

Nixle Emergency Alerts FAQ

What are Nixle Emergency Alerts?

The City of The Colony provides text-based emergency alerts through a partnership with Nixle. The system is designed to notify residents via text, email, voicemail, and the web, of severe weather or any event or circumstance deemed a threat to the health or safety of residents – such as evacuation notices, hazardous materials incidents, boil water notices, infectious disease outbreak, etc.



Nixle emergency alerts will be used by the City of The Colony's emergency management officials to deliver incident-specific information or potentially life-saving instruction. The system may also be used to deliver important public safety and community alert information to residents and businesses, such as law enforcement activity or notices of significant road closures.

How does the system work?

The Colony's emergency alert system is powered by Nixle, a web-based application that integrates mapping technology with *opt-in* contact databases to provide targeted emergency notifications.

Does the system have my phone number already?

No, The Colony's Nixle service is an *opt-in* service, meaning it will only reach those who have signed up by either texting their ZIP code or keyword THECOLONYTX to 888-777, or by signing up [online](#).

Do I have to pay to receive Nixel alerts?

No, the City of The Colony provides this service to enhance our public safety notifications. However, call or text messaging charges may apply when you receive alerts depending on your cellular provider and phone service plan.

Will I receive nuisance calls or texts?

No, the City of The Colony respects your privacy. The system will only be used for emergency notifications or other advisories. Additional community event information may be received if the resident has chosen to receive those alerts.

I changed my cell phone number. Can I update my information?

Yes, just login to your account through Nixle.com and update.

If I've opted-in, can I opt-out?

Yes, just login to your account through Nixle.com and delete the information as desired. This may be especially useful if you've moved out of the city.

Who can activate Nixle alerts for the City of The Colony?

The City's emergency dispatchers, police, fire, and communications staff have been provided training and granted access to the city's Nixle account. Weather alerts are automatically distributed upon issuance of advisories by the National Weather Service.

I don't live in The Colony but I work there/am planning a trip to the city. Can I still sign-up?

Most definitely! Nixle emergency alerts for The Colony are provided free of charge to anyone who wishes to sign up. In fact, visitors to The Colony are encouraged to utilize the service to keep apprised of weather or other events during their stay in the community.

Is this the only emergency alert system in the city?

Definitely not! The City of The Colony also provides emergency information via [social media](#), its [website](#), local news media, [email blasts](#), and the [Outdoor Emergency Warning system](#).

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