

Department of Public Safety

PSAP Consolidation Fact Sheet

Why move Derby operations to Williston?

- Room layout and size at Williston requires minimal preparation. Derby would have required modifications to the physical building.
- The Public Safety and commercial communications networks at Williston are more robust and reliable with current microwave and fiber optic redundancies currently in place.
- Williston has a newer VoIP (voice over internet protocol) telephone system currently in place.
- One of two host “radio” server facilities (Williston and Middlesex). All radio consoles use these server facilities for dispatching

Why Move Rutland to Rockingham (Westminster)?

- The Westminster facility is scheduled to be completed in May 2016. It is designed as a state of the art facility.
- The consolidation to Rockingham will be temporary with a planned move to Westminster in 2016.

How will technology enable the consolidation of 4 Public Safety Answering Points (PSAPs) into 2 PSAPs?

- By utilizing IP technology with our radio consoles and using our private microwave / fiber optic network.

How does our radio system work?

- The two-way radio network consists of a constellation of radio sites located throughout the state. These sites determine radio coverage in the field. The consolidation plan does not change the location of these sites, therefore will not impact coverage. Only the access points change by leveraging our private microwave / fiber optic networks.

Reduction of “Scheduled” Overtime

- The current schedules for all four PSAPs require more employees (FTE) than are currently allotted resulting in automatic shift vacancies each month (an average 50 hours/week in each (4) PSAP).
- The consolidation of duties will require additional staff in the remaining two PSAPs but will reduce the total number of dispatchers statewide.
- New schedules that take advantage of the economy of scale will reduce the shift vacancies thus lower the number of overtime/temporary employee hours (to 16 hours/week in each (2) PSAPs).
- The new schedules will require that dispatchers work together as a team to help cover the busier areas just as they currently do.

Change in Staffing Numbers

- Current: Williston 24, Rockingham 14, Derby 14 and Rutland 16.
- New: Williston 32 (increase of 8), Rockingham 24 (increase of 10)

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