Scarborough Fire Department
Scarborough, Maine

Standard Operating Guidelines

Book:	**Organization**
Chapter:	**Personnel, Policies & Procedures**
Subject:	**1370 – NFIRS Fire Incident Reporting Procedure**
Revision Date:	**1/23/2017**
Approved by:	*B. Michael Thurlow*

PURPOSE

To establish an incident reporting and documentation procedure that assures a written record of all incidents is properly generated to document Scarborough Fire Department response activities and to comply with the National Fire Incident Reporting System (NFIRS) requirements.

SCOPE

A. A NFIRS report shall be completed for any of the following:
   a. All emergency or non-emergency calls for service including any EMS calls in addition to the patient care report completed for any patients treated or transported.
   b. All special details, events, box service, public assist, public fire education program, or any time personnel or apparatus are assigned to a detail.
B. A NFIRS report IS NOT required for fire inspections and training sessions which are documented in a separate process.

POLICY

A NFIRS report shall be fully and accurately completed for each incident or detail when required as outlined above, according to the procedures listed below.

PROCEDURE

A. Basic 1 Tab
   a. A & B - Verify these sections are populated from the dispatch computer aided dispatch (CAD) system and correct as necessary.
   b. C – Choose correct Incident Type. Use the most appropriate code for the incident and when in doubt between two similar codes use the lower numbered choice. Avoid using codes that include the wording “other”.
   c. D – Indicate if mutual or automatic aid was given or received. If mutual aid was given fill in the appropriate FDID that corresponds to that town.
   d. E1, 2, 3 – should all auto populate from CAD
   e. F – choose up to 3 actions taken with the most important action listed first

    f. G1 – We always use the apparatus and time sheet tabs so this section will auto populate.
    g. G2 – Estimated dollar losses are required for all fires. If you enter a loss please enter the corresponding pre-incident value.
    h. H1-3 – Self explanatory
    i. I – Self explanatory
    j. J – Select the most appropriate property type from the frequent types listed or by looking up a less frequently used types from the Property Use drop down menu.

B. Basic 2 Tab
    a. A – Auto populated from CAD
    b. K1 – Add the primary person / entity involved. If the address is the same as the incident location check the box and the address will auto populate from Basic 1.
    c. K2 – In some cases owner information from the CAD may auto populate if it is located in our site files. Otherwise add owner's info as appropriate. If the owner is the same as in K1 check the box and do not add anything here.
    d. L – This area is for a brief synopsis of the event. It is normally sufficient for simple incidents where a full narrative is not required. When done entering your remarks please click on the √ ABC button at the top to spell check.
    e. M – Enter the officer in charge and member completing the report.

C. Apparatus Tab
    a. The first individual accessing a new NFIRS report shall backfill all the apparatus that was dispatched to the apparatus tab when prompted to do so.
    b. Dates and Times should auto populate from CAD
    c. Enter the number of personnel on each apparatus, these numbers are what is used to auto populate section G1 on Basic 1.
    d. Under the Use column select the appropriate choice. Select suppression for the engines & ladders, select EMS for the ambulances (even if the crews conducted suppression activities), and select other for chief's apparatus and other non-suppression auxiliary vehicles.
    e. Under actions taken make the most appropriate selection for each apparatus. Code 93 cancelled enroute is required if the apparatus never arrived at the scene.

D. Time Sheet
    a. Each member that responded must be entered by ID # or search by name.
    b. Dates & times should auto populate from CAD based on the time of the incident and last unit cleared. Times can be adjusted if necessary for call company members to correspond to our payroll policy.
    c. Duty code – Use one of the following
        i. 91 – for on-duty full time and per diem personnel (inc. Gorham Day FF)
        ii. 92 – for call company members who respond while off-duty. Adjust times as necessary to follow payroll policy of 1 full hour pay for all incidents and 1/4 hour increments beyond the first hour.
        iii. 93 – for No. Scarborough call member response to Gorham incidents
    d. No need to enter an attendance code, we use Duty Code for that purpose
    e. Enter the appropriate apparatus the member was working from.

E. Person/Entity Tab - optional if needed to document additional individuals involved that weren't included on Basic 2.

F. Narrative Tab - optional tab for more detailed narratives from personnel, investigators, witnesses, etc.

G. Images Tab – optional tab to attach image files taken on scene
H. Authorization Tab
    a. A – auto populates from CAD
    b. B – Officer in charge and member making report should match Basic 2
    c. C – Approval to be filled out by Full Time Lieutenant (C8) as our quality control review as outlined below:
        i. Review all tabs for accuracy & completeness
        ii. Avoid the use of choices that include "other" and use the lowest numbered choice that most accurately describes the type of call and actions taken.
        iii. Verify all apparatus that responded are listed
        iv. Verify all on-duty personnel that responded are included on the time sheet
        v. Call company Captains are ultimately responsible for documenting their call member response payroll and because they have more time to do so, C8 can approve a report which is accurate but missing call company payroll information as the system will still allow the Captains to edit payroll information after the report has been approved.
        vi. In cases like working incidents where investigations are being conducted, or when additional information is required before the report can be completed, do not approve the incident and notify the chief's office.
        vii. In cases where no on-duty personnel responded to the incident and there is insufficient information to accurately complete the call company response, refer the incident to the district Captain for follow up. Keep a list of these and e-mail the Chief if not completed by the 10th of the next month.
I. Errors Tab – a useful tab to diagnose errors that need to be corrected for validation of data prior to approval and submittal to the State.
J. Attachments Tab – a section where other document files can be uploaded to the report.
K. Depending on the type of the incident additional tabs such as Fire, Structure, Wildland, and Haz Mat may appear requiring more detailed information including make, model, serial numbers, VIN numbers, and structure or spill details. Efforts should be made to gather all available detailed information so it can be entered where appropriate. These additional tabs do not need to be completed if we are providing mutual aid response to another community. That community will report those details of the event.

TIME FRAMES

A. On duty (full time and per diem) personnel are required to complete all NFIRS and electronic patient care reports (ePCR) prior to the end of their tour of duty daily.
B. Call Captains are responsible for assuring call member attendance is noted on each NFIRS report within a week, and that all payroll data is complete by the Sunday following the 5th of each month so the office can process call payroll efficiently on a monthly basis.
C. Full time Lieutenants (C8) are responsible for reviewing each report generated during their shift prior to ending their tour of duty daily.
D. NFIRS reports of working incidents or those complicated reports that require investigations or further research should be forwarded to the Chief's office after the duty crews have filled in as much information as possible.

RESPONSIBILITIES

A. The Incident Commander (IC) is responsible for completing the NFIRS report unless they assign that responsibility to another individual who has the necessary information to do so accurately.
B. The officer on each apparatus that responded, or the driver/operator in the absence of an officer, is responsible for confirming their apparatus is documented on the Apparatus tab.
C. Call members are paid for their response via the Time Sheet tab of the NFIRS report. Call members are required to return to the station and sign a payroll sheet after each call, or notify a company officer or on-duty member on their company truck if they are unable to return to the station so they can document your attendance for you (duty code 92).
D. Each on-duty member of the department is responsible for assuring they appear on the Time Sheet tab for each incident they respond to either by entering the data into the NFIRS form direct, or confirming an officer or other member has included them before they complete their tour of duty daily.
E. Dispatchers
    a. Are responsible for generating a fire report number for each incident they dispatch as well as when requested for special details.
    b. The fire report shall be assigned to the Duty Lieutenant (Car 8) that is on duty that day
    c. Dispatchers are responsible for verifying a fire report number was generated for each fire incident handled during their shift prior to leaving their shift.
F. Full Time Lieutenants (Car 8)
    a. Are responsible for reviewing each NFIRS report generated during their tour of duty.
G. The Fire Chief or his designee is responsible for approving the public release of any completed NFIRS reports.

REFERENCES

A. Information on NFIRS forms can be accessed from IMC using the help button or pressing F2. Look under Fire Records/NFIRS 5
B. National Fire Incident Reporting System – Complete Reference Guide published by FEMA is available for download at: https://www.fema.gov/media-library-data/20130726-1904-25045-6123/nfirs__crg_07_2010.pdf