

Updated 3.23.2020 as of 8:30 a.m.

### Closed City of Austin Facilities

- All library branches, including the Austin History Center and Recycled Reads
- Austin Municipal Court. The Downtown Austin Community Court (DACC) will remain open for social services only.
- Austin Animal Center (closed to the public)
- 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.
- Parks and Recreation Department:
  - All pools, tennis centers, athletic programs, recreation centers, museums and cultural centers
  - Austin Nature Center, Zilker Botanical Gardens, Mayfield Park and Preserve
  - 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.
- City of Austin Utility Payment Centers. [More payment options can be found here.](#)
- 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 [here](#).
  - Public fingerprinting services suspended.
- 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.
- Recycle & Reuse Drop-off Center
- Center for Environmental Research/Hornsby Bend
- Austin Day Laborer Facility
- Austin Transportation Department permitting offices closed
  - 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

Updated 3.23.2020 as of 8:30 a.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](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 be communicated via email at [RightOfWay@AustinTexas.gov](mailto:RightOfWay@AustinTexas.gov) or by phone at 512-974-7828
- Neighborhood Housing & Community Development Department (at Street Jones 1000 E 11th Street) is closed, however operations are at full capacity via email, phone, website
- Economic Development offices at City Hall and 5202 Ben White and Entrepreneurship Center are closed
- Equal Employment Opportunity Office and Employment Centers (appointments over the phone accepted)
- Austin Water (closing non-essential buildings)
  - 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>.