

A calm response to a bomb threat caller could result in obtaining important information. This is especially true if the caller wishes to avoid injuries or deaths. If told that the building is occupied or cannot be evacuated in time, the bomber may be willing to give more specific information on the bomb's location, components, or method of initiation. The bomb threat caller is the best source of information about the bomb. When a bomb threat is called in:

- Remain calm and keep the caller on the line as long as possible. Ask the caller to repeat the message and record every word.
- If the caller does not indicate the location of the bomb or the time of detonation, ask for this information.
- Advise caller that the building is occupied and detonation could result in death or serious injury to innocent people.
- Pay particular attention to background noises, such as motors running, music, or any other noise which may indicate the location from which the call is being made.
- Listen closely to the voice to determine voice quality, accents, speech impediments, sex, or unusual characteristics, and complete the threat data form.
- If the caller can be kept talking, ask specific questions as indicated on the attached Bomb Threat Check List.
- It is desirable, but not always practicable, to have more than one person listen in on the bomb threat call.
- Report the information immediately to your supervisor and the director; then notify the North Little Rock Police Department (call 911). They will initiate search procedures. Under no circumstances should an untrained staff member attempt to locate and move a suspicious device.

The most serious of all decisions to be made by management in the event of a bomb threat is whether or not to evacuate the building immediately, and which exits should be used. This decision should be made in light of information obtained from the caller. The decision should be made by the highest ranking administrative position available at the time of the call. A bomber wishing to cause personal injuries could place a bomb near an exit normally used to evacuate or in an automobile in the parking lot and then call in the threat.

In the event of an evacuation all staff at Main will report to the parking lot across 29th Street, adjacent to I40 and the Pulaski County Booking Center to await further instructions, all staff at Argenta will report to the City parking lot located adjacent to The HUB and directly behind the Argenta Pharmacy building.