

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:

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

If a bomb threat is received by handwritten note:

- Call SFC Police Department 395-5555
- Handle note as minimally as possible.

If a bomb threat is received by mail:

- Call SFC Police Department 395-5555
- Do NOT delete the e-mail 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

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.



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) _____
- Estimate 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 _____
- Other Information: _____

Threat Language:

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

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