

Consolidated Dispatch Monthly Report

Reporting Period:

- September 2026

Staffing and Training:

- Currently one dispatcher in training is completing Fire and EMS training set to start law enforcement training soon.
- One new dispatcher in training started September 11, 2026. That dispatcher in training provided her resignation shortly after.
- Two new dispatchers in training started September 25, 2026
- One applicant was selected to move forward with the hiring process.
- Recruitment efforts have continued. There are several applicants, and the department is contacting all applicants to continue sending information out to complete dispatch testing.
- Several tests have been sent to applicants awaiting review for October.

Operations

- CAD issues continue to impact operations.
- Dispatch computers are experiencing continued failures. IT continues to remedy these issues. They are expected to be eliminated after the dispatch relocation.

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.
- Continued meetings have occurred with all vendors to collaborate the upcoming move.
- IT continues to work with vendors to ensure both locations will be operational during the move.
- The move will start for administrative personnel in the middle of October.
- IT and vendors will begin moving the 911 portion of the center the first week of November.

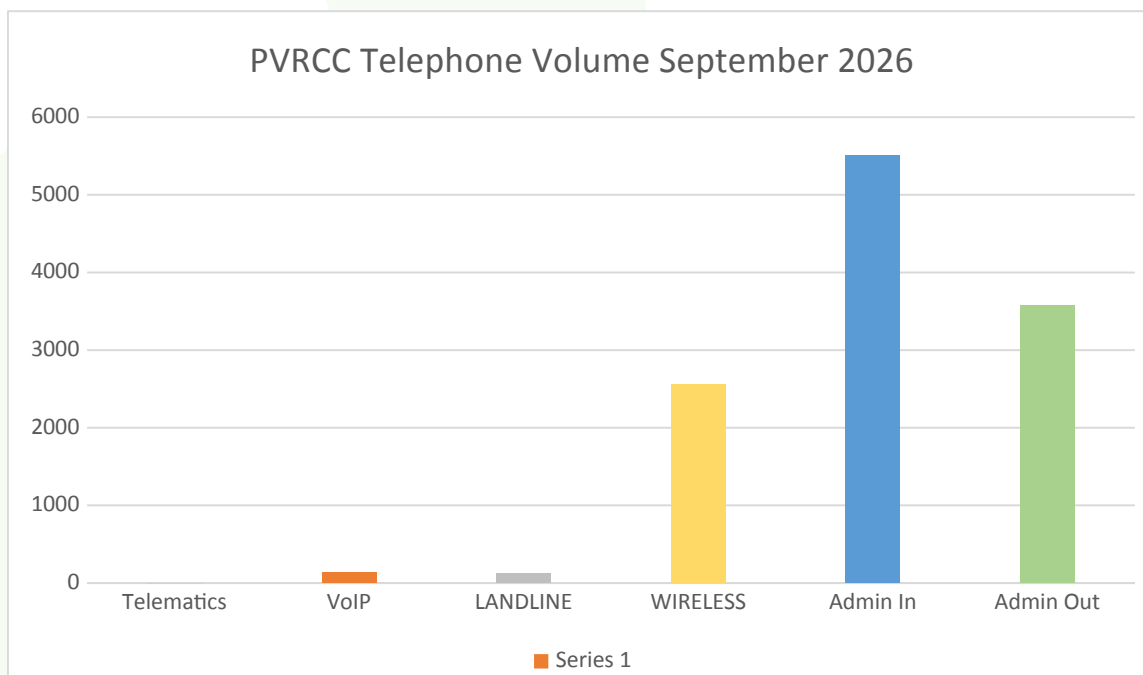
Grants

- No new grants at this time.

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	September	August	Change from Previous Month
AUTOMATIC TELEMATICS	0	3	Down 3
VOICE OVER IP (VoIP)	137	142	Down 5
LANDLINE 911	127	148	Down 21
WIRELESS 911	2,559	2,787	Down 228
ADMIN IN	5,506	5,809	Down 303
ADMIN OUT	3,576	3,418	Up 158
TOTAL VOLUME 911	2,823	3,080	Down 257
TOTAL INCOMING	8,329	8,889	Down 560