

SUSPICIOUS ACTIVITY

Many of these activities, in and of themselves, may not indicate that a guest is involved in criminal activity. Taken together, however, they be a cause for concern.

- Pays in advance with large amounts of cash or uses questionable ID to reserve a room.
- Walks aimlessly through parking lots or garages with no apparent purpose or destination.
- Intentionally changes his or her physical appearance.
- Is secretive about how many individuals will be occupying the room.
- Requests a room away from others
- Requests a room with a specific view of bridges, airports, military or government installations
- Refuses housekeeping services or prohibits staff from entering room.
- Acts paranoid, secretive
- Receives frequent, suspicious or unusual visitors
- Uses pay phones or cell phones only, not room phone
- Leaves for a day or more without checking out between days
- Keeps strange or suspicious items or documents in guest room, including:
 - Flight manuals or other similar materials
 - Weapons or ammunition
 - Electronic surveillance equipment
 - Maps of high-profile targets in the area
 - Photographs, sketches or blueprints of buildings and landmarks
 - Items with unusual odors
 - Industrial chemicals

If you observe people acting suspiciously, don't hesitate to contact local law enforcement. Remember — better safe than sorry.

HELP PREVENT AND DETECT TERRORISM

The Kansas City Regional Terrorism Early Warning Group is one of a number of TEWs in metropolitan areas across the country. The TEW brings local, state and federal law enforcement officials together with public and private organizations to detect, deter and respond to terrorist threats in the Greater Kansas City community.

If you see something, say something

How to Report Information:

In an EMERGENCY Dial 9-1-1
To remain ANONYMOUS..... 816/474-TIPS
To Notify the Kansas City
FBI Joint Terrorism Task Force816/512-8200
To file an electronic report..... www.kctew.org

Visit our Web site, www.kctew.org, to find contact information for other local, state and federal authorities.

In an emergency situation, call 9-1-1 or contact your local police department.



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TERRORISM AWARENESS

for HOTEL AND MOTEL MANAGERS

What can you do to help prevent and detect terrorism?



**TIPS
HOTLINE:**

474-TIPS

KANSAS CITY REGIONAL
INTERAGENCY ANALYSIS CENTER

a Terrorism Early Warning Group

Terrorist operations begin with extensive planning. Hotels and motels can be prime locations for terrorists to gather information and materials before launching an assigned mission.

You can help prevent and detect terrorism — and other types of crime — by watching out for suspicious activities in your hotel or motel and reporting them to the proper authorities.

Many cities offer crime prevention seminars and programs for business owners and managers. Contact your local police department for more information.

*If you see something,
say something*

In an emergency, call

9-1-1

**To make an anonymous
tip, call:**

816-474-TIPS

PROTECTIVE MEASURES FOR HOTELS & MOTELS

- Create and maintain an emergency response plan, and frequently review your emergency procedures with staff.
- Deter loitering by engaging persons in the lobby and offering assistance.
- Secure unused entrances (within fire department guidelines) to limit access.
- Maintain a consistent staff presence at primary entrances to watch who comes and goes.
- Make copies of guest ID and attach to the registration card. Require ID that matches registration information before issuing a key.
- Make sure guest cars are registered and identified through a dash pass or rearview mirror hanger.
- Ensure that house phones only connect to the hotel operator. Refuse to connect callers to rooms if the caller does not know the guest's name.
- Require employees to display identification cards or badges.
- Train employees to identify suspicious behavior and report suspicious activity to security personnel immediately.
- Screen contractors and temporary workers, and issue them temporary identification cards.
- Have all packages delivered to a specific pre-determined area. Make sure employees are familiar with guidelines for identifying and handling suspicious packages.
- Do not check bags/packages into the luggage storeroom unless the requesting party is a registered guest or patron of the hotel.
- Ask guests not to leave their luggage or briefcases unattended.
- Test emergency lighting, generators, elevator recall, alarm systems and public address systems regularly. Make repairs as needed.
- Enhance alarm systems to include doors to critical areas like utility closets, HVAC, rooftops, and street-level fire exits.
- Make sure utility rooms and doors to HVAC areas are monitored and secure.
- Secure all banquet and meeting rooms when not in use.
- Have uniformed security personnel conduct periodic interior and exterior roving patrols at irregular intervals.
- Conduct criminal background checks on potential new hires.
- Establish criteria for heightened security procedures you might implement in times of increased vigilance, such as:
 - Increasing security staffing.
 - Screening guests for keys or verify registered names at entrances.
 - Inspecting luggage before accepting it as claim checked property.
 - Inspecting mail and parcels before delivery.
 - Inspecting all delivery vehicles on the street before allowing access to the loading dock.
 - Providing escorts for all visiting contractors.

