

SWATTING CALLS

Swatting is defined as a false report of an ongoing emergency or threat of violence intended to prompt an immediate tactical law enforcement response.

Swatting scenarios include bomb threats, active shooter scenarios, threats of an imminent shooting rampage, hostage scenarios, and threats involving chemical, biological, radiological, nuclear, or explosive agents.

Indicators

This is not an exhaustive list, but the following are indicators that can be used to identify a potential swatting incident.

- The incoming telephone number *is spoofed or blocked*. Swatting calls using Voice over Internet Protocol (VoIP) services will appear as all zeros or nines, blocked, unavailable, or one of the default Skype numbers: (661) 748-0240, (661) 748-0241, or (661) 748-0242.
- The caller's tone and background noise are *inconsistent with the claimed emergency or threat*. For example, the caller states there is an active shooter scenario, yet their demeanor is suspiciously calm with minimal background noise.
- The caller can be heard *typing or clicking a computer mouse* in the background. Swatters will conduct internet searches or use online mapping tools during the call to answer follow-up questions and provide exterior descriptions of buildings or residences.
- The caller is *unable to answer follow-up questions* requesting details such as their full name, phone number, or current location.
- The caller *mispronounces names* such as city, street, or building names.
- The caller's *story changes or escalates* throughout the course of questioning.
- Gunshots or explosions heard in the background are *inconsistent* with other noise or sound fake.
- Swatting callers may play recordings of gunshots or live firefights from video games or the internet in order to sound as if they are shooting a weapon while on the call.

This information was adapted from a document developed by the Washington Office of Superintendent of Public Instruction and the Cybersecurity & Infrastructure Security Agency's Office for Bombing Prevention.

FSU | **EMERGENCY
MANAGEMENT**
24-Hour Phone: (850) 644-1234
E-Mail: FSUPD-EOC@fsu.edu
Website: www.emergency.fsu.edu

BOMB THREATS

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 of this page.

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 or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the threat checklist on the back of this page immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of call, **DO NOT HANG UP**, but from a different phone, contact authorities immediately with information and await 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
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

DO NOT:

- Use two-way radios or cellular phones. Radio signals have the potential to detonate a bomb.
- Touch or move a suspicious package.



Website: www.police.fsu.edu

Emergencies: 9-1-1

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THREAT C

DATE:

TIME:

TIME CALLER HUNG UP:

PHONE NUMBER WHERE
CALL RECEIVED:

Ask Caller:

Where is the threat located? (building, floor, room, etc.)

If calling in advance of threat, when will threat begin?

What is your motivation or reason for the threat?

If a bomb, how many are there?

If a bomb, what does it look like?

If a bomb, what kind of bomb is it?

If a bomb, what will make it explode?

What is your full name?

Exact Words of Threat:

Information About Caller:

Where is the caller located? (background/level of noise)

Estimated age:

Is voice familiar? If so, who does it sound like?

Callers Voice

Background Sounds

Threat Language

Other Information:

Female

Lisp

Animal noises

Incoherent

Male

Loud

House noises

Message read

Accent:

Nasal

Kitchen noises

Taped message

Normal

Street noises

Irrational

Angry

Ragged

Booth

Profane

Calm

Rapid

PA system

Well-spoken

Clearing throat

Raspy

Conversation

Coughing

Slow

Music

Cracking Voice

Slurred

Motor

Crying

Soft

Clear

Deep

Stutter

Static

Deep breathing

Office Machinery

Disguised

Factory Machinery

Distinct

Local

Excited

Long distance

Laughter

FROM A SEPARATE PHONE, CALL 9-1-1