

Process for Requesting Assistance For Hurricane Katrina Critical Infrastructure Related Needs

This document provides points of contact (POC) and the process private-sector entities can follow to request federal assistance for needs related to critical infrastructure assets and systems, including security.

All attempts to meet such needs should first be addressed at the local level. Requests from infrastructure owners and operators should be submitted to the local DHS/IP Infrastructure Coordinator located within the Joint Field Offices (JFOs). The JFOs are centers established locally to coordinate response and recovery activities. The IP Infrastructure Coordinator will insert the request into the JFO process so that it goes to the appropriate Emergency Support Function (ESF) cell for action.

The contact information for these POCs is listed below:

Louisiana

225-242-6031

225-242-6032

Mississippi

601-961-2672

601-961-2686

If either of these numbers can't be reached due to a high volume of calls or system problems, you can contact the National Infrastructure Coordinating Center (NICC) at 202-282-9201. The NICC will record the request and then route it to the POC at the appropriate JFO for attention and resolution.

If the requirement is a security concern, the DHS/IP Infrastructure Coordinator will ensure that the request is provided to ESF #13, Public Safety and Security. IP assessment teams are on the ground to support the security assessment process. If a need is established, ESF #13 will validate whether state, local, or National Guard assets can perform the mission. If they cannot provide support, ESF #13 will determine if law enforcement assets are available for the mission. Although the day-to-day security situation is improving, it may not be possible to obtain additional security for all requests. DHS/IP will, however, provide situational awareness of the status of each request.

For non-security related concerns, including infrastructure restoration activities, the DHS/IP Infrastructure Coordinator will similarly ensure that the requirement is appropriately acted upon through the JFO process.

Any needs that are not able to be addressed and satisfactorily resolved through this process should be reported to the National Infrastructure Coordinating Center (NICC) at 202-282-9201 or by email at NICC@dhs.gov. Telecommunication companies should contact the National Coordination Center (NCC) at (703) 607-4950 or by email at NCS@ncs.gov.