What to know about Erie County's Emergency Notification System

In the event of a major emergency, Erie County's Department of Public Safety may notify residents with an Emergency Notification Call-Out System, commonly known as Reverse 911. The system already includes traditional landline phone numbers.

But to receive the alerts, you must register your number if you use a cell phone, a VoIP phone service, or a TTY/TDD system.

To update your information or register your cell phone, VoIP or TTY/TDD, go to: https://nwpaerg.onthealert.com/

Want to know more? Read the frequently asked questions below:

What is the Emergency Notification Call-Out System used for?

Erie County may use the system to advise you of any situation that threatens harm to life and/or property and is deemed dangerous by officials. This may include, but is not limited to, inclement weather, manmade disasters, crime, pandemics, hazardous materials incidents and missing persons.

Can I choose which notifications I want to receive?

Erie County Public Safety officials will determine which notifications are mandatory and which are elective. If applicable, you will be able to "opt out" of certain ones, reducing the overall number of system-generated communications you receive.

What, if any, contact information do you already have for me?

The emergency notification system used by Erie County utilizes information obtained from 911 databases or commercial sources, both of which typically include published home (landline) phone numbers only.

What if my home phone number is unlisted?

If your home (landline) number is unlisted, there is a possibility it does not exist within our emergency notification system. To be cautious, please enter it when filing out the Self-Registration Portal form. Should the number already exist in the system's database, you will not be contacted twice on your home phone number.

What information am I expected to provide in the Self-Registration Portal?

Erie County's Department of Public Safety is requesting your name, address, primary phone number, secondary phone number and email address. **Please note:** If you get an error while registering that states "Your address has not been located on the map. Please type your street address (This should cause our location service to run again)" then please refresh the map. This is due to a browser error.

Will the information I provide remain confidential?

Your contact information will remain confidential. It will never be sold or released for commercial purposes.

How will I know I am registered after I sign up?

Once you complete and submit the registration form, you will receive a verification email. You must respond to the verification email to complete the registration process.

What will an emergency notification call be like?

It's important to know that a call from the Emergency Notification Call-Out System will come from an out-of-state number and will start with an electronic voice, similar to a robo-call. Do not hang up until the call is finished.

What do I do if I have more questions?

For more information, please email erieealerts@eriecountypa.gov.