Metro Region ARMER Standards

Section 3 – Metro 3.30.0 METCOM
Date Established   **5-02-07**
Date Revised/Reviewed   **2-14-20**

1. **Purpose or Objective**
   To establish guidelines and procedures for the use of the 800 MHz **METCOM** talkgroup.

2. **Technical Background**
   - **Capabilities**
     The **METCOM** talk group is a metro region-wide talk group intended to facilitate communications between dispatch centers.

   - **Constraints**
     This Standard strives for consistency among all metro region agency dispatch centers and also serves to minimize usage conflicts when multiple incidents may be occurring simultaneously within the metro region area.

3. **Operational Context**
   The **METCOM** talkgroup is to be used for day-to-day interagency urgent or emergency mutual aid situations. It is also a means for hailing another dispatch center, to re-direct non-emergency communications to an alternative talkgroup of their choice.

4. **Recommended Protocol/Standard**
   Emergency Communications shall be defined, for these purposes, as those communications necessary to reduce the time factor when intervening in a life-threatening situation or a large-scale property damage situation.

   Emergency communications shall have priority over all other types of communications. Those emergency communications shall include, but not necessarily be limited to:

   - Any situation where human life may be in danger of great bodily harm or death.
   - Situations where property damage occurs, or very possibly could occur, on a large scale and immediate action is necessary to restore order or prevent further damage or harm.
   - Any emergent situation when a dispatcher must provide essential information to multiple agencies at once**.**

   Non-emergency communications shall be defined as any communications where the probability of a life-threatening or large-scale property damage situation does not exist but no other reasonable means of communication between users is available.

   Non-emergency communications include, but are not limited to:
   - Loss of telephone systems and the need to relay call information on a temporary basis.
   - A need to direct short announcements to more than one agency to expedite essential communications.
   - Use during emergent need only; no daily monitoring on subscriber radios.

TG Requirements		For Whom?
Mandatory		All Region Dispatch Centers
Highly Recommended		EOCs, Incident Command Centers
Optional		None
Not Allowed		Mobile and Portable Radios (waiver only)

Cross Patch Standard	YES/NO	To Talkgroup(s)
Soft Patch	NO	NA
Hard Patch	NO	NA

No personnel in any dispatch center shall soft patch the 800 MHz METCOM talkgroups to an 800 MHz trunked talkgroup, RF control station or conventional resource (See Metro Standard 3.24.0). PSAPs with a waiver must not use for daily monitoring on subscriber radios.

5. Recommended Procedure

Any user transmitting information to another shall:
- Identify by department name and department(s) being called.
- Identify talk group being used "METCOM"
- Identify the type of incident or emergency
- Example: "Minneapolis to Golden Valley and State Patrol on METCOM, pursuit".

6. Management

Dispatch center managers for agencies on the metropolitan region of the ARMER system shall ensure that there is a procedure for the use of the METCOM talkgroup in the dispatch center for which they are responsible.

Dispatch center operators shall receive initial and continuing training on the use of this procedure.

The system managers and administrators will be responsible to see that this policy is implemented as defined in the system standards manual. Identified issues and concerns will be brought to the monthly Radio Technical Operations Committee meeting for resolution.