

Suspicious objects are different from "lost and found" items. They may be identified as suspicious based on the following characteristics:

- Threatening note attached
- Unusual appearance
- Sound coming out
- Unusual odor
- An attempt was made to hide the item

If you notice a suspicious object:

- Do not handle, open, or cover it
- Evacuate the area as per procedure and keep people safely away
- Report the location and description immediately
- Don't use a radio or cell phone in the vicinity of a suspected explosive device



Be alert to suspicious vehicles in and around your work environment.

- Never approach a suspicious vehicle
- Retreat and report it immediately
- Continue observation if safe

Suspicious behavior is an unusual or out-of-place activity for your transportation and community environment. Focus on the individual's behavior, such as where they are, when they are there, and what they are doing, not upon race, color, or ethnicity.

If you notice an individual exhibiting suspicious behavior:

- Gather information first then report following your organization's procedures
- Be alert to the possibility of accomplices
- Check the area where person was seen for signs of tampering or suspicious items
- Report a description of the person along with the type, location, and time of the activity



The most likely weapons threat in community transportation is the use of knives and handguns. Other weapons that may be used include:

- Unconventional weapons (tools, sporting equipment, vehicles, etc.)
- Improvised explosive devices (IED)
- Chemical, biological, and radiological weapons (CBRs)

IMPROVISED EXPLOSIVE DEVICES

There is a history of IED attacks on transit vehicles. If you come across a suspected IED:

- Do not touch or move any potential IED
- Report any device to authorities, including location and appearance
- Do not use a cell phone/radio in the vicinity of the potential IED
- If a device is found on bus or in a facility, immediately evacuate as far away from the device as possible

If you find an IED and detonation is imminent:

- Relocate behind a firm barrier avoiding windows if evacuation is not possible
- Lay face down on the ground covering head and neck with arms

If an IED detonates:

- Notify authorities as soon as possible
- Report to and assist first responders
- Stay alert for secondary attacks
- Complete all required documentation

There are a wide variety of criminal or terrorist threats to community transportation.

It is important to be familiar with protocols for handling bomb threats and dangerous mail:

Written Bomb Threat and/or Suspicious Letters and Packages

- Once identified, treat as a suspicious object, do not continue to touch, move, or cover
- Do not clean up any leakage
- Scan the area for the person who dropped off the note or for someone suspicious
- Report to appropriate authorities
- Evacuate as appropriate



Telephone Bomb Threat

- Keep a bomb threat checklist next to phones
- Keep the caller on the line as long as possible, do not interrupt
- Ask questions—try to get specifics on the bomb
- Note time, date, and duration of the call and the exact words of the caller
- Notify authorities and evacuate according to your agency's policies

CHEMICAL, BIOLOGICAL, AND RADIOLOGICAL WEAPONS (CBR)

A community transportation vehicle may be used as a CBR delivery means to another transit system or to a populated area, or may also be susceptible to an accidental hazardous chemical release. CBR weapons:

- Can be colorless, odorless, and difficult to identify
- Can spread throughout large areas by natural and mechanical air currents
- Remain in the air as vapor or aerosols, or settle on surfaces
- Have several routes of exposure

Signs of harmful substance release include two or more people:

- Experiencing extreme distress, difficulty breathing, or coughing uncontrollably
- Suffering a collapse or seizure
- Complaining of nausea or blurred vision
- Remarking on presence of an unusual and unexplainable odor

Strategies in reacting to a CBR release include:

- Evacuation—leaving release area entirely
- Relocation—moving to a protected location
- Sheltering in place – staying in a protected location



Telephone Bomb Threat Checklist

Sex: Male Female

Voice: Raspy Smooth Low Muffled Other _____

Speech: Accent Lisp Fast Slurred Other _____

Language: Foreign Foul Irrational Rational Other _____

Behavior: Calm Angry Nervous Laughing Other _____

Background Noise: Traffic Silent Talking Train Other _____

Time of day: _____

Length of call: _____

Questions to Ask:

- Where is it?
- What kind of bomb is it?
- What will set it off? When will it explode?
- Why are you doing this? Who are you?



EMPLOYEE GUIDE

to SECURING COMMUNITY MOBILITY



Observe and Report



You can protect yourself and reduce security vulnerabilities through some simple daily preparations.

Report to Work Fit for Duty

- Wear appropriate clothing
- Be alert to surroundings
- Know workplace policies and procedures

On the Road

- Conduct vehicle checks before, during, and after your shift; look for signs of tampering or unusual objects
- Secure your vehicle and park in well-lit areas
- Be aware of dangers on your route based on location and time of day

In the Shop & In the Yard

- Practice good housekeeping
- Conduct facility and vehicle security checks
- Be aware of risks related to poor lighting
- Utilize surveillance equipment and other security technology



In the Dispatch Center

- Report suspicious or threatening customer interactions
- Control access to computer systems and communications equipment
- Use secure emergency radio protocols and crisis notification systems

Workplace violence is any physical assault, threatening behavior, or verbal abuse occurring at work or while on duty. Prevent workplace violence by observing and reporting the possible early warning signs of aggression or violent behavior, including:

- Expressing fascination with violence
- Depression
- Increased work problems
- Domestic violence
- Personal and other problems

Recognizing a warning sign is a judgement call. A good gauge is the feeling that something is "just not right" about the situation.

- Tell the appropriate people in your agency about the behavior you noticed in a timely manner
- Do not ignore warning signs until it is too late
- Do not profile or label employees

In the event you are confronted with an actual act of violence:

- Get out of harm's way; safety is your first priority
- Look for avenues of escape
- Warn others
- Report the incident immediately to a supervisor



When interacting with passengers, remember to:

- Treat all passengers with respect
- Inform passengers about service issues
- Choose a communication style that best fits the behavior of the individual during the interaction
- Maintain self control in all situations

Greeting your passengers will allow you to assess their attitude and intentions. When greeting passengers, you should:

- Be professional, friendly, and courteous
- Use positive body language
- Make eye contact
- Set the tone for future interaction

PASSENGER BEHAVIORS

You will be required to interact with passengers who are "different," "difficult," or sometimes even "dangerous."

Different Passengers

Being "different" is a personal perception. A person who is "different" is one who may be:

- Under the influence of alcohol or drugs, but non-aggressive
- Mentally-ill or challenged
- Culturally distinctive
- Exhibiting behaviors unique for their age

Difficult Passengers

A "difficult" person is one who directs his or her frustration, anger, or hostility at others but is not yet an actual threat to safety. A "difficult" passenger may:

- Act disorderly in combination with more forceful, aggressive behavior
- Complain loudly
- Have the potential to become dangerous if the situation is not dealt with accordingly

Dangerous Passengers

"Dangerous" passengers are those who pose an immediate threat to your safety or the safety of others. They may be:

- Verbally threatening, or using abusive language
- Showing signs of physical violence
- Brandishing a weapon

REACTING TO DIFFERENT, DIFFICULT, AND DANGEROUS PASSENGERS

The keys to dealing with "different" people include:

- Respecting individual differences
- Refraining from stereotyping
- Not escalating a non-threatening situation into an incident
- Managing your own behavior

Strategies for dealing with "difficult" passengers:

- Neutralize—Defuse the situation using communication techniques

- Avoid – Dismiss or ignore the situation
- Retreat – Leave the situation or end the conversation

When communicating with "difficult" passengers, make sure you do not overreact or do anything to purposely escalate the situation.

- Don't ignore the passenger
- Stay calm
- Speak clearly and use repetition
- Don't embarrass or humiliate them
- Call for assistance if the situation appears threatening

When reacting to "dangerous" passengers, remember your priority is life safety.

- Do not say anything to escalate the situation
- Alert authorities immediately for back up support—use emergency response technology if available or pre-determined "alert" phrases
- For the most part, comply with the dangerous person's wishes
- Never grab at a weapon



COMMUNICATION TECHNIQUES FOR DEALING WITH DIFFICULT PASSENGERS

- Set limits
"Excuse me sir, eating is not allowed on the bus. Please put your food in your bag or I have a trash can here for you. Thank you."
- Use humor or the unexpected
Passenger complains, "What's with the crowded buses lately? It's so annoying." Driver responds, "You know what they say, nothing draws a crowd like a crowd."
- Use "pausing" techniques
Passenger says, "Why do the fares keep going up? This is ridiculous." Pause before responding "Well, it is annoying but a round trip is still cheaper than a gallon of gas."
- Give choices and consequences
"Sir, you may either finish your cigarette while waiting for the next bus or you can extinguish it before getting on this one."

As a community transportation employee, your familiarity with what is and what is not normal activity or behavior allows you to notice and immediately report suspicious or dangerous activities and objects. This Pocket Guide can assist you in recognizing what is suspicious or potentially dangerous and how to react in a timely and safe manner.

It is important to always:

- Be aware of your surroundings
- Distinguish between what is normal and what is unusual
- Rely on your past experiences
- Trust your instincts
- Report your concerns



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