

Dear Neighbors,

Through a series of Neighborhood Forums, my administration has been visiting you in your community. We have asked for feedback, and we have listened, following up on ideas and concerns to make sure that your issues are addressed. One of the recurring requests from the Neighborhood Forums is for information on what we are doing to keep our streets clean and safe, and what you can do to help us in our efforts. Because community engagement is critical to confronting crime and blight, we urge you to work with us by using the following resources that we have made available.

In addition to the Neighborhood Forums that I have organized, we are now making sure that a representative of the Mayor's Office and other City departments is available to attend any Community Meeting where their presence is requested. We have been in touch with many neighborhood groups. If we have not contacted you, please give us a call at 412-255-2566 and we will make sure that we have someone at your next meeting. It is crucial for the success of our neighborhoods, that we stay updated on what's happening in the communities.

Mayor Ravenstahl's Response Line, 3-1-1, has been taking your calls and concerns for a year now. We have worked out glitches and have assembled a response team in the call center that is dedicated to providing you with the most customer-friendly service available. We receive and respond to roughly 250 calls each day. With your help and guidance we have been working more effectively and efficiently than ever. Keep the calls coming!

We continue to move forward with a comprehensive plan for addressing your public safety issues, implementing new and innovative ways of taking back our streets.

We have added officers in order to subtract crime and we are using technology to keep these officers out on the streets where we need them. Before, officers had to return to the station to write reports. Now, with the installation of Mobile Data Terminals (MDTs) in the police vehicles, officers are able to submit reports from their vehicles, and do not have to travel back to the office in order to complete countless hours of administrative work.

Most importantly, we are relying on one of our most valuable resources, you, our citizens, to help us keep crime out of our neighborhoods. We have created an anonymous tips line. If you see suspicious behavior on your street, call 3-1-1 and let them know that you have an anonymous tip. We are also working hard to get facts out to you, so that you know what is happening in your neighborhood. The CitizenObserver alert network will allow the Pittsburgh Police to quickly enter content about crimes or incidents, and within seconds, provide information to businesses, citizens and watch groups. We encourage all residents to take part in the CitizenObserver Alert Network by logging on to [www.citizenobserver.com](http://www.citizenobserver.com) and clicking on the “Sign Up for Alerts” link.

We are proactively fighting blight as well as crime. One of my top priorities when I took office was to review the tools available to fight blight in all city neighborhoods. This ongoing overhaul has resulted in initiatives to keep abandoned vehicles off our city streets, to remove decayed buildings, and to aggressively attack nuisance properties citywide. Working with City Council, we introduced legislation to create a Vacant Property Registry ordinance. With this legislation, we are taking a major step against neighborhood blight and dangerous activity brought about by the hundreds of

vacant properties in our communities in order to hold vacant property owners accountable for their neglect.

We are also committed to keeping our existing properties in good condition. We recognize the need for an organized inspection and registration program for residential rental units located within the City. Rental units must meet all applicable building, existing structures, fire, health, safety, and zoning codes, and we will now provide an efficient system for compelling both absentee and local landlords to correct violations and maintain, in proper condition, rental property within the City.

We have begun to truly market our Sideyard Sale program. If you have a vacant, city-owned lot next to your home, please contact us for more information regarding the acquisition of this property. For a low cost, you can purchase this lot, increasing your property value while helping to revitalize your neighborhood. For more information please contact the City's Real Estate Department at 412-255-2300.

This is just a short list of the initiatives that I have launched in the City's neighborhoods over the past few months. We are making progress, but there is still work to be done. I look forward to hearing from you and working together with you as we continue to move the City forward and energize Pittsburgh's future.