



BUSINESS TIP

Rental Trucks

TERRORISM INTERVENTION PROGRAM

What should I consider suspicious?

- Reluctance to provide complete personal information when completing rental paperwork
- Providing multiple names on rental paperwork
- Inability to recall the name used to rent a vehicle
- Using cash for large transactions or a personal credit card in someone else's name
- Returned vehicles that contain:
 - Unusual burn marks or odors
 - Fertilizer or chemical residue or containers with residue
 - Blueprints, photographs, diagrams, or video of buildings and landmarks
 - Extremist training manuals or literature
 - Surveillance equipment
 - Receipts for hazardous items
 - Weapons and explosives
 - Maps with sensitive locations marked
- Inquiries about renting a truck with a wooden floor
- Unusual questions regarding:
 - A vehicle's dimensions, fuel capacity, or interior volume
 - Local sites, including government, military, law enforcement, communications, and power facilities
- Efforts to quickly collect deposits for vehicles reported as stolen
- Reports of abandoned rental vehicles, particularly those near:
 - Military bases
 - Government buildings
 - Power plants
 - Shopping malls
 - Stadiums
 - Schools
- Individuals surveilling the facility

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.

- Require a valid driver's license from all customers
- Make note of suspicious statements, people, and/or vehicles
- Report any missing or stolen vehicles or license plates to law enforcement authorities

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