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## El Paso City-County 911 District Transforms Public Safety Communications with AT&T

**EL PASO, Texas** —The El Paso City-County 911 District has selected AT&T to implement Next Generation 9-1-1 with AT&T ESInet to improve emergency communications across the county.

Under this new contract, AT&T will help the District improve public safety with advanced 9-1-1 services that will support 9-1-1 telecommunicators, dispatchers and first responders, and help keep the community safe.

“Our vision is to implement technology that will help our citizens,” Scott Calderwood, El Paso 911 District Director. “We’re taking a proactive approach to our vision by working with AT&T to bring the most advanced technology in the industry so that we can serve and protect our communities.”

Transforming the legacy 9-1-1 call routing throughout the 911 District to a NextGen 9-1-1 solution will enable public safety answer points (PSAPs) to have more reliable services. It also furthers interoperability with other public safety agencies throughout the state and create potential for improved interoperability across state lines in the future. AT&T ESInet will improve response times, offer additional levels of redundancy that aren’t achievable with legacy call routing solutions, and allow new applications for a modern infrastructure. Together this will create an environment for improved public safety outcomes for the community.

“We are continuously providing customers with advanced and reliable public safety solutions needed to be resilient, flexible and responsive during an emergency,” said Stacy Schwartz, Vice President, Public Safety, FirstNet & Education, AT&T. “AT&T has been providing 9-1-1 solutions in El Paso since the implementation of their 9-1-1 system over 30 years ago and we’re honored to continue our work with them to help keep their communities safer.”

El Paso 911 District has adopted AT&T ESInet to improve their operations, including:

- Ability to handle unexpected call volumes. National Emergency Number Association (NENA) i3 standards to enable interoperability among agencies to handle call overflow and disaster recovery scenarios.
- Improved location-based services. Using location-based geospatial routing, when a person contacts 9-1-1, their location can be identified quickly and routed to the appropriate PSAP for improved response times.
- Text-to-9-1-1 capabilities. Communicate through text messaging including photos, IP-based multimedia.
- Highly secure solutions. Multilayered, highly secure network with VPN encryption to help prevent cyber attacks
- Enhanced backup capabilities. Provide PSAPs the ability to route 9-1-1 calls and texts to alternate agencies, establish special event routing and prepare for disaster scenarios.
- Enable data sharing. Interoperability among PSAPs to share location information and other critical data allowing telecommunicators to act faster by having important information on hand.

To learn more about the El Paso 911 District, visit [elpaso911.org](http://elpaso911.org).

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