



City of Dallas COVID-19 Facility Closures

The City of Dallas is open, but many of our facilities are **closed for walk-in services**. To keep our staff and community safe, we are closing City Facilities and providing remote services by phone, email, and online.

The City of Dallas is open, but **City Hall is CLOSED** unless you have an appointment.

Check below for department-specific remote services.

CLOSED FOR ALL WALK-INS

DEPARTMENT	STATUS	CONTACT INFO
Bureau of Vital Statistics – Birth & Death Certificates	To accept/register new birth and death records & issue birth & death records, complete forms online	www.dallasvitalstatistics.com 214-670-3092
City Controller's Office Accounts Payable	Invoices can be submitted by mail or electronically	CODAccountsPayable@DallasCityHall.com 214-670-0109
City Secretary's Office Open Records Requests	Orders delayed per Governor's Office disaster declaration; new & existing orders to be filled upon reopening	openrecords@dallascityhall.com 214-671-6736
Code Compliance Consumer Health Division	Applications for food-related permits can be made online	dallascityhall.com/departments/codecompliance 214-670-8083
Court & Detention Services and Municipal Court	Resolve activities like citations, court dates, probation, etc. by mail, phone, or online	courts.dallascityhall.com 214-670-0109
Dallas Public Library	All libraries are closed; visit website for online materials	www.dallaslibrary.org 214-670-7809
Dallas Water Utilities	Pay bill online, by phone, by mail, or at Fidelity Express Pay locations; check special collections fees online	epay.dallascityhall.com 214-651-1441
Department of Public Works	Payments accepted by mail but electronic submittal of invoices and documents is encouraged	dallascityhall.com/departments/public-works 214-670-4491
Department of Transportation	All parking hearings have been postponed; protestations can be made in writing	214-670-6904
Office of Arts & Culture	For specific questions on existing programs, call or visit Department website	www.dallasculture.org 214-670-3687

Current as of 3/27/20.

Please refer to the City's website for the latest information.

CLOSED FOR ALL WALK-INS (CONTINUED)

DEPARTMENT	STATUS	CONTACT INFO
Office of Community Police Oversight	Complaints can be submitted by phone or online	OCPO@dallascityhall.com 214-670-3882
Office of Fair Housing & Human Rights	Call or go online to file fair housing, ADA, LGBT complaints, and reasonable accomodation requests	www.dallasfairhousing.com 214-670-3247
Office of Housing & Neighborhood Revitalization	Call or email for questions on liens, HIPP, DHAP, Land Bank, evictions, etc.	https://dallascityhall.com/departments/housing-neighborhood-revitalization 214-670-5988
Office of Special Events	For specific questions, call or visit Department website	www.dallasspecialevents.com 214-939-2701
Paid Sick Leave	For inquiries, resources, or complaints, call or visit website	dallascityhall.com/paid-sick-leave 214-670-3247

OPEN FOR LIMITED SERVICES

DEPARTMENT	STATUS	CONTACT INFO
Dallas Police Department Auto-Pound	Reduced staff on site; expect longer service times	dallaspolice.net/resource/generalinfo 214-670-5116
Dallas Animal Services	Field officers remain active; online/curbside services available	www.dallasanimalservices.org 214-670-6800
Dallas Park & Recreation	All rec centers & facilities are closed; parks & trails are open with social distancing enforced	www.dallasparks.org 214-670-4100
Department of Sanitation	McCommas Bluff Landfill & transfer stations open only to commerical customers; call or email for questions	dallascityhall.com/departments/sanitation 214-670-3155
Department of Sustainable Development & Construction	Oak Cliff Municipal Center open; documents should be submitted digitally when possible	https://dallascityhall.com/departments/sustainabledevelopment/buildinginspection/ 214-670-4127
Office of Community Care WIC Centers	All WIC clinics are closed; limited curbside pickup available	dallascityhall.com/departments/community-care 214-670-7200

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