

HUBBARD COMMUNICATIONS OFFICE  
Saint Hill Manor, East Grinstead, Sussex

HCO POLICY LETTER OF 22 DECEMBER 1982RB  
REVISED 15 AUGUST 1990

Remimeo  
All Orgs  
All Missions  
*Public Divisions*  
FSMs

(Revised to delete non-LRH data that was incorrectly added to the PL and update it per later LRH developments. Revisions in script.)

IMPORTANT

SERVICE ROUTES FOR NEW PUBLIC

Streamlined routes are the key to a healthy volume of public flow up the Bridge.

The Class and Grade Chart, of course, with *the Public Divisions* as its entrance point, is our major and time-honored route for all to travel.

But channels are needed within *the Public Divisions* themselves if one is to create a flow. People, and especially new people, need direction. They need maps to follow. By maps we mean routes which clearly indicate which service to do now and which service to do next. If you don't give the public maps you lose them. And without such maps or routes, *Public Divisions* staff in orgs and missions have nothing to organize around in order to flood people into the org, channel them successfully onto and through *Public Divisions* services and from there on up to major services.

*The Public Divisions* are service divisions, not just intro divisions.

The key to full, thriving and effective *Public Divisions* is STREAMLINED SERVICE ROUTES FOR NEW PUBLIC, and these are now provided for *Public Divisions* in both orgs and missions.

This policy letter, with its attachment, shows the basic routes for raw public onto the Bridge and introduces nine key service routes for raw public to follow:

1. Dianetics Co-Auditing Route.
2. Dianetics Professional Auditing Route.
3. Anatomy of the Human Mind Route.
4. Success Through Communication Route.
5. Life Improvement Course Route.
6. Scientology Introductory Auditing Route.
7. Purification Route.
8. The Way to Happiness Route.
9. Hubbard Key to Life Course Route.

These routes give the main flows. They are not necessarily all of the possible routes, but they are the main routes and they are all highly workable.

USE OF THE SERVICE ROUTES FOR NEW PUBLIC

*The Public Divisions* are responsible for bringing new public in, showing them what Scientology and Dianetics are and getting them started on the Bridge.

The modern public likes to be steered through what they are getting. They possess very little initiative. Established routes provide a channel in which bookbuying and all normal public can flow into an org, onto the correct services and up the Bridge. Without these, people buy an item and have no Public Divisions track to move on; there is no map which the public can follow up the Bridge and they can become lost.

The Public Divisions employ these routes by contacting new public, getting them interested and putting them on the correct route.

Example: A person does an introductory service and becomes interested in improving his communication skills. He is enrolled onto the Success Through Communication Course, completes the course and moves up this route to the Hubbard Qualified Scientologist Course where he learns more about Scientology and becomes a Scientologist. From there, he moves onto a major service in Division 4.

When the individual starts on a route, he does the services of that route and is not led off onto some other action or path: he is kept moving up that gradient of services and winning. Public can become dismayed by attempts to shunt them onto major services when it is out-gradient and this must be avoided by Public Divisions staff. Delivering excellent Public Divisions services will get them going on the Bridge and moving over for major services.

A person need not go all the way through any one route in the Public Divisions before he graduates up to major services. In fact, he can go onto Div 4 services at the completion of any Public Divisions service or even if he's straight off the street. Such services may be either training or processing in Div 4, or both training and processing concurrently.

You will also have little side currents where people choose to take one service from one route and one service from another. This is fine as long as the person is kept progressing. Some will need and want one or more of the many additional Public Divisions services not included as part of these routes. Public who don't immediately graduate onto Div 4 services are kept active by doing further Public Divisions services. Those who do not have the time or money for major services in Div 4 are kept on Public Divisions services and are kept winning with good high quality services that increase their abilities until they, too, can move up to higher processing or training levels on the Bridge. But these will be the small currents and eddies. Most of your public should flow right on up one of the key Public Divisions routes and into Division 4.

#### SERVICE ROUTES STARTING IN DIVISION 4

An individual who begins on the Purification Route or Hubbard Key to Life Course Route receives the services of these routes in Division 4. Additionally, a person can be audited on the Happiness Rundown without doing Public Divisions services and would receive this rundown in the Tech Division. These public can be signed up in the Public Divisions and are routed directly onto service in the Tech Division.

The remaining services of these routes are delivered in the Public Servicing Division.

#### SERVICES WITH PREREQUISITES

A few of the services on these routes have prerequisites: there are drug handling steps (Purification Rundown and TRs and Objectives) which can be required before an individual starts the Happiness Rundown on the Hubbard Key to Life Course. If a new

person wants to begin one of these services, he is signed up by the Registrar and directly routed to the Tech Division. Div 4 personnel administer an OCA and get data on the person's drug history; this information and the test results are used by the C/S to determine if the individual would need the drug handling steps. The data from the C/S is then relayed to the Registrar, who explains to the public person what steps he is to do and routes him accordingly - e.g., directly onto the HRD or Hubbard Key to Life Course, or onto the Purification Rundown and TRs & Objectives first.

Most of the services on these routes do not have any prerequisites. For example, even though the Hubbard Qualified Scientologist Course is not the first course listed in any of the routes, it has no prerequisites. A new person wishing to learn more about Scientology in general could be put directly onto the HQS course.

### SUMMARY

An org needs a WIDE, EXPANDING and CONTROLLED FIELD from which to graduate people onto major services.

You have to have lots of people getting service in the Public Divisions on various things. Don't count on one little course as an answer to everything.

But even with floods of people in the Public Divisions on various actions, it is not enough to simply let them bounce or wander aimlessly from service to service, hoping they will eventually find their way up the Bridge. A great deal of traffic can be lost, with resulting loss of income, unless people are channeled correctly.

The "answer to everything" is a lot of services which will interest and involve people and which are also laid out in clearly defined routes that the public can see and follow to keep advancing upward.

At this writing the Public Divisions are richer in available services than ever before in their history.

In establishing the main streamlined routes for these services we have now set the Public Divisions up for volume flow.

Deliver these routes with 100% standard tech and you will find yourself in a boom.

L. RON HUBBARD  
Founder

Revision assisted by  
LRH Technical Research  
and Compilations

Adopted as official  
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