

El Paso Emergency Alert System FAQ's

Q: Who is responsible for the El Paso Emergency Alert System?

A: *The City/County of El Paso Office of Emergency Management (OEM) is the facilitator of the **El Paso Emergency Alert System**.*

Q: What is the El Paso Emergency Alert System?

A: *The El Paso Emergency Alert System is a **reverse, emergency notification process/system**.*

Q: How do citizens of El Paso County benefit from this system?

A: *The El Paso Emergency Alert System provides a secure and reliable way of notifying citizens about a **city and/or county wide crisis or disaster**.*

Q: So how do citizens receive these emergency alerts?

A: **Citizens who live within the boundaries of El Paso County have to register with the El Paso Emergency Alert System by visiting this website: EPEmergencyAlert.com**

Q: What should I expect to see on my device during an emergency?

A: *Depending on the device you will see or hear a message that says **EMERGENCY ALERT** and this will be followed by further instructions pertaining to the crisis on hand.*

Q: What happens if the incident is isolated, will I still receive an alert?

A: *The system uses **GIS-based mapping technology** which allows the Office of Emergency Management to **isolate incidents and send alerts to only those targeted area/s**.*

Q: When will the El Paso Emergency Alert System be used?

A: *Used in these situations:*

- **Emergency Evacuations**
- **Natural or Man Made Disasters**
- **Hazardous Material Incidents**
- **Border Violence Incidents**

Q: What personal information is required to register for the El Paso Emergency Alert System?

A: Citizens *must create an account* by supplying some *basic information*:

- *Creating a user ID and password*
- *Email address*
- *First and Last Name*
- *Street Address*
- *City*
- *Zip Code*
- *Check the box "Agree to website policy"*

Q: What is required after the account is created?

A: Citizens need to choose their *method of notification* and *devices*. You can select *several options at once* and *prioritize the order for the alert notifications*. Alerts may be sent by:

- *Email*
- *Text*
- *Phone Call*
- *Devices for the Deaf such as Telecommunication Device for the Deaf (TDD) and Teletypewriter (TTY)*

Q: How many times may I register with the El Paso Emergency Alert System?

A: Citizens may *register several times* and *enter various addresses, phone numbers and devices* if needed. Citizens may register a *home, business, friend and family member's information*.

Q: Who can I contact for assistance?

A: Ask a friend for help or visit these community partners for registration assistance:

- 211
- Area Agency on Aging
- DSHS-Division for Blind Services
- DSHS- Deaf / Hard of Hearing
- VOLAR
- LULAC Project Amistad