

## **EPR FireWorks – CFAI Call Processing Summary**

This guide will help you setting up your system for the CFAI Call Processing Summary report.

This report contains the 90th percentile incident times of the varying incident types for the years filtered as well as the department's goals. The report takes into account incidents with the response class chosen (Fire, EMS, Hazmat, and Rescue) and the risk category chosen (Low, Moderate, Significant, and Maximum).

The incidents taken into account are only incidents that fall within 2 standard deviations from the mean (aka 2.28% highest and lowest outliers are removed before calculating the 90th percentile).

The times and goals are split up by the population densities of where the incidents occurred (Rural, Urban, Suburban).

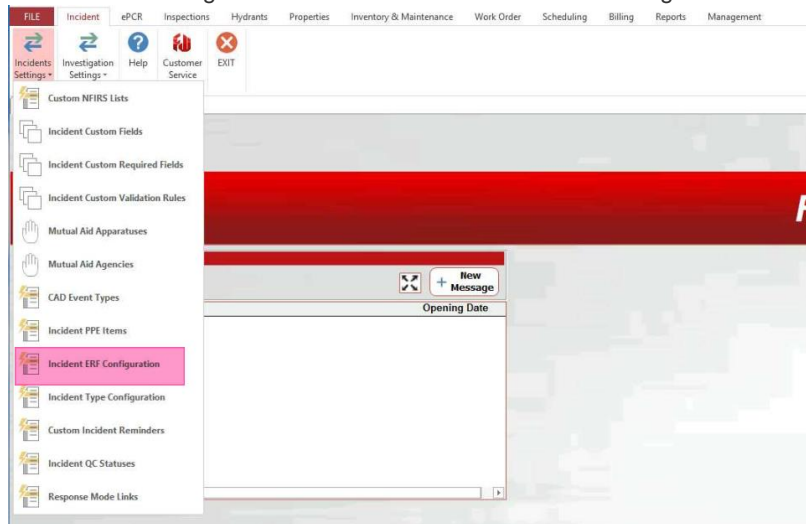
The different times / goals include:

- 1) Alarm Handling – The time from when the call came in (PSAP) until the incident alarm time (first dispatch time). Only shows results for incidents with a PSAP time available.
- 2) Turnout (of 1st Arriving Unit) – The time from the incident alarm time (first dispatch time) until the enroute time of the first unit to arrive on the scene. Only shows results for incident when the first arriving apparatus has an enroute time.
- 3) Travel (of 1st Arriving Unit) – The time from the enroute time of the first unit to arrive on the scene until the arrival on scene. Only shows results for incident when the first arriving apparatus has an enroute time.
- 4) Travel ERF - The time from the incident enroute time (earliest enroute time) until the arrival time of the ERF (the arrival of the Xth personnel) defined.
- 5) Response 1st Unit - – The time from the incident alarm time (first dispatch time) until the arrival time of the first unit to arrive at the scene.
- 6) Response ERF - – The time from the incident alarm time (first dispatch time) until the arrival time of the ERF (the arrival of the Xth personnel) defined.
- 7) Total Response 1st Unit - The time from the incident call time (PSAP) until the arrival time of the first unit to arrive at the scene. Only shows results for incidents with a PSAP time available.
- 8) Total Response ERF - The time from the incident call time (PSAP) until the arrival time of the ERF (the arrival of the Xth personnel) defined. Only shows results for incidents with a PSAP time available.

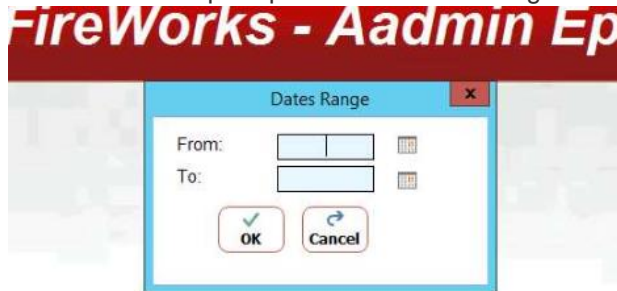
## EPR FireWorks – CFAI Call Processing Summary

### Step 1 – One Time Configuration

In the back-office go to the Incident Module---Incident Settings---Incident ERF Configuration.



You will then be prompted to set a date range.



If you choose to not set a date range, you will be asked if you want to load all incidents (which may take a while as well).

In the main screen the first button is for printing the report. The second and third are for one time configuration.



## EPR FireWorks – CFAI Call Processing Summary

Clicking on “Response Class Configuration” will take you to its page.

**Incident ERF Configuration**

CFAI Call Processing Summary Report
Response Class Configuration
ERF Report Parameters

**Records Filter**

From Date  To Date

Number of Personnel  Response Class  Incident Category

Incident Type

CAD Event Type

Include Mutual Aid Given

Property Use

Zip Code  District

Incident Number	Exposure Number	Incident Type	Incident Date	Station	
1600002	0	Medical assist, assist EMS crew	01/01/16	Station 1	Street, other
1600003	0	EMS call, excluding vehicle accident	01/15/16	Station 1	1 or 2 family dwe
1600004	0	No incident found on arrival at dispat	01/01/16	Station 2	Highway or divid
1600005	0	Electrical wiring/equipment problem	01/02/16	Station 4	Residential stree
1600006	0	Power line down	01/02/16	Station 2	Vehicle parking a
1600007	0	Medical assist, assist EMS crew	01/02/16	Station 1	1 or 2 family dwe

**Response Class Configuration**

**Filter**

Code

Class

Description

Category

Search
Clear
Save
Exit

Incident Type	Description	Response Class
100	Fire, other	Fire
110	Structure fire, other (conversion only)	Fire
111	Building fire	Fire
112	Fires in structure other than in a building	Fire
113	Cooking fire, confined to container	Fire
114	Chimney or flue fire, confined to chimney or flue	Fire
115	Incinerator overload or malfunction, fire confined	Fire
116	Fuel burner/boiler malfunction, fire confined	Fire
117	Commercial Compactor fire, confined to rubbish	Fire
118	Trash or rubbish fire, contained	Fire
120	Fire in mobile prop. used as a fixed struc., other	Fire
121	Fire in mobile home used as fixed residence	Fire
122	Fire in motor home, camper, recreational vehicle	Fire
123	Fire in portable building, fixed location	Fire
130	Mobile property (vehicle) fire, other	Fire
131	Passenger vehicle fire	Fire
132	Food freight or transport vehicle fire	Fire

This page is where each incident is assigned its response class (Fire, EMS etc..)  
When completed click SAVE then EXIT.

## EPR FireWorks – CFAI Call Processing Summary

To configure the parameters for the report, click on the ERF Report Parameters button.

Incident ERF Configuration

CFAI Call Processing Summary Report

Response Class Configuration

ERF Report Parameters

Records Filter

From Date

To Date

CAD Event Type

Number of Personnel

Response Class

Incident Category

Include Mutual Aid Given

Incident Type

Zip Code

District

Incident Number	Exposure Number	Incident Type	Incident Date	Station	
1600002	0	Medical assist, assist EMS crew	01/01/16	Station 1	Street, other
1600003	0	EMS call, excluding vehicle accident	01/15/16	Station 1	1 or 2 family dwe
1600004	0	No incident found on arrival at dispatc	01/01/16	Station 2	Highway or divide
1600005	0	Electrical wiring/equipment problem	01/02/16	Station 4	Residential stree
1600006	0	Power line down	01/02/16	Station 2	Vehicle parking a
1600007	0	Medical assist, assist EMS crew	01/02/16	Station 1	1 or 2 family dwe

This will take you to the Report Parameter Configuration Page. Which will allow you to configure the minimum number of personnel (the ERF) for the response class, risk category, and the population density of the area responding to.

ERF Report Parameters Configuration

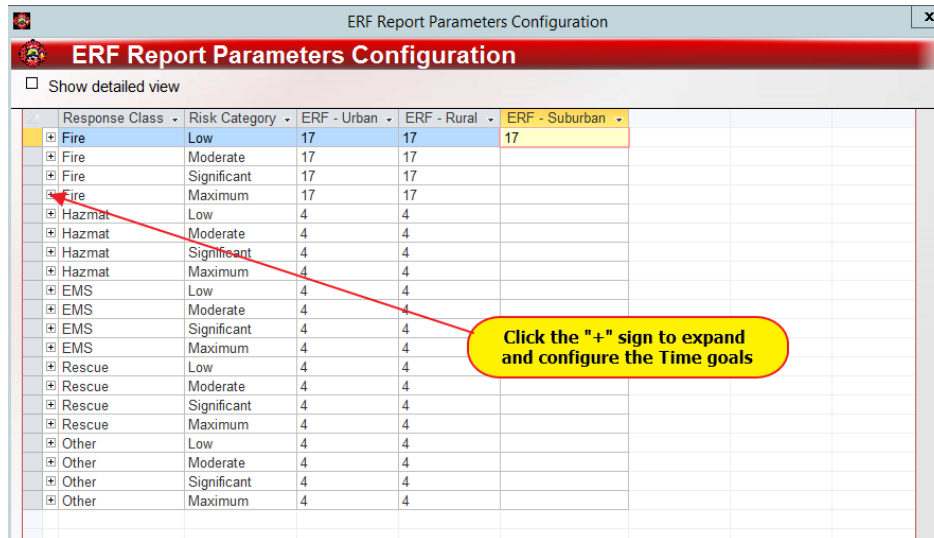
Show detailed view

	Response Class	Risk Category	ERF - Urban	ERF - Rural	ERF - Suburban
<input checked="" type="checkbox"/>	Fire	Low	17	17	17
<input checked="" type="checkbox"/>	Fire	Moderate	17	17	
<input checked="" type="checkbox"/>	Fire	Significant	17	17	
<input checked="" type="checkbox"/>	Fire	Maximum	17	17	
<input checked="" type="checkbox"/>	Hazmat	Low	4	4	
<input checked="" type="checkbox"/>	Hazmat	Moderate	4	4	
<input checked="" type="checkbox"/>	Hazmat	Significant	4	4	
<input checked="" type="checkbox"/>	Hazmat	Maximum	4	4	
<input checked="" type="checkbox"/>	EMS	Low	4	4	
<input checked="" type="checkbox"/>	EMS	Moderate	4	4	
<input checked="" type="checkbox"/>	EMS	Significant	4	4	
<input checked="" type="checkbox"/>	EMS	Maximum	4	4	
<input checked="" type="checkbox"/>	Rescue	Low	4	4	
<input checked="" type="checkbox"/>	Rescue	Moderate	4	4	
<input checked="" type="checkbox"/>	Rescue	Significant	4	4	
<input checked="" type="checkbox"/>	Rescue	Maximum	4	4	
<input checked="" type="checkbox"/>	Other	Low	4	4	
<input checked="" type="checkbox"/>	Other	Moderate	4	4	
<input checked="" type="checkbox"/>	Other	Significant	4	4	
<input checked="" type="checkbox"/>	Other	Maximum	4	4	

Click in the cell to enter a value

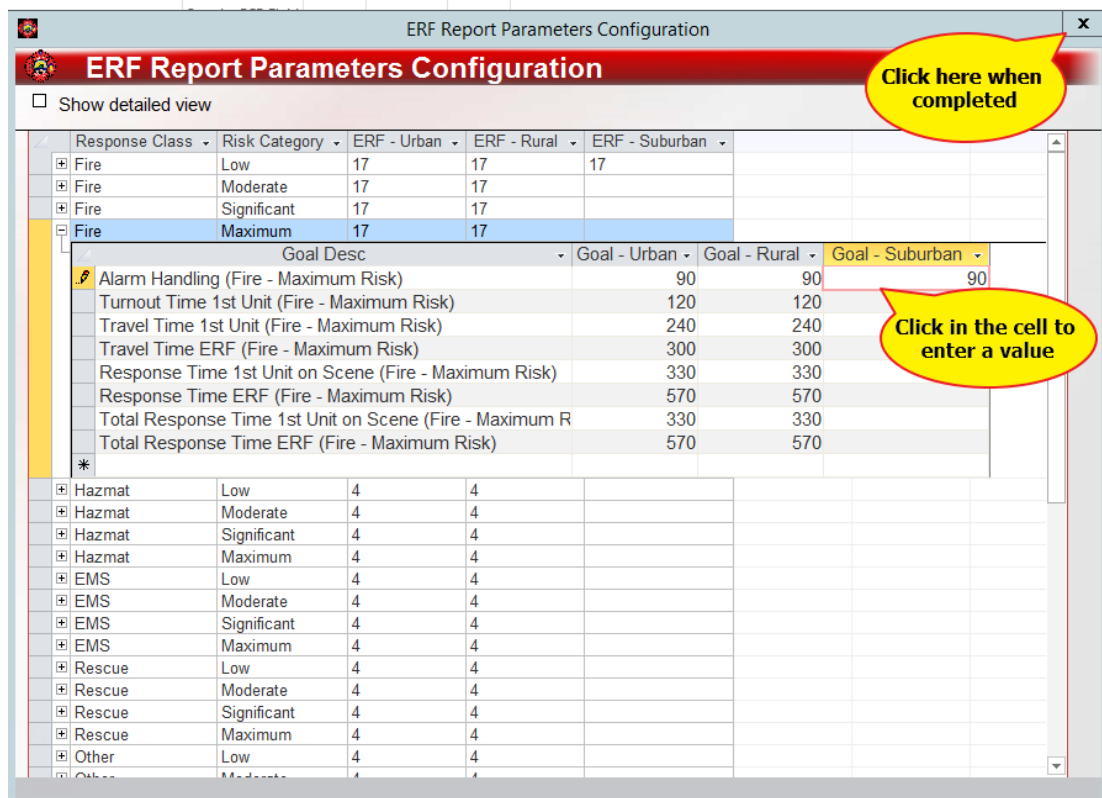
## EPR FireWorks – CFAI Call Processing Summary

To configure the time goals, you must click on the “+” sign next to the Response Class.



Response Class	Risk Category	ERF - Urban	ERF - Rural	ERF - Suburban
+ Fire	Low	17	17	17
+ Fire	Moderate	17	17	
+ Fire	Significant	17	17	
+ Fire	Maximum	17	17	
+ Hazmat	Low	4	4	
+ Hazmat	Moderate	4	4	
+ Hazmat	Significant	4	4	
+ Hazmat	Maximum	4	4	
+ EMS	Low	4	4	
+ EMS	Moderate	4	4	
+ EMS	Significant	4	4	
+ EMS	Maximum	4	4	
+ Rescue	Low	4	4	
+ Rescue	Moderate	4	4	
+ Rescue	Significant	4	4	
+ Rescue	Maximum	4	4	
+ Other	Low	4	4	
+ Other	Moderate	4	4	
+ Other	Significant	4	4	
+ Other	Maximum	4	4	

This will open another chart with Time Goals. To add the Time Goals click on the cells to enter the values. Click the “X” in the upper corner to close the Configuration box.



Response Class	Risk Category	ERF - Urban	ERF - Rural	ERF - Suburban
+ Fire	Low	17	17	17
+ Fire	Moderate	17	17	
+ Fire	Significant	17	17	
+ Fire	Maximum	17	17	
Goal Desc		Goal - Urban	Goal - Rural	Goal - Suburban
+ Alarm Handling (Fire - Maximum Risk)		90	90	90
+ Turnout Time 1st Unit (Fire - Maximum Risk)		120	120	
+ Travel Time 1st Unit (Fire - Maximum Risk)		240	240	
+ Travel Time ERF (Fire - Maximum Risk)		300	300	
+ Response Time 1st Unit on Scene (Fire - Maximum Risk)		330	330	
+ Response Time ERF (Fire - Maximum Risk)		570	570	
+ Total Response Time 1st Unit on Scene (Fire - Maximum R		330	330	
+ Total Response Time ERF (Fire - Maximum Risk)		570	570	
* Hazmat	Low	4	4	
* Hazmat	Moderate	4	4	
* Hazmat	Significant	4	4	
* Hazmat	Maximum	4	4	
* EMS	Low	4	4	
* EMS	Moderate	4	4	
* EMS	Significant	4	4	
* EMS	Maximum	4	4	
* Rescue	Low	4	4	
* Rescue	Moderate	4	4	
* Rescue	Significant	4	4	
* Rescue	Maximum	4	4	
* Other	Low	4	4	
* Other	Moderate	4	4	

## EPR FireWorks – CFAI Call Processing Summary

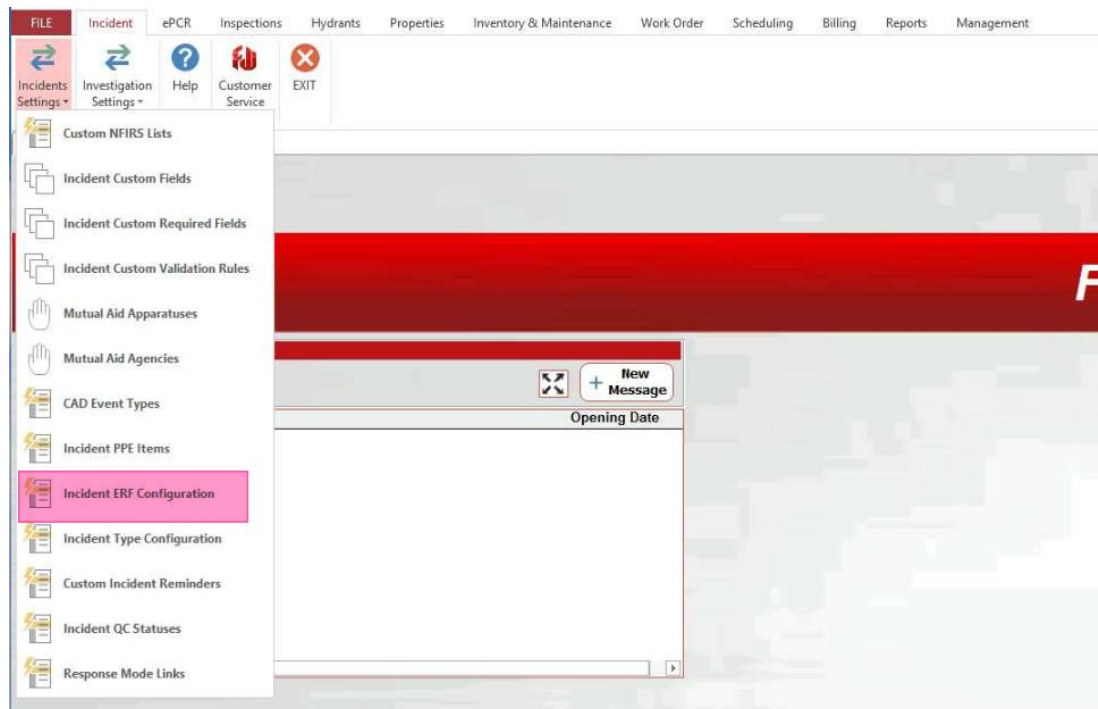
### Step 2 – Bulk Editing NFIRS Reports

This guide will help you in editing three fields of NFIRS reports in bulk which are needed for the CFAI Call Processing Summary report:

- Population Density
- Risk Category
- Emergency/Non- Emergency

**Reminder:** These 3 fields all appear within the incident report and could be filled out while completing the NFIRS report.

In the back-office go to the Incident Module---Incident Settings---Incident ERF Configuration.



In the main screen, the filter can be used to search for reports to modify the Emergency field, Population Density field, and Risk Category field in bulk. You will be able to narrow to the incidents you wish to edit, also the field value you want to change.

## EPR FireWorks – CFAI Call Processing Summary

**Incident ERF Configuration**

CFAI Call Processing Summary Report | Response Class Configuration | ERF Report Parameters

**Records Filter**

From Date: 06/16/20 | To Date: | CAD Event Type: | Station: | Search: | Clear: |

Number of Personnel: 4 | Response Class: EMS | Incident Category: EMS | Include Mutual Aid Given:  | Property Use: |

Incident Type: | Zip Code: | District: | Box: | Census Tract: |

**Action Filter**

Select Filter: | Risk Category: | Set Values

**This filter is set for all reports after June 16, 2020 with at least 4 personnel with response class and incident category set to EMS**

**This is set to focus on Risk Category**

**Blank will display all categories**

CAD # / Incident #	Exposure	Incident Type	Incident Date	Station	Property Use	Zip Code	District	Box	Census Tract	Number of Personnel	Risk Category
F2035106 20001445	0	321 EMS call, excluding vehicle accident with injury	08/11/20	Station 4	000 Property Use, other	342171	080	0821	Ariel	5	3 - Significant
F2043443 20001751	0	321 EMS call, excluding vehicle accident with injury	10/05/20	Station 1		34210	28	2101		5	3 - Significant

The filtered results

Once the filter is set, ERF results will be displayed at the bottom.

**Incident ERF Configuration**

CFAI Call Processing Summary Report | Response Class Configuration | ERF Report Parameters

**Records Filter**

From Date: 06/16/20 | To Date: | CAD Event Type: | Station: | Search: | Clear: |

Number of Personnel: 4 | Response Class: EMS | Incident Category: EMS | Include Mutual Aid Given:  | Property Use: |

Incident Type: | Zip Code: | District: | Box: | Census Tract: |

**Action Filter**

Select Filter: | Risk Category: | Set Values

**Click here to change the values**

CAD # / Incident #	Exposure	Incident Type	Incident Date	Station	Property Use	Zip Code	District	Box	Census Tract	Number of Personnel	Risk Category
F2035106 20001445	0	321 EMS call, excluding vehicle accident with injury	08/11/20	Station 4	000 Property Use, other	342171	080	0821	Ariel	5	3 - Significant
F2043443 20001751	0	321 EMS call, excluding vehicle accident with injury	10/05/20	Station 1		34210	28	2101		5	3 - Significant

The filtered results

To change the values, click "Set Values"

**Incident ERF Configuration**

CFAI Call Processing Summary Report | Response Class Configuration | ERF Report Parameters

**Records Filter**

From Date: 06/16/20 | To Date: | CAD Event Type: | Station: | Search: | Clear: |

Number of Personnel: 4 | Response Class: EMS | Incident Category: EMS | Include Mutual Aid Given:  | Property Use: |

Incident Type: | Zip Code: | District: | Box: | Census Tract: |

**Action Filter**

Select Filter: | Risk Category: | Set Values

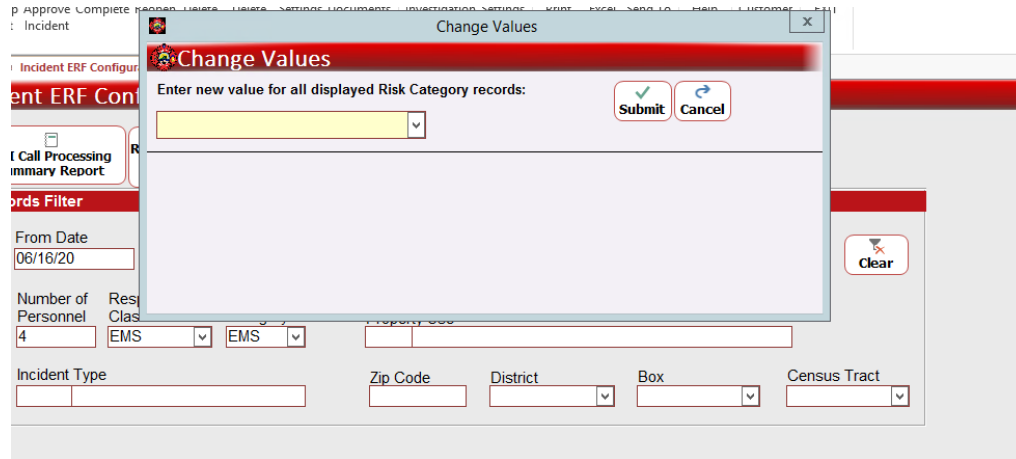
**Click here to change the values**

CAD # / Incident #	Exposure	Incident Type	Incident Date	Station	Property Use	Zip Code	District	Box	Census Tract	Number of Personnel	Risk Category
F2035106 20001445	0	321 EMS call, excluding vehicle accident with injury	08/11/20	Station 4	000 Property Use, other	342171	080	0821	Ariel	5	3 - Significant
F2043443 20001751	0	321 EMS call, excluding vehicle accident with injury	10/05/20	Station 1		34210	28	2101		5	3 - Significant

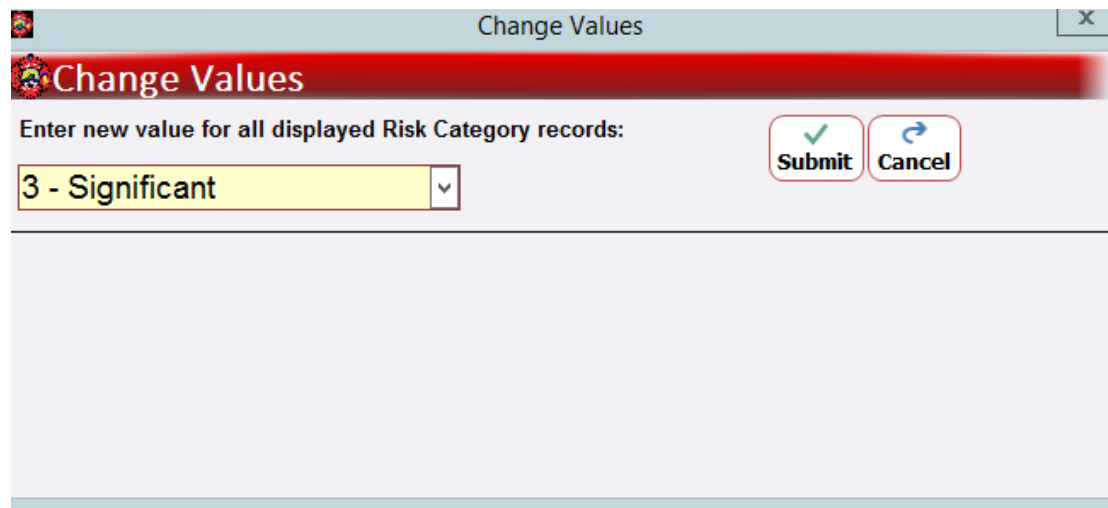
The filtered results

## EPR FireWorks – CFAI Call Processing Summary

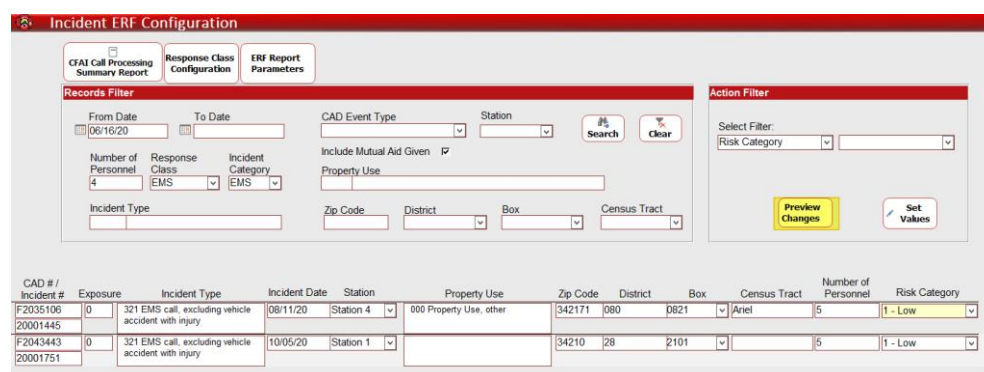
This will display the “Change Value” Screen



Enter the value to change to, then click save.



This will take you back the the configuration page, **but the values have not been saved yet.** To save them click “Preview Changes”.



## EPR FireWorks – CFAI Call Processing Summary

Which will open the Update Preview page. This will allow you to see all changes about to be made. You can change them one by one in this page as well.

Once completed click “Save Changes”.

Incident Number	Exposure	Update	Non Emergency		Population Density		Risk Category	
			Old Value	New Value	Old Value	New Value	Old Value	New Value
20001445	0	<input checked="" type="checkbox"/>	Non Emergency	Non Emergency	Rural	Rural	4 - Maximum	3 - Significant

You will get an approval pop up. Click Yes.

After, you will get a confirmation pop up. Saving the values might take a couple of moments.

Click Exit when completed.

## EPR FireWorks – CFAI Call Processing Summary

### Step 3 – Running the Report

The report can be easily accessed in the web browser in BI—Reports and Queries---Reports

Reports ISO & NFPA Report Generator

---

Select Report

Report Criteria

Date Type:

Station:

Response Class:

Emergency/Non Emergency:

Risk Category:

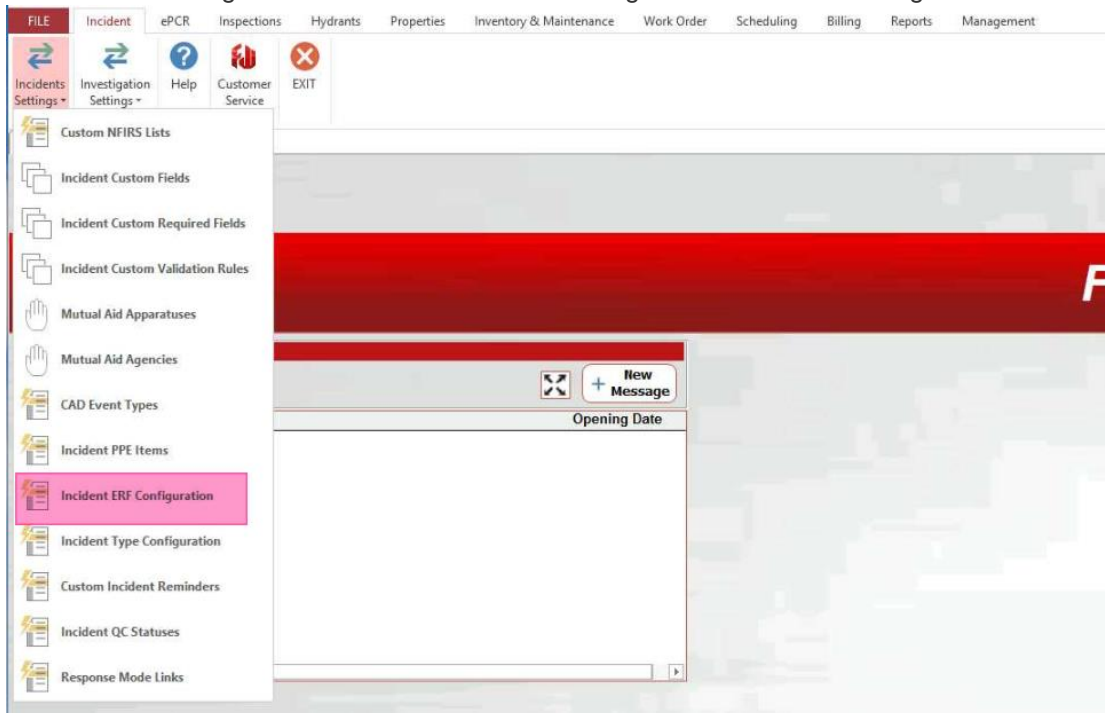
Geographical Filter:

Include Mutual Aid Given Incidents

Also you can run it in the back office as well.

This section will help filter to print CFAI Call Processing Summary reports.

In the back-office go to the Incident Module---Settings---Incident ERF Configuration.



## EPR FireWorks – CFAI Call Processing Summary

In the main screen Click the first button titled “CFAI Call Processing Summary Report”.

**Incident ERF Configuration**

Buttons: CFAI Call Processing Summary Report, Response Class Configuration, ERF Report Parameters

**Records Filter**

From Date: [ ] To Date: [ ] CAD Event Type: [ ] Station: [ ] Search: [ ] Clear: [ ]

Number of Personnel: [ 5 ] Response Class: [ Fire ] Incident Category: [ Fire ]

Include Mutual Aid Given:  Property Use: [ ]

Incident Type: [ ] Zip Code: [ ] District: [ ] Box: [ ] Census Tract: [ ]

**Action Filter**

Select Filter: [ Non Emergency ] [ ] Set Values: [ ]

Incident Number	Exposure Number	Incident Type	Incident Date	Station	Property Use	Zip Code	District	Box	Census Tract	Number of Personnel	Non Em
1600165	0	Building fire	01/30/16	Station 1	Multifamily dwelling	34217	0820		18	14	Emerger
1600174	0	Building fire	01/30/16	Station 1	1 or 2 family dwelling	34216	0818		18	14	Emerger
1600192	0	Outside rubbish, trash or waste fire	02/04/16		Graded and cared-for plots of land	34209	0928		4.05	6	Emerger
1600195	0	Building fire	11/02/16	Station 4	1 or 2 family dwelling	34205	198		12.02	11	Emerger
1600260	0	Building fire	02/15/16	Station 4	1 or 2 family dwelling	34209	0930		4.03	6	Emerger
1600641	0	Building fire	04/16/16	Station 4	1 or 2 family dwelling	34209	0930		4.03	11	Emerger
1600695	0	Outside rubbish fire, other	04/25/16	Station 1	Vehicle parking area	34217	0828		17.01	5	Emerger
1600727	0	Dumpster or other outside trash rec	05/02/16	Station 4	Vehicle parking area	34209	0929		12.03	5	Emerger
1600830	0	Building fire	05/21/16	Station 4	Food and beverage sales, grocery store	34209	0929		12.03	12	Emerger
1600854	0	Special outside fire, other	06/08/16	Station 4	Outside or special events, other	34205	0929		11.04	6	Emerger

This will open the “Report Criteria” box.

**Report Criteria**

Buttons: Report, ? (Help), Exit

Date Type:

- This Week
- This Month
- This Year
- By Month
- By Date

From Date: [ 10/01/20 ] To Date: [ 10/31/20 ]

Station: [ ]

Include Mutual Aid Given

Response Class: [ ]

Emergency / Non Emergency: [ Emergency Only ]

Risk Category: [ ]

Set the criteria of the report to generate. In the example below : the criteria are filtered for all stations, EMS responses, all incidents(emergency or non emergency), includes mutual aid given calls, and Significant risk category. Also the date range if filtered for this year only.

### EPR FireWorks – CFAI Call Processing Summary

This will produce a pdf report containing the results.

CFAI Call Processing Summary Per Year (90 Percentile)								
Report Criteria:		Response Class: EMS; Risk Category: Significant; Include Mutual Aid (Dates: 01/01/20 - 12/31/20)						
Description	Population Density	Response Class	2020	Goal				
Alarm Handling	Not Recorded	EMS	n= 56					
Alarm Handling	Not Recorded	EMS	00:05:28	00:01:30				
Alarm Handling	Rural	EMS	n= 1					
Alarm Handling	Rural	EMS	00:03:57	00:01:30				
Turnout (of 1st Arriving Unit)	Not Recorded	EMS	n= 43					
Turnout (of 1st Arriving Unit)	Not Recorded	EMS	00:01:31	00:02:00				
Turnout (of 1st Arriving Unit)	Rural	EMS	n= 1					
Turnout (of 1st Arriving Unit)	Rural	EMS	00:00:44	00:02:00				
Travel (of 1st Arriving Unit)	Not Recorded	EMS	n= 44					
Travel (of 1st Arriving Unit)	Not Recorded	EMS	00:05:46	00:04:00				
Travel (of 1st Arriving Unit)	Rural	EMS	n= 1					
Travel (of 1st Arriving Unit)	Rural	EMS	00:05:58	00:04:00				
Travel ERF	Not Recorded	EMS	n= 4					