WHO YOU GONNA CALL?



Julie Reiland - Department of Permits, Licenses, and Inspections

Wendy Urbanic-Department of Public Works

Shatara Murphy – Department of Public Safety

DEPARTMENT OF PERMITS, LICENSES AND INSPECTIONS (PLI)



- Formerly Bureau of Building Inspection under the Department of Public Safety
- Became PLI about 3 years ago
- Not just a name change but change in procedures, policies, and practices

3 Guiding Principles:

- Accountability
- Predictability
- Transparency

What do we do?

- Issue all building permits
- Issue some business licenses
- Issue all notices for structural deficiencies, property maintenance, and zoning violations

What do we NOT do?

- Issue any permit in the public right-of-way which includes sidewalk cafes, encroachments, parking, street lights
- Issue notices for:
 - * ice or snow removal
 - obstructions to the sidewalk
 - Rodent infestations
 - Animal feces/dogs barking
 - Garbage cans being brought out too early/left out too late





NOT This

This

Call 311!

ACCOUNTABILITY

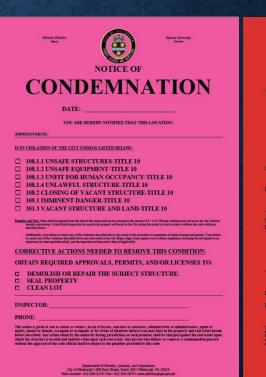
- Technology email pliapptech@pittsburghpa.gov
- Utilize electronic calendars for scheduling
- Better record keeping
- My position Newsletter, events, community meetings, small group meetings, public safety meetings, council meetings, and meetings with the Mayor

PREDICTABILITY

- Process guides Standard operating procedures
- Code Interpretations
- Standard application requirements
- Communication with Zoning and other City departments

TRANSPARENCY

- Updated databases to make them available online
 - Condemnations
 - Demo Information Placards
 - Issued building permits
 - WPRDC
 - buildingeye



HOW TO GET IN TOUCH WITH US?

- If you receive a notice in the mail, first contact the inspector or their supervisor to address.
- Can't reach anyone? Call me at 412-255-2811 or email at julianne.Reiland@pittsburghpa.gov
- To follow up on a complaint you have submitted, use buildingeye, call me or call 311