

Consolidated Dispatch Monthly Report

Reporting Period:

- July 2026

Staffing and Training:

- One dispatcher in training has successfully completed training and has been fully released to work independently
- One additional dispatcher trainee is finishing the 911 call-taking portion of training and will begin Fire and EMS training in August. She is progressing extremely well.
- Recruitment efforts have continued. Worked with Sarah Mark, the City's Graphic Designer in the Public Works Department, she created an excellent recruitment flyer for dispatcher positions. The flyer was provided to the Public Information Officer for distribution through social media platforms.
- Several candidates applied for the open positions. Dispatch testing was administered, and interviews were conducted on July 29th.
- Two candidates have advanced to the background investigation phase, with two to three additional strong candidates identified as potential selections moving forward.

Operations

- CAD issues continue to impact operations.
- Dispatch computers are experiencing continued failures, and dispatch consoles have gone down multiple times.
- We are currently awaiting a confirmed move date from IT to proceed with relocation efforts.
- Networking installation was scheduled to begin July 13th, 2026 in the new area. That date has been rescheduled to August 11th, 2026.

Equipment/Software

- Persistent CAD issues and computer failures continue to cause delays in daily operations.
- New computers 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.

Facility

- Progress continues in the new dispatch area, with furniture and equipment already installed.
- The department is currently awaiting completion of the networking installation process to continue advancing relocation efforts and prepare the area for operational use.

Grants

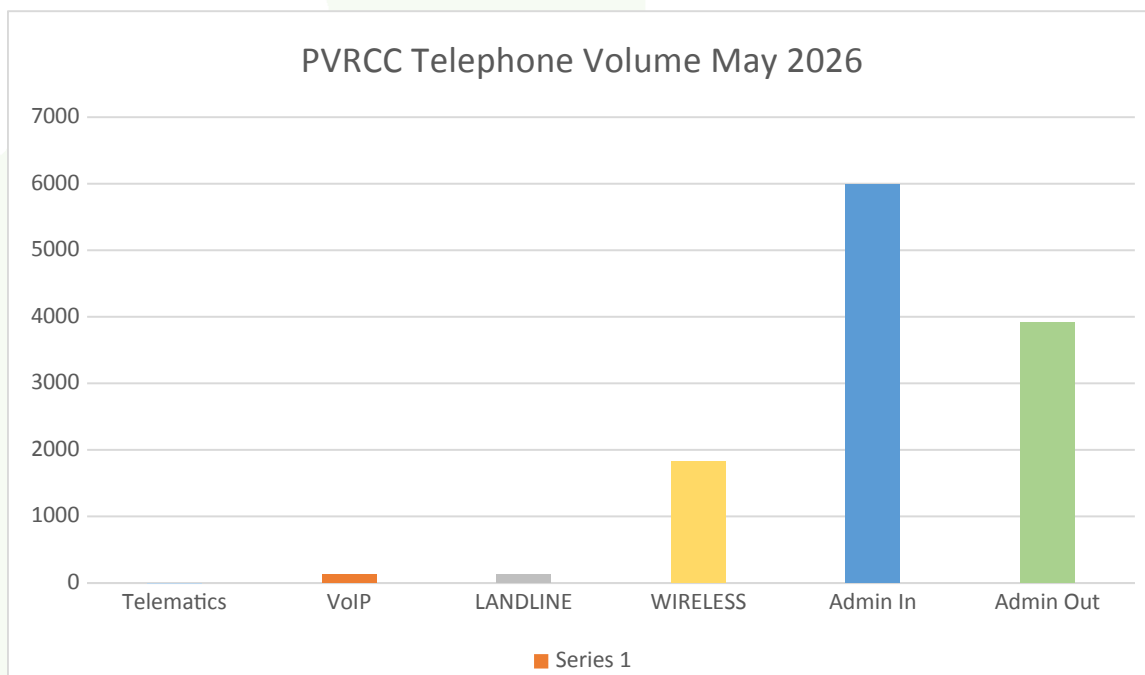
- No new grants at this time.

Monthly Call Statistics

Figure 1. Is a graph of telephonic calls facilitated by the Pecos Valley Regional Communication Center for the month of July 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	July	June	Change from Previous Month
AUTOMATIC TELEMATICS	0	4	Down 4
VOICE OVER IP (VoIP)	124	114	Up 10



City of Roswell

LANDLINE 911	130	580	Down 450
WIRELESS 911	2,821	2,243	Up 578
ADMIN IN	5,991	5,206	Up 785
ADMIN OUT	3,919	3,387	Up 532
TOTAL VOLUME 911	3,075	2,943	Up 132
TOTAL INCOMING	9,066	8,149	Up 917