

ESCALATION PROCEDURES FOR TARRANT COUNTY PSAPS

INITIAL REPORT

AT&T Resolution Center is the Single point of contact for all Tarrant County PSAPS

1-866-722-3911

Dial the above number. If you are opening a new ticket, press 1. Your call will be answered by trained 9-1-1 service desk personnel. Provide your name, your PSAP name, the address and phone number. Describe the problem you are experiencing. You will be provided a Trouble Ticket Number. Record it in your Trouble Log. The Resolution Center will give you some idea of how soon you should expect a response based on the seriousness of the problem. Service effecting problems should receive prompt response.

ESCALATION LEVEL 1

If you have not gotten a response to your problem call or if the seriousness of the problem has increased, escalate your trouble report and provide information to the manager at the Resolution Center as to why the call should be escalated.

Dial the AT&T RESOLUTION CENTER, press 2 to speak to a manager about your ticket. Provide your ticket number, ask to check the status of the ticket and if necessary explain your are escalating the ticket.

1-866-722-3911

ESCALATION LEVEL 2

If you still do not receive an adequate response, ESCALATE to Level 2. Contact Tarrant County 9-1-1 Staff and provide information on the nature of the problem and the steps you have taken to this point. If you are unable to reach the first choice, immediately attempt contact with the second choice and/or third choice until you have reach a TC911 Staff member.

Contact Tarrant County 9-1-1 District Staff

TechOps Team
Phone

1ST CHOICE
(817) 210-0675

24 hours

Yvonne Krumm
Mobile Phone
E-Mail

2ND CHOICE
(817) 372-4011
ykrumm@tc911.org

24 hours
8/5 weekdays

Dan Truitt
Mobile Phone
E-Mail

3RD CHOICE
(817) 454-2643
dtruitt@tc911.org

24 hours
8/5 weekdays

Cody Sheppard
Mobile Phone
E-Mail

4TH CHOICE
(682) 215-8721
csheppard@tc911.org

24 hours
8/5 weekdays