



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**.*

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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