

# Texas Division of Emergency Management State Situation Report

#### **New Information is in Blue Text**

| <b>Event Name</b>         | 24-0014 26APR Severe Weather            |  |  |  |  |
|---------------------------|---|--|--|--|--|
| Date                      | June 1, 2024                            |  |  |  |  |
| Time                      | 10:00 AM                                |  |  |  |  |
| <b>Operational Period</b> | 8:00 AM May 31 to 8:00 AM June 01, 2024 |  |  |  |  |
| Report Number             | 31                                      |  |  |  |  |

| Regions Affected      |                      |
|-----------------------|----------------------|
| TDEM Regions Affected | 1, 2, 3, 4, & 8      |
| DDs Active            | 2, 4, 6, 14, 16 & 23 |

**STATEWIDE CURRENT SITUATION:** On May 31, Governor Greg Abbott announced that he added five counties to the state's disaster declaration for Texas communities impacted by recent severe weather. The counties added include Dallas, Fannin, Hockley, Lynn, and Rockwall.

Additionally, the Governor announced that the Federal Emergency Management Agency (FEMA) has approved a request from the State of Texas to add three more counties impacted by severe weather to the Presidential Disaster Declaration. FEMA has added Bell, Henderson, and Tyler counties to become eligible for FEMA's Individual Assistance program.

On May 26, Governor Abbott <u>signed the state's severe weather disaster declaration</u> to add Denton, Montague, Cooke, and Collin counties, bringing the total number of counties under the disaster declaration to 106.

On May 23, Governor Abbott <u>announced</u> that President Biden amended the Presidential Disaster Declaration for Texas counties impacted by severe weather and flooding that began on April 26.

This partial approval authorizes all categories of work under the Federal Emergency Management Agency (FEMA) Public Assistance program for seven designated counties to utilize grant funding for emergency work and repair or replacement of disaster-damaged public infrastructure.

The counties eligible for FEMA's Public Assistance program include Harris, Liberty, Montgomery, Polk, San Jacinto, Trinity, and Walker Counties. The Governor's request for 21 additional counties for FEMA's Public Assistance program remains under review.

Additionally, FEMA has approved the request from the State of Texas to add additional counties to the Presidential Disaster Declaration, granting eligibility for FEMA's Individual Assistance programs for those counties. Counties approved for Individual Assistance programs now include Calhoun, Eastland, Guadalupe, Hardin, Harris, Jasper, Jones, Lamar, Liberty, Montgomery, Polk, San Jacinto, Trinity, Walker, and Waller Counties.

On May 22, Governor Abbott announced that he has <u>added</u> Calhoun, Delta, Jones, and Lamar counties to the state's disaster declaration for counties impacted by severe storms and flooding that began on April 26. Additional counties may be added as damage assessments are completed.

At the Governor's direction and following a review of damage assessments in additional impacted communities which show they exceed federal criteria for disaster assistance, Texas Division of Emergency Management (TDEM) Chief Nim Kidd <a href="https://doi.org/10.1016/j.ncm/">https://doi.org/10.1016/j.ncm/</a> the addition of six counties to become eligible for FEMA Individual Assistance programs. Those additional counties include Austin, Ellis, Kaufman, Navarro, Newton, and Tyler.

On May 20, Governor Abbott <u>amended the disaster proclamation</u> for severe storms and flooding to include Calhoun, Delta, Jones, and Lamar Counties.

On May 19, Governor Abbott directed TDEM to request additional counties be added to the Presidential Disaster Declaration for severe weather and flooding that began on April 26.

Additionally, at the direction of the Governor, Chief Kidd <u>has requested</u> that Harris County become eligible for FEMA's Public Assistance program.

Additional counties may be added to the Governor's request as additional damage assessments are completed in affected communities.

#### **OPERATIONAL PRIORITIES:**

1. Protect life and property.

- 2. Support rapid & effective response.
- 3. Collect and disseminate accurate incident information to improve decisionmaking.
- 4. Accurately track incident costs associated with assigned resources for cost recovery.

NWS Flood Gauges: as of 4:00 AM, June 01

No major flooding is reported.

# Region 1 (Includes DDs 1, 2, and 7)

DD 2 – Lubbock (Includes Bailey, Cochran, Crosby, Dickens, Floyd, Garza, Hale, Hockley, King, Lamb, Lubbock, Lynn, Motley, Terry, and Yoakum Counties)

**DDEOC 2:** DDEOC 2 is at Level III (Increased Readiness) and TIFMAS Strike Teams 156 and 157 are in the region to assist as needed. As of May 31, there have been 468 iSTAT and 11 pSTAT submissions from Hockley and Lynn Counties.

**Hockley County:** Straight-line winds caused extensive damage in Levelland on May 29. One Texas A&M Forest Service (TAMFS) and two Texas Intrastate Fire Mutual Aid System (TIFMAS) saw crews removed downed trees in Levelland. On May 31, ARC opened a Disaster Resource Center and a shelter at South Plains College.

# Region 2 (Includes DDs 3, 4, and 22)

DD 4 – Dallas/Ft. Worth (Includes Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, and Wise Counties)

Response efforts continue in Cooke County and recovery efforts have begun in Collin, Denton, and Montague Counties.

# Region 4 (Includes DD 16)

DD 16 – Houston (Includes Austin, Brazoria, Chambers, Colorado, Fort Bend, Galveston, Harris, Liberty, Matagorda, Montgomery, Walker, Waller, and Wharton Counties)

**Austin County:** The Austin County Office of Emergency Management (OEM) reports roadways in Bellville have been cleared of debris and the San Bernard Electric Cooperative (Co-op) crews are working to restore power.

**Harris County:** The city of Houston has started door-to-door wellness checks for residents on the State of Texas Emergency Assistance Registry (STEAR) that did not respond or requested assistance.

**Walker County:** On May 18, the Walker County Emergency Operations Center (EOC) shut down and diverted all phone calls to the Walker County Emergency Management Coordinator (EMC).

# Region 8 (Includes DDs 11, 12, 13, and 23)

DD 13 – Bryan (Includes Brazos, Burleson, Grimes, Leon, Madison, Robertson, and Washington Counties)

**Robertson County:** On May 31, Lake Limestone gates were opened for a total release of 25,400 cubic feet per second (cfs).

# RESPONDING STATE AGENCIES/ORGANIZATIONS REPORTS

#### STATE RESOURCES COMMITTED

**Texas Division of Emergency Management, Texas A&M University System (TDEM):** Mass Care is collaborating with our Voluntary Organizations Active in Disaster (VOAD) partners and locally impacted counties.

**Communications Coordination Group (CCG):** TDEM Communications Coordination Group (CCG) is monitoring the situation with public, private, and volunteer sectors. Coordination between the Texas Department of Public Safety (DPS), Office of Statewide Interoperable Communications (TXSWIC), FEMA Region 6 Communications, and private and public partners is ongoing.

**Incident Support Task Force (ISTF):** There are two ISTF members assigned to the SOC.

**TDEM Private Sector Coordination:** TDEM continues to communicate with private sector partners in the affected areas.

**Texas A&M University AgriLife Extension (AgriLife):** The AgriLife SOC Liaison distributed the TCEQ Carcass Disposal Guidelines to Disaster Assessment and Recovery (DAR) Agents in the field. Three DAR teams are staged in Fort Worth to assist with damage assessments, and six person DAR teams completed iSTAT damage assessments in Jasper, Hardin, and Lamar Counties. On May 23, four DAR teams assisted with damage assessments in Bell County. On May 26, DAR Agents in Disaster Districts 3, 4, 5, 7, and 22, assessed agricultural damages from the tornadoes and severe weather.

**Texas A&M Engineering Extension Service (TEEX): Texas A&M Public Works Response Team (TX-PWRT):** The TX-PWRT SOC LNO continues to monitor WebEOC for requests and is working with TCEQ on water/wastewater (W/WW). The TX-PWRT team in Conroe remains staged and is prepared to respond to state or local requests. TX-PWRT has one representative at DDEOC 16 and one representative at the IST at RELLIS.

A TX-PWRT team arrived in Bell County to assist with damage assessments and to coordinate with Brazos River Authority and local wastewater plants for WW/W issues on May 24. One TX-PWRT strike team is in Temple and has completed the restoration of power at multiple lift stations and four team members are reporting to the staging area in Cooke County to assist with utilities shut off.

**Texas Task Force 1 (TX-TF1):** On May 25, TDEM requested that TX-TF2 activate a Type 3 Search and Rescue (SAR) Team for the thunderstorms and the tornados that crossed TDEM Region 2. The Type 3 SAR Team worked through the night to find survivors at a mobile home park in Valley View. TX-TF1 resources have demobilized and TX-TF2 activated additional resources to continue SAR operations in Cooke County.

**Texas A&M Forest Service (TAMFS):** Seven TAMFS and five All Hazards Incident Management Team (AHIMT) personnel continue to support TDEM with logistics. On May 24, a Point of Distribution (POD) was opened at Lake Belton High School, in Bell County. The POD has been staffed by four TAMFS, 30 Texas Military Department (TMD), one TDEM, three Community Emergency Response Team (CERT), 21 Belton Independent school District (BISD), 15 Boy Scouts, three American Red Cross (ARC), four Texas Baptist Men's Group (TBM), and six Bell County work release personnel. TAMFS personnel continue to distribute supplies at Lake Belton High School and provide saw crew in Bell and Cooke Counties. On May 28, TAMFS crews cleared 55 miles of road in Van Zandt County.

**Texas A&M Veterinary Emergency Team (VET):** On May 15, one Type 4 VET was deployed to the Emergency Animal Shelter at the Coldspring Community Center, in San Jacinto County.

**Public Utilities Commission of Texas (PUC):** On May 31, there were 223,000 outages reported statewide. Oncor had 125,000 power outages and has brought in 5,000 personnel to assist with power restorations and expects power restoration by June 1. CenterPoint completed power restorations on May 30. The Xcel Energy area had high winds that impacted the city of Levelland and is assessing damage. Additional storms moving through the state are likely to impact power restoration and create new power outages. PUC is monitoring the weather closely and will keep resources activated until the storms clear the state.

**Texas Commission on Environmental Quality (TCEQ):** TCEQ has staff available to respond to any air, water, or waste related issues, including drinking water and wastewater issues and/or emergency response activities. TCEQ staff are available to provide technical assistance and guidance on debris management and have approved 22 temporary debris management sites. As of May 31, TCEQ is tracking 8 drinking water systems that are on a Boil Water Notice (BWN) affecting 4,566 residents.

**Texas Department of Criminal Justice (TDCJ):** Multiple TDCJ Agricultural Operations Units sustained bridge, fence, road, barn, levee, and crop field damage, and a \$550,930.00 crop loss was estimated. The staff and inmate population remain unaffected by the flooding as water levels recede.

**Texas Department of Information Resources (DIR):** DIR continues to monitor the situation using cybersecurity tooling and threat intelligence feeds. No cyber threats related to this weather event have been identified. There are no requests for network or technology support.

Cisco has identified vulnerabilities in the Cisco security suite, such as their Adaptive Security Appliance (ASA), Firepower Management Center (FMC), and Firepower Threat Defense (FTD) software. System operators and administrators are encouraged to review the Cisco publication-3 and apply the necessary updates.

**Texas Department of Public Safety (DPS):** The DPS Tactical Marine Unit (TMU) has deployed six flat water boats to Conroe. The DPS Aviation are conducting patrols in low-lying areas in search of water rescues needed and identifying highwater areas. The Texas Department of Public Safety is providing the following resources in support of severe weather affecting Texas. DPS Aviation Operations Division has four helicopter teams stationed in Dallas, Houston, and San Antonio ready to respond and DPS relocated a helicopter with hoist capabilities from Austin to Houston. Texas Highway Patrol's (THP) Tactical Marine Unit (TMU) has rescue specialists assigned to hoist capable helicopters, and flood water boats throughout the state.

**Texas Department of Licensing and Regulation (TDLR):** TDLR sent out a press release and social media alerting customers to seek a licensed electrician for power restoration or damage repair. This includes how to find a licensed electrician on the TDLR website.

**Texas Department of State Health Services (DSHS):** DSHS has LNOs assigned to the SOC and three (Severe Weather Package) SWX PKG from Emergency Medical Task Force (EMTF). As of May 21, HCA Houston free standing emergency department (FSED) in Cypress Fairbanks is permanently closed due to tornado damage and HCA Houston Healthcare North Cypress has regained power. All End Stage Renal Disease facilities in Harris and Jefferson Counties have re-opened.

DSHS is working with local entities who have submitted State of Texas Assistance Requests (STAR) for mosquito abatement. In Hardin County, 464 linear miles were sprayed, and the post-spray assessment showed a 78% decrease in mosquitoes. In Liberty County, 367 linear miles were sprayed, and post-spray assessment showed a 69% decrease in mosquitoes. Hardin County received 2,500 mosquito dunks on May 28. As of May 31, DSHS is evaluating requests for aerial spraying for mosquitoes in Chambers, Harris, and Montgomery Counties.

The DSHS News Release on May 26, is urging residents to take health precautions following the East Texas flooding, to include tips on returning home after flooding, cleanup, recovery, drinking water, and food safety.

**Texas Department of Transportation (TxDOT):** As of May 29, there are 14 state-maintained roads flooded and two roads are closed. All TxDOT traffic signals have been repaired and are working on generator power. TxDOT crews in Dallas, Fort Worth, Tyler, and Wichita Falls responded to signal damage, flooding, and debris removal on state-maintained roads, and assisted with traffic control. Crews responded to signal and sign damage, flooding, and debris removal on state-maintained roads, and assisted with traffic control. United States Highway (US) 87, near Sabine Pass, has lanes closed due to erosion in the pavement that occurred from storm damage. TxDOT crews in Dallas, Fort Worth, Tyler, and Wichita Falls district are working to repair sign and signal damage, remove debris, and assist with traffic control in tornado impacted areas. TxDOT contractors have begun removing debris in the Wichita Falls District.

**Texas Health and Human Services Commission (HHSC):** As of May 21, Other Needs Assistance (ONA) program has received over 65,000 requests for assistance and has raised \$776,322.12 to help residents affected by the storms. HHSC has activated its contingency contracts for emergency ice and water. Purchases have been made for a total of 38 trucks of water and 17 trucks of ice. HHSC received approval to adjust the definition of "food" so that Supplemental Nutrition Assistance Program (SNAP) recipients can purchase hot food in fifty counties. As of May 29, four nursing facilities in TDEM Region 2 and one assisted living facility in TDEM Region 1 are operating on generator power.

HHSC is coordinating with local mental health and behavioral health authorities to have crisis counseling services available at Disaster Recovery Centers (DRC). Counseling services are now available at the Harris Center, Burke Center, Bluebonnet Trails, and Spindletop DRCs.

**Texas Military Department (TMD):** TMD has a SOC Support Team in Austin and activated three Ground Transportation Platoons (GTP) and one Ground Transportation Company Headquarters (GTCHQ). The three GTPs and GTCHQ were released on May 27. TMD activated an additional five General Support Units (GSU), one Ground Support Unit Headquarters (GSUHQ), and one Liaison Office-Field Support Team (LNO-FST) for POD and RSA operations. TMD has 129 personnel activated.

**Texas Parks and Wildlife Department (TPWD):** TPWD has assigned two liaisons to the SOC, and additional personnel and equipment are activated to respond to affected areas as needed. TPWD has performed 261 rescues, 144 evacuations, and 117 animal evacuations for 522 responses for this incident.

**Federal Emergency Management Agency, Region 6 (FEMA R6):** FEMA R6 announced they will open two disaster recovery centers, one in Harris County on May 24, and one in San Jacinto County on April 26, to assist residents affected by the severe weather.

American Red Cross (ARC): As of May 29, the ARC has five shelters open with a population of 64 and the additional shelters were opened to support Cooke, Dallas, and Van Zandt counties. An Incident Management Team (IMT) has deployed a basecamp and a field kitchen to Houston. The ARC has distributed 38,822 snacks and 50,812 meals. ARC teams are conducting damage assessments in three counties. Detailed Damage Assessment (DDA) teams are supporting Shelter Resident Transition (SRT) and Individual Disaster Care (IDC) casework in multiple Counties.

**Mercy Chefs:** As of May 29, Mercy Chefs have provided 5,685 meals in Harris County.

**Southern Baptist Texas Convention (SBTC):** A site is being set up at Central Baptist Church in Livingston to include an Incident Management Team, Cleanup and Recovery Team, and damage assessments. Additional teams on site include shower, laundry, feeding team, and refrigeration unit. As of May 31, SBTC has provided 14,878 volunteer hours, 23,920 meals, and 1,944 showers. On May 29, SBTC sent the Quick Response Feeding Unit to Levelland.

**TEXANS ON MISSION (TOM):** TOM has two Incident Management Teams (IMT) in Conroe and Kingwood. IMTs have provided electrical support, shower, laundry services, boxes, and meals to residents. Local flood recovery teams are in Rising Star and will have additional support coming to the area in the next few days. TOM has provided 1,267 showers, 34,590 meals, 739 loads of laundry, and 20,064.5 volunteer hours as of May 30.

**The Salvation Army (TSA):** On May 29, TSA mobilized their canteen food services to serve first responders in Levelland. TSA has distributed 6,963 meals, 7,379 snacks, and 5,600 drinks.

### STATE RESOURCES COMMITTED

| Agency   | Resource Kind and Type     | Personnel | Equip | Status    | Location   |
|----------|----------------------------|-----------|-------|-----------|--|
| TDEM     | Mass Care ESF6             | 1         | 0     | Assigned  | Austin   |
| TDEM     | ISTF Staff                 | 1         | 0     | Assigned  | Austin   |
| AgriLife | DAR Strike Team            | 16        | 16    | Activated | Statewide  |
| AgriLife | SOC Liason                 | 1         | 0     | Assigned  | Austin   |
| AgriLife | Extension Admin            | 2         | 0     | Activated | College Station  |
| AgriLife | DDEOC 16 Liaison           | 3         | 0     | Available | Houston  |
| AgriLife | County Extension<br>Agents | 7         | 0     | Available | Liberty, Montgomery, Polk,<br>San Jacinto, Walker Counties |

| Agency   | Resource Kind                | Personnel | Equip | Status                | Location                   |
|----------|------------------------------|-----------|-------|-----------------------|----------------------------|
| AgriLife | and Type IST Liaison         | 1         | 1     | Assigned              | RELLIS                     |
| AgriLife | IST Logistics                | 1         | 1     | Assigned              | RELLIS                     |
| AgriLife | DAR Agents                   | 4         | 4     | Assigned              | Fort Worth                 |
| AgriLife | DAR Agents  DAR Agents       | 3         | 3     | Activated             | Valley View                |
| TAMFS    | TAMFS Personnel              | 5         | 0     | Assigned              | NRG Houston                |
| TAMFS    | TAMFS Personnel              | 5         | 0     | Assigned              | Belton                     |
| TAMFS    | ESF 4 LNO                    | 1         | 0     | Assigned              | IST/RELLIS                 |
| TAMFS    | Saw Crew, TIFMAS             | 10        | 0     | Assigned              | Cooke County               |
| TAMFS    | Saw Crew, TIFMAS             | 10        | 0     | Assigned              | Bell County                |
| TAMFS    | Saw Crew                     | 8         | 1     | Assigned              | Van Zandt County           |
| TAMFS    | ESF 4 LNO                    | 1         | 0     | Assigned              | Austin SOC                 |
| TX-PWRT  | ESF 3 SOC LNO                | 1         | 1     | Assigned              | SOC Austin                 |
| TX-PWRT  | ESF 3 Rep                    | 1         | 1     | Assigned              | IST-RELLIS                 |
| TX-PWRT  | PWRT 1                       | 1         | 1     | Assigned              | Conroe                     |
| TX-PWRT  | PWRT 2                       | 1         | 1     | Assigned              | Bell County                |
| TX-PWRT  | PWRT 3                       | 1         | 1     | Assigned              | Denton County              |
| TX-TF2   | Type 3 US&R Team             | 35        | 0     | Assigned              | Denton County              |
| DIR      | SOC LNO                      | 1         | 0     | Activated             | Austin SOC                 |
| DPS      | SOC LINO                     | 2         | 2     | Assigned              | Austin                     |
| DPS      | Helicopters w/Hoist          | 9         | 3     | Activated             | Austin, Dallas, Houston    |
| DPS      | Tactical Marine Unit         | 23        | 8     | Activated             | Montgomery                 |
| DSHS     | SOC LNO                      | 2         | 0     | Assigned              | Remote SOC Fort Worth      |
| DSHS     | SCO SCO                      | 1         | 1     | Assigned              | Remote SOC Fort Worth      |
| DSHS     | MIST                         | 2         | 2     | Assigned              | Remote SOC Fort Worth      |
| DSHS     | MIST                         | 1         | 1     | Assigned              | IST-Fort Worth             |
| DSHS     | SWX PKG                      | 21        | 11    | Assigned              | Cooke and Kaufman Counties |
| HHSC     | SOC Liaison                  | 1         | 0     | Assigned              | Austin                     |
| HHSC     | DDEOC 16 Liaison             | 1         | 0     | Assigned              | Houston                    |
| PUC      | SOC Liaison                  | 1         | 0     | Assigned              | Austin                     |
| TAHC     | DAR Strike Team              | 26        | 6     | Activated             | College Station            |
| TAHC     | SOC<br>Representative        | 1         | 0     | Available,<br>On-Call | Austin                     |
| TAHC     | TAHC Emergency<br>Management | 1         | 0     | Available,<br>On-Call | Virtual                    |
| TAHC     | TAHC Emergency<br>Management | 1         | 1     | Available,<br>On-Call | Walker County              |
| TAHC     | Livestock<br>Inspectors      | 4         | 4     | Available,<br>On-Call | TDEM Regions 3, 4 & 8      |
| TAHC     | Regional Manager             | 1         | 1     | Available,<br>On-Call | Erath County               |
| TCEQ     | SOC Liaison                  | 1         | 0     | Assigned              | Austin                     |
| TDCJ     | SOC Liaison                  | 1         | 0     | Assigned              | Austin                     |
| TMD      | SOC Support                  | 4         | 0     | Assigned              | Austin                     |

| Agency                      | Resource Kind and Type | Personnel | Equip | Status    | Location                |
|-----------------------------|------------------------|-----------|-------|-----------|-------------------------|
| TMD                         | LNO-FST                | 4         | 0     | Assigned  | Denton                  |
| TMD                         | GSU x 2                | 54        | 0     | Assigned  | Denton                  |
| TMD                         | GSU x 3                | 67        | 0     | Assigned  | Kaufman County          |
| TPWD                        | SOC Liaison            | 2         | 2     | Assigned  | Austin                  |
| TxDOT                       | SOC Liaison            | 1         | 0     | Activated | Remote SOC Fort Worth   |
| TxDOT                       | EMC                    | 0         | 0     | Assigned  | Remote SOC Fort Worth   |
| TxDOT                       | SOC Support            | 2         | 1     | Assigned  | Remote SOC Fort Worth   |
| TSA                         | SOC Liaison            | 1         | 0     | Assigned  | Austin                  |
| TSA                         | IMT                    | 5         | 0     | Assigned  | Dallas / Fort Worth     |
| TDLR                        | SOC Liason             | 1         | 0     | Assigned  | Austin SOC              |
| TDEM                        | POD                    | 1         | 0     | Assigned  | Lake Belton HS- Bell Co |
| CERT                        | POD                    | 3         | 0     | Assigned  | Lake Belton HS- Bell Co |
| BISD                        | POD                    | 21        | 0     | Assigned  | Lake Belton HS- Bell Co |
| Boy<br>Scouts               | POD                    | 15        | 0     | Assigned  | Lake Belton HS- Bell Co |
| ARC                         | POD                    | 3         | 0     | Assigned  | Lake Belton HS- Bell Co |
| TBM                         | POD                    | 4         | 0     | Assigned  | Lake Belton HS- Bell Co |
| Bell Co.<br>Work<br>Release | POD                    | 6         | 0     | Assigned  | Lake Belton HS- Bell Co |

**FINAL COMMENTS:** The State Operations Center (SOC) is at Level II (Escalated Response Conditions). The Texas Division of Emergency Management (TDEM) continues to monitor the situation and will provide additional situation reports as needed.

# The four levels of SOC activation are:

Level I (Emergency Conditions)

Level II (Escalated Response Conditions) Level III (Increased Readiness Conditions)

Level IV (Normal Conditions)

This Situation Report can be found on the TDEM webpage at: https://tdem.texas.gov/response/state-operations-center#tab-3

# W. Nim Kidd, MPA, CEM

Chief – Texas Division of Emergency Management Vice Chancellor for Disaster and Emergency Services Texas A&M University System

https://tdem.texas.gov/

Twitter: <u>@TDEM</u> (512) 424-2208 (24/7)