


FLORIDA HIGHWAY PATROL POLICY MANUAL

	SUBJECT	POLICY NUMBER
	CORRESPONDENCE	7.05
		ISSUE DATE
		02/01/96
	REVISION DATE	
	12/17/15	
		TOTAL PAGES
		5

7.05.01 PURPOSE

To establish guidelines concerning the handling of correspondence by members of the Florida Highway Patrol both internally and externally.

7.05.02 POLICY

It is the policy of the Florida Highway Patrol to respond to all correspondence received by the Division in a timely, concise and meaningful manner and in accordance with established guidelines.

7.05.03 RESPONSIBILITIES

- A. Troop Commanders are responsible for coordinating with appropriate General Headquarters (GHQ) Staff, via chain of command, concerning any response to correspondence received at the field command level of which GHQ Staff is copied. The same procedure is applicable when troop management receives a copy of correspondence directed to a member of GHQ Staff.
- B. Troop Commanders are responsible for determining that all correspondence control procedures are being followed by personnel assigned to the troop. Troop Commanders shall also make a periodic review of the procedures established in districts under their command to ensure that such procedures are being adhered to by all personnel.

7.05.04 PROCEDURES

- A. CORRESPONDENCE – OUTSIDE THE DIVISION
 - 1. All correspondence received shall be stamped, indicating the date it is received. A record shall be established as to from whom the correspondence was received, to whom the correspondence was directed and the date a response was completed and mailed.
 - 2. The official Department letterhead stationery will be used when corresponding with any outside agency or person with regard to Division business.

3. Any member who has the need to correspond with an individual or entity outside of the Patrol may do so if the member has the assigned authority to handle the situation to be addressed. Otherwise, the correspondence will be referred to an appropriate supervisor.

B. CORRESPONDENCE – WITHIN THE DIVISION

1. All correspondence occurring interdivision shall be in memorandum form. An exception shall be in the event of a resignation or retirement letter, which would be considered a personal request and response.
2. All correspondence interdivision will be placed on plain white paper.
3. Any member desiring to correspond with an individual within the Division on official Division business shall route the information through their Troop Commander via the chain of command. In the event the correspondence involves a member from one troop to another troop, the correspondence shall be routed through both Troop Commanders. The Troop Commander may authorize a member to correspond directly with other members in matters that are considered routine.

C. CORRESPONDENCE – TO THE DIRECTOR

1. Correspondence of members that request written authorization of the Director will be in writing. The request will be addressed to the Director and submitted through appropriate channels for endorsement. The member will submit the request to his or her immediate supervisor, who will forward it through channels.
 - a. Supervisors will place their recommendation and signature on the bottom of the request.
 - b. The immediate supervisor's recommendation will be designated as recommendation #1. It will be necessary to only indicate either "approved" or "disapproved." If the case merits remarks, such remarks will be made immediately under the recommendation. Recommendations by the next in line supervisor will follow as recommendation #2, #3 and #4 as appropriate.
 - c. The Troop Commander shall attach a letter of transmittal to the request, briefly summarizing the request and the troop management's opinion.
 - d. All requests will be given a recommendation by the troop staff and forwarded through appropriate channels without delay.
 - e. Letters of transmittal will be attached by troop supervisors when there is inadequate space beside their recommendation on the letter of request and additional remarks are necessary.

D. FORMAT OF DIVISION CORRESPONDENCE

1. Correspondence with outside parties will be in the format of standard business correspondence (Addendum 7.05-1).
2. Correspondence directed to GHQ will be in the following format:
 - a. It shall be addressed to the staff member, via the appropriate chain of command. The staff member to whom the correspondence is directed shall be listed on the line labeled "ATTN:"
 - b. The body of the letter should be formatted as depicted in Addendum 7.05-2.
3. Correspondence within the Division between members of the various troops should be addressed to the appropriate member and routed through channels as described in Section 7.05.04 (B). The body of the letter should be formatted as depicted in Addendum 7.05-2.

April 30, 2015

Mr. John Q. Public
3322 North Pensacola Street
Panama City, Florida 32401

Dear Mr. Public:

Thank you for your letter dated (insert date received), requesting a copy of a crash report involving Mr. John E. Doe that occurred on January 2, 2015, in Bay County, Florida.

You may obtain a copy of this report by forwarding a check or money order in the amount of \$10.00 made payable to the Florida Highway Patrol Attention: Crash Records (insert complete address).

Upon receipt of your check, we will be delighted to forward you the requested report.

If we can be of any further assistance, please do not hesitate to contact us.

Sincerely,

Major John E. Davis
Troop Commander, Troop (insert Troop letter)
Florida Highway Patrol

jed/grm

ADDENDUM 7.05 – 1

POLICY 7.05 - 4

DIVISION OF FLORIDA HIGHWAY PATROL

TROOP H - TALLAHASSEE

September 15, 2015

TO: Colonel John Doe
Director

ATTN: Lieutenant Colonel James Smith
Deputy Director

VIA: Chief Michael Williams
Northern Region Patrol Operations

Major Robert Jones
Troop Commander

FROM: Captain William Davis
District Commander

SUBJECT: Subject information here

Indent and begin paragraph here.

wbd/mws

ADDENDUM 7.05 - 2

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