






## MEMORANDUM

TO: Mayor and City Council Members

FROM: José G. Roig, Director, Austin Code Department   
Rosie Truelove, Director, Housing and Planning Department   
Cindi Perez, Director, Austin 3-1-1 

DATE: July 30, 2021

SUBJECT: Response to 2021 Winter Storm Uri (Resolution 20210325-112)

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On March 25, 2021, City Council approved Resolution No. [20210325-112](#) directing the City Manager to develop tools and resources to address health and safety violations that are a result of the 2021 Winter Storm Uri, to identify funding and resources to support tenant assistance for vulnerable populations living in multi-family units experiencing hazardous living conditions as a result of disasters, and to support tenant rights.

Preliminary update memos regarding staff's progress were released on [April 14<sup>th</sup>](#) and [June 4<sup>th</sup>](#). This memo serves as the final comprehensive report to address the resolution. It encompasses research, analysis and recommendations compiled by the three City departments assigned. A summary of this collaboration is as follows:

1. Austin Code Department (ACD) response to continue accelerating and promoting landlord accountability by tracking and monitoring the progress of repairs for health and safety violations caused by Winter Storm Uri, and to escalate persistent violations through the available legal enforcement options when compliance is not achieved.
2. ACD response to the recommendation to increase department personnel to support cases involving health and safety issues and connect affected tenants with available assistance programs and services.
3. Housing and Planning Department (HPD) response to Winter Storm Uri and investments in existing emergency relocation services and recommendations.

4. Austin 3-1-1 emergency response to Winter Storm Uri and recommendations to expand the call hotline program.
5. Budget recommendations, if applicable, for ACD, Austin 3-1-1 and HPD.

## Austin Code Department

### *Strategic Emergency Response to Winter Storm Uri*

ACD's initial emergency response Phase 1 outlined in the April 14<sup>th</sup> memo included communicating specific instructions to staff to prioritize the 3-1-1 complaint backlog that accumulated during the storm. Other priorities included supporting the Emergency Operations Center to identify citywide water outages, supporting the City's water distribution effort, and expediting inspections for the Repeat Offender Program (ROP) to assess living conditions and protect vulnerable tenant populations. A unique data identifier was created in the case management system to capture Winter Storm Uri cases for future reporting. The data is the basis for the [Winter Storm Uri Dashboard](#) available for public access on ACD's website.

Phase 2 of ACD's emergency response consisted of resuming inspections and establishing specific procedures for approaching Winter Storm Uri complaints. Due to the unique challenges owners faced in making timely repairs, including supply, equipment and labor shortages, Code Inspectors requested owners submit Action Plans within 48 hours. The Action Plans were to include a description of repairs, options for alternative housing accommodations, and a summary of additional resources provided to tenants. Code Inspectors informed homeowners to contact the Development Services Department about [permit requirements](#) for emergency repairs.

In Phase 3, persistent, non-compliant violations were legally escalated to an Administrative Hearing or the Building and Standards Commission (BSC), depending on the type and severity of violation. These authorities may impose penalties and/or fees to promote compliance. To address the high volume of cases resulting from the storm, ACD requested a Special Called BSC meeting, which occurred on May 13, 2021. Per the Resolution, ACD continues to provide regular status reports for Winter Storm Uri cases to the BSC.

### *Response to Emergency Conditions Policy*

Winter Storm Uri highlighted the need to bolster the City's emergency service response to the Austin community. To prepare for future crises, ACD drafted a Response to Emergency Conditions policy based on procedures taken throughout the Winter Storm Uri event. The

policy is expected to be completed in FY 2022 and will be included in the department's standard operating procedures.

### *Enhanced Community Services Coordination*

In response to Council's recommendation to increase specifically multilingual personnel, ACD recognized a gap between inspections and enforcement in supporting tenants affected by emergencies such as Winter Storm Uri. Currently, Code Inspectors may encounter customers who need support addressing damage that threatens their health and safety. During the property owner's compliance timeframe, tenants struggle to overcome hardships dealing with persistent code violations. Some customers also face language barriers or financial constraints that impede case resolution.

ACD currently lacks dedicated personnel to act as a conduit between customers and the resources they need, leaving Code Inspectors to fill the void. To resolve this challenge, the department proposes establishing an enhanced Community Services Team. The most significant advantage would be providing early intervention by quickly connecting tenants with resources during an emergency. By intervening, this team could mitigate tenant displacement and alleviate pressures associated with such crises. The Community Services Team would work to:

- Identify tenants at risk for displacement resulting from code violations and imminent property damage.
- Reach out to tenants to serve as an intermediary between code inspectors and other relevant parties for early intervention during disasters.
- Coordinate a robust and accessible outreach in affected areas to identify underserved communities. Outreach may include providing vital communications via multilingual flyers, direct mail, and mass text messaging and engaging with community leaders and organizations who provide direct resources.
- Educating tenants about their rights and various social services available to their case.
- Establishing and fostering a year-round recovery network with City and local partners, including civic and faith leaders, school districts, community action agencies, volunteer agencies and advocacy groups.
- Tracking and following up with relevant parties throughout the life of the case.

This dynamic team would provide citywide coverage support, and work alongside code inspectors and partners such as the Austin Police Department's Crisis Intervention Team, Austin Public Health and the Office of Real Estate Services (ORES), to identify resources and solutions for temporary and permanent tenant relocation. This solution-oriented approach would

complement the work of inspectors and would transition the outreach related tasks, which are outside their primary duties. Once inspectors identify eligible candidates, the new team would step in to engage those clients. It is notable to mention that to date, ACD has already received 25,088 complaints this fiscal year, while complaints received for the entire FY 2020 totaled 38,182. Additionally, the new team would work closely with ACD's Community Education and Outreach (CEO) team to deploy enhanced training for neighborhood liaisons and will perform outreach targeting vulnerable communities.

#### *Personnel Descriptions and Budgetary Impact*

The City Manager's FY 2022 Proposed Budget includes the following Full-Time Equivalent (FTE) positions to fulfill the enhanced community outreach coordination:

- One (1) [Community Services Program Manager](#)
- Three (3) [Community Services Coordinators](#)

This cost of this request encompasses adding \$374,962 for personnel salaries, along with an additional \$9,165 for essential equipment and supplies required per FTE. The total budget increase required to support this request is **\$411,623** and is incorporated in the proposed increase in Clean Community Fee charged on customers' monthly utility bills.

## Housing and Planning Department

#### *Emergency Tenant Notification and Relocation*

On November 1, 2012, City Council passed Resolution No. [20121101-039](#) regarding forming an integrated emergency tenant displacement response plan. The February 15, 2013 response memo to Mayor and City Council presented research on peer cities' practices, provided an update on stakeholder meetings and feedback, and identified a need for emergency relocation assistance.

In September 2016, City Council passed [Ordinance No. 20160901-050](#) to establish Tenant Notification and Relocation Assistance. The ordinance seeks to address the various negative impacts of tenant displacement by requiring ample notification of certain triggering events that could cause displacement of tenants in multifamily dwellings or mobile home communities. Tenant Relocation Assistance, which could include both financial assistance and relocation services, is triggered by either discretionary land use changes or a declaration from the Building Official or the Building and Standards Commission that a site must be vacated. The 2016 ordinance also established eligibility criteria for a tenant to receive relocation assistance. The

relocation assistance was contemplated to be resourced in two different ways: (1) developer funded and (2) city funded. Developer-funded relocation assistance has not been initiated to date due to legal and legislative concerns.

The Housing and Planning Department (HPD) currently issues the notification requirements of the Tenant Notification and Relocation Assistance Ordinance. This ordinance specifically requires landlords to provide notice about property redevelopment and resources for displaced tenants and it provides information on community services including legal assistance. The ordinance does not cover the wide range of instances for which tenants might face displacement. Additionally, HPD does not currently have funding or resources dedicated to emergency tenant relocation. In the past, HPD has redirected Housing Trust Fund resources to address these periodic emergency needs. Details on the Tenant Notification and Relocation Ordinance notification program, including the ordinance, guidelines, application, and signage, can be found here: [Tenant Notification and Relocation Assistance](#).

The Austin Code Department currently budgets a minimal amount of funds for its Temporary Tenant Relocation Fund, which is intended to be used only in cases when the Building and Standards Commission (BSC) or a court orders a site to be vacated. In FY 2021, ACD budgeted \$250,000. No funding has been expended thus far.

#### *Financial Assistance Program/Short Term Housing*

In response to Winter Storm Uri, HPD contracted with nonprofit El Buen Samaritano (El Buen) to provide financial assistance for low- and moderate- income tenants in Austin who had been disproportionately impacted by the storm events. El Buen provided \$1,000 pre-paid debit cards to 900 households by collaborating with approximately 20 nonprofit partners to identify households with short-term housing needs. This assistance was directed to households with family incomes at or below 80% of the Median Family Income (MFI). Households living in zip codes 78723 and 78753 received over 38% of the assistance; these zip codes represent areas that have historically had households with lower median family income. The identified households must have experienced a significant short- term housing need related to the impacts of Winter Storm Uri, such as lack of water, gas, or electricity for more than seven days or damage to housing that made it uninhabitable. Funding for the emergency assistance program is the Housing Trust Fund, specifically redirected from its planned programming to address this emergency need. It is important to note that HPD does not currently have a locally funded program or emergency fund that can be used to infuse immediate resources to address unanticipated emergencies. Thus, the department must decide from which program area to redirect dollars to address the emergencies brought on by oftentimes unforeseen natural or

human created disasters. HPD replicated a model by which a nonprofit partner was identified to deploy financial assistance with funding made available by the City of Austin. This partnership model was identified because it has been used in prior recovery and relief efforts by the City with the RISE and Bridge programs. It is a model that allows the City to rapidly respond to community needs. For this reason, El Buen was selected to lead the Winter Storm Uri response. Immediately after the storm, El Buen began deploying a similar cash assistance program with private philanthropic support.

### *Tenant Stabilization Services Contracts*

HPD will program and allocate over \$79 million in tenant stabilization contracts for the current fiscal year to address emergency rental assistance, legal resources, and funding for community-based legal services, tenants' rights clinics, and education and support around tenant rights. For most of these contracts, funding requirements dictate that program funds support households impacted by COVID-19. Persons impacted by Winter Storm Uri are eligible to apply for these funds, however, eligibility is based upon demonstrated financial impact by COVID-19, not Winter Storm Uri.

### *Emergency Home Repair*

In response to Winter Storm Uri, the Housing and Planning Department (HPD) also launched an Emergency Home Repair program to assist low-income homeowners repair damages because of the February 2021 storm. Launched on March 1, 2021, the program provides up to \$10,000 in repairs or modifications. Eligible households are limited to 80% of the Median Family Income (MFI) and below. Funding for the program comes from multiple sources, including Austin Water Utility, General Obligation Bonds, and private philanthropy. HPD is working with seven nonprofit partners through the Austin Home Repair Coalition to complete the repairs. As of July 12, 2021, HPD has received 424 applications for services. More than 325 of those applicants have already been connected to nonprofit partners to complete the repairs. Approximately 16% of applicant households reside in the 78702 zip code. Approximately 30% of applicants identify as Latinx or Hispanic and approximately 17% of applicants identify as African American or Black.

## Austin 3-1-1

### *Austin 3-1-1 Background*

Austin 3-1-1 is uniquely positioned, serving as a bridge between residents and City of Austin departments. Austin 3-1-1 is the first point of contact for residents to quickly obtain information from ambassadors for over 220 City services and around 400 programs offered by

more than 130 City divisions. Austin 3-1-1 is a multifaceted governmental call center, operated 24 hours a day, 365 days a year.

Austin 3-1-1 ambassadors answer over one million calls and submit more than 200,000 service requests per year, supporting the full jurisdiction of the City of Austin. Currently, Austin 3-1-1 has 108 ambassadors who answer calls from the Austin community, with 15% percent of staff fluent in Spanish and English. In addition, the department utilizes a language interpretation service with access to over 200 languages to assist every caller. During citywide emergency activations, Austin 3-1-1 assists in providing reporting for City departments as well as maintaining and providing accurate information to residents

#### *Austin 3-1-1's Winter Storm Uri Emergency Response*

Austin 3-1-1 provided critical support to the City of Austin during Winter Storm Uri, allocating staff to the Emergency Operation Center (EOC) for 24 hour-a-day coverage during the entire event. Preparation began several days in advance of the storm as the call center began to engage in weather-related meetings. During and after the storm, including during post-storm clean up, Austin 3-1-1 handled 82,426 calls, when it was forecasted to handle 56,169 calls; this is 47% over the expected forecast.

Staff has been working 100% remotely since the pandemic began in March 2020. Austin 3-1-1 supported the following departments in providing continuous and accurate information as approved by City clients and EOC Joint Information System team: Austin Water, Austin Energy, Watershed Protection, Public Works, Parks and Recreation, Austin Public Health, Austin Resource Recovery, Austin Code, Development Services, Austin Transportation, Economic Development, Housing and Planning, Animal Services, Austin Police, and the Communication and Public Information Office. Austin 3-1-1 maintained and provided accurate information regarding power and water outages, water safety, drinkable water, food and water distribution locations, shelter and transportation information, business grants, and home programs to help homeowners restore their homes.

The department worked with multiple City departments and successfully entered service requests for storm debris, water concerns, and code complaints about apartment complexes not having drinkable and/or hot water. During the storm, Austin 3-1-1 activated a service request to capture shelter transportation information from callers. Furthermore, Austin 3-1-1 collaborated with multiple departments to share, re-post and create messages on social media to guide and assist the community.

Austin 3-1-1 encountered the following challenges and risks during Winter Storm Uri:

- Austin 3-1-1's telephony system resides on the City's network. During the storm, there was a network interruption between approximately 7:00 a.m. to 4:00 p.m. on February 15, 2021.
- Citywide power outages became a risk factor, as 3-1-1 ambassadors also experienced rolling blackouts during the storm.

### *Channels of Communication*

Currently, service requests may be submitted by phone, email, online through the website or via the Austin 3-1-1 mobile app, as follows:

- **Phone:** Service requests can be made any time by dialing 3-1-1 or 512-974-2000.
- **Web Self-service:** 40+ service requests are available online via [Citizen Web Intake](#).
- **Austin 3-1-1 app:** 40+ service requests are available via the Austin 3-1-1 app. The app allows users to attach pictures and use exact geographical locations to more accurately report information directly to city departments. The app is available for iPhone, Android, and other phone types at [Austin 3-1-1 App](#).
- **Email:** Austin 3-1-1 accepts service requests via email at [austin311@austintexas.gov](mailto:austin311@austintexas.gov).
- **Open Data:** Austin 3-1-1 publishes daily updates on selected service requests at [Austin 311 Public Data](#). The public may access 3-1-1 city services data via the data portal, which contributes to improving government transparency. Austin 3-1-1 currently has no other data set available for public consumption.

### *Expanding the 3-1-1 Call Hotline Program*

In response to expanding the 3-1-1 call hotline program, Austin 3-1-1 is dedicated to being the first point of contact for residents to reach the City of Austin. The direct telephone line 311 or 512-974-2000 is operational 24 hours a day and is always ready to facilitate immediate communication to the public. Austin 3-1-1's main purpose is to disseminate accurate and timely information to the community. Its dedicated staff is trained in customer service and to take the time to assist calls with empathy and professionalism, answering 90% of all calls within 30 seconds.

Inviting Austin 3-1-1 to preliminary discussions when concerns and issues are identified is extremely important. When service requests are needed to track information, supporting processes need to be created. Austin 3-1-1 must work with each service delivery department to accurately identify the information needed to provide adequate resolution to concerns. Austin



3-1-1 is working with all City client departments to standardize current service request information and availability for additional channels of communications, such as the mobile app and online website. As stated above, 19 City departments currently have partnerships with Austin 3-1-1. Expansion of Austin 3-1-1 services to every department would have a budgetary resource impact for the entire city, and in turn City departments, including Austin 3-1-1.

\* \* \* \* \*

In conclusion, the Austin Code Department, Housing and Planning Department, and Austin 3-1-1 are pleased to share the work of City departments and propose ways to innovate and enhance services to the Austin community to mitigate future emergencies similar to Winter Storm Uri. Please feel free to contact us if you have any questions.

cc: Spencer Cronk, City Manager  
CMO Executive Staff

Attachments:

Austin 3-1-1 Winter Storm Uri SRs  
Austin 3-1-1 City Department List

Winter Storm Uri affected 23 service requests. Below are the calls per service request received February 11 - March 8, 2021.

SERVICE REQUEST TYPE	FEB 11 - MARCH 8
AE - Key Accounts	30
Animal - Proper Care	368
APD Non-Emergency - Collision	779
ARR - Homelessness Matters	224
ARR Brush and Bulk	341
ARR Missed Garbage	1,261
ARR Missed Recycling	601
ARR Missed Yard Trimmings/Compost	559
Austin Code - Request Code Officer	1,540
AW - Dispatch	110
Channels/Creeks/Drainage Easement	48
Debris in Street	190
Drainage Pond Maintenance	11
DSD - Request Follow-Up	583
Flooding - Past	10
Flooding Current (Non-Emergency)	268
HSEM - Shelter Transportation Request	83
Neighborhood Home Programs	13
Standing Water	15
Street & Bridge - General	318
Traffic Signal - Maintenance	669
Tree Issue ROW	477
ZZ ARR Storm	3,359
<b>Total</b>	<b>11,857</b>

Common Name/Abbreviation	COA Org Chart Department Name	Department Description	Division	Division Description
Animal Services	Animal Services	<p>Austin Animal Center provides shelter to more than 16,000 animals annually plus animal protection and pet resource services to Austin and unincorporated parts of Travis County. We accept stray and owned animals regardless of age, health, species or breed.</p> <p>Animal Services has numerous programs and partnerships designed to help pets in the shelter, in the community and in your home.</p>	Animal Protection	Animal Protection serves the community by defending threatened animals from abuse or neglect, working closely with law enforcement to contain or help aggressive animals, assisting other agencies with wildlife such as coyotes or bats and ensuring that City ordinances related to animal welfare are followed.
			Animal Services	Our goal is to place all adoptable animals in forever homes through adoption, foster care or rescue partner groups.
			Pet Resource Center	Caring for a pet can come with setbacks and frustrations. You may even get to a point where you feel like surrendering your pet is your only option. At the Austin Animal Center, we believe that pets are happiest with their family and we are here to help keep you together any way that we can.
Austin Code	Austin Code	Austin Code makes sure city codes and ordinances are met so Austin continues to be a livable city. We do this by educating, collaborating and partnering with neighborhoods, businesses, nonprofits and other City of Austin departments.	Austin Code Department	Austin Code makes sure city codes and ordinances are met so Austin continues to be a livable city. We do this by educating, collaborating and partnering with neighborhoods, businesses, nonprofits and other City of Austin departments.
AE	Austin Energy	Austin Energy is more than just an electric company it's a community owned utility. We are non profit and strive to be customer driven and community focused entity.	Key Accounts	AE Key Accounts is part of Austin Energy. It consists of all enterprise customers, which are considered enterprise based on their spend with Austin Energy.
			Austin Energy	Austin Energy is more than just an electric company it's a community owned utility. We are non profit and strive to be customer driven and community focused entity
			UCC	
			Electric Vehicle Stations Plug In Partners	The electric vehicle EVolution is here! Electric vehicles are fun to ride and drive and can save you money while helping the environment. Now is the time to say goodbye to gas and save with Austin Energy.
			Green Building & Sustainability	Austin Energy GreenChoice customers who support 100% Texas wind energy may be the most dedicated wind fans around, and they are making a huge impact!
			Street Lighting	Austin Energy provides affordable, maintenance-free Nightwatchman lighting services within the Austin Energy service area. Our lighting systems balance the demand for lighting and energy efficiency with your needs for safety and security. They are activated automatically by use of a photocell. Our Distribution Design staff can provide information on a complete lighting system package that includes design, engineering, installation, and maintenance of all lighting systems.
AFD	Austin Fire	The Austin Fire Department is committed to creating safe and resilient communities through prevention, preparedness, and effective emergency response.	Wildfire	The Wildfire division addresses the potential threat of wildfires through public education, fuel (vegetation) management and effective firefighting response.

APD	Austin Police	The Austin Police Department mission is to create a safer Austin for our residents and visitors while serving the community in a way that bonds our police officers and residents.	APD 911 Emergency Communications	The Austin Police Department Emergency Communications Division encourages all qualified men and women to apply with one of the top law enforcement agencies in the nation. As an Austin Police Communications employee, you will have the opportunity to assist the residents of our diverse community. The Austin Police Department is an Equal Opportunity Employer. The City of Austin is committed to compliance with the American's with Disabilities Act.
			Vehicle Abatement	The Vehicle Abatement Unit will now handle abandoned vehicles. To report an abandoned vehicle, call 311 or submit a service request electronically to 3-1-1 here.
ARR	Austin Resource Recovery	Formerly Solid Waste Services, Austin Resource Recovery provides a wide range of residential services designed to transform waste into resources while keeping our community clean.	Austin Resource Recovery Administrative	The Austin Resource Recovery Customer Service Call Center Team provides respectful, timely and accurate support services to the public and other City of Austin Departments while supporting Austin Resource Recovery vision/mission statements.
			Austin Resource Recovery Disposal Services	Austin Resource Recovery provides weekly, curbside trash collection to single-family homes, duplexes and triplexes in Austin. Help protect the health and safety of Austin Resource Recovery staff; please remember to bag and tie all trash to keep it contained.
			Austin Resource Recovery Diversion Services	Austin Resource Recovery provides curbside collection of recycling to single-family households up to four-plexes in Austin. Place mixed paper, plastic, metal and glass directly in your blue recycling cart -- no sorting required!
			Austin Resource Recovery Litter Abatement	Austin Resource Recovery provides weekly, curbside yard trimmings collection to single-family homes, duplexes and triplexes in Austin. Yard trimmings are grass clippings, leaves and small branches or limbs that are no longer than 5 feet and no thicker than 3 inches in diameter.
			Austin Resource Recovery	Formerly Solid Waste Services, Austin Resource Recovery provides a wide range of residential services designed to transform waste into resources while keeping our community clean.

AW	Austin Water	Austin Water provides safe, reliable, high-quality, sustainable and affordable water services to our customers so that all community needs for water are met.	Customer Service Center (CSC) Dispatch	CSC - Dispatch is responsible for assisting our internal and external customers with issues pertaining to water and wastewater lines maintained by the City of Austin.
			TAPS/Water Customer Services	The Austin Water Taps Permitting Office provides a valuable function for the utility and its building development customers as well as the homeowners and office tenants that enjoy our services after construction is complete. Our rules include selling taps and meters for residential and commercial development, tap fee invoicing, processing the sale of truck and fire hydrant meters, well and septic cutovers, conducting investigations, establishing and scheduling meter box inspections and meter installations, and closing requests for final inspection and proper utility billing. AW Taps receives Commercial Water/Wastewater Tap Permit Applications by email, temporary Truck and Hydrant Meter Applications by email, and Residential Water/Wastewater Tap Permit Applications through the Austin Build + Connect Portal.
			Water Conservation	Austin water is committed to helping customers conserve one of our most precious resources – water – by offering water efficiency tools, programs, and rebates. Conserving water can not only lower water and wastewater bills, but requires less energy to heat the water and will ensure the availability of clean water for generations to come.
CPIO	Communications & Public Information	The Communications and Public Information Office fosters positive relationships with local and national media, and provides timely, proactive and responsive information to media inquiries; creates opportunities for the community to engage in the decision-making processes of the City of Austin; and actively promotes City projects, programs and initiatives.	Community Engagement	The Community Engagement office is dedicated to finding meaningful ways for the community to interact with the City.
Corridor Program Office	Corridor Program Implementation	The mission of the Corridor Program Office is to design and construct corridors that support mobility, livability, and other outcomes outlined by the Austin City Council for the 2016 Mobility Bond Program in the Contract With Voters.  Corridors are key roadways that affect the overall transportation network. They are major thoroughfares for getting around, destinations for residents and visitors, and home to businesses as well as many Austinites.	Corridor Program Office	The 2016 Mobility Bond provides \$482 million for the Corridor Mobility Program. The Corridor Mobility Program is the development, design, and construction of improvements along key Austin corridors that enhance mobility, safety, and connectivity for all users—whether you drive, walk, bike, or take transit.
DSD	Development Services	We assist homeowners, business owners, and contractors when they build, demolish, remodel or perform any type of construction to ensure compliance with applicable city and building codes. Every development project is unique and will have different requirements.	Service Center	The Service Center registers contractors, trades, and homeowners with the City so that permits may be issued to those persons. They also issue stand-alone permits, make changes to existing permits, and link registrations with AB+C Portal online accounts so customers can conduct business online.  Before a new building or trade permit application will be accepted or approved, any expired permits for building (BP), mechanical (MP), electrical (EP) or plumbing (PP) must be resolved.
			Environmental Inspections	The Environmental Inspection Division performs inspections on permitted site plans for temporary and permanent erosion controls, stormwater controls, critical environmental features, protection of trees and natural areas, landscape installation, and compliance with site plan requirements.
			Financial Services	Manage permit applications, schedule inspections, submit payments, and more. Use the public search feature to research permit and case histories.
			Environmental Inspections	The office evaluates outdoor music venue and temporary event sound permit applications. They conduct an appropriate level evaluation, based on the type of permit being requested and the potential impact to the surrounding community.
NHCD	Neighborhood Housing & Community Development	Cultivate a diverse and economically inclusive City by creating affordable housing opportunities and mitigating community member displacement.	Neighborhood Housing & Community Development	NHCD offers information and referrals for immediate housing to assist COVID-19 impacted community members. Information includes resources to avoid eviction or displacement, local programs that provide temporary, emergency financial assistance for utilities and rental expenses, and information for homeowners on mortgage assistance and property tax payment options.
HSEM	Homeland Security & Emergency Management	The City of Austin Office of Homeland Security and Emergency Management (HSEM) plans and prepares for emergencies, educates the public about preparedness, develops volunteers, manages grant funding	Homeland Security & Emergency Management	The City of Austin Office of Homeland Security and Emergency Management (HSEM) plans and prepares for emergencies, educates the public about preparedness, develops volunteers, manages grant funding to improve homeland security and public safety capabilities, coordinates
PARD	Austin Parks & Recreation	The Austin Parks and Recreation Department has been the steward of the City of Austin's public lands since 1928. As such, we protect and maintain parkland and our urban forest. We preserve trails, and offer a variety of sports, recreation, educational enrichment, arts programs, cultural opportunities, nature and aquatic activities.	Park Aquatics	The Aquatic Division operates 45 public aquatic facilities, which includes 7 Regional pools, 3 Community pools, 22 Neighborhood pools, 1 Wading pool, Barton Springs Pool and 11 splash pads. In addition to coordinating open water events and swim team competitions, we also offer instructional programs such as masters swim, lifeguard and water safety training.
			Park Maintenance	Parks Maintenance Division maintains park land in relation to the mowing, facilities, grounds, pools, and cemeteries.
			Commercial Use of Dedicated Parkland	The Department has a permit process, fees, and requirements for regularly scheduled activities that enhance the park experience at select sites. Permits are required for all trainers/activities regardless if per fee classes are charged or not to a consumer.
			Urban Forestry	Austin's urban forest provides millions of dollars annually in social, economic, and environmental benefits to the community and enhances the quality of life for Austin residents. Our community's tree resource is an integral part of what makes Austin one of the most attractive cities in the country. As the city continues to grow and develop the urban forest remains an integral part of the Austin landscape, quietly performing as one of our most invaluable community members and infrastructure components.

APH	Austin Public Health	Public health protects Austin and Travis County residents from infectious diseases and environmental threats and educates us about the benefits of healthful behaviors in avoiding chronic diseases.	Environmental Health Services	The Environmental Health Services Division (EHSD) promotes public health and safety to ensure compliance with state and local health codes. View a complete list of services.
			Human Services	The Disease Prevention and Health Promotion division of the department focuses on programs to screen for and prevent illnesses and health issues.
			Public Health Response Unit	The Health Equity Unit works provides community-based programs and services to ensure all our residents have the opportunity to reach their full health potential no matter their race, ethnicity, gender, age, sexual orientation, immigration status, or income level.
			Public Health - Emergency Preparedness	The Epidemiology and Public Health Preparedness Division focuses on programs that protect our community from disease outbreaks and on preparing the public for emergencies.
PW	Public Works	The City of Austin's Public Works Department designs, manages, and inspects major capital improvement projects; promotes bicycle, pedestrian, safe routes to school, and urban trail projects; and maintains the City's network of trails, roadways, and bridges once they are built. The Neighborhood Partnering Program provides opportunities for community and neighborhood organizations to effect public improvements by sharing in the costs of those efforts with the City of Austin government.	Safe Routes to School	The Safe Routes to School Program helps children choose human power to get to school. Through crossing guards, education, outreach, and infrastructure projects, we aim to make sure elementary and middle school students across Austin can walk, bike, and roll safely.
			Public Works	The Public Works Department Sidewalk Program is responsible for installing miles of sidewalks in Austin for transportation and recreational use. The Americans with Disabilities Act is a driving factor in making sure that the right-of-way along Austin's streets are safe and accessible for all.
			Street and Bridge	Composed of professional and technically skilled staff, Public Works Street and Bridge Operations manages and maintains public right-of-way infrastructure including streets, bridges, sidewalks, guardrails, trees and vegetation. Our five divisions patch potholes, resurface streets, repair utility cuts, maintain the City's medians, right-of-way maintenance on trees, and respond after storms.
TARA	Telecommunications & Regulatory Affairs (TARA)	The Office of Telecommunications & Regulatory Affairs (TARA) provides consumer protection, access to information and communications technology resources and infrastructure, and generates revenue to support City services.	Telecommunications & Regulatory Affairs (TARA)	TARA ensures fair compensation and proper use of public rights-of-way (ROW) by private utilities and monitors compliance of state issued cable and telecommunications franchises. Utilities that occupy City ROW include electricity, natural gas, telecommunications (wired and wireless), cable television, broadband transport, and Internet access facilities.

ATD	Austin Transportation	Responsible for a variety of transportation, mobility, and safety functions throughout the community, ATD works with all modes of transportation and many Austin-area partners and agencies to deploy an all-ages and abilities network.	Active Transportation	We work to help everyone walk and bike around Austin safely, comfortably and conveniently as they travel to work, school, run errands, exercise and have fun. Our street design projects improve city streets to better serve people of all ages.
			Dockless Mobility Services	Smart mobility involves deploying new technology to move people and goods through our city in faster, safer, cleaner, more affordable and more equitable ways.
			Parking Enforcement -	The goal of the City of Austin Parking Enterprise Division is to make access to curb space convenient and user-friendly through the regulation of public parking spaces.
			Parking Meters - T	Make access to curb space convenient and user-friendly through the regulation of public parking spaces.
			Right of Way Management	The Right of Way Management Division - of the Austin Transportation Department - manages the ROW. We oversee many of the day-to-day activities that occur in the Austin-area ROW.
			Signs and Markings - T	The Signs & Markings division is responsible for installation and maintenance of signs and street markings for the public in order to provide for the purpose of guiding, warning, or regulatory traffic by providing safe and efficient movement of goods and services.
			Special Events	The Austin Transportation Department, Office of Special Events team oversees the use of the streets, sidewalks and alleys for athletic and sporting events, and creative events, such as festivals and cultural arts. The department provides a case manager for each event to interact and coordinate between all parties involved, enforces laws and regulations pertaining to the use of streets and sidewalks, creates traffic control plans and ensures mobility to attendees, residents, businesses and institutions.
			Traffic Engineering - T	Transportation Development Services Division provides review services to developers/applicants and their consultants on all aspects of transportation associated with a proposed development/redevelopment.
			Traffic Signals-T	The purpose of a traffic signal is to provide an equitable balance of safe and efficient movements of all roadway users through an intersection. An appropriately installed traffic signal improves traffic safety and mobility for all roadway users.
			Vehicle Immobilization/Booting	The State of Texas allows municipalities to regulate booting as long as local regulations meet certain minimum requirements.

WSP	Watershed Protection	Watershed Protection protects lives, property and the environment of our community by reducing the impact of flood, erosion and water pollution.	Field Operations	The Field Operations Division protects and manages Austin's natural waterways, engineered channels, drainage pipelines and storm water ponds that together make up our city's drainage system.
			Environmental Resource Management	Develop and implements policies, programs and capital improvement projects that support two of the Watershed Protection Department's mission focus areas - water quality protection and erosion control.