

Updated 4.9.2020 as of 10:45 a.m.

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 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 are closed to 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 WIC Help@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.
 - First Worker's Day Labor is closed.
 - The Environmental Health Services Division (EHSD) lobby is closed to walk-in customers and will accept permit applications only by mail or email.
- **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 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
 - Staff can be reached via email at 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 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
- 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.
- 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 courses (walking onto the course will be prohibited as of 4/6/20), golf amenities are also closed
- PARD Cemetery Administrative Office at 2800 Hancock Dr. (meeting with families/contractors by appointment only)
- Public Trails on the Water Quality Protection Lands and Balcones Canyonlands Preserve will be closed over Easter weekend (beginning at end of day Thursday, April 9 until Monday morning, April 13).
- **Recycle & Reuse Drop-off Center**
 - Closed to the public