

## Consolidated Dispatch Monthly Report

### Reporting Period:

- December 2024

### Staffing and Training:

- Vacancies at 8
- 6 Recruits need to go to the State Academy – 2 are overdue by State Statute
- 1 Recruit released on fire and call taking, has moved on to County Sheriff. Another has passed 2 of the 3 certifications needed to start on the job training.
- 4 Confirmed interviews with potential for 2 more on January 8.
- Ops Coordinator and Director still working open shifts.
- The Ops Coordinator and Director are sharing the duties of the Training Coordinator and the Director is handling Quality Control. Admin positions are still frozen until floor staff is fortified.
- Part-time RPD Detective still helping cover police dispatch.
- Staffing Service assistance has met with issues, HR and Finance are working with PVRCC to get this moving and in place.
- With the help of Chaves County Sheriff's Department and Roswell Police Department, all PVRCC personnel were able to get the mandated State training accomplished before the deadline of December 31. This is a major accomplishment, as the mandate was not issued until late this year. Alison Herring worked diligently to get all of our state certified communicators in and through training.

### Operations

- No significant concerns relative to operations

### Equipment

- No change in the status of the Radio Console Project. PVRCC is still being assured that it will be completed before the June 30<sup>th</sup> deadline.
- IT is aware of the time constraints on the approved Computer Aided Dispatch Project and will be working to ensure completion of this project to the best of our ability.

### Facility

- No significant concerns relative to facility
- Area D move should be moving forward, latest projection is August or September 2025, may have to be pushed back due to the Roswell Air Races.

Monthly Call Statistics for December

| CALL TYPE            | December |
|----------------------|----------|
| AUTOMATIC TELEMATICS | 1        |
| VOICE OVER IP (VoIP) | 134      |
| LANDLINE 911         | 156      |
| WIRELESS 911         | 2,685    |
| ADMIN IN             | 4,235    |
| ADMIN OUT            | 2,898    |
| TOTAL VOLUME 911     | 2,976    |
| TOTAL INCOMING       | 7,211    |

Yearly Call Statistics for 2024

| CALL TYPE            | 2024   |
|----------------------|--------|
| AUTOMATIC TELEMATICS | 27     |
| VOICE OVER IP (VoIP) | 1,584  |
| LANDLINE 911         | 2,891  |
| WIRELESS 911         | 35,880 |
| ADMIN IN             | 58,859 |
| ADMIN OUT            | 40,088 |
| TOTAL VOLUME 911     | 40,382 |
| TOTAL INCOMING       | 99,241 |

Figure 1.

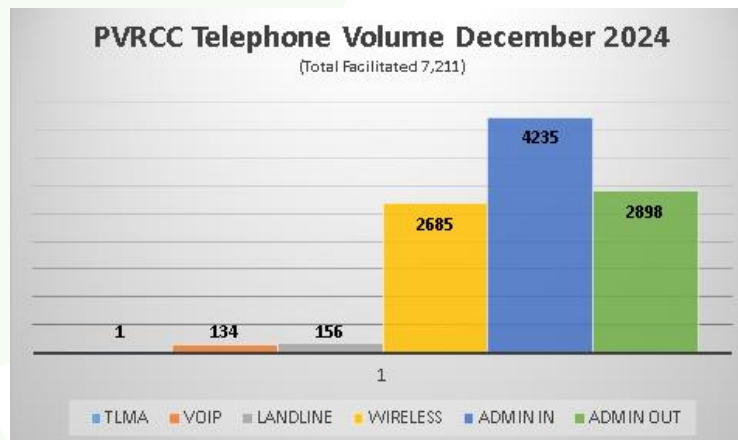


Figure 2.

