



NERIS User Reference Guide

Version 1.4

June 2026



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1 About NERIS

NERIS is the National Emergency Response Information System. NERIS empowers the fire and emergency services community by equipping them with an empirical basis for decision-making. It also provides the community with reliable predictive analytics to support enhanced preparedness and response to all-hazard incidents, wildland urban interface events, community risk reduction efforts, climate change threats and associated resilience and mitigation efforts, and future pandemic emergency response resource preparedness.

1.1 Data Gathering Capabilities

NERIS is designed for easy data entry with a focus on a clean, intuitive, and mobile-friendly user experience. The NERIS data capture app will be accessible on mobile devices, tablets, laptops, and desktop computers. The NERIS website will be accessible on a web browser using any type of internet connection.

Further, to help minimize data entry by firefighters, NERIS will be able to consume data services from local Computer-Aided Dispatch (CAD) and Record Management System (RMS) providers. For departments without CAD or RMS, the NERIS-provided data capture app is available.

1.2 Data Analytics Capabilities

Authorized users can directly access data in NERIS via tailored views and dashboards for their department. This allows you to perform advanced queries more easily. Our API enables easy integration with other software and systems you may use for analysis and reporting. The goal is a user-friendly and efficient data access experience.



2 User Account Management

2.1 User Types and Permission Levels

The following user types and permissions are available in NERIS:

- User
- Superuser
- Admin

User

Users can:

- View their entity/organization's incident data
- View and modify their user attributes (email, phone number, username, etc.)
- Submit an incident

Superuser

Superusers can do everything a User does, plus:

- Update incident data that has not been finalized

Admin

Admins can do everything a Superuser does, plus:

- View their entity/organization's members
- Invite users who are not a part of NERIS to join their entity/organization
- Deactivate a user's membership in their entity/organization
- Modify the attributes of their entity/organization (name, location, station, staffing, units, etc.)

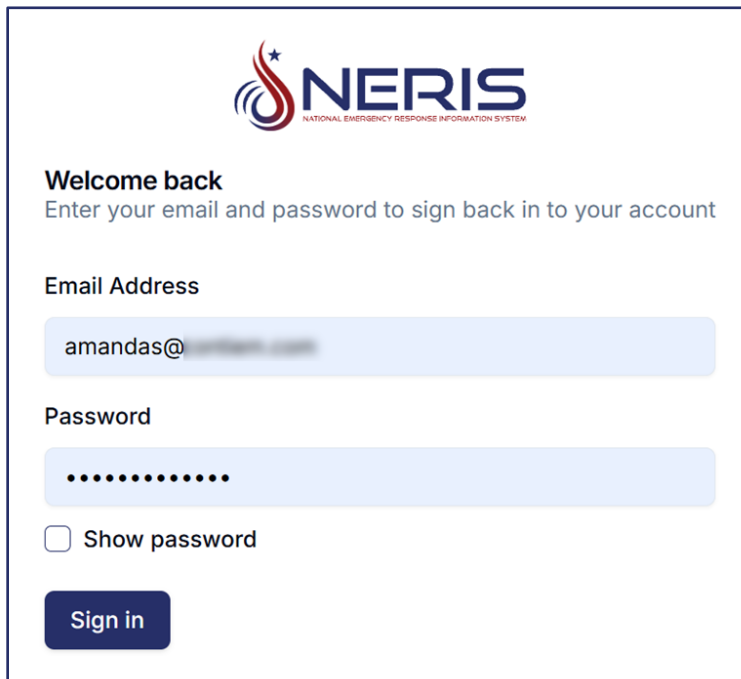


2.2 Sign into NERIS for the First Time

When you have been invited to join NERIS, you will receive an email from NERIS Registration.

To sign in for the first time:

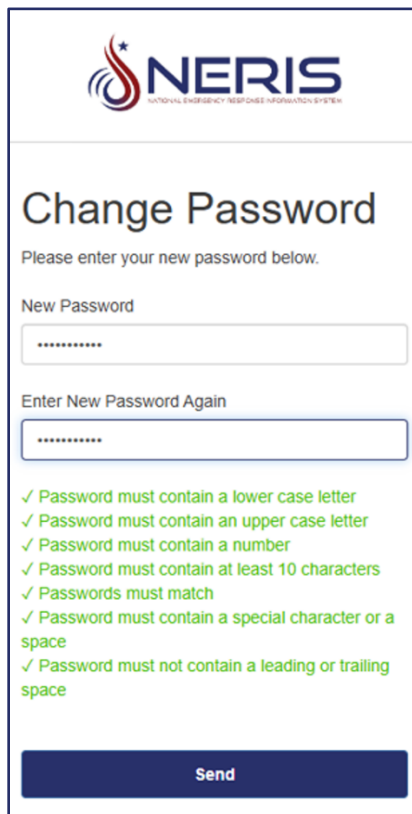
1. Select the **sign in here** link provided in the email.
2. Select **Log in** on the screen that launched.
3. Enter your email address and the temporary password that was included in the invite email and select **Sign in**.




The screenshot shows the NERIS sign-in page. At the top is the NERIS logo. Below it, the text reads "Welcome back" and "Enter your email and password to sign back in to your account". There are two input fields: "Email Address" containing "amandas@" and "Password" containing a masked password. A checkbox labeled "Show password" is present below the password field. A "Sign in" button is at the bottom.



4. When the **Change Password** screen appears, change your temporary password to a password of your choosing. Enter your new password in the two password fields. Ensure you adhere to the following requirements:
 - Password must contain a lower-case letter.
 - Password must contain an upper-case letter.
 - Password must contain a number.
 - Password must contain at least 10 characters.
 - Passwords must match.
 - Password must contain a special character or a space.
 - Password must **not** contain a leading or trailing space.
5. Select **Send**.




NATIONAL EMERGENCY RESPONSE INFORMATION SYSTEM

Change Password

Please enter your new password below.

New Password

Enter New Password Again

- ✓ Password must contain a lower case letter
- ✓ Password must contain an upper case letter
- ✓ Password must contain a number
- ✓ Password must contain at least 10 characters
- ✓ Passwords must match
- ✓ Password must contain a special character or a space
- ✓ Password must not contain a leading or trailing space

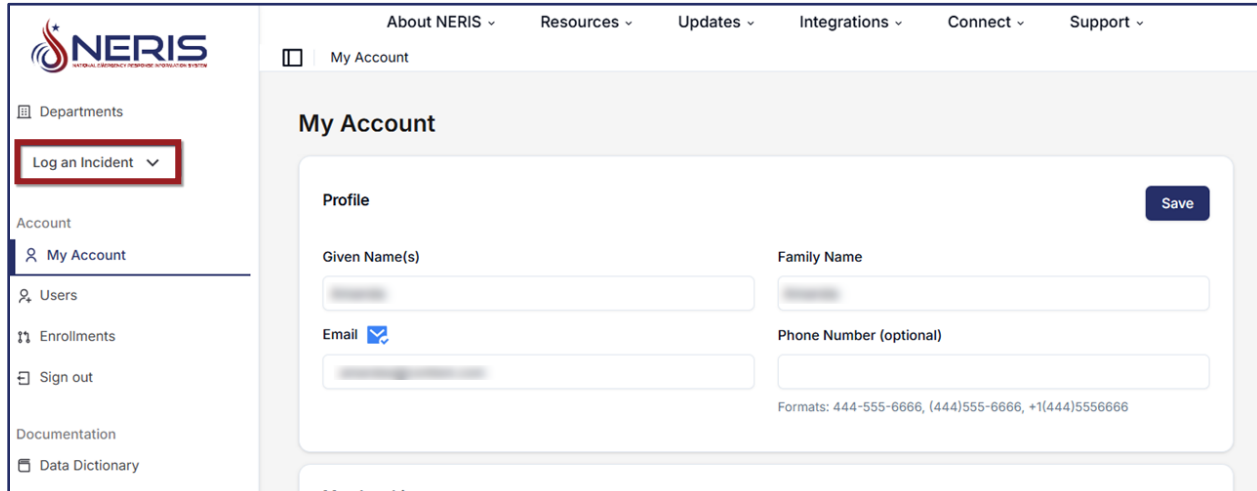
Send



- You can begin to view your department and account information immediately by selecting your name on the top-left of the home screen.

IMPORTANT: Every time you log into NERIS after this initial login, you will be using Multi-factor Authentication.

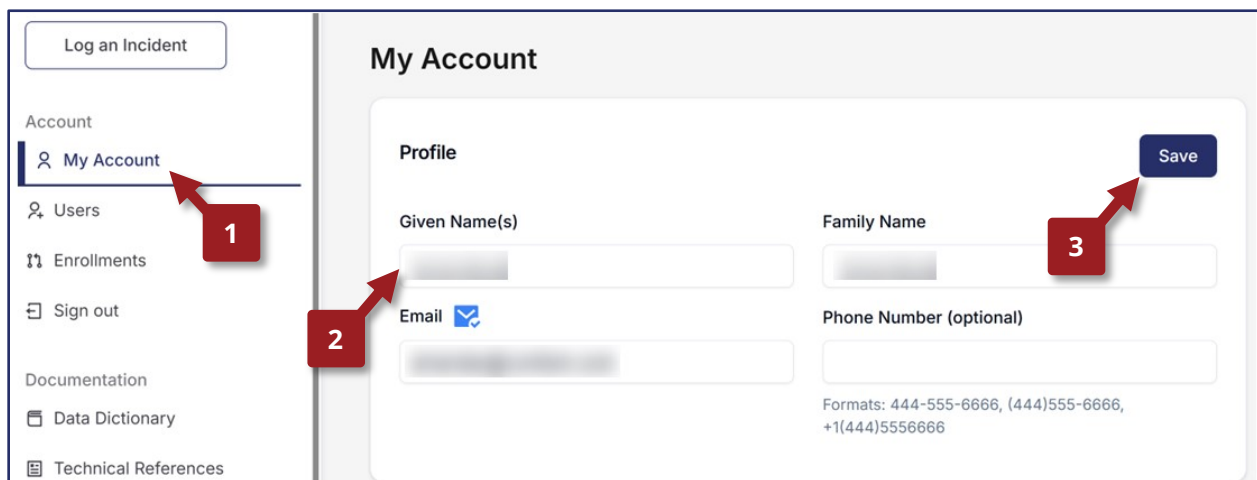
See *Sign in with Multi-factor Authentication (MFA)* for more information.



2.3 Update Your Account Information

To update your account name and contact information:

- Select **My Account** from the left-side panel.
- From the **My Account** screen, update your name, email, and phone number as needed.
- Select **Save** when you are finished.



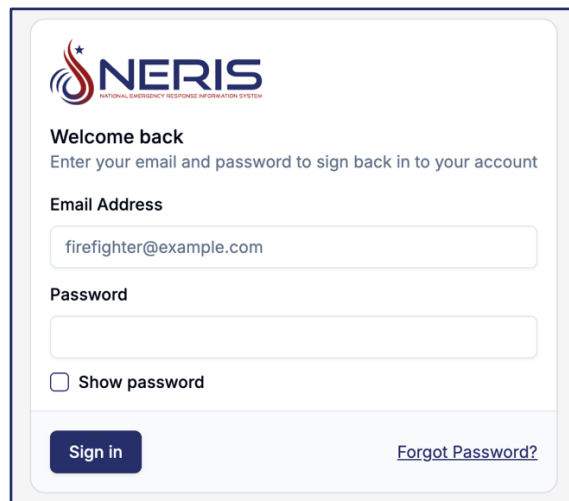


2.4 Sign in with Multi-factor Authentication (MFA)

MFA is a more secure way of logging into your account. This log in method helps to prevent unauthorized access to your account, even if a password has been compromised. It requires you to provide information from more than one source to verify your identity. For example, providing a secure code sent to your email that you must enter along with your user ID and password when logging in. This log in method is required to log into NERIS.

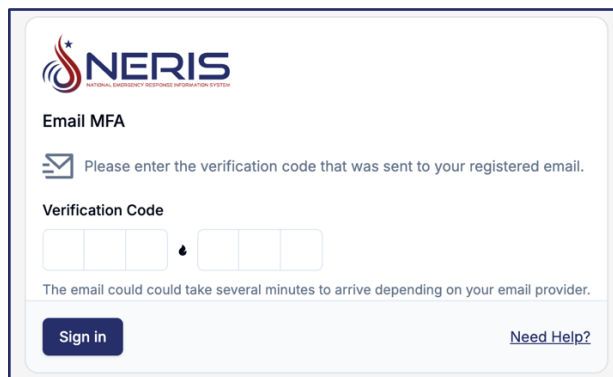
To log into NERIS using MFA:

1. Enter your log in credentials and select **Sign in**. A numerical code is sent to your email address.



The screenshot shows the NERIS sign-in interface. At the top left is the NERIS logo. Below it, the text reads "Welcome back" followed by "Enter your email and password to sign back in to your account". There are two input fields: "Email Address" containing "firefighter@example.com" and "Password". Below the password field is a checkbox labeled "Show password". At the bottom left is a blue "Sign in" button, and at the bottom right is a link for "Forgot Password?".

2. Enter the code that was sent to your email and select **Sign in** to finish logging in.



The screenshot shows the NERIS Email MFA verification page. At the top left is the NERIS logo. Below it, the text reads "Email MFA" followed by an envelope icon and "Please enter the verification code that was sent to your registered email." There is a "Verification Code" field consisting of two groups of four input boxes separated by a small arrow. Below this field is the text "The email could take several minutes to arrive depending on your email provider." At the bottom left is a blue "Sign in" button, and at the bottom right is a link for "Need Help?".



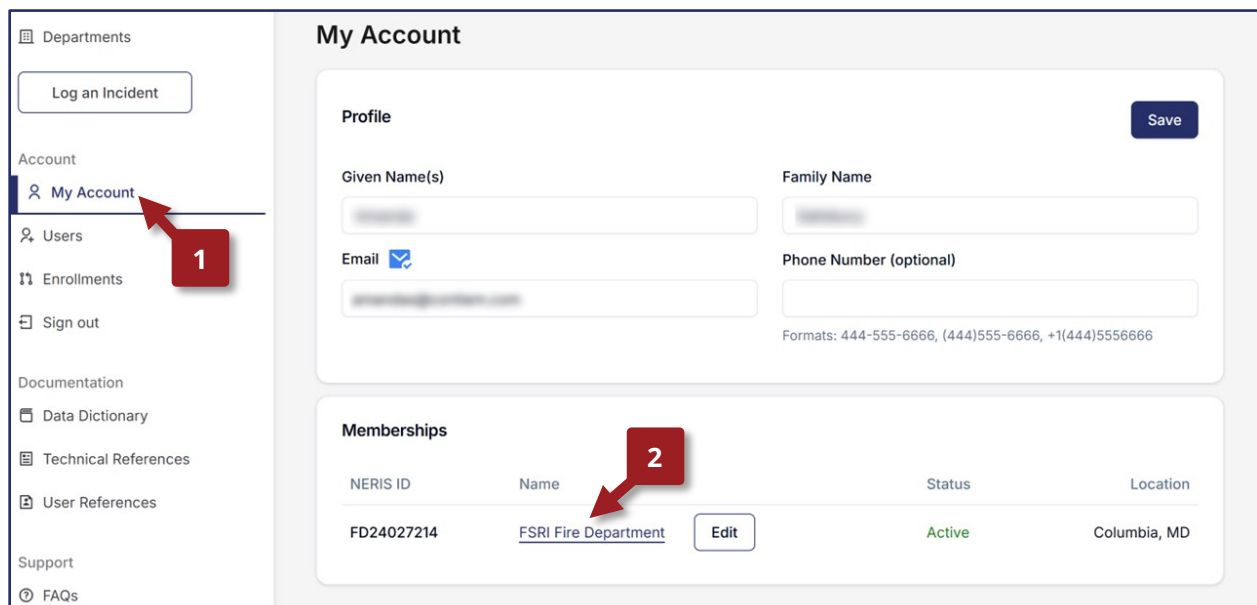
3 Working with Departments

Each user is assigned to their own department (organization/entity). This is the fire department that the user works for. Additionally, users with Admin access can view and edit fire departments outside of their primary department.

3.1 View Your Assigned Department

To view your assigned department:

1. Select **My Account**.
2. Under **Memberships**, select the name of your department.



The screenshot shows the 'My Account' page. On the left sidebar, under the 'Account' section, 'My Account' is highlighted with a red arrow labeled '1'. The main content area is titled 'My Account' and contains a 'Profile' section with input fields for 'Given Name(s)', 'Family Name', 'Email', and 'Phone Number (optional)'. Below this is a 'Memberships' section with a table. A red arrow labeled '2' points to the 'FSRI Fire Department' entry in the table.

NERIS ID	Name	Status	Location
FD24027214	FSRI Fire Department Edit	Active	Columbia, MD

Your assigned department's page appears. On this page you can view About and summary information as well as a summarized Incident Response dashboard view for your department.



View the Stations within Your Fire Department

1. Select the **Stations** tab from your department's page to view information on each station within your department.

FS

FSRI Fire Department

About
Stations
Insights
Incidents

Stations

Station	Address
1	100 Court Plaza, Asheville, NC 28801, EE. UU., Asheville, NC 28801
14	20510 TX-110 South, Troup, TX 75789
1653 2	1651 Pasadena Blvd, Pasadena, TX 77502, USA, Pasadena, TX 77502

2. Select the arrow next to each station to view location information for that station. Select the arrow again to collapse the map and information.

Stations

2

Station

1

Address

100 Court Plaza, Asheville, NC 28801, EE. UU., Asheville, NC 28801

State: NC

City: Asheville

View Your Department's Incident Data (Insights)

Select the **Insights** tab on your department's page to view incident data for your department. For more information on using the **Insights** tab, see the sections within *Working with Incidents*.

3.2 Search for and View Additional Departments

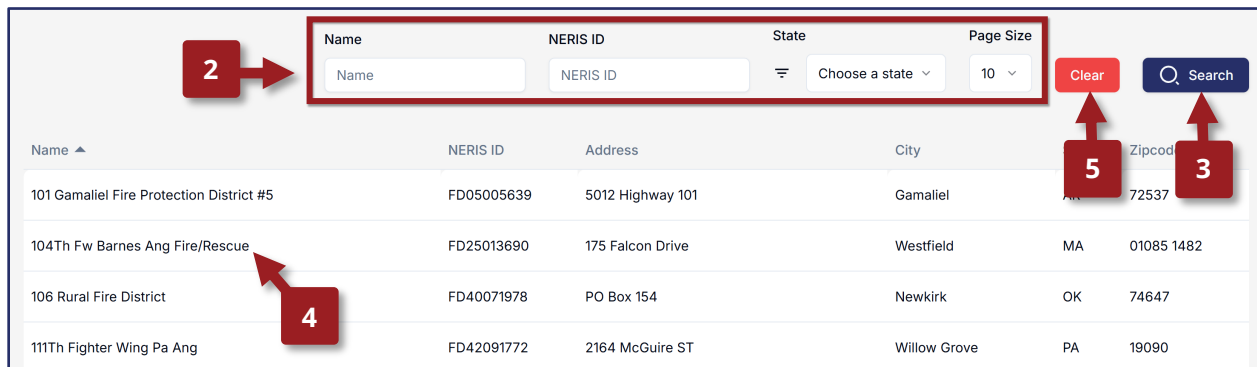
All users can search for and view information for departments outside of their assigned department.

To search for and view additional departments:

1. Select **Departments** on the left-side panel.



2. Use the search fields at the top of the screen to search for the department. You can search by Name, NERIS ID, and State. You can also select the **Page Size** drop-down to determine how many results you wish to see on the page.
3. Select **Search** to display your results.
4. Select on any department name row. That department's page appears. See *View Your Assigned Department* for more information on viewing department pages.
5. Select **Clear** to clear the search results.



Name	NERIS ID	Address	City	State	Zipcode
101 Gamaliel Fire Protection District #5	FD05005639	5012 Highway 101	Gamaliel	MA	01085 1482
104Th Fw Barnes Ang Fire/Rescue	FD25013690	175 Falcon Drive	Westfield	MA	01085 1482
106 Rural Fire District	FD40071978	PO Box 154	Newkirk	OK	74647
111Th Fighter Wing Pa Ang	FD42091772	2164 McGuire ST	Willow Grove	PA	19090



4 Administrator Tasks

The content in this section is only accessible for those with an administrator role in NERIS.

4.1 API Vendor Integration


An Application Programming Interface (API) is effectively the set of rules that allows software applications to communicate with each other to enable the exchange of data. When connecting with an API, the application sending the request is called the client, and the application sending the response is called the server. In the case of NERIS, your CAD or RMS is the client and NERIS is the server.

Authorized users and vendors are able to create integrations with the platform. A department can enable a vendor's integration to their node in NERIS, which can enable the transfer of data to and/or from the NERIS platform.


Getting Your Vendor's Client ID

Before you can integrate your system with your vendor, you will need your vendor's Client ID. A Client ID, similar to a street address, is a unique code that identifies the vendor's software in NERIS. It is a multi-part code made up of numbers, letters, and dashes, similar to what you see here. When setting up your API integration, be careful not to confuse your Client ID with your NERIS ID which is used to log in to the NERIS platform.

Client ID:

 05dd2999-329b-41ec-b94d-xxxxxxxxxxxx

NERIS ID:

 FD12345678

Contact your vendor to request your Client ID. You will need it in order to proceed with the next step.

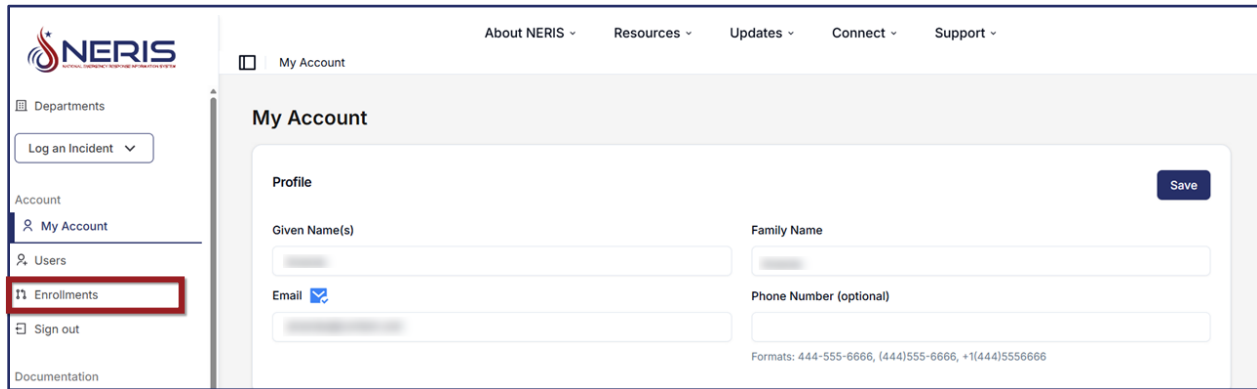
Enrolling an Integration

After getting your Client ID, your next step is to enroll the integration.

To begin this integration, sign in to NERIS using an admin account.



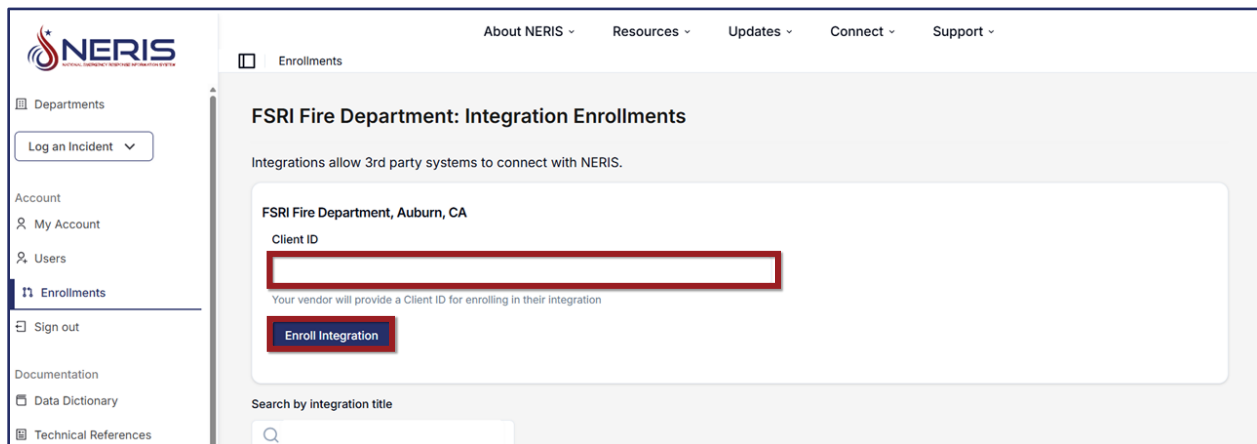
1. Select **Enrollments** from the left menu.



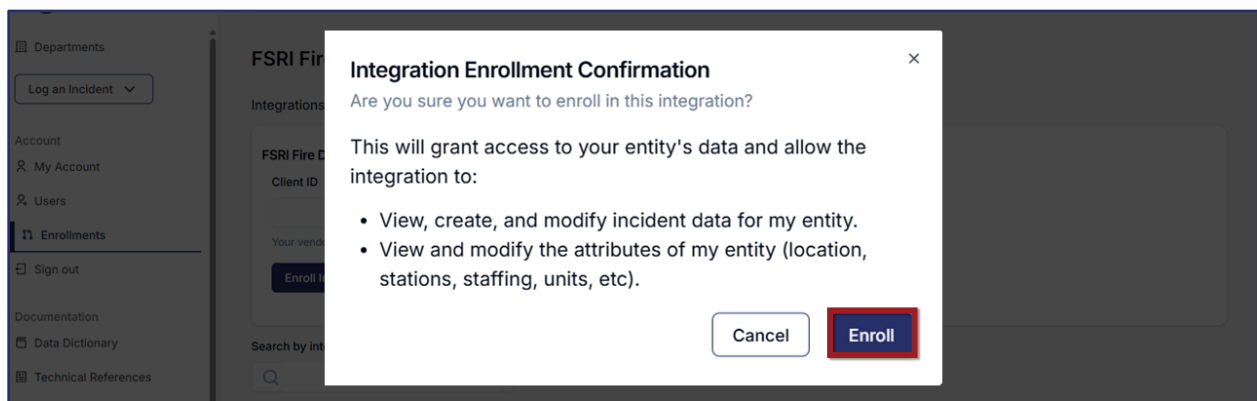
2. Enter your Client ID in the field provided on the Enrollments page and select **Enroll Integration**.



NOTE: As you enter this information, especially if you are copying and pasting, make sure there are no extra spaces before or after your Client ID. Extra spaces will cause the code to fail.



3. Review the permissions in the pop-up. Then select **Enroll** to complete integration enrollment.



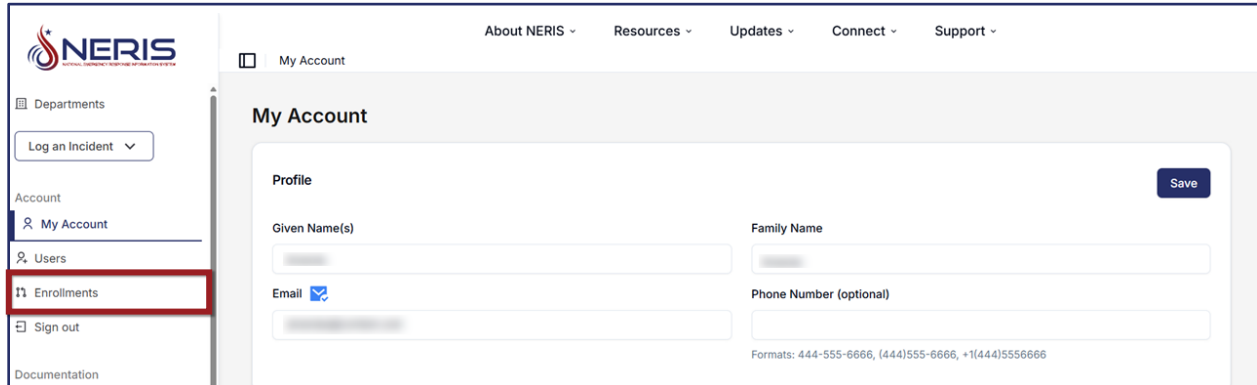


This completes the setup. No further steps are needed.

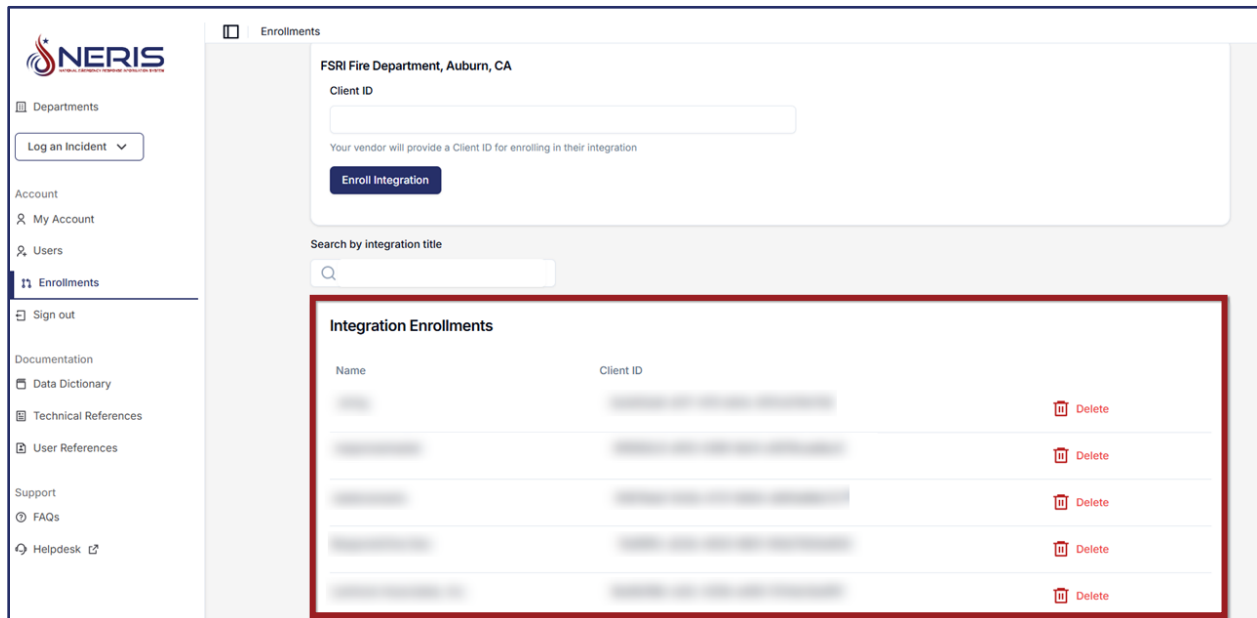
Viewing Active Integrations

Once integrations are active, they are easy to view and access.

To view your active integrations, sign in to NERIS with an admin account and select **Enrollments** from the left menu.



Active enrollments appear in the Integration Enrollments table on the Integration Enrollments page. From here, you can see all active enrollments, view the Client ID for each one, and delete any you no longer need.

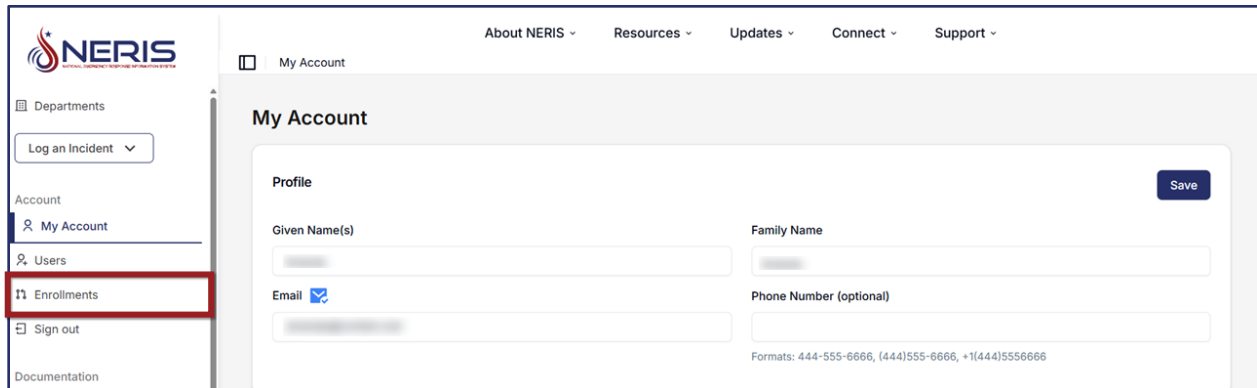


Deleting an Integration

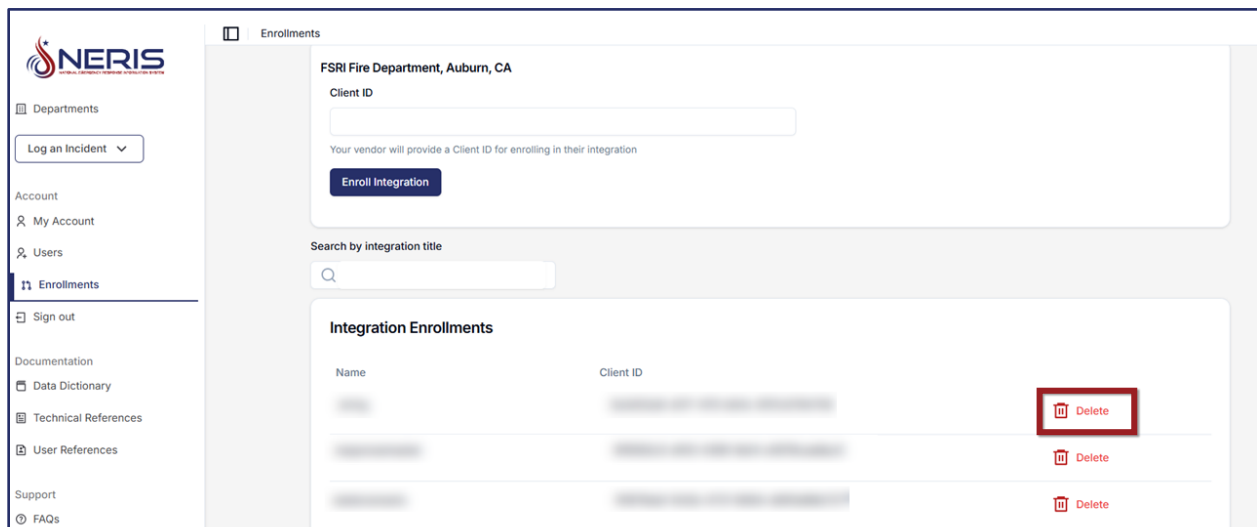
If you need to remove an enrollment, such as when updating or switching vendors, the process is simple. Let's walk through the steps.



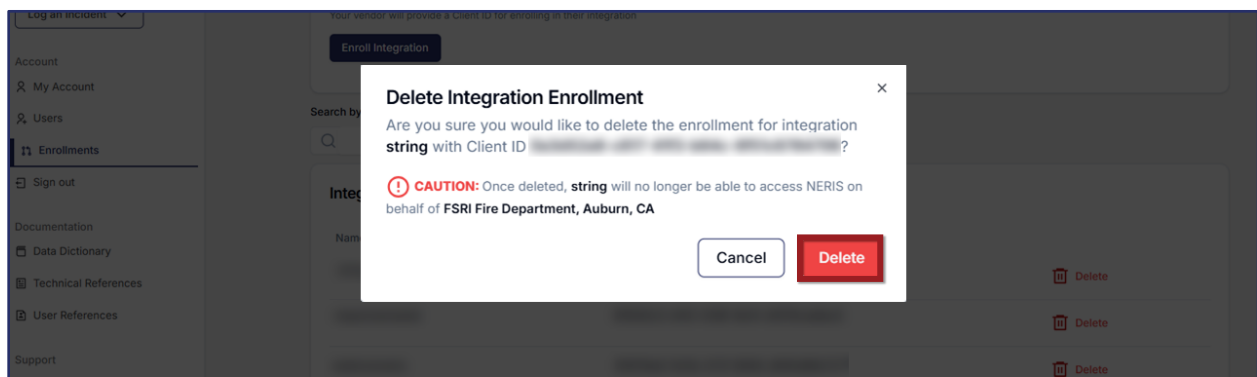
1. As with the previous tasks, to delete an integration enrolment, first sign in to NERIS with an admin account. Then select **Enrollments** from the left menu to view your department's active enrollments.



2. Select **Delete** next to the enrollment you want to remove from the Integration Enrollments table.



3. Select **Delete** from the pop-up to confirm deletion.



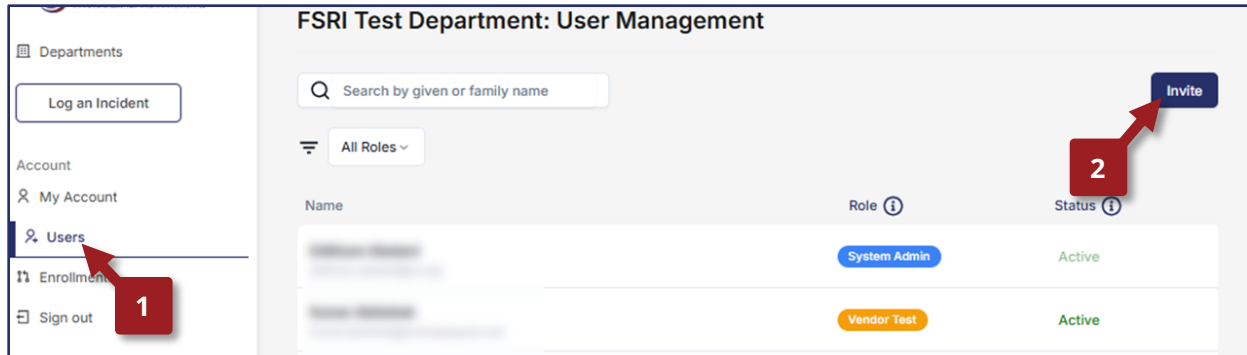
Once deleted, an integration will no longer show up in the Integrations Enrollments table on your Enrollments page, nor will they have API access to your department.



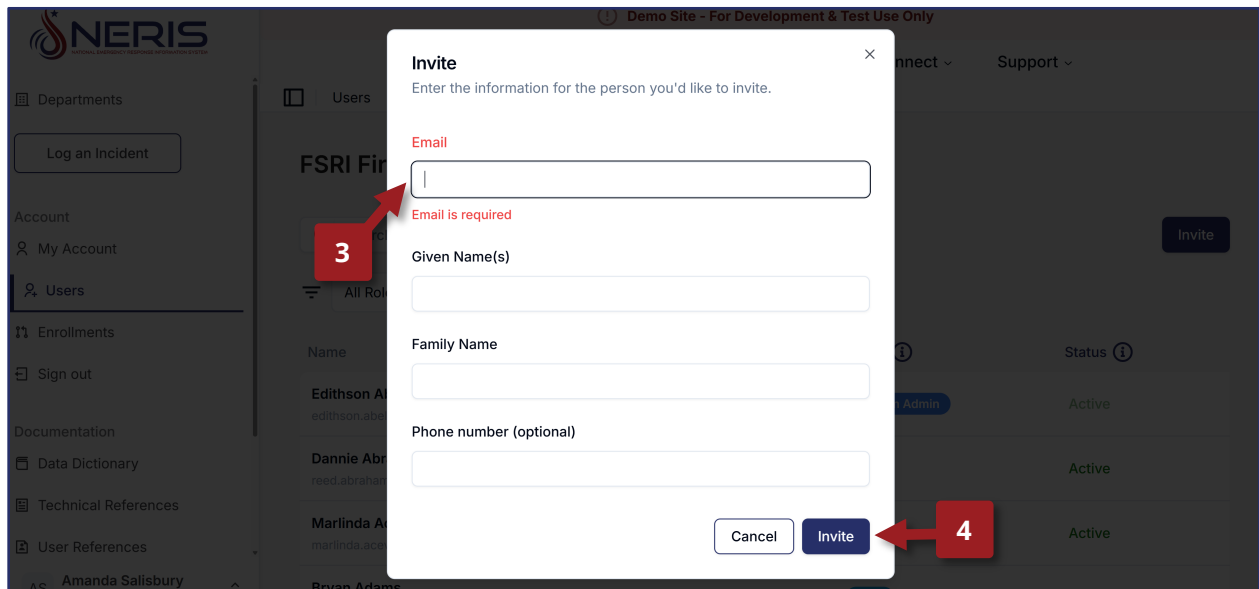
4.2 Invite Users to Join

To invite users into your entity/organization in NERIS:

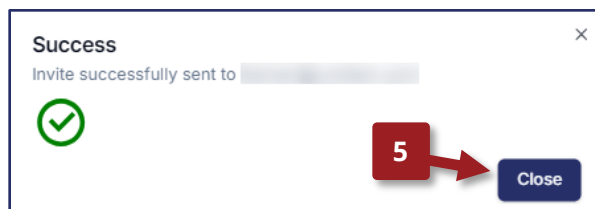
1. Select **Users**.
2. Select **Invite**.



3. When the Invite window appears, fill in the email and first and last name of the user. You can optionally enter their phone number.
4. Select **Invite** to send an email to the user so that they can begin to sign into NERIS for the first time.



5. NERIS displays a Success message upon successful completion of the invite. Select **Close** when you are finished.

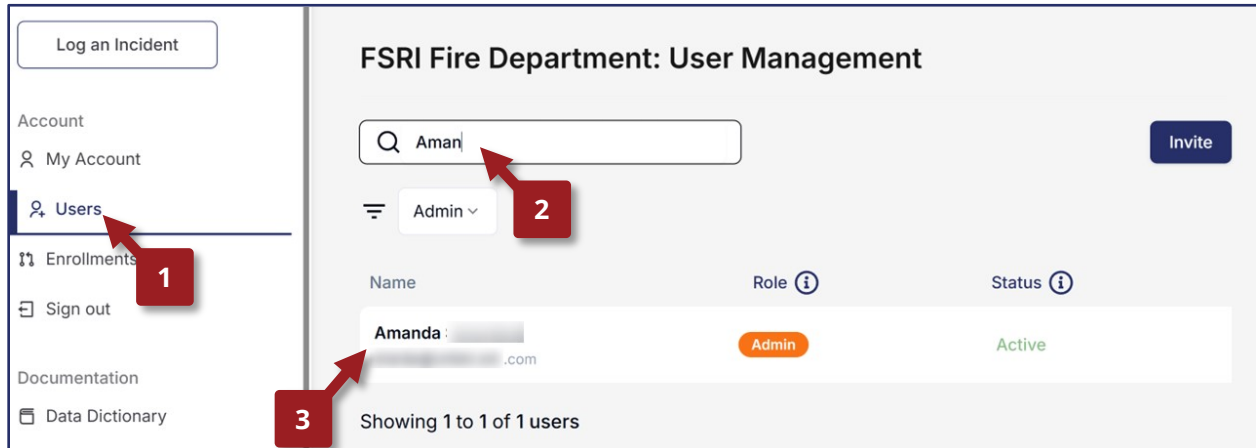




4.3 Search for Users

To locate a user in NERIS:

1. Select **Users**.
2. Start typing the name of the user in the Search field. A list of potential matches appears as you type.
3. Select the name of the user when it appears in the list.



Log an Incident

Account

- My Account
- Users** (1)
- Enrollments
- Sign out

Documentation

- Data Dictionary

FSRI Fire Department: User Management

Q Aman (2)

Admin (2)

Name	Role (i)	Status (i)
Amanda	Admin	Active

Showing 1 to 1 of 1 users (3)

4.4 Activating and Deactivating Users

Activate a User

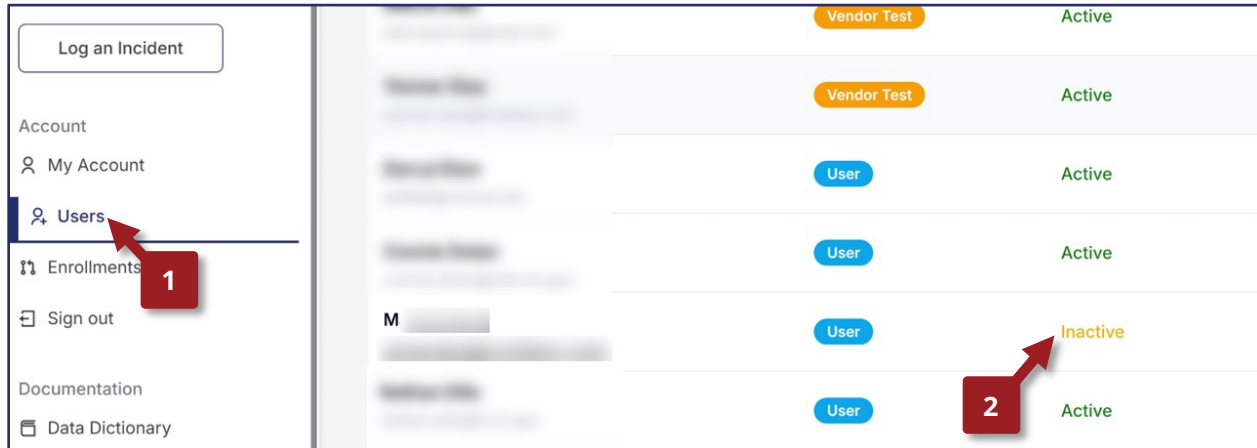
Users in the system are **Inactive** until a system Admin activates them.

Name	Role (i)	Status (i)
M	User	Inactive

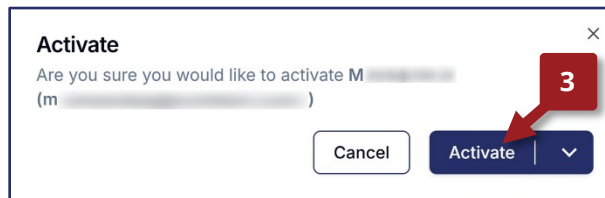


To activate a user:

1. Select **Users** and locate the user you want to activate. See *Search for Users* locating a specific user in NERIS.
2. Select **Inactive** next to the user's name.



3. Select **Activate**.



The user's status is now set to Active.



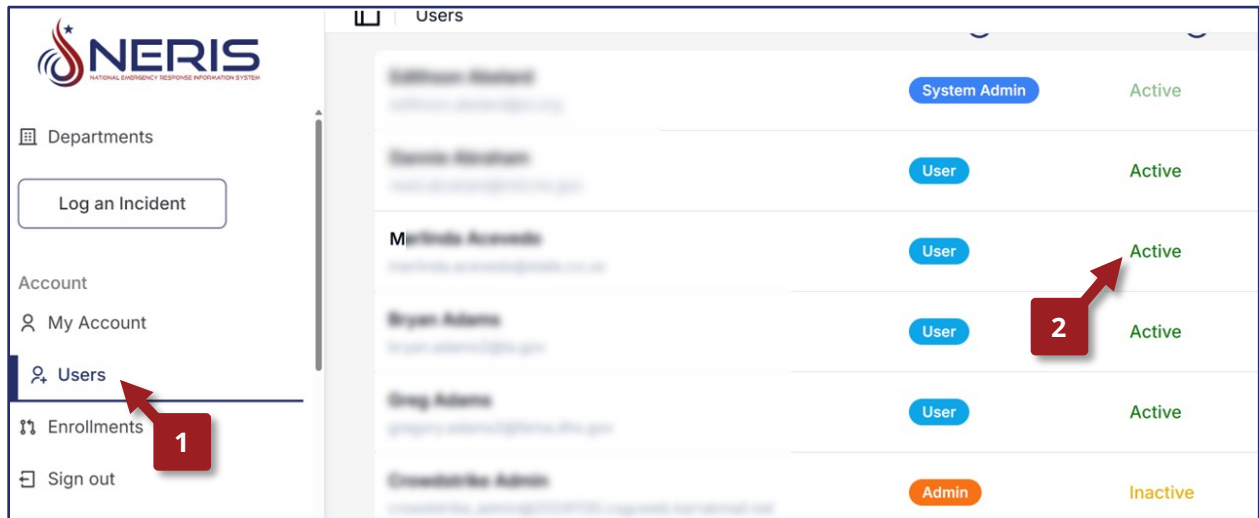
Deactivate a User

Deactivating a user means they remain in the system but are unable to perform any operations for a department while inactive for that department.

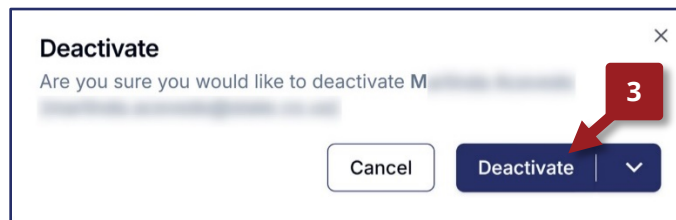


To deactivate a user:

1. Select **Users** and locate the user you want to activate. See *Search for Users* for more information on locating a specific user in NERIS.
2. Select **Active** next to their name.



3. Select **Deactivate**.



The user's status is set to **Inactive**. They can log into NERIS but are no longer able to access any non-public spaces for that department.





When the user does log in, they see a banner at the top of the screen indicating their inactive status:

! You are currently inactive and won't have access to most features. Please reach out to your entity administrator.

My Account

Profile Save

Given Name(s) Family Name

Email Phone Number (optional)

Formats: 444-555-6666, (444)555-6666, +1(444)5556666

Memberships

NERIS ID	Name	Status	Location
FD24027077	FSRI Fire Department1	Inactive	Columbia, MD

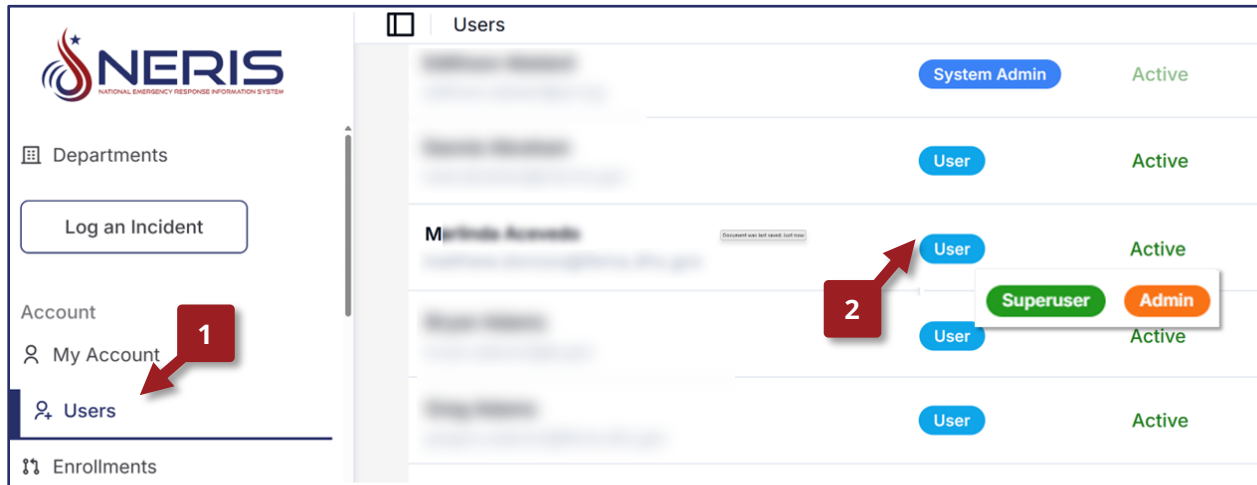
4.5 Set Roles

The three available roles (access levels) are User, Superuser, and Admin. See *User Types and Permission Levels* for a list of permissions based on your level of access.



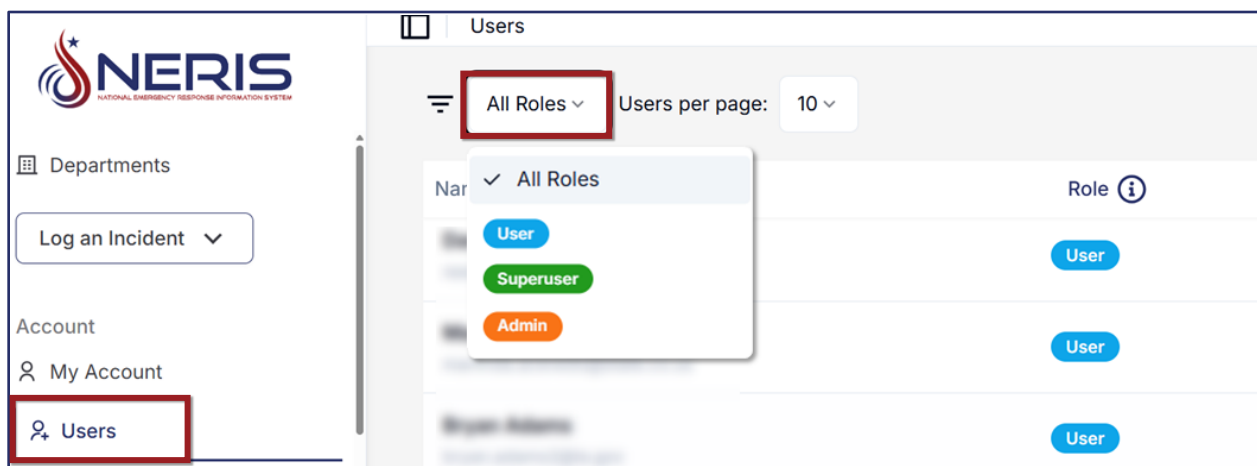
To set the access level for a specific user:

1. Select **Users** and locate the user you want to set another role for. See *Search for Users* for more information on locating a specific user in NERIS.
2. Select on the user's currently set role and select from the three options that appear (in this case, Superuser or Admin).



4.6 Filtering Users Based on User Type

You can list all Users, Superusers, or Admins within your entity/organization from the **Users** screen by selecting the **All Roles** dropdown.





All users for the specified role type are displayed. This example shows all Admin users within the entity/organization.

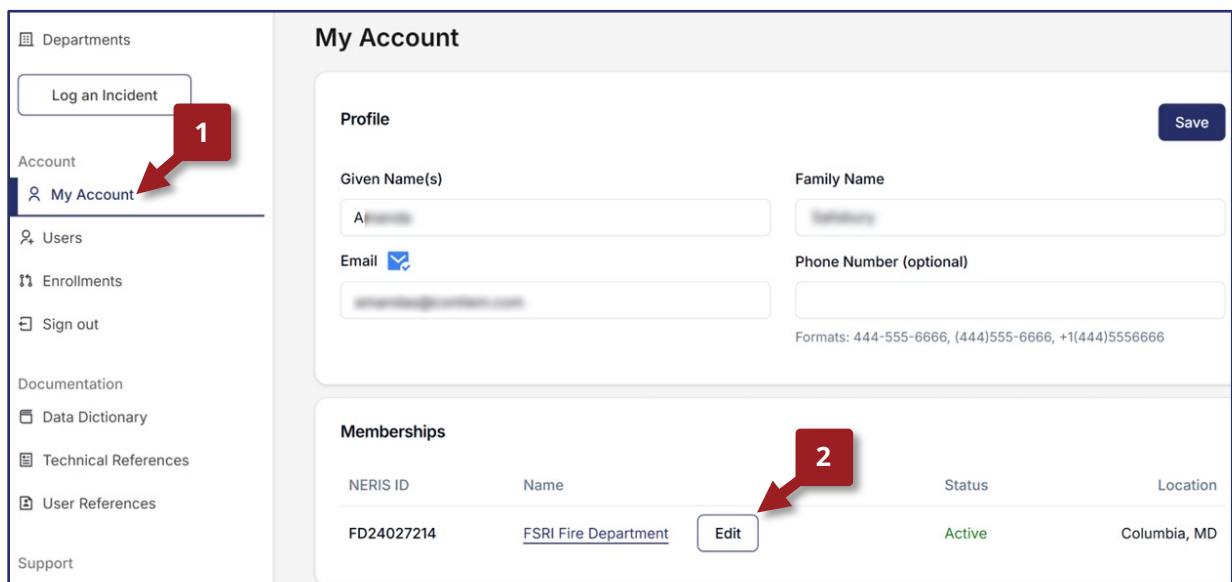
Name	Role (i)	Status (i)
[Blurred Name]	Admin	Active
[Blurred Name]	Admin	Active
[Blurred Name]	Admin	Active

4.7 Edit a Department

Admin users can edit the information provided for their department (organization/entity).

To edit your department's information:

1. Select **My Account**.
2. Under **Memberships**, select **Edit** next to the department you would like to revise.



The screenshot shows the 'My Account' page. On the left is a navigation menu with 'My Account' selected. The main content area has a 'Profile' section with fields for 'Given Name(s)', 'Family Name', 'Email', and 'Phone Number (optional)'. Below this is a 'Memberships' table with columns for 'NERIS ID', 'Name', 'Status', and 'Location'. The table contains one entry for 'FSRI Fire Department' with an 'Edit' button next to it. Red callout boxes with numbers 1 and 2 point to 'My Account' in the menu and the 'Edit' button respectively.

NERIS ID	Name	Status	Location
FD24027214	FSRI Fire Department	Active	Columbia, MD





3. From the **Edit Entity** window, you can edit the following fields:
- **Name:** Enter the name of the public entity (fire department, for example).
 - **Entity Authority:** Select the entity authority from the dropdown menu.

Edit FSRI Fire Department

If you have any questions about the terms we use, please [click here to visit our Data Dictionary](#)

General



Edit Logo 

Entity Authority

Private ▾

- Local
- Contract
- Tribal
- ✓ Private
- Transportation
- State
- Federal
- Other

Email

Authority	Description
Local	A local entity includes career, combination, and volunteer entities that are under the purview of local municipalities or counties (e.g. city, county, district).
Contract	A contract entity is an organization that enters into agreements with municipalities, counties, or other jurisdictions to provide emergency response services for a fee (e.g. entity hired to protect a neighborhood to supplement a <i>local</i> entity).
Federal	A federal entity is an organization that operates under federal government guidelines to protect federal property, installations, and facilities (e.g. entity specifically affiliated with the Department of Defense, Department of Agriculture, Department of Energy, Department of the Interior, or other federal firefighting entities).
State	A state-operated entity is an organization that operates under the state guidelines (e.g. state forest agencies, state institutions, and state agencies).
Private	A private entity is an organization that provides emergency services through private contracts rather than being funded by public revenue (e.g. ABC Chemical Company Fire Department).
Transportation	A transportation entity is an organization that handles emergency services specifically related to transportation infrastructure and vehicles (e.g. airports, seaports, railyards, and transit facilities).
Tribal Government	A tribal government entity provides emergency services under the authority and jurisdiction of federally recognized Native American tribes.
Other	An entity authority not otherwise listed.



- **Website:** Enter the URL for the public entity. This field is optional.
- **Street Address:** Enter the street address for your public entity.
 - City: Enter the city for your public entity.
 - State: Select the state of your public entity from the dropdown.
 - Zip Code: Enter the zip code for your public entity.
 - Address Line 2 (Optional): If needed, enter the second line address for your public entity.
- **Jurisdiction:** Under **Jurisdiction**, the population protected is the estimated number of people in the entity’s primary coverage area for fire-related response that would not be duplicated by another entity providing similar services. The data source for the population should be an official, timely, and reliable source, especially where estimations are concerned.

Jurisdiction

Population protected Regions and Boundaries

[I need help editing my regions and boundaries](#)

- **Services:** Select the appropriate services from the dropdown list of each services area.
 - Fire Services

Services

Fire services

Select options

Q Search...

Firefighting

Conventional Structural and Other Fire Response

High-Rise Structural Firefighting

Wildfire Response / Wildland Urban Interface Firefighting

Hydrocarbon and Petrochemical Firefighting

Aircraft Rescue and Firefighting (ARFF)

Marine/Oceanic/Shipboard Fire Suppression

Hazardous Materials

Hazardous Materials Operations Level



Fire Service	Description
Conventional Structural and Other Fire Response	The activities involved in controlling and extinguishing fires in structures and wildland environments.
High-Rise Structural Firefighting	The activities involved in controlling and extinguishing fires in high-rise occupancies.
Wildfire Response / Wildland Urban Interface Firefighting	Firefighting work involving confining and extinguishing wildland fires.
Hydrocarbon and Petrochemical Firefighting	Firefighting work involving Class B fuels such as flammable liquids, combustible liquids, petroleum greases, tars, oils, oil-based paints, solvents, lacquers, alcohols, and flammable gases.
Aircraft Rescue and Firefighting (ARFF) Response	The fire-fighting actions taken to rescue persons and to control or extinguish a fire involving or adjacent to aircraft on the ground.
Marine/Oceanic/Shipboard Fire Suppression	The fire-fighting action taken to prevent, control, or extinguish fire involved in or adjacent to a marine vessel and the rescue actions for occupants using normal and emergency routes for egress.
Hazardous Materials Operations Level	The knowledge, skills, and abilities necessary to analyze, plan, and implement performance-defensive response actions for hazardous materials (HAZMAT) incidents.
Hazardous Materials Technician Level	Emergency personnel responsible for the response to release or potential release of hazardous materials and for taking action to patch, plug, or otherwise prevent further release.
Rope Rescue	A subset of technical rescue that involves the use of rope, be it steel or cable rope, or more commonly used nylon, polyester, or other type of rope.
Structural Collapse Search and Rescue	The use of advanced techniques to locate, extricate, and stabilize victims within collapsed structures or other confined spaces.
Vehicle Search and Rescue	Extraction of occupants from a device or structure for transporting persons or things.
Animal Technical Rescue	Rescue operations involving animals that may be large, require special equipment or improvised systems, veterinary response, or pose special hazards including being bitten, scratched, or kicked.
Wilderness Search and Rescue	A setting in which the delivery of services including search, rescue, and patient care by response personnel is adversely affected by logistical complications, such as an environment that is physically stressful or hazardous to the patient, response personnel, or both.
Trench Search and Rescue	Rescue operations involving a narrow (in relation to its length) excavation made below the surface of the earth.
Confined Space Rescue	Rescue operations in a space that is large enough and so configured that a person can enter and perform assigned work, that has limited or restricted means for entry or exit (e.g. tanks, vessels, silos, storage bins, hoppers, vaults, and pits), and that is not designed for continuous human occupancy.



Fire Service	Description
Machinery Search and Rescue	Complex machines (or machinery systems) constructed of heavy materials, not capable of simple disassembly, and presenting multiple concurrent hazards (e.g., control of energy sources, HAZMAT, change in elevation, multiple rescue disciplines, etc.), complex victim entrapment, or partial or complete amputation, and requiring the direct technical assistance of special experts in the design, maintenance, or construction of the device or machine.
Cave Search and Rescue	Rescue operations involving natural underground voids formed by geologic process.
Mine and Tunnel Search and Rescue	Rescue operations conducted at or in a covered excavation used for the conveyance of people or materials, typically no smaller than 36 in. in diameter and within 20 degrees of horizontal.
Helicopter Search and Rescue	Rescue operations that utilize helicopters to locate and extract individuals in distress, often in remote or hazardous environments.
Surface Water Search and Rescue	Rescue operations conducted to locate and extract individuals in distress on or near the surface of bodies of water.
Swiftwater Search and Rescue	Rescue operations dealing with water moving at a rate greater than one knot.
Dive Search and Rescue	Rescue operations involving individuals exposed to a hyperbaric environment.
Ice Search and Rescue	Rescue operations involving individuals who have fallen through ice or are stranded on frozen bodies of water.
Surf Search and Rescue	Rescue operations conducted in coastal surf zones.
Watercraft Search and Rescue	Rescue operations involving manned vessels that are propelled across the surface of a body of water by means of oars, paddles, water jets, propellers, towlines, or air cushions and are used to transport personnel and equipment while keeping their occupants out of the water.
Flood Search and Rescue	Rescue operations involving a partial or complete inundation of normally dry land by either (1) the overflow of inland or tidal waters, or (2) the rapid accumulation of surface waters from any source.
Tower Search and Rescue	Rescue operations in an enclosed independent structure or portion of a building with elevated levels for support of equipment or occupied for observation, control, operation, signaling, or similar limited use.
Rehabilitation Services	An intervention designed to mitigate against the physical, physiological, and emotional stress of fire fighting in order to sustain a member's energy, improve performance, and decrease the likelihood of on-scene injury or death.
Risk Reduction: Public Fire, Life Safety, Injury Prevention Education	Programs, actions, and services used by a community, which prevent or mitigate the loss of life, property, and resources associated with life safety, fire, and other disasters within a community.
Risk Reduction: Plan Review	A review and assessment of construction documents to verify that the design and layout of electrical systems comply with the Authority Having Jurisdiction (AHJ) requirements.



Fire Service	Description
Fire Cause Determination and Investigation	The process of determining the origin, cause, and development of a fire or explosion.
Training Academy, Entry-Level Firefighter	The process of achieving entry-level proficiency through instruction and hands-on practice in the operation of equipment and systems that are expected to be used in the performance of assigned response duties.
Training Academy, Incumbent Firefighter	The process of maintaining proficiency through instruction and hands-on practice in the operation of equipment and systems that are expected to be used in the performance of assigned response duties.
Training Academy, Officer Development	Training dedicated to the development of the fire officer, at the supervisory level, who has met the job performance requirements specified in the NFPA 1021 Standard.
Training Academy, Driver/Operator	Training developed for the fire department member who is authorized by the authority having jurisdiction (AHJ) to drive, operate, or both drive and operate fire department vehicles.

o EMS Services

EMS services

Select options ▼

Q Search...

- No Medical
- BLS, No Transport (Basic Life Support)
- BLS with Transport (Basic Life Support)
- ALS, No Transport (Advanced Life Support)
- ALS with Transport (Advanced Life Support)
- Aeromedical Transport
- Community Medicine

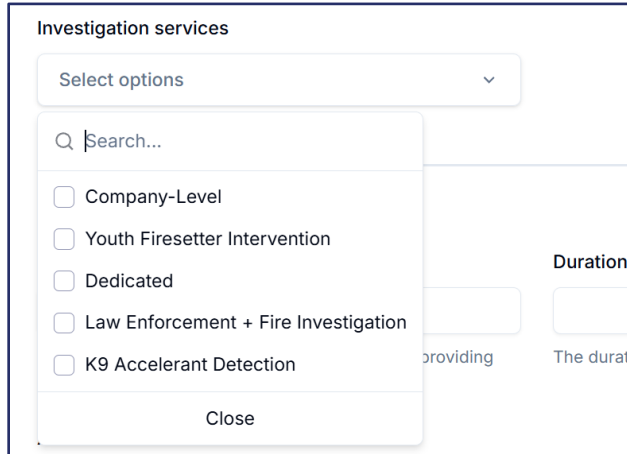
Close

EMS Service	Description
No Medical	An entity that does not regularly respond to emergency medical incidents and is not part of the EMS response model for their jurisdiction.
BLS (Basic Life Support), No Transport	An entity, with licensed personnel, that offers basic life support (BLS) level first response but does not transport patients.
BLS with Transport	An entity, with licensed personnel, that offers BLS level care and patient transportation.
ALS (Advanced Life Support), No Transport	An entity, with licensed personnel, that offers advanced life support (ALS) level first response but does not transport patients.
ALS with Transport	An entity, with licensed personnel, that offers ALS level care and patient transportation.



EMS Service	Description
Aeromedical Transport	An entity, with licensed personnel, that offers emergency aeromedical transport as part of the services it provides.
Community Medicine	A fire entity, with licensed personnel, that offers a community paramedicine program as part of the service it provides.

o Investigative Services



Investigative Service	Description
Company-Level	The entity has an investigation program in which company officers, or other designated shift-based members of the department are responsible for fire cause and origin determination.
Youth Firesetter Intervention	The entity has a defined program to identify, counsel, monitor, and refer youth firesetters. Can represent a formal joint program with other agencies.
Dedicated	The entity has an investigation program in which investigators are designated and trained individuals whose primary or sole purpose is investigating fires to determine cause and origin.
Law Enforcement + Fire Investigation	A fire entity has an investigation program in which investigators are designated and trained individuals whose primary or sole purpose is investigating fires to determine cause and origin. In addition, this service indicates that investigators within the fire department possess law enforcement powers and authority within their particular jurisdiction.
K9 Accelerant Detection	A part of the entity's investigation program that has a human handler with a working-dog that has certification in the specific discipline of ignitable liquid canine detection and maintains those abilities through field application, maintenance training, scheduled recertification, and continuing education.



- Shifts:** The number of shifts describes the number of individual groups of firefighters that are assigned to a rotating schedule in order to provide constant (24-hour) coverage. If no shifts are assigned to the department (common in many volunteer agencies) then leave the number as zero. The duration of a shift is the length of a single shift in hours. The active shift on last modification is simply which of the shifts is on duty at the time the information is being submitted. Because shifts may be referred to as a letter, number, or color, you simply need to associate each shift with a number, starting with “1”. For example, a department having a normal A, B, and C shift would translate those to: A = 1, B = 2, C = 3

Shifts

<p>Number of shifts</p> <input style="width: 90%; height: 20px;" type="text"/> <small>The number of shifts working in a field capacity providing emergency response services.</small>	<p>Duration of shifts(in hours)</p> <input style="width: 90%; height: 20px;" type="text"/> <small>The duration of each shift.</small>
<p>Active shift on last modification</p> <input style="width: 90%; height: 20px;" type="text"/> <small>When making a change to the number or duration of shifts, use a numeric value to show the shift active at the time you submit this form. For instance, A shift = 1, B shift = 2, etc.</small>	

- Staffing:** Use the **Staffing** dropdown to select if the public entity is Career, Volunteer, or Combination (career and volunteer staff). The staffing section is divided into two categories of people that work for fire and emergency response entities, firefighters, EMS-Only, and civilians. Firefighters include all response-oriented members who provide direct service to the citizens in a capacity meeting applicable standards and definitions applied to the entity. EMS-Civilian staffing includes members who support department administration, logistics, training and other functions but are non-sworn and are not part of the response model for the entity.

Full-time career is defined as being compensated for working more than 30 hours per week or 130 hours per month. Part-time career is defined as being compensated for working less than 30 hours per week or 130 hours per month. Volunteer staff are not compensated or compensated on a per call or annual basis at a rate not meeting the local or state definition of career service.

Staffing is defined as follows:

- Career** – An entity with full-time career firefighters used for response from station-based positions. Career firefighters should comprise at least 50% of an initial full alarm assignment and be over 85% of the workforce.
- Combination** – An entity with both career and volunteer firefighters in which neither group comprises more than 85% of the workforce.



- **Volunteer** – An entity comprised of all volunteers or a few career firefighters in which volunteers comprise more than 85% of the workforce.

Staffing

<p>Firefighters</p> <p>Full-time Career</p> <input style="width: 100%;" type="text" value="7"/> <p>Total number of active full-time career firefighters in agency.</p>	<p>Part-time Career</p> <input style="width: 100%;" type="text" value="6"/> <p>Total number of active part-time career firefighters in agency.</p>	<p>EMS-Only</p> <p>Full-time Career</p> <input style="width: 100%;" type="text" value="11"/> <p>Total number of active full-time career EMS-only staff in agency.</p>	<p>Part-time Career</p> <input style="width: 100%;" type="text"/> <p>Total number of active part-time career EMS-only staff in agency.</p>
<p>Volunteer</p> <input style="width: 100%;" type="text" value="40"/> <p>Total number of active volunteer firefighters in agency.</p>		<p>Volunteer</p> <input style="width: 100%;" type="text"/> <p>Total number of active volunteer EMS-only staff in agency.</p>	
<p>Civilians</p> <p>Full-time Career</p> <input style="width: 100%;" type="text"/> <p>Total number of active full-time career civilians in agency.</p>	<p>Part-time Career</p> <input style="width: 100%;" type="text"/> <p>Total number of active part-time career civilians in agency.</p>	<p>Staffing</p> <input style="width: 100%;" type="text" value="Combination"/>	
<p>Volunteer</p> <input style="width: 100%;" type="text"/> <p>Total number of active volunteer civilians in agency.</p>			

4. Select **Submit** to save your changes.

4.8 Add a Station and/or Unit to Your Department

Admin users can add stations to their department. Admin users can also add units to a station that is within their department.



To add a station and/or unit to your department:

1. Select **My Account**.
2. Under **Memberships**, select **Edit** next to the department.

NERIS ID	Name	Status	Location
FD24027214	FSRI Fire Department	Active	Columbia, MD

3. Scroll down to the **Stations** section of the page and select **Add Station**.

4. When the **Add Station** window appears, fill in the following fields:
 - **Station ID:** Enter the numerical ID for this station.
 - **Staffing:** Enter the minimum number of staff assigned to this station.
 - **Street Address:** Enter the street address for your public entity.
 - City: Enter the city for your public entity.
 - State: Select the state of your public entity from the dropdown.
 - Zip Code: Enter the zip code for your public entity.
 - Address Line 2 (Optional): If needed, enter the second line address for your public entity.



5. From here you can do one of the following:
 - a. Select **Submit** to save your changes and add the new station.
 - b. Proceed to step 6 to add a unit to this new station.

When adding stations, it is up to the local entity to determine whether they wish to add facilities, such as training centers and headquarters buildings, that are typically staffed by administrative or non-response personnel. If these facilities are added to NERIS, response vehicles should be added to the data for the station. Response units that are quartered or parked at non-response facilities can be added to the main or central fire station, alternatively.

Add Station

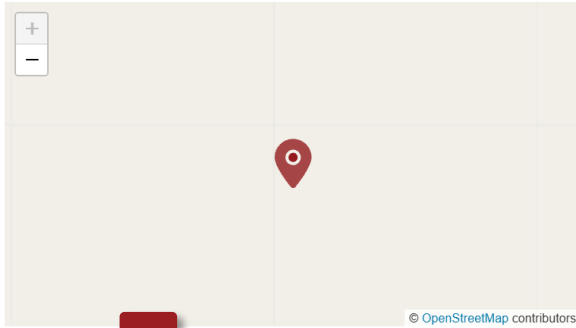
General

Name/Number assigned to the station locally

Please enter the minimum daily staffing assigned to the station

Address

Location on Map



Please click on the location on the map

Street Address

Please enter your address

Address Line 2 (Optional)

Please enter the 2nd line of your address

Enter city

Select a state

Enter ZIP coc

4

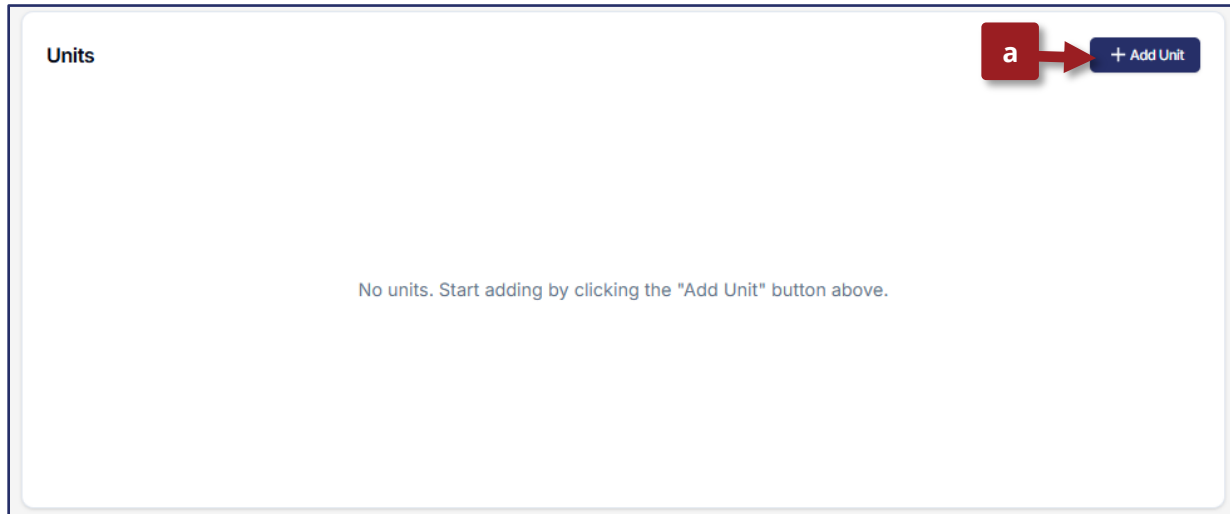
5a

Submit



6. To add a unit to this station:

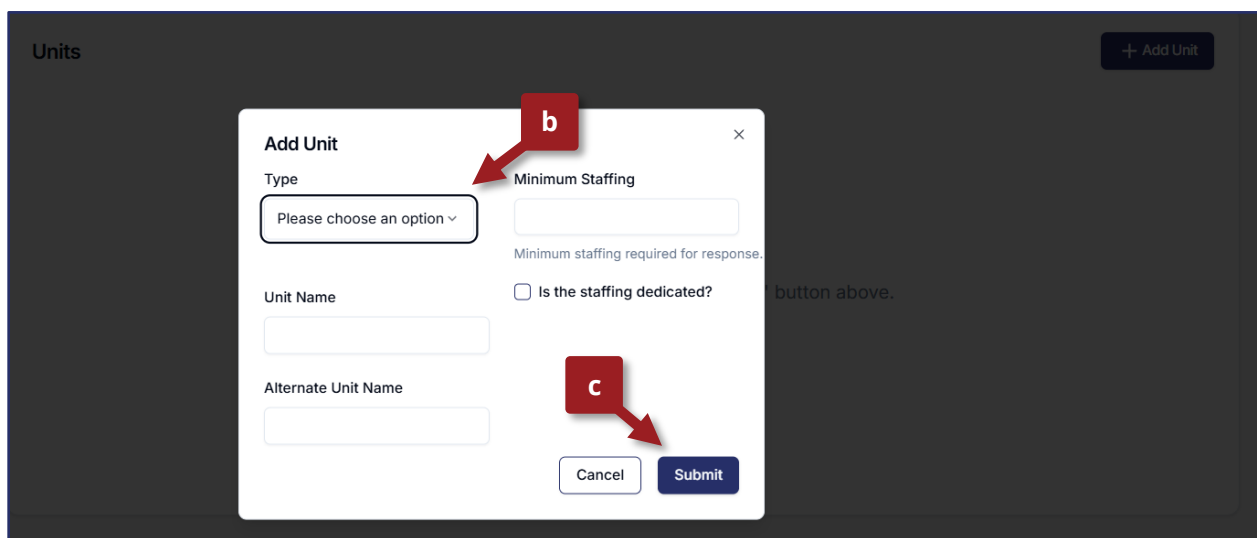
a. Select **Add Unit**.



b. When the **Add Unit** window appears, enter the following fields:

- **Type:** Select the unit type from the **Please choose an option** dropdown. See [Appendix A](#) for a list of Station Unit Capability.
- **Staffing:** Enter the minimum number of staffing required for dispatch.
- **CAD Designation 1 and 2:** Enter the CAD designation for this unit.

c. Select **Submit** to save and add this unit to the station.



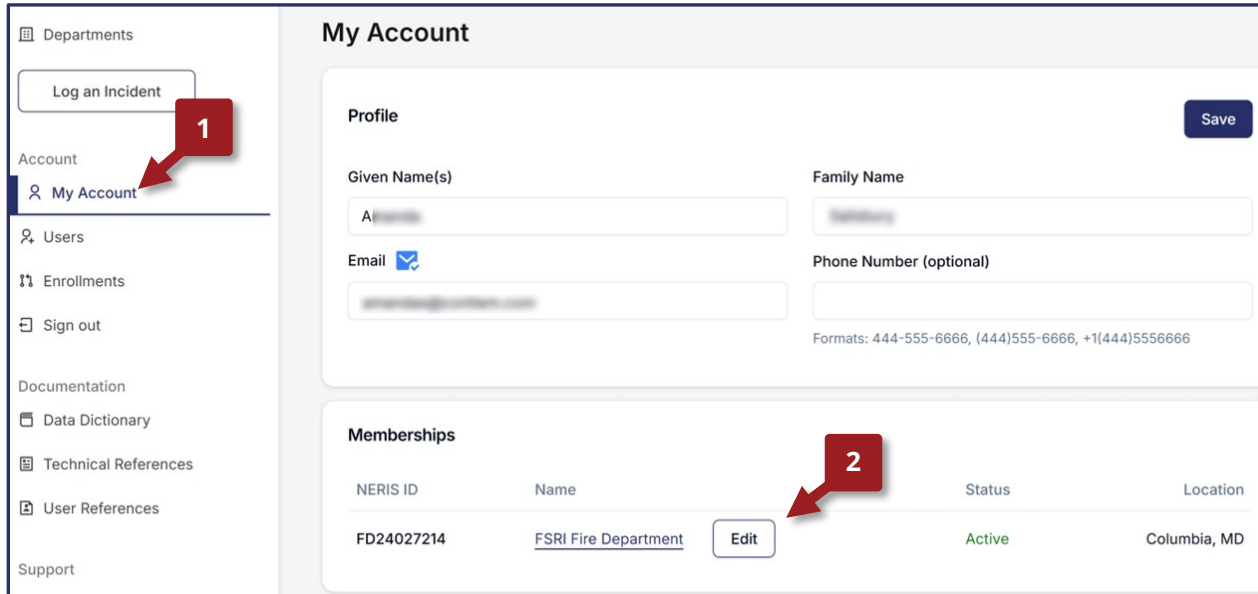


4.9 Edit a Station and Unit within Your Department

Admin users can edit the station and unit information for their department (organization/entity).

To edit your department's station and unit information:

1. Select **My Account**.
2. Under **Memberships**, select **Edit** next to the department.



My Account

Profile

Given Name(s): Family Name:

Email: Phone Number (optional):

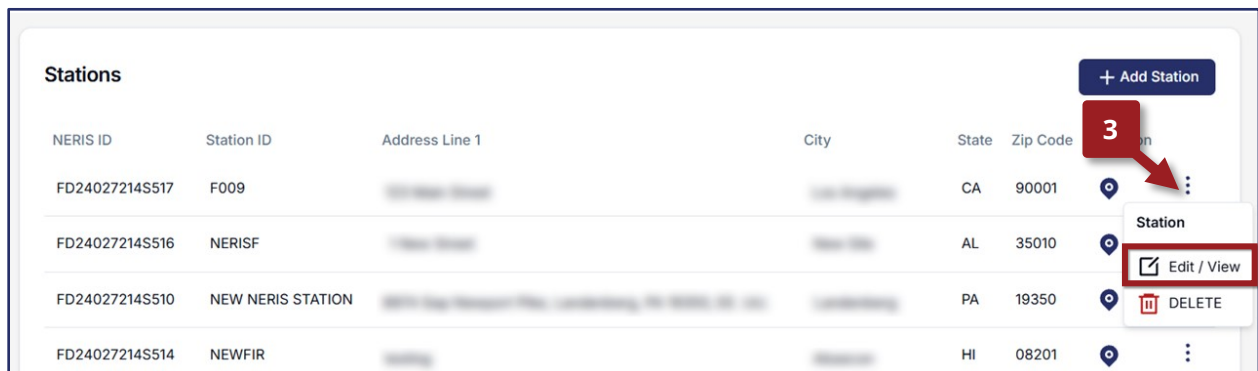
Formats: 444-555-6666, (444)555-6666, +1(444)5556666

Save

Memberships

NERIS ID	Name	Status	Location
FD24027214	FSRI Fire Department Edit	Active	Columbia, MD

3. Scroll down to the **Stations** section of the screen, locate the station you wish to edit, select the 3-dot symbol at the end of the row, and select **Edit/View**.



Stations

+ Add Station

NERIS ID	Station ID	Address Line 1	City	State	Zip Code	Station
FD24027214S517	F009	CA	90001	⋮
FD24027214S516	NERISF	AL	35010	⋮
FD24027214S510	NEW NERIS STATION	PA	19350	⋮
FD24027214S514	NEWFIR	HI	08201	⋮

Station dropdown menu: Edit / View, DELETE



4. Edit the relevant fields in the **Edit Station** section of the window.

- Station ID is the name or number given to the facility by the local entity.
- Staffing indicates the number of firefighters assigned minimally *each shift* to the station. For volunteer and unstaffed stations, this value should be zero.
- Select **Submit** to save your changes. Proceed to step 5 to edit a unit within a station.

Edit Station FD24027214S523

General

Station ID


Name/Number assigned to the station locally

Staffing

Please enter the minimum daily staffing assigned to the station

Address

Location on Map



Please click on the correct location on the map

Street Address

Address Line 2 (Optional)

Please enter the 2nd line of your address

City

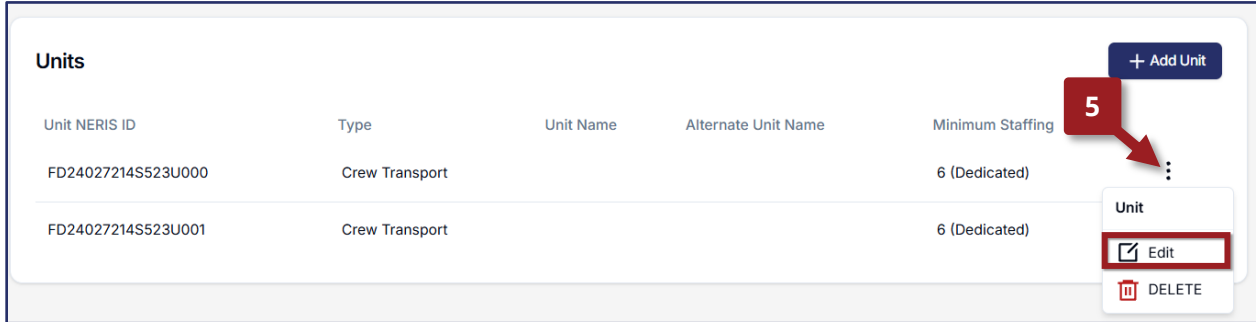
State

Zip Code

Submit

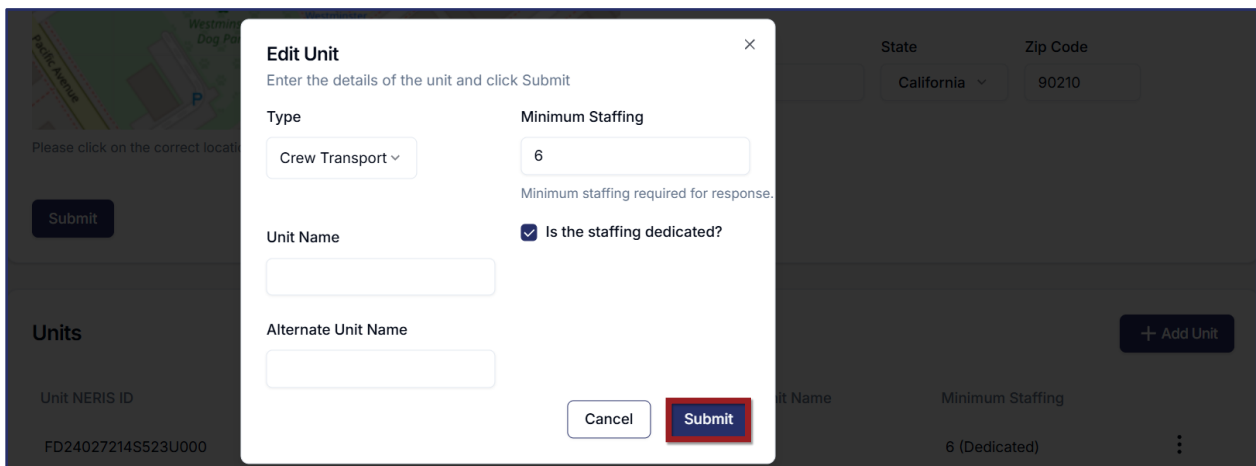


5. Scroll down to the **Units** portion of the **Entities** window, select the 3-dot symbol for the unit you wish to edit, and select **Edit**. See [Appendix A](#) for a list of Station Unit Capability. For multifunction apparatus, please categorize by the primary response mission or what the apparatus is staffed/designed to do 51% of the time or more.



Unit NERIS ID	Type	Unit Name	Alternate Unit Name	Minimum Staffing
FD24027214S523U000	Crew Transport			6 (Dedicated)
FD24027214S523U001	Crew Transport			6 (Dedicated)

6. Edit the relevant fields in the **Edit Unit** window and select **Submit** to save your changes.



Edit Unit ×

Enter the details of the unit and click Submit

Type

Unit Name

Alternate Unit Name

Minimum Staffing

Is the staffing dedicated?

Cancel
Submit

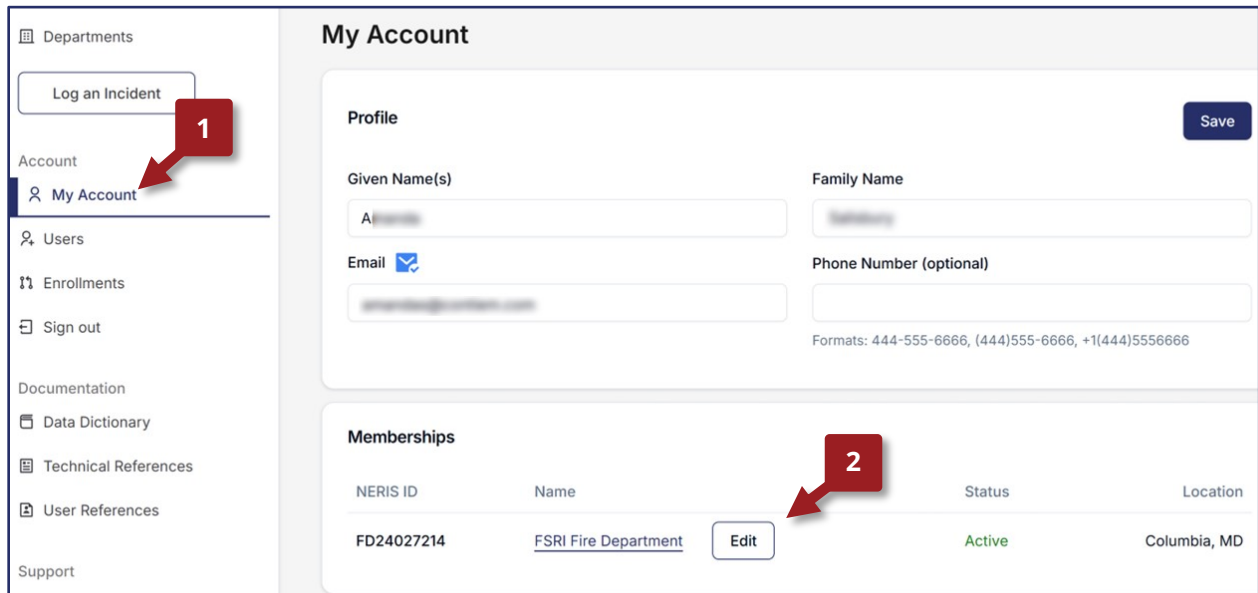


4.10 Delete a Station within Your Department

Admin users can delete stations from their department (organization/entity).

To delete a station from a department:

1. Select **My Account**.
2. Under **Memberships**, select **Edit** next to the department you would like to revise.



Departments

Log an Incident

Account

My Account

Users

Enrollments

Sign out

Documentation

Data Dictionary

Technical References

User References

Support

My Account

Profile Save

Given Name(s) Family Name

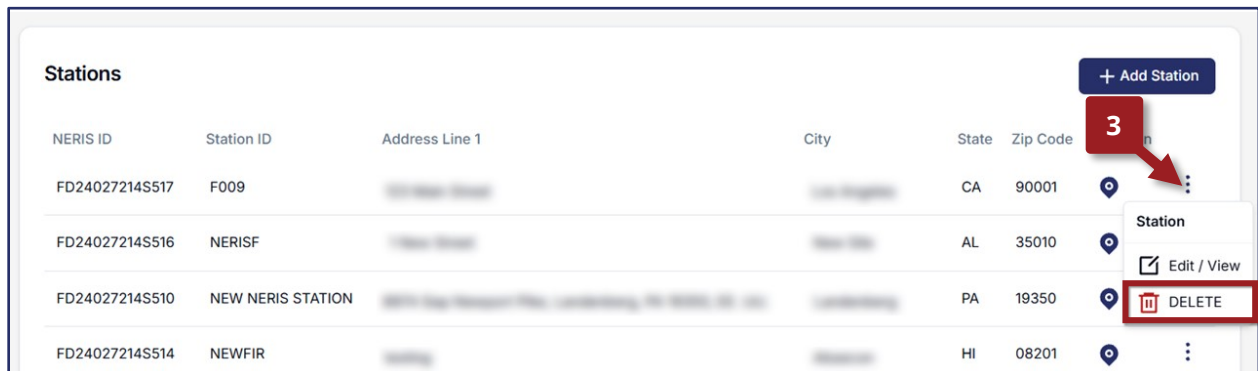
Email Phone Number (optional)

Formats: 444-555-6666, (444)555-6666, +1(444)5556666

Memberships

NERIS ID	Name	Status	Location
FD24027214	FSRI Fire Department	Active	Columbia, MD

3. Scroll down to the **Stations** section of the screen, locate the station you wish to remove, select the 3-dot symbol at the end of the row, and select **DELETE**.



Stations

[+ Add Station](#)

NERIS ID	Station ID	Address Line 1	City	State	Zip Code	
FD24027214S517	F009	CA	90001	⋮
FD24027214S516	NERISF	AL	35010	⋮
FD24027214S510	NEW NERIS STATION	PA	19350	⋮
FD24027214S514	NEWFIR	HI	08201	⋮

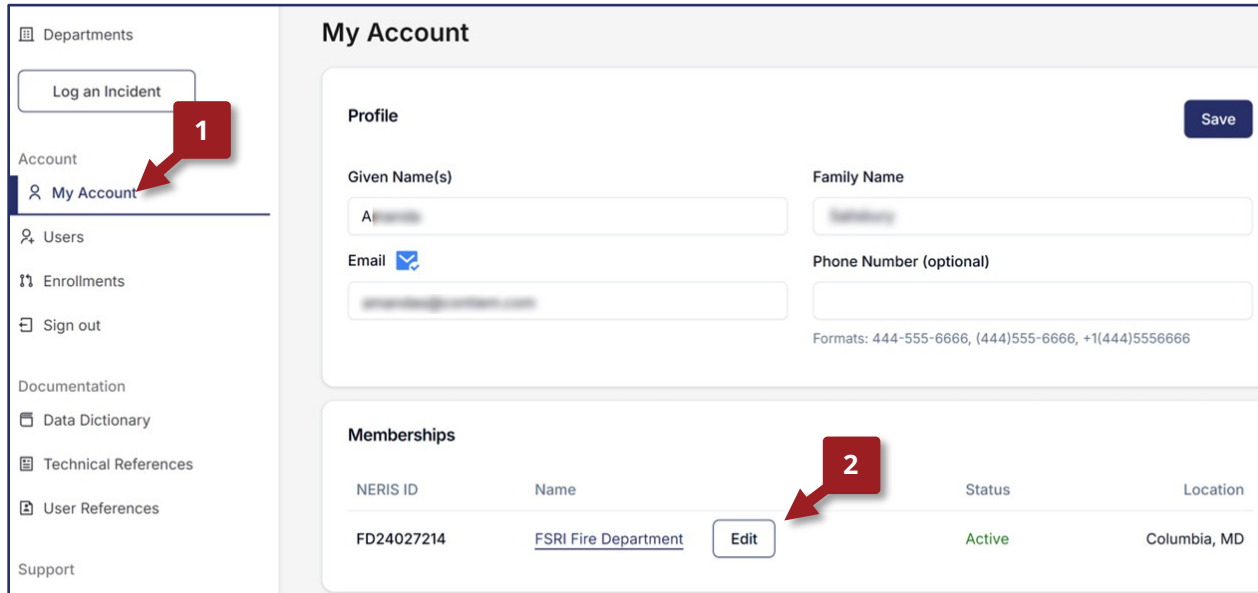


4.11 Delete a Unit within your Station

Admin users can remove a unit within a station.

To remove a unit within a station:

1. Select **My Account**.
2. Under **Memberships**, select **Edit** next to the department.



Departments

Log an Incident

Account

My Account

Users

Enrollments

Sign out

Documentation

Data Dictionary

Technical References

User References

Support

My Account

Profile Save

Given Name(s) Family Name

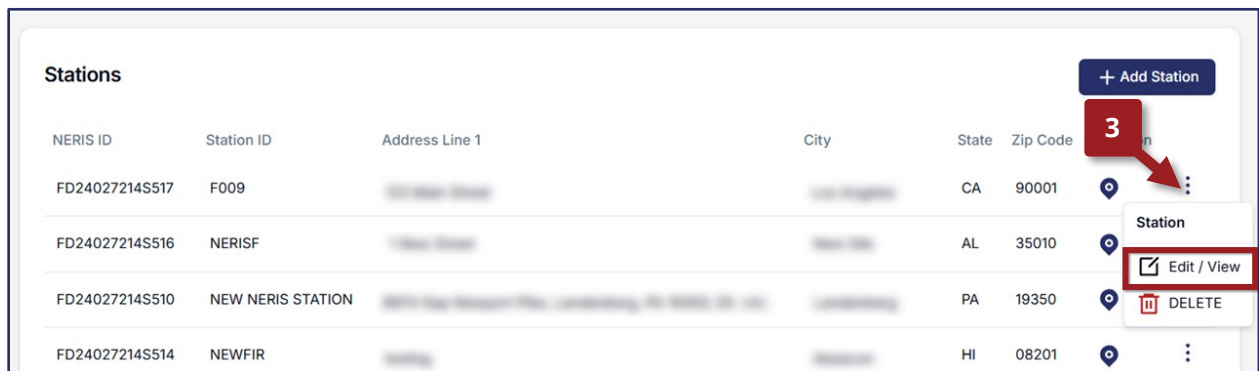
Email Phone Number (optional)

Formats: 444-555-6666, (444)555-6666, +1(444)5556666

Memberships

NERIS ID	Name	Status	Location
FD24027214	FSRI Fire Department	Active	Columbia, MD

3. Scroll down to the **Stations** section of the screen, locate the station that contains the unit you wish to remove, select the 3-dot symbol at the end of the row, and select **Edit/View**.



Stations + Add Station

NERIS ID	Station ID	Address Line 1	City	State	Zip Code	
FD24027214S517	F009			CA	90001	⋮
FD24027214S516	NERISF			AL	35010	⋮
FD24027214S510	NEW NERIS STATION			PA	19350	⋮
FD24027214S514	NEWFIR			HI	08201	⋮

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Version 1.4



4. Scroll down to the **Units** portion of the window, select the 3-dot symbol for the unit you wish to remove, and select **DELETE**.

Unit NERIS ID	Type	Unit Name	Alternate Unit Name	Minimum Staffing
FD24027214S517U000	Crew Transport			567 (Dedicated)

4.12 Validating Jurisdictional Boundaries

A jurisdictional boundary should accurately represent your department's primary response jurisdiction and should not be broken out by station or apparatus-specific response districts. This should include only your fire-based response area to the legally assigned geographic area that your agency is responsible for. It should be one continuous line and should not be broken out by station or apparatus-specific response districts.

To validate your boundary map:

1. Select **My Account** from the left menu in your administrator account and select your department name under **Memberships**.

My Account

Profile

Given Name(s):

Family Name:

Email:

Phone Number (optional):

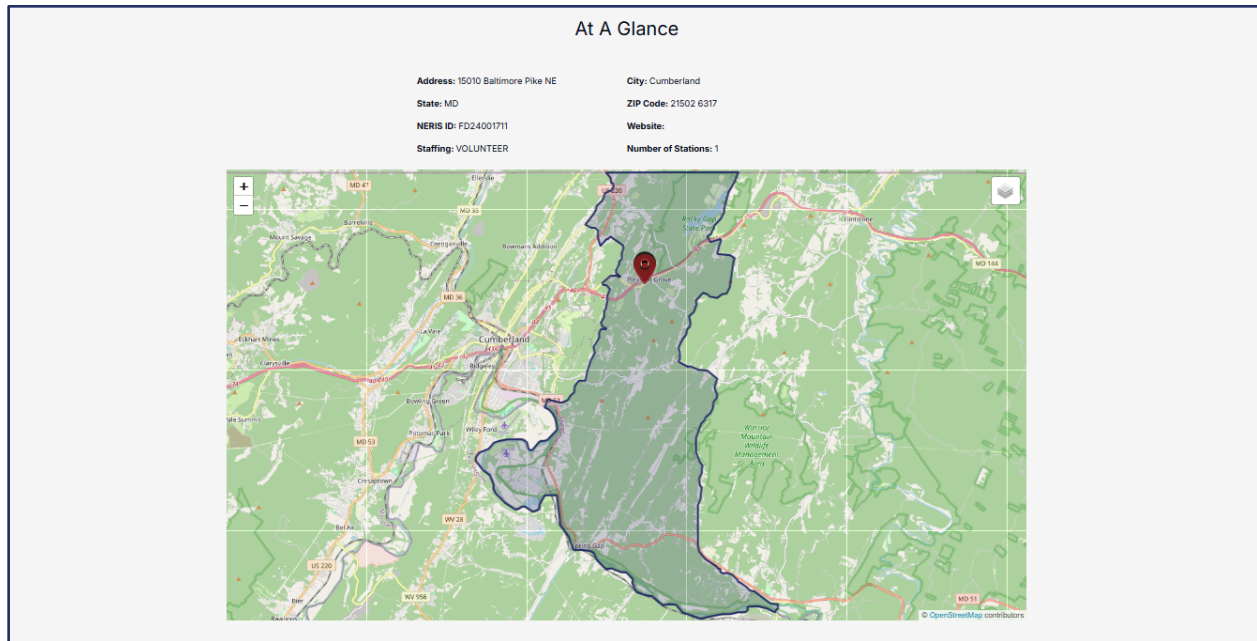
Formats: 444-555-6666, (444)555-6666, +1(444)5556666

Memberships

NERIS ID	Name	Status	Location
FD24027214	FSRI Fire Department	Active	Columbia, MD



- To validate your boundary map, verify that it accurately represents your primary response jurisdiction, it does not overlap with other jurisdictions or departments, and the boundary is one line without breaks.



- If the map is accurate and precise, then it is validated and you are done. If the map cannot be validated according to these criteria, you must update your department's boundary.

4.13 Updating Department Boundaries

To update your boundary in NERIS, you need to submit a shapefile package that specifies your primary response district.

Shapefile

Shapefiles are a collection of files that store the data necessary for visualizing spatial data. The files, which will include file extensions like .shp, .shx, and .dbf, and others should be zipped into a single folder and sent in a helpdesk request ticket. It is not possible to use PDFs or photo files like JPGs to update your department's jurisdiction.

To locate a current jurisdictional boundary map shapefile package, think about who in your area may also use this kind of map. These resources will vary by department, but to start, your best options are local resources like your city, municipality, or county officials, local land managers, or your local 911 dispatch.

Submitting Shapefiles

When you find the correct files, they may be received as a folder, a group of separate files, or even an already zipped folder from your jurisdictional boundary source. If the files are



already zipped, you can upload them with your helpdesk request ticket. If the files are not zipped, you have to zip them before sending.

How to ZIP Shapefiles

1. First, locate the files on your computer.









Name	Type	Size
Today		
ne_110m_land.cpg	CPG File	1 KB
ne_110m_land.dbf	DBF File	4 KB
ne_110m_land.prj	PRJ File	1 KB
ne_110m_land.README	Chrome HTML Do...	22 KB
ne_110m_land.shp	SHP File	88 KB
ne_110m_land.shx	SHX File	2 KB
ne_110m_land.VERSION	Text Document	1 KB

2. Select all the shapefiles in the package.

Name	Type	Size
Today		
<input checked="" type="checkbox"/> ne_110m_land.cpg	CPG File	1 KB
<input checked="" type="checkbox"/> ne_110m_land.dbf	DBF File	4 KB
<input checked="" type="checkbox"/> ne_110m_land.prj	PRJ File	1 KB
<input checked="" type="checkbox"/> ne_110m_land.README	Chrome HTML Do...	22 KB
<input checked="" type="checkbox"/> ne_110m_land.shp	SHP File	88 KB
<input checked="" type="checkbox"/> ne_110m_land.shx	SHX File	2 KB
<input checked="" type="checkbox"/> ne_110m_land.VERSION	Text Document	1 KB

3. Right click on the files or find a menu option similar to what you see here, and select **Compress to ZIP file**.

Name	Type
Today	
<input checked="" type="checkbox"/> ne_110m_land.cpg	C
<input checked="" type="checkbox"/> ne_110m_land.dbf	D
<input checked="" type="checkbox"/> ne_110m_land.prj	P
<input checked="" type="checkbox"/> ne_110m_land.README	C
<input checked="" type="checkbox"/> ne_110m_land.shp	S
<input checked="" type="checkbox"/> ne_110m_land.shx	S
<input checked="" type="checkbox"/> ne_110m_land.VERSION	T

-  Compress to ZIP file
-  Add to Favorites
-  Copy path
-  Select all
-  Select none
-  Invert selection
-  Properties
-  Options

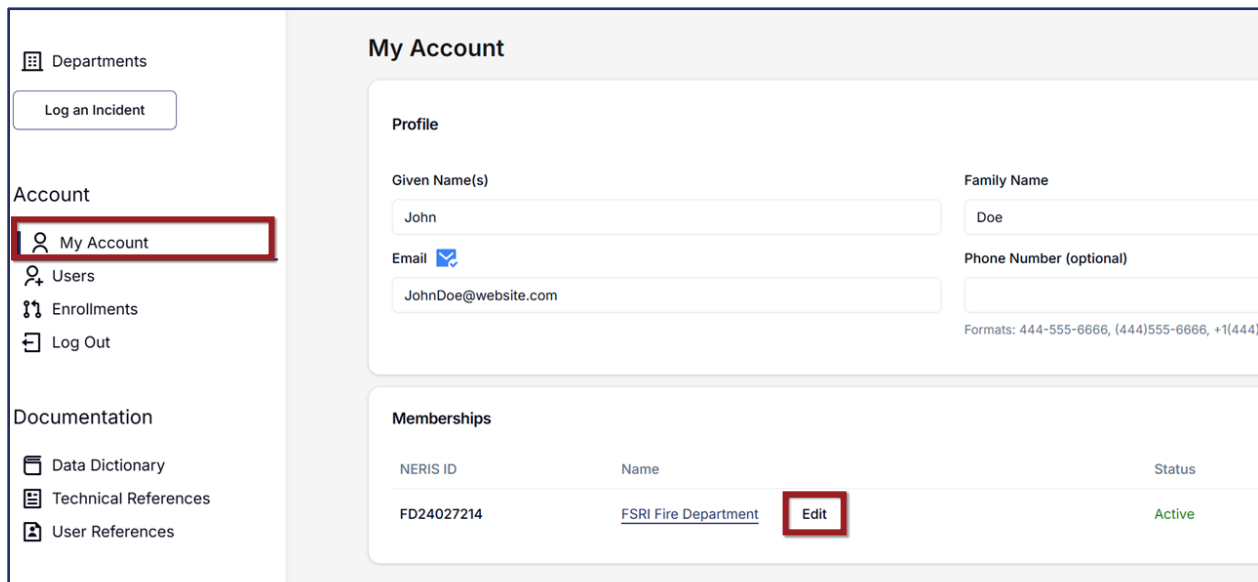
4. After you select **Compress to ZIP File**, your computer will generate a new folder with a zipper icon. This is your compressed, or zipped, shapefile package ready to upload to your helpdesk request ticket.



<input type="checkbox"/> Name	Type	Size
▼ Today		
<input checked="" type="checkbox"/> ne_110m_land	Compressed (zipp...	69 KB
<input type="checkbox"/> ne_110m_land.cpg	CPG File	1 KB
<input type="checkbox"/> ne_110m_land.dbf	DBF File	4 KB
<input type="checkbox"/> ne_110m_land.prj	PRJ File	1 KB
<input type="checkbox"/> ne_110m_land.README	Chrome HTML Do...	22 KB
<input type="checkbox"/> ne_110m_land.shp	SHP File	88 KB
<input type="checkbox"/> ne_110m_land.shx	SHX File	2 KB
<input type="checkbox"/> ne_110m_land.VERSION	Text Document	1 KB

How to Upload Your Shapefile Package

1. To upload your shapefile package, sign into NERIS and select **My Account**. Then, select **Edit** next to your department's name.



My Account

Profile

Given Name(s): Family Name:

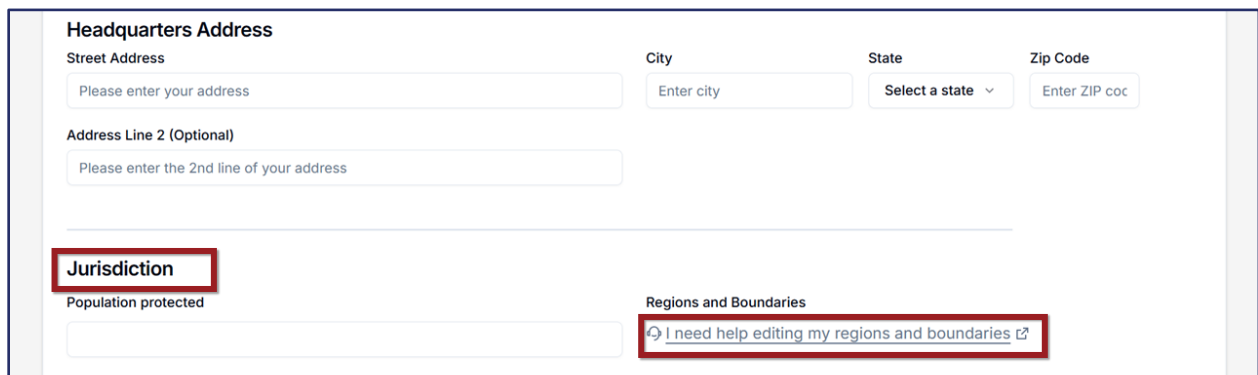
Email: Phone Number (optional):

Formats: 444-555-6666, (444)555-6666, +1(444)

Memberships

NERIS ID	Name	Status
FD24027214	FSRI Fire Department Edit	Active

2. Scroll to Jurisdiction. Under **Regions and Boundaries**, select **I need help editing my regions and boundaries**. This will open a partially pre-filled helpdesk ticket in a new webpage.



Headquarters Address

Street Address: City: State: Zip Code:

Address Line 2 (Optional):

Jurisdiction

Population protected:

Regions and Boundaries

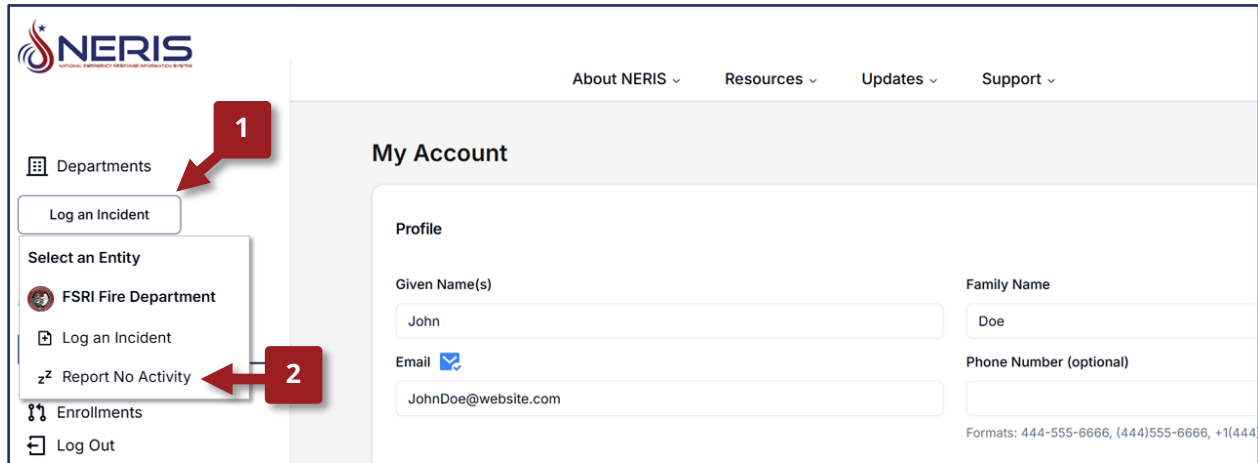
[I need help editing my regions and boundaries](#)



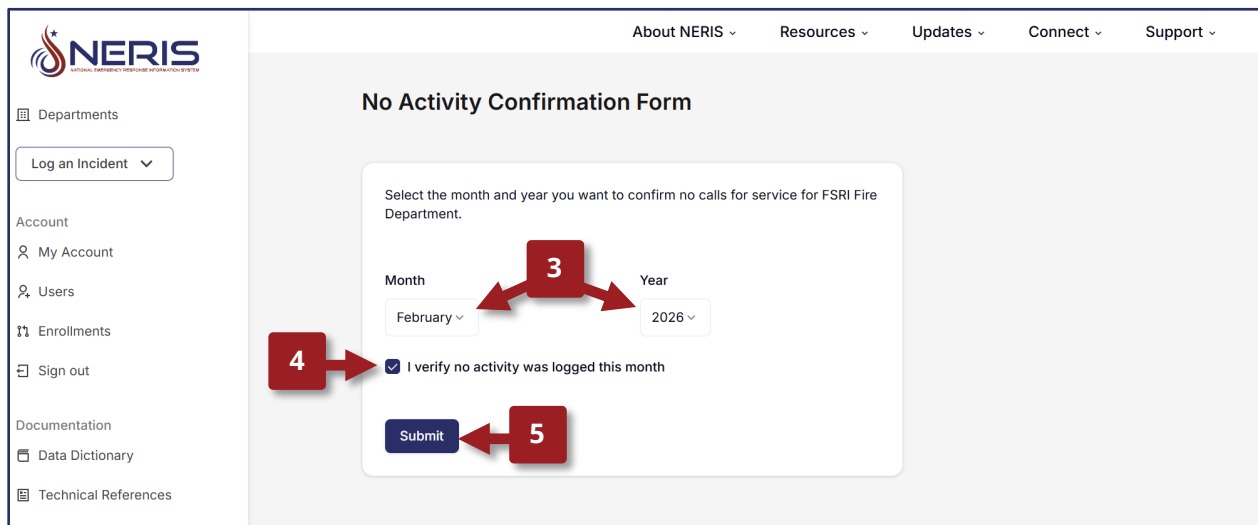
1. To submit a No Activity Confirmation Form, select **Log an Incident**.
2. Then, select **Report No Activity** from the dropdown menu.



NOTE: Completing the No Activity Confirmation Form in the NERIS platform requires the functionality to be turned on by the NERIS team via a Helpdesk Request. If you use a third-party system for incident reporting and they do not currently support No Activity Confirmation Forms, the form can be turned on independently of incident reporting.



3. Select the month and year for which you are reporting no activity.
4. Check the box to verify that no activity was logged in the month you selected.
5. And finally, select **Submit** to complete the form.





View or Delete No Activity Confirmation Forms

1. To view or delete No Activity Confirmation Forms, go to **My Account** in the left navigation pane.
2. Then select **View Incidents**.

The screenshot shows the 'My Account' page. The left navigation pane includes sections like Departments, Account, Users, Enrollments, Sign out, Documentation, and Support. The 'My Account' section is active. The main content area has a 'Profile' form with fields for Given Name(s), Family Name, Email, and Phone Number (optional). Below the profile is a 'Memberships' table with columns for NERIS ID, Name (Click to View), Actions, Status, and Location. The table contains one entry for 'FSRI Fire Department' with an 'Active' status and a 'View Incidents' button. A red arrow labeled '1' points to 'My Account' in the navigation pane, and a red arrow labeled '2' points to the 'View Incidents' button.

3. Scrolling down past logged incidents, you will find a list of your department's No Activity Reports. Here, you can view a list of reports submitted and delete reports.

The screenshot shows a list of incident reports. Each row includes a NERIS ID, date and time, status, description, and address. At the bottom of the list, there is a section titled 'No Activity Reports' with the text 'No reports logged yet.' and a 'Create a report' button. A red box highlights this section.

NERIS ID	Date/Time	Status	Description	Address
260311-130353-ESO_6390885634803869	Mar 11, 2026, 12:00:00 PDT	Approved	Pubserv, Disaster Weather, Damage Assessment	James St Whatcom County, Washington 98225-2637 United States of America
20260307132738	Mar 10, 2026, 23:38:41 PDT	Approved	Fire, Outside Fire, Construction Waste	test Structure site test D 901 G 3211 G NORTHWEST Acres del Bagby St Boardwalk SOUTH F Northbound A 23 Sunrise Heights 45 4322 F 322 D Yes test marker
5849863	Mar 10, 2026, 21:41:20 PDT	Approved	Medical, Illness, Pandemic Epidemic Outbreak	Houston, HARRIS, Texas 77002-+91 United States of America
260310-154649-ESO_639087823823279149	Mar 10, 2026, 16:22:23 PDT	Approved	Hazsit, Hazard Nonchem, Elec Power Line Down Arching Malfunc	123 Smithfield Ct Dublin, LAURENS, Georgia 31021 United States of America
260310-153533-ESO_639087795012375545	Mar 10, 2026, 15:00:00 PDT	Approved	Fire, Outside Fire, Trash Rubbish Fire	1300 N Butterclam Street SW Washington 98743 United States of America
2026000002	Mar 10, 2026, 12:50:53 PDT	Approved	Medical, Illness, Unconscious Victim	James St Whatcom County, Washington 98225-2637 United States of America
			Hazsit, Hazardous Materials, Gas Leak Odor	502 Pleasant Valley Ave Moorestown, New Jersey 08057-8512



5 Working with Incidents

All users in NERIS can log an incident and view incidents. Superusers and Admin users will have additional capabilities in the future such as revising and finalizing incidents.

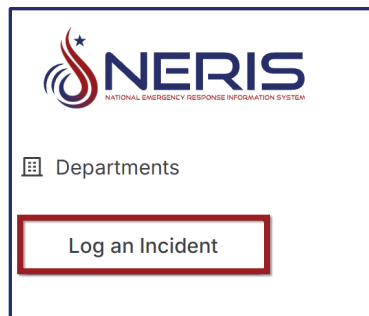


NOTE: The sample screenshots you see in this section may slightly differ from what you see on your screen as NERIS continues to evolve.

5.1 Log an Incident

To log an incident:

1. Select **Log an Incident** at the top-left of the screen.



NOTE: Incident reporting is off by default in the NERIS application. This is because reporting can occur either directly through NERIS or through an integration with a third-party provider. If you want to log incidents directly within NERIS, please open a Helpdesk Request.

The system takes you to the **Incident Report** screen:



Incident Report

NERIS
NATIONAL EMERGENCY RESPONSE INFORMATION SYSTEM

NERIS ID
FD24027214

Incident Number
Replace if the incident already has an identification number associated with it.

1753975015



NOTE: The NERIS ID at the top of the screen is the unique identifier for your entity/organization.

- Fill out all fields denoted with an asterisk (*) and select **Submit** when you are done.



NOTE: Training material and a guide will be available in the future to guide users through filling out the Incident form.

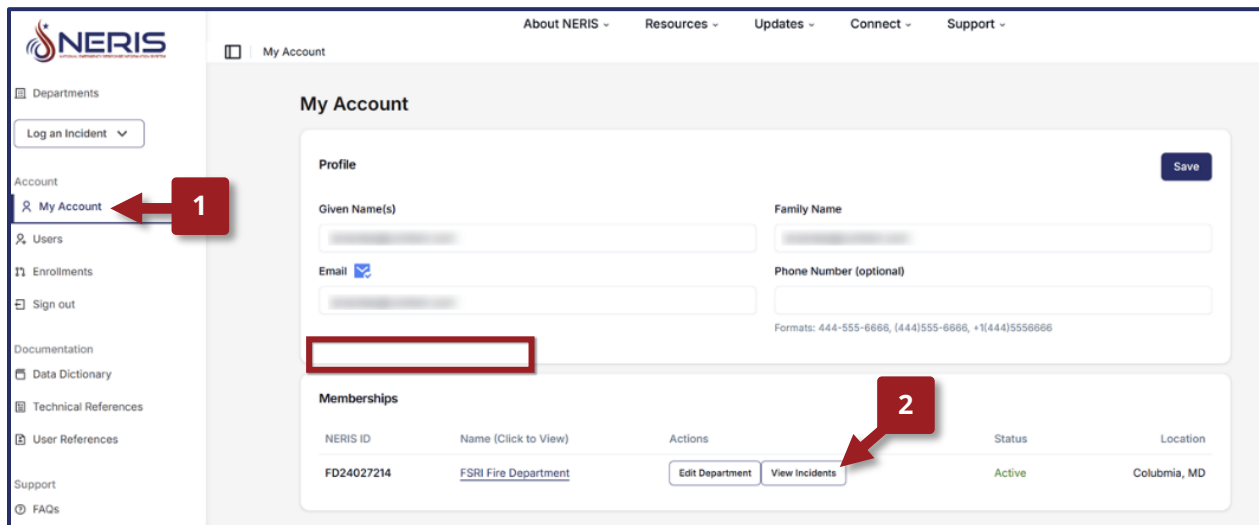
5.2 View, Edit, and Print Incident Reports

After incident reports have been submitted, you have the ability to view, edit, and print reports within NERIS in accordance with the permissions of your role.

View

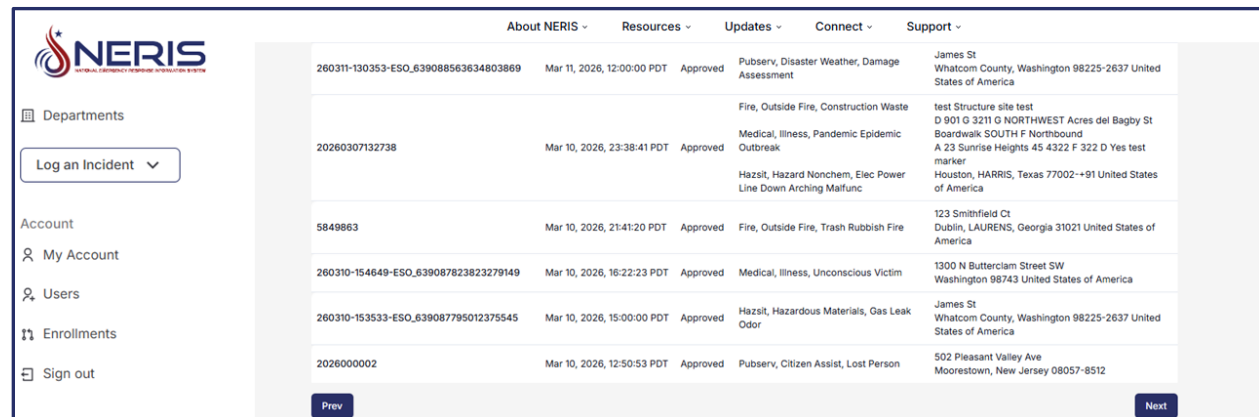
All users are able to view submitted reports in NERIS. To view incident reports:

- Select **My Account** in the left navigation menu.
- Next, select **View Incidents** to the right of your department name.



The screenshot shows the 'My Account' page in NERIS. The left navigation menu has 'My Account' selected, indicated by a red arrow and the number '1'. The main content area shows a 'Profile' section with fields for 'Given Name(s)', 'Family Name', 'Email', and 'Phone Number (optional)'. Below this is a 'Memberships' table with columns for 'NERIS ID', 'Name (Click to View)', 'Actions', 'Status', and 'Location'. In the 'Actions' column, the 'View Incidents' button is highlighted with a red arrow and the number '2'.

- To view an incident, select the incident number.



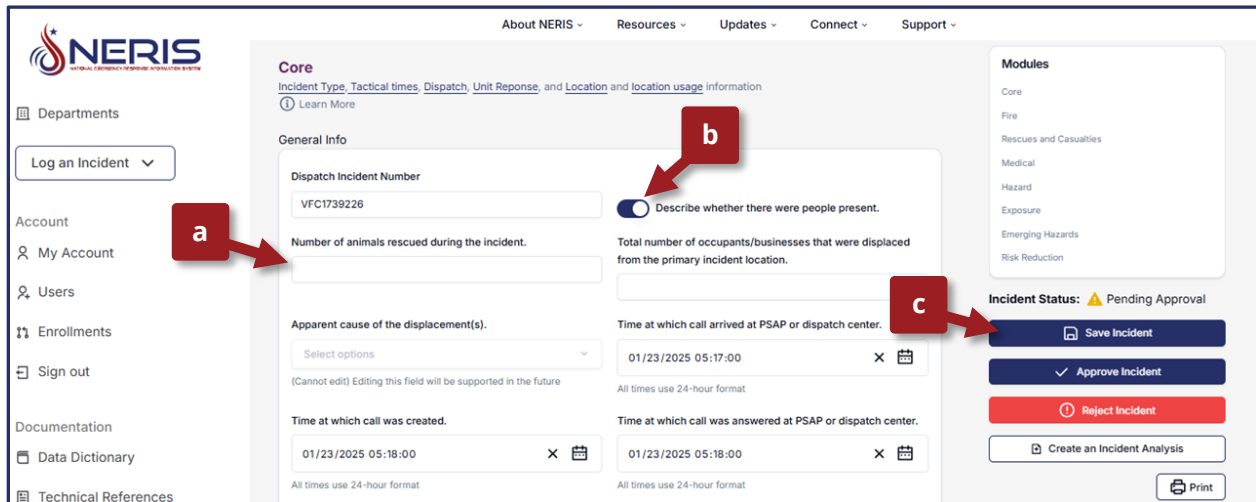
The screenshot shows a list of incident reports in NERIS. The table has columns for 'NERIS ID', 'Date', 'Status', 'Description', and 'Location'. The first row shows an incident with NERIS ID 260311-130353-ESO_639088563834803869, dated Mar 11, 2026, 12:00:00 PDT, with a status of 'Approved'. The description is 'Pubserv, Disaster Weather, Damage Assessment' and the location is 'James St Whatcom County, Washington 98225-2637 United States of America'. Other rows show various other incidents.

This will take you to the full record view.



Edit

For superusers or administrators, editing is turned on by default when viewing the full record. Those with sufficient permission will notice that the fields in the report are editable. Simply select within the field to edit the information (a) or toggle buttons on and off (b). Remember to select **Save Incident** to save changes (c).



The screenshot shows the 'Core' incident report page. On the left is a navigation menu with 'Log an Incident' and 'Account' options. The main area contains 'General Info' fields: 'Dispatch Incident Number' (VFC1739226), 'Number of animals rescued during the incident', 'Apparent cause of the displacement(s)', and 'Time at which call was created'. On the right, there are time fields for arrival and answer, a 'Describe whether there were people present' toggle (labeled 'b'), and an 'Incident Status' section showing 'Pending Approval' with buttons for 'Save Incident' (labeled 'c'), 'Approve Incident', 'Reject Incident', and 'Create an Incident Analysis'. A 'Print' button is at the bottom right.

If you have submitted the incident report from a vendor, your records will come in as approved, but if you have logged the incident through NERIS, it initially arrives as PENDING_APPROVAL. This page is where a superuser or administrator can approve the record. See *NERIS Data Flows and Incident Status* for more information.



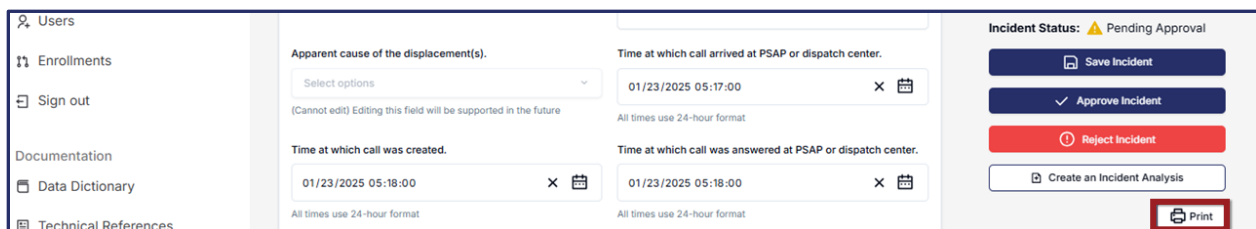
NOTE: Incident Status is set to automatically save once a change in status has been made. Saving a status change using the **Save Incident** button will revert the record back to PENDING_APPROVAL.



NOTE: Users do not have access to edit incident reports.

Print

All user roles are able to print submitted reports in NERIS. To print an incident report, select **Print** on the right side of the screen. This will automatically download a PDF version of the incident report to your device that you can print.

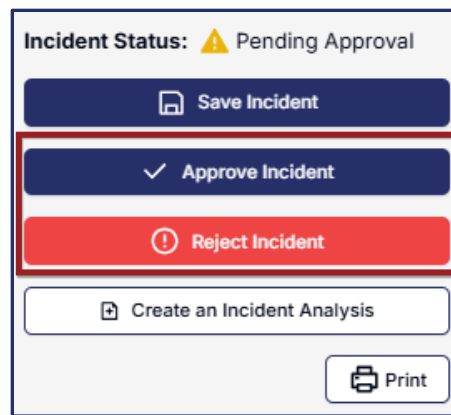


This screenshot is a zoomed-in view of the right side of the incident report page. It shows the 'Incident Status: Pending Approval' section with buttons for 'Save Incident', 'Approve Incident', 'Reject Incident', and 'Create an Incident Analysis'. The 'Print' button at the bottom right is highlighted with a red box.



5.3 NERIS Data Flows and Incident Status

With the development and deployment of the NERIS API, it is important to clearly define data flows and associated terminology. In NERIS, Direct Entry refers to the submission of incident reports within the NERIS application, without a third-party software system. These records initially have a PENDING_APPROVAL status until local quality assurance and control checks determine the final status. The two possible permanent statuses are Approved and Rejected. Regardless of later status changes, the submitted incident is immediately accessible to both the local department and the state. To finalize a record, a user with the appropriate permissions must change the status to Approved. If any edits are made, the status will automatically revert to PENDING_APPROVAL.



Incident Status: ⚠ Pending Approval

Save Incident

✓ Approve Incident

⚠ Reject Incident

Create an Incident Analysis

Print

For users who submit incident reports through software (RMS) provided by one of our Integration Partners, these submissions are classified as Third-Party or Vendor Entry. This designation applies because the data is sent to NERIS from the local jurisdiction's vendor. Since the vendor's RMS includes its own local quality assurance and control process, records arriving from these systems are automatically assigned an Approved status in NERIS.

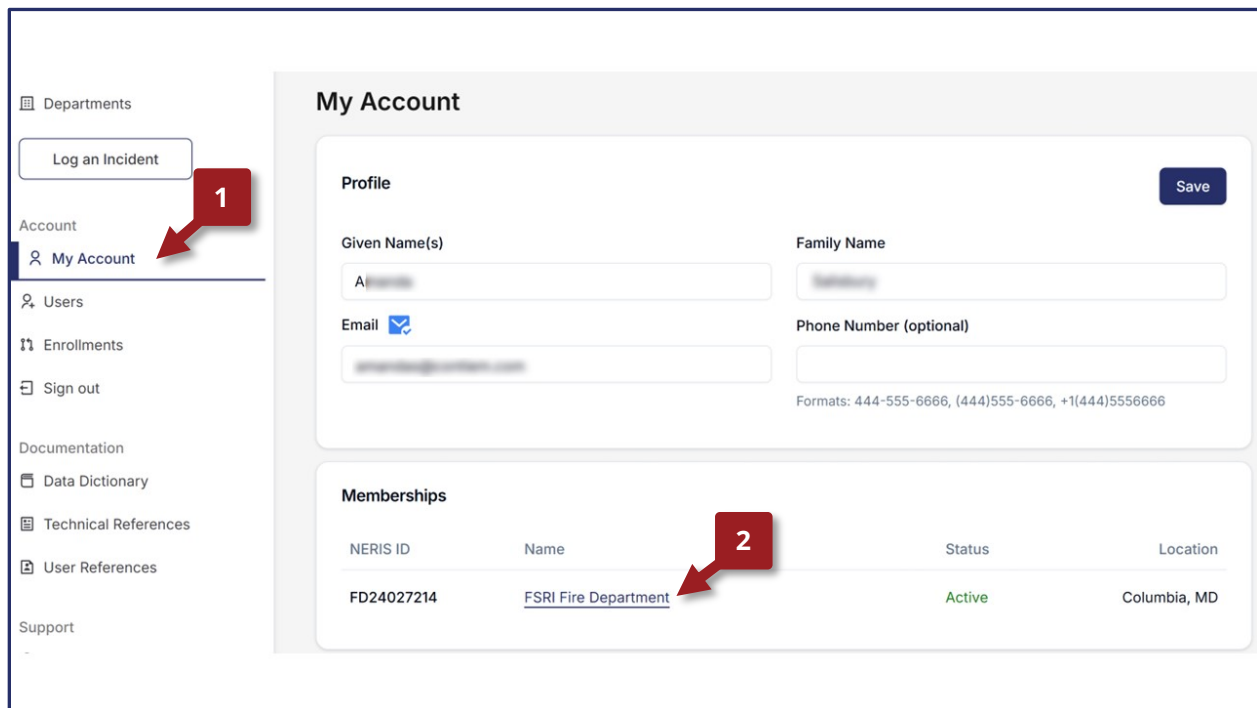


5.4 View Incidents (NERIS Incident Dashboard)

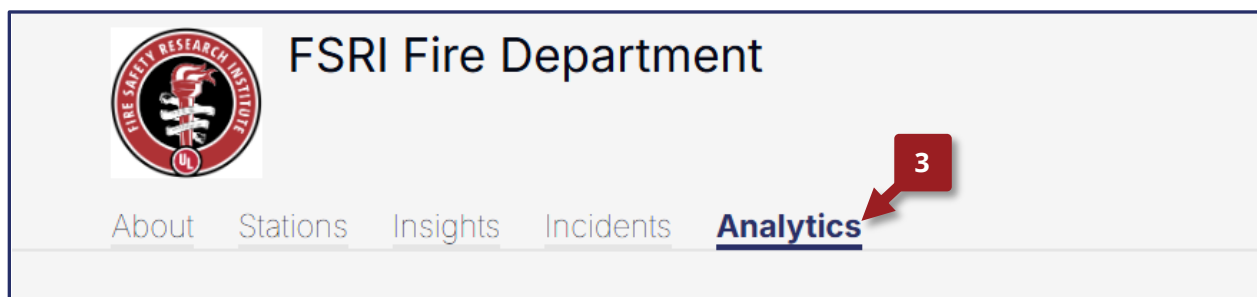
All incidents entered into NERIS are fed into the NERIS Incident Dashboard. This is where you can view data and insights on all fire and medical incidents and responses that are reported to your organization/entity (department).

To access incident data for your department:

1. Select **My Account**.
2. Under **Memberships**, select your department name.
3. Select the **Analytics** tab.



NERIS ID	Name	Status	Location
FD24027214	FSRI Fire Department	Active	Columbia, MD

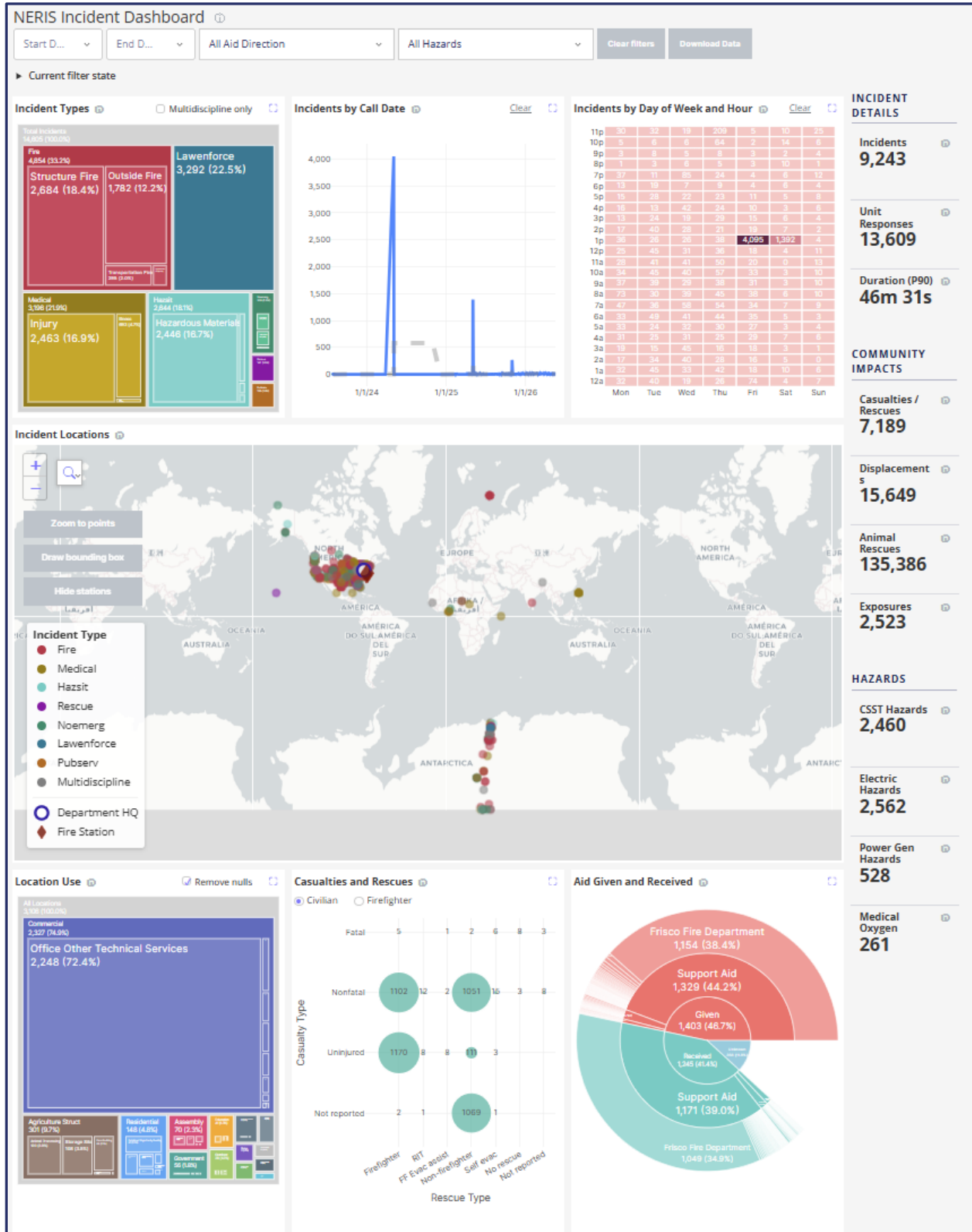


FSRI Fire Department

About Stations Insights Incidents Analytics



The NERIS Incident Dashboard appears and displays data from incidents that have been responded to within your department.



Incident Locations

World map showing incident locations by type: Fire (red), Medical (yellow), Hazmat (green), Rescue (purple), Noemerg (blue), Lawenforce (orange), Pubserv (brown), Multidiscipline (grey), Department HQ (blue circle), Fire Station (red diamond).

Location Use Remove nulls

All Locations: 3,198 (100.0%)

- Commercial: 3,357 (24.9%)
- Office Other Technical Services: 2,248 (72.4%)
- Agriculture Struct: 20 (0.6%)
- Residential: 148 (4.6%)
- Assembly: 20 (0.6%)
- Construction: 96 (3.0%)

Casualties and Rescues Civilian Firefighter

Bar chart showing counts for Fatal, Nonfatal, Uninjured, and Not reported across different rescue types.

Aid Given and Received

Donut chart showing aid distribution: Frisco Fire Department (1,154, 38.4%), Support Aid (1,329, 44.2%), Given (1,403, 48.7%), Received (1,345, 44.4%), Support Aid (1,171, 39.0%), Frisco Fire Department (1,049, 34.9%).



6 Logging an Incident

The Incident Report is where incident data is collected. Logging accurate information in each relevant field provides important data that can be used to improve department response and community safety. The following are descriptions of the data collected for each module within the incident report.



NOTE: Incident reporting is off by default in the NERIS application. This is because reporting can occur either directly through NERIS or through an integration with a third-party provider. If you want to log incidents directly within NERIS, please open a Helpdesk Request.

6.1 Dispatch and Final Incident Types

NERIS allows you to choose up to three incident types, with the option to choose one as the primary incident type.

Use the selection field to choose your incident type from the dropdown menu that appears. The dropdown menu includes a comprehensive list of incident types, organized into the following categories: fire, medical, hazardous situation, rescue, public service, and no emergency. You can also type keywords in the selection field to shorten the list of options featured in the dropdown menu.

See *Appendix B* for Incident Types descriptions.

Incident Data Captured: Dispatch and Final Incident Types

- Department-specific incident code derived from dispatch
- Incident type(s) that best characterize the response
- Identification of primary incident type



6.2 Incident Times and Units

After capturing all incident types, record details for incident response and enter the total number of units that responded. During the incident, timestamps are used to capture critical information from the arrival of the entity at the call throughout the duration of the incident. Unit information includes details relative to the responding units and the staffing of those units.

For multiple units, use the numbered circles to toggle between units and enter unit details. If the unit is not available in the dropdown menu, record the CAD designation.

Incident Data Captured: Incident Times and Units

- Time at which the call arrived at PSAP or dispatch center
- Time at which call was answered at PSAP or dispatch center
- Time at which call was created
- Total number of responding units on incident
- Unit assigned to the incident
- CAD designation if unit is not listed in the dropdown menu
- Time at which the unit was dispatched
- If the unit was able to dispatch
- Incident staffing of unit
- Time at which the unit went enroute to scene of the incident
- Was unit canceled prior to arrival?
- Time at which the unit arrived on scene
- If applicable, time at which the unit staged on scene
- Time at which the unit cleared the incident
- Response mode of unit as part of the unit's response to an incident
- Time at which incident command was established
- Time at which dispatch closed incident



6.3 Location Information

Location information is required for all incident types.

Map Point/Address

For incidents that can be identified by an address or single point on the map, choose **Point**. Enter the address in the field or place a pin on the map. Select the feature output type.

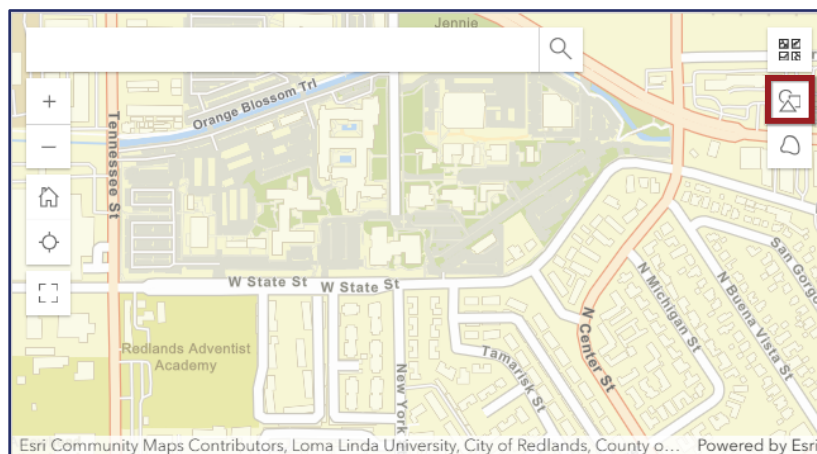
Area

Select **Area** to choose a location that spans a larger area. Use the search bar to find an address or a specific place. If you have location services turned on, the map will center on the location of your IP address. Use the tools on the left to navigate the map and find the general location of the incident. After you find the general location of the incident in the map, use the tools on the right to select the area where the incident occurred. This is where you will find the Shape Tool and the Freehand Tool.

Shape Tool

The Shape Tool allows you to draw a geometric shape, either a rectangle, circle, or triangle, around the incident area.

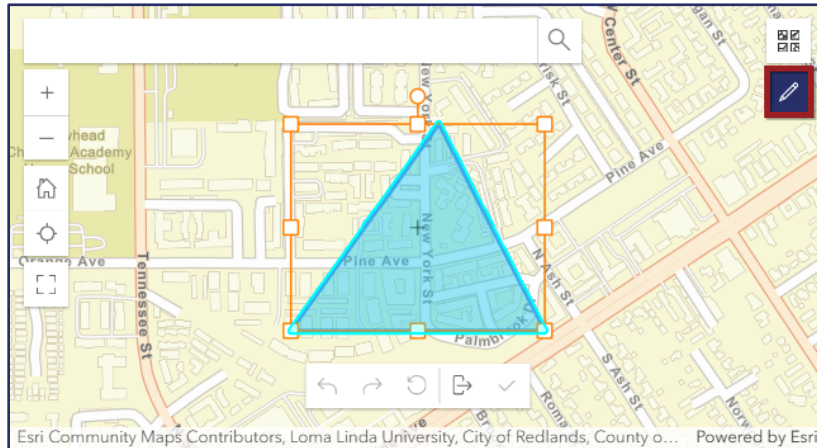
To do this, select the **Shape Tool** on the map.





Shapes that resemble a rectangle automatically adjust to a precise rectangle, and the same happens for circles and triangles.

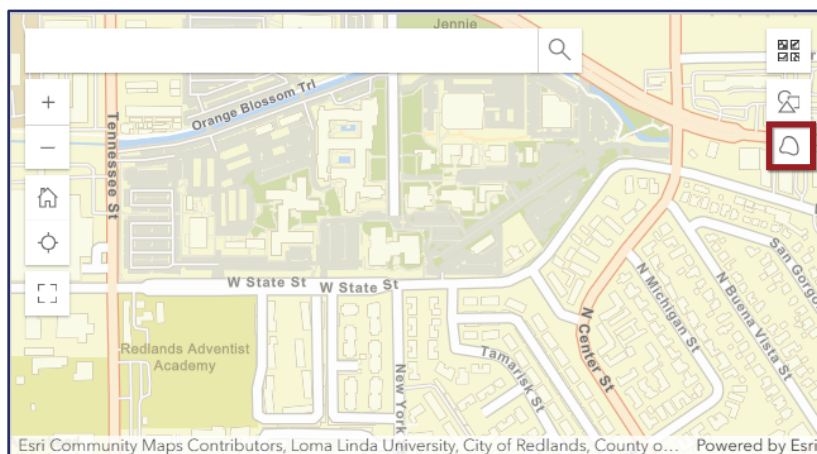
You can select the **Edit Tool** to make further adjustments to your shape. You can resize, rotate, and reposition the shape with the frame that appears around it.



Freehand Tool

The Shape Tool works well for locations that can be represented by a geometric shape, but some locations require greater flexibility. For those types of incidents, the **Freehand Tool** allows you to draw a custom shape.

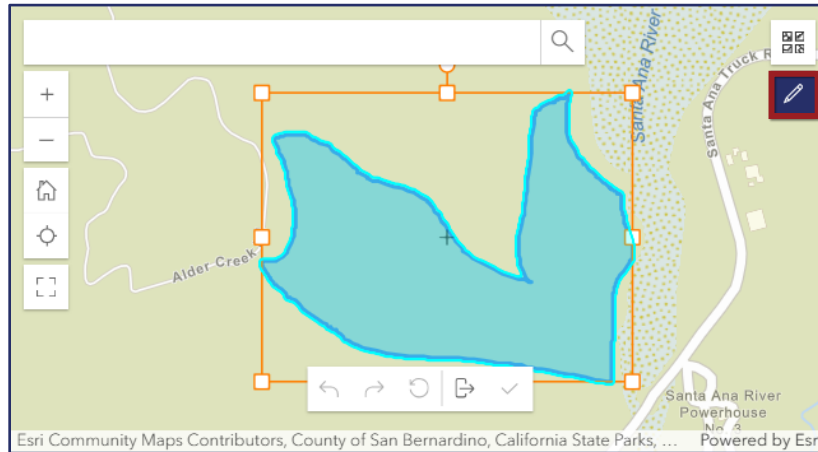
To do this, select the **Freehand Tool** on the map.



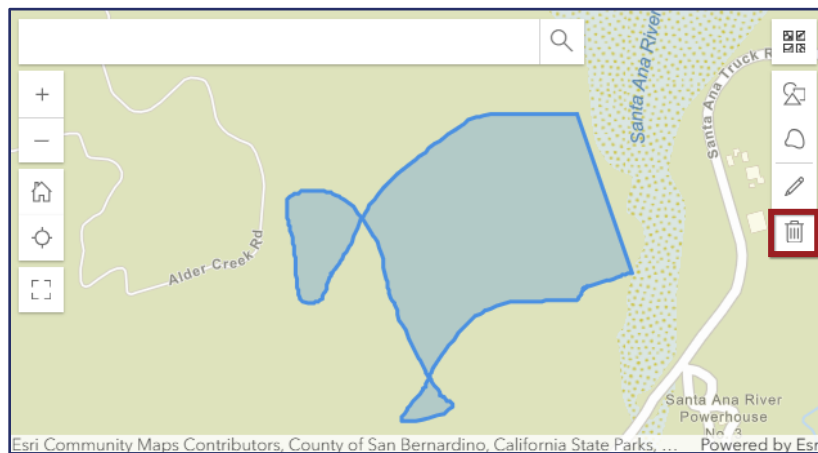


Use the lasso to draw an irregular shape around the area where the incident occurred. Be careful not to draw shapes that cross over or loop back on themselves, as these types of shapes are invalid and need to be corrected. The shape in the image below is valid and without error because it does not overlap with itself.

You can edit freehand shapes by selecting the **Edit Tool**. You can resize, reposition, and rotate the shape. However, you cannot correct an image that overlaps itself with the Edit Tool.



If you create an image that overlaps with itself, use the **Delete Tool** to erase the shape and start over.





Logging Location Information

The location types are organized into fourteen categories. When determining the location incident type, think about where the location is and what the building or space is used for.

Location Type	Description	Examples
Agriculture Structure	A structure used solely for agricultural purposes in which the use is exclusively in connection with the production, harvesting, storage, drying, or raising of agricultural commodities, including the raising of livestock.	<ul style="list-style-type: none"> • Farm buildings • Farm auction houses • Veterinary locations handling livestock
Assembly	Places used for people gathering for entertainment, recreation, and worship.	<ul style="list-style-type: none"> • Community centers • Outdoor arenas • Amusement parks • Religious places of worship • Museums
Commercial	A commercial property is one that is used to make money by either leasing out the property or holding and reselling it. Examples of commercial property spaces include office buildings, restaurants, and retail structures.	<ul style="list-style-type: none"> • Restaurants • Retail stores • Theaters • Gas or charging stations • Veterinary locations handling family pets
Education	Buildings used for academic or technical classroom instruction, such as elementary, middle, or high schools, and classroom buildings on college or university campuses.	<ul style="list-style-type: none"> • Preschool • Elementary, middle, or high school • College campus
Government	Buildings being owned, rented, or leased by the executive branch of local, state, or federal government or its direct or indirect contractors.	<ul style="list-style-type: none"> • Fire stations • Prisons • Courthouses • Post offices • DMV locations
Industrial	An industrial building is a structure used for the production, storage, or distribution of goods and services.	<ul style="list-style-type: none"> • Factories and plants
Health Care	Buildings used as diagnostic and treatment facilities for patient care.	<ul style="list-style-type: none"> • Doctor's office • Hospital • Urgent care facility • Nursing home • Rehabilitation center
Residential	A residential building is a non-commercial structure designed for people to live in, such as a house, apartment, or condominium.	<ul style="list-style-type: none"> • House • Apartment • Condominium • Townhouse • Mobile Home • Congregate housing
Unclassified	A location or structure that cannot be classified into any other location types.	



Location Type	Description	Examples
Utility / Miscellaneous	Structures that house stationary equipment for telephone, electric power, public water supply, or sewerage services.	<ul style="list-style-type: none"> • Airports • Bus / Train Terminals • Power plants • Water treatment plants • Recycling facility
Storage	A structure, or part of a structure, primarily used for storing or sheltering goods.	<ul style="list-style-type: none"> • Utility / garden shed • Shipping containers • Permanent storage facilities or warehouses
Roadway / Access	A strip/parcel of land used to facilitate/enable travel.	<ul style="list-style-type: none"> • Sidewalks • Bridges • Tunnels • Railroad yards • Parking lots • Streets or highways
Outdoor	An outdoor location is a place outside of a building or shelter, such as a natural environment or urban landscape.	<ul style="list-style-type: none"> • Playground • Orchard on a farm • Forest • Waterfront location • Vacant land
Outdoor Industrial	An outside area used for the production, storage, or distribution of goods and services.	<ul style="list-style-type: none"> • Landfills • Mines • Derricks in an oil field • Construction site

Incident Data Captured: Location Information

- How incident is best represented on a map
- Whether incident location different than the dispatch location
- Location type
- Specific use of location type
- Whether the location was in use
- If vacant, apparent reason for vacancy
- Whether there were people present



6.4 Interagency Aid

Aid between fire service jurisdictions with different NERIS IDs for emergency response.



Mutual Aid:

Typically involves a request after initial dispatch or arrival of the primary firefighting resource.



Automatic Aid:

Prearranged agreement or practice that automatically dispatches resources to a specific incident.

Nature of Aid Provided

For each department, describe the nature of the aid provided with the options in the dropdown menu:

Aid in Support of a Primary Entity

Aid is given/received by a neighboring entity to support a primary entity during an incident response by providing additional resources. In this situation, both entities are present at an incident and the entity providing aid is outside of its jurisdictional boundary.

Aid in Lieu of a Primary Entity

Aid is given/received by a neighboring entity when it temporarily assumes the operational responsibilities of another department during an incident response, usually under contract or standing formal agreement.

Aid Acting as a Primary Entity

Aid is given/received by a neighboring entity when it temporarily assumes the operational responsibilities of another department during an incident response, usually under contract or standing formal agreement.

Incident Data Captured: Interagency Aid

- Was there mutual/automatic aid provided on the incident?
- Was aid provided by or given to another agency on the incident?
- Describe the nature of the aid provided.
- NERIS ID of fire department for which aid was provided.
- Did other support agencies provide aid on the incident?



6.5 Special Incident Modifiers

A special incident modifier is a selection you can make in an incident report in NERIS to help describe the magnitude or class of an incident. For many incidents you select none, but identifying when these special incidents occur provides a department with helpful data.

From the dropdown menu, you have the option to select the following modifiers:



An **Active Assailant** Incident describes a situation in which one or more individuals are actively engaged in harming, injuring, or attempting to harm or injure people in a populated area.



A **Mass Casualty Incident**, or MCI, is an emergency casualty incident involving multiple persons with bodily injuries that exceeds the capacity of the medical resources available.



A **Federal-, State-, County-, or Local-Declared Disaster** is an unusual occurrence or unforeseen situation that seriously overtaxes or threatens to seriously overtax the routine capabilities of a fire entity and possibly any other entities providing assistance.



An **Urban Conflagration** is a large, destructive fire that spreads beyond natural or artificial barriers. It can be expected to result in large monetary loss and may or may not include fatalities. An urban conflagration moves beyond a block and destroys whole sections of a city.



Violence Against Responder incidents refer to any physical or verbal aggression, threats, or harmful actions directed at firefighters, emergency medical technicians, paramedics, and other first responders during the course of their duties.

Incident Data Captured: Special Incident Modifiers

- Special situations that can help describe the magnitude or class of the incident.



NOTE: Sometimes an incident that looks isolated is actually part of a larger, developing disaster. When that bigger picture becomes clear, it is important to go back and update the incident report, so the special incident modifier reflects that connection.



NOTE: More than one box can be checked if applicable to the incident.



6.6 Actions and Tactics

The Actions and Tactics module collects incident details of department actions taken on-scene and post-arrival, as well as what was done to resolve the incident.

Most Actions and Tactics populate additional questions and options when selected to collect more specific information. Once a selection is made, further questions and options may appear below.

If no actions or tactics are taken, select **No** and indicate the reason for no action:

- **Cancelled:** Select for a situation in which a call was cancelled en route and the department never arrived on scene.
- **Staged/Standby:** Select for situations in which a department is called to an incident where you are prepared if support is needed, for example, an airplane emergency.
- **No Incident Found:** Select for incidents in which you arrive on scene but find no emergency.



Incident Data Captured: Actions and Tactics

Actions and tactics taken as part of the incident response:

- Emergency Medical Care
- Command and Control
- Forcible Entry
- Investigation
- Suppression
- Containment
- Ventilation
- Search Structure
- Non Structure Search
- Salvage and Overhaul
- Personnel Contamination Reduction
- Hazardous Situation Mitigation
- Provide Evacuation Support
- Provide Equipment
- Provide Services
- Information Enforcement



NOTE: The rescue of civilians from a harmful or hazardous situation is not noted in Actions and Tactics. Instead, this data is collected in the following module, Casualties and Rescues.



6.7 Civilian Casualties and Rescues

Log all available civilian casualty and rescue information in this module to provide critical data that informs fire safety precautions and procedures.

If there is more than one, use the circled numbers to toggle between each casualty or rescue to provide relevant details.



NOTE: Be accurate with your incident type and details to allow for a complete report, as your detail prompts and input fields may change depending on your selections.

Incident Data Captured: Civilian Casualties and Rescues

- Number of civilians rescued and/or injured (fatal or nonfatal) during the incident
- Primary rescue action taken
- Actions taken to support the rescue
- Conditions that impacted the rescue
- Whether the presence of an occupant(s) in need of rescue was known
- Nature of casualties
- Birth month and year of the person(s) injured or rescued
- Gender of the person(s) injured or rescued
- Race of the person(s) injured or rescued

6.8 Firefighter Casualties and Rescues

Log all available firefighter casualty and rescue information in this module to provide critical data that informs fire safety precautions and procedures. You will notice that the subsequent detail prompts and input fields may change depending on your selection.

If there is more than one, use the circled numbers to toggle between each casualty or rescue to provide relevant details.



NOTE: Be as accurate as possible. This information is critically important because it provides data that informs fire safety precautions and procedures designed to save lives.



Incident Data Captured: Firefighter Casualties and Rescues

- Number of civilians rescued and/or injured (fatal or nonfatal) during the incident
- Whether a mayday was called as part of the incident operations
- When the mayday was called, relative to suppression
- Whether a rapid intervention team was activated
- Whether the firefighter was rescued, evacuated, or if there was no rescue
- Rescue actions taken
- Conditions that impacted the rescue
- Nature of the casualty
- Apparent cause of the casualty
- Job classification of the firefighter
- Unit firefighter was assigned to for the incident
- Whether there was continuity of company at the time of the incident
- The duty state of the firefighter at the time of the incident
- Firefighter duties at the time of the incident
- PPE worn during time of incident
- Whether incident command structure was in place during incident
- Stage of the incident when the injury occurred
- Rank of firefighter
- Years of service
- Birth month and year, gender, and race of firefighter injured or rescued

6.9 Fire Protection Information

Fire protection information prompts about smoke alarms or fire suppression systems appear in NERIS even when your incident is not fire-related.

The fire protection information gathered in any incident helps departments identify risks before they turn into emergencies. Every time you log what you see — even partially — you build a clearer picture of your community's safety.



When reporting incidents, logging fire protection information is required only for structure fires. That is because these events provide the most critical data on smoke alarm performance and prevention effectiveness. For all other call types, entering this information remains optional, but it is still extremely helpful. If any of the fire protection devices are marked as present, additional options will appear.



NOTE: Mandatory questions are highlighted in pink or red and have a red asterisk at the end of the prompt. They must be completed before submitting the report.

Incident Data Captured: Fire Protection Information

- Whether there was at least one smoke alarm present
 - Types of smoke alarms present
 - Whether smoke alarm operated as intended during the incident
 - Occupant reaction or inaction resulting from the alarm signal
 - Any reasons for alarm failure
- Whether the building was fitted with a whole building fire alarm system that includes fire detection devices, alarm pull stations, and alarm notification devices
 - Type of fire alarm system present
 - Whether fire alarm operated as intended
- Whether other alarm systems for detecting gases or harmful conditions were installed within the building
 - Types of alarm systems present
- Whether there was a fire suppression (sprinkler) system in the building
 - Fire suppression details
- Whether there was any type of fire protection system or fire prevention technology focused on reducing damage from cooking fires installed above or in proximity of the cooking appliance
 - Type of system present



6.10 Fire Incident Information

This module only appears for fire incident types.

Incident Data Captured: Fire Incident Information

- Primary nature of the fire incident (structure or outside fire)
- Extinguishment tools used for fire suppression
- Water supply type utilized for the incident
- Assessment by incident commander or officer in charge of the incident as to whether the fire necessitated a formal fire investigation
- Category of the general type of investigation completed at the structure fire incident



NOTE: Choosing an accurate incident type is crucial as the Fire Incident Information module only activates when a fire incident type is selected.

6.11 Emergency Medical Information

This module only appears for medical incident types. If there is more than one patient, toggle between the numbered circles to add details for each patient.

Incident Data Captured: Emergency Medical Information

- Number of patients that received emergency medical care
- Patient care report identification number
- Status of patient care needs based on evaluation
- Status of the patient after arrival and intervention
- The transport outcome of the incident



NOTE: Choosing an accurate incident type is crucial as the Emergency Medical Information module only activates when a medical incident type is selected.



6.12 Tactics-Based Time Stamps

The tactics-based time stamps module collects day and time data for events that occur during the incident. Record day and time in the 24-hour format: YYYY-MM-DD HH:MM:SS.

Incident Data Captured: Tactics-Based Time Stamps

- Time at which incident size up was complete
- Time at which water is first applied to fire
- Time at which fire was knocked down
- Time at which suppression was complete
- Time at which primary search operation began
- Time at which primary search operations were complete

6.13 Emerging Hazards

An emerging hazard is any new, evolving, or previously unrecognized threat that poses an increased risk of additional hazard in a fire incident. These hazards often stem from new technologies, modern building materials, or advanced construction methods that can potentially change how fires behave or how responders must operate.

In NERIS, we track when these hazards are present, when they are involved in the incident, and whether they are the source of the fire or a target. By capturing accurate information about whether each hazard was present and whether it played a role in the incident, we can better understand the true frequency and impact of these threats.

Examples of Emerging Hazards that have been Tracked

- Energy storage systems
- E-mobility devices
- Electric vehicles as electrification hazards
- Power generation hardware
- Corrugated stainless steel tubing used in construction
- Medical oxygen



NOTE: Due to the nature of the development and use of new technology, this module is likely to change to adapt to new hazards as they are identified.



NOTE: This module is meant for new, evolving, or previously undocumented hazards related to stored energy, batteries, and emerging technologies. It is not for recording traditional electrical failures.

Incident Data Captured: Emerging Hazards

- When recognized hazards are present
- When they are involved in an incident
- Nature of emerging hazard involvement
- Contextual information for specific hazards

6.14 Displacements

Displacements occur when people or businesses are unable to inhabit or operate in their home or business as a result of damage from the primary incident.

Logging Displacements

In the Displacements section, record displacements only for the central incident. Exclude any displacements that occurred because of exposures as they are covered in the Exposures section.

Incident Data Captured: Displacements

- The number of properties, structures, or vehicles damaged or destroyed from the incident
- Apparent cause of the displacement(s)



NOTE: It is important to designate the correct property use in Location Information in section one, as it informs the kind of displacement that has occurred in the incident.



6.15 Exposures

Exposures occur where property is damaged or destroyed beyond the initial incident. In the Exposures section, record whether there were exposures to other objects, properties, or units within a property.

Incident Data Captured: Exposures

- The number of additional properties, structures, or vehicles damaged or destroyed from the incident
- The type of exposure being reported
 - External (building to building, building to vehicle)
 - Internal (occupancy A to occupancy B within the same structure)
- Type of exposure unit
- Unit alphanumeric value
- If vacant, the apparent reason for vacancy
- Whether there were people present in the exposure
- Rating of damage
- Total number of occupants/businesses that were displaced from the exposure
- Apparent cause of displacements

6.16 Incident Narrative

The incident narrative should supplement the information in the rest of the form. There is no need to repeat information already captured in previous sections.

Incident Data Captured: Incident Narrative

- Obstacles, including a description of any challenges that impacted the incident, such as unknown or novel hazards, weather conditions, or equipment malfunctions
- Final disposition, which should include a description of how the incident concluded and condition of the scene upon departure



7 Resources

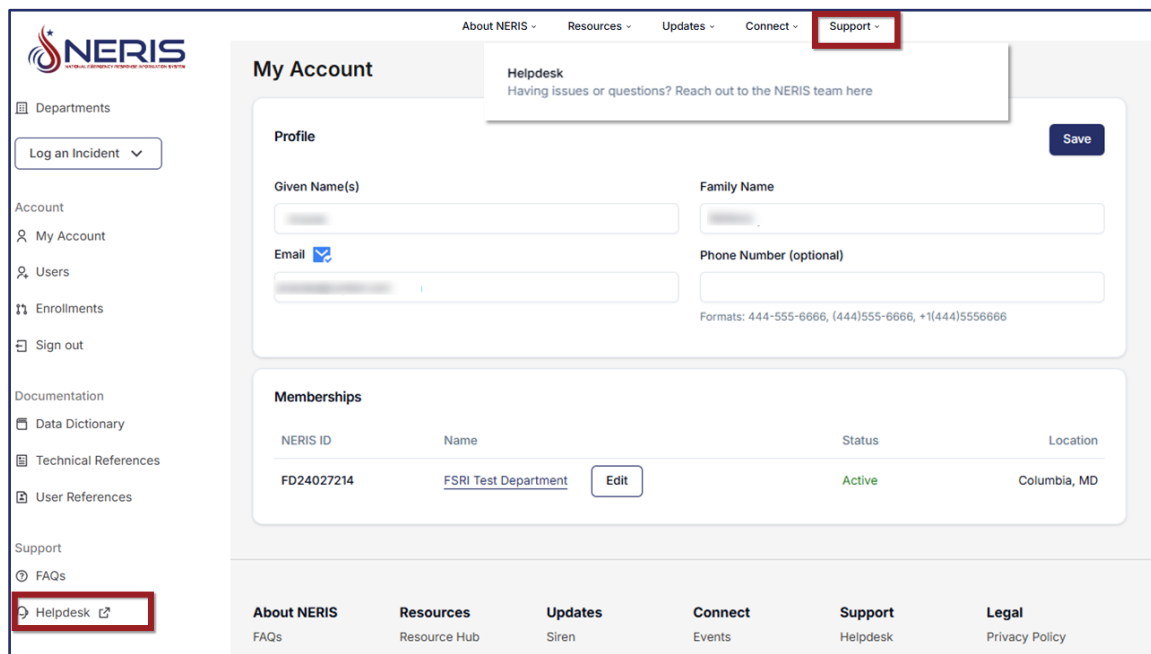
NERIS offers multiple resources to help you expand your knowledge.

7.1 Accessing the Helpdesk

If you are ever uncertain about how to accomplish a task within NERIS or need more information or guidance, the Helpdesk is accessible at any time in two places on the NERIS website:

1. In the left navigation menu.
2. In the top navigation menu, listed under **Support**.

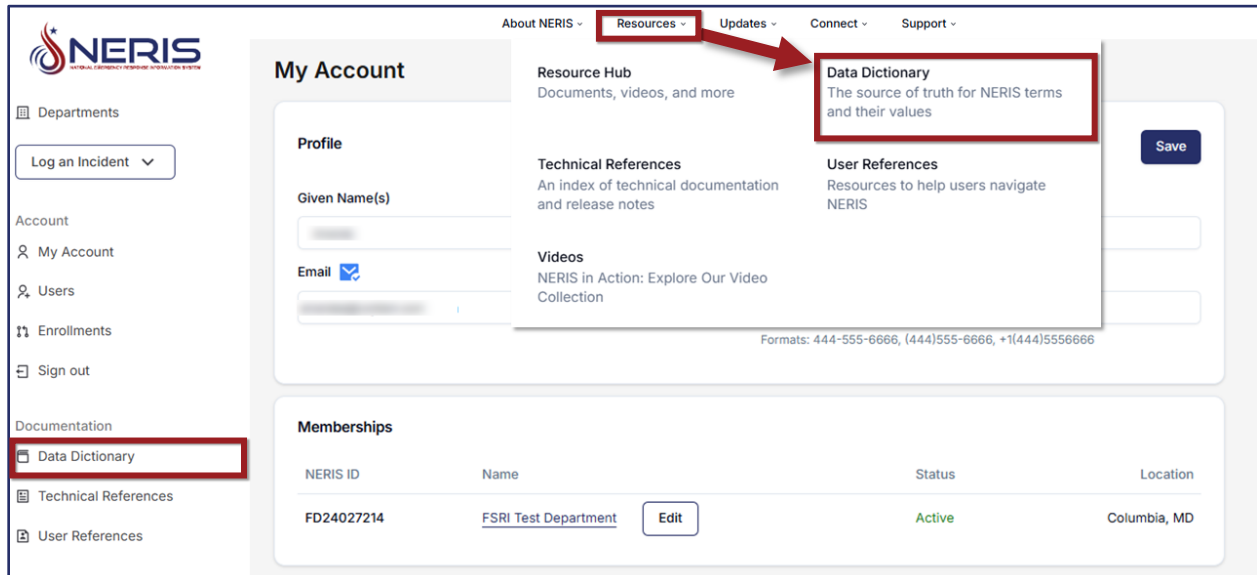
You can also use the Helpdesk to submit any issues you are experiencing while using NERIS.



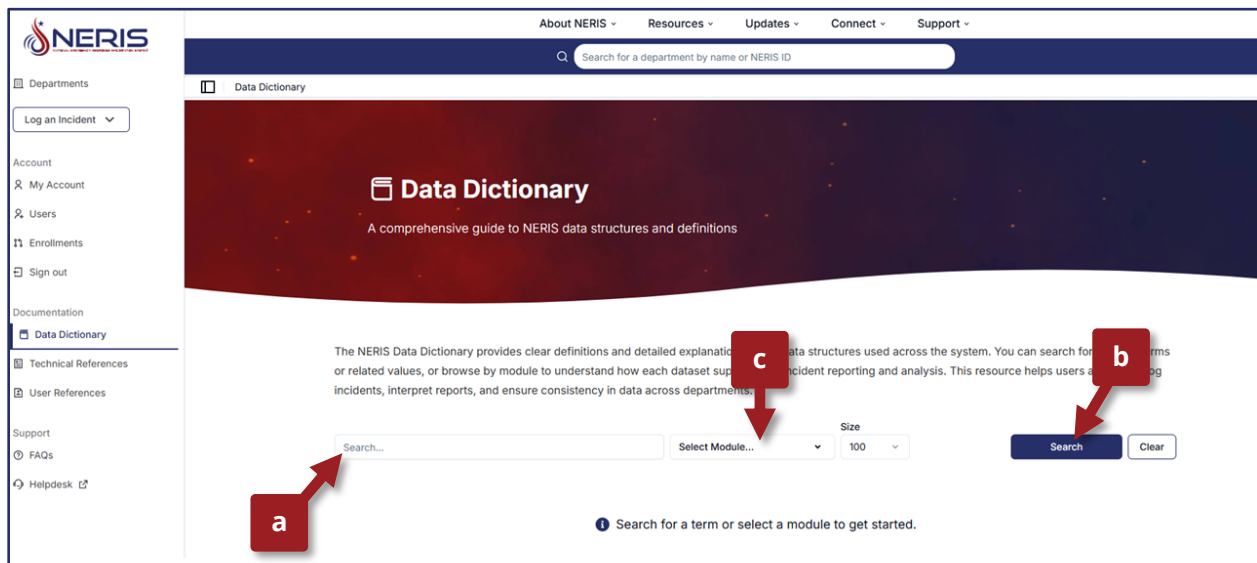


7.2 Data Dictionary

The Data Dictionary is a resource that provides clear definitions of technical information. You can access this resources directly from the left navigation menu in NERIS under **Documentation**, or by selecting **Resources** in the top navigation menu and selecting it from the dropdown menu.



To search a topic, you can either enter a term in the search field (a) and select **Search** (b) or select a module from the dropdown menu (c).



You can also type a module name in the search field that appears.



Select the module you need from the search results.

Incident - Outcome Narrative	Incident - Impedance Narrative	Incident - Non Fire Department Aid	Incident - Aid Department Name
Incident - Aid Type	Incident - Aid Direction	Incident - Actions and Tactics	Incident - No Action
Incident - Animal Rescue(s)	Incident - Cause for Displacement	Incident - Number Displaced	Incident - People Present
Incident - Incident Polygon	Incident - Incident Point	Incident - Incident Special Modifiers	Incident - Primary Incident Type
Incident - Incident Type(s)	Incident - Internal ID	Incident - Incident NERIS ID	

To access technical information and definitions, select **Values**.

Incident - Incident Type(s)
Disposition or final incident type as assessed on scene.

modules: **Core Incident** type: text element name: incident_final_type

Values ⌵

Incident - Internal ID
Department's internal unique identifier for the incident.

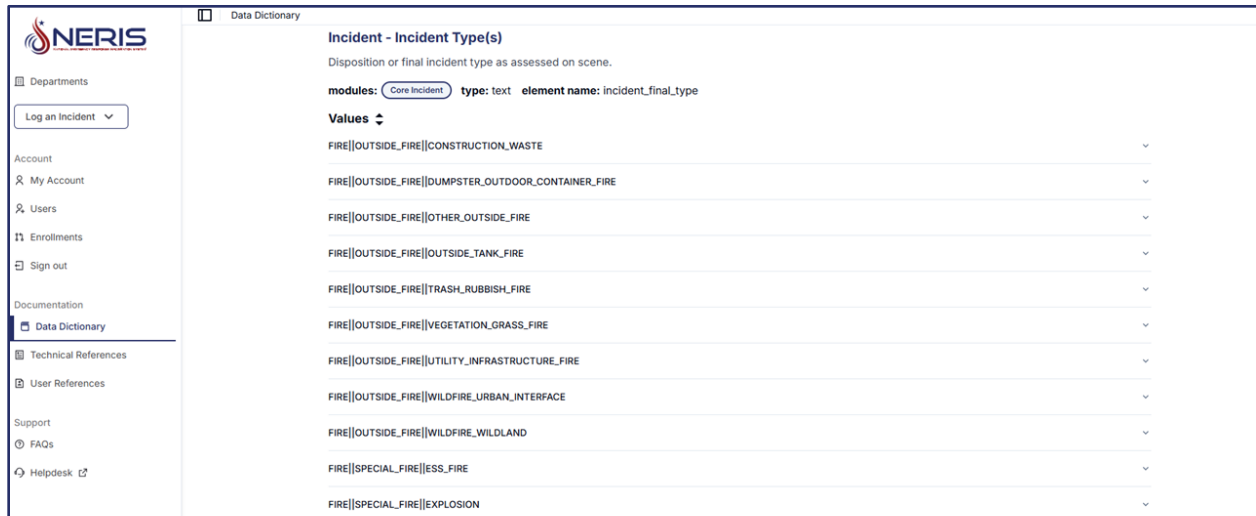
modules: **Core Incident** type: text element name: incident_internal_id

Incident - Incident NERIS ID
Unique identifier in NERIS for the incident. Combination of NERIS ID, Entity Incident ID, and Epoch time conversation of 'call_create_time'

modules: **Core Incident** type: text element name: incident_neris_id



This opens a list of terms, in this case, every incident type available in NERIS. Scroll to explore the list and select the title or the arrow to the right to expand the field and display further details.



Incident - Incident Type(s)
Disposition or final incident type as assessed on scene.
modules: **Core Incident** type: text element name: incident_final_type

Values

- FIRE||OUTSIDE_FIRE||CONSTRUCTION_WASTE
- FIRE||OUTSIDE_FIRE||DUMPSTER_OUTDOOR_CONTAINER_FIRE
- FIRE||OUTSIDE_FIRE||OTHER_OUTSIDE_FIRE
- FIRE||OUTSIDE_FIRE||OUTSIDE_TANK_FIRE
- FIRE||OUTSIDE_FIRE||TRASH_RUBBISH_FIRE
- FIRE||OUTSIDE_FIRE||VEGETATION_GRASS_FIRE
- FIRE||OUTSIDE_FIRE||UTILITY_INFRASTRUCTURE_FIRE
- FIRE||OUTSIDE_FIRE||WILDFIRE_URBAN_INTERFACE
- FIRE||OUTSIDE_FIRE||WILDFIRE_WILDLAND
- FIRE||SPECIAL_FIRE||ESS_FIRE
- FIRE||SPECIAL_FIRE||EXPLOSION

Use the data dictionary any time you need to search for definitions and further information on modules or terms used in NERIS.



7.3 Videos

These videos are designed to provide additional information for using NERIS. You can find them on the NERIS website's Resource Hub.

Video Category	Video Title
How to	Submit a No Activity Confirmation Form
How to	Use the Data Dictionary
How to	View, Edit, and Print Incident Reports
Incident Types Explained	Cooking Fires
Incident Types Explained	Medical Assist
Incident Types Explained	Miscellaneous Fire in a Structure
Incident Types Explained	Motor Vehicle Collision
Incident Types Explained	Move-Up
Incident Types Explained	Public Service
Incident Types Explained	Smoke Investigations
Incident Types Explained	Transportation Fires
Incident Types Explained	Unauthorized Burning
Incident Types Explained	Vegetation Fires and Wildfires
Incident Types Explained	Water Incidents
Logging an Incident	Actions and Tactics Explained
Logging an Incident	Advanced Logging an Incident
Logging an Incident	Alarms
Logging an Incident	Cancellations
Logging an Incident	Displacements and Exposures
Logging an Incident	Emerging Hazards
Logging an Incident	EMS
Logging an Incident	Fire Protection
Logging an Incident	Hazardous Materials Calls in a Transportation Setting
Logging an Incident	Incident Modifier
Logging an Incident	Interagency Aid
Logging an Incident	Location Selection Tools
Logging an Incident	Locations Explained
Logging an Incident	Logging a Complex Incident with a Rescue
Logging an Incident	Logging an Incident
Logging an Incident	Logging an Incident with a Rescue: Motor Vehicle Collision with Entrapment
Logging an Incident	Motor Vehicle Collisions with Injury
Logging an Incident	Other Agency Aid
Logging an Incident	Structure Fire and Civilian Rescue
Logging an Incident	Structure Fire and Firefighter Rescue
Quick Start Video	General User
Quick Start Video	Site Administrator
Site Administrator Tasks	API Vendor Integration
Site Administrator Tasks	Department Insights Basic Navigation




Appendix A - Station Unit Types

The tables below list descriptions of unit types that are organized by category, such as medical, helicopter, engine, etc., as seen in NERIS. The images for each unit type are AI generated, where each unit type was used as the fourth criteria in the prompt. The following citations are indicated in the table for each unit type.

¹Google Gemini response to “I need you to create images of fire trucks that prompt you to. They have to be the same image quality and be consistent. This will be for the NERIS project, 1. photo-realistic apparatus photo, 2. Let’s try 3/4 angle, 3.Use the same background. Clean white background, 4. [unit type], 5. The brand should be for NERIS and have them as US Fire Trucks. Colors Red and White.” September 7-10, 2025. Edited for style and content.



²ChatGPT, OpenAI response to “I need you to create images of fire trucks that prompt you to. They have to be the same image quality and be consistent. This will be for the NERIS project, 1. photo-realistic apparatus photo, 2. Let’s try 3/4 angle, 3.Use the same background. Clean white background, 4. [unit type], 5. The brand should be for NERIS and have them as US Fire Trucks. Colors Red and White.” September 7-10, 2025. Edited for style and content.

Crew

Unit Type	Technical Guidance	Operational Description	Resource Reference Type	NERIS Value
Crew Transport ¹ 	This resource describes a unit that is typically used for transporting large numbers of firefighters. Equipment on this resource likely includes seating for ten or more firefighters.	This resource type typically uses a large passenger van or customized derivative. It is typed in the FEMA 508-4 document. Most typically used for wildfire response incidents.	FEMA 508-4, Crew Transport	CREW_TRANS





Engine

Unit Type	Technical Guidance	Operational Description	Resource Reference Type	NERIS Value
<p>Engine (Structural)¹</p> 	<p>This resource describes a fire suppression unit that is typically used for structural firefighting. Equipment on this resource must include a sufficiently sized pump, water, tools, and the ability to transport firefighters to an emergency scene.</p>	<p>This resource type typically involves commercial or custom chassis with a variety of seating configurations and compartmentation strategies. The unit should generally meet NFPA 1901, Chapter 5, FEMA 508-4 (Type 1 and 2), and NWCG Publication PMS 200 Type 1 and 2.</p>	<p>NFPA 1901 3.3.146, NFPA 1901 Chapter 5, FEMA 508-4 Page 7, NWCG PMS200</p>	<p>ENGINE_STRUCT</p>
<p>Engine (Wildland Interface)¹</p> 	<p>This resource describes a fire suppression unit that is typically used to combat outdoor hostile fires, although some types have structural firefighting capacity. Equipment on this resource must include a sufficiently sized pump, water, tools and the ability to transport firefighters to an emergency scene. This resource has increased maneuverability and off-road capacity to assist with fire suppression in difficult terrain and topography.</p>	<p>This resource type typically involves commercial or custom chassis with a variety of seating configurations and compartmentation strategies. The unit should generally meet NFPA 1901, Chapter 5, FEMA 508-4 (Type 3+), and NWCG Publication PMS 200 Type 3+.</p>	<p>NFPA 1901 Chapter 6, FEMA 508-4 Page 7, NWCG PMS200</p>	<p>ENGINE_WUI</p>






Boat




Unit Type	Technical Guidance	Operational Description	Resource Reference Type	NERIS Value
Fire / Rescue Boat, Small (Craft Length of < 20 feet) ¹ 	This resource describes a smaller watercraft designed to transport firefighters and tools to a fire that is typically used for response in a smaller marine or shoreline environment. Equipment on this resource usually includes a pump and other fire suppression and/or rescue equipment.	This resource type typically is a small watercraft that can be towed on a trailer for deployment and response in a marine or shoreline environment. Generally, meets FEMA 508-4 Fire Boat, Type 3.	FEMA 508-4 Page 8	BOAT
Fire Boat, Large (Craft Length of 20+ feet) ¹ 	This resource describes a large watercraft that is typically used for fire and rescue responses in large and complex harbors and other shoreline environments. Equipment on this resource includes a large fire pump, a variety of master stream nozzles, and other equipment for fire suppression activities.	This resource type typically is a larger watercraft that is found in a dock or shoreline fire station for deployment and response in the water. Generally, meets FEMA 508-4 Fire Boat, Type 1 and 2.	FEMA 508-4 Page 8	BOAT_LARGE




Ladder, Platform

Unit Type	Technical Guidance	Operational Description	Resource Reference Type	NERIS Value
<p>Ladder or Truck, Rear or Mid-Mount Ladder < 75' No Suppression Capability¹</p> 	<p>This resource describes a fire unit with a ladder or other aerial device that is typically used for victim access and rescue above the ground floor and utilization of elevated master streams. Equipment on this resource includes a fixed ladder device of less than 75 feet and other tools and equipment for fireground support activities.</p>	<p>This resource is a conventional ladder without fire suppression capability with an aerial device length of less than 75 feet.</p>	<p>NFPA 1901 3.3.5 and Chapter 8, FEMA 508-4 Page 9</p>	<p>LADDER_SMALL</p>
<p>Ladder or Truck, Rear or Mid-Mount Ladder < 75' Suppression Capable²</p> 	<p>This resource describes a fire unit with a ladder or other aerial device that is typically used for victim access and rescue above the ground floor and utilization of elevated master streams. Equipment on this resource includes a ladder or aerial device of 75 feet or less that has a permanently mounted fire pump, water tank, hose storage, aerial device with waterway, and ground ladders.</p>	<p>This resource is a "quint" by definition and includes an aerial device length of 75 feet or less, combined with fire suppression capability.</p>	<p>NFPA 1901 3.3.5 and Chapter 8 &9, FEMA 508-4 Page 9</p>	<p>LADDER_QUINT</p>
<p>Ladder or Truck, Rear or Mid-Mount Ladder 75'+ No Suppression Capability¹</p> 	<p>This resource describes a fire unit with a ladder or other aerial device that is typically used for victim access and rescue above the ground floor and utilization of elevated master streams. Equipment on this resource includes a fixed ladder device of more than 75 feet and other tools and equipment for fireground support activities.</p>	<p>This resource is a conventional ladder without fire suppression capability with an aerial device length of more than 75 feet.</p>	<p>NFPA 1901 3.3.5 and Chapter 8, FEMA 508-4 Page 9</p>	<p>LADDER_TALL</p>






Unit Type	Technical Guidance	Operational Description	Resource Reference Type	NERIS Value
<p>Ladder or Truck, Rear or Mid-Mount Ladder 75'+ Suppression Capable¹</p> 	<p>This resource describes a fire unit with a ladder or other aerial device that is typically used for victim access and rescue above the ground floor and utilization of elevated master streams. Equipment on this resource includes a ladder or aerial device of 75 feet or more that has a permanently mounted fire pump, water tank, hose storage, aerial device with waterway, and ground ladders.</p>	<p>This unit is a "quint" by definition and includes an aerial device length of 75 feet or more, combined with fire suppression capability.</p>	<p>NFPA 1901 3.3.5 and Chapter 8 &9, FEMA 508-4 Page 9</p>	<p>QUINT_TALL</p>
<p>Elevated Platform, Rear or Mid-Mount Ladder > 75' No Suppression Capability¹</p> 	<p>This resource describes a fire unit with a platform mounted to a box beam or other non-ladder aerial device that is typically used for victim access and rescue above the ground floor and utilization of elevated master streams. Equipment on this resource includes a platform at the end of an aerial device of more than 75 feet and other tools and equipment for fireground support activities.</p>	<p>This unit is a platform-type aerial on either a ladder or beam-style configuration without fire suppression capability with an aerial device length of more than 75 feet.</p>	<p>NFPA 1901 3.3.5 and Chapter 8, FEMA 508-4 Page 9</p>	<p>PLATFORM</p>
<p>Elevated Platform, Rear or Mid-Mount Ladder > 75' with Suppression Capability¹</p> 	<p>This resource describes a fire unit with a platform mounted to a box beam or other non-ladder aerial device that is typically used for victim access and rescue above the ground floor and utilization of elevated master streams. Equipment on this resource includes a platform at the end of an aerial device of more than 75 feet, pump, water tank, and other tools and equipment for fireground support activities.</p>	<p>This unit is a platform-type aerial on either a ladder or beam-style configuration with fire suppression capability with an aerial device length of more than 75 feet.</p>	<p>NFPA 1901 3.3.5 and Chapter 8 &9, FEMA 508-4 Page 9</p>	<p>PLATFORM_QUINT</p>



Unit Type	Technical Guidance	Operational Description	Resource Reference Type	NERIS Value
<p>Tractor-drawn Aerial Unit¹</p> 	<p>This resource describes an aerial ladder that is characterized by two steering axles in the front and rear of the unit and a joint for articulation while driving that is typically used in communities with difficult vehicular access or turning radius limitations. Equipment on this resource includes a ladder exceeding 75 feet, along with tools and equipment for fireground support activities.</p>	<p>This unit is traditionally referred to as a "hook and ladder" and can include fire suppression capability.</p>	<p>NFPA 1901 3.3.5 and Chapter 8</p>	<p>LADDER_TILLER</p>





Helicopter

Unit Type	Technical Guidance	Operational Description	Resource Reference Type	NERIS Value
Helicopter, Multiuse ¹ 	This resource describes a rotary-wing aerial platform used for a multitude of emergency services tasks including, but not limited to, fire suppression, situational awareness, reconnaissance, victim transportation, crew logistics, etc.	This aviation asset is multi-functional and can describe shared aviation assets.	FEMA 508-4 Page 18, NWCG PMS 200, NWCG PMS 510	HELO_GENERAL
Helicopter, Fire Suppression ¹ 	This resource describes a rotary-wing aerial platform used for firefighting purposes.	This aviation asset is targeted at the fire suppression mission, which can include water and fire suppression product drops, reconnaissance, crew transportation and other related functions. NWCG Type 1-3, FEMA 508-4 Type 1-4, FEMA 508-4 Helitanker (Large Helicopter)	FEMA 508-4 Page 18 and 19, NWCG PMS 200, NWCG PMS 510	HELO_FIRE
Helicopter, Rescue/EMS ¹ 	This resource describes a rotary-wing aerial platform used for emergency medical mission components including victim access, rescue, and transportation to medical facilities.	This aviation asset is targeted at the emergency medical and rescue mission, which can include oceanic and terrestrial rescue. Generally meets FEMA 508-3 Types 1-4.	FEMA 508-3 Page 5	HELO_RESCUE






Unmanned Aerial

Unit Type	Technical Guidance	Operational Description	Resource Reference Type	NERIS Value
Drone/UAV - Fire Suppression ¹ 	This resource describes an unmanned aerial vehicle utilized for fire suppression purposes.	The resource type can be rotary or fixed wing.	NWCG PMS 200, 515, NFA 2400	UAS_FIRE
Drone/UAV - Recon or Situational Awareness ¹ 	This resource describes an unmanned aerial vehicle utilized for reconnaissance purposes.	The resource type can be rotary or fixed wing.	NWCG PMS 200, 515, NFA 2400	UAS_RECON






Other Aerial



Unit Type	Technical Guidance	Operational Description	Resource Reference Type	NERIS Value
Fixed Wing, Fire Suppression ¹ 	This resource describes an aviation asset designed or configured for a fire suppression mission in a wildfire environment.	This aviation asset is used for fire suppression purposes meeting the general definition of NWCG PMS 200 Airtanker Type 1-4.	NWCG PMS 200,	AIR_TANKER
Fixed Wing, EMS ¹ 	This resource describes an aviation asset designed for emergency medical transportation.	This aviation asset for emergency medical purposes meeting the general definition of FEMA 508-3 Page 4, Types 1-4.	FEMA 508-3 Page 4	AIR_EMS
Fixed Wing, Recon or Other ¹ 	This resource describes an aviation asset designed for situational awareness, command, reconnaissance and other emergency purposes.	This fixed wing aviation asset may be used to meet a wide variety of emergency incident needs.	N/A	AIR_RECON



Medical



Unit Type	Technical Guidance	Operational Description	Resource Reference Type	NERIS Value
Ambulance, ALS ¹ 	This resource describes a vehicle that is used for patient treatment and transportation. Equipment on this resource includes advanced life support capability, staffing, and licensure.	This resource type has advanced life support capability, as licensed by the local or state jurisdiction that includes treatment beyond basic life support including intubation, cardiac monitoring, intravenous access, drug therapy, etc.	NFPA 1750 3.3.54.1, FEMA 508-3 Page 6 Types 1-5	ALS_AMB
Ambulance, BLS ¹ 	This resource describes a vehicle that is used for patient treatment and transportation. Equipment on this resource includes basic life support capability, staffing, and licensure.	This resource type has basic life support capability, as licensed by the local or state jurisdiction.	NFPA 1750 3.3.54.1, FEMA 508-3 Page 6 Types 1-4	BLS_AMB
EMS Response Vehicle (Non-Transport) ¹ 	This resource describes a response vehicle with no capacity to transport patients providing initial first response or supplemental care. This unit may be equipped with either ALS or BLS capability.	This resource usually describes a chase vehicle, first responder unit, quick response unit, or community paramedic resource.	FEMA 508-3 Page 6, Type 5	EMS_NOTRANS



Unit Type	Technical Guidance	Operational Description	Resource Reference Type	NERIS Value
<p>EMS Supervisor¹</p> 	<p>This resource describes response vehicles whose purpose is to provide oversight, command, and control for the emergency medical program of a jurisdiction.</p>	<p>This resource is typically a single resource staffed by one responder.</p>	<p>N/A</p>	<p>EMS_SUPV</p>
<p>Medical Ambulance Bus (MAB)¹</p> 	<p>A response vehicle that provides medical treatment/transportation services for multiple patients during mass casualty incidents.</p>	<p>N/A</p>	<p>N/A</p>	<p>MAB</p>





HazMat (Hazardous Materials)




Unit Type	Technical Guidance	Operational Description	Resource Reference Type	NERIS Value
<p>Hazardous Materials Unit¹</p> 	<p>This resource describes a unit containing supplies and equipment to support hazardous materials identification, containment, and mitigation in accordance with 29 CFR 1910.120.</p>	<p>This resource type covers a wide array of hazardous materials units but is usually a self-contained response vehicle for incidents of long duration.</p>	<p>FEMA 508-4 Page 13, NFPA 1901, Chapter 10</p>	<p>HAZMAT</p>
<p>Decontamination Unit¹</p> 	<p>This resource describes a unit with a mission targeted at mass decontamination at hazardous materials incidents. It is usually equipped with showers, tents, curtains and other supplies for conducting decontamination on a large scale.</p>	<p>This resource type typically supplements other hazardous materials resources to help with gross decontamination of large numbers of people/victims.</p>	<p>NFPA 1901, Chapter 10</p>	<p>DECON</p>



Rescue



Unit Type	Technical Guidance	Operational Description	Resource Reference Type	NERIS Value
<p>Rescue Unit, Multi-Function, Heavy²</p> 	<p>This resource describes a large, often customized, multi-purpose and multi-discipline rescue unit that is typically used for responding to a wide array of specialized incident types that could include confined space, high angle, machinery, and other rescue situations. Equipment on this resource includes significant equipment, including hydraulic rescue tools, pneumatic lifting air bags, rescue ropes and ancillary gear, etc.</p>	<p>Typically large, custom-chassis vehicles with many exterior equipment compartments. Some models feature a "walk-in" design with an interior space for firefighters, while "non-walk-in" designs maximize storage for tools.</p>	<p>NFPA 1901, Chapter 10</p>	<p>RESCU_HEAVY</p>
<p>Rescue Unit, Multi-Function, Medium¹</p> 	<p>This resource describes a medium-sized unit, often mounted on either a commercial or customized chassis that offers multi-discipline rescue equipment. It is not as comprehensive as a heavy rescue but still carries a significant amount of resource related to several rescue incident types. Equipment on this resource includes significant equipment, including hydraulic rescue tools, pneumatic lifting air bags, rescue ropes, and ancillary gear, etc.</p>	<p>This resource type typically reflects either a large commercial or custom rescue unit with 8+ compartments for the storage and quick deployment of rescue devices and equipment on a single rear axle. Generally, meets NFPA 1901, Chapter 10. Resource may be equipped with water and pumps.</p>	<p>NFPA 1901, Chapter 10</p>	<p>RESCUE_MEDIUM</p>



Unit Type	Technical Guidance	Operational Description	Resource Reference Type	NERIS Value
<p>Rescue Unit, Multi-Function, Light¹</p> 	<p>This resource describes a light-duty rescue unit that is typically mounted on a commercial chassis for limited rescue intervention. The equipment carried by this resource is limited and is usually targeted at high frequency rescue incidents, such as vehicle extrication and water rescue.</p>	<p>This resource type typically reflects a smaller commercial rescue unit with 6+ compartments for the storage and quick deployment of a limited quantity of rescue devices and equipment. Resource may be equipped with water and pump.</p>	<p>N/A</p>	<p>RESCUE_LIGHT</p>
<p>Rescue Unit, US&R²</p> 	<p>This resource describes a large, customized, rescue unit with supplies and equipment specifically missioned around urban search and rescue, building collapse, and other low frequency, high risk incidents. Equipment on this resource would usually include large amounts of cribbing, lumber, stabilization struts, and other building stabilization and search resources.</p>	<p>Any vehicle that is purpose-built toward Urban Search & Rescue operations. This could include a custom-built, heavy-duty prime equipment mover, sometimes a tractor-trailer. It may also include large equipment trailers, dedicated command vehicles or specified vehicles for medical, canine or logistical support. (Use of this apparatus type should be based on its purpose and not on its capability.)</p>	<p>NFPA 1901, Chapter 10</p>	<p>RESCUE_USAR</p>
<p>Rescue Unit, Water Rescue¹</p> 	<p>This resource describes a light-duty unit that is used specifically for water rescue in oceanic, shoreline, or flashflood prone areas. This unit is typically mounted on a commercial chassis and carries equipment specifically targeted at rescuing victims in water. This unit may act as a primary tow vehicle for watercraft.</p>	<p>This resource type typically uses a commercial chassis to provide maneuverable access to areas requiring water rescue.</p>	<p>NFPA 1901, Chapter 10</p>	<p>RESCUE_WATER</p>





Air Support

Unit Type	Technical Guidance	Operational Description	Resource Reference Type	NERIS Value
<p>SCBA Support unit¹</p> 	<p>This resource describes a unit designed to support self-contained breathing unit cylinder replenishment and logistics that is typically used for larger fires and other long-duration incidents. Equipment on this resource can include large quantities of SCBA cylinders, breathing air compressors, and other firefighter logistical support items.</p>	<p>This resource type supports breathing unit cylinder replenishment, cylinder refilling, and related SCBA services at long duration incidents.</p>	<p>N/A</p>	<p>SCBA</p>
<p>Air and Light Unit¹</p> 	<p>This resource describes a unit designed to support self-contained breathing unit cylinder replenishment, logistics, and scene illumination that is typically used for larger fires and other long-duration incidents. Equipment on this resource can include a permanent light tower, supplemental scene lighting, large quantities of SCBA cylinders, breathing air compressor, and other firefighter logistical support items.</p>	<p>This resource type supports scene illumination through a light tower and related scene light fixtures, along with breathing unit cylinder replenishment, cylinder refilling, and related SCBA services at long duration incidents.</p>	<p>N/A</p>	<p>AIR_LIGHT</p>





All Terrain

Unit Type	Technical Guidance	Operational Description	Resource Reference Type	NERIS Value
<p>All-Terrain Vehicle, Fire Suppression¹</p> 	<p>This resource describes an all-terrain or utility vehicle that is used for off-road response for fire suppression purposes.</p>	<p>This resource type describes all terrain or off-road utility vehicles used for remote fire suppression.</p>	<p>FEMA 508-4, Page 7, NWCG PMS-200 Type 7</p>	<p>ATV_FIRE</p>
<p>All-Terrain Vehicle, EMS/Rescue¹</p> 	<p>This resource describes an all-terrain or utility vehicle that is used for off-road response for treating and transporting sick and injured patients.</p>	<p>This resource type describes all terrain or off-road utility vehicles used for patient access, rescue, and transportation in remote areas or geographies of congestion.</p>	<p>N/A</p>	<p>ATV_EMS</p>







Mobile



Unit Type	Technical Guidance	Operational Description	Resource Reference Type	NERIS Value
<p>Mobile Command Post¹</p> 	<p>This resource describes a vehicle specifically designed for incident command and control that is typically used for incidents of long duration or complexity. Equipment on this resource includes an area for various members of the incident command general and command staff, along with communications infrastructure and meeting space.</p>	<p>This resource type may be a shared resource with other departments or law enforcement/emergency management agencies. The resource can be customized and self-contained or involve a trailer.</p>	N/A	MOBILE_ICP
<p>Mobile Communications Equipment¹</p> 	<p>This resource describes a dedicated vehicle that is specifically designed to support communications in the field that is typically used for incidents requiring complex communications and/or dispatch support. Equipment on this resource may include computers connected to a 9-1-1 PSAP, resource tracking software, communications equipment, and other materials supporting control and communications at an incident.</p>	<p>This resource type may be a shared resource with other departments or law enforcement/emergency management agencies. The resource can be customized and self-contained or involve a trailer.</p>	N/A	MOBILE_COMMS







Other

Unit Type	Technical Guidance	Operational Description	Resource Reference Type	NERIS Value
Privately Owned Vehicle ¹ 	This resource describes a personal vehicle used for emergency response.	This resource type is uncommon in utilization and can involve any personally owned vehicle utilized by a firefighter in response.	N/A	POV
Chief/Staff/Command Officer ¹ 	This resource describes a response vehicle operated by an individual who provides oversight, command and control for emergency incidents.	This resource is typically a single resource staffed by a chief and/or chiefs' aide. It includes battalion/district/shift chiefs.	N/A	CHIEF_STAFF_COMMAND
ARFF Response Vehicle ¹ 	This resource describes a specially designed unit intended to carry rescue and firefighting equipment specifically for aircraft occupant rescue and fire suppression activities on airport facilities and involving aircraft. Equipment on this resource usually includes "pump and roll" capability, several master stream nozzles independently controlled in the cab of the unit, and a large foam and water tank.	This unit may be of several varieties (Class 1-5) and can include ARFF vehicles with aerial master streams / penetrating nozzle systems. The unit usually meet Federal Aviation Administration Advisory Circular 150/5220-10E and/or NFPA 414.	FAA AC 150/5220-10E, NFPA 414, NFPA 1750 3.3.4	ARFF
Foam Tender ¹ 	This resource describes a unit designed for transporting and providing firefighting foam in large quantities at emergency fire incidents that is typically used for long-duration firefighting purposes, oftentimes at petrochemical facilities or similar target hazards.	This unit is typically provided in urban settings or near petrochemical facilities. These units supply raw foam for extended fire suppression options and may be equipped with a pump.	NFPA 1901 Chapter 11, FEMA 508-4 Page 10	FOAM



Unit Type	Technical Guidance	Operational Description	Resource Reference Type	NERIS Value
<p>Water Tender/Tanker¹</p> 	<p>This resource describes a unit designed for transporting and providing water at fire incidents that is typically used for areas with limited water supply or without available hydrants. Equipment on this resource includes a minimum water tank capacity of 1000 gallons.</p>	<p>This unit has a primary mission to transport and/or shuttle water to emergency incidents. Unit commonly comes equipped with a fire pump, but this is not required. When the mission of the unit is both fire suppression pumping and water transportation, agency must determine primary mission to properly classify. Generally meets NFPA 1901, Chapter 7, and/or NWCG Publication PMS 200. NWCG: Support Type 1-3 and Tactical Type 1-2.</p>	<p>NFPA 1901 Chapter 7, NWCG PMS 200, NFPA 1750 3.3.10.2, FEMA 508-4 Page 33</p>	<p>TENDER</p>
<p>Hand Crew</p> <p>N/A</p>	<p>This resource describes a crew of firefighters for utilization at emergency incidents that are typically used for wildfires.</p>	<p>Hand crews are of various types, skills, and deployment models to be used at emergency scenes. Crews assigned to units should be assigned the unit resource type. This resource type as used here is unitless.</p>	<p>FEMA 508-4 Page 12, NWCG PMS 200</p>	<p>CREW</p>
<p>Rehabilitation or Canteen Unit¹</p> 	<p>This resource describes a vehicle dedicated to firefighter rehabilitation that may carry beverages, food, thermal rehabilitation supplies, and other logistical support items for long-duration incidents.</p>	<p>This resource type supports firefighter rehabilitation, especially at long duration incidents or when temperate extremes are present. The unit setup comes in a wide variety of examples and may also be staffed by auxiliary members of the department.</p>	<p>N/A</p>	<p>REHAB</p>





Unit Type	Technical Guidance	Operational Description	Resource Reference Type	NERIS Value
Bulldozer / Dozer ¹ 	This resource describes a piece of heavy machinery that is typically used for land clearing and pushing large quantities of soil and other land elements.	This resource type involves a variety of bulldozer units that are used for vegetation removal and soil movement in a wildfire environment.	FEMA 508-4, NWCG PMS200	DOZER
Other Ground Equipment ¹ 	This resource describes other ground equipment that is used for wildland fire response or structural demolition not already described otherwise.	Listings using this resource type can involve other ground equipment used for fire suppression and rescue operation that are possessed by departments.	N/A	OTHER_GROUND
Fire Investigation Unit ¹ 	A unit dedicated for investigative purposes.	N/A	N/A	INVEST
General Purpose/Utility Unit ¹ 	A utility vehicle used for general incident support.	N/A	N/A	UTIL






Appendix B – Incident Types

Fire Incident Types

Outside Fire

Sub-Type	Definition	Additional Context
Construction Waste	An outdoor fire incident involving the ignition and combustion of construction materials, debris, or waste.	
Dumpster / Other Outdoor Container Fire	An outdoor fire incident involving the combustion of materials inside a dumpster or similar container, often consisting of waste and discarded items.	
Other Outside Fire 	An outdoor fire incident involving materials unknown or not specifically categorized.	
Outside Tank Fire	An outdoor fire incident involving the ignition and combustion of flammable materials contained within a tank, such as fuel or chemicals.	
Trash / Rubbish Fire 	An outdoor fire incident involving the burning of trash or rubbish, including discarded materials and waste products.	



Sub-Type	Definition	Additional Context
Vegetation / Grass Fire 	An outdoor fire incident involving the ignition and spread of fire through vegetation, grass, or other plant materials.	<ul style="list-style-type: none"> • Urban or suburban environments • Yards, fields, parks • Properties are often zoned and are maintained and manicured
Utility Infrastructure Fire	An outdoor fire incident involving the ignition and combustion of materials associated with utility infrastructure, such as power lines, transformers, or pipelines, potentially disrupting essential services.	
Wildfire – Urban Interface 	An outdoor fire incident occurring at the boundary between urban areas and wildland, where fire spreads from natural vegetation to residential or developed landscapes, posing risks to structures and communities.	<ul style="list-style-type: none"> • Occur in transitional areas, from wildland to developed land
Wildfire – Wildland 	An outdoor fire incident occurring in natural areas, characterized by the uncontrolled spread of fire through wildland vegetation, including forests, grasslands, or brush.	<ul style="list-style-type: none"> • Occur in rural or undeveloped areas • Often large, involve natural fuels, and can extend across multiple acres

Special Fire




Sub-Type	Definition	Additional Context
ESS Fire	A special fire incident involving an Energy Storage System (ESS), often involving batteries or other energy storing technologies.	
Explosion	A special fire incident involving an explosion that can cause extensive damage to infrastructure, such as buildings, pipelines, power lines, or other critical systems.	




Sub-Type	Definition	Additional Context
Infrastructure Fire (Tunnel, Bridge)	A special fire incident involving an explosion that affects infrastructure, such as pipelines, power lines, tunnels, bridges, or other critical systems.	

Structure Fire

When a fire in a structure occurs, the classification depends on what is burning (contents, structural elements, or a specific appliance) and how far the fire spreads.




Sub-Type	Definition	Additional Context
Structural Involvement 	A structure fire incident involving the structural components of a building.	<ul style="list-style-type: none"> When structural components such as walls, roof, and supports are burning
Room and Contents Fire 	A structure fire incident involving the room and contents of a building(s).	<ul style="list-style-type: none"> For example, when stored equipment in a basement is burning If fire spreads beyond the original items but does not damage the structure
Confined Cooking / Appliance Fire 	A structure fire incident involving a confined cooking or appliance fire.	<ul style="list-style-type: none"> Microwave Stove/oven








Sub-Type	Definition	Additional Context
Chimney Fire 	A structure fire incident involving a chimney fire.	<ul style="list-style-type: none"> Fires occurring within chimneys where flames are not intended

Transportation Fire

Note that if the vehicle is inside a structure, then it is not a transportation fire but would be logged as a Structure Fire.

Sub-Type	Definition	Additional Context
Aircraft Emergency 	A transportation fire incident involving an aircraft emergency.	An aircraft fire is not necessarily from a crash. Evaluate a crash fire as a complex incident.
Vehicle Fire – Passenger 	A transportation fire incident involving a passenger vehicle.	<ul style="list-style-type: none"> Cars Minivans Pickup trucks <p>A vehicle on fire in a garage is considered a structure fire incident.</p>
Vehicle Fire – Commercial 	A transportation fire incident involving a commercial vehicle.	<ul style="list-style-type: none"> Buses Delivery vehicles 18-wheelers Agricultural vehicles



Sub-Type	Definition	Additional Context
Vehicle Fire – RV 	A transportation fire incident involving a recreational vehicle (RV).	<ul style="list-style-type: none"> • Driven • Towed • Not fixed <p>An RV that is fixed is considered a structure fire incident.</p>
Vehicle Fire – Food Truck 	A transportation fire incident involving a food truck.	<ul style="list-style-type: none"> • Driven • Towed • Fixed <p>A food truck that is fixed is considered a vehicle fire incident.</p>
Boat / Personal Watercraft / Barge Fire 	A transportation fire incident involving a boat, personal watercraft, or barge.	<p>Watercraft on fire in a garage or storage unit is considered a structure fire incident.</p>
Powered Mobility Device Fire 	A transportation fire incident involving a powered mobility device.	<ul style="list-style-type: none"> • motorized wheelchair • electric scooters • golf cart • personal, self-balancing scooter
Train / Rail Fire 	A transportation fire incident involving a train or rail-related vehicle.	<p>Train and rail fires include both the locomotive and any commodity rail cars. The train or rail-related vehicle does not need to be on railroad tracks to classify as a transportation fire.</p>







Public Service Incident Types

The Public Service incident types are meant to function as a broader incident type classification that can cover a wide variety of incidents in which firefighters are requested for assistance. Note that public service incident types will change and evolve to reflect the expanding role of fire service response.





Public Service incidents may require the assistance of aid from agencies outside the fire department. Be sure to log this aid in NERIS under **Other Agency Aid**. Select all areas of support provided by agencies outside the fire department.

Citizen Assist


Sub-Type	Definition	Additional Context
Lost Person 	A public service incident involving the search for a lost person.	
Person in Distress 	A public service incident involving a person in distress requiring assistance or intervention from emergency responders or community services.	
Citizens Assist Service Call 	A public service incident involving a request for assistance to perform service calls such as welfare checks, lockouts, or other aid that does not involve immediate danger.	This incident type is meant to include incidents that may not be specifically listed, but qualify as non-critical public service.
Lift Assist 	A public service incident involving a person who has fallen and requires help to stand or move safely.	




Alarms (Non Medical)

Sub-Type	Definition	Additional Context
Fire Alarm 	A public service incident involving a fire alarm activation that requires investigation to determine the cause, including potential hazards or false alarms.	
Gas Alarm 	A public service incident involving a gas alarm activation that necessitates assessment for gas leaks or unsafe conditions.	
CO Alarm 	A public service incident involving a carbon monoxide (CO) alarm activation that requires investigation for potential CO exposure and ensuring the safety of occupants by identifying and mitigating the source.	
Other Alarm 	A public service incident involving the activation of an alarm not categorized as fire, gas, or medical, requiring investigation to determine the cause and assess any potential risks to public safety.	




Disaster / Weather

Sub-Type	Definition	Additional Context
Damage Assessment 	A public service incident involving a disaster or severe weather event that necessitates a damage assessment to evaluate the impact on infrastructure, safety, and resources in a specific location.	



Sub-Type	Definition	Additional Context
<p>Weather Response</p> 	<p>A public service incident involving a response to severe weather conditions, requiring action to ensure public safety, provide assistance, and mitigate potential hazards caused by the event.</p>	

Other

Sub-Type	Definition	Additional Context
<p>Move-up</p> 	<p>A public service incident involving the strategic relocation of emergency response resources to prime locations, enhancing readiness and reducing response times for potential emergencies in the area.</p>	
<p>Standby</p> 	<p>A public service incident involving the deployment of emergency resources on standby, prepared to respond to an impending situation or ongoing incident, ensuring rapid assistance if needed.</p>	
<p>Damaged Hydrant</p> 	<p>A public service incident involving the identification of a damaged fire hydrant that requires assessment and repair to ensure operational readiness and maintain water supply for emergency response.</p>	<p>This type Includes damage to other public water distribution infrastructure.</p>



Rescue

Outside

Sub-Type	Definition	Additional Context
Backcountry Rescue	An outdoor rescue incident involving the retrieval of an injured or ill patient in remote wilderness areas.	
Confined Space Rescue	An outdoor rescue incident involving the retrieval of an injured or incapacitated person from a limited or enclosed space, such as tanks, silos, or tunnels.	
Trench	An outdoor rescue incident involving the retrieval of a person trapped in a trench or excavation site due to a collapse or other hazardous conditions.	
Extrication / Entrapped	An outdoor rescue incident involving the removal of an individual who is trapped or entrapped in a vehicle, machinery, or other confined space due to an accident or structural failure.	
High Angle Rescue	An outdoor rescue incident involving high angle rescue where rope systems are needed for stability and safety.	
Low Angle Rescue	An outdoor rescue incident involving low angle rescue where standard walking is difficult and assistance may be needed for stability and safety.	
Steep Angle Rescue	An outdoor rescue incident involving a steep angle rescue where standard walking is difficult but technical climbing isn't required.	




Sub-Type	Definition	Additional Context
Limited / No Access	An outdoor rescue incident where reaching the location is challenging due to limited or no access.	

Structure


Sub-Type	Definition	Additional Context
Building Collapse / Structure Collapse	A rescue incident involving a partial or complete failure in structure integrity, leading to a collapse.	
Confined Space Rescue	A rescue incident involving victim(s) entrapment within a confined space.	
Elevator / Escalator Rescue	A rescue incident involving victim(s) entrapment within an elevator or escalator.	
Extrication / Entrapment	A rescue incident involving victim(s) who are physically trapped or immobilized.	





Transportation

Sub-Type	Definition	Additional Context
Motor Vehicle Collision Extrication / Entrapment 	A rescue incident involving victim(s) who are physically trapped within a motor vehicle due to a collision, necessitating extrication efforts to safely free them and provide medical assistance if needed.	
Train and Rail Collision / Derailment	A rescue incident involving victim(s) affected by a train collision or derailment.	
Aviation Collision / Crash	A rescue incident involving victim(s) affected by an aviation collision or crash on land.	
Aviation Standby	A rescue service incident involving emergency resources positioned on standby at an airport or airfield, ready to respond to potential aviation emergencies or incidents.	

Water

Sub-Type	Definition	Additional Context
Person in Water (Standing Water / Lake) 	A water rescue incident involving victim(s) who are submerged or partially submerged in standing water, such as a lake, pond, or flooded area.	



Sub-Type	Definition	Additional Context
Person in Water (Swiftwater / River / Ocean) 	A water rescue incident involving victim(s) who are submerged or partially submerged in fast-moving water, such as a river or stream or ocean.	
Watercraft in Distress 	A water rescue incident involving a watercraft, such as a boat, jet ski, or kayak, that is experiencing mechanical failure, capsizing, or being threatened by adverse conditions.	

No Emergency

False Alarm

Sub-Type	Definition	Additional Context
Intentional False Alarm	An incident where an emergency response was triggered by a deliberately false report or intentional activation of an alarm, with no actual emergency or threat present.	<ul style="list-style-type: none"> A student at a local school pulls the fire alarm as a prank
Malfunctioning Alarm	An incident where an emergency response was triggered by a malfunctioning alarm, with no actual emergency or threat present.	<ul style="list-style-type: none"> An electrical short in a low-voltage alarm system causes a home alarm to sound with no actual problem
Accidental Alarm	An incident where an emergency response was triggered by an accidental alarm, with no actual emergency or threat present.	<ul style="list-style-type: none"> Vapors from cooking dinner activate an alarm in an apartment complex



Sub-Type	Definition	Additional Context
Other False Call	An incident where an emergency response was triggered by an unsustained or incorrect activation, with no actual emergency or threat present.	
Bomb Scare	An incident where an emergency response was triggered by a bomb threat, with no actual emergency or threat present.	

Good Intent

Sub-Type	Definition	Additional Context
No Incident Found Upon Arrival / Location Error	An incident where an emergency response was triggered but no incident was found upon arrival.	
Controlled Burning (Authorized)	An incident where an emergency response was triggered by an authorized controlled burn was found upon arrival.	
Smoke from NonHostile Source (Smoke Scare)	An incident where an emergency response was triggered by smoke from a nonhostile source, with no actual emergency or threat present.	
Investigate Hazardous Release (Nothing Found)	An incident where an emergency response was triggered to investigate a hazardous release, with no actual emergency or threat present.	





Cancelled

Sub-Type	Definition	Additional Context
Cancelled	An incident where an emergency response was triggered but cancelled before agency resources arrived on scene.	

Hazardous Situation Incident Type

Hazard Non-Chemical

Sub-Type	Definition	Additional Context
Bomb Threat / Bomb Response / Suspicious Package	A hazardous situation incident involving a bomb threat or suspicious package response.	
Electrical Power Line Down / Arching / Malfunction	A hazardous situation incident involving an arching or down power line or malfunction.	
Electrical Hazard / Short Circuit	A hazardous situation incident involving an electrical hazard that may include a short circuit.	
Motor Vehicle Collision	A hazardous situation incident involving a motor vehicle collision	<ul style="list-style-type: none"> For example, a motor vehicle collision on a busy highway produces a hazardous situation for victims, emergency personnel, and other drivers.



Hazardous Material



Sub-Type	Definition	Additional Context
Fuel Spill / Fuel Odor	A hazardous material incident involving a fuel spill or a fuel odor.	
Gas Leak / Gas Odor	A hazardous material incident involving a fuel leak or a gas odor.	
Carbon Monoxide Release	A hazardous material incident involving a carbon monoxide release.	
Biological Release / Incident	A hazardous situational incident involving a biological material release.	
Radioactive Release / Incident	A hazardous situational incident involving a radioactive material release.	
Hazardous Material Release (Chemical from Transportation)	A hazardous materials incident involving a hazardous materials release of a chemical from a transportation vehicle.	
Hazardous Material Release (Chemical from / within Fixed Facility)	A hazardous materials incident involving a hazardous materials release of a chemical from/within a fixed facility or building.	



Overpressure

Sub-Type	Definition	Additional Context
Rupture Without Fire	A hazardous materials incident involving overpressurization resulting in rupture without fire.	
No Rupture	A hazardous materials incident involving overpressurization without rupture.	

Investigation

Sub-Type	Definition	Additional Context
Odor 	A hazardous materials investigation involving odor.	
Smoke Investigation 	A hazardous materials investigation incident involving smoke.	



Medical Incident Types

When choosing an incident type for a medical assist incident, it is important to let the patient’s condition drive the incident type choice. In NERIS, there are many incident type options for a medical incident. There are three subcategories under the Medical classification: Illness, Injury/Trauma, and Other. For each of these subcategories, there are more specific conditions or symptoms to choose from. Be as specific and descriptive as possible by focusing on the kind of medical problem you actually encountered.

Illness

Sub-Type	Definition	Additional Context
Abdominal Pain / Problems	A medical incident involving a patient experiencing abdominal pain and/or problems.	
Back Pain (Non-Trauma)	A medical incident involving a patient experiencing non-trauma related back pain.	
Breathing Problems	A medical incident involving a patient experiencing breathing problems.	
Cardiac Arrest	A medical incident involving a patient experiencing cardiac arrest.	
Chest Pain (Non-Trauma)	A medical incident involving a patient experiencing non-trauma related chest pain.	





Sub-Type	Definition	Additional Context
Convulsions / Seizures	A medical incident involving a patient experiencing convulsions and/or seizures.	
Diabetic Problems	A medical incident involving a patient experiencing diabetic problems.	
Headache	A medical incident involving a patient experiencing a headache.	
Heart Problems	A medical incident involving a patient experiencing heart problems.	
Pandemic / Epidemic / Outbreak	A medical incident involving a patient exhibiting symptoms associated with a pandemic, epidemic, or outbreak, warranting urgent assessment and intervention to prevent further transmission and ensure appropriate care.	
Pregnancy / Childbirth	A medical incident involving a patient experiencing childbirth or pregnancy-related needs.	
Psychological Behavior Issues	A medical incident involving a patient experiencing psychological behavior issues.	
Sick Case	A medical incident involving a patient experiencing sickness.	





Sub-Type	Definition	Additional Context
Stroke / CVA	A medical incident involving a patient experiencing a stroke or cerebrovascular incident (CVA).	
Unconscious Victim	A medical incident involving a patient experiencing unconsciousness.	
Well Person Check	A medical incident involving a patient undergoing a routine health assessment aimed at evaluating overall health, identifying potential health risks, and promoting preventive care.	

Injury

Sub-Type	Definition	Additional Context
Animal Bites	A medical incident involving a patient who is experiencing trauma from a bite inflicted by an animal, which may result in lacerations, puncture wounds, and potential infection.	
Assault	A medical incident involving a patient who is experiencing trauma resulting from an intentional act of violence or physical attack.	
Allergic Reaction / Stings	A medical incident involving a patient experiencing an adverse response to an allergen, such as food, medication, or insect stings.	



Sub-Type	Definition	Additional Context
Burns / Explosion	A medical incident involving a patient who is experiencing trauma due to thermal burns from fire, scalding liquids, or chemical exposure, including from an explosion.	
Carbon Monoxide / Other Inhalation Injury	A medical incident involving a patient exposed to carbon monoxide or harmful inhalants, leading to symptoms such as headache, dizziness, confusion, or respiratory distress.	
Choking	A medical incident involving a patient who is unable to breathe due to an obstruction in the airway, typically caused by food, foreign objects, or swelling.	
Drowning / Diving / SCUBA Accident 	A medical incident involving a patient who has experienced near-drowning or an injury related to diving or SCUBA activities.	
Electrocution	A medical incident involving a patient with a condition caused by exposure to electrical current, resulting in various injuries such as cardiac complications, severe burns, neurological effects, muscle damage, and respiratory issues.	
Eye Trauma	A medical incident involving a patient who is experiencing an injury to the eye, which may result from blunt force, penetration, chemical exposure, or thermal injury.	
Fall 	A medical incident involving a patient who is experiencing an injury resulting from a fall.	



Sub-Type	Definition	Additional Context
Heat / Cold Exposure	A medical incident involving a patient who is experiencing an injury related to prolonged exposure to extreme temperatures, leading to conditions such as heat exhaustion, heat stroke, hypothermia, or frostbite.	
Motor Vehicle Collision	A medical incident involving a patient who is experiencing an injury or trauma emergency due to a motor vehicle collision.	
Industrial Accident / Inaccessible Incident / Other Entrapment (Non-Vehicle)	A medical patient involving a an individual who is experiencing an industrial related injury or trauma emergency and is entrapped or otherwise inaccessible.	
Overdose / Poisoning	A medical emergency that occurs when an individual consumes an excessive amount of a substance, such as drugs or alcohol, resulting in potentially life-threatening symptoms. These may include respiratory depression, altered consciousness, cardiovascular instability, and gastrointestinal distress.	
Poisoning	A medical emergency resulting from the ingestion, inhalation, or absorption of toxic substances, leading to a range of symptoms such as nausea, confusion, respiratory distress, and organ dysfunction.	
Gunshot Wound	A medical incident involving a patient who is experiencing an injury or trauma emergency due to a bullet penetrating the body.	
Hemorrhage / Laceration	A medical emergency involving a patient who is experiencing an injury or trauma due to a hemorrhage or other laceration.	
Stab / Penetrating Trauma	A medical incident involving a patient who is experiencing a stabbing or other penetrating injury or trauma emergency.	



Sub-Type	Definition	Additional Context
Other Traumatic Injury	A medical incident involving a patient who is experiencing an injury or trauma emergency not otherwise specified.	

Other

Sub-Type	Definition	Additional Context
Healthcare Professional / Admission	A medical incident involving a patient admission to a healthcare professional or facility.	
Medical Alarm	An incident involving a response to a medical alarm.	
Standby Request	A call to standby for medical incident.	
Transfer / Interfacility	A medical response involving the transfer of a patient between facilities.	
Airmedical Transport	A medical incident involving a patient who was transported via air ambulance.	
Intercept Other Unit	A medical incident involving the transfer of a patient between units.	



Sub-Type	Definition	Additional Context
Community Public Health	A medical incident that involves fire department personnel and/or paramedics to provide services to prevent emergency situations or reduce the likelihood of their occurrence in the future.	

