

## **CHAPTER 2: COMMUNICATION: THE FOUNDATION OF POLICE OPERATIONS**

### **MULTIPLE CHOICE**

1. The right to stop and question suspicious people was established in the landmark case of
  - a. *Miranda v. Arizona.*
  - b. *Florida v. J.L.*
  - c. *Dickerson v. United States.*
  - d. *Alabama v. White.*
  - e. *Terry v. Ohio.*

ANS: E                      PTS: 1                      REF: (p. 52)

OBJ: Which case established the right of police officers to stop and question a person.

2. \_\_\_\_\_ is defined as communication that can be understood by the intended audience and meets the purpose of the communicator.
  - a. The grapevine
  - b. The language line
  - c. Electronic voice translation
  - d. Plain language

ANS: D                      PTS: 1                      REF: (p. 42)

OBJ: What positive outcomes effective communication can produce.

3. Communication that flows laterally among those on the same “level” within an organization is considered
  - a. horizontal.
  - b. vertical.
  - c. diagonal.
  - d. perpendicular.
  - e. none of the other choices.

ANS: A                      PTS: 1                      REF: (p. 32)

OBJ: In what directions communication might flow.

4. Police officers rely heavily on the radio and \_\_\_\_\_ to retrieve critical information when dealing with incidents.
  - a. public news.
  - b. other officers
  - c. dispatchers.
  - d. in-car laptops.

ANS: C                      PTS: 1                      REF: (p. 32)

OBJ: What positive outcomes effective communication can produce.

5. Special problems in communicating via radios and cell phones include
  - a. lack of interoperability.
  - b. interference on the line and dropped calls
  - c. keeping police operations secure.
  - d. all of the other choices.
  - e. none of the other choices.

ANS: D                      PTS: 1                      REF: (p. 39)

OBJ: What challenges and concerns law enforcement has encountered with communications technology.

6. All are valuable databases for law enforcement *except*
- NCIC.
  - LInX.
  - LEO.
  - all are valuable databases for law enforcement.

ANS: D PTS: 1 REF: (p. 35)

OBJ: What databases can be of value to law enforcement.

7. Effective communication can be used to
- negotiate.
  - diffuse.
  - motivate.
  - all of the other choices.
  - none of the other choices.

ANS: D PTS: 1 REF: (p. 31)

OBJ: What positive outcomes effective communication can produce.

8. LInX is a
- regional information-sharing network.
  - secure radio system reserved for law enforcement and the military.
  - new tracking system.
  - GPS system for dispatchers to track the whereabouts of law enforcement officers.

ANS: A PTS: 1 REF: (p. 37)

OBJ: What positive outcomes effective communication can produce.

9. Incoherent speech may indicate
- intoxication.
  - a hearing impairment.
  - Alzheimer's disease.
  - any of the other choices.
  - none of the other choices.

ANS: D PTS: 1 REF: (p. 44) |(p. 48)

OBJ: What special populations may pose especially challenging communication issues.| When slurred speech may not be the result of intoxication.

10. One way to avoid giving the *Miranda* warning is to ask a suspect to come to the station to be interviewed, voluntarily, without arrest. Such statements are known as a
- Terry* stop.
  - Dickerson statement.
  - Beheler admonition.
  - Florida warning.

ANS: C PTS: 1 REF: (p. 63)

OBJ: Which case established the right of police officers to stop and question a person.

11. A lawful *stop* must be based on \_\_\_\_\_ that the person stopped is about to be or is actually engaged in criminal activity.
- proof beyond a reasonable doubt

- b. reasonable suspicion
- c. mere suspicion
- d. a preponderance of evidence
- e. exigent cause

ANS: D                      PTS: 1                      REF: (p. 52)

OBJ: Which case established the right of police officers to stop and question a person.

12. A witness may be
- a. a victim.
  - b. a scientific specialist.
  - c. an observer of an event.
  - d. any of the other choices.
  - e. none of the other choices.

ANS: D                      PTS: 1                      REF: (p. 56)

OBJ: What the characteristics of effective police reports are.

13. To be effective, interviews should be based on
- a. probable cause.
  - b. reasonable suspicion.
  - c. specific goals and objectives.
  - d. the element of surprise.
  - e. conditional privileges.

ANS: C                      PTS: 1                      REF: (p. 53)

OBJ: What the characteristics of effective police reports are.

14. The Supreme Court in *Hiibel v. Sixth Judicial District Court of Nevada*
- a. concluded that a person stopped for questioning may lawfully refuse to tell the police his or her name.
  - b. concluded that a suspect's refusal to give his or her name can warrant an arrest.
  - c. upheld a Nevada law that, during a *Terry* stop, a person need not answer any questions concerning his or her identity.
  - d. both concluded that a person stopped for questioning may lawfully refuse to tell the police his or her name and upheld a Nevada law that, during a *Terry* stop, a person need not answer any questions concerning his or her identity.
  - e. none of the other choices.

ANS: B                      PTS: 1                      REF: (p. 53)

OBJ: Which case established the right of police officers to stop and question a person.

15. According to your text, when training officers to interview eyewitnesses, the officer should use what type of questions?
- a. leading questions
  - b. closed-ended questions
  - c. open-ended questions
  - d. all of the other choices
  - e. none of the other choices

ANS: C                      PTS: 1                      REF: (p. 53)

OBJ: What the characteristics of effective police reports are.

16. Sandoval's "Strategies to Avoid Interview Contamination" includes a Focus on Interview Environment that recommends

- a. location free of distractions.
- b. that no barrier like a desk or plant be placed between interviewer and subject.
- c. that two interviewers can build rapport more easily.
- d. a location free of distractions and that no barrier like a desk or plant be placed between interviewer and subject.
- e. a location free of distractions, that no barrier like a desk or plant be placed between interviewer and subject, and that two interviewers can build rapport more easily.

ANS: D                      PTS: 1                      REF: (p. 56)

OBJ: What the characteristics of effective police reports are.

17. A/an \_\_\_\_\_ is an Internet-based information-sharing and records-management source.
- a. LInX
  - b. NCIC
  - c. RCIS
  - d. CrimeCog

ANS: D                      PTS: 1                      REF: (p. 37)

OBJ: What positive outcomes effective communication can produce.

18. The N-DEx is
- a. a system that links more than 18,000 law enforcement agencies.
  - b. an early warning system for natural disasters.
  - c. used by the military to detect terrorist threats.
  - d. none of the other choices.

ANS: A                      PTS: 1                      REF: (p. 35)

OBJ: What positive outcomes effective communication can produce.

19. Many criminals and citizens use \_\_\_\_\_ to access law enforcement communications.
- a. radios
  - b. the Internet
  - c. scanners
  - d. CB radios

ANS: C                      PTS: 1                      REF: (p. 39)

OBJ: What challenges and concerns law enforcement has encountered with communications technology.

20. When interrogating a suspect who has waived his or her *Miranda* rights, the officer
- a. must end all questioning if a request is made to speak to a parent, friend, or probation officer.
  - b. should videotape the notification of rights, waiver, and the questioning in major felony cases.
  - c. should honor a juvenile's request to speak to a parent.
  - d. both must end all questioning if a request is made to speak to a parent, friend, or probation officer and should videotape the notification of rights, waiver, and the questioning in major felony cases.
  - e. both should videotape the notification of rights, waiver, and the questioning in major felony cases and should honor a juvenile's request to speak to a parent.

ANS: E                      PTS: 1                      REF: (p. 61)

OBJ: What rights *Miranda v. Arizona* grants to suspects.

21. A person who suffers along with a victim but is not actually harmed is known as a \_\_\_\_\_ victim.

- a. primary
- b. secondary
- c. tertiary
- d. vicarious
- e. conditional

ANS: B PTS: 1 REF: (p. 56)

OBJ: What the characteristics of effective police reports are.

22. The U.S. Supreme Court ruled in \_\_\_\_\_ that an anonymous tip that a person is carrying a gun is not, without more information, sufficient to justify a stop and frisk of that person.
- a. *Miranda v. Arizona*
  - b. *Florida v. J.L.*
  - c. *Dickerson v. United States*
  - d. *Alabama v. White*
  - e. *Terry v. Ohio*

ANS: B PTS: 1 REF: (p. 59)

OBJ: Which case established the right of police officers to stop and question a person.

23. Witnesses with “private and confidential” information, such as that held by a doctor about a patient, a lawyer regarding a client, or a spouse regarding the other spouse, are exempt from testifying about and disclosing such “off-limits” information because this communication constitutes a/an \_\_\_\_\_ privilege.
- a. conditional
  - b. vicarious
  - c. cooperative
  - d. absolute
  - e. incriminating

ANS: D PTS: 1 REF: (p. 57)

OBJ: What would make a confession inadmissible in court.

24. Along with the public’s increased use of wireless communication devices, there has been an increase of \_\_\_\_\_
- a. officers hearing citizens’ conversations.
  - b. dropped 9-1-1 calls.
  - c. traffic crashes.
  - d. offenders using these devices to alert the offenders when officers are near.

ANS: B PTS: 1 REF: (pp. 39–40)

OBJ: What challenges and concerns law enforcement has encountered with communications technology.

25. When a foreign national is arrested or detained,
- a. law enforcement officials must provide consular rights warnings.
  - b. consular officials should be notified within 12 hours.
  - c. an explanation of the reason for the arrest or detention must be made to consular officials.
  - d. consular rights apply even for prisoners of war.
  - e. all of the other choices.

ANS: A PTS: 1 REF: (p. 63)

OBJ: What special populations may pose especially challenging communication issues.

26. Alzheimer’s disease primarily affects

- a. minorities.
- b. the elderly.
- c. juveniles.
- d. the poor.
- e. college graduates.

ANS: B                      PTS: 1                      REF: (pp. 43–44)

OBJ: What special populations may pose especially challenging communication issues. |When slurred speech may not be the result of intoxication.

27. The polygraph
- a. will be allowed into evidence if the prosecution agrees to its admissibility.
  - b. will be allowed into evidence if the defense agrees to its admissibility.
  - c. is not presently generally admissible in court.
  - d. will be allowed into evidence both if the prosecution agrees to its admissibility and if the defense agrees to its admissibility.
  - e. none of the other choices.

ANS: C                      PTS: 1                      REF: (p. 59)

OBJ: What would make a confession inadmissible in court.

28. The majority of a police officer's communication time should be spent
- a. speaking.
  - b. sending e-mails.
  - c. attentively listening.
  - d. in physical confrontation.
  - e. none of the other choices.

ANS: C                      PTS: 1                      REF: (p. 51)

OBJ: What positive outcomes effective communication can produce.

29. A person who is asked to give information about an incident or another person is known as
- a. a witness.
  - b. a suspect.
  - c. a defendant.
  - d. a PIO.
  - e. none of the other choices.

ANS: A                      PTS: 1                      REF: (p. 56)

OBJ: What the characteristics of effective police reports are.

30. When police question someone identified as a suspect, it is called a/an
- a. inquiry.
  - b. interview.
  - c. interrogation.
  - d. admission.
  - e. confession.

ANS: C                      PTS: 1                      REF: (p. 59)

OBJ: What would make a confession inadmissible in court.

31. A polygraph might be used to
- a. locate evidence.
  - b. clear suspects.
  - c. confirm victim, witness, and informant statements.

- d. any of the other choices.
- e. none of the other choices.

ANS: D                      PTS: 1                      REF: (p. 65)  
OBJ: What would make a confession inadmissible in court.

32. The largest obstacle remaining in the way of interoperability is in the
- a. in-car laptop computer and the ability to use the computer by officers.
  - b. human ability to communicate effectively.
  - c. lack of common 10-codes across law enforcement.
  - d. lack of common signal codes across law enforcement.

ANS: D                      PTS: 1                      REF: (p. 42)  
OBJ: What challenges and concerns law enforcement has encountered with communications technology.

33. How a deaf person communicates depends on
- a. the age at which the person became deaf.
  - b. the individual's personality and intelligence.
  - c. the type of deafness.
  - d. all of the other choices.
  - e. none of the other choices.

ANS: D                      PTS: 1                      REF: (p. 48)  
OBJ: What special populations may pose especially challenging communication issues.

34. Interviewers can increase rapport and enhance communication by matching interviewees'
- a. nonverbal behavior.
  - b. choice of words.
  - c. manner in which they say something.
  - d. any of the other choices.
  - e. none of the other choices.

ANS: D                      PTS: 1                      REF: (pp. 53–54)  
OBJ: What positive outcomes effective communication can produce.

35. Using police terminology when interviewing or interrogating people
- a. creates an incriminating atmosphere.
  - b. increases officers' abilities to get the facts.
  - c. increases rapport and makes people feel more comfortable.
  - d. both increases officers' abilities to get the facts and rapport and makes people feel more comfortable.
  - e. none of the other choices.

ANS: A                      PTS: 1                      REF: (p. 55)  
OBJ: What positive outcomes effective communication can produce.

36. A technique to put witnesses mentally back at the scene of an incident is called
- a. mind control.
  - b. the cognitive interview.
  - c. a field interview.
  - d. total recall interrogation.
  - e. none of the other choices.

ANS: B                      PTS: 1                      REF: (pp. 57–58)  
OBJ: What positive outcomes effective communication can produce.

37. When interacting with people who are blind, officers should
- introduce themselves.
  - offer to let the person feel their badge.
  - speak louder than usual.
  - both introduce themselves and offer to let the person feel their badge.
  - introduce themselves, offer to let the person feel their badge, and speak louder than usual.

ANS: D                      PTS: 1                      REF: (p. 48)

OBJ: What special populations may pose especially challenging communication issues.

38. Procedural safeguards to assure due process during interrogation resulted from
- Miranda v. Arizona*.
  - Florida v. J.L.*
  - Dickerson v. United States*.
  - Alabama v. White*.
  - Terry v. Ohio*.

ANS: A                      PTS: 1                      REF: (pp. 60–61)

OBJ: What rights *Miranda v. Arizona* grants to suspects.

39. *Miranda* warnings are normally required
- during “stop and frisk.”
  - when questioning witnesses.
  - during general questioning at the crime scene.
  - all of the other choices.
  - none of the other choices.

ANS: E                      PTS: 1                      REF: (p. 61)

OBJ: What rights *Miranda v. Arizona* grants to suspects.

40. Asking the court to not disclose an informant’s identity is a form of \_\_\_\_\_ privilege.
- conditional
  - vicarious
  - cooperative
  - absolute
  - incriminating

ANS: A                      PTS: 1                      REF: (p. 57)

OBJ: What would make a confession inadmissible in court.

41. Effective field notes are
- accurate.
  - brief.
  - clear.
  - all of the other choices.
  - none of the other choices.

ANS: D                      PTS: 1                      REF: (p. 68)

OBJ: What the characteristics of effective police reports are.

42. To be admissible, a confession must be
- stated orally.
  - written.
  - voluntary.



- d. coerced.
- e. none of the other choices.

ANS: C                      PTS: 1                      REF: (p. 64)  
OBJ: What would make a confession inadmissible in court.

43. Effective field notes are the basis for
- a. all types of written reports.
  - b. further investigation of cases and incidents.
  - c. a suspect's written confession.
  - d. both all types of written reports and further investigation of cases and incidents.
  - e. none of the other choices.

ANS: D                      PTS: 1                      REF: (p. 68)  
OBJ: What purposes written police reports serve.

44. Confessions obtained by force or under "inherently coercive" conditions are
- a. always valid and admissible in court.
  - b. admissible in court only if two or more officers are present at the time the confession is given.
  - c. inadmissible in court.
  - d. valid only after the *Miranda* warning has been given.
  - e. both admissible in court only if two or more officers are present at the time the confession is given and valid only after the *Miranda* warning has been given.

ANS: C                      PTS: 1                      REF: (p. 61)  
OBJ: What would make a confession inadmissible in court.

45. A field inquiry is
- a. also called a field contact.
  - b. essentially the same as an arrest.
  - c. a planned questioning session at a suspect's residence.
  - d. all of the other choices.
  - e. none of the other choices.

ANS: A                      PTS: 1                      REF: (p. 51)  
OBJ: What purposes written police reports serve.

46. One possible indicator that an individual may be autistic is
- a. speaking in monotone.
  - b. repeating exactly what an officer says.
  - c. engaging in repetitive physical actions.
  - d. any of the other choices.
  - e. none of the other choices.

ANS: D                      PTS: 1                      REF: (p. 50)  
OBJ: What special populations may pose especially challenging communication issues.

47. \_\_\_\_\_ suggests that 10-codes be replaced with "plain English" communications.
- a. The Department of Homeland Security
  - b. The FBI
  - c. The IACP
  - d. LInX

ANS: A                      PTS: 1                      REF: (p. 43)  
OBJ: What some criminal justice entities believe law enforcement

48. Most civil suits against police officers emanate from
- a. misdemeanor cases.
  - b. felony cases.
  - c. felony syndromes.
  - d. homicides.
  - e. narcotics offenses.

ANS: A                      PTS: 1                      REF: (p. 68)

OBJ: What purposes written police reports serve.

49. The tendency to give less attention to reports involving misdemeanors is sometimes referred to as
- a. the misdemeanor miscue.
  - b. the felony syndrome.
  - c. the assumptive clause.
  - d. charge lessening.
  - e. pre-prosecution deliberation.

ANS: B                      PTS: 1                      REF: (p. 68)

OBJ: What purposes written police reports serve.

50. When a person reads a shoddy report by an officer, the reader may question the officer's
- a. intelligence.
  - b. education.
  - c. competence.
  - d. intelligence, education, and competence.
  - e. none of the other choices.

ANS: D                      PTS: 1                      REF: (p. 67)

OBJ: Who the likely audiences of police reports are.

51. A basic premise of effective writing is that it
- a. impresses the reader with many big words and long sentences.
  - b. expresses the writer's ideas clearly.
  - c. equates use of police jargon with extensive education and professionalism.
  - d. all of the other choices.
  - e. none of the other choices.

ANS: B                      PTS: 1                      REF: (p. 70)

OBJ: What purposes written police reports serve.

52. Effective police reports
- a. are reader-friendly.
  - b. contain many acronyms to save space.
  - c. use police jargon.
  - d. all of the other choices.
  - e. none of the other choices.

ANS: A                      PTS: 1                      REF: (pp. 70–71)

OBJ: Who the likely audiences of effective police reports are.

## TRUE/FALSE

1. Ineffective communication can result in confusion, negative stereotypes, and hostility.

ANS: T                      PTS: 1                      REF: (p. 31)  
OBJ: What positive outcomes effective communication can produce.

2. The “grapevine” or the “rumor mill” can both help and hurt an agency.

ANS: T                      PTS: 1                      REF: (p. 32)  
OBJ: In what directions communication might flow.

3. All agencies have outfitted their patrol cars with cameras and GPS units.

ANS: F                      PTS: 1                      REF: (p. 33)  
OBJ: What positive outcomes effective communication can produce.

4. Law enforcement officers only need to provide consular rights warnings to foreign diplomats.

ANS: F                      PTS: 1                      REF: (p. 63)  
OBJ: What special populations may pose especially challenging communication issues.

5. When communicating with the elderly, the officer must take into consideration generational concerns.

ANS: T                      PTS: 1                      REF: (p. 43)  
OBJ: What special populations may pose especially challenging communication issues.

6. When dealing with an Alzheimer’s patient, law enforcement should consider using restraints because these patients are known to be unpredictable.

ANS: F                      PTS: 1                      REF: (p. 44)  
OBJ: What special populations may pose especially challenging communication issues. [When slurred speech may not be the result of intoxication.

7. The *Miranda* warning is required during nontestimonial identification procedures such as when a suspect provides fingerprint, blood, or handwriting samples.

ANS: F                      PTS: 1                      REF: (p. 62)  
OBJ: What rights *Miranda v. Arizona* grants to suspects.

8. According to population trends, the number of older people (people age 65 and up) will more than double to roughly 88 million people by the year 2050.

ANS: T                      PTS: 1                      REF: (p. 43)  
OBJ: What special populations may pose especially challenging communication issues.

9. A suspects’ refusal to give his or her name can warrant an arrest in certain situations.

ANS: T                      PTS: 1                      REF: (p. 53)  
OBJ: Which case established the right of police officers to stop and question a person.

10. The objective of an interview should be to acquire accurate and complete information without contaminating the interview process.

ANS: T                      PTS: 1                      REF: (pp. 55–56)  
OBJ: What would make a confession inadmissible in court.

11. Language barriers are not a hindrance during investigations because of the language tools available to law enforcement today.

ANS: F PTS: 1 REF: (pp. 44–47)

OBJ: What special populations may pose especially challenging communication issues.

12. An officer is allowed to make false verbal assertions during interrogation, such as “The crime lab identified your DNA on the victim.”

ANS: T PTS: 1 REF: (pp. 60–61)

OBJ: What would make a confession inadmissible in court.

13. The text states that when interviewing children, the interviewer should ask leading questions.

ANS: F PTS: 1 REF: (p. 58)

OBJ: What special populations may pose especially challenging communication issues.

14. Cases can be made or lost on an officer’s report alone.

ANS: T PTS: 1 REF: (p. 67)

OBJ: What purposes written police reports serve.

15. Effective communication can be used to inform, persuade, and guide.

ANS: T PTS: 1 REF: (p. 31)

OBJ: What positive outcomes effective communication can produce.

16. Investigators should wear a police uniform when interviewing a child to intimidate the child into telling the truth.

ANS: F PTS: 1 REF: (p. 58)

OBJ: What special populations may pose especially challenging communication issues.

17. Polygraph results are usually admissible in court.

ANS: F PTS: 1 REF: (pp. 65–66)

OBJ: What would make a confession inadmissible in court.

18. AT&T provides a language line to law enforcement for direct interpretation.

ANS: T PTS: 1 REF: (p. 45)

OBJ: What challenges and concerns law enforcement has encountered with communications technology.

19. The *Miranda* warning must be given to a suspect before the suspect participates in a lineup.

ANS: F PTS: 1 REF: (p. 62)

OBJ: What rights *Miranda v. Arizona* grants to suspects.

20. Regarding *Miranda* custody standards, the Supreme Court has established that there are different criteria for adults and juveniles.

ANS: F PTS: 1 REF: (p. 61)

OBJ: What rights *Miranda v. Arizona* grants to suspects.

21. According to the Americans with Disabilities Act, an officer cannot interrogate an individual with a disability.

ANS: F                      PTS: 1                      REF: (pp. 47–48)

OBJ: What special populations may pose especially challenging communication issues.

22. Blindness and deafness are two of the most common disabilities officers may encounter.

ANS: T                      PTS: 1                      REF: (p. 48)

OBJ: What special populations may pose especially challenging communication issues.

23. The polygraph is generally regarded as a valid scientific instrument.

ANS: F                      PTS: 1                      REF: (pp. 65–66)

OBJ: What would make a confession inadmissible in court.

24. Field inquiries are also referred to as “reasonable suspicion” investigatory stops.

ANS: T                      PTS: 1                      REF: (p. 51)

OBJ: What positive outcomes effective communication can produce.

25. If, during police questioning, a suspect asks, “Do you think I ought to have a lawyer?” officers are required to immediately cease all questioning, as the courts have held this as an assertion of a suspect’s right to legal counsel.

ANS: T                      PTS: 1                      REF: (p. 61)

OBJ: What would make a confession inadmissible in court.

26. It is rare that a law enforcement officer will encounter an individual who is deaf or blind.

ANS: F                      PTS: 1                      REF: (p. 48)

OBJ: What special populations may pose especially challenging communication issues.

27. Law enforcement officers do not need to be aware of mental illnesses because it is unlikely they will come in contact with a citizen who is mentally ill.

ANS: F                      PTS: 1                      REF: (pp. 49–50)

OBJ: What special populations may pose especially challenging communication issues.

28. The *Miranda* warning must be given to someone who is asked to do a sobriety test.

ANS: F                      PTS: 1                      REF: (p. 62)

OBJ: What rights *Miranda v. Arizona* grants to suspects.

29. Law enforcement, as a whole, agrees that the use of deception is ethical as it is a vital tool to elicit information.

ANS: F                      PTS: 1                      REF: (p. 55)

OBJ: What positive outcomes effective communication can produce.

30. When dealing with the media, officers must be aware of the public’s “right to know” and the privacy rights of victims and witnesses.

ANS: T                      PTS: 1                      REF: (pp. 63–64)  
OBJ: What two amendments police must balance when dealing with the media.

31. Most deaf people are good lip-readers.

ANS: F                      PTS: 1                      REF: (p. 48)  
OBJ: What special populations may pose especially challenging communication issues.

32. All autistic people are unable to speak.

ANS: F                      PTS: 1                      REF: (p. 50)  
OBJ: What special populations may pose especially challenging communication issues.

33. The interview is a routine form of communication between law enforcement officers and citizens.

ANS: F                      PTS: 1                      REF: (p. 53)  
OBJ: What positive outcomes effective communication can produce.

34. A field inquiry is not an arrest but could lead to one.

ANS: T                      PTS: 1                      REF: (p. 51)  
OBJ: What positive outcomes effective communication can produce.

35. Anonymous tips are usually more reliable than information given by known informants.

ANS: F                      PTS: 1                      REF: (p. 59)  
OBJ: What positive outcomes effective communication can produce.

36. Well-written reports can protect officers from litigation.

ANS: T                      PTS: 1                      REF: (p. 67)  
OBJ: What purposes written police reports serve.

## SHORT ANSWER

1. A/An \_\_\_\_\_ contains some information about the elements of a crime but falls short of a confession.

ANS:  
admission

PTS: 1                      REF: (p. 59)  
OBJ: What positive outcomes effective communication can produce.

2. A recent \_\_\_\_\_ survey revealed that more than 80 percent of responding agencies use social media to provide information to the public.

ANS:  
Police Executive Research Forum or PERF  
Police Executive Research Forum  
PERF

PTS: 1                      REF: (p. 38)

OBJ: What positive outcomes effective communication can produce.

3. To ensure that people with disabilities are treated fairly, the \_\_\_\_\_  
\_\_\_\_\_ (ADA) was created.

ANS:

Americans with Disabilities Act

PTS: 1

REF: (p. 47)

OBJ: What special populations may pose especially challenging communication issues.

4. The questioning of a hostile witness or suspect by officers trying to obtain facts related to a crime is called a/an \_\_\_\_\_.

ANS:

interrogation

PTS: 1

REF: (p. 59)

OBJ: What positive outcomes effective communication can produce.

5. Information that need not be divulged to the police or the courts is known as \_\_\_\_\_  
information.

ANS:

privileged

PTS: 1

REF: (p. 57)

OBJ: What positive outcomes effective communication can produce.

6. A \_\_\_\_\_ is a purposeful, voluntary giving up of a known right.

ANS:

waiver

PTS: 1

REF: (p. 61)

OBJ: What positive outcomes effective communication can produce.

7. The test to determine if *Miranda* safeguards are triggered is whether a \_\_\_\_\_ person in the suspect's position would conclude that he or she is not free to go.

ANS:

reasonable

PTS: 1

REF: (p. 61)

OBJ: What rights *Miranda v. Arizona* grants to suspects.

8. A translation service offered by AT&T is the \_\_\_\_\_.

ANS:

language line

PTS: 1

REF: (p. 45)

OBJ: What challenges and concerns law enforcement has encountered with communications technology.

## MATCHING

*Each item may be matched only once. Select the best match.*

- |                        |                           |
|------------------------|---------------------------|
| a. closed question     | g. Terry stop             |
| b. autism              | h. confidential informant |
| c. confession          | i. interview              |
| d. epilepsy            | j. NCIC                   |
| e. open-ended question | k. PIO                    |
| f. field inquiry       | l. statement              |

- allows for an unlimited response from the witness in his or her own words
- limits the amount or scope of information that the witness can provide
- allows an officer with articulable reasonable suspicion that a crime is occurring, has occurred, or is about to occur, to conduct a brief investigatory stop
- an online real-time transaction-processing database that maintains information on millions of records
- a central nervous system disorder in which a person tends to have recurrent seizures
- a developmental disability that typically becomes apparent before age 3
- one specifically authorized to release information to the media
- the unplanned questioning of a person who has aroused a police officer's suspicions
- the planned questioning of a witness, victim, informant, or other person with information related to an incident or case
- a legal narrative description of events related to a crime
- information supporting the elements of a crime given by a person involved in committing that crime
- a human source of information in a criminal action whose identity must be protected

- ANS: E                      PTS: 1                      REF: (p. 55)  
OBJ: What positive outcomes effective communication can produce.
- ANS: A                      PTS: 1                      REF: (p. 54)  
OBJ: What positive outcomes effective communication can produce.
- ANS: G                      PTS: 1                      REF: (p. 52)  
OBJ: Which case established the right of police officers to stop and question a person.
- ANS: J                      PTS: 1                      REF: (p. 35)  
OBJ: What databases can be of value to law enforcement.
- ANS: D                      PTS: 1                      REF: (p. 49)  
OBJ: What special populations may pose especially challenging communication issues.
- ANS: B                      PTS: 1                      REF: (p. 50)  
OBJ: What special populations may pose especially challenging communication issues.
- ANS: K                      PTS: 1                      REF: (p. 72)  
OBJ: What two amendments police must balance when dealing with the media.
- ANS: F                      PTS: 1                      REF: (p. 51)  
OBJ: What positive outcomes effective communication can produce.
- ANS: I                      PTS: 1                      REF: (p. 53)  
OBJ: What positive outcomes effective communication can produce.
- ANS: L                      PTS: 1                      REF: (p. 58)  
OBJ: What positive outcomes effective communication can produce.
- ANS: C                      PTS: 1                      REF: (p. 59)  
OBJ: What positive outcomes effective communication can produce.
- ANS: H                      PTS: 1                      REF: (p. 59)  
OBJ: What positive outcomes effective communication can produce.



**ESSAY**

1. List and describe some of the recent technological advances in communication. Include how these advancements can benefit law enforcement.

ANS:

Answer varies.

PTS: 1 REF: (pp. 33–43)

OBJ: What challenges and concerns law enforcement has encountered with communications technology.

2. Discuss some of the concerns law enforcement might have in dealing with the mentally ill. What steps have departments taken to better deal with the mentally ill?

ANS:

Answer varies.

PTS: 1 REF: (pp. 49–50)

OBJ: What special populations may pose especially challenging communication issues.

3. List the special populations that may pose especially challenging communication issues to law enforcement officers and describe, in as much detail as you can, specific ways officers can make communication with these populations more effective.

ANS:

Answer varies.

PTS: 1 REF: (pp. 43–51)

OBJ: What special populations may pose especially challenging communication issues.

4. Discuss specific actions officers should take when interviewing witnesses or victims. Describe the difference between a primary and secondary victim. What does CALEA Standard 55.2.2 address?

ANS:

Answer varies.

PTS: 1 REF: (pp. 56–57)

OBJ: What positive outcomes effective communication can produce.

5. List and briefly explain the characteristics of effective reports and discuss the various purposes of written police reports.

ANS:

Answer varies.

PTS: 1 REF: (pp. 70–71)

OBJ: What purposes written police reports serve. [Who the likely audiences of police reports are. [What the characteristics of effective police reports are.