Permits, Licenses, and Inspections:
A New Department for a Growing City

"BBI will be turned into a new Department of Permits, Licenses and Inspections and be tasked with streamlining the city's building permitting processes, proactively enforcing property maintenance codes, and ensuring the highest levels of building safety and performance."
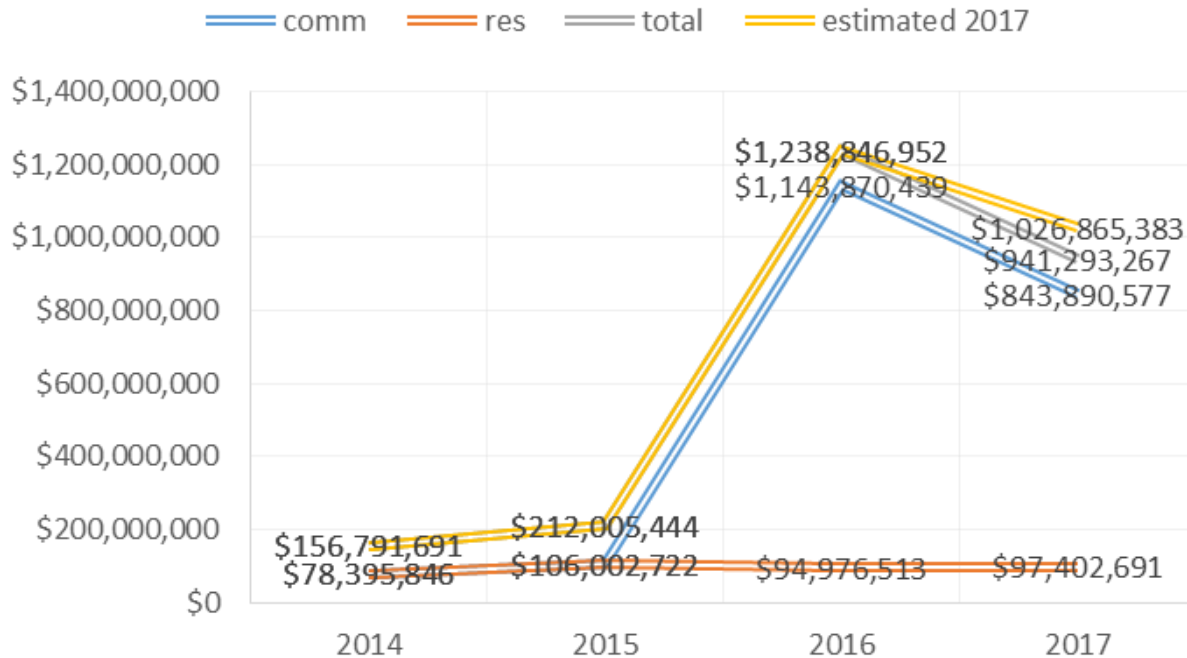
This new Department will be part of "the Neighborhood Reinvestment Alliance, and provide the needed capacity for a city that no longer is managing decline, but one that is growing."

- Mayor Bill Peduto, 2015 Budget Address

Construction Values are Soaring

VALUE OF CONSTRUCTION

Legend: comm, res, total, estimated 2017

- 2016: $1,238,846,952
- 2016: $1,143,870,439
- 2017: $1,026,865,383
- 2017: $941,293,267
- 2017: $843,890,577
- 2014: $156,791,691
- 2014: $78,395,846
- 2015: $212,005,444
- 2015: $106,002,722
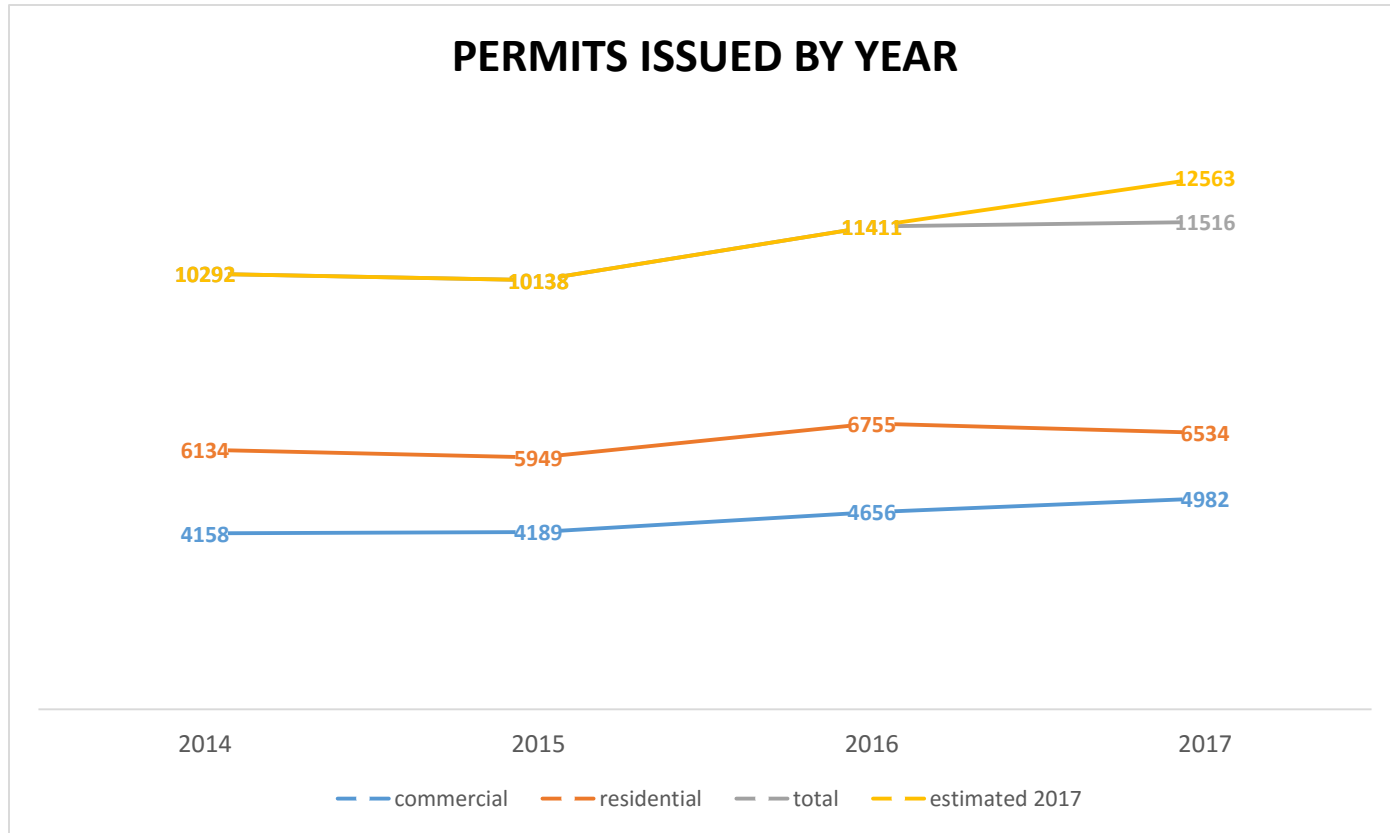- 2016: $94,976,513
- 2017: $97,402,691

Construction Values are Increasing

Up 555% since 2014

NOTE: Data before 2014 was not tracked reliably so comparisons are not possible.

Permit Volume is Growing

PERMITS ISSUED BY YEAR

	2014	2015	2016	2017
estimated 2017	10292	10138	11411	12563
total				11516
residential	6134	5949	6755	6534
commercial	4158	4189	4656	4982

Legend: commercial — residential — total — estimated 2017
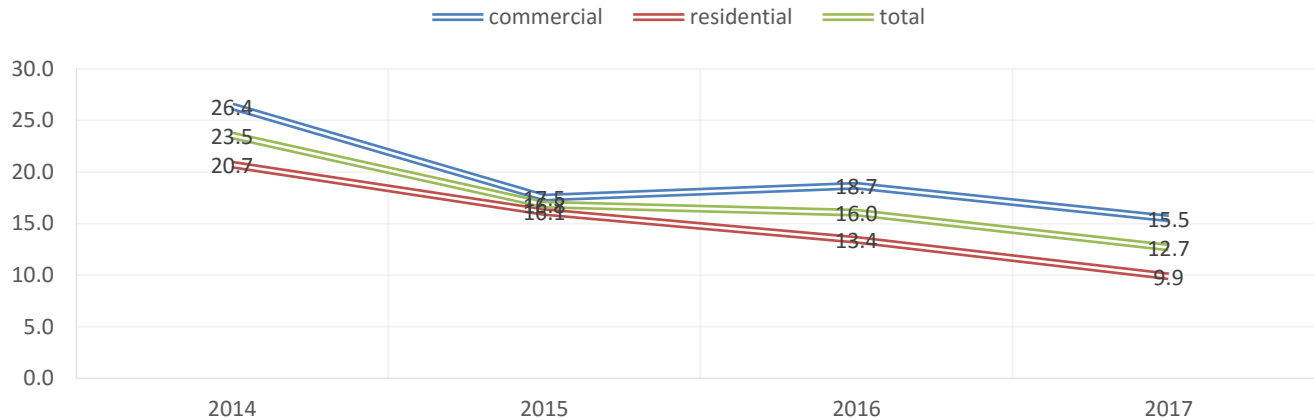
Up 22% since 2014

NOTE: Data before 2014 was not tracked reliably so comparisons prior to 2014 are impossible.

But Reviews Are Happening Faster

More than 40% of all permits are issued over the Counter without plan review
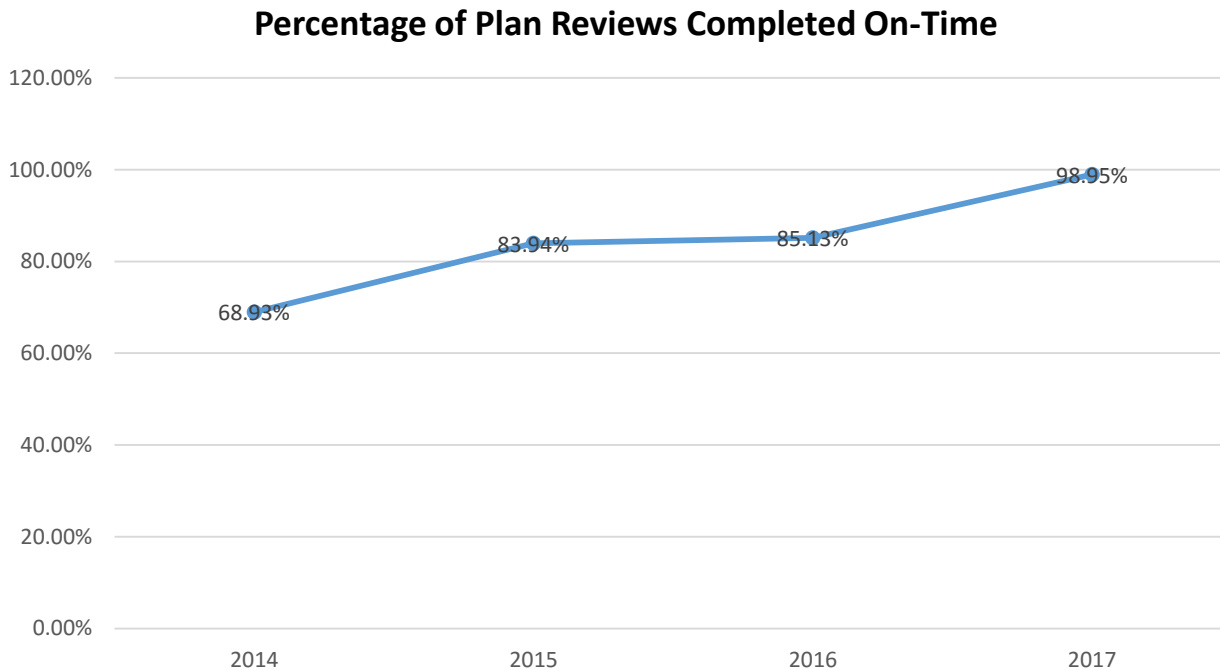
BUILDING PERMIT PLAN REVIEWS TIME

Review Times are Down 46% since 2014

And times continue to fall, overall commercial permit review time was 11.8 days on average in November 2017.

NOTE: Data before 2014 was not tracked reliably so comparisons are not possible.

And More Reliably On-Time

Percentage of Plan Reviews Completed On-Time

Plan reviews are 44% more likely to be reviewed on-time since 2014

100% of plan reviews in November were completed on-time

NOTE: Data before 2014 was not tracked reliably so comparisons are not possible.

Inspections and Licenses Grow Rapidly

In the Last 12 months PLI has conducted more than 60,000 inspections:

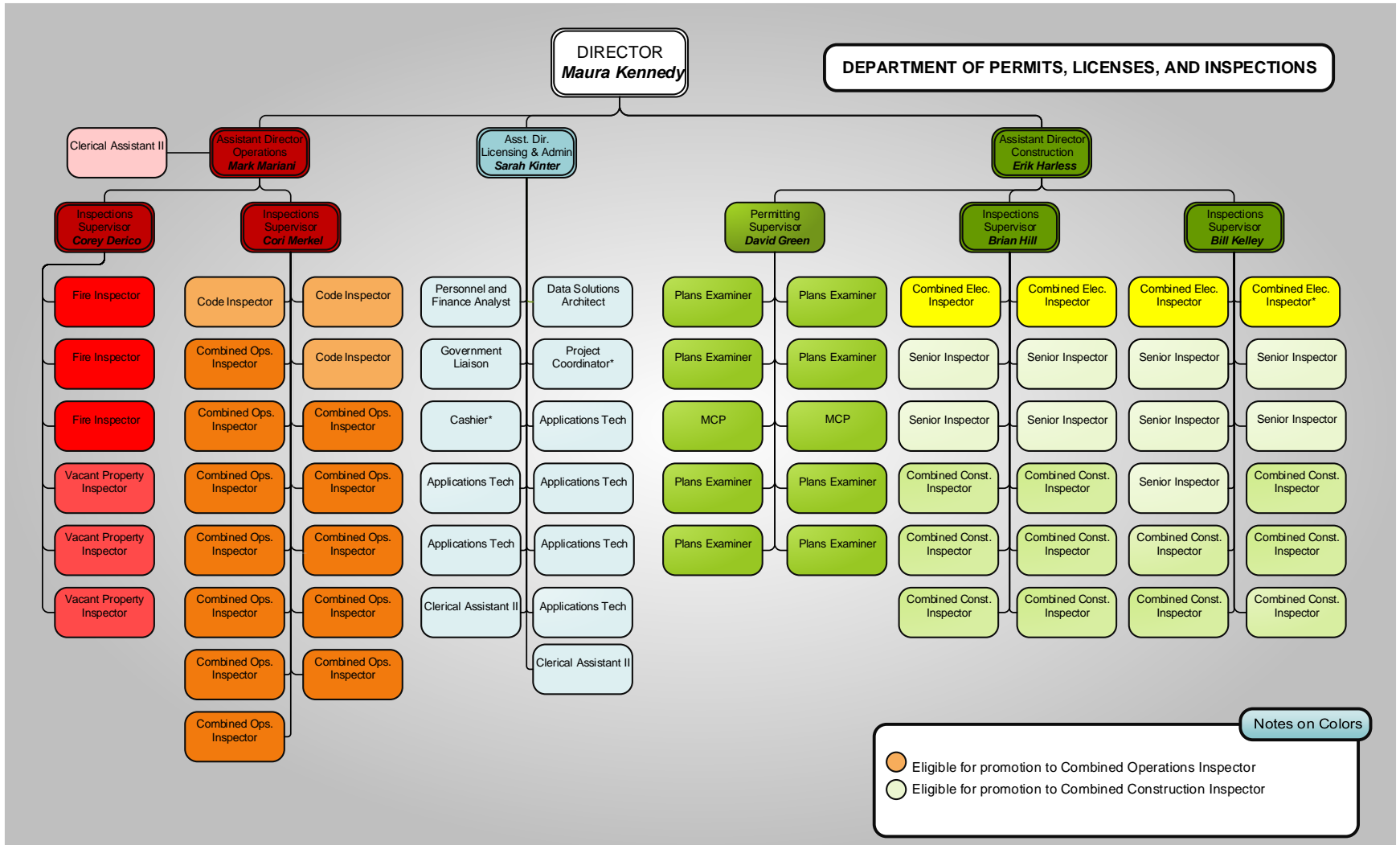| TYPE	NUMBER
Property Maintenance/Zoning/Business Licensing	37,289
Construction Permit	22,340
Proactice Fire Safety Inspections	2,021
TOTAL	**61,650**

And issued 4,791 business licenses

NOTE: Data for most inspection and license types before 2015 was not tracked reliably so comparisons are not possible. Permit inspection data is not available before 2017

A More Efficient and Pro-active Department

DIRECTOR
Maura Kennedy

DEPARTMENT OF PERMITS, LICENSES, AND INSPECTIONS

Clerical Assistant II

Assistant Director Operations
Mark Mariani

Asst. Dir. Licensing & Admin
Sarah Kinter

Assistant Director Construction
Erik Harless

Inspections Supervisor
Corey Derico

Inspections Supervisor
Cori Merkel

Permitting Supervisor
David Green

Inspections Supervisor
Brian Hill

Inspections Supervisor
Bill Kelley

Fire Inspector	Code Inspector	Code Inspector	Personnel and Finance Analyst	Data Solutions Architect	Plans Examiner	Plans Examiner	Combined Elec. Inspector	Combined Elec. Inspector	Combined Elec. Inspector	Combined Elec. Inspector*
Fire Inspector	Combined Ops. Inspector	Code Inspector	Government Liaison	Project Coordinator*	Plans Examiner	Plans Examiner	Senior Inspector	Senior Inspector	Senior Inspector	Senior Inspector
Fire Inspector	Combined Ops. Inspector	Combined Ops. Inspector	Cashier*	Applications Tech	MCP	MCP	Senior Inspector	Senior Inspector	Senior Inspector	Senior Inspector
Vacant Property Inspector	Combined Ops. Inspector	Combined Ops. Inspector	Applications Tech	Applications Tech	Plans Examiner	Plans Examiner	Combined Const. Inspector	Combined Const. Inspector	Senior Inspector	Combined Const. Inspector
Vacant Property Inspector	Combined Ops. Inspector	Combined Ops. Inspector	Applications Tech	Applications Tech	Plans Examiner	Plans Examiner	Combined Const. Inspector	Combined Const. Inspector	Combined Const. Inspector	Combined Const. Inspector
Vacant Property Inspector	Combined Ops. Inspector	Combined Ops. Inspector	Clerical Assistant II	Applications Tech			Combined Const. Inspector	Combined Const. Inspector	Combined Const. Inspector	Combined Const. Inspector
	Combined Ops. Inspector	Combined Ops. Inspector		Clerical Assistant II						
	Combined Ops. Inspector									

Notes on Colors

🟠 Eligible for promotion to Combined Operations Inspector

🟢 Eligible for promotion to Combined Construction Inspector

Investing in Personnel

2014 BBI:

- Job descriptions and overall departmental structure did not match the needs of our current city.

- Employees did not hold the needed inspection and plan review certifications due to lack of training and testing opportunities for staff.

- Had a difficult time attracting candidates for open positions, many positions unfilled due to previous Administration's hiring freeze.

- The oldest and least diverse department in the City.

Investing in Personnel

2017 PLI:

- Re-wrote every job description and re-organized the Department to match Pittsburgh's current needs.

- Earned more than 150 certifications as a Department through rigorous training with national experts and testing supports.

- On track to have all but one position filled by January 2018. Received more than 40 applications for each of the last two advertised positions. (The position that remains vacant is an electrical inspector, which the City has been unable to fill for years.)

- 55 of the Department's current 75 employees have been hired or promoted since 2014. – 73% of our staff are in new roles

- 45% of all new or promoted employees – including 44% of managers - are women, people of color, or other minorities.

21st Century PLI

- **<u>Improved Technology:</u>**
  - Internal Infrastructure Improvements: Cell phones, Email, Computers, Internet lines, networked scanning stations, automatic envelop stuffer, online certified mail creation, etc.
  - Unified Permitting and Licensing System
  - Inspectors have tablet devices in the field
  - All permit, violation, and location based licenses searchable via Buildingeye Website
  - Accept credit card payments
  - Launched the Computronix Project to fully bring the City's development process and neighborhood services into 2017

- **<u>Improved Process:</u>**
  - Established Buildingeye – all permit, license and inspection info available, updated nightly
  - Plan review and inspection checklists – plan review checklists online, inspection checklists to follow
  - Accepting final plan sets for simultaneous review with Zoning/Planning
  - Offer OT inspections for all construction permit types
  - Standardized enforcement behaviors
  - Standardized and improved notices, stop work/cease ops, condemned buildings, etc.
  - Began sending out "closed case" receipts when PLI closed out a code enforcement to better communicate to the customer when the matter had been resolved
  - Fully auditable accounting system

Becoming More Proactive

- **License Issuance:**
  - All licenses now good for 365 days from issuance
  - Cross checking with business tax records – businesses should be both licensed and pay business taxes
  - Improve application materials and create FAQs
  - Receive payment and verification of credentials before issuing new and renewed licenses
    - Making sure licensed businesses are occed appropriately
    - Getting lapsed license holders back on the rolls

- **Proactive Inspections:**
  - Fire Inspectors beginning annual inspections of high risk occupancies:
    - High rises, schools, assembly spaces, establishments with commercial cooking hoods, etc.
  - Closing out old permits – 3,000+ old permits that we're are in issued status for more than 2 years
  - Vacant Property Inspections, accessible online via buildingeye and our website
  - Created a data link with DPW so everyone can now track board-up and lot cleaning requests from start to finish
  - License Inspections

- **City Funded Demolition:**
  - Re-wrote the demolition contractors and improved the selection process to make sure City demos left the neighborhoods in better shape
  - Began testing all properties for asbestos and abating all contaminated properties
  - More Transparent: lists of all properties that are condemned, under contract, tested for asbestos or raised on our website
  - Better notice through posters, etc.
  - More timely - majority now demolished with 60 days of contract award
  - Better pool of bidders
    - Qualification standards are taken seriously
    - More competitive prices
    - More bidders participating

Leveraging Technology

- **Hire and Train More Staff To Better Meet Pittsburgh's Needs**
  - Want to further drive down inspection and plan review times
  - Improve our enforcement outcomes, better target specific bad actors, and develop assistance programs for individuals who lack the means to maintain their properties

- **Improving Technology**
  - Scanning more records electronically such as occs
  - Replacing the citywide permitting, licensing, and inspection software to have a more unified and streamlined process as a whole
  - Online licensing in 2018
  - Integrate GIS parcel attributes and county address parcel and owner information

- **Continue Improving Permit/License Issuance Process:**
  - Re-write Title 10
  - Streamline Fees and incent good actors
  - Bifurcate plan review types more

- **More Proactive Inspections**
  - Rental properties via rental registration