

Texas Division of Emergency Management State Situation Report

New Information is in Blue Text

Event Name	24-0016 06JUL Tropical Weather					
Date	July 29, 2024					
Time	10:00 AM					
Operational Period	8:00 AM July 28 to 8:00 AM July 29, 2024					
Report Number	24					

Regions Affected	
TDEM Regions Affected	3, 4, 5, 6, and 8
DDs Active	16

STATEWIDE CURRENT SITUATION: On July 25, Governor Greg Abbott <u>announced</u> that the Texas Health and Human Services Commission (HHSC) has received federal approval to automatically provide replacement benefits for Supplemental Nutrition Assistance Program (SNAP) recipients in Fort Bend and Washington counties. With this federal approval, SNAP recipients in 20 counties are now eligible for automatic SNAP replacement benefits.

On July 24, Governor Abbott <u>announced</u> the Federal Emergency Management Agency (FEMA) approved the state's request for Transitional Sheltering Assistance for 17 Texas counties impacted by Hurricane Beryl. Additionally, FEMA has waived an assistance requirement for Texans who purchased or rented generators between July 5-20 due to power outages caused by the hurricane.

The counties approved for FEMA's Transitional Sheltering Assistance program include Brazoria, Chambers, Fort Bend, Galveston, Harris, Jackson, Jasper, Jefferson Liberty, Matagorda, Montgomery, Nacogdoches, Orange, Polk, San Jacinto, Walker, and Wharton. Additional counties may become eligible as damage assessments are completed.

On July 17, Governor Abbott announced that HHSC has received federal approval to allow SNAP recipients in <u>36 counties</u> impacted by Hurricane Beryl to purchase hot foods and ready-to-eat meals with their benefits.

Federal approval allows SNAP recipients to purchase hot foods with their Lone Star Cards at participating retailers within the approved counties through August 14. Hot foods include rotisserie chicken, grocery store deli items, and other food that is hot at the point of sale.

On July 15, Governor Abbott and Chief Kidd <u>toured a Hurricane Beryl resource</u> <u>staging area</u> and thanked responders who worked around the clock to assist fellow Texans.

On July 14, Governor Abbott <u>directed</u> the Texas Division of Emergency Management (TDEM) to request additional counties be added to the federal disaster declaration for FEMA's Individual Assistance programs. The additional counties include Austin, Bowie, Shelby, Trinity, and Waller.

On July 13, Governor Abbott <u>announced</u> that the federal government has updated the Major Disaster Declaration for Hurricane Beryl to include 17 Texas counties now eligible for the FEMA's Individual Assistance program.

On July 12, Acting Governor Patrick <u>announced</u> today that, at his request, FEMA has amended the Major Disaster Declaration for Hurricane Beryl to include 15 Texas counties he requested for FEMA's Individual Assistance program.

Additionally, Acting Governor Patrick directed TDEM to request the inclusion of Fort Bend and Nacogdoches counties to FEMA's Individual Assistance programs.

On July 11, Governor Abbott <u>announced</u> that Texas has requested FEMA Individual Assistance program for 15 counties; Brazoria, Chambers, Galveston, Harris, Jackson, Jasper, Jefferson, Liberty, Matagorda, Montgomery, Orange, Polk, San Jacinto, Walker, and Wharton. Additional counties may be requested as damage assessments are completed.

Acting Governor Patrick <u>announced</u> that HHSC received federal approval allowing recipients of SNAP to apply for replacement benefits for food lost or destroyed from Hurricane Beryl. The Special Supplemental Nutrition Program for Women, Infants and Children (WIC) is also replacing food and formula benefits lost during the hurricane.

On July 10, Governor Abbott announced that 67 Texas counties have been approved for federal disaster assistance as part of a <u>Major Disaster Declaration</u> approved by the President following impacts to the state from Hurricane Beryl.

On July 9, Governor Abbott provided an update on the ongoing response effects to Hurricane Beryl in Texas. TDEM and state agency partners remain in constant contact with local officials throughout the response and recovery from Beryl to ensure all needs are met. Acting Governor Patrick spoke with President Biden and requested a federal disaster declaration through the FEMA. The President granted the state's request. The Major Disaster Declaration allows for reimbursement for up to 75 percent of costs associated with expenses for debris management and emergency protective measures. The State of Texas may make additional requests as damage assessments are completed.

On July 6, Acting Governor Patrick added <u>81 counties</u> to the state's Hurricane Beryl added 81 counties to the state's Hurricane Beryl Disaster Declaration as storm forecasts have shifted the expected landfall north and east of previous projections.

On July 5, Acting Governor Patrick <u>issued a disaster proclamation</u> certifying that Hurricane Beryl poses a threat of imminent disaster, including widespread and severe property damage, injury, and loss of life due to widespread flooding, lifethreatening storm surge, damaging wind, and heavy rainfall in Atascosa, Bee, Bexar, Brooks, Calhoun, Cameron, DeWitt, Dimmit, Duval, Frio, Goliad, Gonzales, Hidalgo, Jackson, Jim Hogg, Jim Wells, Karnes, Kenedy, Kinney, Kleberg, La Salle, Lavaca, Live Oak, Matagorda, Maverick, McMullen, Medina, Nueces, Refugio, San Patricio, Starr, Uvalde, Victoria, Webb, Wharton, Willacy, Wilson, Zapata, and Zavala Counties.

On July 4, Governor Abbott <u>directed</u> TDEM to increase the readiness level of the State Emergency Operations Center to Level II (Escalated Response Conditions) effective at 10 a.m. on Friday, July 5. The Governor also instructed TDEM to begin readying state emergency response resources for potential deployment ahead of Hurricane Beryl.

On July 3, Governor Abbott <u>directed</u> TDEM to issue an advisory notice to the 39 Texas Emergency Management Council Agencies to prepare to support hurricane response and recovery efforts and develop 24/7 staffing plans for the State Emergency Operations Center should the forecast track for Hurricane Beryl further materialize with expected impacts to the Texas Gulf Coast.

On July 2, <u>TDEM urged</u> Texans that live in and are visiting coastal communities for the Fourth of July holiday to keep an eye on the Gulf, heed warnings of local officials, and have a plan in place should tropical weather impacts reach the Texas coast.

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.

Region 3 (Includes DDs 5, 6, 14, and 15)

DD 5 – Mt. Pleasant (Includes Bowie, Cass, Delta, Franklin, Hopkins, Lamar, Morris, Red River, and Titus Counties): DDEOC 5 Mt. Pleasant is at Level IV (Normal Operations).

DD 14 – Lufkin (Includes Angelina, Houston, Jasper, Nacogdoches, Newton, Polk, Sabine, San Augustine, San Jacinto, Shelby, Trinity, and Tyler Counties): DDEOC 14 is at Level IV (Normal Operations) as of 8:00 am on July 14.

DD 15 – Beaumont (Includes Hardin, Jefferson, and Orange Counties)

Jefferson County: On July 7, the <u>city of Port Arthur issued a voluntary evacuation</u> <u>notice</u> for Sabine Pass and the Pleasure Island areas.

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): DDEOC 16 Houston is activated at Level III (Increased Readiness Conditions).

Galveston County: On July 6, the <u>city of Galveston issued a voluntary evacuation</u> <u>notice</u> for the island's west end. On July 7, the <u>city of La Marque issued a voluntary</u> <u>evacuation notice</u> for Omega Bay and all areas outside of the levee system.

Matagorda County: On July 7, the city of Bay City issued a city-wide curfew for 11:00 PM.

Region 5 (Includes DDs 19-21)

DD 19 – Laredo (Includes Jim Hogg, Starr, Webb, and Zapata, Counties): District Chief (DC) 19 engaged with the City of Laredo for planning sheltering operations and monitoring hotel availability.

Hidalgo County: Shelters locations for out-of-town evacuations; The LBJ 9th Grade Campus, 5511 St. Luke Dr., Laredo Tx. 78046 and Laredo College, 1 West End Washington St., Laredo, TX., 78040 – POC – Chris Niles (956-285-2113).

DD 20 – Corpus Christi (Includes Aransas, Bee, Brooks, Duval, Jim Wells, Kenedy, Kleberg, Live Oak, Nueces, Refugio, and San Patricio Counties): DC 20 established communications with the Corpus Christi State Supported Living Center (SSLC), local jurisdictions, and elected officials to identify potential needs.

Aransas County: On July 6, county officials issued a Voluntary Evacuation Order for residents living in low-lying areas or with special needs. The order was rescinded on July 8.

Kleberg County: On July 4, Kleberg County issued a Voluntary Evacuation Order for Loyola Beach, Baffin Bay, and all low-lying areas across Kleberg County. FEMA opened the Safety Shelter Dome, located behind the H.M. King High school on July 6. The Kleberg County Human Services Department was available to provide transportation for those in need. On July 8, Kleberg County rescinded the voluntary evacuation order and closed the emergency shelter.

Nueces County: On July 7, a Mandatory Evacuation Order was issued. The order was rescinded on July 9.

Refugio County: On July 6, a <u>Mandatory Evacuation Order</u> was issued due to limited emergency services and inundated highways. The order was rescinded on July 9.

San Patricio County: On July 6, the city of Ingleside issued a Voluntary Evacuation Order for residents living in low-lying areas of the city, residents with special needs that require extended time to leave, or residents housed in recreational vehicles (RV).

DD 21 – Weslaco (Includes Cameron, Hidalgo, and Willacy Counties): DC 21 established communications with the Rio Grande State Hospital, the Texas Juvenile Justice Department, and the Incident Support Team (IST) San Antonio.

Cameron County: On July 3, Cameron County issued a Voluntary Evacuation Order for RV and other high-profile vehicles for guests staying at the following county parks; Isla Blanca Park, Andy Bowie Park, and Adolph Thomae, Jr. Park in Arroyo City.

Willacy County: On July 5, a Voluntary Evacuation Order was issued for RV and other high-profile vehicles for guests staying at Port Mansfield.

Region 6 (Includes DDs 17, 18, and 24)

DD 17 – Victoria (Includes Calhoun, DeWitt, Goliad, Gonzales, Lavaca, Jackson, and Victoria Counties)

Calhoun County: On July 5, Calhoun County issued a Voluntary Evacuation for low-lying and flood prone coastal areas. On July 8, the voluntary evacuation was rescinded.

Jackson County: On July 5, Jackson County issued a Voluntary Evacuation for lowlying and flood prone coastal areas. On July 8, the voluntary evacuation was rescinded.

RESPONDING STATE AGENCIES/ORGANIZATIONS REPORTS

Texas Division of Emergency Management, Texas A&M University System (TDEM):

Communications Coordination Group (CCG): CCG Partners, TDEM, the Commission on State Emergency Communications (CSEC), Texas Department of Public Safety Office of the Statewide Interoperability Coordinator (SWIC), FEMA Region 6, and CISA had daily communication coordination calls. CISA provided temporary access to Government Emergency Telecommunications Service (GETS) and Wireless Priority Service (WPS) cellular calling cards, and the cellular calling cards will be good for the duration of this hurricane season. CISA will also provide access letters for personnel to reenter storm areas if there is a need to provide repairs to damaged critical infrastructure. FEMA and CISA will identify services they can provide under the current Governor's declaration.

CSEC provided an overview of the PSAP structure in Texas and there are discussions within the state on developing a system to help differentiate between a 911 work-around versus a 911 outage. ESF 2, ESF 8, ESF 12, federal partners, and Lumen are working to identify critical infrastructure to be prioritized during the power restoration operations.

Incident Support Task Force (ISTF): Shelter populations continue to decrease since power stabilized and transitional services assessed for survivors beginning their recovery plan. Hot meal feeding services are slowing down but the food banks are taking longer to distribute perishable foods due to the high demand.

ISTF is tracking four shelters with a total population of 87. There are four feeding sites and mobile areas in operation. To date, 306,629 Hot Meals and 2,381,214 Shelf Stable Meals have been served, and 12 food pallets and 13 water pallets distributed.

Texas A&M Engineering Extension Service Texas Task Force 1 (TEEX/TX-TF1): On July 6, TX-TF1 activated a Type 1 Water Capable Urban Search and Rescue Team (USAR), a Type 3 Water Capable USAR Team, four Swift Water Rescue (SWR) Boat Squads, a Water Group Supervisor package, and an overhead team. The two SWR Boat Squads activated to assist New Mexico were redirected to join four SWR Boat Squads in Texas. On July 13, all USAR resources were released. TX-TF1 has a logistics package supporting the RSA at NRG.

Texas A&M AgriLife Extension Service (AgriLife): As of July 25, the State of Texas Assessment Portal there were 462 AgSTAT submissions with 122 of those requesting AgriLife assistance. County extension agents will be notified to follow up with those landowners in their respective counties. AgriLife Extension currently has 2 liaisons on duty at the SOC for Hurricane Beryl recovery.

Texas A&M Engineering Extension Service Public Works Response Team (TEEX/PWRT): On July 26, the PWRT member determined the city's contactor could fulfill the repair the faulty pump in the city of West Columbia without an additional team. Two members have been requested to San Antonio by TDEM to assist moving commodities. One liaison continues to support the SOC.

Texas A&M Forest Service (TAMFS): TAMFS continues to support Hurricane Beryl Response. TAMFS personnel and Texas Intrastate Fire Mutual Aid System (TIFMAS) personnel continue to support damage assessments and saw team requests throughout multiple counties in TDEM Region 4. TAMFS Personnel, TIFMAS Strike Teams (ST) and All Hazard Incident Management Team (AHIMT) personnel are supporting tracking, delivery, and distribution of commodities at RSA and POD sites. TIFMAS teams are also supporting 911 response in Sargent and Fire Watch for Matagorda County debris sites. TAMFS continue to support the State Operations Center, IST RELLIS, and DDEOC 16.

Other State Agencies

Public Utility Commission of Texas (PUCT): CenterPoint and TNMP have completed power restoration associated with Hurricane Beryl. CenterPoint will continue vegetation work as well as some additional work on the distribution system using MAG and contact crews.

Texas Animal Health Commission (TAHC): TAHC communicated with animal control shelters with outdoor facilities to make appropriate accommodations from the recent weather.

Texas Commission on Environmental Quality (TCEQ): TCEQ has deployed waste teams to conduct environmental surveys in the storm-impacted areas.

TCEQ staff are available to provide technical assistance and guidance on debris management and are available to process temporary debris management site applications. TCEQ has authorized 111 temporary debris management sites.

As of July 24, TCEQ is tracking 12 drinking water systems that are on a Boil Water Notice (BWN) serving a population of 12,875.

TCEQ has created Hurricane Beryl Response link on the agency webpage: <u>https://www.tceq.texas.gov/response/hurricanes/hurricane-beryl</u>

Texas Department of Public Safety (DPS): DPS provided resources in support of Hurricane Beryl and Texas Highway Patrol (THP) actively monitored traffic patterns and conditions. DPS in Corpus Christi, Weslaco, and the McAllen Border Districts reported THP would be staffing the Disaster District Emergency Operations Centers (DDEOC). In Houston, DPS personnel staffed the DDEOC and THP monitored traffic and roadway conditions. DPS in Conroe and Rosenberg assisted with staffing the DDEOC in Beaumont. THP continues to staff the DDEOC in Victoria. DPS in San Antonio received a request to assist with conducting Level 1 bus inspections for potential evacuations. DPS Aviation repositioned a helicopter from Austin to Houston on July 9. DPS Aviation has helicopters, with hoist capabilities and rescue specialist, in Houston, Dallas, San Antonio, and Edinburg are available. Personnel are coordinating at the Houston DDEOC.

DPS Director McCraw issued an emergency declaration, a <u>Suspension of Motor</u> <u>Carrier Vehicle Hours and Service Requirements</u>.

Texas Department of State Health Services (DSHS): The State Medical Operations Center (SMOC) is activated with 14 people and is supporting one public health region. On July 16, the Texas Rapid Response Team (TRRT) was activated to support Public Region 6/5 to ensure food coming onto the market is safe for consumption. On July 18, the SMOC activated the Vector Disease Control International (VDCI) contract to begin mosquito abatement for counties that have met the DSHS Mosquito Abatement Post Landfall Guidance.

DSHS has received a request for mosquito abatement and is working with Brazoria, Galveston, Fort Bend, Liberty, Matagorda, Montgomery, and Wharton counties.

EMTF has completed the following missions: 2,014 total encounters, 1,072 treated, 873 transported.

Texas Department of Transportation (TxDOT): TxDOT provided portable message boards to support TDEM's NRG Stadium medical site. TxDOT provided the vacant Brazoria Maintenance facility yard for generator mission. TxDOT engineers met with City of Lake Jackson to provide their expertise. TxDOT is working on State of Texas Assistance Requests (STAR) to clear debris in drainage ditches in Jamaica Beach and coordinate the repairs of signs and traffic signals in Galveston.

Texas Health and Human Services Commission: (HHSC): HHSC activated contingency contracts for ice and water to support the resource staging area (RSA) and purchased 117 truckloads of ice and 124 truckloads of water as of July 14.

HHSC received federal approval allowing recipients of SNAP to apply for replacement benefits. The Special Supplemental Nutrition Program for Women, Infants and Children (WIC) is replacing food and formula benefits lost during the hurricane.

HHSC Disaster Behavioral Health Coordination reached out to Local Mental and Behavioral Health Authorities (LMHA) in the anticipated impacted areas. The results are below.

Nursing Facilities: 105 facilities are fully operational, and one facility is running on generators.

Assisted Living Facilities: 279 facilities are fully operational, and three facilities have relocated.

Intermediate Care Facility for Individuals with an Intellectual Disability (ICF/IID): One facility has relocated due to a power outage. One facility has relocated due to structural damage. There are 69 facilities fully operational.

Home and Community-Based Services (HCS): Three homes have relocated. Two providers have had contact attempts made within the last 24 hours and pending responses. There are 182 homes that are fully operational.

Texas Military Department (TMD): TMD is supporting state agency partners. TMD has activated 6 personnel in support of 24-0016 06JUL Tropical Weather.

Texas Parks and Wildlife Department (TPWD): TPWD prepared a strike team consisting of 14 Game Wardens, 14 4x4 vehicles, one airboat, and five shallow running boats. An additional Incident Command Unit (ICU), one bulk fuel trailer, one cargo trailer, and one radio trailer were made available in Houston. TPWD continues to work closely with TDEM to ensure SAR resources and first responders are available. All TPWD resources returned to normal operations on July 9.

Federal Agencies

Navy Region Southeast (Corpus Christi): The Commander ordered the Tropical Cyclone Condition of Readiness Three for the Coastal Bend area to the Mexican Border.

United States Coast Guard (USCG) Port of Corpus Christi: The USCG Captain of the Port (COTP) set Port Condition Zulu on July 5 from the Colorado Locks to the U.S.-Mexico border, including the Port of Corpus Christi.

United States Coast Guard (USCG) Sector Houston-Galveston: USCG COTP rescinded Port Conditions on July 11 for the ports of Houston, Galveston, Freeport, Texas City, and the Gulf Intracoastal Waterway from the Colorado Locks going east to High Island Bridge.

Volunteer Organizations Active in Disasters (VOAD)

American Red Cross (ARC): ARC continues to support shelter and supply requests. Shelter workers on standby if needed. Open shelters can be located on the Red Cross <u>Find Open Shelters</u> website. Conducted community feeding at Nathaniel Apartments, Houston, TX, and will continue until power is restored. ARC conducted focused outreach using nine recovery teams in Brazoria, Galveston, and Harris Counties.

ARC has one shelter open with a population of five clients. As of July 26, 90,665 meals have been served, 1,350 snacks distributed, 489 cases of water delivered, and 7,119 home damage assessments performed.

Southern Baptists of Texas Convention (SBTC): SBTC has completed their mass feeding operation supporting The Salvation Army in Wharton. To date, SBTC

has provided 18,770 meals, 451 chainsaw and temporary roof jobs, 209 showers, and dedicated 12,473 volunteer hours.

Texans on Mission (TOM): To date, TOM has provided 68,365 meals and 48,456 bottles of water, 981 showers, and 907 loads of laundry. TOM has completed 259 assessments, 473 chainsaw and heavy equipment jobs, and 29 temporary roofs for a total of 11,675 volunteer hours.

The Salvation Army (TSA): As of July 21, TSA has demobilized all operations. TSA has provided a total of 97,391 meals, 76,021 drinks, and 12,877 snacks.

STATE RESOURCES COMMITTED								
Agency	Resource Kind and Type	Personnel	Equip	Status	Location			
TDEM	Mass Care ESF 6	1	0	Assigned	Austin			
TDEM	ISTF HQ Staff	2	0	Assigned	Austin			
TDEM	VOAD	1	0	Assigned	Austin			
TDEM	ISTF Region Staff	3	0	Assigned	TDEM Regions 3/4			
DSHS	SMOC	14	0	Assigned	Austin			
TCEQ	Staff	10	0	Assigned	Houston			
TxDOT	SOC Liaison	2	0	Activated	Austin			
TxDOT	Field Staff	560	340	Assigned	Houston District			
TxDOT	Field Staff	150	140	Assigned	AUS, SAT, LFK, BMT, TYL			
TxDOT	Support Staff	100	0	Assigned	Statewide			
TMD	SOC Support	6	0	Assigned	Austin			
AgriLife	SOC Liason	2	1	Assigned	Austin			
DPS	SOC Support	2	2	Assigned	Austin			
DPS	Tactical Marine Unit	7	3	Activated	Alice			
DPS	Tactical Marine Unit	9	3	Activated	Victoria			
DPS	Helicopter w/Hoist	12	4	Activated	Austin, Dallas, Edinburg, San Antonio			
TAMFS	SOC LNO	1	0	Available	Austin			
TAMFS	TIFMAS ST 166	21	6	Available	TDEM Region 4			
TAMFS	TIFMAS ST 169	22	6	Available	TDEM Region 4			
TAMFS	TIFMAS Saw Team ST 170	4	0	Available	TDEM Region 4			
TAMFS	TIFMAS Saw Team ST 171	4	0	Available	TDEM Region 4			
TAMFS	TIFMAS ST 175	8	0	Assigned	TDEM Region 4			
TAMFS	TIFMAS ST 176	12	0	Assigned	TDEM Region 4			
TAMFS	Strike Team Leader with Aid	2	0	Assigned	TDEM Region 4			
TAMFS	TAMFS	52	0	Assigned	TDEM Region 4			

STATE RESOURCES COMMITTED

Agency	Resource Kind and Type	Personnel	Equip	Status	Location
	Operational Personnel				
TAMFS	AHIMT	9	0	Assigned	TDEM Region 4
TX-TF1	Logistics Support	3	3	Assigned	NRG Houston
TAHC	SOC LNO	1	0	Assigned	Austin
TAHC	TAHC Emergency Management	2	0	Available	Virtual
TSA	SOC LNO	1	0	Assigned	Austin
TSA	IMT	8	0	Assigned	Houston
TSA	Mobile Feeding Unit	4	2	Assigned	Brazoria County
TSA	Mobile Feeding Unit	4	2	Assigned	Matagorda County
TSA	Mobile Feeding Unit	23	9	Assigned	Harris County
TSA	Mobile Feeding Unit	6	3	Assigned	Liberty County
TSA	Mobile Feeding Unit	4	1	Assigned	Montgomery County
TSA	Mobile Feeding Unit	2	1	Assigned	San Jacinto County
TSA	Mobile Feeding Unit	2	1	Assigned	Galveston County
PUCT	SOC LNO	2	0	Assigned	Austin
PWRT	SOC LNO	1	1	Assigned	Austin
PWRT	PWRT 1	3	4	Assigned	West Columbia
PWRT	PWRT 1	2	2	Assigned	San Antonio
HHSC	SOC LNO	1	0	Assigned	Austin
HHSC	DDEOC 16 LNO	1	0	Assigned	Houston

FINAL COMMENTS: The State Operations Center (SOC) is at Level II (Escalated Response Conditions). 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: <u>https://tdem.texas.gov/response/state-operations-center#tab-3</u>

W. Nim Kidd, MPA, CEM

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

<u>https://tdem.texas.gov/</u> Twitter: <u>@TDEM</u> (512) 424-2208 (24/7)