

Taxi Cab and Ride-Sharing Service Partnerships – Potential Public Safety Force Multiplier

PRIOR TO ATTACK

Suspicious Activity: Some behaviors or activities which may appear to be suspicious may be constitutionally protected, and any determination of possible illicit intent should be supported by additional facts. The activities listed below are general in nature and any one may be insignificant on its own, but when observed in combination with other suspicious behavior—particularly advocacy of violence—they may constitute a basis for reporting.

Passenger exhibiting the following:

- Clothing which is loose, bulky or otherwise inconsistent with season, weather, region or time of the year
- Attempted concealing of electronic devices or electrical components, such as wires and circuit boards
- Unusual odors, such as chemical or petroleum based smells
- Unusual signs of wetness or stains
- Modified clothing, shoes, containers, or other-items in an attempt to conceal
- Stubbornly refusing assistance with bags, packages, cases or other items, including loading or unloading

Baggage exhibiting the following:

- Luggage, such as bags, boxes, cans, containers and cases, which may be noteworthy due to size, weight, shape, or used for other than intended purpose
- Visible electrical or electronic devices or components, such as wires and circuit boards
- Unusual odors, such as chemical or petroleum based
- Unusual signs of wetness or stains



IN AN EMERGENCY

CALL 911



POST-ATTACK



Investigative Help: In the event of an incident, drivers may have key information critical to an investigation.

Camera

- Traveled routes
- Pick-up/drop-off locations
- Victim, witness or suspect identification
- Vehicle or attack method identification
- Footage of attack

Logs

- Traveled routes
- Contact numbers
- Pick-up/drop-off locations
- Payment and transaction
- Victim, witness or suspect identification



NOTICE: This product was developed by the Joint Counterterrorism Assessment Team (JCAT), which is a collaboration by NCTC, DHS, the FBI, and state, local, tribal, and territorial government personnel to improve information sharing and enhance public safety. The product is intended to promote coordination among intergovernmental authorities and the private sector in identifying, preventing, and responding to terrorist activities. The product should be considered within the context of existing laws, authorities, agreements, policies or procedures. For additional information contact us at JCAT@NCTC.GOV.

Taxi Cab and Ride-Sharing Service Partnerships – Potential Public Safety Force Multiplier (continued)

The protection of life and property against terrorism in the Homeland often rests on sustainable and strong partnerships, including with the private sector and the general public. With hundreds of thousands of taxi and ride-sharing-service drivers working 24/7 across the US, a security- and first-aid-conscious driver can act as a public safety force multiplier. Their familiarity with their communities and interaction with the general public puts them in a position to identify activities and behaviors potentially related to terrorism, to potentially assist victims of a terrorist attack, and provide authorities information that may aid post-attack investigations.

Suspicious Activity: Due to their constant interaction with the public, drivers may have valuable information to report in advance of an attack or evidence to assist in an investigation after an attack. Drivers may recognize seemingly suspicious activity, which if reported, could potentially prevent terrorism:

- On 28 June 2016, gunmen armed with automatic weapons and explosive belts staged a simultaneous attack at international terminal of the Atatürk Airport in Istanbul, Turkey. An investigation revealed the attackers wore winter jackets, despite warm temperatures, and used a taxi cab to travel to the scene.
- On 22 March 2016, two suicide bombers carrying explosives in large suitcases attacked the check-in area at the Zaventem International Airport in Brussels, Belgium. A taxi cab driver who transported the attackers to the airport later reported that their luggage was very heavy, emanated a strong odor, and that the attackers insisted on handling the luggage themselves and would not allow the driver to load it into the vehicle.

Investigation Assistance: Drivers and passengers may have valuable information to support post-attack investigations. In addition to electronic recordings (audio, video, dash camera), valuable investigative information may be retrieved from digital or analog logs, including traveled routes, contact numbers, pick-up/drop-off locations, payment and transaction information, or victim, witness or suspect identification.

- On 3 June 2017, terrorists targeted pedestrians with a vehicle on the London Bridge in the UK. The media published dashcam footage retrieved from a taxi which arrived on scene shortly after the attack. The footage showed the victims and the response to the incident.
- On 19 December 2016, a taxi's dashcam footage showed the terrorist's vehicle attack targeting the crowd at a Christmas market in Berlin, Germany.
- On 13 November 2015, a taxi's dashcam footage recorded the terrorist attack on the patrons on an outdoor terrace at the La Belle Equipe restaurant in rue de Charonne, Paris, France.

Transportation: Traffic and public transportation will likely be severely impacted following an attack, in addition to heavily taxing emergency services vehicles. In previous terrorist and criminal attacks, taxis have transported victims to medical facilities, evacuated people from the attack site, and reunited family and friends directly impacted by the attack.

- On 1 October 2017, a gunman opened fire on concertgoers at the Route 91 Harvest Music Festival on the Las Vegas Strip. A taxi driver transported six victims from the scene to a nearby hospital.
- On 22 May 2017, a terrorist detonated a homemade bomb against crowds leaving a concert in the Manchester Arena, United Kingdom. The attack occurred near the Victoria Railway Station, which was subsequently closed thereby significantly reducing transportation near the incident. Taxi drivers provided free transportation to victims of the attack.
- On 14 July 2016, a terrorist rammed a cargo truck into crowds celebrating Bastille Day on the Promenade des Anglais in Nice, France. Many taxi drivers worked throughout the night taking people to safety and helping others look for their loved ones in hospitals.

Drivers will likely interact with authorities at the scene of an attack, may provide guidance or request assistance, including where to safely pick up and drop off passengers, and act to quickly clear traffic lanes for emergency response vehicles..



Outreach: The requirements to become a taxi or ride-sharing-service driver vary by state or municipality or company.

These requirements may include: driving history, criminal background check, drug screening, proof of residency and/or US citizenship, chauffeur's license or a license with passenger endorsement, written exam and on-the-job training covering traffic laws, driver safety, local street layouts, and equipment operation (meters, communications).

Actions that ride-sharing companies may consider include:

- Taxi and ride-sharing companies and associations could sponsor introductory and refresher training related to community outreach, first aid and suspicious activity reporting and even invite independent drivers.
- In the United Kingdom, the developers of "mytaxi" a taxi-hailing application, also offer a course for London taxi drivers. The training covers medical emergencies, terrorism and security, including body language tips to help drivers read situations more easily.

"If You See Something, Say Something®" Campaign: The Department of Homeland Security campaign raises public awareness of the indicators of terrorism and terrorism-related crime, as well as the importance of reporting suspicious activity to state and local law enforcement. It encourages people to follow their intuition and report suspicious activity, but leaves it to law enforcement to decide whether an observed activity or behavior merits investigation. In other words, if you see something you know should not be there or observe behavior that does not seem quite right, say something.

To report suspicious activity, contact local law enforcement or call 9–1–1, and describe in as much detail as possible what you saw, including:

- Who or what you saw;
- When you saw it;
- Where it occurred; and
- Why it is suspicious.

For more information and to view the campaign public service announcement videos, please visit <https://www.dhs.gov/see-something-say-something>



Remember: An alert driver can support public safety. Please report suspicious behaviors, provide assistance, and share information.

تذکر: السائق الیقظ بأمكانه المساندة فی السلامة العامة. الرجاء الإبلاغ عن أى سلوكیات مشبوهة، وقم بتقديم المساعدة و مشاركة المعلومات مع السلطات.

স্বাভে রাখবেন: প্রকৃতি অপরূপী দুর্ভাগ্যের সাহায্যে নিরাসিত্তা ভাঙ্গারন করতে পারে। দয়া করে অবৈজ্ঞানিক ওমাচারনের সিস্টেমি করুন, অসহায়তা প্রদান করুন এবং কার্ভসম্বন্ধে জাশমে তথ্য জাম করুন।

Un conducteur vigilant peut appuyer la sécurité publique. S'il vous plait veuillez aviser sur n'importe quel comportement suspect, prêtez de l'assistance et partagez ces renseignements avec ces autorités.

Yon chofè atantif ka ede nan sekirite piblik. Silvouplè, veye e fè otorite leta yo konnen si ou wè yon moun k'ap aji nan yon fason ki sispèk, ede si ou kapab, e bay otorite leta yo tout enfòmasyon.

Um motorista em estado de alerta pode apoiar a segurança pública. Faça o favor de denunciar qualquer comportamento suspeito, forneça assistência, e compartilhe informações com as autoridades.

Un conductor en estado de alerta puede proveer apoyo a la seguridad pública. Por favor denuncie cualquier comportamiento sospechoso, brinde ayuda y comparta información con las autoridades.

یاد رکھیں: ایک ہوشیار ڈرائیور ہی عوام کی حفاظت میں مددگار ثابت ہو سکتا ہے۔ اگر آپ کسی کو مشکوک حرکات کرتے دیکھیں تو فوراً رپورٹ کریں۔ مدد فراہم کریں۔ اور سرکاری منصبداران کو مطلع رکھیں۔



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CONTACT INFORMATION:





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झाने राखबेन: प्रकृति उत्तरगरी दुर्घटना माबानिक निरामता अखर्भन करत माये। दया करे अवेदजनक आचारनेर सिमोर्ष करन, अग्रयता प्रदान करन प्रः वर्त्सुमठेर आमे तथ्य ङाज करन।





PRODUCT FEEDBACK FORM

JCAT MISSION: To improve information sharing and enhance public safety. In coordination with the FBI and DHS, collaborate with other members of the IC to research, produce, and disseminate counterterrorism (CT) intelligence products for federal, state, local, tribal and territorial government agencies and the private sector. Advocate for the CT intelligence requirements and needs of these partners throughout the IC.

NAME AND/OR ORGANIZATION:

ORGANIZATION: *LAW ENFORCEMENT* *FIRE* *EMS* *HEALTH* *ANALYSIS* *PRIVATE SECTOR*

DATE:

FEEDBACK

01 PLEASE RATE THE FOLLOWING PRODUCT:

EXCELLENT *GOOD* *FAIR* *POOR*

02 PLEASE CHECK ONE ANSWER FOR EACH OF THE FOLLOWING STATEMENTS.

<i>THIS PRODUCT:</i>	<i>STRONGLY DISAGREE</i>	<i>DISAGREE</i>	<i>NEUTRAL</i>	<i>AGREE</i>	<i>STRONGLY AGREE</i>
<i>INCREASED KNOWLEDGE/AWARENESS OF AN ISSUE OR TOPIC</i>					
<i>IS RELEVANT</i>					
<i>IS TIMELY</i>					
<i>IS RESPONSIVE TO MY INFORMATION NEEDS</i>					

03 ADDITIONAL COMMENTS, SUGGESTIONS, OR QUESTIONS:

04 WHAT TOPICS WOULD YOU RECOMMEND IN THE FUTURE?