

Consolidated Dispatch Monthly Report

Reporting Period:

- November 2025

Staffing and Training:

- We currently have 4 dispatchers in training.
- Currently have 3 recruits that have moved to the law enforcement side and one that has moved to Fire and EMS while still working on call taking.
- We still have 5 contracted dispatchers are on site working and filling vacant shifts.
- Received backgrounds on 3 applicants they will be submitted for hearing and drug tests to move forward with the hiring process.
- All dispatchers are completing their annual continuing education credits to maintain emergency communicators certifications. These must be completed by the end of calendar year.

Operations

- Still battling CAD issues.
- The dispatch computers are continuing to fail.
- Receiving quotes for move to the new area.

Equipment/Software

- CAD issues as listed above
- Dispatch computers are continuing to fail this has continued to cause 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.
- Esinet has continued to have ongoing errors, it is currently being worked on by Intrado, Converge One, and Motorola. The upgrade has not been completed yet.

Facility

- The generator for the new area has been installed.
- Meeting was conducted on December 15th with DFA to go over quotes and possible reimbursement for the move to the new dispatch location.

Grants

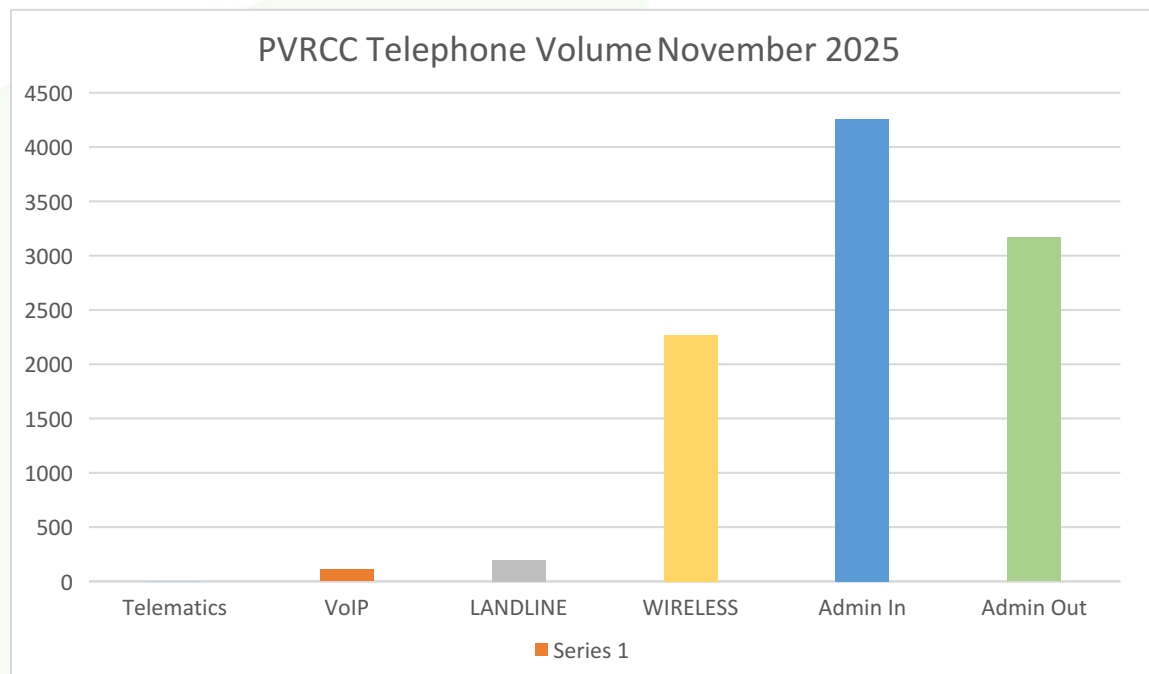
- No updates at this time.

Monthly Call Statistics

Figure 1. Is a graph of telephonic calls facilitated by the Pecos Valley Regional Communication Center for the month of November 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. The Esinet implementation is not yet completed and has affected the ECAT reporting system, this report does not reflect the automatic telematics number.

Figure 1.

Graph



Monthly Call Statistics

Call Type	November	October	Change from Previous Month
AUTOMATIC TELEMATICS	1	0	Up 1
VOICE OVER IP (VoIP)	110	102	Up 8
LANDLINE 911	195	397	Down 202
WIRELESS 911	2271	2857	Down 586
ADMIN OUT	3,167	3,392	Down 225
TOTAL VOLUME	7,927	9,002	Down 1075
TOTAL INCOMING	18,048	20,860	Down 2,812