



# WATERTOWN POLICE DEPARTMENT

*David Brower, Chief of Police*

**To: Finance Committee**

**From: Assistant Chief Ben Olsen**

**Date: Thursday, August 22, 2024**

**Subject: Dispatch Personnel Wage Adjustment**

Dear Members of the Finance Committee,

We are here to follow up on our appearance before you on July 8th, during which we sought permission to conduct a wage study for our dispatch personnel. We are pleased to inform you that the wage study has now been completed.

Enclosed, you will find a copy of the letter submitted to you at the July 8th meeting, along with the final report from the wage study. Based on the findings and recommendations of the study, we are now seeking your permission to proceed with the proposed wage adjustments.

Specifically, we request an increase in the dispatch supervisor wage from grade J to grade K, and an increase in the dispatchers' wage from grade H to grade I. These adjustments are essential to ensure our compensation structure remains competitive and fair, thereby helping us retain and attract qualified personnel. The adjustments will fit our current budget and will be appropriately planned for next year's budget. Finance Director Stevens has reviewed this plan and concurs with its feasibility.

Respectfully,

Ben Olsen  
Assistant Chief



## WATERTOWN POLICE DEPARTMENT

*David Brower, Chief of Police*

**To: Finance Committee**

**From: Assistant Chief Ben Olsen**

**Date: Tuesday, June 18, 2024**

**Subject: Wage Study - Dispatch**

Dear Members of the Finance Committee,

We are writing to seek your approval for conducting a wage study for our dispatch personnel. As you are aware, we are currently down two full-time dispatchers, which has resulted in an exorbitant amount of overtime for our existing staff. This situation is not sustainable in the long term and is impacting both our operational efficiency and employee well-being.

To address this issue, we propose to assess the pay rates for similar positions in our area. By doing so, we aim to determine if our current compensation packages are competitive and identify any discrepancies that may be affecting our recruitment efforts. A comprehensive wage study will provide us with the necessary insights to make informed decisions regarding salary adjustments and improve our ability to attract and retain qualified personnel.

We believe that this study is a crucial step towards ensuring the long-term stability and effectiveness of our dispatch team. Your support and approval for this initiative would be greatly appreciated.

Respectfully,

Ben Olsen  
Assistant Chief

COTTINGHAM & BUTLER

# Total Rewards Consulting

July 30, 2024

## MEMORANDUM

**TO:** Lisa Schwartz, Human Resources Coordinator, City of Watertown

**FR:** Brian Carlson, Compensation Analyst

**RE:** Market Review: Communications Supervisor (911 Dispatch Supervisor), 911 Dispatcher

The city requested that a classification and market review be completed for the Communications Supervisor and the 911 Dispatcher positions. The analysis used relied on similar survey sources and computation methodology used in the most recent compensation study review. Those sources included: City of Cudahy, City of Fort Atkinson, City of Greenfield, City of Harford, City of Menasha, City of Muskego, City of South Milwaukee, City of West Allis, City of Whitewater, Dodge County, Jefferson County, and the Village of Germantown.

**Market Review Results:** The data below reflects salaries aged to an effective date of July 1, 2024.

Communications Supervisor	25th Percentile	50th Percentile	50 <sup>th</sup> /75 <sup>th</sup> Blend	75 <sup>th</sup> Percentile
	\$65,200	\$72,500	\$76,100	\$79,700

Based on this data, assuming the 50<sup>th</sup> percentile, and utilizing the current wage schedule, we would recommend placement in pay **grade K** for the Communications Supervisor.

911 Dispatcher	25th Percentile	50th Percentile	50 <sup>th</sup> /75 <sup>th</sup> Blend	75 <sup>th</sup> Percentile
	\$50,900	\$56,600	\$59,400	\$62,200

Based on this data, assuming the 50<sup>th</sup> percentile, and utilizing the current wage schedule, we would recommend placement in pay **grade H** for the 911 Dispatcher. In your request it was noted that this position has been hard to fill so you may consider the 50<sup>th</sup>/75<sup>th</sup> blend as a target for your schedule. In that case we would recommend placing this position in **grade I**.

Please contact me with any questions on this market review.