



## QUICK FACTS

- Four dispatch centers with 24/7 operations
- Monitor security alarms at more than 9,000 federal facilities
- Respond to an average of 2.2 million alarm signals each year
- Dispatch personnel to about 22,000 emergency and 211,000 non-emergency events each year

## MegaCenters

The Federal Protective Service MegaCenters are the emergency dispatch centers for the U.S. Department of Homeland Security.

MegaCenters serve as the agency's central point of communication and coordination between law enforcement personnel and various security countermeasure systems in use at more than 9,000 federal facilities nationwide. These centers are set up to receive emergency calls from people reporting suspicious activity at federal buildings, as well as federal employees or agencies in need of security services.



There are four MegaCenters – located in Michigan, Colorado, Pennsylvania, and Maryland – each covering specific regions of the country. MegaCenters can be reached 24/7 by calling 1-877-4FPS-411. The call is routed to the closest MegaCenter based on the caller's location.

The MegaCenters have overlapping support. If there is a partial or full failure at one center, all operations can be remotely switched to another center without disruption

## Security Alarm Monitoring

MegaCenters monitor numerous security countermeasure systems at federal facilities, such as security cameras and alarm systems. When a potential or actual emergency is identified at an FPS-protected facility, MegaCenter staff ensures the prompt dispatch of law enforcement and emergency first responders to the site.

## Communications with Law Enforcement

In addition to performing alarm monitoring capabilities, MegaCenters stay in constant communication with FPS law enforcement officers and contract security officers who stand guard at entrances to federal facilities. The centers maintain awareness of each officer's location and status, collect information from officers about current incidents, and provide the vital communications link to ensure FPS officers have information to carry out their mission.

*The Federal Protective Service provides integrated security and law enforcement services to more than 9,000 federal facilities nationwide. FPS is a component of the National Protection and Programs Directorate.*

MegaCenter Emergency  
Toll Free Number:

**1 877 4FPS 411**

For more information, visit  
[www.dhs.gov/megacenters](http://www.dhs.gov/megacenters)

or e-mail  
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