

**Work description:** Receipt of a Written or Verbal Bomb Threat

**Scope:** Bomb Threat

**References:** HNL-09328 Station Evacuation, HNL-09331 Train Evacuation, HNL-09341 Total closure of the Metro, HNL-09023 Accident and Incident Notification, Reporting and Investigation

**PPE and precautions**

N/A

**Competencies or qualifications**

N/A

**Licenses or permits required**

N/A

**Tools and equipment required**

Bomb Threat Record


**Warning**

*ALL BOMB THREATS SHALL BE TREATED AS IF AN EXPLOSION WILL RESULT.*

*There is no way to guess which threat is real and which threat is a hoax. Until such time that the threat has been investigated and the authority having jurisdiction has declared that the threat has been mitigated, you should follow the procedures outlined below.*

**Receipt of a Bomb Threat by Telephone**

All

If you receive a threat by telephone:

Remain calm and be firm while asking the following questions:

- Where is the bomb located?
- What does it look like?
- When is it set to explode?
- Can we deactivate it?
- Why was the bomb placed here?
- What is your name? (Not all criminals are geniuses)
- Do you have a phone number in case we get disconnected (try to write down the number from Caller ID?)
- Listen for and document characteristics of the caller such as gender, accent, speech characteristics, etc. using the template overleaf
- Inform the OCC Supervisor about the threat


**Warning**

*DO NOT TOUCH THE SUSPECTED DEVICE – leave it for the professionals.  
 DO NOT WALK PAST THE SUSPECTED DEVICE UNLESS IT IS ABSOLUTELY NECESSARY IN ORDER TO EVACUATE THE BUILDING.  
 IF YOU MUST PASS IN THE PROXIMITY OF THE SUSPECTED DEVICE, DO NOT DISTURB THE CRIME SCENE.*

**Receipt of a Written Bomb Threat**

All

If you receive a written threat:


Handle the letter and any envelope as little as possible.

If the threat is not immediate, notify the OCC Supervisor who will inform and the Police.

If the threat is immediate, notify 911, the Police, and then the OCC Supervisor.

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**TERRORIST THREAT**

		<b>Warning</b> DO NOT TOUCH THE SUSPECTED DEVICE – leave it for the professionals. DO NOT WALK PAST THE SUSPECTED DEVICE UNLESS IT IS ABSOLUTELY NECESSARY IN ORDER TO EVACUATE THE BUILDING. IF YOU MUST PASS IN THE PROXIMITY OF THE SUSPECTED DEVICE, DO NOT DISTURB THE CRIME SCENE.
<b>OCC Actions</b> OCC	OCC Supervisor	Inform OCC staff and Road supervisors; Inform O&M Management; Alert the Honolulu Police Department; Report the emergency according to HNL-09023 Accident and Incident Notification, Reporting and Investigation; Make sure that CCTV recordings from the affected area are retrieved; Instruct OCC staff to implement any recommendation received from the Honolulu Police Department (e.g. closure of the metro, station or train evacuation).
	Train Dispatcher	Initiate evacuation of the affected area according to procedure HNL-09328 Station Evacuation or HNL-09331 Train Evacuation, if requested by the Honolulu Police Department; Prevent trains to enter the affected area; Command the closure of the Metro according to HNL-09341 Total closure of the Metro, if requested by the Honolulu Police Department.
	SCADA Operator	Advise the OCC supervisor of the situation; Handle traction power in response to the specifics of the incident.
	Public Information Officer	Initiate announcements for evacuation of the affected area according to procedure HNL-09328 Station Evacuation or HNL-09331 Train Evacuation, if instructed to do so by the Train Dispatcher; Monitor the affected area through CCTV and report any suspicious activity; Retrieve all recordings of the event.
	Road Supervisor	Act according to instructions from the OCC; Assist Honolulu Police Department personnel.

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**TERRORIST THREAT****Bomb Threat Checklist**

Time of Call:		Date:	
Time Caller Hung Up		Phone number where call received	
<b>Ask Caller</b>			
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?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Why?			
What is your name?			
<b>Exact Words of Threat</b>			
<b>Information about Caller</b>			
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?			
<b>Callers Voice</b>	<b>Background Sounds</b>	<b>Threat Language</b>	
<input type="checkbox"/> Accent <input type="checkbox"/> Angry <input type="checkbox"/> Calm <input type="checkbox"/> Clearing throat <input type="checkbox"/> Cracking voice <input type="checkbox"/> Crying <input type="checkbox"/> Deep	<input type="checkbox"/> Animal noises <input type="checkbox"/> House Noises <input type="checkbox"/> Kitchen Noises <input type="checkbox"/> Street Noises <input type="checkbox"/> Booth <input type="checkbox"/> PA system <input type="checkbox"/> Conversation	<input type="checkbox"/> Incoherent <input type="checkbox"/> Message Read <input type="checkbox"/> Taped <input type="checkbox"/> Irrational <input type="checkbox"/> Profaned <input type="checkbox"/> Well spoken	

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## TERRORIST THREAT

<input type="checkbox"/> Deep breathing <input type="checkbox"/> Disguised <input type="checkbox"/> Distinct <input type="checkbox"/> Excited <input type="checkbox"/> Female <input type="checkbox"/> Laughter <input type="checkbox"/> Lisp <input type="checkbox"/> Loud <input type="checkbox"/> Male <input type="checkbox"/> Nasal <input type="checkbox"/> Normal <input type="checkbox"/> Other  <p>.....</p> <p>.</p>	<input type="checkbox"/> Music <input type="checkbox"/> Motor <input type="checkbox"/> Clear <input type="checkbox"/> Static <input type="checkbox"/> Local <input type="checkbox"/> Other  <p>.....</p> <p>.</p>	<input type="checkbox"/> Other  <p>.....</p> <p>.</p>
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