



ANN ARBOR FIRE DEPARTMENT

Standard Operating Procedures – 4.1 INCIDENT REPORTING



INCIDENT REPORTING

Effective: June 4, 2021
Scheduled Review: June 4, 2024
Approved: Fire Chief Mike Kennedy

I. PURPOSE

Thorough and accurate documentation of fire department activities at incidents is a core responsibility of a fire officer. Personnel are to devote appropriate attention to the completion of their reports. Reports will be reviewed and corrected in a timely manner. The fire department has legal incident reporting requirements with the following entities.

- Department of Homeland Security, Federal Emergency Management Agency, United States Fire Administration: National Fire Incident Reporting System (NFIRS).
- Washtenaw / Livingston Medical Control Authority
- Michigan Department of Health and Human Services: Michigan Emergency Medical Services Information System (MI-EMSIS)

II. RESPONSIBILITY

- A. The incident commander or highest-ranking fire officer at an incident scene is responsible to ensure the all reports are completed.
- B. Each battalion chief or acting battalion chief is responsible for ensuring report completion along with review of each NFIRS report that occurred during their shift.
- C. The assistant training officer is responsible for accounting and submission of the Washtenaw / Livingston Medical Control Authority Basic Life Support Run Reports (BLS run report) and MI-EMSIS submission.
- D. An assistant chief shall be assigned responsibility for ensuring department-wide report compliance, quality assurance, quality improvement, and for NFIRS submission.

III. REPORT COMPLETION

All NFIRS and BLS run reports shall be completed by the responsible person before the responsible person leaves the fire station at the end of their scheduled shift. If an incident starts or terminates between 0600-0700, the responsible person may email an assistant chief or the fire chief with an explanation of the situation. The assistant chief or fire chief will review the request and will award overtime for time worked past the responsible person's scheduled shift to necessary to complete the NFIRS and / or BLS report. This overtime will be added to Telestaff by the assistant chief or fire chief.

All BLS run reports shall be filled out in compliance with Washtenaw / Livingston Medical Control Authority Protocols. BLS run reports shall be legible and completed in blue or black pen. BLS run reports shall be replaced in the secure lock box and be picked up daily by the battalion chief and forwarded to the assistant training officer.

Company officers shall email the fire chief, assistant fire chief(s), the on-duty battalion chief, the training officer, and the assistant training officer when involved with a cardiac arrest, respiratory arrest and / or the administration of naloxone. The email notification shall include the following criteria.



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- A. Incident number
- B. Date / time of incident
- C. Incident location
- D. Nature of incident
- E. Copy of incident narrative

IV. CONTINUOUS QUALITY IMPROVEMENT

The on-duty battalion chiefs shall complete a daily continuous quality improvement (CQI) process that includes the locking of all incidents from the previous shift. At the mid-point of each month, the on-duty battalion chief shall verify all shift incidents have a validation score of 100 and are locked. The first shift day of each month, the on-duty battalion chief shall complete a CQI process of the previous month, verifying all shift incident reports have a validation score of 100 and are locked.

V. PROPERTY LOSS VALUE DETERMINATION

For all 100 series incident type codes, the person completing the NFIRS report shall enter make an estimate of the pre-incident property value. It is always advisable to ask the occupant or owner their estimate as to property and content value. The estimate provided by the occupant or owner shall be documented in the narrative, even if that number is not used for the property / content loss fields on the NFIRS report.

- A. Structure fire – property and contents value
 - i. Go to a2gov.org > Select the Assessor Department > “Online and Property Tax Data” > “Continue to Online Property Tax” > Enter search criteria of property.
 - ii. The amount indicated in the state equalized value (SEV) is one-half of the value. Double this SEV amount to determine the total property. If the SEV is \$200,000, the total value is \$400,000. Take the total value and multiply the percentage of the structure destroyed by fire, e.g., \$400,000 x 25% fire damage = \$100,000 in fire loss.
 - iii. Generally, contents value is one-half the property value, e.g., \$300,000 house would have \$150,000 in contents.
- B. Vehicle fire
 - i. To determine pre-incident values for vehicle fires, conduct a quick online search using a reputable website such as Kelley Blue Book.

VI. NFIRS REPORTING REQUIREMENTS

All NFIRS narratives shall include the following information.

- A. Incident type (NFIRS classification) and location of the initial dispatch.
- B. First observations / findings on scene.
- C. Investigation / initial actions / size-up factors.
- D. Strategy and tactics used.
- E. Problems encountered / injuries / property damage or loss
- F. Transfer or termination of command / who the incident was left with.
- G. Additional agencies who assisted on scene.
- H. Additional pertinent information.

For fire incidents where the Fire Prevention Bureau is not called, cause and origin must be included in narrative.



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All NFIRS reports will be carefully reviewed and checked for the following:

- A. Proper classification based on actual incident found on scene.
- B. Fire department actions were documented accurately.
- C. Department procedures were followed.
- D. Completeness.
- E. Grammar and spelling.
- F. Clarity.

When “time off” such as; vacations, sick time, comp time, funeral leave, education time, jury duty, or National Guard duty occurs and will interfere with the timely correction of reports, the battalion chief shall notify the assigned assistant chief of the delay in making corrections along with an expected completion date. Individuals who routinely fail to meet completion or quality metrics will be forwarded to the assistant chief for follow-up.

Incident reports that have been created in error such as ghost calls or duplicates shall be deleted by the on-duty battalion chief upon confirmation with the involved company officer.

VII. FIRE WATCH ORDERS

Please also reference SOP 4.2 Fire Watch

Fire Officer Completing Report

1. Scan fire watch report and attach to ImageTrend report.
2. Email the on-duty battalion chief; permanently assigned company officers of the involved fire station district; fire@a2gov.org; fire marshal; and the assistant fire chief(s).
 - a. Include the incident address / incident number / incident date in the subject line.
 - b. Attach fire watch report to the email.
 - c. Include name and phone number of contact person in body of email.
 - d. Include issue causing system to be placed on fire watch.
3. The original fire watch form shall be recycled. The hard copy shall not be forwarded to fire prevention.

VIII. UNIVERSITY OF MICHIGAN FIRE REPORTS

AAFD shall send one company normal traffic to complete a NFIRS anytime the University of Michigan (U-M) notifies AAFD of a “fire out” incident. Due to the sometimes unique circumstances regarding the campus environment, the discovery and reporting of these “fire out” incidents by U-M to AAFD may be significantly delayed. No matter the time delay in reporting, AAFD will respond and complete an NFIRS report. Any known delay shall be well documented in the NFIRS narrative section.

This completion of a NFIRS report for all fires occurring at the University of Michigan is a direct request by the State of Michigan Fire Marshal to both U-M and AAFD.

U-M maintains its own fire inspectors. AAFD Fire Investigators shall not be requested for fire investigation at U-M facilities unless specifically requested by a U-M fire inspector.