

METRO REGION
800 MHz Trunked Regional Public Safety Radio System
Standards, Protocols, Procedures

Document/ Section:	3 - Interoperability	Radio TOC Recommendation
Sub-Section:	METRO 3.27.0	Date: 1/26/05
Procedure Title:	Use of the MRCC Talk Groups - WMRCC, EMRCC	
Date Established:	12/16/02	MESB Approval - Signature:
Replaces Document		
Dated:	4/22/10	Date: 2/4/05
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1. Purpose and Objective:

To establish operational policy for use of the Medical Resource Control Center (MRCC) related talk groups. These EMS talk groups are a regional EMS system resource to facilitate communications with the West Metro MRCC located at Hennepin County Medical Center and the East Metro MRCC located at Regions Hospital for the purpose of patient care and EMS resource coordination.

2. Technical Background

• **Capabilities**

To enable EMS personnel operating in the metro region to contact West and East Metro MRCCs. The MRCC is an EMS communications resource for the purpose of EMS incident coordination, relay of patient care information, obtaining physician medical control or system medical direction, cross patch of radio and/or telephone communications, assignment of ME TAC's, STAC's and other shared EMS resources or any other operational needs as required and allowed by system policy.

• **Constraints**

None

3. Operational Context:

EMS personnel operating in the metro region may use West and East Metro MRCCs as an EMS communications resource for the purpose of EMS incident coordination, relay of patient care information, obtaining physician medical control or system medical direction, cross patch of radio and/or telephone communications, assignment of ME TAC's, STAC's and other shared EMS resources or any other operational needs as required and allowed by system policy.

• **WMRCC & EMRCC Talk Groups**

The MRCC talk groups are the primary 800 MHz communications channel between EMS personnel in the field and the MRCCs. Requests for and communications with the MRCCs shall be initiated on this talk group. Personnel calling the MRCCs should clearly identify their service, unit number, and request. MRCC operators will direct communications to other talk groups if necessary and as appropriate.

- **EMS-SMRCC Talk Group**

EMS-SMRCC is a statewide hailing talkgroup for EMS agencies in Greater Minnesota to contact the MRCCs. Refer to State Standard 3.36.0 for information on the use of the statewide resource EMS-SMRCC.

- **EMS-XP1 and EMS-XP2**

EMS-MRCXP1 and EMS-MRCXP1 are statewide resources available for patching. Refer to State Standard 3.36.0 for information on the use of these resources.

4. Recommended Protocol/ Standard:

Talk Group requirements:

- Highly Recommended for All EMS
- Recommended for _____
- Optional for _____
- May not be used by: _____

These talkgroups shall be in the MRCC consoles.

East and West MRCCs jointly controls/manage day to day operations

East and West MRCC control the site during an event or emergency

All EMS agencies should utilize these talkgroups.

5. Recommended Procedure:

N/A

6. Management:

Both the West and East Metro Medical Resource Control Center's will be responsible for monitoring and controlling communication traffic on WMRCC and EMRCC EMS talk groups. The MRCC operators will ensure that policies related to the provision of a regional 24/7/365 EMS communications access point are followed; this includes but is not limited to monitoring and responding appropriately to radio traffic and performing radio patches as required and authorized.

West and East MRCCs work in collaboration and are in constant contact. The MRCCs back each other up in various failure scenarios and work together to create a seamless communication environment for the EMS field personnel that use these talkgroups.

Operational responsibility and performance monitoring shall be a function of the MRCC Supervisor or Manager.