



# Emergency Communications Preparedness Center Federal 911 Working Group Fact Sheet



## BACKGROUND

Following recommendations from the 9/11 Commission Report and lessons learned from Hurricanes Katrina and Rita, Congress identified the need for stronger coordination and national leadership to address gaps in emergency responders' abilities to communicate across jurisdictions and functions. To address these issues, Congress authorized the establishment of the Emergency Communications Preparedness Center (ECPC) (Section 671, Pub. Law No. 109-295). The ECPC coordinates the roles and activities of agencies across the federal government to improve interoperable public safety and emergency response communications. It consists of 14 federal departments and agencies representing the federal government's role in improving coordination of emergency communications efforts, including information sharing, planning, regulation, policy, operations, grants, and technical assistance. The ECPC is administered by the U.S. Department of Homeland Security's Cybersecurity and Infrastructure Security Agency (CISA).

## FEDERAL 911 WORKING GROUP DEPARTMENTS AND AGENCIES



- Department of Agriculture
- Department of Commerce
- Department of Defense
- Department of Energy
- Federal Communications Commission
- Department of Health and Human Services
- Department of Homeland Security
- Department of Interior
- Department of Justice
- Department of Transportation
- Department of Veterans Affairs

## PURPOSE

The ECPC chartered the Federal 911 Working Group in 2015 to enhance coordination of federal 911 initiatives by periodically convening to pursue joint projects that will provide insights, recommendations, and thought leadership to 911 stakeholders. The Working Group also addresses the new challenges resulting from Next Generation 911 (NG911) architecture and services, including sustainability, governance, and security. Emergency Communication Centers (ECCs) and Public Safety Answering Points (PSAPs) receive and process emergency calls and are a critical component of the emergency services ecosystem.<sup>1</sup> NG911 will enable the integration of federal, state, local, tribal, and territorial (FSLTT) 911 centers and assist in the coordination, collaboration, and interoperable communication of emergency first responders' resource capabilities. It will also help reduce cybersecurity and infrastructure security vulnerabilities.

## ECPC FEDERAL 911 WORKING GROUP PRIORITIES



**Providing input** to federal 911 initiatives to enhance policy coordination and ensure that non-federal stakeholders are receiving consistent messaging related to federal 911 policy

**Developing joint solutions** to resolve challenges that federal agencies are facing in deploying NG911 (e.g., improved training of ECC/PSAP personnel to handle NG911 communications, standards to protect ECCs/PSAPs from and educate them about cyberattacks)

**Developing and providing educational opportunities** for the Federal Government to improve 911 governance structures and practices for federally operated ECCs/PSAPs

**Facilitate active relationships** among FSLTT 911 agencies

<sup>1</sup> These centers include public safety communications centers, emergency operations centers, and other public service communications centers.

## PRODUCTS AND RESOURCES

The Working Group focuses on developing products and solutions to enhance 911 programs and operations across the federal government and implement the federal 911 priorities of the ECPC Executive and Steering Committees. The Working Group collects best practices and develops resources to help federal 911 centers modernize their emergency communications capabilities. The Working Group developed the [Considerations for Establishing Agreements for NG911](#) and *Memorandum of Understanding/Agreement (MOU/A) Template for NG911* documents to help FSLTT agencies establish agreements to interconnect NG911 systems.

## MEMBERSHIP AND ENGAGEMENT

The ECPC Federal 911 Working Group has a diverse membership comprised of policy leaders, federal 911 center managers and supervisors, regulatory agency representatives, and subject matter experts from federal agencies. Members collaborate and deliberate on approaches to meeting the Working Group’s roles and responsibilities and executing its mission.

**POLICY:** Headquarters personnel and advisors with an overarching view of delivering 911 services from a federal policy and planning standpoint who can recommend strategic approaches to migration to NG911 capabilities

**OPERATIONS:** Federal 911 center managers, supervisors, and advisors who can assess operational solutions to obstacles in achieving NG911 capabilities

**TECHNOLOGY:** Specialized agency personnel and advisors who can assess and recommend technical solutions to obstacles in achieving NG911 capabilities



The Working Group hosts bi-monthly conference calls throughout the year to provide members with opportunities to discuss federal 911 initiatives. If you would like to join the Working Group, please contact either of the co-chairs listed below.

## CONTACT INFORMATION

### Ryan Ford

ECPC Federal 911 Working Group Co-Chair  
 Requirements Manager, Cyber Resilient 911 Program  
 Cybersecurity and Infrastructure Security Agency  
 U.S. Department of Homeland Security  
[ryan.ford@cisa.dhs.gov](mailto:ryan.ford@cisa.dhs.gov)

### Brian Tegtmeyer

ECPC Federal 911 Working Group Co-Chair  
 Coordinator, National 911 Program  
 National Highway Traffic Safety Administration  
 U.S. Department of Transportation  
[brian.tegtmeyer@dot.gov](mailto:brian.tegtmeyer@dot.gov)

For additional information about the ECPC and the Federal 911 Working Group, contact [ecpc@cisa.dhs.gov](mailto:ecpc@cisa.dhs.gov) or visit [cisa.gov/ecpc](https://cisa.gov/ecpc).