



FIRE RESCUE

ALBEMARLE COUNTY

STANDARD ADMINISTRATIVE POLICY

Subject: Incident Reporting

Reference Number: SAP-DEP-027

Effective Date: 02 December 2011

Last Revision Date: N/A

Signature of Approval:

J. Dan Eggleston, Chief

Purpose:

This policy establishes requirements for the preparation, submission, and approval of reports for incidents to which the Albemarle County Fire and EMS System responds. These reports:

- Create a permanent record of each incident.
- Develop a database for the analysis of the community's demand for fire and emergency medical services.
- Provide uniform data to the State Program Manager and the United States Fire Administration (USFA) concerning the Department's emergency response activity.
- Utilize an electronic process to accomplish the preparation, submission, review, and storage of these records

Background:

The County as a whole and each station individually is responsible for planning and managing its operations so that personnel can perform their roles in public safety most effectively and efficiently. The availability of accurate information about fires and other incidents is vital in achieving maximum performance. Patterns that emerge from the analysis of incident data can help personnel focus on current problems, predict future problems in their communities, and measure their programs' performance. Incident data are used at all levels of government. At the local level, incident and casualty information is used for setting priorities and allocating resources. The data now being collected are particularly useful for designing fire prevention and educational programs and emergency medical service (EMS)-related activities specifically suited to the real emergency problems the Albemarle County community faces.

Definitions:

1. Officer-in-Charge (OIC): The at-scene officer in charge of an incident who is responsible for its overall management. The OIC title applies equally to a company officer or the chief of the Department, depending on the incident. *****Note: For reporting purposes, a responding company officer or designee on an engine company or other unit may be the OIC in circumstances spelled out within this policy despite not being in charge of the management of an incident or having even arrived on scene.***

Policy:

1. General:

- a. An Incident report must be completed for every fire and EMS incident dispatched by the ECC. All EMS incidents require reporting according to VA State Office of EMS Policy and Procedure, which may be in addition to the FireRMS report.
- b. Responsibility:
 - i. The OIC, or designee, is responsible for ensuring the FireRMS incident report is completed.
 1. If the call is canceled after dispatch, but before units arrive on the scene, the officer of the first due unit is the OIC and is responsible for the Incident Report. All other units responding must complete their individual Unit Reports as applicable.
 - ii. A FireRMS report is not required of EMS Transport units (Scottsville Rescue, Western Albemarle Rescue, ACFR Medic Units, and the Charlottesville Albemarle Rescue Squad).
 - iii. EMS Incident reports fall into two categories:

1. Incidents with a fire response:
 - a. Require a FireRMS report be completed.
 - b. The OIC, for FireRMS reporting purposes only, is designated as the company officer (or designee) of the responding fire unit whether that unit arrives on scene and manages the incident or not.
 2. Incidents without a fire response:
 - a. These are classified as incident type code 3001 incidents within FireRMS and are completed automatically without input from the OIC.
 - iv. A Unit report must be completed for every unit dispatched on an incident. A unit report shall include unit times (from the CAD system and checked by ECC) and personnel assigned. The unit report may include a narrative.
 1. Unit reports are not required for incident type code 3001.
 2. Units from CARS, WARS, and SVRS are not required to complete a unit report.
 - c. Recording personnel other than those assigned to apparatus:
 - i. Those personnel who respond to the scene in their private vehicle shall be recorded in the incident report under unit Personal Vehicle (PV).
 - ii. Those personnel who respond to the station to staff for additional units or calls, but are not directly a part of the incident shall be reported under the Resources->Quarters Attended tab in FireRMS.
2. **Timely Reporting:** The ACFR Operations Chief or the Station Chief, as appropriate, must ensure that all reports within the district are completed in a timely manner.
- a. Extenuating circumstances may allow deviation from these time requirements. Extenuating circumstances include, but are not limited to, significant weather events and time errors that have been reported and are awaiting investigation by the ECC.
 - b. The ECC will have reports QA'd in a timely fashion. Their goal is to have reports QA'd within two hours of the incident being cleared 90% of the time.
 - i. Incident is cleared when the **LAST** unit involved is cleared. For incidents involving an EMS transport, that will be when the ambulance clears from the hospital.
 - c. Incident report – The incident report must be completed within 48 hours of the clear time of the incident (the time the last unit involved is cleared.)
 - d. Unit report – All stations/units shall use the same incident report and incident number in FireRMS for reporting purposes. This requires all units involved in an incident to report in a timely manner so that the person responsible for the incident report may mark a report complete once she has completed it. Unit reports simply include assigning personnel to the unit and writing a unit narrative.
 - i. Unit reports must be completed within 24 hours of the unit returning to service.
3. **FireRMS Authorization Tab:** This information is used to assist with tracking and reporting the completeness of incident reports and their readiness for submission to state and national reporting databases. The fields on the Authorization Tab are relatively straightforward. The key fields for tracking and reporting are the Complete and Reviewed check boxes.
- a. Marking a report complete: The Unit Officer or Incident Commander responsible for completing the report shall check the complete box once he has finished the report.
 - i. If all units have not completed a unit report, contact the station or unit officer for those units and request that the outstanding report be completed as soon as possible.
 - b. Marking a report reviewed: After a report has been reviewed by Fire Rescue staff as part of the QA/QI process it shall be marked reviewed. Once a report has been marked reviewed, it is ready for submission to state and national reporting databases.
4. **System Management:** Albemarle County Fire Rescue is the official custodian of records and is responsible for the operation and administration of the Records Management System. This responsibility shall include
- a. Ensures compliance with policies and procedures;
 - b. Submits budget requests annually and as needed for improvements to the Record Management System;
 - c. Provides for sufficient staff to administer and maintain the RMS hardware and software components;
 - d. Submits all County Fire reports to state and national databases as required.
 - e. Encourages and reviews suggestions from system users for improvements and/or changes to the Records Management System.
 - f. Maintains a program for quality assurance and improvement (QA/QI)

Location in Report	Field	Description/Importance
Basic>Response	Incident Type	Ensure the incident type is accurate. The incident type should indicate the type of situation found at the scene as opposed to the incident type that was dispatched. For example, if the dispatch was for an alarm activation but the situation was actually a building fire, the appropriate incident type is building fire.
Basic>Response	Priority check box	If the incident required a priority response (emergency lights and sirens) ensure this checkbox is marked. This is important so that response times to calls for service that are not emergencies (i.e. bat in a house) are not included in total reflex time (response time) calculations.
Basic>Location	Estimated Dollar Loss and Estimated Pre-Incident Value	<p>These fields are very important for helping Albemarle County report it's overall fire problem. This is a recognized national statistic often used to help justify grants or for inclusion in specific government programs. Additionally, it will help us describe our service and/or effectiveness to the County Board of Supervisors.</p> <p>Personnel are often reluctant to provide an estimate for vehicle or building value pre-incident, or damage estimates. It is important to know that this is only an estimate and that it does not effect owner insurance in any way. It is simply a rough estimate to help measure the magnitude of the fire and subsequent loss. Resources are available to assist in determining these values (Cars: www.kbb.com; www.nada.com. Homes: www.zillow.com; Albemarle County's GIS Web</p> <p>Keep in mind-</p> <ol style="list-style-type: none"> 1. The dollar loss is two estimates, one for how much damage the fire caused to the property and/or building, the other is an estimate of how much damage the fire caused to the contents. 2. The pre-incident value is an estimate of how much the property and contents were worth PRIOR TO THE FIRE.
Resources>Apparatus	Priority Response check box	Though an incident may have required a priority response, not all apparatus may have responded under emergency conditions; other units may have continued in under non-emergency conditions while the first arriving unit continued to investigate. The response times for those units coming in under non-emergency conditions will be longer and should not be included in total reflex time (response time) calculations.
Resources>Apparatus	From Quarters check box	For the purposes of reporting total reflex times from a station, it is important to utilize this check box. Total reflex time may be reported in various ways. For example, without utilizing this check box we will not be able to differentiate between total reflex times from the station and total reflex times including a zone car strategically located in the response area. Using this check box allows us to run total reflex times for both scenarios, showing the impact the zone car is having on total reflex time.

Resources>Apparatus	First Arriving Unit check box	This check box should indicate which unit arrived first on the scene. More importantly, the box should be checked for the first appropriate unit on the scene. In other words, if a car fire is dispatched, this box should be checked for the first arriving engine. If a zone car arrives first, that information is still captured in the report through the response time; the check box allows us to answer the question, how quickly are we getting the appropriate unit on the scene?
Resources>Apparatus	Cancelled en-route check box	If a unit is cancelled prior to arriving on the scene BUT DID MARK ENROUTE this check box should be marked. If this box is checked it allows us to eliminate cancelled responses from the total reflex time calculations. Obviously, if a unit does not arrive on the scene you can not measure how long it took the unit to get to the scene. If the unit never marked in route (responding) DO NOT mark the unit cancelled enroute, even if a Chief Officer put the unit in service prior to the unit responding.
Resources>Personnel	Ensure personnel are assigned to appropriate apparatus	It will be increasingly important to ensure that the appropriate personnel are assigned to the apparatus responding to an incident. Activity reports can be generated that will assist us in the justification of equipment purchases, budgets, and other projects.
Narrative	Main Narrative	For every incident, the primary Narrative should be titled "Main". This is the narrative that has included the "Auto Narrative" in the past. The "Auto Narrative" shall no longer be used as of the implementation date of this policy. The information created using the "Auto Narrative" function often conflicts with the rest of the report once it is complete. Every incident shall have a Main narrative..
Authorization	Report Complete check box	The Incident Commander or Unit Officer responsible for the incident report as a whole shall mark the report complete.