

BART

Broadcast. Alert. Respond. Turnout.

New BART Administrator Guide



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Key Points for New Administrators

1. **The Pager is the prime communication if you have an allocated Pager.** Bart is a backup, complimentary and value-add to volunteers and emergency personnel.
2. **There are four parts to BART:**
 - Smartphone and Tablet applications
 - Members Area
 - Dashboard
 - Regional Platform

BART APP

3. **The BART has two classes of membership:**
 - Person
 - Vehicle
4. On receiving the Pager message by your PAGER; that same message can be viewed in BART by refreshing the List view in BART. The push notification should be received by the BART system seconds after the Pager message if you are connected to the internet or when you do connect to the internet.
5. **On receiving the BART message you have three options:**
 - Thumbs up (you are on the way)
 - Thumbs down (you are not participating)
 - Other (Other means what your brigade or units decides on) eg 'Going direct to location', 'Acknowledge' or 'I will come if I am needed'.
6. If your appliance has a smartphone device, you can set it up as an 'appliance' type member within BART. When logging into your appliance account, you will find four status buttons:
 - Assigned
 - On Route
 - Arrived
 - Returning.

If the Vehicle does not have a smart phone device then a member in the vehicle can login as the Vehicle.

7. **You will have access to:**

- maps
- directions
- hydrant data



- layers
- member availability
- Discussions
- Team incident management (refer to Team document)
- frequently asked questions
- The ability to send BART messages
- Test your notifications in 'Settings'
- Request to Join a group
- Change alert tones in Settings

8. In normal circumstances you should not log out of BART, there are App options to suspend push notifications.
9. If you have no messages showing, please check to make sure at least one of your 'Groups' has a blue tick.
10. Apple, Google and Microsoft do not guarantee push notifications being received by your device and only hold one push notification on the device being re-connected to the internet. BART is a value-add to your Pager or existing communication system. Please note that the Regional Platform provides a means of knowing whether the message is actually received by the brigade, unit or group by the message sender.
11. The three dots (...) indicating OPTIONS in the top right hand corner of the Quick View allows for Share My Location, Suspend notifications and Track Me. Your location icon disappears after one hour of pressing share my location or when you turn off Track me.
12. The Arrow in the Top Left Hand corner of the map when pressed gives you different times & routes.

BART MEMBERS AREA

13. Every member can login to the MEMBERS area. The following are the menu items available to brigades, units or groups:
 - LIVE FEED
 - SEND MESSAGE
 - ADMINISTRATION
 - MY GROUPS
 - JOIN A GROUP
 - SUBSCRIPTION
 - SETTINGS
 - LOGOUT



14. The menu items SEND MESSAGE and ADMINISTRATION are only available to BART Administrators.
15. The ADMINISTRATION menu items has the following options:
 - a. USERS - here new Members, Observers or Vehicles are created
 - b. CAPCODES – Capcodes are associated with members
 - c. GROUPS – shows groups you are in
 - d. GROUP REQUESTS – here is where you see members wishing to join your group
 - e. MARKERS – Main marker for Station, Unit or Group as well as hydrants and water points
 - f. FILTERS – Use only under the direction of the BART TEAM
 - g. SMS CREDITS – Here you can purchase SMS credits
16. Here you can view messages, change passwords, update mobile number and email address, test push notification with message of any issues and ability to request joining other brigades/units/branches/groups.
17. The BART Administrator can add new members or remove leaving members, allocate or take away BART Administrator rights, send BART messages, update the location of the station/unit or branch, add layer information such as water points, hydrants, etc, set cap-codes appropriate to members, accept or decline member request from other brigades/units/branches/groups, allocate email or SMS notification to members, etc.
18. SMS credits can be pre-purchased from the BART web Site.
19. The location of the station is important to calculating ETAs and distance.
20. Please send us for automatic update an excel spread sheet setting out fire hydrants and their Latitude/Longitude position which you can get from your local water board.
21. If you have forgotten your password it can be requested in the MEMBERS area or from the BART App. You must have an email address recorded in BART. You can request the password using your allocated username, recorded mobile number or recorded Email Address.
22. SUBSCRIPTION is the area where you can request an invoice, pay individual or group subscriptions. Only BART Administrators can pay for group subscriptions.

BART DASHBOARD

23. The Dashboard is a PC version of BART which is used at the brigade/unit/group showing who is attending, weather and map showing the incident location with Vehicles and Persons allowing themselves to be tracked. The Dashboard can produce a hard copy map and read out the message.
24. Messages, attendance, availability etc can be managed by BART administrator from the Dashboard
25. The Dashboard can be used at home or at work using the member login details.
26. The Dashboard can be used by users without a smart phone to record their availability



BART REGIONAL PLATFORM

27. The Regional Platform is a real time PC and/or Tablet global view over a number of pre-specified groups for Area and Regional Captains, Commanders or Officers.
28. The Regional Platform shows only Alert messages with attendances, declines or other at Brigade, Unit and Group level
29. A Map is also provided that shows the location of the Alert messages and Vehicle movements.

NON SMART PHONE USERS

30. Messages can be sent to members without a smart phone via SMS within BART. Non smart phone BART users can reply with 1 attending, 0 not attending or 2 for other. More information is available on the BART web site.

BART Message parameters

31. **ALERT:** start with the word “ALERT”
32. **Incident Reference REF:**[Reference Number] Eg: REF:F123456789
33. **Map Coordinates:**
 - a. LATLNG:[latitude],[longitude] eg: LATLNG: -37.8633788,145.2227037
 - b. LAT:[latitude] eg: LAT: -37.8633788 or
 - c. LNG:[longitude] eg: LNG: 145.2227037
34. **Address:** (the address can be passed instead of the map coordinates in which BART will Geo-locate the address)
 - a. Address:[Address] Eg: Address:420 Burwood Hwy, Wantina South, VIC
 - b. Addr:[Address] Eg: Addr:420 Burwood Hwy, Wantina South, VIC
35. Attachments can be added to the BART message