THREAT CALL CHECKLIST

Instructions:
* Be calm
* Be courteous
* Listen – don't interrupt caller

Strategies to consider:
* Pretend difficulty with hearing
* Keep the caller talking

Name of person receiving call:	Time:	Date:

Caller's identity (check all that apply)

❑ Male			Origin of call:
❑ Female	Approximate age:		❑ Local
❑ Adult	❑ Young		❑ Long Distance
❑ Juvenile	❑ Middle-aged		❑ Internal (within building)
	❑ Old		❑ Booth

If the threat is a bomb and the caller seems agreeable to conversation, ask questions such as:
1. When will the bomb explode?   Certain hour   Time remaining
2. Where is the bomb?   Building   Area
3. What kind of bomb is it?
4. What does it look like/packaged in?
5. Why did you place the bomb? (use exact response words)
6. Where are you now?
7. What is your name and address?
8. If the building is occupied, inform the caller that detonation could cause injury or death.
9. Does the caller appear familiar with plant or building by his description of the bomb location?

Voice Characteristics (check all that apply)

❑ Loud	❑ Soft	❑ Fast	❑ Slow	❑ Other (please
❑ High Pitched	❑ Deep	❑ Distinct	❑ Distorted	specify)
❑ Raspy	❑ Pleasant	❑ Stutter	❑ Nasal	
❑ Intoxicated	❑ Slurred	❑ Lisp		
Is the voice familiar?	❑ Yes	❑ No	Who did it sound like?	

Language (check all that apply)   ❑ Accent (check all that apply)

❑ Excellent	❑ Good		❑ Local		❑ Not local region
❑ Fair	❑ Poor		❑ Foreign		❑
❑ Foul	❑ Other ————		❑ Race ————		❑

Manner (check all that apply)   Background Noises (check all that apply)

❑ Calm	❑ Angry	❑ Factory machines		❑ Train
❑ Rational	❑ Irrational	❑ Bedlam		❑ Animals
❑ Coherent	❑ Incoherent	❑ Music		❑ Quiet
❑ Deliberate	❑ Emotional	❑ Office Machines		❑ Voices
❑ Righteous	❑ Laughing	❑ Mixed		❑ Airplanes
		❑ Street Traffic		❑ Party Atmosphere

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10. Write out the message in its entirety and any other comments.
11. Before anyone else uses the phone, seek to trace the phone numbers using *57 option.
12. Immediately after call, notify the designate. Talk to **no one unless instructed by the designate.**