



# Suspicious Activity Reporting Public Safety Telecommunications Training



## Overview

Acts of domestic and international terrorism did not end with 9/11—in fact, they continue to grow and threaten the United States, its citizens, and its critical infrastructure.

Reporting suspicious activity to law enforcement provides leads to further investigations and helps prevent crime, including terrorism.

In the course of their daily duties and responsibilities, public safety telecommunications professionals may receive information during their interactions with the public regarding suspicious activity that could be an indicator of emerging homeland security threats of targeted violence and mass casualty attacks, to include those related to terrorism. This online training video was developed to assist public safety telecommunications professionals in:

- **Recognizing what kinds of suspicious behaviors** are associated with pre-incident terrorism activities.
- **Understanding how and where to report suspicious activity.**
- **Protecting privacy, civil rights, and civil liberties** when reporting or documenting information.

Public safety telecommunications professionals can incorporate this video into their training programs for current or newly hired personnel.

## Nationwide Suspicious Activity Reporting (SAR) Initiative (NSI)

This training was developed by the **Nationwide Suspicious Activity Reporting (SAR) Initiative (NSI)**, a partnership of agencies at all levels that provides law enforcement with another tool to facilitate the reporting of crime and terrorism. The NSI has a national capacity for gathering, documenting, processing, analyzing, and sharing terrorism-related SARs.

Visit the NSI Web site at <https://www.dhs.gov/nsi> for resources to assist agencies in developing and increasing the effectiveness of their SAR processes and counterterrorism activities.

## Hometown Security Partners

The Suspicious Activity Reporting Public Safety Telecommunications Training is one in a series of trainings developed by the NSI. In addition to providing training for the law enforcement community, the NSI has developed this SAR awareness training for partners with similar missions, or “hometown security partners.”

These partners include:

- Public safety telecommunications professionals (e.g., 9-1-1 operators).
- Private sector security officers and personnel and those charged with protecting the nation’s critical infrastructure.
- Probation, parole, and corrections professionals.
- Fire and emergency medical services professionals.
- Emergency management professionals.
- Maritime industry professionals.
- Public health and health care partners.

## Training Available at No Cost

The Suspicious Activity Reporting Public Safety Telecommunications Training is provided at no cost to public safety telecommunications professionals.



### To Access the Online Training

Access the training through the NSI website at:  
<https://www.dhs.gov/course/nsi-training-public-safety-telecommunications>

## For more information

To contact the National Threat Evaluation and Reporting (NTER) Office, NSI program management team email: [NTER@hq.dhs.gov](mailto:NTER@hq.dhs.gov) or visit our website at: <https://dhs.gov/nsi>



# SUSPICIOUS ACTIVITY REPORTING

## Indicators and Behaviors

### BEHAVIORS

### DESCRIPTION

#### Defined Criminal Activity and Potential Terrorism Nexus Activity

<b>Breach/ Attempted Intrusion</b>	Unauthorized personnel attempting to enter or actually entering a restricted area, secured protected site, or nonpublic area. Impersonation of authorized personnel (e.g., police/security officers, janitor, or other personnel).
<b>Misrepresentation</b>	Presenting false information or misusing insignia, documents, and/or identification to misrepresent one's affiliation as a means of concealing possible illegal activity.
<b>Theft/Loss/Diversion</b>	Stealing or diverting something associated with a facility/infrastructure or secured protected site (e.g., badges, uniforms, identification, emergency vehicles, technology, or documents {classified or unclassified}), which are proprietary to the facility/infrastructure or secured protected site.
<b>Sabotage/ Tampering/Vandalism</b>	Damaging, manipulating, defacing, or destroying part of a facility/infrastructure or secured protected site.
<b>Cyberattack</b>	Compromising or attempting to compromise or disrupt an organization's information technology infrastructure.
<b>Expressed or Implied Threat</b>	Communicating a spoken or written threat to commit a crime that will result in death or bodily injury to another person or persons or to damage or compromise a facility/infrastructure or secured protected site.
<b>Aviation Activity</b>	Learning to operate, or operating an aircraft, or interfering with the operation of an aircraft in a manner that poses a threat of harm to people or property and that would arouse suspicion of terrorism or other criminality in a reasonable person. Such activity may or may not be a violation of Federal Aviation Regulations.

#### Potential Criminal or Non-Criminal Activities Requiring Additional Information During Vetting

*Note: When the behavior describes activities that are not inherently criminal and may be constitutionally protected, the vetting agency should carefully assess the information and gather as much additional information as necessary to document facts and circumstances that clearly support documenting the information as an ISE SAR.*

<b>Eliciting Information</b>	Questioning individuals or otherwise soliciting information at a level beyond mere curiosity about a public or private event or particular facets of a facility's or building's purpose, operations, security procedures, etc., in a manner that would arouse suspicion of terrorism or other criminality in a reasonable person.
<b>Testing or Probing of Security</b>	Deliberate interactions with, or challenges to, installations, personnel, or systems that reveal physical, personnel, or cybersecurity capabilities in a manner that would arouse suspicion of terrorism or other criminality in a reasonable person.
<b>Recruiting/Financing</b>	Providing direct financial support to operations teams and contacts or building operations teams and contacts; compiling personnel data, banking data, or travel data in a manner that would arouse suspicion of terrorism or other criminality in a reasonable person.
<b>Photography</b>	Taking pictures or video of persons, facilities, buildings, or infrastructure in an unusual or surreptitious manner that would arouse suspicion of terrorism or other criminality in a reasonable person. Examples include taking pictures or video of infrequently used access points, the superstructure of a bridge, personnel performing security functions (e.g., patrols, badge/vehicle checking), security-related equipment (e.g., perimeter fencing, security cameras), etc.
<b>Observation/ Surveillance</b>	Demonstrating unusual or prolonged interest in facilities, buildings, or infrastructure beyond mere casual (e.g., tourists) or professional (e.g., engineers) interest and in a manner that would arouse suspicion of terrorism or other criminality in a reasonable person. Examples include observation through binoculars, taking notes, attempting to mark off or measure distances, etc.
<b>Materials Acquisition/Storage</b>	Acquisition and/or storage of unusual quantities of materials such as cell phones, pagers, radio control toy servos or controllers; fuel, chemicals, or toxic materials; and timers or other triggering devices, in a manner that would arouse suspicion of terrorism or other criminality in a reasonable person.
<b>Acquisition of Expertise</b>	Attempts to obtain or conduct training or otherwise obtain knowledge or skills in security concepts, military weapons or tactics, or other unusual capabilities in a manner that would arouse suspicion of terrorism or other criminality in a reasonable person.
<b>Weapons Collection/Discovery</b>	Collection or discovery of unusual amounts or types of weapons, including explosives, chemicals, and other destructive materials, or evidence, detonations or other residue, wounds, or chemical burns, that would arouse suspicion of terrorism or other criminality in a reasonable person.
<b>Sector-Specific Incident</b>	Actions associated with a characteristic of unique concern to specific sectors (e.g., the public health sector), with regard to their personnel, facilities, systems, or functions in a manner that would arouse suspicion of terrorism or other criminality in a reasonable person.