

MAY 2024



HOUSTON CITY COUNCIL MEMBER AT-LARGE, POSITION 3

THE CARTER CHRONICLES



Friends,

I hope you are staying safe and turning into informational channels, (specific OEM- reference link-) keeping abreast of power outages, travel advisories and all relevant information and resources.

The COH and Harris Co will provide continued updates throughout the recovery period. We will share the information as available.

Feel free to reach out to me at Twila.Carter@houstontx.gov if I may be of assistance to you or your community. Stay safe out there!

Onward and upward,

A handwritten signature in red ink that reads "Twila D. Carter".

Council Member Twila Carter
At-Large, Position 3



For print friendly version,
click on QR code

STORM UPDATE AND RECOVERY

Stay connected for news and updates from Council Member Carter:
[@CouncilMemberCarter](https://www.instagram.com/CouncilMemberCarter)

Stay connected for news and updates from Mayor Whitmire:
[@MayorWhitmire](https://www.instagram.com/MayorWhitmire)



VOL NTEER

all that's missing is U!

[Kids Meals](#) | [Sunshine Kids](#)
[Candlelighters](#) | [Houston Food Bank](#)
[Star of Hope](#) | [Medical Bridges](#)

REPORT BROKEN TRAFFIC LIGHTS AND BLOCKED ROADS TO 311

houstontx.gov/311 | 713.837.0311 | [Download the App](#)

HOUSTON
PUBLIC WORKS

HOUSTON
PUBLIC WORKS



FALLEN TREES BLOCKING THE ROAD?

CALL 311 OR 713.837.0311

COOLING CENTERS

- 1. Metropolitan Multi-Service Center at W. Gray**
(Capacity 50)
1745 W. Gray St. Houston TX 77019
Opens at 3 pm 24 hours
- 2. Acres Homes Multi-Service Center (Capacity 150)**
6719 W. Montgomery Rd. Houston, TX 77091
Opens at 3 pm 8am to 7 pm

- 3. Sunnyside Health and Multi-Service Center**
(Capacity 200)
4410 Reed Rd. Houston, TX 77051
Opens at 3pm 8am to 7pm
- 4. Kingwood Community Center (Capacity 35)**
4102 Rustic Woods, Kingwood TX 77345
Opens at 1 pm to 7pm
- 5. Woodlands Community Center (Capacity 50)**
212 Parkview St. Houston TX 77009
713-867-0401
Today opens 2pm -7pm
Opens at 10am -7pm (Saturday)

Council Member Twila Carter, At-Large, Position 3
City Hall Annex | 900 Bagby, 1st Floor, Houston, TX 77002
Twila.Carter@houstontx.gov | (832) 393.3005



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BUDGET TOWN HALL

CANCELED:

SATURDAY, MAY 18 AT 11:00 AM
DENVER HARBOR
MULTI-SERVICE CENTER
6402 MARKET STREET, 77020



PREPARE YOUR PET

STAY INFORMED
HOUSTONOEM.ORG



Collection and Facility Schedule

Interrupted Due to Severe Windstorm



Friday, May 17, 2024

NO COLLECTION SERVICES. All solid waste facilities and administrative offices will be closed except Neighborhood Depositories, which will operate normally. SWMD will be conducting city-wide damage assessments for storm debris collections.

Saturday, May 18, 2024

SWMD will collect Friday's garbage routes. Recycling, yard, and tree waste will be collected on your next regularly scheduled collection day.

SWMD collection services will resume the regular schedule on **Monday, May 20, 2024.**

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TDEM iSTAT

Texans use the Individual State of Texas Assessment Tool (iSTAT) survey to report damage to their homes and businesses caused by severe weather events.

STAY INFORMED
HOUSTONOEM.ORG



COMCAST WIFI HOTSPOTS



Comcast has opened up all operational Xfinity WiFi hotspots in the Houston area, free of charge, to all residents. The WiFi hotspots will remain open until Wednesday of next week. To find the nearest Xfinity WiFi hotspot [click here](#), enter your zip code and zoom in to your street level to see the available WiFi hotspots.

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STAY TUNED TO OFFICIAL SOURCES FOR INFORMATION

Our partners: Houston TranStar, the Harris County Flood Control District, TxDOT, and local media will have the most up to date information to keep you and your family safe.

You can sign up for phone call, email or text emergency alerts at alerthouston.org

City of Houston logo and OEM (Office of Emergency Management) logo.

Sign up for emergency alerts at alerthouston.org

Illustration of a smartphone displaying a white speech bubble with a red exclamation mark, indicating an emergency alert.

City of Houston logo and OEM (Office of Emergency Management) logo.

STAY TUNED TO OFFICIAL SOURCES FOR INFORMATION

Icons representing various communication channels: a radio, a television, a cell tower with signal waves, and a smartphone.





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What Residents Should Do Following the Damaging Winds Event

Wastewater Services

- HPW is asking the public to take the following steps to help prevent and prepare for potential interruptions in wastewater service operations.
- **Minimize Water Usage:** Using less water will reduce strain on the wastewater system and prevent backups. Avoid unnecessary flushing and limit water-intensive activities like showering, laundry and dishwashing.

Prepare for Potential Backups: If a wastewater backup does occur, take necessary precautions to protect yourself and your family from potential health hazards and use protective gear when handling wastewater.

Be Aware of Environmental Impacts: In the event of a wastewater overflow, there may be environmental impacts such as contamination of nearby water bodies or soil. Residents should avoid contact with any contaminated water.

Road Safety

- **Vehicle Safety:** Exercise caution when driving and avoid unnecessary travel if possible. Be aware of debris on roads, including fallen trees and power lines, which can pose significant hazards.
- **Flood Waters:** Some areas experienced localized flooding. If you cannot see the roadway through the water, do not drive through it. It only takes a few inches of water to float a vehicle. Remember, "Turn around, don't drown."

For reporting water leaks, loss of water services, fallen trees, malfunctioning traffic lights or other concerns, please call 311, 713-837-0311.



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Power Alert Service[®]

Stay in-the-know while you're on-the-go! Receive texts*, e-mails or phone calls with the latest updates on power outages and restoration times.



Visit us online to learn more and enroll for free:

[CenterPointEnergy.com/
PowerAlertService](http://CenterPointEnergy.com/PowerAlertService)

*Standard text messaging rates apply



**CenterPoint
Energy**

Report power outages to CenterPoint: 800-332-7143
Downed power lines: 713.207.2222

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City Hall Annex | 900 Bagby, 1st Floor, Houston, TX 77002
Twila.Carter@houstontx.gov | (832) 393.3005



At-Large 3 Team

HPD (Non-Emergency).....	713.884.3131
Airport System.....	281.233.3000
Animal Control (BARC).....	713.229.7300
Anti-Gang Office.....	832.393.0931
Area Agency on Aging.....	832.393.4401
Citizens' Assistance.....	832.393.0955
City Secretary.....	832.393.1100
Dept. of Neighborhoods.....	832.393.1038
Health & Human Services.....	832.393.5169
Mayor's Office	832.393.1000
Municipal Courts	713.837.0311
Parks Department	832.395.7000
Permitting Center	832.394.9000
Public Works & Engineering	832.395.2511
Solid Waste Management	713.956.6589
HCDAO Victims Services.....	713.274.0250
LGBT Switchboard 24-hour Helpline.....	713.529.3211
Anti-Defamation League.....	713.627.3490
The Montrose Center.....	713.529.0037
Texas Family and Protective Services.....	800.252.5400
Power Outages.....	713.207.2222

For Senior Citizens

Housing Resources for Seniors

www.hud.gov/states/texas/homeownership/seniors

Texas Veterans Legal Assistance Project

www.tlsc.org/veterans

Social Security

www.ssa.gov

Service for Caregivers

<https://www.hhs.texas.gov/services/health/support-caregivers>

Texas Driver License Information for Seniors

<https://www.dps.texas.gov/section/driver-license/drivers-age-79-or-older>

AARP

www.aarp.org



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DISTRICT COUNCIL MEMBERS

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