

Consolidated Dispatch Monthly Report

Reporting Period:

- June 2026

Staffing and Training:

- Two dispatchers began training on June 1, 2026. One had previous dispatch experience, while the other entered with no prior experience.
- Of the two dispatchers who began training on June 1, the dispatcher with previous experience is progressing exceptionally well and has entered the final phase of training. The dispatcher without prior experience is also progressing well and is nearing completion of the phone training phase.
- An entry-level dispatcher hired in May 2026 submitted her resignation on June 10, 2026.
- We also received the resignation of an experienced dispatcher who began employment in April 2026. Her resignation was effective June 29, 2026.
- Three contracted dispatchers remain assigned to PVRCC and continue providing staffing support.
- Recruitment efforts remain ongoing. Applicant testing has been distributed, the City's Graphic Designer assisted with creating a recruitment flyer, and the City's Public Information Officer has helped promote the recruitment campaign through the City's social media platforms.

Operations

- CAD issues continue to impact operations.
- Dispatch workstations continue to experience hardware failures, with the frequency of those failures increasing over time.
- Network installation in the new dispatch center is scheduled to begin on July 13, 2026. Once installation is complete, a tentative relocation date can be established.
- Due to ongoing staffing shortages, a contract extension for the three contracted dispatchers assigned to PVRCC was presented to the Finance Committee. The extension will ensure continued staffing support while the department recruits, hires, and trains new dispatchers.

Equipment/Software

- Persistent CAD issues and recurring computer failures continue to cause delays in daily operations. The IT Department has worked diligently to maintain the current systems and equipment until the dispatch center can be relocated.
- New dispatch computers will be installed by the IT Department once relocation to the new facility begins.
- Mindshare dispatch radio consoles are scheduled for installation during the move to the new location. Completing the installation during the relocation will eliminate the need to take dispatch operations offline multiple times in the future.

- The new dispatch center has officially been turned over to PVRCC, and the Certificate of Occupancy has been received.
- Office furniture has been delivered by Tascosa. Their staff worked alongside the City's IT Department to install the additional components necessary for connecting workstations and hardware.

Grants

- PVRCC has maintained consistent communication with the Department of Finance and Administration (DFA) to ensure the agency applies for all available grant opportunities.
- The FY2026 E911 Grant application was completed awaiting signatures from the mayor and DFA.

Professional Development

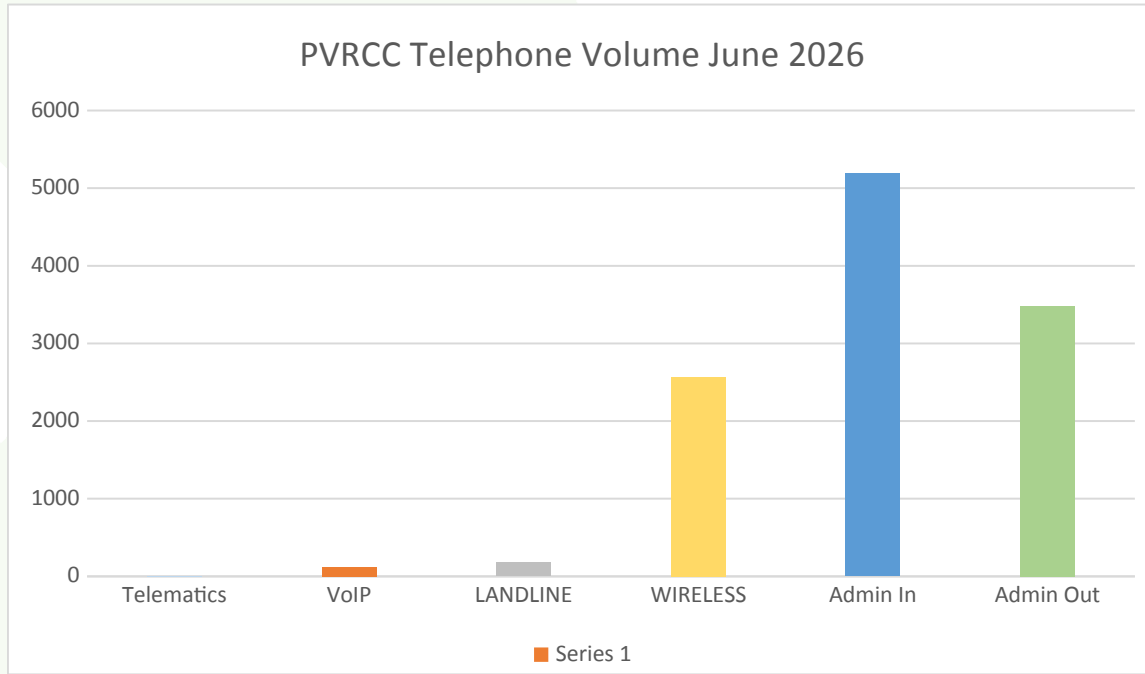
- Department Manager Herring and the Deputy Department Manager attended the New Mexico Counties 911 Affiliate Conference from June 16–18, 2026.

Monthly Call Statistics

Figure 1. Is a graph of telephonic calls facilitated by the Pecos Valley Regional Communication Center for the month of June 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	June	May	Change from Previous Month
AUTOMATIC TELEMATICS	4	6	Down 2S
VOICE OVER IP (VoIP)	117	114	Up 3
LANDLINE 911	179	580	Down 401
WIRELESS 911	2,570	2,243	Up 327
ADMIN IN	5,187	5,206	Down 19
ADMIN OUT	3,478	3,387	Up 91
TOTAL VOLUME 911	2,870	2,943	Down 73
TOTAL INCOMING	8,057	8,149	Down 92