



## United States Postal Service

WDB:sm

April 1982

### Telephone Procedure for Handling Bomb Threats

Information Center  
All Classified Stations  
Other Selected Personnel

All personnel who normally receive telephone calls from the general public are requested to use the following procedures in the event of a bomb threat call.

- a. Keep the caller on the phone as long as possible. Ask the caller his name. Ask the caller to repeat the message. Record every word spoken by the person making the call. Record time call was received and terminated.
- b. If the caller does not indicate the location of the bomb or the time of possible detonation, the person receiving the call should ask the caller to provide this information.
- c. It may be advisable to inform the caller that the building is occupied and the detonation of a bomb could result in death or serious injury to many innocent people.
- d. Listen for any strange or peculiar background noises such as motors running, background music and the type of music and any other noises which might give even a remote clue as to the place from which the call is being made.
- e. Determine whether the voice is male or female; listen for accents and speech impediments. Immediately after the caller hangs up, the person receiving the call should report this information to the person designated by the installation head to receive such information, and prepare a personal memorandum of all details of the episode while they are fully recalled.

The attached forms are to be used in recording bomb threat calls.

Notify your supervisor immediately.

Do not discuss the call with any other personnel to avoid undue rumor and alarm.

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Attachments

## BOMB THREAT CALL CHECKLIST

### QUESTIONS TO BE ASKED:

1. EXACT LOCATION OF THE BOMB?
2. TIME SET FOR DETONATION?
3. WHAT DOES IT LOOK LIKE?
4. WHAT IS THE EXPLOSIVE?
5. WHY WAS IT PLACED?
6. OTHER INFORMATION OBTAINED OR OFFERED.

OBTAIN AS MUCH DETAIL AS POSSIBLE ABOUT THE BOMB AND ITS LOCATION. LEGITIMATE CALLERS USUALLY WISH TO AVOID INJURY OR DEATH. REQUEST MORE DATA BY EXPRESSING A DESIRE TO SAVE LIVES. REMAIN CALM!

ATTACHMENT "B"

BOMB THREATS

TELEPHONE PROCEDURE FOR HANDLING BOMB THREATS

1. Keep the caller on the line as long as possible. Ask the caller his/her name. Ask the caller to repeat the message.
2. If the caller does not indicate the location of the bomb or the time of possible detonation, the person receiving the call should ask the caller to provide this information.
3. It may be advisable to inform the caller that the building is occupied and the detonation of a bomb could result in death or serious injury to many innocent people.
4. Listen for any strange or peculiar background noises such as motors running, background music and the type of music, and any other noises which might give even a remote clue as to the place from which the call is being made.
5. Determine whether the voice is male or female; listen for accents and speech impediments.

SEE ATTACHED BOMB THREAT CALL CHECK LIST

Immediately after the caller hangs up, the person receiving the call should report this information and prepare a Personal Memorandum of all details of the conversation (attached form).

REPORTING INFORMATION

1. Carrier Foreman (after 5:00 p.m.) - report to Maintenance Control - 284-4428.
2. Station Personnel - report to Station Superintendent.
3. Information Center, Main Post Office (8:00 a.m. to 4:30 p.m.) - report to the Postmaster, Director of Mail Processing or the Tour Superintendent.
4. Information Center, Main Post Office (After 5:00 p.m.) - report to Maintenance Control - 284-4428.
5. All others - report to Maintenance Control - 284-4428.

ALL EMPLOYEES ARE REQUESTED TO REMAIN CALM, NOTIFY THE INSTALLATION HEAD, PREPARE WRITTEN REPORT AND WAIT FOR FURTHER INSTRUCTIONS.

## BOMB THREAT

### EVACUATION PROCEDURES

In case of a bomb threat, the Senior Postal Official on duty will make the determination to evacuate the building. If it is determined to evacuate, the Emergency Control Brigade Captain and Assistant Brigade Captain will be notified, and the evacuation procedures shall be initiated.

The order to proceed to the parking lot will be given intermittently on the public address system. The Fire Alarm System will not be used in the "Bomb Threat Warning" program.

The intercom system cannot be heard in all areas. Therefore, the Brigade Captain will immediately assign personnel to give the warning in all areas to assure that all personnel have been alerted. It will be the duty of the Assistant Brigade Captain to have Maintenance Personnel secure all power and open all "doors possible to avoid as much damage as possible."

Occupants evacuating the building are to walk, at a rapid pace, to the nearest personnel exit, as indicated on the escape route poster which is located in each area. The elevators, passenger or freight, are not to be used as evacuation routes. Stairway traffic should stay to the right of the stairs. Hand rails should be used so as not to lose balance. Persons leaving the building should continue moving until they are at least 200 feet away from the building so as not to interfere with emergency equipment coming into the area. During inclement weather, postal employees being evacuated from the building should assemble in the "V.M.F.", inside the parking area. All supervisors or their designees should make a quick head count after any and all evacuations to ascertain the whereabouts of all building occupants.

The evacuation of Deaf personnel and Blind personnel will be the same as that used in Fire Emergencies. (See section F and G of the Emergency Control Procedures)

ALL EMPLOYEES ARE TO REMAIN AT LEAST 200 FEET AWAY FROM THE BUILDING UNTIL THE ALL CLEAR SIGNAL IS GIVEN BY THE EMERGENCY CONTROL BRIGADE CAPTAIN.

BOMB THREAT  
PERSONAL MEMORANDUM

1. DATE \_\_\_\_\_ TIME OF CALL \_\_\_\_\_

2. EXACT LANGUAGE USED

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. MALE \_\_\_\_\_ FEMALE \_\_\_\_\_ ADULT \_\_\_\_\_ CHILD \_\_\_\_\_ AGE \_\_\_\_\_

4. SPEECH (CHECK APPLICABLE BOXES)

SLOW \_\_\_\_\_ EXCITED \_\_\_\_\_ DISGUISED \_\_\_\_\_

RAPID \_\_\_\_\_ LOUD \_\_\_\_\_ BROKEN \_\_\_\_\_

NORMAL \_\_\_\_\_ ACCENT \_\_\_\_\_ SINCERE \_\_\_\_\_

5. BACKGROUND NOISES:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. NAME OF PERSON RECEIVING THE CALL:

\_\_\_\_\_

NOTIFY THE APPROPRIATE AUTHORITY AS SHOWN IN ATTACHMENT "B",  
"REPORTING INFORMATION", EMERGENCY CONTROL PROCEDURES. DO NOT DISCUSS  
THE CALL WITH OTHER PERSONNEL EXCEPT YOUR SUPERVISOR.

REPORT THE CALL - NOTIFY YOUR SUPERVISOR - REMAIN CALM - FOLLOW DIRECTIONS