

Consolidated Dispatch Monthly Report

Reporting Period:

- October 2025

Staffing and Training:

- We currently have 4 dispatchers in training. There are 6 total dispatcher positions vacant.
- We still have 5 contracted dispatchers are on site working and filling vacant shifts.
- Currently have 2 recruits that have moved to the law enforcement side and doing well, 1 is just transitioning over to the law enforcement side, 1 remains in the call taking phase
- Two administrative assistants have started. They are both doing very well at the assigned tasks.
- Testing has been done; interviews were conducted on November 10th the top 2 are being sent for background.

Operations

- Still battling CAD issues.
- The dispatch computers are starting to fail.

Equipment/Software

- CAD issues as listed above
- Dispatch computers are starting to fail this is creating delays in necessary daily tasks.
- Mindshare (Dispatch Radio Consoles) will be installed once the dispatch center moves to the new location.
- Prepared Live AI Assisted Call Taking is up and running dispatch will receive final training this week.
- Due to the Esinet implementation there are errors in the ECATS reporting system we are not able to get the numbers for the telephone volume for the month of October. Intrado, Converge One and Motorola are all working to correct this and hope to be able to have accurate numbers for November.

Facility

- The generator for the new area is still scheduled for delivery in late November. Still looking at a possible move date of January 2026.
- Working with DFA to possibly assist with covering cost for the admin furniture for the new dispatch location.

Grants

- No updates at this time.



City of Roswell

Monthly Call Statistics

Unavailable this month due to Esinet implementation, ECAT reporting system is not functioning properly. Will provide the update next month.