



City of Austin Facilities Information

- **Austin Animal Center**
 - Starting June 1, if staffing levels allow, ASO will offer on-site adoptions by appointment only. There will be two appointments scheduled every hour with availability from 11 a.m.-6 p.m. Monday-Sunday.
 - For more information on changes, [visit AAC here](#).
- **Austin Code Department**
 - June 1 - Finance Cashier Office: Normal operations resume and the Cashier's Office will be open to the public for in-person services from 8 a.m. to 4 p.m.
 - June 15 - Licensing and Registration Intake Office: All administrative hearings processes have been rescheduled to begin July 1, 2020.
 - For more information on changes, [visit ACD here](#).
- **Austin Day Laborer Facility**
 - Closed to the public
- **Austin Municipal Court**
 - The Downtown Austin Community Court (DACC) will remain open for social services only.
 - For more information regarding the Municipal Court, [visit here](#).
- **Austin Police Department**
 - APD headquarters is secured and there is restricted access at sub-stations to prevent unnecessary contact.
 - In-person report sales are suspended. For those needing to obtain a copy of a report, please follow the instructions found on the [Austin Police Department website](#).
 - Public fingerprinting services suspended.
 - For more information on changes, [visit APD here](#).
- **Austin Public Health**
 - Neighborhood Centers are closed the public for regular services. They are providing emergency food deliveries on a limited basis. Call 512-972-5133 for more information. They are also providing rent & utilities assistance to eligible individuals. Call 512-972-5780 for more information.
 - WIC clinics are closed to the public. Staff will be operating alternative service models for delivering food, online assistance, and distributing benefits. Call 512-972-4942 or email WICHelp@austintexas.gov if you need benefits or have questions.
 - Immunizations clinics are closed to the public. However, the call center will

continue to be maintained.

- The Office of Vital Records is closed to the public. Staff are continuing to process mail-in, online, and phone orders at this time.

- **Austin Public Library**

- Starting June 1, APL will open all book drops. All libraries will remain closed to the public.
- Starting June 8, APL will begin offering physical materials to customers via curbside service at 10 locations.
- **For more information on changes, [visit APL here.](#)**

- **Austin Transportation Department**

- Permitting offices closed to the public
- Mobility Services Permitting Office
 - No new Residential Parking Permits being issued in person at this time
 - Limited permits are being issued by regular mail with over-the-phone payments
 - Staff can be reached via email at Steve.Ingenito@AustinTexas.gov or by phone at (512) 974-2891
 - No new Chauffeur Permits being issued at this time
 - Communicating with the Enforcement Teams regarding all March inspections/chauffeur permitting to remain valid
 - Any previous month inspections/chauffeur permits that have expired already will not be deemed compliant
 - Staff can be reached via email at John.Lopez@AustinTexas.gov or by phone at (512) 974-1438.
- Right of Way Permitting Office (Still processing online applications)
 - Specific questions can be communicated via email at RightOfWay@AustinTexas.gov or by phone at 512-974-7828
- **For more information on changes, [visit ATD here.](#)**

- **Austin Water**

- Austin Water buildings will be closed to non-essential services and enforcing restricted access to protect its critical infrastructure.
- **Customers can access Austin Water services online at:**
<https://www.austintexas.gov/department/technical-center>.

- **City of Austin Utility Payment Centers**

- Payment option information can be found on the [City of Austin Utilities website.](#)

- **Economic Development Offices (at City Hall and 5202 Ben White and Entrepreneurship Center)**

Updated 5.30.2020 as of 11:50 a.m.

- Closed to the public

- **Employment Assistance Centers**
 - Closed to the public
 - Operations are at full capacity via email and phone.
 - **For more information, visit EAC [here](#).**

- **Equal Employment Opportunity Office (located at 1050 E 11th Street)**
 - Closed to the public
 - **Operations are at full capacity via email, phone, and [website](#).**

- **Neighborhood Housing & Community Development Department (at Street Jones 1000 E 11th Street)**
 - Closed to the public
 - **Operations are at full capacity via email, phone, [website](#).**

- **Parks and Recreation Department**
 - **[See full list of PARD closures and modified operations here](#)**

- **Recycle & Reuse Drop-off Center**
 - Closed to the public