

# MARCS

Making Ohio Number One in Statewide Interoperability

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## LATEST NEWS

The September issue of 9-1-1 Magazine featured a case study on Ohio MARCS. The article highlights the technology used to enhance mobile data communications. The article explains how MARCS was looking for a solution allowing users to seamlessly roam between its private network, WAN and WiFi hot spots. After reviewing several options, MARCS began using a Radio IP solution which has been getting rave reviews from customers. Data transfer speed has increased and customers have witnessed a dramatic improvement in network performance. The solution is proving to be ideal. Currently, the MARCS mobile data service is available to state agencies only and is being tested on a limited basis by some local agencies.

## INTEROPERABILITY IN ACTION

A train derailed near the Lubrizol Corporation plant in Painesville after striking a gas line. Several of the cars that derailed were on fire, with flames shooting 20 to 30 feet in the air. Several area fire departments and the local HazMat team immediately responded to the blaze. Ohio MARCS staff was notified once it was determined the response could require technical assistance to monitor the voice traffic and coordinate communications between the many agencies anticipated to respond. The incident commander coordinated communications for agencies responsible for evacuation, traffic, fire, HazMat, public information, etc. Fortunately there were no injuries and this can be attributed to effective and reliable communications between the incident commander and responders. During this response the average grade of service was 99.99% for the 5 tower sites in the area. There were 12,329 PTT's and over 82,000 seconds of air time. Having staff available to assist in communications during this multi-agency/multi-jurisdictional event definitely made a difference in response time and minimal property damage.

## TOWER TALK

Ohio MARCS has been monitoring data on towers near the area of Hocking Hills/Old Man's Cave. After final analysis, it was determined additional portable coverage was needed in the area. In response, Ohio MARCS is in the early stage of construction of an additional tower in Hocking Hills State Park. This tower will greatly enhance the portable voice coverage throughout this very large area. The Hocking Hills region is home to nine state parks, has over 9,000 acres of state forest land, is part of the Wayne National Forest, contains four nature preserves, and is one of the largest metro parks in the state. Construction should be completed by next spring.



## KNOW THE NOC

Rick Thacker is the familiar voice you hear many afternoons at our Network Operations Center. Rick spent 20 years in the Navy instructing and troubleshooting electronics and microwave equipment. He has been with the State of Ohio for 7 years working as a telecommunications systems analyst. He performed duties ranging from site acquisition, PID approval, site construction, and equipment testing. That's quite a range of tasks! Thanks Rick!

## TEAM FEATURE

Kevin Kelly started working for MARCS July 2006 as a Telecommunications System Analyst. He spends a lot of time troubleshooting voice and data technical issues. His experience includes 12 years with the Ohio State Highway Patrol as an Electronics Technician III. Prior to that, he worked for Boeing Middle East, Ltd. for several years. His position with Boeing included highly classified work and when we asked him to define "classified", he claimed, "Without proper clearance...". We should have known! Kevin attended military technical schools in the field of avionics. When asked how he likes his move to MARCS, Kevin claims this is the "best career change I've has ever made". Thanks, Kev!



## DID YOU KNOW...

In an average month, approximately 4,200,000 PTT's (push-to- talks) pass through the MARCS network.

Send your MARCS worthy news and pictures to [teri.steward@ohio.gov](mailto:teri.steward@ohio.gov).