

## SCM NERIS MANUAL

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Prepared For:  
Fire Rescue Systems

Prepared By:  
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Version:  
v105t

- System Requirements:
- Windows .NET Framework
  - SCM Software Suite (NERIS)
  - SQL Server 2016 or later

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## 1. Introduction

The National Emergency Reporting Information Systems (NERIS) is the state-mandated platform that replaces NFIRS for fire reporting in New York State. The NERIS module within the SCM Suite is used to create, edit, validate, and submit incident and entity records. This manual provides step-by-step instructions for completing reports and managing related data.

Neris Run	Run	Address	Time	Type	Edited By	Processed	Submitted
	2025-000572	475 HEMPSTEAD TURNPIK	8/26/25 8:03:36	Public Service - Alarms			
	2025-000571	37 SPRUCE ST, WEST HEM	8/26/25 0:34:49	Public Service - Alarms		8/26/25 1:22:23	
	2025-000570	151 S CHERRY VALLEY AVE	8/25/25 21:09:44				
	2025-000569	275 IVY ST, WEST HEMPST	8/25/25 21:05:26				
	2025-000568	100 HEMPSTEAD AVE, WE	8/25/25 20:30:58				
	2025-000567	142 BUCKINGHAM RD, WI	8/25/25 14:03:55	Fire - Structure Fire - Rc		8/26/25 1:07:14	
	2025-000566	167 VASSAR PL, WEST HEM	8/24/25 22:49:41	Public Service - Alarms		8/24/25 23:27:2	
	2025-000565	100 HEMPSTEAD AVE, WE	8/24/25 19:57:49				
	2025-000564	249 IVY ST, WEST HEMPST	8/24/25 17:50:32	Medical - Other - Medi		8/24/25 18:06:3	
	2025-000563	201 GARDEN PL, WEST HE	8/24/25 6:37:46	Medical - Illness - Sick I		8/24/25 10:04:4	
	2025-000562	157 HEMPSTEAD AVE, WE	8/23/25 22:21:51	Public Service - Alarms		8/24/25 10:05:4	
	2025-000561	130 HEMPSTEAD AVE, WE	8/23/25 13:47:27				
	2025-000560	269 SYCAMORE ST, WEST	8/23/25 11:58:38	Public Service - Alarms		8/23/25 12:18:5	
	2025-000559	114 MAPLEWOOD ST, WE	8/22/25 17:15:44				
	2025-000558	204 HEMPSTEAD AVE, WE	8/21/25 14:23:27				
	2025-000557	259 WINDSOR LN, WEST H	8/20/25 20:09:58	Public Service - Alarms			
	2025-000556	170 GROTON PL, WEST HE	8/19/25 17:11:56	Medical - Illness - Unkr		8/20/25 15:44:0	
	2025-000555	126 S FRANKLIN ST, HEMF	8/16/25 20:46:08				
	2025-000554	70 WALNUT ST, WEST HEM	8/16/25 15:44:36				
	2025-000553	HEMPSTEAD TURNPIKE &	8/16/25 10:29:00	Hazsit - Hazard Non-CI			
	2025-000552	456 HEMPSTEAD TURNPIK	8/15/25 12:27:40	Public Service - Alarms			
	2025-000551	173 BUCKINGHAM RD, WI	8/15/25 9:44:12				

*Incident List window*

## 2. Incidents Tab

The Incidents Tab is used to create, add, edit, and submit NERIS reports.

### 2.1 Color Codes

- **RED:** Entry with data entered, but incomplete.
- **YELLOW:** New entry that has not been edited.
- **GREEN:** Completed NERIS entry, that is ready for submission.
- **Black:** Field is not Required.



*Incident List 'Filter By:' selection buttons*

## 2.2 Incidents Filters

**Department:** Filters the Incidents by department or station.

**Date Selection:** Date ranges can be set to days, months, quarters, or year.

**Start and End Date:** Enter dates directly or use the calendar tool.

### 2.2.1 'Filter By' Checkboxes:

- **Incomplete:** Forms not submitted.
- **Complete:** Fully entered and validated forms.
- **Submitted:** Forms already sent to the state.

Note: Filters may be applied simultaneously.



*Action Buttons at the bottom of Incidents List Window*

## 2.3 Bottom row Actions:

- **Refresh:** Updates the Incident list.
- **Submit:** Sends the selected form to the state.
- **Lock:** Prevents editing of an entry.
- **Add Run:** Creates a new NERIS form.
- **View Run:** Opens the selected entry.
- **Discard:** Deletes the selected entry.
- **Close:** Exits the NERIS program.

Incidents			Entities		
Neris Run	Run	Address	Neris Run	Run	Address
	2025-000587	HOLLY AV			
	2025-000586	67 TERRAC			

*Incident and Entity Tabs*

### 3. Entities Tab

The entities tab is used to manage fire departments and fire Marshals.

The screenshot shows the 'Entity' tab interface. On the left, there is a red 'Entity' header and a white 'Add Station' button. On the right, there is a selection area for 'Entity Type' with two radio buttons: 'Fire Department' (selected) and 'Fire Marshal'.

*Entity Types, Fire Department and Fire Marshall selection buttons*

#### 3.1 Adding a New Entity

Select 'Add Entity', then choose an Entity Type: Fire Department or Fire Marshall.

The screenshot shows the 'Fire Marshal' entity addition page. At the top, the 'Entity Type' is set to 'Fire Marshal'. The page is divided into several sections:
 

- General Information:** Fields for Legacy FDID, Agency Name, Website, Telephone, and Contact Email.
- Agency Address:** Includes a 'Map View' button, fields for House, Apt, Street, City, State (set to AL), and Zip. It also has Latitude 0 and Longitude 0 fields and a 'Help' button.
- Mailing Address:** Fields for Address Line 1, Address Line 2, and City/State/Zip (with State set to AL).
- Jurisdiction:** Fields for Type (No selection), Pop. Protected (0), and Pop. Source (No selection).

*Fire Marshal entity addition page*

#### 3.2 Fire Marshal:

##### General Info

- **Legacy FDID** - Fire Department Identifiers
- **Agency Name** - Fire Department Name

- **Entity Authority** - The category that describes the entity of the department (Local, Federal, State, etc.)
- **Website** - department's website address
- **Telephone** - Department's telephone number
- **Contact Email** - Department Email address
- **Entity Internal ID** - Internal Entity ID
- **CAD Software** - Manufacturer of CAD software being used by the agency
- **RMS Software** - Manufacturer of RMS software being used by the agency

#### Jurisdiction

- **Pop. Protected** - When department provided, estimated number of people protected within department's coverage area (If left blank, field is calculated if boundary is provided)
- **Pop. Source** - The data source from which the population count was pulled.

#### Agency Address

- \*House Number, Apt, Street, City, State, Zip, Lat/Long

#### Mailing Address

- Address, City, State, Zip

### **3.3 Fire Department:**

#### Provided Services

- **Fire Services** - The set of Fire Department services the department provides
- **EMS Services** - The set of EMS services the department provides
- **Investigation Services** - The set of Investigation services the department offers

#### Dispatch and Protocol Information

- **Dispatch Center ID** - 4-digit unique identifier for each PSAP dispatch center being requested to respond to an incident
- **Dispatch PSAP Type** - The type of dispatch center being requested
- **PSAP Jurisdiction** - Aggregation level of dispatch center
- **PSAP Discipline** - Whether dispatch is single entity or multiple entity
- **Capability** - Whether PSAP follows most recent NENA standards
- **Protocol Fire** - Procedure/protocol followed for triage of emergency fire calls
- **Protocol Medical** - Procedure/protocol followed for triage of emergency medical calls
- AVL Usage (Y/N)

#### Staffing Information

- **Staff Total** - Total number of staff within department
- **Career FT Firefighters** - Total number of active full-time career firefighters

- **Career PT Firefighters** - Total number of active part-time career firefighters
- **Volunteer Firefighters** - Total number of active volunteer firefighters
- **Career FT EMS** - Total number of active full-time career EMS
- **Career PT EMS** - Total number of active part-time EMS
- **Volunteer EMS** - Total number of active volunteer EMS
- **Career FT Civilians** - Total number of active full-time career civilians
- **Career PT Civilians** – Total number of active part-time career civilians
- **Volunteer Civilians** - Total number of active volunteer civilians
- **Staffing Type** - Department’s staffing type (Volunteer, Combination)

Shifts Information

- **Shift Count** - Number of shifts the department utilizes
- **Shift Duration** - Duration of a shift in hours
- **Shift Signup** - Current shift schedule, as of NERIS activation

Assessment Information

- **Current ISO** - Current ISO rating (1-10) of the company
- **CPSE Accredited** (Y/N)
- **CAAS Accredited** (Y/N)

The screenshot shows a web application window titled 'NERIS'. At the top, there are input fields for 'NERIS Dept ID:' and 'Department:'. Below this is a sidebar with an 'Entity' section containing an 'Add Station' button. The main form area contains the following fields: 'Station Name' (text input), 'Staffing' (text input with '0' entered), 'Internal ID' (text input), a red 'Map View' button, 'House' (text input), 'Street' (text input), 'City' (text input), 'State' (dropdown menu with 'AL' selected), 'Zip' (text input), 'Latitude 0' (text input with '0' entered), and 'Longitude 0' (text input with '0' entered). A 'Help' button is located to the right of the longitude field. At the bottom of the form are 'Add' and 'Clear' buttons.

*Entity station addition page*

**3.4 Stations:**

New stations can be added under a Fire Department Entity.

Station details include location info and staffing counts.

**4. NERIS Form Entry**

1. Open the Incidents tab and select a run or **click 'Add Run'** to begin a new report.

2. Confirm or enter the **Department/Station** responsible for the run.
3. Verify the auto-generated Incident and Dispatch ID's.
4. Enter the **Incident Date/Time** and location information.
5. **Validate Dispatch-populated** data for accuracy.
6. Fill in **required fields (Red)**. Once **complete, fields turn Green**.
7. Complete each form section on the **left-hand menu**: Dispatch, Unit Response, Incident, Location, Actions & Tactics, Hazards, Casualties, and Narrative.
8. Use **'Save'** frequently. 'Save and Close' returns you to the Incident list.
9. Once all **required fields** are Green, the incident status updates to Green in the list.
10. Optionally, **Lock the report to prevent further edits**.
11. **Submit** the incident. The status column in the Incident list will change to 'Submitted'.

#### 4.1 Form Sections

Fill out the required forms on the left, starting with Dispatch. RED required forms will turn green once all information is entered.

*NERIS form, 'Dispatch' entry page*

#### 4.1.1 Dispatch

The Dispatch section auto-populates from the Dispatch CAD system.

Validate all fields and complete required entries:

**Fields marked with (\*) are required for NERIS submission.**

- **\*NERIS and Dispatch Incident IDs-** State and Department's unique identifier for the incident
- **Dispatch Center and Location-** 4-digit pin unique to each PSAP dispatch center
- **\*Address, City, State, Zip, Cross Street, Lat/Long**
- **\*Place Type-** Type of feature identified at the address (e.g.: Airport, Café, Automobile, etc.)
- **\*Alarm and Response times**

Map View and Location Aliases

Use Map View or Add Location Alias if necessary.

Close Map

Street

Map data © OpenStreetMap contributors, Microsoft, Facebook, Inc. and its affiliates, Esri Community Maps contributor... Powered by Esri

Is the incident best represented on a map as a point (e.g., address intersection) or an area?  Point  Area

Select feature output type  Point Address  Intersection

House  Apt  Street  West Circle  Cross Street 1  Cross Street 2

City  East Garden City  State  NY  Zip  11549  Latitude  40.715641  Longitude  -73.604008  Help

Place Type  No selection  Additional Info

Type	Alias
Neighborhood	Hofstra Oak Street Entrance

Type  Neighborhood  Hofstra Oak Street Entrance

*'Map View or Add Location Alias' window*

#### 4.1.2 Map View and Location Aliases

Selecting the **'Map View or Add Location Aliases'** button on the location tab brings up a new window where users can select the location physically on the map, and set aliases for quick selection.

- **Latitude and Longitude** values need to be entered in WGS84 Decimal Degrees Notation (E.g.: 40.813659 -73.266770)

- If unsure, **click on the location on the map** to retrieve the latitude and longitude.
  - A **house icon** will be placed on the map, and the location fields will auto-populate.
  - A **Location Alias** can be added, to a list, which can be selected from for fast referencing.

*NERIS form, 'Add Unit Response' entry page*

#### **4.1.2 Unit Response**

Enter and confirm responding unit details:

- **\*Unit Assigned to Incident** (drop-down or manually enter if missing)
- Time Dispatched, En Route, Arrived On-Scene, Staged, and Cleared
- Response Mode (Emergent/Non-Emergent)
- Staffing count
- Mark if Canceled Prior to Arrival

Click the **Add** button to record each unit.

NERIS form, 'Incident' entry page

#### 4.1.3 Incident

Complete the incident details:

- **\*Department** – Select Entity (see section 3, above).
- **\*Enter the Incident Number** – Incident Number that matches CAD run number.
- **\*Select an Incident Type** – Select Signal Type (matches signal types from Dispatch module).
- Note whether **FD/EMS Aid was Given or Received**.
- Select Special Modifiers (None/ Active Assailant/ Mass Casualty Incident/ (Federal/State/County) Declared Disaster/ Urban Conflagration/ Violence Against Responder)
- Select an apparent **Displacement Cause** (Fire/ Smoke/ Water/ Utilities/ Hazardous Situation/ Collapse/ Other)
- Note Whether an **Exposure was present (Yes/No)**
- Enter the **Number of Occupants/Businesses displaced**
- If animals present, note how many were rescued.
- **Operational Benchmarks:** Command Established, Size up, Suppression, Search, Extrication (enter times)

Operational Benchmarks. Entered as: 'Month/Day/Year' and 'Hour: min: sec'

*NERIS form, 'Location Information' entry page*

#### **4.1.4 Location Information**

Validate and complete location-specific information:

- **If Address is the same on Dispatch form**, select the check box at the top.
- \*Mark whether incident is best represented on map as a **point or an area**.
- **\*Location type for incident** (Assembly/Commercial/ Residential/ Outdoor/ etc.)
- **\*Use of location type selected** (Selection dependent on Incident Type choice).
- Describe whether the location was in use.
- If vacant, apparent reason for vacancy.
- Describe whether there were people present.

*NERIS form, 'Actions & Tactics' entry page*

#### **4.1.5 Actions & Tactics**

Record actions taken by responding personnel:

- **\*Any actions taken during Incident Response** – Selecting Yes will populate the above fields to be edited.
- **\*Forcible Entry/Investigation/Salvage and Overhaul** - Select whether any of these three actions were taken during the incident.
- **\*Emergency Med Care** - Describe the action of emergency medical care taken (None/Patient Assessment/ Provide Basic Life Support/ Provide Advanced Live Support/ Provide Transport/ Patient Referral).
- **\*Command and Control** - Describe the action of command and control taken (None/ Established Incident Command/ Safety Officer Assigned/ PIO Assigned/ Notify Other Agencies/ Incident Assessment Completed/ Accountability Officer Assigned).
- **\*Non-Structure Search** - Describe the action of non-structured search taken (None/ Search Area of Collapse/ Search Underground Infrastructure/ Wide Area/Outdoor Search/ Search Waterway/ Body Recovery/ USAR K9 Search)
- **\*Personnel Contamination Reduction** - Describe the action of personnel contamination reduction (None/ On Scene Contamination Reduction/ Clean Cab Transport/ PPE Washed Post Incident).
- **\*Hazardous Situation Mitigation** - Describe the action of hazardous situation mitigation taken (None/ Take Samples/ Spill Control/ Leak Stop/ Remove Hazard/

Decontamination/ Atmospheric Monitoring Interior/ Atmospheric Monitoring Exterior Fenceline).

- **\*Provide Evac Support** - Describe the evacuation support provided (None/ Connected Interior Spaces/ Remote Interior Spaces/ Nearby Buildings/ Large Area).
- **\*Provide Equipment** - Describe the equipment provided (Provide Special Equipment/ Light/ Electrical Power/ Drone Video Equipment).
- **\*Provide Services** – Describe the services provided (None/ Restore Sprinkler system/ restore Reset Alarm system/ Shutdown Alarm/ Shutdown Sprinkler system/ Secure Property/ Remove Water/ Assist Uninjured Person/ Assist Animal/ Provide Apparatus Water/ Control Crowd/ Control Traffic/ Damage Assessment).
- **\*Information Enforcement** – Describe the type of information enforcement (None/ Refer to Proper AHJ/ Enforce Code or Law/ Provide Public Information).
- **\*Suppression:**
  - **Structural** - Describe the action of structural suppression taken (Interior/Exterior/ Interior & Exterior).
  - **Outside** - Describe the action of outside suppression taken (Interior/Exterior/ Interior & Exterior).
- **\*Ventilation:**
  - **Vertical** – Describe the action of Vertical ventilation taken (Prior/During/Post Suppression).
  - **Horizontal**– Describe the action of Horizontal ventilation taken (Prior/During/Post Suppression).
  - **Positive Pressure** – Describe the action of Positive Pressure ventilation taken (Prior/During/Post Suppression).
  - **Hydraulic** - Describe the action of Hydraulic ventilation taken (Prior/During/Post Suppression).
- **\*Search Structure:**
  - **Door Initiated** - Describe the action of door-initiated search action (Prior/During/Post Suppression).
  - **Window Initiated** - Describe the action of window-initiated search action (Prior/During/Post Suppression).

*NERIS form, 'Emerging Hazards' entry page*

#### **4.1.6 Emerging Hazards**

Select and document hazards encountered:

- **\*Describe Power generation hardware involved (Photovoltaics/ Wind Turbine/ Other/ N/A).**
- Select one or more Ignition source (Corrugated Stainless-Steel Tubing/ Cor
- Describe the **category of battery powered/stored energy** (Consumer Products/ Energy Storage System/E-Mobility/ Electric Vehicle).
- Describe the **specific type of electrification hazard** (Selections dependent on Category of battery powered/stored).
- Select whether Battery/ESS was the source or target.
- Describe suppression approach (None/Suppression with Water Only/ with Water and Additive/ Submerge or Bury/ Use of Fire Blanket/ Use of Battery Penetration Appliance/ Let Incident Run Its Course).

NERIS form, 'Add Firefighter Casualty' entry page

#### 4.1.7 Firefighter Casualties

Document firefighter injuries or fatalities:

- \*Select whether **'Mayday called'** (Yes/No/Not Applicable)
  - If yes, Select:
    - Was Suppression pre/during/post/none mayday call?
    - Was Rapid Intervention Team activated? (Yes/No)
- \*Select the **Firefighter rescue type** (Rescued by Firefighter/ By Firefighter RIT/ By Non-Firefighter/ Evacuation Assisted by Firefighter/ Self-Evacuation/ No Rescue Needed)
- \*Select the **Primary rescue action taken**
- \*Select the **Nature of casualty** (Uninjured/Injured Nonfatal/ Injured Fatal)
- Enter the **Rank of firefighter**
- Enter **Years of service** of firefighter.
- Enter **Birth Month and Year** for injured or rescued
- Enter firefighter's **Gender**.
- Enter firefighter's **Race**.

NERIS form, 'Add Civilian Casualty' entry page

#### 4.1.8 Civilian Casualties

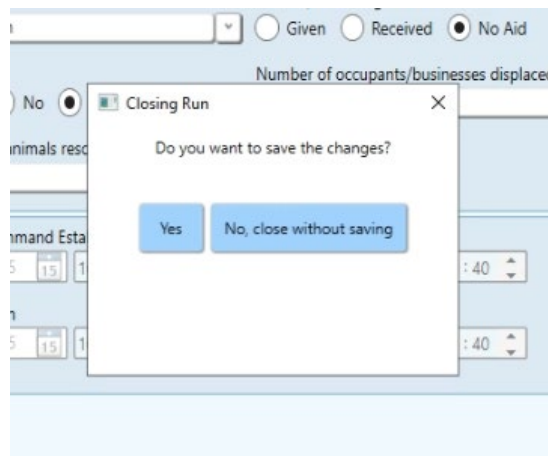
Document civilian casualties:

- \*Select the **Civilian rescue type** (Rescued by Firefighter/ By Firefighter RIT/ By Non-Firefighter/ Evacuation Assisted by Firefighter/ Self-Evacuation/ No Rescue Needed)
- \*Select the **Nature of casualty** (Uninjured/Injured Nonfatal/ Injured Fatal)
- Birth **Month and Year** for civilian.
- Enter Civilian's **Gender**.
- Enter Civilian's **Race**.

#### 4.1.9 Narrative

Provide a clear, professional incident summary:

- Description of any **obstacles that impacted the incident**.
- Description of the **final disposition of the incident**.
  - **NOTE:** Avoid entering any personal identifying information.



*Saving and Closing popup*

#### **5. Saving and Closing Entries**

Click 'Save and Close' to save progress or exit without saving. Saving incomplete entries changes their status to Red. Closing without edits retains Yellow status. Completed forms will appear Green.

NERIS INCIDENT REPORT	
<b>NERIS Run</b> Run # 2025-000562 <b>Date</b> 2025-08-23 22:21:51 <b>Address</b> 157 HEMPSTEAD AVE, WEST HEMPSTEAD 11552 <b>Department</b> <b>Incident Type1</b> Public Service - Alarms (Non Medical) - Fire / Smoke Alarm <b>Incident Type2</b> <b>Incident Type3</b>	
DISPATCH	
<b>Department</b> Dispatch Internal ID 2025-000562 <b>NERIS Incident ID</b> <b>Dispatch Center ID</b> Dispatch Determinate Code <input type="checkbox"/> Dispatch Auto Alarm Dispatch Incident Code <b>Dispatch Final Disposition</b> <b>PSAP Call Arrival</b> 2025-08-23 22:21:49 <b>PSAP Call Answer</b> 2025-08-23 22:21:50 <b>Time of Alarm</b> 2025-08-23 22:21:51 <b>Cleared Time</b> 2025-08-24 20:13:08	
Location Information	
<b>Address</b> 157 HEMPSTEAD AVE, WEST HEMPSTEAD 11552 <input type="radio"/> Point Address <input checked="" type="radio"/> Intersection <b>Cross Street1</b> <b>Cross Street2</b> <b>Place Type</b> <b>Latitude</b> <b>Longitude</b> <b>Additional Info</b>	
Location Details	
Type of Unit	Unit Value
Unit Response	
Assigned Unit	Unit CAD Designation 7682
Dispatch Time	<input type="checkbox"/> Unable to Dispatch <input type="checkbox"/> Canceled Prior to Arrival
Unit Staffing 0	Enroute to Scene Time
Arrived Time	Canceled Time
Staged on Scene Time	Cleared Incident Time
Response Mode	Transport Mode
Medical Responses	
Hospital Name	Time at Patient
Enroute to Hospital Time	Cleared Hospital Time
Arrived Hospital Time	Transfer to Agency Time
Transfer to Hospital Time	
Unit Response	
Assigned Unit	Unit CAD Designation 7682
Dispatch Time	<input type="checkbox"/> Unable to Dispatch <input type="checkbox"/> Canceled Prior to Arrival
Unit Staffing 0	Enroute to Scene Time
Arrived Time	Canceled Time
Staged on Scene Time	Cleared Incident Time
Response Mode	Transport Mode
Medical Responses	
Hospital Name	Time at Patient
Enroute to Hospital Time	Cleared Hospital Time
Arrived Hospital Time	Transfer to Agency Time
Transfer to Hospital Time	

*NERIS Incident report, print preview*

## 6. Reports and Printing

NERIS allows printing and exporting of incident and entry forms.

- Select the **'Print'** button in the bottom-left corner.
- Choose to print to a local printer or save as a file format such as PDF.

## 7. Glossary

**Entity:** A Fire Department or Fire Marshall record within NERIS.

**Incident:** A fire or EMS event requiring a NERIS report.

**Run:** A single NERIS incident form.

**Submitted:** Status indicating a report has been sent to the state.

**Locked Entry:** an incident that cannot be modified until unlocked.

**CAD:** Computer-Aided Dispatch; software that integrates with NERIS.

**PSAP:** Public Safety Answering Point; the dispatch center responsible for call intake and dispatch.

**Exposures:** Additional properties or structures impacted by the incident.

**Alias:** A saved alternate location label that can be quickly selected in future incidents.

**Staffing Type:** Department's classification of personnel (Volunteer, Career, Civilian).

**Shift Count:** The number of shifts the department maintains in its schedule.

**Shift Signup:** Current shift schedule, as of NERIS activation

**Current ISO:** Current ISO rating (1-10) of the company

**CPSE:** Center for Public Safety Office classification of fire department effectiveness, on a scale of 1-10.

**CAAS:** Commission on Accreditation of Ambulance Services

**Dispatch Center ID:** 4-digit unique identifier for each PSAP dispatch center being requested to respond to an incident

**Dispatch PSAP Type:** The type of dispatch center being requested

**PSAP Jurisdiction:** Aggregation level of dispatch center

**PSAP Discipline:** Whether dispatch is single entity or multiple entity

**Capability:** Whether PSAP follows most recent NENA standards

**AHJ:** Authority Having Jurisdiction. An organization responsible for enforcing the requirements of a code or standard, or for approving equipment, materials, an installation, or a procedure.