

Consolidated Dispatch Monthly Report

Reporting Period:

- February 2025

Staffing and Training:

- Vacancies at 10
- 1 new hire, 1 resignation of a fully functioning dispatcher
- 1 in background
- 5 interviews
- 3 Contract dispatchers are on site and working, 1 more coming that has already been approved, will be asking for 1 additional due to the resignation of an experienced dispatcher rather than a recruit as is usually the case.
- Higher admin positions are still frozen until floor staff is fortified, but a junior level admin assistant position has been posted.
- University High School is implementing a Basic Telecommunicator Course into their curriculum that will give high school students the opportunity to take emergency communications as a credit-earning course that will give them a basic understanding of dispatch. Hopefully, this will lead to an increased interest in the profession and a pipeline for training. Teri Best is training to “train-the-trainer” to certify the teachers to be instructors. Once rolled out for University, it will be offered to Early College and both of the other High Schools in Roswell.
- Roswell Police Department’s front desk should start training soon that will certify them as emergency police dispatchers which will enable them to handle all calls coming in to the front desk without the need to transfer to the center.

Operations

- No significant concerns relative to operations
- February trended down in call volume as has been seen historically

Equipment

- The PO for the radio project has been issued and equipment ordered.
- CAD upgrade is approved and will be going to committees and hopefully council for that project.

Facility

- No significant concerns relative to facility
- No updates on completion for Area D from last report

Monthly Call Statistics

CALL TYPE	February	January	Change from Previous Month
AUTOMATIC TELEMATICS	0	5	Down 5
VOICE OVER IP (VoIP)	127	142	Down 15
LANDLINE 911	110	249	Down 139
WIRELESS 911	2,248	2,453	Down 205
ADMIN IN	3,815	4,337	Down 522
ADMIN OUT	2,560	2,749	Down 189
TOTAL VOLUME 911	2,485	2,849	Down 364
TOTAL INCOMING	6,300	7,186	Down 886

Figure 1.

