



To: Administrative and Personnel Committee
From: Jason Hennen, Chief of Police
Date: January 14, 2026
Re: Establishment of Part-Time Dispatcher Position for Staffing Continuity

Dear Members of the Administrative and Personnel Committee,

I am writing to request authorization to establish and maintain a part-time dispatcher position as a long-term operational resource to support staffing continuity and address ongoing staffing needs within the Police Department's Communications Unit.

The Police Department's dispatch operation is a critical, continuous function that requires fully trained and independently functioning staff. When a dispatcher resigns, retires, or is promoted, the Department experiences a staffing gap while a replacement is recruited, hired, trained, and cleared to work independently. This transition process can extend for several months and occurs periodically as part of normal workforce turnover.

Historically, these vacancies have been managed through overtime, shift extensions, and schedule adjustments for existing full-time dispatchers, which has increased fatigue, overtime expenditures, operational costs associated with shift vacancies, and negatively impacted morale. In addition to vacancy-related impacts, the Department also experiences periodic staffing shortages due to leave usage, training obligations, and unforeseen absences. These shortages similarly require overtime or schedule disruptions to maintain minimum staffing levels.

To address both transitional vacancies and ongoing staffing shortages, the Police Department proposes establishing a standing part-time dispatcher position as a long-term staffing strategy. This position would provide flexibility to maintain service levels while reducing reliance on overtime and minimizing disruptions to established schedules.

The part-time dispatcher would be utilized, when possible, to backfill shifts during periods of resignation, retirement, or internal promotion; provide coverage for ongoing staffing shortages in lieu of overtime or shift changes when feasible; support staffing needs while newly hired dispatchers complete training; and improve overall operational continuity without increasing full-time staffing levels.

While the concept of a part-time dispatcher is referenced within existing departmental materials, a formal Standard Operating Policy governing the position is not currently in place. Upon approval, the Police Department will develop and implement a clear SOPP outlining the role, scope of duties, scheduling parameters, supervision, and usage guidelines to ensure appropriate oversight and consistency with Village personnel practices.

The establishment and use of a part-time dispatcher position is consistent with Village personnel classifications. No changes to employee classification, benefits, or collective bargaining agreements are required. Compensation would

be limited to hours worked, and the position would not include fringe benefits unless otherwise authorized by the Village Board.

From a fiscal perspective, maintaining a part-time dispatcher as a long-term resource is expected to be cost-neutral to favorable. Utilizing part-time staffing to address both vacancies and routine shortages provides a lower-cost alternative to overtime and extended shifts, while also reducing indirect operational costs associated with fatigue, burnout, and turnover. All staffing costs would be managed within the Police Department's approved personnel budget and subject to standard fiscal oversight.

I respectfully request the Personnel & Finance Committee's support for the long-term establishment and use of a part-time dispatcher position as an ongoing staffing resource. This approach provides a sustainable and fiscally responsible solution while supporting employee well-being and ensuring uninterrupted public safety services for the Village.

Thank you for your consideration. Please feel free to contact me if additional information or discussion would be helpful.



Jason Hennen
Chief of Police