

## Responding to Alerts for **non-Smartphone** Users

You can receive BART alerts and messages on your non-smartphone via an sms text message, and you can also respond with your attendance status by replying to the alert message.

### Summary of Steps

1. Receive an RFS Pager or brigade generated alert via SMS
2. Respond with your Availability (see below)
3. If you responded with a '1', you will be allocated a truck if you are needed
4. When you receive the truck allocation, go immediately to the station
5. If not, or you receive a 'Stand Down' or 'Stand By' then stay home.

### Respond via SMS

When you receive an SMS alert on your phone you reply with a number:

- 0 = Not Available for immediate response
- 1 = Available for immediate response
- 2 = Available later

Example reply to a message to respond:

1 [SEND]

Which means: Available.

(The colour is for illustrative purposes in this document.)

### Respond via SMS with an ETA

You can also share your ETA, by using a dot, space or hashtag after your status:

Example reply to an alert to respond with an ETA:

1.20 [SEND]

Which means: Available; ETA: 20min.

**A short time later you will receive a message allocating you to a truck. If you do not receive this message or receive a 'Stand Down' or 'Stand By' message then you can remain at home.**

Note: You must use your phone that is registered with BART otherwise the BART system won't know who you are.