



POLICIES AND PROCEDURES

NO. 201

MONTGOMERY COUNTY

Page 1 of 3

DIVISION OF FIRE AND RESCUE SERVICES

DATE
11/18/2002

TITLE

DFRS CORRESPONDENCE

DFRS CHIEF APPROVAL




PURPOSE

- 1.0 To establish guidelines for the prompt and efficient response to public inquiries, and for the standardization of correspondence prepared by DFRS personnel.

APPLICABILITY

- 2.0 All DFRS personnel.

- 2.1  This policy was developed in cooperation with the International Association of Fire Fighters Local 1664.

POLICY

- 3.0 It is the policy of DFRS that all correspondence must be prepared in a prompt and efficient manner to enhance the professional image of the DFRS.
- 3.1 All correspondence prepared for the signature of the Chief, DFRS must be free of white-out, spelling and/or typographical errors, and must be within Division guidelines. Correspondence containing errors will be returned to the author for correction via the chain-of-command.
- 3.2 Correspondence requiring the signature of the Chief, DFRS must be submitted with all pertinent background data.
- 3.3 Correspondence addressed to the following persons or groups must be transmitted under the signature of the Chief, DFRS:

County Executive
Chief Administrative Officer
County Council
County Government Department Heads
Fire and Rescue Commission
Fire Board
Council of Government Chiefs
Maryland Metro Chiefs



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Page 2 of 3

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- 3.4 A copy of all correspondence transmitted to the County Council must be forwarded to the appropriate Assistant Chief Administrative Officer, 2nd floor, Executive Office Building.
- 3.5 After the Chief, DFRS has signed the correspondence, it will be returned to the author for transmittal and copying.
- 3.6 Intradepartmental correspondence addressed to the Chief, DFRS must follow the chain-of-command, have supporting documentation, and be succeeded by the list of endorsements (as per Attachment 6.3).
- 3.7 Intradepartmental correspondence will be properly addressed, i.e., Name, Title, Bureau/Division/Section/Station/Shift.
- 3.8 All correspondence for the County Executive's signature must follow the County Executive Correspondence Guidelines and must be forwarded to the Office of the Chief, DFRS for approval via the chain-of-command.

RESPONSIBILITIES

- 4.0 The author of correspondence is responsible for the accuracy of the data contained therein and will ensure that such data comports with the policies of the DFRS.
- 4.1 The administrative aide is responsible for the final preparation of correspondence and will ensure spelling and typing accuracy and adherence to format guidelines provided in this procedure.
- 4.2 The author's supervisor must review and approve all correspondence prepared for the signature of the Chief, DFRS and then forward it through the chain-of-command.
- 4.3 All DFRS personnel are responsible for ensuring that responses to public inquiries are prepared and mailed within ten (10) days of receipt of the request pursuant to the State Public Information Act and to ensure that all correspondence is prepared within Division guidelines.



POLICIES AND PROCEDURES

NO. 201

Page 3 of 3

MONTGOMERY COUNTY DIVISION OF FIRE AND RESCUE SERVICES

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GUIDELINES

5.0 General:

- a. All incoming correspondence must be stamped with date of receipt.
- b. All DFRS outgoing correspondence will be typed in Arial 12 style font and will be typed on official departmental stationery. Internal memoranda will be prepared on standard bond paper or computer generated letterhead (see Attachment 6.4) using the format on Attachment 6.2.
- c. A continuation page for correspondence will only be used when there are three lines or more of the body of the correspondence before the signature line.
- d. Document names must be used when applicable.

Attachments

- 6.0 DFRS Letter Inside Address Format
- 6.1 DFRS Letter Signature Block Format
- 6.2 Memorandum Format
- 6.3 Memorandum Approval Format
- 6.4 Computer Generated Letterhead

Cancellations

- 7.0 This policy cancels and replaces DFRS Policy and Procedure No. 201 entitled DFRS Correspondence, dated September 1, 1996.