



SYSTEM OVERVIEW

VERSION 2.1

WEDNESDAY, 12 JULY 2017

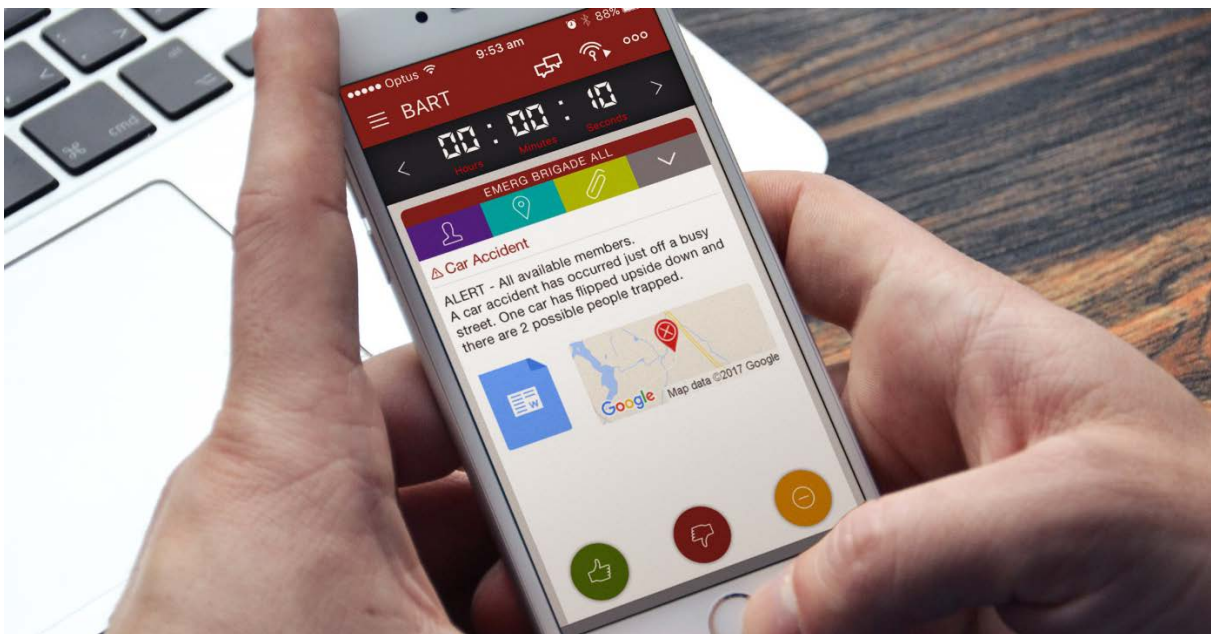
CONTENTS

Contents.....	2
Introduction	3
Culture	3
Current Uptake	4
The Company Behind BART	4
What is BART?	4
Functional Specifications	5
BART TEAM App.....	6
Who is it for?	6
What is it?	6
What does it do?	6
Dashboard	14
Who is it for?	14
What is it?	14
What does it do?	14
Turnout	18
Who is it for?	18
What is it?	18
What does it do?	18
RAMP	19
Who is it for?	19
.....	19
What is it?	20
What does it do?	20
Members	23
Who is it for?	23
What is it?	23
What does it do?	23
Support	24
Emergency Support	24
System Specifications.....	25
TECHNOLOGY.....	25
SCALABILITY	25
Backup	26
Conclusion.....	26

INTRODUCTION

BART (Broadcast. Alert. Respond. Turnout.) is a system that's leading the way in emergency response technology. It's an elite tool for assisting with **incident response** and the management of **emergency services** personnel, playing a significant role in the creation of resilient communities. BART has the ability to help anticipate risk, limit impact and increase recovery times.

Already embraced by thousands of fire, search and rescue, coast guard, and ambulance volunteers around Australia, BART's now expanding across the pond to benefit the emergency services on a global scale.



CULTURE

Feedback from BART members indicate that the system has helped to improve the communication and cooperation between management, operations, office and technical staff, volunteers who are 'on-call' and field crews.

From incident response management, right through to training and social events, brigades that are using BART have experienced improved teamwork and participation on a number of different levels.

BART encourages a culture that merges both everyday life and volunteering duties, through the use of natural and non-confrontational communication. Through the BART system, members are able to 'stay in touch', even when they're not on call.

CURRENT UPTAKE

BART is currently being used by nearly 25,000 emergency services personnel across 2,500 different groups within Australia. Some of those benefiting from BART include:

- Firefighters (both volunteer and career)
- Ambulance
- State Emergency Services
- Australian Volunteer Coast Guard
- Department of Environment, Land, Water & Planning
- Search and Rescue teams
- Salvation Army
- Mining Groups

THE COMPANY BEHIND BART

BART has been proudly developed by a wholly Australian owned and run software development company named **Emerg**. With over 40 years of experience in the field of technology, Emerg specialise in the development of systems for Public Safety and Disaster Management.

Because Emerg have developed BART entirely from the ground up with its fully Australian workforce, they are able to make continuous improvements to the system in consultation with current members of the Australian emergency services.



WHAT IS BART?

BART is a software suite specifically designed to help emergency services volunteers respond to incidents faster, communicate better and work safer within their communities.

The way it works is by utilising a feed from a CAD system, paging system, email or SMS to broadcast notifications and alerts to your volunteer members. The captured feed is translated through the software to provide a range of interactive resources, with a focus on mapping and resource management.

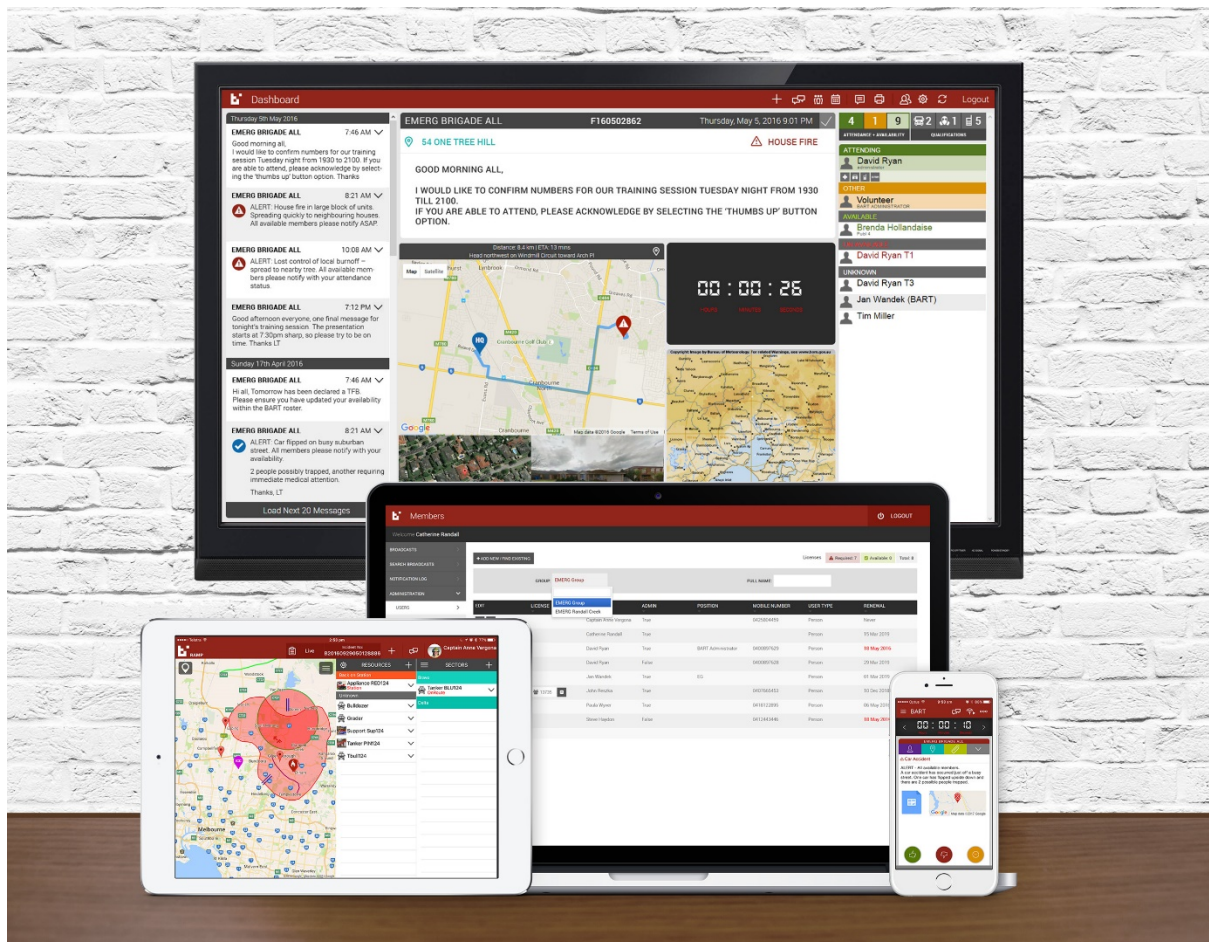
BART has successfully been integrated with BOM weather feeds, CFA and other RSS feeds, VisiCAD integration feed, Integraph integration feed and GIS data feeds. The system can also be integrated with EM COP to provide intelligence during any local, regional or state-wide emergencies

The software suite contains a collection of modules that have been designed for use at home, on the road, at the station and within a control centre environment.

FUNCTIONAL SPECIFICATIONS

BART's made up of **5 modules** that all work together to help make the lives of emergency services personnel easier. Using a broadcast feed, up to the second information is shared between team members, groups, districts and even amongst different agencies.

- BART Team App
- Dashboard
- Turnout
- RAMP
- MEMBERS



BART TEAM APP

Who is it for?

Individuals and Appliances

Platforms: iOS, Android, Windows Phone

What is it?

An app for smartphones and tablets that can be used 24/7, anywhere around the world.

What does it do?

BART Team is the primary communication tool for use at home, work, or in the field. The functionality included has been designed to make it easy for members to view incidents and interact with their team – regardless of location.

BART encourages two-way communication between management and their crews. By utilising every day technology like smartphones, tablets and computers, a consistent picture can be shared amongst members in a natural manner that fits in with current culture.

Communication through BART can be as simple as tapping the 'accept' (green) or 'decline' (red) buttons within the smartphone app, or as detailed as an 'in-app discussion'.

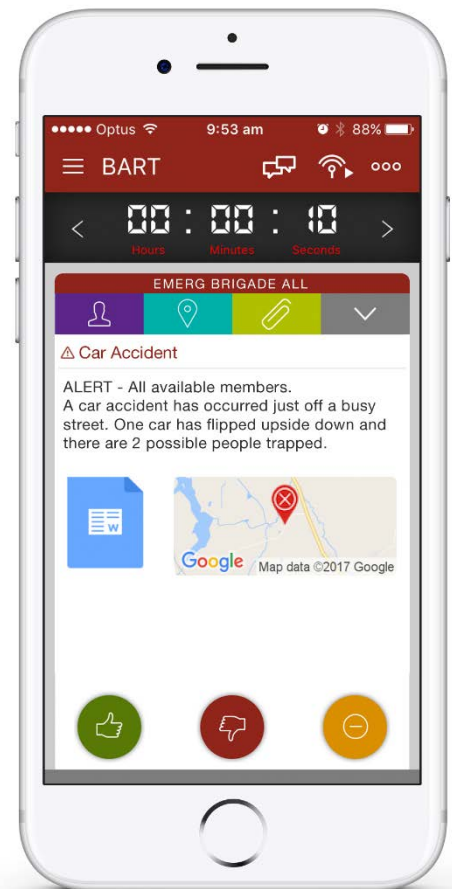
Regular day to day communication between crew members helps strengthen relationships, enabling better cooperation in the field. The benefit of stronger communication can also be seen through better planning and smoother operations.

ALERT TONES

Members have the ability to choose from a collection of different tones to suit their own individual situation.

BROADCAST FEEDS

BART caters for all types of information feeds, both public and private. The system is capable of integrating with any kind of CAD interface, making it a powerful tool for interagency communication and collaboration.

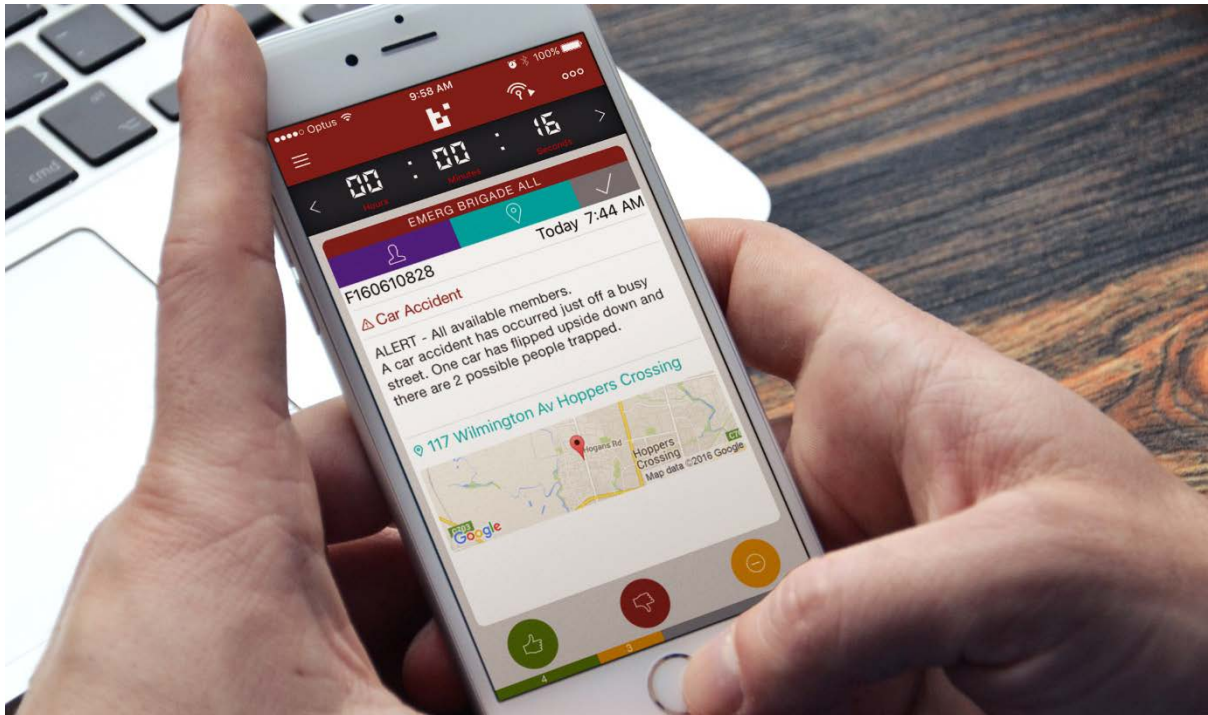


RADIO STREAMING

Stream a live public safety audio feed from your smartphone app, tablet or smartwatch. This feature is available for any state in Australia that has radio streaming.

INCIDENT ATTENDANCE

Real-time attendance logging allows team members to view the incident attendance status of all other individuals in the group.



When an incident alert is sent out, members will be notified instantly by either a push notification on their smartphones and tablets, or an SMS for older mobile phones. Those using newer technology are able to respond through the BART app with their status – ‘attend’, ‘decline’ or ‘other’. Those using older technology are able to respond with an SMS to indicate their status.

Email notifications can also be sent out for those who may not have access to a mobile device.

As soon as a member has submitted their response, all members within the team are notified as to who is able to respond to the call. This allows duty officers who may be in the field to request additional resources if required – all within seconds.

SKILLS AND QUALIFICATIONS








All members within BART are setup with their own personal qualifications. This allows duty officers to see instantly whether they have enough members with the right skills and ranks that are required for each individual job.

If a specific qualification is required, the duty officer is easily able to check through their resource pool of crew members with corresponding skill sets to fill in any necessary gaps for the response.

Key Qualifications

Brigades have the ability to set their top three critical qualifications required for incident response. These qualifications are highlighted within the application to notify duty officers of any shortfalls, so that they have the ability to fill in any necessary gaps ahead of time.

Regular members can also see the tally for these key qualifications, so that if they hold a specific skill or rank they can reconsider their turnout status.

							
Heavy Truck Endorsed	Hazmat	Crew Leader	Strike Team Leader	Wildfire Fire Fighter	Working at Heights	Perform CPR	Internal Structure Fire Fighting

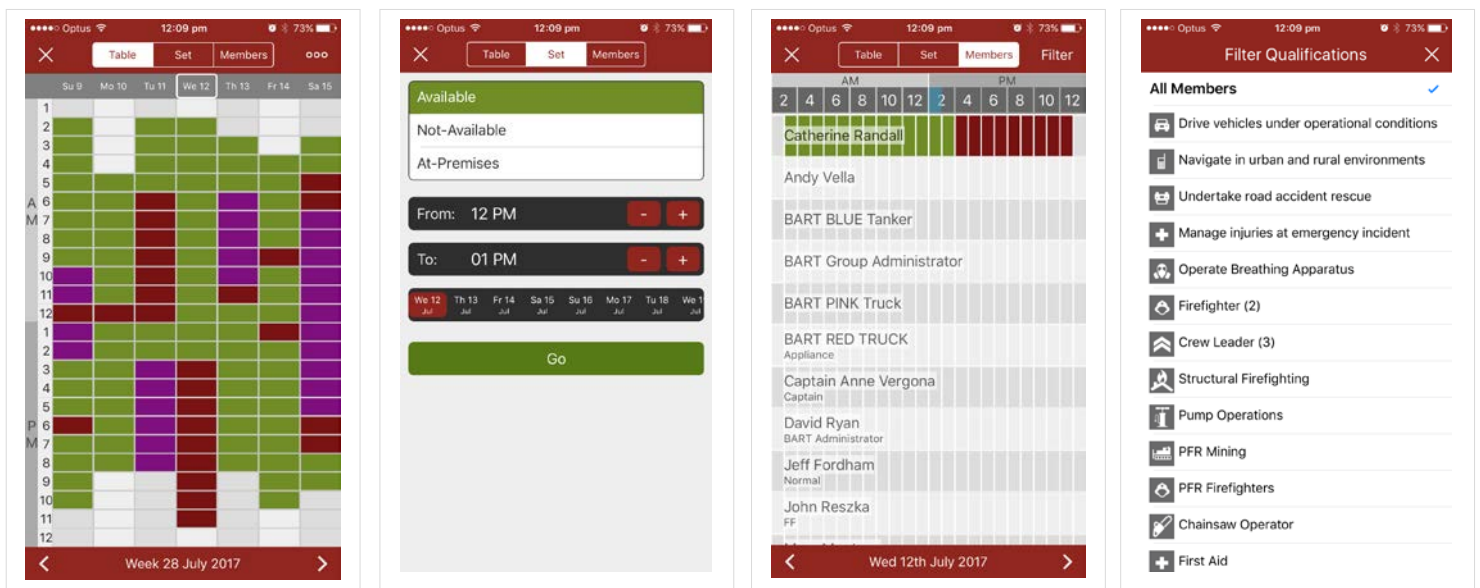
(Example Qualifications)

Additional qualifications can be created for your own specific group or agency.

ROSTERING AND AVAILABILITY

Individual members can set their current and projected availability, giving duty officers the opportunity to foresee possible shortfalls in available personnel and act accordingly.

This is particularly useful for ‘high-probability’ periods like extreme weather events or during high fire danger periods.



Short and Long-term status

Members can set their projected availability straight from the smartphone app, using the inbuilt calendar to set specific times and days when they are or aren't available. They can also make short-term scheduling changes, stating whether they're available, not available or at premises for specific amounts of time. The simple interface makes it easy for members to also set 're-occurring' shifts for times when they are on duty.

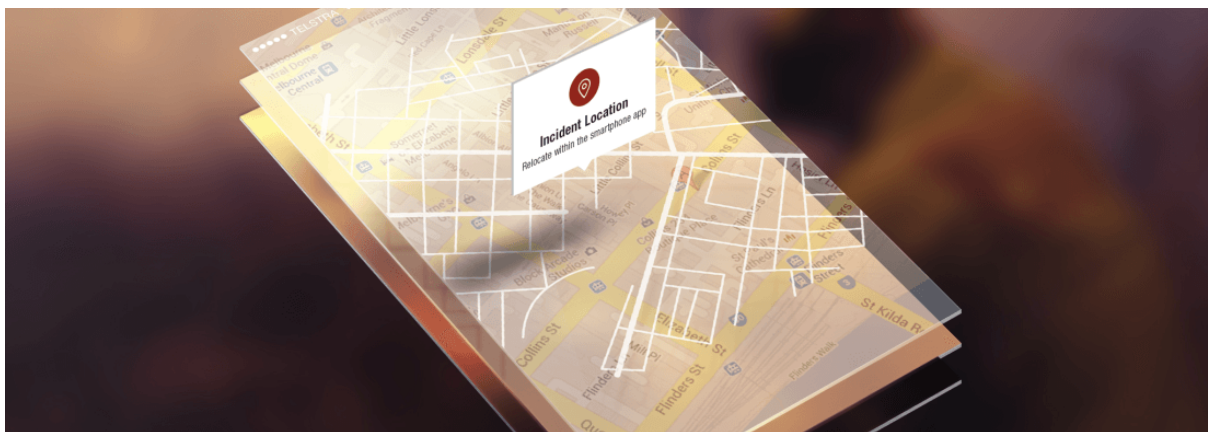
Team Status

Within the availability area, members can see the current and projected status of all other members within their team. Utilising the qualifications feature, members are also able to apply a filter to see the availability of people with specific skill sets.

This feature is particularly useful for duty officers looking to fill in skill shortage gaps that may occur during turnout.

MAPPING AND GEO-LOCATION

GIS locations are extracted straight from the message and used to pin point the incident location on an interactive map.



The mapping within BART is sophisticated enough to provide members with a range of useful information including:

- Individual members location
- The location of headquarters
- The location of all current incidents
- Routing and directions from individual's location to headquarters or the incident
- The location of all appliances on assignment (within a 50km radius)
- Other key locations, including water points, air fields, forward control points, defibrillators, helipads, hydrants and road closures
- Toggle between various map terrains and view traffic conditions to get a better picture of the situation at hand

ETA

When a member responds to a notification as 'attending', the BART application makes advanced calculations based on their current location and estimated time of arrival to the station. This provides those at headquarters with the ability to make a fast decision on the best time to leave the station.

APPLIANCE TRACKING

Membership within BART can be either an 'Individual' or an 'Appliance'.

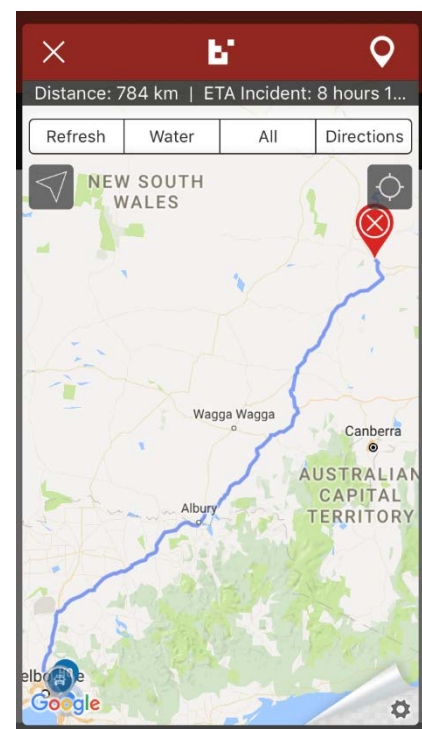
The appliance interface was especially designed for the safety and maintenance of emergency vehicles through the use of tracking. When in use, members can see the real-time location of each appliance in or out of the field.

Once one or more appliances have been registered by a brigade, members can assign those attending an incident to specific appliances. Once a crew member has been allocated to an appliance, they are notified instantly via push notification before they arrive at the station or headquarters.

*As attendances start rolling in, the brigade captain is able to begin assigning members to appliances based on their **rank and set of qualifications**.*

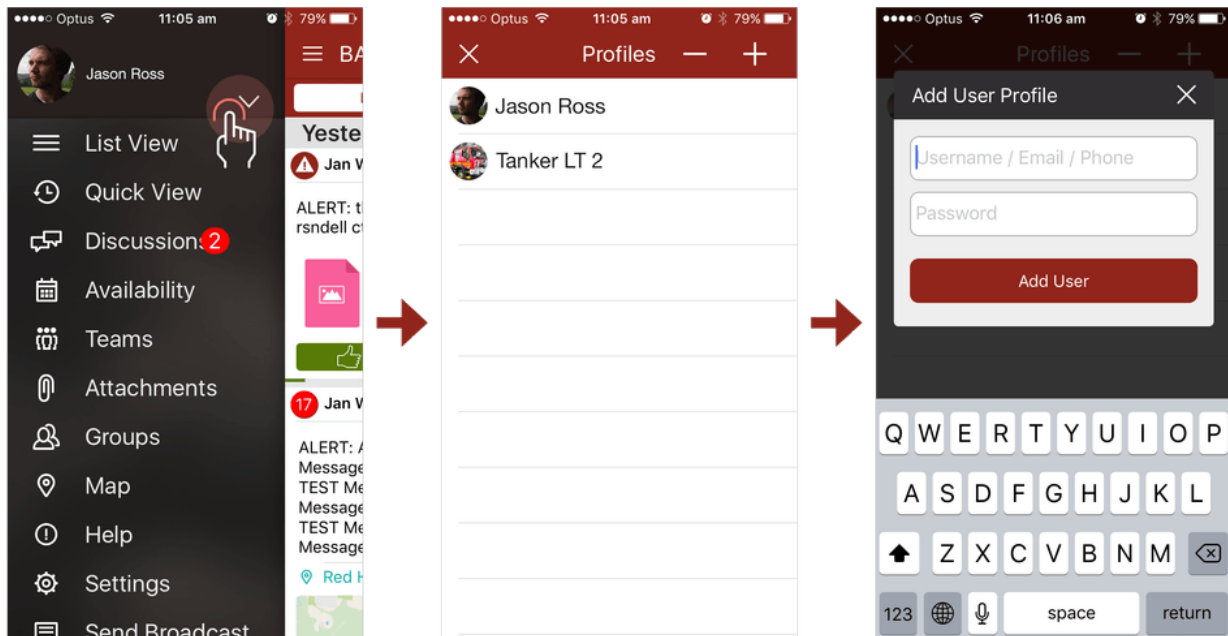
Appliance Passport

The appliance passport acts as a virtual T-Card. Details like agency type, station or unit name and location are all recorded ready to be pre-populated for when a crew is assigned to that particular appliance. This allows operators to use existing information, saving time where every second counts.



PROFILES

The BART Team App allows members to switch between different BART 'profiles'. Typically used by smaller brigades who may not be able to afford dedicated appliance membership accounts, this feature allows members to switch between their own personal account and an appliance account quickly and easily from within the app.



GROUPS & TEAMS

Groups

BART allows users to be members of multiple groups, across several different agencies. This encourages interoperability between the various emergency services, offering an integrated approach to emergency management.

Strike Teams

Strike teams can be set up within groups to allow for fast, targeted deployment. By utilising BART's qualification list, administrators are able to quickly and effectively select strike team members based on their specific skill sets.

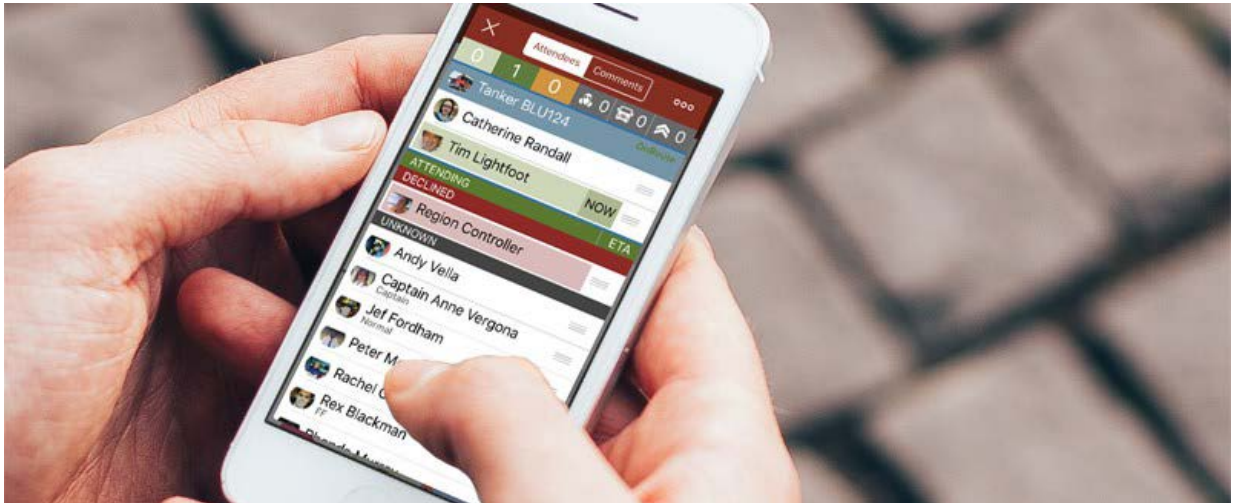
Once a team has been created on the fly, specific incidents can then be tasked to the team. Once the incident is over, it can then be marked as 'completed' at which time a report is automatically generated and sent through to the team's administrator.

CREW BUILDER

Members with adequate permissions, have the ability to assign attending members to an appliance based on their ETA, rank, and qualifications.

This can be completed directly from the BART Team App, where attending members can be added directly into appliances with a simple **drag and drop** function.

Once a crew member has been assigned, they are instantly notified via push notification – often before they even arrive at the station or headquarters.



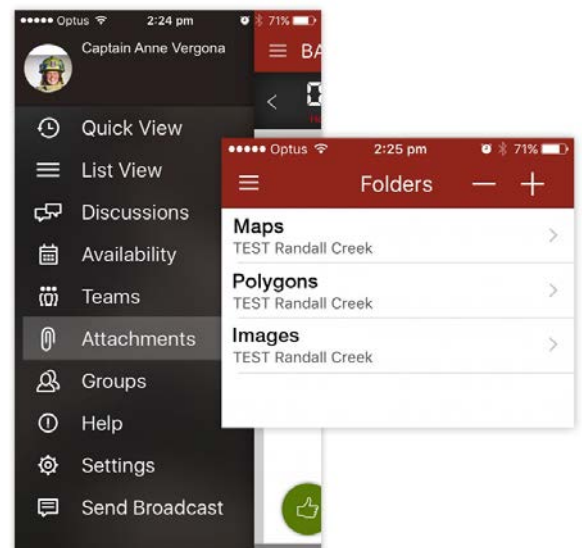
MESSAGING & ATTACHMENTS

Custom messages can be sent through the BART application, allowing members to select the brigades, units or flotillas that they want to contact, along with a location and whether the message is an alert.

This allows for large-scale mass notifications to be sent out to members, teams, and entire agencies via one single location. The notification will be sent out via push notification, SMS, email and even a paging device with adequate CAD integration.

Messages can contain a range of attachments, including pdf, docx, jpb, png, mp3 and mp4 file formats. When received, attachments can be saved to specific folders within the app.

Messages can be sent out to specific groups or groups of people that have been tasked with a specific incident. When a message is attached to an incident, it will then be logged for viewing within the incident report along with any attachments on the message.



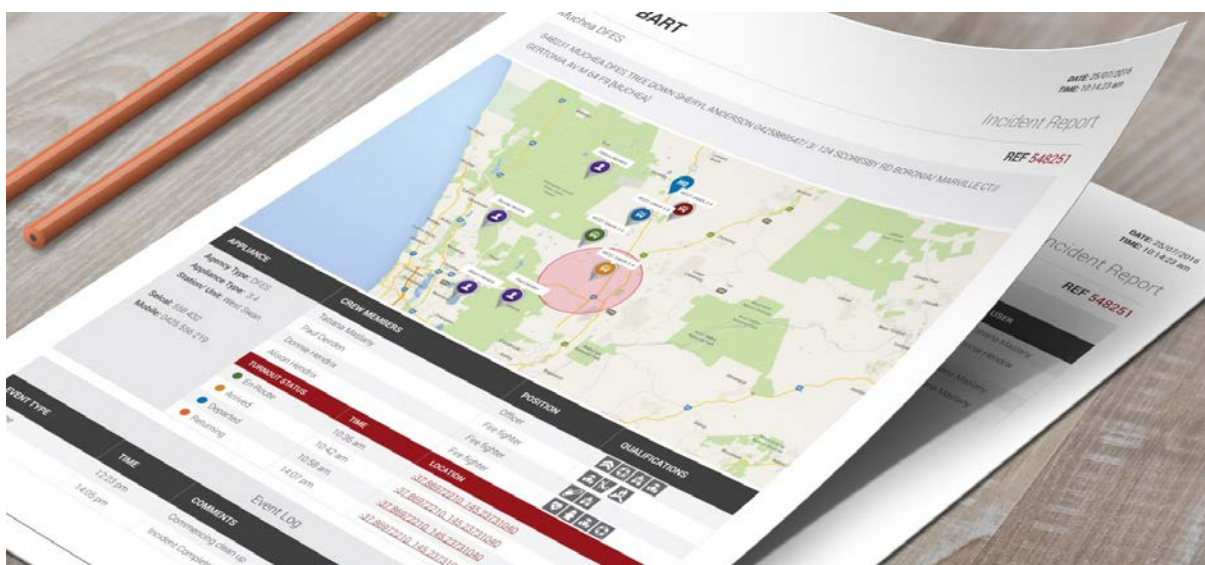
LOGGING AND REPORTING

BART allows for the automatic generation of important data for reporting and auditing purposes. During an incident, all movement and event information is recorded against each user, allowing for easy future access.

After an incident has occurred, key data is extracted from the system to determine things like who has attended, when they were tasked, what events took place and where they were located.

The reports that are automatically generated and emailed through to BART administrators include information such as:

- The incident information
- Location of the incident (map included)
- Members attending the incident
- The time and ETA of attending members
- Any appliances used for turnout
- The crew members assigned to each appliance
- The time and location of the appliance during key periods (assigned, en-route, arrived, returning, returned)
- Messages logged with the incident (including time, sender and attachments)



DEPLOYMENT

BART also provides for 'Deployment' environments, which allows the mass messaging of all members responding to a large-scale incident through the system. Members can be invited to join the deployment group, or they can register individually.

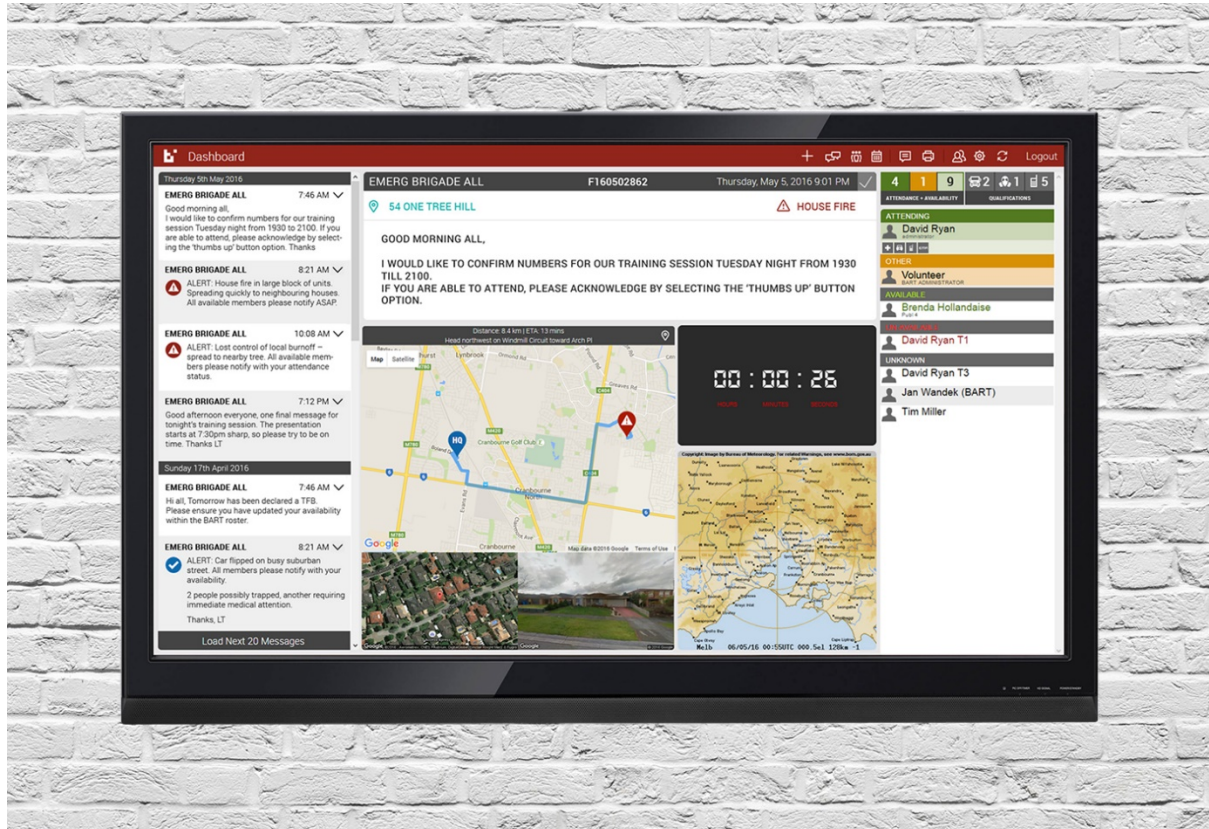
Members are notified in real-time if they have been selected for inclusion within the deployment group, if they are being considered or if they are not required.

DASHBOARD

Who is it for?

Commonly displayed within headquarters, but can be used by everyone as a substitute to the BART Team App.

Platforms: Firefox, Google Chrome, Safari, Microsoft Explorer (IE 9 and above)



What is it?

A web-based application used for displaying real-time information within a control centre environment.

What does it do?

Situational awareness is the key to effective emergency management. The BART dashboard provides for a Geo-enabled common operating picture, which empowers users to make the best decisions at the right times.

Real-time visibility of incidents, teams and resources allows for accurate situational intelligence of any emergency situation.

The Dashboard provides an overall view of the brigade, unit or group as well as functionality relating to the management of the brigade, unit or group during an incident.

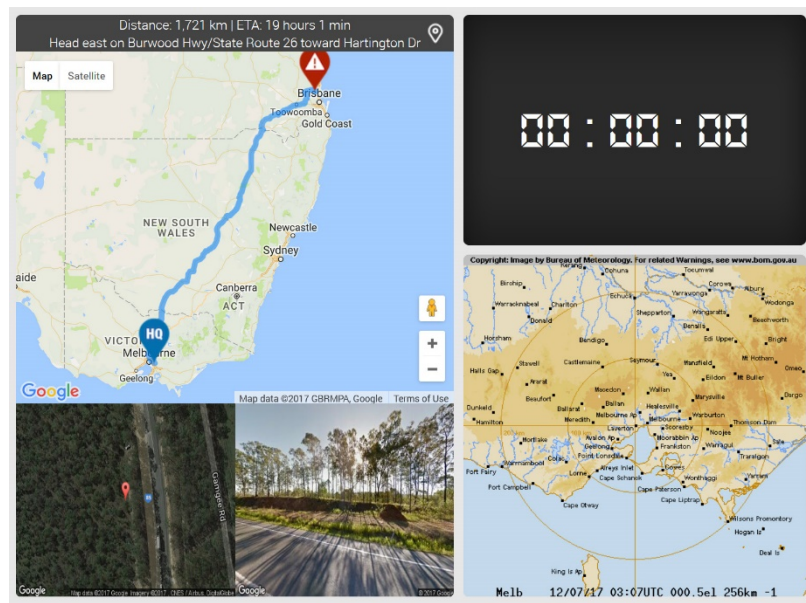
It provides a view of members responding to an incident with their ETAs, availability, incident location on the map, route to the incident, satellite view as well as the street view of the incident location, satellite weather view, vehicles deployed, a printed map ready to take, voice reading out the message, etc.

In addition, the operator at the station can record attendance on behalf of members as well as set availability.

MAPPING INTERFACE

Gives you an overview of all incidents and alerts, response unit routing, distance between headquarters and incident, estimated time of arrival and current weather feed.

Within the main map, you can toggle between standard and satellite views. There's also the option of adding an additional street view map to the screen to help achieve better situational awareness.



Members also have the option of controlling the tracking radius for the incident, so that all tracked devices are displayed within a certain distance to the incident location.

INCIDENT LIST

Displays a list of all incidents or alerts in real-time, as they come in.

MEMBER ATTENDANCE

Toggle between attendees and those who are available and the crew builder. This will give you a better idea of how many people you can expect to attend an incident, based on their set availability. If too many people are set as 'not available', arrangements can be made sooner rather than later.

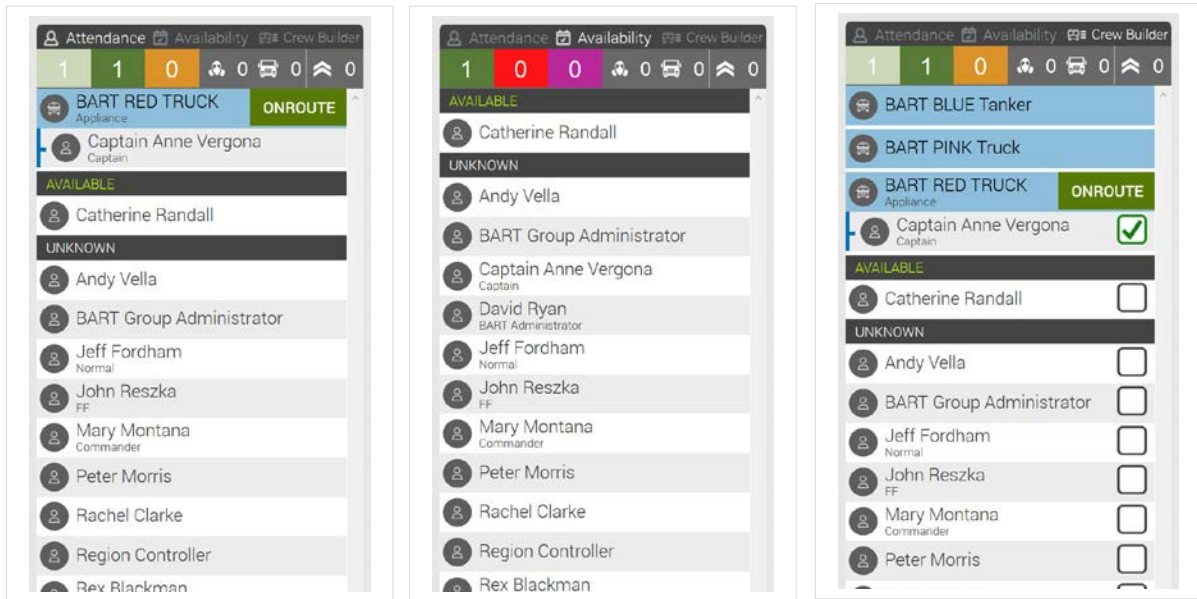
Through the Dashboard members can also change their attendance status, or it can be updated on behalf of a member by the administrator.

The current total availability for each incident can also be viewed through the Dashboard interface to give duty officers an indication of how many members can and can't turnout.

CREW BUILDER

A powerful feature of the Dashboard is the 'Crew Builder', which allows duty officers to assign attending members to an appliance based on their **ETA, rank and set of qualifications**.

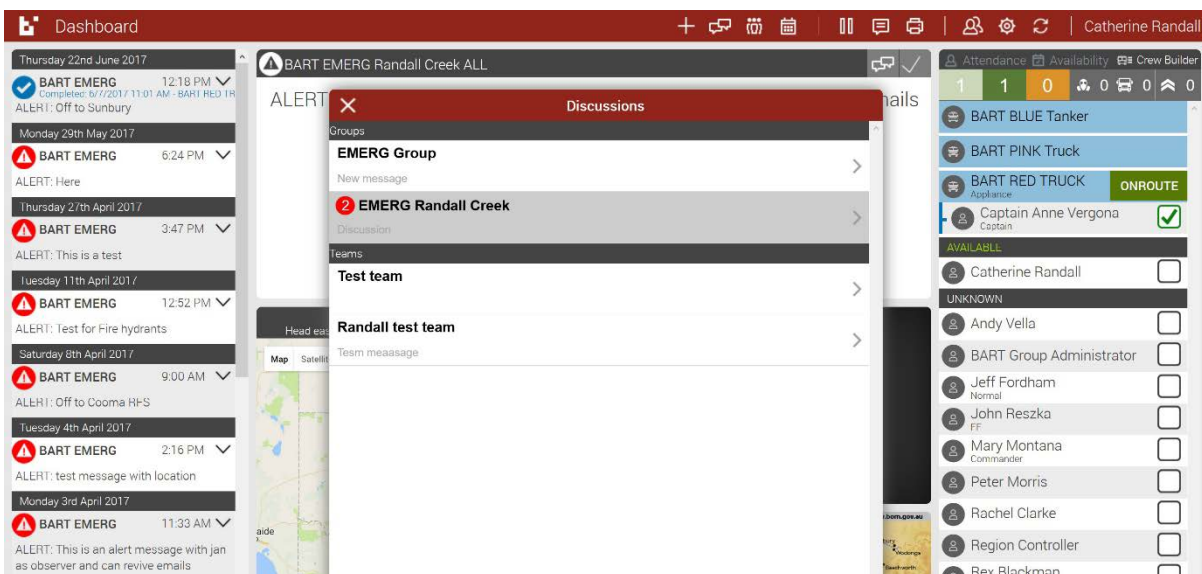
Once a crew member has been assigned, they are instantly notified via push notification – often before they even arrive at the station or headquarters.



(Example of toggling between the incident 'Attendance', 'Availability' and 'Crew Builder')

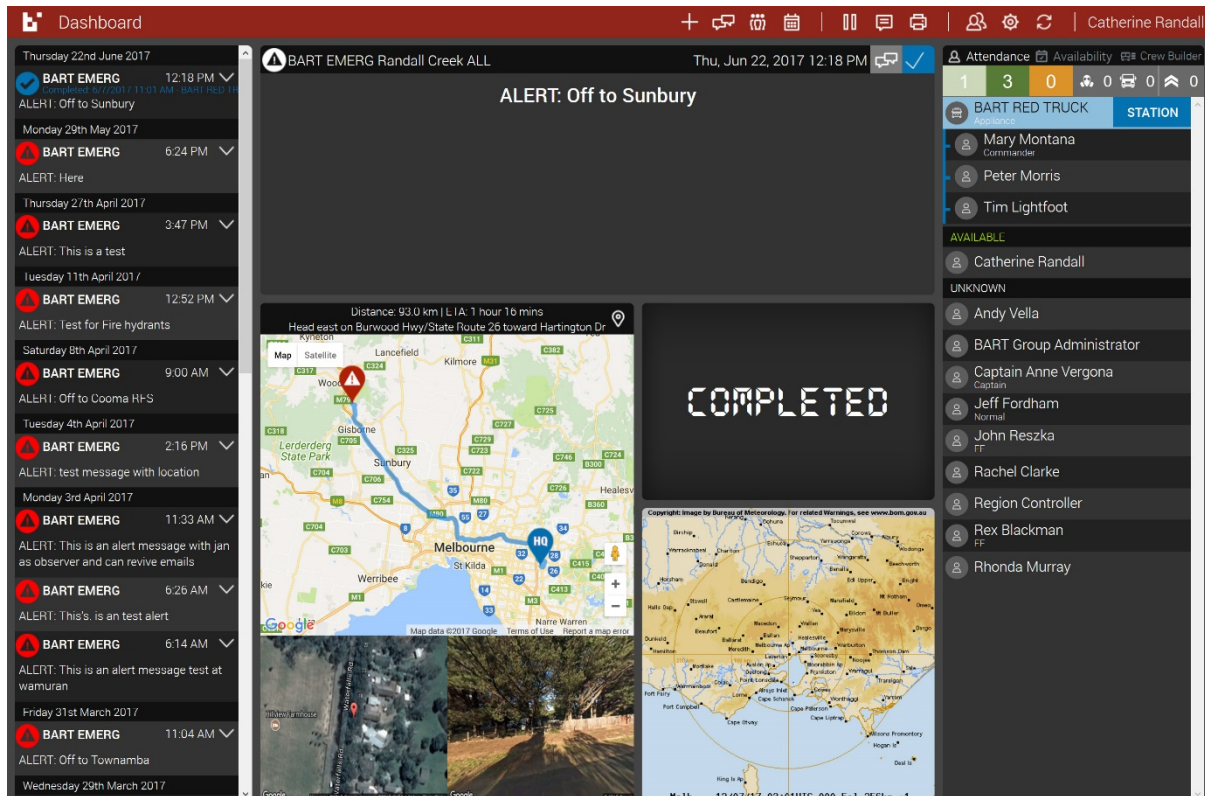
DISCUSSIONS

Discussions can be had directly through the Dashboard interface, allowing members to view all messages that have been attached to an incident as well as them being able to participate with their own comments.



INTERFACE THEMES

As the Dashboard was designed to assist those located within the station or headquarters, there's the option of toggling the interface theme between light and dark to assist with day or night time viewing.



TEAMS

Teams can be created or deleted through the Dashboard, allowing for new members and incidents to be added on the fly.

ALERT SOUNDS

The Dashboard has a number of inbuilt alert sounds, which are particularly useful when it's setup within a station or headquarters environment. Commonly setup in conjunction with a sound system, the Dashboard is capable of notifying the entire building when a new incident comes in.

AUTO PRINT

Option to print all incidents and alerts as they come in. There's also a manual print option for printing only selected incidents and alerts.

TIMER

Clearly displays the time that has elapsed since the incident or alert was first released.

TEXT TO VOICE

Will read out the incident or alert message when it arrives, which can be replayed continuously by increasing the loop time in settings.

ETA

View the estimated time of arrival for all attending members.

TURNOUT

Who is it for?

Regional controllers or those who need to oversee the movements of multiple groups.

Platforms: Firefox, Google Chrome, Safari, Microsoft Explorer (IE 9 and above)



What is it?

A web-based application that focuses on regional incidents, handling multiple brigades, units, and groups.

What does it do?

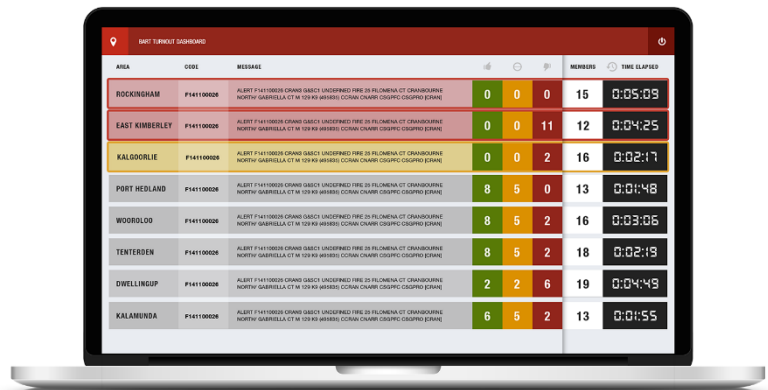
The Turnout module focuses on area and regional incidents, handling multiple brigades, units and groups.

This application provides those who are dispatching the message or managing multiple groups the ability to see real time brigade, unit, and group responses, as well as vehicle deployment on the map.

Messages can be sent from the turnout application direct to member groups.

CREATE AND SEND MESSAGES

Create and send messages from within the application. Select who you're sending it to, the location, type and whether it's an alert or not.



AREA	CODE	MESSAGE				MEMBERS	TIME ELAPSED
ROCKINGHAM	F1410000E	ALERT F1410000E CPWAG 03001 UNDERPRED FIRE DE FLO-CMENA-CT CRANBOURNE NORTH GABRIELLA CT W 103000 ARRIVED CPWAG CHARGE COGNITIVE COGNITIVE ZEPHYRUS	0	0	0	15	0:05:09
EAST KIMBERLEY	F1410000E	ALERT F1410000E CPWAG 03001 UNDERPRED FIRE DE FLO-CMENA-CT CRANBOURNE NORTH GABRIELLA CT W 103000 ARRIVED CPWAG CHARGE COGNITIVE COGNITIVE ZEPHYRUS	0	0	11	12	0:04:25
KALGOORLIE	F1410000E	ALERT F1410000E CPWAG 03001 UNDERPRED FIRE DE FLO-CMENA-CT CRANBOURNE NORTH GABRIELLA CT W 103000 ARRIVED CPWAG CHARGE COGNITIVE COGNITIVE ZEPHYRUS	0	0	2	16	0:02:17
PORT HEDLAND	F1410000E	ALERT F1410000E CPWAG 03001 UNDERPRED FIRE DE FLO-CMENA-CT CRANBOURNE NORTH GABRIELLA CT W 103000 ARRIVED CPWAG CHARGE COGNITIVE COGNITIVE ZEPHYRUS	8	5	0	13	0:01:48
WOODLOD	F1410000E	ALERT F1410000E CPWAG 03001 UNDERPRED FIRE DE FLO-CMENA-CT CRANBOURNE NORTH GABRIELLA CT W 103000 ARRIVED CPWAG CHARGE COGNITIVE COGNITIVE ZEPHYRUS	8	5	2	16	0:03:06
TENTERDEN	F1410000E	ALERT F1410000E CPWAG 03001 UNDERPRED FIRE DE FLO-CMENA-CT CRANBOURNE NORTH GABRIELLA CT W 103000 ARRIVED CPWAG CHARGE COGNITIVE COGNITIVE ZEPHYRUS	8	5	2	18	0:02:18
DWELLINGUP	F1410000E	ALERT F1410000E CPWAG 03001 UNDERPRED FIRE DE FLO-CMENA-CT CRANBOURNE NORTH GABRIELLA CT W 103000 ARRIVED CPWAG CHARGE COGNITIVE COGNITIVE ZEPHYRUS	2	2	6	19	0:04:49
KALAMUNDRA	F1410000E	ALERT F1410000E CPWAG 03001 UNDERPRED FIRE DE FLO-CMENA-CT CRANBOURNE NORTH GABRIELLA CT W 103000 ARRIVED CPWAG CHARGE COGNITIVE COGNITIVE ZEPHYRUS	6	5	2	13	0:01:55

MAP VIEW

View all alerts on an interactive mapping interface.

VIEW OPTIONS

Select whether you want to display your local headquarters, appliances and which regions you want to view.

RAMP

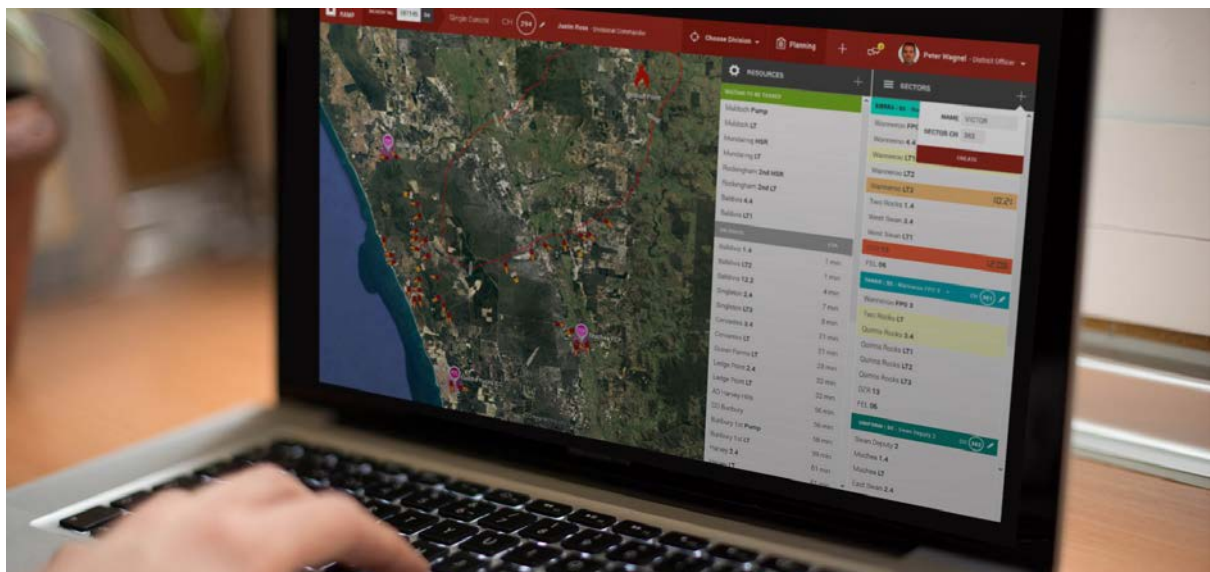
Who is it for?

Those who need to view and manage multiple agencies, units, brigades and incidents.

Platforms:

Mobile: iOS, Android, Windows Phone

Computer: Firefox, Google Chrome, Safari, Microsoft Explorer (IE 9 and above)



What is it?

BART RAMP enables the management of resources across multiple agencies.

What does it do?

When a large-scale incident occurs such as a bushfire or flooding, RAMP allows operators to focus on the control, delegation and planning aspects of incident management – without the usual administrative distractions.

RAMP was designed closely with key personnel from DFES in Western Australia to streamline the way in which large scale operations were carried out.

The standard process for using RAMP involves:

1. An incident alert is sent out to multiple brigades, units or groups
2. The RAMP operator enters an incident number into either the web, smartphone or tablet application
3. All appliances associated with the incident will display as being available assets within the RAMP interface
4. Once an appliance enters into the 'Control Point' zone, it automatically moves from the 'En-Route' column to 'Waiting to be Tasked'
5. All available resources can be assigned to a sector by a simple 'drag and drop' function
6. All appliances (active and non-active) are displayed on an interactive map
7. Appliances can be moved around the map to create the best incident action plan
8. RAMP can be used in two modes – **live** mode and **planning** mode

LOCATION, TRACKING AND MAPPING

Map Points

Various layers can be toggled on the map, including:

- Incident coverage
- Ignition point
- Appliances
- Control Points
- Road Blocks
- Miscellaneous resources (like water points, air fields and communication towers)

Tracking

The location of each appliance can be seen within RAMP once the 'En-Route' status has been set within the BART Team Appliance app.

Control Points

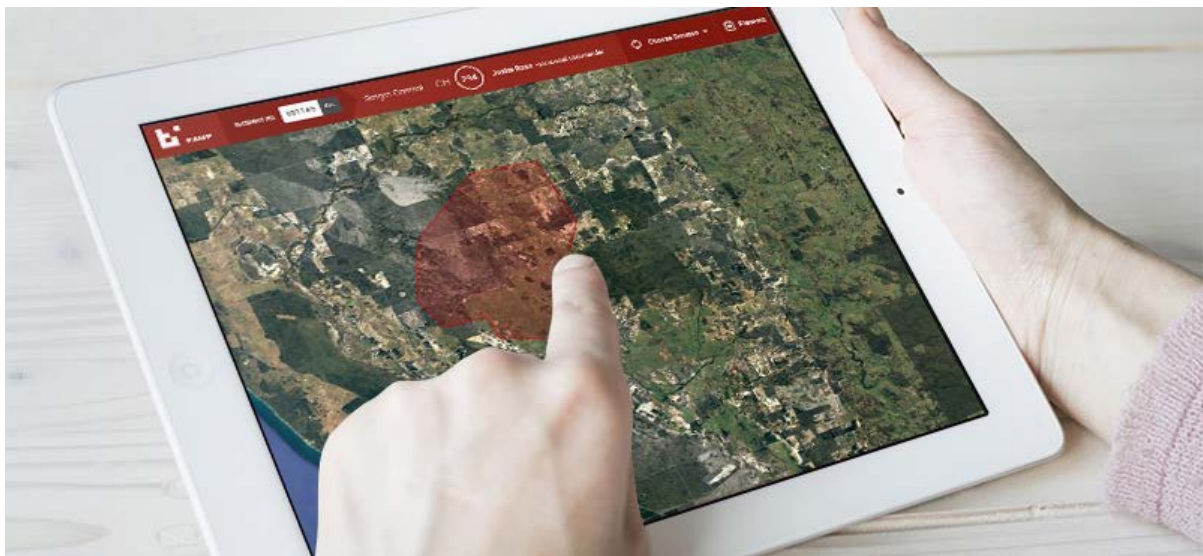
Once an appliance has entered into the set Control Point radius, it's status is automatically updated to 'Waiting to be Tasked'.

Sectors

New sectors can be created within RAMP to allow for streamlined scalability of incidents.

Incident Shape

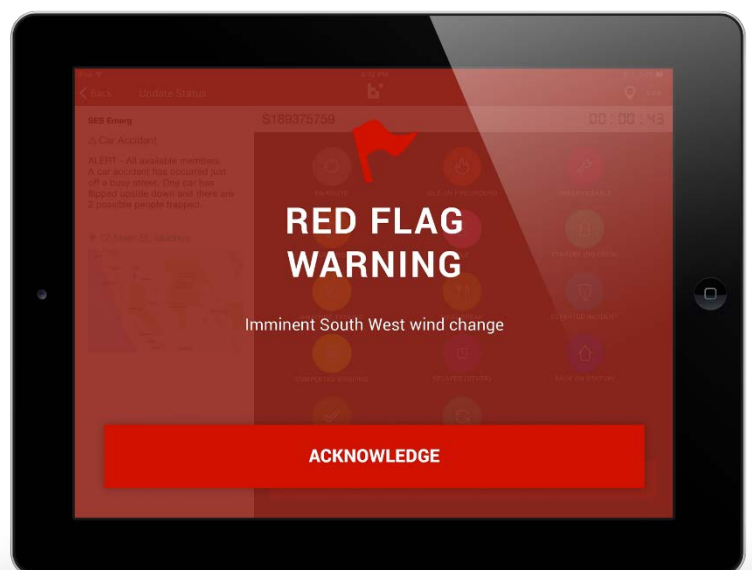
Incident shape polygons can be imported directly into RAMP, and can alternatively be drawn directly onto the map.



VISUAL WARNINGS

The RAMP module has a number of visual warnings to make operators aware of situations that need attention. These warnings are dependent on a number of factors like time spent on shift, or alerts created through the advanced status buttons.

The warnings can be sent out on a large scale if needed, to notify all people in and around the incident zone of important updates.



RESOURCE SHARING

Map polygons, annotations, metadata and other multimedia attachments that are assigned to an incident through RAMP can be accessed by regular BART users any time they view the same corresponding incident.

REAL-TIME COMMUNICATION

Messaging

Messages can be exchanged directly from the fire-ground to the RAMP operator and vice-versa. If there is a change in conditions for example, the RAMP operator is able to issue a warning for all members to see and act on it. Alternatively, if an appliance activated the duress button, everyone is instantly notified that there is a current emergency.

Warnings

Communication can be sent straight to any appliance within the system. Once a warning has been acknowledged, the RAMP operator is notified that the crew is now aware of the current situation.

PLANNING AND TRAINING

RAMP has a secondary environment for future projections and planning for oncoming shifts.

The 'planning' interface provides operators with a complete view of all active appliances, where all resources are available for tasking. Once ready, all planning operations can be activated from the planning environment, directly to the real-time environment.

The planning interface can be used for virtual training sessions, where discussions can be had and changes can be made without any impact on the real-time environment.

REPORTING

RAMP allows for the automatic generation of important data for reporting and auditing purposes. During an incident, all movement and event information is recorded against each user, allowing for easy future access.

After a large-scale incident has occurred, key data is extracted from the system to determine things like:

- Who has attended
- When members were tasked
- What events took place during their shift
- Where they were located

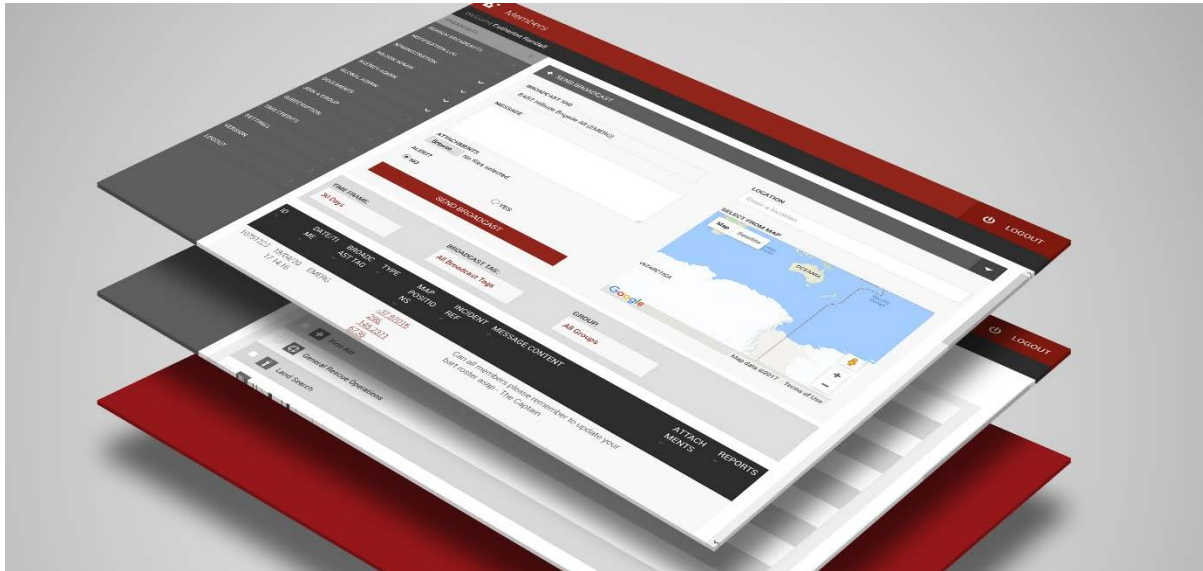
The BART team are also able to produce custom reports if requested, on a conditional case by case basis.

MEMBERS

Who is it for?

Everyone

Platforms: Firefox, Google Chrome, Safari, Microsoft Explorer (IE 9 and above)

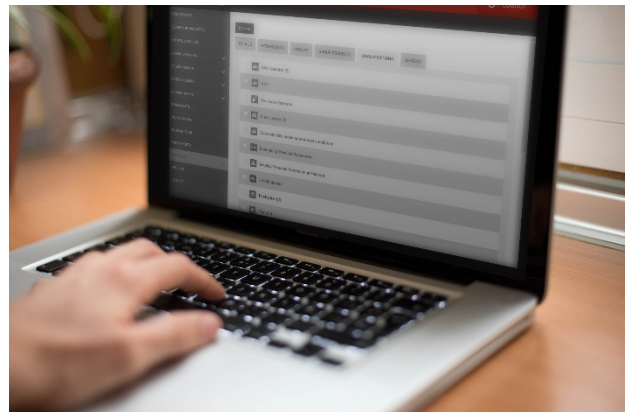


What is it?

A web-based application used for administering all aspects of the BART system (including members, groups, messages, locations, qualifications, permissions and broadcasts).

What does it do?

The BART Members area allows administrators to take full control of their crews, groups, units and agencies.



PERMISSIONS

With strict user permissions in place, the Members area can be used by regular members and administrators alike. Permissions include:

Regular Membership

Although a regular membership gives users the lowest level of administrative permission, they're still able to complete a number of tasks:

- Test notifications
- Change password

- Join other brigades
- Pay for an individual subscription
- Send messages (if enabled by the individual's administrator)
- View messages
- View and change all personal details

Administrator

Administrators have all the same functionality as individuals do, along with a number of other more advanced options:

- Manage member accounts
- Create broadcast tags
- Control which members can send and receive messages on each specific broadcast tag
- Accept or reject member applications sent via the BART website, or requests to join their brigade

Regional Administrator

The regional administrator has all the same permissions as a standard administrator, but with the added ability to control members, broadcast tags, groups, regions, map markers and message management on a regional level.

Agency Administrator

The Agency Administrator permissions take it up yet another level to control users, qualifications, broadcast tags, groups, markers and message management on an agency level.

SUPPORT

Emerg are committed to providing elite support to all BART members by means of:

- Phone enquiries (9am to 5pm, Monday to Friday)
- Email enquiries (direct emails, forms submitted through the BART website)
- Training sessions (conditionally offered, on request)
- Comprehensive knowledgebase (continually updated, available on the BART website)
- Discussion forum (available on the BART website)

EMERGENCY SUPPORT

Emergency support is offered 24/7 for critical issues.

SYSTEM SPECIFICATIONS

TECHNOLOGY

The BART backend application server is developed using Microsoft .Net framework, which is installed onto Microsoft Windows server Operating systems. The data storage is contained on a Microsoft SQL Server Database.

The System includes the following parts:

- All sent messages are first stored into a queue before sending, this ensures an asynchronous process in sending messages, which can provide for prioritization, data integrity and provides for a continuous messaging service, which can be audited for speed and reliability.
- Queued messages are then send using multiple redundant backend messaging services for email, SMS and push-notifications. These services and queue are then monitored by independent services which checks for queue level and uptime.
- Web application front end to provide for administration facilities, end-user messaging and incident management facilities.
- Native iPhone, iPad, Android and Windows Phone applications provide for system end user facilities for mobile users, which can be used to send and receive messages.
- Authentication is handled using an independent database and service to handle the authentication across multiple environments. This provides for a common application gateway for independent environments so that the single application can be used to connect to multiple privately hosted messaging systems.
- The authentication server can be physically installed remotely from the application server as authentication is done via web service API. This enables the authentication services to be installed closer to the Network directory services for Single sign on. BART has the facility for users to be authenticated by Active Directory.
- All remote 'server-to-server' and 'server-to-client' communication is handled using web services over HTTP or secure HTTPS protocols.

SCALABILITY

BART has the ability to scale from a brigade level to a corporate management level, and right through to a federal operations level. Information can be shared from the ground up, where the data can be grouped and assessed for high level reporting and planning.

The system has been designed with performance and scalability in mind and currently accepts data feeds from multiple sources. System resilience includes secondary paging terminals to guarantee 100% message uptake.

BACKUP

BART is Hosted in a highly redundant and Scalable cloud environment with replicated offsite databases for disaster recovery.

CONCLUSION

BART is offered as a packaged system, stacked with each of the modules listed above to help assist members of the emergency services with the management of their crews and assets, the communication between members, groups, brigades and agencies, as well as their turnout response.

Being a wholly Australian owned and run company, Emerg are able to offer ongoing development, continued consultation with BART members and exceptional customer service and support.

As the popularity of BART continues to grow throughout Australia and beyond, the system is destined to go from strength to strength, offering the benefits of innovation to all those who climb onboard.