

Consolidated Dispatch Monthly Report

Reporting Period:

- March 2026

Staffing and Training:

- One new dispatcher is in the call taking phase, she has passed training on administrative lines and has started on 911 emergency lines.
- We currently have 3 contracted dispatchers working a scheduled shift.
- We have hired 1 new dispatcher and in the process of hiring another.
- Recruitment efforts are ongoing; applications have been reviewed and interviews were conducted scheduled for April 3, 2026.
- Background checks for two applicants were sent off.

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. DFA has replied with what they would reimburse.

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. They will be installed once we're able to begin moving the furniture.
- Mindshare dispatch radio consoles are scheduled for installation once the dispatch center has moved to the new location.
- ESInet continues to experience ongoing errors causing difficulty with ani/ali and the recorder.

Facility

- Chaves County Maintenance provided keys, enabling meetings with vendors for the new area.
- Furniture for the offices has been ordered and will be installed within a week or two by Tascosa Office Machines.

Grants

- No updates at this time.



Monthly Call Statistics

Note: The Pecos Valley Regional Communication Center was unable to produce a reliable graph of telephonic call volume for this reporting period. Standard differences between Communication Center statistics and agency-reported data may still occur due to factors such as multiple calls for a single incident, calls not resulting in a call for service, officer-initiated activity, and multi-agency responses.

Ongoing issues with the ESInet implementation significantly impacted the ECAT reporting system. Wireless 911 incoming calls and automatic telematics were not consistently captured during March 2026. As a result, complete and accurate call data is unavailable, and a graphical representation has been omitted.