Briefing

2015 Halloween Flood Recovery

City of Austin

Public Utilities Committee

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Flood Recovery Overview

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General Recovery Overview

- The flood occurred 10/30/2015.

- A City Declaration of Local Disaster was made by the Mayor on 11/5/2015.

- City Council ratified the Declaration on 11/8/2015 and continued it for a period of 30 days.

General Recovery Overview (cont'd)

- Austin Code's Damage Assessment Teams assessed residential and business damage.

- A variety of immediate assistance was provided to flood victims:
  - An Emergency Shelter was established at Dittmar Recreation Center.
  - A Local Assistance Center was established at Dove Springs Recreation Center.
  - A Volunteer Resource Center was established near the Onion Creek neighborhood.
  - Areas involved were secured by law enforcement.
  - Roadways were cleared and debris was removed.

General Recovery Overview (cont'd)

- FEMA/State of Texas Assessment Teams surveyed local residential and business damage.

- They compiled damage assessment figures from Counties across the State to determine if there was enough Statewide damage to warrant a Presidential Disaster Declaration.

- The Governor declared a State of Disaster on 11/20/2015.

- The President granted a Disaster Declaration for Individual Assistance on 11/25/2015.

General Recovery Overview (cont'd)

- In addition to individual damage, there was damage to City facilities and there were other response costs related to the flood.

    – FEMA/State of Texas Assessment Teams surveyed local government response costs and damage last week.

    – It is unclear if there will be enough damage Statewide for a Presidential "Public Assistance" Declaration.

Federal Assistance to Individuals

- A multi-mode system was put in place to notify individuals of available Federal assistance.
    - Media and social media notifications were coordinated and made through all City, County, State, and Federal channels.
    - City Health and Human Services Department caseworkers are contacting all residents who have requested their assistance.

Federal Assistance to Individuals (cont'd)

- Additionally, FEMA Outreach Teams began door-to-door canvasing of the neighborhood on 12/04/2015 and are still working in our area. Their mission is to:
    - Attempt to contact every family and register them on-site or provide information on how to register for Federal flood assistance.
    - Leave information in English and Spanish at each residence if they are unable to make contact.

Federal Assistance to Individuals (cont'd)

- Two Federal Disaster Recovery Centers were established by FEMA in our area. They began operation on Tuesday, 12/8/15 and continue to operate.
  - The purpose of these centers is to:
    - Register disaster victims for Federal assistance
    - Answer victims' questions about Federal assistance.
  .
  - These Federal Recovery Centers are staffed by FEMA, SBA, and other Federal personnel.

  - They have bilingual personnel on-site.

Key Takeaways for Individuals

The most critical thing for an individual to do is to register for Federal Assistance and get a "FEMA Number!"

They should register regardless of whether they have notified the City or their insurance agent of their damage.

How can Individuals Register?

Flood victims can register for Federal assistance by Internet, phone, through outreach teams, or by going to one of the Federal Disaster Recovery Centers.

This registration can be done in English or Spanish.

How can Individuals Register? (cont'd)

- Online:
  - www.DisasterAssistance.gov
  - Smartphone: m.fema.gov

- Phone:
  - 1-800-621-3362
  - TTY: 1-800-462-7585

Federal Disaster Recovery Center Locations:

Dove Springs Recreation Center
5801 Ainez Drive
Austin, TX 78744

Elroy Community Library
13512 FM 812
Del Valle, Texas 78617

They will operate according to the following schedule:
9a.m. – 6p.m. Monday – Friday
9a.m. – 2p.m. Saturday
Closed Sunday

What Federal Help is Offered?