

FREMONT POLICE DEPARTMENT OUTREACH PROGRAM

HOTELS

As described in the accompanying letter, the *Fremont Police Outreach Program* is based on the idea that certain legitimate businesses and industries may be exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following examples of activity relating to your specific business, though not fully inclusive, may be of *possible* concern to law enforcement:

- Last minute, walk-in registrants, the day before a major event.
- Guests who deny access to the housekeeping staff to perform routine room cleaning duties over a period of several consecutive days.
- Guests who permit housekeeping staff to enter rooms but who unusually supervise or rigorously monitor their actions.
- Evidence that room occupants have intentionally changed their physical appearance, e.g., shaving/close cropping of hair; hair dyes. (Also, large amounts of shaving crème, razors.) Requests for staff for clogged drains due to large amounts of hair.
- Identification offered for room reservations based on documents of questionable authenticity (e.g., misspellings on "official" papers; altered photos; P.O. Box address; no telephone number).
- Payment with a large sum of cash instead of a credit card to cover an expensive lodging bill (or any other unusual registration and reservation information).
- Room phone bills for overseas phone calls.
- Reports of the thefts of guests' luggage or baggage containing sensitive documents such as passports/visas and other forms of identification.
- An unusual number of visitors admitted by a guest; persons loitering on guest floors
- Unusual or excessive luggage, containers, tools, wires, etc. Discarded luggage by guests.
- A guest who arrives with luggage that is seemingly empty.
- Possession of very expensive photographic/surveillance equipment, binoculars or other equipment not typically carried by guests or tourists, e.g. night vision goggles, military binoculars
- Possession of unauthorized uniforms (airport, postal, police, military)
- Unusual odors or substances unknown to you; oil based stains or other flammable material
- A request at check-in for a specific room because of its view of another City building or other location that could be considered a potential target of terrorism.

HOTELS cont'

- Delivery of a suspicious parcel (e.g., unusual weight/balance; protruding wires; greasy marks on the wrapping or envelope; unusual smell; delivered by hand by an unknown source, etc.).
- Loitering in the hotel lobby for an unusual period of time. Suspicious person(s) loitering near HVAC system vents, intakes, equipment, etc.

Your impressions and assessment -- based upon 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.

Please remember that the conduct of itself does not have to be criminal per se for you to report it to the FPD toll-free number, 1-800-962-5912 (24-hours, seven-days a week), or to the FPD non-emergency line, 510-790-6800. (In the event of a police emergency, please dial **9-1-1**.)

If you wish to learn more about Fremont Police Outreach, please visit the FPD website at www.fremontpolice.org and locate the Outreach Program link.