

CAER Line
Sponsored by the
East Harris County Manufacturers
Association



CAER Line
281.476.2237
ehcma.org/caerline
East Harris County
Manufacturers Association



DID YOU KNOW?

The CAER Line is a resource that alerts the community to emergency and non-emergency events. It was launched in 1986 and serves more community members in East Harris County and beyond.

What is the CAER Line?

- The CAER Line is a hotline for community members to hear recorded – or posted internet – messages from East Harris County Manufacturers Association member facilities regarding operational updates.
- The CAER Line was created as a way for our members to give basic communications back to the communities where they live and work.

The CAER Line

- Community members can access updates online at www.ehcma.org/caerline.
- Call 281-476-2237 to listen to messages
- All emergency messages are posted in both English and Spanish.
- The CAER Line is hosted through a web-based portal, posting messages is easier and more time efficient for EHCMA member facilities.

WHO DOES THE CAER LINE SERVE?

The CAER Line serves community members in the East Harris County area, specifically:

Baytown

Deer Park

Houston

Bay Area

La Porte

North Channel

Pasadena

(and anyone who has the number or website to view)

CAER Line Messages Offer

Industrial Event Information:

- Facilities
- Tanker trucks
- Rail cars
- Pipelines

General Information:

- Flaring
- Odors
- Smoke
- Emergency Response
- Training
- Incidents
- Noise



What to Expect When You Call

- General messages about non-emergency events, such as flaring or fire drills.
- Emergency event notifications that sometimes require safety procedures.
- Basic information about an event.
- The Caerline is not where you get emergency action information. That should come from the local responsible agency.

What NOT to Expect When You Call

The CAER Line will not provide detailed information on specific site incidents. It will also not provide emergency action information.

Please Remember

The CAER Line is not a replacement for proper regulatory reporting of spills and releases. For emergency conditions and environmental incidents, please call 911.

Other resources include:

- Harris County Environmental Public Health Divisions: 713-920-2831
- City of Houston nuisances and non-emergency scenarios: 311 or 713-837-0311 to submit a service request.

EHCMA Member Expectations

Facilities are asked to post urgent messages within 15 minutes of an event, however at times it may take longer.



To learn more about the
East Harris County
Manufacturers Association
and see a list of members,
visit **www.ehcma.org**



CAER Line
281.476.2237
ehcma.org/caerline
East Harris County
Manufacturers Association