

Tell Your Agency's Story with a Compelling Annual Report



**Using Data from Your Fire/EMS
Records Management System (RMS)**



Build an Impressive Annual Report Using Data from Your Fire/EMS Records Management System (RMS)

This how-to guide will walk you through the process of developing a compelling annual report to share with your community. Clearly demonstrate the value your agency brings to the community's health and safety by pulling valuable data, analysis, and narratives from Emergency Reporting (ER) or another Fire and EMS Reporting and Records Management System. It includes tips for getting started, major areas you should focus on, the reports you can pull from ER to illustrate those areas of focus, and an example report to give you ideas on how to lay out and design the report. The specific report numbers in this guide will only apply to ER customers, but the ideas and information contained here are applicable to any leader in the fire service who is required to produce an annual report.

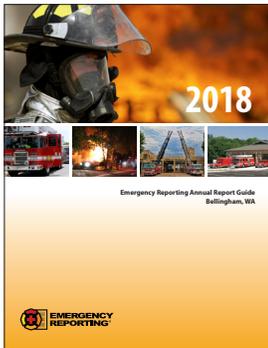


3 Tips to Get Started

1 Tell a Story

Use this opportunity to engage with your community and public safety leaders by telling your department's unique story. Use short case studies, photographs, anecdotes, and personal stories about the people who work and/or volunteer at your departments, and those in the communities they serve. You can include quotes and testimonials throughout the report, or a letter written in the first person from your fire chief, as nice personal touches.

2 Make it Visually Appealing



Create sections with titles and images. Enlarge informative stats so they stand out. Use icons to help guide your reader's attention to main points. If you don't have budget for a graphic designer, contact your local college or high school and see if any students need a volunteer or community service project to use for a school project.

3 Think Big Picture Results

Consider your audience when determining what type of information to include or exclude in your report. You should tie your results and outcomes to the big picture of public safety in your area. How did you contribute to your community's safety, health, and economy? Try not to dive into the day-to-day tactical information, and instead focus on what will be most interesting from your reader's perspective. How did your agency's achievements over the year affect them?



Common Areas of Focus for an Annual Report

- Organization Details and Letter from the Director or Chief
- Fire Prevention
- Installations
- Awards
- Accreditation and ISO
- Statistics and Data



Colorful icons and featured stats draw the reader's attention and make your report more engaging.

How to Use This Guide

Depending on your department or agency size, you may decide not to include some of these sections. Use them as a guideline to get started, and then customize these general guidelines to fit your specific needs. The following pages will show examples of the types of data and information you should include in each of these sections. Use this example to model your own report after and learn which ER reports can be used to create it. Look for the placeholder text, "Place your text here", which shows where you would tell your own story in your report. Also look for the "Helpful Tip" icon, which indicates which report number can be used to pull specific data throughout this annual report guide.

! HELPFUL TIP
Pull this data from
REPORT #1135





2018



Emergency Reporting Annual Report Guide Bellingham, WA



**EMERGENCY
REPORTING®**



HELPFUL TIP

If your department has a short, inspirational motto, consider featuring it on the cover of your annual report.

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! HELPFUL TIP

There are many ways to organize an annual report. Customize this section based on what information is most important for your agency. Examples of other sections to include are External Agency Relationships, Aid Given/Received, Resource Sharing, Administration/Financial Report, Strategic Plan/Goals.



The Message from the Director section should include a personalized message from the director or chief. This is a great place to give a description of what your

annual report entails, a quick run down of core achievements, goals for the future, and retirement announcements. This section can also highlight your mission statement and motto.

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This Introduction Section should include what your program is about, your location, what services are provided by each department, what personnel are trained on, any quick stats, and what the goal of the annual report is. Each year, the annual report can follow a theme of your choice which can resonate throughout the report.

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01

**ACCREDITATION /
ISO**



INCLUDE DETAILS ON ACCREDITATION / ISO HERE

! HELPFUL TIP
Pull this data from
REPORT #1686

Current Certification
Regardless of Status by
Personnel by Date Range

! HELPFUL TIP
Pull this data from
REPORT #1688

Job Performance
Requirements Template
Completion Status

! HELPFUL TIP
Pull this data from
REPORT #1717

Certifications by
Personnel

The Accreditation & ISO section should highlight your department's processes and procedures as well as program improvements and accreditations. Be realistic about where your department currently stands, what your goals are, and how you plan to reach those goals. Don't just share the numbers. Make sure to explain what they mean and put them into context. If your department is working to improve your standards of cover or striving to meet an NFPA standard, be sure to include the progress being made in those endeavors.

What is your current insurance rating and what is being done to improve it?

ISO evaluates many facets of your community's fire suppression and prevention efforts. Upon completion of ISO's assessment, a department is issued a Public Protection Classification (PPC) rating from 1 to 10, with 1 being the best. Fire departments can often help reduce their communities' insurance premiums by improving their PPC; plus, it reduces the fire risk

to people and property—and that is the mission of fire departments everywhere!

Using Daily Rosters and Report #1299 (Hours Worked per Activity Code for Personnel for Date Range), fire departments can easily generate a high quality, reliable report that will give them the ODF (On-Duty Firefighters) value which can increase your ISO score. Fifty percent of the ISO assessment is the fire department itself. Fire department staffing makes up 15% of that 50%. In other words, fire department staffing is 7.5% of the entire ISO score.



02

STATION DETAILS





YOUR AGENCY NAME HERE



Duplicate this page layout for each station in your agency.

This introduction section can be an overview of the department's growth, how your department has kept pace with demands, department enhancements/renovations, and trainings with mutual-aid partners.

INSTALLATION INFORMATION

6,089
DAILY POPULATION

335
**FACILITIES THAT REQUIRE
REQUIRE A FIRE AND LIFE SAFETY INSPECTION**

! HELPFUL TIP
Pull this data from
REPORT #821/903

2,557
SIZE IN ACRES

461
TOTAL INCIDENTS

! HELPFUL TIP
Pull this data from
REPORT #857

4,125,632
**SQ. FT. OF FACILITIES THAT
REQUIRE A FIRE AND LIFE SAFETY INSPECTION**

105
**RESCUE & EMERGENCY
MEDICAL SERVICES INCIDENTS**

! HELPFUL TIP
Pull this data from
REPORT #495

03

**MAJOR
ACCOMPLISHMENTS**



HIGHLIGHT ANY AWARDS & ACHIEVEMENTS HERE

Use this section to describe major accomplishments achieved by personnel and/or the agency as a whole. Any awards that were received should be mentioned here, and special recognition can be paid to those who exceeded expectations.

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! HELPFUL TIP
Pull this data from
REPORT #860

Use this chance to recognize personnel achievements.

List out each achievement or award received by all personnel. Report #860 will pull service anniversaries per month per personnel.



This would be great material to share at an inaugural awards & recognition ceremony, retirement ceremony, valor ceremony, promotion ceremony, etc.



04

**STATISTICS &
DATA**



TRAINING DATA

DEPARTMENT NAME	REPORT #	TOTAL HOURS
Administrative and Management	#457	320
Aircraft Rescue Fire Fighting	#1713	21
CBRNE	#1713	102
Driver / Operator	#457	563
Emergency Medical	#457	786
Fire Fighting	#1713	559
Fire Prevention	#1713	8
Hazardous Materials Response	#1713	397
NIMS	#1713	36
Professional Certification and Development	#1716	670
Specialized Rescue	#1713	312
Wildland Fire	#1713	156

FIRE PREVENTION DATA

DEPARTMENT NAME	REPORT #	TOTAL
Fire Wardens appointed	#1716	87
Attendees at public fire and injury prevention education programs	This can be pulled from your own records	187
Facilities fire and life safety inspections completed	#727	1203
Fire protection plan reviews conducted	#1330	113
New Fire Wardens trained	#1716	43
Hazard permits issued	#1231	82
Public fire and injury prevention education programs provided	#753	15

INCIDENT DATA

! HELPFUL TIP

Pull this data from
REPORT #274

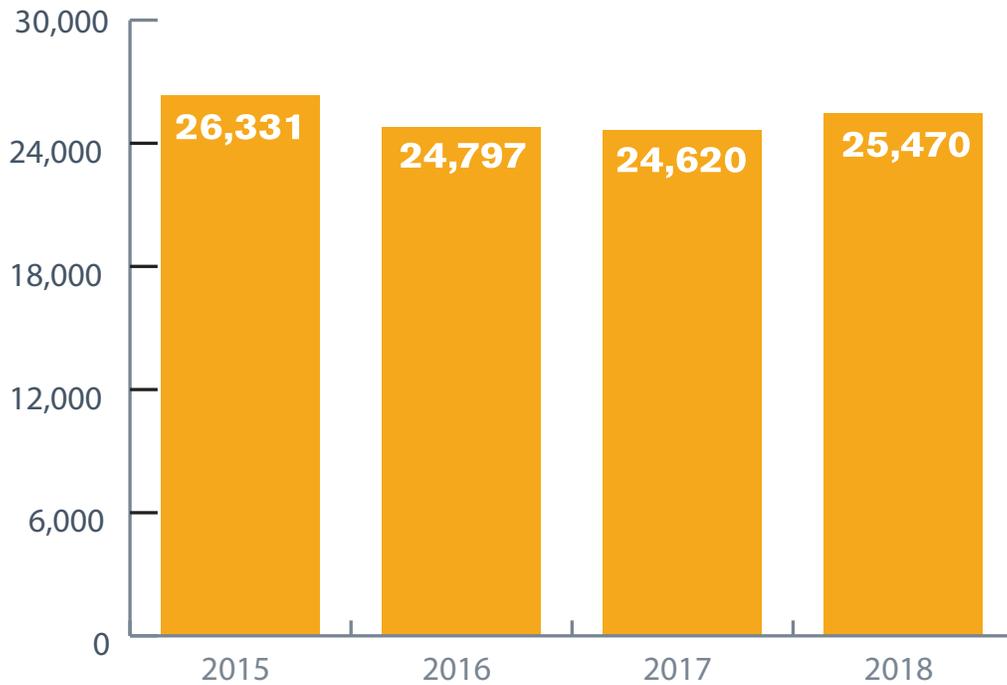
Total Incidents
per Personnel for
Date Range

! HELPFUL TIP

Pull this data from
REPORT #553

Breakdown by Major
Incident Types for
Date Range

Total Incidents Reported 2015–2018



! HELPFUL TIP

Educate the public on your department's achievements and stats by bringing copies of your annual report to community events such as fairs or educational events.



06

FIRE PREVENTION



FIRE PREVENTION

Use this section to explain why fire prevention is so important, and how your agency tackles the problem of how to fight fires before they ever happen. Public education events, any impactful software adoptions and # of dedicated Fire Prevention Personnel belong here. Emergency Reporting (ER) customers can use the Events Module and reports #1135 and #646 to pull relevant stats for this section.

Other information that you might want to highlight here:

- ▶ # of safety inspections completed
- ▶ Details on hazardous operations training and management
- ▶ # of public fire and injury prevention education programs



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MAKING A BIG IMPRESSION:



Include a story or specific education program your agency is involved with here.

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 **763**
FIRE PROTECTION PLAN
REVIEWS CONDUCTED

 **5,761**
HAZARD PERMITS ISSUED

! HELPFUL TIP
Pull this data from
REPORT #1135

! HELPFUL TIP
Pull this data from
REPORT #646

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60,142

**ATTENDEES AT PUBLIC FIRE
AND INJURY PREVENTION EDUCATION PROGRAMS**

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Congratulations!

You are now ready to create a professional, informative annual report.



If you have further questions about how Emergency Reporting's Records Management Solution can help streamline your reporting efforts, please contact your local sales rep by visiting <https://explore.emergencyreporting.com/contact-us/>

Contact Us

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info@emergencyreporting.com