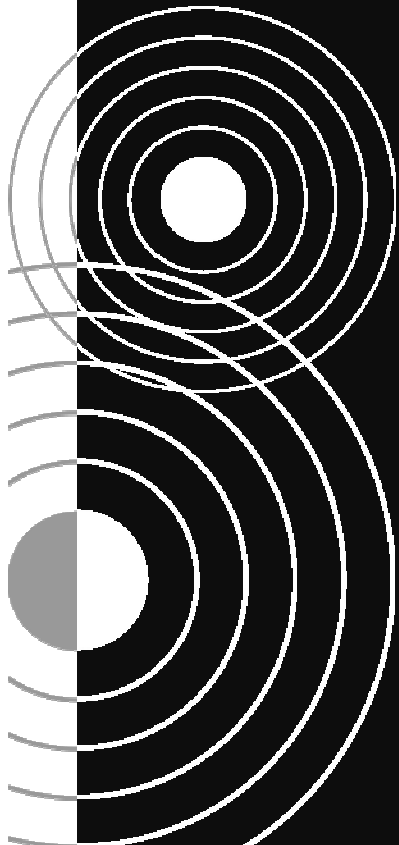


# COLLABORATIVE SESSION

PSCE forum, Warsaw,  
November 30<sup>th</sup> , 2011



# THE DAYS OF TERROR (1)

- **Friday 22 July 2011 – The Day of Terror, Norway**
- **15.13.23 pm: Surveillance camera captures that Anders Behring Breivik is driving a car (with a bomb inside) into Grubbegata.**
- **15.17.30 pm: Wearing a homemade police uniform,** Breivik escapes Einar Gerhardsens site and the Houses of ministries, unobstructed, waving a pistol in his right hand.
- **15.25.19 pm: A car bomb explodes in Grubbegata, Government quarter. The explosion occurs between the building where the Prime ministers office is located and the Department of Justice and R4, which houses the Oil- and Energy Ministry and the Ministry of Industry and trade.**

# THE DAYS OF TERROR (2)

- \* The main fire-station is located in the Government quarter. Windows were blown in by the pressure wave, and it took some time before fire-engines from here could come out. Fire engines from other stations, however, were relegated.
- **15.26 pm: The police in Oslo receive the first message about the explosion. Two minutes later the first police patrol arrives, immediately making a large intervention in the city centre.**
- **15.30 pm: Armed Forces Special Command mobilises their Command Centre.**
- 15.32 pm: The police logs that a security guard saw a person running from a white van before the explosion

# THE DAYS OF TERROR (3)

- 15.32 pm: The head of the Government's Crisis-Advisory Board, Morten Ruud, is formally notified by the Crisis Support Unit on the explosion.
- 15.34 pm: Head of health and a medical unit is established in the VG-building (a building where the newspaper VG is located).
- **15.41 pm: Police helicopter crew calls the Oslo police district and offers to come to work.**
- **16: 00 pm: Liason between the Military/Defense and the Oslo Police District establishes.**

# THE DAYS OF TERROR (4)

- 16.40 pm: A man in a police uniform – Anders Behring Breivik – parks a civilian car – a Fiat Doblo – at the Mainland Utvika in Tyrifjorden.
- 16.45 pm: A Sea King helicopter takes off from Rygge.
- **16.47 pm: The Police emergency squad contacts the closest Air-Force base which is set up with hellos (Rygge) to check availability of the military's Bell-helicopters.**
- 16.53 pm: A Sea King-helicopter is sent from Ørland main air station with bomb experts.
- 16.57 pm: The Captain on the MS Thorbjørn (The Utøya ferry) is notified that a policeman wants transport to Utøya.

# THE DAYS OF TERROR (5)

- **17.00 pm: The police confirm that the explosion in the Governments quarter is a bomb.**
- **17.00 pm: The Air Force base Crisis centre is mobilized at Rygge.**
- **17.04 pm: The Ferry MS Thorbjørnsails from the Mainland to Utøya with Anders Behring Breivik on board as a passenger.**
- **17.08 pm: Breivik chasing young people at the AUF-camp on Utøya and kills those who gets in his way.**
- 17.09 pm: A SeaKing helicopter lands on Voldsløkka in Oslo, ready to transport victims to hospitals outside Oslo if necessary.

# THE DAYS OF TERROR (6)

- **17.24 pm: The Emergency Medical Communication Centre (EMCC) at VestreVikenRegional health authorities receives the first message about the shooting on Utøya.**
- **17.27 pm: Message about the shooting on Utøya to NordreBuskerud Police-district.**
- ***"It was very stressful working conditions. At any given time there were at least 40 phones on hold. We also got conflicting messages, between two and five perpetrators with rifles and binocular-aiming and messages about explosives on Utøya": Chief of Staff Magne Rust by Northern Buskerud Police District said.***

# THE DAYS OF TERROR (7)

- **17.28 pm: EMCC Oslo/Akershus is notified about the shooting on Utøya of relatives through the Health Emergency Number 113. The message is confirmed immediately by EMCC Buskerud. EMCC Buskerud controls the medical assistance with support from EMCC Oslo/Akershus.**
- **17.30 pm: The police in Oslo receive the first message about the shooting.**
- 17.31 pm: The Police Emergency Squad, Delta drives towards Utøya.
- **17.38 pm: The police in Northern Buskerud ask the Oslo police for assistance.**



# THE DAYS OF TERROR (8)

- **17.41 pm: First message on the community of Twitter: *"There is shooting going on at Utøya, my little sister is there and called home now."***
- **17.42 pm: The first ambulance helicopter takes off.**
- **17.48 New message on Twitter: *"There's a shootout on Utøya. The Labor Party youth summer camp is to be evacuated. Complete chaos. Police is on the way."***
- **17.52 pm: The first police patrol arrives from Buskerud arrives at Utstranda from on the shore of Tyrifjorden.**

# THE DAYS OF TERROR (9)

- **17.52 pm: Kjetil Vevle, Central Executive Committee member of the AUF, on Twitter: "Somebody is shooting at Utøya. Update the police!!".**
- 17.55 pm: The quay at Utvika is formally cleared.
- 17.57 pm: The first ambulance arrives at Utvika.
- **17.58 pm: The Joint Rescue Coordination Centre receives notification about the Utøya-shooting from EMCC-Oslo/Akershus.**
- 18: 00 pm: The first Bell-helicopter is ready to take off from Rygge, according to the military's operational headquarters.
- **18.01 pm: Breivik is connected in an emergency phone call**

# THE DAYS OF TERROR (10)

- 18.03 pm: The police receive confirmation that "a suitable boat" for the police action is on the way.
- 18.05 pm: The first patrol from the local police arrives at the pier where the boat Utøya settles from.
- **18.09 pm: The emergency squad from the Oslo police unites with the local police on the scene.**
- **18.21 pm: The military/defense receives a request from the police for help from Armed Forces Special Command.**
- 18.25 pm: Crew from the emergency squad arrives Utøya by boat from a pier located 3.6 miles away.
- During the trip to Utøya the motor of the small and overcrowded boat stops.

# THE DAYS OF TERROR (11)

- **18.26 pm: Breiviks' phone call to the police.**
- **18.27 pm: The perpetrator is called by the police. He surrenders and is put in handcuffs. He was previously unknown to the police, but has been convicted for a minor road traffic offence.**
- **18.30 pm: Ambulance personnel are on standby to indent on Utøya. They are told to not continue onto the island, because it is unclear whether shooting is still in progress.**
- 18.50 pm: Evacuation of patients from the quay at Utvikastarts after clearance of the area by local police.
- 18.55 pm: The first Bell-helicopter takes off from Rygge.

# THE DAYS OF TERROR (12)

- **19.00 pm: The situation is chaotic and the police have no overview. Police urge people in Oslo to remain at home and use cellular-network as little as possible. Police helicopter crew is instructed back to work.**
- 19.20 pm: A physician, an operating Manager, and a paramedic, all from Oslo/Akershus arrives as the first health care personnel on Utøya.
- 19.20 pm: The other Bell-helicopter takes off from Rygge, en route to Utøya.
- **19.30 pm: Police confirms that seven were killed at the bomb explosion in the Government quarter.**

# THE DAYS OF TERROR (13)

- Approx 19.45 pm: The Bell-helicopter arrives at Utøya.
- 20.00 pm: Norway receives support statements from heads of States all over the world. Foreign media is showing great interest of the incident.
- 21.57 pm: Advice from National Guard, the object protection Oslo, granted.
- **22.00 pm: His Majesty the King's Guard assistance request granted. 700 troops were ready at 22-23 PM, soldiers in place on the object protection Saturday morning.**
- **23.20 pm: Police gives a press conference and state that the person arrested is an ethnic Norwegian man.**

# THE DAYS OF TERROR (14)

- 23.29 pm: Undetonated explosives are found on Utøya.
- Just before midnight: The police are taking action against Breiviks apartment at Skøyen in western Oslo.

07 December 2011

# THE DAYS OF TERROR (15)

- **Saturday 23 July 2011- Norway wakes up to a Nightmare**
- Just after midnight: The police are taking action against Breiviks farm on Rena, Hedmark.
- 00-02 am: The identity of Anders Behring Breivik (32) is first known in the media. Breivik charged with terrorism according to the Penal Code paragraph 147 a.
- **03.30 am: The police adjust the number of fatalities drastically confirms that at least 80 people are killed on Utøya.**
- 04.00 am: King Harald of Norway gives a press conference and encourages unity and support.



# THE DAYS OF TERROR (16)

- **08.00 am: Prime Minister Jens Stoltenberg and Minister of Justice, Knut Storberget, give a press conference.** Stoltenberg says that the Paradise of his youth, Utøya, quickly was changed to a hell during the shooting episode.
- **09.00 am: A deeply emotional AUF-leader, Eskil Pedersen, gives a press conference and asserts that AUF will return to Utøya after the tragedy.**
- 12.30 pm: Prime Minister Jens Stoltenberg lands in helicopter at Sundvollen hotel where he meets survivors and relatives. At 11: 00 am the Prime Ministers hould have kept his speech at the Labor Party's annual youth summer camp.

# THE DAYS OF TERROR (17)

- 15.51 pm: The Police adjust the number of dead on Utøya up to 85. In total 92 people are confirmed killed by the bombing in the city centre and at the attack on Utøya.
- Approx 18.00 pm: Anders Behring Breivik acknowledges to the police having been on Utøya with weapons and firing shots.
- **18.30 pm: King Harald speech to the people.**
- 20.30 pm: Prime Minister Jens Stoltenberg and Minister of Justice, Knut Storberget inspects the Government quarter. The Prime Minister tells about devastated offices, and expresses disgust over the affair.

# THE DAYS OF TERROR (18)

- Approx 20.00 pm: The Royal family light candles outside Oslo Cathedral. Oslo is in mourning, and many people have gathered outside the church to show their respect for the relatives and victims.
- **Approx 21.30 pm: A comprehensive manifesto and a 12 minute video published by Anders Behring Breivik are published on the Internet and sent by mail to numerous receivers. The police confirms that they are familiar with the extensive material.**
- Approx 21.45 pm: Submarines are mobilized in the search for the missing at Utøya.

# THE DAYS OF TERROR (19)

- **Approx 23.00 pm: Geir Lippestad, defender of indicted Anders Behring Breivik, releases that Breivik admits to be the doer of the in Oslo and the shooting at Utøya. But he admits no guilt, according to the Law.**

07 December 2011

# THE DAYS OF TERROR QUESTIONS

- Were the public safety communication services in this scenario up to the task?
- What existing communication services could have been used?
- Could new communication services have helped to curbe the situation?
- Was the cooperation between the services sufficient?
- Was situational awareness in headquarters and for the people on mission good enough?
- What could have been done to better prepare the public safety services?
- How should one access to the information provided by the social networks?

# THE DAYS OF TERROR (1)

- Research group: What are the questions for the future to work on?
- Industrial group: What are the problems that could be solved by new products/services in short to midterm?
- User group: What are the services/ procedures that are missing?