

Consolidated Dispatch Monthly Report

Reporting Period:

- May 2026

Staffing and Training:

- Hired an experienced dispatcher, in addition to the experienced dispatcher that was hired in April 2026.
- Hired two entry level dispatchers to begin their training June 1, 2026.
- Currently have three dispatchers in training. One dispatcher was just released from training.
- One of the dispatchers in training has prior experience and will not take as long to complete the required training as the two who do not have experience who have just started the training process. The dispatcher hired in April (with experience) has completed her training.
- We still have three contracted dispatchers working scheduled shifts.
- Once Fiscal Year 2026 ends and the newest two dispatchers are prepared to move to their next phase of training, two additional applicants will be sent off for background investigations.
- Recruitment efforts are ongoing.
 - Staff will attend an event at ENMU-R on June 24th, 2026, to give a presentation.

Operations

- CAD issues continue to impact operations.
- Dispatch computers are experiencing continued failures.
- We are currently awaiting a move date from IT to proceed with relocation efforts.
- Networking installation will begin July 13th, 2026 in the new area.

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 during the move to the new location. This will eliminate the need to take dispatch offline multiple times.
- ESInet appears to have been corrected, and call volume graphs will resume on this report.

Facility

- The new area has been turned over to PVRCC, and proof of occupancy has been received.
- Some office furniture has been delivered and is awaiting installation pending the arrival of additional parts needed for IT to connect the desks and hardware.

Grants

Professional Development

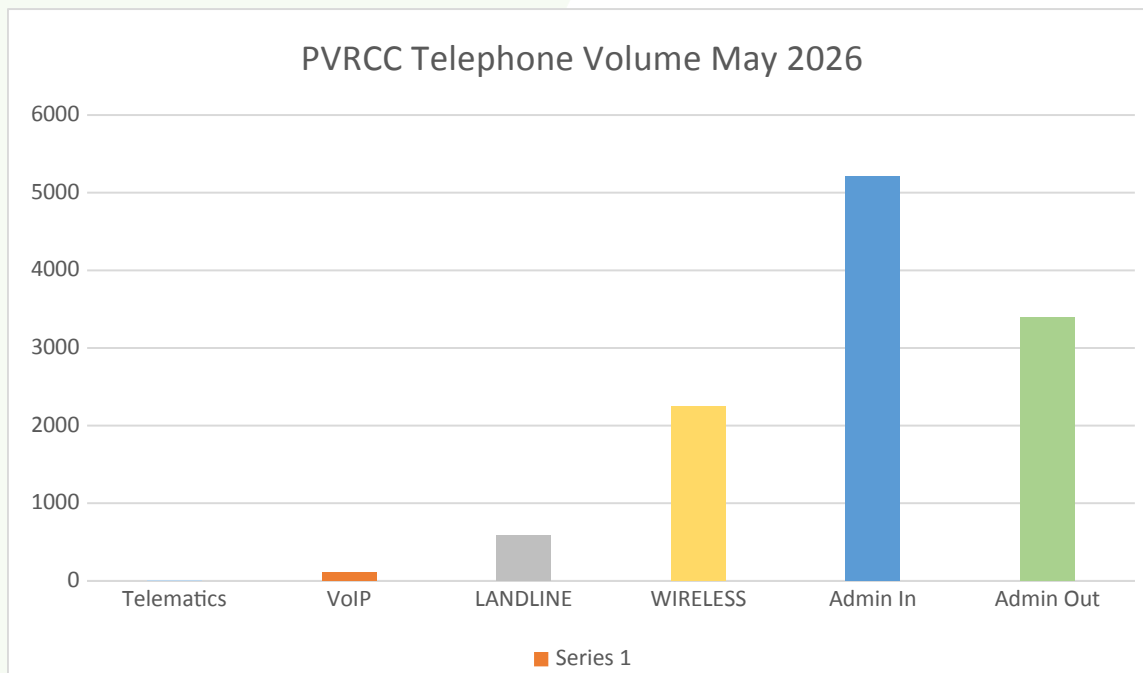
The Department Manager (Herring) and Deputy Department Manager will attend the New Mexico Counties 011 Affiliate Conference June 16th – June 18th.

Monthly Call Statistics

Figure 1. Is a graph of telephonic calls facilitated by the Pecos Valley Regional Communication Center for the month of May 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.

Figure 1.

Graph



Monthly Call Statistics

Call Type	May	April	Change from Previous Month
AUTOMATIC TELEMATICS	6	N/A	N/A
VOICE OVER IP (VoIP)	114	N/A	N/A
LANDLINE 911	580	N/A	N/A
WIRELESS 911	2,243	N/A	N/A
ADMIN IN	5,206	N/A	N/A
ADMIN OUT	3,387	N/A	N/A
TOTAL VOLUME 911	2,943	N/A	N/A
TOTAL INCOMING	6,690	N/A	N/A