CISA
CYBER+INFRASTRUCTURE

Cybersecurity and Infrastructure Security Agency

Security of Soft Targets and Crowded Places–Resource Guide

April 2019

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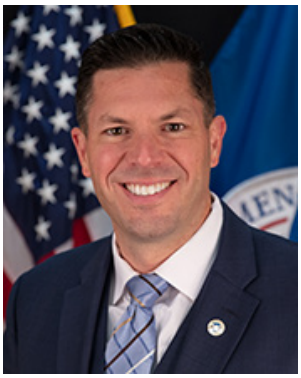
Letter from the Assistant Director



The cornerstone of our democracy is a free and open society where citizens can enjoy a wide range of activities without fear of harm. People across the U.S. should expect that they will be safe and secure as they cheer on a favorite team at a sporting event, shop at a mall, attend a house of worship, go to school, dine out with family and friends, or go to a concert.

The Department of Homeland Security's Cybersecurity and Infrastructure Security Agency (CISA) works closely with public and private sector stakeholders to mitigate risk to our infrastructure. This mission includes working to secure soft targets and crowded places in partnership with our stakeholders.

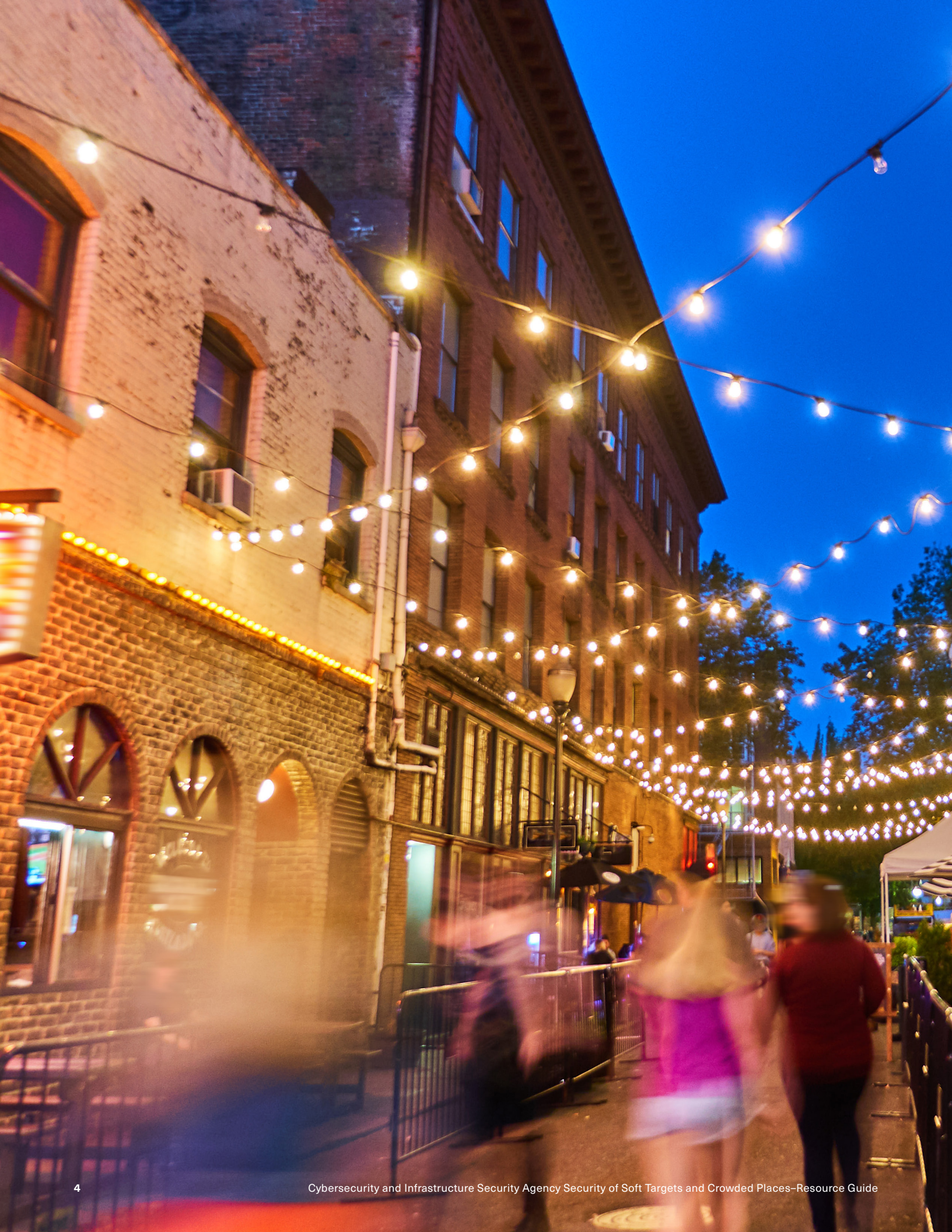
Soft targets and crowded places—a term more recently used—are typically defined as locations or environments that are easily accessible, attract large numbers of people on a predictable or semi-predictable basis, and may be vulnerable to attacks using simple tactics and readily available weapons. CISA works with stakeholders to increase security and reduce the risk of a successful attack or, for those that do occur, limit the impacts to life and property.

The "Security of Soft Targets and Crowded Places—Resource Guide" is a key tool in our efforts to raise awareness of the capabilities that are available to support risk mitigation. The Guide provides an easy to use method to quickly find information on a wide range of free capabilities that can be incorporated into the security practices of organizations of all sizes. I strongly encourage you to consider these capabilities as part of your risk mitigation strategy.

As CISA's Assistant Director for Infrastructure Security, I assure you that we continue to work diligently to identify innovative means through which we can collectively mitigate the risks we face as a nation generally, and those posed by terrorists and other violent extremist actors to soft targets and crowded places specifically. Thank you for your partnership and commitment to securing our nation.

Sincerely,

Brian Harrell
Assistant Director for Infrastructure Security



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1 Resource Matrix

Segments of our society are inherently open to the general public, and by nature of their purpose do not incorporate strict security measures. Given the increased emphasis by terrorists and other extremist actors to leverage less sophisticated methods to inflict harm in public areas, it is vital that the public and private sectors collaborate to enhance security of locations such as transportation centers, parks, restaurants, shopping centers, special event venues, and similar facilities. Securing these locations is essential to preserving our way of life and sustaining the engine of our economy. The Infrastructure Security Division (ISD), part of the U.S. Department of Homeland Security (DHS) Cybersecurity and Infrastructure Security Agency (CISA), is committed to improving the security and resilience of soft targets by providing relevant tools, training, and programs to both the public and private sectors, and the general public. This guide is a catalog of ISD soft target resources, many of which were created in collaboration with our partners to ensure they are useful and reflective of the dynamic environment we live in.

Legend: Type of Resource

Fact Sheet | Guide | Informational Materials | In-Person Training | Online Training | Tool | Video | Website

For **Everyone**

CATEGORY	RESOURCE	TYPE
Understand the Basics	Tools and Resources to Help Businesses Plan, Prepare, and Protect from an Attack	
Identify Suspicious Behavior	"If You See Something, Say Something" Campaign® Informational Video and Radio PSA	
	"If You See Something, Say Something" Campaign® Informational Print Materials PSA	
	Insider Threat Video	
	Pathway to Violence Action Guide	
	Pathway to Violence Video	
	What's in Store: Ordinary People, Extraordinary Events Video	
Protect Against Unmanned Aircraft Systems	Unmanned Aircraft Systems (UAS) Critical Infrastructure Drone Pocket Card	
	Indicators of Suspicious Unmanned Aircraft Systems (UASs)	
	UAS Frequently Asked Questions	
Prepare and Respond to Active Assailants	Action Guide – Active Shooter Attacks: Security Awareness for Soft Targets and Crowded Places	
	Action Guide – Chemical Attacks: Security Awareness for Soft Targets and Crowded Places	
	Action Guide – Vehicle Ramming: Security Awareness for Soft Targets and Crowded Places	
	Action Guide – Fire as a Weapon: Security Awareness for Soft Targets and Crowded Places	

Legend: Type of Resource

Fact Sheet | Guide | Informational Materials | In-Person Training | Online Training | Tool | Video | Website

CATEGORY	RESOURCE	TYPE
Prepare and Respond to Active Assailants, continued	Action Guide – Mass Gatherings: Take Charge of Your Personal Safety	
	Active Shooter Booklet	
	Active Shooter Preparedness Program Website	
	Active Shooter Event Quick Reference Guide	
	Active Shooter Poster	
	Active Shooter Pocket Card	
	Options for Consideration Active Shooter Preparedness Video	
	Vehicle Ramming Attack Mitigation Video	
Prevent and Respond to Bombings	Security and Resiliency Guide for Countering-IEDs (SRG C-IED) and Annexes	

For **Businesses**

CATEGORY	RESOURCE	TYPE
Understand the Basics	Business Continuity Planning Suite	
	Independent Study Training Courses	
	Critical Infrastructure Tabletop Exercise Program (CITEP)	
Identify Suspicious Behavior	Bomb-Making Materials Awareness Program (BMAP)	
	Nationwide Suspicious Activity Reporting (SAR) Initiative – Private Sector Security Training	
	No Reservations: Suspicious Behavior in Hotels Video	
	Suspicious Behavior Advisory Posters	
	At-A-Glance Guide for Protecting Faith-Based Venues	
	Check It! – Bag Check Video	
	Evacuation Planning Guide for Stadiums	
	Patron Screening Best Practices Guide	
	Protective Measures Guides	
	Sports Venue Bag Search Procedures Guide	
	Sports Venue Credentialing Guide	

Legend: Type of Resource

Fact Sheet | Guide | Informational Materials | In-Person Training | Online Training | Tool | Video | Website

CATEGORY	RESOURCE	TYPE
Identify Suspicious Behavior, continued	Vehicle-Borne Improvised Explosive Device (VBIED) Identification Guide	
	Vehicle Inspection Guide	
	Vehicle Inspection Video	
Protect Against Unmanned Aircraft Systems	Unmanned Aircraft Systems: Addressing Critical Infrastructure Security Challenges	
	Unmanned Aircraft Systems – Critical Infrastructure Video	
Prepare and Respond to Active Assailants	Active Shooter Preparedness In-Person Workshops	
	Active Shooter Emergency Action Planning Guide	
	Active Shooter Emergency Action Planning Template	
	Active Shooter Emergency Action Planning Video	
	Active Shooter Recovery Guide	
	Action Guide – Mass Gatherings: Security Awareness for Soft Targets and Crowded Places	
	Recovering From An Active Shooter Incident Action Guide	
Prevent and Respond to Bombings	Counter-IED and Risk Mitigation Training	
	Sports and Entertainment Venues Bombing Prevention Solutions Portfolio	
	Technical Resource for Incident Prevention (TRIP*wire*) Website	
	What to Do – Bomb Threat Website	
	Bomb Threat Procedures Checklist	
	Bombing Prevention Lanyard Cards	
	DHS-Department of Justice (DOJ) Bomb Threat Guidance	
	What You Can Do When There is a Bomb Threat Video	
Connect with CISA	Homeland Security Information Network – Critical Infrastructure (HSIN-CI)	
	Regional Offices	
	Assist Visits and the Infrastructure Survey Tool	

For **Government**

CATEGORY	RESOURCE	TYPE
Protect, Screen, and Allow Access to Facilities	Interagency Security Committee Best Practices for Mail Screening and Handling Processes	
	Occupant Emergency Programs: An Interagency Security Committee Guide	
Prepare and Respond to Active Assailants	Planning and Response to an Active Shooter: An Interagency Security Committee Policy and Best Practices Guide	
Prevent and Respond to Bombings	Multi-Jurisdictional Improvised Explosive Device (IED) Security Planning	
Connect with CISA	Interagency Security Committee	

For **First Responders**

CATEGORY	RESOURCE	TYPE
Protect, Screen, and Allow Access to Facilities	Crisis Event Response and Recovery Access (CERRA) Framework	
Protect Against Unmanned Aircraft Systems	Unmanned Aircraft Systems: Considerations for Law Enforcement	
Prevent and Respond to Bombings	National Counter- Improvised Explosive Device Capabilities Analysis Database (NCCAD)	

2 Resource Descriptions & Links

This section includes brief descriptions of each of the available resources and includes links to the resources or where you can find more information.

Understand the Basics

The following resources provide an introduction to facility security and can serve as a good first step for businesses. Resources include fact sheets, guidance, and online training and education courses that cover topics such as Implementing Critical Infrastructure Security and Resilience Programs and Workplace Security Awareness.

Tools and Resources to Help Businesses Plan, Prepare, and Protect from an Attack

Provides business owners and their employees with an overview of the Hometown Security Initiative, specifically how to apply the four steps: Connect, Plan, Train, and Report to their workplace and communities. The Hometown Security Report Series (HSRS) provides reports on community infrastructure and institutions, including commercial office buildings, commuter rail systems, hotels, hospitals, and institutes of higher education. The reports are one of the free tools and resources provided under the initiative.

Link: https://www.dhs.gov/sites/default/files/publications/Hometown-Security-Fact-Sheet-04062016-508.pdf

Link: https://www.dhs.gov/hometown-security

Audience  Type 

Business Continuity Planning Suite

Helps businesses create, improve, or update their business continuity plan to reduce the potential impact of a disruption to business. The suite includes business continuity planning training, business continuity and disaster recovery plan generators, and a business continuity plan validation.

Link: https://www.ready.gov/business-continuity-planning-suite

Audience  Type 

Independent Study Training Courses

Provide individuals, businesses, first responders, and law enforcement with the information needed to improve security at their facilities. The self-paced, online courses hosted by the Federal Emergency Management Agency's (FEMA) Emergency Management Institute cover topics such as levels of protection and design-basis threat, active shooter, insider threat, workplace security, hidden hazards in retail spaces, and suspicious activity surveillance. All courses require a FEMA student identification number. For more information on how to register, please visit: https://cdp.dhs.gov/femasid/register.

Link: https://training.fema.gov/is/

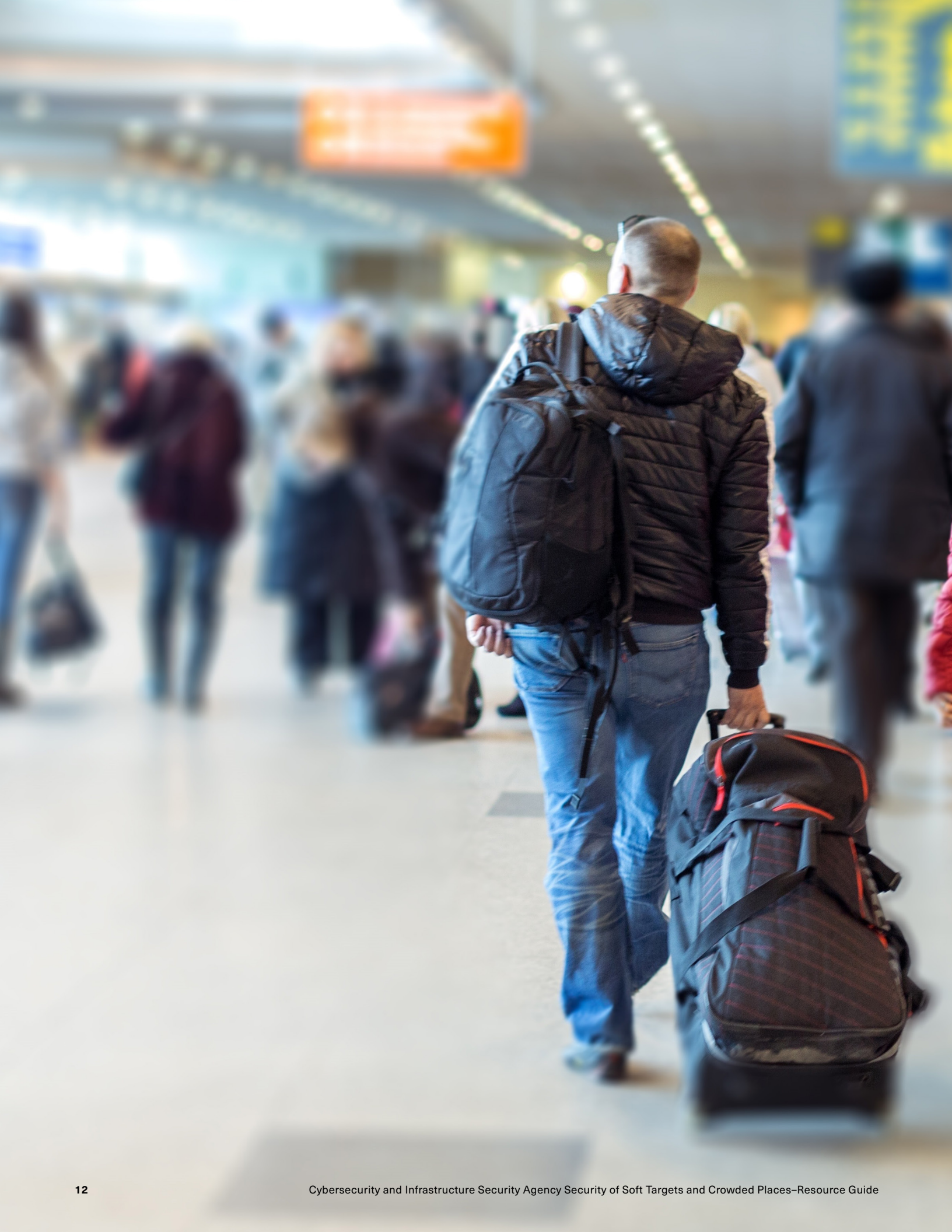
Audience  Type 

Critical Infrastructure Tabletop Exercise Program (CITEP)

Assists the critical infrastructure community in conducting their own tabletop exercises by allowing users to leverage pre-built exercise templates and tailor them to their specific needs in order to assess, develop, and update emergency action plans, programs, policies and procedures. These resources provide exercise planners with tools, scenarios, question sets, and guidance to support the development of a discussion-based exercise. There are over 30 CITEP exercise templates, including ones for outdoor events and insider threats.

Link: https://hsin.dhs.gov/ci/sites/exerciseinfo/Pages/CITEP_Learnmore.aspx

Audience  Type 



Identify Suspicious Behavior

These resources help all citizens, business owners and employees, and private sector security personnel understand what suspicious behaviors may pose a threat and what steps to take to report the behavior to authorities.

Nationwide Suspicious Activity Reporting (SAR) Initiative – Private Sector Security Training

Assists private sector security personnel in recognizing what kind of suspicious behaviors are associated with pre-incident terrorism activities, understanding how and where to report suspicious activities, and protecting privacy, civil rights, and civil liberties when documenting information.

Link: https://nsi.ncirc.gov/hsptregistration/private_sector/

Audience  Type 

No Reservations: Suspicious Behavior in Hotels Video

Helps hotel employees identify and report suspicious activities and threats in a timely manner by highlighting the indicators of suspicious activity. The video is also available in Spanish.

Link: https://www.dhs.gov/video/no-reservations-suspicious-behavior-hotels

Audience  Type 

Suspicious Behavior Advisory Posters

Serve as a quick-reference resource to help businesses, first responders, and local governments identify suspicious activities and behaviors and prevent the illicit sale of explosive precursor chemicals and components. The posters are available under the Suspicious Activities and Bomb Threats – What to Do section of the TRIP*wire* Website.

Link: https://tripwire.dhs.gov/IED/resources/jsp/loginPopup2.jsp

Audience  Type 

"If You See Something, Say Something" Campaign®

Provides outreach materials such as posters, brochures, and Web graphics that can be provided to partners at no cost to help raise public awareness of the indicators of terrorism and terrorism-related crime. Also available are video and radio public service announcements to raise public awareness of the indicators of terrorism and terrorism-related crime. The public service announcements are available in English and Spanish, but the U.S. Department of Homeland Security (DHS) is able to work with partners to address specific language needs. The topics include *Protect Your Everyday* for all citizens, *Hospitality* for travelers and owners and operators of hotels, and *Officials* focused on the major sport leagues.

Link: https://www.dhs.gov/see-something-say-something/campaign-materials

Audience  Type 

Pathway to Violence Action Guide

Explains warning signs that may lead to violence and what individuals can do to mitigate a potential incident.

Link: https://www.dhs.gov/sites/default/files/publications/dhs-pathway-to-violence-09-15-16-508.pdf

Audience  Type 

Pathway to Violence Video

Identifies behavior indicators that assailants often demonstrate before a violent act based on expert research. The video describes the six progressive steps that may be observable by colleagues, engagement strategies, and recommended responses.

Link: https://www.dhs.gov/pathway-violence-video

Audience  Type 

What's in Store: Ordinary People, Extraordinary Events Video

Helps owners, managers, and staff at shopping centers and retail establishments identify and report suspicious activity and threats by highlighting the indicators of suspicious activity in retail settings.

Link: https://www.dhs.gov/video/whats-store-ordinary-people-extraordinary-events

Audience  Type 

Insider Threat Video

Discusses how insider threats manifest in a variety of ways including terrorism, workplace violence, and breaches of cybersecurity. The video can be found under the Insider Threat tab.

Link: https://www.dhs.gov/insider-threat-mitigation

Audience  Type 

Bomb-Making Materials Awareness Program (BMAP)

Serves as a source of continued information on Improvised Explosive Device (IED) materials, tactics, and Counter-IED Training. A Community Engagement Website serves as the dashboard for BMAP programs across the Nation to track, gather, and disseminate materials, successes, and lessons learned from the BMAP team's instructor-led courses and site visits.

Link: https://www.dhs.gov/bmap

Audience  Type 

Protect, Screen, and Allow Access to Facilities

Many large facilities want to screen patrons before allowing them to enter facilities, others may want employ a credentialing process. Resources in this section provide suggestions and guidance on how to put these programs in place.

At-A-Glance Guide For Protecting Faith-Based Venues

Lists the different resources available for houses of worship including security assessments, tabletop exercises, and other training.

Link: https://www.fema.gov/faith-resources

Audience  Type 

Patron Screening Best Practices Guide

Provides options for businesses to develop and implement patron screening procedures for major sporting events, concerts, horse races, award ceremonies, and similar gatherings.

Link: https://www.dhs.gov/sites/default/files/publications/patron-screening-guide-03-16-508.pdf

Audience  Type 

Check It! – Bag Check Video

Provides information facility employees need to properly search bags to protect venues and patrons.

Link: https://www.dhs.gov/video/check-it-bag-check-video

Audience  Type 

Occupant Emergency Programs: An Interagency Security Committee Guide

Provides important information to assist department and agency security planners as they develop and review Occupant Emergency Programs for the safety and security of employees and visitors.

Link: https://www.dhs.gov/sites/default/files/publications/isc-occupant-emergency-programs-guide-mar-2013-508.pdf

Audience  Type 

Evacuation Planning Guide for Stadiums

Assists stadium owners and operators with preparing evacuation plans and helping to determine when and how to evacuate, shelter-in-place, or relocate stadium spectators and participants. It also includes a template that can be used to create a plan that will incorporate the unique policies and procedures of state and local governments, surrounding communities, and specific stadium characteristics.

Link: https://www.dhs.gov/sites/default/files/publications/evacuation-planning-guide-stadiums-508.pdf

Audience  Type 

Protective Measures Guides

Provide businesses with an overview of threats and offer suggestions for planning, coordinating, and training activities that contribute to a safe environment for guests and employees. The guides are For Official Use Only (FOUO), but businesses can request access to them through the Commercial Facilities page of the Homeland Security Information Network – Critical Infrastructure (HSIN-CI), which requires registration to access.

- Protective Measures Guide for U.S. Sports Leagues
- Protective Measures Guide for the U.S. Lodging Industry
- Protective Measures Guide for Mountain Resorts
- Protective Measures Guide for Outdoor Venues
- Protective Measures Guide for Commercial Real Estate

Link: https://www.dhs.gov/commercial-facilities-publications

Audience  Type 

Sports Venue Credentialing Guide

Provides suggestions for developing and implementing credentialing procedures at public assembly venues that host professional sporting events. Venue owners, operators, and event organizers should use additional resources (e.g., law enforcement) when available to implement the procedures outlined in this guide.

Link: https://www.dhs.gov/sites/default/files/publications/sports-venue-credentialing-guide-508.pdf

Audience  Type 

Sports Venue Bag Search Procedures Guide

Provides suggestions for developing and implementing bag search procedures at venues hosting major sporting events. Venue owners, operators, and event organizers should use additional resources (e.g., consult law enforcement) to implement the procedures outlined in this guide.

Link: https://www.dhs.gov/sites/default/files/publications/sports-venue-bag-search-guide-508.pdf

Audience  Type 

Interagency Security Committee (ISC) Best Practices for Mail Screening and Handling Processes

Provides mail center managers, their supervisors, and agency security personnel with a framework for understanding and mitigating risks posed to an organization by the mail and packages it receives and delivers on a daily basis.

Link: https://www.dhs.gov/sites/default/files/publications/isc-mail-handling-screening-nonfouo-sept-2012-508.pdf

Audience  Type 

Crisis Event Response and Recovery Access (CERRA) Framework

Provides voluntary guidance for state, local, tribal, and territorial (SLTT) authorities for planning and developing an access management program. The framework provides mechanisms, tools, processes, and approaches for coordinating, approving, and enabling access during response and recovery operations.

Link: https://www.dhs.gov/sites/default/files/publications/Crisis%20Event%20Response%20and%20Recovery%20Access%20%28CERRA%29%20Framework.pdf

Audience  Type 

Vehicle-Borne Improvised Explosive Device Identification and Vehicle Inspection Guidance

Assist stakeholders in identifying suspected Vehicle-Borne Improvised Explosive Device IEDs (VBIED) and provide instruction for vehicle search techniques for use by law enforcement, bomb squads, HAZMAT teams, and other emergency and professional security personnel involved with inspection of vehicles that may pose a terrorist bomb threat. The Vehicle Inspection Guide, Vehicle Inspection Video, and VBIED Identification Guide are all available to registered users on TRIP*wire*.

Link: https://tripwire.dhs.gov/IED/appmanager/IEDPortal/IEDDesktop?_nfpb=true&_pageLabel=LOGIN

Audience  Type 

Protect Against Unmanned Aircraft Systems (UAS)

UAS, also known as drones, can be used to benefit a community by transporting supplies or assisting search and rescue, but they can also be used for malicious purposes. The resources in this section provide an overview of this threat and steps businesses, the public, and first responders can take to protect against the malicious use of drones.

Unmanned Aircraft Systems: Addressing Critical Infrastructure Security Challenges

Provides an overview of the threats posed by UAS and actions that owners and operators can take to protect their facilities.

Link: https://www.dhs.gov/sites/default/files/publications/uas-ci-challenges-fact-sheet-508.pdf

Audience  Type 

Unmanned Aircraft Systems Critical Infrastructure Drone Pocket Card

Provides a quick reference guide for critical infrastructure security and operations officers and the general public on how to identify the different categories of UAS, how to report UAS activity including what information to share, and what actions to take to respond to a threat.

Link: https://www.dhs.gov/sites/default/files/publications/uas-ci-drone-pocket-card-112017-508.pdf

Audience  Type 

Unmanned Aircraft Systems Frequently Asked Questions

Provides answers to common questions about the requirements and operation of UAS.

Link: https://www.dhs.gov/unmanned-aircraft-systems-faq

Audience  Type 

Unmanned Aircraft Systems – Critical Infrastructure Video

Provides information on critical infrastructure challenges associated with the UAS threat, counter-UAS security practices, actions to consider for risk mitigation, and specific preparedness efforts for facilities and organizations. The video can be found under the UAS and Critical Infrastructure – Understanding the Risk tab.

Link: https://www.dhs.gov/uas-ci

Audience  Type 

Unmanned Aircraft Systems: Indicators of Suspicious UAS

Provides a reference aid to increase situational awareness for those who may encounter a suspicious UAS through the Office for Bombing Prevention (OBP) TRIPwire OSINT Team's Emergency Responder Note (ERN). The document can be found under the Emergency Responder Notes (ERN) section.

Link: https://tripwire.dhs.gov

Audience  Type 

Unmanned Aircraft Systems: Considerations for Law Enforcement

Provides an overview of UAS and the legal and operational considerations for law enforcement before taking action, and a list of additional resources.

Link: https://www.dhs.gov/sites/default/files/publications/uas-law-enforcement-considerations-508.pdf

Audience  Type 

Prepare and Respond to Active Assailants

DHS provides a number of resources to help prepare for, and respond to, active assailant incidents, including in-person and online training, tools to prepare emergency action plans, and guidance on the actions to take during an incident.

Action Guide – Active Shooter Attacks: Security Awareness for Soft Targets and Crowded Places

Lists potential active shooter warning signs, along with steps to take if an incident occurs. Helpful tips are included to assist in developing protective measures to mitigate future attacks.

Link: https://www.dhs.gov/sites/default/files/publications/Active%20Shooter%20Attacks%20-%20Security%20Awareness%20for%20ST-CP.PDF

Audience  Type 

Action Guide – Chemical Attacks: Security Awareness for Soft Targets and Crowded Places

Identifies potential scenarios and symptoms of possible chemical exposures. The guide also explains how individuals can respond to and mitigate against future attacks.

Link: https://www.dhs.gov/sites/default/files/publications/Chemical%20Attacks%20-%20Security%20Awareness%20for%20ST-CP.PDF

Audience  Type 

Action Guide – Vehicle Ramming: Security Awareness for Soft Targets and Crowded Places

Identifies warning signs that individuals planning a vehicle ramming attack may exhibit. The guide also includes suggested mitigation strategies and protective measures to consider.

Link: https://www.dhs.gov/sites/default/files/publications/Vehicle%20Ramming%20-%20Security%20Awareness%20for%20ST-CP.PDF

Audience  Type 

Action Guide – Mass Gatherings: Security Awareness for Soft Targets and Crowded Places

Identifies ways that businesses can prepare for and mitigate against future attacks, including protective measures that provide some basic actions for consideration.

Link: https://www.dhs.gov/sites/default/files/publications/Mass%20Gatherings%20-%20Security%20Awareness%20for%20ST-CP.PDF

Audience  Type 

Action Guide – Fire as a Weapon: Security Awareness for Soft Targets and Crowded Places

Serves as an awareness guide to help people identify potential indicators of an attack by use of fire and provides mitigation strategies and proper response procedures.

Link: https://www.dhs.gov/sites/default/files/publications/Action-Guide-Fire-as-a-Weapon-11212018-508.pdf

Audience  Type 

Action Guide – Mass Gatherings: Take Charge of Your Personal Safety

Provides potential indicators of an attack on a mass gathering and identifies steps that individuals can take in response.

Link: https://www.dhs.gov/sites/default/files/publications/Mass%20Gatherings%20-%20Take%20Charge%20of%20Your%20Personal%20Safety.pdf

Audience  Type 

Active Shooter Preparedness In-Person Workshops

Features scenario-based workshops with facilitated discussions to engage private sector professionals and law enforcement representatives from federal, state, and local agencies to learn how to prepare for, and respond to, an active shooter situation. Through the course of the exercises, participants evaluate current response concepts, plans, and capabilities for coordinated responses to active shooter incidents.

Link: https://www.dhs.gov/active-shooter-workshop-participant

Audience  Type 

Active Shooter Emergency Action Planning

Describes the fundamental concepts of developing an Emergency Action Planning (EAP) for an active shooter scenario, including important consideration of EAP development.

- **Video:** guides viewers through important considerations of EAP development through the first-hand perspectives of active shooter survivors, first responder personnel, and other subject matter experts who share their unique insight.
  Link: https://www.dhs.gov/active-shooter-emergency-action-plan-video
- **Guide:** provides the information needed to develop an Emergency Action Plan.
  Link: https://www.dhs.gov/sites/default/files/publications/active-shooter-emergency-action-plan-112017-508v2.pdf
- **Template:** provides the framework for businesses to create their own Emergency Action Plan.
  Link: https://www.dhs.gov/sites/default/files/publications/active-shooter-emergency-action-plan-template-112017-508.pdf

Audience  Type 

Vehicle Ramming Attack Mitigation Video

Provides information to assist in mitigating the threat of vehicle ramming attacks with technical analysis from public and private sector subject matter experts. The video leverages real-world events, and provides recommendations aimed at protecting organizations as well as individuals against a potential vehicle ramming incident.

Link: https://www.dhs.gov/private-citizen

Audience  Type 

Active Shooter Preparedness Resource Materials

Assist businesses, government offices, and schools in preparing for, and responding to, an active shooter. These resources are also available in the following languages: Arabic, Chinese, Korean, Punjabi, Russian, Somali, Spanish, and Urdu.

- **Active Shooter Booklet:** provides information on how to respond to an active shooter in your vicinity, how to react when law enforcement arrives, and how to train staff and prepare for an active shooter situation, including roles and responsibilities.
  Link: https://www.dhs.gov/xlibrary/assets/active_shooter_booklet.pdf
- **Active Shooter Event Quick Reference Guide:** provides key information in a shorter, easy-to-read format.
  Link: https://www.dhs.gov/sites/default/files/publications/active-shooter-pamphlet-2017-508.pdf
- **Active Shooter Poster:** highlights key information for how to respond when an active shooter is in your vicinity.
  Link: https://www.dhs.gov/sites/default/files/publications/active-shooter-poster-2017-508.pdf
- **Active Shooter Pocket Card:** contains all the information needed to respond to an active shooter in an accessible format.
  Link: https://www.dhs.gov/sites/default/files/publications/active-shooter-pocket-card-508.pdf
- **Planning and Response to an Active Shooter: An Interagency Security Committee Policy and Best Practices Guide:** includes helpful information and best practices for federal agencies that can be applied more broadly by anyone who may be involved in an active shooter situation.
  Link: https://www.dhs.gov/sites/default/files/publications/isc-planning-response-active-shooter-guide-non-fouo-nov-2015-508.pdf
- **Options for Consideration Active Shooter Preparedness Video**: demonstrates possible actions to take if confronted with an active shooter scenario. The video also shows how to assist authorities once law enforcement enters the scene.
  Link: https://www.dhs.gov/options-consideration-active-shooter-preparedness-video

Audience  Type 

Active Shooter Recovery Materials

Help organizations proactively put in place policies and procedures to help effectively recover from an active shooter incident while providing a support structure for all involved.

- **Active Shooter Recovery Guide:** outlines what to do in the short-term and long-term to aid in recovery.
  Link: https://www.dhs.gov/sites/default/files/publications/active-shooter-recovery-guide-08-08-2017-508.pdf
- **Recovering From An Active Shooter Incident Action Guide:** provides information on how to establish a recovery process and breaks down necessary actions for short-term and long-term recovery following an active shooter incident.
  Link: https://www.dhs.gov/sites/default/files/publications/recovering-from-an-active-shooter-incident-fact-sheet-08-08-2017-508.pdf

Audience  Type 

Active Shooter Preparedness Program Website

Provides access to a number of DHS products, tools, and resources to help everyone prepare for and respond to an active shooter incident.

Link: https://www.dhs.gov/active-shooter-preparedness

Audience  Type 

Prevent and Respond to Bombings

The resources in this section are designed to increase the capabilities of everyone—the public, business owners and staff, government employees, law enforcement, and first responders—to prevent, protect against, and respond to bombing incidents. The resources include an easy-to-use checklist, planning assistance, in-person and online training, materials and videos that provide guidance, and an online network to access additional resources and share information.

Technical Resource for Incident Prevention (TRIP*wire*) Website

Serves as a 24/7 online, collaborative information-sharing network for bomb squads, first responders, military personnel, government officials, intelligence analysts, and security professionals. Developed and maintained by the Office for Bombing Prevention (OBP), TRIP*wire* combines expert analyses and reports with relevant documents, images, and videos gathered directly from terrorist source materials to help users anticipate, identify, and prevent IED incidents. TRIP*wire* requires registration to access information, or partners can log-in using their HSIN account. To login, please visit: https://tripwire.dhs.gov/IED/appmanager/IEDPortal/IEDDesktop?_nfpb=true&_pageLabel=LOGIN

Link: https://www.dhs.gov/sites/default/files/publications/obp-tripwire-fact-sheet-2016-508.pdf

Overview Video: https://tripwire.dhs.gov/IED/resources/jsp/tripwireVideo.jsp

Audience  Type 

Sports and Entertainment Venues Bombing Prevention Solutions Portfolio

Provides information on and direct access to the trainings, products, and resources that support sports and entertainment organizations and venues with building counter-IED capabilities. The interactive product connects leadership within these organizations to the counter-IED resources that meet their needs, and empowers all venue personnel to play a role in security.

Link: https://tripwire.dhs.gov/IED/resources/docs/Sports%20Entertainment%20Venue%20Bombing%20Prevention%20Solutions%20Portfolio.pdf

Audience  Type 

What to Do – Bomb Threat Website

Provides guidance and resources including in-depth procedures for responding to bomb threats or encounters with suspicious items or behaviors and provides information to help prepare and react appropriately during these events. The Website also provides information regarding other planning and preparedness resources.

Link: https://www.dhs.gov/what-to-do-bomb-threat

- **DHS-DOJ Bomb Threat Guidance:** provides detailed information on how to assess and react to a threat.

  Link: https://tripwire.dhs.gov/IED/resources/docs/OBP_DHS_DOJ_Bomb_Threat_Guidance.pdf
- **Bomb Threat Procedures Checklist:** provides basic procedural guidelines and a checklist to document important information if a bomb threat is received.

  Link: https://tripwire.dhs.gov/IED/resources/docs/DHS%20Bomb%20Threat%20Checklist.pdf
- **What You Can Do When There is a Bomb Threat Video:** demonstrates how to specifically respond to a phoned in bomb threat and was developed in partnership with the University of Central Florida and the International Association of Chiefs of Police (IACP).

  Link: https://www.dhs.gov/what-to-do-bomb-threat
- **Bombing Prevention Lanyard Cards:** provide quick-reference information and key reminders to empower action, both on the job every day and in the event of an incident.

  Link: https://tripwire.dhs.gov/IED/resources/docs/Bombing%20Prevention%20Lanyard%20Cards%20(Lined%20Version).pdf

Audience  Type 

Multi-Jurisdictional Improvised Explosive Device Security Planning (MJIEDSP) Program

Assists communities with collectively identifying roles, responsibilities, and capability gaps; and optimizing limited resources within a multi- jurisdictional planning area. The MJIEDSP process includes coordination with stakeholders in an area to conduct familiarization briefs and training, data collection activities, and facilitated scenario-based workshops.

Link: https://www.dhs.gov/mjiedsp

Audience  Type 

Counter-IED and Risk Mitigation Training

Provides participants—including municipal officials and emergency managers, state and local law enforcement and other emergency services, critical infrastructure owners and operators, and professional security personnel— with general information and strategies to prevent, protect against, respond to, and mitigate bombing incidents.

To request direct delivery trainings, please contact your local Protective Security Advisor (PSA) or email OBP@ hq.dhs.gov for additional information. For more information, or for a full list of Counter-IED and Risk Mitigation trainings, visit the Counter-IED Training Courses Website or the Counter-IED & Risk Mitigation Training Factsheet.

Link: https://www.dhs.gov/bombing-prevention-training-courses
Fact sheet: https://www.dhs.gov/sites/default/files/publications/obp-training-fact-sheet-2017-508.pdf

Audience  Type 

National Counter-Improvised Explosive Device (IED) Capabilities Analysis Database (NCCAD)

Provides an assessment program managed by the Office for Bombing Prevention (OBP) that uses a consistent and repeatable methodology to assess and analyze the capabilities of units with a counter-IED mission throughout the United States. NCCAD assessments measure the capabilities of and identify gaps in Personnel, Organization, Equipment, Training, and Exercises (POETE) required for effective prevention, protection, and response to IED threats.

Link: https://www.dhs.gov/nccad

Audience  Type 

Security and Resiliency Guide for Countering-IEDs (SRG C-IED) and Annexes

Provide individuals, businesses, first responders, and law enforcement with guidance to enhance their preparedness for potential IED incidents in their communities. The guide includes IED risk information, a framework of 10 common C-IED preparedness goals, planning considerations, and available federal resources. The guide is complemented by four annexes with additional information relevant to venues at high risk of IED-related incidents: lodging, outdoor events, public assembly, and sports leagues and venues.

Link: https://www.dhs.gov/publication/security-and-resiliency-guide-and-annexes

Audience  Type 

Connect with CISA

This section lists ways that businesses; first responders; and state, local, tribal, and territorial governments can access not only the resources listed in this guide, but additional resources available through CISA. These resources can help identify the tools, resources, and training that are right for each facility and its risks.

National Infrastructure Coordinating Center (NICC)

Serves as the dedicated 24/7 coordination and information sharing operations center that maintains situational awareness of the Nation's critical infrastructure. For more information, please email NICC@hq.dhs.gov.

Link: https://www.dhs.gov/cisa/national-infrastructure-coordinating-center

Audience  Type 

Regional Offices

Engage with state, local, tribal, and territorial (SLTT) government partners, businesses, and critical infrastructure owners and operators in their regions to provide access to steady-state DHS risk-mitigation tools, products, and services, such as training and voluntary vulnerability assessment programs.

The 10 Regional Offices also support National Special Security Events (NSSEs) and Special Event Assessment Rating (SEAR) events; support response to all-hazard incidents through field-level coordination and information sharing; and provide expertise on reconstituting affected critical infrastructure.

- Regional Office Fact Sheet: https://www.dhs.gov/sites/default/files/publications/IP-Regional-Enhancement-Fact-Sheet-508-F.pdf
- Regional Office Website: https://www.dhs.gov/node/29611
- Protective Security Advisor (PSA) Program Fact Sheet: https://www.dhs.gov/sites/default/files/publications/PSA-Program-Fact-Sheet-05-15-508.pdf

Audience  Type 

Homeland Security Information Network – Critical Infrastructure (HSIN-CI)

Serves as the primary information-sharing platform between the critical infrastructure sector stakeholders and government. HSIN-CI enables federal, state, local, and private sector critical infrastructure owners and operators to communicate, coordinate, and share sensitive and sector-relevant information to protect their critical assets, systems, functions, and networks at no charge to sector stakeholders. To request access to HSIN-CI, please contact hsinci@hq.dhs.gov.

Link: https://www.dhs.gov/hsin-critical-infrastructure

Audience  Type 

Interagency Security Committee (ISC)

Develops policies, standards, and recommendations related to the security of nonmilitary federal facilities across the Nation. The ISC does this by, with, and through its members.

Link: https://www.dhs.gov/about-interagency-security-committee

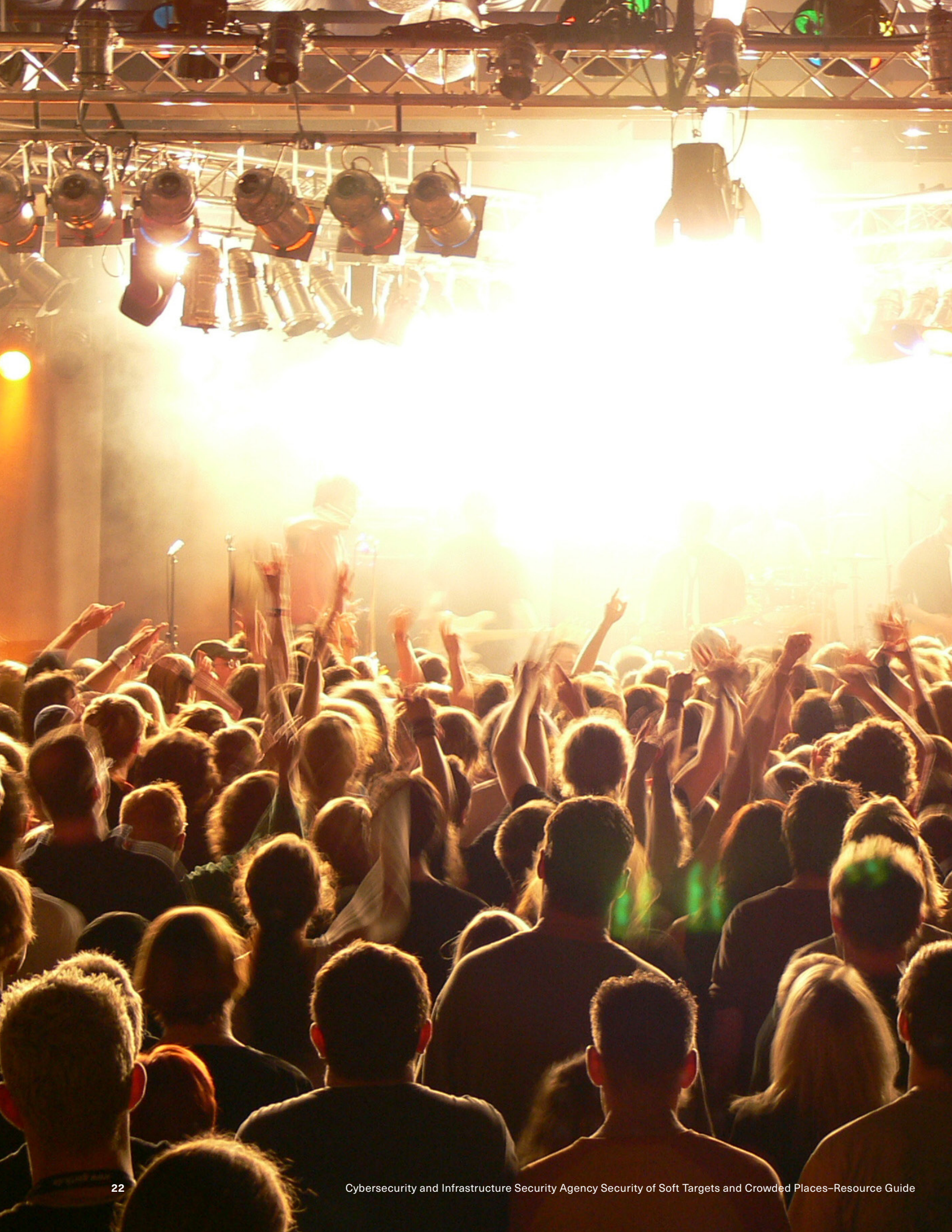
Audience  Type 

Assist Visits and the Infrastructure Survey Tool

Informs critical infrastructure owners and operators of the importance of their facilities, how they fit into the broader critical infrastructure sector, and provides an overview of the CISA resources available to help enhance security and resilience. The visits, conducted by PSAs with critical infrastructure facility representatives, help build relationships and increase communications. One of the CISA resources available to facility owners and operators is the Infrastructure Survey Tool (IST).

Assist visits: https://www.dhs.gov/assist-visits
Infrastructure Survey Tool: https://www.dhs.gov/infrastructure-survey-tool

Audience  Type 



3 Contacts

KEY CONTACTS			
AGENCY/DIVISION/PROGRAM	**PHONE/EMAIL**	**WEBSITE**	**INFORMATION PROVIDED**
National Infrastructure Coordinating Center	NICC@hq.dhs.gov	https://dhs.gov/national-infrastructure-coordinating-center	For more information about the NICC
Regional Offices	Please see Website for contact information	https://www.dhs.gov/node/29611	For more information on the Regional Offices, including locations, services, and contact information for each region

ADDITIONAL CONTACTS			
AGENCY/DIVISION/PROGRAM	**PHONE/EMAIL**	**WEBSITE**	**INFORMATION PROVIDED**
Active Shooter Preparedness Program	ASworkshop@hq.dhs.gov	https://www.dhs.gov/active-shooter-preparedness	For information on Active Shooter Preparedness workshops and materials
Commercial Facilities Sector-Specific Agency	CFSteam@hq.dhs.gov	https://www.dhs.gov/commercial-facilities-sector	For more information on available DHS resources
Homeland Security Information Network – Critical Infrastructure	hsinci@hq.dhs.gov	https://www.dhs.gov/hsin-critical-infrastructure	To request access to HSIN-CI include the following information: name, company, official email address, supervisor's name and phone number, and critical infrastructure sector
Insider Threat Mitigation Program	InTMitigation@hq.dhs.gov	https://www.dhs.gov/insider-threat-mitigation/	For information on Insider Threat Mitigation
Interagency Security Committee	isc.dhs.gov@hq.dhs.gov	https://www.dhs.gov/interagency-security-committee	For more information on policies, standards, and best practices that can be applied
National Counter-Improvised Explosive Device Capabilities Analysis Database	nccad@hq.dhs.gov	www.dhs.gov/nccad	For more resources on NCCAD program.
Office for Bombing Prevention	OBP@hq.dhs.gov	https://www.dhs.gov/obp	For more information on resources or to request training
Soft Target Security	Softtargetsecurity@hq.dhs.gov	https://www.dhs.gov/securing-soft-targets-and-crowded-spaces	For more information on soft target security resources
TRIP*wire* Help Desk	1-866-987-9473; TRIPwirehelp@dhs.gov	https://tripwire.dhs.gov	TRIP*wire* is available at no cost to registered subscribers and now also features a public-access homepage with valuable preparedness information for the whole community

CISA
CYBER+INFRASTRUCTURE

U.S. Department of Homeland Security
Cybersecurity and Infrastructure Security Agency
Washington, D.C. 20528