

Pecos Valley Public Services
200 W. First Street, #516
P.O. Box 488
Roswell, NM 88203



**Pecos Valley Regional
Communications Center**
1 St Mary's Pl #130
Roswell, NM 88203

Re: Request To Access Dispatch Services

12/03/2024

Ladies and Gentlemen:

We are formally requesting access to the area dispatch network. Pecos Valley Public Services will be providing our own radios.

For over two years, we have dedicated ourselves to supporting our community. This year alone, we have trained many individuals in CPR/AED and life-saving "Stop the Bleed" techniques. We have provided aid and comfort to hundreds of Ruidoso fire refugees and offered medical and other support at numerous events, including the Chaves County 4-H FFA Fair, the Eastern New Mexico State Fair, the Walk of Hope, the Boys & Girls Club "Bubble Run," and the Sertoma Colt Classic baseball tournament, among many others. Our efforts have been crucial in assisting our vulnerable neighbors across the county. We have also been active in support of flood victims, conducting water rescues that Saturday night, and providing medical standby at the ENMSF shelter upon request by the American Red Cross for an additional six days.

All of these services have been provided at no cost, and we have never requested financial support from the city or county. While we continue to build trust with other first responder agencies, we believe that our commitment, actions, and the positive impact we've made on the community speak for themselves.

We are now requesting access to the dispatch environment provided by the Pecos Valley Regional Communications Center.

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Here is our reasoning:

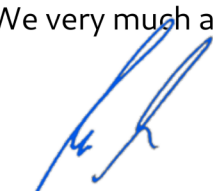
Access to Resources: As a BLS non-transporting agency, we often need to call for assistance when patients require advanced care or transport. While using a phone can work in some cases, it's not always reliable. For example, during the recent flood, the 9-1-1 system wasn't immediately available. Additionally, using a phone can be impractical and slow when providing hands-on care, such as performing CPR, handling bodily fluids, or working in harsh weather conditions. One of our volunteers lost his phone during the flooding while trying to call for help—it simply slipped from his hands and was lost in the floodwaters.

Volunteer Safety: When providing care on the streets, we occasionally encounter hostile or combative individuals. In these situations, pulling out a phone can escalate the danger. Dialing a phone under duress, especially while wearing winter gear or gloves, is time-consuming and challenging. After making the call, the volunteer must wait for the connection and then explain the situation to a dispatcher who may not be accustomed to handling calls from trained responders. When seconds count, relying on a phone can be insufficient.

Professional Fairness: While we are just a volunteer organization, we are a small part of an environment that provides help to the community—even under difficult circumstances. We fully understand our place within this hierarchy and have no intention of overstepping our responsibilities. However, we are legally obligated to respond in certain situations, just like other agencies. To fulfill that duty effectively, we should have access to the same communication resources to request help when needed.

Please find additional information attached.

We very much appreciate your help.



Michaela Merz, NRAEMT
Executive Director
Pecos Valley Public Services

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Our request has received overwhelming support from other not-for-profit organizations in our community. Here are a few statements:

"... They have now requested access to radio dispatch services to call in additional resources when needed. We fully support this request, as it will enhance their ability to assist others while ensuring the safety of their volunteers on the front lines. "

Dan Jennings, Executive Director, Hagerman Forward

"... Access to radio dispatch services will speed up response time, and help them safe during their calls. This is a win win for our community. Please provide access to radio dispatch to these amazing volunteers."

Tammy Alvarez, VP, The Roswell Fine Arts League

".... We appreciate the work of Pecos Valley Public Services and stand firmly behind their effort to continue providing critical support to our community."

Jeneva Martinez, Senior Organizer, With Many Hands Roswell



EASTERN NEW MEXICO STATE FAIR

Our request is also supported by these (and other) awesome organizations:



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About Pecos Valley Public Services:

Pecos Valley Public Services is a not-for-profit, 501(c)(3) locally based organization of the community. We are a non-governmental agency providing help and assistance in the wilderness. We also provide standby, urgent and emergency services to the community if requested. In addition, we provide free training and certifications: American Heart Association CPR/AED, Stop The Bleed, Community First Responder, UAV (drone) operations and wilderness awareness. We have developed and continue to maintain an online service that allows individuals to monitor their wilderness activities and alert us if they do not return on time. Additionally, we provide a dedicated 24/7 phone hot line for urgent assistance.

Background: Our organization was initially established as a Search & Rescue (SAR) team in 2022 to offer highly trained and well-equipped support to the state's SAR efforts. However, we voluntarily withdrew from SAR operations to concentrate on local community services. Our agency is a registered overdose prevention provider under NMSA 24-23-1 and NMAC 7.32.7 and a State Of New Mexico licensed EMS agency.

Volunteers: We have both deployable and support volunteers. Typically, 2 to 4 volunteers are available for deployment at any given time. We are actively expanding, with more volunteers currently undergoing training and certification.

Licensing / Credentials: All of our volunteers hold CPR/AED and "Stop the Bleed" certifications as a baseline. Our deployable volunteers also possess FEMA ICS 100/200/700 certifications. Depending on the mission, we can deploy FAA Part 107-certified UAV operators, NREMTs, communications specialists (analog/digital/Ham radio), media specialists (photo/video), and State of New Mexico-trained and certified SAR responders.

Equipment: Our organization maintains a wide range of specialized equipment and vehicles, including an Urgent Response Truck (medical / rescue / rehab), off-road-capable SUVs, UTVs (6x6) with a medical skid, as needed. We also operate UAVs capable of both visible and thermal imaging, wilderness rescue and recovery tools, advanced medical equipment (e.g., LifePak), satellite and UHF/VHF communications systems, an ELT locator, and more.

At the heart of our service is a commitment to protect and care for our community. We are proud to provide professional, compassionate, and reliable services - at no cost to those we serve.