

## Consolidated Dispatch Monthly Report

### **Reporting Period:**

- May 2025

### **Staffing and Training:**

- Vacancies at 7, but only 3 of those are for dispatchers. We will be keeping the 3 positions open until training seats open up. Will be hiring one of the Admin Assistant positions, a Call Taker, and a Training Coordinator.
- Traveling dispatchers are doing a great job supporting our team and the field crews are doing a wonderful job supporting them.
- Planning to send all recruits to the State Academy in August

### **Operations**

- Still battling CAD issues. Work will begin on installing the upgrade after the change of the fiscal if budget carryover approved.

### **Equipment/Software**

- CAD issues as listed above
- Mindshare (Dispatch Radio Consoles) in the final planning and equipment procurement stages to get done in current fiscal year

### **Facility**

- The air conditioning has been stable through this last month.
- Area D projection has been extended into the beginning of next year due to equipment procurement issues.

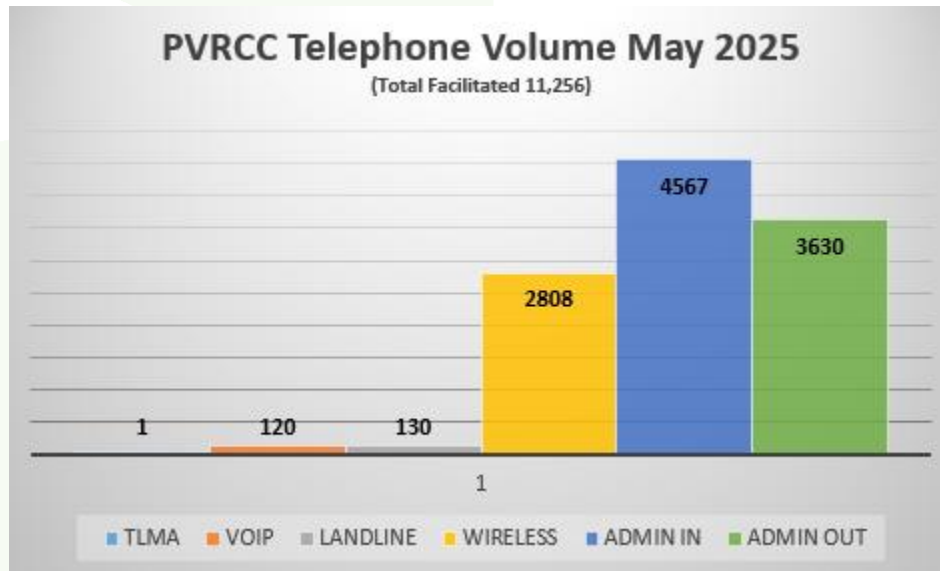
### **Grants**

- Submissions have been made to NM DFA with grant requests through the E911 Bureau. Decisions should be forthcoming in June.

### Monthly Call Statistics

Figure 1. Is a graph of telephonic calls facilitated by the Pecos Valley Regional Communication Center for the month of May 2025. \*Note- Numbers specific to the 911 center and dispatch will differ from statistics reported by the agency departments for various reasons to include multiple calls for the same incident, a call that does not produce a call for service, officer initiated calls for service, and calls that require the dispatch of multiple agencies to the same incident.

Figure 1.



### Monthly Call Statistics

| CALL TYPE            | May   | April | Change from Previous Month |
|----------------------|-------|-------|----------------------------|
| AUTOMATIC TELEMATICS | 1     | 0     | Up 1                       |
| VOICE OVER IP (VoIP) | 120   | 127   | Down 47                    |
| LANDLINE 911         | 130   | 110   | Up 20                      |
| WIRELESS 911         | 2,808 | 2,248 | Up 560                     |
| ADMIN IN             | 4,567 | 3,815 | Up 752                     |
| ADMIN OUT            | 3,360 | 2,560 | Up 800                     |
| TOTAL VOLUME 911     | 2,938 | 2,485 | Up 453                     |
| TOTAL INCOMING       | 7,626 | 6,300 | Up 1,326                   |