NCP and ESS Partnership
The Emergency Services Sector has widespread involvement from a variety of entities in the public and private sectors. The sector specifically collaborates with FEMA's National Continuity Programs in developing continuity programs and initiatives for all infrastructure protection disciplines and activities. This partnership provides a foundation for the nation’s First Essential Function, Enduring Constitutional Government, and a foundation for the tiers of the National Response Framework: Operational governments at all levels-local, state, and federal-capable of performing their essential functions, under all conditions.

Continuity Contact Information
For questions or more information, please contact:
ESS Team at: ESSTeam@hq.dhs.gov
NCP at: FEMA-STTLContinuity@fema.dhs.gov

Continuity Resources
FEMA: http://www.fema.gov/continuity-operations
FEMA Training: http://www.fema.gov/training
First Responders: http://www.firstresponder.gov
ESS: http://www.dhs.gov/emergency-services-sector
ESS Training: http://training.fema.gov/EMIWeb/IS/is860a/CIRC/emergency1.htm

Continuity Updates
To receive free continuity e-bulletins, register at: http://www.fema.gov/subscribe-receive-free-email-updates

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<tr>
<th>FEMA Region</th>
<th>Location</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>FEMA HQ</td>
<td>National Capital Region</td>
<td>202.646.4145</td>
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<tr>
<td>Region I</td>
<td>CT, MA, ME, NH, RI, VT</td>
<td>617.832.4745</td>
</tr>
<tr>
<td>Region II</td>
<td>NJ, NY, PR, VI</td>
<td>212.680.8504</td>
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<tr>
<td>Region III</td>
<td>DC, DE, MD, PA, VA, WV</td>
<td>215.931.5223</td>
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<td>Region IV</td>
<td>NC, SC, KY, TN, GA, AL, MS, FL</td>
<td>770.220.5614</td>
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<tr>
<td>Region V</td>
<td>MN, WI, IL, IN, MI, OH</td>
<td>312.408.5590</td>
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<tr>
<td>Region VI</td>
<td>LA, AK, OK, TX, NM</td>
<td>940.898.5131</td>
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<td>Region VII</td>
<td>IA, KS, MO, NE</td>
<td>816.283.7082</td>
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<td>Region VIII</td>
<td>CO, MT, ND, SD, UT, WY</td>
<td>303.235.4800</td>
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<td>Region IX</td>
<td>AZ, CA, NV, HI, Guam, Pac. Is.</td>
<td>510.627.7009</td>
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<tr>
<td>Region X</td>
<td>AK, ID, OR, WA</td>
<td>425.482.4500</td>
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</tbody>
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Regional offices can also be contacted via:
www.fema.gov/regional-operations
1 (800) 621-FEMA (3362)
TTY: 1 (800) 462-7585
Protecting Critical Infrastructure

Protecting and ensuring the continuity of the critical infrastructure of the United States are essential to the Nation’s security, public health and safety, economic vitality, and way of life. First Responders provide essential continuity support to our nation’s critical infrastructure.

Critical infrastructure are the assets, systems, and networks, whether physical or virtual, so vital to the United States that their incapacitation or destruction would have a debilitating effect on security, national economic security, public health or safety, or any combination thereof.

Our vast infrastructure network includes thousands of essential facilities and plants, transportation networks, and information technology systems. Widely dispersed throughout every geographic area in the country, these assets sustain our very way of life.

Plans to strengthen and protect the Nation’s critical infrastructure are mandated by Presidential directive and directly support the core priorities of the Department of Homeland Security (DHS).

What is Continuity of Operations (COOP)?

Today’s threat environment and the potential for both notice and no-notice all hazards incidents have increased the need for continuity capabilities and planning across all levels of government and the private sector. Continuity planning is simply the good business practice of ensuring the execution of essential functions through all circumstances, and it is a fundamental responsibility of public and private entities responsible to their stakeholders. This includes plans and procedures that delineate essential functions, specify orders of succession and delegations of authority, provide for the safekeeping of essential records and databases, provide for continuity communications, and validate these capabilities through test, training, and exercise (TT&E) programs.

What is the Goal of Continuity?

It is the policy of the United States to maintain a comprehensive and effective continuity capability. It is recommended that organizations incorporate continuity requirements into their daily operations to ensure seamless and immediate continuation of Essential Functions. Continuity planning will occur simultaneously with the development and execution of day-to-day organizational programs. The goal of continuity is to ensure resiliency and continued performance of an organization’s essential functions under all conditions.

Continuity Program Management

Continuity Management is important to First Responder managers responsible for oversight of critical infrastructure and key resources. Emergency Services Sector (ESS) COOP managers must ensure programmatic support so primary mission essential functions that directly support the national essential functions are sustained or quickly recovered following disruption of normal activities. In addition, COOP managers must ensure plans detail responsibilities for first responders during activation. Effective continuity management includes the four Continuity Capability pillars: Leadership, Staff, Communications, and Facilities.

Understanding National Continuity Programs (NCP)

NCP is the Nation’s center of excellence for government continuity planning, guidance, and operations. The mission is to serve the public by protecting our Nation’s constitutional form of government. To accomplish this, the COOP Division provides guidance, technical assistance, planning, training and workshop support to other DHS and FEMA Components, Federal Departments and Agencies, States, Territories, Tribal Nations, and local government jurisdictions.

Understanding the Emergency Services Sector (ESS)

The ESS is a system of preparedness, response, and recovery elements that form the Nation’s first line of defense for preventing and mitigating the risk from physical and cyber attacks, and manmade and natural disasters. The sector consists of emergency services facilities and associated systems, trained and tested personnel, detailed plans and procedures, redundant systems, and mutual-aid agreements that provide life safety and security services across the Nation via a first-responder community comprised of Federal, State, local, tribal, territorial, and private-sector partners. The ESS is a primary “protector” for other critical infrastructure sectors. The loss or incapacitation of ESS capabilities would notably impact the Nation’s security, public safety, and morale.

Through partnerships with public- and private-sector entities, this sector’s mission is to accomplish the following:

• Save lives;
• Protect property and the environment;
• Assist communities impacted by disasters (natural or manmade); and
• Aid recovery from emergency situations.