



Dear Employee:

The United States Department of Homeland Security provided the City of El Paso a \$275,000 grant which the City used to implement an Emergency Alert System. The System is a reverse emergency notification process that provides a secure and reliable way of notifying the public about emergency evacuations, natural or man-made disasters, hazardous materials incidents, or terrorist activity.

The City/County of El Paso's Office of Emergency Management (OEM) is the facilitator of the El Paso Emergency Alert System. In order to be a part of the Emergency Alert System, individuals who live within the boundaries of El Paso County may register at <http://www.EPEmergencyAlert.com>.

You can select to be notified through several options such as email, text, and/or phone call. For your information, we have posted information regarding the Emergency Alert System on the District's Website under Police Services. Should you have any comments or questions regarding this service, please contact OEM at (915) 838-3260.

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