



FREQUENTLY ASKED QUESTIONS

What is MARS?

The Mutual Aid Reimbursement System (MARS) is a web-based software application that is being upgraded to improve the ease, speed and efficiency of reimbursement of mutual aid expenses.

When will MARS be completed?

The upgrades to the MARS application are projected to be implemented in the third quarter of 2021.

Will the data in the current system be available in the upgraded application?

Yes. It is anticipated that when the upgraded MARS application goes live, data from the current system will have been migrated to the new application. Details about the migration are in development. We will provide additional information in the weeks to come.

Will I need to create a new user account?

It is anticipated that all users, including current system users, will need to create a new user account. This new user account supersedes the previous MARS login and agency screen update. We will provide additional information in the weeks to come.

Am I still required to make my annual update in the current MARS application?

No. Once the upgraded MARS application is implemented, you will be able to update your information after creating a user account.

Will MARS training materials be provided?

Yes. Training materials for MARS is anticipated for mid-to-late summer 2021. We will provide additional information in the weeks to come.

Where do I get more information about the MARS?

Contact us by any of the following methods:

Visit the [MARS website](http://www.caloes.ca.gov/cal-oes-divisions/fire-rescue/administration-reimbursement/mars) at www.caloes.ca.gov/cal-oes-divisions/fire-rescue/administration-reimbursement/mars.

Call the Cal OES Fire and Rescue main line at (916) 845-8711.

Email us at MARShelpdesk@caloes.ca.gov.

Please visit the Frequently Asked Questions page periodically.