TSA recommends checking the following areas for suspicious packages, devices, substances, unattended baggage, briefcases, etc.:

A. Floors
B. Below seats
C. Driver's area
D. Steps
E. Wheelchair lifts
F. Lights
G. Wheel wells
H. Enginecompartments
I. Exhaust system
J. Fuel and air tanks
K. Back/side emergency exit door(s)

TSA Contact Information

U.S. Department of Homeland Security
Transportation Security Administration
Highway and Motor Carrier (HMC) Division
TSA Headquarters, East Tower TSA – 28
601 South 12th Street
Arlington, Virginia 20598
E-Mail: highwaysecurity@dhs.gov
Website: www.tsa.gov/highway
Transportation Security Operation Center
(TSOC) - Freedom Center
Point of Contact: TSOC Surface Watch Officer
Telephone: 1-866-615-5150
E-Mail: TSOC.St@dhs.gov

First Observer program (Call Center
and Highway ISAC)
Telephone: 1-888-217-5902
Website: www.FirstObserver.com

Safeguarding America's Transportation System Security Guide

For Highway Passenger Security Motorcoach Personnel

Transportation Security Administration

Identifying Security Threats and Incidents

Motorcoach security begins with you – your knowledge and your best judgment. Being able to define and identify security threats and incidents will help you identify an actual emergency, and enable you to determine your appropriate course of action.

- A **security threat** is any source that may result in an event or occurrence that endangers life or property and may result in the loss of services or equipment.
- A **security incident** is an unforeseen event or occurrence that does not necessarily result in death, injury, or significant property damage, but may result in minor loss of revenue.

Recommended Procedures for Employees

The purpose of establishing and implementing standard procedures is to protect lives and the flow of commerce. In addition to knowing and applying your company's established procedures, use the following guidelines as preventive measures to help enhance the safety and security of your passengers and yourself:

- Wear your required uniform and/or company identification;
- Familiarize yourself with any company or state security guidelines;
- Keep all vehicle doors, hatches, and compartments locked when vehicle is unattended;
- Conduct pre-trip and post-trip vehicle inspections;
- Maintain an uncluttered vehicle;
- Maintain awareness of people, activities, and items around you; and
- Immediately report any operational security weaknesses, such as damaged/broken fences or doors, faulty locks, and poor/insufficient lighting.

To enhance facility security:

- Secure unattended commercial transportation vehicles to prevent unathorized access.

To enhance passenger security:

- Where practicable, positively match bags or cargo to persons on board commercial transportation.

Monitoring Suspicious Activities & Items

Maintain a high level of awareness at all times. Monitor and observe people, events, activities, and items around you and take careful note of irregular or suspicious behavior or happenings.

Look for people who:

- Are not where they are supposed to be (restricted area, etc.);
- Look lost and/or wandering around;
- Appear to be conducting unusual surveillance (using video cameras, taking photos, etc.);
- Cause disruptions or intentionally distracting behavior;
- Show an unusual interest in employees;
- Abandon an item and leave the area quickly;
- Openly possess a weapon and/or dangerous item; and/or
- Use a vehicle in a suspicious way (parking, erratic driving, following, etc.).

Identifying a suspect should not be based on national origin, ethnicity, color, race, gender, or age.

Look for items or devices that:

- Were abandoned and left in the open;
- Were abandoned and hidden;
- Appear to be suspicious or dangerous, such as a canister, tank, metal box, bottle, etc.;
- Have an attached message;
- Appear to be emitting a mist, gas, vapor, or odor;
- Seem to have seepage or leakage of a suspicious
- substance;
- Are connected to wires, timers, tanks or bottles; and/or
- Appear to be the source of a foreign substance that is causing people to cough, have trouble breathing, feel nauseated, lose consciousness, or have any other medical condition.

Responding to a Security Incident

If you are threatened or involved in a security incident, remain calm and stay focused. Collect specific information regarding the threat or incident, such as:

- Location and direction headed;
- A complete and detailed description of threat, activity, or incident; and/or
- Description(s) of any vehicle (license plate number, color, make, etc.) and/or individuals (attire, hair color, etc.) involved.

Controlling the Situation

Evacuate the vehicle if necessary. Maintain clear communications with your passengers, continuously updating them about the situation, being mindful of their ages. Provide your passengers with any assistance, where appropriate. Identify yourself and point out witnesses to law enforcement and responders. Use state, school district, and company policy when you speak with reporters or unidentified people during or after an incident.

Evacuating the Vehicle

If evacuation is necessary and possible, protect your passengers and yourself from danger or risk of injury by:

- Shutting down the vehicle in a safe location;
- Relocating passengers a minimum of 300 feet upwind and upgrade of the vehicle;
- Prohibiting use of cellular telephones within 50 feet of the vehicle or suspicious device (if applicable);
- Taking any onboard communication devices with you, if possible; and
- Waiting for assistance and direction.

Collecting Information

When reporting, make sure that information is accurate, detailed, and pertinent. Providing proper authorities with status of victims, indicators, and circumstances will assist with the effectiveness and timeliness of responding party(ies).

Threats

- Report site as accurately as possible.
- Identify type of threat – observation, verbal, or
- written message.
- Describe suspicious behavior.
- Describe suspicious device(s) with size, shape, components (wires, batteries, clocks), color, location, sound, etc.
- Describe suspicious odor, mist, vapor, powder, color, quantity, residue, and/or location.
- Observe and notice weather conditions (especially wind direction).

Incidents

- Report your exact location and condition of scene.
- Describe type and number of injured victims.
- Note type of symptoms and/or unusual human behavior.
- Identify location of both passengers and injured victims.
- Describe any suspicious people, packages, devices, and/or substances.
- Collect all pertinent information from passengers.
- Suggest safe access routes for responding employees and emergency services personnel.

Reporting

- Immediately notify dispatch, operations control, or your supervisor.
- Identify eyewitnesses or ear witnesses.
- Contact law enforcement and/or emergency responder.
- For incidents involving explosive devices, avoid using radios and cellular telephones within 50 feet of materials or devices that may be explosives.
- Remain calm and answer questions to the best of your recollection.
- Clarify by repeating instructions just given.
- Confirm that assistance is on the way and ask for estimated time of arrival.

If unable to contact dispatchers or your operations center, notify law enforcement authority.

Surrounding Awareness

When on duty, be on the lookout for:

- Unknown people who are pacing, nervous or jumpy;
- Any vehicle stationary for long periods of time;
- Unusual delivery vehicles; and
- Suspicious or unattended packages, devices, baggage, suitcases.

Identifying and Responding to Suspicious People

ONLY approach or question a suspicious person if you feel comfortable. If you feel uncomfortable or threatened, seek assistance. Ask the person questions, such as:

- May I help you with anything?
- May I see some identification?
- Who are you visiting?
- What is the purpose of your visit?

If the person refuses to answer or respond to your questions or does not answer the questions to your satisfaction, attempt to escort them to a public area and notify your supervisor or manager.

Avoid using a "rough" approach – being aggressive, confrontational, abusive, or offensive. Avoid detaining or getting physical with the suspect.

Make sure to note individuals' original location. Focus on their behavior and physical characteristics and keep them in your sight until law enforcement arrives.

If suspicious person is no longer visible, note the last known direction headed. If they are seen in a vehicle, be ready to give description of vehicle, license plates, any stickers, or logos. When reporting individual(s), note the following characteristics:

- Head – eyes, ears, hair, mouth, nose, forehead, cheeks, chin, complexion, and if wearing any jewelry, clothing, hats.
- Body – neck, arms, chest, stomach, shirt/blouse/dress, coat, accessories, tattoos, scars, and/or birthmarks.
- Legs – pants, skirt, belt, feet, socks, shoes.
- Overall appearance – height, weight, gender, age.

Surrounding Awareness

Vehicle Inspections and Area Observations

Pre-trip and post-trip inspections that reveal the following may suggest the need for further attention:

- New marks or noticeable force of entry into vehicle;
- Unusual foreign item(s) attached to vehicle; and/or
- Opened or disturbed compartments/cabinets.

DISCLAIMER: The following security suggestions are recommendations only, and are not mandated by law. Please use this information as a guideline for enhancing transportation security.