

**SAFECOM Nationwide Survey (SNS) Supplemental Questions for:  
Cyber Resiliency 911 (CR911) Small Discussion Group Questions on Current Cyber  
Resiliency Measures for Emergency Communications Centers (ECCs)**

**TITLE OF INSTRUMENT:**

Cyber Resiliency 911 (CR911) Small Discussion Group Questions on Current Cyber Resiliency Measures for Emergency Communications Centers (ECCs)

**PURPOSE:**

To meet the statutory requirements of 6 U.S.C. § 573, the Department of Homeland Security (DHS) Cybersecurity and Infrastructure Security Agency (CISA) Emergency Communications Division (ECD) conducts regular assessments of emergency communications capability needs and gaps. The primary data collection instrument that supports these requirements is called the SAFECOM Nationwide Survey (SNS), which is administered to emergency response providers at all levels of government no less than each 5 years. To supplement the SNS data in the area of cyber resilient 911, we will be asking key public safety stakeholders from the SNS population about their technical and operational gaps. This allows us to pull in-depth information from a more limited group of stakeholders reducing the burden on the overall population. This supplemental information will further clarify data received from the SNS and allow CISA ECD to better develop accessible tools, resources, and training to establish and maintain cyber resilient systems and maintain the security of these ECCs.

The data is shared with all stakeholders that have a role in emergency communications

**DESCRIPTION OF RESPONDENTS:**

Small discussion groups will total 25 participants representing federal, state, local, tribal, and territorial ECCs.

**TYPE OF COLLECTION:** (Check all applicable)

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Customer Comment Card/Complaint Form          | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input checked="" type="checkbox"/> Usability Testing (e.g., Website or Software) | <input checked="" type="checkbox"/> Small Discussion Group       |
| <input checked="" type="checkbox"/> Focus Group                                   | <input type="checkbox"/> Other:_____                             |

1.

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To assist review, please provide answers to the following question:

**Personally Identifiable Information:**

1. Is personally identifiable information (PII) collected?  Yes  No
2. If yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974?  Yes  No

3. If Applicable, has a System or Records Notice been published?  Yes  No

**Gifts or Payments:**

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants?  Yes  No

**BURDEN HOURS**

CISA ECD is seeking approximately 250 participants from ECCs. It is anticipated that each discussion group participant will spend approximately 30 minutes answering questions either verbally or using a feedback form. The following burden has been calculated for the 250 participants.

Survey	No. of Participants	Participation Time	Burden	Average Hourly Wage Rate	Annual Burden Cost
CR 911 Small Discussion Groups	250	0.5 hours	125 hours	\$38.36	\$4,794.55

The above Average Hourly Wage Rate is the [May 2024 Bureau of Labor Statistics Occupational Employment and Wage Statistics Mean Hourly Wage rate for “Public Safety Telecommunicators \(43-5031\)”](#) of \$26.35 times the wage rate benefit multiplier of 1.4557 (to account for fringe benefits) equaling \$38.36. . The load factor is estimated by dividing Total Compensation (\$47.92) by Salaries and Wages (\$32.92) = 1.4557, based on the [June 2024 Bureau of Labor Statistics Employer Costs for Employee Compensation News Release](#).

**FEDERAL COST:** The estimated annual cost to the Federal government is \$46,671.78 to \$65,584.99. .

CISA estimates that administration of this instrument will require 0.25 FTE federal employee resources, ranging from GS12-04 to GS13-10, depending on personnel availability. Administration includes reviewing discussion group questions, providing feedback, collecting information, and analyzing responses.

Using the Washington, DC locality rate in the [2025 General Schedule \(GS\) Salary Table](#), the hourly wage rate of a GS12-04 employee is \$53.45 and the hourly wage rate of a GS13-10 employee is \$75.11. The hourly wages are multiplied by the government load factor of 1.6792. The load factor of 1.6792 is estimated by dividing average total compensation for all levels of education in Table 2-3 (\$75.90) by average wages for all levels of education in Table 2-1 (\$45.20), from the Congressional Budget Office publication [Comparing the Compensation of Federal and Private-Sector Employees in 2022](#). This results in a loaded hourly wage of \$89.75 for the GS12-04 employee and \$126.12 for the GS13-10 employee. The total federal cost of this collection is estimated by multiplying the loaded hourly wage by the 520 hours necessary (0.25 FTE or 25% of annual time) to review the submitted forms. For the GS12-04 employee: \$89.75 x 520 hours = \$46,671.78. For the GS13-10 employee: \$126.12 x 520 hours = \$65,584.99. Therefore, the estimated cost range is \$46,671.78 to \$65,584.99.

**If you are conducting a discussion group, survey, or plan to employ statistical methods, please provide answers to the following questions:**

**The selection of your targeted respondents**

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?  
[ ] Yes [X] No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

CISA ECD will conduct discussion groups on specific topics related to cyber resilient 911 government. Each discussion group will consist of representatives from the local, state, tribal and/or territorial ECCs. Participants have been identified to represent diverse geographies, levels of government, types of 911 systems implemented, and progression in achieving 911 end state maturity. The discussion groups will be made up leaders from the 911 community that are considered early adopters of advanced cybersecurity implementation. To identify these key leaders to participate in the discussion groups, CISA ECD worked with FCC, NTIA NHTSA who are all legislated partners in the Consolidated Appropriations Act of 2022, where Congress directed CISA to enable a resilient 911 ecosystem.

**Administration of the Instrument**

1. How will you collect the information? (Check all that apply)  
[X] Web-based or other forms of Social Media  
[X] Telephone  
[X] In-person  
[X ] Mail  
[X] Other (virtual and/or voluntary comment form)
2. Will interviewers or facilitators be used? [X] Yes, for telephone or in-person distribution [ ] No

**Please make sure that all instruments, instructions, and scripts are submitted with the request.**

CISA ECD will use internal staff or contract support to lead discussion group sessions in-person, by telephone through Teams.