

## Appendix A – Key Contacts

Component	Contact	E-mail	Phone
CBP	ACE Help Desk		800-927-8729
CBP	Air & Marine Operations Center (AMOC)		951-656-8000
CBP	Carrier Liaison Program	<a href="mailto:CLP@dhs.gov">CLP@dhs.gov</a>	202-344-3440
CBP	CBP INFO Center		877-CBP(227)-5511; International callers, 703-227-5511
CBP	Client Representative Office		571-468-5000
CBP	Electronic System for Travel Authorization (ESTA)		202-344-3710
CBP	Global Entry	<a href="mailto:cbp.goes.support@dhs.gov">cbp.goes.support@dhs.gov</a>	866-530-4172
CBP	Industry Partnership and Outreach Program	<a href="mailto:procurement-ipop@cbp.dhs.gov">procurement-ipop@cbp.dhs.gov</a>	202-344-1180
CBP	Intellectual Property Rights Help Desk	<a href="mailto:ipr.helpdesk@dhs.gov">ipr.helpdesk@dhs.gov</a>	562-980-3119 ext. 252
CBP	Intellectual Property Rights Policy and Programs	<a href="mailto:iprpolicyprograms@dhs.gov">iprpolicyprograms@dhs.gov</a>	
CBP	National Gang Intelligence Center		703-414-8600
CBP	Private Aircraft Travel Entry Programs	<a href="mailto:Private.Aircraft.Support@dhs.gov">Private.Aircraft.Support@dhs.gov</a>	
CBP	Secure Freight Initiative	<a href="mailto:securefreightinitiative@dhs.gov">securefreightinitiative@dhs.gov</a>	
CBP	Trusted Traveler Programs (NEXUS, SENTRI, FAST)	<a href="mailto:Cbp.goes.support@dhs.gov">Cbp.goes.support@dhs.gov</a>	
CRCL	Training	<a href="mailto:crcltraining@dhs.gov">crcltraining@dhs.gov</a>	202-357-8258
CRCL	Disability Preparedness	<a href="mailto:Disability.preparedness@dhs.gov">Disability.preparedness@dhs.gov</a>	202-357-8483
CRCL	Contact	<a href="mailto:CRCLOutreach@dhs.gov">CRCLOutreach@dhs.gov</a>	
CRCL	Complaints	<a href="mailto:crcl@dhs.gov">crcl@dhs.gov</a>	202-401-1474; 866-644-8360
DHS	Center for Faith-based & Neighborhood Partnerships	<a href="mailto:Infofbc@dhs.gov">Infofbc@dhs.gov</a>	
DHS	Homeland Security Information Network (HSIN)	<a href="mailto:hsin.helpdesk@dhs.gov">hsin.helpdesk@dhs.gov</a>	866-430-0162
DHS	Lessons Learned and information Sharing (LLIS)	<a href="mailto:feedback@llis.dhs.gov">feedback@llis.dhs.gov</a>	866-276-7001
DHS	National Information Exchange Model (NIEM) Program	<a href="mailto:NIEMPMO@NIEM.gov">NIEMPMO@NIEM.gov</a>	
DHS	Office of Public Affairs		202-282-8010
DHS	Office of Small and Disadvantaged Business Utilization		202-447-5555
DHS	Private Sector Office	<a href="mailto:Private.sector@dhs.gov">Private.sector@dhs.gov</a>	202-282-8484
DHS	Privacy Office	<a href="mailto:Privacy@dhs.gov">Privacy@dhs.gov</a>	703-235-0780
DNDO	Domestic Nuclear Detection Office	<a href="mailto:Dndo.info@dhs.gov">Dndo.info@dhs.gov</a>	

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DNDO	GRaDER® Program	<a href="mailto:GRaDER.questions@hq.dhs.gov">GRaDER.questions@hq.dhs.gov</a>	
FEMA	Center for Domestic Preparedness	<a href="mailto:Studentservices@cdpemail.dhs.gov">Studentservices@cdpemail.dhs.gov</a>	866-213-9553
FEMA	Centralized Scheduling and Information Desk	<a href="mailto:askcsid@dhs.gov">askcsid@dhs.gov</a>	800-368-6498
FEMA	Citizen Corps	<a href="mailto:citizencorps@dhs.gov">citizencorps@dhs.gov</a>	
FEMA	Community Emergency Response Teams	<a href="mailto:cert@dhs.gov">cert@dhs.gov</a>	
FEMA	Disaster Assistance		800-745-0243
FEMA	Emergency Lodging Assistance Program	<a href="mailto:femahousing@corplodging.com">femahousing@corplodging.com</a>	866-545-9865
FEMA	FEMA Emergency Management Institute		301-447-1200
FEMA	FEMA Learning Resource Center	<a href="mailto:netclrc@dhs.gov">netclrc@dhs.gov</a>	800-638-1821
FEMA	FEMA Private Sector Division	<a href="mailto:FEMA-Private-Sector@fema.dhs.gov">FEMA-Private-Sector@fema.dhs.gov</a>	
FEMA	First Responder Training	<a href="mailto:askCSID@dhs.gov">askCSID@dhs.gov</a>	800-368-6498
FEMA	Industry Liaison Support Center (contracting)		202-646-1895
FEMA	Maps Assistance Center	<a href="mailto:FEMAMapSpecialist@riskmapcds.com">FEMAMapSpecialist@riskmapcds.com</a>	877-336-2627
FEMA	National Incident Management System	<a href="mailto:FEMA-NIMS@dhs.gov">FEMA-NIMS@dhs.gov</a>	202-646-3850
FEMA	Regulations	<a href="mailto:FEMA-RULES@dhs.gov">FEMA-RULES@dhs.gov</a>	
FEMA	Small Business Program	<a href="mailto:FEMA-SB@dhs.gov">FEMA-SB@dhs.gov</a>	
FEMA	Technical Assistance Program	<a href="mailto:FEMA-TARrequest@fema.gov">FEMA-TARrequest@fema.gov</a>	800-368-6498
FEMA	Transportation Security Grant Programs	<a href="mailto:askcsid@dhs.gov">askcsid@dhs.gov</a>	800-386-6498
FEMA	U.S. Fire Administration		301-447-1000
FEMA	U.S. Fire Administration Publications	<a href="mailto:usfa-publications@dhs.gov">usfa-publications@dhs.gov</a>	800-561-3356
FLETC	CRADA Program Office	<a href="mailto:FLETC-CRADAProgramOffice@dhs.gov">FLETC-CRADAProgramOffice@dhs.gov</a>	912-267-2591
FLETC	Federal Law Enforcement Training Center Land Transportation Antiterrorist Training Program (LTATP)	<a href="mailto:FLETC-CounterterrorismDivision@dhs.gov">FLETC-CounterterrorismDivision@dhs.gov</a>	
I&A	DHS Open Source Enterprise	<a href="mailto:OSINTBranchMailbox@hq.dhs.gov">OSINTBranchMailbox@hq.dhs.gov</a>	
I&A	Office of Intelligence and Analysis Private Sector Partnership Program	<a href="mailto:I&amp;APrivateSectorCoordinator@hq.dhs.gov">I&amp;APrivateSectorCoordinator@hq.dhs.gov</a>	202-447-3517 or 202-870-6087
ICE	Victim Assistance Program		866-872-4973
ICE	Human Rights Violators and War Crimes Center	<a href="mailto:HRV.ICE@DHS.GOV">HRV.ICE@DHS.GOV</a>	
ICE	Homeland Security Investigations Tip-line	<a href="http://www.ice.gov/tips">www.ice.gov/tips</a>	866-347-2423
ICE	ICE Mutual Agreement between Government and Employers Program (IMAGE)	<a href="mailto:IMAGE@dhs.gov">IMAGE@dhs.gov</a>	202-732-3064
ICE	Forced Child Labor Program	<a href="mailto:Ice.forcedlabor@ice.dhs.gov">Ice.forcedlabor@ice.dhs.gov</a>	
ICE	National Intellectual Property Rights Coordination Center (IPR Center)	<a href="http://www.iprcenter.gov">www.iprcenter.gov</a>	866-IPR-2060 or 866-477-2060
ICE	National Emergency Management Division	<a href="mailto:#ICENEMDReporting@ice.dhs.gov">#ICENEMDReporting@ice.dhs.gov</a>	

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ICE	Privacy Office	<a href="mailto:ICEPrivacy@ice.dhs.gov">ICEPrivacy@ice.dhs.gov</a>	202-732-3300
ICE	Public Affairs	<a href="mailto:PublicAffairs.IceOfficeOf@dhs.gov">PublicAffairs.IceOfficeOf@dhs.gov</a>	202-732-4242
ICE	Student and Exchange Visitor Program (SEVP) Response Center	<a href="mailto:SEVP@DHS.gov">SEVP@DHS.gov</a>	703-603-3400
NPPD/CS&C	Control Systems Security Program (CSSP)	<a href="mailto:CSSP@dhs.gov">CSSP@dhs.gov</a>	
NPPD/CS&C	Cybersecurity Evaluation Tool	<a href="mailto:CSET@dhs.gov">CSET@dhs.gov</a>	
NPPD/CS&C	ICS-CERT Security Operations Center	<a href="mailto:ics-cert@dhs.gov">ics-cert@dhs.gov</a>	1-877-776-7585
NPPD/CS&C	Information Technology Sector	<a href="mailto:ncsd_cipcs@hq.dhs.gov">ncsd_cipcs@hq.dhs.gov</a>	
NPPD/CS&C	Office of Emergency Communications	<a href="mailto:oec@hq.dhs.gov">oec@hq.dhs.gov</a>	
NPPD/CS&C	SAFECOM Program	<a href="mailto:SAFECOMGovernance@dhs.gov">SAFECOMGovernance@dhs.gov</a>	
NPPD/CS&C	Software Assurance Program	<a href="mailto:software.assurance@dhs.gov">software.assurance@dhs.gov</a>	
NPPD/CS&C	U.S. Computer Emergency Readiness Team (US-CERT)	<a href="mailto:info@us-cert.gov">info@us-cert.gov</a>	888-282-0870
NPPD/CS&C	US-CERT Secure Operations Center	<a href="mailto:soc@us-cert.gov">soc@us-cert.gov</a>	888-282-0870
NPPD/IP	Chemical Facility Anti-Terrorism Standards (CFATS) Help Desk	<a href="mailto:CSAT@dhs.gov">CSAT@dhs.gov</a>	866-323-2957
NPPD/IP	Chemical Facility Anti-Terrorism Standards Compliance Assistance Visit Requests	<a href="mailto:CFATS@dhs.gov">CFATS@dhs.gov</a>	
NPPD/IP	Chemical Sector Specific Agency	<a href="mailto:ChemicalSector@hq.dhs.gov">ChemicalSector@hq.dhs.gov</a>	
NPPD/IP	CIKR Asset Protection Technical Assistance Program (CAPTAP)	<a href="mailto:Traininghelp@hq.dhs.gov">Traininghelp@hq.dhs.gov</a>	703-235-3939
NPPD/IP	Commercial Facilities Sector-Specific Agency	<a href="mailto:CFSteam@hq.dhs.gov">CFSteam@hq.dhs.gov</a>	
NPPD/IP	Critical Manufacturing Sector-Specific Agency	<a href="mailto:criticalmanufacturing@hq.dhs.gov">criticalmanufacturing@hq.dhs.gov</a>	
NPPD/IP	Dams Sector-Specific Agency	<a href="mailto:dams@dhs.gov">dams@dhs.gov</a>	
NPPD/IP	Emergency Services Sector-Specific Agency	<a href="mailto:ESSTeam@hq.dhs.gov">ESSTeam@hq.dhs.gov</a>	
NPPD/IP	Field Operations Branch	<a href="mailto:FOAnalysts@hq.dhs.gov">FOAnalysts@hq.dhs.gov</a>	703-235-9349
NPPD/IP	Infrastructure Data Taxonomy (IDT)	<a href="mailto:IDT@hq.dhs.gov">IDT@hq.dhs.gov</a>	
NPPD/IP	Integrated Common Analytical Viewer (iCAV)	<a href="mailto:iCAV.info@hq.dhs.gov">iCAV.info@hq.dhs.gov</a>	703-235-4949
NPPD/IP	IP Education and Learning Series	<a href="mailto:IP_Education@hq.dhs.gov">IP_Education@hq.dhs.gov</a>	
NPPD/IP	National Infrastructure Coordinating Center (NICC)	<a href="mailto:NICC@hq.dhs.gov">NICC@hq.dhs.gov</a>	202-282-9201
NPPD/IP	National Infrastructure Protection Plan (NIPP)	<a href="mailto:NIPP@dhs.gov">NIPP@dhs.gov</a>	
NPPD/IP	Nuclear Sector-Specific Agency	<a href="mailto:nuclearSSA@hq.dhs.gov">nuclearSSA@hq.dhs.gov</a>	
NPPD/IP	Office for Bombing Prevention	<a href="mailto:OBP@dhs.gov">OBP@dhs.gov</a>	
NPPD/IP	Protected Critical Infrastructure Information (PCII) Program	<a href="mailto:pcii-info@dhs.gov">pcii-info@dhs.gov</a>	202-360-3023
NPPD/IP	Sector Specific Agency Executive Management Office	<a href="mailto:SSAexecsec@dhs.gov">SSAexecsec@dhs.gov</a>	
NPPD/IP	Vulnerability Assessments Branch	<a href="mailto:IPassessments@dhs.gov">IPassessments@dhs.gov</a>	
NPPD/IP	Sector Coordinating Council	<a href="mailto:Sector.Partnership@dhs.gov">Sector.Partnership@dhs.gov</a>	

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Privacy	DHS Privacy Office		703-235-0780
S&T	Commercialization Office	<a href="mailto:SandT_Commercialization@hq.dhs.gov">SandT_Commercialization@hq.dhs.gov</a>	202-254-6749
S&T	Cyber Security Research and Development Center	<a href="mailto:SandT-Cyber-Liaison@hq.dhs.gov">SandT-Cyber-Liaison@hq.dhs.gov</a>	
S&T	Cyber Security Liaison	<a href="mailto:SandT-Cyber-Liaison@hq.dhs.gov">SandT-Cyber-Liaison@hq.dhs.gov</a>	
S&T	Office of University Programs	<a href="mailto:universityprograms@dhs.gov">universityprograms@dhs.gov</a>	202-254-5695
S&T	Project 25 Compliance Assessment Program (P25 CAP)	<a href="mailto:P25CAP@dhs.gov">P25CAP@dhs.gov</a>	
S&T	SAFETY Act	<a href="mailto:SAFETYActHelpDesk@dhs.gov">SAFETYActHelpDesk@dhs.gov</a>	866-788-9318
S&T	Small Business Innovation Program (SBIR)	<a href="mailto:stsbir.program@dhs.gov">stsbir.program@dhs.gov</a>	
TSA	Cargo Certified Cargo Screening Program	<a href="mailto:ccsp@dhs.gov">ccsp@dhs.gov</a>	
TSA	Freight and Rail	<a href="mailto:freightrailsecurity@dhs.gov">freightrailsecurity@dhs.gov</a>	
TSA	General Aviation Secure Hotline		1-866-GA-SECUR (1-866-427-3287)
TSA	Highway and Motor Carrier Division	<a href="mailto:highwaysecurity@dhs.gov">highwaysecurity@dhs.gov</a>	
TSA	Intermodal Security Training and Exercise Program (I-STEP)	<a href="mailto:i-step@dhs.gov">i-step@dhs.gov</a>	571-227-5150
TSA	Mass Transit	<a href="mailto:MassTransitSecurity@dhs.gov">MassTransitSecurity@dhs.gov</a>	
TSA	Office of Airspace Waivers		571-227-2071
TSA	Pipeline Security Division	<a href="mailto:PipelineSecurity@dhs.gov">PipelineSecurity@dhs.gov</a>	
TSA	Port & Intermodal Security Division	<a href="mailto:Maritime@dhs.gov">Maritime@dhs.gov</a>	571-227-3556
TSA	TSA Contact Center		1-866-289-9673
USCG	America's Waterway Watch	<a href="mailto:aww@uscg.mil">aww@uscg.mil</a>	202-372-1106 or 202-372-1108
USCG	Regulations	<a href="mailto:HQS-PSREGS@uscg.mil">HQS-PSREGS@uscg.mil</a>	202-372-1400
CIS Ombudsman	CIS Ombudsman	<a href="mailto:cisombudsman@dhs.gov">cisombudsman@dhs.gov</a>	
USCIS	E-Verify	<a href="mailto:E-Verify@dhs.gov">E-Verify@dhs.gov</a>	888-464-4218
USCIS	Office of Public Engagement	<a href="mailto:Public.Engagement@dhs.gov">Public.Engagement@dhs.gov</a>	
USSS	Office of Investigations		202-406-5716
USSS	Criminal Investigative Division		202-406-9330
USSS	Forensic Services Division		202-406-5926