WPR21FA143

OPERATIONAL FACTORS/HUMAN PERFORMANCE

Group Chair's Factual Report – Attachment 13

Base Radio Operator Training Information

October 25, 2022

Base Radio Operator Information

Training is done in person at Judd Lake as well as covered annually at guide training. Lodge Manager and Operations Manager work together to train all pertinent staff on duties. This training includes downloading of apps for recording a log and website links and login information. Dispatcher shifts for the day are assigned during the AM guide meeting. Duties are delegated to trained guides or other trained personnel, including dedicated dispatchers.

Duties are typically performed at the base radio unit in Employee Housing. Another base radio is located in the Main Lodge and other locations can be utilized as long as clear radio communication on channel 1 (repeater) is maintained. Resources include radios, computer, lodge phone, personal cell phone, Emergency Rescue Plan (TML and Soloy's) and all dispatch resources (list of web sites and login info). Satellite phone is available in case of main lodge power outage.

Radio: Primary field to base communications are made through channel 1 which is the repeater channel. The repeater is located on Repeater peak in Coal Creek. The simplex channel tied to channel 1 is channel 2. Radio operator is to scan all channels. Channel 8 is an alternative repeater channel on Mount Susitna ridge. It's simplex channel is channel 7.

Primary channel use:

Channel 1 Repeater Peak Repeater
Channel 2 Open Simplex (tied to channel 1)
Channel 3 TML 1 Heliski Simplex
Channel 4 Base/Maintenance Chat
Channel 5 TML 2 Heliski Simplex
Channel 6 TML 3 Heliski Simplex
Channel 7 WLL Heliski Simplex (tied to channel 8)
Channel 8 Susitna Repeater
Channel 9 Spare

EH/Lodge Phone and Satellite Phone use: Groups in field carry Satellite Phones (1 per lodge). These phones are kept turned off but can be used for communication. Guides in field call the EH phone # first and then the Lodge phone # second if 1st call is not answered.

Computer: Computer will be open and monitored with the following open tabs: All login information can be found in EH and in Guide Resource folders.

- Smart Mountain Dashboard: TML's main mapping, dispatching, and run log program will be open. Dispatcher can see run map and compare to other mapping programs.
- A sub program of SmartMountain, Survey 123 can be used on the computer or individual smart phone to log dispatch calls. This system is a customized for dispatching calls and it ties directly to TML's SmartMountain Dashboard.
- Flight following: Both WebSentinel and SilverEye will be open in separate tabs. These programs follow different helicopters operated by Soloy. Base operator can watch movement and status of helicopters to verify operations location and status. Other flight following programs may be utilized as needed, depending on specific helicopter.

- Garmin inReach: Guides carry Garmin inReach devices. The company inReach page will be open so that Base Operator can monitor field operations and message with the guide when radio communications are difficult due to distance or terrain. Pre departure messages are recommended on days that inReach devises will be used.
- Note that flight following and Garmin systems store message and movement data internally and do not need to duplicated in the log.

Duty Day: Operator will monitor field operations from first lift and continue until all groups have returned from field and helicopters are shut down. Guide/helicopter status is continuously monitored via the aviation flight following and Garmin sites with pre planned check ins at 60 to 90 minute intervals.

Base Radio Operator shifts can have long duty days, especially in the spring. Operator is encouraged to ask for breaks or split shifts, so that other qualified staff can cover Base Operator duties.