



**CITY OF
CORPUS CHRISTI**

OFFICE OF EMERGENCY MANAGEMENT

Committee for Persons with Disabilities



Office of Emergency Management Staff



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CORPUS
CHRISTI**

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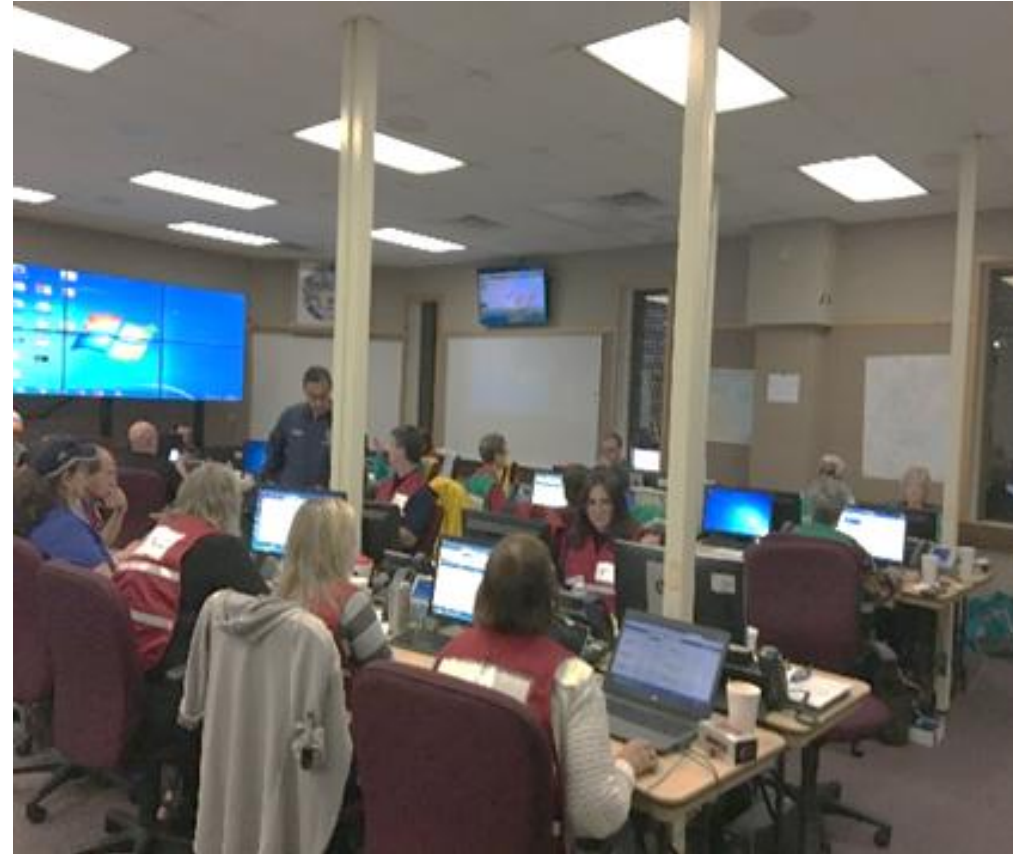
How the City is Prepared



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City Operation Center

A central location where the government can provide inter agency coordination and executive decision making for managing disaster response and recovery.



Primary Functions Include:

- Strategic Direction and Control
- Situation Assessment
- Establishing Priorities
- Resource Management
- Communications



Emergency Alerts and Notifications



- We encourage and educate all residents to have a plan for themselves and their families.
 - Communication Plan
 - Evacuation Plan
 - Shelter-in-place Plan
- Utilizing Sign Language Interpreters during Press Conferences.
- The city website (corpuschristitx.gov/oem) has real-time weather information, community alerts, and additional information to help residents be prepared.
- Follow the Corpus Christi Office of Emergency Management on social media at **ReadyCC**.
- Sign up for **ReverseAlert**, the City's community notification system.

ReverseAlert



- When residents register with **ReverseAlert**, they can choose multiple methods of receiving notifications. In addition to Primary Phone, Primary Cell, and Email, individuals with hearing or speech disabilities can choose TTY (TeleTYpe) or TDD (Telecommunications Device for the Deaf) delivery methods. This allows these individuals to send and receive text messages over telephone networks.
- Both text and voice-to-text message options are utilized when emergency notifications are sent. This ensures that individuals with vision impairment can receive and understand these notifications.
- When registering to receive **ReverseAlert** notifications, a drop-down box on the home screen allows the individual to select a preferred language to help navigate the registration process. However, the notification software only allows notifications to be sent in English and Spanish. All other languages must be translated via an online translation function on the receiving end.



REVERSEALERT

Emergency Alert Program Overview

The Coastal Bend LEPC and the Coastal Plains LEPC have partnered to provide an emergency alert program for citizens region-wide. The system allows officials to alert individuals based on their preferences. When signing up, residents enter their contact information and subscribe to notifications based on location. The information residents provide is protected and will not be used for other purposes.

How It Works

When officials notify residents about a potential safety hazard or concern, they receive a message on the voice or text communication method they have registered. A key feature of the system is the ability to confirm receipt of the alert. If residents opt for the confirmation feature, the alert system will continue to attempt to contact them through subsequent notification methods until a confirmation is received. This feature is optional.

Sign up for Notifications

Residents can create an account by adding contact information, location, and notification preferences. All information provided will be kept confidential.

Stop Receiving Notifications

Residents can stop receiving alerts or modifying their preferences at any time by removing contact information.

The screenshot shows the Reverse Alert website for Corpus Christi. At the top, there are logos for the Corpus Christi Fire Dept. and the Reverse Alert program. The main header includes links for Sign In, Sign Up, Notifications, Overview, and FAQs. A language selection dropdown is set to English. The main content area is titled "Know Now with Emergency Alerts - Corpus Christi" and explains the purpose of the alert program. It states that users will receive time-sensitive information about emergencies, such as severe weather, road closures, missing persons, or evacuations. It also mentions that users can specify where and how they want to receive alerts (home, mobile, business phone, email, text, etc.) and can opt out or change preferences at any time. Below this, there is a section titled "Sign up for the Proper Reverse Alert" which instructs users to select the correct jurisdiction. It lists four counties: Aransas County, Nueces County, Refugio County, and San Patricio County, each with its respective seal. At the bottom, there is a "Sign in to your account" form with fields for Username and Password, a Sign In button, and links for "Forgot Username or Password" and "Don't have an account? Sign Up". The footer contains copyright information for Everbridge, Inc. (© 2025) and a version number (25.2.0.5).

Taking an Inclusive Approach to Community Emergency Planning



- The Office of Emergency Management takes an inclusive approach to emergency planning. It is important to us that we consider the diverse needs of the entire community, including individuals with disabilities, vulnerable populations, and those from different backgrounds.
- Organizations we partner with include:
 - United Way of the Coastal Bend / 2-1-1
 - Deaf and Hard of Hearing Center
 - Functional Needs Support Team

Utilizing STEAR data for Emergency Planning



- Sorting Data by Specific Needs: The Emergency Operations Center (EOC) can sort the STEAR information based on registrant-specific needs, such as medically fragile individuals, power-dependent persons, or those needing transportation assistance.
- The STEAR information helps in identifying resources and tools that facilitate more comprehensive inclusion of planning with people with access and functional needs working through the preparedness, response, and recovery disaster phases of emergency response planning.

Utilizing STEAR Information During a Disaster



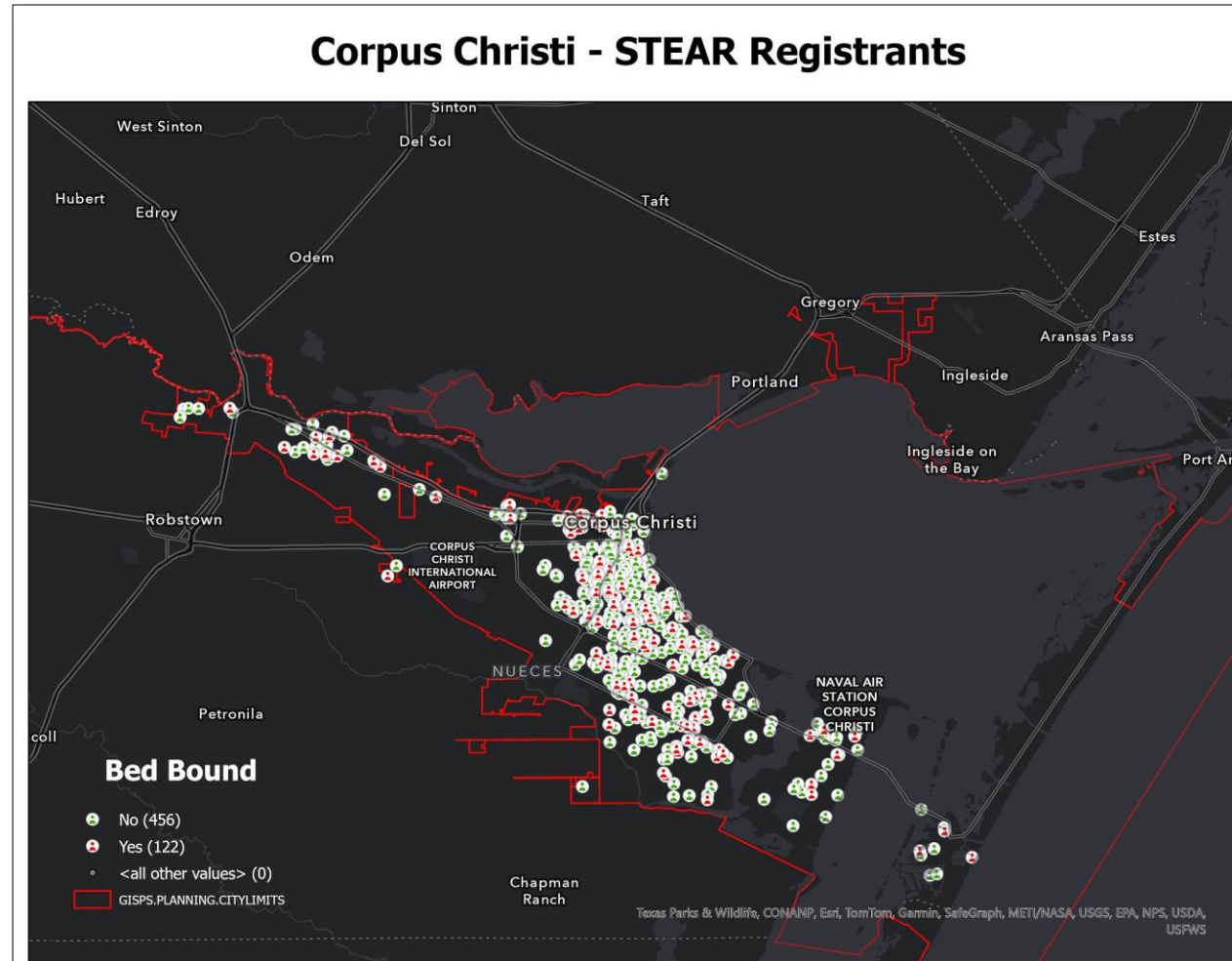
- Using STEAR Data in Notification Systems: The EOC utilizes STEAR data to send emergency messages via phone, text, and email, allowing the City to reach a large number of STEAR registrants in a short period of time.
- GIS Mapping of STEAR Data: We are developing a system that will enable the EOC to utilize real-time Geographic Information System (GIS) mapping of STEAR registrants and their specific needs, helping to identify the registrants with disabilities, access and functional needs, and transportation needs. This simplifies the process of quickly identifying who will need additional assistance during the preparing, responding, and recovering stages of an emergency.

Senate Bill 968 (87R)



- Plug-and-Play Integration: Will allow the OEM to seamlessly integrate the registry information into the Reverse Alert notification system.
- GIS Capabilities: Geographic Information System (GIS) technology has been integrated, providing real-time mapping capabilities during events like power outages, ice storms, or evacuations.
- Improved Data Validation: Enhanced validation of addresses and phone numbers ensures the accuracy and currency of contact information.
- The CCFD is developing a web-based validation tool that will enable responders in the field to confirm the status of STEAR registrants identified as "status unknown" using handheld devices. This improvement will allow the Operations Section to have near real-time updates as a registrant's status is confirmed.

STEAR and GIS Mapping



Preparing for a disaster-related power outages



- The OEM works closely with AEP to ensure that priority locations (Hospitals, Nursing Homes, Dialysis Facilities, etc.) are identified and communicated to operations to expedite power restoration.
- In preparing an emergency plan, all residents are advised to have a secondary power source. This would allow residents to continue utilizing life-sustaining equipment until help arrives or the power is restored.

Preparing for a disaster-related power outages



- Customers who have submitted signed documentation from their physician or medical provider to AEP Texas that exempts their electric service from being interrupted or disconnected for non-payment (at the request of their retail provider or ERCOT) because they rely on medical or lifesaving equipment to survive.
- If the region is threatened by an incident, AEP Texas begins public messaging via news releases and social media posts asking critical care customers to make plans for the potential of a prolonged power outage associated with incoming storm conditions approximately ten (10) days before the incident is predicted to impact the area.
- In late 2024, AEP Texas acquired a new tool called Emergency Outage Notification System (EONS), a communications system that will text and deliver a voice-message with emergency messaging to the number registered to an account. This system may only be used in times of emergency where the potential threat of dangerous or life-threatening conditions is imminent, such as a prolonged power outage due to a hurricane. We have built a special contact list of critical care customers only that is consistently updated.
- In 2025, AEP Texas released an enhanced version of the AEP Texas Outage Map that allows us to post targeted messaging to zip codes on the map and pop-up banner messaging anytime the map is loaded. This critical care messaging would be used as the beginning of any storm communications campaign, as described.
- Also in 2025, AEP Texas agreed to assist the Texas Division of Emergency Management with the State of Texas Emergency Assistance Registry (S.T.E.A.R.) program that registers individuals who may need assistance in times of emergency. AEP Texas agreed to help promote the program.

OFFICE OF EMERGENCY MANAGEMENT

Questions?

