

Closed City of Austin Facilities

- **Austin Animal Center**
 - Closed to the public
 - Adoption of dogs to the general public via appointment started on Friday, May 8
- **Austin Code Department**
 - The licensing office is closed to walk-in customers, but licensing applications (short-term rentals, private hauler licenses, etc.) are still being accepted online and by mail.
 - All non-essential property maintenance inspections are currently suspended, but code inspectors are still responding to complaints affecting life, health and safety.
- **Austin Day Laborer Facility**
 - Closed to the public
- **Austin Municipal Court**
 - The Downtown Austin Community Court (DACC) will remain open for social services only.
- **Austin Police Department**
 - APD headquarters is secured and there is restricted access at sub-stations to prevent unnecessary contact. [Click here for a full list of what APD has modified.](#)
 - 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.
- **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**
 - All library branches, including the Austin History Center and Recycled Reads are closed
- **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

Updated 5.01.2020 as of 1:27 p.m.

- 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
- **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)**
 - Closed to the public
- **Employment Assistance Centers**
 - Closed to the public
 - Operations are at full capacity via email and phone. More information available [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 here](#)
- **Recycle & Reuse Drop-off Center**
 - Closed to the public