

STATE OF NEW MEXICO
County of Luna

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Media Release

Luna County dispatchers have a tough job, and in emergency situations, seconds are critical to protecting the community and law enforcement. Recently, working at Luna County Central Dispatch has become more difficult due to unnecessary calls from the public requesting information about ongoing law enforcement actions.

Central Dispatch should only be used to report emergencies or request help from law enforcement, fire departments, or emergency medical services.

“Dispatchers are not authorized to release information to the public,” Lauree Sanchez, Central Dispatch director, said. “Calling dispatch to ask questions regarding an ongoing incident can cause delays in getting important information to emergency responders. Delays of information to emergency responders can be a matter of life and death.”

Central Dispatch is sufficiently staffed to handle day-to-day law enforcement operations and emergencies that might arise, but there are not enough resources to allow dispatchers to become sources for answering questions from the general public. Local law enforcement has regular meetings with local media, and any information that can be released to the public is released through the media.

If the public has a question about law enforcement, or a case that is no longer under investigation, they can visit the respective department and ask. You may be required to put your question in writing. As a reminder, law enforcement generally cannot comment on an ongoing investigation, so if you are seeking information about an event you witnessed, or passed by while driving, it is best to wait and allow law enforcement to do their work to finish the case.

“Fortunately we have not yet had any accidents or tragedies because of the public calling Central Dispatch for answers about law enforcement,” Charles “Tink” Jackson, Luna County manager, said. “However, we do not want to continue taking chances, so we respectfully ask that the public not call Central Dispatch for information about ongoing incidents.”

In the event of an emergency, Luna County has means to alert the public, so it is not necessary to call Central Dispatch asking for information. If the public needs to be alerted, the county will utilize local media, social media and other tactics to ensure the community receives important information.

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