

### Service Description

The Multi-Agency Radio Communication System (MARCS) provides the infrastructure required to support voice radio communications for first responders (for example, police, fire, EMS) across the state of Ohio, thereby facilitating interoperability among all participants. The MARCS Radio service is also the key means used by the state of Ohio to communicate during widespread emergencies (such as natural disasters).

The backbone of the MARCS voice radio system is the 800 MHz ASTRO digital trunked system providing 97.5 percent mobile coverage by county throughout the state. In-Street portable coverage is available for some counties. In-Building coverage is provided in specified state buildings in Franklin County, and for selected agencies statewide.

Note: Some geographic limitations apply. Available system resources (frequencies) are limited in some areas of the state. Priority assignment is given to customers providing public safety, law enforcement, and emergency response services.

A MARCS Radio customer might also be interested in the following OIT services:

- MARCS Computer Aided Dispatch
- MARCS Wireless Mobile Data Communications

### Customer Benefits

- **Clarity** - This service provides superior transmission quality compared to existing legacy radio systems.
- **Interoperability** - This service allows for communication of users across jurisdictions statewide.
- **Security** - This service offers protected exchanges of information to block unauthorized access.
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, as well as maintaining and troubleshooting the service.

### OIT Provides

- Incident resolution services via the Customer Service Center
- Infrastructure to support statewide mobile voice communications
- Rapid response for outages
- Routine maintenance
- Service provisioning and implementation
- Three tiers of engineering support

### Maintenance Schedule

Scheduled maintenance may occur occasionally on Wednesdays from 5:00 a.m. to 7:00 a.m. Any extended maintenance is performed after the scheduled maintenance ends at 7:00 a.m. At the completion of the required maintenance, all users are returned to regular operation.

## Incident Response & Resolution

As a primary service, MARCS Radio support staff is available 24 x 7 for both incident reporting and resolution. MARCS Radio staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore, the customer will need to provide a Technical Contact resource. With collaboration from the customer and vendor resources, staff will commit to resolve the incident within 4 hours.

## Service Objectives

Category	Evaluation Criteria	Target
Availability	MARCS Radio uptime	99%
Incident Responsiveness	MARCS Radio support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	MARCS Radio support staff resolves incident within 4 hours.	75%

## Customer Requirements

- Maintain agency and service contact lists via the IT Enterprise Services portal at: <http://itenterprise.ohio.gov>.
- Obtain all subscriber equipment (for example, mobile radios)
- Place service order via the OIT Enterprise Service Catalog
- Provide DAS OIT with a valid billing number

## Additional Information

For more information on this service or the Service Level Agreement, contact the Customer Service Center at [CSC@ohio.gov](mailto:CSC@ohio.gov).

Visit us on the web at: <http://das.ohio.gov/Divisions/InformationTechnology.aspx>.