

Carter Lawson, Jeri

From: Finch, William
Sent: Saturday, March 11, 2017 10:10 PM
To: Campbell, Eric
Cc: Pughes, David; Coatney, David; McDaniel, Mark; Broadnax, TC
Subject: Re: 9-1-1 Calls

T-Mobile had no answers other than we reconfigure our PSAP, in an attempt to mask their issue. Bentley even asked why we were even having the call.

New path... Looking into how we engage AT&T and other experts, in helping us. I have very little confidence in T-Mobile resolving this... at least the folks we have been working with. I believe you got a feel for that Friday afternoon... with Bentley and Chris.

T-Mobile ghost calls have subsided significantly.

Will apprise on the alternative direction after checking with AT&T.

Sent from my iPhone

On Mar 11, 2017, at 9:21 PM, Campbell, Eric <eric.campbell@dallascityhall.com> wrote:

Received. Thanks.

Sent from my iPhone

On Mar 11, 2017, at 9:15 PM, Pughes, David <david.pughes@dpd.ci.dallas.tx.us> wrote:

This appears to be another issue with T-Mobile. CIS has been working on this since 5:00 p.m. We do have additional people working tonight in an overtime capacity and we have switched personnel from the service desk to 911. Even with the additional personnel it is still difficult to keep up with the increased call volume due to what is believed to be multiple duplicate repeat calls from T-Mobile phones that dramatically increases volume and requires a call back from dispatch each time. This is exactly what occurred on Monday night. We have Major Page in the communications center trying to improve the situation.

David

Sent from my Windows Phone

From: [Campbell, Eric](#)
Sent: 3/11/2017 8:50 PM
To: [Finch, William](#)
Cc: [Pughes, David](#); [Coatney, David](#); [McDaniel, Mark](#); [Broadnax, TC](#)
Subject: Fwd: 9-1-1 Calls

Bill - Can you provide Mark and I a status report? Chief Pughes - I thought we had staffed up to elevate some of the pressure? This seems like a repeat of the last surge of ghost calls.