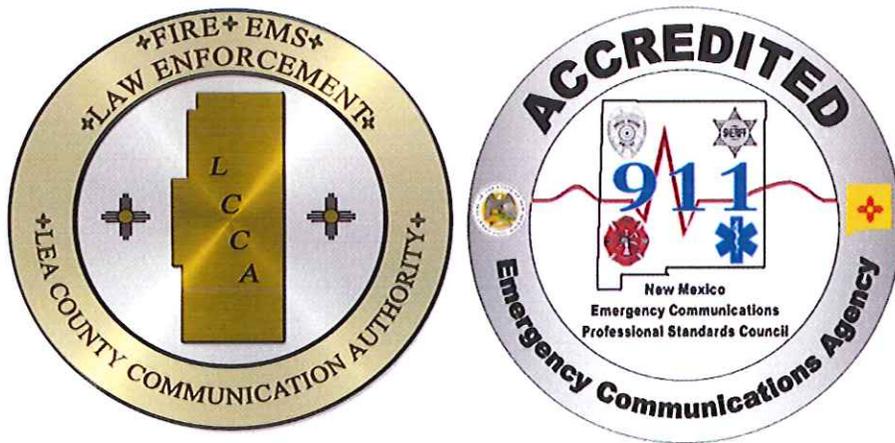


# April 2020

## Monthly Report for

### Lea County Communication Authority



---

Angela R. Martinez, Director

# Table of Contents

## **Section 1:**

Call Statistical Reports

- Monthly Calls by Department
- Call Volume by Percentages

## **Section 2:**

Calls for service

- By NOC (nature of call)
- Out of Town NET's

## **Section 3:**

CodeRED

- CodeRED Count

## **Section 4:**

Training CE hours (continuing education)

- Medical
- Non-Medical

# **SECTION ONE**

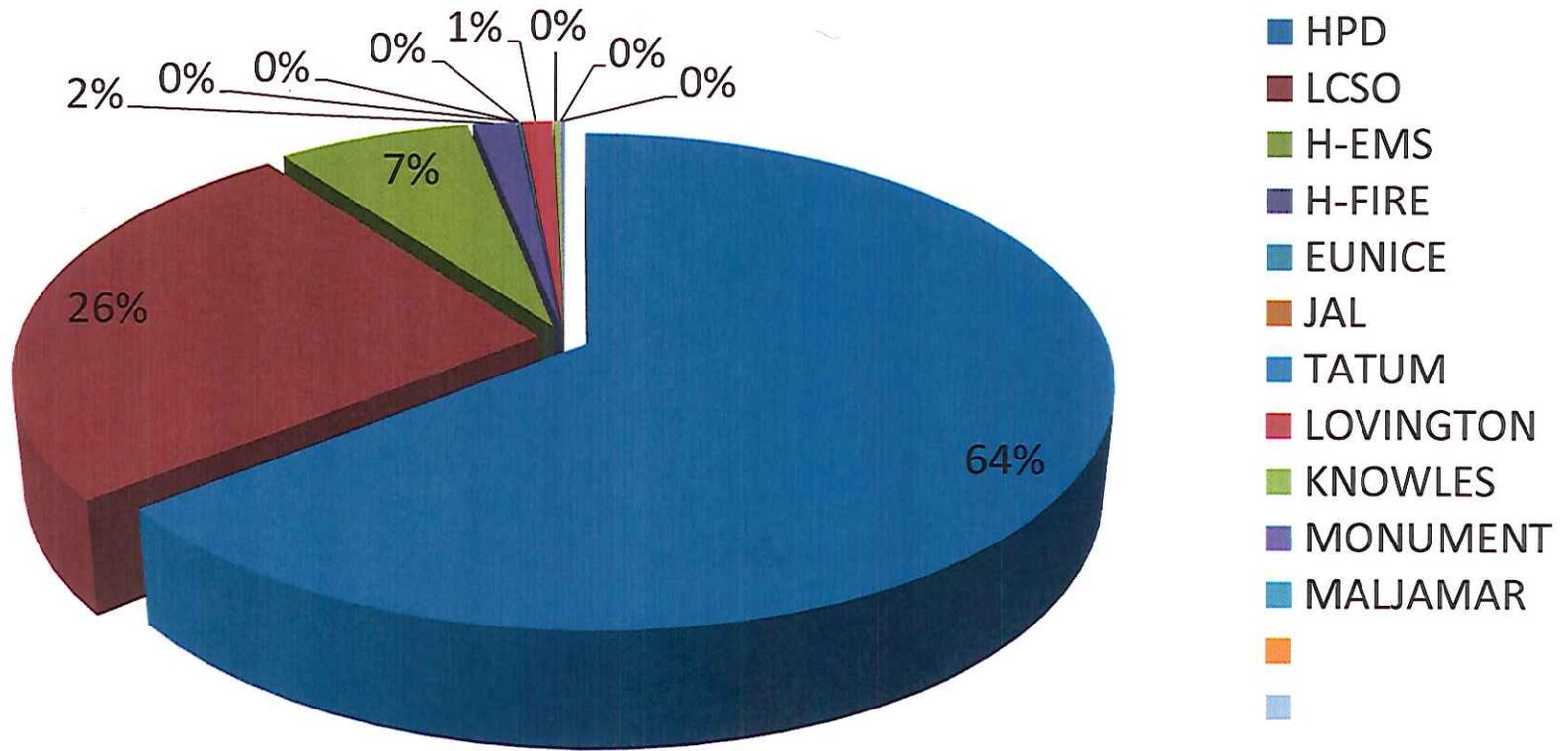
**CALL STATS BY  
DEPARTMENT**

**CALL VOLUME BY  
PERCENTAGES**

## LEA COUNTY COMMUNICATION AUTHORITY CALL STATS

	LCSO	HPD	H-EMS	H-Fire	Eunice	Jal	Tatum	Lovington	Knowles	Monument	Maljamar	TOTAL
<i>June</i>	3,639	5,413	636	175	2	3	0	112	12	22	6	10,020
<i>July</i>	3,006	5,858	716	199	2	8	9	135	25	31	5	9,994
<i>Aug</i>	2,652	5,705	658	201	2	6	9	241	15	10	7	9,506
<i>Sept</i>	2,358	5,222	631	137	1	5	3	105	15	14	6	8,497
<i>Oct</i>	2,695	5,630	662	157	7	4	1	107	7	15	2	9,287
<i>Nov</i>	2,127	5,219	625	141	1	4	1	120	8	15	8	8,269
<i>Dec</i>	2,178	5,447	680	163	8	5	0	98	18	16	6	8,619
<i>Jan</i>	2,778	6,137	679	154	5	13	1	97	9	12	4	9,889
<i>Feb</i>	2,570	6,120	569	147	10	3	4	105	4	14	3	9,549
<i>Mar</i>	2,443	6,754	687	168	6	6	4	146	12	9	7	10,242
<i>Apr</i>	1,928	4,834	524	116	6	1	1	87	18	9	1	7,525
<i>May</i>												0
<b>Total</b>	<b>28,374</b>	<b>62,339</b>	<b>7,067</b>	<b>1,758</b>	<b>50</b>	<b>58</b>	<b>33</b>	<b>1,353</b>	<b>143</b>	<b>167</b>	<b>55</b>	<b>101,397</b>
<b>Month Avg.</b>	<b>2,579</b>	<b>5,667</b>	<b>642</b>	<b>160</b>	<b>5</b>	<b>5</b>	<b>14</b>	<b>123</b>	<b>13</b>	<b>15</b>	<b>5</b>	<b>9,229</b>
<b>Day Avg.</b>	<b>86</b>	<b>189</b>	<b>21</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>308</b>

# Call Volume April 2020



# **SECTION TWO**

**CALLS FOR SERVICE BY  
NOC**

**OUT OF TOWN  
TRANSPORTS**



# LEA COUNTY COMMUNICATION AUTHORITY

Month-to-Date CAD Call Detail

## Month-To-Date CAD Received Calls

Call Nature	04/02/2020	03/04/2020	1 mo %	02/04/2020	2 mo %
	to 04/30/2020:	to 04/01/2020:	change:	to 03/03/2020:	change:
	3	1	200.0%	12	-75.0%
911 WELFARE CHECK	296	368	-19.6%	228	29.8%
ABANDONED VEHICLE	34	37	-8.1%	19	78.9%
ABDOMINAL PAIN	6	14	-57.1%	12	-50.0%
ACCIDENT NO INJ HIT AND RUN	11	22	-50.0%	28	-60.7%
ACCIDENT WITH INJURIES	32	59	-45.8%	61	-47.5%
ADDITIONAL INFORMATION	27	25	8.0%	30	-10.0%
AGGRAVATED ASSAULT	5	2	150.0%	2	150.0%
AGGRAVATED BATTERY	1	0	N/A	1	0.0%
ALARM	196	209	-6.2%	210	-6.7%
ALLERGIC REACTION	1	0	N/A	3	-66.7%
AMBULANCE	71	97	-26.8%	80	-11.3%
ANIMAL BITES	5	12	-58.3%	3	66.7%
ANIMAL CONTROL	171	212	-19.3%	213	-19.7%
ANY DRUG ACTIVITY	18	20	-10.0%	29	-37.9%
ASSAULT	2	1	100.0%	3	-33.3%
ASSIST ELDERLY	1	2	-50.0%	4	-75.0%
ASSIST OTHER AGENCY	37	61	-39.3%	51	-27.5%
ATTEMPT TO LOCATE	39	76	-48.7%	116	-66.4%
ATTEMPTED SUICIDE	0	0	N/A	2	-100.0%
AUTO BURGLARY	26	39	-33.3%	16	62.5%
BACK PAIN	6	3	100.0%	7	-14.3%
BACKGROUND CHECKS	2	2	0.0%	0	N/A
BARKING DOG	3	6	-50.0%	11	-72.7%
BATTERY	31	21	47.6%	25	24.0%
BBGUN	2	1	100.0%	0	N/A
BE ON THE LOOKOUT	3	7	-57.1%	2	50.0%
BEES	0	1	-100.0%	0	N/A
BLEEDING/HEMORRHAGE	10	8	25.0%	11	-9.1%
BREAKING AND ENTERING	31	39	-20.5%	25	24.0%

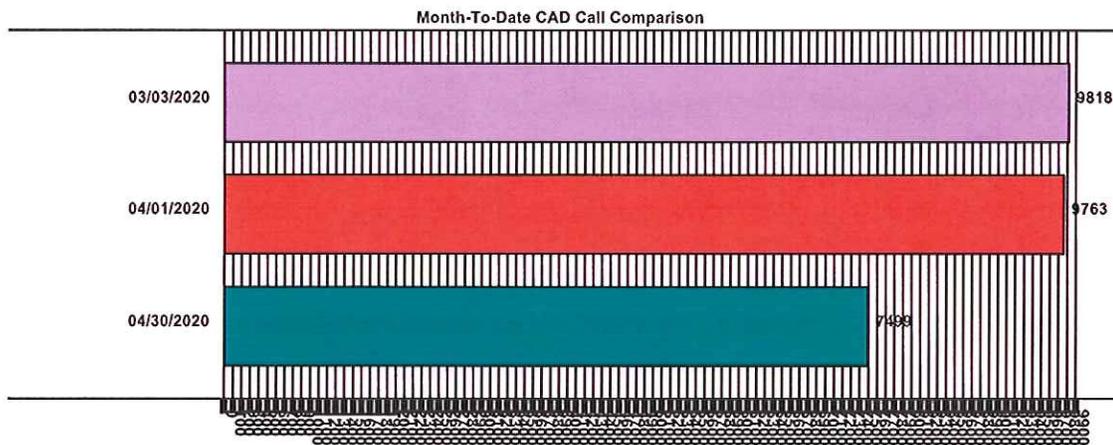
BREATHING PROBLEMS	35	46	-23.9%	45	-22.2%
BUILDING WATCH	0	1	-100.0%	0	N/A
BURGLARY	3	0	N/A	5	-40.0%
BURNS	0	1	-100.0%	0	N/A
CARBON MONOXIDE POISONING	2	2	0.0%	1	100.0%
CHECK AREAS	174	151	15.2%	139	25.2%
CHEST DISCOMFORT/HEART PROBLEM	27	21	28.6%	28	-3.6%
CHILD ABUSE OR NEGLECT	6	9	-33.3%	5	20.0%
CHILD ENTICEMENT	0	1	-100.0%	0	N/A
CHILDREN PLAYING IN STREET	0	1	-100.0%	0	N/A
CHOKING	4	4	0.0%	2	100.0%
CIVIL DISPUTE	33	46	-28.3%	44	-25.0%
CLOSE PATROL	640	607	5.4%	495	29.3%
CODE ENFORCEMENT	18	21	-14.3%	10	80.0%
COMMERCIAL BURGLARY	7	8	-12.5%	9	-22.2%
COMMERCIAL FIRE	11	14	-21.4%	9	22.2%
CONFINED SPACE RESCUE	0	1	-100.0%	1	-100.0%
CONTRIBUTING TO MINOR	1	0	N/A	0	N/A
COUNTERFEIT MONEY OR	2	8	-75.0%	10	-80.0%
DOCUMENTS					
COURT REMAND	0	3	-100.0%	4	-100.0%
COURTESY TRANSPORT	4	16	-75.0%	21	-81.0%
CRIMINAL DAMAGE TO PROPERTY	32	27	18.5%	36	-11.1%
CRIMINAL SEXUAL CONTACT	1	6	-83.3%	5	-80.0%
CRIMINAL SEXUAL PENETRATION	3	1	200.0%	4	-25.0%
CRIMINAL TRESPASS	31	11	181.8%	10	210.0%
CRUELTY TO ANIMALS	4	2	100.0%	4	0.0%
CUSTODY DISPUTE	28	17	64.7%	18	55.6%
DIABETIC SHOCK OR COMA	13	21	-38.1%	12	8.3%
DISPATCH INFORMATION	8	9	-11.1%	8	0.0%
DISTURBANCE	4	1	300.0%	0	N/A
DOMESTIC DISTURBANCE	189	208	-9.1%	149	26.8%
DRINKING IN PUBLIC	1	0	N/A	0	N/A
DRUNK DRIVER	13	16	-18.8%	19	-31.6%
DUMPSTER FIRE	1	0	N/A	0	N/A
ELDERLY ABUSE	1	1	0.0%	0	N/A
ELECTRIC SHOCK	0	1	-100.0%	0	N/A
ELECTRICAL EMERGENCY	1	6	-83.3%	2	-50.0%
ELEVATOR RESCUE	0	1	-100.0%	1	-100.0%
EMBEZZLEMENT	1	1	0.0%	3	-66.7%
EMERGENCY MESSAGE	0	1	-100.0%	0	N/A

ESCAPE FROM CUSTODY	0	1	-100.0%	0	N/A
ESCORT	39	11	254.5%	16	143.8%
EVICTION	6	5	20.0%	15	-60.0%
EXPLOSIVE DEVICES	0	0	N/A	1	-100.0%
EXTORTION	1	0	N/A	0	N/A
EYE PROBLEMS	0	1	-100.0%	1	-100.0%
FAIL TO REG AS SEX OFFENDER	2	0	N/A	0	N/A
FALLS/ACCIDENTS	57	62	-8.1%	72	-20.8%
FALSELY OBTAINING SERVICES	1	1	0.0%	4	-75.0%
FIGHT IN PROGRESS	35	35	0.0%	32	9.4%
FIRE	15	12	25.0%	18	-16.7%
FIREWORKS	1	0	N/A	0	N/A
FLAGGED DOWN	33	40	-17.5%	31	6.5%
FOLLOW UP	92	98	-6.1%	98	-6.1%
FORGERY	0	0	N/A	2	-100.0%
FOUND CHILD	1	0	N/A	1	0.0%
FOUND NARCOTICS OR PARAPHERNAL	7	4	75.0%	6	16.7%
FOUND PROPERTY	26	15	73.3%	21	23.8%
FRAUD	16	14	14.3%	29	-44.8%
GAS LEAK	14	8	75.0%	22	-36.4%
GAS SKIP	0	3	-100.0%	1	-100.0%
GO-CART/OFF ROAD VEHICLES	65	37	75.7%	11	490.9%
GRAFFITI	19	17	11.8%	7	171.4%
GRASS FIRE	11	11	0.0%	11	0.0%
H&R INJURY ACCI	0	0	N/A	1	-100.0%
HARASSMENT	21	18	16.7%	13	61.5%
HEADACHE	2	4	-50.0%	0	N/A
IDENTITY THEFT	1	2	-50.0%	5	-80.0%
ILLEGAL BURNING	7	4	75.0%	6	16.7%
ILLEGAL DUMPING	17	16	6.2%	11	54.5%
ILLEGAL HOOKUP	0	2	-100.0%	0	N/A
ILLNESS	79	84	-6.0%	51	54.9%
IN TOWN NET	31	42	-26.2%	51	-39.2%
INCORRIGIBLE CHILD	19	13	46.2%	29	-34.5%
INDECENT EXPOSURE	3	2	50.0%	4	-25.0%
INDUSTRIAL ACCIDENT	0	1	-100.0%	0	N/A
INFORMATION REPORT	201	313	-35.8%	332	-39.5%
INTOXICATED PERSON	23	22	4.5%	23	0.0%
INVESTIGATIVE	62	148	-58.1%	86	-27.9%
KIDNAPPING	1	0	N/A	1	0.0%
LARCENY	41	46	-10.9%	61	-32.8%

LINES/WIRES DOWN	3	7	-57.1%	0	N/A
LIQUID SPILLS AND LEAKS	3	5	-40.0%	1	200.0%
LIVESTOCK	40	43	-7.0%	40	0.0%
LOITERING	2	0	N/A	0	N/A
LOST OR STOLEN PROPERTY	20	35	-42.9%	36	-44.4%
LOUD MUSIC	108	72	50.0%	52	107.7%
LOUD PARTY	18	18	0.0%	13	38.5%
MAN DOWN	4	4	0.0%	2	100.0%
MEDICAL STANDBY	0	3	-100.0%	3	-100.0%
MENTAL EVALUATION	33	27	22.2%	27	22.2%
MISSING PERSON	11	11	0.0%	6	83.3%
MOTORIST ASSIST	60	67	-10.4%	86	-30.2%
NOISE DISTURBANCE	45	29	55.2%	23	95.7%
OILFIELD THEFT	6	7	-14.3%	9	-33.3%
OTHER AGENCY AFTER HOURS	20	28	-28.6%	43	-53.5%
OUT OF TOWN NET	29	52	-44.2%	50	-42.0%
OVERDOSE	4	7	-42.9%	6	-33.3%
PARKING VIOLATION	51	199	-74.4%	48	6.2%
PEDESTRIAN STOP	32	54	-40.7%	50	-36.0%
PHONE CALLS	3	9	-66.7%	19	-84.2%
PORNOGRAPHY	1	1	0.0%	0	N/A
POSSESSION CNTRLD SUBSTANCE	0	0	N/A	2	-100.0%
PREGNANCY	2	5	-60.0%	2	0.0%
PRISONER TRANSPORT	5	6	-16.7%	18	-72.2%
PROBATION OR PAROLE VIOLATION	0	0	N/A	2	-100.0%
PROSTITUTION	0	1	-100.0%	0	N/A
PROWLER	7	6	16.7%	8	-12.5%
PUBLIC AFFRAY	0	2	-100.0%	1	-100.0%
PUBLIC SERVICE CALL	629	591	6.4%	644	-2.3%
RAPE	0	2	-100.0%	1	-100.0%
RECEIVING STOLEN PROPERTY	2	0	N/A	0	N/A
RECKLESS DRIVER	136	202	-32.7%	214	-36.4%
RECOVERED STOLEN PROPERTY	4	7	-42.9%	12	-66.7%
RECOVERED STOLEN VEHICLE	10	2	400.0%	7	42.9%
REPOSSESSION	2	21	-90.5%	11	-81.8%
RESIDENTIAL BURGLARY	10	9	11.1%	11	-9.1%
RESISTING, EVADING AN OFFICER	1	2	-50.0%	1	0.0%
RETURNED RUNAWAY	4	4	0.0%	4	0.0%
RIDE ALONG	0	8	-100.0%	4	-100.0%
ROBBERY	6	2	200.0%	1	500.0%
RUNAWAY	12	13	-7.7%	9	33.3%

SEARCH WARRANT	3	8	-62.5%	5	-40.0%
SEIZURES	13	21	-38.1%	26	-50.0%
SHOPLIFTING	51	51	0.0%	76	-32.9%
SHOTS FIRED	76	62	22.6%	37	105.4%
SKATEBOARDERS	0	2	-100.0%	1	-100.0%
SMOKE SMELL	2	3	-33.3%	0	N/A
SOLICITORS	1	2	-50.0%	2	-50.0%
SQUATTERS	4	9	-55.6%	0	N/A
STABBING	1	2	-50.0%	1	0.0%
STALKING	1	0	N/A	1	0.0%
STALLED VEHICLE	8	8	0.0%	10	-20.0%
STANDBY	75	72	4.2%	59	27.1%
STOLEN VEHICLE	48	38	26.3%	49	-2.0%
STROKE	3	7	-57.1%	6	-50.0%
STRUCTURE FIRE	22	20	10.0%	37	-40.5%
SUBJECT ON A BIKE	11	39	-71.8%	47	-76.6%
SUBJECT WITH A GUN	15	9	66.7%	13	15.4%
SUMMONS/SUBPEONA SERVICE	4	2	100.0%	5	-20.0%
SUSPICIOUS PERSON/CIRCUMSTANCE	281	305	-7.9%	328	-14.3%
TAMPERING W/MOTOR VEHICLE	23	16	43.8%	15	53.3%
TEMPORARY TRO SERVICE	69	82	-15.9%	74	-6.8%
TEST CALL	47	6	683.3%	7	571.4%
THREATS	21	19	10.5%	15	40.0%
TRAFFIC ACCIDENT NO INJURIES	65	92	-29.3%	132	-50.8%
TRAFFIC ACCIDENT PRIVATE PROP	38	49	-22.4%	58	-34.5%
TRAFFIC CONTROL	5	15	-66.7%	17	-70.6%
TRAFFIC HAZARD	55	45	22.2%	55	0.0%
TRAFFIC STOP	1,290	2,735	-52.8%	3,216	-59.9%
TRAUMA WITH INJURY	4	11	-63.6%	2	100.0%
TROUBLE TO ENSUE	6	3	100.0%	4	50.0%
TROUBLE WITH SUBJECTS	160	131	22.1%	111	44.1%
UNATTENDED CHILD	10	16	-37.5%	7	42.9%
UNATTENDED DEATH	1	1	0.0%	0	N/A
UNCONSCIOUS/UNRESPONSIVE	29	39	-25.6%	32	-9.4%
UNKNOWN PROBLEM	42	37	13.5%	30	40.0%
UNSECURE BLDG	6	12	-50.0%	9	-33.3%
UNSECURE VEHICLE	7	8	-12.5%	1	600.0%
UNWANTED SUBJECT	117	100	17.0%	132	-11.4%
VANADALISM/GRAFFITI	0	1	-100.0%	2	-100.0%
VEHICLE FIRE	4	7	-42.9%	6	-33.3%
VERBAL DISPUTE	1	3	-66.7%	1	0.0%

VICIOUS DOG	0	6	-100.0%	2	-100.0%
VICTIM NOTIFICATION	18	22	-18.2%	16	12.5%
VIN INSPECTION	1	2	-50.0%	13	-92.3%
VIOLATION OF PROTECTION ORDER	9	10	-10.0%	10	-10.0%
VISIBLE SMOKE	3	2	50.0%	10	-70.0%
WALK THROUGH	10	45	-77.8%	21	-52.4%
WANTED PERSON	63	125	-49.6%	123	-48.8%
WEATHER INFORMATION	0	0	N/A	1	-100.0%
WELFARE CHECK	136	173	-21.4%	150	-9.3%
WORTHLESS CHECKS	0	1	-100.0%	1	-100.0%



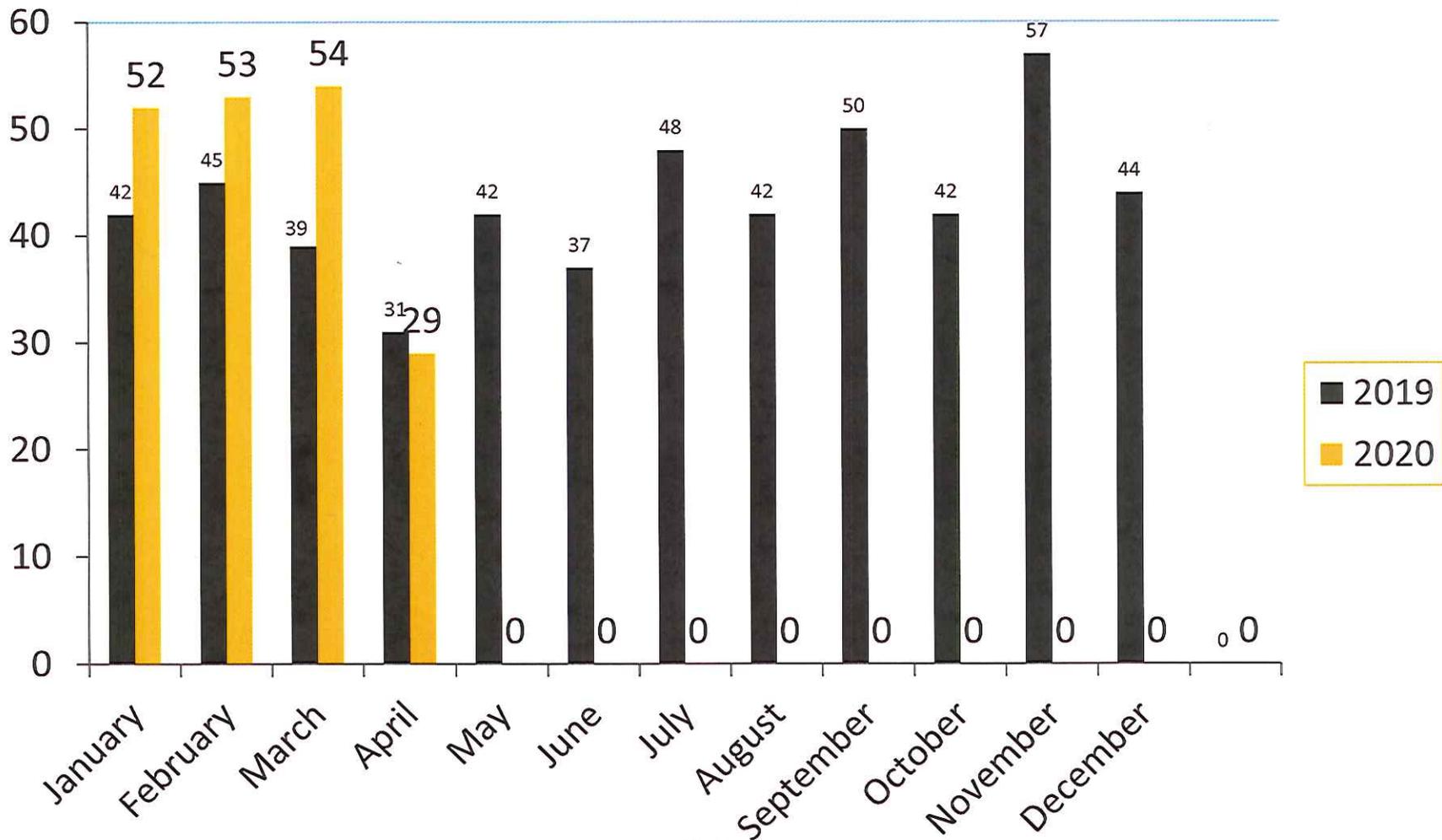
**Report Includes:**

All Dates between `00:00:00 02/04/20` and `23:59:59 04/30/20`, All Cities

## Out of Town Transports

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	TOTAL
2013	41	39	37	46	51	46	40	54	62	43	68	67	594
2014	57	63	56	45	43	43	47	45	50	50	36	52	587
2015	56	43	63	55	48	67	63	61	48	53	65	57	679
2016	53	55	55	60	61	61	48	31	36	36	30	36	562
2017	29	35	52	35	44	38	41	44	33	38	33	29	451
2018	32	28	40	41	45	36	47	40	51	47	35	35	477
2019	42	45	39	31	42	37	48	42	50	42	57	44	519
2020	52	53	54	29									188
2021													
2022													
2023													
2024													
<b>Total</b>	362	361	396	342	334	328	334	317	330	309	324	320	4,057

# OUT OF TOWN TRANSPORTS



# **SECTION THREE**

## **CODERED COUNTS**

# CODE RED COUNTS

## SIGN UP TOTALS 2020

	Total Count	Business Count	Email Count	Text Count
<i>Jan</i>	23616	3460	943	1210
<i>Feb</i>	23616	3460	943	1210
<i>March</i>	23616	3460	943	1210
<i>April</i>	37662	4398	988	1367
<i>May</i>				
<i>June</i>				
<i>July</i>				
<i>Aug</i>				
<i>Sept</i>				
<i>Oct</i>				
<i>Nov</i>				
<i>Dec</i>				

# **SECTION FOUR**

**TRAINING CE HOURS**

**MEDICAL**

**NON-MEDICAL**

## Document Summary

15 Rows, Generated by Dannette Flores 5/1/2020 10:19 AM Mountain Standard Time

Document Name	Folder	Published Revision Date	Published Revision File Type	Last Review	Next Review	Has Draft	Open Workflows	Archived Revisions	Published Revision Signatures Needed	Published Revision Signatures Received	Total Signatures
New Document	ROLL CALLS / April 2020					No	0	1	0	0	0
911-Dispatcher-Burnout	ROLL CALLS / April 2020	4/8/2020 12:00:00 AM	html			No	0	0	2	23	23
Sustaining 911 Resilience During COVID-19	ROLL CALLS / April 2020	4/9/2020 12:00:00 AM	html			No	0	0	2	23	23
3-Long-Term-Strategies-For-Success	ROLL CALLS / April 2020	4/9/2020 12:00:00 AM	pdf			No	0	0	2	23	23
Handling 911 Abandoned Calls	ROLL CALLS / April 2020	4/9/2020 3:25:08 PM	docx			No	0	0	2	23	23
Address Alerts COVID-19	ROLL CALLS / April 2020	4/9/2020 3:27:30 PM	docx			No	0	0	2	23	23
APCO CDE Article #54563-Promotions Without Degrees	ROLL CALLS / April 2020	4/9/2020 3:28:50 PM	pdf			No	0	0	2	23	23
APCO EMD Illuminations #53713-Complacency In Emd	ROLL CALLS / April 2020	4/9/2020 3:30:10 PM	pdf			No	0	0	3	22	22
Call Processing Roll Call-1	ROLL CALLS / April 2020	4/9/2020 3:31:46 PM	docx			No	0	0	2	23	23
CodeRed (P)	ROLL CALLS / April 2020	4/9/2020 3:33:17 PM	pdf			No	0	0	2	23	23

LCCA Base Station At REDA (P)	ROLL CALLS / April 2020	4/9/2020 3:34:51 PM	pdf	No	0	0	2	23	23
One Call Now (P)	ROLL CALLS / April 2020	4/9/2020 3:36:14 PM	pdf	No	0	0	2	23	23
Sustaining 911 Resilience During COVID-19 (2)	ROLL CALLS / April 2020			No	0	1	0	0	0
TTY / TDD (P)	ROLL CALLS / April 2020	4/9/2020 3:39:55 PM	pdf	No	0	0	2	23	23
Whelen Siren (P)	ROLL CALLS / April 2020	4/9/2020 12:00:00 AM	pdf	No	0	0	2	23	23

## Signatures Needed Summary

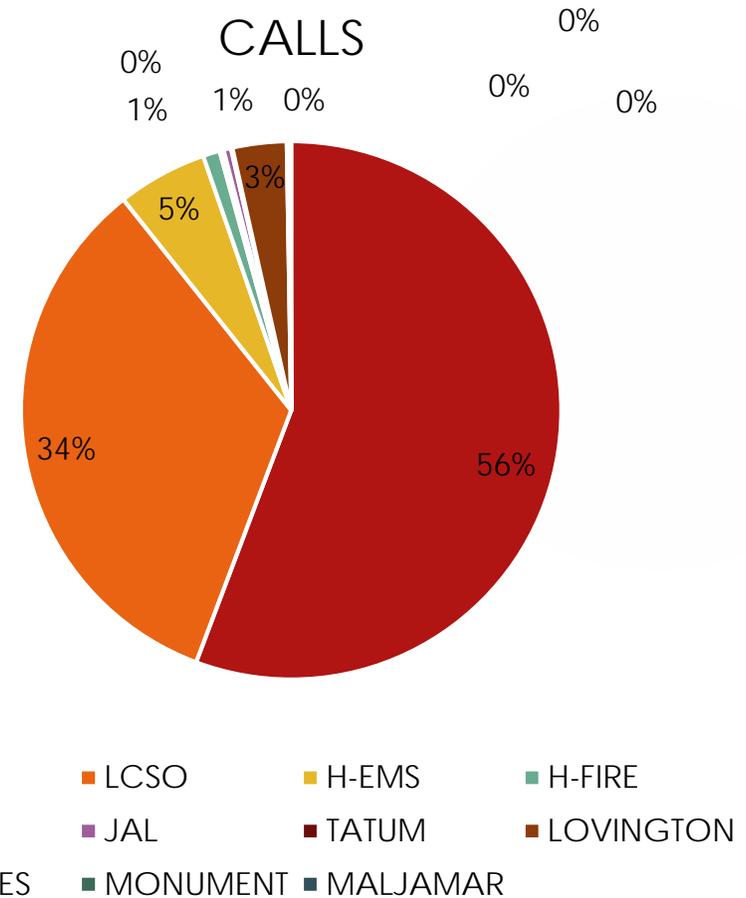
3 Rows, Generated by Dannette Flores 5/1/2020 10:18 AM Mountain Standard Time

Username	Last Name	First Name	Job Title	Location	Count
cpatterson@leacounty.net	Patterson	Chelsea	Emergency Communication Specialist	Lea County Communication Authority	13
ssingleton@leacounty.net	Singleton	Sonya	Emergency Communication Specialist	3720 W. College Ln. Hobbs, NM 88240	13
kwebb@leacounty.net	Webb	Kelsey	Emergency Communication Specialist	Lea County Communication Authority	1

# LCCA April Calls For Service

## By Department

HOBBS	4,834
LCSO	1,928
H-EMS	524
H-FIRE	116
EUNICE	6
JAL	1
TATUM	1
LOVINGTON	87
KNOWLES	18
MONUMENT	9
MALJAMAR	1
<b>TOTAL</b>	<b>7,525</b>



# Calls For Service By NOC

## INCREASE

Accidents

911 Open Lines/Welfare Checks

Alarms

Building Watches

Grass Fires

Auto Burglaries

Animal Control calls

## DECREASE

u Breaking and Entering

u Commercial Burglaries

u Fires

u Fraud

Close Patrols

# Out of Town Transports/Code Red

## OUT OF TOWN TRANSPORTS

Out of Town Transports 29

### CONTINUING EDUCATION

All Dispatchers are current on their CE Hours, Medical and Non-Medical- Keeping track in our new program PowerDMS.

### STAFFING

We have 3 openings

## CODE RED COUNTS

- u Citizens 37,616
- u Business 4,398
- u Emails 988
- u Text 1,367

