



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

INFOGRAM 47-08

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***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.*

Recession Effects on Emergency Services: Part 2

The current fiscal predicament could jeopardize the nation's ability to handle public-health emergencies, according to Jeffrey Levi, executive director of the Trust for America's Health, a non-partisan research group. The same apprehension was articulated by Homeland Security Secretary Michael Chertoff in an interview earlier this week with USA TODAY. Both gentlemen expressed concern that the collapse of the financial markets may cause a considerable lapse in security and preparedness within the United States. They agreed: "The economic crisis could undo years of investment, planning, and research."

The Emergency Management and Response—Information Sharing and Analysis Center (EMR-ISAC) noted that the economic downturn has already forced deep cuts in some local emergency departments and agencies. USA TODAY reported: "Problems created by the financial meltdown are starting to touch everything from police response times to unsolved crimes." While mortgage foreclosures and vacant houses have become magnets for criminal activities including arson, first responder departments "are dramatically reducing their forces as local governments struggle to allocate shrinking revenue from property and sales taxes to fund basic services."

In his interview, Secretary Chertoff stated that a lack of investment in security could create vulnerabilities. However, he added that effective security does not necessarily require extensive monetary outlay. Secretary Chertoff asserted that creating and implementing comprehensive security plans that focus on employee involvement will greatly enhance security. He explained that combating complacency and promoting and recognizing continued dedication to duty can reduce the adverse effects of the recession if supported by quality leadership, training, and exercises.

The USA TODAY article can be seen at http://www.usatoday.com/news/health/2008-12-09-biocutbacks_N.htm.

Spoofing and Swatting Attacks: An Ongoing Menace to Emergency Services

Early this year, the Emergency Management and Response—Information Sharing and Analysis Center (EMR-ISAC) reported that malicious individuals are using modified telephone caller identifications to mask their identities, disrupt 9-1-1 services, and cause the dispatch of first responders to fake emergency situations. To conceal their identity, pranksters or criminals employ "spoofing" techniques to place phone calls using telephone numbers of other unsuspecting persons without their permission. The practice of making false 9-1-1 calls to elicit an emergency response is called "swatting."

The EMR-ISAC recently verified with Department of Homeland Security cyber security analysts that spoofing and swatting methods continue to acquire a reaction by Emergency Services Sector (ESS) departments and agencies. "These nefarious acts put ESS personnel and citizens at risk as responders rush to the non-incident, which takes them away from an actual emergency elsewhere in the community." The EMR-ISAC agrees that these bogus 9-1-1 calls waste the time, endanger the personnel, and strain the assets of ESS organizations.

To combat this ongoing menace, some states have already passed laws making phony 9-1-1 calls a crime. Additionally, numerous law enforcement agencies at all levels are currently working with telecommunications providers around the country to help them address spoofing and swatting activities. More information about dealing with this matter can be seen in Guide No. 19, "Misuse and Abuse of 9-1-1," by the Center for Problem-Oriented Policing: <http://www.popcenter.org/problems/problem-misuse-911.htm>.

No-Cost Law Enforcement Resources

Emergency Services Sector (ESS) departments and agencies in metro, suburban, and rural areas of the U.S. increasingly dedicate resources to a growing number of incidents of economic and cyber crimes. The National White Collar Crime Center (NW3C), a congressionally funded non-profit organization, provides no-cost support to state and local enforcement efforts to combat economic and cyber crimes. The Emergency Management and Response—Information Sharing and Analysis Center (EMR-ISAC) learned that NW3C is expanding its resources to offer training in intelligence analysis to member organizations.

According to its web site, NW3C "has been continuously funded for the past 28 years in support of state and local law enforcement efforts." It offers free membership to federal, state, local, and international law enforcement; regulatory and prosecution agencies; as well as duly constituted permanent task forces. The organization provides no-cost training to member agencies at locations across the country or will offer it at requested locations for departments willing to arrange a secure location, parking, etc. At its web site, NW3C also offers downloadable publications and training CDs/DVDs. Its bi-annual publication, "The Informant," highlights economic and cyber crime topics, and is available through a free subscription.

The organization's newest training effort focuses on analyzing local indicators of terrorism. According to NW3C, the training is "not just for analysts—smaller agencies that do not have analysts can send officers to intelligence analysis training." The two new courses, "Foundations of Intelligence Analysis Training," and "Advanced Intelligence Analysis to Prevent Terrorism," are funded by the Department of Homeland Security (DHS). Instructions regarding how to use "Analyst's Notebook," a software program that helps users visualize large data sets to find patterns and links, also is available. NW3C offers investigative support services, including analytical support, to member agencies upon request. To access resources, view the scheduled training, and examine requirements to host training, visit http://www.nw3c.org/overview/what_we_do.cfm.

Wildfire Information Tool

The Emergency Services Sector (ESS), faced with months of wildfire activity each year, can access a new Internet wildfire information delivery tool called "FireLocator." The application does not support data analysis. Instead, it is designed for information delivery with the following data layers:

- Fire boundaries from Geospatial Multi-Agency Coordination (GeoMAC).
- NASA thermal satellite data.
- California wildfire risk zones.
- U.S. Department of Agriculture aerial thermal images.
- Data from <http://www.inciweb.org>.
- Local news from California's (San Bernardino) "The Sun"
- Citizen-provided information from <http://www.flickr.com>.

Users enter a location (e.g., street address, neighborhood, area of interest) and view on the map any data about nearby specific current or previous wildfires, including amount of containment and causes, if known. To use www.firelocator.net, free installation of Microsoft Silverlight™ is required. The Emergency Management and Response—Information Sharing and Analysis Center's (EMR-ISAC) 23 October 2008 INFOGRAM described the no-cost, National Aeronautics and Space Administration-funded wildfire portal, <http://wildfire.fetch.com/eventportal/region-view.action>, that centralizes wildfire information to keep responder departments and agencies updated.

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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: J-247, 16825 South Seton Avenue,
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