



## CASE STUDY

# Albuquerque Public Schools Enhances Safety with C1-led 911inform Deployment



Albuquerque Public Schools (APS) is one of the largest school districts in the United States, serving over 70,000 students and administration across 163 sites. With a mission to ensure that all students succeed and are prepared for a productive future, APS offers a diverse range of educational programs and services. The district is committed to fostering a safe and supportive learning environment for its students, staff, and community.

**"C1's 12-year partnership with APS has continually enhanced safety and communication across all sites."**



ALBUQUERQUE  
PUBLIC SCHOOLS

*Brian Thompson | Director of IT and Infrastructure, Albuquerque Public Schools*

## The challenge: Addressing Emergency Response Needs

In today's world, ensuring the safety of students and staff is paramount for any school district. With increasing concerns over school security, APS recognized the critical need to enhance their emergency response capabilities. As the Director of IT and Infrastructure, Brian Thompson, explains, "Our primary goal was to enhance the safety and security of our students and staff by improving our emergency response capabilities."

The district faced several challenges: complying with the Ray Baum Act, which requires precise location information for 911 calls; managing a vast network of IP phones across numerous sites; and integrating the new system with existing infrastructures, such as their Avaya system and SIP trunking.

Moreover, the APS Police Department needed a solution that would enable real-time mapping and rapid SOS capabilities, especially crucial in critical situations like active shooter events. Thompson notes, "We were looking for a solution that would not only comply with regulations but also provide our police department and local PSAPs with the tools needed to respond swiftly and effectively to emergencies."

Facing these challenges, APS turned to their trusted technology partner of 12 years, C1, for support. This history includes managing over 11,400 VoIP phones, enabling five-digit dialing across all sites, centralizing voicemail, integrating voicemail to email, maintaining the AXP Avaya Cloud Contact Center, handling SIP and ISDN trunking, supporting third-party SIP endpoints, and managing 200+ Auto Attendants and H175 SIP Video phones. C1 has been instrumental in supporting APS with a variety of technology projects, and this new challenge was no exception. Leveraging their deep understanding of APS's infrastructure and needs, C1 was well-positioned to deliver an effective solution.





## The solution: Implementation of 911inform

APS chose C1-recommended 911inform for its robust features, including real-time mapping, geofencing, and rapid SOS capabilities. "The geofencing feature was a game-changer for us," says Thompson. "Given that 80% of 911 calls come from cell phones, having the ability to pinpoint the caller's location accurately was essential."

C1's team worked closely with APS to integrate 911inform with their existing Avaya infrastructure. They ensured that all necessary data, such as DID numbers and site maps, were correctly uploaded and configured. Despite some initial hurdles, such as delays due to staff shortages and the complexity of their telecom environment, C1 provided the necessary support and expertise to move the project forward.

"C1 was instrumental in helping us navigate the deployment process," Thompson remarks. "Their responsiveness and dedication ensured that we could address issues promptly and keep the project on track."

## The result: Enhanced Safety and Compliance

Since partnering with C1 and implementing 911inform, APS has significantly improved its emergency response capabilities. The system's real-time mapping and rapid SOS features have provided peace of mind to both school administrators and local emergency responders. "The ability to have precise location data readily available to our PSAPs and police department is invaluable," says Thompson.

Additionally, APS has achieved compliance with the Ray Baum Act, reducing potential liability in case of emergencies. The deployment has also streamlined the process of managing their extensive telecom network, ensuring that all sites are covered and accurately represented in the system.

Thompson shares, "We've already seen the benefits of 911inform in action, particularly in our East Mountain schools, where we've successfully tested the system with local PSAPs. The collaboration with C1 has been a positive experience, and we're confident that as we complete the rollout across all sites, our schools will be safer and more secure."

## Redesign your security strategy for resiliency

The threat landscape is constantly evolving. Adapt your security solutions to keep up. Contact us today to get started.

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