



**City of Winchester  
Fire & Rescue Department  
GENERAL ORDER**



<b>Section:</b> General Order	<b>GO:</b> 13001
<b>Subject:</b> CAD-Firehouse Data Import	<b>Executed:</b> January 1, 2013 January 4, 2013 <b>Revised:</b> February 13, 2013 <b>December 9, 2015</b>
<b>Approved:</b>  Scott Kensinger, Deputy Chief	

We are pleased to inform you that after much anticipation the department began to automatically import CAD information into Firehouse. On January 1, 2013 at 0001 hours, incident information began to populate pre-defined Firehouse incident fields. Information such as dates, incident numbers, addresses, units, and all times associated with an incident are being imported.

The month of December was used to test data coming from CAD and imported into Firehouse. While the results have been very consistent, users need to be mindful that this is a work in progress and configuration changes are now necessary as we begin to work with the data.

The following bullet points are for your information and in some cases a directive to what you will experience and the changes that will be necessary on the end user's part to manage their reporting process.

### **General Information**

- Users will no longer need to call ECC for incident numbers and times unless there is critical information that is missing. (i.e. no incident created)
- The information that you receive from CAD is what you get. ECC personnel will not have the ability to create additional data for your reports.
- CAD export files are processed for import into Firehouse every five (5) minutes.
- Firehouse incidents are created and updated at the following intervals:
  - When a unit marks available
  - When a unit marks out at the hospital
  - When the final unit marks available
- All pre-filled data imported can be edited manually by the end user. This is merely taking what is in CAD and prefilling Firehouse fields.

- Users must begin their incident reports by searching the Journal for the incident which is based on the incident address.
- The Journal should only display the NFIRS incidents. ALL other information should be turned off.
- Users will be required to begin their incident input via the NIFRS report. NOT EMS FIRST. This ensures the CAD times are properly transferred to the EMS incident.
- If an incident does not show up in the journal, please have the **Battalion Officer (only)** contact me immediately so this can be resolved. As an interim you will need to contact ECC and ask them for your incident number and times to complete your report in a timely manner. Remember: ECC cannot resolve CAD export/Firehouse import issues.
- As with all City network outages whether scheduled or not, paper reports will need to be completed and then entered into Firehouse when the systems are restored. Depending on the severity of the outage CAD import files may not be generated. In this instance ECC will need to provide the information to you over the phone.

### Incident Numbering/Stations

- Incident numbering will now follow the CAD CFS (Call for Service) routine which is the total number of incidents that ECC dispatches for both WPD and WFRD together.
- The incident number will be pre-filled and grayed out and is not editable by the end user.
- We will no longer have sequential incident numbering as this no longer has value to our reporting needs.
- The station field will be blank and is a required entry. **The station selection from the drop down menu should be the station producing the state report NOT the first due location of the incident. THIS MUST BE COMPLETED BY THE USER.**

### Addressing

- Most County street names will not process into Firehouse as this is a limited database in CAD. Whether or not a County street name comes into our incident the user should continue to use "\*\*\*County Street\*\*" from the dropdown box and then place the actual address on the "2<sup>nd</sup> Address" field.
- The required "District" field is used to determine the first due area where the incident occurred and will only pre-fill if there is an associated street name in the street database. City streets that cross into other first due areas will not have a "District" associated. The user will need to select the proper district based on the location of the incident and knowledge of the City first due areas. For County incidents, using the procedure above will pre-fill the proper County "District".
- **County incidents will have the "City" field populated as "FREDERICK CO". This should be changed to the actual City, State, and Zip code.**

- For City responses, if you encounter no street name listed in the street field, please send me an email with the incident number so I can properly map the street name coming from CAD to our Firehouse database. Please enter the proper street name for your report.

### Incident/Unit Times and Units

- All general incident times will be imported from CAD, there is no need to change any of these as they represent a true correlation between CAD and Firehouse.
- All City units that are dispatched will be imported from CAD. If a unit becomes part of the incident and is not shown, this means they did not communicate with ECC that they were a part of the incident and therefore are not logged in the CAD record. In this case additional units can be added to the incident report manually but fictitious times will need to be entered as best as possible. NO County units will be imported into our system. If there are city units that are imported that were not on the incident, please delete them from the record.
- All units that are imported will have their associated times generated by CAD. These times should not be altered as this is a true correlation between CAD and Firehouse.
- **On the unit page, the user MUST select Fire or Medical for the response code.**
- All non first-due units on an incident scene must log their manpower into the Firehouse incident as normal. The first due company can take care of all manpower if it is decided by the shift Battalion Chief that this is the posture they want to take. **This should include all administration vehicles as well.** No matter which entry method is used, this must be completed to accurately account for our personnel on incidents. (See discussion below)
- For EMS reporting of units, the time field of “Arrive Patient Victim” is required for all EMS incidents. If you announce to ECC when you arrive at the patient then this will be time stamped and imported from CAD into Firehouse. Otherwise this field will need to be a guess as it is required for State EMS reporting. Arrival at the patient should become standard communication with ECC for all units.
- For incidents that we respond into the County; the times of “On-scene”, “At-Patient”, “en-route” to the hospital and “Arrive” at the hospital” will NOT be recorded in the Winchester CAD and therefore will not transfer to the Firehouse incident. **ONCE AT THE HOSPITAL, THE USER MUST ALSO MARK OUT WITH WINCHESTER ECC TO FORCE THE EXPORT OF YOUR INCIDENT INFORMATION TO BE IMPORTED INTO FIREHOUSE.** The user will need to call Frederick County ECC to retrieve the missing times as listed above and at that time can mark cleared from the County via phone.

**\*\*\*\*\*DO NOT SWITCH BACK AND FORTH WITH WINCHESTER AND  
FREDERICK ECC’S FOR THE “On-scene”, “At-Patient”, and “en-route”  
RADIO TRANSMISSIONS.\*\*\*\*\***

## THIS IS ADDITIONAL RADIO TRAFFIC THAT IS UNNECESSARY

### Other Fields and Requirements

- Mutual aid received and given has been very inconsistent in the past. Users **MUST** understand that City units assisting the County we will fill this field with “Aid Given” and when County units are assisting the City, we will fill this field with “Aid Received”
- The beginning and end mileage for EMS transports is a work in progress with the CAD vendor therefore should be managed manually until a solution can be determined.
- Quality Control Checks
  - It will be the company officer’s responsibility to QC their station reports daily. Each report should be stamped with a QC designation for each report. I will be turning on the QC required option and reports will be spot checked for this requirement.
  - This is not a task that should be delegated. This is an opportunity for the supervisors to monitor their folks reporting capabilities.
  - What to look for
    - Overall completion of reports
    - Proper “Station” used
    - Proper “District” selected
    - Unit manpower complete
    - Mutual Aid properly indicated
    - Grammar and Spelling issues
    - Accuracy between narratives and other entry fields
  - Only the author of the report should make necessary changes.
- Station Roster and Availability
  - Selected from the tab “File” and “Station Management”.
  - Allows users to associate personnel to units for ease of unit entry.
  - This must be updated each morning and changed as necessary to be accurate.
  - ALL personnel information must be completely filled in for the system to accept the entry.
  - Users still have the ability to add/change personnel manually in the report if necessary.
- As defined in the NFIRS 5.0 requirement for incident reporting, the “field Incident Type” will now be what the responder finds at the incident and not what they were dispatched for. Example: responders dispatched for a structure fire and steam from a vent was found. In this case the call would be considered “Good Intent”. Example: City units dispatched to the County for injuries from a fall and then were cancelled, this would be considered “Cancelled En-route”.