

Consolidated Dispatch Monthly Report

Reporting Period:

- February 2026

Staffing and Training:

- One new dispatcher is in the call taking phase, she is about to begin the 911 portion.
- One of the newly released dispatchers put in her resignation form.
- The number of contracted dispatchers is being decreased from five to four for the month of March.
- 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 and have been 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.
- New computers have been ordered by IT for the move and will be installed once furniture relocation begins.
- 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.

Facility

- DFA provided a preliminary quote that would be sent to the Board of Finance. Several items were removed.
- A budget adjustment will be requested from Finance Committee to allow the purchase of office furniture for the five offices. Several other items removed from the DFA quote have been added to the FY27 budget for review.
- Chaves County Maintenance provided keys, enabling meetings with vendors for the new area.

Grants

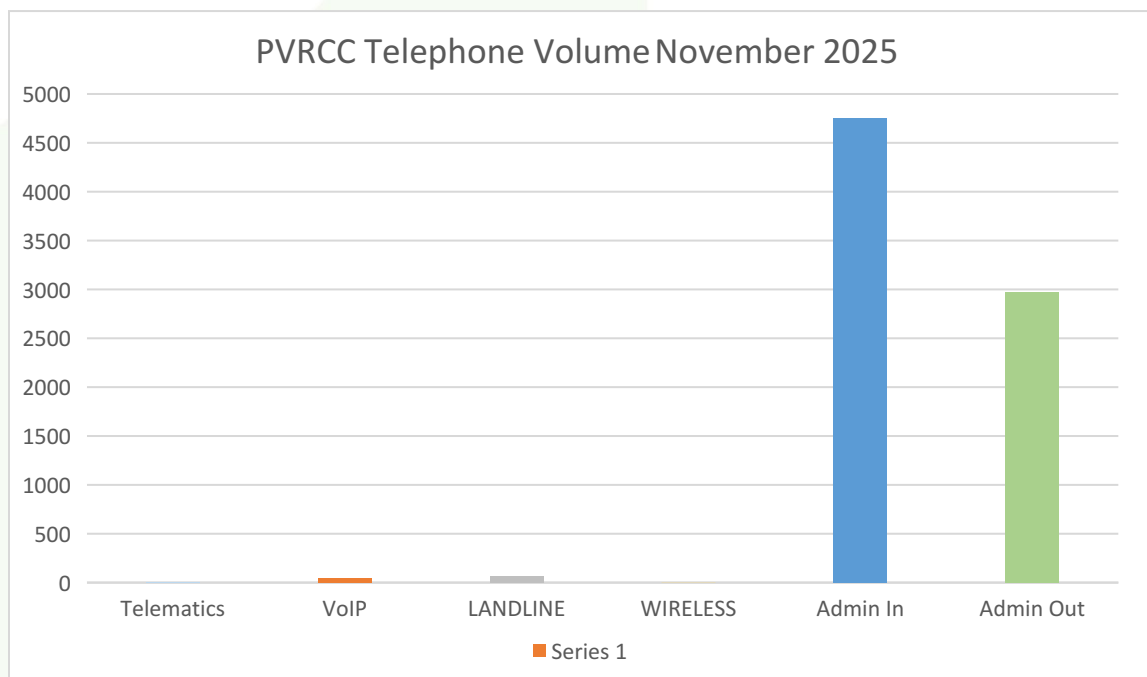
- No updates at this time.

Monthly Call Statistics

Figure 1. Is a graph of telephonic calls facilitated by the Pecos Valley Regional Communication Center for the month of February 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. ECATs did not record the Wireless 911 incoming calls for February accurately.

Figure 1.

Graph



Monthly Call Statistics

Call Type	February	January	Change from Previous Month
AUTOMATIC TELEMATICS	1	0	Up 1
VOICE OVER IP (VoIP)	48	77	Down 29
LANDLINE 911	66	113	Down 47
WIRELESS 911	N/A	1,697	N/A
ADMIN IN	4,753	4,803	Down 1,006
ADMIN OUT	2,977	3,054	Down 77
TOTAL VOLUME 911	N/A	1,877	N/A
TOTAL INCOMING	N/A	6,680	N/A