Phone Threat Report Form

INSTRUCTIONS
This form is intended to be used by utility staff members that regularly answer phone calls from the public (e.g., call center operators). The purpose of this form is to help these staff capture as much information from a threatening phone call while the caller is on the line. However, this form may still prove useful for interviewing the utility staff member who answered the call after the caller has hung up. The information collected on this form will be critical to the threat evaluation process.

THREAT NOTIFICATION
Name of person receiving the call: ________________________________

Date phone call received: ________  Time phone call received: ________

Time phone call ended: ________  Duration of phone call: ________

Originating number: ____________  Originating name: ______________
If the number/name is not displayed on the caller ID, press *57 (or call trace) at the end of the call and inform law enforcement that the phone company may have trace information.

Is the connection clear?  □ Yes  □ No

Could call be from a wireless phone?  □ Yes  □ No

DETAILS OF THREAT
Has the water already been contaminated?  □ Yes  □ No

Date and time of contaminant introduction known?  □ Yes  □ No
Date and time if known: _______________________________________

Location of contaminant introduction known?  □ Yes  □ No
Site Name: ________________________________

Type of facility
□ Source water  □ Treatment plant  □ Pump station
□ Ground storage tank  □ Elevated storage tank  □ Finished water reservoir
□ Distribution main  □ Hydrant  □ Service connection
□ Other  _______________________________________

Address: __________________________________________________

Additional Site Information: ____________________________________

__________________________________________________________________
Name or type of contaminant known? □ Yes □ No
Type of contaminant
□ Chemical □ Biological □ Radiological

Specific contaminant name/description: ________________________________

Mode of contaminant introduction known? □ Yes □ No
Method of addition: □ Single dose □ Over time □ Other ____________
Amount of material: ________________________________
Additional Information: ________________________________

Motive for contamination known? □ Yes □ No
□ Retaliation/revenge □ Political cause □ Religious doctrine
□ Other ________________________________
Describe motivation: ________________________________

CALLER INFORMATION
Basic Information:
Stated name: ________________________________
Affiliation: ________________________________
Phone number: ________________________________
Location/address: ________________________________

Caller’s Voice:
Did the voice sound disguised or altered? □ Yes □ No
Did the call sound like a recording? □ Yes □ No
Did the voice sound? □ Male / □ Female □ Young / □ Old
Did the voice sound familiar? □ Yes □ No
If ‘Yes,’ who did it sound like? ________________________________

Did the caller have an accent? □ Yes □ No
If ‘Yes,’ what nationality? ________________________________
How did the caller sound or speak?

☐ Educated          ☐ Well spoken          ☐ Illiterate
☐ Irrational        ☐ Obscene            ☐ Incoherent
☐ Reading a script  ☐ Other

What was the caller’s tone of voice?

☐ Calm              ☐ Angry             ☐ Lisping          ☐ Stuttering/broken
☐ Excited           ☐ Nervous           ☐ Sincere          ☐ Insincere
☐ Slow              ☐ Rapid             ☐ Normal           ☐ Slurred
☐ Soft              ☐ Loud              ☐ Nasal            ☐ Clearing throat
☐ Laughing          ☐ Crying            ☐ Clear            ☐ Deep breathing
☐ Deep              ☐ High              ☐ Raspy            ☐ Cracking
☐ Other

Were there background noises coming from the caller’s end?

☐ Silence
☐ Voices describe ____________________________
☐ Children describe ____________________________
☐ Animals describe ____________________________
☐ Factory sounds describe ______________________
☐ Office sounds describe _________________________
☐ Music describe ______________________________
☐ Traffic/street sounds describe _______________
☐ Airplanes describe __________________________
☐ Trains describe ______________________________
☐ Ships or large boats describe _________________
☐ Other: ___________________________________________________________________

SIGNOFF
Name of call recipient: ____________________________
Print name ____________________________ Date/Time: ______________
Signature ____________________________
Name of person completing form (if different from call recipient):
Print name ____________________________ Date/Time: ______________
Signature ____________________________