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This plan is maintained by the University of Central Florida Office of Emergency Management. Any concerns or questions can and should be forwarded to, specifically:

Emergency Plans and Programs Coordinator
Office of Emergency Management
Phone: (407) 823-0678

**Departments Responsible for this plan:**
- Office of Emergency Management
- University Police

**Supersedes:**
- March 2015 Edition

**Pages:**
- 17

**Distribution:**
- UCF Office of Emergency Management
- UCF Police

**Notes:**
This plan is included in the Comprehensive Emergency Management Plan (CEMP), General Edition.
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CHAPTER 1: INTRODUCTION

1.1. The University of Central Florida (UCF) makes safety for faculty, staff, students, and visitors a top priority. In the aftermath of school-related incidents, school administrators have been encouraged to conduct comprehensive security initiatives within their universities. One of the components of the Comprehensive Emergency Management Plan (CEMP) is the Bomb Threat Plan.

1.2. A bomb is any device capable of producing damage to material, and injury or death to personnel, when detonated. A bomb may be "incendiary," causing fire-producing heat and little explosion; "explosive," causing damage by fragmentation, heat, and blast wave; or “dirty,” causing a release of radiological material.

1.3. Homemade bombs are commonly referred to as improvised explosive devices (IED) and can vary in size, shape, and material. Homemade car bombs are commonly referred to as vehicle-born improvised explosive devices (VBIED) and occur when IEDs are placed inside a vehicle. Both terms are utilized throughout this plan to replace the term “bomb” when appropriate.

1.4. In most cases, bomb threats are designed to disrupt the normal business operations of the institution. Additionally, true terrorists are interested in killing or maiming as many people as possible and, therefore, will not typically make phone calls prior to the bomb going off.

1.5. All bomb threats will be taken seriously. The Police Department and Emergency Management will determine the appropriate course of action. Not all bomb threats are legitimate, and evacuation is not always required.

1.6. This plan has been created as a precautionary measure to deal with bomb threats and suspicious devices or packages. This plan is designed to have faculty, staff, students, visitors and Public Safety work as a team to ensure a safe environment.
CHAPTER 2: RECEIVING BOMB THREATS

2.1. Types of Bomb Threats

2.1.1. A bomb threat may be received in a number of ways. A threat may be received by telephone, written message, e-mail, face-to-face interaction, social media, or suspicious package delivery by mail or messenger, the first being the most frequently used method.

2.1.2. When receiving a threat, pay careful attention to any pertinent details. The person making a warning or threatening call could reveal enough information about himself or herself so that the recipient could later identify them.

2.2. Phoned Threats

2.2.1. If you receive a phoned-in threat:

2.2.1.1. Start a recording device, if one is available, or note the caller I.D. number, if available.

2.2.1.2. Signal another staff member to call 911 and then monitor the conversation, if possible.

2.2.1.3. Transcribe the threat.

2.2.1.4. Fill out as much of the UCF Bomb Threat Checklist (page 11) as possible, including responses to detailed questions.

2.2.1.5. When the caller hangs up, DO NOT HANG UP THE PHONE. Leave the line open. Hanging up the phone may trigger the IED.

2.2.1.6. Complete any unanswered questions on the UCF Bomb Threat Checklist.

2.2.1.7. Be available after the call for the University Police and the Crisis Response Team to interview you.

2.3. Written Threats

2.3.1. If you receive a written threat:

2.3.1.1. Handle the item as little as possible.

2.3.1.2. Notify University Police via 911.
2.3.1.3. Note where the item was found, the date and time you found the item, any situations or conditions surrounding the discovery, and any other person who may have seen the threat.

2.4. E-mailed Threat

2.4.1. If you receive an e-mailed threat:

2.4.1.1. Notify University Police via 911.

2.4.1.2. Print, photograph, or copy down the message. Include the header of the e-mail.

2.4.1.3. Save the e-mail, if you know how to do so.

2.4.1.4. Leave the e-mail open until assistance arrives.

2.5. Verbal Threat

2.5.1. If you receive a verbal threat:

2.5.1.1. Project calmness; move and speak slowly, quietly and confidently.

2.5.1.2. Notify the University Police via 911 as soon as you can safely do so.

2.5.1.3. Note the description of the person who made the threat:

2.5.1.3.1. Name, if you know him or her, or if he or she gave you one;
2.5.1.3.2. Vocal distinguishers;
2.5.1.3.3. Sex;
2.5.1.3.4. Type and color of clothing;
2.5.1.3.5. Body size and height;
2.5.1.3.6. Hair, eye and skin color; or
2.5.1.3.7. Distinguishing features.

2.5.1.4. Write down the threat exactly as it was communicated to you:

2.5.1.4.1. Exact wording;
2.5.1.4.2. Who made the threat;
2.5.1.4.3. The date and time of the threat; and
2.5.1.4.4. Where the person who made the threat is now, if known.

2.5.1.5. Note the direction in which the person who made the threat leaves, and be ready to give the description to the police department dispatchers via 911.

2.6. Social Media
2.6.1. Due to the overwhelming use of social media, bomb threats may be made by utilizing social media applications such as Facebook or Twitter. If you see a threat made through social media:

2.6.1.1. Report it to University Police-via 911.

2.6.1.2. Note the name of the person making the threat and the application they used to make it.

2.6.1.3. Record the exact wording of the threat as it was posted.

2.6.1.4. Take a screen shot of the computer if possible to provide to the University Police.

2.7. Rumor

2.7.1. If you overhear a rumor about an IED, a bomb threat, or incident, write down exactly what you heard, from whom you heard it, and then report the rumor to University Police via 911 or (407) 823-5555.
2.8. UCF Bomb Threat Checklist

**UCF Bomb Threat Call Procedures**

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse side of this card.

If a bomb threat is received by phone:
1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist (reverse side) immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, do not hang up, but from a different phone, contact UCF PD immediately with information and await further instructions.

If a bomb threat is received by handwritten note:
- Call 9-1-1
- Handle the note as minimally as possible

If a bomb threat is received by email:
- Call 9-1-1
- Do not delete the message

Signs of a suspicious package:
- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery

DO NOT:
- Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb
- Activate the fire alarm
- Touch or move a suspicious package

Who To Contact:
- UCF Police Department at 9-1-1, then follow instructions from UCF PD

**UCF Bomb Threat Call Procedures**

**Questions To Ask:**
1. When is the bomb going to explode?__________________
2. Where is the bomb located?_____________________
3. What does it look like?_______________________
4. What kind of bomb is it?________________________
5. What will cause it to explode?____________________
6. Did you place the bomb?________________________
7. Why?________________________
8. What is your address?________________________
9. What is your name?________________________

**Exact Wording of Threat:**

**REPORT CALL IMMEDIATELY TO:**

DIAL 911

Call Reported To:_____________________
Name:_________________________
Time/Date:_____________________
Phone # call was made to:_____________________

**Caller's Voice**

- Calm
- Angry
- Excited
- Slow
- Ragged
- Disguised
- Slurred
- Distinct
- Raspy

- Nasal
- Stutter
- Lip
- Normal
- Loud
- Accent
- Deep Breathing
- Clearing Throat
- Cracking Voice

- Rapid
- Stutter
- Soft
- Whispered
- Laughter
- Crying
- Familiar
- How?

**Background Sounds**

- House Noises
- Long Distance
- Factory Machinery
- Animal Noises
- Office Machinery

- TV/Radio
- Voices
- Street Noise
- Booth
- PA System

- Motor
- Music
- Clear
- Static
- Other

- Well Spoken
- Incoherent
- Foul
- Irrational

- Taped
- Message read by threat maker

- DO NOT HANG UP THE PHONE
- Call 9-1-1 from another phone at a safe distance
- DO NOT touch any switches or buttons (lights, computer, fire alarms etc.)
- DO NOT use a cellular phone to dial 9-1-1, unless absolutely necessary

**UCF Bomb Threat Checklist**
CHAPTER 3: EVACUATION

3.1. Building Evacuations

3.1.1. The building, upon receipt of threat, may need to be evacuated in a calm and orderly manner, according to the UCF Building Evacuation Policy 3-100.1. Recommended building evacuation should be no less than 400 feet from the building; however, evacuations due to potential bombs may require farther distances. Refer to the Bomb Threat Stand-Off Distance chart (Page 13) for more information.

3.1.2. Emergency personnel and designated university officials will facilitate evacuation. Emergency personnel will notify individuals when reentry to the building can be made. There is no specified time limit for when students and faculty will be permitted back into the isolated area. This will depend solely upon the information received and the results of the investigation by public safety authorities.

3.2. Things that Should Not be Done

3.2.1. Any one of the following events could trigger an explosive device:

3.2.1.1. **DO NOT** handle any IED, or suspected IED, or suspicious packages.

3.2.1.2. **DO NOT** allow any faculty, staff, students or visitors access to, or near, the proximity of the IED.

3.2.1.3. **DO NOT** move the IED or enclose it to minimize effects of an explosion.

3.2.1.4. **DO NOT** use cellular telephones.

3.2.1.5. **DO NOT** pull the fire alarms to evacuate any buildings, unless specifically directed to do so by emergency personnel. This may trigger the IED.

3.2.1.6. If an IED is inside a container, **DO NOT** open the container.

3.3. Things that Should be Done

3.3.1. Student rosters should be kept current. It is possible that the individual who made the threat is a student, and a current list would assist law enforcement.

3.3.2. Any and all media inquiries should go through News & Information, at (407) 823-5007.

3.3.3. The UCF populous will be notified via UCF Alert in the event such notification is necessary.
3.3.4. If you are dealing with a suspicious package note any markings on the container, smells or other distinguishable characteristics about the package that you can pass on to first responders.

3.3.5 Assist building personnel with evacuation and prevent others from entering the danger area.

3.3.6 Communicate with your fellow employees using the method noted in your emergency plan.

3.3.5 The National Counterterrorism Center advises the following distances in the event of an evacuation:

Source: Department of Homeland Security
CHAPTER 4: SUSPICIOUS PACKAGES

4.1. Public Awareness

4.1.1. Public awareness of mail bombs has increased at all levels, including in university mailrooms and offices. The most important thing to remember when finding a suspicious package or letter is not to touch the item. You should clear the area immediately and notify the University Police via 911.

4.1.2. To apply proper safety procedures, it is important to know the type of mail normally received and look for the following:

4.1.2.1. Mail bombs come in letters, books, and packages of various sizes, shapes, and colors;
4.1.2.2. Letter texture may feel ridged, look uneven or lopsided, or feel bulkier than normal;

4.1.2.3. Excessive amounts of postage may be present—often far more than needed;

4.1.2.4. The sender is unknown or there is no return address;

4.1.2.5. Handwritten notes appear, such as, “rush,” “personal,” or “private;”

4.1.2.6. The addressee normally does not receive mail at the office;

4.1.2.7. Cut or pasted homemade labels are used for lettering;

4.1.2.8. The letter or package may emit an odor, have oily stains, or appear to have been disassembled and re-glued;

4.1.2.9. Distorted or foreign writing is present;

4.1.2.10. Resistance or even pressure is felt when trying to remove contents from the package;

4.1.2.11. Several combinations of tape are used to secure the package;

4.1.2.12. Contents of the parcel may slosh or sound like liquid; some packages may emit noises, such as ticking;

4.1.2.13. The package or letter shows a city or state in the postmark that does not match the return address;

4.1.2.14. The package or letter is marked Foreign Mail, Air Mail and Special Delivery;

4.1.2.15. The package has protruding wires or aluminum foil;

4.1.2.16. The package or letter has incorrect titles, or a title but no name; or

4.1.2.17. Misspellings of common words are present.

4.1.3. In addition to physical characteristics, consideration should also be given to the listed factors to help determine the likelihood of a threat:

4.1.3.1. Is there a common sense explanation to the letter?

4.1.3.2. Have all reasonable explanations been exhausted?

4.1.4. If you are unable to allay suspicions, call the non-emergency police line at (407) 823-5555, or 911 for emergency situations.
4.2. Handling the Package or Letter

4.2.1. If the suspicious letter or package is unopened:

4.2.1.1. Do not open the package. Do not shake or empty the contents of any suspicious envelope or package. Immediately report the incident to the University Police.

4.2.1.2. Have everyone vacate the immediate area and close any door, or section off the area, to prevent others from entering.

4.2.1.3. Wash your hands with soap and water to prevent spreading any powder or other chemicals to your face.

4.2.1.4. List all individuals who handled, or were within close proximity to, the suspicious letter or package.

4.2.2. If the suspicious letter or package is opened:

4.2.2.1. Do not panic. Immediately report the incident to University Police via 911. Follow any instructions given to you by the dispatcher.

4.2.2.2. Do not try to clean up the substance. Cover the spilled contents immediately with anything (e.g., clothing, paper, trash can), and do not remove this cover.

4.2.2.3. Have everyone vacate the room and close any door, or section off the area, to prevent others from entering.

4.2.2.4. Wash your hands with soap and water to prevent spreading any of the substance to your face.

4.2.2.5. Remove heavily contaminated clothing as soon as possible, and place in a plastic bag or some other container that can be sealed. This clothing bag should be given to the emergency responders for proper handling.

4.2.2.6. Shower with soap and water as soon as possible. Do not use bleach or other disinfectants on your skin.

4.2.2.7. List all individuals who handled, or were within close proximity to, the suspicious letter or package, especially those who had actual contact with the substance.
CHAPTER 5: RESPONSE PROTOCOLS

NOTE: The information in this section is For Official Use Only (FOUO) and has been removed for security purposes. Please contact the UCF Office of Emergency Management for additional information.