



Jackson Hole Fire/EMS Operations Manual

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PURPOSE

This Standard Operating Guideline establishes operational procedures for responding to automatic fire alarms.

SECTION I - OPERATIONS

Upon notification of a fire alarm, Dispatch will deploy Jackson Hole Fire/EMS (JHFEMS) resources in accordance with the designated run cards. Resources generally include:

Residential Fire Alarm: 1-2 Family Dwelling

- Engine with minimum of 2 firefighters

Commercial Fire Alarm: Multi-family dwellings, Commercial Residential, Business, Educational, Assembly, etc.

- Engine with minimum of 2 firefighters
- Duty Officer

Duty Officer has the discretion to upgrade or downgrade response based upon information obtained.

High index of suspicion alarms that Duty Officers should consider an upgrade include:

- Alarm activation with verification of hazards from key holder/responsible party
- Multiple Alarm Activations
- Water Flow Alarm
- Alarm in high hazard occupancy

SECTION II – FIRE ALARM INVESTIGATION

1. En route, the Duty Officer will attempt to contact a key holder/responsible party
2. Check IamResponding for Knox Box and/or Preplan information
3. The first arriving unit shall do a windshield size-up to determine if a visible emergency exists (water, smoke or flames visible)
 - a. If a visible emergency exists, upgrade the alarm on the command frequency
 - b. If no visible emergency exists, continue with the Fire Alarm Response guideline
4. Provide an initial arrival report on the command frequency
5. Suggested PPE/Tools for an Investigation

- a. Bunker Gear with SCBA
 - b. 4-gas detector
 - c. Thermal imaging camera
 - d. Flashlight
6. Attempt to make contact with occupants or tie in with key holder/responsible party
7. A systematic investigation will occur with the occupant or key holder/responsible party
8. If a hazard is found, JHFEMS resources will evacuate civilians and initiate action to mitigate the hazard(s).
9. Dispatch will be updated with findings and the conclusion of the investigation.

SECTION III – INVESTIGATION WITH NO RESPONSIBLE

Upon arrival, size-up will include a Rescue Profile – indication that Life Safety is a concern (example: cars in driveway, time of day corresponding with occupancy type, etc.).

If no answer at the door, the JHFEMS Officer will initiate an investigation that will include a 360 of the structure. Hazards will be noted by looking through windows for occupants in distress, looking for smoke, utilization of a thermal imager for heat signatures, and listening for signs of fire or occupants in distress. If there is a Knox Box or an unlocked door, an investigation of the interior should occur. Interior investigations should include a minimum of 2 firefighters.

Hazards Threatening Life Safety Identified

1. Dispatch will be notified of the hazards and actions taken by the crew.
2. If no Knox Box, JHFEMS resources will gain access through the quickest possible method.
3. Upgraded response initiated by the call type (structure fire, CO incident, Flammable Gas incident)
4. Duty Officer will be requested if not already involved.

Carbon Monoxide Alarm with Positive Rescue Profile

1. Dispatch will be notified of the Life Safety hazard
2. If no Knox Box, JHFEMS resources will gain access through the quickest possible method.
3. Upgraded response to include Duty Officer and Ambulance if not already dispatched.

Property At Risk – Fire sprinkler water flow in structure

1. Every effort will be made to reach a key holder/responsible party.
2. Dispatch will be notified of the known water damage occurring.
3. If no Knox Box, JHFEMS resources will gain access with minimal damage.
4. Duty Officer will be requested if not already involved.

If no known hazards are found following a 360, the investigation will be concluded with the fire alarm determined to be unfounded.

High index of suspicion alarms could indicate no hazards with 360 but the JHFEMS Officer determines the need to gain access to perform an interior investigation. The JHFEMS Officer should notify the Duty Officer for direction.

SECTION IV – FALSE ALARMS

Resetting the fire alarm is not the responsibility of JHFEMS. If occupant or key holder/responsible party is not familiar with the operation of the fire alarm panel, JHFEMS will assist with an alarm “Silence”.

The fire alarm panel should indicate “normal” operations. If the fire alarm panel does not return to normal operations, Dispatch will be notified and the occupant and/or key holder/responsible party will be advised to have the fire alarm company service the alarm. Fire Watch will be initiated per the Fire Code (see Systems Out of Service below).

JHFEMS resources will stand down from a false alarm if verified by the fire alarm company, occupants stating no hazards or key holder/responsible party once on scene. A carbon monoxide alarm is an exception, with JHFEMS resources responding to verify that no carbon monoxide is present with a 4-gas detector.

Repeat false alarms will be reported to the Fire Marshal for follow-up. Fees will be in accordance with Town of Jackson Ordinance or Teton County Resolution.

SYSTEMS OUT OF SERVICE (IFC 901.7): Where a required fire protection system is out of service, the fire department and the fire code official shall be notified immediately and, where required by the fire code official, the building shall either be evacuated or an approved fire watch shall be provided for all occupants left unprotected by the shutdown until the fire protection system has been returned to service.

Where utilized, fire watches shall be provided with at least one approved means for notification of the fire department and their only duty shall be to perform constant patrols of the protected premises and keep watch for fires.

