



# BUSINESS TIP

## Hotels and Lodging Facilities

TERRORISM INTERVENTION PROGRAM

### What should I consider suspicious?

- Guests who:
  - Request specific room assignments or locations
  - Use cash for large transactions or a credit card in someone else's name
  - Arrive with unusual amounts of luggage
  - Make unusual inquiries about, or asking for a room with a view of local sites, including government, military, police, communications, and power facilities
  - Refuse cleaning service over an extended time
  - Use entrances and exits that avoid the lobby
  - Abandon a room and leave behind clothing and toiletry items
  - Do not leave their room
  - Change their appearance
  - Leave the property for several days and then return
  - Possess electronic surveillance equipment in room
- Thefts of official vehicles, uniforms, identification, and access cards
- Reports of guest rooms with:
  - Burn marks or discoloration on the walls, doors, bathtub, sinks, or showers
  - Unusual odors or liquids seeping from a guest room
  - Unusual amounts of traffic
- Discovery of unusual items in guest rooms or facility dumpsters:
  - Fertilizer or agricultural products
  - Chemicals or chemical containers
  - Fuel or fuel containers
  - Weapons, ammunition, and explosives
  - Extremist training manuals or literature
  - Fraudulent credit cards or documents
  - Photographs or diagrams of specific buildings or landmarks
- Parked vehicles in isolated areas

*It is important to remember that just because someone's speech, actions, beliefs, appearance, or way of life is different, it does not mean that he or she is suspicious. Some of the activities, taken individually, could be innocent and must be examined by law enforcement professionals in a larger context to determine whether there is a basis to investigate.*

### What should I do?

**IF YOU ARE EXPERIENCING AN EMERGENCY OR A CRIME IN PROGRESS, CONTACT 911. IF YOU OR YOUR BUSINESS WERE THE VICTIM OF A CRIME, CONTACT YOUR LOCAL POLICE DEPARTMENT.**

A partnership between the business community and law enforcement is essential to the success of anti-terrorism efforts.

You can support this partnership.

- Report vehicles abandoned on the property to law enforcement authorities
- Watch for people and actions that are out of place
- Make note of suspicious statements, people, and/or vehicles

***Do not jeopardize your safety or the safety of others.***

Your impressions and assessment, based on your professional / business experience, are extremely valuable and should help guide you in determining if a customer request, a fact pattern, or set of circumstances is unusual.

In addition to reporting suspicious activity to your local police department, you are encouraged to contact the Pennsylvania State Police Tip Line. This will enhance the statewide situational awareness and can potentially aid in the prevention of future terrorist acts through early identification and intervention.

***To report suspicious activities to the PSP Tip Line at any time, call or email:***

**1-888-292-1919**  
**sp-intelligence@state.pa.us**