



FREMONT POLICE DEPARTMENT OUTREACH PROGRAM

SELF-STORAGE FACILITIES

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:

- Attempts to access self-storage bins during off-hours when staff/customer presence at the facility is minimal.
- Behavior by an individual that suggests a deliberate attempt to avoid contact/dialogue with other customers/tenants.
- Behavior by an individual that suggests a deliberate attempt to avoid being recorded by the security video system (e.g., intentionally masking/concealing one's face by use of a bulky hat, scarf, sunglasses, etc.)
- Individuals who are unspecific as to the duration of time materials are to be stored or who secure the space for unusually brief spans of time.
- Individuals who are evasive in terms of identifying the nature of items to be stored, if those questions are asked by the facility manager.
- Attempts by a prospective customer to rent a storage bin based upon documents of questionable authenticity (e.g., P.O. Box offered as residence address).
- Individuals who are delinquent in payment of storage bin fees or who have not been seen for a protracted period of time.
- Selection of storage areas with heat and humidity controls or protection.
- The appearance of chemical containers or other unusual materials (e.g., disposable gloves) in the area designated for garbage disposal.
- Strange/unusual odors (e.g., chemical, industrial) not known to you coming from a storage area/bin; chemical fires in self-storage units.
- Delivery of chemicals or biological material directly from the manufacturer to your facility.
- A liquid or foreign substance seeping from a storage bin.
- Discoloration of walls or doors at storage bins where strange odors are present (e.g., metal door tarnished; brightly colored stains)
- Specific inquiries made by an individual regarding the presence of surveillance cameras or other security measures.
- The appearance of burn marks or missing fingers on the hands of an individual accessing or leaving a self-storage bin.
- The carrying of tools or wires by an individual accessing or leaving a self-storage bin.



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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.