



1100  
Incident Reports  
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Certified by:  
RRFD Chief  
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**Objective:** To ensure incident reports meet the needs and expectations of the Department. This includes all Round Rock Fire Department Personnel.

Incident reports will be completed before the incident commander goes off duty. If extenuating circumstances prevents the incident commander from completing the report, the shift commander may authorize the report to be completed at a later time. All incident reports will be reviewed by a Captain to check for quality and completeness to ensure incident reports accurately reflect the actions taken on the call.

**1100.1 Definitions:** The following words and phrases, when used in the procedure, will have the meanings set out herein:

- 1. QUALITY CONTROL APPROVED means** an approval of the incident report by the person who checked the report for completeness and accuracy.
- 2. TURN OUT TIME means** time between alarm time and enroute time.

### 1100.2 Reports Procedure

1100.2-1 The Incident Commander is responsible for ensuring incident reports are complete and accurate.

1100.2-2 All required incident report fields will be completed to accurately reflect the incident. Non-required fields should be completed if the information is available. The National Fire Incident Report System 5.0 Complete Reference Guide and the NFIRS 5.0 with Firehouse RMS Integration Document should be used as references.

1100.2-3 Codes used in the report will be accurate to the actual information being sought. If there is not a best appropriate code in the lookup table, the closest appropriate code should be used. "0" or "Other" codes should not be used unless there is nothing that fits the description.

1100.2-4 Every effort should be made to record verified information. However, there are times when estimations and approximations are acceptable. For example, the Incident Module has fields that request estimated dollar loss and value for property and contents. The following dollar/square foot value can be used to estimate damage:

- Economy House \$100/sqft
- Standard or Track House \$130/sqft
- Custom House \$160/sqft
- Garage ½ the sqft cost for the house
- Apartments \$150/sqft
- Commercial \$200/sqft

Example: A 2500 sqft house suffered a total loss, the estimated fire loss would be 2500 x 160 for

\$400,000.1100.2-5 It is the responsibility of each company officer to check the turn-out times for their unit. When companies have a turn out time greater than two minutes, the company officer will enter an explanation for the delayed response into the Unit Narrative.

### 1100.3 Narratives

1100.3-1 Narratives will be in business form answering who, what, when, where, how, and why.

- Use upper and lower case

- Use only abbreviations from the accepted list of abbreviations located at Z: References\Firehouse Reports\Abbreviations
- Use short, concise, grammatically correct, complete sentences
- Write in active voice (I saw, I told, We did, She told me)
- Use the Spelling and Grammar feature on the computer to check spelling and grammar.

1100.3-2 All narrative will be signed using the time and date stamp function of Firehouse.

#### **1100.4 Incident Narrative.**

1100.4-1 The incident narrative will provide an accurate, descriptive account of the incident. The incident narrative will completely and thoroughly describe the overall incident including the action taken by the crew as a team or individuals. The Incident Narrative will not include patient information such as name, descriptors, and specific medical details. The patient records will be used for the patient care information.

1100.4-2 Use the following report narrative format:

- **Dispatch Information:** Include the following:
  - How the alarm was received
  - Information provide by the Telecommunications Officer or person requesting assistance including:
    - Apparatus dispatched
    - Type and location of alarm
    - Specific nature of the alarm
- **Enroute Information:** Include the following:
  - Units responding and reason for non standard response
  - Additional information obtained prior to arrival or if their was no additional information provided
  - Weather conditions (if they affect the call or decisions)
- **Command:** Include the following:
  - Who established
  - Name of command
  - List any transfer of command
- **On Scene Information:** Include the following:
  - List who was already on scene upon the Fire Department's arrival
  - Describe the scene and the incident
- **Action Taken:** Include the following: Sequentially list actions taken along with results or changes that occurred.
- **Disposition:** Include the following:
  - List to what hospital(s) patient(s) were transported
  - Describe:
    - Scene conditions when Fire Department left
    - Remaining hazards and safeguards applied
    - Agency to whom the scene was relinquished to if applicable
    - Note any unusual circumstances

#### **1100.5 Unit Narrative.**

1100.5-1 The Unit Narrative in the Unit Module allows complex incidents to be more accurately reported. Each company officer will ensure that the Unit Narrative accurately reflects findings on the scene and

actions taken by the crew and individuals. The overall incident narrative should cover the overall incident. The individual Unit Narratives should detail the company's role and participation in the incident. Collectively, the overall narrative and individual company narratives should describe the entire incident and the actions taken.

### **1100.6 Patient Narrative.**

1100.6-1 Patient Information should be recorded in the Patient/Victim module.

1100.6-2 Information in the patient narrative should meet the Department's patient report format as follows:

- **Chief Complaint.** Include the patient's chief complaint and secondary complaint if applicable. If the patient is unable to tell their chief complaint, then detail what is observed as wrong with the patient (this is not dispatch information).
- **History.** Include the patient's SAMPLE history.
- **Assessment:** Include general impression of the patient, vital signs, and information based on the physical examination.
- **Treatment:** Chronological listing of who did what.
- **Transport:** Who transported, how they were transported (code 1/3, air), and where they transported. Also include chronological listing of interventions done by firefighters while en route to the hospital if applicable.

### **1100.7 Quality Control**

1100.7-1 Incident reports will be completed and Quality Control Approved within ten (10) days of the incident.

1100.7-2 The QC Captain will check the incident report to ensure it is complete and complies with Department expectations. If after reading the report the Captain has questions that the report did not answer, the Captain will contact the report writer to ensure information is added to the narrative that will answer those questions and complete the report.

1100.7-3 The QC Captain will ensure that all required fields are complete and accurately reflect the incident based on the incident narrative.

1100.7-4 The QC Captain will check that the narratives follow the appropriate format as identified in this policy section 1100.3 to 1100.6.

1100.7-5 If the QC Captain finds any corrections or additions that need to be made to the report, the QC Captain will not make the corrections, but will notify the report writer of any corrections or additions that need to be made to the report. If corrections need to be made, the Captain will use the report authorization of "under review".

1100.7-6 Once the report is complete and accurate and the QC Captain has no more corrections that need to be made, the QC Captain will update the "Under Review" authorization to a "Quality Control Approved" authorization.

1100.7-7 Repeated problems with completing incident reports or QC reports will be reported to the shift commander.