

CITY OF EL CENTRO

1275 W. Main Street
El Centro, CA 92243
www.cityofelcentro.org



FOR IMMEDIATE RELEASE

Contact: Mario Renteria
Public Information Officer – City Manager’s Office
Office: (760) 337-4541, Mobile: (760) 234-2307
MarioRenteria@cityofelcentro.org

Statement regarding CrowdStrike update

El Centro, Ca., July 19, 2024

Dear Citizens and Visitors of El Centro,

We understand that the recent global technology outage, caused by a faulty CrowdStrike update, has had a significant impact on our community. Some of our payment solutions and services were affected, disrupting your daily activities. Our IT department has been working tirelessly to restore service to all impacted resources and operationalize systems. We appreciate your patience during this challenging time.

I am happy to inform you that most of our affected systems have been restored. If necessary, we will send periodic updates via our social media accounts. In the meantime, please visit our city offices for any necessary customer support.

We are committed to fully restoring all systems as quickly as possible. Thank you for your understanding and patience as we work through this issue together.

Sincerely,
Cedric Cesena
City Manager, El Centro

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