



# Jackson Hole Fire/EMS Operations Manual

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Division: 14  
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## PURPOSE

To establish a policy regarding incident radio traffic to minimize confusion, promote scene safety and increase efficient communications.

## POLICY

It shall be the policy of this department that the following guidelines be used to establish incident communications.

## SECTION I – GENERAL

Interoperable communications are a key component of the National Incident Management System and ICS, yet it is frequently one of the first aspects to fail. In an effort to improve radio communications, the following shall be the accepted procedures for any incident that Jackson Hole Fire/EMS (JHFEMS) responds to:

1. The Incident Commander (IC) shall choose a command channel (used to communicate with dispatch and other officers), capable of reaching the jurisdictional dispatch center and responding resources not yet on scene, and announce that channel during the initial scene size up. The IC may also decide to utilize one or more tactical frequencies (used to communicate within groups or divisions or to facilitate on scene logistics), which will also be announced and assigned over the command channel.

### Command channels available:

JHFEMS Repeater	Primary Fire EMS Repeater
E-Net	Rosie's Ridge, Snow King, Pow Wow
22 CAT 1	WyoLink
22 JH Fire 1	WyoLink
VTAC 17R	Portable Repeater through TCEM
TCSO	Law enforcement
GARN	Garn Mountain
BT Rendezvous	USFS
BT Ramshorn	USFS
GRTE Primary	Signal Mountain

\*Permission to utilize a Command Channel other than Fire/EMS Repeat, 22 CAT 1, 22 JH Fire 1 or E-Net should be gained by the IC prior to assignment.

**Tactical channels available:**

TAC 3	JHFEMS
TAC 4	JHFEMS
VTAC 12	Interagency/Nationwide tactical
VTAC 13	Interagency/Nationwide tactical
VTAC 14	Interagency/Nationwide tactical
VMED 28 (EMS ER)	Medical Helicopter
FS Tac 1	Teton Interagency fire tactical
FS Tac 2	Teton Interagency fire tactical
FS A-G	Air to ground with fire support aircraft

2. Knowledge of important Zones within the JHFEMS Radio Plan is critical for all multi-agency incidents.

**Important Zones:**

Fire/EMS Primary Zone  
Teton County Interoperability Zone  
Wildland Fire Initial Attack Zone  
Teton County WyoLink Zone

3. All responding resources will establish communication with the jurisdictional dispatch center as follows:

Jackson: All Teton County and Town of Jackson responses  
Teton Dispatch: All USFS and NPS responses (non-wildland fire)  
Teton Fire Dispatch: Wildland Fire (see Section V)

When resources are responding to mutual aid calls for another agency, responding units will “close out” with their assigned dispatch and “sign in” with the jurisdictional dispatch until they are stood down or clear from the scene.

See Section V for Wildland fire dispatch transition guidelines.

4. The choice of which channel to utilize as the command channel will depend upon geographical location, other incidents in progress, and availability of frequencies on the radios of the responding units and agencies. Regardless of the channel chosen, the dispatch center with jurisdiction for the incident will respond on the radio and record all radio traffic. For example, an incident on Togwotee Pass may require utilizing Grand Teton National Park’s primary repeater for communications, but all traffic should be addressed to and will be answered by the dispatch center at the Teton County Sheriff’s Office by calling “Jackson, unit ID.” An incident at Signal Mountain that occurs simultaneously with other incidents in Grand Teton National Park may require the use of E-Net for command channel and all traffic will be addressed to and will be answered by Teton Interagency Dispatch Center by calling, “Teton Dispatch, unit ID.”
5. All units shall call “en route”, “on scene”, “clear of scene” to the appropriate jurisdictional dispatch center via the command channel. Responding units are encouraged to keep their radio traffic to a minimum on the command channel to allow for command traffic. Resources arriving on scene will be assigned or should request tactical (direct, no repeater) frequencies to coordinate operations. Use of the tactical channels is critical to freeing up command channels in the event of other incidents or critical communications needs by the IC. Resources who have a need to contact the IC should first attempt to make contact over the tactical channel. If that is unsuccessful, the command channel may be utilized.

6. The IC shall utilize the command channel for pertinent actions, decisions, updates, and requests to the jurisdictional dispatch center. The use of the command channel will insure that communication is recorded in both audio and written forms.

## **SECTION II – FIRE/EMS REPEATER BACK-UP DUE TO FAILURE**

Fire/EMS Repeater Transmitter Failure – Dispatch transitions to All Hazards Radio on Snow King, a Back-up to Fire/EMS Repeat. All tones and communications over Fire/EMS Repeat will work as normal. This should be seamless to units in the field except for a possible, slight delay with radio transmissions and a change in coverage area from the Apres Vouz Fire Repeater transmitter to the Snow King All Hazards Radio transmitter.

Phone Lines to Dispatch Failure (Radio Systems Still Functioning) – Communication from Dispatch, including Paging will be affected.

1. Base Station at Station 1 can be used to initiate a Page for stations.
2. Motorola Mobile Radios in Battalion Chief rigs are set up to Page stations.

Fire/EMS Repeater Failure – Move all traffic to E-Net. Page personnel to stations over either MIR3 or IamResponding.

## **SECTION III – FIRE/EMS REPEATER BACK-UP DUE TO INCIDENT USE**

The IC is encouraged to select E-Net as the command channel. Avoiding the use of the main dispatch frequencies (JHFEMS repeat, GRTE Primary, BTNF Rendezvous and SO repeat) keeps those frequencies open for the dispatch of additional resources or other incidents.

If the use of Fire/EMS Repeat is needed for emergency operations by an agency other than Fire/EMS, permission should be granted to the IC. If long-term operations, membership and dispatch should be notified that Fire Communications will switch to E-Net and paging will take place through either MIR3 or IamResponding. If short-term operations, paging will occur on Fire/EMS Repeat (Dispatch Paging has priority on Fire/EMS Repeat over other radio traffic) and all incident communications will switch to E-Net. The Agency utilizing Fire/EMS Repeat should be counseled regarding Radio Discipline and Limited Use of the command channel.

## **SECTION IV – COMMUNICATIONS FAILURE**

See Division 17, Article 3.7 Medical Control Communication Failure

In the case of a mass disaster, members should take care of their families and then move to their respective stations for assignment.

Direct channels should be utilized to maintain command and control on scene.

Government Emergency Telecommunications Services (GETS) Cards will be issued to Chief Officers. GETS allows the user to place a priority call from a landline when all circuits are busy.

Operations should be discontinued if deemed to be unsafe by the IC or the designated Safety Officer.

## **SECTION V – WILDLAND FIRE INTERAGENCY DISPATCH TRANSITION GUIDELINES**

This section is intended to provide direction on when and how to transition a wildland fire incident from TCSO Dispatch to Teton Interagency Dispatch Center (TIDC). This would apply to wildland fires which have started on private property or in Teton County jurisdiction.

**TCSO Dispatch will transition the dispatch operations of a fire to TIDC when:**

- The fire has or is expected to move to federal property involving interagency jurisdictions.

**OR**

- Federal resources and/or aircraft have been requested.

**OR**

- At the request of the Incident Commander when the above situations are impending

TCSO Dispatch will confirm with TIDC the command frequency they wish to use for the incident. (Most likely BTF Rendezvous in the central Teton County areas.) TCSO Dispatch will advise the Incident Commander of the command frequency to move to with TIDC. From that point forward, the IC will send command communications including resource requests through TIDC.

TCSO Dispatch will continue to monitor (911) phone calls from the public that come in through their dispatch center in regards to the fire and any new or updated information shall be transferred or relayed to TIDC.

TCSO Dispatch will continue to track TCSO and/or JPD law enforcement resources. A law enforcement liaison should be assigned to the ICP to assist in relaying requests between fire and law enforcement operations.

After the point of transition, any additional JH Fire/EMS and Teton Village Fire resources will notify TCSO Dispatch they are enroute to the incident at which time they will be advised of the appropriate incident channel then switch to TIDC to check in for assignments and tracking.

Once a JH Fire/EMS or Teton Village Fire resource has cleared the incident and is returning to service with Teton County, they will notify TCSO Dispatch of their availability.



