



# **Development** SERVICES DEPARTMENT

*Building a Better and Safer Austin Together*

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**In order to prioritize the health of staff and our customers, effective today, the Development Services Department (DSD) will return to remote operations until February 1, 2022.**

We are committed to ensuring DSD services will continue without interruption. Existing in-person appointments are being converted to virtual where possible. Staff will be reaching out one on one to migrate in-person appointments to virtual meetings. Starting January 4, 2022, all *new* appointments will be conducted virtually until February 1, 2022. For assistance with making or rescheduling an appointment, please call 512-978-4504 or visit [www.developmentatx.com](http://www.developmentatx.com).

There will be no disruption to in-person inspections, although customers may choose to complete inspections virtually. Staff has worked diligently to refine and improve our policies and [virtual inspections process](#) for our customers during recent months.

Cashier services will only be offered remotely. Payments can be taken via phone. Contact 512-974-7045 to process payments.

Meetings with Austin Public Health (APH) staff at the Permitting and Development Center (PDC) will still be available in person.

The decision to adjust our services was not made lightly. We realize the value and importance of face-to-face interaction, and we look forward to resuming full services at the PDC in February 2022. We will continue to provide updates as conditions change. Until then, we encourage everyone to [get tested](#), [get vaccinated](#) and [get boosted](#).

Thank you,

City of Austin Development Services Department

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