Metro Region ARMER Standards

Section 3 – Metro 3.27.0 Use of the MRCC Talkgroups

Date Established   **12-16-02**
Date Revised/Reviewed   **8-27-25**

1. **Purpose or Objective**
   To establish operational policy for use of the Medical Resource Control Center (MRCC) related talkgroups. These EMS talkgroups 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 TACs, STACs 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 TACs, STACs and other shared EMS resources or any other operational needs as required and allowed by system policy.

   • **Talkgroups**
     The MRCC talkgroups 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 the designated talkgroup. Personnel calling the MRCCs should clearly identify their service, unit number, and request. MRCC operators will direct communications to other talkgroups if necessary and as appropriate.

     - WMRCC1   (Hennepin)   [CLEAR]
     - WRMCC2*   (Hennepin)   [CLEAR]
     - WMRCC2E*   (Hennepin)   [ENCRYPTED]
     - EMRCC1   (Regions)   [CLEAR]
     - EMRCC2E   (Regions)   [ENCRYPTED]

     All MRCC talkgroups will have the full metro region site access profile.

The key for the encrypted talkgroups will be held by the MESB and the Regional System Administrator.

- **SMRCC Talkgroup**
  SMRCC is a statewide hailing talkgroup for EMS agencies in Greater Minnesota to contact the MRCCs. Refer to SECB Standard IOP-14 for information on the use of the statewide resource SRMCC.

- **XP1 and XP2**
  MRCXP1 and MRCXP2 are statewide resources available for patching. Refer to SECB Standard IOP-14 for information on the use of these resources.

4. Recommended Protocol/Standard
Talkgroup Requirements:

■ Highly Recommended for All EMS
☐ Recommended for _____
☐ Optional for _____
☐ May not be used by _____

The clear talkgroups shall be in all MRCC consoles. Encrypted talkgroups shall be in MRCC consoles with encryption capabilities.

East and West MRCCs jointly control/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
None

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 talkgroups. 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.

*At the current time, WMRCC2 will continue to exist in clear mode until mm/dd/yyyy. After mm/dd/yyyy, WMRCC2E will be used as an encrypted talkgroup and clear WMRCC2 will be sunset.