



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
Web site: www.tsa.gov/highway

Transportation Security Operation Center
(TSOC) - Freedom Center
Point of Contact: TSOC Surface Watch Officer
1-866-615-5150
TSOC.St@dhs.gov

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

The TSOC serves as a 24/7-point of contact for all transportation security concerns to include rail, trucking, mass transit, maritime, pipeline, highway and aviation issues.



Transportation Security Administration

Safeguarding America's Transportation System

Security Guide

For Owner-Operator
Independent Drivers Association Members
(OOIDA)



Transportation Security Administration



Message to OOIDA Members

The Department of Homeland Security (DHS) would like small business truckers and professional drivers to work with the government to fight the threat of terrorism at the law enforcement level. DHS and OOIDA are providing this guide to you as a part of a cooperative effort to improve transportation security.

The security of your truck and its contents begins with you. The recommendations in this guide are designed to help you identify and assess potential security threats, as well as gather and report security threat information more effectively. This guide should not be used as a substitute for developing

your own security programs, policies and procedures. These recommendations are offered to assist you in creating a security plan that works for you. Please consider the information provided and list what steps you take related to your business and personal security. When combined with your specific operation you should be able to develop an overall approach to transportation security tailored to your needs.

The Department of Homeland Security encourages you to refer to this guide and your specific programs, policies and procedures frequently, and to discuss them with OOIDA to help you evaluate your security preparedness and to answer questions related to transportation security.



Recommended Security Awareness for Owner-Operators and Drivers

Basic procedures small business truckers and professional drivers should familiarize themselves with as part of an overall trucking industry security process:

- Develop and regularly update security practices and procedures.
- Know appropriate contact information for the local police. You should also know appropriate hotline numbers for reporting security threats and/or suspicious behavior. Keep this contact information readily accessible at all times.
- Maintain a high level of awareness at all times, but be especially vigilant during heightened security alerts as determined by the Homeland Security Advisory System. Make sure to immediately review all security related communication you receive in response to heightened alerts and formulate any new or additional security measures you might institute in response to heightened alerts.
- Always be observant of your surroundings whether at home, on the road or at shipper and receiver facilities.
- Remove the ignition key and keep doors locked at all times.
- Avoid, if possible, parking in unfamiliar remote, dimly-lit or unsecured areas.
- Recognize potential problems with a shipment such as: up-front cash payments, promises to pay excessive freight charges, not being allowed to be present during loading or unloading and paperwork that does not match the load or trailer.
- Do not depend on directions given via the CB radio. Preplan your route, call ahead or ask a trusted source.
- Inspect preloaded trailers and containers and check for an intact seal.
- Inspect your equipment thoroughly whenever it has been left unattended.
- Report any stolen permit books, license plates, personal identification or uniforms.



Suspicious Activity and Threat Indicators

Veteran drivers are attuned to recognizing suspicious behavior and activities as they relate to personal security. Many of those same threat indicators may also apply to our nation's overall security. Those indicators may include:

- Anyone who inquires too much about what you're hauling, where you're going and the intended route.
- Vehicles following you for extended periods of time.
- Persons observing truck parking areas and automobiles repeatedly cruising through those areas.
- Requests to stop for alleged accidents or breakdowns you cannot see.
- Anyone approaching you seeking a ride for themselves or another person.
- An unattended vehicle parked in or on critical infrastructure (e.g. tunnel, bridge, etc.) or in a location that seems out of place.
- Anyone avoiding a security checkpoint.
- Obviously altered signage on a vehicle.
- Missing license plate(s) or other unique markings on a vehicle.

If you encounter these or similar suspicious indicators you should proceed in accordance with your established security practices and procedures. If there is any doubt regarding suspicious behavior or occurrences report it to the appropriate law enforcement agency.

Effective Reporting: Suspicious Activity and Threat Indicators

When reporting suspicious activities or threats to government or law enforcement authorities, you should attempt to provide information that is accurate and detailed. Be prepared to provide information that includes:

- Date, time, and place of your observations.
- A complete description of any suspicious activity.
- Any identifying information given by a suspicious individual, such as name, age or place of birth.
- A detailed description of any suspicious individual including characteristics such as height, weight, gender, age, hair color, eye color, complexion, scars, birthmarks, tattoos, clothing or jewelry.
- A description of any suspicious odor or residue around any vehicle.
- A description of any suspicious item left in sight in or around any vehicle.
- A detailed description of the vehicle in which suspicious individuals are traveling, including license plate number, color, make, model and any dents or damage.

How to Proceed

If you encounter these or similar suspicious behaviors or occurrences, you should proceed in accordance with your established security practices and use common sense. If there is any doubt contact law enforcement personnel and/or the TSOC Watch Officer and make a report. If you believe there is an immediate threat dial 9-1-1. Do not attempt interdiction yourself.

DISCLAIMER: The security suggestions provided here are voluntary recommendations and are not mandated by law. Please use this information as a guideline for enhancing your transportation security plan.

