

Announcement: Changes to Environmental Health Services Division (EHSD) Lobby Hours

The City of Austin's goal is to maintain the health and safety of employees and the community at large, while providing essential services and maintaining social distancing. Austin Public Health's (APH) Environmental Health Services Division (EHSD) has issued plans to modify our operations and staffing due to COVID-19.

Effective April 1, 2022, the EHSD will expand services to include walk-in customers. EHSD's lobby will have walk-in hours on Mondays, Wednesdays, and Fridays from 7:45 am until 12:45 pm. Appointments will remain available for the afternoons of Monday through Friday from 12:45 pm – 3:00 pm, by calling our office at 512-978-0300 and selecting option 5.

There are no changes to the Mobile Food Vendor permit application and inspections. Mobile Food Vendor applications are reviewed on Tuesdays and Thursdays from 8:00 AM to 11:00 AM and will continue to be by appointment only. To schedule an appointment, go to our website <http://austintexas.gov/department/mobile-food-vendors> where our scheduling calendars are available in both English and Spanish. Mobile Food Vendor, in-person inspections will still occur in the parking lot of Rutherford Lane Campus building by appointment only.

All questions and concerns can be submitted via email to EHSD.Service@austintexas.gov or by contacting (512) 978-0300.

In addition to our in-person services, you may submit your applications and requests for processing by:

- Mail: APH EHSD, PO BOX 142529, Austin, TX 78714; along with payment by check or money order, or
- Email: EHSD.Service@austintexas.gov; and you will receive payment instructions to make credit card payment by phone.

It is only by working together that we will overcome the COVID-19 pandemic. Thank you for your understanding and flexibility. We appreciate everyone doing their part.