

Rail Security Awareness Training

Welcome Bill H Testcase

Starting from here you will be guided through:

1. Personal information collection [Name, DOB, SSN, Address]
2. Rail Security Awareness Training
3. Final Evaluation (Rail Security Awareness)
4. Contractor Orientation Training
5. Final Evaluation (Contractor Orientation)

Once you have successfully completed the Rail Security Awareness Training and the Contractor Orientation Training, a background check will be conducted. If you meet the background check requirements, you will be issued an ID badge.

If you have any questions or problems please contact e-RAILSAFE at 770-859-9899 Ext:1.

If you have all of your personal information available and are ready to proceed, please click **Continue**. If not, please click **Later**.

Personal Information

Please verify your personal information.

This is your personal information, as entered by your employer. If any of this information is incorrect, please contact your employer before clicking 'Continue'.

If your information is correct, just click 'Continue' to proceed to the next phase of the application process.

First Name	Bill
Middle Initial	H

Last Name	Testcase
SSN	999221111
Date of Birth(MMDDYYYY)	01231983
Street Number	4576
Street Name	Redmond Way
City	Charlotte
State	MI
Zip	48813
Phone	
e-mail	

Introduction

In 1993 a group of religious fundamentalists detonates a truck filled with ammonium nitrate, urea, and nitric acid in an attempt to topple the World Trade Center. In 1995 Timothy McVeigh blows up the Oklahoma City Federal Building because of his growing anger with the federal government. In 1999 two members of an anti-government militia are arrested for plotting to detonate 24 million gallons of liquid propane at a storage facility in Elk Grove, California. On September 11, 2001, a small group of terrorists use commercial airliners as bombs, destroying the World Trade Center, damaging the Pentagon, and taking thousands of innocent lives.

These are a few examples of terrorist attacks that have drawn attention to the importance of the security of hazardous materials in America's transportation system. While none of the incidents involved the actual transportation of hazardous materials, they illustrate how hazardous materials have the potential to be transformed into terrorist weapons.

Hazardous materials are essential to the economy of the United States and the well being of its people. They fuel our cars and trucks and locomotives, heat and cool our homes and offices, and purify the water we drink. Hazardous materials are used in farming, medical applications, in manufacturing, mining and other industrial processes. Over 800,000 shipments of Hazardous Materials are made daily.

Hazardous materials move safely by plane, train, truck, vessel, or pipeline in quantities ranging from ounces to thousands of gallons. In the wrong hands however, hazardous materials can pose a significant threat. Addressing this threat is vital to protecting our citizens and our economy.

The Department of Homeland Security and law enforcement agencies alone cannot guarantee the security of the transportation system. They need the help of carriers, shippers and producers.

Objectives

After going through this course you will have a practical working knowledge of how to:

Section I: Ensure secure rail transportation.

- Issue 1: Understand the security challenges.
- Issue 2: Monitor familiar activities.
- Issue 3: Stay alert to the environment.
- Issue 4: Commit to following rules and procedures.
- Issue 5: Know how to make proper notification.

Section II: Prepare for bomb threats.

- Issue 6: Take bomb threats seriously.
- Issue 7: Identify suspicious parcels and letters.

The U. S. Department of Transportation now requires each employee involved in the transportation of hazardous materials (hazmat) to receive training in transportation security awareness. This training is an opportunity for you to develop:

- A heightened awareness.
- An alertness to your work environment
- A commitment to rules and safe and proper procedures
- The willingness to follow up on out-of-the-ordinary circumstances and situations
- The knowledge of how to communicate and make proper notification of exceptional or unusual circumstances.

Each is a part of what you can do, and they are all a part of being a railroader.

Effectiveness Indicators

Most of what you will learn in this course is based on using good judgment, common sense, and conscientiously following established rules and proceduresthings that you are probably already doing, or should be doing.

Before you begin, we need to identify several basic assumptions that were made in the development of this course.

- Although you are not likely to ever be present during a terrorist attack, it is critical that you know how to take precautions to ensure the safety of rail transportation within your area of responsibility. **[The fact is, terrorism is**

an increasing threat, and all of us, particularly those in vulnerable front line positions, must realistically consider it a possibility.]

- Preventing potential terrorist acts is much preferable to dealing with their aftermath. ***[This means that all railroad employees must be alert to any signals of terrorism and be prepared to respond appropriately and immediately.]***
- It does not require any special skills to do your part in ensuring that the rails are secure. ***[Effective prevention requires only a little knowledge, some common sense, and a willingness to be alert for out-of-the-ordinary situations or events.]***

Section I: ENSURE Secure Rail Transportation

Mr. Ed Hamburger, President and CEO of the Association of American Railroads (AAR), has stated, *"In this time of heightened security alert, our nation is depending on a safe, secure, and reliable transportation system; and, as you know, freight railroads are the backbone of that transportation system. The secure operation of railroads is critical to our economy, our national defense, and our way of life."*

"In the rail industry, safety and security have always been our highest priorities. Thanks to the efforts of our companies and your personal dedication to safety, we are prepared. However, we must continue to focus and heighten our awareness. We can become even better at what we do. The Association of American Railroads and your individual companies have developed plans in a continuing effort to enhance the security of the rail system, especially in the area of hazardous materials."

"I invite you to join your fellow employees in taking your skills and safety principles to a new level. This will help us 'all do our share' in the years to come. We can all be proud to be part of the railroad family. Thank you for everything you do to provide safe, secure, and efficient transportation."

- Issue #1: Understand the security challenges.
- Issue #2: Monitor familiar activities.
- Issue #3: Stay alert to the environment.
- Issue #4: Commit to following rules and procedures.
- Issue #5: Know how to make proper notification.

Issue #1:

Understand the Security Challenges

Whether you work in the rail yards, out along the track, or in a shop or office, security awareness means contributing to a safe work environment by being aware of your surroundings at all times, complying with rules and instructions, and conducting thorough job briefings.

It is vital that you understand:

- The necessity of hazardous materials
- Hazardous material transportation
- Your responsibility as a railroader

Key Point: Your Responsibility as a Railroader

All railroaders have a responsibility for the safety and security of our families, homes, communities, and our nation. There are no better reasons to heighten our alertness and awareness. It is up to all of us to do our share. You are the eyes and ears of safety and security for the railroad, our front line of defense.

You can fulfill this vital role in part by staying alert to events or circumstances that are out-of-the-ordinary and by knowing how to deal with these circumstances safely and effectively.

Issue #2:

Monitor Familiar Activities

Each of us is familiar with the routines and people we see every day in our office, yard, or shop. When you take note of out-of-place people and events in your day-to-day activities, you can increase the security of the workplace and will fulfill your role as the eyes and ears of railroads and the law enforcement.

To increase your security and that of others, monitor:

- People
- Routines
- Situations
- Conversations

Key Point: People, Routines, and Situations

Heighten your awareness of unusual circumstances. Things you might have taken for granted in the past should now get your attention (for example, a vehicle parked on the right of way or near your shop, or an unfamiliar truck or van making a delivery). You needn't treat every

unfamiliar vehicle as *suspicious*. But you should give extra attention to circumstances that are out-of-the-ordinary.

If you observe an unfamiliar face or questionable situation, ask questions if it seems safe to do so. Check the credentials of those who say they work for a government agency. Peacefully confront strangers or visitors on the property. Determine if a stranger has a business need to be there (e.g., the person is a contractor). If there is any question in these cases, notify your supervisor the appropriate railroad authorities.

BNSF Resource Operations Call Center: 1-800-832-5452

CN Police: 1-800-465-9239

CP Police Control Center: 1-800-716-9132

CSX Public Safety Coordination Center: 1-800-232-0144

Conrail/Norfolk Southern Police Communications Center: 1-800-453-2530 or by microwave 981-COPS

Union Pacific Response Management Communications Center (RMCC):1-888-877-7267 or Company Line 216-5641

MEMORIZE THESE NUMBERS!!!!

Key Point: Conversations

Watch and listen. Be alert to signs of potential trouble in your conversations with others on or off the property about your job and yard. Unusual interest in technical details should heighten your suspicion and should be reported. Also be aware of those who seem curious about the railroad or its operations, especially people who ask about times and routes of trains, movements involving hazmat, or military supplies, or who wish to know locations of offices, such as dispatching centers.

Do not speak openly, or communicate in a public forum, such as the Internet, about detailed information on trains, direction of movement, schedules and consists, especially hazardous materials, business-car, and military movements.

Issue #3:

Stay Alert to the Environment

You know that it is important to notice and respond to circumstances that are out-of-the-ordinary. Scan your environment for a number of potential problems, and encourage others, especially new employees, to do the same.

Be aware of:

- Trespassers
- Lost or confused people
- Railroad property
- The need to train new employees

Key Point: Trespassers

Trespassers: We've all seen them on the railroad, However, in these times it is especially important that you keep unauthorized persons off our property. If appropriate, politely question any out-of-place individual, inform him or her of the laws regarding trespassing and the potential dangers on railway property, and see to it that he or she leaves the property.

Sometimes you may see a more questionable-looking trespasser, one who looks very out-of-place or suspicious. Report all suspicious activity to:

BNSF Resource Operations Call Center: 1-800-832-5452

CN Police: 1-800-465-9239

CP Police Control Center: 1-800-716-9132

CSX Public Safety Coordination Center: 1-800-232-0144

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Do not take risks. But do not ignore an unauthorized person on railroad property or on our trains.

Key Point: Lost or Confused People

Also notice people who appear to be lost or confused. They may actually be lost, or they may be trying to find their way around your office building or work area for criminal purposes. You need to determine whether they are there by accident or on purpose, and take appropriate action

Report all suspicious activity to:

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Key Point: Railroad Property

The security of railroad property is also a high priority. Pay particular attention to:

- Bridges
- Tunnels
- Fuel-storage facilities
- Yards with high volumes of hazmat shipments
- Dispatching centers
- Communication and signal systems
- Computer centers

Key Point: The Need to Train New Employees

In addition to staying alert to abnormal circumstances in the environment yourself, you should help new employees to do the same. If you have a new employee working with you, take the time to brief him or her on what is normal or accepted in your work area, what they may expect, and whom they may expect to see.

Try to heighten their awareness and give them examples of people or activities for which they should be alert. If you teach them to recognize the norm, they will better recognize the out-of-the-ordinary.

Be sure to emphasize that they should report all suspicious activity to:

BNSF Resource Operations Call Center: 1-800-832-5452

CN Police: 1-800-465-9239

CP Police Control Center: 1-800-716-9132

CSX Public Safety Coordination Center: 1-800-232-0144

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Union Pacific Response Management Communications Center (RMCC):1-888-877-7267 or Company Line 216-5641

Prepare them!

Issue #4:

Commit to Following Rules and Procedures

Equipment and job knowledge, knowledge of your territory or work area, and compliance with rules play key roles in transportation security. The rules are your best friends when it comes to preventing incidents and injuries. Follow them.

Know and apply the Railroad's rules regarding:

- Locomotives and trains
- Locks
- Storage areas
- Computers
- Cars

Key Point: Locomotives and Trains

While out on the railroad, make doubly sure that locomotives and trains are secured. When possible, lock the locomotive. Secure remote-control belt packs when equipment is left unattended at outlying points or at remote points within yards or terminals.

Key Point: Locks

Double-check switches. Determine if they are lined and locked properly. Pay close attention to derails. Check buildings and shanties for security. Lock all company vehicles not in use.

Protect all pieces of company equipment. Lock 'em up!

Key Point: Storage Areas

Pay special attention to buildings or areas that may be used to store hazardous materials. If an area, building, or office is secured or restricted, that's just what it should be: restricted to entry. Do not allow unauthorized persons to enter. If unauthorized persons seek entry, refer them to the proper authority.

As always, report all suspicious activity to:

BNSF Resource Operations Call Center: 1-800-832-5452

CN Police: 1-800-465-9239

CP Police Control Center: 1-800-716-9132

CSX Public Safety Coordination Center: 1-800-232-0144

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Union Pacific Response Management Communications Center (RMCC):1-888-877-7267 or Company Line 216-5641

Key Point: Computers

If you work with a computer, take all security precautions. Lock it down when it is unattended. Never share your user ID and password, and don't allow others to use your computer while logged on. Much vital information can be accessed through our company computer network, including train documents and car-movement records.

Key Point: Cars

Car inspections are a vital part of rail security. Increase your scrutiny of railcars, especially those carrying hazardous materials and military shipments. Look for unusual items mounted on or under cars. Look for

signs of tampering. Report anything out-of-the-ordinary to the appropriate authority and the RMCC.

Issue #5:

Know How to Make Proper Notification

Knowledge is power; and knowing how to respond in an emergency or high-alert situation will give you the ability and confidence to handle these effectively. Your first action should be to report all suspicious activity to:

BNSF Resource Operations Call Center: 1-800-832-5452

CN Police: 1-800-465-9239

CP Police Control Center: 1-800-716-9132

CSX Public Safety Coordination Center: 1-800-232-0144

Conrail/Norfolk Southern Police Communications Center: 1-800-453-2530 or by microwave 981-COPS

Union Pacific Response Management Communications Center (RMCC):1-888-877-7267 or Company Line 216-5641

As part of your efforts to prevent any compromise of rail security, pay attention to:

- Teamwork and communication
- Appropriate action

Key Point: Teamwork and Communication

Teamwork and communication are imperative in any effort. Be familiar with and follow instructions on the emergency-response procedures. Keep one another focused. Discuss alertness and security at job briefings and safety meetings. Remind one another of things to look out for. Share information. Discuss precautions and proper responses to situations. Follow the plan. Your contribution to the group effort is vital. Each of us has a responsibility beyond just our work group or railroad.

Key Point: Appropriate Action

This course has covered a lot of ground in a short time, and, of course, we can't include every situation or response in a program of this length. That's where you come in.

Remember, if you do notice people or events that seem out-of-the-ordinary, don't over-react. But don't under-react either. Notify :

BNSF Resource Operations Call Center: 1-800-832-5452

CN Police: 1-800-465-9239

CP Police Control Center: 1-800-716-9132

CSX Public Safety Coordination Center: 1-800-232-0144

Conrail/Norfolk Southern Police Communications Center: 1-800-453-2530 or by microwave 981-COPS

Union Pacific Response Management Communications Center (RMCC):1-888-877-7267 or Company Line 216-5641 for assistance in any security matter.

To take appropriate action, you must know the appropriate action or notification. Invest the time to prepare yourself with this knowledge. And, most importantly, **DO NOT TAKE RISKS** with your safety or that of others.

You can find additional security information at these two web sites:
<http://www.dhs.gov/dhspublic> and
<http://www.redcross.org/services/disaster/beprepared/hsas.html>

Summary

Section I: Ensure Secure Rail Transportation

Remember that, as Mr. Hamburger stated, *"The secure operation of railroads is critical to our economy, our national defense, and our way of life."*

You are the front line of defense against railroad sabotage or terrorism. You will fill this vital role effectively as you:

- Issue #1: Understand the security challenges.
- Issue #2: Monitor familiar activities.
- Issue #3: Stay alert to the environment.

- Issue #4: Commit to following rules and procedures.
- Issue #5: Know how to make proper notification.

Section II: PREPARE for Bomb Threats

The threat of bombings is a harsh reality of today's world. The illegal use of explosives by nefarious segments of society is increasingly common and increasingly catastrophic. Law-enforcement agencies are charged with protecting life and property from these threats. But law enforcement does not and cannot bear this responsibility alone. Every citizen must do his or her part to ensure the safety of the environment.

To shoulder your share of this important responsibility:

- Issue #6: Take bomb threats seriously.
- Issue #7: Identify suspicious parcels and letters.

Issue #6:

Take Bomb Threats Seriously

Bomb threats are delivered in a variety of ways. The majority are called in to the target. Occasionally, the calls are made through a third party. And sometimes a threat is communicated in writing or by a recording.

Bombs can be constructed to look like almost anything and can be placed or delivered in any number of ways. The probability of finding a bomb that looks like the stereotypical bomb is almost nonexistent. The only common denominator that exists among bombs is that they are designed or intended to explode.

If you receive a bomb threat, DON'T PANIC!! Your job is to respond to the threat rationally and focus on getting:

- Information
- Expert assistance

Key Point: Information

The bomb-threat caller is the best source of information about the bomb. When a threat is called in, there are several things you should do:

- Keep the caller on the line as long as possible.
- Ask him or her to repeat the message.

- Record every word spoken, so far as is possible.
- Listen closely to the voice, to its characteristics and any other distinguishing features.
- Ask the location of the bomb and the time of possible detonation.

Key Point: Expert Assistance

You must immediately report the information to the person designated by management to receive such

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Issue #7

Identify Suspicious Parcels and Letters

If you receive any suspicious package or letter, you must take care to detect whether or not there may be a problem. The item does not have to be delivered by a carrier. Most bombers set up and deliver the bombs themselves.

You must know:

- What to look for
- What to do

Key Point: What to Look For

As with other rail security situations, you are looking for out-of-the-ordinary conditions, such as handwritten company addresses or address labels, excess postage on small packages or letters, no postage or non-canceled postage, handwritten notes, and other non-standard package or letter appearance.

Key Point: What to Do

If delivered by a carrier, inspect the package for lumps, bulges, or protrusions, without applying pressure. Balance- check the package if it seems lopsided or heavy-sided. But first and foremost, if you have a suspicious letter or package, CALL 911, ISOLATE, EVACUATE.

If you receive a bomb threat in writing, be sure to save all materials, including any envelope or container. And make every possible effort to preserve evidence such as fingerprints, handwriting, and postmarks. Any unnecessary handling can damage evidence that may prove essential in tracing the threat and identifying the writer.

Summary Section II:

PREPARE for Bomb Threats

If there is one point that cannot be overemphasized, it is the value of being prepared. Do not let a bomb incident catch you unprepared. Familiarize yourself with proper procedures so that you will be able to respond appropriately.

Remember that it is vital to:

- Issue #6: Take bomb threats seriously.
- Issue #7: Identify suspicious parcels and letters.

Conclusion

Mr. Ed Hamburger, President and CEO of AAR, has given us these concluding words: "We can all be proud to be part of the railroad family. Thank you for everything you do to provide safe, secure, and efficient transportation."

To raise railroad security to new levels, do what you've always done only better.

Pitfalls

Be aware of these common pitfalls as you strive to fulfill your security responsibilities:

- Taking unnecessary risks. **[Notify the proper person as identified by security procedures at the first sign of a threat.]**

- Underestimating the threat. **[Don't try to handle a potential threat by yourself. It is better to get additional support and not need it than to need it and not get it.]**
- Waiting too long to report a potential problem. **[While it is true that you don't want to over-react, you also need to take action when intervention is most effective, which means as soon as possible.]** Discounting your own gut feeling. **[Human beings tend to have intuitive reactions about danger long before the facts are clear.]**

Indicators of Success

How will you know that you are effectively applying what you have learned?

- You have a heightened awareness of security issues.
- You are more alert to your work environment.
- You are personally committed to safe and proper procedures and rules.
- You are willing to follow up on out-of-the-ordinary circumstances and situation.
- You know how to make proper notification of exceptional or unusual circumstances.

Apply What You Have Learned

Congratulations!

You have completed the Rail Security Awareness course. You are prepared to be the eyes and ears for the railroad in ensuring the safety and security of rail transportation.

These optional but useful worksheets and aids can be printed and copied for use in practicing the skills learned in the course. Review additional references. This section directs you to readily available organizational resources that will give you more detail on this topic.

Telephone Bomb Threat Checklist
Characteristics of a Suspicious Package
Handling a Suspicious Letter Checklist
Rail Security Awareness Checklist

Characteristics of a Suspicious Package

A suspicious package will often exhibit one or more of the following characteristics:

- Lumps, bulges, or protrusions. Inspect for these without applying pressure.
- Lopsidedness or heavy-sidedness.
- Handwritten or poorly-typed addresses or improper company labels. Verify that the company exists and that they sent the letter.
- String wrapping. Packages wrapped in string are automatically suspicious since modern packaging materials have eliminated the need for string or twine.
- Excess postage on a small package or letter. This indicates that the object was not weighed by the post office.
- Any foreign writing, address, or postage.
- Restrictive markings such as Confidential, Personal, etc.
- Handwritten notes, such as "Your Lucky Day is Here," "Prize Enclosed," etc.
- Improper spelling of common words, names, places, or titles.
- Generic or incorrect titles.
- Titles without names
- Leaks, stains, or protruding wire, foil, string, tape, etc.
- Hand delivery of package or "dropping off" of package "for a friend."
- Missing return address or nonsensical/nonexistent return address.
- Arrival of package before or after a telephone call from an unknown person asking if the item was received.
- Oily stains, discolorations or odor
- Excessive weight
- Excessive securing material, such as tape

If you receive a suspicious letter or package, call:

BNSF Resource Operations Call Center: 1-800-832-5452

CN Police: 1-800-465-9239

CP Police Control Center: 1-800-716-9132

CSX Public Safety Coordination Center: 1-800-232-0144

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Suspicious Letter or Package Checklist

1. DO NOT PANIC.

- Anthrax organisms can cause skin infection, gastrointestinal infection or pulmonary infection. To do so the organism must be rubbed into abraded skin, swallowed, or inhaled as a fine, aerosolized mist. It does not leap into one's body. All forms of disease are generally treatable with antibiotics.
- In all events, notify the proper authorities :

BNSF Resource Operations Call Center: 1-800-832-5452

CN Police: 1-800-465-9239

CP Police Control Center: 1-800-716-9132

CSX Public Safety Coordination Center: 1-800-232-0144

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2. If you receive an unopened suspicious letter:

- DO NOT shake or empty the contents of a suspicious package or envelope.
- DO NOT carry the package or envelope, show it to others, or allow others to examine it.
- Put the package or envelope on a stable surface; DO NOT sniff, touch, taste, or look closely at it or any contents that may have spilled.
- Alert others in the area about the suspicious package or envelope. Leave the area, close any doors, and take actions to prevent others from entering the area. If possible, shut off the ventilation system.
- WASH hands with soap and water to prevent spreading potentially infectious material to face or skin. Seek additional instructions for exposed or potentially exposed persons.
- If possible, create a list of persons who were in the room or area when this suspicious letter or package was recognized and a list of persons who also may have handled this package or letter. Give the list to both the local public health authorities and law enforcement officials.

3. If you receive an envelope with powder and powder spills out onto surface:

- DO NOT clean powder up. DO NOT sniff, touch, taste, or look closely at it or any contents that may have spilled. Keep others away.
- WASH hands with soap and water.
- DO NOT brush off your clothes
- NOTIFY the FBI, state police, and your supervisor.
- REMOVE clothing and place in plastic bag, as soon as possible.
- SHOWER with SOAP and WATER. DO NOT use bleach or other disinfectant.
- PUT on fresh clothing.
- MAKE a list of all people who had contact with the powder and give it to local public health authorities. They may be instructed to watch for fever or other symptoms over the next couple of days.

4. If there is aerosolization or a small explosion:

- TURN OFF local fans or ventilation units in the area.
- LEAVE the room immediately.
- CLOSE the door, or section off the area, to prevent others from entering.
- NOTIFY the FBI, state police, your supervisor, and the appropriate railroad emergency centers .
- REMAIN on premises until responders arrive.
- SHUT DOWN the air-handling system in the building, if possible.
- MAKE a list of all people who were in the building at the time and give it to local public health authorities. They may be instructed to watch for fever or other symptoms over the next couple of days.

Telephone Bomb Threat Checklist

Ask:

- 1. When will the bomb explode?

- 2. Where is the bomb right now?

- 3. Where will it explode?

- 4. What does it look like?

- 5. What kind of bomb is it?

- 6. What will cause it to explode?

- 7. Who placed the bomb?

- 8. Why?

- 9. What is your name?

- 10. What is your address?

- Exact Wording of Threat: _____

- _____
- Caller Information: Sex: _____ Race: _____ Age: _____
Length of Call: _____
- Time Reported to Police _____
- Time Call was Received: _____
- Date: _____
- Telephone Number: () - _____
- Characteristics of the Caller's Voice: __ Calm __ Distinct __ Foreign
__ Slow __ Deep __ Ragged __ Loud
- __ High __ Disguised __ Normal __ Familiar __ Laughing __ Raspy
__ Excited __ Lispering __ Nasal __ Slurred
- __ Stuttering __ Whispered __ Cracking __ Breathy __ Angry __
Soft __ Crying __ Rapid
- Other Voice Traits: Background Sounds: __ Street noises __ Animal
sounds __ Crockery __ Static __ Voices
- __ Office machinery __ PA System __ Clear __ Music __ Static __
Household noises __ Local call __ Motor
- __ Long-distance call Other Background Sounds:

- Language of the Threat: __ Well-spoken __ Taped __ Foul __ Read
from a script __ Irrational __ Incoherent
- Other Language Traits: _____
- Remarks: _____

