

**Riders-On-Watch (ROW) Scheme Training Package to be uploaded in ASKJamie**

Roles of A Riders-On-Watch (ROW) Scheme Volunteer	
What is my role as a Riders-On-Watch (ROW) scheme volunteer?	Keep a lookout for suspicious characters on the public transport (i.e. Bus, MRT trains, LRT trains, Bus Interchanges and MRT train stations).
What is expected of me when I sign up as a volunteer of the Riders-On-Watch (ROW) scheme?	Crime Alert Information in the form of Short Message Sent (SMS) or Multimedia Messaging Service (MMS) will be shared with you. With this information, you can play a vital role in looking out for suspicious persons/activities/items and provide valuable information to the Police
What should I do when I receive the crime information via Bizlive (SMS)?  What should I do if I spot a suspicious person or situation?	If you do spot a suspicious person or situation fitting the description of the contents of the crime alert information, you should approach the MRT station staff or call 999 immediately. Do not engage the suspicions persons or handle the items yourself.  Examples of suspicious person/situation that could lead to a crime, e.g. <ul style="list-style-type: none"> <li>- Male subject holding his mobile phone in close proximity near to a female commuter's skirt at ascending escalator;</li> <li>- Heavy-looking bag/bulky items left unattended;</li> </ul>

Safety & Precautions (DO's)	
What should I do if I am unable to report it on time but I felt I must report it?	Alternatively, call TransCom DOR at 1800-8420000 to alert TransCom of any suspicious persons/items.
What should I do if a crime is taking place in front of me?	If there is a need for urgent police assistance, call 999 immediately. You should also approach the MRT station staff for further assistance.

Safety & Precautions (DON'Ts)	
What are the considerations that I have to take when I witness a crime-in-progress or an unattended item on the public transport network?	<b>Do not</b> place yourself in situations which may jeopardize your own safety. Do call 999 immediately for urgent police assistance or approach the MRT station staff for further assistance.
Should I approach or confront any suspicious persons?	<b>Do not</b> approach or confront any suspicious persons/items that may jeopardize your own safety. Do call 999 immediately for urgent police

	assistance or approach the MRT station staff for further assistance.
Can I conduct search on the suspicious person/item?	<b>Do not</b> conduct any search on suspicious persons/items as you are not trained to do so. You should approach the MRT station staff or call the Police for further assistance.

Basic Observations of a Suspicious Person		
1	Location	<p>Exact location of the suspicious person or the direction of where he or she is walking towards.</p> <p><i>(e.g. He is right in front of the 7-11 store at X MRT)</i></p> <p><i>(e.g. He has left X MRT station and has entered into Y shopping mall)</i></p>
2	Appearance & physical attributes	<p>Race/Gender.</p> <p><i>(e.g. Chinese man / Malay man / Indian woman etc)</i></p> <p>Complexion.</p> <p><i>(e.g. Fair / tanned / dark etc)</i></p> <p>Build and height.</p> <p><i>(e.g. Small / medium / thin / plump / muscular etc)</i></p> <p>Colour and hair type.</p> <p><i>(e.g. Black curly hair/ Brown short hair/ Black long hair etc)</i></p> <p>Distinguishable/Distinctive features.</p> <p><i>(e.g. Spider tattoo on left arm, black beard/ scar on right side of cheek)</i></p>
3	Attire	<p>Colour and type of clothing.</p> <p><i>(e.g. Grey T-shirt/ blue overall/ white singlet etc)</i></p> <p>Colour and type of footwear.</p>

		<i>(e.g. White sneakers/ Black leather shoes/ brown slippers etc)</i>
4	Type and Colour of items carried	Black sling bag/ blue waist pouch etc
5	Age	Estimated age
6	Companions	If applicable, furnish S/N 1 to 5 as well

<b>Identification of Offences on Public Transport Network</b>		
<b>Various Offences</b>	<b>How it can happen</b>	<b>What you can do</b>
Affray	- Two or more persons disturbing the public peace by fighting in a public place. Such public place may include train stations, cabins and platforms, on-board buses and bus interchanges.	- Call Police at 999 immediately if it is a crime-in-progress and provide information as guided by "Basic Observation of the Culprit".  - Otherwise, contact TransCom DOR at 1800-8420000 on the persons and the direction they have headed towards if they left the scene
Theft	- Pickpockets in crowded MRT trains, platforms or bus interchange. - Theft of bicycles or personal mobility device (PMD) at the bicycle bays of MRT stations/bus interchanges.	- Call Police at 999 immediately if it is a crime-in-progress and provide information as guided by "Basic Observation of the Culprit".  - Otherwise, contact TransCom DOR at 1800-8420000 for non-urgent police assistance  - If possible, inform the victim as well
Outrage of Modesty	- Molesters sit/stand too close to female subjects and molest them.	- Call Police at 999 immediately if it is a crime-in-progress and provide information as guided by "Basic Observation of the Culprit"  - Seek assistance from other passer-bys or MRT station staff and detain subject (if possible)  - Otherwise, contact TransCom DOR at 1800-8420000 for non-urgent police assistance
Insulting Modesty of a Women	Male subject could be standing suspiciously close to a female subject wearing a skirt/dress and putting a mobile phone in between her legs to take her upskirt pictures/videos. Usually takes place on ascending escalators.	- Call Police at 999 immediately if it is a crime-in-progress and provide information as guided by "Basic Observation of the Culprit"

		<ul style="list-style-type: none"><li>- Seek assistance from other passer-bys or MRT station staff and detain subject (if possible)</li><li>- If possible, inform the victim as well</li><li>- Otherwise, contact TransCom DOR at 1800-8420000 for non-urgent police assistance</li></ul>
--	--	---