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