



Indonesia 2012 Crime and Safety Report: Surabaya

Stolen items; Theft; Burglary; Carjacking; Financial Security; Transportation Security; Fraud; Riots/Civil Unrest; Separatist violence; Religious Terrorism; Improvised Explosive Device; Earthquakes; Volcanoes; Floods; Landslides and mudslides; Drug Trafficking; Bribery

East Asia & Pacific > Indonesia > Jakarta; East Asia & Pacific > Indonesia > Surabaya

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Overall Crime and Safety Situation

Indonesia is an enormous and populous country with 240 million inhabitants spread out over an archipelago of more than 17,000 islands. Crime can be a problem, particularly in major urban centers like Jakarta and Surabaya. Crime, however, did not significantly affect the American community in 2011, perhaps due to continued elevated security awareness of many official and private American citizens as a result of the on-going terrorism threat in Indonesia. Many American businesses have active security briefing programs with security officers who are familiar with the latest criminal trends. Considering the size of the official and private American communities (current Consular data show approximately 23,000 American citizen resident), there were few reports of crimes against Americans in 2011.

Crime Threats

Through frequent liaison with police, OSAC members, Consulate American wardens, foreign Consulates, and the private security community at large, the Regional Security Office continues to monitor Surabaya's activities and trends. Due to the reluctance of many expatriate and Indonesians to report criminal activity and the lack of accurate police statistics, any published numbers should not be taken at face value but as a reflection of the ongoing work by the Indonesian National Police (INP). Surabaya has a population of 2.9 million and is Indonesia's second largest city. Most reports of crime against Americans in Consulate Surabaya's constituency involved non-violent monetary motivated crimes including thefts, burglaries, and scams. Low reported violent crimes included rapes and assaults (usually alcohol related).

Armed car-jacking, theft of vehicles, and non-violent residential break-ins do occur. Personal and "snatch-and-grab" robberies are the most common type of crime and have occurred regularly and include targeting expatriates and embassy personnel. In many large cities, there continue to be crimes committed against people taking disreputable and freelance taxis.



These types of crimes usually involve the driver taking his passenger(s) -- usually women -- to a remote area where a group of armed men rob them of their jewelry, cell phones, money, and any other items of value such as ATM cards and force the victim(s) to reveal the matching PIN codes so that the assailants can obtain cash. In a few instances, criminals have driven with victims in the taxi to an ATM machine and forced them to withdraw cash. Visitors should use only reputable taxi companies such as Blue Bird, Silver Bird, or Express, and avoid public mass transit platforms such as buses and trains. Pick-pocketing is another crime that both locals and visitors fall victim to, with most pick-pocketing occurring in crowded areas such as the mass transit system or in restaurants/bars. Fortunately, criminals are normally reluctant to use force and usually do not harm their victims unless confronted with violence.

Credit card and debit card crimes continue to be a concern. The bulk of this type of crime involves dishonest employees of smaller businesses, shops, and restaurants who will either copy down the details of the credit card/debit card or attempt to "swipe" it through a device called a "skimmer" enabling them to make fraudulent cards using valid credit card numbers. The RSO recommends limiting credit card use to major hotel chains, high-end restaurants, and well-known businesses. Internet fraud is also on the rise, as it is elsewhere.

Crime increases before the Muslim fasting month of Ramadan. This is due to the pressure of providing gifts for family members and obtaining money in order to return to home villages for Eid Al-Fitri holiday, which is extremely important to the majority of Indonesians.

There are areas of Surabaya and other major cities where the chances of becoming the victim of a crime are increased. The Dolly area of Surabaya is known for bars and night clubs of dubious reputation with prostitutes, drugs, and criminals. However, westerners do not frequent Dolly, as the expatriate community in Surabaya is minute, with tourists being almost non-existent. According to the media reports in 2011, Surabaya's general crime rate has increased, which may affect affluent areas such as Citraland, which houses a large number of expatriates, international schools, and the U.S. Consulate.

Expatriates in Surabaya have been the victims of drink-spiking and robbery at bars and well-known hotels. It is always a good idea to go out with friends and monitor your drinks.

Road Safety

Newcomers will find the traffic conditions in Indonesia difficult to deal with because of extreme congestion, undisciplined drivers, and the numerous motorcycles and mopeds. Additionally, the flow of traffic is on the left side of the road, adding to the initial frustration and confusion many first-time drivers will undoubtedly experience. The number and variety of vehicles on



roads far exceeds the capacity of existing roadway infrastructure to handle traffic adequately. Road safety awareness is low, and many drivers, especially motorcycle and moped drivers, disregard most traffic laws. Road conditions vary from good to dangerously poor. Toll roads are modern, multi-laned, well-maintained, and usually over-crowded. Most roads outside of the major cities are single-lane and overly congested with a variety of vehicles from 18-wheel trucks to small horse-drawn carriages. It is common to pass vehicles on either side of the road, or shoulder, while driving at a high rate of speed and swerving to avoid colliding with bicycles, horses, or ox carts. Driving at night outside of major cities is strongly discouraged.

Because of the unique and dangerous driving conditions, many U.S. government employees, western expatriates, and affluent Indonesians hire personal drivers. Most car rental companies offer drivers, and the RSO strongly recommends that travelers unfamiliar with the driving conditions hire personal drivers. Accidents on rented motorcycles constitute the majority of expatriate deaths in Indonesia, especially on Bali.

Moped/motorcycle rentals in Bali are popular and cheap but require the rider to have many years of experience driving in third-world conditions unique to Indonesia.

Although law requires third party insurance, most Indonesian drivers are uninsured. Even if they are insured, it is common for insurance companies to refuse to pay damages from an accident. All drivers should keep in mind that motorcycles and mopeds have the right of way, and the driver of the vehicle will be held liable if there is an accident.

Political Violence

Historical Perspective

Indonesia has the constant potential for political violence and civil unrest due to ethnic, sectarian, religious, and separatist reasons. The security situation in Central Sulawesi is monitored constantly, as this is an area where religious and ethnic violence have led to thousands of deaths and displaced citizens. Papua harbors a persistent separatist movement, including a small number of armed Free Papua Movement (OPM) guerrillas who have attacked Indonesian National Police (INP) and Indonesian Military (TNI) in the Puncak Jaya area of the Papuan highlands. Indonesian security forces continue to pursue separatist guerrillas there. In the area between Timika and the copper and gold mine of Grasberg in Papua, there have also been over 30 shooting incidents between 2009 and early 2012 by unknown gunmen who were targeting security personnel (INP and TNI) and employees and contractors of PT Freeport Indonesia, an Indonesian mining company majority owned by the American mining corporation Freeport McMoran. Separately, elections scheduled in 2012 for



Aceh in northern Sumatra have increased the possibility of violence there. The Maluku Islands, Central Sulawesi, and certain areas of Kalimantan and Banda Aceh also have experienced civil unrest and political violence for ethnic, religious, and cultural reasons. The Regional Security Office (RSO) closely monitors activities there.

Regional Terrorism and Organized Crime

Several members of the main terrorist organizations in Indonesia -- Jemaah Islamiyah (JI) and Jema'ah Ansharut Tauhid (JAT) -- trained at al-Qa'ida bases in Afghanistan and Pakistan in the 1980s and 1990s. Many of those individuals have been arrested and are in prison, but JI, JAT, and Indonesia- and Philippines-based terrorist groups continue to share the common goal of conducting terrorist attacks against Western interests, consistent with al-Qa'ida's goals. A terrorist plot to smuggle weapons from Mindanao, Philippines to Jakarta through Surabaya was foiled by police in 2011 as well.

In 2011, Indonesia saw a definitive change in the tactics used in attacks by JI/JAT. A common theme uncovered by the INP was the transition from Vehicle Borne Improvised Explosive Devices (VBIEDs) to small, less sophisticated IEDs as seen in the book bombs planted near a church in Jakarta and the suicide bombings in Cirebon and Solo, both cities on Java. A bomb-making facility and school was discovered in Bima, Sulawesi in 2011 when a teacher accidentally blew himself up while teaching bomb-making techniques. Although the less sophisticated attacks did not result in mass casualties, the change in tactics and targets is well-documented and worthy of note.

The successes of the INP over the last year to disrupt, arrest, and prosecute members of JI/JAT and splinter group affiliates have been significant. In 2011, arrests related to the book bombs and Cirebon Cell as well as the repatriation of Umar Patek from Pakistan dominated headlines. Although several members of JI/JAT with long and storied pasts remain active (Abdul Rahmin Bashir, Zulkarnaen, and others), the loss of such a large number of their leaders will have a serious impact on JI/JAT's ability to recruit, fund-raise, and carry out large-scale operations successfully.

Despite these successes, violent extremist networks and " sleeper " cells remain intact and have the capacity to become operational with little or no warning. A terrorist attack could occur at anytime, in spite of the impressive efforts of the Indonesian counterterrorism forces.

International Terrorism or Transnational Terrorism



The establishment in 2010 of the National Counterterrorism Agency (BNPT) is a major step in the central government working to establish a structure to manage the multifaceted needs of combating terrorism and its development. The BNPT is responsible for coordinating all prevention, international programs, and counterterrorism operations. The BNPT recently readjusted the structure of Detachment 88 (the elite counterterrorism unit of the INP) to combat smaller and more dispersed terrorist cells. The BNPT also has the responsibility of managing the nation's counter- and de-radicalization programs, both of which are whole-of government efforts.

The Attorney General's Task Force on Terrorism and Transnational Crime continues to make progress in prosecuting terrorist suspects. In June 2011, Abu Bakar Ba'asyir, one of the founders of JI and JAT, was convicted of terrorist offenses and sentenced to 15 years. His defense team was partially successful in appealing that sentence; in October judges threw out his sentence, and a new, shorter sentence of nine years was imposed. In early 2012, the government of Indonesia expects the trial of Umar Patek to begin. Patek is alleged to be one of the original members of JI and JAT and responsible for the bombs used in the 2002 Bali bombings and other terror-related activities in Indonesia and the Philippines. During 2011, the government debated key amendments to the 2003 anti-terror law. These amendments provided stricter sentencing guidelines for those convicted of terrorist activities and provided more authority for the INP to investigate terrorist-related activities.

Organized crime is also a problem, and less has been done to address this persistent problem. Illegal logging and fishing, trafficking-in-persons, the sale of illicit and counterfeit drugs, and corruption are still major problems to confront. In many instances, the prosecution of individuals accused of these crimes is unsuccessful because of payoffs and bribes to corrupt government officials.

Civil Unrest

Every day in Jakarta, and throughout Indonesia, there are multiple demonstrations. They are usually peaceful, and the INP presence is normally sufficient to maintain order. However, at times, demonstrations have become violent, particularly when involving issues related to religion. Anti-American demonstrations at the U.S. Embassy and Consulate have been sparked by our foreign policy toward the Israeli-Palestinian conflict and other issues related to the Middle East, Iraq, and Afghanistan. The RSO continues to recommend that all expatriates avoid areas/routes where demonstrations are likely.

Post-Specific Concerns



Environmental Hazards

Indonesia is geographically located on the "ring of fire," and there are minor, and sometimes major, earthquakes somewhere in the archipelago every week. In 2011, the government recorded more than 250 earthquakes measuring 5.0 on the Richter scale or higher. In September 2011, a 6.7 earthquake struck Singkil Baru in Aceh. It caused three casualties and affected more than 1,500 buildings.

In 2010, several Indonesian volcanoes erupted and caused major damage and disruption to the populace and to economic interests. 2011 volcanic eruptions in East Java affected several flights and airports in Surabaya and Bali. Mt. Merapi, the largest of these eruptions, resulted in 279,000 internally displaced persons, with 141 casualties and 453 injuries. Indonesia has deployed an effective volcano monitoring system, which has enabled the government to inform the population about potential eruptions and to direct evacuations that prevent casualties. When Mt. Karangetang in Central Sulawesi erupted in March 2011, 1,200 residents were evacuated with no casualties. In addition to volcanic activity and earthquakes, there are also tsunamis and other natural disasters, including occasional flooding.

During the rainy season -- December to March -- floods and mudslides wreak havoc in many areas of Indonesia, including Surabaya. Over the past year, floods were the most frequent disaster event in Indonesia. In 2011, heavy rains on January 15-16 caused the flow of lahar (volcanic mudflow) from Mt. Merapi in Central Java. This flow isolated 50,000 residents and destroyed 52 irrigation dams. On March 10, 2011, 21 people died after floods swept through Pidie regency in Aceh. This flashflood also caused hundreds of houses to be inundated with water and seven bridges to collapse. On May 8, 2011, rains caused flashfloods that killed 12 people and inundated thousands of houses in Garut, West Java. And, on May 18, 2011, heavy rains in North Sumatra caused four people to drown and killed another four people in the landslide.

Industrial and Transportation Accidents

Indonesia and Surabaya have experienced industrial and transportation accidents affecting airlines and ferry services. Indonesia experienced several fatal plane crashes and non-fatal runway overruns in 2011. Additionally, several ferry accidents and a train collision resulted in dozens of fatalities and even more injuries, due to over-crowding, swell and wave action, and the lack of safety regulations/enforcement. Indonesia continues to hold a category 2 safety rating after the Federal Aviation Administration lowered the rating in March 2007.



Kidnappings

There have been several cases of kidnappings in larger cities in Indonesia that have had little impact on the expatriate community. These kidnappings primarily involved Indonesian citizens and were typically financially motivated with the perpetrators being familiar with the victim's family.

Drugs and Narco-terrorism

Due to an increase in drug trafficking activities throughout Indonesia in 2011, the INP and National Narcotics Board (BNN) continued to seize large quantities of crystal methamphetamine (known locally as shabu). In addition, authorities discovered several clandestine methamphetamine laboratories capable of producing large quantities of this dangerous drug. Indonesian Customs, INP, and BNN stationed at the air and seaports of major cities such as Jakarta, Surabaya, Bali, and Medan continue to arrest drug couriers. Further investigation of many of these smuggling attempts has revealed that Indonesia has become a primary destination for drugs smuggling operations controlled by Iranian and West African drug trafficking organizations. In addition to large volumes of methamphetamine, Indonesian law enforcement officials have seen an increase in heroin seizures and have seized large volumes of synthetic drugs including ecstasy and ketamine. The demand for illegal drugs in Indonesia, with a growing population in already-over-crowded cities, remains high. As a result, INP and BNN continue to coordinate with other foreign and domestic law enforcement agencies to stem the steady flow of illegal drugs.

Police Response

Police have limited capabilities in responding to criminal acts and other emergencies. They lack sufficient patrol vehicles to respond quickly on a consistent basis and corruption continues to be a problem throughout the police force. Police are meticulous when enforcing traffic laws in order to extort bribes. Policemen routinely augment their meager salaries by accepting payments from motorists who violate traffic laws. Police also sometimes charge victims to investigate crimes or to recover stolen property. Their lack of motivation and limited investigative ability makes solving complex and complicated crimes challenging. They are improving through programs offered by the U.S. International Criminal Investigative Training Assistance Program (ICITAP), U.S. Anti-Terrorism Assistance Program (ATA), Bangkok-based International Law Enforcement Academy (ILEA), and other police training programs sponsored by other countries.



Persons violating Indonesian laws, even unknowingly, may be expelled, arrested, or imprisoned. Penalties for the possession, use, or trafficking in illegal drugs are severe. Convicted offenders can expect lengthy prison sentences and hefty fines. The death sentence can be given in some cases of drug trafficking, with several Australian citizens currently on death row. The sex industry, including the commercial exploitation of children, is widespread and the focus of international law enforcement efforts. Engaging in sexual conduct with a minor or using or disseminating child pornography in a foreign country, including Indonesia, is a crime prosecutable in the United States.

When an accident involving personal injury occurs, Indonesian law requires both drivers to wait for the arrival of the police. Accident victims need to be aware that local ambulance services are at best unreliable and should not be counted on to transport injured persons to the hospital. As a result, taxis and private vehicles are usually utilized to transport auto accident victims to the hospital.

Indonesian law does not recognize dual nationality. As a result, U.S. citizens, who are also documented as Indonesians, may experience difficulties with immigration regulations including holding dual citizenship, which may hinder the U.S. Embassy's or Consulate's ability to provide consular protection. Indonesia strictly enforces visa regulations and the six-month validity on passport expiration dates. All visitors must ensure their passports are valid for a minimum of six months or be denied entry. Immigration officials have also detained personnel for conducting business and other non-tourist activities while on tourist visas. Tourist visas on arrival at the airport are available for Rp.250, 000 (approximately \$28).

Where to Turn to for Assistance if you Become a Victim of Crime, and Local Police Telephone Numbers

If an American citizen is arrested, he/she should call the embassy at 62-21-3435-9000 ext. 0 for the operator and ask for the duty officer, or if in Eastern Indonesia (including Bali), call the U.S. Consulate Duty officer at: 62-31-295-6400 ext. 2160. He/she should remain calm and accept the assistance and information provided by the Consular Officer who will visit the arrestee at the earliest possible opportunity.

In Surabaya and throughout Indonesia, American citizens may call the police at 112 for emergencies, but the number is not reliable and is often busy. The RSO recommends that visitors, especially those who are going to remain in Indonesia for an extended period of time, find out what the general cell phone and hard-line phone numbers are for the police station nearest them in the event of an emergency.



Police assistance can be obtained by dialing, within Jakarta, 110 or 112, but note that in most cases the person answering the call may have limited English-language abilities.

Medical Emergencies

Embassy employees and private U.S. citizens normally travel to Singapore for treatment of serious medical conditions. However, the following hospitals may be contacted for routine medical care or in emergencies:

Contact Information for Local Hospitals (Surabaya)

Siloam (Former: Budi Mulia)
Jl. Raya Gubeng 70, Surabaya
Tel.: (031) 503-1821, 503-1333
Fax: (031) 503-0221, 503-9313

RKZ (R.S. St. Vincentius A Paulo)
Jl. Raya Diponegoro 51, Surabaya
Tel.: (031) 567-4142, 567-7562
Emergency: (031) 563-1228
Fax: (031) 567-4748

RSUD Dr. Sutomo, Surabaya
Jl. Mayjen Prof. Dr. Moestopo 6-8
Tel.: (031) 502-0063, 550-1078
Fax: (031) 502-8735
Director: Dr. Slamet R. Yuwono
Tel.: (031) 502-8735
Emergency Dept. (IRD)
Tel.: (031) 550-1001, 550-1298

DARMO
Jl. Raya Darmo 90, Surabaya
Tel.: (031) 561 8824, 567 6145
Fax: (031) 562 0690

RS Mitra Keluarga
Jl. Satelit Indah II, Darmo Satelit, Surabaya



Tel.: (031) 734-0430, 734-5333
Fax: (031) 734 5955

RS Surabaya International
Jl. Nginden Intan Barat Bl B, Surabaya
Tel.: (031) 5993211
Fax: (031) 599 3214
UGD:(031) 5992992

Bali

Nusa Dua Clinic
Tel.: (0361) 771-324

RSUP Sanglah
Tel.: (0361) 227-911
ICCU: (0361) 223-190
Director: (0361) 224-556
Emergency: (0361) 226-363

Bali International Medical Clinic (BIMC)
Bypass Ngurah Rai 100X, Kuta 80361
Tel.: (0361) 761-263
Fax: (0361) 764-345
E-mail: bimc@dps.mega.net.id

SOS Medika
Bypass Ngurah Rai 505X, Kuta 80361
Tel.: (0361) 710-544, 281-106
E-mail: sos.bali@internationalsos.com

Air Ambulance Services

Surabaya

Siloam Hospitals
Jl. Raya Gubeng 70, Surabaya 60281, Indonesia
Tel.: +62 31 503-1333, +62 31 503-1911



Bali

For air ambulance service in Bali, contact SOS International listed above.

Tips on How to Avoid Becoming a Victim

U.S. citizens involved in commercial or property matters should be aware that the business environment in Indonesia is riddled with corruption and is often complex and confusing. Legal courses of action are difficult to pursue because of the shortcomings of the judicial process. Local and foreign businesses often cite corruption and ineffective courts/legal system as impediments to conducting business. Contract enforcement and settlements are difficult and non-transparent.

There are no criminal techniques that are unique to Indonesia.

Keep a low profile whenever possible. Be unpredictable. Remain vigilant. Vary routes and times. Do not advertise that you are an American. Avoid wearing t-shirts/hats with USA, FBI, etc. Avoid large crowds. Avoid wearing flashy jewelry. Avoid drugs and prostitution. Do not carry large amounts of cash. Only carry credit cards you may need. Carry a photocopy of the bio page of your passport. Know the telephone number to the Embassy. When using a taxi, choose Blue Bird, Silver Bird, or Express. Try to ensure the driver knows where you are going. Be suspicious of strangers approaching you. Notify someone if traveling outside of Jakarta. Hire a driver from a reputable company.

Employ a guard for your residence. Keep windows and doors locked. Rent houses with window grills and substantial doors. Train household staff to be aware of security issues. Invest in a residential alarm system. Household staff should not allow anyone in your residence without your permission

Areas to Avoid

There are no areas of Surabaya or other major metropolitan areas in Indonesia that are officially off-limits to Consulate personnel.

Please note that U.S government employees traveling to Maluku Islands, Central Sulawesi, and certain areas of Kalimantan and Banda Aceh must notify the RSO. Check with the Consular Information Sheet before traveling to Aceh, Central Sulawesi, Ambon, and Papua.



These areas have the potential for increased crime, civil disturbance, and political violence due to ethnic, religious, and separatist tensions.

Further Information

U.S. Embassy Jakarta

Jl. Medan Merdeka Selatan, No. 3 - 5, Jakarta 10110, Indonesia

7:30 a.m. - 4:00 p.m. - Monday through Friday

Closed on U.S. and Indonesian Holidays

Switchboard: 62-21-3435-9000

Marine Post One: 62-21-3435-9221

Regional Security Officer: 62-21-3435-9012

Consular Section: 62-21-3435-9050

Medical Unit: 62-21-3435-9355

Political Section: 62-21-3435-9280

Economic Section: 62-21-3435-9072

Public Affairs Section: 62-21-3435-9500

U.S. Consulate General

Jalan Raya Dr. Soetomo 33

Surabaya 60264

Surabaya Consulate Switchboard: 62-31-295-6400

Surabaya Regional Security Officer: 62-31-295-6400 x2043

Consular Section: 62-312965-400

American Presence Post Medan

Uni Plaza Building 4th Floor, West Tower

Jl. Let. Jend. MT. Haryono A-1

Medan Indonesia

Medan Switchboard: 62-61-451-9000

Bali

U.S. Consular Agency Bali (American Citizen Services Only)

Jl. Hayam Wuruk 310, Denpasar 80235, Bali

Phone: (0361) 233 605

Fax: (0361) 222 426

Email: amcobali@indosat.net.id



Americans are urged to register and update their contact information with the U.S. Embassy in Jakarta, U.S. Consulate General in Surabaya, or U.S. Consular Agency in Bali. Registration facilitates the U.S. government's contact with Americans in emergency situations and may be done online and in advance of travel. Information on registering can be found at the U.S. Department of State's Consular Affairs website at <https://travelregistration.state.gov/> and at the Embassy's website at <http://jakarta.usembassy.gov>. All Travel Warnings, Public Announcements, and recent warden messages are posted on the Embassy website.

OSAC Country Council

There is an active OSAC Country Council in Indonesia. The Chairperson is Brian Millen who can be reached at brian.millen@ge.com or 62-21-5730500. OSAC Country Councils also regularly meet in Surabaya and Bali. The POC is RSO Surabaya Rodney Collins (collinsrt@state.gov).