



CLEVELAND DIVISION OF POLICE

GENERAL POLICE ORDER



EFFECTIVE DATE: JANUARY 17, 2023	CHAPTER: 1 - Administrative	PAGE: 1 of 4	NUMBER: 1.07.11
SUBJECT: BUSINESS CARDS AND BUSINESS QUICK RESPONSE (BQR) CARDS			
CHIEF: <i>Dornat A. Drummond, Chief</i>			

PURPOSE: To establish guidelines for issuing business quick response cards (BQR Cards) and business cards to community members.

POLICY: It is the policy of the Cleveland Division of Police that officers shall use standardized business cards with a quick response code to ensure a professional image and provide a resource for the public to evaluate interactions with police. The BQR codes will allow community members to provide positive and constructive feedback with the goal of continuous improvement of the Division and public confidence that these cards are reviewed, addressing negative responses and recognition of positive feedback for the excellent work of officers. Officers shall utilize personal or blank business cards to provide contact information to members of the community.

DEFINITIONS:

Law Enforcement Activity - services or actions performed during a sworn member’s authorized duties including, but not limited to: responding to calls for police service; community engagement; field interviews of victims and witnesses; traffic stops; investigatory stops; and searches of persons and property, including vehicle searches.

PROCEDURES:

- I. General Guidelines
 - A. Policing is a community activity requiring ongoing communication with the public to identify problems and implement solutions.
 - B. While performing their duties, officers can expect to engage in numerous contacts with the public daily.
 - 1. Interactions between the police and the public form the basis for relationships between the Division and the community.
 - 2. Each situation must be treated on an individual basis and shall be conducted in a respectful, professional, and lawful manner.
 - C. Members shall only use Division-issued personal or blank business cards.
- II. Business Quick Response Cards
 - A. To maintain transparency, establish trust, and evaluate interactions between the community and members of the Division, all officers shall issue standardized Business Quick

PAGE: 2 of 4	SUBJECT: BUSINESS CARDS AND BUSINESS QUICK RESPONSE (BQR) CARDS	NUMBER: 1.07.11
-----------------	--	--------------------

Response cards (BQR Cards) during Law Enforcement Activity unless specified in the below exceptions.

- B. Officers shall not be required to issue a BQR Card during the following circumstances:
 - 1. Conducting approved plain clothes/undercover activity
 - 2. The subject of interaction is arrested
 - 3. During mass gatherings and protests
 - 4. Interactions not requiring a service number (CAD)
 - 5. Administrative duties, business meetings, internal non-investigative staff meetings
 - 6. Other means to provide the survey link were provided to the citizen (E-citation with QR code or direct automation of the survey provided to the citizen through the Communication Control Section (CCS) or Mobile Computer Aided Dispatch (MCAD))
- C. Officers shall make every effort to end encounters with the public professionally, ensuring that the distribution of these cards is a priority and routine in closing interactions with citizens.
- D. At the end of encounters with the public involving Law Enforcement Activity, officers shall provide written documentation in the form of a BQR card delivering the following:
 - 1. Officer's last name and badge number
 - 2. Date and time of encounter
 - 3. The incident report number or service (CAD) number
 - 4. The procedure for providing feedback about their interaction with the officer is scanning the Quick Response (QR) code or going to the City website to file a compliment or report a concern.
- E. Officers shall document the issuance of the BQR card through MCAD under the disposition or through the Communication Control Section (CCS) in the same field.
- F. Commanding Officer and Supervisor Procedures
 - 1. Commanding Officers who receive a negative feedback report shall review the incident for allegations of serious misconduct or criminal misconduct, and if warranted, route it to the Internal Affairs Unit per GPO [1.07.05](#) Internal Complaints of Misconduct. Otherwise, negative feedback will be addressed by the Office of Professional Standards (OPS) if the citizen files a complaint through the link provided or the BQR card link.

PAGE: 3 of 4	SUBJECT: BUSINESS CARDS AND BUSINESS QUICK RESPONSE (BQR) CARDS	NUMBER: 1.07.11
-----------------	--	--------------------

2. Upon notification from the Data Analysis Coordinator, the Commanding Officer shall review provided positive feedback and determine if a commendation is warranted.
 - a. The Commanding Officer or designee will then complete a commendation entry in the Division tracking software and issue a Commander's Letter or Coin in recognition of the positive feedback.
 - b. Multiple Commander Commendations may warrant a higher award recognized at the Division Award Ceremony.
 - c. The Commanding Officer will determine the appropriate commendation for positive feedback or make a recommendation to the Awards Committee for a higher commendation.
3. The Administrative Supervisors of districts and the Officers-in-Charge of specialized units shall ensure that a supply of standardized BQR cards is available for distribution.
 - a. Supervisors requesting BQR cards shall complete the Purchase Requisition Form C of C 71-64 ([Attachment A](#)) and forward it through their chain of command.
 - b. After approval by the respective Deputy Chief, the form shall be forwarded to the Budget Unit for processing before being submitted to the Cleveland Division of Printing.

G. Supervisors shall address violations of this policy through non-disciplinary corrective action per the General Police Order [1.07.06](#) Disciplinary Guidance.

III. Personal Business Cards

A. Authorization for Business cards

1. Upon request, business cards will be provided to Command Staff members and section or unit Officers-in-Charge (OIC).
2. Other members may be provided business cards with the approval of the Deputy Chief in their chain of command.

B. Requesting Business Cards

1. Members requesting business cards shall complete the Business Card Order Form C of C 71-64 ([Attachment B](#)) and forward it through their chain of command.
2. 250 cards may be ordered using the following format

John P. Smith, Lieutenant
Personnel Unit

PAGE: 4 of 4	SUBJECT: BUSINESS CARDS AND BUSINESS QUICK RESPONSE (BQR) CARDS	NUMBER: 1.07.11
-----------------	--	--------------------

Department of Public Safety
Division of Police
1300 Ontario Street
Cleveland, OH 44113
Phone: 216/623-5000 Cell: 216/623-5100
jsmith@clevelandohio.gov

3. After the respective Deputy Chief approves, the form shall be forwarded to the Budget Unit for processing before being submitted to the Cleveland Division of Printing.
4. The Division of Printing will send a proof of the card to the member for review and approval.
5. After the cards are created, they are delivered to the address on the Division of Printing Requisition form.

IV. Blank Business Cards

- A. Division members may utilize the blank business card to provide community members with contact information. The card offers blank lines for members to write in their name and information.
- B. Districts and units shall maintain a supply of blank business cards for members to use.
- C. Blank business cards are available from the Supply Unit through the established supply requisition process.

THIS ORDER SUPERSEDES ANY PREVIOUSLY ISSUED DIRECTIVE OR POLICY FOR THIS SUBJECT AND WILL REMAIN EFFECTIVE UNTIL RESCINDED OR SUPERSEDED.