

Important Update

News from the City of Austin Development Services Department



To our customers, stakeholders and the community,

When we made the decision to return to remote operations earlier this month, we hoped the community transmission of the Omicron variant would slow down by the end of January. Case rates are beginning to indicate we have reached the peak of the surge; however, **we remain in Stage 5 of the [COVID-19 Risk-Based Guidelines](#)**. Therefore, **for the safety of staff, the Development Services Department (DSD) team will remain in remote operations until further notice.**

To help protect our employees and the community, we will still be available to serve you remotely using the tools and systems we have worked to build and improve during the past two years. With the exception of on-site inspections, any appointments made through the **[PDC Appointment Scheduler](#)** will be virtual until we announce the restoration of in-person customer meetings.

We still plan to move forward with our virtual stakeholder meeting on January 26. We have a lot to report, and we look forward to that time together. You can **[register here](#)**.

In the coming weeks, the DSD executive team will continue to monitor our community indicators to determine the best time to return to the office. Meanwhile, we will provide updates through this mailing list, social media and **[our website](#)**. You also can find information about testing, vaccinations and other resources related to the continuing pandemic, at the **[City's COVID-19 website](#)**.

As always, we appreciate your patience, flexibility and suggestions as we modify operations to serve you safely during these unprecedented times.

Sincerely,

Denise Lucas, Director
City of Austin Development Services Department
