



City of Austin and Travis County

Flood Assistance Center

5801 Ainez Drive
Austin, TX 78744
Call 3-1-1



Nov. 4, 2013

Flood Assistance Center to remain open as one-stop shop for flood victims

The Austin-Travis County Flood Assistance Center at Dove Springs Recreation Center will continue to operate until further notice to provide a one-stop shop for flood information and resources.

The center, 5801 Ainez Drive, will be open from 8 a.m. to 8 p.m. daily. The center is a place where flood victims can receive support for shelter, human services, counseling, permitting, inspections and utilities.

Beginning Tuesday, City staff will issue building, plumbing, electrical and mechanical permits to residents wanting to perform repairs on their flood-damaged homes. Permit applications will continue to be received and processed on-site at the Flood Assistance Center.

The City of Austin, in partnership with Capital Metro, is offering shuttle service from the affected neighborhoods to the Flood Assistance Center. Residents should look for a Capital Metro bus in their community and/or call 3-1-1 for a list of pickup locations. Shuttle service will operate 8 a.m. to 8 p.m. daily.

Additionally, starting Tuesday, Nov. 5, City of Austin employees and volunteers will be available to watch residents' properties while they travel to the Flood Assistance Center for help.

To request a volunteer to watch their property, residents should call 3-1-1.

Note to editors:

Please call the EOC Joint Information Center Media Line at 512-974-0699 for all flood-related inquiries. Media will have escorted access to the Flood Assistance Center from 9 a.m. to 1 p.m. Please ask for the on-staff PIO at the Center.

For up-to-date information regarding the City's flood response efforts, follow @austintexasgov and @traviscountytexas, and utilize the hash-tag #atxfloods.

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