

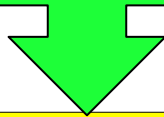


# ESCALATION PROCEDURES FOR Tarrant County 9-1-1 PSAPs April 2026

## Initial Report - (Low Priority)

E-mail\* - [tc911support@tc911.org](mailto:tc911support@tc911.org)

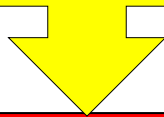
\*Not monitored 24/7



## Escalation - (Medium-Urgent Priority)

\*\*TechOps On-Call - **817-210-0675**\*\*

\*\*Available 24/7, call immediately if service impacting/system down



## Escalation

Call 817-529-2834

**Trouble-** **Send an email above** to open a ticket for TC 9-1-1 staff.

In the subject line, put your Agency – Small Description. In the body, provide the full nature of the problem and the steps you have taken.

**Reroute-** **If you require your 9-1-1 calls to be rerouted**, flip your make-busy switch and call the TechOps On-Call number.

***--If you receive no answer at the On-Call number, please leave a voicemail, and then call the Escalation number.--***