

Illinois Emergency Operations Plan

Annex 3 – Communications Technology

Appendix 1 – Notification, Alert and Warning

Illinois Emergency Management Agency

August 2021





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Appendix X1, Notification, Alert and Warning

Primary Agency: Illinois Emergency Management Agency (IEMA)

Support Agencies: General Requirements for Other State Agencies, Boards, Commissions and Mobile Support Teams (MSTs)
Activated through the State Emergency Operations Center (SEOC)

I. Introduction

A. Purpose

1. Provide guidance for the initiation, receipt and relay of notifications, alerts and warnings to key decision-makers, state agencies, emergency personnel and other organizations determined by the SEOC.

B. Scope

1. This appendix applies to all agencies and other organizations notified directly by the SEOC.
2. This appendix does not address internal notification procedures, methods or processes used by individual agencies or organizations.
3. This appendix does not address notification procedures for implementation of the Illinois Plan for Radiological Accidents (IPRA).

C. Policy

1. Procedures for utilization, control and use of state notification, alert and warning (NAW) systems will incorporate and/or consider 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. The SEOC will use the State of Illinois Rapid Electronic Notification (SIREN) system for notifications, alerts and warnings to SEOC liaisons and other designated organizations.
 - 3. The SEOC Manager, IEMA designated executive decision-makers or senior staff are responsible for determining the need to implement NAW provisions.
 - 4. The IEMA Operations Center is the primary point for implementing SEOC activations, operations and deactivations through established NAW systems.
 - 5. Upon notification from the SEOC, state agencies and other organizations are responsible for conducting internal notifications.
 - 6. No personal telephone numbers are included in the Illinois Emergency Operations Plan (IEOP).
 - 7. Telephone call lists and contact information required for NAW will be maintained in the IEMA Operations Center.
 - 8. Local governments have primary responsibility for providing NAW to key decision-makers and emergency personnel within the jurisdiction and for the activation of local-to-local mutual aid or assisting response organizations.
- D. Situation Overview
- 1. IEMA, through the SEOC, maintains an Operations-Center capable of initiating, receiving and relaying notifications appropriate to the state's hazard profile.
 - 2. Alternate and redundant means of notification are available through systems and networks maintained by the SEOC, individual agencies and organizations.
- E. Assumptions
- 1. First response and initial NAW to/for an emergency will be made by local and state organizations having an immediate role in emergency response.
 - 2. Prompt NAW will be delayed in some emergencies due to a loss of life-line critical infrastructure and life-safety priorities.



3. Alternate means of NAW will be utilized to deliver critical information and intelligence.
4. Communications systems, methods and processes necessary to gather and maintain situational awareness to identify impacted areas, critical needs and resources are operable.
5. Auxiliary communications capabilities are available and operable to ensure continuous, uninterrupted capabilities.

II. Concept of Operations

A. General

1. NAW actions may be taken, or required, if any portion of the IEOP is implemented, upon activation of the SEOC or for the purposes of information and intelligence sharing to designated individuals.
2. NAW actions will be coordinated and relayed to key decision-makers, emergency personal, state agencies and other organizations by the SEOC if any portion of the IEOP is implemented, or when state response priorities, goals, objectives or operational posture require action.
3. NAW implementation may be directed by IEMA executive staff, the SEOC Manager or IEMA Duty Officer as appropriate.

B. Initial Actions

1. Upon notification of an event, the IEMA Operations Center will notify appropriate IEMA staff in accordance with hazard and event specific Standard Operating Procedures (SOPs).
2. After initial receipt of information, the IEMA Duty Officer, or SEOC Manager, and executive staff will verify events, analyze available information and make decisions regarding activation of the SEOC.
3. For the purposes of on-going actionable intelligence, situational awareness necessary for continued NAW implementation and disaster intelligence activities will be conducted through IEOP Annex 28, Disaster Intelligence.

C. Organization

1. Direction, Control and Coordination
 - a) The governor, or designee, has the authority to implement NAW.



- b) Agencies retain enabling authority for developing, maintain and implementing internal notifications.
- c) SEOC SIREN NAW will use one of the formats provided below and include additional requirements as specified, based on the type of NAW message.
 - i) General Message – Informational message provided to recipients on administrative matters, schedules, meetings, briefings, etc. General messages are sent via SIREN electronic mail only, and in most cases do not require an acknowledgement of receipt.
 - ii) Advisory Message – Reports or updates on a potential or existing event to provide situational awareness. Advisory messages are sent via SIREN electronic mail only and may require a response or reply acknowledging receipt.
 - iii) Warning Message – Reports or situational updates on an impending or existing event for situational awareness and to provide directions to recipients. Warning messages are sent via SIREN electronic mail only and may require a response or reply acknowledgement if actions are required by an individual, or directions have been provided by the SEOC.
 - iv) Activation Message – Notification provided to SEOC staff and liaisons requiring designated agency representative(s) report to the SEOC. Activation messages are sent via SIREN primary telephone and email points determined by the individual, require a response and are repeated up to three times through all means of contact. It is the responsibility of the primary agency liaison to notify and activate an alternate to the SEOC.
 - 01) Activation messages are directive and at a minimum will contain, but are not limited to:
 - The level of SEOC activation;
 - Response/reply requirements, and
 - An alternate reporting facility, if appropriate.



- v) Deactivation Message - Notification provided to SEOC staff and liaisons providing information on the de-activation of the SEOC, Deactivation messages are sent via electronic mail only and may require a response or reply acknowledging receipt. Deactivation messages are directive and at a minimum will contain, but not be limited to:
 - 01) The level of SEOC activation;
 - 02) Response/reply requirements, and
 - 03) Information regarding SEOC or agency operations necessary to continue response and recovery activities.

D. Coordinating Elements

- 1. All changes in SEOC agency contacts and report dissemination instructions must be transmitted in writing to the IEMA SEOC Manager, or designee.
- 2. All state agency, board, commission and Mobile Support Team (MST) SIREN accounts will be approved by the SEOC Manager, or designee.
- 3. Individuals must be capable of maintaining the assigned SIREN accounts in accordance with administrative guidelines, policies and procedures to ensure NAW messaging is received.

E. Federal Coordination

- 1. Federal agencies and organizations issued a state of Illinois SIREN account for NAW messaging must adhere to the state administrative guidelines, policies and procedures to ensure NAW messaging is coordinated and received.
- 2. For the purpose of SEOC coordination with federal agencies and organizations, SIREN accounts may be provided on an event only basis, or approved in advance by the SEOC Manager, or designee.

III. System Capabilities and Structure

- A. SEOC capabilities for NAW utilize a wide variety of platforms and equipment to ensure appropriate personnel receive intelligence and information in a timely manner that include but is not limited to:



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1. SIREN;
 2. Electronic mail;
 3. Text messages;
 4. Direct telephone contact;
 5. Person-to-person interactions;
 6. STARCOM21;
 7. Legacy Radio Systems/Networks;
 8. Auxiliary Communications;
 9. Wireless Communications;
 10. Incident Management System software;
 11. Amateur Radio Services;
 12. Social Media, Websites and Mobile Apps, and
 13. Privately held broadcasting resources.
- B. Resource Management and Logistics
1. Not applicable
- IV. Roles and Responsibilities
- A. Illinois Emergency Management Agency (IEMA)
1. Operations Center
 - a) Initiate SIREN notifications, alerts or warnings as directed by the IEMA Duty Officer, SEOC Manager or executive or senior staff as directed.
 - b) Monitor SIREN messaging to determine verification of a message being sent.
 - c) If required for “Response/Reply Required” SIREN Messaging, compile and print a verification list.
- V. Authorities and References



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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, as amended
5. Emergency Telephone System Act 50 ILCS 750/0.01-16, as amended
6. State of Illinois Tactical Interoperable Communications Plan, as amended
7. IEMA Operations-Center SOPs, as amended

B. References

1. Federal Communications Commission (FCC) Regulations, as amended
2. Statewide Communications Interoperability Plan (SCIP), as amended
3. Tactical Interoperable Communications Plan (TICP), as amended
4. Request for Communications Resources process, as amended
5. Auxiliary Communications (AUXCOMM) Plan, as amended
6. Public ALERT and Warning Plan, as amended