

TELEPHONE OPERATOR'S CHECK LIST: BOMB THREAT

ACTION

If you receive a bomb threat, keep calm. Have a prearranged signal to alert a manager or supervisory personnel to listen in and, if possible, record the call.

Advise the caller that the detonation of a bomb may kill or injure innocent people.

The following information may prove crucial to authorities in determining the identity of the caller and the location of the bomb.

1. Where is the bomb planted?
2. What time is it set to go off?
3. What is the method of activation of the bomb; mechanical, clock movement, chemical action, etc.?
4. What does the bomb look like? What is it contained in?

Keep the caller talking for as long as possible. In addition to the above questions, try to get answers to the following.

- a. The caller's name, address, and phone number.
- b. Is this call legitimate or a hoax?
- c. Has the caller phoned before or will try again?
- d. Their reason for planting the bomb.

Listen carefully to the caller's voice. Try to determine the following:

- e. The age and sex of the caller.
- f. Is the caller under influence of drugs?
- g. Does the caller have an accent?

Pay attention to the background noises of the call. Check if you hear any of the following:

- | | |
|---|--|
| <input type="checkbox"/> music | <input type="checkbox"/> children |
| <input type="checkbox"/> people talking | <input type="checkbox"/> machine noises |
| <input type="checkbox"/> cars or trucks | <input type="checkbox"/> typing |
| <input type="checkbox"/> airplanes | <input type="checkbox"/> other (described) |