

Consolidated Dispatch Monthly Report

Reporting Period:

- April 2026

Staffing and Training:

- One dispatcher in training who was in the training phase was dismissed due to inability to meet performance expectations.
- Hired one experienced dispatcher.
- We currently have 3 contracted dispatchers working scheduled shifts.
- Two new dispatchers are scheduled to begin on May 15, 2026.
- Interviews were conducted on April 3, 2026; in addition to the two selected candidates, two additional applicants remain under consideration and may proceed to background checks pending trainer availability.
- Recruitment efforts are ongoing, and new applications are being reviewed

Operations

- CAD issues continue to impact operations.
- Dispatch computers are experiencing continued failures.
- Quotes from multiple vendors for the relocation of the dispatch center have been received and submitted to DFA for review; reimbursement guidance has been provided.
- We are currently awaiting a move date from IT to proceed with relocation efforts.

Equipment/Software

- Persistent CAD issues and computer failures continue to cause delays in daily operations.
- New computers have been ordered by IT and will be installed once relocation of the dispatch center begins.
- Mindshare dispatch radio consoles are scheduled for installation following the move to the new location.
- ESInet continues to experience ongoing errors, impacting ANI/ALI functionality, the recorder, and the ECATS system; as a result, call volume metrics (incoming, outgoing, administrative, and 911) are currently inaccurate.

Facility

- The new area has been turned over to PVRCC, and proof of occupancy has been received.
- Office furniture has been delivered and will be fully installed by Tascosa Office Machines once IT provides authorization to proceed.

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 April 2026. As a result, complete and accurate call data is unavailable, and a graphical representation has been omitted.