

ESCAMBIA COUNTY FIRE-RESCUE

Rules, Policies, and Guidelines

1230.010

Firehouse Reporting System

Implemented: 2/1/10

Revised: 7/23/14



Patrick T Grace, Fire Chief

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PURPOSE:

To establish the standard or order by which ECFR will keep and electronically record all incidents, training, personnel records, and equipment required data through the use of the FIREHOUSE software web based reporting system.

OBJECTIVE:

To specify the process by which FIREHOUSE is to be used, which records shall be kept and the methodology of how they will be entered.

SCOPE:

All ECFR personnel

Personnel Records

The Training/volunteer coordinator division shall be responsible for entering all new member/employee information. The Battalion Chief, District Chief, or their designee shall be responsible for maintenance of their entire membership/employee roster in the STAFF section. The following data entry elements for each member are mandatory:

- Member's/employee's full name
- Home address
- Station number
- Shift (where applicable)
- Unit
- Rank
- Status (full time/relief)
- Date of birth (DOB)
- Hire/start date with ECFR
- Volunteer or career
- Emergency contact name & phone number
- Race
- Gender
- Assigned pager number
- Driver's license number & expiration date
- All fire training certifications and their respective numbers
- Date of last promotion (if applicable)

For complete step-by-step instructions for properly entering staff master records, see "**Staff Master Records Entry**" users guide under Firehouse Software at <http://www.myescambia.com/government/departments/ps/fire>



Incident Reports

It is imperative that whenever an ECFR unit responds to any type incident (emergency or non-emergency), the incident commander (OIC) shall be responsible for the completion and entry of an incident report in the FIREHOUSE software system. This includes any and all units that responded, whether the unit actually got enroute or not before being cancelled. The FIREHOUSE reporting system is interfaced with the computer aided dispatch system (CAD) and all units and their respective times are entered into the incident report. Staff activity reports shall be completed by all companies which responded to multi-company incidents. Staff activity report writers will be able to link their report to the incident report in the incident related activity portion of the report when they check the box labeled: **“count this activity as part of incident response”**.

*Close attention must be given to entering the correct start date and end date whenever reports are being entered after the actual date of occurrence. Any data field that appears in a **yellow** background is a mandatory field and must be completed in order to successfully submit the report.

*It is critical that the information entered in the “incident type” data field reflects what you actually found on the scene and not necessarily the situation to which the dispatcher sent you. An example is: the dispatcher advises that you are responding to a “structure fire”, but on arrival and after investigating you find that there was no fire but instead an overheated HVAC motor. The “incident type” should be entered under code “44” or “electrical wiring/equipment problem” and not a structure fire.

Members who report to the station and stand-by, but do not respond to the scene shall be listed on an activity report for stipend calculation purposes, but will not be listed on the incident report since they did not participate in the mitigation of the incident.

In order to correctly complete an incident report, the OIC is responsible for gathering the following information before leaving the incident scene of any fire related incident with injury or property damage, or MVC with extrication whenever possible:

- The correct street address and lot or apartment number
- Specific property use
- Actions taken
- Casualties (fire service or civilian). All information about the casualty should be collected and entered, i.e. Name, race, age, sex, activity at time of fire, injuries, etc.
- Did a smoke detector alert the occupants?
- Estimated dollar loss & value and the insured amount of the structure and contents

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- Name, DOB, home address, gender, phone numbers and the involvement type of anyone who was an occupant, the owner or tenant of the affected building or vehicle involved.
- Number of living units (apartments, etc.)
- Number of buildings involved or acres burned
- Factors contributing to ignition
- Equipment involved in ignition, including: its brand, model, serial number and year of manufacture
- Mobile property involvement: property type, make, model, year, license plate number, state of registration and VIN
- Structure type
- Building status
- Building height
- Main floor size
- Story of fire origin
- Extent of flame damage by percent
- Material contributing most to flame spread
- The presence or lack thereof smoke detectors, their type and power source
- The presence or lack thereof an automatic extinguishment system

The “other” tab contains the report authorizations. The name of the OIC and the member making report (MM) shall be entered in this area.

There are two components of the “incident narrative” tab. Accurate completion of both is critical to the quality of the entire report.

The first portion of the narrative must be manually entered by the report author. This composition shall include the following: **who, what, where, when and why** of the incident. It should provide the reader with a clear description of every element of the incident. Upon completion of the manually entered portion of the narrative, the author can right click the mouse to produce a menu of actions. Click on the “user date/time stamp” to sign and date your submission. Click save at the bottom center of the screen to store your work. The second aspect of the narrative is the auto generate feature and can be completed once all of the other data fields have been filled. To complete this portion, click on the “auto generate” tab near the bottom right portion of the narrative screen. This action will produce a blank white screen. Click on the “generate narrative” tab near the top right portion of the screen. This action will produce in outline form, all of the pertinent information already entered in the report. Finally, right click in the narrative field, then select, “user date & time stamp” to sign the narrative. Again click on the “save” option and once the spell check is complete the report can be closed.

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Career personnel on-duty shall complete all incident reports before securing from their shift whether or not they delegated the responsibility.

Volunteer personnel shall complete all incident reports within 24 hours of incident occurrence whether or not they delegated the responsibility.

Career personnel off-duty shall complete all incident reports immediately upon returning to duty their next scheduled work day whether or not they delegated the responsibility.

For complete step-by-step instructions for properly entering NFIRS incident reports, see "NFIRS incident reporting" users guide under firehouse software at <http://www.myescambia.com/government/departments/ps/fire>

Quality Assurance Process

The on-duty battalion chief will review the log of incidents within firehouse to ensure that all incidents that occurred during their shift have been entered into the system. The fire marshal will review all incident reports that involve fire damage in excess of \$1,000.00 or involve a civilian injury or death to ensure that the report and all associated information is complete and paints the picture of the incident.

Training Reports

The completion of an accurate training report within firehouse is mandatory for all department and individual training sessions including daily physical fitness training. Training record information should be entered into the system prior to the officer in charge of the training leaving the station at the end of their shift or at the end of the training session. Close attention should be given to the entry of the correct start date and end date whenever reports are entered after the day of the actual training event. Company drill reports shall be entered by the company officer or their designee. Multi-company drills should be entered by the lead instructor or by a mutually agreed upon designated member in order to prevent duplication and ensure uniformity in reporting. Reporting the "category" should reflect, as closely as possible, the actual type training that was completed. All data fields appearing with a yellow background are mandatory fields and must be completed in order to successfully close the report.

For complete step-by-step instructions for properly entering training reports, see "training records entry" user's guide under firehouse software at <http://www.myescambia.com/government/departments/ps/fire>

**Incident Related Activity Reports**

Later arriving units, who are not placed on the NFIRS report by the OIC, shall complete an activity report for their incident involvement. Stations can place multiple units responding on one activity report, but **cannot** attach personnel on station stand-by to the main NFIRS report.

User's shall follow the step-by-step instructions for completing incident related activity reports located in the activity reports for incident & non-incident activities user's guide located under firehouse software at

<http://www.myescambia.com/government/departments/ps/fire> Non-incident related activity reports are recommended, but not required.

Occupancy Master Records & Pre-fire Plans

Firehouse software will be used to store commercial occupancy information, to include data collected during pre-fire planning.

Users shall enter "master occupancy records" for commercial property that they have conducted pre-fire plans on, if they are not already in the system.

Users shall document pre-fire planning activities in firehouse web, and use the system to notify the fire prevention office of commercial property that needs their attention due to safety violations.

For detailed, step-by-step instructions, see "occupancy record entry & documentation of pre-plan activity" user's guides, under firehouse software at

<http://www.myescambia.com/government/departments/ps/fire>

Inventory Records & Maintenance Documentation

The following items as well as annual maintenance/testing for them shall be documented in firehouse software:

- Fire hose (attack & supply)
- Ladders (ground & aerial)
- SCBA bottles & air packs (annual flow testing & hydrostatic test dates)
- Apparatus (master records entered by system administrator only)
- Daily, weekly or mileage/hour entries to be entered by users for all apparatus/staff vehicles, at least bi-weekly.

For complete, step-by-step instructions on how to properly enter master inventory records and maintenance, see "inventory master record entry & maintenance requests & equipment testing documentation" user's guides under firehouse software at

<http://www.myescambia.com/government/departments/ps/fire>

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Hydrant Master Record Entry & Hydrant Testing Documentation

All hydrants shall be entered into firehouse software, as a “hydrant master record”.

All hydrant testing activities shall be entered into firehouse software, to include annual hydrant checks and flow testing.

For detailed, step-by-step instructions on how to properly enter hydrant master records and hydrant testing data see the “hydrant master record entry & hydrant testing and activity records entry” user’s guides under firehouse software at

<http://www.myescambia.com/government/departments/ps/fire>