

New Hampshire Fire Academy & Emergency Medical Services

Emergency Services Reporting

Service Management

This step-by-step guide will walk you through the setup of your agency in the fire reporting system. The first steps will be to build your Apparatus, Personnel, and Stations. This is done via RespondNH (RNH), the State of New Hampshire's Service Management System. Any changes made in RNH will sync to NHESR once a form is completed. Lag times of 5-10 minutes are typical.

- 1.) RNH – *If you have not already used RespondNH, complete the below actions:*
 - a. Claim your account. [View Guide](#) or [View Video](#)
 - b. Have your personnel claim their accounts (have them reference the above links).
 - c. Review roster and have missing personnel [request affiliation](#).
- 2.) Complete the Applications at RNH:
 - a. Service Form - 1: Update Service Demographics, Stations and Coverage Areas.
 - b. Service Form - 2: Update Service Personnel / Staff Positions / Elite Permissions.
 - i. Ensure a *unique* Personnel ID is assigned to all staff; this ID should match their historical ID in your previous NFIRS software, as applicable
 - ii. Further guidance is available [here](#).
 - c. Service Form - 3: Non-Ambulance Fire and EMS Apparatus for ELITE / NFIRS.
 - d. [Remove Personnel Service Affiliations](#).

NHESR Configuration

Configuration of the system is a case of investing in your future – the time spent here will decrease the time spent documenting incidents and other activities.

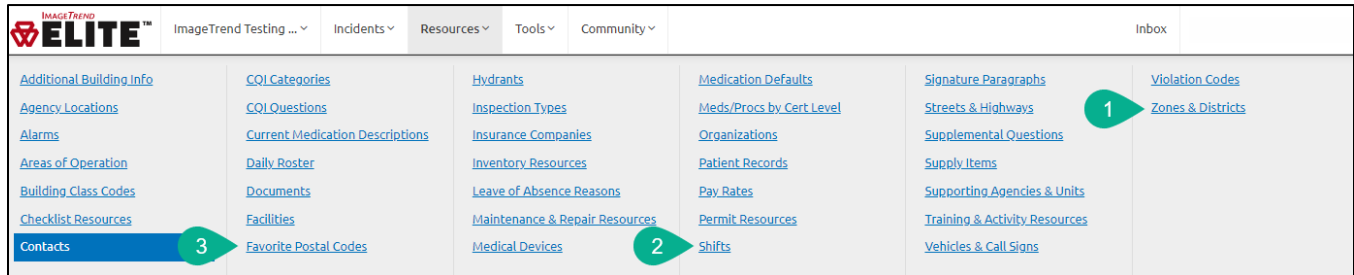
- 1.) Assign Districts, Shifts/Platoons, and Favorite Postal Codes. [Go to section](#)
- 2.) Activate Streets and Highways. [Go to section](#)
- 3.) Manage Mutual Aid departments. [Go to section](#) or [View Video](#)
- 4.) (In)activate Forms. [Go to section](#)
- 5.) University Resources. [Go to section](#)
- 6.) Go live with reporting.
 - a. **Notify the Fire Marshal: NHFIRS@dos.nh.gov**
 - b. **Notification is necessary to maintain reporting compliance**

Assign Districts, Shifts/Platoons, and Favorite Postal Codes

Shifts, Favorite Postal Codes, and Districts can improve documentation speed and accuracy. Below you will see how to access these resources and an overview of how they work.

Procedure

A.) Select the Resources tab, and then the desired resource



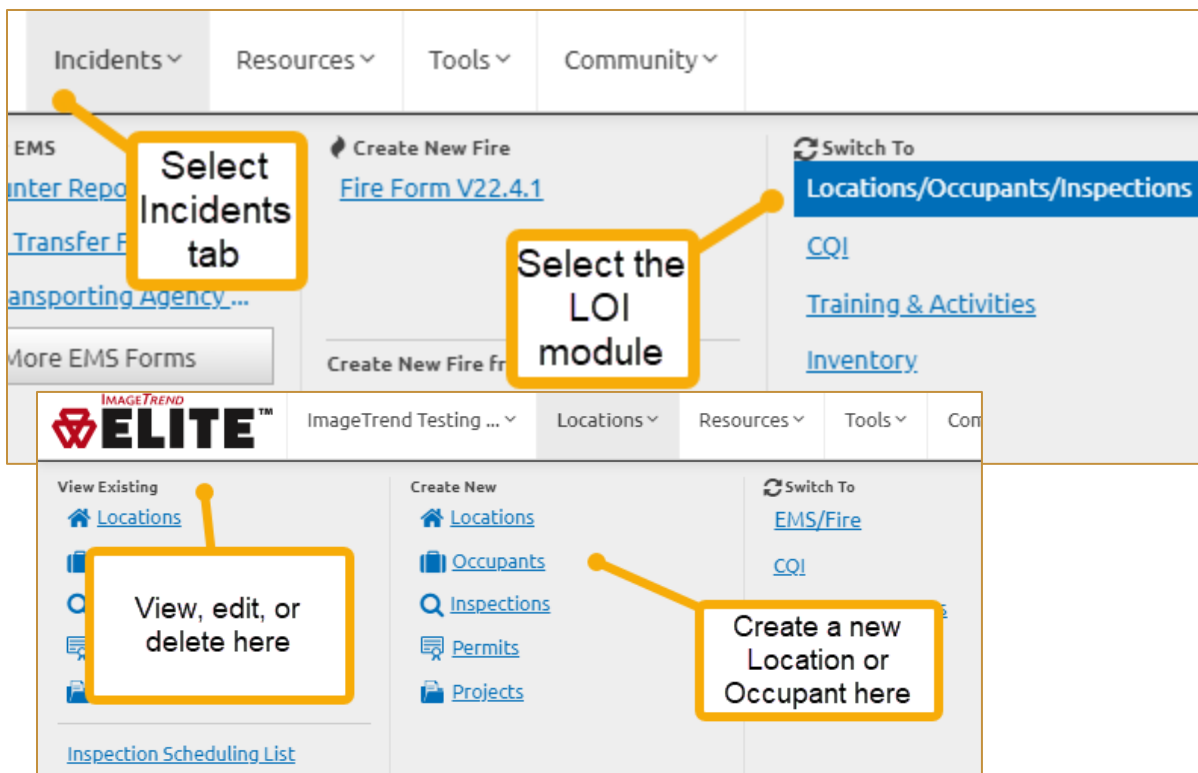
- Shifts: The shifts resource offers the ability to track what group of personnel are responding to calls, or what timeframe they are responding to calls during. *Shifts can be sent via CAD if your dispatch tracks them, but only if they match exactly.*
 - Ex. Shifts are made for Holiday, Weekend, Day, and Night to track metrics relating to time of day.
- Favorite Postal Codes: This resource decreases time required to search for a postal code, and speeds documentation by automatically completing City, County, State, and Zip Code fields with a single click. *Locations and/or Occupants should be used for calls within your coverage area.*
 - Ex. Zip Codes for common mutual aid towns are added for easy selection.
- Districts: These can be added to track incidents that occur in a geographic area that you define. Target times can be assigned to these districts to easily track response time metrics. *If utilizing NFPA 1710/1720 reports, active the applicable System defaults.*
 - Ex. Hydrant and Non-Hydrant districts are created to track potential need for additional hydrants.

Adding Locations and Occupants

Locations and Occupants can be added to your account for increased accuracy and quicker reporting. In a Fire incident, a location or occupant's data can be inserted into the runform automatically completing location information including address, contacts, and building specs. Fire incidents will in turn automatically attach to a location based on address, allowing for quick viewing of incidents at a given location.

Procedure

- 1.) If you do not have Occupant data in your legacy software:
 - a. Email nhesr@dos.nh.gov with you name, agency name, and a request for your town's locations to be inserted into your agency.
- 2.) If you have historical location/occupant data:
 - a. Email nhesr@dos.nh.gov for the workbook to be completed and returned.
 - b. Note that most, but not all data points are available for import into the system.
- 3.) Following steps 1 or 2:
 - a. Locations can be viewed, edited, and new locations added within TEMSIS:

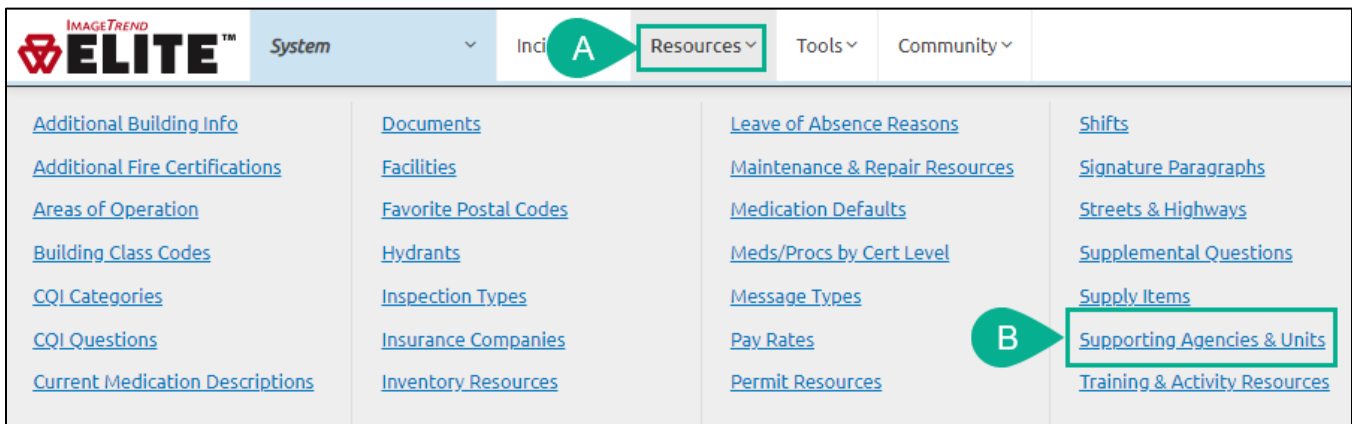


Managing Mutual Aid

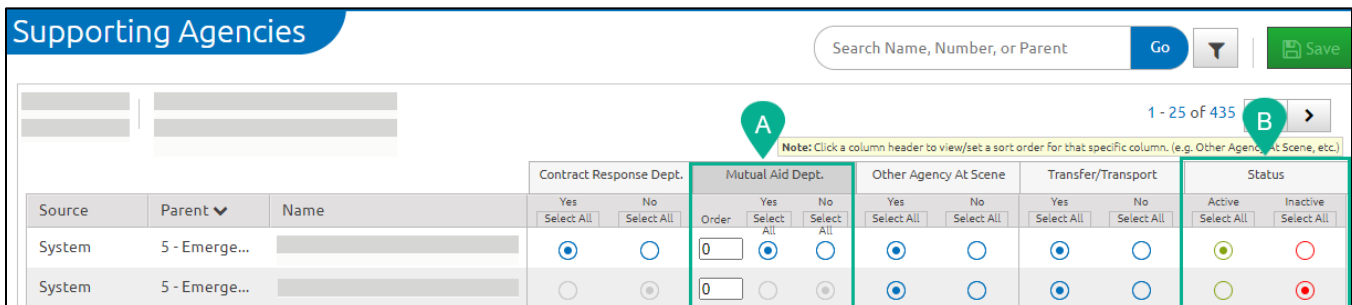
Mutual aid departments can be managed in the Supporting Agencies and Units resource to present mutual aid options within the fire reporting form. This allows fire protection services to maintain a manageable and applicable list of choices while documenting.

Procedure

1. From the NHESR dashboard, select the Resources tab (A), then Supporting Agencies and Units (B).



2. Search for a mutual aid department from the search bar, or scroll through the list.
3. Mutual aid departments will be presented in the fire reporting form if set to 'yes' (A). Note that you can change the order that agencies will be presented in the forms by clicking on the column header and assigning a sort number.
4. Status can be changed to 'inactive' to remove the service as an option from both fire and EMS forms (B).



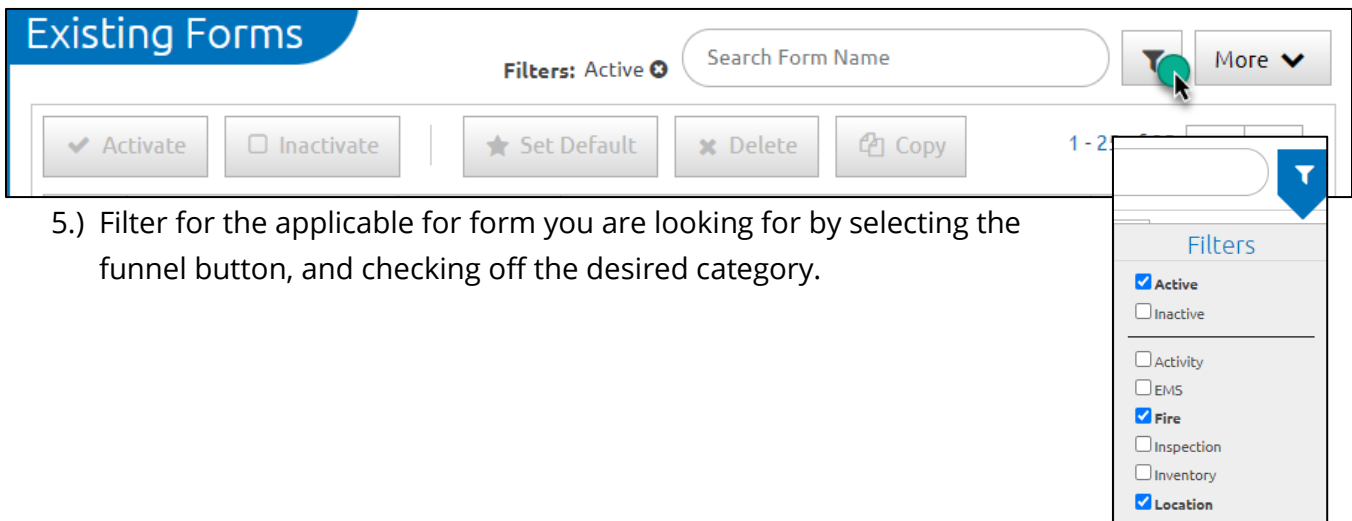
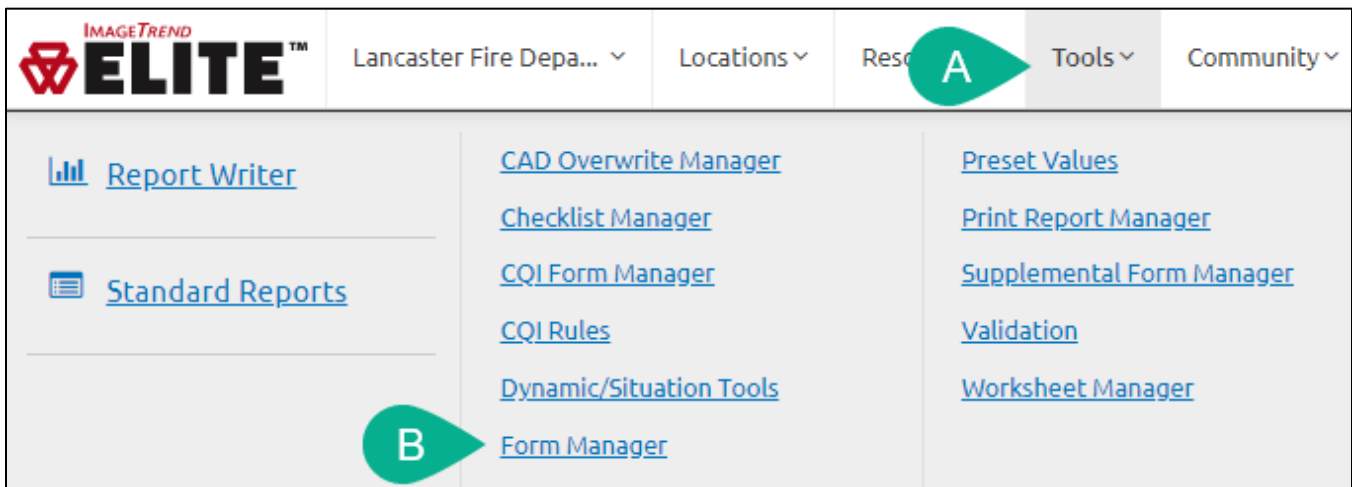
Activating or Inactivating Forms

Data is collected in the NHESR system via Forms (EMS, Fire, Inspections, Training, etc.). Specific forms can be inactivated or activated. When configuring MIH, Fire, or EMS to Fire linkage forms, you will need to activate the applicable state form in NHESR. All other forms can be copied from a template, or built from scratch.

Inactivation of EMS or Fire run forms should only be done if you are certain of the effect

Procedure

4.) From the Tools tab (A), select Form Manager (B).



5.) Filter for the applicable for form you are looking for by selecting the funnel button, and checking off the desired category.

Procedure

- 6.) Select the form you wish to (in)activate by clicking on the form row, and then select the Activate or Inactivate button as applicable. Alternatively, you can select Copy to make an editable copy of a form if it is not tied to EMS or fire reporting.

The screenshot shows the 'Existing Forms' interface. At the top left is the title 'Existing Forms'. To the right are filters for 'Active' and 'EMS', a search box for 'Search Form Name', a funnel icon, and a 'More' dropdown. Below this is a row of action buttons: 'Activate' (checked), 'Inactivate' (unchecked), 'Set Default' (star icon), 'Delete' (X icon), and 'Copy' (document icon). To the right of these buttons is a pagination indicator '1 - 6 of 6' and navigation arrows. Below the buttons is a table with the following data:

ID	Source	Type	Name	Status	Default Form
303	System	EMS (3.4)	EMS Incident Report with NFIRS Linkage v21.6	Active	EMS
191	System	EMS (3.4)	Interfacility Transfer Form (DRAFT)	Active	

Clicking on the name of the form will bring you to a different area; only click on the blank space

Importing Historical Data

Historical NFIRS, Occupant, Inspection, Violation, and Hydrant data can be imported into NHESR by requesting the workbooks from nhesr@dos.nh.gov. Training, Activity, Inventory, Maintenance, and Repair data would need to be re-entered manually if you wish to carry it over to NHESR.

Procedure

1. Historical NFIRS data:

- a. Determine the time range that you were using your previous system for
- b. Export your NFIRS data as you normally would for monthly NFIRS reporting, but ensure that *previously exported incidents are also included*
- c. The .txt (or .inc) file should be saved to your computer
- d. Log into nhtemis.org
- e. Select the **Agency** tab (the tab with the name of your agency on it)
- f. Select **Data Exchange**
- g. Select **Import File**
- h. Choose **NFIRS (5.0)** from the dropdown, then **browse** for your file and import
- i. You do not need to remain logged in or on the import page once started

2. Occupant/Inspection/Violation/Hydrant data:

- a. This data will need to be copied into an excel file (any spreadsheet software will work)
- b. The completed worksheet can then be submitted to ImageTrend via a ticket
- c. To begin the process, email nhesr@dos.nh.gov for the spreadsheet templates and further instructions

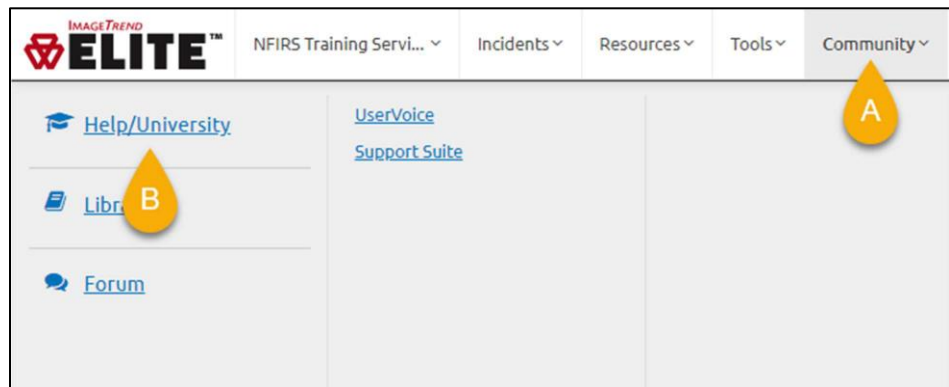
Additional Resources

To Access the below resources, sign into NHESR, navigate to Community, and select Help/University.

While many other useful videos exist, the webinars listed below are a great starting point.

Procedure

- A.) Select the Community tab.
- B.) Select Help/University.



Recommended Viewing

- Incidents (Setup and Management)
 - Intro to Fire Agency Administrators (*Video*)
 - Fire Incident Hours (*Video*)
 - Mutual Aid (*Video*)
 - Incident Statuses
 - Agency Locations
 - Alarms
 - Daily Roster
 - Supplemental questions
 - Transfers
- Locations, Occupants, Inspections and Permits
 - Setting up Locations, Occupants, and Inspections (*Video*)
 - Key Features in Locations, Occupants, & Inspections (*Video*)
 - Additional Building Information
 - Building Class Codes
 - Inspection Types
 - Violations Codes
 - Inspection Supplemental Forms

Recommended Viewing (Cont'd)

- Checklists
 - Setting up Checklists
 - Checklist Manager
 - Checklist Resources
- Form Manager
 - Form Manager for Beginners
- Inventory
 - Setting up Inventory
 - Setting up Maintenance and Repairs
- Reporting
 - Fire Packaged Reports
 - Standard Reports
- User/Service Management
 - Reset Passwords
 - Unlock Logins
 - The Elite Dashboard
 - Pay Rates
 - Shifts