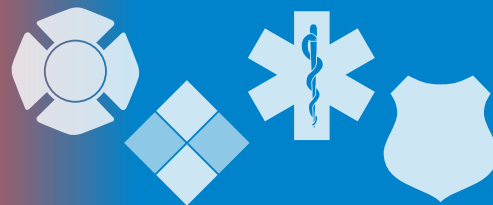


# The InfoGram



Volume 20 — Issue 8 | February 20, 2020

## Are you trained to handle a “booming” business in your town?

Two teens were arrested in a small Kansas city with over 80 improvised explosive devices (IEDs) and additional bomb-making materials in their truck after a rash of mystery explosions. [The men were making the IEDs and selling them to other people](#). Agents say some were equivalent to a quarter stick of dynamite while others measured in at a half stick.

Local law enforcement evacuated homes around the truck while waiting for federal agents to arrive. The accused men bought the materials online.

The Department of Homeland Security [Office for Bombing Prevention](#) (OBP) offers free training available to help law enforcement, first responders, emergency managers and private sector partners prevent, protect against, respond to and mitigate bombing incidents.

OBP training offers in-person, virtual instructor-led, and computer-based training, ensuring wider availability to meet the needs of more responding agencies. Examples of course offerings:

- IED Search Procedures.
- IED Explosive Effects Mitigation.
- Homemade Explosives and Precursor Awareness.
- Retail Security Awareness: Understanding the Hidden Hazards.
- [Bomb-Making Materials Awareness Program](#) (BMAP).

Much of the training focuses on educating both public and private sector partners on the acquisition of materials and identifying suspicious behaviors. Officials believe attack plots have the best chance of being discovered and stopped during these two phases. This is strong incentive to involve private sector merchants and facilities staff in OBP training when possible.

More information on available courses, instructions on requesting in-person training and other resources are hosted in the OBP website.

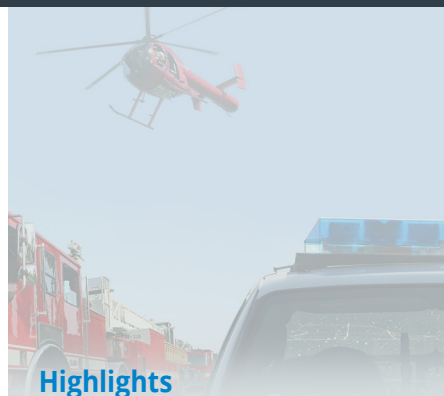
(Source: [OBP](#))

## 911, EMS survey shows public’s expectations and uncertainty

A recent National Highway Traffic Safety Administration (NHTSA) survey on the public’s expectations of 911 and EMS services should give their leadership some food for thought.

Some findings of the survey, which included responses from more than 5,000 people across the country:

- More than 90 percent of survey respondents expected to receive pre-arrival instructions from 911 operators while waiting for an ambulance.
- More than half of respondents did not know if a 911 call center could identify a caller’s location without being explicitly told by the caller.



### Highlights

Are you trained to handle a “booming” business in your town?

911, EMS survey shows public’s expectations and uncertainty

The Public Safety Telecommunicator’s Role in Roadway Safety training

Local Alerts feature now available to government entities

### Cyber Threats



U.S. Fire Administration

The U.S. Fire Administration operates the Emergency Management and Response – Information Sharing and Analysis Center (EMR-ISAC).

For information regarding the EMR-ISAC visit [www.usfa.dhs.gov/emr-isac](http://www.usfa.dhs.gov/emr-isac) or contact the EMR-ISAC office at: (301) 447-1325 and/or [emr-isac@fema.dhs.gov](mailto:emr-isac@fema.dhs.gov).

[Subscribe here](#)



#### Fair Use Notice:

This InfoGram may contain copyrighted material that was not specifically authorized by the copyright owner.

The EMR-ISAC believes this constitutes “fair use” of copyrighted material as provided for in section 107 of the U.S. Copyright Law.

If you wish to use copyrighted material contained within this document for your own purposes that go beyond “fair use,” you must obtain permission from the copyright owner.

#### Disclaimer of Endorsement:

The appearance of external hyperlinks does not constitute endorsement of the linked websites or the information, products or services contained therein. Reference to any specific commercial products, process or service by trade name, trademark, manufacturer or otherwise, does not necessarily constitute or imply its endorsement, recommendation or favoring by the EMR-ISAC or the U.S. government.

- Nearly 70 percent of respondents indicated they would be willing to pay more for expanded 911 services.
- Among respondents who had ever placed an emergency call, 54 percent reported their most recent call had been to request an ambulance, rescue squad or EMS.
- Respondents indicated high levels of trust in EMS clinicians, with 99 percent reporting they were very or somewhat confident an ambulance, rescue squad or EMS worker responding to a 911 call would know what to do.
- Over 90 percent of respondents considered EMS to be an essential government service.

You can find a discussion of survey results in the recently released NHTSA Traffic Tech brief, “[The 2016 Motor Vehicle Occupant Safety Survey: 911 Systems.](#)”

First conducted in 1994, the Motor Vehicle Occupant Safety Survey periodically asks respondents about attitudes, knowledge and behavior related to seat belt use, child passenger safety, 911 and other topics related to vehicle occupant protection. The most recent survey was administered in 2016 and 2017.

(Source: [NHTSA](#))

### The Public Safety Telecommunicator’s Role in Roadway Safety training

ResponderSafety.com’s new training module “[The Public Safety Telecommunicator’s Role in Roadway Safety](#)” helps dispatchers, 911 operators, emergency telecommunicators and traffic management center operators improve how they get the right resources to the scene, coordinate the run and better prepare other first responders to more effectively manage roadway response.

This free training module shows how incident response teams can better utilize emergency dispatch into operations. 911 and PSAP telecommunicators are vital team members during emergency roadway incidents. With the information they collect, incidents can be managed better, leading to shortened overall response time.

Access the training through a free registration and be sure to look through the entire training catalog.

(Source: [ResponderSafety.com](#))

### Local Alerts feature now available to government entities

After extensive testing by over 350 government agencies, Facebook opened up its Local Alerts tool for all state, county and municipal governments last summer. Fire/emergency services and law enforcement departments are now also able to sign up for Local Alerts..

A significant portion of the population turns to social media outlets such as Facebook as a primary or secondary source of news and information. Government agencies and emergency first responders who have a social media program are better able to meet the needs of the population they serve. This is another potential tool for your communications toolbox.

For more information and some real-life examples, see [Facebook’s blog post on Local Alerts and accompanying video](#) about the feature. You need to link Local Alerts to an existing agency Facebook page. Your agency can [sign up for Local Alerts through this form](#).

(Source: [Government Computer News](#))

## Cyber Threats

### Cyberattack caused two-day shutdown of natural gas pipeline

The Cybersecurity and Infrastructure Security Agency (CISA) responded to a **cyberattack affecting control and communication assets on the operational technology (OT) network of a natural gas compression facility.**

A cyber threat actor used a spearphishing link to obtain initial access to the organization's information technology (IT) network before pivoting to its OT network. The threat actor then deployed commodity ransomware to encrypt data for impact on both networks. Specific assets experiencing a loss of availability on the OT network included human machine interfaces, data historians and polling servers.

Although the victim's emergency response plan did not specifically consider cyberattacks, the decision was made to implement a deliberate and controlled shutdown to operations lasting approximately two days resulting in a loss of productivity and revenue after which normal operations resumed.

(Source: [CISA](#))

### FBI investigating over 1,000 cases of Chinese theft of US technology

Members of the United States government held a conference in Washington this month on the topic of Chinese theft of intellectual property from technology firms and the United States academic sector.

For the duration of four hours, some of the highest officials from the FBI and the Department of Justice spent their time raising a sign of alarm and **putting the private and academic sector on alert about the threats they are currently facing** in terms of intellectual property theft from Chinese entities.

(Source: [zdnet](#))

### Bill introduced in Congress to create state cyber coordinators at DHS

A bipartisan group of senators has introduced legislation that would create **new cybersecurity coordinator positions for each state within the Department of Homeland Security.**

The bill would require the director of CISA to designate officials from within the agency to serve as the principal federal point of contact for state and local officials on cybersecurity matters.

Each coordinator would be responsible for a range of duties related to their state, including building strategic relationships with state and local governments, serving as the principal information security risk advisor, supporting response and remediation efforts to ongoing cyber risks and incidents, facilitating information sharing, assisting with continuity of operations planning, assisting with coordinated vulnerability disclosure and other duties.

(Source: [Federal Computer Week](#))

#### Cyber Information and Incident Assistance Links

##### [MS-ISAC](#)

[SOC@cisecurity.org](mailto:SOC@cisecurity.org)  
1-866-787-4722

##### [IdentityTheft.gov](#)

##### [IC3](#)

##### [Cybercrime Support Network](#)

#### General Information Links

##### [FTC scam list](#)

##### [CISA alerts](#)

##### [Law Enforcement Cyber Center](#)

##### [TLP Information](#)