

Post-event access to CIKR facilities for damage assessment and repair and restoration

There is no national or federal credentialing authority or process for managing and granting post event access to CIKR facilities and systems. Responsibility and authority to control and manage access into an area or facility rests with a range of multi jurisdictional authorities – state and local public safety, state and local law enforcement, fire administrations and public health authorities. The exercise of this authority can vary from state to state as well as between various jurisdictions with an individual state.

In circumstance where access is being restricted or controlled, issues of access authorization and any supporting credentialing requirements need to be worked with the appropriate jurisdictional authority. Request for access authorization and supporting credentialing should be directed to the appropriate local or state authority to ensure the efficient and timely processing. Many local and/or state emergency management authorities have developed and provided on their emergency management web site, information on access and credentialing requirements and processes.

In circumstances where the jurisdictional authority can't be identified or contacted, requests for access authorization can be directed to the DHS Infrastructure Liaison Team (IL) at the FEMA Joint Field Office (JFO). The IL Team will work with the appropriate state or local authorities to ensure that the request is addressed and the appropriate decision is rendered. Access authorization requests can also be forwarded to the NICC, who will pass the request to the IL at the JFO for appropriate follow up and resolution.

The NICC is operational 24/7, and uses an established, standardized list of contact numbers to address Requests for Assistance RFA during the evolution of an incident. The NICC is always available as an entry point for Requests for Action, particularly for national-level organizations that may lack points of contact with local and State officials. Contact information for the Infrastructure Liaison Team at a JFO will be made available to CIKR partners once the JFO becomes operational

Credentialing / Re-Entry Procedures (By State) Summary

Alabama

According to the Alabama Emergency Management Agency, individuals requesting access through control points need to have official corporate or company identification and a letter on company letterhead stating the purpose for access. Any individuals possessing both of these items will be granted access through control points. It is recommended that individuals who have problems gaining access to an area contact the Alabama Emergency Management Agency at (205) 280-2200.

Florida

The Florida credentialing/re-entry procedures are managed by the Florida Retail Federation (FRF). Critical Infrastructure Owners and Operators should register with FRF and will then be able to request a placard identifying them as essential personnel. Individuals requesting access post landfall need to have a valid photo identification and the placard from FRF (printable online). FRF can be reached via telephone at (850) 222-4082. If access is required and an individual is not already registered with FRF, they should contact the Florida State EOC at (850) 413-9969 to request and receive a temporary emergency access pass from the Florida State Emergency Response Team.

Georgia

The Georgia Emergency Management Agency (GEMA) has a Standard Operating Procedure (SOP) in place for applying for and receiving “Disaster Critical Workforce Re-entry Permits”. According to the SOP, critical infrastructure owners and operators need to have company issued photo identification and be in a marked company vehicle to be granted access through control points. Contractors, subcontractors and other designated representatives of the critical infrastructure owners and operators need to have a state issued “critical Workforce Disaster Re-entry Permit (vehicle “hang tags” or placards) and an employer issued photo identification. Permits are issued with serial numbers and are available from the GEMA Operations Division at (404) 635-7000.

Louisiana

Louisiana’s credentialing/re-entry policy is managed at the Parish level. Individuals requesting access post landfall need to have a state and/or company identification card. Additionally, they need to have the name of the employing company, a POC for verification and a letter on company letterhead describing which facility is being supported. Individuals possessing these items will be granted access through control points.

Mississippi

Mississippi has no written protocol, policy or procedure for credentialing/re-entry. However, according to the Mississippi Emergency Management Agency Operations Bureau Chief, as long as an individual has an official corporate or company identification they will be granted access through control points. It is recommended that individuals who have problems gaining access to an area contact the Mississippi Emergency Management Agency at (800) 222-6362.

Texas

Texas has no written protocol, policy or procedure for credentialing/re-entry. They do, however, recommend that individuals requesting access should have a state issued photo identification and a company issued employee identification (preferably designating the individual as “essential” or “disaster response”. Additionally, non-governmental essential personnel should be prepared to show additional proof of essential function. That can be accomplished with a signed letter on department letterhead stating that the individual is essential and clearly indicates the function they perform and the locations the duties are carried out. It is recommended that individuals who have problems gaining access to an area contact the Texas State Operations Center at (512) 424-2208.

Thank you,
NICC Watch Operations
202-282-9201