

Consolidated Dispatch Monthly Report

Reporting Period:

- July 2025

Staffing and Training:

- Vacancies remain at 9, 6 are dispatch positions. Training space limited due to physical location and lack of experienced communicators to train. Attempting to hire more for dispatch positions without overcrowding the center. All shifts have trainees.
- Currently vetting applications for Administrative Assistant.
- Request for authorization to issue PO for renewal of contracted temporary dispatchers for term of 6 months is being presented to the Finance Committee on August 7 and will hopefully be forwarded on to full council for August 14. It was approved in the budget, just need approval for the PO issuance. Current contract expires at the end of August, the renewal will take the temps through February of 2026 which is inline with the anticipated release date for the 4 recruits currently in training at the New Mexico Law Enforcement Satellite Academy in Las Cruces. They are set to graduate state certification training on August 15 and return to PVRCC to complete their on-the-job dispatcher training to work independently.
- New Mexico Directors' Affiliate Leadership Conference is in Ruidoso in September.

Operations

- Still battling CAD issues. Requested capital allotment holdover for FY2026, checking with Toni Gomez on the status of the project approvals.

Equipment/Software

- CAD issues as listed above
- Mindshare (Dispatch Radio Consoles) still in progress.
- Prepared Live AI Assistive Call Taking Implementation should be forthcoming in the next couple of weeks. This will enable several AI (artificial intelligence) features that will assist call takers in answering emergency calls such as real time transcription similar to close captioning on televisions, two-way language translation (to include text to talk), and it can be programmed to pick up on key words to alert a supervisor such as "shots fired", etc. There is also a quality review component that allows a trainer or supervisor to review a call taker's performance in real time to provide immediate and more constructive feedback to recruits. It also has the ability to allow the call taker to "self-assess" calls against the AI algorithm allowing them to make improvements autonomously.

Facility

- Area D's generator is still scheduled to be delivered sometime in October. Alex Palomino is indicating a possible move date in November.

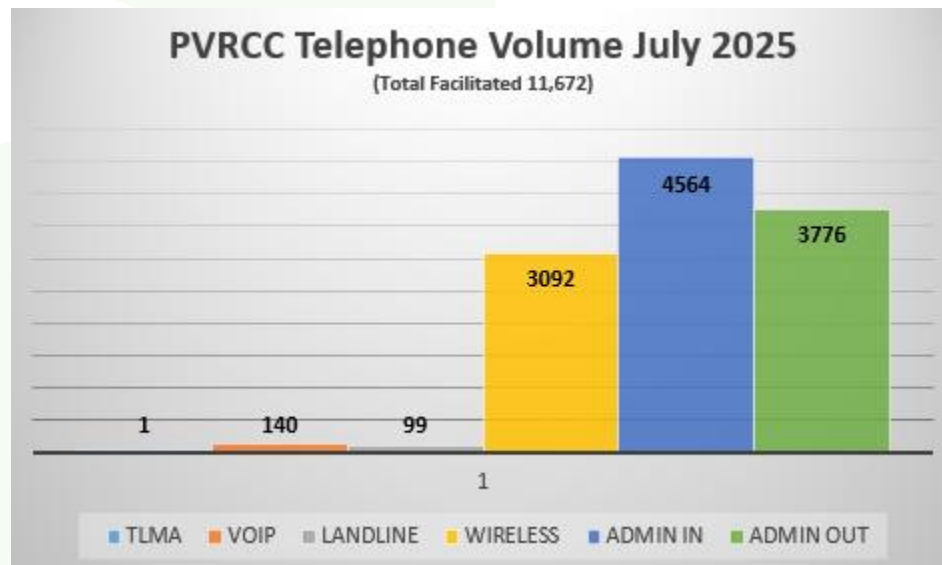
Grants

- Funds for the above AI software were awarded in a direct-pay grant from NMDFA. All billing will go directly to the state for payment.

Monthly Call Statistics

Figure 1. Is a graph of telephonic calls facilitated by the Pecos Valley Regional Communication Center for the month of July 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	July	June	Change from Previous Month
AUTOMATIC TELEMATICS	1	2	Down 1
VOICE OVER IP (VoIP)	140	126	Up 14
LANDLINE 911	99	150	Down 51
WIRELESS 911	3,092	2,667	Up 425
ADMIN IN	4,564	4,990	Down 426
ADMIN OUT	3,776	3,754	Up 22
TOTAL VOLUME 911	3,332	2,945	Up 387
TOTAL INCOMING	7,896	7,935	Down 39