

Consolidated Dispatch Monthly Report

Reporting Period:

- August 2025

Staffing and Training:

- Vacancies remain at 9, 6 are dispatch positions. All shifts have trainees who have graduated the State Law Enforcement Academy and been sworn in as NM Public Safety Telecommunicators. They are continuing on-the-job training and anticipated to be released to independent duty after the first of the year.
- Currently interviewing applicants for one of the two Administrative Assistant positions.
- Four of the five contracted support dispatchers are on site with a fifth identified and scheduled to start soon. This contract should take dispatch through to the release of the four in training.
- Tests were sent to hire 4 more dispatch trainees as the four in the pipeline move forward.
- New Mexico Directors' Affiliate Leadership Conference is in Ruidoso in September, Alison Herring will be attending.
- The Director will be out on FMLA for approximately two months. Alison Herring will be Acting Director in her absence and Brittany Shannon will be acting in Alison's capacity as Operations Coordinator.

Operations

- Still trying to determine capital allotments for 2026 to continue the CAD upgrade project.

Equipment/Software

- CAD issues as listed above
- Mindshare (Dispatch Radio Consoles) still in progress, on hold until after the Air Races, possibly to be stood up when the new center is brought online.
- Prepared AI modules funded by the State are being implemented. Two additional modules are being presented as a budget adjustment request to supplement what the state granted to further support the task load and decrease stress on the communicators to improve training and retention.

Facility

- New facility in Area D still forecast for the end of this calendar year into the beginning of 2026.

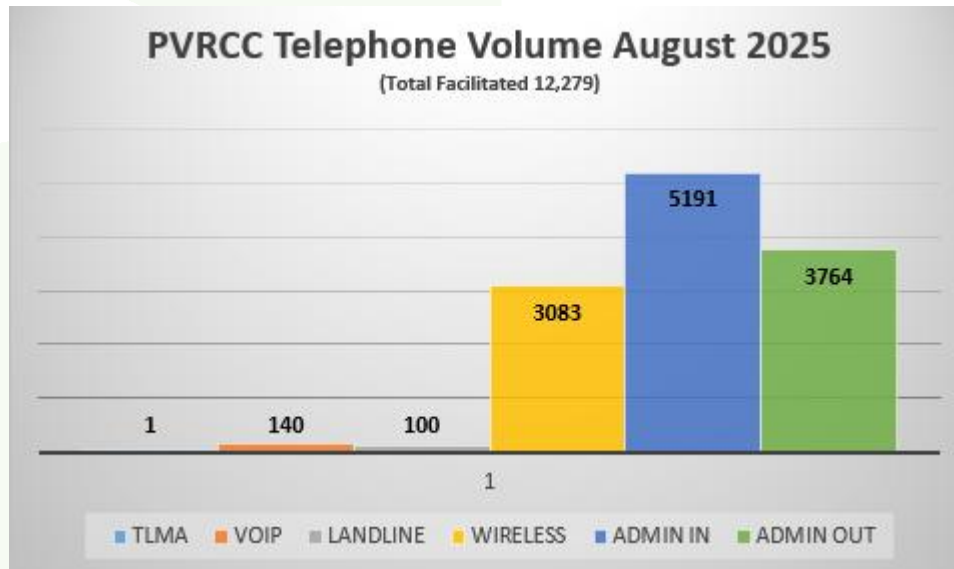
Grants

- As listed above in software.

Monthly Call Statistics

Figure 1. Is a graph of telephonic calls facilitated by the Pecos Valley Regional Communication Center for the month of August 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	August	July	Change from Previous Month
AUTOMATIC TELEMATICS	1	1	No change
VOICE OVER IP (VoIP)	140	140	No change
LANDLINE 911	100	99	Up 1
WIRELESS 911	3,083	3,092	Down 9
ADMIN IN	5,191	4,564	Up 627
ADMIN OUT	3,764	3,776	Down 12
TOTAL VOLUME 911	3,234	3,332	Down 98
TOTAL INCOMING	8,515	7,896	Up 619