




City of Austin
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Code Compliance Department
P.O. Box 1088, Austin, Texas 78767



TO: Mayor and City Council Members
CC: Marc Ott, City Manager
Michael McDonald, Deputy City Manager
FROM: Carl Smart, Director 
Code Compliance Department
DATE: February 15, 2013
SUBJECT: Emergency Tenant Response Plan, Resolution 201221101-039

The purpose of this memo is to provide a summary of the City of Austin Code Compliance Department's (CCD) Emergency Tenant Response Plan stakeholder meeting feedback, recommendations and next steps.

On November 1, 2012, City Council passed resolution 20121101-039 directing the City Manager to seek input from interested stakeholders including area school districts, non-profits and community members regarding the desirable components of an integrated emergency tenant displacement response plan that details standard operating and communication procedures in addressing the needs of tenants displaced from rental housing for health and safety reasons.

Stakeholder meetings were held on January 17, 2013 and January 24, 2013. An agenda with focus questions is included in Appendix A, a list of attendees from each of the meetings is included in Appendix B and notes from the meetings are in Appendix C. On the following page is a summary of the stakeholder meeting locations and attendance.

January 17, 2013

- Location: Mexican American Cultural Center
- Attendance: 15 community stakeholders, 4 City of Austin staff members

January 24, 2013

- Location: Austin City Hall/televised on Austin Channel 6
- Attendance: 18 community stakeholders, one City of Austin Councilmember, 10 City of Austin staff members

An internal meeting was held on January 30, 2013, to review the stakeholder feedback, discuss partnership agreements and draft recommendations. Departments in attendance included: the Code Compliance Department, Austin 3-1-1, Combined Transportation Emergency and Communications Centers (CTECC), Health & Human Services (HHSD), Neighborhood Housing & Community Development (NHCD) and the Legal Department.

SUMMARY OF FEEDBACK FROM STAKEHOLDER MEETINGS

Consistent themes in the input received from interested stakeholders regarding the desirable components of an integrated emergency tenant displacement response plan were found in both stakeholder meetings. These themes are summarized below:

Communication - timely, comprehensive, communication is needed to relay information between tenants, property owners or managers and social service organizations. This communication should:

- Be timely – for both first response & follow-up
- Have a central point of contact
- Include city officials
- Have several forms of communication
- Take into consideration language barriers and special needs

Partners - clear roles and responsibilities need to be defined by each partner and then communicated to tenants, property owners or managers and social service organizations. Partners should include:

- First Responders (AFD, APD, CCD, CTECC)
- NHCD, HHSD
- Non-profits and social service organizations
- Austin Independent School District (AISD), Cap Metro
- Community Advocates
- Apartment/Real Estate Associations

Shelters – if possible, tenants should not have to stay in communal shelters because of an emergency order to vacate. Accommodations to be considered should include:

- Hotels/Motels
- Apartments (at other properties)
- Other Vacant Units (onsite)

Relocation Assistance - a relocation assistance package or plan should be available to tenants who are forced to vacate due to dangerous conditions. This relocation assistance package should help tenants find safe, stable, and affordable housing within close proximity to their previous community, and provide financial assistance for the relocation.

Funding - an emergency tenant response plan should include funding from the City of Austin. Suggested funding sources include:

- Fee to tenants
- Fee to owner
- Charge to the owner or a lien on the property
- Clean Communities Fee
- Tax that would create a special emergency fund

Success will be defined by the below guidelines:

- No tenants left homeless
- Basic needs of displaced tenants are immediately met
- Community participation in the development and implementation of the emergency tenant response plan

NEXT STEPS

CCD staff will work with: APD, AFD, Austin 3-1-1, CTECC, HHSD, NHCD, PARD and the Legal Department to create an Emergency Response Team, to finalize a comprehensive Emergency Tenant Response Plan and to prepare a standardized training program.

CCD staff will provide a follow-up report and update after this collaborative effort is completed. If you have any questions regarding the information contained in this report, please contact me at 512-974-1970.

A handwritten signature in black ink, reading "Carl L. Smart", written over a horizontal line.

Carl Smart
Director
Code Compliance Department

Emergency Tenant Displacement Response Additional Information

Resolution 20121101-039

PURPOSE

The City of Austin is committed to ensuring that all residents of rental properties are safe in their homes. While most properties are maintained to the minimum standards of the code, Austin has an increasing number of aging multifamily housing structures that might not meet these standards of health and safety. In many cases, renters are forced to immediately vacate a property in response to official determinations of unsafe/dangerous conditions or other compliance issues at a site.

Currently there is no registration program in place to track the condition or exact number of rental properties. According to Austin Energy data there are approximately 170,000 metered units categorized as rental properties in Austin. This report is a summation of staff's research, recommendations and perceived challenges.

BACKGROUND

On May 16, 2012, CCD responded to a request for assistance from AFD at 1900 Burton Drive. AFD evacuated the building as a result of the imminent structural danger of the second floor walkway. The following day, May 17, 2012, the walkway at this building collapsed while CCD staff was at the property inspecting the walkways at the remaining fourteen buildings. CCD staff, in conjunction with a Public Works engineer, and the property owner's engineer, determined that five additional buildings were to be vacated due to the imminent danger of collapse.

Forty-eight families were originally displaced. At the time the vacate notice was delivered to tenants, the owner and manager of the property did not offer tenants relocation assistance. The Austin Red Cross provided hotel/motel vouchers for the first night and the City of Austin opened an Emergency Shelter on the second night. On May 24, 2012, the City of Austin offered temporary emergency shelter to the families at a local hotel and also partnered with non-profit organizations to offer available resources. The management company for the apartments issued Lease Termination Notices to tenants in the impacted buildings as well as funds to compensate for a security deposit refund, pro-rated rent, and other sums owed to tenants. Again, tenants were left with uncertainty as to where they would stay and what resources were available to assist them. On June 4, 2012, the Building and Standards Commission agreed to give property owners 75 days to fix the cited deficiencies. On June 11, 2012 the buildings were deemed substandard, but no longer dangerous.

An integrated emergency tenant displacement response plan is currently being developed by city departments to address the needs of displaced residents, including contingency plans for emergency sheltering.

BEST PRACTICES

A census list of the U.S. was researched to find cities with Emergency Tenant Displacement Response Plans, see Appendix D. Below is a summary of three of the cities found to have a response plan in place.

New York – New York City

The New York City Department of Housing Preservation and Development (HPD) formed an Emergency Housing Response Team in the late 1970's to provide emergency relocation services to tenants displaced as a result of fires or vacate orders issued by the Department of Buildings, Fire Department or HPD Code Enforcement. Owners of residential buildings must provide the names and apartment numbers of all legal tenants in occupancy to emergency staff in the event of a building-wide emergency, such as a fire or vacate order. The Emergency Housing Response Team assists these tenants with temporary housing at one of four family centers or at Red Cross-contracted hotels and facilities. It should be noted that New York City has a right to shelter law.

The City of New York sees approximately 25,000 cases of tenant displacement each year and has a special Code Enforcement division that oversees a registration program which requires every building to register with HPD, an alternative enforcement program (similar to receivership), and oversees emergency tenant displacement.

Pennsylvania - Philadelphia

The City of Philadelphia Office of Supportive Housing (OSH) provides relocation services for families and individuals displaced or made homeless due to determinations that a house is unfit for human habitation, imminently dangerous or collapse due to serious structural defects, declared to have lead or other chemical contamination by the Health Department, severely damaged or destroyed by fire or other disaster (must have referral from American Red Cross), under threat of eviction (must have a court eviction notice), or due to blight removal. The City of Philadelphia also has an Emergency Shelter Allowance Program (ESA) to provide a one-time grant to prevent homelessness. Amount varies depending on circumstances. A housing resource guide is also available to tenants.

California - Los Angeles

The Los Angeles Housing Department created the Tenant Relocation Inspection Program which provides relocation benefits for eligible or qualified tenants who are required to vacate their homes due to hazardous conditions deemed to be owner controlled. The owners are ordered to pay the relocation benefit to all eligible tenants. The Red Cross is contacted to provide services and explain the program to the tenants. Immediate assistance and/or hotel vouchers may be provided. If the owner fails to pay the benefits within the time specified in the official notice to vacate, the City may advance the relocation benefits to the tenants and recover costs from the landlord. An additional administrative fee of 50% of the amount advanced not to exceed \$10,000.00 will be added to the total amount due. Should the owner fail to pay the amount due in a timely manner, a lien may be placed on the property. This program is not intended to provide

benefits for relocation in the event of a major catastrophic occurrence or natural disaster including fires, earthquake or other such calamities that the owner has no control.

RECOMMENDATIONS

Based on stakeholder feedback, national best practices and applied experience, CCD staff would like to make the following recommendations:

- **Formalize emergency response team and community advisory panel**
A formal emergency response team and community advisory panel should be created and meet a minimum of four times per calendar year to assess the Emergency Tenant Response Action Plan and discuss any concerns regarding tenant displacement.
- **Develop emergency shelter standards**
For most circumstances, if the owner or manager are not willing or able to provide displacement assistance, the City of Austin may immediately provide emergency shelter, or in some cases, hotel/motel accommodations. Staff will work with CTECC and PARD to develop a Displaced Tenant Emergency Sheltering Plan, based on the existing Shelter Operating Field Guide.
- **Create an emergency tenant resource guide**
CCD will work with various City departments and community stakeholders to develop a list of resources for tenants related to basic needs and services that can be accessed and reviewed online.
- **Provide standardized training for apartment managers and owners**
CCD will develop a training program for apartment owners and managers to provide consistent guidance on what steps should be taken in the event of this type of situation.
- **Develop multi-family inventory tracking program**
CCD will work in collaboration with NHCD to develop a program to track multi-family properties in Austin.

CHALLENGES

Staff foresees several challenges in creating and implementing a comprehensive Emergency Tenant Displacement Plan that is both timely and meets the needs of all the individuals involved. Some of these challenges may include:

- **Unknown inventory of Austin's multi-family properties and limited means of proactive enforcement**
The City of Austin does not currently have an inventory or registration program to track the ownership, management, along with the number and condition of apartments. Therefore, there are limited means of proactively preventing an emergency and there is little to no

ability to estimate the number of potential emergency displacements each year. The Emergency Tenant Displacement Plan is a reactive action plan to help tenants, however ideally, there should be a means of preventing more incidents from occurring.

- **Costs**

As with all City of Austin programs there are costs associated with providing hotel/motels, staffing and case management for tenants. CCD will engage financial staff to complete estimated costs of implementing the Emergency Tenant Displacement Plan.

- **Uniqueness of each incident**

The elements of this Emergency Tenant Displacement plan are designed to establish the structure, processes and protocols for the City of Austin's response to emergencies involving tenant displacement where the owner or manager of the property is unable or unwilling to provide shelter and resources to tenants that are affected by the notice to vacate. With this in mind, it is difficult to prepare for all situations due to unique variables in each incident.

- **Establishing Trust with Tenants**

Based on experience, establishing trust with tenants is of the utmost importance. Many tenants have a suspicion in sharing information with uniformed City of Austin employees. The single point of contact onsite for the tenants should make every means of immediately establishing trust. Language barriers should also be taken into consideration and marketing or public service campaign should be established to make tenants aware of the protocol. Community advocates or volunteers may also be used in establishing trust.

Attachments: Appendix A: Stakeholder Meeting Agenda and Focus Questions

Appendix B: Stakeholder Attendees

Appendix C: Stakeholder Meeting Notes

Appendix D: National Best Practice Research

Appendix A: Stakeholder Meeting Agenda and Focus Questions

Purpose	To capture feedback and understand what components are needed in an emergency tenant displacement response plan and what resources are available in the community.
Discussion	Open-minded - listen to everyone and respect all points of view
Guidelines	Accepting - suspend judgment as best you can Curious - seek to understand rather than persuade Innovative - question old assumptions, look for new insights Honest - speak for yourself about what has personal meaning Respectful - go for honesty and depth but don't go on and on
Agenda	6:30 – 6:45PM - Introduction <ul style="list-style-type: none">• Meeting facilitators - Larry Schooler & Alanna Reed, City of Austin• Introduction & resolution explanation - Carl Smart, Director, Code Compliance 6:45 – 6:50PM - Ground Rules <ul style="list-style-type: none">• Explanation of process & importance 6:50 – 7:20PM - Small Group Discussion <ul style="list-style-type: none">• Discuss, clarify and consolidate issues• Prioritize issues• Designate spokesperson for group 7:20 – 7:50PM - Report Back <ul style="list-style-type: none">• Notes taken – Elizabeth Smith, City of Austin 7:50 – 7:55PM – Next Steps <ul style="list-style-type: none">• What will happen with your feedback - Carl Smart <p>Your feedback and suggestions are very important to us; please turn in your answers to the focus questions below before you leave. Thank you!</p>
Focus Questions	A. In your opinion what are the top five most important components of an emergency tenant displacement response plan? B. What if the owner of a property can't/won't help the tenant(s), then what? C. If the City of Austin was able to offer short-term emergency shelter for tenants, what would that look like and how long is reasonable? D. What communication procedures should be included in the plan? E. What community partners should be involved in the implementation of the plan and assisting with emergency relocation? F. How should we measure the success of the plan?

Appendix B: Stakeholder Attendees

Organization	Name
City of Austin Attendees - January 17, 2013	
City of Austin, Code Compliance	Carl Smart
City of Austin, Code Compliance	Alanna Reed
City of Austin, Code Compliance	Elizabeth Smith
City of Austin, Code Compliance	Natacha Delusca
Community Attendees - January 17, 2013	
George R. Somerulle, III Attorney	Mary Guerrero-McDonald
Helping Aging, Needy & Disabled, Inc	Betty Learned
Austin Apartment Association	Sandy Eckhardt
Austin Apartment Association	Rachel Fischer
American Red Cross	Marty McKellips
Community Housing Advocate	Ruby Roa
	Teresa Martinez
American Red Cross	Jose Dominguez
Foundations Communities	Valerie Prado
Foundations Communities	Danette Lopez-Garza
The Austin Project	Donna Hagey
Martin Middle School	Blanca Herrera
Community Housing Advocate	Carl Webb
Community Housing Advocate	Monica Guzman
Austin Tenants Council	Kathy Stark

Organization	Name
City of Austin Attendees - January 24, 2013	
City of Austin, Code Compliance	Carl Smart
City of Austin, Code Compliance	Alanna Reed
City of Austin, Code Compliance	Elizabeth Smith
City of Austin, Code Compliance	Keith Leach
City of Austin, Code Compliance	Dan Cardenas
City of Austin, Code Compliance	Troy Collins
City of Austin, Code Compliance	Manny Villegas
City of Austin, Code Compliance	Luther Perez
City of Austin, Code Compliance	Moses Rodriguez
City of Austin, PIO	Larry Schooler
City Council Member	Kathie Tovo
Community Attendees - January 24, 2013	
Community Advocate	Stuart Hersh
Former Wood Ridge Apartment Resident	Maria Ramirez
American Red Cross	Marty McKellips
American Red Cross	Jose Dominguez
Austin Board of Realtors	William Dane
Austin Independent School District	Melissa Laursen
Community Advocate	Chip Somerville
LULAC District 12	Cauino Fernandez
Foundations Communities	Danette Lopez-Garza
CD Commission	Karen Pane
Foundations Communities	Valerie Prado
Foundations Communities	Mario Cortez
Austin Apartment Association	Rachel Fischer
Goodwill	Katie Falgoust

Austin 311	Camelea Mills
The Austin Project	Donna Hagey
Wood Ridge Resident	Ciria Martinez
Fox 7 News	Nancy Zambrano

Appendix C: Stakeholder Meeting Notes

Emergency Tenant Response Plan

Stakeholder Meeting Notes

Thursday, January 17, 2013 • 4:00 pm – 5:45pm

Mexican American Cultural Center – 600 River Street, 2nd Floor

I. Greetings & Introductions

Alanna Reed introduced herself and gave a brief description of the purpose of the stakeholder meeting. Mr. Carl Smart, Director of Code Compliance, addressed the group and expressed his appreciation for all in attendance. Mr. Smart gave a brief background on the stakeholder meetings and reiterated the importance of the meeting. He concluded by letting everyone know that his/her input on how to help our citizens get back on their feet quickly and finds way to help them make a smooth transition in finding a new place and helping families get back to normalcy is key and what we all strive to achieve.

II. Stakeholder Meeting Focus Questions

A. In your opinion what are the top five most important components of an emergency tenant displacement response plan?

- *Fire Department, EMS (First Responders)*
- *Relocation to a safe, stable & affordable housing (Near schools, jobs and social services)*
- *Property Rehabilitation (with affordable units)*
- *American Red Cross, Churches in the area, multi-lingual personnel, communication, and spoke person*
- *Demographics, mass transit*
- *Central point of contact*
- *Phone numbers/follow meetings*
- *2-1-1/Austin 3-1-1*
- *Flyers/Resources (1-page checklist)*
- *What does the City has on file for Apartments (Database)*
- *Proactive Steps/Needs of tenants/Contact information of Tenants need*
- *Who will contact the schools*

- *Understanding the Limits of Resources*
- *Financial Assistant*
- *Help with Deposit for a new place*
- *Food Bank*
- *Utility Transfer*
- *Austin Energy*
- *Communicate Timeline of when things will be done*
- *Planned Support Services*
- *Insurance*
- *Renters Insurance*
- *What does it cover?*
- *Data Collection Communication*

The resounding consensus by everyone is that a SHELTER is not the answer for displacement tenants and families. The Red Cross is able to set-up shelter for one (1) night or two nights. It's very important to work with building owners to collect data about available units. A case manager should be assigned to the families and this person should be the point person.

B. What if the owner of a property can't/won't help the tenant(s), then what?

City of Austin should step in and coordinate with:

- *Social Services*
- *Emergency Fund - money set aside for emergency.*
- *Charge the Owner - hold the owners accountable for bad living conditions.*

- C. If the City of Austin was able to offer short-term emergency shelter for tenants, what would that look like and how long is reasonable?

Use the funding to open temporary shelter during the time of an emergency. Determining how long the shelter has to stay open. The idea of a traditional shelter is not the right place for families who are displaced. Sometimes, the time frame for repairs and livable conditions could be as long as two months. Also, create an extraction service to help people collect their belongings, so they don't just have the clothes on their back.

- D. What communication procedures should be included in the plan?

Everything should be communicated to the City and let them know that displacement families are a priority. The sooner we can help them get back in their homes or a new location the less of our resources that are being drained.

- E. What community partners should be involved in the implementation of the plan and assisting with emergency relocation?

Having great relationships with local leaders in the neighborhood and the media is a big factor in ensuring that issues get resolved quickly. Some of the resources that people should know about in their neighborhoods are: Schools, Family Resource Center, Churches, The Red Cross, Apartment Associations, and the Real Estate Associations.

- F. How should we measure the success of the plan?

The best way to *measure* the success of the plan is when you can check-off the following items from your list as being completed:

- *No Tenants is left homeless (12-mos from relocation)*
- *No one should sleep in the street*
- *Family with case manager should follow-up with them*
- *Know the percentage of families that have received social services (short/long-term)*
- *Building owners are getting tax credit should be held even more accountable*

Emergency Tenant Response Plan

Stakeholder Meeting Notes

Thursday, January 27, 2013 • 6:30pm – 8:00pm

Austin City Hall– 301 West 2nd Street, Council Chambers

I. Greetings & Introductions

Alanna Reed introduced herself and gave a brief description of the purpose of the stakeholder meeting. Council Member, Kathy Tovo, expressed her appreciation for all in attendance. Mr. Carl Smart, Director of Code Compliance, gave a brief background on the stakeholder meetings and reiterated the importance of the meeting. Larry Schooler led the group discussion as moderator and Alanna Reed co-moderated.

A. In your opinion what are the top five most important components of an emergency tenant displacement response plan?

- *Someone gathering the information of each family affected. Safe clean sheltering. Prescription medicines or immediate medical after emergency. Translation services. Information flow about what will happen next. School involvement to get children back in school as quickly as possible. Only as a last resort would congregate shelter be an option. Vital to get tenants into individual units.*
- *Health & safety. Financing to mitigate financial strain during transition, replacement of I.D.'s. Transportation, vouchers, ride and share taxi vouchers. Child care. School involvement Publication of information in Spanish. Work with UT Law School to provide legal services.*
- *Single point of contact within the City. City Manager force departments to be aligned with one another. Realtors, non-profits cooperate. Assume that this is Texas, understand legal limitations. Move to affordable safe housing (ex. 98% of tenants to be permanently relocated within 30 days). Assume that people will not cooperate.*
- *Connection with the schools is critical. Identifying which schools have children at the affected complex. Code to survey other apartment complexes that might be the next to have issues. Working with apartment owners to come up with strategies to prevent issue.*
- *Current resident of Woodridge, seeking information on what is happening right now with the property. Having a plan in place so residents would know what is happening next is most important. The fear of the unknown is most difficult. Also dangerous – people left in streets not knowing where to go. Break-ins to units during the incident. Measures to get residents into a safe place as soon as possible. Have a place for*

tenants to go that is safe is most important

- *Case management available. Coordination to make sure that there is not a duplication of efforts and that all tenants are receiving assistance.*
- *Assist with contacting employers.*
- *Broad plan necessary, natural disaster or emergency response plan to address different elements.*
 - *Response by Red Cross – funded by donations to respond to fires and natural disasters, not code violations.*
- *Make the apartments responsible, to have a plan of action for when this occurs. The management should be responsible for paying the costs incurred by tenants. Funds for school children, helping them through relocation.*
- *Translation equipment.*
- *(Existing plans in other cities? Red Cross responds “yes”.)*

B. What if the owner of a property can't/won't help the tenant(s), then what?

- *There should be a plan in effect before it happens.*
- *2 circumstances. 1. Owner who fixes things they can see 2. Problems with the property that are not visible to the eye. Budget as if we as a City are dealing with an owner who does not want to or won't devote resources to fixing issue. Then the City has to have the resources to step in. Take this on as a duty of the City. Dealt with Woodridge 20 years ago when there was a staircase collapse.*
- *When complexes are sold, is there a robust inspection required so the buyer knows what they're getting in to? Not allow them to be sold when they are not up to code.*
- *Lien on property. Talk with Texas Rio Grande Legal Aid.*

C. If the City of Austin was able to offer short-term emergency shelter for tenants, what would that look like and how long is reasonable?

- *Red Cross provides mass care, congregate care. Fire in Austin, kept shelters open two nights because actively found families other more permanent individual shelters. Placed in a long term motel or an apartment as quickly as they possibly can. Red Cross will open in the middle of the night to get people off the street but this is not a solution.*
- *Visit housing authority vacancies. Especially for senior citizens. Six month housing to give stability after leave shelter. Financing – tax to apartment owners, maybe \$1. For example motel tax.*

- *Woodridge resident - 30-60 days would be fair, it is not easy to find another apartment. Information on plan shared directly with owners and managers. With children and family, to live in a gymnasium would not be easy. A hotel, even if it's just one room, would be better.*
- *City charges \$6/month to tenants, goes to Code Enforcement. Part of this should go to emergency funding.*
- *Look beyond short term emergency shelter response. What's the next step? Emergency shelter no longer than a week, 2 month housing, then what. Usually looking at a 6 month process for permanent housing. Housing difficult to access in a timely manner. Perhaps plan is one year long with those steps. Coordination with permanent housing providers. Bring someone out of emergency housing within 3 to 4 weeks and into a more permanent housing situation. Coordinated effort across the entire housing continuum.*
 - *Councilmember Tovo – situations where a family is forced out of home due to health and safety. Implement plan in either short term or long term relocation situation.*
 - *Mr. Smart – short term temporary emergency relocation is what the resolution discusses. But some short term situations may lead to long term relocation.*
- *Do whatever is possible to have that temporary housing located as close as possible to the location of the incident. Keep families in their community to reach jobs, schools, etc.*

D. What communication procedures should be included in the plan?

- *Safety is very important. Text message is helpful. Updates from the news. Apartments need to be improved. Condition is bad and it is expensive. Situations at the apartment are difficult because pay so much, work so hard and the conditions are bad. A lot of retaliation – ask for work to be done and they'll be ignored or it just won't get done. If late in paying rent, they charge \$50 per day. In Nov. her apartment was robbed and she received no help from management.*
- *Using Austin 311 services. Leverage services to give information not just track information. Distinguish between 311 and 911.*
- *Single source communication. Reputable. Face to face is very important for trust. Text message is great. Trusted source that can continue to represent the tenants and relay information to the tenants. Someone whose vested interest is in the residents, understand the relationships of the residents and communicate with them.*
 - *Woodridge resident – trusted source, the City of Austin. Not the management. 911 in an emergency. By calling 311 she felt secure as well.*

- *Watersbend gas incident. Mayor showed up. Kirk Watson as well - trusted by residents.*
 - *See an elected official or City Manager saying “the City of Austin cares about you”*
 - *Tenant advocate. City to identify potential advocates to address issue and help with one on one face to face support.*
- E. What community partners should be involved in the implementation of the plan and assisting with emergency relocation?
- *Red Cross*
 - *The Austin Project*
 - *Family Resource Centers – work with schools to make sure help happen right away, resources ready to get kids back in schools.*
 - *Caritas*
 - *Foundation Communities*
 - *Communities in Schools*
 - *Houses of worship, churches*
 - *Apartment Association*
 - *Board of Realtors*
 - *Building owners and Managers Assoc.*
 - *Austin Tenants Council*
 - *Legal Aid*
 - *UT Law School*
 - *APD, Austin 311*
- F. How should we measure the success of the plan?
- *Katrina measure. Do as well for our own as we did then. 30 day support.*
 - *The plan be put in place and implemented.*
 - *Not restricted based on citizenship.*
 - *Are peoples basic needs met in 30 days – new I.D. 's, medical, school, and basic needs.*
 - *Apartment owners aware of and participating in the development of the plan. Don't*

want to assume a contentious environment. Be creative from their perspective as well.

Appendix D: National Best Practice Research

Annual Estimates of the Resident Population for Incorporated Places Over 50,000,
Ranked by July 1, 2011 Population: April 1, 2010 to July 1, 2011

Rank	Geographic Area		April 1, 2010		Population Estimate (as of July 1)	
	Place	State	Census	Estimates Base	2010	2011
1	New York city	New York	8,175,133	8,175,133	8,186,443	8,244,910
2	Los Angeles city	California	3,792,621	3,792,625	3,795,761	3,819,702
3	Chicago city	Illinois	2,695,598	2,695,598	2,698,283	2,707,120
4	Houston city	Texas	2,099,451	2,099,430	2,108,278	2,145,146
5	Philadelphia city	Pennsylvania	1,526,006	1,526,006	1,528,074	1,536,471
6	Phoenix city	Arizona	1,445,632	1,445,656	1,448,531	1,469,471
7	San Antonio city	Texas	1,327,407	1,327,606	1,334,431	1,359,758
8	San Diego city	California	1,307,402	1,307,406	1,311,516	1,326,179
9	Dallas city	Texas	1,197,816	1,197,816	1,201,715	1,223,229
10	San Jose city	California	945,942	952,612	955,091	967,487
11	Jacksonville city	Florida	821,784	821,784	822,883	827,908
12	Indianapolis city	Indiana	820,445	820,442	821,708	827,609
13	Austin city	Texas	790,390	790,390	795,378	820,611
14	San Francisco city	California	805,235	805,235	805,340	812,826
15	Columbus city	Ohio	787,033	787,073	788,696	797,434
16	Fort Worth city	Texas	741,206	742,030	745,231	758,738
17	Charlotte city	North Carolina	731,424	731,424	734,216	751,087
18	Detroit city	Michigan	713,777	713,777	711,700	706,585
19	El Paso city	Texas	649,121	649,152	651,881	665,568
20	Memphis city	Tennessee	646,889	646,889	647,780	652,050
21	Boston city	Massachusetts	617,594	617,594	618,147	625,087
22	Seattle city	Washington	608,660	608,660	610,480	620,778
23	Denver city	Colorado	600,158	600,008	603,440	619,968
24	Baltimore city	Maryland	620,961	620,961	620,560	619,493
25	Washington city	District of Columbia	601,723	601,723	604,912	617,996

Citation: Table 1. Annual Estimates of the Resident Population for Incorporated Places Over 50,000, Ranked by July 1, 2011 Population: April 1, 2010 to July 1, 2011 (SUB-EST2011-01)

Source: U.S. Census Bureau, Population Division

Release Date: June 2012