

Numbers to Know!

EMERGENCIES **215-573-3333** GENERAL INFORMATION 215-898-7297 ESCORT SERVICES 215-898-RIDE
511 (FROM ANY CAMPUS PHONE) SPECIAL SERVICES 215-898-6600 215-898-WALK

Bomb Threat Protocol

American schools and companies receive thousands of bomb threat calls every year. Very few of these are warnings of real bombs. The vast majority of these calls are hoaxes; however, all bomb threats should be treated seriously.

A bomb threat is generally defined as a verbal threat to detonate an explosive or incendiary device to cause property damage or injuries, whether or not such a device actually exists. The person who receives the threat will, in most cases, be the only person who has contact with the caller. It is therefore imperative that the initial contact person extract as much specific information as possible from the caller.

There are two main reasons someone may call with a bomb threat

The person knows of an explosive device that is in place, and wants to minimize injuries
The person wants to create an environment of panic/confusion or to interrupt normal office/building functions

The latter reason is the most frequently encountered, especially in school settings. Unfortunately, there is often no way to tell the motivation of the caller until after a thorough inspection of the building is conducted. This means that there will always need to be a response to the threat by Penn Police personnel.

If you receive a bomb threat call

Remain calm.
Keep the caller on the line and get as much information as possible and write it down immediately, using the **Bomb Threat Check List**
Immediately after the call is terminated, hang-up, obtain dial tone, dial 257 to activate the call trace procedure, then hang-up
Call the Penn Police at 5-1-1 or 215-573-3333 from an off campus phone. Do NOT use a cell phone.
Alert the Building Administrator or designee of the call.

Upon Arrival, Penn Police Personnel Will

1. Confer with the Building Administrator or designee and the call taker.
2. In conjunction with the Building Administrator or designee, conduct a search of the area.

If no suspicious item is located, the decision to evacuate will rest with the Building Administrator or designee.

If a suspicious item is discovered, the highest-ranking Penn Police officer will make a determination regarding evacuation.

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Call Trace

Harassing or threatening phone calls can be traced if you receive that call on a University phone line. If you receive a bomb threat, being able to trace the call can drastically aid Penn Police in their investigation of the incident.

First, get the Call Trace feature! You can not use this feature until you first activate it. To do so, request the feature in writing to service-requests@isc.upenn.edu. You can do this at anytime and it is a good feature to have on your phone.

Follow these steps to get the call trace feature and use it should you ever receive a threatening or harassing phone call:

After hanging up with the threatening caller, immediately call the Penn Police, however, if you are able to call from a different line, and then do so.

After following all instructions from the Penn Police, or if you are able to while on the phone, pick up the phone that the threatening call came in from and dial 257.

Remember, your personal safety comes first! If you are told to evacuate the building, do so immediately.

