

Operation Supervisor Checklist – Bomb Threat

<i>Initials</i>	<i>Time</i>	<i>Activity</i>
		Clear the Global Command Center of all non-essential personnel once notified of a bomb threat event involving a Company aircraft or facility,
		Remove yourself from your normal duties and responsibilities so that you may focus on the emergency event and conduct the notification process. If unable to remove yourself from your normal duties , designate someone else to conduct the notification process.
		If the threat is determined to be a Specific Bomb Threat – PTI (Positive Target Information): <u>Notify Pilot-in-Command immediately.</u> If unable to contact Pilot –in-Command via the cockpit phone, attempt to notify through Air Traffic Control.
		Notify the Emergency Operations Director (See Appendix “B” for contact number). Specify if the threat is Specific (PTI) or Non-Specific.
		Notify the Chief Safety Officer (See Appendix “B” for contact number). Specify if the threat is Specific (PTI) or Non-Specific.
		Notify Flight Operations Duty Manager at (972) 720-2886 Specify if the threat is Specific (PTI) or Non-Specific.
		Notify the Director, Global Command Center (GCC) (See Appendix “B” for contact number). Specify if the threat is Specific (PTI) or Non-Specific.
		Notify the VP, Owner Experience (if owners or customers onboard) (See Appendix “B” for contact number). Specify if the threat is Specific (PTI) or Non-Specific.
		Be prepared to provide information from the Bomb Threat Checklist. This checklist is located at the end of this section.
		Relieve Flight Communications Specialist responsible for emergency aircraft from responsibility of every other aircraft under his or her control with the exception of emergency aircraft.

Emergency Operations Director Checklist – Bomb Threat

<i>Initials</i>	<i>Time</i>	<i>Activity</i>
		Activate the Emergency Command Center. Reference Section 3.3 for ECC setup help. Once activated, have all calls transferred to the ECC at number to be given during event.
		Notify the following: • Transportation Security Operations Center (TSOC) at 703-563-3240 or; 1-877-456-8722. • Federal Bureau of Investigation (FBI) at 202-324-6700 or 404-679-9000 (24 hour emergency) • Airport Authority where aircraft is presently located or, if aircraft is in-flight, intended destination. • Local law enforcement officials where aircraft is presently located, or if aircraft is in-flight, intended destination. • FAA Communications Center at 817- 222-5005 (24-hour emergency) • FAA Washington DC Operations Center at 202-267-3333 (24 hours) • FAA Washington DC ATC Operations Center at 703-904-4525
		Have the following persons report to the EOC: • FODM or FOS (depending on aircraft) or Fleet Supervisor experienced in the operations of the emergency aircraft. • Director of Maintenance, Maintenance Supervisor, or other person from the maintenance department familiar with the emergency aircraft. • Senior Operation Supervisor • Chief Safety Officer
		Coordinate with FODM or Fleet Supervisor to obtain the following information: • If not obtained on initial contact, request following information from crew: ○ How many persons on-board ○ How much fuel on-board ○ What is status of aircraft – MELs
		Secure the following manuals and publications as a resource for crew if needed. • Aircraft QRH • Aircraft AFM • Pilot's Manual • APG data

Bomb Threat Checklist

Time Received _____ Time Ended _____

Date _____

Exact Wording of Threat _____

QUESTIONS TO ASK:

1. When is the bomb going to explode?

2. Where is it right now?

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. Where are you now? _____

9. What is your name? _____

10. What is your address? _____

Sex _____ Race _____ Age _____

Remarks: _____

CALLER'S VOICE:

- | | | |
|-----------------------------------|---|--|
| ☐ CALM | ☐ CRYING | ☐ RASPY |
| ☐ ANGRY | ☐ NORMAL | ☐ DEEP |
| ☐ EXCITED | ☐ DISTINCT | ☐ RAGGED |
| ☐ SLOW | ☐ BLURRED
WHISPERED | ☐ CLEARING THROAT |
| ☐ RAPID | ☐ | ☐ CRACKING VOICE |
| ☐ SOFT | ☐ NASAL
STUTTER | ☐ DISGUISED |
| ☐ LOUD | ☐ | ☐ ACCENT |
| ☐ LAUGHTER | ☐ LISP | ☐ FAMILIAR |

BACKGROUND SOUNDS:

- | | | |
|------------------------------------|--|--|
| ☐ STREET | ☐ HOUSE | ☐ NOISES CLEAR |
| ☐ CROCKERY | ☐ MOTOR | ☐ STATIC |
| ☐ OFFICE | ☐ MACH. VOICES | ☐ LOCAL |
| ☐ PA SYSTEM | ☐ FACTORY | ☐ MACH. LONG DISTANCE |
| ☐ MUSIC | ☐ ANIMAL NOISES | ☐ BOOTH |
| ☐ OTHER | _____ | |

THREAT LANGUAGE:

- | | |
|---|-------------------------------------|
| ☐ WELL SPOKEN (educated) | ☐ FOUL |
| ☐ TAPED | ☐ IRRATIONAL |
| ☐ MESSAGE READ BY THREAT MAKER | ☐ INCOHERENT |

CALL IMMEDIATELY TO SAFETY & SECURITY OR YOUR SUPERVISOR

Name: _____

Telephone: _____