

Consolidated Dispatch Monthly Report

Reporting Period:

- March 2025

Staffing and Training:

- Vacancies at 7, but 2 are administrative positions Alison and Teri have been handling so technically only short 5 dispatchers, if the 3 sent for hearing and drug screen come back hireable
- 2 more in the pipeline being considered
- Higher admin positions are still frozen until floor staff is fortified
- Increased efforts to go to the high schools and work with HR to do a recruitment push
- Still working on the high school program that would give them credit and provide them a basic telecommunicator certificate on graduation that will prepare them better for the job
- 4 Contract dispatchers are on site and working, 1 more coming. They seem to be settling in with some minor issues, mostly due to the task load of the requirements of our agency and radio transmission clarity. Programs and software are being actively pursued that will leverage AI to lessen the task load on dispatchers, particularly in the administrative call-taking area
- Software has been installed at RPD's front desk to allow them to take and complete calls for service without having to transfer to dispatch

Operations

- The concerns relative to radio traffic that have been raised multiple times have been echoed by and are being exacerbated with the arrival of the traveling dispatchers. Misunderstood radio transmissions, transmissions that do not come across, and radio transmissions that cover others are a significant source of stress, delay, and error. Granted, there are some radio issues that Code 3 is working through, these are a very small percentage of the problem. In observation, the majority of the issue is complacency. Front and rear clipping is a significant issue. Unclear locations and slurred numbers and letters are an issue. Not giving spellings on names when uncommon is an issue. Consistent audio volume during entire transmissions is an issue. Speaking too quickly is an issue. These are not radio system failures, these are user errors. The dispatchers are fast on data entry, running information, and providing returns *provided* they understand the information given. Please stress to all field responders that they need to be intentional about their radio traffic. This is a sincere plea for the assistance of the command staffs of our partner agencies to impress and enforce good radio practice to ensure responder safety as well as we possibly can. **Articulate, exaggerate, enunciate.**

Equipment/Software

Still waiting on dispatch radio console equipment that has been ordered “Big Mo”, the State’s Mobile Command Post has been officially requested to support tactical dispatching during the Roswell Air Races in September. Carly Huffman with Bernalillo County who oversees communications for the Balloon Festival has volunteered to assist in the event.

- A request is being made to hold over the Capital CAD Upgrade project into FY2026. With the devastation of the flood and the priority of the radio console system, it is going to be impossible to complete the project before June 30.
- An additional capital request is being made to include the RMS side with the CAD upgrade in the coming fiscal year. The overall project will be much better to be done as a complete system in its entirety at implementation, particularly with the move to the new dispatch center, rather than as the planned hybrid model.
- A capital request has been made at the direction of NM 911 Bureau for Prepared911 Assistive Call-taking and Automated QA software. This support software is being supported and sponsored by NMDFA for the state PSAPs and as such are expected to be implemented via reimbursable grants. Prepared911 Assistive Call-taking uses AI-powered transcription, translation, and data capture to streamline and support call-takers in real time, automatically transcribing calls, translating non-English languages in real time, and flagging critical keywords from a call while providing actionable call summarization.

Facility

- No significant concerns relative to facility
- Comprehensive update provided to Director and City IT relative to Area D project. Tours will be available after the completion of ceiling installation that is being conducted at this time.

Monthly Call Statistics

CALL TYPE	March	February	Change from Previous Month
AUTOMATIC TELEMATICS	2	0	Up 2
VOICE OVER IP (VoIP)	123	127	Down 4
LANDLINE 911	78	110	Down 32
WIRELESS 911	2,636	2,248	Up 388
ADMIN IN	4,434	3,815	Up 619
ADMIN OUT	2,832	2,560	Up 272
TOTAL VOLUME 911	2,839	2,485	Up 354
TOTAL INCOMING	7,273	6,300	Up 973

Figure 1.

