

## Consolidated Dispatch Monthly Report

### **Reporting Period:**

- January 2025

### **Staffing and Training:**

- Vacancies at 10
- The last recruits hired have all resigned. 1 for personal issues, 1 due to the position not working out with a newborn, and the one that was in final stages stated the schedule would not allow her enough time with her family.
- 3 Recruits need to go to the State Academy
- 3 applicants have been submitted for the comprehensive background check. 6 or 7 applicants cleared the initial background check and completed the pre-hire aptitude testing and will be set up for interviews.
- With the arrival of the traveling dispatchers in March, it is hoped that the Ops Coordinator can return to normal duties. Director will stay working nights to get temps acclimated hoping to be off the console in April. There will be 4 traveling dispatchers supplementing staffing for a period of 6 months.
- Admin positions are still frozen until floor staff is fortified, but may be hiring into the Admin Assistant position to help with paperwork and reporting for the two Senior Admin positions.
- Detective Beto Loya with RPD has been invaluable in supporting dispatch during the staffing crisis.

### **Operations**

- No significant concerns relative to operations

### **Equipment**

- The dispatch radio console project is on the consent agenda for the February 13 City Council meeting. POs should be issued shortly to further that project.
- Hoping to get the approved CAD upgrade on next month's Finance Committee meeting. Hopefully it will be passed through to the consent agenda for the March City Council meeting.

### **Facility**

- No significant concerns relative to facility
- Per Alex Palomino with Chaves County, the construction on Area D will possibly be completed by the end of May. Meetings with IT and vendors will ensue to finish out outfitting the new center and facilitating the move. If the move cannot be completed by August 31, it will have to be pushed to October due to the Roswell Air Races.

## Monthly Call Statistics

| CALL TYPE            | January | December | Change from Previous Month |
|----------------------|---------|----------|----------------------------|
| AUTOMATIC TELEMATICS | 5       | 1        | Up 4                       |
| VOICE OVER IP (VoIP) | 142     | 134      | Up 8                       |
| LANDLINE 911         | 249     | 156      | Up 93                      |
| WIRELESS 911         | 2,453   | 2,685    | Down 232                   |
| ADMIN IN             | 4,337   | 4,235    | Up 102                     |
| ADMIN OUT            | 2,749   | 2,898    | Down 149                   |
| TOTAL VOLUME 911     | 2,849   | 2,976    | Down 127                   |
| TOTAL INCOMING       | 7,186   | 7,211    | Down 25                    |

Figure 1.

