



# General Order

## Department of Fire & EMS

G.O. 2-2-2024

**Subject:** EMRC Radio Traffic

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We have been getting several reports from our providers in the field that they have had difficulty contacting receiving hospitals via EMRC due to increased radio traffic since the protocol change last July. We are working with MIEMSS to collect data and understand the totality of this issue and means of addressing it.

In other counties in other regions, the radio congestion has been largely increasing due to “Priority 3 / routine notifications” that do not need to be made via EMRC. The protocols require calls only on Priority 1 and 2 patients (usually 15-20% of the overall EMS call volume).

MIEMSS recommends that in order to reduce radio congestion, please limit the Priority 3 / routine notifications. In general, these routine notifications do not lead to any improvement in efficient TOC time or other processes – and lead to general crowding of the available airwaves.

Please continue to make Priority 1, Priority 2 consults/notifications, appropriate refusals and requests for orders via the EMRC radio. CCDFEMS is actively working with CHC on alternative forms of communication during times of heavy radio traffic.

Thank you for all you do and please do not hesitate to reach out if you have any questions.