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Warn Central Texas FAQs

Warn Central Texas is a fast communication service allowing jurisdictions within the Capital Area Council of Governments' ten-county region, — Bastrop, Blanco, Burnet, Caldwell, Fayette, Hays, Lee, Llano, Travis and Williamson counties — to notify residents, business owners and visitors of emergency situations. The system, which CAPCOG generally refers to as the regional notification system (RNS), provides mass notifications quickly and easily. The RNS can notify people about local emergencies in a variety of ways, including on their cellphones, home or work phones, text messaging, and email.



When will it be used?

The RNS can be used to send emergency warnings or actionable directives when imminent threats to health and safety, such as natural disasters, occur or during times when there are public safety issues. If a resident subscribes to the Weather Alerts, they will be automatically sent when an applicable product is published by the National Weather Service. Weather Alerts will consist of items such as flash flood and tornado warnings.

How do I know that my local community is using WarnCentralTexas.org?

CAPCOG provides access to the RNS to its member governments in the ten-county region — Bastrop, Blanco, Burnet, Caldwell, Fayette, Hays, Lee, Llano, Travis and Williamson counties. City and county officials use the e RNS to send notifications to contacts in their jurisdictional boundaries. Each local government is responsible for drafting a notification's message and determining what locations to which a notification will be sent.

How do I sign up?

You can sign up at warncentraltexas.org/alerts/. Each created profile is able to receive notifications for up to five separate addresses.

The following information is required to register:

- First and last name
- Physical address, no P.O. boxes
- City, State, Zip Code
- A minimum of one cellphone number, text number or email address

What are subscriptions?

Emergency Warnings are mandatory when signing up. You have the option to receive Weather Alerts that are unique to your jurisdiction.

Is there a fee to use the service?

No. The service is free for the public. Participants are responsible for any fees associated with receiving text messaging, data and cellphone charges from their service provider.

What if my phone number or email address change?

If your cellphone, work phone, email address or any of the physical addresses change, you can update your information at WarnCentralTexas.org. CAPCOG automatically updates information for landline and VOIP phones.

Will I still get emergency warnings if I don't sign up?

There are a number of ways contacts can enter the system. All landlines (hardwire or VOIP) and some cellphones in the area are automatically added to the system. However, the best way to ensure you receive alerts is to register your contact information yourself by creating an account at WarnCentralTexas.org.

If you don't have an account created, you may still receive emergency alerts, but you may miss out on community or weather notifications.

Will my contact information be shared with others?

No. The information you provide will be used for emergency notification purposes only. It will not be shared or sold to any third-party vendors.

How does WarnCentralTexas work?

WarnCentralTexas.org is a portal for you to elect to receive messages from the RNS. The RNS delivers the important message through a high-speed telephone calling system to contacts that are stored in the system.

Typically, a "notification area" will be marked in the system by an authorized user that identifies a specific area. Contacts that are registered to receive alerts for locations in the notification area will be selected as recipients for the message. A message will be sent out via the telephone or through electronic communications with information about the incident and may include actionable instructions to be taken.

Who will be making the emergency calls and sending the text and emails to my devices?

Local public safety organizations (Fire, Police, EMS, Emergency Management, Public Works) have the authority to push emergency warnings to residents through the RNS powering Warn Central Texas. The tool allows those sending the alerts to choose geographic areas to receive warnings.

What should I do if I receive a call?

- Listen carefully
- Follow instructions
- Don't hang up until you hear the whole message (the message will not be repeated)
- Confirm the message

DO NOT call 9-1-1 unless you are in immediate danger or harm.

What should I do if I don't receive a call?

Your area of the community may not be affected. In which case, you won't receive a call even if it's only a block away.

Will I be guaranteed to receive the notifications?

CAPCOG cannot monitor the current or future accuracy of the information you provided. It is your sole responsibility to keep any information current and accurate. Neither CAPCOG nor the system vendor assumes legal responsibility for inaccurate information or technical difficulties that may result in notification failures.

How do I remove my information from Warn Central Texas?

The ability to remove your information from Warn Central Texas depends on certain criteria.

Per the CAPCOG Executive Committee, automatically uploaded contact information of people that currently reside or have a business interest in the CAPCOG Region cannot be removed. The system is used by government entities to notify residents for emergency purposes made necessary in situations affecting the health and safety of the public. More information is available in the Code of Federal Regulations, see 47 CFR § 64.2100 (a) (1).

Removal of information from WCT is contingent upon meeting the following criteria:

1. Residents are allowed to delete contact profiles that they create themselves. To do so, sign into your account from <https://warncentraltexas.org/alerts> and choose "Delete My Account."
2. If you are receiving alerts for a location where you no longer reside or have a business interest, please send an email to warncentraltexas@capcog.org with the subject line "REQUEST FOR REMOVAL". Include the phone number or email address you received the alert on, a summary of the alert received, the date and time you received it, and state that you no longer reside or have a business interest in the area to which the notification was sent.

You may receive other alerts generated by your telephone carrier. Weather alerts are generated by National Weather Service. Amber-type alerts are generated by local, state, and federal law enforcement agencies. Warn Central Texas has no control over these notifications.