



## **OneStopPGH COVID-19 Updates**

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**In accordance with the updated directives of the [City of Pittsburgh State of Emergency Announcement](#) on March 18, 2020 and the directives of the [Centers for Disease Control and Prevention \(CDC\)](#), the OneStopPGH customer counter and the Permits, Licenses and Inspections offices will be closed to the public until further notice to help lessen the spread of COVID-19.**

PLI is prioritizing emergency services and will escalate as required.

PLI will continue construction site inspections and the issuance of life safety citations, as well as provide 24/7 response to all building-related emergencies. PLI will be cancelling routine property maintenance inspections, processing of all notices and citations, cashier functions, and Board of Appeals and License and Inspection Review Board hearings.

**If you have a true emergency please dial 911.**

**Please note the following temporary changes to the permitting and licensing**

# processes:

- Customers can still apply for permits, licenses, and planning applications online through the [OneStopPGH customer portal](#).
- All PLI Service Level Agreements (SLAs) are suspended to accommodate fluctuations in staffing until further notice. It may take longer than usual for applications to be processed and plans to be reviewed.
- Online submissions will be prioritized as staff is working remotely.
- Applications will not be taken at the OneStopPGH counter until further notice. Mailed applications will be severely delayed, as staff is working remotely. It is best to apply online through OneStopPGH.
- Customers can still request inspections through the OneStopPGH portal, or by contacting their inspector. Inspector coverage and contact information can be found [here](#).
- All overtime inspection requests are suspended and will not be performed until further notice.
- PLI cannot change the license expiration dates of licenses, but any accrued late fees will be forgiven until April 30, 2020.
- Any general questions about permits and licensing should be directed to [pliapptech@pittsburghpa.gov](mailto:pliapptech@pittsburghpa.gov). The Application Technicians will attempt to respond to emails as soon as they can.
- The [plirecords@pittsburghpa.gov](mailto:plirecords@pittsburghpa.gov) inbox and the main phonenumber will not be monitored.
- Certificates of Occupancy can be found using this online search tool.
- Any complaints and requests should be made through the 311 system as usual, either online or via phone.
- Any general questions about zoning and planning applications should be directed to [zoning@pittsburghpa.gov](mailto:zoning@pittsburghpa.gov). The Zoning Specialists will attempt to respond to emails as soon as they can.

Thank you for your cooperation.

For Administration or Licensing issues, please contact Sarah Kinter at 412-779-7093 or [sarah.kinter@pittsburghpa.gov](mailto:sarah.kinter@pittsburghpa.gov)

For Construction issues, please contact David Green at 412-709-4834 or [david.green@pittsburghpa.gov](mailto:david.green@pittsburghpa.gov)

For Operations and Code Enforcement issues, please contact Mark Mariani at 412-304-3532 or [mark.mariani@pittsburghpa.gov](mailto:mark.mariani@pittsburghpa.gov)

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Company Name | Phone | Address | Website

