

Consolidated Dispatch Monthly Report

Reporting Period:

- August 2026

Staffing and Training:

- One dispatcher trainee has finished the 911 call-taking portion of training and is now progressing through Fire and EMS training. She is progressing well.
- One new dispatcher in training is scheduled to start September 11th, 2026.
- Four applicants were sent off for background checks.
- One applicant was selected to move forward with the hiring process and is awaiting the results of the background check. A determination will then be made regarding the remaining applicants.
- Recruitment efforts have continued. There are several applicants, and the department is contacting all applicants to continue sending information out to complete dispatch testing.
- We are approaching a time period where all trainers will be committed to training responsibilities.
- One dispatcher attended the New Mexico Law Enforcement Academy for telecommunications training and graduated as the valedictorian.

Operations

- CAD issues continue to impact operations.
- Dispatch computers are experiencing continued failures, and dispatch consoles have gone down multiple times. IT has been continuously working to address these issues.
- Network installation began on August 11th, 2026 in the new dispatch area.

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 networking installation process has begun.
- A meeting with all vendors scheduled for September 9th, 2026, to collaborate and establish a move date.

Grants

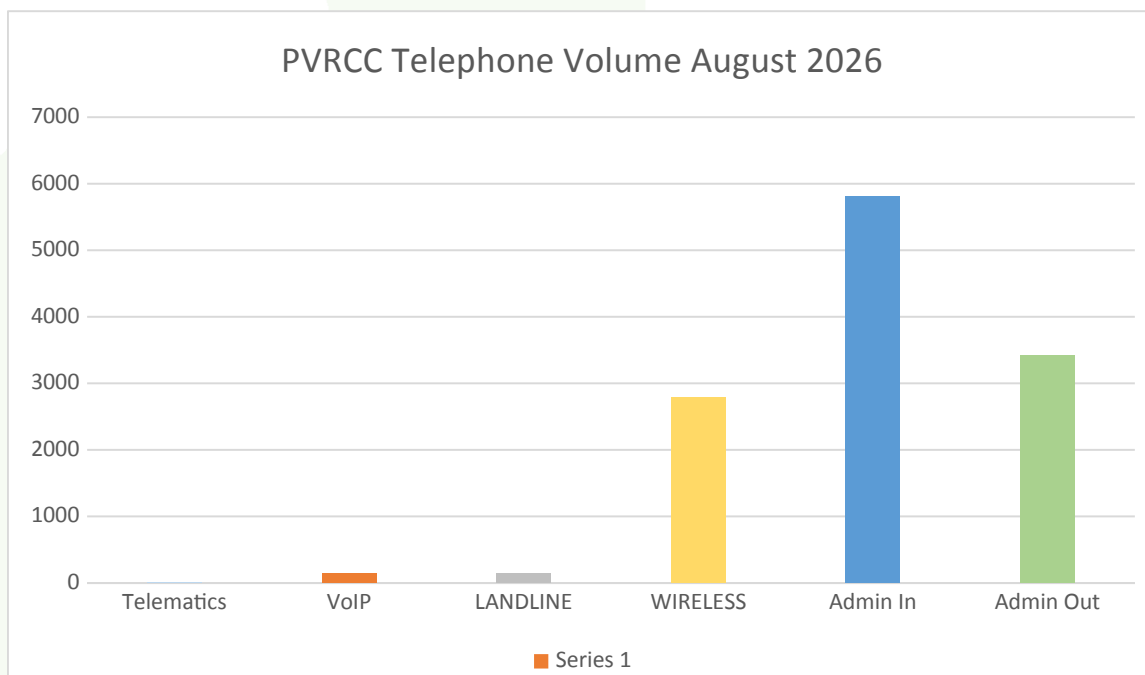
- No new grants at this time.

Monthly Call Statistics

Figure 1. Is a graph of telephonic calls facilitated by the Pecos Valley Regional Communication Center for the month of August 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	August	July	Change from Previous Month
AUTOMATIC TELEMATICS	3	0	Up 3
VOICE OVER IP (VoIP)	142	124	Up 18



City of Roswell

LANDLINE 911	148	130	Up 18
WIRELESS 911	2,787	2,821	Down 34
ADMIN IN	5,809	5,991	Down 182
ADMIN OUT	3,418	3,919	Down 501
TOTAL VOLUME 911	3,080	3,075	Up 5
TOTAL INCOMING	8,889	9,066	Down 177