

CITY OF PHILADELPHIA

CITY WIDE BOMB THREAT PROCEDURES

Threat Reception

1. When a bomb threat is received by phone, in person, or by any other communication (fax, letter, email) the operator or threat receiver should remain calm. The threat receiver should use the Bomb Threat Checklist provided in this document.
2. Keep the person on the phone/in person as long as possible and try to get as much information as obtainable. Ask the caller/person to repeat the message. If the threat is received by another type of communication (letter, fax, email) complete #3 then go to #5 for Threat Evaluation.
3. Obtain as much information as possible as detailed below:
 - A. Location of bomb
 - B. Time of detonation
 - C. Outside appearance or description of bomb
 - D. Reason for planting bomb
 - E. Caller's location
 - F. Caller's name and/or affiliation.
4. If the threat is in person or via phone then listen and note the following:
 - A. Speech patterns
 - B. Background noises
 - C. Male or female
 - D. Adult or juvenile
 - E. Is the voice educated or coarse?
 - F. Is the voice accented or otherwise distinguishable?
 - G. Does the person seem angry or rational and deliberate?

Threat Evaluation

5. At the conclusion of the threat, immediately call the appropriate dialing sequence to notify Police and then notify building management. After the Police have been notified, building management must call the Bomb Disposal Unit directly (215-685-8013) and inform them of the incident and the name of the incident commander or where the command center is located. Ensure the Bomb Threat Checklist has been completed and provide a copy to the appropriate building manager or emergency services. Building management shall contact the appropriate city liaison(s) to inform them of the potential bomb threat. Do not pull fire alarms.
6. Building management must then alert Municipal Radio at 215-686-4514/15. Municipal Radio will request radio silence of affected area(s).
7. Building management should designate a primary and alternate location for a Command Center. The Command Center should be located in a switchboard room or any focal point for telephone or radio communications.
8. Security and building occupants should be observant of any suspicious people who appear to be nervous or may be carrying a suspicious package. If this is discovered, DO NOT attempt to touch, recover, or apprehend the person or device. Keep the person under surveillance and notify the security manager of the suspected person and/or device.

Search Procedure

9. After notification of the threat has been made, the following precautions should be complied with:
 - A. Limit access to affected area(s).
 - B. Do not use radio equipment to transmit messages. This includes cell phones and pagers.
 - C. Do not use light switches.
 - D. Do not smoke.
 - E. Do not accept the contents of deliveries as being safe simply because they were delivered by routine means.
 - F. Do not pull fire alarms.

If a suspicious object is found, observe the following precautions;

- G. Do not touch or disturb any suspicious object.
- H. Do not attempt to carry a suspected bomb.
- I. Do not open a suspicious container or object.
- J. Do not cut a string, cord or wire on a suspicious object.
- K. Do not raise, remove or unscrew the cover of a suspicious object.
- L. Do not place a suspicious object in water.
- M. If you suspect an object is a bomb, let the search team know its location.
- N. Any freight elevator will be placed in the manual mode of operation and will be operable only by building management staff/emergency services for transportation purposes.
- O. All storage and mechanical equipment rooms are to be secured and checked for suspicious packages.
- P. **DO NOT DISTURB OR TOUCH ANY LOCATED PACKAGE. NOTIFY THE APPROPRIATE MANAGER.**

If there is an imminent threat to employees the building will be evacuated.

A floor-by-floor search will be initiated by Police, who may be assisted by building management beginning in the suspected areas or the lowest level of the building, including fire towers, checking for suspicious packages or anything that looks like it doesn't belong there. Do not open closets or turn any equipment on or off. Generally the search will be of all public areas of the building, but based on the threat and the threat evaluation, the search procedure may be adjusted accordingly. All rest rooms will be checked, looking in open trashcans and behind toilets. All elevator lobbies will be checked.

10. Designated, trained building occupants (i.e. fire captains, department emergency response personnel, etc.) assigned to specific work areas should participate in the search since they are best qualified to identify objects that do not belong in their respective work areas. Therefore, the use of designated and trained volunteer employees to aid in the search can be beneficial and is encouraged. If volunteers cannot be obtained to perform this task, managers should accept this responsibility or a systematic way for the areas to be checked should be developed.
11. The police department and building management will instruct all employees to look around their respective work area for unrecognized items prior to any directed evacuation.

Evacuation Procedure

12. The top manager/administrator/director for each department should: take charge and control of the emergency by informing everyone in their department to remain in their area until further notice; refrain from calling other employees/units; and communicate to everyone that building management and police have been notified and are trying to determine the next step to take. The Police will take charge of the building and the building will be evacuated when a suspicious object is found or confirmed or Police determine there's an imminent threat to building occupants.

13. When a suspicious object is found, the Police Department will make a determination whether to evacuate employees from the building. If an evacuation is required, the Police officer in charge of the situation will notify the City official present at the scene and/or building management. The Police Department will begin an orderly evacuation on the suspected floor(s), adjacent floors or the entire building. The City representative will also notify the Commissioner of Public Property.
14. The top manager/administrator/director for each department should explain if the decision to evacuate is made. Building management and police will begin an orderly evacuation of the required floors. Employees **should not disturb** or **touch** any suspicious package. Report all suspicious packages to your designated response personnel (i.e. – fire captain, etc.)
15. All building occupants will assemble at a previously established gathering point. This gathering point shall be at a safe minimum distance of 300 feet from the building in all directions. Once at the evacuation assembly area, personnel will be accounted for by their respected departments, to insure that everyone exited the building safely. A Notice Form has been included in this procedure and must be completed by building management and posted throughout the building.

Communications

16. The Police incident commander will notify the respective City management representative of the emergency situation and of their floor's evacuation status via landline telephone. All Radio equipment, including cell phones and pagers, should not be used for communication. Public address systems may be used as long as they do not use the radio frequencies.
17. The City management representative on that floor will communicate verbally the emergency situation and the floor's evacuation status to the floor's employees.

Re-occupancy procedure

18. Upon notification of an all clear from the Police incident commander, building management will issue an all clear to building occupants inside and outside the building and tenants will then be allowed to reoccupy the facility.

Training Procedures

City departments and members of building management will train all of their Emergency Response Personnel, Floor Captains, Assistant Monitors, and Safety Officers and inform all other employees on the items in this procedure. Assistance with training can be obtained from the Police Department's Bomb Disposal unit.

Since practice of emergency procedures will increase the comfort levels of employees, drills of the Bomb Threat Procedures will be performed at least annually.

Location of unidentified suspect objects - independent of a communicated bomb threat

DO NOT DISTURB OR TOUCH ANY PACKAGE OR OBJECT. NOTIFY THE APPROPRIATE MANAGER.

Building Managers of buildings leased by the City of Philadelphia shall ensure that their staff is trained on this bomb threat procedure and that the appropriate contact list and phone numbers are faxed to Risk Management Division (215-683-1718) and that the forms are posted in common locations.

BOMB THREAT CHECKLIST

Your Name: _____

Phone number: _____

Phone Call In Person Email Letter

Other _____

Time Threat Received: _____

Date: _____

BE CALM, COURTEOUS, AND LISTEN VERY CAREFULLY. DO NOT ATTEMPT TO INTERRUPT THE INDIVIDUAL, TRY TO KEEP THE INDIVIDUAL TALKING. ASK INDIVIDUAL TO REPEAT MESSAGE. Inform the individual that a bomb detonation can cause injury or death. Note: If this is an actual bomb threat, in many instances the individual is alerting someone because he/she has changed their mind and wants the bomb neutralized.

If the individual seems agreeable to further conversation, ask questions such as:

Where is the bomb? Building/Location _____ Area: _____

When was the bomb placed? _____

When is the bomb going to explode? Hour? _____ AM PM Time Remaining: _____

What kind of bomb is it? _____

What does the bomb look like? _____

Do you know who placed the bomb? _____

What is the reason for the bomb? _____

Where are you now? _____ Name? _____

What is your address? _____ Affiliation? _____

Does the individual appear familiar with the plant or building by description of the bomb? Describe.

Write out the message in its entirety and any other information on the other side of this checklist.

During communication with the individual, try to acquire any information that may be helpful to police to identify the individual and to locate the explosive device. Please check any and all of the following that may apply:

Identification Characteristics

Male Female Juvenile Adult _____ Approx. age

Describe Appearance (race, height, weight, hair color, distinguishing marks)

Voice Characteristics

high pitch deep loud soft pleasant raspy stutter

Speech patterns

fast slow distinct distorted nasal

Language

excellent good fair poor laughing other _____

Accent

local foreign out of town Describe _____

Manner

calm angry rational irrational coherent incoherent nervous righteous emotional

other and explain _____

Background Noises

factory machines office machines trains airplanes street music (what kind) _____

quiet voices party atmosphere other Explain _____

Immediately after or during communication with the individual, inform all of the contacts located at the bottom of this second page.

MESSAGE:

CALL THE FOLLOWING PEOPLE IMMEDIATELY AFTER THE BOMB THREAT HAS BEEN RECIEVED

POLICE: Dial 911 if using an outside line (most City owned bldgs. must dial 1-911 & most City leased bldgs. must dial 9-911)

YOUR SUPERVISOR: Name _____ Phone Number: _____

BUILDING MANAGEMENT: Name _____ Phone Number: _____

POSTING OF EMERGENCY INFORMATION

Gathering Point(s): _____

IN CASE OF A BOMB THREAT PLEASE CALL:

Police (list the appropriate 911 call sequence: 911, 1-911, 9-911): _____

Building Management: _____ Phone number: _____

City Representative: _____ Phone number: _____

EMERGENCY PHONE NUMBERS

FIRE: _____

THIS NOTICE MUST BE POSTED IN ALL DEPARTMENTS

City of Philadelphia

Building Contact Information During Emergencies

This information should be faxed to the Risk Management Division at 215-683-1718. This information should also be periodically updated to ensure smooth communications during an emergency.

Building Name: _____

Building Address: _____

Building Owner: _____ Phone Number: _____

Incident Commander: _____

Title: _____ Phone Number: _____

Alternate Incident Commander: _____

Title: _____ Phone Number: _____

Location of Command Center: _____

***Please fax this form to:
Kendall Banks
Director of Safety and Loss Prevention
Risk Management Division
215-683-1718 (fax)***