

Thai Tourist Police Enhance Communications and Transparency Thanks to Hytera PoC solution and Body Cameras



Introduction

The Thai Tourist Police wanted to improve the efficiency and flexibility of their communications, while also building trust with foreign visitors by demonstrating a greater transparency in their interactions with people. Hytera deployed its HyTalk PoC and video management and dispatch platform, along with handheld PoC devices and body cameras (BWC). This has greatly improved communications between field officers and headquarters, as well as enhancing situational awareness thanks to live video streaming and location tracking. The BWCs capture tamper-proof evidence of incidents and interactions with tourists and locals to provide greater transparency. This is helping to improve trust and enhance Thailand's reputation for fair dealing among visitors.

The Background

The Tourist Police Bureau is tasked with ensuring the safety and convenience of foreign visitors and promoting Thailand's tourism and entertainment

Project Name

Thai Tourist Police PoC and Body Camera Project

Client Name

Tourist Police, Thailand

Project Start/End Dates

2025

Industry

Public Safety

Products/Solutions

HyTalk PoC and Dispatching System Platform
HHS (Hytera HyTalk Sight) Mobile Video Surveillance System
PNC460 Handheld PoC Radios
SC580 Body Cameras
EDS30 Integrated Docking Station

industries. Its chief duties are to maintain the safety of tourists, handle complaints, offer travel-related assistance, resolve disputes, and combat crimes targeting visitors. Their daily duties involve regular patrols, especially in popular tourist destinations, transportation hubs, and hotels, to ensure tourists' safety. When necessary, the Tourist Police also cooperate with local police and other law enforcement agencies to provide comprehensive protection. The Tourist Police wanted to modernise their communications to enhance their law enforcement capabilities and better deliver fair, transparent, efficient and professional services to international visitors. The initiative aims to improve the efficiency and professionalism of police officers in their daily operations.



The Challenge

In the past, communication between the police headquarters and frontline officers relied solely on narrowband radios. When handling complex incidents that required reporting to headquarters, officers often had to use their personal phones to take photos or record videos, but this method left important case evidence unprotected.

Additionally, the department's self-developed smart policing app was used on personal smartphones, which were not rugged enough for field operations. Their limited battery life often failed to support long working hours.

Moreover, during interactions with international tourists, language barriers sometimes led to misunderstandings. In some cases, tourists spread misinformation or negative comments about the police or Thailand on social media, causing reputational damage to the country's international image.

A further problem was that when officers encountered difficulties in the field and required backup, headquarters could not efficiently assess the situation in real time due to a lack of video feeds, nor could it accurately track the officers' locations.

The Tourist Police, therefore, urgently needed a solution that could both enhance law enforcement professionalism and ensure transparency, while also enabling real-time evidence collection to help clarify misunderstandings and improve communication efficiency within the force.

The Solution

In order to overcome these limitations, the Tourist Police decided to invest in a batch of 4G body cameras (BWCs) and 4G PoC (Push-to-Talk over Cellular) radios. This would give them access to real-time video streaming for enhanced situational awareness, accurate location tracking, and more flexible and versatile communications between officers and headquarters using rugged, durable devices.

Hytera was selected to provide the new solution. Following in-depth communication with the Tourist Police to fully ascertain their requirements, Hytera designed a customized solution to meet their needs. The solution comprises the Hytera HyTalk Pro PoC platform management and dispatch system and the Hytera HyTalk Sight (HHS) video management platform.

The solution leverages existing 4G LTE public mobile phone networks and local WLAN, so no expensive new infrastructure was required. Hytera also supplied its rugged PNC460 PoC radios and the SC580 4G body cameras to meet the customer's key operational needs.



The Benefits

Enhanced, Wide Area Communications

The 4G PoC solution provides the Tourist Police with coverage nationwide and access to multimedia communications including voice, text, data, video and location services. The PNC460 is both an Android smartphone and a PoC radio supporting instant one-to-one or one-to-group communications anywhere.

Improved Efficiency

The HyTalk dispatcher console and HHS client allows headquarters to maintain instant voice and video communications with frontline officers, assign tasks, and share multimedia files in real time, thereby greatly improving operational efficiency.

Bodycams Build Trust and Transparency

After proper training, officers began proactively explaining the function of body cameras during law enforcement, helping to build trust with tourists, enhancing professionalism, and ensuring transparency throughout the enforcement process thanks to tamper-proof video and audio recording of interactions between police, tourists and locals.

Products

- HyTalk PoC and Dispatching System Platform
- HHS (Hytera HyTalk Sight) Mobile Video Surveillance System
- PNC460 Handheld PoC Radios
- SC580 Body Cameras
- EDS30 Integrated Docking Station



Greater Situational Awareness

Headquarters can now quickly assess on-site conditions through visualized dispatch management, as well as monitor officers' real-time locations and view live video streams. In case of emergencies, nearby officers can be located on the dispatcher's map and deployed immediately to the exact location, thereby avoiding delays and significantly improving responsiveness and coordination.

SC580 Body Camera

The SC580 smart 4G body camera captures high quality videos, audios, and photos and stores them securely. It can transmit and stream live video from the field to the command center over cellular networks or WLAN.

Robust Evidence Collection

Video footage, audio and still images captured by the BWCs are automatically and securely uploaded via the EDS30 Portable Docking Station or the Integrated Device Station (IDS) enabling users to smartly, efficiently and securely manage the digital evidence, support data collection, storage retention and evidence management.

Rugged, Durable PoC Device

Hytera's PoC radios and body cameras are built to US military standards (MIL-STD), so they are highly rugged and reliable, earning positive feedback from users. The PNC460 is IP68-rated against dust and water ingress and has tough exteriors and reinforced components to survive 1.5-meter sudden drops, and extreme temperatures (-20°C to +60°C).

Exceptional Audio and Video Clarity

The PDC460 comes with a powerful speaker and sophisticated noise cancellation technologies for loud, clear audio, while its 50 MP rear camera, HDR technology and image stabilization algorithm can capture clear pictures and stable live videos in the field, and feed them to the command center in real time over the LTE or WLAN network.

Long Battery Life

The large-screen PDC460 PoC radio is fully compatible with the department's internal app and features a long battery life, supporting 8–10 hours of continuous use without power concerns.

Conclusion

Hytera's PoC and HHS solution has enhanced the operational efficiency and professionalism of the Tourist Police in Thailand to provide fair and transparent services to international visitors, ensure the safety of every tourist, and simultaneously strengthen Thailand's international image, making it a highly attractive and welcoming travel destination.



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