



**To the Mayor and Members of the City Council**

**April 4, 2023**

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**SUBJECT: EMERGENCY ALERT SYSTEM AVAILABLE FOR FORT WORTH RESIDENTS**

The purpose of this Informal Report is to provide an update on the Code Red emergency notification system which has been branded as Fort Worth Texas Alerts.

The Office of Emergency Management (OEM) adopted a new emergency notification service CODE RED on February 1, 2020 which is operated by the Onsolve software company. This new system replaced the previous notification system called Nixle and has been customized with the brand name Fort Worth Texas Alerts.

Fort Worth Texas Alerts delivers time-sensitive safety and emergency alerts to Fort Worth residents. Residents can sign up at [www.fortworthtexas.gov](http://www.fortworthtexas.gov) or there is an option to download the Code Red app to receive notification without signing up with Fort Worth Texas Alerts. Additionally, residents can sign up as a guest to start receiving alerts.

Once an account is created, there is an opportunity to select the preferred method of delivery: Voice, Text, Email. The two types of notifications subscribers will receive are Emergency and General, and there is a third notification offering if they choose to receive automated weather warning issued by the National Weather Service.

The system is only as good as the information the resident provides. If a cell phone, cell phone provider service, work phone, address or email address changes, residents will need to update their profile with the new contact information. For this reason, during the registration process, it is recommended that residents create a profile in order to go back to update contact information as needed. Please note, Office of Emergency Management staff does not have administrative rights to change or update residents accounts.

The alert notifications have been mainly used for weather related emergencies, it is also used to alert residents of Positive West Nile results, boil water notices, solid waste service updates, and road closures.

The Fort Worth Texas Alerts service has been advertised through marketing campaign ads on Trinity Metro buses and benches, water bill inserts, City Times, FWTV, City Website, local TV channels, social media channels such as Facebook, Twitter, Instagram, and Nextdoor. It also has been promoted through various community events such as Mayfest, City of Fort Worth Health & Safety Fair, Hispanic Health Fair, National Night Out events, community and neighborhood associations presentations and various police safety fairs.

Currently, Fort Worth Texas Alerts has the following total of subscriptions – 41,467:

Residential	Business	Email	SMS	Phone	TDD
10,454	558	4,212	12,520	13,481	242



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**Fort Worth Texas Alerts**

There are three ways to receive a "Fort Worth Texas Alerts" alert from the Fort Worth Fire Department Office of Emergency Management. You can choose all options or whichever is most convenient for you.

 <p><b>TEXT MESSAGE</b></p> <p>When a "Fort Worth Texas Alerts" alert is sent out you can receive just a text on your phone to alert you of the notification.</p>	 <p><b>PHONE CALL</b></p> <p>You can opt to also receive a phone call, but this is not a requirement. When you register or update your registration add or remove this option.</p>	 <p><b>EMAIL</b></p> <p>You can also receive an email with details about the alert. Your information will not be shared outside of "Fort Worth Texas Alerts".</p>
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Please be sure when you sign up for alerts to fully register and not sign up as a "guest". This enables you to edit your account as needed.




[www.FortWorthTexasAlerts.gov](http://www.FortWorthTexasAlerts.gov)

**Fort Worth Texas Alerts**

Hay tres formas de recibir una alerta de la Oficina de manejo de emergencias del Departamento de Bomberos de Fort Worth. Puede elegir todas las opciones o la que más le convenga.

 <p><b>MENSAJE DE TEXTO</b></p> <p>Cuando se envía una alerta de "Fort Worth Texas Alerts", puede recibir solo un mensaje de texto en su teléfono para avisarle de la notificación.</p>	 <p><b>LLAMADA TELEFÓNICA</b></p> <p>Puede optar por recibir también una llamada telefónica, pero esto no es un requisito. Cuando se registre o actualice su registro agregue o elimine esta opción.</p>	 <p><b>CORREO ELECTRÓNICO</b></p> <p>También puede recibir un correo electrónico con detalles sobre la alerta. Su información no se compartirá fuera de "Fort Worth Texas Alerts".</p>
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Cuando se registre para recibir alertas, asegúrese de registrarse completamente y no registrarse como "invitado". Esto le permite editar su cuenta según sea necesario.



[www.FortWorthTexasAlerts.gov](http://www.FortWorthTexasAlerts.gov)

For questions regarding this information, please contact Robert Medford at (817) 392-6173 or [robert.medford@fortworthtexas.gov](mailto:robert.medford@fortworthtexas.gov).

**David Cooke**  
City Manager