

TELEPHONE PROCEDURES: BOMB THREATS & OTHER THREATS OF VIOLENCE

Person taking call: _____ Call Received on Phone #: _____

- Remain calm. Keep the caller on the line for as long as possible.
- Listen carefully and do not interrupt. Be courteous and show interest.
- Try and keep the caller talking to learn as much as possible.
- Copy the phone number exactly as displayed on your phone including any letters.
- Call 911/Notify the police when the call is completed and then fill in this form.

Date: _____ Time Received: _____ Time Caller Hung Up: _____

Nature of the Threat: _____ (Bomb, Shooter, etc.)

Key Information: Ask the Caller if not stated (Bombs or other threats)

Location of the bomb or the threat? _____ (Building, Floor, Room, etc.)

What day and time will the bomb go off? _____ Time Remaining: _____

What does the bomb look like? _____

What kind of bomb is it? _____

What will cause the bomb to go off? _____

Description of the bomb or threatening person? _____

Why? _____ Name of Caller? _____

EXACT WORDS OF THE THREAT:

Caller Information:

Where is the caller? If not stated, your estimate based on background noises.

Age? _____ Is the voice familiar? _____ Who does it sound like? _____

Caller's Voice

- Male Female Accent Angry
- Calm Clearing Throat Coughing
- Cracking Voice Crying Deep
- Deep Breathing Disguised Excited
- Laughter Lisp Loud
- Nasal Normal Rapid
- Raspy Slow Slurred
- Soft Stutter

Background Sounds

- Animal Noises
- House/Kitchen Noises
- Street Noises
- Conversation
- Music
- Engine Noise
- Static Noise
- Machinery Noise

Threat Language

- Incoherent
- Message Read
- Taped Message
- Irrational
- Profane
- Well-spoken