


| | | | |
|---|---|----------------------------|--------------|
| SOG# 505-13 | Standard Operating Guideline | | |
|  | Cumberland Road Fire Department Inc. | Approved By | |
| | | Steven Parrish, Fire Chief | |
| | | Effective Date | Revised Date |
| | Incident Reporting Management | 8-17-2023 | 1-12-2025 |

1.0 PURPOSE

The purpose of this guideline is to establish a uniform procedure for incident reporting and the use of the department's current Report Management System (RMS), **First Due**, for the Cumberland Road Fire Department (CRFD). All incident data shall be documented in compliance with **NERIS (National Emergency Response Information System)** reporting requirements.

2.0 PROCEDURE

A report shall be generated and completed for **all incidents** to which a CRFD unit is dispatched, regardless of whether the unit arrives on scene or is canceled while en route.

All incidents shall be entered into the department's RMS (**First Due**) in accordance with department policy and RMS guidance. Incident reports should be entered **as soon as possible** following the incident. Incidents occurring after **2300 hours** may be documented later, but **no later than 0800 hours**. No incident reports shall be held until the next shift or a future scheduled work assignment.

In the event the **CAD interface is unavailable**, reasonable time may be allowed for the interface to restore functionality and generate a report. If a report has not been generated within **24 hours** of CAD functionality being restored, a report shall be **manually generated** by CRFD staff using the run report provided by dispatch.

3.0 RESPONSIBILITIES

The Shift Captain shall be responsible for ensuring that all incident reports for their shift are entered accurately and completely before the end of the shift. Reports may be completed by the Shift Captain or their designated representative.

A Chief Officer or trained designee shall review all incident reports for completeness and accuracy and shall authorize reports that are properly completed. Any report found to contain errors or deficiencies shall be marked incomplete, and the report writer shall be notified and required to correct the identified inaccuracies **within 12 hours of notification**. Once corrections are made, the report shall be re-reviewed and authorized by a Chief Officer or trained designee.

Unlike NFIRS, incident reports are transmitted directly to NERIS upon authorization; therefore, accuracy and completeness are mandatory prior to authorization.