Town BART Administrator Guide

Summary

BART has been assisting groups of First Responders to help others in their community; BART Street is assisting community groups of Residents in vulnerable / risky areas to help each other through two way communication.

Introduction

BART is a cloud-based software suite, which has been designed to help those who help others. BART provides two way communication for groups that work together. It has the ability to help turnouts, anticipate risk, limit impact and decrease recovery times.

The BART system contains multiple smart device and web-based modules, which all work together to deliver real-time information and enhanced communication.

The BART system is used across many different organisations and agencies within Australia, including Firefighters, Ambulance, State Emergency Services, Coast Guards, Volunteers, Mining, Councils and more; with over 165,000 Members across Australia and New Zealand.

BART Street

The BART Street Pilot is an initiative that was first trialled by the Roleystone Volunteer Fire and Rescue Services in WA, with great success. We now welcome other communities across Australia and New Zealand to trial the program during the 24/25 Fire Season.
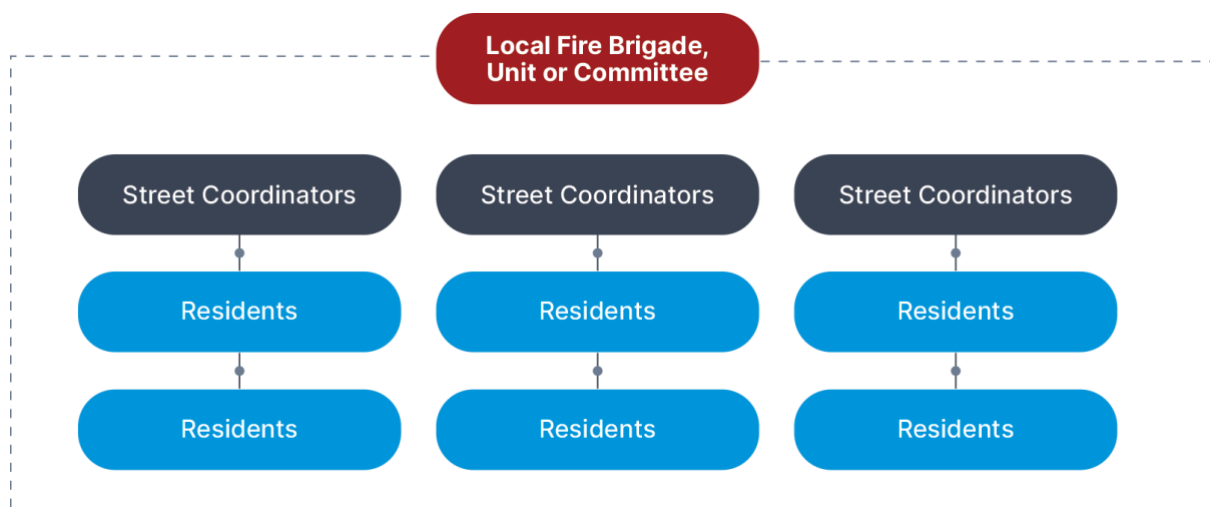
Roleystone Case Study

The Roleystone Volunteer Fire & Rescue Service Community Engagement Team identified that there is no standard way to communicate between:

- Roleystone Volunteer Fire & Rescue Service Community Engagement Team and the Bushfire Ready Street Coordinators
- Bushfire Ready Street Coordinators and the individual Residents in the streets

BART Street has helped to resolve communication issues and provides a dedicated platform for Bushfire Prevention, Preparedness, Response and Recovery.

Responsibilities

Local Fire Brigade

The local Fire Brigade, Unit or Committee will be required to trigger a notification of a fire, Total Fire Ban days, evacuation, or any incidents in the area.

Example Broadcast Alerts from the Brigade include:

Alert to Fire

> **ATTENTION:**
>
> A fire has been reported within your local area.

Total Fire Ban Notification

> (*day,date*)_____, a Total Fire Ban has been declared for _____
>
> A _____ Fire Danger Rating is forecasted for _____
>
> Any signs of fire should be reported to 000 immediately.

Other Incident

> An incident has occurred in _____(area)
>
> Roads may be closed. Please avoid the area

Evacuation

The (police)........................... have issued an Evacuation Order for your

.... Street Please indicate what action you

are taking THUMBS UP you are leaving, THUMBS DOWN you are staying or OTHER if you need assistance.

Head for your safe area.

High Threat Period

During the High Threat Period, we recommend that at least 1 person is available to oversee the BART Street for your local area.

We also recommend at least 1 information session with Street Members to teach them about the process, what to expect, and basic BART app usage.

For education resources, please see:

- Dual Authorisation Form
- Residents Guide
- Street Coordinator Guide

Managing the BART Street

The Principle Function of BART Street is that you as a Resident will receive messages and you respond by pressing the
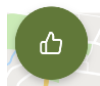
Green Thumbs Up button

to indicate that you, the Street Coordinator and others Residents in your street know that you have received the message.

The next very important function is that when you receive an Evacuation Message you have the option to respond as follows:

(1) **Green Thumbs Up** – **You are leaving to a safe place**

(2) **Red Thumbs Down** – **You are NOT LEAVING**

(3) **Yellow Other** – **You require assistance**

No response by you will indicate to the Street Coordinator and other Residents in your street that you have not received the message.

In order for the BART Street to function effectively, the Brigade is required to ensure the efficient communication of Fires and Incidents to their allocated Street Coordinators. This responsibility may be divided by a rotating roster consisting of multiple Brigade Members.

The management of the BART Street is particularly important during the high threat period.

Street Coordinators

- Maintain a current list of members within the streets of BART Street.

- Provide information on removals or additions to the managing Brigade

- Provide basic training to new members of the BART Street on their street.

- Use the 'Discussions' or 'Messaging' Function as required to communicate with other street coordinators or end-users

- Assist with promoting and organising property walkthroughs for their street.

- Promote prevention and preparedness programs run by the Brigade

- Comply with the 'Community Terms of Use'

Residents

- Receive messages via Bart Street

- Refer to their local 'Fires Near Me' application for current information and advice

- Use the 'Discussions' or 'Messaging' function as required to communicate with the coordinator and other members on your street.

- Comply with the 'Community Terms of Use'

Terms of Use

By agreeance upon signing the **Residents Authorisation Form**, non-Brigade member users (Street Coordinators and Residents) will abide the following terms of use:

Any of the following is prohibited with BART Street:

- Violent, obscene, profane, hateful, derogatory, racist or sexist language;

- Discussion or promotion of behaviour that is unlawful;

- Comments that threaten or defame any person or organisation;

- Solicitations, advertisements or endorsements without prior approval of the Brigade;

- Encouragement or glamorization of the use of alcohol, tobacco or illegal drugs;

- Hyperlinks to any of the aforementioned material;

- Multiple successive irrelevant or spam comments

If a user is found to have undertaken any of the points outlined in the prohibited activities, we may take the following actions depending on the severity of the offending:

- Written or verbal notification of unacceptable behaviour

- Suspension of user's account

- Withdraw and banning of user from the BART Street

Disclaimer:

People who do not physically live in a street within BART Street or have moved, the Street Coordinator will remove the Resident from BART Street.

BART Street is currently being run as a Pilot by Volunteers so the brigade, unit or committee cannot guarantee a message will be sent every time.

Fire is unpredictable so it is essential that you have a fire plan, DO NOT rely on a message from BART Street. Fires can escalate rapidly and without warning.

Maintain your own situational awareness and action your own fire plan as required.

More Details for the Town BART Administrator.

(A) The BART Team will create the initial Town Street environment for BART Street consisting of:

    (1) Town District
    (2) Street Town District
    (3) Town Coordinator Group in the Town District
    (4) Create the first Town BART Administrator in the Town Coordinator Group with District permissions.
    (5) Set up at least One Street Community Group in the Street Town District.
    (6) Provide the Town BART Administrator with Street Town District permissions.
    (7) Set up the District Broadcast Tag in the Street Community Group so that the Town BART Administrator can send messages to Residents in all Streets in the To
    (8) Set up the District Broadcast Tag so that the Town BART Administrator can send messages to Residents in all Streets in the Town

(B) The Town BART Administrator can then:
    (1) Create additional Town BART Administrators with the assistance of the BART Team
    (2) Create Street Community Groups
    (3) Add the Town Message to all Broadcast Tag to the Street Community Groups
    (4) Create Street Coordinators in the Town Coordinator Group as members
    (5) Add the Street Coordinator to the Street Community Group they oversee as a BART Administrator for the group.

(C) The Town BART Administrator can send Messages and Alerts to :

    (1) Members in the Town Coordinator Group.
    (2) Residents in specific Street Community Group
    (3) All Residents in all Streets Community Groups in the Town

(D) The Town BART Administrator can Create Residents in specific Street Community Groups if required.