



General Reminder for Safe Commuting Practices

See Something, Say Something

What should you do in the event of suspicious activity during your commute? Remember, **if you see something, say something**. Below we have summarized important safety tips from Bay Area transit agencies and the [Department of Homeland Security](#). In any emergency, dial 911. Many San Francisco Bay Area transit agencies have emergency phone numbers for riders to call. We have included these numbers for BART, SF MUNI, SamTrans, and Caltrain. Please distribute to your tenants as you deem necessary.

What Defines Suspicious Activity and Behavior

- Unattended or out-of-place items (for example, an individual leaving a package or luggage unattended and hurrying away from the area)
- "Someone pays unusual attention to facilities or buildings beyond a casual or professional interest. This includes extended loitering without explanation (particularly in concealed locations); unusual, repeated, and/or prolonged observation of a building (e.g., with binoculars or video camera); taking notes or measurements; counting paces; sketching floor plans, etc." -[Homeland Security](#)
- People acting extremely nervous
- People entering unauthorized areas of transit agencies
- People questioning security procedures and operations

- People who stay at bus or train station for long periods without getting on
- Anyone tampering with surveillance cameras, safety systems, machinery or other sensitive equipment
- People carrying aerosol containers or anything omitting a strange smell or gas.
- Evasive answers to common questions regarding destinations; deliberate attempts to avoid contact with others or to draw attention

BART's Guidelines for Reporting Suspicious Activity

- Please see [BART's Safety Guidelines](#)
- Notify the Station Agent of suspicious activity
- If you are at a station, call BART Police at **1-877-679-7000** or dial 911
- If you are on a train,
 - Use the intercom located at the end of the car to call the Train Operator or;
 - Move away from the item/person and use your cell phone to call BART police at **1-877-679-7000**. If you dial 911 on your cell phone, you will likely be transferred to the California Highway Patrol dispatch which may delay response to your report. Also, remember that most cell phones will not work inside BART's tunnels.

Other General Guidelines for Reporting Suspicious Activity

- If riding **Muni**, call **415-553-8090**. Please see [SFMTA's safety guidelines](#)
- If riding **Caltrain** or **SamTrans**, call the Transit Police **1-877-SAF-RAIL (1-877-723-7245)**. Please see [Caltrain's safety guidelines](#) and [SamTrans' safety guidelines](#)
- If you ride SF Bay Ferry, please see [WETA's Emergency page](#)

- If riding any other transit service, move away from the suspicious person or object and call 911
- Be prepared to provide a description of the suspicious person or object and the exact location

Please consult [The Department of Homeland Security](#) and the resources listed below for more safety tips

[See Something Say Something PSA Video](#)

[Secure Transit](#)

[What is Suspicious Activity?](#)

[See Something? \(What to Look For\)](#)

[San Francisco Department of Emergency Management](#)

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