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