

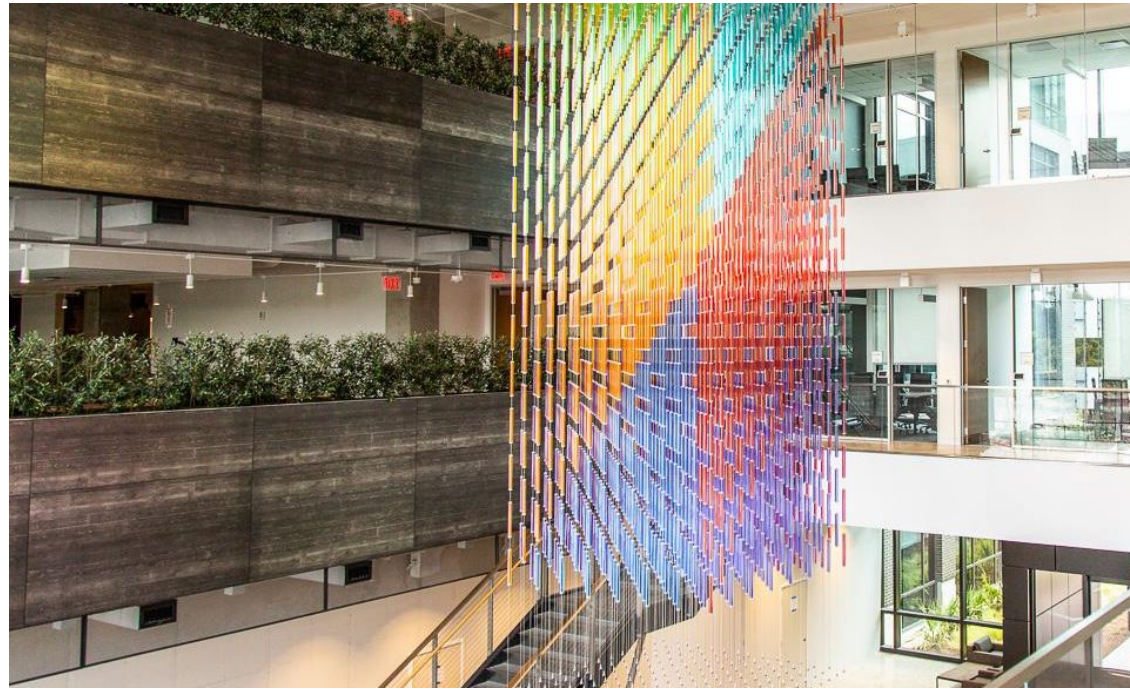
Permitting and Development Center (PDC) to Open July 6

Virtual and In-Person Services Available by Appointment!

The long-anticipated [new Permitting and Development Center](#) (PDC) will open its doors to customers for the first time on Tuesday, July 6.

The PDC offers a fresh take on permitting and development for the Austin community, bringing together multiple departments under one roof for a streamlined, efficient experience for residential and commercial customers alike. The return of in-person services will complement the wide range of virtual services the [Development Services Department \(DSD\)](#) and its partner departments have added and refined over the past year to support the vibrant City's continually growing needs.

Keep reading to learn more about doing business at the new PDC. We are looking forward to seeing you!



Making Appointments

Appointments will now be required for DSD customers. To save customers time and support efficient operations, DSD will now require appointments for both virtual and in-person services. The new online [PDC Appointment Scheduler](#) makes it fast and easy.

- **Virtual:** This week, DSD customers can begin scheduling appointments for virtual services as soon as the next business day.
- **In-person:** Beginning Friday, July 2, DSD customers can schedule appointments for in-person services at the new facility.

If you are unable to schedule an appointment online, we are happy to help. Please call our appointment line at 512-978-4504 or visit the PDC Reception Desk. Appointments are available in English and Spanish. More appointment options, including meetings with other departments, will be added to the scheduler over time. If you are a homeowner or small business owner who is not sure how to navigate the process, the Development Process Team is also here to help. Schedule a consultation through the [PDC Appointment Scheduler](#) or [learn more here](#).

NOTE: Appointments for application submittals are not available. Please visit our [Digital Development page](#) for assistance with online submittal.

Questions about your appointment?

Please contact 512-978-4504.

Arrival and Check-In

Please arrive at the PDC 10-15 minutes before your scheduled appointment to allow time for check-in. Before your appointment, please refer to the [PDC web page](#) for the latest updates on check-in procedures, and watch for signs when you arrive.

Information about scheduling and accessing services from other City departments at the PDC is also available on the [PDC web page](#).



General Information About the PDC

- Location:** 6310 Wilhelmina Delco Drive, Austin, Texas 78752
- Hours:** 7:45 a.m. – 4:45 p.m.
- Food:** Sterling Bistro Coffee Shop open 7 a.m. to 3 p.m., M-F (1st floor)
- Parking:** 6 levels, initially free. EV charging Level 2. 8-foot clearance Level 1.

Building Safety Precautions

During initial stages of operations, building capacity will be maintained at 50 percent, so some employees will continue to work remotely while serving you virtually. This is one of many steps we will take to support continued social distancing as our community emerges from the pandemic.

For the safety of our customers and employees, protective barriers are installed at customer service desks. We also have installed the best available air filtration system and a payment kiosk for cashless transactions. Although they are not required, social distancing and masking are encouraged throughout the facility as an additional precaution.

To find more information and updates about doing business at the PDC, [visit our PDC web page](#). We will continue to refine and improve processes over time, and we welcome your input.

We are so excited to be able to see you in person soon!

Learn more about the PDC

Thank you for your continued interest in Development Services topics.

City of Austin Development Services Department