

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 professional, 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 notify a supervisor or, as soon as the caller hangs up, immediately follow the Contact Instructions below.
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. Upon termination of the call, do not hang up, but from a different phone, follow the Contact Instructions below in a confidential manner to reduce the possibility of a panic.

If a threat is received by handwritten note or email:

- Handle a physical note as little as possible.
- Do not delete any email messages.

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

During evacuation:

- Without disturbing them, look for suspicious objects in your work space.
- Report suspicious objects to your evacuation coordinator from a safe distance.

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.

CONTACT INSTRUCTIONS:

Capitol Complex personnel should call the Capitol Monitor Room at (512) 463-3333. Follow the instructions on the card regarding the official's office that was contacted and provide as many details as possible using the information card.

BOMB THREAT CHECKLIST

Date: Time:

Time Caller Phone Number Where
Hung Up: 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 did you place the bomb?
- What is your name?
- Will it endanger innocent people?

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:

Caller's Voice

- Accent
- Angry
- Calm
- Clearing throat
- Coughing
- Cracking voice
- Crying
- Deep
- Deep breathing
- Disguised
- Distinct
- Excited
- Female
- Laughter
- Lisp
- Loud
- Male
- Nasal
- Normal
- Ragged
- Rapid
- Raspy
- Slow
- Slurred
- Soft
- Stutter

Background Sounds:

- Animal Noises
- House Noises
- Kitchen Noises
- Street Noises
- Booth
- PA system
- Conversation
- Music
- Motor
- Clear
- Static
- Office machinery
- Factory machinery
- Local
- Long distance

Threat Language:

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

Other Information:



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DEPARTMENT
OF PUBLIC SAFETY