

## Closed City of Austin Facilities

- **Austin Animal Center**
  - Closed to the public
- **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 and WIC clinics are closed to the public. Staff will be operating alternative service models for delivering food, online assistance, and distributing benefits.
  - 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](mailto: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

Updated 4.3.2020 as of 4:51p.m.

- Staff can be reached via email at [John.Lopez@AustinTexas.gov](mailto: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](mailto: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>.
- **Center for Environmental Research (located at Hornsby Bend)**
  - Closed to the public
- **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
- **Environmental Health Services Division (EHSD) of Austin Public Health (1520 Rutherford Lane, Building 1 Suite 205, Austin, TX 78754)**
  - Closed to walk-in customers and will accept permit applications only by mail or email.
  - For those customers who are not able to submit their application by mail or email, EHSD will accept appointments for service at our office located at 1520 Rutherford Lane, Building 1 Suite 205, Austin, TX 78754. Please call 512-978-0300 to schedule an appointment.
  - Mobile Food Vendor application reviews on Tuesday and Thursday from 7:45 AM to 11:00 AM will now be appointment only. Walk in appointments are no longer available. To schedule an appointment, call 512-978-0300. Mobile Food Vendor inspections will still occur in the parking lot of our building by appointment only.
  - All questions and concerns can be submitted via email to [EHSD.Service@austintexas.gov](mailto:EHSD.Service@austintexas.gov) or by contacting (512) 978-0300.
  - EHSD services can be submitted via mail or email for processing and payment as follows:
    - Mail: APH EHSD, PO BOX 142529, Austin, TX 78714
    - Email: [EHSD.Service@austintexas.gov](mailto:EHSD.Service@austintexas.gov)
    - For establishments needing to make a payment, our cashier will contact you for over the phone credit card payments only.
- **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](#).

Updated 4.3.2020 as of 4:51p.m.

- **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**
  - All pools, tennis centers, athletic programs, recreation centers, museums and cultural centers
  - All park amenities, such as but not limited to, playgrounds, exercise equipment, basketball courts, tennis courts, skate parks. [See full list of closures here.](#)
  - Austin Nature Center, Zilker Botanical Gardens, Mayfield Park and Preserve
  - All campsites (Emma Long Metropolitan Park)
  - Golf closures include: pro shop, golf cart rentals, restrooms, food concessions, and other amenities. Walk-on golf play at the City's municipal golf courses will continue. Golfers are advised that course amenities will not be open or operational if they choose to access the golf courses.
  - PARC Cemetery Administrative Office at 2800 Hancock Dr. (meeting with families/contractors by appointment only)
  - The spillway at Barton Springs, or "Barking Springs".
- **Recycle & Reuse Drop-off Center**
  - Closed to the public