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: <u>EPEmergencyAlert.com</u>**

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