



Jacksonville Police Department 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 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 call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
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. Immediately upon termination of the call, do not hang up, but from a different phone, **contact 911 immediately** with information and await instructions.

If a bomb threat is received by handwritten note:

- Call 911
- Handle note as minimally as possible.

If a bomb threat is received by e-mail:

- Call 911
- Do not delete the message.

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.

The Basics
Don't Hang Up; Keep them talking
- Write a note to a colleague to call 911
Call 911 From Another Phone
Fill out the Reverse of This Form

Jacksonville Police Bomb Threat Checklist

Date:

Time:

Time Caller Hung Up:

Phone Number where call was received:

Caller ID Info:

Ask Caller:

1. Where is the Bomb Located?
(Building, Floor, Room, Etc.)
2. When will it go off?
3. What does it look like?
4. What kind of bomb is it?
5. What will make it explode?
6. Did you place the bomb? Yes No
7. Why?

Exact Words of Threat:

Information about Caller:

Where is the caller located?

(Is there background noise, what's the level)

Estimated Age

Is the 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:



City of Jacksonville
Adapted from Homeland Security Documents



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Call 911 From Another Phone

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