

Best Practice: Automatic Phone Dialer & Notification



Category:	Communications
Location:	Port of Brisbane, Australia
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Description: The port uses a computer based phone dialing system called the “Communicator” to automatically notify port and port facility designated personnel during an emergency.

Discussion: The automatic notification system allows one person to record a message on the system, which is then relayed to all persons on the emergency call list. During an emergency, this frees up one person that does not have to make individual calls to all the numbers on the emergency call list. The Communicator verifies emergency contact numbers on a bi-monthly basis. Numbers not in service are printed out on a problem report so corrective action can be taken. On some models, phone numbers that are not answered can be programmed to automatically re-call the number every 30 minutes until the phone is answered and the message is delivered. On other models, a password must be input by the person answering the phone, to ensure the message is not delivered to the wrong person, and to ensure accountability from persons who do receive the message. What are the various ways the Best Practice enhances maritime security?

Potential Down-side: Initial cost and manpower to keep system updated

Conclusion: The installation of an automatic dialer and emergency notification system significantly reduced the number of obsolete or incorrect phone numbers in the Port of Brisbane’s emergency contact number database. Since it has been installed the port has been able to contact all emergency personnel during drills and exercises.

Cost: Unknown