

Consolidated Dispatch Monthly Report

Reporting Period:

- January 2026

Staffing and Training:

- Two new dispatchers have begun the call-taking phase of training.
- Two dispatchers who were previously in training have now been fully released to operate independently. One dispatcher in training has submitted a resignation.
- Five contracted dispatchers remain on-site, covering vacant shifts.
- Recruitment efforts are ongoing; applications are being reviewed to schedule interviews.

Operations

- CAD issues continue to impact operations.
- Dispatch computers are experiencing continued failures.
- Quotes from various vendors regarding the relocation of the dispatch center have been received. These quotes will be submitted to DFA for review, with discussions ongoing regarding financial coverage and potential reimbursement.

Equipment/Software

- Persistent CAD issues and computer failures continue to cause delays in daily tasks.
- Quotes have been obtained to update dispatch computers.
- Mindshare dispatch radio consoles are scheduled for installation once the dispatch center has moved to the new location.
- Esinet continues to experience ongoing errors. Resolution efforts are ongoing, involving Intrado, Converge One, and Motorola. The planned upgrade has not been completed yet.

Facility

- A meeting with DFA was held on December 15th to review quotes and potential reimbursement for the move to the new dispatch location.

Grants

- No updates at this time.

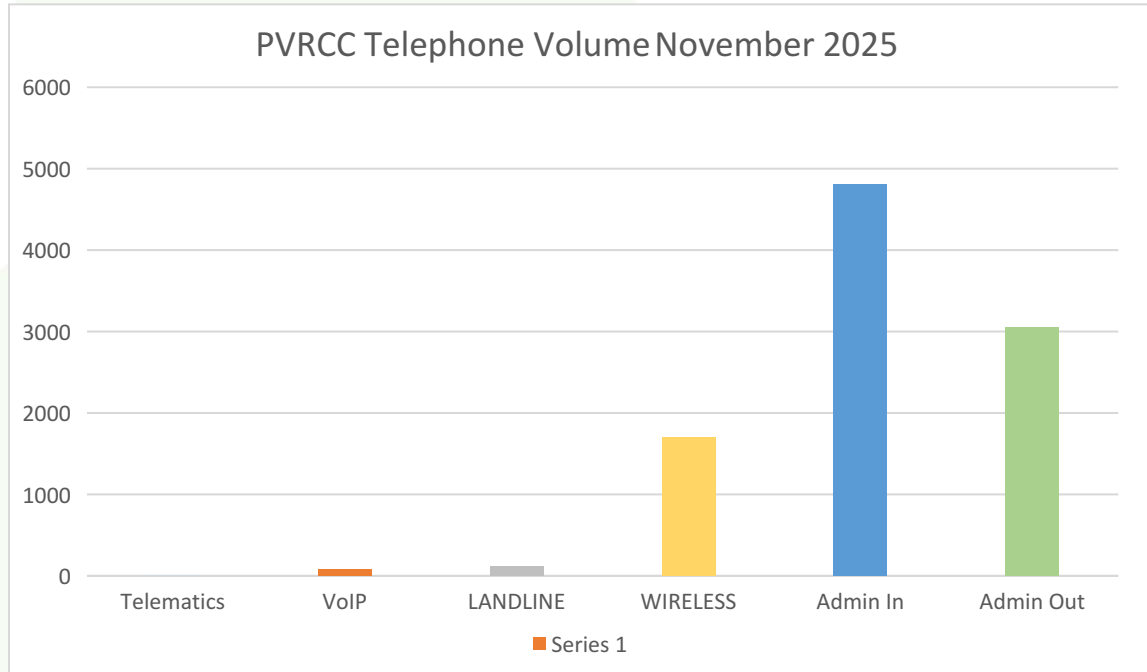
Monthly Call Statistics

Figure 1. Is a graph of telephonic calls facilitated by the Pecos Valley Regional Communication Center for the month of January 2026. *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	January	December	Change from Previous Month
AUTOMATIC TELEMATICS	0	0	No Change
VOICE OVER IP (VoIP)	77	96	Down 19
LANDLINE 911	113	83	Up 30
WIRELESS 911	1,697	1,811	Down 114
ADMIN IN	4,803	4,636	Up 167
ADMIN OUT	3,054	2,916	Up 138
TOTAL VOLUME 911	1,877	1,990	Down 113
TOTAL INCOMING	6,690	6,626	Up 64