



Emergency Management and Response Information Sharing and Analysis Center (EMR-ISAC)

INFOGRAM 36-09

September 10, 2009

NOTE: This INFOGRAM will be distributed weekly to provide members of the Emergency Services Sector with information concerning the protection of their critical infrastructures. For further information, contact the Emergency Management and Response- Information Sharing and Analysis Center (EMR-ISAC) at (301) 447-1325 or by e-mail at emr-isac@dhs.gov.

Eighth Anniversary of the 9/11 Attacks

Friday, 11 September, marks another anniversary of the most deadly terrorist attacks on the United States. Throughout the country people will pause for moments of remembrance and to honor the lives lost in New York City, Washington DC, and Pennsylvania. Numerous Emergency Services Sector (ESS) departments and agencies will pay tribute to the many first responders who made the ultimate sacrifice that tragic day.

For eight years the United States has enjoyed the absence of a major terrorist attack. Much credit for this belongs to the combined efforts of many public and private entities that altered their plans, training, and operations to prevent and protect against the next man-made catastrophe. Despite severely restrained resources, these organizations avoided complacency and mediocrity by improving their capabilities to deter or mitigate the cataclysmic effects from all hazards. The [Emergency Management and Response—Information Sharing and Analysis Center](#) (EMR-ISAC) applauds the smart and hard infrastructure protection and resilience work ongoing throughout America, particularly by emergency responders.

It is noteworthy, however, that in a [recent interview](#), FBI Director Robert Mueller discussed the emerging threat to the USA and its Western allies. He explained that al Qaeda has now morphed into an increasingly unpredictable and fractured network of small terrorist franchises strewn across the world. Director Mueller stated: "al Qaeda is weakened, but still lethal." Although the FBI has no credible intelligence that another attack is imminent, he reminded about the necessity for continued vigilance, awareness, and preparedness.

The EMR-ISAC acknowledges that comprehension and application of the [National Incident Management System](#) (PDF, 3.8 Mb) and the [National Response Framework](#) (PDF, 1.7 Mb) can enhance preparedness for and response to all hazards.

Securing Emergency Vehicles

The [Emergency Management and Response—Information Sharing and Analysis Center](#) (EMR-ISAC) continues to receive information about stolen emergency vehicles. Although it is not an indication of a major problem among Emergency Services Sector (ESS) departments and agencies, it may still be a matter for concern and correction. Numerous security sources have repeatedly cautioned in recent years that stolen emergency vehicles can be used to deceive law enforcement personnel for the purpose of committing criminal activity.

International experience with stolen ambulances, fire apparatus, and police sedans has demonstrated that official vehicles operating in sensitive areas will draw less scrutiny from first responders, security guards, and the general public. Therefore, several American counterterrorism experts believe it is no longer acceptable to leave an ambulance unlocked when rushing a patient into the hospital emergency room. They advocate locking the doors of every responder vehicle as well as securing the entrances and exits to the parking lots, stations, and garages where these automobiles are parked, stored, and repaired.

The EMR-ISAC appreciates the appropriateness of a review, improvement, and enforcement of local Standard Operating Procedures pertaining to the employment and security of department or agency vehicles. Though there must be reasonable exceptions, such as at the scene of a major ongoing incident, ESS leaders should expect that all vehicles will be locked whenever and wherever unattended.

Examples of recently stolen emergency vehicles can be seen at the following links:

- http://www.jems.com/news_and_articles/news/09/ohio_woman_steals_ambulance.html
- <http://www.fox4kc.com/wdaf-stolen-ambulance-61509,0,2869558.story>
- <http://www.chicagobreakingnews.com/2009/03/evanston-crash-chicago-dempster.html>
- http://www.jems.com/news_and_articles/news/Stolen_Pa_Ambulance_Corralled_Man_Charged.html

Continuity Guidance Circular 1

The [Emergency Management and Response—Information Sharing and Analysis Center](#) (EMR-ISAC) reviewed the [Continuity Guidance Circular 1 \(CGC 1\)](#) (PDF, 2.2 Mb) titled “Continuity Guidance for Non-Federal Entities,” dated 21 January 2009, which was developed by the Department of Homeland Security in conjunction with the Federal Emergency Management Agency (FEMA).

According to the document, its purpose is to provide direction to non-federal entities for developing continuity plans and programs. Continuity planning facilitates the performance of essential functions during all-hazards emergencies or other situations that may disrupt normal operations. A comprehensive and integrated continuity capability will enhance the credibility of our national security posture and enable a more rapid and effective response to, and recovery from, a national emergency.

The Circular provides operational guidance to implement the National Continuity Policy, with particular focus on the development of continuity plans and programs for the sustainment of resilient continuity capabilities within organizations.

The new guidance specifically addresses the following enhancements:

- Key components of continuity program management including personnel, communications, and facilities.
- The need for scalable, full-spectrum continuity plans that acknowledge the potential for a broad range of disruptive events, and call for more than just a traditional Continuity of Operations option that requires the relocation of staff to alternate facilities.
- The incorporation of a risk-based framework for continuity program and plans, as necessary, to identify and assess potential hazards, determine acceptable levels of risk, and prioritize and allocate resources.
- Budget considerations in continuity programs and plans.

The EMR-ISAC noted that additional information can be found at FEMA’s [Continuity of Operations Division](#) web page. Furthermore, the [US Fire Administration](#) and [Emergency Management Institute](#) offer free training about Continuity of Operations.

NTSB Recommendations for Helicopter Emergency Medical Services

The National Transportation Safety Board (NTSB) recently released their recommendations for Helicopter Emergency Medical Services (HEMS), whose operations are unique and complex, mixing highly advanced medical care with the technical challenge of safely operating helicopters 24 hours a day. Recognizing that HEMS is an essential component of the Emergency Service Sector, the [Emergency Management and Response—Information Sharing and Analysis Center](#) (EMR-ISAC) examined the NTSB findings.

According to a 1 September 2009 NTSB [press release](#), 2008 was the deadliest year for the HEMS industry with 12 accidents and 29 fatalities. The press release introduced the [NTSB synopsis](#) in which the Board identified the following safety issues:

- Pilot training
- Collection of flight operations data
- Use of flight recording devices and data
- Safety management systems
- Weather information
- Use of autopilots or dual pilots
- Night vision imaging systems (NVIS)
- Reimbursement rate structures
- Federal policy and guidelines

Within the NTSB synopsis, the EMR-ISAC observed that the Board also issued the following recommendations regarding HEMS in response to the increase in accidents and fatalities:

- Ten recommendations to the Federal Aviation Administration (FAA).
- Two safety recommendations to the Centers for Medicare and Medicare Services of the Department of Health and Human Services.
- Two recommendations to Federal Interagency Committee on Emergency Medical Services (FICEMS).
- Fire recommendations to public HEMS operators.

2009 CIP Congress

The [Emergency Management and Response—Information Sharing and Analysis Center](#) (EMR-ISAC) extends an invitation to Emergency Services Sector personnel to attend the 2009 Critical Infrastructure Protection (CIP) Congress, 4-6 October 2009, at the Lansdowne Resort outside Washington, D.C. The target audience for the event consists of policy makers, planners, analysts, subject matter experts, as well as the leaders, owners, and operators of the nation's critical infrastructure sectors. This year's CIP Congress will focus on CIP current status and strategy around the globe, but also information sharing, risk management, identification assurance, cybersecurity, resilience, interdependence, and cross-sector incident response. If interested, see the conference [web site](#).

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REPORTING NOTICE

The National Infrastructure Coordinating Center (NICC) within the Department of Homeland Security (DHS) Office of Infrastructure Protection is the central point for notifications regarding infrastructure threats, disruptions, intrusions, and suspicious activities. Emergency Services Sector personnel are requested to report any incidents or attacks involving their infrastructures using at least the first and second points of contact seen below:

- 1) NICC - Voice: 202-282-9201, Fax: 703-487-3570, E-Mail: nicc@dhs.gov
- 2) Your local FBI office - Web: <http://www.fbi.gov/contact/fo/fo.htm>
- 3) EMR-ISAC - Voice: 301-447-1325, E-Mail: emr-isac@dhs.gov, fax: 301-447- 1034, Web: www.usfa.dhs.gov/subjects/emr-isac, Mail: E-108, 16825 South Seton Avenue, Emmitsburg, MD 21727