

Consolidated Dispatch Monthly Report

Reporting Period:

- December 2025

Staffing and Training:

- We currently have 3 dispatchers in training. Two new dispatchers in training will start January 9, 2026. There are 5 total dispatcher positions vacant.
- We still have 5 contracted dispatchers are on site working and filling vacant shifts.
- Currently have 2 recruits that are in their final training stage. One is finishing the fire/ems phase and is about to begin the law enforcement phase. We recently lost one recruit before their training was complete.
- We have updated our training timeline and guidelines to improve efficiency and accelerate the training process.

Operations

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

Equipment/Software

- CAD issues as listed above
- Dispatch computers are continuing 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.
- The previous errors with ECATs has been correcting and reporting has continued.

Facility

- The generator for the new generator has arrived. Looking at a move date in February or March.
- Working with DFA to possibly assist with covering cost for the admin furniture for the new dispatch location as well as updating necessary equipment.

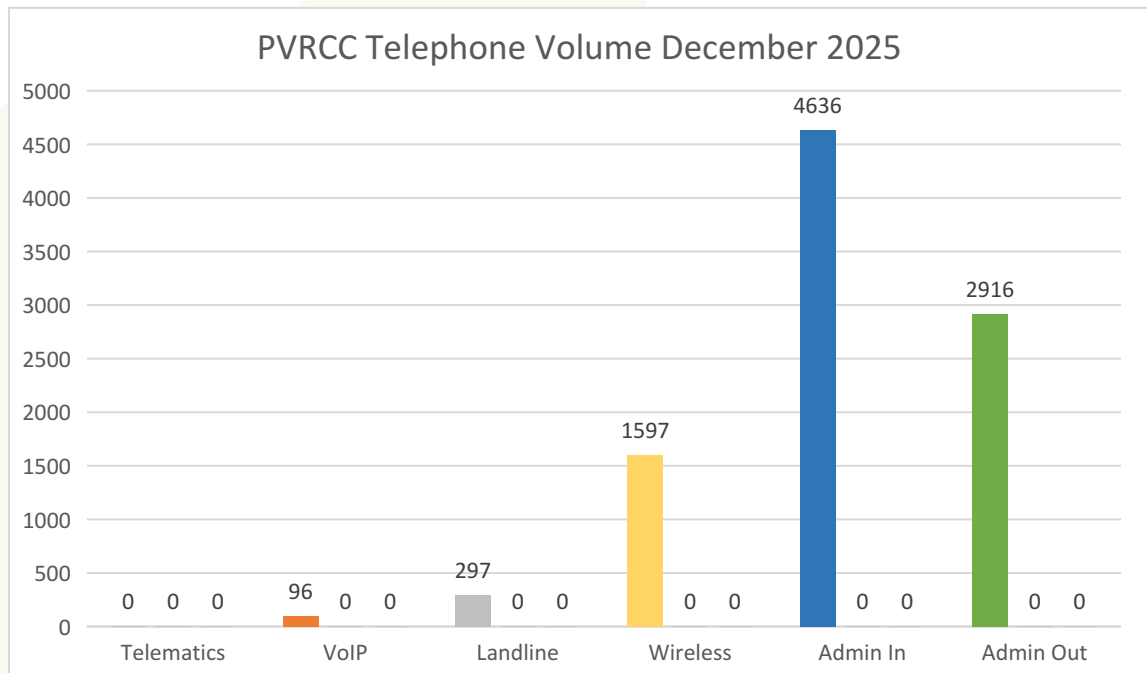
Grants

- No updates at this time.

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	December	November	Change from Previous Month
AUTOMATIC TELEMATICS	0	1	Down 1
VOICE OVER IP (VoIP)	96	110	Down 14
LANDLINE911	297	384	Down 87
WIRELESS911	1,597	2,089	Down 490
ADMIN IN	4,636	4,261	Up 375
ADMIN OUT	2,916	3,167	Down 251
TOTAL VOLUME 911	1,990	2,583	Down 593
TOTAL INCOMING	6,626	6,844	Down 218