

Oregon Incident Reporting Advisory Commission

Supporting and improving the Oregon Fire Incident Reporting System



MEETING MINUTES

Wednesday, August 12, 2020

10:00 a.m. - 12:00 p.m.

Attendees/Representing

Andrea Hockman - Tualatin Valley F&R	Jim Pulito - Columbia River F&R
Candice Clark - Commission Support	Kayla Brookshire - Commission Chair
Claire McGrew - Commission Sponsor	Paul Rydings - Jackson Co #3
Dave Gulledge - Eugene Springfield Fire	Russ Hoskins - OSFM Fire Research Analyst
David Blair - Baker City FD	Sara Mohan - Bend FD
Gert Zoutendijk - Lake Oswego	

Welcome/Introductions - Meeting started at 10:00 a.m.

Kayla welcomed members.

Approval of meeting minutes

Commission members approved the May 13, 2020 meeting minutes.

Old Business

Non-COVID Call Volume Trends

- Russ provided a summary of the NFIRS series incident volumes related to COVID.
 - Russ will pull additional information on rescue data and have it available for the November meeting.
 - Kayla let members know that we will be sending out all the COVID data Russ has gathered so far and asked them to let Russ know if they would like any additional COVID specific data.
 - Russ's contact information: Russell.Hoskins@osp.oregon.gov or 503-934-8273.

ImageTrend Support Ticket Updates

- Kayla reported that the transition to the new ImageTrend server was successful and that the report writer issues have been resolved. She asked members to report any issues they discover right away so that we can work directly with our ImageTrend Account Advisor to get issues resolved.
- She shared that we will be working with our account advisor on the ESO import issues we are having, that it appears to be vendor specific to ESO, as it is not affecting any other vendor imports.
- Kayla reported that we have discovered an issue in the Elite system where you cannot lock a user's account unlike in the Fire Bridge system where you had the ability to lock a user's account.
 - She will create a user voice and provide a link on the Yammer page <https://www.yammer.com/or-elite/#/home> since ImageTrend does not consider this a defect and the more votes this topic receives will dictate if or when ImageTrend will work add the lock user option.
- Candice shared that ImageTrend has completed the support ticket for the addition of the agency document folder and that the error pop message 'trying to update running export statuses' that occurred during NFIRS file imports issue has also been resolved.
 - Kayla explained the agency document folder is where agencies can add guidance documents, etc. at the agency level.
 - She also explained that the issue with the erroneous pop up message was confusing because it looked as though your import was not successful when it was unsuccessfully trying to receive a status because it was still in progress, but that the message was just supposed to be an internal system message and not display on the screen.

New Business

NFIRS Audit Oregon

- Marion Long's Email
 - Kayla reported that national is preparing to release the 2019 NFIRS data and that it is common that they reach out to us with data quality issues or anomalies that they notice. Marion reported that we have about 100,000 fewer incidents than we did in 2018.
 - She explained that there are some legitimate reason why we had a decrease in incident quantity but not to that level.
 - Kayla reminded members that we only send incidents that are at 100% validity to NFIRS and that we have the incidents in our system but that we are showing a bigger validity issue than in previous years. She informed members that we would be looking internally at adding additional validation rules to the system, advertising reports, and distributing how to guides on running validity reports to agencies and users that import data into our system to ensure their validity is accurate. The validity report allows you to identify any incidents with validity issues by displaying them with a link to the run form for correction, so we can upload them to the national.
 - Kayla reported that we had some agencies merge but that would not have had a large impact on incident quantity.
 - She shared that NFIRS reported a quality control issue to us regarding long apparatus times and that we already have a scheduled report that shows incidents with a future date. The list included agencies where their last unit clear date was 100 years in the future, e.g. 2019 incident with a last unit clear date 2109.
 - Candice has created a report that returns incidents containing future last unit clear dates and will be working with agencies to get these issues resolved.
 - Kayla will post a how to guide on the Yammer page <https://www.yammer.com/or-elite/#/home> for agencies to find and run the future date reports.
 - Kayla explained another validity issue which is an ImageTrend defect that is occurring when plus one codes are being imported into the state's system from a third party vendor and does not match our system. The system is supposed to truncate to the core code but is bringing the code in blank and a blank in a required field will lower the validity even though you had that data in your system.
 - ImageTrend's release scheduled for the first week of September will resolve this issue. However, the historic data will need reimported, she will identify which data needs reimporting and work with agencies using third party vendors with their own plus one codes to correct this issue.
 - Gert reported that this issue is affecting all plus one codes including the approved incident type and action taken plus one codes.
 - She shared another reason we had fewer incidents is that ESO is only reporting quarterly which is causing an issue with data not making it to the national. Marion Long will be reaching out to ESO to remind them if they are offering this service of importing data for their agencies then they need to meet the states deadline requirements to be compliant.
 - Kayla informed members that we will always reach out to agencies with data quality issues for resolution, that if they do not get their data issues resolved what may occur is that those incidents can be unreleased from the national.
 - She shared that she recently posted a poll on the Yammer page asking members if they would be interested in an NFIRS data report card sent out electronically every quarter, because currently Candice is sending out emails on every different data quality issue we identify. The report card would consolidate all the data quality issue identified for each agency quarterly.

ImageTrend Connect 2020 "Illuminate" Conference

- Kayla shared that every year we attend the ImageTrend conference that this year it was virtual so the whole A&I Team was able to attend. We learned about new features and tools that are available.
 - They have some new system admin tools for us, we now can access all reports create regardless if they are shared them with us or not, this will make it easier if users need assistance with their report without having to share it with us first.
 - She learned about a feature that was previously available but we did not know about and that is the ability to add hyperlinks to the run forms. For e.g. you add a hyperlink button that opens another page to a calculator that estimates property value and loss in the NFIRS run form.
 - There is going to be an Inventory data set so agencies that use the inventory module in ImageTrend will now be able to run reports on that data.
 - They also have a new recycle bin, this feature would be useful for users when for e.g. CAD enters a call that also gets entered manually creating a duplicate incident, then they accidentally delete the wrong

incident. In the past deleting, an incident meant it was a hard deleted from the system and we had no way of retrieving it but now they can retrieve the incident from their recycle bin.

- Candice reported that she learned for users that have multiple agencies and accidentally enters an incident into the wrong agency. Elite now has the ability to move incidents from one agency to another.
- She reported that Elite now has an alert of inaccurate dates, this warning will help agencies prevent entering calls with future dates. This flag only works when agencies enter incidents directly into the state's system.
- We also learned that you should not forward a scheduled report email to others because they can accidentally unsubscribe you from the report by clicking the unsubscribe button which is linked to your account. It is best to send them a PDF of the report.

Plus One Codes Third Party Vendor Users

- Jim Pulito requested a procedure be created that will allow the fire agencies using third party vendors the option to add plus one codes to their system without future conflict with the addition of state plus one codes. He discovered that the plus one codes could be alpha numeric. He proposed the numeric 0-99 plus on codes be reserved for the state approved plus one codes and passed on to local fire agencies and that alpha codes be reserved for the local fire agencies.
 - Members approved the creation of a plus one code procedure.
 - Kayla reported that we would write up and distribute the procedure to fire agencies.

Next meeting

Wednesday, November 18, 2020, 10:00 a.m. - 12:00 p.m. via Microsoft Teams.

Meeting adjourned at 10:57 a.m.