

## **Visitor Policy**

### **Pennsylvania Geological Survey – Pittsburgh Office**

The Pittsburgh office of the Pennsylvania Geological Survey (Survey) accepts inquiries and service requests from the public in several ways, including email, telephone, and office visits, as follows:

- (1) Inquiries and requests are welcome anytime using our email “feedback form response” process available through the Survey’s website ([www.dcnr.state.pa.us/topogeo](http://www.dcnr.state.pa.us/topogeo)). Regular turnaround time for such requests is 48 to 72 hours.
- (2) Telephone inquiries and requests are taken any business day, Monday through Friday, from 8 am till 4 pm (“normal business hours”). Inquiries can be directed to (412) 442-4235. Regular turnaround time for such requests is 48 to 72 hours.
- (3) Walk-in guests may visit any business day, Monday through Friday, during normal business hours. We ask that visitors **arrive by 2:30 pm** in order to complete all research/data review by 4 pm. Visitors may also make an appointment in advance to ensure that the appropriate staff will be available to assist and answer questions.

Please note the following when planning a visit to the Survey:

- (1) Commonwealth policies prohibit the use of personal camera, picture, or video cellular telephones on Commonwealth-owned/leased work sites.
- (2) Visitors are not permitted to pull paper copies of well documents from the Survey’s filing system. Clerical staff can assist with such requests.
- (3) Personal USB thumb drives (“flash drives”), external hard drives, or any external media (CD-ROM/DVDs) may not be connected to Commonwealth-owned/leased computers for any reason, including, but not limited to, the transfer of data associated with service requests. Any electronic/digital data retrieved from PA\*IRIS/WIS during an office visit must be transferred to a Commonwealth-supplied CD-ROM or DVD by a Commonwealth employee on behalf of the visitor, and will incur the appropriate fee.
- (4) Certain fees apply to the reproduction/retrieval of data from PA\*IRIS/WIS. See clerical staff for a current price list.
- (5) Visitors are asked to pay for any copies, digital data, or other media obtained from the Survey at the time of their visit. In lieu of cash payment, invoices can be prepared for payment by check.