Illinois Emergency Operations Plan

Annex 3 – Communications Technology

Illinois Emergency Management Agency

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Annex 3, Communications Technology

Primary Agency: Illinois Emergency Management Agency (IEMA)

Support Agencies: Illinois Department of Central Management Services (CMS)
                       Illinois Department of Information Technology (DoIT)
                       Illinois National Guard (ILNG)
                       Illinois Department of Public Health (IDPH)
                       Illinois State Police (ISP)
                       Illinois Department of Transportation (IDOT)
                       Illinois Commerce Commission (ICC)

Other Agencies: Auxiliary Emergency Communications (AUXCOMM)

All Agencies: General Requirements for Other State Agencies, Boards and
                       Commissions

I.   Introduction

      A.   Purpose

            1.   Provide guidance for strategies and operational use to support
                  communications for state agencies and external organizations involved in
                  response, short, intermediate and long-term recovery.

      B.   Scope

            1.   This appendix is applicable to all state agencies and organizations
                  involved in response, short, intermediate and long-term recovery under
                  the coordination and management of the State Emergency Operations
                  Center (SEOC).

            2.   This appendix supports the Illinois Emergency Operations Plan (IEOP) and
                  incorporates provisions of the National Response Framework (NRF),
                  National Disaster Recovery Framework (NDRF) and the National Incident
                  Management System (NIMS).

            3.   This appendix incorporates and supports policy, procedures and guidance
                  established in the State of Illinois Tactical Interoperable Communications
                  Plan (TICP).

            4.   For the purposes of this annex, telecommunications will be defined as the
                  transmission of information (voice and data) electronically by cable,
                  telephone or wireless with integrated encoding and decoding equipment.

C.   Policy

1.   Procedures for utilization, control and use will incorporate operational priorities that include, but are not limited to:

a)   Protection of life;

b)   Public health and safety;

c)   Property protection;

d)   Environmental protection:

e)   Restoration of essential utilities;

f)   Restoration of essential program functions, and

g)   Coordination as appropriate.

2.   All state agencies and external organizations activated by the SEOC will adhere to TICP policies, procedures and protocol for interoperable and integrated communications.

3.   Laws, rules, regulations and policies of the United States government and agencies involved in communications technology are considered valid and applicable within the state.

4.   It is the policy of the Illinois Emergency Management Agency to operate communication equipment consistent with federal and state statutes, rules and regulations of the Federal Communications Commission (FCC) and other authorized regulatory agencies.

D.   Situation Overview

1.   STARCOM21 (SC21) is the statewide strategic interoperable communications platform with operational talk groups for response and short, intermediate and long-term recovery.

2.   Legacy radio systems serve as a critical, alternate component in the state's interoperability plan.

3.   STARCOM21, legacy, and designated state & national interoperable channels radio may serve as a tactical communications assets.

4.   Statewide interoperable communications may be reliant on private sector partnerships and connectivity.

E.   Assumptions

1.   An incident(s) will occur resulting in the notification, activation, deployment, coordination, implementation and sustainment (NADCIS) of communications equipment and personnel.

2.   Impacts to critical infrastructure will directly affect overall communication capabilities.

3.   Dissemination of notifications and warnings, and additional public information will require ad hoc or non-traditional means of communications to reach responders, the public and diverse populations.

4.   Local governments will request state assistance to establish and maintain communications, warnings and notifications.

5.   The SEOC, supportive state resources and local Emergency Operations Centers (EOCs) will be operational.

6.   State resources will be activated in advance of county and municipal requests for life safety missions and staging.

7.   Mutual aid agreements and compacts will be activated to carry out response and short, intermediate and long-term recovery.

II.   Concept of Operations

A.   General

1.   Communications technology support for a disaster is provided by resources of state agencies and those provided by other public private and non-governmental organizations.

2.   The SEOC will coordinate communications technology assets and protocol for state agencies and external organizations during response and short, intermediate and long-term recovery.

B.   Organization

1.   Direction, Coordination and Control

a)   State agencies and external organizations retain operational control of communications equipment and systems.

b)   The IEMA Director, or designee, has the authority to exercise overall coordination of communications systems belonging tothe

state during declared disasters and/or SEOC activations.

    i)   The SEOC Communications Coordinator (COMC), or designee, may coordinate use of state communications systems as designated by the IEMA Director.

    ii)   The SEOC COMC, or designee, may coordinate the useof county or local jurisdiction communication systems when authorized or requested.

c)   The SEOC COMC, or designee, will coordinate with local, stateand federal agencies in developing communications plans andsystems required for response, short, intermediate and long- term recovery efforts.

d)   The SEOC COMC is the single point of coordination for multi-jurisdictional interoperable and integrated communications.

2.   Coordinating Elements

a)   The SEOC COMC, or designee, will identify communications system needs by:

    i)   Prioritizing communications systems and processes;

    ii)   Integrating individual technical response Incident Command System (ICS) Forms 205, 205(a) and supporting documentation;

    iii)   De-conflicting resources (personnel, equipment and channels) to maximize utilization and avoid overlap/overuse;

    iv)   Disseminating interoperable communications requirements to forward operations areas and whole community partners; and

    v)   Recommending and implementing courses of action required to facilitate, restore or compliment communications capabilities.

3.   Federal Coordination

a)   Under a Presidential Declaration of a major disaster or emergency, IEMA will coordinate the inclusion of federal assets into the state communications response.

b) Direct coordination with federal agencies will occur through appropriate and designated agencies.

C. Notification, Alert and Warning (NAW)

1. SEOC NAW of SEOC liaisons will be handled in accordance with IEOP Appendix A-1, Notification, Alert and Warning.

2. Primary and support agencies are responsible for internal and support partner NAW.

D. Activation

1. The SEOC will provide state support through the activation of identified liaisons in accordance with SEOC Standard Operating Procedure Management and Coordination

E. Resource management and logistics

1. Resource management and logistics will be carried out in accordance with IEOP Annex 9, Resource Management.

2. Resource management includes mutual aid and assistance agreements, use of federal and state teams and resource mobilization protocols.

3. One or more Lines of Effort (LOE) may be implemented by the SEOC for specific strategic action planning for communications technology.

a) LOE's are responsible for short-term, intermediate and long- term operational planning, coordination and resource allocation.

b) As directed by the SEOC Manager, LOE's will be coordinated and administratively supported by an Emergency Management Assistance Team (EMAT).

c) LOE's operate as strategic planning and coordinating elements of the SEOC and do not play an operational role.

d) Additional agency staff will be assigned to LOE's based on the level of activation established by the SEOC.

e) Strategic and operational guidance on LOE's operations can be found in IEOP Base Plan, Appendix 4, Lines of Effort.

F. Reporting requirements

1.   The SEOC COMC, or designee, will serve as the coordinating point for interoperable and integrated communications technology management, develop required intelligence briefings, maintain situational updates and provide critical and priority information obtained to stakeholders, key-decision makers and executive officersand the SEOC.

2.   As appropriate for the type, scope and magnitude of communications technology requirements, the SEOC COMC, or designee, will report disruptions to potentially affected stakeholders, key-decision makersand executive officers.

3.   The SEOC COMC, or designee, will coordinate directly with state agency communications representatives and private sector organizations to ensure coordination of communications technology information, situational awareness and intelligence.

4.   SEOC agency liaisons and state agency staff in forward operational areas will coordinate use of communications resources to maintain interoperable and integrated systems and networks, establish a single NIMS compliant communications tactical plan, establish situational updates, develop required intelligence briefings and provide critical and priority information obtained to key-decision makers, executive officers and the SEOC.

G.   Implementation Requirements

1.   Additional telecommunications staff may be present at the SEOC, and may consist of CMS, ICC, telecommunications industry representatives and other organizations deemed necessary.

2.   The Statewide Interoperability Coordinator (SWIC), SEOC COMC, or designee will assign resources needed to deploy with the State Unified Area Command (SUAC) and where needed within the state to support emergency communications.

a)   System Personnel

i)   Personnel may come from state agencies or external organizations providing communications equipment and systemcapabilities approved by the SEOC Manager and activated through the SEOC. Authorization will be through Mission Support Team (MST) agreements already executed.

ii)   Specific roles and responsibilities for operable and

interoperablecommunications are defined in the state of Illinois TICP, as amended.

3.   System Capabilities and Structure

a)   The state utilizes redundant systems employing HF, VHF Low, VHF High, UHF, 700/800 MHz conventional radio, and 700/800MHz trunked radio platform (STARCOM21) in fixed and mobile configurations, amateur radio, microwave, satellite, Illinois Century Network (ICN), digital messaging and common carrier telephone/cellular systems.

i)   The primary IEMA Operations Center is located at 2200 South Dirksen Parkway, Springfield IL.

ii)   The alternate IEMA Operations Center is located at 4800 Rodger Street, Springfield IL.

b)   The statewide emergency communications program consists of multi-platform, redundant capabilities to communicate with national, state, local agencies/jurisdictions and non-governmental organizations.

c)   Specific organizational system capabilities for operable and interoperable communications are defined in the state of Illinois TICP, as amended.

III.   Roles and Responsibilities

A.   Illinois Emergency Management Agency (IEMA)

1.   Assign a SEOC COMC for coordination and management of operableand interoperable communications upon activation of the SEOC.

a)   Identify communications resources required to support emergency communications and ensure availability; and

b)   Ensure resources are deployed and activated to support emergency communications.

c)   Coordinate the use of communication resources to promote operability and interoperability.

2.   Maintain operable and interoperable capabilities along with primary, redundant and supportive communications.

      a)   Low Band Radio towers;

      b)   High Band, and

      c)   STARCOM21.

3. Utilize mutual aid agreements, service contracts and other non-state resources to support operable and interoperable communications. These support resources are locally hosted but state deployable and under the direction of the COMC:

      a)   Illinois Transportable Emergency Communications System (ITECS);

      b)   Unified Command Post (UCP);

      c)   Communications Unit (COMU), and

      d)   Auxiliary Communications (AUXCOMM).

            i)   AUXCOMM is the cadre of trained communications volunteers credentialed by a governmental agency, possessing specialized skills that may be called upon to support the Incident Command System during local, regional, state, and national level exercises, events and incidents.

            ii)   Auxiliary communication is a general term for communications support to emergency management, public safety, public health, NGOs and private entities by volunteers using amateur radio or other radio resources outside the public safety radio services

4. Maintain radio cache.

5. Maintain one STARCOM21 site-on-wheels (SOWs).

6. Serve as the lead agency for NAW for the entire state

B. Illinois Department of Central Management Services (CMS)

1. Serve as initial point-of-contact for state owned and operated facilities.

C. Illinois Department of Information Technology (DoIT)

1. Serve as initial point-of-contact for state owned and operated telecommunication (voice and data) resources.

2.   Assign a telecommunications coordinator, as appropriate.

3.   Assist with establishment of hotlines and phone banks.

4.   Coordinate with private sector for purchasing or contracting telecommunications equipment and services.

5.   Coordinate with the Illinois Commerce Commission (ICC) forrestoration of telecommunications infrastructure.

D.   Illinois National Guard (ILNG)

1.   Provide HF communications for secondary capability.

2.   Assist with STARCOM21 communications.

3.   Provide emergency communications equipment and personnel.

E.   Illinois Department of Public Health (IDPH)

1.   Maintain Health Alert Network (HAN).

2.   Coordinate NAW and requests for aid through the Illinois Public Health Mutual Aid System (IPHMAS).

3.   Coordinate public health and medical communications between hospitals and end users.

F.   Illinois State Police (ISP)

1.   Maintain operable and interoperable capabilities along with primary, redundant and supportive communications.

2.   Maintain ISP communication centers throughout the state.

3.   Maintain high band base stations network known as Illinois State Police Emergency Radio Network (ISPERN).

4.   Maintain three STARCOM21 Sites on Wheels (SOWs).

G.   Illinois Department of Transportation

1.   Maintain operable and interoperable capabilities along with primary, redundant and supportive communications.

2.   Maintain communication centers throughout the state.

3.   Maintain a high band and UHF radio system in the Chicago area.

4.   Maintain an emergency command center located in Carbondale equipped with national interoperable frequencies and satellite communications.

5.   Maintain Mobile Emergency Operations Centers (MEOC) located in Ottawa, Dixon, Peoria, Paris, Springfield and Effingham.

H.   Illinois Commerce Commission (ICC)

1.   Coordinate with DoIT for restoration of the landline telecommunications infrastructure.

2.   Coordinate to provide additional telecommunications staff, as needed.

IV.   Authorities and References

A.   Authorities

1.   Illinois Emergency Management Agency Act (20 ILCS 3305/6[5], 14 and 19), as amended

2.   Emergency Telephone Communications (720 ILCS 660/0.01 et seq) , as amended

3.   State Police Radio Act (20 ILCS 2615) , as amended

4.   IAC Title 77: Public Health, Section 515.400, General Communications

5.   Central Management Services (CMS) Law, 20 ILCS 405/405-1, et seq, as amended

6.   Emergency Telephone System Act 50 ILCS 750/0.01-16. , as amended

7.   State of Illinois Tactical Interoperable Communications Plan, as amended

8.   IEMA Operations Center SOPs, as amended

B.   References

1.   Federal Communications Commission (FCC) Regulations

2.   Statewide Communications Interoperability Plan (SCIP), as amended

3.   Tactical Interoperable Communications Plan (TICP), as amended

4.   Request for Strategic Communications Resources (STR) process, as

amended

5.   Auxiliary Communications (AUXCOMM) Plan, as amended

6.   Emergency Alert System State Plan, as amended