



# City of Austin Facilities Information

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- **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](mailto: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 – curbside services available
- Mobility Services Permitting Office
  - New Residential Parking Permits and new Chauffeur Permits are issued **only** on Wednesdays and Thursdays, between the hours of 9:00 AM-2:30 PM
  - No applicants are allowed to enter the building. ATD Staff will assist applicants with curbside services
  - Applicants must scan their notarized documents to staff for prior approval, and to call upon arrival, but stay in their vehicles
  - Limited permits are being issued by regular mail with over-the-phone payments
  - For questions or assistance in starting the permit process, please reach out to [Steve.Ingenito@austintexas.gov](mailto:Steve.Ingenito@austintexas.gov) or by phone at (512) 974-2891 or John Lopez 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) 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/departments/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.

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- 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