BOMB THREAT CALL PROCEDURES

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist (reverse side) immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, do not hang up, but from a different phone, contact FPS immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call ______________________
- Handle note as minimally as possible.

If a bomb threat is received by email:

- Call ______________________
- Do not delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

DO NOT:

- Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
- Evacuate the building until police arrive and evaluate the threat.
- Activate the fire alarm.
- Touch or move a suspicious package.

WHO TO CONTACT (select one)

- Follow your local guidelines
- Federal Protective Service (FPS) Police
  1-877-4-FPS-411 (1-877-437-7411)
- 911

BOMB THREAT CHECKLIST

Date: _______ Time: _______

Time Caller Hung Up: _______ Phone Number Where Call Received: _______

Ask Caller:

- Where is the bomb located? (Building, Floor, Room, etc.)
- When will it go off?
- What does it look like?
- What kind of bomb is it?
- What will make it explode?
- Did you place the bomb? Yes No
- Why?
- What is your name?

Exact Words of Threat:


Information About Caller:

- Where is the caller located? (Background and level of noise)
- Estimated age:
- Is voice familiar? If so, who does it sound like?
- Other points:

<table>
<thead>
<tr>
<th>Caller’s Voice</th>
<th>Background Sounds:</th>
<th>Threat Language:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accent</td>
<td>Animal Noises</td>
<td>Incoherent</td>
</tr>
<tr>
<td>Angry</td>
<td>House Noises</td>
<td>Message read</td>
</tr>
<tr>
<td>Calm</td>
<td>Kitchen Noises</td>
<td>Taped</td>
</tr>
<tr>
<td>Clearing throat</td>
<td>Street Noises</td>
<td>Irrational</td>
</tr>
<tr>
<td>Coughing</td>
<td>Booth</td>
<td>Profane</td>
</tr>
<tr>
<td>Cracking voice</td>
<td>PA system</td>
<td>Profane</td>
</tr>
<tr>
<td>Crying</td>
<td>Conversation</td>
<td>Well-spoken</td>
</tr>
<tr>
<td>Deep</td>
<td>Music</td>
<td></td>
</tr>
<tr>
<td>Deep breathing</td>
<td>Motor</td>
<td></td>
</tr>
<tr>
<td>Disguised</td>
<td>Clear</td>
<td></td>
</tr>
<tr>
<td>Distinct</td>
<td>Static</td>
<td></td>
</tr>
<tr>
<td>Excited</td>
<td>Office machinery</td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td>Factory machinery</td>
<td></td>
</tr>
<tr>
<td>Laughter</td>
<td>Local</td>
<td></td>
</tr>
<tr>
<td>Lisp</td>
<td>Long distance</td>
<td></td>
</tr>
<tr>
<td>Loud</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nasal</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Normal</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ragged</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rapid</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Raspy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Slow</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Slurred</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Soft</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stutter</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Other Information:
FBI BOMB PROGRAM

BOMB THREAT CALL CHECKLIST

Questions to Ask
1. When is bomb going to explode?
2. Where is it right now?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. What is your address?
9. What is your name?

Exact Wording of the Threat:

__________________________

__________________________

__________________________

__________________________

__________________________

__________________________

__________________________

Sex of caller ______ Age ______ Race ______ Length of call ______

BOMB THREAT QUESTIONNAIRE:

CALLER’S VOICE:

_____ Calm _______ Laughing _______ Lisp _______ Disguised

_____ Angry _______ Crying _______ Raspy _______ Accent

_____ Excited _______ Normal _______ Deep _______ Familiar

_____ Slow _______ District _______ Ragged _______ If voice is familiar

_____ Rapid _______ Slurred _______ Clearing throat _______ who did it sound like?

_____ Soft _______ Nasal _______ Deep breathing _______

_____ Loud _______ Stutter _______ Cracking voice _______

BACKGROUND SOUNDS:

_____ Street noises _______ House noises _______ Factory _______ Local

_____ Crockery _______ Motor _______ Machinery _______ Long distance

_____ Voices _______ Office Machinery _______ Clear _______ Animal Noises

_____ Booth _______ PA System _______ Static _______ Music

Other ______________________

THREAT LANGUAGE:

_____ Well spoken (educated) _______ Foul _______ Incoherent

_____ Irrational _______ Taped _______ Message read by threat maker

REMARKS:

____________________________

____________________________

Report call immediately to __________________ Phone number __________________

____________________________

____________________________

Fill out completely, immediately after bomb threat Date / /

Phone number __________________

Name __________________ Position __________________

EBCC-X Bomb Threat Call Checklist