



Characteristics of Swatting Calls

Reporting Procedures

YOU ARE NOT ALONE! Swatting calls and bomb threats typically come in clusters. Situational awareness is key to eliminate chaos and ensure the safety of first responders and innocent victims.

- To improve situational awareness immediately report the details of the call to your Fusion Centers.
- Fusion Centers collate the information and distribute to the stakeholders as well as the FBI.
- Knowing you are not the only one receiving the threat informs your action and response. Reducing the risk to first responders and innocent victims.

Indicators of a Swatting Call

This is not an exhaustive list:

- The swatting call is the only incoming call reporting the incident. In a real incident **multiple calls** would be received. (Call the location to corroborate the details)
- Swatting calls are received by the non-emergency line. Swatters using VoIP services cannot dial 911 directly so have to call the non-emergency number.
- Swatting calls using VoIP services will appear as all zeros or nines, blocked, unavailable, or one of the default VoIP numbers. Skype, TextNow, Google Voice, etc.
- The caller's demeanor is inconsistent with the claimed crises or threat. For example, the caller claims to have witnessed the shooting of several students, but they appear calm and with no background noise.
- Background noises include computer mouse clicking and/or typing. Callers use mapping tools and internet searches to answer follow-up questions or provide building address or names.
- The caller mispronounces names such as city, street, or building names. Swatting calls are commonly conducted by foreign perpetrators with thick accents who are unfamiliar with the local areas they target.
- The caller's story changes or escalates when challenged with follow-up questions
- "Call of Duty Speak" - caller uses exotic or specific names of weapons from playing video games.
- Gunshots or explosions heard in the background are inconsistent with other noise or sound fake.

De-escalation Strategies

Identify inconsistencies by asking multiple questions and repeating those questions later in the call

Suggested questions include:

- "What is your full name?" (ask again later during call, and specifically ask for a middle name)
- "Where are you calling from?"
- "What is your call back phone number?"
- "Why didn't you call 911 directly?" (for VoIP calls to non-emergency number)
- "Why are you reporting yourself?"
- "Why is there no noise in the background?"
- "What is that noise in the background?" (when background noise is inconsistent with the story)
- "Why does it sound like you are typing on a computer keyboard?"
- "Are you targeting anyone in particular?"