



Emergency Notification Systems

Flooding Events

This document is designed to familiarize Guadalupe County residents with the various emergency notification systems utilized by the County during times of an actual or potential flooding event.

Guadalupe Blanco River Authority Flood Preparedness Plan

The GBRA Flood Preparedness Plan was developed to give residents along the Guadalupe river a guide as to how different levels of water flow in the Guadalupe river effect their location and what actions residents should take at the different levels. All of the County operated emergency notification systems are activated based on trigger points outlined in the Flood Preparedness Plan. Having a copy of the Flood Preparedness Plan and understanding how to use it is crucial to ensuring the safety of you, your family, and your property during a flooding event. Remember, you are your own first line of defense in any disaster situation. Stay informed and aware.

Copies of the Flood Preparedness Plan are available at the GBRA offices at 933 East Court Street in Seguin or on the web at <http://www.gbra.org/Flood/Default.aspx> (middle of the page)

Emergency Notification Sirens

Guadalupe County has 23 Emergency Notification Sirens placed strategically throughout the County. The majority of the sirens have been placed in locations prone to severe flooding. However, the sirens can be used to notify residents of any type of disaster – Flooding, Tornado, Haz-Mat incident, etc. When you hear a siren it means tune your radio to KWED 1580 AM for more information. (KWED can also be heard on cable channel 21 in the Seguin area.) KWED is the single radio station which can be received throughout the entire county and has partnered with Guadalupe County and GBRA to broadcast information during emergencies. The sirens are tested every Saturday at noon unless there is significant rain. Refer to the Flood Preparedness Plan and the attached Emergency Notification System Guidelines document for more details.

Important note: *Please do not telephone GBRA, 911, any Police Department, or Sheriff's Office for information when you hear a siren.* Both GBRA and the County share all relevant information with KWED. Calling any of the law enforcement entities or GBRA prevents them from responding to the situation at hand and dealing with whatever subsequent emergencies may arise. Tuning your radio to **KWED 1580 AM** is by far the best way to gather information.

Emergency Callout Systems – Voluntary and Graphical

Guadalupe County has two different types of telephone callout systems. The first system is graphically based and is maintained by Bexar Metro 911. It operates by identifying an area on an electronic map then the system will automatically call the registered landline telephone numbers inside the designated area. This system is fed information from a database which is updated monthly by AT&T. This database includes only landline based phone numbers and does not include cell phones, VOIP phones (cable or internet phones), or pagers. This system can use multiple phone lines from up to four different locations, three regional and one national.

The second system utilizes a manually built database for which the residents must provide their contact information in order to be included. The strength of this system is that because the database is manually input, all types of phones can be contacted, not just landlines. However, the manual input requirement is also a short coming – there are no automatic updates. If a resident moves or changes their phone number they are responsible for notifying the Guadalupe County Office of Emergency of any changes in contact information and/or the desire to be removed from the database. This system uses multiple phone lines from one local location and cannot access the additional phone lines the graphical callout system can. Because the voluntary system only has access to a limited number of lines, it will be used to contact only waterfront residents as they are the most in danger during a flooding event and need warning before residents on higher ground. Participation in this program is strictly voluntary. (*A registration form is included at the end of this document*)

When activated, either of the emergency callout systems will call the selected telephone numbers with an automated emergency message. The message will start with “***This is the Guadalupe County Sheriff’s office with an emergency message...***” Obviously it is crucial that the person answering the call not hang up. Please listen to the entire message carefully. In most cases, the message will end with “***Tune your radio to KWED 1580 AM for more information.***” Depending on the time of day and the severity of the threat, KWED will broadcast the message continuously to once every 5 – 30 minutes. As with the sounding of the emergency sirens, *Please do not telephone GBRA, 911, any Police Department, or Sheriff’s Office for information when you receive an automated call from the Sheriff’s Office.* Both GBRA and the County Sheriff share all relevant information with KWED. Calling the Sheriff’s Office, other law enforcement entities, or GBRA prevents them from responding to the situation at hand and dealing with whatever subsequent emergencies may arise. Tuning your radio to **KWED 1580 AM** is by far the best way to gather information.



Emergency Notification System (ENS) Operating Guidelines Heavy Rain / Potential Flooding

Up to 5,000 cfs in Guadalupe County

- When it is known or anticipated the flow over any hydroelectric dam in Guadalupe County will reach 5,000 cfs the **Voluntary** ENS telephone callout system will be activated for **waterfront zone A**.
- **KWED 1580 AM** will broadcast a 5,000 cfs message telling waterfront residents in zone A to take appropriate action regarding potential movement of boats, watercraft, and/or other items near the waterfront.

10,000 cfs in Guadalupe County or 5,000 cfs in New Braunfels

- When it has been determined the flow has or is anticipated to reach a spill of 10,000 cfs at any Hydroelectric Dam in Guadalupe County, or when there is a flow of 5,000 cfs and rising at the New Braunfels USGS gauge, or there are large known intervening flows, the **Voluntary** ENS telephone callout system will be activated for **waterfront zones A, B, and C**.
- The Emergency Sirens will sound with one cycle.
- **KWED 1580 AM** will broadcast a message according to the Flood Preparedness plan telling waterfront residents to take appropriate action.

20,000 cfs & over in Guadalupe County or 10,000 cfs in New Braunfels

- When it has been determined the flow has or is anticipated to reach a spill of 20,000 cfs at any Hydroelectric Dam in Guadalupe County, or when there is a flow of 10,000 cfs and rising at the New Braunfels USGS gauge, or there are large known intervening flows, the **Graphical** ENS telephone callout system will be activated for **all areas of Zones A, B, and C**.
- The Emergency Sirens will sound for one cycle followed by one minute of silence then sound for a second cycle.
- The two cycle sounding will repeat on the hour and half hour until the cfs stabilizes or recedes.
- **KWED 1580 AM** will broadcast situation reports according to the Flood Preparedness Plan advising residents to take appropriate action.