

CONTACTS & INFO

**FOR EMERGENCIES
DIAL 9-1-1**

**AUSTIN POLICE
DEPARTMENT**

512-974-5000

**NON-EMERGENCY CITY
CONTACT CENTER**

3-1-1 OR 512-974-2000

For connections with city resources or to make a request of city services.

**TX DEPT OF HEALTH
AND HUMAN SERVICES**

2-1-1

For resources related to health, food, housing, and other services.

POWER OUTAGES

512-322-9100

UTILITY CALL CENTER

512-494-9400

For issues related to electric and water service.

**TTY FOR THE HEARING
IMPAIRED**

512-972-9848



CITY OF AUSTIN

www.facebook.com/austintexasgov

www.twitter.com/austintexasgov

AUSTIN PUBLIC HEALTH

www.facebook.com/austinpublichealth

www.twitter.com/AusPublicHealth

AUSTIN EMERGENCY MANAGEMENT

www.facebook.com/AustinHSEM

www.twitter.com/austinhsem

OTHER

www.weather.gov/nwr/

www.ATXfloods.com

FIRE

PREPARATION

- Make sure home is free of combustible materials.
- Don't run wires under carpets or rugs.
- Know avenues of escape. HAVE A FAMILY PLAN and have frequent fire drills.
- PLAN FOR A PLACE TO MEET (so no one tries to go back into a burning building looking for someone.)
- Have fire extinguishers in the house and carry a fire extinguisher in your car.
- Have escape ladders for all windows higher than eight feet off the ground.
- Plan and practice a family drill at least once a year.

RECOVERY

- Do not return home until authorities say it is safe to do so.
- Avoid hot ash, charred trees, smoldering debris, and live embers. The ground may contain heat pockets that can burn you or spark another fire.
- Wear protective clothing, work gloves, face coverings or masks, and sturdy thick soled shoes during clean-up efforts.
- Use appropriate masks or respirators.
- Document property damage with photographs. Conduct an inventory and contract your insurance company for assistance.

For more information about wildfire preparedness in our community, visit:

www.wildlandfirersg.org
and
www.ready.gov/wildfires

IN CASE OF EMERGENCY

- Remain calm and get out of harms way.
- If you see smoke under the door, find another way out.
- Feel the door with the back of your hand before you open it. If it is hot, find another way out.
- Drop to the floor to avoid smoke and fumes, crawl to safety.
- Call 9-1-1 from a safe location.
- If you are trapped in a burning building, stay near a window and close to the floor. If possible, signal for help.
- Do not go back inside a building unless instructed that it is safe to do so.
- If you find someone on fire, use a blanket or similar to smother the flames, not your bare hands .
- Watch to see that children don't go back inside a building to rescue a pet or a prized possession.
- Turn off the gas and electricity from the outside of the house, if possible.

Find your local fire station:
www.austintexas.gov/department/fire

FLOOD

Flooding is the most serious hazard for the Austin area and is a threat across the entire city year-round. Flooding can occur anywhere in Austin.

PREPARATION

- Know the elevations of your property in relation to flood plains, streams, and other waterways. Determine if your property may be flooded.
- Make advance plans of what to do and where to go.
- Store food and water and critical medical supplies.
- Fill your car with gas in case you must evacuate.

RECOVERY

- Listen to authorities for instructions, return to flooded areas or buildings only when told it is safe.
- When returning to a flooded area, be aware of wildlife - wear thick gloves and boots.
- Use an appropriate mask if cleaning mold or other debris. Children and people with certain medical conditions should not take part in disaster cleanup.
- Be aware of the risk of electrocution. Watch for wires and do not touch electrical equipment if it is wet or if you are standing in water. If possible, turn off the electricity.
- Avoid wading in floodwater, which can be contaminated, contain dangerous debris, and underground or downed power lines.
- Use a generator or other gas-powered machinery **ONLY** outdoors and away from windows.
- Check for structural damage before entering a building.
- Use flashlights. Beware of open flames and sparks where there may be broken gas lines.
- Do not eat food that has been contaminated by flood water.

IN CASE OF EMERGENCY

- Avoid driving except in emergencies.
- If you are asked to evacuate, shut off the main power, gas and water. and follow local evacuation plans and routes.
- If water has entered a garage do not walk through it.
- Do not walk through moving water. If you must, walk where the water is moving slowest and use a stick to check the firmness of the ground in front of you.
- Stay clear of water that is in contact with downed power lines.
- Stay off bridges, which can collapse without warning,
- Do not allow children to play around high water, storm drains or any flooded areas.
- Do not drive into flooded areas.
- If floodwaters rise around your car, abandon the car and move to higher ground.
- If you are trapped in your vehicle in fast moving water, stay inside.
- If water is rising inside the vehicle, move to roof of the vehicle and wait for help.

For more information:

www.atxfloodsafety.com

www.atxfloods.com

www.austintexas.gov/FloodPro

www.ready.gov/floods

TORNADO

A tornado appears as a rotating, funnel shaped cloud that extends from a thunderstorm to the ground with whirling winds that can reach 300 miles per hour. Damage paths can be in excess of one mile wide and 50 miles long.

PREPARATION

- Know the signs of a tornado, including rotating, funnel-shaped cloud, an approaching cloud of debris, or a loud roar.
- Pay attention to weather reports.
- Sign up for Warn Central Texas Alerts.
- Identify and practice going to a safe shelter.

IN CASE OF EMERGENCY

- If under a tornado warning, find safe shelter right away. Safe shelter can include: a sturdy building, safe room, basement or storm cellar.
- Stay away from windows, doors, and outside walls.
- Do not get under an overpass or bridge. You're safer in a low, flat location.
- Use your arms to protect your head and neck. For additional cover shield your head and neck by putting materials such as furniture and blankets around you.

RECOVERY

- If exposed, cover your mouth with a cloth or mask to avoid breathing in dust.
- If you are trapped, try to send a text, bang on a pipe or wall, or use a whistle to make your location known.
- Stay clear of fallen power lines or broken utility lines.
- Do not enter damaged buildings until told that they are safe.
- Save your phone calls for emergencies. Phone systems are often down or busy after a disaster. Use text messaging or social media to communicate with family and friends.
- Be careful during clean-up. Wear thick-soled shoes, long pants, and work gloves. Use appropriate face coverings or masks if cleaning mold or other debris.

For more information about tornado safety and preparedness visit the [Ready.gov Tornado Website:](http://www.ready.gov/tornadoes)
www.ready.gov/tornadoes

HEAT WAVE

Heat kills by pushing the human body beyond its limits. In extreme heat and high humidity, evaporation is slowed and the body must work extra hard to maintain a normal temperature. Older adults, young children, and those who are sick or overweight are more likely to succumb to extreme heat.

HEAT SAFETY TIPS

- If you are experiencing a medical emergency call 9-1-1.
- Look before you lock - ensure children and pets are not left in hot, vehicles.
- Stay hydrated - drink more water than usual and avoid sugary, caffeinated beverages.
- Dress for the weather - wear lightweight, light colored loose fitting clothing.
- Protect your skin - apply sunscreen with at least SPF 15.
- Stay out of sun when possible- find shade and wear a wide brimmed hat when outdoors.
- Work and play safely - avoid high energy activities and exercise during extreme heat, especially during the afternoon.
- Protect your pets - provide your pets with plenty of water and shade.
- Check in on elderly family members, friends and neighbors - make sure they have access to air conditioners and/or fans and clean water for hydration.

For more information on Heat- Related Illness check out the City of Austin's website on Heat Awareness:
www.austintexas.gov/page/heat-awareness

For more information on Heat Safety please visit FEMA's website on heat: www.ready.gov/heat

POWER OUTAGE

PREPARATION

- Learn the location of your fuse box and circuit breaker.
- Store flashlights and extra batteries in a handy place.
- Have food and water supplies on hand, as outages can last a while.
- Keep an adequate supply of fuel on hand. Propane, white gas, gasoline and other fuels should not be stored or used in the house or garage. Only kerosene may be used in the house and stored in direct sunlight, but is limited in quantity to one 55-gallon drum on a single property.
- Keep your refrigerator and freezer clear of ice build-up, as this works against the appliance's ability to function properly.

IN CASE OF EMERGENCY

- Turn off and unplug appliances and computers. Leave one light on to indicate when power has been restored.
- Avoid using candles, as they are fire hazards.
- Do not use a gas stove for heating or operate generators indoors (including the garage). Either action could cause carbon monoxide poisoning.
- A major problem during an outage is food thawing in the refrigerator or freezer. Open door only to take food out and do so as quickly as possible. If you have access to dry ice, place it in a cardboard box and then on top of food.
- Report any downed power lines.
- Do not allow children to carry lanterns, candles, or fuel.
- If a traffic signal is not working, treat it as a stop sign.

RECOVERY

- When power is restored, plug in appliances one by one, waiting a few minutes in between each one. This can help prevent an overload on the system.
- Be patient, energy is restored based on priority, police and fire departments and hospitals are usually first.
- Examine your frozen food. If it still contains ice crystals, it can be re-frozen.
- If meat is off-color or has an odd odor, throw it away.



Report power outages:
512-322-9100