



Burlington Fire Department



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Section: 00- Administration	
SOG Number: 00.08	Effective Date: Sept. 1, 2018
Subject: Incident Reports	
By Order of Fire Chief Steven A. Locke	

I. Purpose:

To establish a guideline for uniform, comprehensive, and timely incident reporting for the Burlington Fire Department.

II. Scope:

This guideline applies to all members of the Burlington Fire Department responsible for incident documentation. This guideline does not address the documentation of patient medical care reporting through the use of the Vermont Statewide Incident Reporting Network (SIREN) as governed by Vermont Emergency Medical Services.

III. Definitions:

Emergency Communication Center (ECC): The dispatch center for the Burlington Fire Department hosting a radio designation of "Able."

National Fire Incident Reporting System (NFIRS): A tool that fire departments use both to report fires and other incidents to which fire department respond and to maintain records of these incidents uniformly.

Records Management System (RMS): A software tool utilized to provide efficient and systematic control of the creation, receipt, maintenance, and use of records which capture the activities of the Burlington Fire Department and its personnel.

IV. Guidelines:

A). An NFIRS incident report shall be completed on all incidents that are issued an incident report number by the ECC.

1. Incidents that do not originate through the ECC shall be requested by the Fire Department Officer in Charge.
 - a. This shall include direct telephone requests for assistance to a station.
 - b. Summoning for assistance by a member of the public while out of quarters.
 - c. Any time a member suffers an on-duty injury, regardless of incident location. (Any time a member is injured on duty and not operating at an incident an incident needs to be generated through dispatch. The incident shall be coded as an EMS Call, NFIRS 321).

B). Reports shall be documented using the Department's Records Management Software installed on the Department's computer system.

1. Each report shall have all required fields and pertinent data fields completed fully and accurately.

C). NFIRS Report Instructions

1. Basic Tab: Complete all areas applicable to your incident and all areas prompted by the RMS. Enter the actual address of the incident and note in the narrative section if the actual address is different from the dispatched location.
 - a. The "Scene Address" field should reflect the actual incident address.
 - b. The "Aid Given" field should only be changed if Burlington Fire Department resources are operating on an incident scene with another fire department.
 - (1) Mutual Aid received – Example: South Burlington Engine 2 responds to the scene of a multiple alarm fire in Burlington.
 - (2) Mutual Aid given – Example: Burlington Tower 1 responds to the scene of a multiple alarm fire in South Burlington.
 - (3) Automatic Aid given – Example: Burlington Engine 5 responds to Queen City Park area in South Burlington with the South Burlington Fire Department.
 - (4) None – Example: Burlington Engine 3 responds to a medical assist call with UVM Rescue.
 - c. The "Station" field should reflect the station of the first arriving company.

- d. The “Specific Property Use” shall represent the most accurate property use type as outlined in the most recent edition of the NFIRS Complete Reference Guide.
 - e. The “Incident Type” field shall be completed with the most accurate and detailed incident type as outlined in the most recent edition of the NFIRS Complete Reference Guide. Please Note: Incident type codes ending in “00” must be thoroughly documented with a complete written narrative explaining why the incident type was coded as such.
 - f. The “Actions Taken” field shall reflect the duties performed on the scene by responding fire department personnel.
 - g. The “Shift,” “District,” and “Type of Alarm” fields shall be checked for accuracy.
2. Units and Personnel Tab: Complete all areas applicable to your incident and all areas prompted by the RMS.
- a. All members on the apparatus shall be documented under the “Units-Personnel” field.
 - (1) Personnel shall be documented for the position they were in on the incident including:
 - (a) Riding the seat
 - (b) Apparatus Driver
 - (c) Back-End Firefighter
 - b. The “Units” field shall be checked for accuracy.
 - c. The “Aid Given/Received” field shall be completed to include:
 - (1) The mutual aid department name
 - (2) The mutual aid department incident number if available.
3. Response Tab: Complete all areas applicable to your incident and prompted by the RMS.
- a. The “Resources” field shall be checked for accuracy and amended to reflect all apparatus and personnel that were involved in the incident.
 - b. The “Estimated Dollar Loss & Value” field shall be completed with an initial estimate based upon available information (such as the Cities’ property database). Final Property and Content dollar amounts will be amended by members of the Fire Marshal’s Office.
 - c. The “Casualties/Patients & Victims” field shall be completed to capture all information on civilian and firefighter injuries or deaths as a result of the incident.
 - (1) Fire Service and Civilian Fire Casualty Modules will need to be completed under the Additional Reports Tab for each individual noted in the field.

- (2) Members injured on an incident must be recorded as a fire service casualty.
- d. The “Detector” field shall be completed to document detector presence/absence and activation status.
- 4. Property and Involvement Tab: Complete all areas applicable to your incident and prompted by the RMS.
 - a. The “Persons or Entities Involved” field shall be completed to reflect the name of the company, agency occupying, managing, or leasing the property where the incident occurred.
- 5. Additional Reports Tab: Accurately complete all supplemental reports (including Fire, Wildland, Civilian Fire Casualty, Fire Service Casualty, and Structure Fire tabs).
- 6. Incident Narrative: A brief incident narrative shall be completed on all incidents.
 - a. A narrative will be completed by all companies (engines, ambulances, ladders, and Battalion 1) on an incident assigned to perform a task other than waiting in staging.
 - (1) Each company officer or RTS personnel shall complete a detailed narrative under their respective Unit Narrative field to document their actions at an incident.
 - b. The incident narrative shall answer the following questions:
 - (1) What happened?
 - (2) Whom did this happen to/who was involved?
 - (3) Where was the involvement or location?
 - (4) When did things happen? (Sequence of events)
 - (5) What did you find upon arrival?
 - (6) What did you do? (Services provided)
 - (7) What was the disposition of the event?
- 7. Incidents involving alarm panels shall indicate what the panel indicated upon arrival, what actions were taken during investigation, what was found to be the cause of the alarm, the status of the alarm panel when units left the scene, and any other pertinent information.

D). Quality Assurance and Quality Improvement (QA/QI)

- 1. To ensure detailed and accurate incident reports the Department utilizes the following guide for QA/QI of incident reports.
 - a. The Shift Commander will review their shifts incidents within the RMS. For Clarity, the A-shift Shift Commander shall review the A-shift incident reports

from their previous shift; the B-Shift Commander will review the B-shift incident reports from their previous shifts, and so on.

(1) On shifts with over 30 incidents, the Shift Commander shall only review the following incident type codes; all 100, 400, 500, 600 and 700 incident types. (Most 300 incident type codes will be reviewed through the SIREN QA/QI process).

- b. The narrative field shall be checked for completeness including the items listed in C.6.b.(1-7) above.
- c. All fields outlined in section C.1-5 above shall be completed and checked for accuracy.
- d. To facilitate improvement, deficiencies shall be noted, and an email shall be forwarded to the Company Officer or RTS person who completed the report for correction.
- e. The Shift Commander has reviewed the incident shall document the QA/QI review has been completed within the RMS by noting Quality Control Approved under the Report Authorizations Tab.
- f. Incident reports which are found to be incomplete will result in progressive discipline as outlined in Section 17.3 of the City of Burlington/BFFA Contract or Section 8.8 of the City of Burlington Comprehensive Personnel Policy Manual.

V. Responsibility:

- A). It is the responsibility of all members to read, understand and follow this Standard Operating Guideline.
- B). It is the responsibility of the first arriving Fire Officer or RTS personnel not assigned to Battalion 1 to complete the incident report for an incident. This includes members operating on an ambulance where no other Burlington Fire Department Engine or Truck company was assigned to the incident.
- C). All reports must be completed as soon as reasonably practicable to facilitate accurately capturing all pertinent information in the report while the information is still fresh.

- D). All incident reports MUST be completed before going off shift unless specifically authorized by the on-duty Shift Commander.
- E). Repeated failure to follow the above guideline will result in disciplinary action as noted in Section IV.D.1.f above.

Revision History			
Revision Date	Section	Summary	Principal Author
	All	Initial release of document, no prior version existed.	DC Collette
September 27, 2021	IV C 7	Information needed for alarm activation added to document	DC Libby