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	Business Cards		Page 1 of 5
	Issued By: Chief Andre Anderson		CALEA Standards 
Effective: 09/11/2007	Updated: 08/06/2024		
Last Reviewed: 08/06/2024			

I. Purpose

The purpose of this order is to establish a procedure which will describe the use of business cards by Ann Arbor Police Department personnel.

II. Policy



It is the policy of the department that sworn personnel not working undercover will carry business cards issued by the department containing the following:

- A. Employee's name, rank, and badge number
- B. Work address
- C. Work telephone numbers
 - 1. Employee's work number
 - 2. Supervisor's work number
 - 3. Police emergency
 - 4. Professional Standards Section
 - 5. Records Unit
 - 6. Detective Section
- D. City's web address.

Police Service Specialists, Police Professional Assistants, non-uniform civilian employees, and Chaplains may be issued business cards that will contain necessary recontact information.



III. Discussion

- A. Business cards provided to citizens by police employees can serve several purposes.
 - 1. They can provide a method for citizens contacted by the employee to be able to easily know how to recontact him/her.
 - 2. They can serve as a reminder to the citizen of who within the Ann Arbor

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Police Department the citizen dealt with.

3. They can make it easier for citizens who do need to recontact the employee they dealt with to call the right location within the Police Department, etc.
 4. Business cards also provide victims of crime with the Victim's Right form as required in [P&P 055-001, Crime Victim's Rights](#).
- B. As an organization, we are proud of ourselves and the job we do. We want citizens to know who they are dealing with and appreciate the services they receive. At the same time, if a citizen has a complaint about the action or inaction of department members, we want them to be able to know with whom they had contact.
- C. The issuance of business cards by Ann Arbor Police personnel is intended to be a positive community relations tool. To that end, the procedures described below will be followed.
- D. It is important to all that personnel use good judgment in support of the spirit and intent of the policy and be mindful that the intent is to provide identification of oneself to the individual requesting it. Personnel who make a good faith effort to identify themselves are not in violation of this policy if a business card is not given when requested.
- IV. Procedures
- A. The Property Officer is responsible for ordering business cards.
1. The Training Sergeant will notify the Property Officer to obtain business cards for new employees in a timely manner.
 2. The Training Sergeant will issue business cards to new officers upon their graduation from the in-house academy.
 3. Employees will be notified when a new order of cards is available from Property.
 4. After the initial issue of business cards, personnel are responsible to obtain replacement business cards in a timely manner by completing the equipment replacement request form (PC-1149), see **Attachment A**.
 5. Supervisors, at their option, can specify that their business cards omit the

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crime victims' rights information normally printed on the backs of the business cards. If this option is chosen, the City's mission statement will be printed on the back of the cards. **(There is no option of having blank backs of business cards.)** Proper notation is required on the equipment replacement request form.

6. When an assignment change is made involving a position change of over 112 days, the affected employee will notify the Property Officer as soon as possible that new business cards are needed.
 - B. After the initial issue of business cards is obtained, personnel provided with business cards are responsible to carry them while working. Officers in an undercover capacity are exempt from this requirement if necessary due to the nature of their assignment.
 - C. Officers will routinely issue business cards when there is both an in-person contact, and the officer reasonably believes there is probable follow-up of the citizen with that officer and as specifically described as follows:
 1. Applicable sworn personnel, assigned as the primary response unit to a dispatched assignment where contact is made with the reportee, complainant, or arrestee, will offer their business card to that person. The same concept will apply with self-initiated and follow-up incidents.
 2. A business card need not be issued at a traffic stop, even if a citation is not issued. An officer shall normally provide a business card when one is requested by the citizen. Where identification is requested, the situation will be handled in accordance with Section IV paragraph "D" of this policy.
 3. If the unit involved is double or where multiple units are involved, only one officer need offer a business card. The decision as to which officer is most appropriate is left to the judgment of the personnel involved. An exception is where a specific request of an individual officer is made. Such instances are cover in Section IV paragraph "D" of this policy.
 4. The above concept does not apply to second and subsequent contacts by the same officer with the same citizen concerning the same matter.
 5. In an arrest/security situation, each succeeding officer and/or command officer dealing with the arrestee is not required to offer a card.
 6. In every case where crime victims' rights are required.



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- D. Officers will ordinarily give business cards to a citizen when pertinent information on the card is necessary for the transaction of police business. This includes the need for an officer to provide a Call for Service, victim rights information, or contact information for follow up. This is not to be construed as an "on demand" requirement. For example, a group of demonstrators could not disrupt police operations by demanding officers' business cards while the officers were in formation and not in a position to respond to the request.

- E. Similarly, officers are not required to jeopardize themselves or others to immediately furnish business cards during emergency or critical incidents or while in making an arrest. As another example, if an officer has very recently had contact with a citizen and provided him or her a business card, the officer is not required to provide another card at the next encounter where it is obvious the person knows the identity of the officer. If asked to identify themselves, officers will provide citizens with their name and title. If supervisor information is requested, contact information, typically a phone number, will be provided by the officer.

- F. When business cards are issued, personnel should write the case report number on the card and first and last name to further assist the citizen and those who will be contacted, where appropriate. Citizens should be advised that when calling in follow-up information it will not be necessary to talk to that officer again and the information can be taken by the Front Desk.

- G. In situations where a citizen express being pleased with contact with a police officer, or the job the employee did, employees should let the citizen know that if they are inclined to do so they can send a letter expressing their feelings to the Chief of Police. This should not be construed as requesting employees to actively seek out citizens to send letters to the Chief of Police regarding the employee's work. Instead, it is to be viewed as an acceptable response in situations where the officer feels it appropriate to advise the citizen that a method to express his/her feelings about the actions of the employees is to send a letter to the Chief of Police.

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Attachment A

UNIFORM EQUIPMENT ISSUE OR REPLACEMENT REQUEST FORM

EMPLOYEE: _____ **BADGE/ADMINISTRATIVE NUMBER:** _____

I HEREBY REQUEST **INITIAL ISSUE** or **REPLACEMENT** OF: _____ **DATE:** _____

1. _____ **Item Description** _____ **Control Number** _____ **Size** _____
 Justification for Issue or Replacement _____

2. _____ **Item Description** _____ **Control Number** _____ **Size** _____
 Justification for Issue or Replacement _____

3. _____ **Item Description** _____ **Control Number** _____ **Size** _____
 Justification for Issue or Replacement _____

TO: SHIFT/SECTION COMMANDING OFFICER (Lieutenant or above) _____ **DATE:** _____

Approved _____ **Signature:** _____ **Badge:** _____

PROPERTY CONTROL OFFICER:

1. You will issue the above listed equipment immediately if in stock.
 2. If not in stock, you will initiate an order for items and issue when received from vendor.

1. **Date:** _____ **Issued by:** _____ **Date:** _____ **Ordered by:** _____
 2. **Date:** _____ **Issued by:** _____ **Date:** _____ **Ordered by:** _____
 3. **Date:** _____ **Issued by:** _____ **Date:** _____ **Ordered by:** _____

Signature of Officer confirming Officer received above noted property: _____ **Date:** _____

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