



Town of Wappinger – Planning Board
20 Middlebush Road
Wappingers Falls, NY 12590

April 22 2026

Re: Staffing Levels and Operational Efficiency

Dear Members of the Planning Board,

We are writing to formally confirm our current and anticipated staffing levels as they relate to our ongoing operations within the Town of Wappinger.

Currently, we do not have any plans to increase our employee count beyond 40 individuals. Our existing facility is already operating at or near its practical capacity, and we are experiencing space constraints that limit our ability to efficiently accommodate our current staff while maintaining the level of service our customers expect.

As part of our proposed improvements, the addition of service bays will significantly enhance operational efficiency without requiring an increase in service personnel. Currently, technicians often experience delays due to limited bay availability, requiring them to wait for workspace to become open before beginning or continuing work. By increasing the number of available bays, we will reduce these bottlenecks, allowing our existing service staff to work more consistently and productively throughout the day.

This improved workflow will lead to better utilization of technician time, reduced vehicle wait times, and an overall increase in throughput—all without adding additional employees. In essence, the added capacity is intended to support our current staffing level more effectively, rather than expand it.

Given our current spatial limitations and operational goals, increasing staffing beyond 40 employees would not be feasible without compromising efficiency and customer experience. Our focus remains on optimizing our existing team and infrastructure to deliver the highest level of service possible.

We understand the Planning Board's interest in ensuring that our operations align with local considerations, and we remain committed to responsible, sustainable growth. Should there be any future changes to our staffing model, we will proactively engage with the Board.

We appreciate your time and consideration and are available to provide any additional information or clarification as needed.

Joel Sporn

CEO

A handwritten signature in black ink, appearing to be "Joel Sporn", written over the printed name and title.