

## **Best Practice: 24 Hour, Seven Day A Week Dispatch Center**



<b>Category:</b>	Guards and Police
<b>Location First Observed:</b>	Port of Bangkok, Thailand
<b>Date First Observed:</b>	June, 2005

**Description:** The facility maintains a 24/7 Dispatch Center, with at least two staff on duty at all times.

**Discussion:** The facility takes a proactive approach to having a centralized facility security and safety dispatch center. At least two dispatch personnel are assigned at all times. There is an attached bunk room so that during quiet times, one dispatcher can rest while the other maintains the radio watch. The dispatch center includes telephones, faxes, and VHF radios, with shared radio frequencies with police, fire, and the Navy. A large display board lists phone numbers for key agencies and personnel, including the work, cell, and home numbers of facility officials. Phones on the facility can reach the Dispatch center by calling a four digit number, to expedite connection. Dispatchers maintain a detailed radio log book documenting all incidents routed through them. The facility has full back-up power in event of a municipal power outage. In many facilities, dispatchers also monitor facility CCTV cameras and alarms. Collateral benefits for a 24 / 7 dispatch center includes enhanced emergency fire, safety, and medical response.

**Potential Down-side:** Can be expensive for a small facility.

**Conclusion:** For moderate or large sized facilities a dispatch center is a valuable way to coordinate security forces, and to provide an effective public / security / law enforcement interface. Providing 24 hour a day, seven day per week dispatch support can significantly enhance security, safety, and operational efficiency.

**Cost:** Unknown