



First Observer Plus™ is a transportation security awareness program administered by TSA.

Additional information available at [tsa.gov/firstobserver](https://tsa.gov/firstobserver)



[tsa.gov](https://tsa.gov)



## First Observer Plus™

Safeguarding  
America's Surface  
Transportation  
Systems



Follow your company guidelines for reporting emergency or security related incidents.

If applicable, report non-emergency suspicious activity to TSA at 1-844-TSA-FRST (1-844-8772-3778).

## Program mission

The First Observer Plus™ Program provides transportation professionals with the knowledge needed to recognize suspicious or criminal activity that may be related to terrorism, guidance in assessing what they see, and a method for reporting those observations.

## Observe

- If you see something that “Doesn’t Look Right” (a “DLR”), perform your job as you normally would, but report suspicious activities that you observe.
- Remember First Observer Plus™ does not grant you any additional authority or permissions.
- Assess the situation or observation.
- Leverage your workplace experience and awareness.
- Use your job knowledge.
- Utilize any suspicious activity reporting training you have received.

## Report

- Follow your company guidelines in reacting/responding to an incident (your safety is a priority).
- Report suspicious situations that may be criminal or terrorism related (when safe to do so).
- First Observer Plus™ does not supercede your company guidelines or procedures for reporting suspicious activity, situation, or items.
- Call 9-1-1 if police or EMS response is needed
- If a non-emergency, call TSA at 1-844-TSA-FRST (1-844-872-3778) or report to another recognized tip line.
- Calls can be anonymous.



TSA conducts immediate as well as long term analysis of all calls received, and shares the information with other federal, state, and local agencies.

## Effective reporting of suspicious activity or threats

When reporting suspicious activities or threats to government or law enforcement authorities, provide as much information and detail as possible to help answer the following basic questions:

- Who – description of person(s)
- What – description of suspicious activity
- Where – location of observation
- When – time/date of observation
- Why – if known

## Together we can make a difference

- ✓ Remain vigilant
- ✓ Take notice of suspicious, unusual behaviors - not a person’s physical appearance
- ✓ Use your knowledge, judgment and experience

## Training modules available

First Observer Plus™ provides specific training modules for the following transportation modes/sub-modes:

- Trucking (general/hazmat/food and agriculture)
- School transportation
- \*Freight rail
- Mass transit & passenger rail
- Mass transit law enforcement
- Highway worker/infrastructure
- Parking (general/large venue)
- Vehicle rental
- \*Maritime (new)
- Over-the-road bus
- Pipelines

Both online and classroom First Observer Plus™ training is available.

\*(Freight rail/Maritime are only available in a group classroom settings) Visit [tsa.gov/firstobserver](https://tsa.gov/firstobserver) for more information.

