ONE STOP PGH LAUNCH

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Presentation Summary

- Process Updates
- System Overview
- Improvements Since Go-Live
- General Info & Resources
- Things to Watch For

Process – Project Update

Phases and Status

- Phase 1: Licensing – Live
- Phase 2: PLI Permitting – Live
- Phase 3: Zoning Development Reviews – Live
- Phase 4: PLI Enforcement, Bureau of Fire Permits, DOMI Permitting and Enforcement – coming Spring 2020

Process – What's New?

Online services!

- Fee payment with credit card or e-check
- PLI license applications and renewals
- Submission of Zoning and PLI applications
- Submission and review of electronic drawings
- Electronic copies of OneStopPGH documents
- Requests for Inspection
- System notification of process updates

IMPACT: Flexible service access, including outside of normal business hours.

Process – What's New?

Common point of intake for in-person and online submissions.

IMPACT: Standardized submission process and better coordination between departments.

System identifies when documents are required to be submitted and the type of required documents.

IMPACT: Transparent and consistent requirements.

Process – What's New?

The types of PLI permits and types of work that require Zoning review have been refined.

IMPACT: Streamlined process and better overall service.

Increased opportunities for concurrent DCP and PLI review and system prevents issuance until both Departments approve.

IMPACT: Shortened overall time frame for reviews.

Process – What's New?

Types of reviews can be assigned based on application data and/or GIS data. For example, floodplain reviews on PLI permits.

IMPACT: Stronger compliance with ordinances.

Clearer connections between DCP and PLI permits, and easier access to submitted documents.

IMPACT: Better coordination between departments.

Process – What's New?

PLI permit work that doesn't require construction drawings defined as "Minor Alteration".

IMPACT: Expedited service for large permit volume and transparent understanding of the work.

Permits for all PLI permit types to be posted on job site where visible to the public.

IMPACT: Better coordination between departments.

Process – What's New?

PLI expected date for review (in business days) identified in system:

- 30 initial, 15 revision or amendment
  - Commercial structures for building, mechanical, fire alarm, suppression system, demolition and land operations permits
- 15 initial, 8 revision or amendment
  - Residential structures for building, mechanical, electrical, demolition and occupancy only permits
  - Commercial structures for occupancy only, occupant load placard and sign permits
- 5 initial, revision or amendment
  - Commercial structures for occupancy only permits for temporary use

IMPACT: Transparent and predictable process.

Process – What's New?

DCP expected date for review (in business days) identified in system:

- 30 initial, 15 revision or amendment
  - Basic Zoning review
- 45 initial, 30 revision or amendment
  - Site Plan reviews, Design reviews, Planning Commission reviews, Zoning Board of Adjustment reviews

IMPACT: Transparent and predictable process.

Process – What's New?

Submissions require payment of non-refundable application fee prior to entering OneStopPGH queue.

IMPACT: Creates incentive to submit complete applications that are ready for review. Allows staff to focus reviews on development ready applications.

PLI amendments, or changes made after issuance of a permit, require payment of amendment fees (application and issuance). Only the trade license holder can submit an amendment through the OneStopPGH portal.

IMPACT: Allows the City to be paid for service provided.

Process – What's New?

Floodplain reviews are recorded under a Zoning Development Review (ZDR) application. A separate ZDR for floodplain review is now required for each PLI application, except for related applications submitted at the same time.

IMPACT: Stronger compliance ensures that Pittsburgh property owners can obtain flood insurance.

Process – What's the Same?

- Hard copy and in-person applications are still accepted.
- DCP and PLI have independent applications to document their respective approvals.
- Applicants need to satisfy both PLI and DCP requirements ***before*** a PLI permit can be issued.
- All applications associated with a property located in a regulated flood plain require a floodplain review.

Process – What's the Same?

- All applications for exterior work associated with a historic property require historic review.
- Inspections can still be requested by contacting the Inspector directly: https://pittsburghpa.gov/files/pli/inspectors-contact.pdf
- The type of work for which PLI requires submission of construction drawings: https://apps.pittsburghpa.gov/redtail/images/1668_Bulletin_-_Standard_Permit_Application_Requirements.pdf

Process – What's the Same?

- The type of work for which Zoning requires a site plan.
- Sign Maintenance Certificates have always required a Certificate of Occupancy.
- PLI continues to proactively inspect business licenses.

System Overview

New Features/Documents:

- Zoning Development Review (**ZDR**) Application
  One common DCP application with reviews assigned as needed

- Record of Zoning Approval (**ROZA**)
  Similar to "Zoning voucher," serves as documentation of Zoning approval

- Plan Review Summary Report
  Document that lists all comments and corrections from OneStopPGH staff. There is a separate report for each review.

System Overview

New Features/Documents:

- Inspection Report
  - Summary document
  - Identifies all inspection check list items for each inspection type
  - Identifies each check list item outcome: pass, fail or n/a
  - Identifies inspection type outcome: cancelled, inaccessible, pass, partially passed (progress inspections), failed or waived

System Overview

Start Here:

ONESTOPPGH.PITTSBURGHPA.GOV

- Register
- Instructional videos
- Searchable database of PLI permit and zoning applications

System Overview

PITTSBURGH
PENNSYLVANIA

Welcome DAVID GREEN Contact Us

HOME SEARCH PAY MY PAYMENTS PROFILE SIGN OUT

OneStopPGH

Home

Welcome to OneStopPGH! Select from the Licenses, Permits or Planning Applications buttons below to start a new application. Select the My Activities, My Inspections, My Projects, My Businesses, and My Contractors tabs to see more information on existing applications and/or profiles.

For more information regarding the Department of Permits, Licenses, and Inspections (PLI), please visit PLI's website.
For more information regarding City Planning's Zoning and Development Review Division, please visit Zoning's website.

Licenses | Permits | Planning Applications

My Activities | My Inspections | My Businesses | My Contractors

Show more...

Below is a list of recent activities related to licenses, permits and planning applications.

Type	File Number	Location	Description	Status	Created Date
Zoning Development Review Application	DCP-ZDR-2019-00591			Draft	Sep 18, 2019
Zoning Development Review Application	DCP-ZDR-2019-00590			Draft	Sep 18, 2019
Demolition Permit	DP-2019-01225	414 GRANT ST, Pittsburgh, PA 15219-	(Commercial - All other uses - CITY FUNDED DEMOLITION)	Draft	Aug 28, 2019
Demolition Permit	DP-2019-01224	414 GRANT ST, Pittsburgh, PA 15219-	(Commercial - All other uses - CITY FUNDED DEMOLITION)	Draft	Aug 28, 2019

System Overview

Identifying applications requiring action

	Building Permit	BP-2019-01027	600 GRANT ST, Pittsburgh, PA 15219-	(Residential - Single Family - ADDITION / ALTERATION)	Draft	Jul 9, 2019	
	Mechanical Permit	MP-2019-00986	600 GRANT ST, Pittsburgh, PA 15219-	(Commercial - All other uses - ADDITION / ALTERATION)	Application Finalization	Jun 21, 2019	
	Building Permit	BP-2019-00943	424 STANWIX ST, Pittsburgh, PA 15222-	(Commercial - All other uses - ADDITION / ALTERATION)	Application Finalization	Jun 14, 2019	Finalize Application
	Building Permit	BP-2019-00951	501 GRANT ST, Pittsburgh, PA 15219-	(Commercial - All other uses - ADDITION / ALTERATION)	Application Finalization	Jun 14, 2019	Finalize Application
	Building Permit	BP-2019-00894	3600 FORBES AVE, Pittsburgh, PA 15213-	(Commercial - All other uses - ADDITION / ALTERATION)	Applicant Revisions	Jun 13, 2019	Revisions Required
	Building Permit	BP-2019-00938	1100 SMALLMAN ST, Pittsburgh, PA 15222-	(Commercial - All other uses - ADDITION / ALTERATION)	Applicant Revisions	Jun 14, 2019	Revisions Required
	Building Permit	BP-2019-00919	4 PPG PL, Pittsburgh, PA 15222-	(Commercial - All other uses - ADDITION / ALTERATION)	Applicant Revisions	Jun 14, 2019	Revisions Required
	Building Permit	BP-2019-00895	600 LIBERTY AVE, Pittsburgh, PA 15222-	(Commercial - All other uses - ADDITION / ALTERATION)	Applicant Revisions	Jun 13, 2019	Revisions Required

Finalize Application

Revisions Required

Warning icon identifies actions applicant needs to take to proceed

System Overview – PLI Permits

Organization: https://pittsburghpa.gov/pli/pli-permits

- Structure Type:
  - Residential – single-family : applicable if this is the sole use of the entire structure.
  - Residential – two-family : applicable if this is the sole use of the entire structure.
  - Commercial – all other uses : applicable for all other uses.

System Overview – PLI Permits

- Type of Work:
  - New Construction : applicable for new buildings (excludes accessory structures)
  - Addition/Alteration : applicable for existing buildings
  - Minor Alteration : applicable for existing buildings
- Scope of Work:
  - Varies by Structure and Work type – see individual webpages for each PLI permit type for specifics

System Overview – ZDR Organization

- Structure Type:
  - Commercial/Mixed Use/Other
  - Residential Only l 1-unit
  - Residential Only l 2-unit
  - Residential Only l 3-unit
  - Residential Only l Multi Unit (4+)
  - Sign

System Overview – ZDR Organization

- Type of Work:
  - Change of Use Only
  - Commercial Exterior Alteration/Renovation
  - Demolition
  - Floodplain Permit Only
  - New Construction/Addition
  - Record of Zoning Approval Only
  - Residential Exterior Alteration/Renovation
  - Sign (Any Type of Work)
- Scope of Work:
  - Varies by Structure and Work type

System Overview – Process & Status

- PLI Permit Process: https://pittsburghpa.gov/pli/pli-permits
- Application Submission
  - **Draft status:**
    - Application started but not yet submitted
    - Legacy permit (created prior to OneStopPGH launch) that requires resubmission by the applicant
  - **Submitted status:**
    - Application submitted through the OneStopPGH portal
  - **Completeness Check Process:**
    - If "Accepted" the application met OneStopPGH submission standards and proceeds to next step

System Overview – Process & Status

- Application Submission (continued)
  - **Application Incomplete:**
    - Additional returned to applicant for action - to clarify and/or provide additional information
- Application Review
  - **In Review:**
    - Application is waiting for OneStopPGH review for compliance.
  - **Perform Review Process:**
    - Once all required reviews are approved/accepted, the application proceeds to next step
  - **Applicant Revisions:**
    - OneStopPGH staff has required additional and/or revised documentation from the applicant.

System Overview – Process & Status

- Permit Issuance
  - **Application Finalization:**
    - Permit issuance pending the following: identification/selection of trade license holder, confirmation of trade license holder and fee payment.
  - **Finalize Application Process**
    - Identification/selection of trade license holder, as required
  - **Confirm Contractor Assignment Process**
    - Trade license holder accepts assignment to application and pays remaining fees
  - **Ready for Issue**
    - Cannot be issued until (as applicable): parent permit record is issued, related ZDR is issued, and/or trade license updated

System Overview – Process & Status

- Permit Inspections – *required for ALL PLI permits!*
  - **Request Inspection**
    - Cannot be requested if permit has balance due.
    - Cannot be requested if license is expired, insurance is expired or license is otherwise not compliant.
  - **Perform Inspection**
    - Cannot be performed if permit has balance due.
    - Cannot be performed if license is expired, insurance is expired or license is otherwise not compliant.
  - **Amend Permit Process**
    - Accessed through Online Portal is limited to license holder.
    - Can be requested by other parties at OneStopPGH counter.

System Overview – Process & Status

- Permit Completion
  - **Completed:** system automatically completes permit once passed final inspection is recorded and all other required inspections are passed. PLI Supervisors still performs administrative reviews to confirm proper completion.
  - **Issue CO Process:** permit records go through administrative review prior to issuance.

System Overview - Controls

- A PLI permit with a related ZDR application cannot be issued until the ZDR is issued.
- PLI sub-permits cannot be issued until the building parent, or parent permit, is issued.
- A non-compliant trade license, including expired license or expired insurance, will prevent:
  - Assigning the trade license to a permit prior to issuance.
  - Permit issuance.
  - Requesting, scheduling and/or performing inspections.

System Overview - Controls

- PLI permit will prevent:
  - Inspection requests that are out of sequence; i.e. final inspection prior to framing inspection.
  - Inspection requests without adequate lead time – 5 business days for standard inspections and 2 business days for overtime inspections.
- PLI building permit, or parent permit, will prevent:
  - Request final inspection, if all sub-permits are not complete.
  - Perform final inspection and complete permit, if all sub-permits are not complete.

Improvements Since Go Live

- 10 service releases since go-live
- Refined when a Zoning review is required on a PLI permit
  - Minor exterior alterations for a single- or two-family dwelling now only required if historic or in a regulated floodplain.
- Added structure and work type to ZDRs
- Refined when and what type of documents are required for ZDRs
- Refined inspections based on structure type, type of work, scope of work

Improvements Since Go Live

- Coordinated list that identifies:
  - Work not requiring a ZDR or PLI permit
  - Work only requiring a ZDR
  - Work requiring both a ZDR and a PLI permit
- More timely and accurate address, parcel and owner data from Allegheny County

These are examples of real connections being built between City Departments and other agencies and the breaking down of Departmental silos.

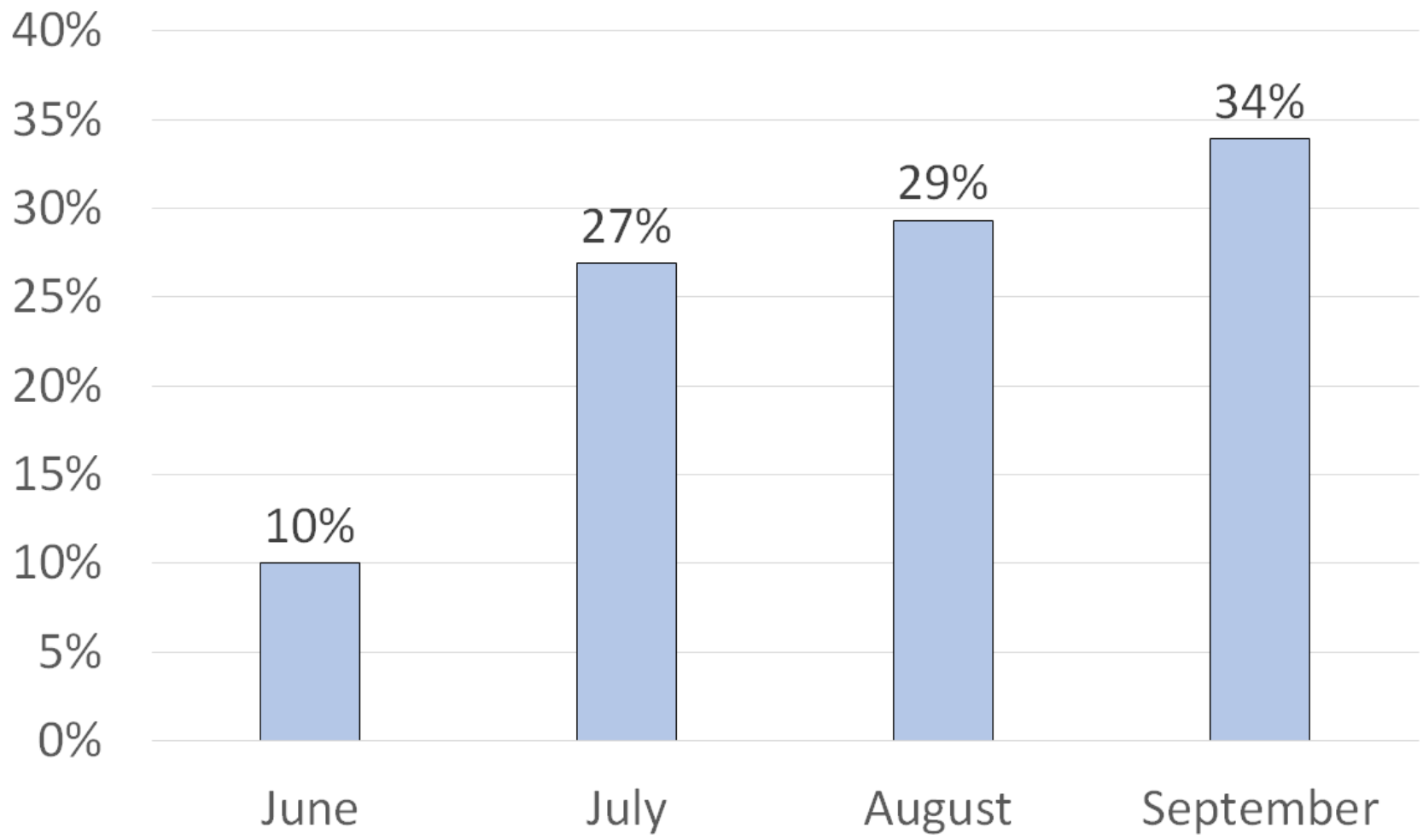
Online Submissions

Type of Submissions	% of Online Submissions	% During Non-Business Hours
Permit Online Submissions	31.9%	34.60%
ZDR Online Submissions	43.80%	35.60%
Property Certs Online Submissions	7.20%	39.50%
All License Jobs Online Submissions	38.1%	38.60%

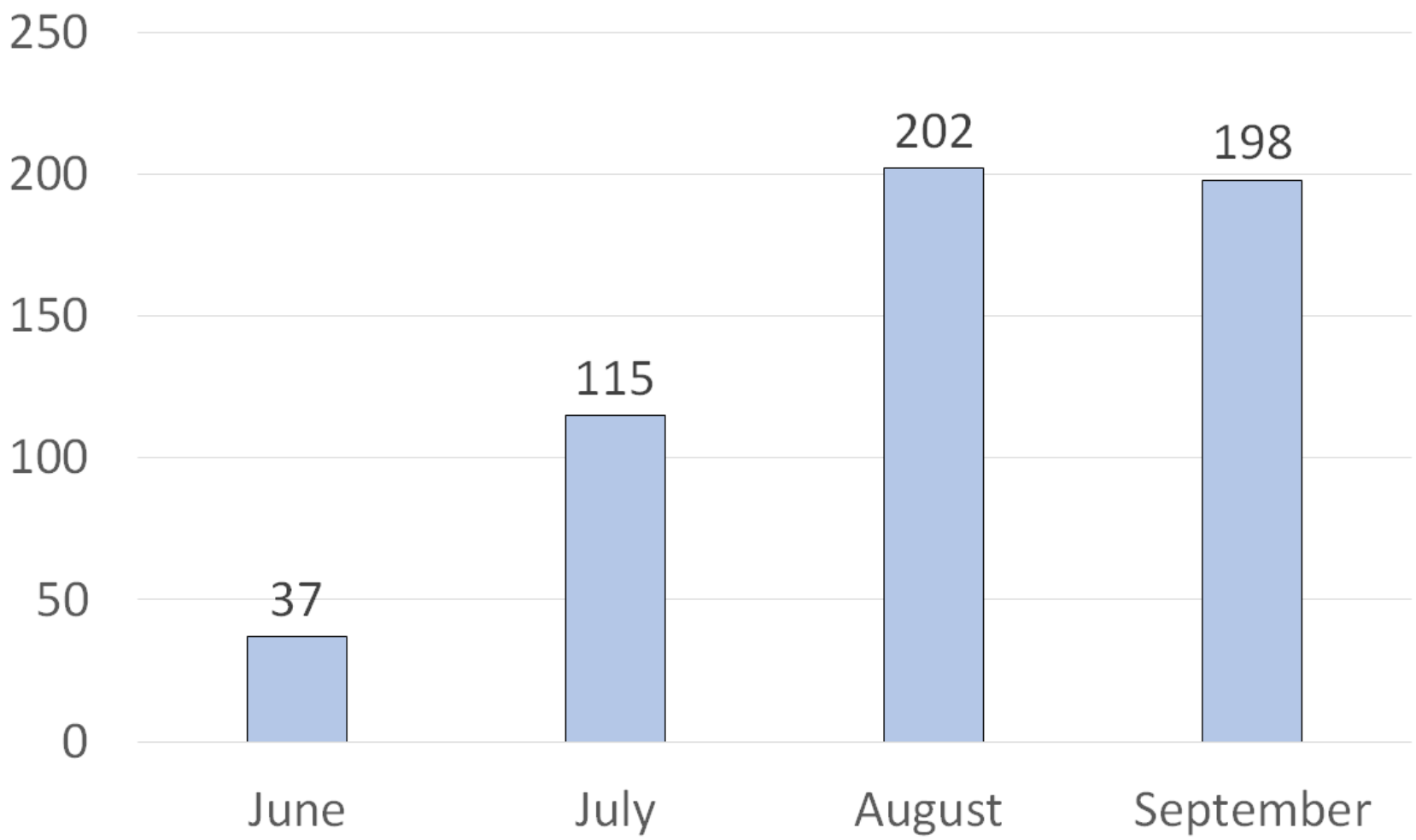
Type of Work (PLI)	%
New	13.1%
Addition/Alteration	48.7%
Minor Alteration	38.2%

Permit – Type of Structure (PLI)	%
Residential (single-family & two-family)	50.1%
Commercial	49.9%

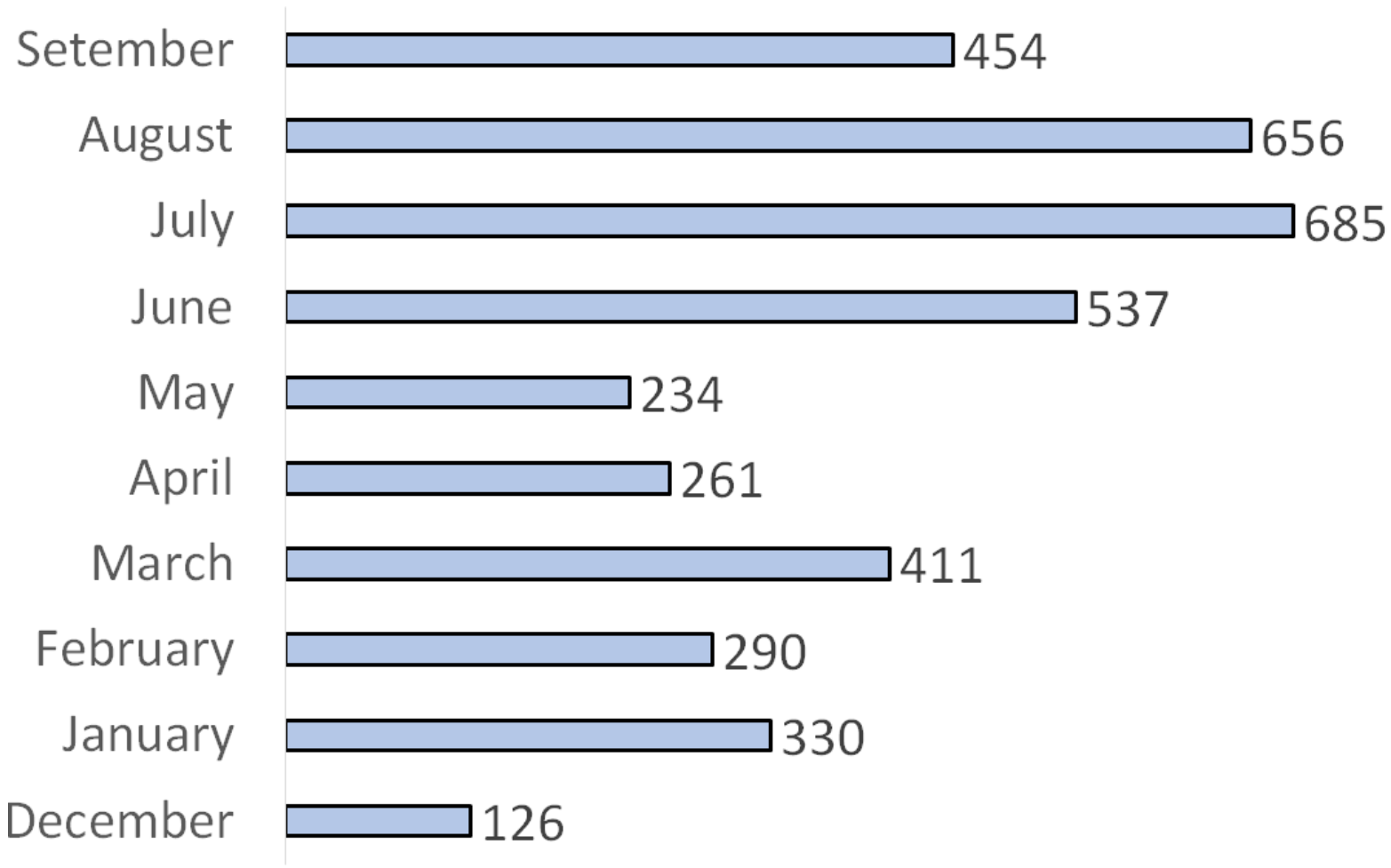
Number of Online PLI Permit Submissions



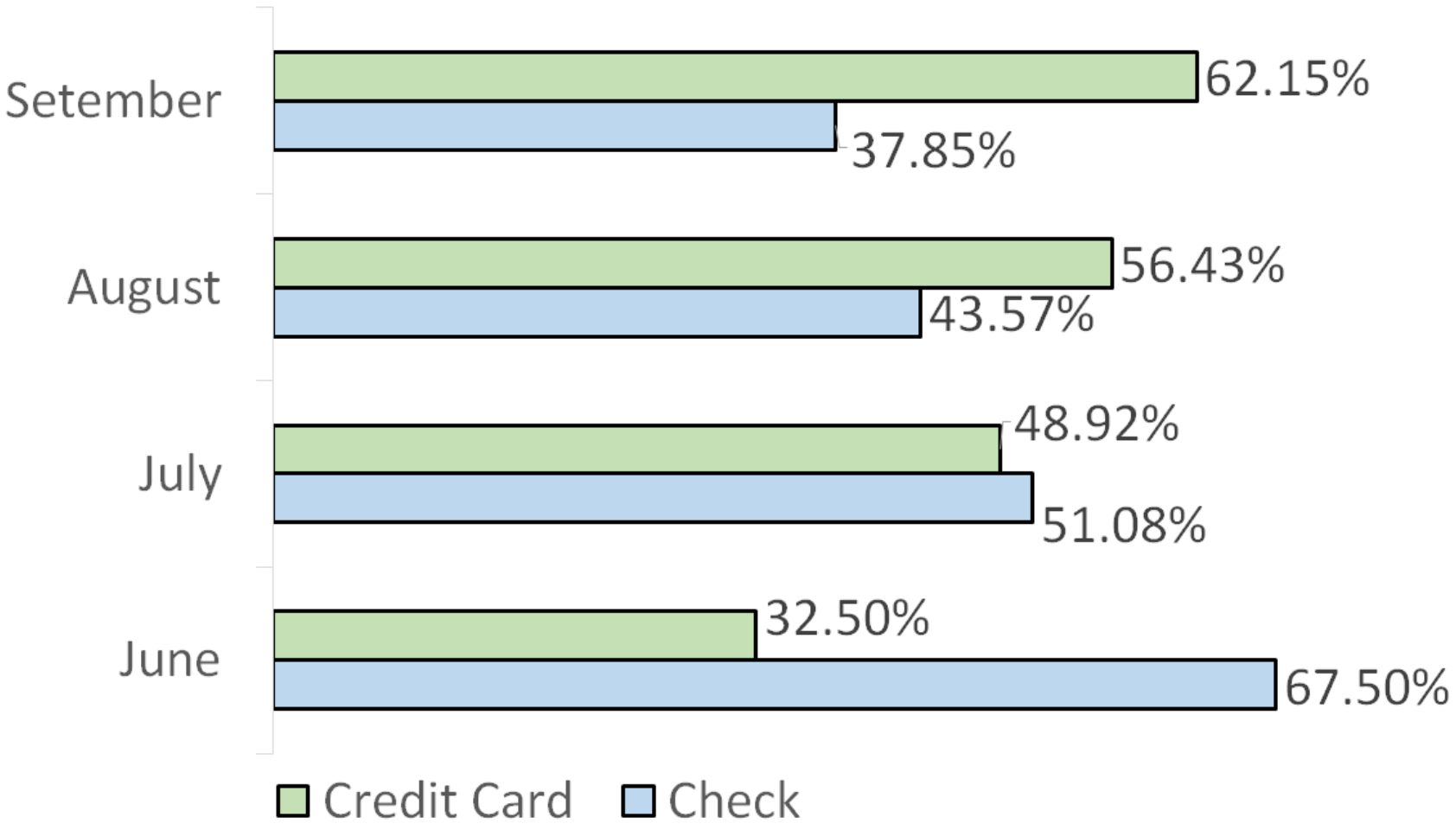
Number of Online Inspection Requests



Number of User Registrations



Payment – Credit Card vs. Check



Tips and Tricks

- **DON’T FORGET, HIT SUBMIT!**
  - Applies to initial and amended submissions
- Anyone authorized by the property owner can apply for any application – yes, even electrical permits.
- A trade license is not required until a PLI permit is issued.
- Generally, you can submit PLI and related ZDR’s concurrently.
- Simultaneous submissions of PLI permits are accepted but not required.

Tips and Tricks

- Permit work can be phased, the submission simply needs to clearly identify the scope of each phase.
  - Permit holder proceeds at their own risk, with no assurance a permit for the entire project will be issued.
- Documents can be uploaded when the status is “In Review”. Formal submission is held until all reviews within a “cycle” is complete.
- Generally, if there is exterior work and/or work in a flood plain, a zoning review and ZDR application will be required.
- If the exterior work is in a historic district or on a landmark building, historic review will be required.

Updates and Coming Soon!

- Q Minder
- OneStopPGH refined notifications to include application number and process info
- OneStopPGH customer survey
- Coordinating permits with DOMI and Fire Bureau

Updates and Coming Soon!

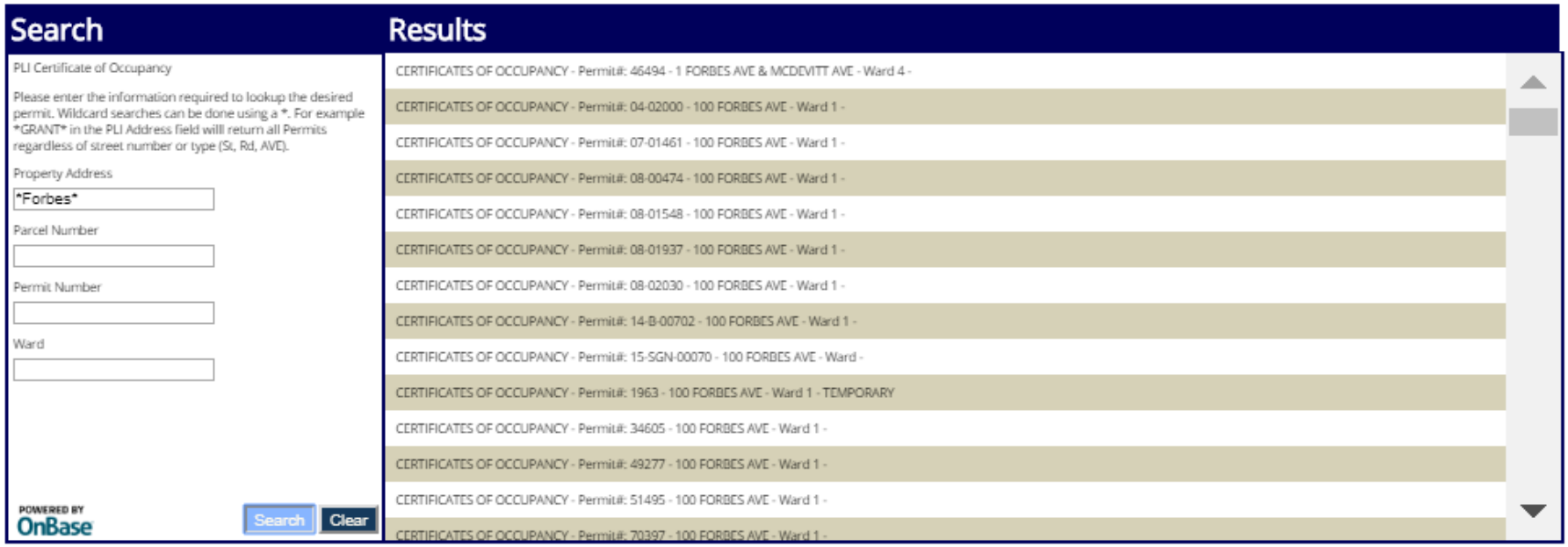
- PLI Permitting Rules and Regs
- PLI Publishes Inspection Checklists
- PLI updated Plan Review checklists
- PLI Title 10 amendments
- Relocate to 412 Boulevard of the Allies

Certificate of Occupancy Search

A Certificate of Occupancy is proof that a building meets all codes and is safe to occupy.

All commercial buildings actively being used for business operations require a certificate of Occupancy that accurately reflects the use of the space.

- http://pittsburghpa.gov/pli/occupancy/inde



Online Resources

- Instructional Videos:
  https://pittsburghpa.gov/onestoppgh/
- Buildingeye:
  https://pittsburghpa.buildingeye.com/
  PLI permits are back, Zoning coming soon.
- OneStopPGH Searchable Database:
  https://onestoppgh.pittsburghpa.gov/pghprod/pub/lms/Default.aspx?PosseMenuName=PC_Search
- Newsletter:
  https://pittsburghpa.gov/pli/community-resources-newsletter

Online Resources

- PLI Pending Permits:
  https://pittsburghpa.gov/files/pli/PendingPermitsList.xlsx
- Work not requiring a permit:
  https://pittsburghpa.gov/pli/not-requiring-permit
- Occupancy Search:
  https://pittsburghpa.gov/pli/cert-occupancy-search
- Fee Calculator:
  https://pittsburghpa.gov/pli/fee-calculator
- Zoning maps:
  https://gis.pittsburghpa.gov/

Questions?