NFIRS Incident Reporting

For ECFR Firehouse Web
NFIRS Incident Reporting

• As stated in SOG 1230.010, the OIC for all dispatched incidents must complete an Incident report including all companies responding and their personnel.
  – This does not include members standing-by at the station. They will be listed in an activity report for stipend purposes.
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• To begin an “Incident” report do one of the following:
  – 1) Locate the report in your “Department Journal” see next slide.
  – 2) Click on “Browse” at the bottom of a blank report. This will display all reports at your station.
  – 3) Type the Incident #, using correct format, in to the Incident # field of a blank report, then hit enter.
Selecting an “Incident Report” from your “Department Journal” displayed.

![Department Journal Calendar](image_url)
Using the “Browse” button at the bottom of a blank report displayed.
Entering the “Incident #” in a blank report displayed. Remember to use the correct Incident # format.
NFIRS Incident Reporting

– Across the top of the incident report there are tabs. Tabs that are red are required, but not yet completed.
– Tabs in green are required & completed.
– Tabs of any other color are optional fields for that call type.
Tab’s of a NFIRS Incident Report are Displayed
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• Once the report is displayed, fields in Blue are required fields that are completed.
• Fields in Yellow are required, and need information.
• Fields that are White are considered optional fields. Enter information as needed in these fields.
Colored fields in a NFIRS report are displayed here.
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- At the top of the report, the Incident # and Alarm Time are generated by CAD.
- The Station # defaults to the District the call occurred in. The only exception is if the address/location is not a physical address in Escambia County. In this case it will be blank.
- The “Station #” should be changed to match the 1st arriving company, regardless of district.
- The Occupancy ID field, is to attach this incident to the Commercial Property it occurred at if applicable. Only use this feature if the call involved the Business. (Ex: Fire Alarm, Fire, etc.) (Not med emergencies)
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• To complete the “Basic” Tab, do the following:
  – Under “Scene Address” select “Type” & “Vicinity”.
  – “Type” defaults based on info from CAD. If the call location is not a street address or intersection in Escambia County, use “Rural/Directions” and manually type the location info in the field provided.
  – “Vicinity” is based on the location of the incident relative to the address. If the call was in or at the building, select “Exact Location”. If it was a call in front of, behind, or next to the location use that selection.
  – If the “Type” defaults to “Rural/Directions” from CAD, and the “Vicinity” field is grayed out, you must change the “Type” to another selection, then back to “Rural/Directions” to refresh.
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- For “Aid Given or Received” do the following:
  
  • Use “N” or None for all calls that occur in Escambia County, and do not involve any outside Fire Agencies. (Ex: Pensacola, Navy, Santa Rosa, Baldwin)
  
  • Use “Aid Received” codes as follows:
    
    - For calls that outside FD’s assist, without you having to ask for them, use “2” (Auto Aid Received).
    - For calls that outside FD’s assist, that you have to special request after dispatch, use “1” (Mutual Aid Received)
  
  • Use “Aid Given” codes same as above, when you provide aid to outside FD’s. “4” if you were on the first alarm, “3” if they had to request you manually.
Aid Given/Received Pick-list Displayed
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- For “Specific Property Use”, use the property type the call occurred at.
  - If on the street in front of a business, use “Street or Highway” codes.
  - In the woods, behind a house, use “Woodland” codes.
  - If you are having difficulties finding the correct “Specific Property Use”, use the “Find” option, and type in a key word to help locate it.
“Specific Property Use” with “Find” function displayed.
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• When entering “Incident Type” codes, you are to enter what you found upon arrival.
  – What you were dispatched to can be documented in the “Narrative”.
  – When searching for the correct “Incident Type” use the “find” function, and type keywords.
  – For example, if you are dispatched to a structure fire, but arrive to find it is only a burned out light ballast, use code (443-Breakdown of Light Ballast).
  – Each code has notes, listed at the bottom of the screen when you highlight it. These may assist you in finding the correct one.
Display of “Incident Type” showing “Find”, the highlighted code, & notes about that code.
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– For the purpose of this Users Guide, we will be using “Incident Type” code (111-Building Fire)
  • This will open and require more fields, allowing further explanation.
  • Most fields required for Building Fires are not required for single engine calls, making those reports quicker.
  • If you are “Giving Aid” to another Department for a Building Fire, you still use code (111) or whatever the true nature of the call was.
    – The “additional info” that report would usually require will not be required from you, as the primary agency will be doing a detailed report. (Be sure to list “Aid Given”) so that Firehouse knows to disable the extra reports.
  • If in doubt which code to use, or if more than 1 apply, always go with the lower number.
Display showing all “required” tabs for a (111-Building Fire)
Display showing all “required” tabs for a (111-Building Fire), but with “Aid Given” code used. Note “additional reports” tab is not required.
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- For “Shift”, use “V” if the 1st arriving company is Volunteer, or (“A,B,C”) if they are career.
  - The later arriving units will have their specific shift attached to their unit.
- For “Alarms” leave as 1, unless it truly was a “multi alarm” fire.
- ALWAYS leave “District” as the district the call occurred in, regardless of who ran it.
- “911 Used” should always be Escambia, unless it was a “walk-up” or direct call to station.
- “Type of Alarm” will always be regular, unless you were not “dispatched”-(still), or were on a “multi alarm” fire (3,4,5 or 6).
Display of “Shift”, “Alarms”, “District”, “911 Used”, & “Type of Alarm”
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– The “Actions Taken” field, is designed to capture up to 3 actions taken on the “basic” tab.
  • If more actions were taken, they can be listed under the individual companies in “Units and Personnel”.
  • List the 3 most important actions that were taken. You are only required to enter 1, and may only need that for single engine calls.

– To enter “Actions Taken” click on the box beside the 1st yellow field and select the appropriate code. You can also manually type the number in if you know it.
  • If multiple codes apply, you can use the “group add” by clicking on the “++” button to the right, and use the “Ctrl” key to multi select.

– Be sure not to add an “Actions Taken” field, and not complete it. The report will be incomplete.
“Actions Taken” field displayed, with “Group Add”, “Pick list”, and “Find” function.
A completed “Basic” tab for a (111-Building Fire) Note the “Basic” tab is now Green.
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– The “Units & Personnel” tab is where all Responding companies, chief officers, and members responding POV are documented.

  • This includes “Mutual/Automatic Aid”, “Given or Received”, but does not include members on “Stand-by” at the Station.
  • They are documented on a separate “Activity” report. (See “Activity Reports” users guide)
  • The following slides will cover each field under “Units & Personnel” in detail.
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– The field at the top half of the screen displays the “Units” that responded. This info comes from CAD, and if units are missing, or extra, they will need to be added or deleted.

  • First select any Units that are listed in the “Units” field, that did not respond to the call, and delete them. This does not include Units that were canceled en route, only those that Never responded.

  • Do delete “Units”, click on the unit to be deleted, then select the “Delete” button, just under the “Units” field. Click “Yes” to confirm.
E1711 was “assigned” to the call, but E17 responded instead. E17111 should be deleted. (See Below)
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- To add a Unit to the “Units” field, do the following:
  - Click the “Add” button, just under “Units” field.
  - “Add” the correct “Unit” by selecting “Add” when prompted, or selecting one of the Units that are displayed.
  - Please be sure to correct the times for Units entered manually. The system will default to that earliest set of times for the call. You must change the times to reflect accurate en route, on scene, and available times. (See Next Slides).
By clicking on the “Add” button, you are prompted to select “Add” again, or pick one of the units displayed. In this case, only (STA17) is on the pick list. You will have to select “Add”. 
This screen is displayed when you select “Add”. If you do not know the “Unit Code”, click the box next to it for a pick list. Also note I manually adjusted the “On Scene” time. (See Next Slide)
The pick-list, for “Units” is displayed, grouped by Station. To see a list of “Units” for each station, expand that list by clicking the “+” symbol.
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– When entering a unit manually, you will also be required to enter the “Personnel” and “Actions Taken” before closing the record.
  • This Will be covered in later slides.

– You will note that if you entered “Aid Given/Received” on the “Basic Tab”, you will be required to document who gave or received aid here.
  • Click on the “Aid Given/Received Details” in the top right corner of the report to add this info. (See Next Slides)
After clicking on “Aid Given/Received Details” the screen below will display. You will select “Add” or “Add Group” if multiple outside FD’s were involved.
By clicking “Add” the screen below displays. Be sure to correct Response Times, and note how many apparatus/personnel responded from that department.
The screen below displays the “Pick List” of “mutual/auto aid” agencies.
Display of where to add/correct needed info.
Display below of a completed “aid given/received” detail field.
NFIRS Incident Reporting

– To complete the “Unit Response Detail” and add “Personnel” to each unit, do the following:
  • For units from you station, open up the record for each Unit, by clicking on it in the “Units” field.
  • For other responding units, we will open their “Activity” report, and attach it to the record, if not already done. (We will cover this in the “Additional Reports” section of this guide.
  • For now, only fill out Personnel on Units from your station.
Once you click to open a unit in the “Units” field, the following is displayed. Be sure to enter the “response code, and select “unit actions taken” for that unit. (See Below)
NFIRS Incident Reporting

– To add personnel, click on “add” if adding only (1 or 2) people, or “add group” if adding an entire company.

• If you click “add” you will manually enter the “Staff ID” or click the box next to it for a pick list.
• If you click “add group” you will be able to select personnel in mass from any Station’s roster
• (See Next Slides)
A single “add” personnel screen is displayed below. Be sure to change the “Station” & “Shift” if incorrect, as this info defaults from the “Basic Tab”. Also be sure to tag “Driver” if this person drove the unit.
The “add group” feature is displayed. Select “staff group select” from the list to proceed.
Select the appropriate Station from the screen on the right, and “multi-select” personnel using the “Ctrl” key, then click OK.
Once you click ok, you must fill in info on the group of personnel. Be sure to change station & shift if needed, and for rank, use the most common in the group. Usually (FF). You will have to manually open and change the other ranks, and select the driver.
The display below is a completed “Unit Response Detail”. Note I have changed the “Position” or rank for the officers, and selected a “driver”.
NFIRS Incident Reporting

– Once you complete the preceding steps, the “Units & Personnel” tab will go green, or complete.

• Please remember we still have to add other responding personnel from their “activity reports”, if not already done.

• This will be covered in a later slide.

• Getting ALL responding personnel in this section of the report is Critical. Without this data, we have no way to show our responding manpower, either for legal reasons, or I.S.O.
A completed “Units & Personnel” tab is shown below.

<table>
<thead>
<tr>
<th>Unit</th>
<th>Name</th>
<th>Notified</th>
<th>Enroute</th>
<th>Arrival</th>
<th>Cancelled</th>
<th>Cleared</th>
<th>Back In Svc</th>
<th>F</th>
<th>M</th>
<th>R</th>
<th>O</th>
</tr>
</thead>
</table>

**Personnel**

<table>
<thead>
<tr>
<th>Staff ID</th>
<th>Name</th>
<th>Unit</th>
<th>Code</th>
<th>Position</th>
<th>Hrs Worked</th>
<th>Hrs Paid</th>
</tr>
</thead>
<tbody>
<tr>
<td>19 0091</td>
<td>Anderson, Jake</td>
<td>E3</td>
<td>SF</td>
<td>FF</td>
<td>1.25</td>
<td>1.25</td>
</tr>
<tr>
<td>CRISP01</td>
<td>Crispin, John</td>
<td>E17</td>
<td>SF</td>
<td>DD</td>
<td>2.71</td>
<td>2.71</td>
</tr>
<tr>
<td>EHLINE1</td>
<td>Ehlinger, Lise Anne</td>
<td>E17</td>
<td>SF</td>
<td>FF</td>
<td>2.71</td>
<td>2.71</td>
</tr>
<tr>
<td>FIEL1</td>
<td>Field, Jessica</td>
<td>E17</td>
<td>SF</td>
<td>FF</td>
<td>2.71</td>
<td>2.71</td>
</tr>
<tr>
<td>GAIN01</td>
<td>Gainey, William</td>
<td>E17</td>
<td>SF</td>
<td>CP</td>
<td>2.71</td>
<td>2.71</td>
</tr>
</tbody>
</table>
NFIRS Incident Reporting

– The “Response” tab is where initial data is collected for property loss, injury or death, and detector operation related to “FIRE” calls.

  • You will not list property loss, injury or death for medical emergencies, or MVC’s, unless that loss or injury was caused by Fire.
  • If nothing in this tab applies, you are only required to check the “No Casualties” box in the lower right side and move on.
  • If you are having a hard time estimating property values, use the Esc. Co. Property Appraiser web site and enter the property address.
The “Response” tab is shown below. If no other data applies, you can click “No Casualties” and move on. But if the other data applies, enter it here. The “tab” turning blue means it is complete, but you entered “extra” data.
NFIRS Incident Reporting

The “Property & Involvement” tab is where you enter info on property owners, renters, or other involved parties.

- This tab is not required for all calls, and is based on the “Incident Type” you enter on the “Basic Tab”
- To add involved parties, click the “add” button at the lower part of the report.
- Fill out all the data you have and want to store.
- There will be a report later for documenting “Civilian or Fire Service” casualty info.
- This tab also contains fields for “Haz-Mat” reporting, and “Mixed Property” use. Only use the “Haz-Mat” report for haz-mat calls, and mixed use for properties that house different types of businesses in the same building.
- The “Weather” button is mainly used for “Wild land Fires”.


The Property & Involvement Tab is displayed.
Required fields are in yellow. Fill out as much other info as possible.
NFIRS Incident Reporting

– The “Additional Reports” tab contains all necessary, supplemental reports, based on the info you have entered so far.

• For most simple reports, you will not have to use this tab.

• We will cover all of the “Additional Reports” required for this call, and summarize the others.
NFIRS Incident Reporting

– Additional Reports Summary:
  • *(Fire)*-Used to document info for all fire related calls.
  • *(Structure Fire)*-Used only for fires in fixed structures.
  • *(Civilian/Fire Service Casualty)*-Used for info on persons injured or killed in a fire related incident.
  • *(EMS/Search & Rescue)*-Not used by ECFR for med reporting, seldom used for true search calls.
  • *(Haz-Mat)*-Used only for Haz-Mat related incidents.
  • *(Wild land Fire)*-Only used for true “Brush Fires”
NFIRS Incident Reporting

– Additional Reports Summary:
  • (All Staff Activities)-This is where you will open and attach other responding companies “Activity” reports.
  • (Equipment Used)-Not currently used by ECFR.
  • (Dollar Loss & Value)-Used to document Fire related loss, can copy from earlier tab.
  • (Arson/Investigation)-Not used by ECFR.
  • (Vehicle Accident/Extrication)-Only used for MVC w/ extrication.
  • (NFPA 1710/1720)-Used for structure fire reports to document manpower.
“Fire” report displayed. Enter all needed info, checking “Not” boxes if none apply. Please be sure to list all known info, and use pick list.

<table>
<thead>
<tr>
<th>Req’d</th>
<th>Compl</th>
<th>Property Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>☑</td>
<td>☑</td>
<td>Number of Residential Living Units: 1</td>
</tr>
<tr>
<td>☑</td>
<td>☑</td>
<td>Number of Buildings Involved: 1</td>
</tr>
<tr>
<td>☑</td>
<td>☑</td>
<td>Acreage Involved: None</td>
</tr>
<tr>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

On-Site Materials or Products (whether or not they became involved)

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Use</th>
<th>Use Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Completed “Fire” report displayed.
"Structure Fire" report displayed. Be sure the number of stories and total number of stories damaged by flame match.
A completed “Structure Fire” report is displayed.
A completed “Civilian Fire Casualty Report” is displayed. Again, yellow fields are required, and enter as much info as you know. You can click “Add from Involvement” to transfer data if you already entered it there.
Dollar Loss & Value report info can be carried over. Select “Buildings” and the info will populate. (See Next Slide)
The “All Staff Activities” area is where you will find other responding companies “Activity” report to attach personnel.
Ensure the “activity” report you select is for a responding unit, not a station stand-by. Once you confirm this, check the box “Count this activity as part of incident response” to place those personnel on their respective units.
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- The “Incident Narrative” field should be filled out as thoroughly as possible, and paint a picture you can rely on years from now to recall the incident in court.
  - First type out your narrative manually.
  - Then select the “Auto-Generate” feature, click “Generate Narrative”, then click OK.
  - The auto generate feature is a tool, used to pull all known info into this field, but is not good enough by itself.
  - Finally, right click in the bottom of the narrative screen and select “User Date/Time Stamp”. This is like signing your name to the narrative.
A completed “Incident Narrative” is displayed, with the “User Date/Time Stamp” option.
NFIRS Incident Reporting

- The “Other” tab is where you document the (OC) “Officer in Charge”, and (MM) “Member Making Report” if different.
  
  - These are the only fields that “end users” need to be concerned with under this tab.
  
  - Click the “Add” button under “Report Authorizations”
  
  - For “Authorization Type”, enter (OC) for the officer in charge, and be sure the Staff ID is the correct person.
  
  - If the (MM) or member making the report is the same, check the “Add or Update” box, bottom left.
  
  - If the (MM) is different, then save and add a new record.
“Report Authorization Field” displayed.
A “Completed” NFIRS report is displayed. Notice all tabs are green, or blue. You must SAVE the report, then close.
NFIRS Incident Reporting

– This concludes the “NFIRS Incident Reporting” users guide.

  • Please remember that this example was the most complex type of report you will have to enter.
  • The majority of single engine calls require far less info and can be completed in less than 5 minuets.

  • If you have questions or need further assistance, pleas contact FH Web Admin.