



**Ohio
State Fire Marshal**

3Di Engage

Public Record Request Manual for Public Users

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1 Purpose/Overview

This User Manual provides guidance for managing and maintaining the newly developed “**Public Record Request**” module for the Ohio Department of Commerce, Division of State Fire Marshal, Bureau of Fire Prevention.

The document is intended for use by **Public Users (non-logged-in users)**. It covers essential functions by which Public Users may request and receive copies, in accordance with R.C. 149.43, of Ohio Fire Incident Report Management System (OFIRMS) public records and/or data maintained by the Ohio Department of Commerce, Division of State Fire Marshal, Bureau of Fire Prevention.

The OHIO State Fire Marshal Portal enables users to search and get the basic details of any Fire incident in the State of OHIO using the Self Service Public Records Request. If a detailed Incident report is required, the user can use the Escalated Public Records Request from the Portal.

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1.1 Links to Portal

1.1.1 Production Portal URL

- Web Portal – <https://sfmengage.com.ohio.gov/>

2 OHIO Fire Incident Report Self Service Public Records Request

To search for an incident, the public user can click on the “Search” button in the OHIO Fire Incident Report Self Service PRR section located in the bottom-left card, as shown in the image below.

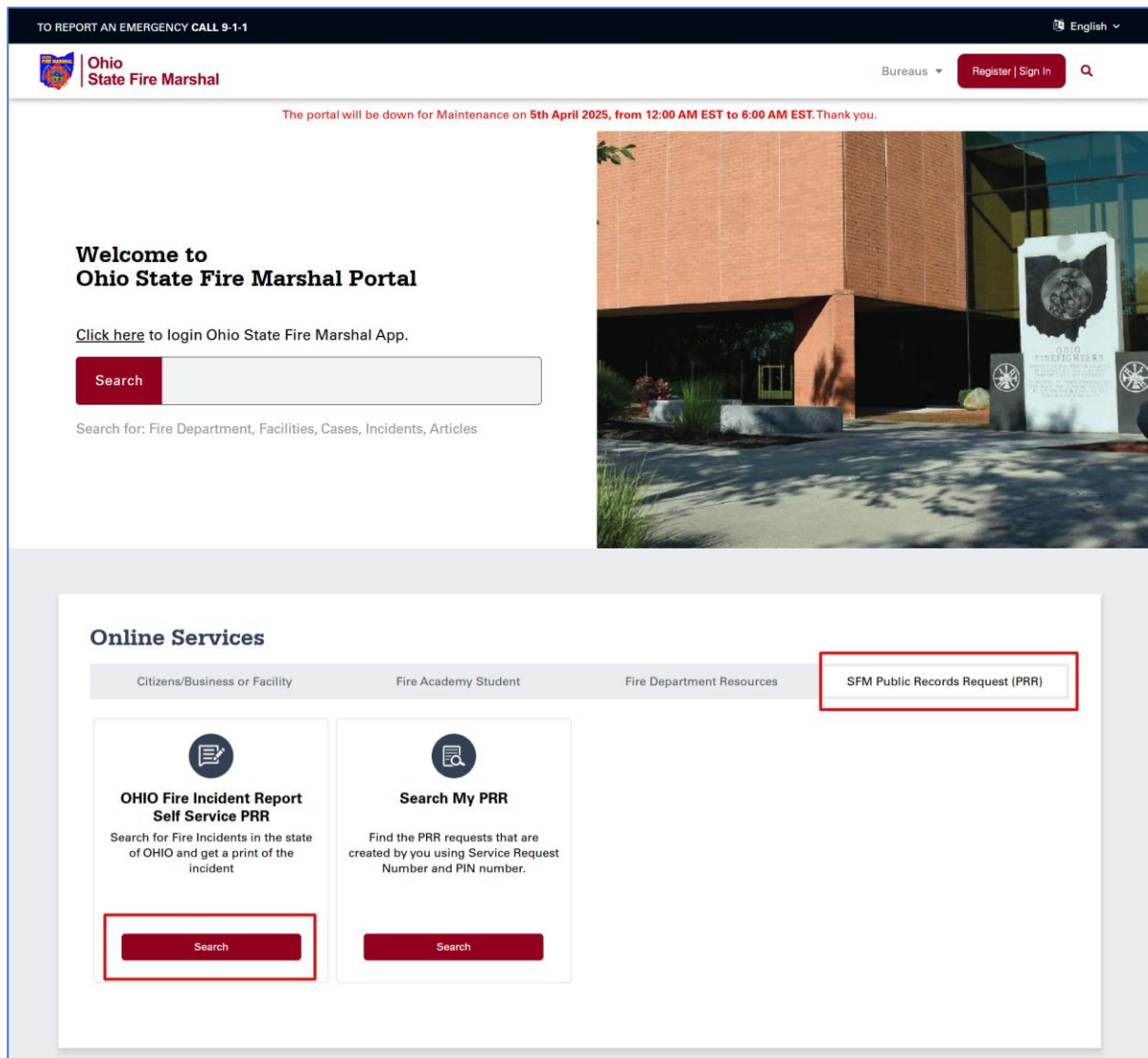


Figure 1: Home Page

Public users can search for incidents using the Incident Self-Service Request filter, as highlighted in the image below. The user can select Incident Type, County, Fire Department, etc.

If the user knows the exact incident date, they can click “Yes” for “Do you know the incident date?” and enter the date. If the User clicks “No”, then it can enter the date range.

After filling in the search filters, when the user clicks on the “Search” button, it will list the incidents that match the search criteria.

Note: The search results can show up to 50 records. If the limit exceeds, then it will ask the public user to refine the search.

Create a Case

I want to

Search My PRR

File a Service Request

OHIO Self Service PRR

OHIO Fire Incident Data

OHIO OTTER Self Service PRR

OTTER Search My PRR

Response Resource

OHIO Self Service PRR

IMPORTANT INFORMATION REGARDING USE OF THIS PORTAL. PLEASE READ CAREFULLY:

- The purpose of this service is to provide the public an efficient online system option by which they may request and receive copies, in accordance with R.C. 149.43, of Ohio Fire Incident Report Management System (OFIRMS) public records and/or data maintained by the Ohio Department of Commerce, Division of State Fire Marshal, Bureau of Fire Prevention ("SFMFP").
- Other methods by which you may request public records include regular mail, email, and in person.
- Upon submitting your request, **you will be provided a Public Request Number and a PIN number** to access replies from SFMFP regarding your public records request. **Do not lose your Request and PIN numbers.**
- If your request can be processed, any records that are responsive to your request will be uploaded to the portal. A typical request usually takes up to 10 business days. If you have provided an email address, you will receive an email notifying you that a response has been uploaded. You may access the responsive records by accessing the portal using your Request and PIN numbers.
- Note, if you did not provide an email address, you will not receive any direct communication from SFMFP. Check the portal to determine if your request has been fulfilled
- If your request cannot be processed, SFMFP will contact you via the email address you provide or, if none provided, this portal. SFMFP may ask you to clarify your request. **If you do not respond to the request for clarification, your request will be closed after twenty-one (21) days. (You may submit a new request thereafter.)**
- The State of Ohio, Department of Commerce, Division of State Fire Marshal, and/or the Bureau of Fire Prevention does not assume any legal liability for the accuracy, completeness, or usefulness of any information, program or process shown herein.
- Please note, for self-service results, if a responsive document includes an OFIRMS report, the narrative and "persons involved" portions of the OFIRMS report are excluded from any response via this portal. If you are seeking one or both of these OFIRMS sections, please escalate your request by [clicking here](#)
- Fire incident data is not necessarily reported in real-time. Fire incident reporters typically report incidents up to thirty (30) days after the incident. For example, if you request data on May 1st, April's data will most likely be incomplete.

If you need help with the specific details then [click here](#) to go to FAQs

Incident Self Service Request Filter

Incident Type

FD County

FD Name

161 - Outside storage fire

3DI TestCounty

3di Test New Fire Department - 13197

House Number

Street

City

State

Do you know the date of the Incident?

☐ Yes
 ☐ No

Search

Reset

Incident Number	Incident Type	Address	County	FDID	FD Name	Incident Date
0124987	161 Outside storage fire	2551, AVALON, COLUMBUS, OH, 43219	3DI TestCounty	13197	3di Test New Fire Department	09/13/2024 12:00 AM
2024909	161 Outside storage fire	7506, CAMDEN, CLEVELAND, OH, 44102	3DI TestCounty	13197	3di Test New Fire Department	05/08/2022 12:00 AM
4338896	161 Outside storage fire	8202, Ohio 37, Sunbury, OH, 43074	3DI TestCounty	13197	3di Test New Fire Department	07/10/2024 12:00 AM

10

items per page

1-3 of 3 items

ESCALATE the request.

Please note, for self-service results, if a responsive document includes an OFIRMS report, the narrative and "persons involved" portions of the OFIRMS report are excluded from any response via this portal. If you are seeking one or both of these OFIRMS sections, please escalate your request.

Figure 2: Ohio Self-Service PRR

After clicking on the Incident number, the user will be redirected to the print preview of Incident details, wherein the user can view the data of various incident modules like Basic, Fire, Structure Fire, etc., as shown in the image below.

Create a Case

OHIO Self Service PRR

OHIO Fire Incident Data

Search My PRR

Print PDF

NFIRS-1 Basic

A	FDID: 01007	State: OH	Incident Number: 136	Exposure: 000	Incident Date: 08/30/2022	Station: 15
----------	----------------	--------------	-------------------------	------------------	------------------------------	----------------

B	Location Type Location Type ☐ Street address	Street Address: 180 TOM BROWN, Oliver (Township of), OH, 45697	Number/Milepost: 180
	Prefix: TOM BROWN	Street or Highway: TOM BROWN	Suffix: Apts./Suite/Room:
	Street Type: RD	City: Oliver (Township of)	State: OH
	District: 8	ZIP Code: 45697	County: Adams
		Zip add-on codes:	Census Tract:

C	Incident Type: 111 Building fire
----------	--

D	Aid Given or Received Aid Given or Received ☒ 2 Automatic aid received
----------	---

Figure 3: Incident Detail Page

The preview screen will contain below modules:

1. Basic without sections K, L.
2. NFIRS-2 Fire
3. NFIRS-3 Structure Fire

After clicking on the “Print PDF” button, it generates a link to download the Incident PDF.

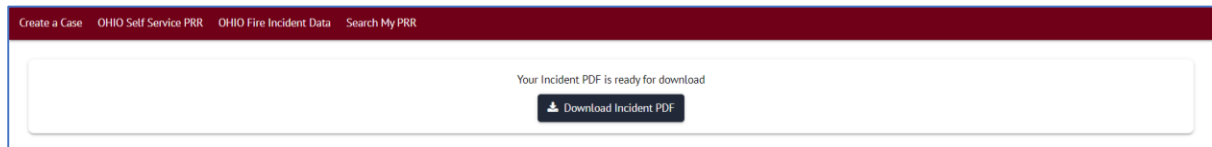


Figure 4: Download Incident PDF Screen

After clicking on the “Download Incident PDF” button, it will download the Incident PDF.

Figure 5: Print Incident PDF

Escalated Public Records Request by Non-logged-in / Public Users

To create an Escalated Public Records Request, the public user needs to click on the “ESCALATE” button at the bottom right, as highlighted in the image below.

Create a Case | I want to ▾ | Search My PRR | File a Service Request | **OHIO Self Service PRR** | OHIO Fire Incident Data | OHIO OTTER Self Service PRR | OTTER Search My PRR | Response Resource

OHIO Self Service PRR

IMPORTANT INFORMATION REGARDING USE OF THIS PORTAL. PLEASE READ CAREFULLY:

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- Other methods by which you may request public records include regular mail, email, and in person.
- Upon submitting your request, you will be provided a **Public Request Number** and a **PIN number** to access replies from SFMP regarding your public records request. **Do not lose your Request and PIN numbers.**
- If your request can be processed, any records that are responsive to your request will be uploaded to the portal. A typical request usually takes up to 10 business days. If you have provided an email address, you will receive an email notifying you that a response has been uploaded. You may access the responsive records by accessing the portal using your Request and PIN numbers.
- Note, if you did not provide an email address, you will not receive any direct communication from SFMP. Check the portal to determine if your request has been fulfilled.
- If your request cannot be processed, SFMP will contact you via the email address you provide or, if none provided, this portal. SFMP may ask you to clarify your request. **If you do not respond to the request for clarification, your request will be closed after twenty-one (21) days. (You may submit a new request thereafter.)**
- The State of Ohio, Department of Commerce, Division of State Fire Marshal, and/or the Bureau of Fire Prevention does not assume any legal liability for the accuracy, completeness, or usefulness of any information, program or process shown herein.
- Please note, for self-service results, if a responsive document includes an OFIRMS report, the narrative and “persons involved” portions of the OFIRMS report are excluded from any response via this portal. If you are seeking one or both of these OFIRMS sections, please escalate your request by [clicking here](#).
- Fire incident data is not necessarily reported in real-time. Fire incident reporters typically report incidents up to thirty (30) days after the incident. For example, if you request data on May 1st, April’s data will most likely be incomplete.

If you need help with the specific details then [click here](#) to go to FAQs

Incident Self Service Request Filter

Incident Type: 161 - Outside storage fire
 FD County: 3DiTestCounty
 FD Name: 3di Test New Fire Department - 13197

House Number: Street: City: State:

Do you know the date of the Incident?
☐ Yes ☐ No

Incident Number	Incident Type	Address	County	FDID	FD Name	Incident Date
0124987	161 Outside storage fire	2531, AVALON, COLUMBUS, OH, 43219	3DiTestCounty	13197	3di Test New Fire Department	09/13/2024 12:00 AM
2024909	161 Outside storage fire	7506, CAMDEN, CLEVELAND, OH, 44102	3DiTestCounty	13197	3di Test New Fire Department	05/08/2022 12:00 AM
4338896	161 Outside storage fire	8202, Ohio 37, Sunbury, OH, 43074	3DiTestCounty	13197	3di Test New Fire Department	07/10/2024 12:00 AM

10 items per page 1-3 of 3 items

ESCALATE the request.
 Please note, for self-service results, if a responsive document includes an OFIRMS report, the narrative and “persons involved” portions of the OFIRMS report are excluded from any response via this portal. If you are seeking one or both of these OFIRMS sections, please escalate your request.

Figure 6: Self Service PRR

After clicking on “ESCALATE” it will redirect the public user to the “Public Record Request” form.

The screenshot shows the Ohio State Fire Marshal's Public Record Request form. At the top, there's a header with the Ohio State Fire Marshal logo and navigation links: "Create a Case", "I want to", "Search My PRR", "OHIO Self Service PRR", and "Response Resource". The main form area has a "Service Request Type" dropdown set to "Public Record Request". Below this is a question "Are you looking for a specific Incident?" with "Yes" and "No" radio buttons. Under "Additional Incident Information:", there are three dropdowns: "Incident Type", "County", and "Fire Department", all currently set to "None selected". A "Contact Details" section follows, with a note about email correspondence and a warning "Do not lose your Request and Pin number." It contains three input fields: "Full Name", "Email Address", and "Phone Number". Below these are two large text areas for "What general information do you want from the Data?" and "Please give us specific details about the data that you are looking to help us fulfill your request.", both with character counts. A link to FAQs is provided. At the bottom, there's a section "What format do you want your Data?" with four checkboxes: "Raw Data", "Visual Representation", "Single Incident", and "List of Incidents". "Submit" and "Cancel" buttons are at the bottom right. The footer includes "3Di Engage V2.0.2061" and "© 2025 3Di Inc."

Figure 7: Public Record Request form

“What general information do you want from the Data?” is a mandatory field that needs to be filled in by the Public user.

If the user wants to know about a specific Incident, then they can select “Yes” for the “Are you looking for a specific Incident?” question. After clicking on “Yes”, the public user has to enter the Street and County as these options are required.

This screenshot shows the "Are you looking for a specific Incident?" section with the "Yes" radio button selected. Below the question, a note states: "If you are looking for a single incident report, please give us specific address information (Please provide as much information as possible)." There are four input fields: "House Number", "Street" (marked with a red asterisk), "County" (marked with a red asterisk and set to "None selected"), and "City" (set to "Select").

Figure 8: "Are you looking for a specific Incident?" with the "Yes" option selected

For the question “Are you looking for a specific Incident?”, if we select the “No” option, then the user can select All of Ohio, County, or Municipality. These are optional.

This screenshot shows the "Are you looking for a specific Incident?" section with the "No" radio button selected. Below the question, there are four checkboxes: "All of Ohio", "County", and "Municipality".

Figure 9: "Are you looking for a specific Incident?" with the "No" option selected

If the user wants to know about a specific Incident type, then it can select the Incident type.

Providing contact details is optional. If the public user does not provide an email address, all correspondence will be via the portal. The public user has to check the portal to acquire such correspondence, including responsive records. If the public user provides contact details, they will be notified via email about the response.

If the user needs help, they can click on the “click here” option to go to the FAQs page.

If you need help with the specific details then [click here](#) to go to FAQs

Figure 10: PRR FAQs

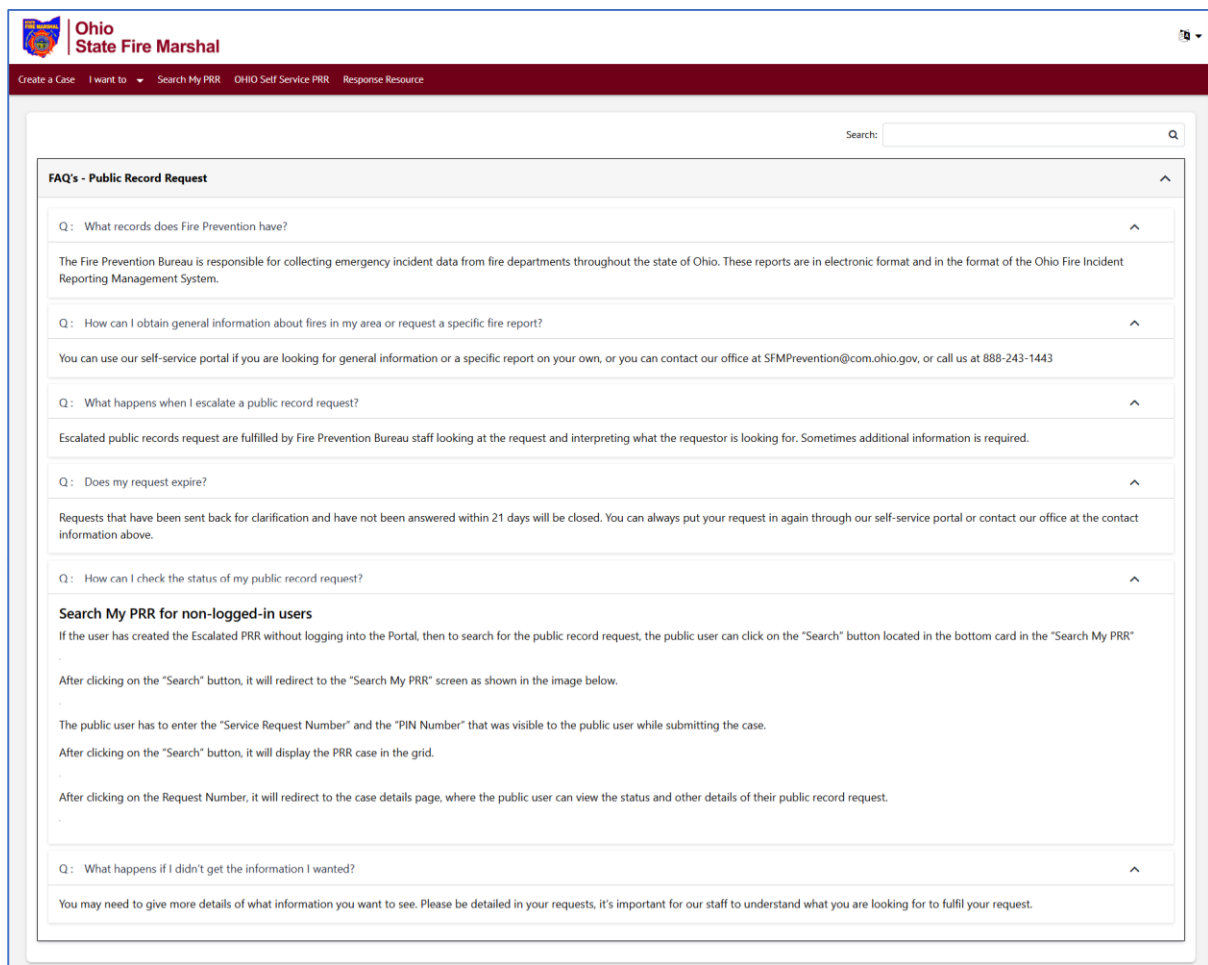


Figure 11: FAQs page

After filling in all the information, when the public user clicks “Submit”, the public record request case will be submitted to the Bureau chief. The status of the case will be “Under Review”.

The public user will see a case submission confirmation screen. The public user should keep the Public Record Request Number and the PIN safely with them so that they can use it for searching their PRR requests.

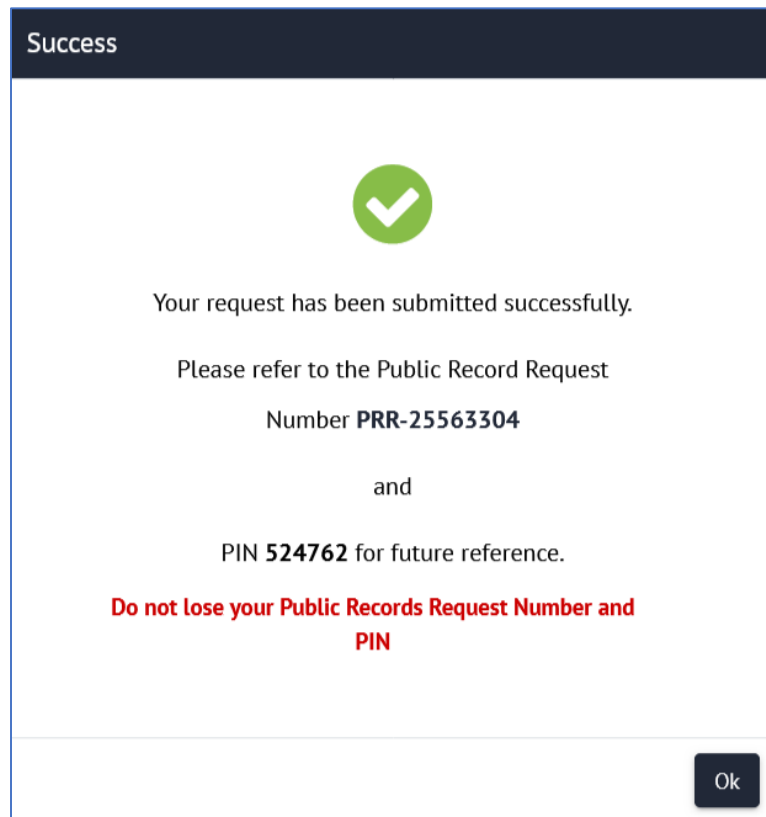


Figure 12: PRR case submission confirmation screen

Note: After a public record request is submitted by the public user, if the email was entered in the form, it will send an email to the public user, as shown in the image below.

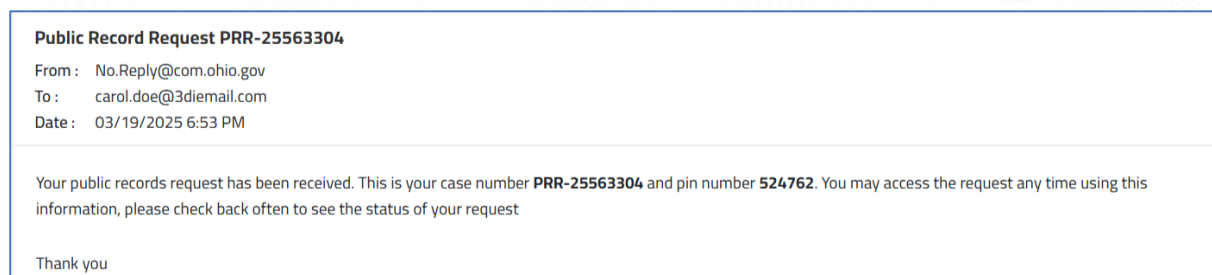


Figure 13: Public Record Request email for public users

2.1.1 Search My PRR for non-logged-in / Public Users

If the Public user has created the Escalated PRR, then to search for the public record request, the public user can click on the “Search” button located in the bottom card in the “Search My PRR” section, as shown in the image below.

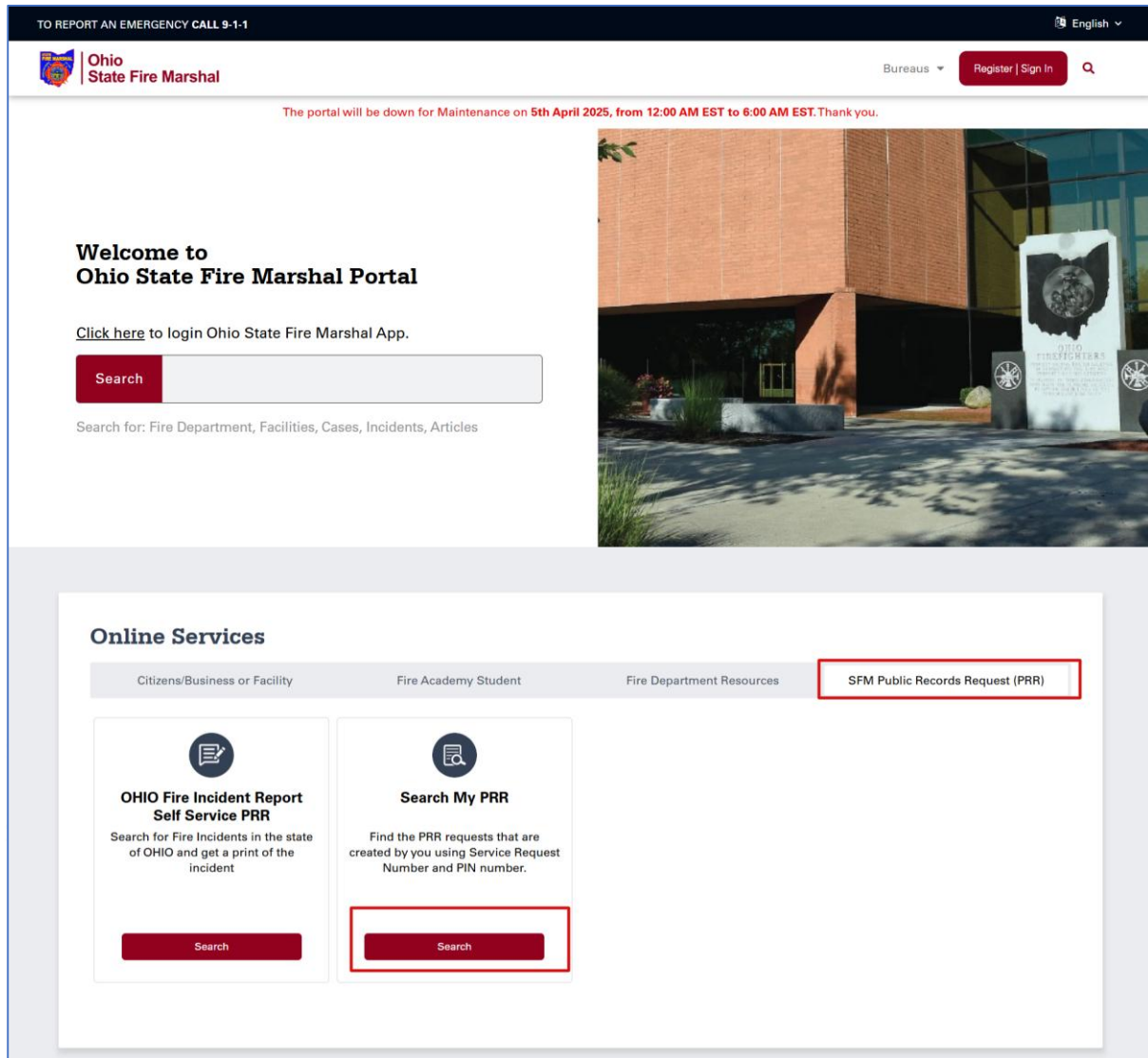


Figure 14: Home Screen

After clicking on the “Search” button, it will redirect to the “Search My PRR” screen, as shown in the image below.

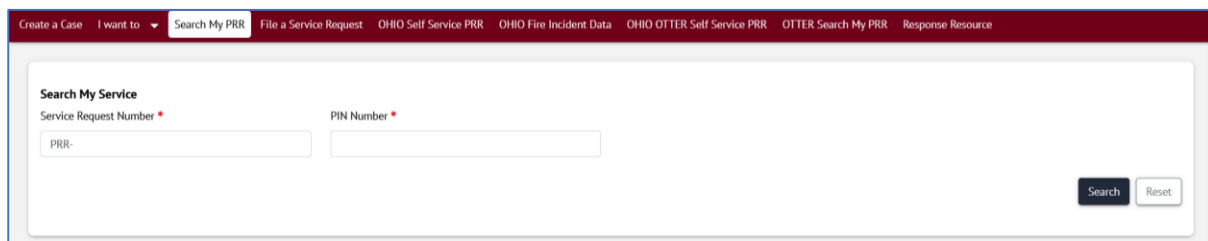


Figure 15: Search My PRR

The public user has to enter the “Service Request Number” and the “PIN Number” that was visible to the public user while submitting the case.

After clicking on the “Search” button, it will display the PRR case in the grid.

Create a Case | I want to | Search My PRR | File a Service Request | OHIO Self Service PRR | OHIO Fire Incident Data | OHIO OTTER Self Service PRR | OTTER Search My PRR | Response Resource

Search My Service

Service Request Number * PIN Number *

Request Number	Incident Type	Last Status	Requested On	Last Updated On
PRR-25563304	New Public Record Request	In process	03/19/2025	03/19/2025

10 Items per page 1-1 of 1 Items

Figure 16: My PRR List

After clicking on the Request Number, it will redirect to the case details page, where the public user can view the status and other details of their public record request.

Create a Case | I want to | Search My PRR | File a Service Request | OHIO Self Service PRR | OHIO Fire Incident Data | OHIO OTTER Self Service PRR | OTTER Search My PRR | Response Resource

Case Detail

Case Number : PRR-25563304 | Type : New Public Record Request | Address : | Status : Pending Approval: Resolution - Partially Fulfilled

Map - Discovery Center, Lewis Rattliff Park, W Sandusky Ave, W Columbus Ave, County Rd 17, S C St, 194, 197

Address	N/A
Category	Service Request
Priority	Normal
Submitted By	Anonymous
Created Date	03/19/2025 09:23 AM
Updated Date	03/19/2025 09:38 AM
Assignee(s)	FP - Public Records Ticket Management, FP - Bureau Chief

Intake Form | Documents | Comments

New Public Record Request (PRR-25563304)

Are you looking for a specific Incident? : No

Email Address : carol.doe@3diemail.com

What general information do you want from the Data? : Need specific Incidents information from the year 2023.

If you need help with the specific details then [click here](#) to go to FAQs

Raw Data : Yes

Visual Representation : Yes

Single Incident : Yes

List of Incidents : Yes

3Di Engage V2.0.2061 © 2025 3Di Inc.

Figure 17: PRR Case Detail Screen

Once the Public record request is approved by the bureau chief, the public users can see the reason and status of their request from the case details screen.

Create a Case
I want to
Search My PRR
File a Service Request
OHIO Self Service PRR
OHIO Fire Incident Data
OHIO OTTER Self Service PRR
OTTER Search My PRR
Response Resource

Case Detail

Case Number : PRR-25563661 | Type : PAR Public Record Request | Status : Closed with Resolution - Partially Fulfilled

Address	N/A
Category	Service Request
Priority	Normal
Submitted By	Three's Di Test User One
Created Date	03/24/2025 11:16 AM
Updated Date	03/25/2025 06:03 AM
Assignee(s)	FP - Public Records Ticket Management, FP - Bureau Chief, FP - Asst Bureau Chief

The Division of State Fire Marshal, Fire Prevention Bureau, ("SFMFP") received your public records request via the Ohio Fire Incident Report Management System (OFIRMS) online portal. Responsive record(s) and/or data are uploaded for your retrieval.

Please note, if a responsive document contains any of the following information, such information has been redacted as follows:

- Social Security Numbers: in accordance with R.C. 149.43; State ex rel. Office of Montgomery County Pub. Defender v. Siroki, 108 Ohio St. 3d 207, 2006-Ohio-662, at ¶¶ 17-18; State ex rel. Beacon Journal Publishing Co. v. Akron (1994), 70 Ohio St.3d 605, 610, 1994-Ohio-6;
- Personal Information: in accordance with R.C. 149.43(A)(1)(d)(i) which includes:
 - An individual's social security number;
 - An individual's state or federal tax identification number;
 - An individual's driver's license number or state identification number;
 - Certain bank and money account numbers;
- First Responder information or other designated public service worker's residential and familial information: in accordance with R.C. 149.43(A)(P).

However, SFMFP is unable to respond to your request in its entirety for the following reason(s):

OVERLY BROAD or UNCLEAR

Furthermore, with regards to the determination for SFMFP to not respond fully to your records requests, SFMFP is not required to respond to requests that lack reasonable clarity or are overly broad. See R.C. 149.43(B)(2); State ex rel. Glasgow v. Jones, 119 Ohio St.3d 391, 2008-Ohio-4788, ¶ 17, quoting State ex rel. Morgan v. New Lexington, 112 Ohio St.3d 33, 2006-Ohio-6365, ¶ 29; and ¶ 19; State ex rel. Consumer News Serv., Inc. v. Worthington City Bd. of Edn., 97 Ohio St.3d 58, 2002-Ohio-5311, ¶ 42; State ex rel. Morgan v. Strickland, 121 Ohio St.3d 600, 2009-Ohio-1901; State ex rel. Zauderer v. Joseph, 62 Ohio App.3d 752 (10th Dist. 1989); State ex rel. Zidonis v. Columbus State Community College, 133 Ohio St.3d 122, 2012-Ohio-4228; Salemi v. Cleveland Metroparks, 8th Dist. No. 100761, 2014-Ohio-3914, ¶¶ 26-27, aff'd, 145 Ohio St.3d 408, 2016-Ohio-1192.

"A request is ambiguous or overly broad when it identifies correspondents only as belonging to offices, titles, groups or categories, for which research is required to recognize membership." (Emphasis added). State ex rel. Oriana House, Inc. v. Montgomery, 10th Dist. Franklin Nos. 04AP-492, 04AP-504, 2005-Ohio-3372, ¶ 9, overturned on other grounds, 107 Ohio St. 3d 1694, 2005-Ohio-6763, 840 N.E.2d 201; Gannett GP Media, Inc. v. Ohio Dept. of Pub. Safety at ¶ 11. Kanter v. City of Cleveland Heights, 2018-Ohio-4592, ¶8

Please find your documents above and don't forget to check the comments section for any additional descriptions of the data provided.

Intake Form | Documents | Comments

PAR Public Record Request (PRR-25563661)

Are you looking for a specific Incident? : No

All of Ohio : No

County : No

Municipality : No

Email Address : mark.thomas@3diemail.com

What general information do you want from the Data? : test

If you need help with the specific details then [click here](#) to go to FAQs

Raw Data : No

Visual Representation : Yes

Single Incident : No

List of incidents : No

Figure 18: Case Details Screen after Bureau Approval

2.1.2 Action Performed by Public User for “Additional Information Requested” PRR Case Status

2.1.2.1 Case Status: Additional Information Requested

When the Bureau staff asks for additional information, the public user will see the “Send Additional Information” Action on the case detail page, as shown in the image below.

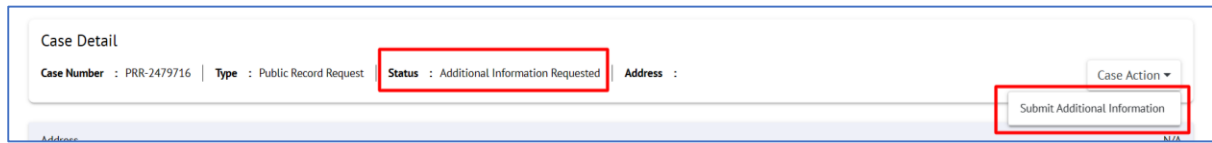


Figure 19: Submit Additional Information Case Action

After clicking on “Submit Additional Information”, it will open a popup, wherein the Public user has to enter the PIN (required field), add comments, upload files, and then click on “Submit”.

A screenshot of a modal popup titled 'Submit Additional Information'. The form contains three main sections: 1. 'Enter PIN' with a required asterisk and a text input field. 2. 'Comment' with a large text area and a character count '0 of 3000 characters used'. 3. 'Upload Files' with a 'Select files...' button. At the bottom right are 'Submit' and 'Cancel' buttons.

Figure 20: Submit Additional Information popup

After clicking on “Submit”, the case will be assigned back to the Bureau staff. The status changes from “Additional Information Requested” to “In process”.

The documents sent by the Bureau staff for additional information will be visible in the case details screen, under the documents tab, in the “Additional Information tab”.

Case Detail

Case Number : PRR-25563304 | Type : PAR Public Record Request | Status : Additional Information Requested

Map

Address	N/A
Category	Service Request
Priority	Normal
Submitted By	Anonymous
Created Date	03/19/2025 09:23 AM
Updated Date	04/02/2025 03:59 AM
Assignee(s)	N/A

Intake Form | **Documents** | Comments

ADDITIONAL INFORMATION



SAMPLE.PDF

Download

UPLOADED BY:
ANITA METHENY

UPLOADED ON:
04/02/2025 03:59 AM

Figure 21: Additional Information document submitted by Bureau Staff

Note: If the public user provided an email ID while submitting the form, then they will receive an email if additional information is requested.

2.1.2.1.1 Close after 21 days

If the public user does not submit additional information, the PRR case will automatically close after 21 days.

The case status changes from “Additional Info Required” to “Close with Resolution - Expired”.

Note: Once the public record request is approved, if the public user had submitted an email id while filling out the form, then they will receive an email with the reason of denial or approval. If the email ID is not provided, then the public users can see the status of their PRR request by searching their PRR using the PRR case number and PIN.