O. Box 1518 or Box 1518 (As indicated on letter received.)  
Box 76984, Sanford Station  
Los Angeles, CA 90076-0984

(10) Attention Line. When a letter is addressed directly to a company, an attention line may be used to route the letter to a particular person (by name or title) or to a particular department. An attention line would not be used if the inside address contained the addressee's name.

(a) The attention line shall be placed two line spaces below and in alignment with the inside address. "Attention" shall be followed by a colon, two spaces, and the name/title of the individual.

(b) "Mr.," "Ms.," or a similar title shall be used. A position designation may also be used when applicable.

Examples: Smith Industries	Cotton Labs
6710 Walking Road	1970 Q-Tip Court
Mission, KS 66202	Atlanta, GA 30329

Attention: Mr. John Smith      Attention: Sales Manager

(11) Salutation. The salutation is typed four line spaces below the last line of the inside address or four line spaces below the attention line when it is used.

(a) The salutation shall be to the person designated in the inside address. Check that the spelling of the name in the salutation matches the spelling used in the inside address.

(b) Abbreviate only the titles Mr., Ms., Mrs., Messrs., and Dr. All other titles such as Professor should be written out.

NOTE: Section 18 of The Gregg Reference Manual provides titles used by officials, dignitaries, and military personnel. When a woman occupies a position, the title "Madam" is substituted for "Mrs." before such formal titles as President, Vice President, Secretary, and Ambassador.

Examples: Dear Mr. Smith  
Dear Ms. Simpson:  
Dear Professor Blakely:  
Dear Mr. and Mrs. Green:  
Dear Madam Ambassador:

(c) "Dear Madam:" should be avoided as a salutation except as indicated in 1.b.(11)(b) above or for impersonal or routine letters. It is especially avoided when addressing an unmarried woman.

(d) The salutation "Gentlemen" shall not be used. When addressing a company and no name is available, do not use a salutation.

(e) When addressing correspondence to directors of law enforcement agencies, it is the practice of this Department to use a personal salutation containing the position title.

Examples: Dear Chief Alvarez:  
Dear Commissioner Duryee:  
Dear Sheriff Cooper:

(12) Subject Line. In simplified format, which has no salutation, the subject line is typed two line spaces below the inside address. Supplemental file numbers or correspondents' references (when used) shall follow the last line of the subject.

(13) Body of the Letter. The body of the letter shall begin two line spaces below the salutation (or subject line, if applicable), flush with the left margin.

(14) Complimentary Close. The complimentary close shall be blocked three line spaces below the body of the correspondence, flush with the left margin. "Sincerely" shall be used to close all departmental letters. A comma shall follow at the end of the complimentary close.

(15) Signatures. The signature block shall be blocked beginning at the left margin, four line spaces below the complimentary close. The signatory's name shall be in uppercase. All other words will be in lowercase with the first letters of main words capitalized.

NOTE: Block style is not used when preparing correspondence for the Governor and the CalSTA Secretary. (Refer to HQ SOP 3.3.)

c. Signature Block Examples. The following is a list of examples of signature blocks prepared for CHP letterhead.

(1) Commissioner

S. A. DURYEE  
Commissioner

(2) Deputy Commissioner

E. BEAUCHAMP  
Deputy Commissioner

(3) Assistant Commissioner, Field

R. D. ELLISON II  
Assistant Commissioner, Field

S. A. SETTER, Chief  
Assistant Commissioner, Field

(4) Field Divisions

T. M. VONG, Chief  
Northern Division

D. J. GOODBRAND, Chief  
Golden Gate Division

(5) Assistant Commissioner, Staff

R. M. JOHNSON  
Assistant Commissioner, Staff

S. RAMOS, Chief  
Assistant Commissioner, Staff

(6) Headquarters Divisions

M. W. HEADRICK, Chief  
Enforcement and Planning Division

C. J. PONTES, Chief  
Department Training Division

(7) Headquarters Sections

D. R. GREENE, Captain  
Commander  
Research and Planning Section

J. NGO  
Commander  
Business Services Section

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## ANNEX A

### SALUTATIONS AND ADDRESSES—ELECTED OFFICIALS

<u>STATE OFFICIALS</u>	<u>ENVELOPE AND INSIDE ADDRESS</u>	<u>SALUTATION</u>
Governor	The Honorable (Full Name) Governor of California State Capitol Building Sacramento, CA 95814	Dear Governor _____:
Lieutenant Governor	The Honorable (Full Name) Lieutenant Governor State of California State Capitol Building Sacramento, CA 95814	Dear Lieutenant Governor _____:
President of the Senate	The Honorable (Full Name), President California State Senate State Capitol, Room _____ Sacramento, CA 95814	Dear President of the Senate: (California's Lt. Gov. is also President of the Senate.)
Secretary of the Senate	The Honorable (Full Name) Secretary of the Senate State Capitol, Room _____ Sacramento, CA 95814	Dear Mr. Secretary: Ms. Secretary:
State Senator	The Honorable (Full Name) California State Senate State Capitol, Room _____ Sacramento, CA 95814	Dear Senator _____:
*President Pro Tempore	The Honorable (Full Name) President Pro Tempore California State Senate State Capitol, Room _____ Sacramento, CA 95814	Dear Senator _____:
State Senator (Correspondence to District Office)	The Honorable (Full Name) California State Senate (Complete Address)	Dear Senator _____:
Member of the Assembly (Correspondence to District Office)	The Honorable (Full Name) California State Assembly (Complete Address)	Dear Assembly Member _____:
Member of the Assembly	The Honorable (Full Name) California State Assembly State Capitol, Room _____ Sacramento, CA 95814	Dear Assembly Member _____:
*Assembly Speaker	The Honorable (Full Name) Speaker of the Assembly California State Assembly State Capitol, Room _____ Sacramento, CA 95814	Dear Mr. Speaker: Ms. Speaker:

\*Note: When addressed in capacity as Speaker, or President Pro Tempore, otherwise use address for Senator or Member of Assembly.

## ANNEX A

### SALUTATIONS AND ADDRESSES—ELECTED OFFICIALS *(continued)*

<u>FEDERAL OFFICIALS</u>	<u>ENVELOPE AND INSIDE ADDRESS</u>	<u>SALUTATION</u>
U. S. Senator	The Honorable (Full Name) United States Senate Washington, DC 20510  -or State Office  The Honorable (Full Name) United States Senator (State Office Address)	Dear Senator _____ :   Dear Senator _____ :
Member of House of Representatives	The Honorable (Full Name) U.S. House of Representatives Washington, DC 20515  Or District Office  The Honorable (Full Name) Representative in Congress (District Address)	Dear Representative _____ :   Dear Representative _____ :
<u>CITY OFFICIALS</u>		
Mayor	The Honorable (Full Name) Mayor, City of _____ (Address)	Dear Mayor
City Council	(Name of City) City Council City Hall (Address)	Dear Council Members:

## ANNEX B

### SAMPLE LETTER TO A LAW ENFORCEMENT AGENCY WITH A SUBJECT LINE AND SALUTATION LINE



**CALIFORNIA  
HIGHWAY PATROL**

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

CALIFORNIA STATE TRANSPORTATION AGENCY

GAVIN NEWSOM, GOVERNOR

February 01, 2025

File No.: 003.15702.A11719.ACSPublications

William Scott, Chief  
San Francisco Police Department  
1245 3rd Street, 6th Floor  
Sacramento, CA 94158

Subject: Salutations

Dear Chief Scott:

The subject is typed two line spaces below the last line of the inside address. It is the practice of this Department when addressing correspondence to heads of law enforcement agencies that their position title is used (e.g., Chief).

According to Highway Patrol Manual 5.1, Chapter 4, departmental correspondence shall be formatted using the appropriate software and applicable templates available to Offices of Primary Interest.

Sincerely,

R. M. JOHNSON  
Assistant Commissioner, Staff

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

AN INTERNATIONALLY  
ACCREDITED AGENCY 

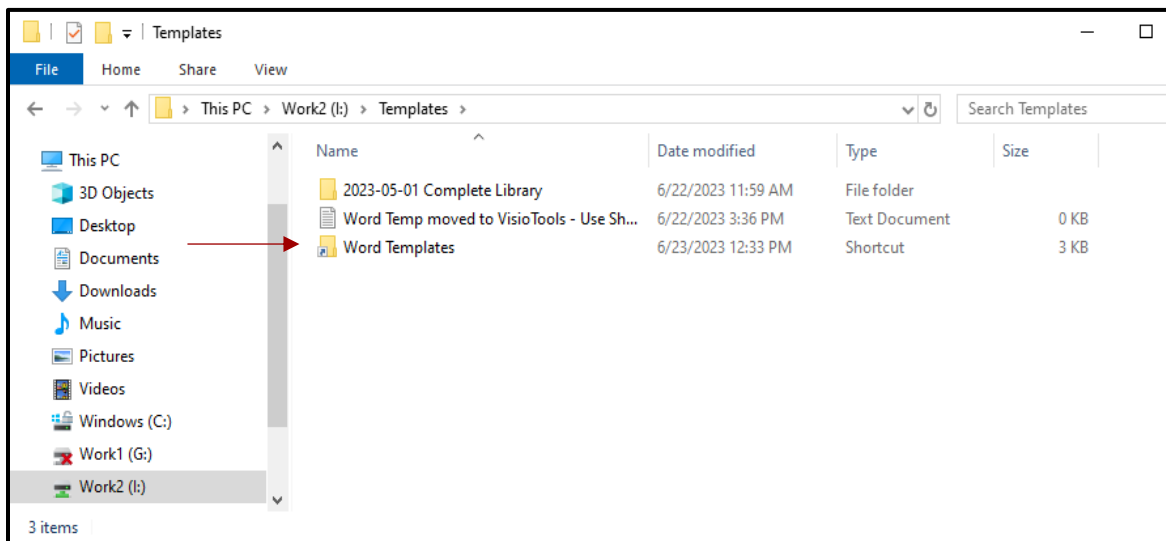
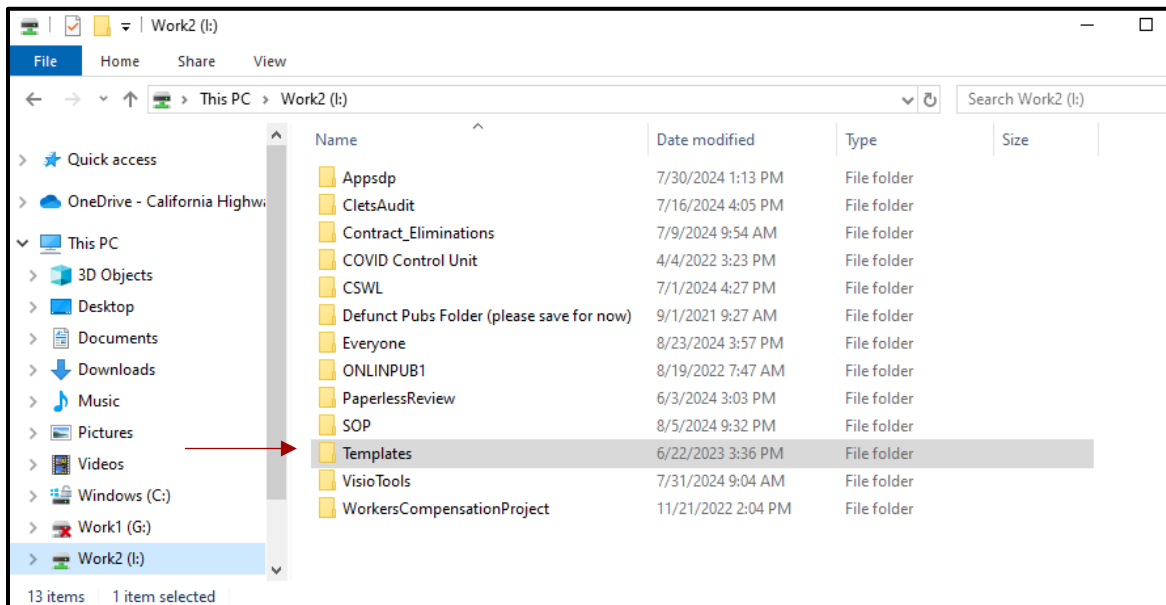
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## ANNEX C

### INSTRUCTIONS FOR USING THE CALIFORNIA HIGHWAY PATROL LETTERHEAD TEMPLATE

1. USING THE “CHP49 Letterhead” TEMPLATE:

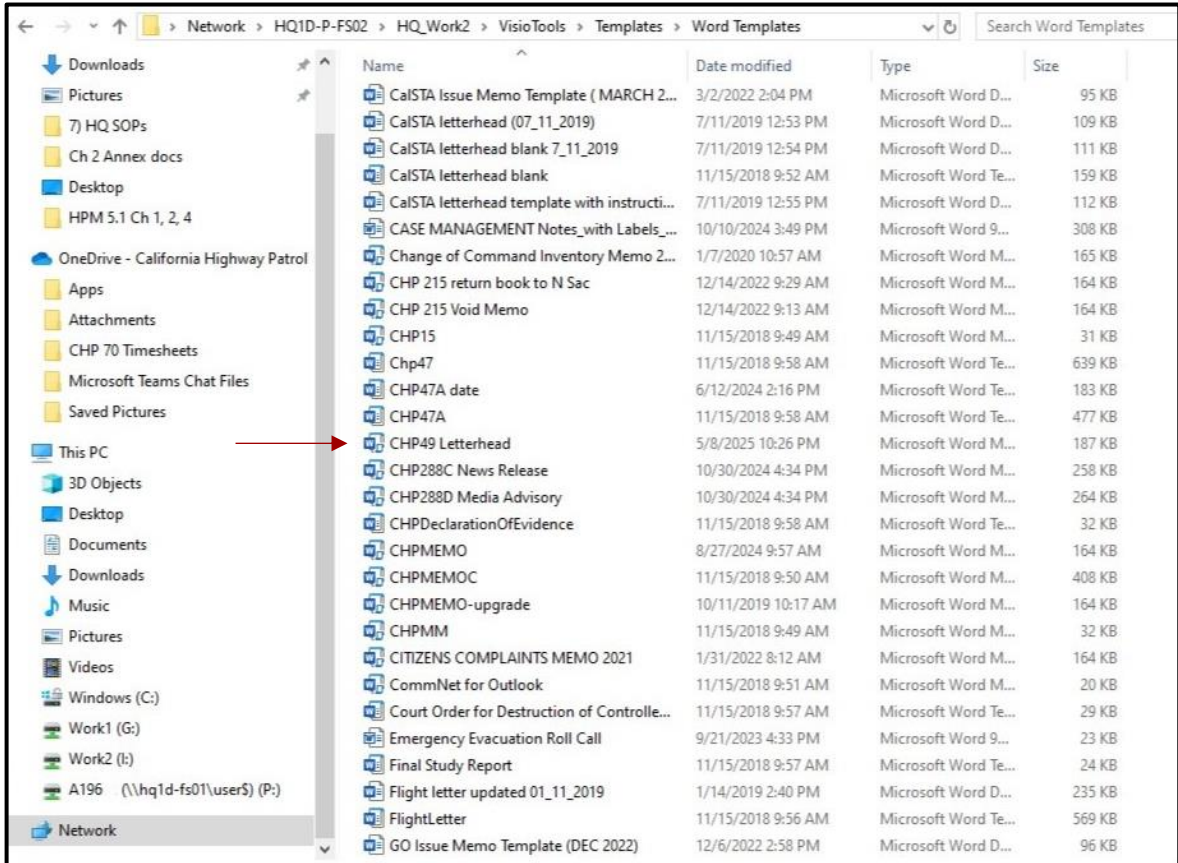
- a. Open Microsoft Word and select the following pathway:  
I-Drive > Templates > Word Templates > CHP49 Letterhead to open the CHP  
Letterhead Template.



## ANNEX C

### INSTRUCTIONS FOR USING THE CALIFORNIA HIGHWAY PATROL LETTERHEAD TEMPLATE (*continued*)

- b. Once the “Templates” screen appears you can select “CHP49 Letterhead.”



- c. Once the CHP49 Letterhead is opened, you will see the CHP Letterhead fields (or information) fill-in macros box. All fields must be completed with the exception of the address line 2. When all required fields have been entered, click the OK button.

## ANNEX C

### INSTRUCTIONS FOR USING THE CALIFORNIA HIGHWAY PATROL LETTERHEAD TEMPLATE *(continued)*

The screenshot displays a window titled "CHP Letterhead" with the version "CHP 49 (Rev. 5-25)". On the left, the California Highway Patrol logo and the text "CALIFORNIA STATE" are visible. On the right, contact information for Sacramento, CA 95811 is listed, including phone numbers for TDD and Voice, and the name "NEWSOM, GOVERNOR".

The central dialog box, titled "CHP 49 (Rev. 5-25)", contains the following fields:

- Date:** A text field containing "May 08, 2025".
- CHP Command Phone:** A field with three input boxes separated by dashes.
- File No.:** A text input field.
- Addressee Information:**
  - Name:** A text input field.
  - Address Line 1:** A text input field.
  - Address Line 2 (Optional):** A text input field.
  - City, State, and Zip Code:** A text input field.

An "OK" button is located at the bottom of the dialog box.

At the bottom of the page, the slogan "Safety, Service, and Security" is displayed above the text "CHP 49 (Rev 4-25) OPI003". To the right, there is a logo for "AN INTERNATIONALLY ACCREDITED AGENCY".

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