

PRINCE GEORGE'S COUNTY POLICE DEPARTMENT

Spring 2018 Lieutenant Promotional Process

Preparing for the Multiple-Choice Test

Presented by:



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PRINCE GEORGE'S COUNTY POLICE DEPARTMENT
PREPARING FOR THE MULTIPLE-CHOICE TEST

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INTRODUCTION

This orientation manual is meant to be used along with the video, “Preparing for the Multiple-Choice Test.” The video can be accessed on the following website:

<http://www.fcgtesting.com/p/testing/orientations>
Password: 2018prep

The video is approximately 1 hour in length. You are able to pause the video if needed.

Questions regarding video content can be submitted through the website or by emailing mayur.patel@fcgtesting.com.

The purpose of this manual is to provide information regarding:

- how the Multiple-Choice Test was developed,
- different study techniques, as well as the opportunity to practice the techniques,
- the format of the Multiple-Choice Test, and
- logistics for your Multiple-Choice Test.

The video instructor will refer to this manual throughout the training, so be sure to follow along in your manual while watching the orientation video. You are also encouraged to take notes while you are watching the video. The video is meant to be watched at your own pace. You should pause the video if at any point you feel you need more time to take notes or complete an exercise.

Along with this manual, you should collect the following materials before watching the video:

- Blank paper
- Pencil/Pen
- Highlighter

Troubleshooting guide: If you are having difficulty accessing the video, first make sure that you have typed in the website address and password correctly. Once on the correct page, please note that the video does not start automatically. It may take a few moments to load. Once the video loads, click on the “play” arrow in the bottom left hand corner of the video screen. If the video does not start you should first try the following:

- Try deleting the browsing history and all cookies from the computer’s browser
- Try using a different browser (Firefox, Google Chrome, Internet Explorer)
- Try using another computer (Note: Some computers may not be equipped with the necessary software to play the video)

If you are still unable to view the video after using these techniques you should email mayur.patel@fcgtesting.com.

SOURCE MATERIAL

Below is the final list of sources for the SPRING 2018 Lieutenant Multiple-Choice Exam. You should study the material contained in these sources using the tips presented in later sections of this manual.

Reading List for the Rank of Lieutenant:

1. General Order Manual (With updates issued by 01/01/18)
Acronym List
Duties and Responsibilities
Volumes I and II
2. The County Code of Ordinances/Personnel Law – Subtitle 16
https://www.municode.com/library/md/prince_george's_county/codes/code_of_ordinances?nodeId=PTIITI17PULOLAPRGEOMA_SUBTITLE_16PE
Prince George's County (To access link hit Ctrl+select)
Sections 16-107, 16-109, 16-150, 16-169, 16-170, 16-171, 16-172, 16-173, 16-182, 16-183, 16-184, 16-185, 16-189, 16-192, 16-193, 16-194, 16-195, 16-197, 16-198, 16-215, 16-216, 16-217, 16-217.01
3. Personnel Procedures: PP 211, PP 213, PP 217, PP 223, PP 245
<http://intranet/sites/ohrm/Policy%20and%20Procedures/Pages/default.aspx>
(To access link hit Ctrl+select)
4. AGREEMENT MADE BY AND BETWEEN PRINCE GEORGE'S COUNTY, MARYLAND AND FRATERNAL ORDER OF POLICE PRINCE GEORGE'S COUNTY LODGE 89, INC. (July 1, 2016 - June 30, 2018)
<https://www.princegeorgescountymd.gov/DocumentCenter/Home/View/2684>
(To access link hit Ctrl+select)
5. Community Policing: Partnerships for Problem Solving
Linda S. Miller, Kären M. Hess, Christine M.H. Orthmann
8th Edition, 2017
ISBN-10: 1305960815
ISBN-13: 9781305960817
All Chapters
6. Police Administration: Structures, Processes, and Behaviors
Charles R. Swanson, Leonard J. Territo, Robert E. Taylor
9th edition 2017
ISBN-10: 0133754057
ISBN-13: 9780133754056
All chapters EXCEPT Chapter 7
7. The 21 Irrefutable Laws of Leadership: Follow Them and People Will Follow You
John C. Maxwell
ISBN-13: 9780785288374
All chapters

PLEASE NOTE: The internal hyperlink is only accessible via County computer*

DEVELOPMENT OF THE TEST

The Multiple-Choice Exam is based on a job analysis. A job analysis is the specific and systematic analysis of the tasks associated with a job, as well as the Knowledge, Skills, Abilities, and Other Characteristics (KSAOs) required to successfully perform those tasks. A comprehensive job analysis for all ranks was conducted in 2015 and review of the job analysis was conducted this year to ensure currency.

The Multiple-Choice Exam questions are designed to measure the most critical knowledge areas. The critical knowledge areas for the SPRING 2018 Lieutenant Multiple-Choice Exam are listed below. You should be familiar with these knowledge areas as you are studying the sources.

- 1. Knowledge of the Organization and Resources of the Department/County** - Knowledge of the organization and structure of the Prince George's County Police Department (e.g., Bureau of Patrol, Bureau of Investigation). Knowledge of the Departmental Policy System (e.g., General Orders, Standard Operating Procedures, Chief's Special Orders). Knowledge of the Prince George's County Police Department's authority and jurisdiction. Knowledge of the geographic layout of the County (e.g., district borders). Knowledge of area of responsibility (e.g., district, sectors, beats). Knowledge of the services and resources provided by the Prince George's County Police Department (e.g., CountyClick 311, language assistance, Crisis Response System, Home Security Survey). Knowledge of the programs provided by the Prince George's County Police Department (e.g., Watch Your Car, MATE, FIST, Operation Identification, Police Explorers). Knowledge of employee wellness and assistance programs (e.g., FIT, Employee Assistance Programs (EAP), Psychological Services, Early Identification System (EIS), employee drug testing).
- 2. Knowledge of Administrative and Personnel Policies and Procedures** - Knowledge of the correct documentation for a given situation (e.g., Incident Report, ACRS Report, Accident Investigation, Report of Investigation, Worker's Compensation First Report of Injury or Illness, Infection Control Exposure Report, Commander's Information Report, Pursuit Critique, Use of Force Report, Field Inquiries, After-Action Report, Continuation Report). Knowledge of the Report Writing Manual and procedures for reviewing and approving reports. Knowledge of training and certification policies and guidelines. Knowledge of grooming and uniform policies and guidelines. Knowledge of Department-issued equipment policies and guidelines. Knowledge of equipment and vehicle maintenance policies and procedures. Knowledge of inspection policies and procedures. Knowledge of employee accident and injury policies and procedures. Knowledge of policies and procedures for communicable or infectious disease exposure. Knowledge of Equal Employment Opportunity guidelines (e.g., sexual harassment, discrimination, harassment). Knowledge of employee benefits and compensation policies and procedures. Knowledge of employee overtime policies and procedures. Knowledge of attendance and leave policies and procedures. Knowledge of secondary (extra-duty) employment policies and procedures. Knowledge of past performance appraisal (PPA) policies and procedures. Knowledge of Department protocol policies and procedures (e.g., ethics, unbecoming conduct, integrity, attention to duty). Knowledge of discipline policies and procedures (e.g., conduct-related offenses, performance-related offenses). Knowledge of policies and procedures that apply to commendations and awards.

Knowledge of grievance procedures.

3. **Knowledge of Departmental Communication Policies and Procedures** - Knowledge of internal communication procedures (e.g., chain of command). Knowledge of the routine and emergency notification process (e.g., immediate notification, homicide notification). Knowledge of external communication procedures and what information can be shared. Knowledge of the Department's social media policy. Knowledge of policies and procedures guiding media relations (e.g., Media Relations Division). Knowledge of policies and procedures pertaining to communications and radio use (e.g., clearance codes, signal codes, 10-codes, call signs). Knowledge of policies and procedures for the use of law enforcement databases (e.g., MILES, NCIC, MVA). Knowledge of policies and procedures guiding police-related records (e.g., criminal history records, juvenile records). Knowledge of policies and procedures for utilizing software (e.g., Starlight, Delta-Plus, STEP, RMS, Microsoft Word, Microsoft Excel, Microsoft Outlook, Internet search engines). Knowledge of policies and guidelines for the use of Mobile Data Computers (MDC). Knowledge of policies and guidelines for the use of Mobile Video Systems (MVS). Knowledge of policies and procedures pertaining to the Computer-Aided Dispatch system (CAD).
4. **Knowledge of Routine Patrol and Enforcement Policies and Procedures** - Knowledge of policies and procedures for officer safety. Knowledge of policies and procedures for handling medical emergencies (e.g., providing basic first aid or immediate care for the injured). Knowledge of policies and procedures for establishing probable cause. Knowledge of contact/stop policies and procedures. Knowledge of frisk policies and procedures. Knowledge of search policies and procedures for persons/property (e.g., Carroll Doctrine, search incident to arrest, search of a vehicle, inventory search). Knowledge of seizure policies and procedures for property. Knowledge of the proper function and use of restraint equipment (e.g., handcuffs, The Ripp Hobble, The WRAP). Knowledge of arrest and detention procedures (e.g., criminal/civil citation, full-custody, warrantless arrest). Knowledge of policies and procedures for warrants. Knowledge of policies and procedures for alternatives to arrest and use of discretion. Knowledge of transportation policies and procedures (e.g., arrestee transport, witness transport, victim transport). Knowledge of policies and procedures for processing arrestees. Knowledge of policies and procedures for release or transfer of arrestees. Knowledge of extradition procedures. Knowledge of the Use of Force Continuum and use of force policies and procedures. Knowledge of Department-issued weapons policies and procedures (e.g., rifle, TASER, ASP baton, shield, OC foam spray). Knowledge of policies and procedures for operating Departmental vehicles. Knowledge of the proper function and use of emergency equipment. Knowledge of policies and procedures for pursuits (e.g., motor vehicle, foot). Knowledge of policies and procedures for responding to alarms (e.g., residential, bank). Knowledge of policies and procedures for responding to animal complaints. Knowledge of parking and traffic enforcement policies and procedures (e.g., DUI traffic checkpoints, sobriety testing, preliminary breath test, chemical testing). Knowledge of traffic accident investigation policies and procedures (e.g., crash with injuries, hit and run). Knowledge of policies and procedures for towing/impounding vehicles. Knowledge of policies and procedures for handling juveniles. Knowledge of procedures for handling abuse or neglect of children and vulnerable adults. Knowledge of policies and procedures for handling missing persons (e.g., Silver Alert). Knowledge

of classifying missing persons (e.g., critical missing). Knowledge of policies and procedures for responding to abductions and kidnappings (e.g., AMBER Alert). Knowledge of policies and procedures for handling harassment and domestic violence (e.g., protective orders, temporary protective orders). Knowledge of policies and procedures for handling individuals with an altered mental state or mental disorders (e.g., suicide threats, individuals under the influence of drugs). Knowledge of policies and procedures for authorizing an emergency petition service (EPS). Knowledge of policies and procedures for responding to death scenes (e.g., natural death, suspicious death). Knowledge of policies and procedures for responding to hate incidents. Knowledge of policies and procedures for handling foreign nationals and diplomats. Knowledge of victim/witness assistance policies and procedures. Knowledge of court policies and procedures.

5. **Knowledge of Major Incident Response Policies and Procedures** - Knowledge of the principles and procedures guiding the National Incident Management System, including the Incident Command System. Knowledge of policies and procedures guiding concurrent jurisdiction and mutual aid. Knowledge of policies and procedures for emergency mobilization. Knowledge of policies and procedures for hostage situations. Knowledge of policies and procedures for barricade situations. Knowledge of policies and procedures for responding to active-shooter incidents. Knowledge of policies and procedures for handling suspicious packages. Knowledge of policies and procedures for handling bomb-related incidents (e.g., bomb threats, bomb explosions). Knowledge of policies and procedures for responding to robberies (e.g., commercial, residential, courier). Knowledge of policies and procedures for responding to incidents involving hazardous and radioactive materials. Knowledge of policies and procedures for responding to weather related emergencies. Knowledge of policies and procedures for responding to civil disturbances and mass arrests (e.g., strikes, picketing, demonstrations). Knowledge of policies and procedures for responding to domestic terrorism incidents.
6. **Knowledge of Criminal Investigation Policies and Procedures** - Knowledge of preliminary criminal investigation policies and procedures. Knowledge of policies and procedures for identifying, securing, and protecting a crime scene. Knowledge of policies and procedures for basic interview techniques. General knowledge of policies and procedures for handling informants. Knowledge of policies and procedures for identifying, gathering, and preserving physical evidence. Knowledge of policies and procedures for packaging and submitting property and evidence.
7. **Knowledge of Laws and Prosecution** - Knowledge of the Constitution and Constitutional safeguards. Knowledge of relevant U.S. case laws and decisions affecting law enforcement. Knowledge of applicable governing legislation for the State of Maryland. Knowledge of Code enforcement (e.g., liquor laws, Stop Work Orders). Knowledge of elements of violations of motor vehicle code and the corresponding charges. Knowledge of elements of crimes against persons and the corresponding charges (e.g., Assault, Stalking, Harassment). Knowledge of elements of crimes against property and the corresponding charges (e.g., Malicious Destruction, Trespass on Posted Property). Knowledge of elements of crimes involving fraud and the corresponding charges (e.g., Identity Theft, False Prescription). Knowledge of elements of crimes

involving health and safety and the corresponding charges (e.g., Driving Under the Influence, Possession of Controlled Dangerous Substances). Knowledge of elements of crimes involving morals and decency and the corresponding charges (e.g., Indecent Exposure). Knowledge of elements of crimes against peace and order and the corresponding charges. Knowledge of elements of crimes against the administration of justice and the corresponding charges.

8. **Knowledge of Community Oriented Policing** - Knowledge of community-based policing procedures and techniques. Knowledge of procedures for building community partnerships. Knowledge of non-biased policing policies and procedures. Knowledge of the Department's citizen complaint process. Knowledge of how to approach citizens with appropriate professionalism and courtesy. Knowledge of how to interact with the community, including potential difficulties when interacting with citizens. Knowledge of crime prevention techniques (e.g., premise checks, area checks).
9. **Knowledge of Supervisory Techniques and Approaches** - Knowledge of communication processes and best practices (e.g., two-way communication). Knowledge of principles as they relate to setting performance expectations. Knowledge of principles as they relate to observing and documenting job performance (e.g., supervisory notes, performance assessment form). Knowledge of methods and techniques for providing feedback (e.g., constructive feedback). Knowledge of methods and techniques for coaching employees. Knowledge of methods and techniques for counseling employees. Knowledge of methods and techniques for administering discipline/corrective actions. Knowledge of methods and techniques for mentoring employees. Knowledge of conflict resolution techniques for difficult situations. Knowledge of methods for career development. Knowledge of methods and techniques for delegating work to subordinates. Knowledge of techniques for directing others that may not be under your direct supervision.
10. **Knowledge of Leadership Styles and Principles** - Knowledge of ethical decision making and problem solving techniques. Knowledge of professional conduct in a leadership role. Knowledge of procedures for creating and developing a team (e.g., assigning team roles and responsibilities, developing team goals). Knowledge of techniques for leading a team. Knowledge of potential team building problems and how to prevent them (e.g. Groupthink, scapegoating). Knowledge of leadership styles and principles (e.g., Authoritarian, Transformational, Laissez-Faire leadership styles) and how to apply them on the job. Knowledge of leadership theories and techniques (e.g., Theory X, Path-Goal Theory) and how to apply them on the job. Knowledge of motivational techniques (e.g., positive reinforcement). Knowledge of risk and how to avoid risk when making decisions. Knowledge of persuasion techniques.
11. **Knowledge of Training Techniques** - Knowledge of methods and techniques for training employees and the public (e.g., creating training objectives, instructing). Knowledge of general learning principles and how to apply them during training (e.g., auditory, visual). Knowledge of safety considerations related to training (e.g., firearm safety, vest care). Knowledge of the use of instructional tools and props.

DEVELOPING A STUDY PLAN

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
WEEKLY GOALS							

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
WEEKLY GOALS							

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
WEEKLY GOALS							

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
WEEKLY GOALS							

HIGHLIGHTING PRACTICE

The following are some tips to help you while using this technique:

- ☞ Do NOT highlight information you already know.
- ☞ ONLY highlight key points. Use the highlighted key points as triggers to remember the detailed information surrounding the key point.
- ☞ Highlight only as much as necessary to *remind* yourself of the most important information. Highlighting too much of a topic area will defeat the purpose.

Remember, highlighting is a method to streamline the material (i.e., reduce the amount you have to study). Going through the information once is probably not sufficient for you to remember the material. You must still review the highlighted information again in order to improve your chances of recalling the information on test day.

On the next two pages is an excerpt from your source material. You will use this information to practice the highlighting study technique.

**THE FOLLOWING EXCERPT WAS TAKEN FROM
PRINCE GEORGE'S COUNTY POLICE DEPARTMENT GENERAL ORDER MANUAL
TITLE: MOBILE VIDEO SYSTEM (MVS)
GENERAL ORDER: VOLUME I, CHAPTER 26**

HIGHLIGHTING PRACTICE**VOLUME I, CHAPTER 26. MOBILE VIDEO SYSTEM (MVS)****VI. GOVERNING LEGISLATION & REFERENCE)****4. Traffic Stops**

(Annotated Code of Maryland, Courts & Judicial Proceedings, Section 10-402)

The MVS is automatically activated when the vehicle's emergency equipment is turned on. Prior to exiting the vehicle, officers shall ensure that the MVS camera is focused and recording the subject vehicle and that all audio devices and the remote microphone are turned on.

Officers shall narrate their activities on the audio portion for evidentiary value.

At the beginning of every traffic stop, officers will notify individuals stopped that they are being audio and video recorded. For example:

"Good morning, Sir/Ma'am. My name is Officer Smith of the Prince George's County Police Department. I am advising you that you are being audibly and visually recorded. You were stopped for exceeding the posted speed limit. May I have your license and registration, please?"

The officer initiating the stop shall be the primary officer and shall not cease audio and video recording until the end of the traffic stop. Secondary officers arriving on scene shall ensure that their microphones remain turned on until the end of the stop.

5. Failure to Record Activity

Officers failing to record vehicle stops, vehicle pursuits, police operations necessitating priority responses, or prisoner transports shall document the failure on the MVS/MDC Failure to Record Activity

Notification Form. Notification forms citing inoperable or malfunctioning equipment shall have MVS/MDC Equipment Inspection/Malfunction Reports attached to them. Officers shall submit the completed forms to their supervisors prior to the end of their tour of duty.

Supervisors shall review and sign MVS/MDC Failure to Record Activity Notifications and submit the forms through their chain of command. Upon completion of all signature blocks,

District/Division Commanders/Managers shall ensure that the Notification forms are forwarded to the Mobile Video Unit (MVU) for processing.

6. MVS Deactivation

MVS equipment may be manually deactivated during non-enforcement activities, for example:

- Protecting a traffic accident scene
- Directing traffic for an extended period of time

7. Care of DVDs

DVDs shall only be reviewed on the in-car MVS. To prevent damage to the original DVD, it shall not be copied or otherwise inserted into any DVD player or any other equipment.

8. Supervisors' Responsibilities

Supervisors or their designee are responsible for inserting new DVDs in the MVS. Supervisors or their designee shall remove recorded DVDs and replace them with blank DVDs as needed. DVD insertions and removals shall be documented on the Video Chain of Custody

HIGHLIGHTING PRACTICE

VOLUME I, CHAPTER 26. MOBILE VIDEO SYSTEM (MVS)

Log and maintained in the District/Division MVS Logbook.

When inserting or removing DVDs, supervisors or their designee shall ensure that the barcode on the DVD is the same as the barcode on the Video Chain of Custody Log. Supervisors or their designee are prohibited from altering barcodes on DVDs and Video Chain of Custody Logs. In cases where the corresponding Video Chain of Custody Log (PGC Form #4587) cannot be located, the supervisor shall contact the District/Division NCO to obtain a blank Video Chain of Custody Log Form to complete.

Supervisors or their designee shall ensure that the MVS is in proper working order each time a new DVD is placed in service. Supervisors or their designee shall document malfunctions or error signals on the MVS/MDC Inspection/Malfunction Report and ensure that they are faxed to the Mobile Video Unit.

Supervisors or their designee that observe or are notified of a broken or malfunctioning MVS/MDC shall direct the officer to immediately respond to the MVS/MDC repair shop to have the equipment repaired. If notified during non-business hours, the supervisor or their designee shall direct the officer to respond to the MVS/MDC repair shop during the officer's next tour of duty. The supervisor or their designee shall follow-up to ensure completion.

DVDs and wireless transmissions are official police records and shall be treated as such. Supervisors are authorized access to the MVS video unit and are responsible for placing DVDs in the District/Division video drop box.

Supervisors shall review the mobile video of any officer that is listed in a report as having been present during:

- Incidents involving injuries to a prisoner or officer
- Vehicle pursuits
- Uses of force
- Incidents where a complaint has been received

These reviews shall be documented on the corresponding Commander's Information Report, Pursuit Critique, or Report of Investigation, as appropriate. DVDs and wireless transmissions of the above listed incidents shall be identified by MVU technicians and held as evidence.

Submission of MVS DVDs

Officers shall complete the Video Chain of Custody Log when DVDs or wireless transmissions are to be held as evidence. Officers shall check the box labeled "HOLD DVD" on the Video Chain of Custody Log and indicate the incident date and reason for the hold.

All DVDs shall be placed in the video drop box. Under no circumstances shall any DVD be removed from its portable unit or stored in any other location. Prior to depositing DVDs in the video drop box, DVDs are to be placed in a protective sleeve, if available. DVDs that are to be held as evidence will be marked appropriately by Mobile Video Unit personnel.

9. District/Division Supply Clerk

The District/Division supply clerk shall maintain a supply of blank DVDs, protective covers, and Video Chain of Custody Logs and make them available to

NOTE TAKING PRACTICE

The note taking method consists of five steps that can be described as “the 5 Rs.” The 5 Rs are described as follows:

Record While you are reading a chapter, write notes on a separate notepad. This will serve as your study guide. Be sure to leave a three-inch margin on the left hand side of your paper for the next step.

Reduce After you have finished the chapter, go back and read over your notes. Reduce your notes into a few key points and write those key points down in the left hand margin of your study guide.

Recite After you have recorded your notes and reduced them into key points, cover your notes so that you can only see your key points. Now try to remember all of the facts from your notes using the key points as your only clues.

Reflect While filling in the facts, try to come up with associations so you can memorize them. For example, if you are studying arrest procedures, think of an arrest that you made and each of the steps you took.

Review Go over your notes, key points, and associations many times.

Note cards are also extremely effective in reducing the amount of information you have to study. Once you have read a passage you can write the main idea on one side of the note card and then summarize the passage on the other. Note cards are particularly useful when trying to remember definitions or charges. A benefit to note cards is that they are portable and can easily be accessed whenever you have free time to study. In addition, there are now applications that allow you to create digital note cards and sync them with your smartphone. (e.g., Quizlet, Evernote, FlashCards+, StudyBlue, Chegg Flashcards).

On the next two pages are excerpts from your source material. You will use this information to practice the note taking study technique.

**THE FOLLOWING EXCERPT WAS TAKEN FROM
PRINCE GEORGE'S COUNTY POLICE DEPARTMENT GENERAL ORDER MANUAL
TITLE: ARREST, TRANSPORT, & PROCESSING
GENERAL ORDER: VOLUME II, CHAPTER 4**

NOTE TAKING PRACTICE

VOLUME II, CHAPTER 4. ARREST, TRANSPORT, & PROCESSING

Officers shall submit all fingerprint cards and the Processing Information Sheet before going off duty. Supervisors shall ensure that all cards are completed correctly prior to being submitted to records.

Photographing Arrestees

Arrestees are to be photographed using Livescan. Officers will ensure the correct Master Persons Number is included. A front photo and right profile photo will be taken of the arrestees' face.

Photographing Distinctive Marks

Arresting officers may photograph scars, marks, or tattoos of an arrestee. Such photos may be uploaded to the Case Record in RMS.

Photographing Felony Arrestees

When an arrestee is charged with a felony, a photograph will be taken and forwarded to the appropriate RID or CID Supervisor. The following information will be placed on the reverse of the photo:

- Arrestee name
- Date
- Charge
- RMS Number

11. Uncooperative Arrestees

Arrestees Refusing to be Processed

When an arrestee refuses to be processed, the officer shall note this on all reports and notify the Commissioner. Commissioners cannot make the completion of processing a condition for release.

If an officer believes an arrestee is attempting to avoid identification, the officer

may contact the on-duty Assistant State's Attorney (ASA). The ASA may decide to seek a court order requiring the arrestee to submit to processing.

When an arrestee refuses or is unable to provide information for the Booking Record, the officer shall note "Refused" for the name, not "Refused, Refused" or "Unknown, Unknown". Any information that is known shall be entered, such as gender or race in the appropriate RMS drop downs.

Using an Alias to Identify an Arrestee

When an officer cannot establish an arrestee's identity, the arrestee shall be identified as "Unknown" in the Case Record. On the Statement of Probable Cause form, the officer shall state the reasons why the identity of the arrestee could not be established.

Follow-Up Responsibility of Arresting Officers

When an officer books an arrestee as Unknown, the officer shall conduct a follow-up investigation and attempt to identify the arrestee. If the arrestee is not identified within 30 days, officers shall detail the attempts made, as well as the outcome and conclusion of the search, in the Case Record.

If the officer develops additional information in the future, the Case Record shall be updated as necessary.

Arrestee's Age Undetermined

When an officer cannot establish an arrestee's age, the arrestee shall be booked as an adult, unless the officer can assume by

NOTE TAKING PRACTICE

VOLUME II, CHAPTER 4. ARREST, TRANSPORT, & PROCESSING

observation that the arrestee is a juvenile. When a juvenile is charged as an adult, and is later discovered to be a juvenile, the reporting officer will submit the information in the RMS Case Record.

Charging Adults on a Juvenile Petition

To constitute contributing to the delinquency of a minor, the adult must be contributing to the commission of an act by a minor, which would be unlawful even if the minor were an adult. The State's Attorney's Office (SAO) must charge adults on a Juvenile Petition.

To constitute the offense of contributing to a child in need of supervision, the adult must be contributing to the commission of an act by a minor that is unlawful for juveniles only, such as, possession of alcoholic beverages, or curfew violations.

When an offender is able to provide identification, the officer will not arrest them unless other violations mandate an arrest. The officer shall obtain the offending adults information and respond to the SAO, Juvenile Division, during normal business hours. The officer will complete an affidavit and the SAO will complete a petition. The adult will then be served.

If, however, the offender cannot be identified they will be arrested. The officer will complete a Booking Record and Statement of Charges and present the suspect before a commissioner for bond review. The officer will respond to the SAO, during normal business hours, to complete an affidavit. The SAO will then complete a petition and the adult will be served.

12. Preparing Arrests for Prosecution

Case Screening by SAO

Screening is necessary even though a preliminary hearing will be held. Failure to screen a case in a timely manner cannot be remedied by attending the preliminary hearing. If a felony charge is dismissed because of noncompliance with this subsection, the defendant may be recharged with Supervisory approval.

To schedule a screening appointment, officers shall contact the Screening Division, SAO, within 72 hours after an arrest. Appointments shall be scheduled to occur within fourteen calendar days following the arrest. If the Screening Division cannot accommodate the fourteen-day limit, the appointment shall be scheduled for the next available date. Field Training Officers shall accompany their recruit officers to all screening appointments.

When a juvenile is charged as an adult with a felony, notification must be made to the SAO via procedures above, to avoid dismissal of charges at the preliminary hearing. The court will set a preliminary hearing within fifteen days of arrest for juveniles charged as adults.

Attorneys from the Screening Division screen arrests with CID on a regular basis. Officers assigned to investigative sections may use this option in lieu of scheduling an appointment. The case must be screened during the next available screening session at CID.

OUTLINING PRACTICE

Outlining helps to organize material for memorization through association to “key” ideas. When you outline an area of study, use only short phrases or key words to serve as triggers to remember the detailed information. The following is an example of an outline format.

I. Major Heading 1

A. Sub Heading 1

1. Sub, sub heading 1

a. sub, sub, sub heading 1

b. sub, sub, sub heading 2

2. Sub, sub heading 2

B. Sub Heading 2

II. Major Heading 2

A. Sub Heading 1

B. Sub Heading 2

On the next two pages is an excerpt from your source material. You will use this information to practice the outlining study technique.

**THE FOLLOWING EXCERPT WAS TAKEN FROM
PRINCE GEORGE'S COUNTY POLICE DEPARTMENT GENERAL ORDER MANUAL
TITLE: DRIVING UNDER THE INFLUENCE OF ALCOHOL OR DRUGS
GENERAL ORDER: VOLUME II, CHAPTER 22**

OUTLINING PRACTICE

VOLUME II, CHAPTER 22. DRIVING UNDER THE INFLUENCE OF ALCOHOL OR DRUGS

Before conducting a traffic checkpoint on private property such as apartment parking lots, shopping center parking lots and driveways, written permission will be obtained from the property owner or authorized agent.

Authorization to Initiate Checkpoints

Checkpoints may be initiated only upon the written approval of the Commander of SOD. Requests shall be made on an inter-office memorandum via the chain of command and include the following information:

- Purpose of checkpoint
- Location of checkpoint
- Date and time of checkpoint

The Commander, SOD shall notify the Deputy Chief, Bureau of Patrol of all checkpoint approvals.

Notifications

Before initiating a checkpoint, the checkpoint manager shall notify the following of the date, time, and location site:

- Sector Supervisor or Sector Commander
- District Commander
- Public Safety Communications
- MSP barrack servicing the area (for traffic-related checkpoints)

Legal Considerations

Traffic checkpoints must be conducted in strict compliance with legal guidelines. The checkpoint manager shall ensure the following:

- An official sign will be placed to give motorists adequate warning that a checkpoint is ahead and the opportunity to choose an alternate route

- All official signs used at checkpoints must have the prior approval of the appropriate Commander, SOD
- Officers manning checkpoints shall be in uniform
- At least one marked police cruiser will be used at each stop location
- All vehicles will be stopped
- If traffic becomes congested, the Checkpoint Manager may temporarily suspend the operation until the congestion is relieved
- Motorists who do not wish to stop shall be allowed to make a legal U-turn prior to the checkpoint and follow a different route
- Officers will not search vehicles, nor interrogate drivers or passengers unless probable cause exists to search the vehicle, or an arrest is made

Initial Stop & Contact

The initial stop and contact shall last approximately one minute or less. Officers conducting the initial stop and contact shall:

- Identify themselves
- State the reason for the stop
- Tell the motorist that all motorists are being stopped
- Thank the driver for his cooperation

If an officer develops probable cause to believe that the motorist is driving while under the influence of alcohol, the officer shall direct the motorist to a location designated for vehicles that are to be detained, and pursue the matter for a reasonable time. If the motorist refuses to cooperate, the motorist may be detained and the officer may investigate further.

If the officer does not develop probable cause during the initial contact, the motorist will be instructed to proceed.

OUTLINING PRACTICE

VOLUME II, CHAPTER 22. DRIVING UNDER THE INFLUENCE OF ALCOHOL OR DRUGS

Arrest Procedures

Persons arrested at checkpoints will be transported and processed in accordance with established procedures. *See:* **VOLUME II, CHAPTER 4. ARREST, TRANSPORT, & PROCESSING.**

After Action Report

The Checkpoint Manager will ensure that an after action report is completed at the conclusion of the operation. Copies of the report will be forwarded to the Commander, SOD, the affected District Commander, and Deputy Chief, Bureau of Patrol. The report shall include, but not be limited to the following:

- Purpose, date, time, and location of the checkpoint
- Number of vehicles stopped
- Number of arrests made
- Description of charges made

2. Sobriety Tests

Individuals suspected of DUI shall be requested to perform roadside sobriety tests, unless they are physically unable. If possible, tests should be administered in a well-lighted and level area. Prior to administering any tests, officers will briefly explain and demonstrate them.

When attempting to determine impairment, only officers trained to administer the Standardized Field Sobriety Tests (SFST) will attempt to administer them and shall follow all procedures and scoring criteria established by the National Highway Traffic safety Administration (NHTSA) when doing so. The SFST include:

- Horizontal Gaze Nystagmus (HGN)
- Walk and Turn

- One Leg Stand

An officer not SFST-trained, shall not attempt to administer the tests listed above, but may attempt to administer the tests listed below, which include, at a minimum:

- Walk and Turn Test:** With the left foot on a line, place the right foot in front of it with the right heel touching the left toe; walk nine steps down the line in heel to toe fashion, turn, and take nine steps back in the same manner
- One-Leg Stand Test:** Stand with heels together and arms at sides, raise one leg approximately six inches off the ground and hold that position for 30 seconds while counting aloud 1001, 1002, continuing until 1030

3. Preliminary Breath Test (PBT)

A PBT may be used to develop additional probable cause to detain an individual. The PBT does not replace conventional roadside sobriety tests or chemical tests.

Only officers that have been trained and approved by the State Toxicologist shall administer a PBT.

A PBT may be administered after an operator has been advised of the rights outlined in the Preliminary Breath Test Advice of Rights form. The operator does not have the right to speak with an attorney before deciding whether to submit to a PBT. PBT results may not be used as evidence, but the results should be included in the reasonable grounds section of the DR-15A form.

The use of PBTs shall conform to the regulations of the State Toxicologist. PBT operators shall record PBT test results in the

CREATING ACRONYMS

Acronyms are abbreviations of several words used to improve memory and are used throughout public safety. Words such as ICS and NIMS are acronyms. Here are the steps to creating an acronym:

1. Write the facts you want to remember (keep filler words to a minimum)
2. Underline the first letter of each fact (if there are multiple words, only underline the first word)
3. Arrange the underlined letters to form an acronym that is a real word or a nonsense word that you can remember

You will be permitted to write in your test booklets on test day. You may find it helpful to write down your acronyms once time starts. This can serve as a memory aid as you are working through the test.

On the next page is an excerpt from your source material. You will use this information to practice creating acronyms.

**THE FOLLOWING EXCERPT WAS TAKEN FROM
PRINCE GEORGE'S COUNTY POLICE DEPARTMENT GENERAL ORDER MANUAL
TITLE: WEAPONS
GENERAL ORDER: VOLUME II, CHAPTER 56**

CREATING ACRONYMS**VOLUME II, CHAPTER 56. WEAPONS**

CEW can be deployed in one of two modes:

- Probe mode is intended to cause neuromuscular incapacitation of an individual
- Touch/stun mode is used for pain compliance.

CEWs are a defensive weapon, and, officers shall consider the reasonableness of using the CEW by evaluating the totality of the circumstances to include age of the individual and the number of officers on the scene.

CEWs may be used on an individual who poses a threat of physical injury to themselves or others.

CEWs shall not be used on the following:

- An individual who may have been exposed to an alcohol-based OC spray
- A person operating a vehicle
- A woman known to be pregnant
- An individual in danger of falling from an elevated position (i.e., ladder, stairs, roof, etc.)
- An individual wanted solely for minor offenses (i.e., trespassing, shoplifting, etc.) unless the individual is actively resisting or actively aggressive
- Apprehension of a fleeing individual where there is no probable cause for an arrest

The CEW shall be deployed the least number of times reasonably necessary to gain control. Individuals who have been subjected directly to the CEW or the probes shall immediately be transported to a medical care facility for evaluation and treatment. Officers shall transport the individual unless on-scene medical personnel deem transport by ambulance more appropriate.

Officers shall advise medical personnel that the individual has been subjected to the CEW, providing the approximate time since the deployment occurred. In the event of penetration, only medical personnel may remove the probes if embedded in the skin.

Officers shall obtain a hospital discharge form from the attending physician before transporting the individual to a processing facility, and attach a copy to the Use of Force Report.

Anytime an officer discharges a CEW to immobilize an individual by discharging the cartridge or making direct contact with an individual utilizing the drive/stun method, he or she shall:

- Contact TED during business hours that day or the next business day to schedule an appointment to deliver the CEW for download of deployment information
- At the time of meeting with TED, provide a copy of the Use of Force Report and complete a Taser® Discharge Report provided by TED
- Have the CEW download completed within 7 business days from the discharge date

Officers who accidentally discharge their CEWs shall:

- Contact TED during business hours that day or the next business day to schedule an appointment to deliver the CEW for download of deployment information
- At the time of meeting with TED, provide a copy of the CIR and complete a Taser® Discharge Report provided by TED
- Have the CEW download completed within 7 business days from the discharge date

RETRIEVAL PRACTICE

Retrieval practice involves recalling information with minimal cues. To begin, identify a passage of information that you want to read. It shouldn't be too long, no more than 2 pages. Read that passage and then put it aside. Next, take a few minutes to write what you remember. Do NOT look back at the passage that you read. This step is important because this is what helps commit the information to your long term memory. When trying to remember everything you have just read, you are organizing information within the long term memory and are creating cues and connections that the brain later recognizes. It helps you remember the information better than just reading it.

On the next two pages is an excerpt from your source material. You will use this information to practice the retrieval practice study technique.

**THE FOLLOWING EXCERPT WAS TAKEN FROM
PRINCE GEORGE'S COUNTY POLICE DEPARTMENT GENERAL ORDER MANUAL
TITLE: DOMESTIC VIOLENCE, STALKING, & HARASSMENT
GENERAL ORDER: VOLUME II, CHAPTER 21**

RETRIEVAL PRACTICE**VOLUME II, CHAPTER 21. DOMESTIC VIOLENCE, STALKING, & HARASSMENT****21. DOMESTIC VIOLENCE,
STALKING, &
HARASSMENT**
(December 2017)**I. POLICY***(MD Criminal Procedure Article, Title 2)*

Officers will respond promptly to incidents of domestic violence, stalking, and harassment.

Being especially sensitive to the needs of victims of these crimes, the Department will assist these individuals, and if necessary their family members, in order to prevent further victimization.

II. CHECKLIST (N/A)**III. DEFINITIONS**

Course of Conduct: Pattern of separate acts occurring at different times, but appearing to have a common purpose or objective

Defusion: When disputants have stopped engaging in verbal or physical combat, and calmed down

Domestic Violence: Domestic violence occurs when an individual commits or attempts to commit one of the following offenses against an intimate partner:

- An act that causes physical injury
- An act that places one in fear of physical injury to self or others
- A property crime
- Violation of a Protective Order
- An act of false imprisonment

Family Domestic: A domestic dispute involving violence or the threat of violence between family members who live in the same household.

Family Member: A relative by blood, adoption or marriage

Harassment: Maliciously engaging in a course of conduct that alarms or seriously annoys an individual, with the intent to harass, alarm or annoy that individual after receiving a warning or request to stop

Household Member: A person who lives with or is a regular presence in the home of a victimized individual at the time of the alleged offense

Intimate Partner: A current or former spouse, boyfriend or girlfriend, and/or dating or sexual partner, including those who have a child in common. Both heterosexual and same-sex couples are considered intimate partners

Petitioner: An individual who files a petition

Protective Order: A court issued order, which provides protection to a victim of domestic abuse. There are three types of Protective Orders:

Interim: This order is effective until the first or second available day on which the District Court may hear the petitioner.

Temporary: Effective for no more than seven days after service, however, it may be extended up to 30 days to effectuate service. The order may direct the respondent to do any of the following:

- Vacate the home immediately
- Stay away from places frequented by the petitioner, such as the petitioner's residence, temporary residence, residence of family members, workplace and or school

RETRIEVAL PRACTICE**VOLUME II, CHAPTER 21. DOMESTIC VIOLENCE, STALKING, & HARASSMENT**

The Protective Order may also:

- Allow a respondent to retrieve personal effects
- Decide the custody of minor children
- Order mandatory counseling or mediation between the petitioner and respondent

Final: The final protective order states the maximum time that the order is effective, which is typically in effect for one year. The petitioner has the right to request an extension of a final protective order, which if granted, can be extended up to an additional 6 months.

Respondent: The individual alleged in the petition to have committed the abuse

Stalking: Malicious course of conduct including approaching or pursuing another individual with the intent to place that individual in fear of serious bodily injury or death

IV. FORMS

- Booking Record
- Case Record
- Domestic Violence Supplemental Report

V. PROCEDURES

1. Domestic Violence

Complaints of domestic will be taken seriously, even when clear evidence of an assault is lacking. The complaint taker will record the following information from the caller:

- Whether any party is injured
- Location and description of the assailant
- Weapons and their location

- Whether children are present
- The nature of the disturbance
- Other persons on the scene
- Use of drugs or alcohol
- History of mental illness
- History of prior disturbances
- Existence of a temporary peace order or protective order against any party
- Sexual assault

If the victim has been sexually assaulted, Public Safety Communications (PSC) shall advise the victim not to use the bathroom, bathe or shower, or change clothes.

Two officers shall be assigned to the call. If the assailant is on the premises, officers should comply if a victim requests to meet them at an alternate location, such as a neighbor's home.

Response classification will be in accordance with **VOLUME II, CHAPTER 9. RESPONDING TO CALLS FOR SERVICE & ESCORTS**.

Officer's Responsibilities

There are five basic steps to effective intervention in domestic violence calls:

- Safety
- Defusion
- Communication
- Assistance and resolution
- Referral

Officers should await backup when responding to domestic violence calls. Upon arrival at the scene, officers will identify themselves and request permission to enter the home. Generally, officers should only enter homes when invited and opposition is not stated. If the officer's presence creates antagonism, the officer should employ non-confrontational methods to help the abused

RETRIEVAL PRACTICE (cont.)

Write down everything you remember from the previous passage:

RETRIEVAL PRACTICE (cont.)

1. According to the General Order Manual, which of the following is NOT a type of Protective Order?
 - A. Interim
 - B. Final
 - C. Initial
 - D. Temporary

2. According to the General Order Manual, there are _____ basic steps to effective intervention in domestic violence calls.
 - A. three
 - B. five
 - C. seven
 - D. ten

**Answers are found in Appendix A.

MULTIPLE CHOICE QUESTION FORMATS

The Lieutenant test will consist of 100 multiple-choice questions. Unless otherwise noted in the question, you should assume that all personnel referenced in the test are members of the Prince George's County Police Department and that all events occur within the jurisdictional boundaries covered by the Prince George's County Police Department.

IMPORTANT NOTE: The video includes a section titled "*Guessing the Best Answer.*" The tips suggested are for guessing ONLY. They are in no way intended to imply that any correct test answers were developed using these methods. Always utilize your knowledge to choose the best answer; however, if guessing is your only option, these are the strategies we recommend.

The questions will be organized by the source they were taken from and clearly labeled. For example:

**THE FOLLOWING QUESTIONS WERE TAKEN FROM THE
PRINCE GEORGE'S COUNTY POLICE DEPARTMENT GENERAL ORDER
MANUAL**

Each question will have four options, and only one is the best answer. *Fields* writes three different types of questions: definitional, factual and situational. Below is an example of each type of question. These questions are only meant to familiarize you with the format of questions in a *Fields* Test.

Definitional:

According to the General Order Manual, _____ Zone transmissions are used by District Stations for tactical communications.

- A. A
- B. B
- C. C
- D. SE

Factual:

According to the General Order Manual, you may make a probable cause arrest without a warrant for which of the following misdemeanor offenses?

- A. Indecent Exposure
- B. Attempted theft under \$1,500
- C. Hit and Run
- D. Providing false information to law enforcement

MULTIPLE CHOICE QUESTION FORMATS

Situational:

An officer is assisting the Fire Department with forcing entry into a house where smoke is seen coming out of the windows. According to the General Order Manual, which of the following documents is the officer responsible for completing?

- A. Special Report
- B. Case Record
- C. Compensation Request Form
- D. Condition Report

GENERAL TEST TAKING TIPS

The following is a list of tips you should use while taking the Multiple-Choice Exam.

- **Assume you are a Lieutenant** -- Throughout the test you will be asked how you would perform if you were in the rank for which you are testing. Do not answer the questions from the perspective of your current rank. It is important to have an understanding of the roles and responsibilities of a Lieutenant before taking the test.
- **Scan the test before you begin answering questions** -- Skim all of the questions in the test to familiarize yourself with the format and organization of the test. You may want to consider starting with a section that contains questions from a source that you are particularly strong or weak in.
- **Read questions thoroughly and carefully** -- Skipping over one word may change the meaning of the question!
- **Answer what is asked** -- Make sure you understand what the question is asking so you can choose the best answer. Pay attention to words like “NOT” or “all of the following EXCEPT” as they will change the entire meaning of the question.
- **Underline key words** -- You will be able to mark in your test booklet, and doing this will help you pay attention to important information in the question.
- **Read all answer choices** -- Don’t stop reading the answer choices if you think the first one is correct because there may be a better answer. All questions will have four answer options, so be sure to choose the one that is the **BEST** answer.
- **Narrow answer choices** -- If there are choices you know cannot be correct, cross them out. This way, even if you have to guess at the correct answer, you have a better chance of getting it right.
- **Avoid reading into the question** -- Use only the information provided in the question; do not add additional information. Remember to choose the **BEST** answer from the options provided.
- **Complete your answer sheet correctly** -- As you move through the test, you should check to make sure that the number of the bubble you are filling in corresponds to the number of the question you are answering. Fill in bubbles completely and only bubble one answer. Erase changed answers completely so that the electronic scanner will not read two answers. Remember that *Fields* test items will only have answers that correspond to letters A, B, C, and D. The bubble sheet has a bubble labeled “E.” Never choose this option.
- **Don’t spend too much time on one question** -- If you are having trouble answering a question, don’t waste too much test time trying to figure it out. Circle the question in your test booklet and come back to it later (be sure to skip the answer on the bubble sheet). Information in another question may trigger your memory to help you answer the question.

LOGISTICAL PROCEDURES

The Multiple-Choice Exam will be held on Sunday, April 29, 2018 at Dr. Henry A. Wise, Jr. High School (12650 Brooke Lane, Upper Marlboro, Maryland 20772).

Note: The examination reporting times will be forthcoming. You will receive an email from the Office of Human Resources Management with your report time of the Multiple-Choice Exam.

Registration

Be prompt. Late arrivals will not be permitted without authorization from the Chief or his designee. You must have your Police Department photo identification card for registration.

Dress Code

You must wear the uniform of the day, utility uniform, or business attire. Each is defined below. You will not be permitted to enter the test site if you are not in proper attire.

Uniform of the Day: The traditional uniform comprised of the gray or white uniform shirt, and French blue trousers with black mohair stripe

Utility Uniform: The navy blue basic duty uniform or the green basic duty uniform that is used by Emergency Services Team/SOD

Business Attire (Male): A conservative suit or sport coat with complementary slacks, dress shirt, and a tie

Business Attire (Female): A conservative suit, dress, skirt and blouse, or a slacks outfit with or without a complementary jacket

(From Volume 1, Chapter 36 Uniform & Grooming Regulations, Section III, per Definitions)

Prohibited Materials

Candidates will not be permitted to bring food or drink into the exam room.

Candidates will only be permitted to wear a non-digital (analog) wristwatch with no audible alarm. Candidates will not be permitted into the exam room with digital watches, stop watches, clocks, or any other digital devices.

Candidates may not bring personal digital assistants, cell phones, two-way radios, pagers, cameras, imaging devices, smart watch, or any other electronic device to the examination site.

Candidates may not bring any source materials, texts, notebooks, paper, folders, notes or reference material of any description into the exam site.

Backpacks, brief cases, carry bags, and luggage of any description are prohibited at the examination site. **WALLETS AND PURSES ARE PERMITTED.**

LOGISTICAL PROCEDURES

Exam Procedures

Once the exam door closes, the Test Proctor will read a set of procedures for the test. The Test Proctor will then walk you through the instructions for filling out the required administrative information on the bubble sheet, such as your name and badge number. There will be Test Monitors on site to help you with the process if you have any problems. Once the exam booklets are passed out, the Test Proctor will tell you to turn to the first page, which is a set of instructions. You will be given time to read over these instructions and ask questions about them. Once all questions have been answered, you will be instructed that time has begun and that you may turn the page and begin to work.

Once the test has started, you will be allowed to use the restroom; however, you will be using part of your test time to do so. Please raise your hand so that a Test Monitor knows you would like to leave the room. When you do leave the room, make sure you turn all of your test materials face down before you go. You may not remove any test materials from the room. You will be escorted and you may not leave the building.

Talking is not allowed during the exam. The only exception would be if you have a question about the test. If you do have a question, raise your hand and someone will come to assist you. Keep in mind Test Monitors cannot interpret any test questions for you.

If you are still working when time is called, you must immediately stop what you are working on.

If you finish the exam before the time is up, turn in your pencils and test booklet to the Test Proctor in the testing room. Do not remove any test booklets from the room. Do not turn in your test booklet to anyone besides the Test Proctor. After you have turned in these materials, you will be released from the testing room and escorted to a waiting room. You must leave immediately and quietly so that others who are still taking the test will not be disturbed.

When you are finished with the exam you will take your answer sheet to the Test Proctor who will review it for any administrative errors. The Test Proctor will return your answer sheet to you and direct you to a Test Monitor in the hallway. The Test Monitor will take you to a holding area where you will wait while your answer sheet is electronically scored. Once your test has been scanned, a Test Monitor will hand you a test review flyer and a copy of your unofficial score for the exam. Remember that the unofficial score may change based on the outcome of the appeals process. Once you have received your unofficial score, you must immediately leave the building.

We wish you the best of luck on your multiple-choice test!

APPENDIX A

Answers to questions for “Retrieval Practice”:

1. C (Source: General Order Manual, Volume II, Chapter 21– Domestic Violence, Stalking, & Harassment, III. Definitions, Protective Order, pages 1-2)
2. B (Source: General Order Manual, Volume II, Chapter 21– Domestic Violence, Stalking, & Harassment, V. Procedures, Officer’s Responsibilities, page 2)