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CITY MANAGER
Dionne Mack

CITY COUNCIL

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**NEWS
RELEASE**

01/ 07/ 2026

El Paso Residents Encouraged to Enroll in the STEAR Program

EL PASO, Texas—The City of El Paso's Office of Emergency Management (OEM) and the Department of Public Health Emergency Preparedness Program (PHEP) urge residents with specific needs to enroll in the State of Texas Emergency Assistance Registry (STEAR).

STEAR is a **free and voluntary program** that provides emergency responders with critical information to better assist individuals during disasters. Information shared during registration is used by emergency managers and first responders to help City and County residents with access and functional needs in order to receive appropriate support during emergencies.

While registering for STEAR does not guarantee specific assistance or services, it allows your information to be shared with first responders and relevant state agencies during a disaster. All personal information provided is kept strictly confidential.

"STEAR is an essential tool that helps emergency management understand and respond to our community's unique needs," said Armando Valencia, Battalion Fire Chief and Assistant Emergency Management Coordinator for the El Paso Fire Department. "Although it doesn't guarantee specific services, the data collected ensures we can allocate resources effectively and improve our emergency plans."

Who Should Register?

The STEAR program is designed for individuals who may need additional assistance during an emergency, including:

- **People with disabilities**
- **Medically fragile individuals**
- **Those with access and functional needs**, such as:
 - Limited mobility
 - Communication barriers
 - Medical assistance requirements
- **Individuals requiring personal care or transportation assistance**

"STEAR allows us to address specific health-related conditions affecting our most vulnerable community members during emergencies," said City-County Health Authority Dr. Hector Ocaranza. "The data helps us develop targeted public health interventions and better prepare to meet their needs."

How to Register

El Paso residents can register using the following methods:

- Online: STEAR.tdem.texas.gov
- Call: 211
- Fax or email completed forms to: (866) 557-1074 or STEAR@dps.texas.gov

—more—



Promoting **Transparent & Consistent Communication**
Among All Members of the Community

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915.212.1040



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In-Person Registration Assistance

To make registration easier, staff will be available for in-person assistance at the following locations throughout January:

- **Pavo Real Senior Center**
9311 Alameda Ave.
9 to 11 a.m., Thursday, January 8
- **Grandview Senior Center**
3134 Jefferson Ave.
9 to 11 a.m., Friday, January 9
- **Jessie M. Happiness Senior Center**
563 N. Carolina Dr.
9 to 11 a.m., Monday, January 12
- **Hilos De Plata Senior Center**
4451 Delta Dr.
9 to 11 a.m., Tuesday, January 13
- **Memorial Senior Center**
1800 Byron St.
9 to 11 a.m., Wednesday, January 14
- **Polly Harris Senior Center**
650 Wallenburg Dr.
9 to 11 a.m., Thursday, January 15
- **San Juan Senior Center**
5701 Tamburo Ct.
9 to 11 a.m., Friday, January 16
- **South El Paso Senior Center**
600 S. Ochoa St.
9 to 11 a.m., Tuesday, January 20
- **Wellington Chew Senior Center**
4430 Maxwell Ave.
9 to 11 a.m., Wednesday, January 21

For more information, visit [El PasoReady.org](https://el PasoReady.org) or EPHealth.gov under the **Emergency Preparedness** tab, or call **211**.

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