



FOR IMMEDIATE RELEASE

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Town of Thermopolis Police Department Addresses Dispatch Staffing, Reaffirms Commitment to 911 Coverage

THERMOPOLIS, WY — The Town of Thermopolis and the Thermopolis Police Department want to reassure residents that 911 emergency services remain available despite recent staffing challenges within the Police Department's dispatch operations.

Recent personnel departures have significantly reduced dispatch staffing. The Police Department has partnered with Park County to provide additional coverage and is working toward a formal agreement to ensure continued service while longer-term staffing needs are addressed.

"When someone calls 911, they need to know help is there," said Chief Pat Cornwell "I want our residents and their families to have confidence that emergency calls are being answered and public safety remains our highest priority."

Police Chief Pat Cornwell, Sergeant Nicole Andersen, and our remaining dispatch personnel have been working tirelessly to coordinate coverage, integrate communications systems, and ensure continuity of service.

The Police Department has also been in direct communication with Hot Springs County Sheriff Jerimie Kraushaar, Park County Sheriff Darrell Steward, and Park County Communications Supervisor Monte McClain. Their cooperation and willingness to assist have been invaluable in maintaining emergency communications for our community.

The Town has completed a preliminary review of the staffing challenges and identified opportunities to improve employee support, communication, and long-term staffing sustainability. A 30–60–90 day forward action plan is being implemented, including regular leadership and employee check-ins, with the long-term goal of building a more resilient dispatch operation capable of meeting the community's needs well into the future.

"Our people have been working under tremendous pressure, and we owe them our support," Mayor Adam Estenson said. "We're taking an honest look at where we can improve, listening to our employees, and putting a plan in place that strengthens both our team and the services our community depends on."

The Town Council will receive monthly progress updates, and the community will be kept informed as the plan moves forward.

Residents should continue to call 911 for emergencies. Service will continue to be seamless and non-disrupted.

For non-emergency calls please continue to use the following 24/7 numbers.

Thermopolis Police Department: 864-3114
Hot Springs County Sherriff: 864-2622