



DEL VALLE RESOURCE GUIDE

DECIBEL

Austin  PBS


**AUSTIN
MONITOR**

**America
Amplified**
FROM WFYI PUBLIC MEDIA 



WHO YA GONNA CALL?

That's the question many Del Valle residents ask themselves on a variety of issues, from garbage collection to malfunctioning lights on highways. With Del Valle fractured between the city of Austin, municipal utility districts and unincorporated county spaces, it can be challenging to know who is in charge of fixing things. To help cut through some of that confusion, Decibel, in partnership with the Austin Monitor, crafted this Del Valle Resource Guide.

Contents

ELECTED OFFICIALS.....	3
VOTING JURISDICTIONS	5
LAW ENFORCEMENT	6
HEALTH CARE	7
FIRE/EMS	8
FOOD ACCESS	9
UTILITIES.....	10
PERMITTING	12
ROADS.....	13
TRANSPORTATION	14
EDUCATION	15
CHILD CARE	16
LIBRARIES	17



This guide was produced as part of the America Amplified initiative using community engagement to inform and strengthen local, regional and national journalism. America Amplified is a public media initiative funded by the Corporation for Public Broadcasting.



ELECTED OFFICIALS

In Del Valle, determining whether you live within the Austin city limits is crucial, though not always easy. Those who live in the city can contact city officials and services when things go wrong, while those who don't live within city limits should reach out to their county commissioner and other non-city authorities for help.

If the city of Austin is included as your taxing jurisdiction, you can look up your City Council district and Council member using the interactive city map at austintexas.gov/GIS/CouncilDistrictMap. You may also navigate to the interactive city map by visiting austintexas.gov, select the "Government" tab at the top, scroll down to "Featured Resources" and click on "View City Council District Map."

If there are no city taxes paid, you can look up your Travis County precinct online with the interactive map at traviscountytexas.gov/maps/gis-jp-constable. To see a more detailed map, visit traviscountytexas.gov, select the "Directory"

tab at the top, select "Maps & GIS Data," scroll down the page to "Commissioners Court Precincts" and select the "View" button. (Please note that those within the city also have a county commissioner as a representative, though not as a first point of contact for questions and services.)

Austin City Council Members

Austin City Council is separated into 10 districts, each with its Council member. The Council collectively develops city policies and ordinances to provide direction for the city manager.

City Council members Natasha Harper-Madison, Vanessa Fuentes and Sabino Renteria all serve a portion of the Del Valle area that is spread out across districts 1, 2 and 3. To find out which district you belong to, use this [interactive city map](#). You also may navigate to the map by visiting austintexas.gov, select the "Government" tab at the top of the webpage, scroll down to "Featured Resources" and click on "View City Council District Map."

After finding your district, contact the Council member who represents that district.

To contact District 1 City Council Member Natasha Harper-Madison, call (512) 978-2101 or visit austintexas.gov/email/district1 to send a message to her office.

To contact District 2 City Council Member Vanessa Fuentes, call (512) 978-2102 or visit austintexas.gov/email/district2 to send a message to her office.

To contact District 3 City Council Member Sabino Renteria, call (512) 978-2103 or visit austintexas.gov/email/sabinorenteria to send a message to his office.

Travis County Commissioners

Every county in Texas is divided into four precincts. Each precinct is portioned out to have roughly the same amount of people in it. Del Valle sits within Precinct 4 and Precinct 1. For a map representation of the precincts, visit traviscountytx.gov/maps/gis-comm-pct. You also can navigate to a more detailed map by visiting traviscountytx.gov, select the “Directory” tab at the top of the webpage, select “Maps & GIS Data,” scroll down the page to “Commissioners Court Precincts” and select the “View” button. (Please note that those within the city also have a county commissioner as a representative, though not as a first point of contact for questions and services.)

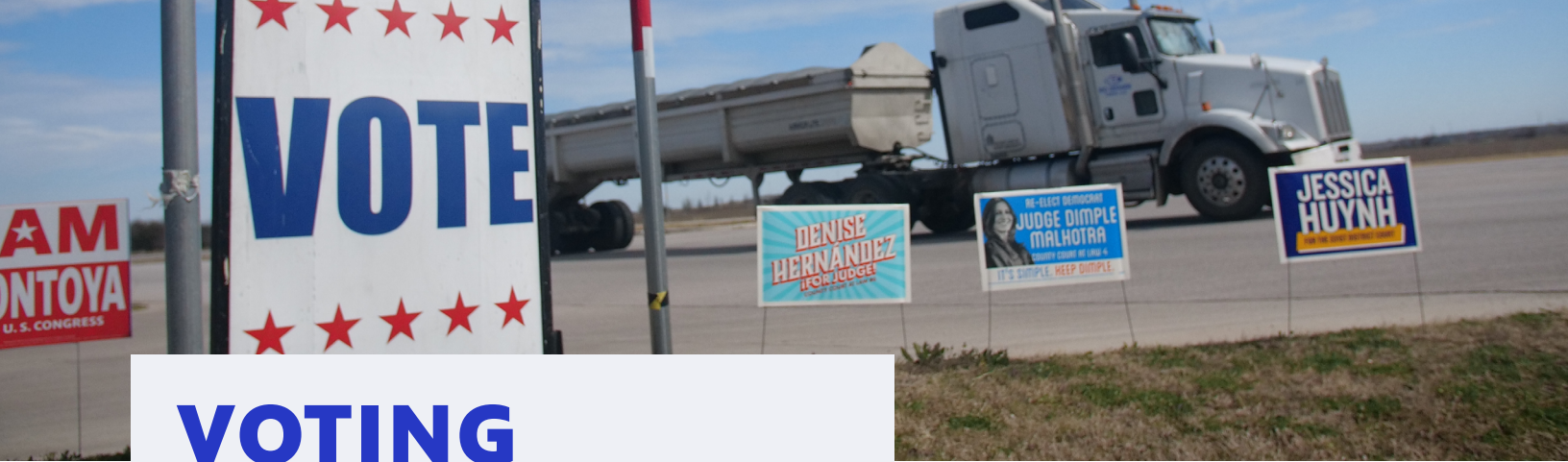
Travis County commissioners primarily focus on the overall public safety of the county while following state regulations. Their duties include but are not limited to handling building regulations, voting on county issues and maintaining county (not city) roads. The Commissioners Court is the equivalent of Austin’s City Council.

Commissioners do not have land use authority but they do handle building regulations, meaning they can tell you how to build something, but have no say in where or when you build it.

To get in touch with your commissioner, first try calling or emailing their executive assistants with your questions or concerns.

To contact Precinct 1 Commissioner Jeff Travillion, call his executive assistant Caitlyn Brown at (512) 854-4857 or Deone Wilhite at (512) 854-9111. If you’d like to send an email, you can reach the assistants at Caitlin.Brown@traviscountytx.gov, Deone.Wilhite@traviscountytx.gov or Commissioner Travillion at Jeffrey.Travillion@traviscountytx.gov.

To contact Precinct 4 Commissioner Margaret Gómez, first try calling one of her executive assistants: David Salazar at (512) 854-9444 or Norma Guerra at (512) 854-9144. If you’d like to send an email, you can reach the assistants at david.salazar@traviscountytx.gov, norma.guerra@traviscountytx.gov or Commissioner Gómez at Margaret.Gomez@traviscountytx.gov.



VOTING JURISDICTIONS

With 230 voting jurisdictions in Travis County, residents of Del Valle aren't the only ones who might have some confusion identifying their elected officials.

In Texas, elections are run by the county. In Travis County, voters have many options to determine the various forces that rule them, tax them and count them as constituents.

One option available is the Travis Central Appraisal District property search by visiting traviscad.org/propertysearch.

Click the "Property Search" button at the

top right of the web page and scroll down for instructions on using the search engine. The search results will list the taxing jurisdictions for any address in the county, along with the associated tax bill. While that's good information to have, it's not quite complete (for example, your congressperson doesn't tax your property) and can be a little confusing for those who live in apartments.

A more thorough option is VoteTravis.com, which allows voters to look up their jurisdictional information even when no election is taking place. You can register to vote on VoteTexas.gov.

If you have trouble deciphering the list of jurisdictions, visit tax-office.traviscountytexas.gov and click on the "Voter Registration" tab on the left side of the webpage. Scroll down to the block titled "Voter Registration Reports and Data" and click on the "View Data" button. Once on the page, scroll down to the "Jurisdictions' Precinct Reports" section and select the "Travis County Jurisdictions and Codes" bullet point for a key that explains the list of codes.

The Travis County Clerk also offers customized sample ballots, a list of polling locations and real-time wait times once voting has begun at countyclerk.traviscountytexas.gov. Hover your mouse on the "Departments" tab at the top of the webpage, navigate down the pop-up menu to "Elections" and select "Current Election" on the drop-down menu.

Similar information about voting sites and requirements can be found at Vote411.org, which is run by the nonpartisan League of Women Voters.

To ensure a quick and easy experience at the polling place, make sure you bring all of the required documents. Know what you can and can't bring, and be aware of certain advisories like cell phone usage in the polling place. To learn more about Election Day policies, visit sos.state.tx.us. Hover your mouse over the "Elections" tab at the top left of the webpage and select "Conducting Elections" on the drop-down menu. Under the section titled "Laws and Procedures Pertaining to," click the "Local Election Official (Cities, Schools, and Other Political Subdivisions)" bullet. You will be led to a list of election advisories and memos over the last few election cycles starting with the most recent at the top. To get informed about Election Day policies, select "Certain Activities in Vicinity of Polling Places" on the list of resources.



LAW ENFORCEMENT

If you are in immediate danger, you should call 911. The emergency dispatch will automatically know your location and forward you to one of these law enforcement agencies depending on where you live. But if you need help with a less urgent issue or want to request a patrol in your neighborhood, knowing who to call is a little more tricky.

Two major law enforcement agencies serve the Del Valle area: The Austin Police Department and the Travis County Sheriff's Office.

If you live in an area that is fully annexed by the city of Austin, APD will be helping you out. APD's coverage area is broken into 17 sections. District representatives are in charge of connecting the community with the police department to

resolve neighborhood problems, address safety concerns and aid in the prevention of crime, among other duties that you can learn more about by visiting austintexas.gov/departments/apd-district-representatives.

To see what section you fall in, check out the "Austin Police District Representatives" map available at austin.maps.arcgis.com. If you live in Austin and have a non-emergency, you can always call 311 for help. If you're calling from a number that doesn't have a 512 area code, call (512) 974-2000.

You can find a list of answers to frequently asked questions on APD's webpage at austintexas.gov. You will have to click on the "Departments" tab at the top of the webpage, and select "Police" under the "Safety" section of the menu. Scrolling down the page, you will find a tab titled "FAQ" on the sidebar menu on the left. You can also do many other things on this webpage like file a police report, register a bike or look up crash reports by selecting the "Services" tab on the sidebar.

If you live in Travis County but outside of an APD section, calling 311 won't work for you. Instead, you'll need to contact the non-emergency line at the Travis County Sheriff's Office at (512) 974-0845. You can find more information about the sheriff's office at tcsheriff.org.

You can also find information about each law enforcement agency on social media. Agencies suggest following their social media accounts for updates. You can find more information on social media handles by visiting each agency's website and selecting the links on its contact page.

If you're not sure which jurisdiction you live in, you can always look up your address or street name on the jurisdiction map at austintexas.gov/GIS/JurisdictionsWebMap/ to determine which county you fall into. Once on the webpage, select the "I want to..." button on the top left of the map screen and select the search tool "Find My Jurisdiction."



HEALTH CARE

Accessing health care services in the Del Valle area can be complicated. If you seek primary care services such as physical exams or treatment for minor disease/injury, you may be able to use one of three clinics in the area, depending on your eligibility.

Del Valle Health Center

The Del Valle Health Center, operated by CommUnityCare, primarily serves low-income or uninsured patients seeking primary care services. Availability might be limited depending on your eligibility to receive services.

If you would like to become a new patient, contact the Patient Navigation Center by calling (512) 978-9015. You will be able to speak to an eligibility specialist and review which programs you qualify for.

After checking your eligibility, you can schedule your first appointment one of two ways. You may contact the Del Valle Health Center at (512) 978-9760 or schedule online by visiting [MyChart.com/LoginSignup](https://mychart.com/LoginSignup) and signing up for an account. Make sure to choose “CommUnityCare” as your provider. Depending on the time of year and availability of appointments, you may be added to a waitlist.

You can learn more about pre-enrollment, eligibility or how to become a new patient at CommUnityCare by visiting communitycaretx.org and selecting the “Patients” tab at the top of the webpage or by calling (512) 978-9760.

The Del Valle Health Center is located at 3518 Farm-to-Market Road 973.

Travis County Employee Health Clinic

If you are a Travis County employee, you can use the Travis County Employee Health Clinic. The clinic provides health care services with no deductible, co-pay or insurance costs to the patient. To learn more about the clinic, visit the county’s employee benefits page at traviscountytx.gov, select the “Directory” tab and click “Departments A-Z.” Scroll down and select “Human Resources.” Select the Benefits tab on the left sidebar of the human resources page and scroll down the list to the “Travis County Employee Health Clinic” tab for more information.

The Travis County Employee Health Clinic is located at 3518 Farm-to-Market Road 973.

UT Children’s Wellness Center

The UT Children’s Wellness Center is open to patients ages 0-18. The center accepts most types of insurance as well as uninsured patients. If you are unable to pay the out-of-pocket cost on the day of the appointment, payment plans are available. To set up an initial appointment, call (512) 386-3335.

The UT Children’s Wellness Center is located at 5301 Ross Road.

Emergency Room Access

Del Valle does not have a hospital within city limits. If you need emergency care, you will need to drive to the nearest Austin hospital. One of the closest facilities to Del Valle with emergency care is 8.5 miles away. Take State Highway 71 W. to St. David's South Austin Medical Center at 901 W. Ben White Blvd.

Find details on treatments, specializations and ER wait times by visiting the South Austin Medical Center's page at stdavids.com. Select the "Locations" tab at the top of the page, and select "Hospitals" in the drop-down menu. A map of locations will load and you will have to scroll down the list on the left to select St. David's South Austin Medical Center.

Health Education

If you are seeking education about health and wellness, Austin Public Health hosts events and classes in the community. Find more information on other Austin Public Health programs held in collaboration with Del Valle by visiting austintexas.gov. Select the "Departments" tab at the top of the webpage and select the "View Full Directory of Departments" button at the bottom left of the drop-down menu. From there, scroll down to section A and click the link to "Austin Public Health." Selecting "Programs" on the left sidebar will load a list of links to APH programs.



FIRE/EMS

If you have an emergency, dial 911 and the operator will route emergency services closest to you. In Del Valle that is Travis County Fire Rescue ESD No. 11 (Station 1101). Station 1101 is staffed with rescue firefighters and EMT caregivers.

Station 1101 is located at 9019 Elroy Road. If you have a non-emergency question, call the station at (512) 243-3477 and dial 0 to be connected to staff.

If you live in the unincorporated areas of Travis County and have questions concerning fire investigations, fire inspections or fire code, you can contact the Travis County

Fire Marshal's Office at (512) 854-4621. The fire marshal responds to citizen reports and works with emergency services and fire departments in the area. If you need to make a call weekdays after 5 p.m. or anytime during the weekend, you will have to contact the Travis County Sheriff's Office dispatch at (512) 974-0845.



FOOD ACCESS

The Del Valle area is classified as a food desert. There are two options in the area that you may consider if you need assistance with food access.

Travis County Del Valle Community Center

Among the resources available at the Del Valle Community Center is a food pantry where residents can access groceries once

every 30 days for their household. The type of food on offer depends on what's available that week.

If you are interested in using the food pantry services, you will need to visit the community center at 3518 Farm-to-Market Road 973 with a photo ID and complete an application.

For more information on the Del Valle Community Center, call (512) 854-1520 or visit its website at traviscountytexas.gov. Select the "Government" tab at the top and click on the "Health & Human Services" section on the drop-down menu. On the left sidebar of the Health & Human Services page, click the "Community Center Locations," which will navigate you to an interactive map of the community centers in the area. Scroll down to the "Community Centers" section and select "Del Valle." That will lead you to the Del Valle Community Center's home page, which lists services and hours of operation.

Central Texas Mobile Food Pantry at Del Valle High School

Central Texas Food Bank hosts a mobile food pantry outside of Del Valle High School on the first Monday of each month. To use the mobile food pantry, you will need to fill out a form to confirm you live in the area of distribution and apply for assistance.

The amount of times you may receive resources from the pantry is dependent upon the availability of food and is subject to cancellation in case of inclement weather or holidays. To make sure the pantry is open, call the mobile hotline at (512) 684-2559.

Visit the Central Texas Food Bank resource page at centraltexasfoodbank.org/get-help for access to its monthly calendar distribution schedule and information on additional assistance programs.



UTILITIES

As with many things in Del Valle, utilities are a complicated patchwork that varies from neighbor to neighbor.

When it comes to getting utilities set up, you either get service from the city of Austin or not. Your address determines which services the city may provide and which are limited. If you are unsure whether your property is in the coverage zone, call Austin Utilities at (512) 494-9400 to check.

You can also find out if your home is within city jurisdiction by checking out the interactive map on the city of Austin's property profile at austintexas.gov/gis/propertyprofile. You can search by address and label by categories of types of land. By clicking "Change Visible Map Layers," a menu will appear on the left side of the screen allowing you to choose the categories you would like to see. If you scroll down on this menu to "Census, Districts and Service Areas" and select "Austin Energy Utility Service Area," the map will refresh labeling the service areas.

Keep in mind, utility services for areas annexed by the city of Austin are regulated by the city, meaning your only option is to get services through the city. City services include drainage, electricity, solid waste, street service, wastewater, and water. Austin utility services do not include gas, so you will need to contact a separate provider in the area. For more information about starting, stopping or transferring utility services at the city, visit the city's website at coautilities.com. Select the "Support" tab at the top of the webpage and click "Utility Service" in the drop-down menu.

If your property is not able to be serviced by the city of Austin, you can reach out to a few service providers in the area to request electricity, water services and trash/recycling.

Electricity

If your property lands within Austin's boundaries, your electricity service is regulated by Austin Energy. To get services started with Austin Energy, call Austin Utilities customer service at (512) 494-9400, where you can confirm service for your area and schedule a start date. Fees will be discussed during scheduling and will be charged on your first utility bill.

Properties on land not annexed by the city might need to take some extra steps to get service. Residents may have the option to get services from an electric cooperative, which is a membership-run nonprofit. Benefits for members vary depending on the provider, but examples include receiving a share of profits and the ability to decide who governs the cooperative. Energy cooperatives in the Del Valle area include Bluebonnet Cooperative and Pedernales Electric Cooperative.

Bluebonnet Cooperative

To get started, first check that your property is in Bluebonnet's service area by searching your address on its service map by visiting bluebonnetelectric.coop and selecting the "Business Development" tab at the top of the webpage. Select "Map and Regional Resources" in the drop-down menu for access to the service map.

If you are within the service area and would like to get service set up, give the customer service hotline a call at (800) 842-7708 and select option 3 to speak with a representative. You also have the option to start service using the online portal at bluebonnetelectric.coop. Select the “Residential” tab and click “Electric Service” on the drop-down menu. You may also get started by visiting one of the member centers closest to you. For addresses and contact information for member centers, visit the contact page at bluebonnetelectric.coop/Contact-Us.

You can learn more about membership perks, electric rates and how other associated costs are calculated at bluebonnetelectric.coop.

Pedernales Electric Cooperative (PEC)

You have a few options to begin the process to get service from PEC. You can fill out a form on the website at welcome.pec.coop/get-started and a member relations agent will contact you to begin processing your application for membership. You may also call (888) 554-4732 and speak with a representative to begin applying for membership. To make the process easier, be sure to have your identifying information and method of payment available. You also have the option of visiting one of its offices in person, which you can locate on the map on the contact page at pec.coop/about-us/contact-us.

Water

If your home is within Austin’s jurisdiction, your water service is provided through the city of Austin. To get services started, call Austin Utilities customer service at (512) 494-9400 to confirm service to your area by providing your address and scheduling a start date.

If you are not sure whether you are within Austin’s certified service area, try searching your address on the Public Utility Commission’s CCN viewer by visiting puc.texas.gov and selecting the “Industry” tab at the top of the webpage. Beneath the “Water” section, select the “Mapping” link to get access to the CCN viewer. Once you search your address, you may need to zoom out a bit to see the designated areas marked with a bold outline. If your address lands in one of the highlighted areas, click inside the outline to find out which company can service your home.

Trash and Recycling

For residential trash and recycling services, options vary depending on the location of your property. Properties within the Austin annexed areas get trash and recycling services through Austin Resource Recovery. For more information on Austin Resource Recovery services, visit austintexas.gov, select the “Departments” tab at the top of the webpage and click “Resource Recovery” under the “Utilities” section in the drop-down menu. For questions about setting up pickup or service information, call 311 or visit austintexas.gov/residentialservices.

Addresses that don’t fall into the city service areas may use Texas Disposal Systems. To set up trash/recycling service with Texas Disposal, call (800) 375-8375 and provide your address. The customer service representative will check if they have established service in your area and get you set up for trash disposal or recycling. For more information, visit TexasDisposal.com.

Contacting your utility provider

While paying utility bills may have an obvious downside in terms of your bank account, those bills are also your easiest path to help in case you encounter problems with electricity, water, trash collection or other essential services. Utility bills should include contact information that can be handy in such a situation. At the very least, bills give customers the name to look for when seeking help.

Understanding your utility rights

If you need to file a complaint with your utility provider or the Public Utility Commission, it's a good idea to brush up on your rights as a customer. Visit the Public Utility Commission at puc.texas.gov and select the "Consumer" tab at the top of the page. Under the "Utility Complaints" section, select "Know Your Rights" for information on your utility rights.



PERMITTING

If you are considering making changes to your property, you might need a permit before starting any work. The location of your property and the type of permit you need determine which office you have to apply through, whether it's the city of Austin, Travis County, or both.

Some areas are under review by the city of Austin and/or Travis County, meaning some property owners might have to go through a joint process between both offices.

For permits that must go through the **city of Austin**, you can find permit application forms at austintexas.gov by selecting the "Departments" tab at the top of the web page and clicking "Development Services"

on the drop-down menu on the right-hand side of the page. Then scroll down the quick links section to select "Types of Permits." You can also find more information by selecting "Services" on the left sidebar menu and scrolling down and clicking on "General Permits." Some applications can be completed through the web portal on the site as well.

For permits that must go through **Travis County**, you can find the application forms online or apply online through the MyPermitNow portal on the Travis County website at traviscountytexas.gov. Select "Online Services" at the top of the page and click on "My Permit Now" on the drop-down menu. The website also has general information on the types of permits offered by the county.

While getting your application together, make sure to keep fee schedules associated with your permit type in mind so you can plan accordingly. You can find more information on fee schedules and other available resources through the city website at austintexas.gov. Select the "Departments" tab at the top of the webpage and click on "Development Services" on the drop-down menu. Then click on the "Resources" section in the left sidebar menu.

If you would like help with the permitting process, the city's Development Process Team offers help connecting citizens with guided resources for every step of the process. Set up a free 20-minute appointment with the Permitting and Development Center by visiting austintexas.gov/pdc and select the link "PDC Appointment Scheduler."



ROADS

Austin is known for its awful traffic, but figuring out who manages roads in Del Valle might be just as stressful. In Texas, the state, city and county governments all manage roadways, and roads in Del Valle fall into each jurisdiction.

Any road with a number in its name is owned by the Texas Department of Transportation, or TxDOT. For example, Farm-to-Market Road 183 and 71 are roads in Del Valle that fall under the state jurisdiction. You can report an issue with a TxDOT road on its website at [txdot.gov](https://www.txdot.gov) or by calling (512) 463-8588. If you need immediate assistance with a road, call (512) 832-7000.

County roads in Del Valle are managed by the Road and Bridge division of Transportation and Natural Resources. For non-emergency road maintenance requests like filling a pothole or asking for a stop sign, email roads@traviscountytexas.gov or call (512) 854-9433. If you're calling after 5 p.m. or for an emergency like a road issue halting traffic, call the Travis County Sheriff's Office at (512) 974-0845.

You can find more information and maps of county road projects at [traviscountytexas.gov](https://www.traviscountytexas.gov). Once on the site, click on the "Directory" tab at the top of the page and select "Departments A-Z." Then scroll down and select "Transportation & Natural Resources." On the left sidebar, select "Road Maintenance" for information on making road/maintenance requests.

While the county does not have the authority to fix state roads, it does lobby for road improvements. You can reach out to your county commissioner about any road issues and they will lobby the state to get them fixed. Keep in mind that this tends to be a slow process.

For roads managed by the city of Austin, call 311 to report an issue. If you are out of the service area of 311 or can't connect, try calling (512) 974-2000. You can also submit a request by emailing austin311@austintexas.gov or by downloading the Austin 311 app. For information on downloading the Austin 311 app, visit 311.austintexas.gov.



TRANSPORTATION

Capital Metro is the main public transportation service in Austin and has limited service to surrounding areas of Travis County, Manor and Leander. Check CapMetro's service area map to find out if you live in any part of that service area by visiting capmetro.org/plan/servicearea.

Only one CapMetro bus route serves the Del Valle community – the 271 Del Valle feeder. You can check the route and schedule for that bus on CapMetro.org. On the homepage, scroll down and select the “Find a

Route” button beneath “Schedules & Maps.” Type “271” into the “All Routes Selector” search. That will load a schedule and an interactive map with the stops listed. If you want to print out the route, select “Printable PDF” right above the map.

If you have a disability and live within a three-quarter-mile corridor from a regular fixed route, like the 271 feeder, you may use MetroAccess. Find eligibility requirements, information on service area and fares in the Rider's Guide on the Cap Metro website at capmetro.org/metroaccess. Scroll down and select “MetroAccess Rider's Guide” to view more information.

If you don't have a disability, or you live outside of CapMetro's service area, you have one other transit option. The Capital Area Rural Transportation System, or CARTS, has two transit options for Del Valle residents. One is the Interurban Coach Line. The 1518 Purple Line goes from Bastrop to Austin and stops at Austin-Bergstrom International Airport. For more information, visit RideCarts.com and select the “Maps & Schedules” tab at the top of the webpage. Then scroll down and select the button for “Interurban Coach” indicated by a logo with a running rabbit.

If you don't live close to the airport and you are in a rural part of Travis County, CARTS also offers the Country Bus Service, Monday through Friday, 8:30 a.m. to 4:30 p.m. The Country Bus Service will pick you up at your home, take you to your destination and bring you back home. To schedule a ride, call (512) 478-RIDE. For more information, visit RideCarts.com and select the “Maps & Schedules” tab at the top of the webpage. Then scroll down and select the button for “Country Bus” indicated by a logo with a windmill.

While CARTS does try to accommodate same-day requests when possible, it's recommended to call the day before your trip, because the schedule fills up. You can even schedule recurring rides for things like a regular doctor's appointment or a weekly trip to the grocery store. The fare will depend on your destination. It costs \$2 for a one-way trip somewhere in town; \$4 for a one-way trip within the county; and \$6 to go anywhere outside of the county. Discounted rates apply for people with disabilities or those over the age of 65. All CARTS buses and vans are accessible, but if you need special accommodations, mention that when scheduling a ride.



EDUCATION

Online registration is required of all new and returning students enrolling in Del Valle Independent School District. DVISD has nine elementary schools, three middle schools and one high school. The school zone boundaries go beyond Del Valle and include some areas of Creedmoor, Mustang Ridge and sections of Southeast Austin.

To find out which school zone your household falls in, visit the Del Valle ISD website at dvisd.net and select the “Find My School” tab at the top of the webpage.

There are a couple of steps in the process of new student enrollment. For information on which documents are required for registration, visit the DVISD website at dvisd.net. Select the “Parent Page” tab at the top of the webpage and click “Student

Registration” on the drop-down menu. Then scroll down to view a section on “Registration instructions” with steps to getting your child registered.

If you have any questions or concerns, your first point of contact is the Parent and Community Liaison on campus. You may request a meeting with the liaison to address your questions or to help find the place that can. Find contact information for DVISD’s schools by selecting the “Campuses” tab at dvisd.net.

DVISD offers various experiential learning opportunities for students in different subjects and afterschool programs. Its Career & Technical Education program provides students with the opportunity to explore different career fields from health science to finance. For more information, visit dvisd.net and select the “Departments” tab at the top of the webpage. Click on “Academic Departments” in the drop-down menu. Then scroll down to the box titled “Career & Technical Education” and click the hyperlink on the title to read more about the courses available.

College education is available to Del Valle residents through Austin Community College. The closest ACC locations are the Riverside or Eastview campuses, but students are not limited to these campuses should they be interested in registering for courses at a different campus. For more information on enrolling in ACC visit the admissions page at austincc.edu/admissions.

Austin PBS provides resources for kids ages 2-18. Austin PBS KIDS content airs on two channels, **Austin PBS** (18.1 over the air) and **Austin PBS KIDS** (18.4 over the air). A list of cable, satellite and digital channel listings can be found at austinpbs.org/who-we-are/how-to-watch. **PBSKIDS.org** offers children educational games and videos from PBS KIDS shows so children can learn while they play. PBSKIDS.org/parents offers information, activities and tips for parents.

Austin PBS in partnership with Brite by Text also provides research-based tips and links to trusted child development resources for subscribing caregivers. This texting service is available in English and Spanish. Text SMARTATX to 274448 or app.brightbytext.org to sign-up.



CHILD CARE

Finding reliable child care in Del Valle is not easy. Del Valle is considered a child care desert, which means there are three times as many children as there are slots at licensed facilities. At best, Del Valle and the surrounding areas have 25 seats per every 100 children. At worst, there are zero.

Potential sources for child care in the community include schools, licensed child care centers and licensed home facilities.

If you are a Del Valle ISD employee or student, you may use the Child Development Center. Make sure to complete a pre-enrollment form at cdc.dvisd.net to reserve a spot on the waiting list. For more information about enrollment

documentation or tuition costs, visit cdc.dvisd.net or call (512) 386-3727.

If you are not a DVISD employee or student, you may consider using a licensed home facility or child care center. Licensed homes provide child care typically to a smaller group of children, depending on the size of the home and how many caretakers are at the location. Licensed child care centers operate out of a commercial space and are capable of caring for a greater number of children than a licensed home because of building capacity and hired staff.

To get started on your search for licensed facilities, visit the Texas Health and Human Services website and use the child care database at dfps.state.tx.us. Scroll to the bottom of the webpage and under a section on the right titled “Find Services,” select “Search for Child Care.” Once on the webpage, enter your home address and the database will pull up the nearest child care providers along with their address and phone number. If your first choice is full, some centers may have waiting lists.



LIBRARIES

Del Valle is officially serviced by the East Travis Gateway Library District. According to the official history on the district's website, it was launched in 1982 after a young boy from rural southeast Travis County told Austin's mayor that he could not afford the non-resident fee at Austin Public Library.

In 1983, the district's first library opened. Elroy Community Library was completed in 1988. Its sister library, Garfield Community Library, opened in June 2010.

Any Texas resident with a valid address may sign up for an East Travis Gateway library card.

If you would like a physical library card, you can get one by visiting the Elroy branch at

13512 Farm-to-Market Road 812 or the Garfield branch at 5121 Albert Brown Drive.

Those who live within city of Austin boundaries are entitled to a free Austin Public Library card, and residents may use all of the services offered by the library. For more information on applying for a library card, visit library.austintexas.gov and select the "Library Card" button on the left sidebar. To find out if your residence is within the city limits, call (512) 974-7475.

Regardless of where they live, any student enrolled in a Travis County school may receive a free library card at APL. If you'd like to apply, register on APL's website at library.austintexas.gov and select the "Library Card" button on the left sidebar.

Non-students have a few options if they want to access the Austin Public Library. Non-resident cards can be purchased for \$120 a year. Alternatively, those who don't live within city limits may apply for a free TexShare card at tsl.texas.gov/texshare/card, which grants limited borrowing privileges at more than 500 libraries across Texas, including APL branches.

Finally, for residents and non-residents alike, Austin Public Library offers an eCard that grants access to the city's Virtual Library. The eCards are free to adult residents, and \$22 for any adult who lives in Texas but outside of the Austin city limits. You can apply for an APL eCard at library.austintexas.gov by selecting the "Library Card" button on the left sidebar or by visiting an APL location near you.

Use of library resources at both library systems while at any library branch remains free and open to all. Public, unsecure WiFi is available at both East Travis Gateway locations 24/7. To find out if on-site WiFi is available after business hours at Austin Public Library branches, contact your local branch. APL also lends mobile hotspots to patrons. For more information on the mobile hotspots, visit library.austintexas.gov/hotspot.

To find the closest Austin Public Library branch and hours of operation, visit library.austintexas.gov/locations.

For more information on Del Valle library locations, visit the East Travis Gateway Library website at etgld.org.