## APPSOLUTELY CREATIVE

Ħ

%

THE SINGAPORE POLICE FORCE MAGAZINE VOLUME 40 NO. 7

POLICE LIFE

## Keeping Nuisance Out of '999'

**Leaders Growing Leaders** 

Lu

## **CONTENTS**



### **EDITOR'S NOTE**



Ms Leena Rajan Senior Editor Police Life

In the Police, we take pride in being effective 'multi-taskers', with so many of us involved in various inter-agency collaborations, cross departmental committees, project groups and secondary appointments, on top of our day-to-day duties.

However, multi tasking blindly also runs the risk of getting nothing done. Hence, we also have to work smart and think creatively. Each activity must be accorded the due diligence it requires, but we also have to be aware of new technologies and methods which can enable us to achieve even better outcomes for the SPF.

In this issue, you will see how our officers have both multi-tasked and specialised deeply in their respective fields of work and brought about remarkable outcomes such as creative Policerelated smartphone applications, winning the NPC league twice in a row, and mentoring future leaders, to name a few.

We do all these in the hope that we will not be limited by any self-imposed boundaries, so that the Police Force as a whole keeps improving.

Happy reading!

## COMMITTEE

**Editorial Advisor** AC Melvin Yong

Chief Editor DAC Tan Tin Wee

Senior Editor Ms Leena Rajan

Editor Ms Tham Yee Lin

Journalists SSgt Lim Jia Zhong Edwin Ms Chew Si Lei Jinnie SC/Cpl Muhammad Alif Bin Sapuan SC Mok Wen Jie

**Photographers** SSgt Chee Yong Tat SSgt Lim Jia Zhong Edwin SC Mok Wen Jie

Special Thanks Ms Metta Yang

**Design and Production** Redbean De Pte Ltd

**Police Life** is a publication of the Singapore Police Force. For feedback or enquiries, please write to the editorial team at SPF\_PLM@spf.gov.sg. The materials in this publication are not to be reproduced in whole or in part without the prior written consent of the Editorial Committee. All rights reserved. Whilst we tried to ensure that information provided is up-to-date and accurate, the publisher will not be responsible for any errors or omissions.

## APPSOLUTELY

By) SC Mok Wen Jie

Capitalising on the widespread ownership of smartphones and their use of mobile applications, the Singapore Police Force (SPF) organised an IdeApp Challenge as part of its efforts to promote innovation and make it a way of life in the SPF. The challenge was launched on 2 January 2014 and SPF officers were challenged to use their creativity and problem solving capabilities to develop applications for use by both SPF officers and members of the public.



ighteen proposals were submitted to the organising committee, after which all SPF staff were invited to vote for their favourite application. The top eight teams then presented their ideas for the final judging.

Four officers from SPF's senior management and guest judge -Mr Kwok Quek Sin, the Infocomm Development Authority of Singapore's, Director of Government Digital Services - listened to the teams' presentations on 20 June 2014.

Gracing the event as Guest-of-Honour was Deputy Commissioner of Police (Policy) (DC (P)) T. Raja Kumar. In his closing remarks, DC (P) said that he would like this event to be held yearly as a continuous effort to promote innovation on the mobile applications platform.

DC (P) also thanked Mr Kwok for volunteering his time to share his wealth of experience. Mr Kwok had been impressed by our officers' capabilities, and added that the SPF mobile app should not be just another channel for disseminating information or extending current functionalities. He suggested that SPF could look at how mobile apps could also change the way operations are conducted.

• We are heartened by the strong participation and enthusiasm of our SPF officers for this competition as well as the high quality mobile application ideas proposed by them. The Planning & Organisation Department (P&O) will continue to organise the SPF IdeApp Challenge competition annually and also work with all teams to see through the implementation of the mobile application ideas proposed by them. **9** 

Assistant Commissioner of Police Teo Chun Chung Director P&O

## **OTHER APPS** — IN THE TOP 8 —

Team Name :Navigators, Police Coast Guard (PCG)

App Name : Maritime Navigation Regulations

This mobile application aims to allow PCG officers to learn and reinforce their maritime navigation operational knowledge regardless of time or location.

It can also double up as a learning and teaching tool in classrooms.

Team Name :SPF Eyes on the Ground, **Police Logistics Department** App Name :SPF Eyes on the Ground

Making use of the smartphone's Global Positioning System (GPS) features, members of the public will be informed of crime in their vicinity. They can also use the application to alert Police on the location of a wanted suspect that they have spotted. Their current location will be sent to the 999 call centre, which will despatch officers to the area.

Team Name : The Legion, **Bedok Police Division** App Name :Checkmate

Meant to simplify the filling up of hard copy checklists when officers hand over their duties to the next duty officers, the mobile application allows users to conduct their checks anytime as long as the user's phone is with him/her. It also allows officers to attach photos to the digital checklists done.

## **First Place**

App Name :Link-Up



Community Policing Officers engage members of the public as part of their duties to promote crime prevention practices. However, many elderly and foreign workers may not speak or understand English. It then becomes very difficult for officers to bring across crime prevention messages even with the help of brochures and posters, which are mostly in English. Such paper hardcopies also hold no interest for the younger generation, who are now more I.T. savvy.

The app aims to solve this problem through pictorial descriptions. As Acting Inspector Fabian Tan explains, "By re-enacting crime prone scenarios and using such pictures to explain to the public, it is much easier to get our intended message across, linking the messages in our current crime prevention notices to the pictures now. In addition, we have the flexibility to update the pictures quickly and officers can save it onto workpads or handphones to use during our engagement with the public."

The application administers a 'test' displaying a series of large pictures of a crime-in-progress, and displays four smaller pictures depicting what the public could do: three showing wrong practices and one with the correct answer. In this simple multiplechoice question format, the member of the public will have to choose the correct picture. At the end of the 'test', there will be a summary page that contains good practices and crime prevention advice.



## - THE ----**TOP THREE**

Team Name :Clementi NPC Pathfinder. **Clementi Police Division** 

## Second Place

 $\nabla$ 

Team Name :Team Eagle, **Tanglin Police Division** App Name :iPlod SG



The incredibly large number of Standard Operating Procedures (SOPs), Directives and Doctrines makes it difficult for a police officer to find out what procedures to take in uncommon situations. This is further compounded by the fact that all this information can only be found on "CREATE", a secure domain which only limited devices can access remotely

Inspector (INSP) Clara Wong elaborates, "The team envisioned to have a pocket reference tool for SPF officers, containing a database that officers can easily make reference to when being despatched to an incident or in the midst of handling an incident to ensure that no step or consideration has been overlooked. Officers will not make ill-advised decisions due to the lack of knowledge of the SOPs. iPlod SG will help our organisation better meet public expectations and maintain confidence in the SPF."

While the mobile app's main function is to enable users to search for and retrieve the desired subject, additional features include a "favourites" list for officers to save certain pages, as well as the possibility to share pages with colleagues and receive updates on new items and changes.



### **Third Place**

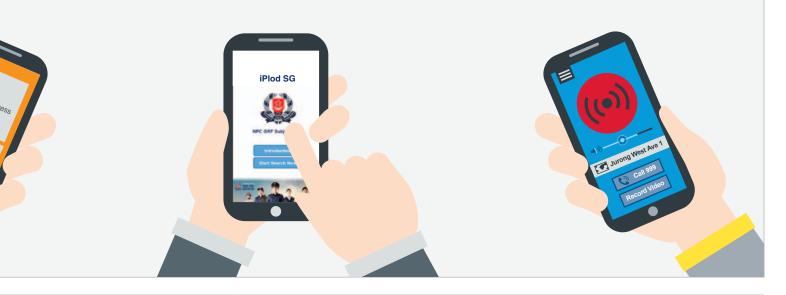
Team Name :Be SAFE. Jurong Police Division App Name :Shrill Alarm



Building upon the 'Be SAFE' campaign to create greater awareness on Outrage Of Modesty, the notion of having an app to replace the physical shrill alarm appeals on several fronts. Firstly, there would be cost savings from not having to buy large quantities of shrill alarms for community engagement.

Secondly, as Community Policing Officer Staff Sergeant Muhammad Hazmi shared, "This application allows anyone who owns a smart phone to be armed with a shrill alarm at all times. Unlike the physical shrill alarm where the users may forget to bring it along and find it too cumbersome to carry it, this application allows us to overcome these problems and yet offer an effective platform to reach out to the masses. We firmly believe that this application will greatly benefit our community."

Besides a simple one-button alarm, some additional features being considered for the shrill alarm application are a notification list of people (autoshort message service sent during activation of shrill alarm); displaying the nearest police station to user's current location; and a "Call 999" emergency button.



## TOUCH AND GO

On his day off, Staff Sergeant (SSgt) Muzzammil put a stop to a molester's crime spree.



was SSgt Mohamed Muzzammil Bin Abu Talib's day off work, and he was in the midst of buying a drink from a fruit stall at Bugis Village. Suddenly, a lady's voice caught his attention.

### **Stepping In to Help**

'Why did you molest me?" A woman in her early twenties asked a teenager.

The teenager seemed at a loss as to what to do on being confronted. SSgt Muzzammil immediately identified himself as a police officer, proceeded to lead the lady and the teenager away from the public area, and spoke to both of them to find out what happened.

### **Two Victims Within a** Short Span

A short while before SSgt Muzzammil's intervention, the woman had been walking along Bugis Village when she felt a brush against her right buttock. Shocked, she turned and saw the teenager standing behind her. However, instead of confronting him, she decided to trail him. Soon, she noticed him nearing a second victim. This time, it was not a brush but a grab.

The first victim knew that she could not let the teenager get away with his crime. Thus, she confronted him while the second victim was standing close to her.

#### **Showing Great Empathy**

Upon questioning the teenager further, he admitted to his crime. SSqt Muzzammil immediately called for backup.

Although the teenager was alone when he committed the act, SSgt Muzzammil learnt that his family was actually also at Bugis Village. He knew that the teenager's family could be worried when they could not locate him, so SSgt Muzzammil contacted his father, explained what had happened, and the ensuing procedures concerning police investigations to him.

SSgt Muzzammil's swift action helped stop a molester from furthering his crime. But it was his professionalism in handling the case with such sensitivity that stands out. Such is the trait of a good police officer who is looked upon as a leader in the community.

It was also thanks to the first victim's alertness and quick thinking that the teenaged molester was arrested.

SSgt Muzzammil has this piece of advice, "I strongly urge all women to be aware of their surroundings, especially in crowded areas where perpetrators may be lingering to prey on possible victims."

## **KEEPING** NUISANCE **OUT OF '999'**

is designation is Officer-in-Charge, Nuisance Calls. It's not the most glamourous sounding job around, but SI Ong plays an important role in helping to ensure that the public's calls to 999 are answered.

SI Ong uses the Nuisance Call Tracking Facilities system to monitor nuisance calls made to the Police Emergency Hotline. It identifies nuisance calls by following certain perimeters or trigger points, such as the number of calls over a period of time. These trigger points can be adjusted based on prevailing trends.

Identifying the causes of such calls, he actively works to reduce the number of nuisance calls received. These include advising nuisance callers on the proper usage of the Police Emergency Hotline, working with the telecommunication industry and users to understand the impact of emergency calling features in new phones, and collaborating with industry regulators to explore possible regulatory frameworks to reduce nuisance calls.

A large number of nuisance calls are silent calls, which are difficult to identify as accidental or intentional Callers with mental illnesses are also a challenge, as many often call the police for help from imagined threats,

### VOICES FROM THE BLUE

By) SC Mok Wen Jie

## Station Inspector (SI) Edmund Ong Chee Yong is the officer in charge of managing and actively reducing the number of nuisance calls to the Police Emergency Hotline '999'.

which are hard to differentiate from an actual situation until a police officer is present at the location.

A lesser known aspect of his work is dealing with "technological setbacks". Accidental nuisance calls can sometimes be attributed to a phone's hardware or software issue. The 17year veteran in the police force has to constantly keep track of the features and configurations of new handphone models. He then advises the caller how to avoid such issues, and informs the manufacturer about the issue, collaborating with them on how best to tackle the problem.

"Although it is a staff position unlike frontline officers who experience the 'real' action, I am proud of my job, being the only one holding this unique position in the Singapore Police Force," said SI Ong, who has been helming this position since 2009.

"I advise members of the public who mistakenly or intentionally make nuisance calls to '999', thus helping to reduce the numbers of nuisance calls. This alleviates the load on our call takers, and helps to ensure that the people who seriously need police assistance can get through to the '999' line."

## - REGULATORY ENFORCEMENT -PROCEDURE

()

There are a range of penalties and actions that can be taken against people who abuse or misuse Police Emergency number '999'

Subscribers are initially issued a 'Letter of Advice'. alerting them on the number of nuisance calls made from the subscriber's telephone. their number. This escalates to a 'Letter of Warning', and Under the Miscellaneous finally a 'Letter of Intended Offences (Public Order and Prosecution', warning that if Nuisance) Act Chapter 184, it the subscriber continues, the is an offence to make nuisance case will be referred to an calls and offenders can be Investigation Officer (IO) with fined up to \$20,000 and jailed the intention of prosecuting the up to five years. offender/subscriber in court.

If the number of nuisance calls is exceptionally high and affects operations in the Combined Operations Room (the nerve centre of the Singapore Police Force and where all '999' calls are answered), a request will be sent to telecommunication companies for termination of

## ANNUAL Police dinner

08 POLICE LIFE

**B** SSgt Lim Jia Zhong Edwin

and a deal

T. RAJA KUMAR

"Thank you for standing with us as we build a better future for our Police Force and for our country, as only a Force for our Nation can," said Commissioner of Police Ng Joo Hee during the Annual Police Dinner held on 25 June 2014 at the Istana. Graced by The President of the Republic of Singapore, His Excellency Dr Tony Tan, the Annual Police Dinner was held to honour individuals, organisations and members of the Singapore Police Force for their contributions in keeping Singapore safe and secure. *Police Life* brings you exclusive highlights from the event.



### HERITAGE

## HOME TO A RICH HISTORY

It used to house senior British police officers. Now, the Senior Police Officers' Mess (SPOM) is the Police's premier social hub for both official and private functions, and the latest addition to the **Balestier Heritage Trail.** 

onstructed in 1931, the SPOM was first used as accommodation for senior British police officers. The living quarters were sited on the upper floor while the ground floor held the anteroom, dining room and bar. The unique façade of the elegant building is drawn from the "Tudorbethan revival" style which is characterised by simple forms and geometric shapes.

Today, the SPOM is a treasure trove of the Singapore Police Force's (SPF) rich heritage and history as evident from the many artifacts that can be seen on its premises. More importantly, signature events of the Singapore Police Force (SPF) such as the Dining-In continue to be held in its dining hall.

It is thus no surprise that the SPOM earned the 14<sup>th</sup> spot on the Balestier Heritage Trail. The Public Affairs Department organised a special event on 3 July 2014 to commemorate this achievement.

Deputy Assistant Commissioner of Police (DAC) Poh Lye Hin kicked off the



event by taking seven National Heritage Board (NHB) personnel on a tour of the SPOM. Among other things, DAC Poh shared with them the history of the Temasek Sword as well as the many Dining-Ins that were hosted by SPF officers at the SPOM for special guests.

After the tour, the Commissioner of Police, Mr Ng Joo Hee, unveiled the marker for the Heritage Trail to much fanfare and applause from officers who were also present. He then presented the coffee table book "Home at Mount

Pleasant: The Senior Police Officers' Mess of the Singapore Police Force" to NHB's Deputy Director of Community Institutions and Outreach. Ms Sim Wan Hui

"NHB is delighted to partner SPOM to add a new marker to the Balestier Heritage Trail. We hope its addition to the Balestier trail will bring greater awareness of the building's long history and rich heritage of the Singapore Police Force," said Mr Tan Boon Hui. NHB's Group Director/Programmes.

## - DISCOVER CHARMING-**BALESTIER**

Public Affairs Department

The Balestier Heritage Trail is aimed at raising awareness and preserving Balestier's rich heritage. Balestier boasts nearly 180 years of history which have seen the area transform, from sugar cane plantations to shops filled with sweet and savoury delights. Balestier today still plays host to significant cultural landmarks, traditional trades and architectural styles that embody Singapore's diverse heritage. You may wish to go on a self-guided tour of the area or download the "Singapore Heritage Trails - Balestier" mobile app to rediscover gems in the Balestier neighbourhood.



Looking dignified and impressive, the Traffic Police (TP) outriders in the President's and Prime Minister's motorcades at the National Day Parade each year are always a sight to behold. Police Life shows you what happens before the fleet arrive at the Parade.



Singaporeans to sing the National Anthem together.

During the journey to the National Day Parade venue, additional TP officers, who are also known as the clearance squad, are deployed from the beginning of the journey to facilitate a 'green wave' (non-stop travel) for the President of Singapore. The clearance squad uses a leap frog system to ensure that all traffic junctions are secured for the President to pass through. As the motorcade passes by a clearance officer, the officer then leaps ahead of everyone else to the next unmanned junction. This continues until the motorcade reaches the destination





## LEADING UP TO THE PARADE SSgt Chee Yong Tat

TP outrider leading the motorcade is known as the pilot. The pilot is responsible for the timely arrival of the motorcade, and has an additional digital stop watch mounted on the handlebar to control the pacing of the motorcade. The pilot also has to relay his timing at pre-identified checkpoints to track the motorcade's progress, and must ensure that the motorcade arrives at the Parade venue on time, down to the precise second.

This is especially so for our President's arrival timing which is crucial for the Singapore Flag Fly Past, together with the singing of the National Anthem. This is also where he will join our fellow







The President of Singapore is escorted by four TP officers in the front and two officers at the rear. This is known as the Full Prestige Escort. In comparison, the Prime Minister is escorted by three TP officers in the front and two TP officers at the rear. This is known as the Prestige Escort.

TP officers are equipped with a whistle to alert and capture the attention of other road users during escorts and traffic control duties.

## **LEAGUE CHAMPION** AGAIN

It may not be as glamorous as the UEFA Champions League, but winning the Singapore Police Force's NPC League is surely a glorious moment for all the officers involved. What more for the team that has won twice in a row?

Woodlands East Neighbourhood Police Centre (NPC) clinched the top spot in the NPC League for the second consecutive year in 2014. The NPC league was introduced in 2011 to drive and reward operational excellence by NPCs island-wide. Crime rate, number of arrests made, discipline rate, IPPT and combat shoot are some of the criteria used to determine the top NPC.

### **Everyone Contributes to** the Success

Woodlands East NPC's Commanding Officer, Superintendent of Police (Supt) Soh Puay Hwee, believes that a key success factor is the buy in he obtained from every officer in the NPC. Every officer at the Woodlands East NPC has a clear idea of the NPC's mission, and the role they play to

• As leaders, we should communicate

and delegate effectively in order

Trust our officers in performing

assigned roles and tasks. \*\*

Superintendent of Police Soh Puay Hwee

Commanding Officer, Woodlands East NPC

to achieve our targets and mission.

achieve it. Supervisors set clear and concise targets, and the officers then work hard to deliver results.

Supt Soh recognised that every officer brings with them different strengths. "The mixed and dynamic teams create an environment where officers could grow as a group and also as individuals," he said.

With the manpower that the NPC has, officers are reshuffled to different teams according to their strengths and experiences. Ad-hoc tasks and projects are delegated to officers based on their abilities and skills they possess. New strategies and roles required of the officers are also communicated clearly to the supervisors so that everyone in the NPC is clear about changes that are made

RELEVANT TRAINING PAVES THE WAY TO SUCCESS

Each group of officers receive training that is tailored for their roles. For example, the Crime Strike Force (CSF) officers were inculcated with knowledge of software that speeds up data searches, possible screening avenues and investigative skills to solve crimes.

The Community Policing Unit (CPU) officers focused on developing their soft skills in dealing with difficult customers

#### **Boosting Officers' Morale**

Another success factor is the morale of the officers under his charge. Supt Soh keeps morale in his NPC high by praising and rewarding his officers for good work done through personal encouragement and "Pat on the Back" vouchers. Officers are constantly engaged and updated of their progression and performance to motivate them to do better.

Supt Soh believes in building good personal relationships with his officers through casual conversations and and how to work effectively and efficiently with the community stakeholders.

With the CSF and CPU units formed, the frontline officers became much more focused in their respective roles and making their presence felt in their assigned sectors. They are also able to perform more proactive policing and checks at crimeprone areas.

sharing his humorous side. He said, "When you show your human side, it naturally makes a person more approachable and easy to talk to, especially when an officer needs support and guidance."

Despite the high tempo of operations in an NPC, Supt Soh supports and respects his officers' work-life balance. He is often flexible with time-off and always encourages them to plan vacation leave early. This, he feels, would motivate his officers to put in their utmost for the SPF.



Woodlands East Neighbourhood Police Centre



**Deputy Assistant Commissioner of Police** Arthur Law (AL)

How have you conducted vour mentoring sessions? AL :

- Neighbourhood Police Centre (NPC), where SUPT Kanthan is the Commanding Officer. He gave me an orientation of the NPC, his routines and his future plans for the NPC, following which we had a chat at a nearby cafe. We also ran together at MacRitchie Reservoir. During our sessions, we talk about various subjects, ranging from postings and career options to individual interests and family.
- KP :In addition to the sessions mentioned by my mentor, I was also able to witness him lead as the parade commander during the Police Day Parade 2014. Of the many topics we discussed throughout our sessions, the one I appreciate most is my mentor's candid sharing of his work-life effectiveness, daily routines and managing family time. In short, he drew comparison that a leader's work is no different from parenting!



# LEADERS GROWING LEADERS (3) SC Mok Wen Jie

The fourth run of the Leadership Mentoring **Programme (LMP) saw 20 pairs of senior police** officers in a year-long 'mentor-mentee' relationship. Police Life finds out how one pair, Deputy Assistant Commissioner of Police (DAC) Arthur Law and Superintendent of Police (SUPT) S Kanthan Prakash, have been progressing since April.

visited Yishun South

## **Q** How did you discuss your experiences with each other?

- AL :We let the topic come naturally, keeping our sessions spontaneous and candid without a specific topic or any planned agenda, with the aim of building our relationship through interactions rather than having agenda-focused conversations.
- KP :Our sessions cover professional and personal boundaries, including work-family spill-over issues that we usually don't discuss with direct supervisors openly! This is to cultivate an open, dynamic and reciprocal relationship over the long term.

#### DAC Law, you were one of Q DAG Law, you and those mentored in a previous run of the LMP. What did you learn then?

AL :Mr Ang Hak Seng was my mentor then. I was very much involved in the operations side of the house during that time and his sharing from the

planning and development perspective helped me gain an overarching appreciation of some areas that I had been blind to.

### SUPT Kanthan, how have you Q applied your new knowledge into your work?

**KP** :My mentor had to undergo a minor operation in May. During his recovery, he continued to show perseverance in executing his administrative duties & managerial guidance as Deputy Commander and mentor from home. His actions and sharing reinforced my belief that as a leader in the Police Force, we must prioritise and perform our duties to the best of our abilities despite the challenges we face.

## How do you feel about the programme?

AL :As a mentor, this programme has enabled me to consciously take time out of my schedule



Superintendent of Police S Kanthan Prakash (KP)

to mentor and pass on my knowledge to SUPT Kanthan. I feel that as Police Officers, when we are given a clear goal in mind, we will work diligently towards achieving that goal. These sessions have also given me a different perspective about a variety of topics.

KP :DAC Law is a role model for me, and this programme has enabled me to actively work towards that goal in mind. I hope to continue to learn from my mentor's experience, knowledge and management skills which will support my professional and personal development.

## What does mentorship mean ■ to you?

AL :Growing together.

KP :A learning journey.

🝺 SC Mok Wen Jie

## EIGHT OFFICERS EARN THE RIGHT TO DON THE MARLIN BADGE IN Afiq Fitri Bin Alias, Home Team News

On 28 June 2014, eight officers finally earned the right to bear the Special Task Squadron (STS) insignia on their uniforms after close to a year of intense training. Their training culminated in a joint exercise with officers from the Small Boat Division (SBD) of the Hong Kong Marine Police (HKMP). Home Team News brings you the highlights!



the symbol used to represent the Special Task Squadron (STS) of the Police Coast Guard (PCG). The marlin is known to be one of the fastest and most persistent fishes in the sea, capable of swimming up to speeds of 80 kilometers per hour.

ince 1994, the marlin has been According to Assistant Superintendent of Police (ASP) Desmond Ong, the Commanding Officer (CO) of the STS, the marlin's speed perfectly encapsulates what the STS does.

> "We have to be swift and decisive when we carry out our operations," he said. "The marlin represents what we do in terms of high speed interceptions."

• We have to be swift and decisive when we carry out our operations. The marlin represents what we do in terms of high speed interceptions. ••

Assistant Superintendent of Police Desmond Ong Commanding Officer of the Special Task Squadron





Out of the eight officers, one stood out. Sergeant Michael (not his real name to protect the sensitive nature of the unit's operations) was awarded Best Trainee for his performance throughout the course. "At the start we were like strangers but as time went by, we trained and went through the hard times together," said the 27-year-old who first joined the Singapore Police Force in 2009. "Now we're more like brothers."

"The final graduation exercise is something that is practised by all graduating batches...this one is different because they had to work with their foreign counterparts and they were total strangers when they first met two weeks ago," said ASP Ong. "Our officers have proven themselves worthy of the STS insignia."

# WHY PAY FOR NOTHING?



Be wary of cheap deals that seem too good to be true

## Going online to do your shopping? Watch out for scams that could leave you empty-handed.

Review the seller's reputation before making any purchases

Do not divulge your credit card details on unsecured websites









INGAPORE POLICE FORCE Giving Hope. Improving Lives.

JAIL TERM OF UP TO 10 YEARS AND LIABLE TO A FINE