

Neighborhood Assets Report

for

Penn Avenue

City of Pittsburgh, Allegheny County, Pennsylvania



City of Pittsburgh
Pittsburgh, Pennsylvania

November 2008 ©

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INTRODUCTION

Kimball has assembled the following governmental, social, cultural, and economic indicators for the five (5) neighborhoods (Lawrenceville, Garfield, Bloomfield, Friendship, and East Liberty) that are affected by the Penn Avenue Corridor Phasing Plan. The following indicators include social, cultural, athletic, educational, environmental, and recreational facilities and services provided by various city agencies, boards, and not for profit organizations for the use, enjoyment, and convenience of residents and visitors. They include:

Living and Working in America’s Most Livable City
Mayor’s Initiatives
Parking

Public Safety
Emergency Medical Services
Police
Fire

Community Vitality
Planning
Community Development
Public Art
Parks and Recreation
Special Events

Core Services
Streets
Refuse/Recycling
Forestry
Traffic
Graffiti
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Complaint Resolution

LIVING AND WORKING IN AMERICA’S MOST LIVABLE CITY

Mayor’s Initiatives

The mayor of Pittsburgh has embarked on several initiatives to make Pittsburgh a better place to live, work and raise families. Key among these is the goal of keeping the neighborhood and downtown streets clean and safe for residents and visitors. The mayor’s initiatives include:

Neighborhood Forums

The mayor has pledged to hold “Neighborhood Forums” throughout the city to discuss policy issues, address community concerns, and celebrate and build upon each community’s strengths and assets.

Redd Up Pittsburgh

This initiative, started by the late mayor Bob O’Connor, requires Public Works crews to get into the neighborhoods, clean up neglected and overgrown lots, tow cars, board up abandoned buildings, and remove graffiti.

Green Up Pittsburgh

In partnership with the Redd Up Pittsburgh Crew, the Penn State Cooperative Extension, and various community groups, this initiative aims to turn blight into beauty by clearing out city-owned vacant lots and planting grass, trees and gardens.

Weed and Seed Program

This is a multi-agency strategy to "weed out" violent crime, gang activity, drug use, and drug trafficking in targeted high-crime neighborhoods, Operation Weed and Seed also "seeds" the target area by helping to restore those neighborhoods through social and economic revitalization. Target Areas include East Liberty, Garfield, Larimer, Lawrenceville, North Side, South Pittsburgh, and West Pittsburgh.

The five (5) elements making up the Weed and Seed strategy are law enforcement, community policing, prevention, intervention and treatment, and neighborhood restoration. The principal components of Weed and Seed are coordination and concentration of resources in specific geographic areas, private sector investment, and community involvement.

Green Government Task Force

The City has helped to create a Task Force focused on implementing green, sustainable policy and reducing gas emissions. This Task Force is comprised of public officials, community leaders and green building experts to ensure that the City of Pittsburgh is a responsible steward to our residents and our environment.

Green Building Agenda

This initiative employs a package of financial incentives and policy changes to promote green building design. The incentives include:

- Lower rates and extended payment deferral periods for projects pursuing a United States Green Building Council's Leadership in Energy and Environmental Design (LEED) rating. LEED certification for housing is not currently available, but URA staff will work with developers and engage in pilot projects to determine the extent and type of assistance necessary to promote green design in this area.
- Policy changes will include implementation of green principles in URA-sponsored engineering and construction projects and placing greater weight on the incorporation of green building design in assessing developer proposals and funding applications.

Parking

Neighborhood Lots & Garages

Parking Authority

The Pittsburgh Parking Authority (PPA) manages a number of lots and garages in the central business district and in the neighborhoods. The PPA also manages on street parking meters throughout the city.

The following lots are off-street, but they are unattended and operate under a first-come, first served basis. Parking is regulated by multi-space parking meters or single space meters. Meter durations range from 15 minutes up to 10 hours depending on parking needs and location. Rates also vary and are predetermined according to parking studies performed before installation of any meters. Some of the following lots may have parking leases available. For more information and to see if a lease is available at a specific lot call **412-560-2521**.

Parking Facility Locations

Lawrenceville (22 spaces)
42nd & Butler
4200 Butler Street

East Liberty (41 spaces)
Sheridan Harvard
6226 Harvard Street

Penn Circle NW (128 spaces)
5900 Penn Circle North

Tamello/Beatty (78 spaces)
135 Tamello & Beatty

Station/Collins (36 spaces)
6110 Penn Circle West

Sheridan Kirkwood (99 spaces)
6117 Kirkwood Street

Eva/Beatty (134 spaces)
120 South Beatty Street

Harvard/Beatty (60 spaces)
5910 Harvard Street

Ansley/Beatty (45 spaces)
121 Beatty Street North

Meter Enforcement

Parking Authority

On-street parking meters are patrolled Monday through Saturday, 8:00 a.m. – 6:00 p.m.

Parking Authority off-street lots are patrolled with specific hours posted such as 7:00 a.m. - 11:00 p.m.

Report Broken Parking Meters: Call **412-560-2534** as soon as possible after receiving a ticket.

Parking Variance: Call **412-560-2534** if you require a parking variance for the Residential Permit Parking areas.

Residential Permit Parking

Parking Authority

There are currently twenty-six (26) Residential Permit Parking (RPP) areas. If your street is located in a permit parking zoned area you may be eligible to purchase a permit decal for your vehicle(s) and/or a visitor's pass for your visitors, although some restrictions may apply. The cost of the permit decal is twenty dollars and the visitor pass is one dollar.

- ***How to Purchase a Pass***

To purchase a permit decal or visitor pass you must show proof of residence. The following documents are required to purchase a permit:

- (1) Proof of Residency

- a. Current lease with name and address on it and signed by tenant and landlord or,
- b. Current utility bill (except a water bill) with your name and address (unpaid) or,
- c. Notarized letter from landlord with name and address on it or,
- d. Sublease needs a notarized letter from your landlord stating that you live there and who has moved out.

- (2) Proof of Car Ownership

- a. Current car registration; owner's name must be yours or relative (same last name). (Out of state registration accepted)

If your car is registered in a relative's name different from yours, you will need a notarized letter from the owner, displaying your name and relationship and stating that you have exclusive use of the vehicle.

(3) Driver's License

Current and valid Driver's License or Learner's Permit
(Out of State Driver's License Accepted).

(4) Forms of Payment

Check, cash, money order, Visa or Master Card.

For additional information on the purchase of a Residential Permit decal or visitor's pass, call **412-560-2500 or 412-560-2501.**

Residential Permit Parking Program Designation Process

Department of City Planning

Department of Public Works

The City Planning Department in conjunction with the Department of Public Works is responsible for all preliminary planning for initiating the Residential Permit Parking Program in a neighborhood. A neighborhood group can petition the city to designate a particular area or streets as Residential Permit Parking Areas. The Department of City Planning is responsible for conducting and analyzing all parking surveys in areas which want to be designated as Permit Parking areas. The product of these surveys is a report to the City's Planning Commission detailing the results of the parking survey, and an analysis of whether the mandated criteria for program area designation are met.

COMMUNITY VITALITY

Goal: To make Pittsburgh a livable community full of vibrant neighborhoods. This could be achieved through planning for the future, community development, public art and welcoming parks.

Planning

Strategic Planning and Policy

Department of City Planning

The Strategic Planning and Policy Division of City Planning (DCP) prepare plans which set the standard for policy decisions regarding changes to the City's physical environment. The Department facilitates citizen participation and community input through public review processes of planning initiatives and development projects. This division also manages the City's participation in regional transportation planning. Call **412-255-2201** for more information.

Ongoing projects and programs include:

City-Wide Initiatives

DCP staff works with other City departments and partnering agencies to identify critical issues and opportunities facing the City, evaluate policy options and priorities, and work with the leadership of the City in developing an agenda for public and private action. Recent issues have included public transit funding, casino development, and tax exemption legislation.

Sector and Neighborhood Planning

The City of Pittsburgh is made up of numerous neighborhoods that represent diverse communities with unique characteristics. With the objective of streamlining the planning efforts in those neighborhoods, the Department of City Planning has divided the city into neighborhood clusters based on geography, characteristics, and socio-economic dynamics to form 16 planning sectors. Each sector is assigned to a neighborhood planner, who serves as the point of contact for planning issues for community organizations and residents within that sector. Neighborhood planner assignments can be found on the DCP website at <http://www.city.pittsburgh.pa.us/cp/>. DCP is also drafting a community comprehensive plan outline to assist interested neighborhood organizations to plan for their communities. While allowing for flexibility among neighborhoods, this would enable the format of all community plans to be uniform and address identical elements.

Neighborhood Vitality Index

The Neighborhood Vitality Index uses socioeconomic and administrative data to categorize neighborhoods as stable, transitioning or challenged. It is a quantitative, data-based index of socioeconomic and housing conditions in a neighborhood. It includes data from the Census and city administrative data from the recently released Community Information System, all summarized at the neighborhood level. Eleven indicators were selected as a result of discussions with experts in the fields of planning and community development, benchmarking of neighborhood health assessment initiatives in other cities, including Philadelphia, Baltimore, and Chicago.

Sector Neighborhood Asset Profiles

To help in the assessment of the sectors and neighborhoods, City Planning staff has developed SNAP, which stands for Sector Neighborhood Asset Profile. In short, it's designed to be a snapshot of each neighborhood in the City of Pittsburgh which will include information such as census data, existing physical conditions, transportation, and amenities. SNAP data will be obtained from sources such as the Census Bureau, Community Information Systems (CIS), Geographic Information Systems (GIS), and a variety of City departments and agencies. These snapshots are not community plans, but instead will provide baseline data for each neighborhood, which will then become a foundation for future planning efforts.

Map Pittsburgh

Map Pittsburgh is a comprehensive effort initiated by the Department of City Planning to analyze and update the zoning of each neighborhood to make sure it is appropriate in light of the new Urban Zoning Code. The goal of Map Pittsburgh is to develop a new map that reflects land use realities and trends – to map what is on the ground. Each neighborhood is analyzed individually by documenting land use patterns and discussing proposed changes with each community.

Throughout Map Pittsburgh, the Department of City Planning conducts an extensive community process to ensure that neighborhood residents are informed of proposed zoning changes. The Department of City Planning works with neighborhood groups on zoning proposals, and residents are given ample opportunities to provide feedback throughout the process at public meetings and via response forms. The end product of Map Pittsburgh is new zoning which is both consistent with the existing land uses and amenable to neighborhood residents.

ADA Compliance

In accordance with the Americans with Disabilities Act of 1990, the ADA Compliance Officer is responsible for ensuring that all programs, services, and activities provided by the City of Pittsburgh are accessible to people with disabilities. The ADA Compliance Officer also assists architects, developers, business owners, landlords and others in designing or redesigning their facilities so that they are usable by all persons, including those with disabilities.

Geographic Information Systems (GIS)

Department of City Planning

The GIS Division of the Department of City Planning provides maps at a minimal cost for community groups, businesses and individual citizens. These maps can be custom-made to suit the needs of the individual or group who is requesting them. The other services that the division provides are census data distribution and analysis, statistical analysis, and geographic analysis. The use of the services that this division provides has been used in the analysis and planning of most if not all development projects within the City of Pittsburgh. Call **412-393-0157** for more information.

Community Development

Community Development

Department of City Planning

The Community Development Division of the Department of City Planning is primarily responsible for the administration of various federally funded programs, the largest of which is the Community Development Block Grant (CDBG) Program. This yearly entitlement grant from the Department of Housing and Urban Development is designed to serve the low and moderate income residents and neighborhoods of the City of Pittsburgh. Through its Special Grants program, funded with CDBG dollars, the CD Division solicits applications each year from a variety of community based organizations and social service agencies to provide needed services to the target population.

Applications are made available in August of each year and sent to an extensive mailing list. In addition, a notice is placed in the Pittsburgh Post-Gazette and New Pittsburgh Courier. Groups are given approximately one month to submit their applications and CD staff reviews them to ensure that groups and projects are eligible for funding. The Mayor's Office and City Council receive copies of all applications as well as a spreadsheet with summary information and funding decisions are made as part of the capital budget process at the end of the year.

The CDBG program year begins the following April 1 and groups who are awarded funding must enter into contract before spending any funds. Each year, approximately 200 contracts are written for groups receiving Community Development Block Grant funds.

The CD division also provides staff support for the Advisory Commission on Community Based Organizations, which makes recommendations to the director of the Department of City Planning regarding funding for community based organizations in the City of Pittsburgh. These funds are used for operating support for groups that are pursuing community economic development activities. Applications for ACCBO funds are available each year in February, and are due in April. Funding decisions are completed each June. Call **412-255-2211** for more information.

Public Art

Division for Public Art

Department of City Planning

The City of Pittsburgh's Division for Public Art is charged with staffing the City's Art Commission, managing the City's public art collection, and providing technical assistance on public art issues connected to city projects. For more information, please call the Public Art Manager at City Planning at **412-255-2287**.

Office of Public Art
 Department of City Planning
 Greater Pittsburgh Arts Council

The Office of Public Art is a partnership between the City of Pittsburgh’s Department of City Planning and the Greater Pittsburgh Arts Council. The purpose of the program is to provide technical assistance and educational programming about public art to Pittsburgh community. The Office of Public Art is available to assist community organizations, businesses, developers, government agencies, and individuals who are developing a public art initiative.

The following services are available free of charge:

- Meeting to brainstorm the range of public art possibilities for your project;
- Giving presentations about public art to boards, committees, and design team members;
- Discussing nuts and bolts issues including artist selection, contracts, design development, project management, and conservation; and
- Providing resources to assist you in implementing your projects.

If you are interested in meeting with the Office of Public Art please e-mail opa@pittsburghartscouncil.org. For more information, visit www.publicartpittsburgh.org or call **412-391-2060 x 233**.

Parks and Recreation

Parks and Recreation offers a wide variety of recreational programs and facilities for use by Pittsburgh citizens. Citiparks also administers community and special events throughout the year. Some detailed information regarding facilities and programs is listed below, but for updated event listings and programs currently offered throughout the city and in our parks, please call **412-255-2539** or visit our website.

Community Centers
 Department of Parks and Recreation

Nine community centers - open year-round - offer an opportunity for residents to discover the best that Citiparks has to offer. One center is shown below that is located within the project limits of the Penn Avenue Corridor Phasing Plan. Most centers are open weekdays from 3-10 p.m. and Saturdays from 10 a.m.-3 p.m. However, each center operates independently; therefore, operating hours, program schedules and fees vary. Call your local center and ask the staff to discuss programs that suit your interests - available at either your local center or at another center located in a different section of the City. For more information, call **412-422-6543**.

Community Centers		
Center	Location	Bus Route
East/Central		
West Penn 450 30th Street 412-622-7353	Polish Hill	54C; 77A; 77B

Community Enrichment
Department of Parks and Recreation

The Citiparks Community Enrichment Program provides after-school programs in underserved communities in partnership with select Pittsburgh Public Schools and Community Centers. Also, in collaboration with the Duquesne University School of Nursing, the Community Enrichment Program provides a mentoring program in several public schools.

Additionally, the Arts are promoted year-round through the Arts Partners Program where big and little Picassos help make the world a brighter place. Special programs include the Roving Art Cart; Beginning with Books; Storywalk and ARTWorks - the National Arts Program in Pittsburgh.

For more information, call **412-665-3665**.

Senior Interests
Department of Parks and Recreation

SeniorInterests: Committed to Active Aging is committed to ensuring that all persons 60 and older live full and active lives. To achieve this goal, *SeniorInterests* has developed a senior network of 15 senior community centers focused on improving the physical, intellectual, social, cultural and financial interests of seniors.

Senior Community Centers

The Senior Community Centers are open from 8:00 a.m. to 4:00 p.m., Monday through Friday, all year, except for major holidays. To find out information about specific programs and centers, call the one nearest you or call our information line at **412-422-6405**.

Senior Comm. Centers	Phone	Address
Program Office	412-422-6405	5344 Second Ave.

East/ Central

Lawrenceville	412-622-6918	4600 Butler St.
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*** This center opens Mondays- Fridays 10 a.m.-2 p.m. (closed major holidays).**

Parks Maintenance & Permits
Department of Public Works

The City of Pittsburgh Parks Maintenance Bureau in DPW works to maintain the beauty and usability of City Parks.

Ball Field Permits

Ball field permits are issued to City of Pittsburgh residents only. All teams must submit a player-team roster and game schedule prior to approval of permit. Rosters must include a name, address, zip code and home phone number. A roster must have a minimum of 75% city residents. Falsification of applications of roster will result in immediate cancellation of permit and loss of fee.

All teams are required to have their own insurance. The City of Pittsburgh shall not be liable for injuries or damage incurred to players, spectators or private property as a result of team play or practice. Teams

twice failing to use the field on scheduled dates without notifying the downtown offices will be cause for immediate forfeiture of permit and fee. Permit holders are subject to the ball field regulations and guidelines.

Applications for permits can be made in person at the Department of Public Works, 611 Second Avenue, Pittsburgh, Pennsylvania 15219, or by phone at: **412-255-2370**, Monday through Friday, 7:00 a.m. to 3:00 p.m.

Picnic Shelters

Our picnic shelters are popular places during the warm weather months. Permit Day is the first day that residents may purchase shelter permits each year. Permit Day is held at the City-County Building on a designated Saturday in March. Only City residents may apply for permits at this time. Proof of residency and age will be required (driver's license, voter registration, current year's tax receipts, etc.) Many of the popular shelters are completely taken at that time.

After Permit Day applications will be considered on a first-come, first served basis. Requests from City residents will be given priority. Applications for picnic shelter permits can be made in person or by phone at Department of Public Works, 611 Second Avenue, Pittsburgh, PA 15219, **412-255-2370**.

All applications must be accompanied by a non-refundable fee in the form of a cashier's check, certified check, or money order made payable to the Treasurer, City of Pittsburgh. Cash will only be accepted on Permit Day. No fee shall be returned unless the Department of Public Works receives request of cancellation of a permit at least 30 days prior to the date for which the permit is issued. A \$10.00 handling fee will be deducted from all refunds. In the event of an emergency, the Director of the Department reserves the right of final decision.

Weather is not considered due reason for cancellation of a permit or a refund. All shelters require a mandatory alcohol permit. The current fee for an alcohol permit is \$75.00.

Playground Safety

The playground safety program is designed to bring all play areas in compliance with the American Society Testing Materials (ASTM) and the Consumer Product Safety Commission (CPSC) guidelines. Under this program, the Department of Public Works is renovating playgrounds throughout the City. Renovations include installing safety surface and installing modular play units to ensure the structural stability of all equipment.

Special Events

Special Event Permit Application

Mayor's Office

Have an upcoming special event? Please complete and submit our Special Event Permit Application, which you can request from the Mayor's Office or find online on the Mayor's homepage. Please note that this application must be completed, signed and forwarded to the City of Pittsburgh Special Events Committee at least *fourteen (14) business days* prior to the first day of the event. (Exception: the City is required to review completed permit applications within two business days after receipt for spontaneous speech involving First Amendment Activity intending to respond to current events.)

For more information, call the Mayor's Office at **412-255-2626** or visit:
http://www.city.pittsburgh.pa.us/mayor/html/spec_event_permit_app.html

PUBLIC SAFETY

Public Safety Departments work towards keeping Pittsburgh one of the safest cities in the nation; from keeping citizens healthy to fighting crime, preventing fires and inspecting buildings.

Emergency Medical Services

Emergency Medical Services

With over 55,000 calls for help each year, with what is much more than an ambulance service that gives a ride to a hospital, the highly skilled paramedics respond with an ambulance that is likened to an emergency department on wheels. They also staff other units, including highly specialized rescue trucks that respond to everything from people trapped in an elevator to those in an overturned vehicle to hazardous materials incidents. At every major event in Pittsburgh there is a crew of paramedics prepared to provide immediate life saving care. Paramedic motorcycle and bicycle units for quick Advanced Life Support (*or ALS*) intervention are assigned too many high profile or confined events such as the Regatta, Steelers games and the Great Race.

Pittsburgh EMS paramedics also staff the River Rescue boats as public safety divers. Ensuring port security for our three rivers is one of the tasks they support along with members of the Police Bureau, who co-staff the River Rescue unit. The paramedics serve as part of a regional response team for flood and other emergencies.

Other Services offered to the public include:

Envelope of Life Program

The Envelope of Life (EOL): A pilot program aimed at assisting senior citizens, the EOL is a standardized form that provides life saving information to emergency personnel in times of crisis or medical uncertainty. For more information contact the EMS Office at **412-622-6930**.

CPR and AED training

We provide community CPR & AED training and to date have trained 149 persons in CPR / AED use in 2007 and over 1,000 since 2006. For additional information on CPR training contact Assistant Chief John Moon at **412-622-6930**.

Automatic External Defibrillator (AED) program

We continue to coordinate the distribution of FREE AED's to high population facilities and senior centers. To date we have distributed over 200 AED's to Senior Centers, Community Recreation Centers, high-rise office buildings in Downtown Pittsburgh, libraries, etc. A number of these have been instrumental in saving lives. Contact District Chief Ron Curry at **412-622-6930** for more information on this program.

Child Car Seat Safety Check Program

We provide FREE child car seat safety checks and have performed over 100 checks since 2006. For car seat and other child safety questions and programs, contact either Paul A. Sabol or Anthony L. Shrader at the EMS Training Division at **412-255-2450**.

Training in the Community Anti-Terrorism (CAT Eyes) program

We are participating in the Community Anti-Terrorism (CAT eyes) by training city employees and providing them with terrorist indicators to watch for not based on race or religion.

Police

Police Bureau

The Pittsburgh Bureau of Police is dedicated to working with neighborhood residents, schools and businesses to identify community problems and concerns and work together to help solve them.

Community Problem-Solving Philosophy

To aid in this partnership, the Bureau has adopted a community problem-solving philosophy whereby all officers in the City’s five zones are expected to be involved in the concept of community policing while providing for public safety. Community problem-solving officers, bike officers and crime prevention officers now have the support of their entire respective zones to help keep our neighborhoods safe. While six officers per zone are specifically designated as community problem-solving officers (CPOs), this team approach requires all officers to be responsible for specific neighborhoods. This way, when a community problem-solving officer is off duty, on vacation, or in training, there are other officers in each zone responsible for being available to the neighborhood. Members of the community can expect the officers assigned to their specific sectors within the City to primarily answer calls in that neighborhood, attend community meetings in that neighborhood to help identify community issues and work with residents to develop solutions, and respond to citizen complaints through **311**, Mayor Luke Ravenstahl’s Response Line.

<p>Zone 2 Police Station 2000 Center Avenue Pittsburgh, PA 15219 412-255-2827 Lawrenceville</p>	<p>Zone 5 Police Station Penn Circle West Pittsburgh, PA 15206 412-665-3605 Bloomfield East Liberty Friendship Garfield</p>
<p>Zone 4 Police Station 5858 Northumberland Street Pittsburgh, PA 15217 412-422-6520 Shadyside</p>	

Beat Auto Theft (BAT) Program

The BAT program is a joint effort between Pittsburgh citizens and the Pittsburgh Bureau of Police to minimize the potential of auto theft in our city. When you join BAT, you will be given a sticker to place on the rear window on the driver’s side of your car. Displaying this sticker authorizes the Pittsburgh Police to pull your car over between 12 a.m. and 5 a.m. If the Pittsburgh Police see someone driving your car during those hours, they will pull the car over to investigate. There is no cost for this program.

To participate in the program, residents must first obtain the registration card from the Public relations officer at your local Zone, Police Station or Mini Station.

If you know someone who has stolen a car, or you have reason to believe that an auto theft has occurred, call: **412-255-2911**

Narcotics Division

The Narcotics and Vice Division focuses its investigations on illegal activities such as gangs, prostitution, drug sales, and nuisance bars. Community members can work with Narcotics and Vice detectives to solve problems by providing information and requesting their assistance. To develop a collaborative relationship with Narcotics and Vice, call **412-323-7761**, between 8 a.m. - 3 a.m., seven days a week.

Nuisance Bar Hotline: **412-323-7777**

Residents can anonymously report bars in their neighborhoods that are causing disturbances. Residents should call the Hotline with the name and location of the problem bar. Your call will be responded to by the Investigations Division.

U-CAN (United Citizens Against Narcotics) is a group of concerned Pittsburgh residents who fight drug trafficking on our streets to rid Pittsburgh neighborhoods of illegal drug-dealing and return the streets to law abiding citizens.

Residents can anonymously report drug activity in their neighborhood by completing a U-CAN Form which requests that you supply names (if you know them) and describe involved people and cars in detail, plus where and when they can be found.

U-CAN forms are available from any Zone police station.

Block Watch Programs

The Public Safety Department and Police Bureau encourage Block Watch and Business Watch programs to fight crime in our local communities and business districts. Both programs are based on the theory of prevention -- stopping crime before it starts and alerting police when it does.

Both programs use signs, slogans and stickers bearing the Watch logo accompanied by monthly meetings with other Watch members to encourage neighborliness, creative problem-solving and to send a message to potential offenders. The warning to potential offenders is clear: Your community will take an aggressive approach to work with the Public Safety Department to apprehend and prosecute all criminal violations. The Crime Prevention Officer in your Zone will assist the Watch by providing recent crime information and safety tips.

Public Safety Councils

Public Safety Councils are groups of committed City residents who act as organized community liaisons with each of the police zones. The Councils meet independently, but periodically hold a citywide meeting. If you are interested in participating with the Public Safety Council in your Zone, contact your Crime Prevention Officer.

Citizens Police

Each year, the Pittsburgh Bureau of Police sponsors an opportunity for the residents of the community to become closely acquainted with the police function. The Pittsburgh Citizen's Police Academy draws the police and the community closer together in a setting that brings the sense of police training to each participant.

During the twelve-week academy session, citizen members receive three hours of training one evening each week in many of the varied functions of law enforcement. They experience firsthand some of the highlights of police training and are exposed to the real inside workings of the police bureau. Participants are taught the basics of criminal law, search and seizure, patrol tactics, firearms and many other subjects. They participate in the investigation of a crime scene, experience a traffic stop, and see how police

canines are used. Academy members meet and talk with many of the street officers as well as the command staff that serves them. All this takes place in a safe and entertaining training environment.

Instructors are all law enforcement professionals who teach both veteran and recruit police officers. Students come away from this training with a deeper understanding of the police mission, and with increased ability to see what the police can do to serve the community. Citizen's Police Academy students are selected by the Chief of Police through a nomination process. Citizens may also nominate themselves by completing an application. Enrollment is limited to approximately 30 students per session.

For more information on the Pittsburgh Citizen's Police Academy, contact the Training Academy at **412-665-3600**;

Pittsburgh Bureau of Police Training Academy
Washington Blvd. @ Negley Run; Pittsburgh, PA 15206

Please see our website for more information on Services we provide. Also, you will find Anonymous Complaint forms and a Most Wanted List: www.city.pittsburgh.pa.us/police

C-TIPS

Citizens can make anonymous tips to the Community's Technical Investigative and Preparedness Section (C-TIPS), relating to public safety concerns. Dial **311**, Mayor Luke Ravenstahl's Response Line. The C-TIPS program is anonymous and free.

Fire

Fire Bureau

Each year the Operations Division responds to an average of 30,000 incidents with the goal of preventing or minimizing the loss of life and property. Approximately 45% of these dispatches are for first responder medical calls. All firefighters are trained as First Responders and all personnel hired since 2005 (25% of the Bureau) are trained as EMTs. These personnel also respond to hazardous materials incidents, vehicle accidents, and natural disasters.

The Fire Department offers the following services:

- ***Free Blood Pressure Screenings***
There are free blood pressure screenings at all Fire Stations on Saturdays and Sundays from 10 AM to 1 PM.
- ***Free Smoke Detectors***
Residents can request smoke detectors for their homes by calling **311** or Fire Headquarters at **412-255-2860**. A smoke detector will be installed by the firefighters from their neighborhood fire station. Since the start of this program on January 30, 2007, 1,181 smoke detectors have been installed.

The Investigation Section investigates all structure fires of a suspicious nature for cause and origin.

- ***Young Firesetters Program***
Young children thought to be involved with fire are provided with fire safety and training.
- ***Hazardous Materials Code Compliance Section***
In addition to insuring that there is compliance with the code, they are present at all fireworks displays and special events. They also conduct fire safety programs and demonstrations for

community groups and schools. Arrangements for fire safety programs can be made by calling at **412-255-2866**.

- **Fire Safety Inspections**

Home owners or renters who would like a fire safety inspection of their dwelling can call **412-255-2863** to arrange an inspection.

Residents can notify the Fire Bureau of a particular resident who is physically impaired and would need assistance in case of an emergency at that person's address by calling Fire Headquarters at **412-255-2860**. The information will be forwarded to the Emergency Operations Center / 9-1-1 to notify any emergency crews responding to that address.

FIRE STATIONS			
Neighborhoods	Station No.	Phone No.	Address
East Liberty	8	412-665-3614	5714 Penn Circle W, Pgh 15206
Lawrenceville	6	412-622-6923	3958 Penn Avenue, Pgh., 15201
Strip District	3	412-255-2271	1401 Penn Avenue, Pgh 15222

CORE SERVICES

Core services are critical to keeping Pittsburgh running. The daily operations of our City departments ensure that our city is clean, safe, and sustainable for the future.

Streets

Street Maintenance Bureau *Department of Public Works*

The City of Pittsburgh Street Maintenance Bureau within the Department of Public Works (DPW) has programs in street resurfacing, snow and ice removal, street sweeping, disaster response, and land records to ensure safe, clean, and pleasing streets in our city.

To report a problem, ask a question, or make a comment, please call Mayor Luke Ravenstahl's Response Line at **311**.

Street Resurfacing Program

The purpose of the resurfacing program is to maintain the City's street system of 1,031 miles of roads. The goal is to have a reliable infrastructure to facilitate public safety, commerce and public convenience. A good maintenance program helps to avoid full reconstruction costs at a later time. Our system consists of 861 miles of asphalt streets, 90 miles of concrete streets and 80 miles of brick/block stone streets. The City's resurfacing plan averages between 50 to 70 miles of streets per year.

The milling process is performed by a contractor working for the City of Pittsburgh. Milling is the process where the old existing road surface is removed by machine to expose the road base. The old material is ground into small chunks by the machine and stockpiled by the Department of Public Works at

various locations. This material (called reclaim) is used when needed as road base material. The City of Pittsburgh presently Rot-mills 80% to 90% of its roadway surfaces prior to hot mix paving.

Pothole Patching

A pothole occurs when there is a small failure in the road surface, and if left unattended, it will start to degrade the road surface. Pothole patching is a year round activity which is performed by the Maintenance Divisions. Each of the Divisions is responsible for handling all the pothole patching complaints and requests that are received in their respective areas. Each Division has one or two asphalt crews that perform the work.

Hot Asphalt Patching

During the summer months, the asphalt crews from the Maintenance Divisions use Hot Mix Asphalt produced by the Asphalt Plant to patch potholes. On a typical day, each asphalt crew will receive two loads of Hot Mix Asphalt. Each load will weigh between 2-3 tons. Annually, the Maintenance Divisions receive tons of asphalt for Hot Patching.

Cold Weather Patching

In the winter months, when production of Hot Mix Asphalt is not possible, the Maintenance Divisions use Cold Patch for pothole patching. Unlike Hot Mix asphalt which must be applied while hot, Cold Patch can be stockpiled and used when needed.

Paving Request Evaluation

Each year a number of requests are submitted to have streets evaluated for re-paving. These requests come from the general public, various City officials, City Council members, and Department of Public Works Maintenance Division Supervisors. During the off season (late fall and winter), personnel evaluates each request for paving to establish the paving list for the upcoming season. The City also utilizes a Pavement Management System for street evaluations. The best way to submit a request is by calling Mayor Luke Ravenstahl's Response Line at **311**.

Street Paving Notification

Prior to paving, "No Parking" signs are posted on the street by a City crew 24 hours in advance, to give due notice to the residents for clearing all vehicles from the street work sites.

The Pavement Management System is a computerized data base system which inventories all the streets in the City, rates their condition and recommends budgetary needs. The Pavement Management System breaks each street into sections. There are currently 16,660 street sections in the data base. Each section contains length, width, surface type, surface condition, subsurface type and subsurface condition information.

Crack Sealing

Crack Sealing is the process where the street cracks are sealed using a Polymer Modified AC-20 liquid (Ac-20 can also contain crumb-rubber recycled tires), and other types of Crack Sealing products. The sealing prevents water infiltration into the road base, thus preventing potholes. This process is performed during the early spring, and late fall months.

Refuse/Recycling

Refuse Collection

Department of Public Works

Refuse is collected by the Bureau of Environmental Services within DPW.

Collection is free for City residents. To find out your collection day, please call Environmental Services at **412-255-2773**.

Each neighborhood is scheduled for collection on the same day every week. When a holiday falls on or before your collection day, your pick-up will be one day later. Place the refuse at the curb in plastic bags or bagged and placed into a container not exceeding 35 gallons in size no earlier than 7 p.m. on the night before collection and no later than 6 a.m. on the day of collection.

Place needles, syringes and lancets in a hard plastic container with a tight-fitting plastic lid, labeled as medical waste. Wrap sharp objects (broken glass/sharp metal) in heavy paper and place in a box reinforced with tape or string. Place animal feces and litter in double plastic bags and place outside the refuse container.

Prohibited materials include propane tanks, smoke detectors and chemicals. For information on disposing of these and other materials which may be hazardous, please call Environmental Services at **412-255-2773**.

Bulk Waste

Department of Public Works

Bulk waste (large items such as furniture and appliances) is now collected each week. Residents may place a maximum of two bulk items each week at curbside.

In addition to household refuse, crews will accept chairs, TV's, bikes, small appliances, garden tools, tables, ironing boards, roasters, grills, sofas, recliners, box springs, mattresses, dressers, stoves, washers, dryers, toilets, hot water tanks, windows, and fencing in bundles not exceeding 35 pounds or 5 feet in length.

To make arrangements to dispose of Freon appliances (refrigerators, air conditioners, dehumidifiers), contact Construction Junction **412-243-5025** or Appliance Warehouse **412-381-8800**.

The City does not collect carpeting installed by a professional, construction, building, explosive, medical, hazardous, infectious or flammable materials as well as car and automobile parts, bricks, cement, glass blocks, or marble or stone countertops.

Any excess material and other excessively large items above the two-item limit will NOT be collected unless special pickup arrangements are made in advance. A cost of \$100 for each half-hour applies to special pick-up. Call **412-255-2773**.

Recycling

Department of Public Works

Recycling is managed by the Bureau of Environmental Services within DPW.

Collection is free for City residents. To find out your collection day, please call Environmental Services at **412-255-2773**.

Recyclable items are picked up every other week on the same day as trash pick-up. Rinse containers and discard all lids and caps. Place in blue bags only (or bright blue containers clearly marked "Recycling"). Place recycling bags and containers at curb, away from refuse, no earlier than 7 p.m. on the night before collection and no later than 6 a.m. on the day of collection.

Recycling is mandatory for every resident, business, office and institution in the City of Pittsburgh. Newspapers, plastic, glass and metal containers are picked up every other week at curbside.

Residents may take these same items, plus many other items listed below to numerous drop-off centers:

All bottles (Aluminum, Glass, Plastic) and cans and plastic containers 1, 2, 3, 4 and 5

Magazine, catalogs and paperboard (Flatten all paperboard)

Newspapers (Tied or loose in a paper bag)

White office (or copy) paper (Loose only)

Corrugated cardboard (Must be dry and flat)

Mixed/colored paper and junk mail (Loose or in a paper bag)

Yard Debris (grass clippings, hedges, tree clippings, shrubs, leaves) (Loose or in paper bag – No Plastic Bag) is accepted at Public Works drop-off centers ONLY (proof of city residency required when dropping off yard debris)

Telephone books (Loose only)

Scrap Metal (Loose ONLY) – Accepted at Public Works drop-off centers ONLY

Scrap Tires (Tires ONLY – No rims) – Accepted at Public Works drop-off centers ONLY

NOT ACCEPTED AT DROP-OFF LOCATIONS: stones, dirt, rocks, manure, garbage, lumber or food waste (stones, rocks also not collected at curb side)

Public Works yard drop-offs are for City of Pittsburgh residents only. Commercial vehicles are not allowed. Proof of residency is required. A new fee for yard debris drop-offs is required. Money orders only, made payable to City of Pittsburgh, Treasurer.

- Cars and SUVs - No charge
- Cars and SUVs with trailer - \$20.00/load
- Pickup Trucks & Vans - \$20.00/load
- Pickup Trucks & Vans w/trailer - \$30.00/load
- Dump Trucks or Large Boxed Vans-\$50.00/load (with prior approval from Director of DPW)

<i>DROP OFF LOCATIONS: Mon-Friday 8am- 2pm</i>	
East End Drop-off Center (West Homewood/East Liberty) North Dallas Avenue at Hamilton Avenue	412-665-3609
Strip District Drop-off Center Facility is open 24 hours/day. Open to small businesses, bars and restaurants. 30 th and Railroad Streets (near City’s tow pound and refuse collection offices) ***Does NOT accept yard debris, scrap metal or tires	412-255-2733

Forestry

The Forestry Division of DPW oversees the removal of trees, pruning, root pruning, planting, inspections, permits, holiday tree installation, street tree database, and ordinance enforcement.

Removal of Trees

The Forestry Division safely removes dead, dying, decayed and diseased trees on a daily basis. This is accomplished using Forestry personnel and also by managing contract removals. Trees removed may also include invasive species, trees in conflict with utilities, structures, sidewalks and right of way.

Pruning

Following ANSI standards, Forestry staff and their contractors prune trees to improve tree structure, clear signs, lights and electrical service lines from pole to structure (pole to pole pruning is the domain of the electrical utility), and to raise tree canopies up off of pedestrian and vehicular lanes.

Root Pruning

Root pruning a tree most often is needed when roots are in conflict with sidewalks. In particular, when BBI gives an unsafe sidewalk citation to a property owner, such citation lists Forestry as a possible contact for root issues. Forestry will use a specialized root pruning machine to cut away non-anchoring roots of the tree to facilitate sidewalk replacement, and to ensure a longer lasting sidewalk. In cases where the tree will not withstand such pruning without compromising its ability to resist wind pressures, the tree is removed to prevent further property damage from a falling tree.

Planting

Forestry Division maintains a request file for citizens who request that the city plant a tree in the right of way adjacent to their property. Forestry staff provides a site analysis to ensure that a tree can be safely planted and will survive in that location. When planting funds are available, Forestry Division manages contract planting of new trees. The division also maintains a Recommended Species List of trees appropriate for planting in the city. Call **412-665-3625** for more information.

Inspections/Investigations

Forestry Division investigative staff answer inquiries from the Mayor's 311 system, from Council members, and directly from the general public. Callers inquire about right of way issues pertaining to trees, unsafe trees, requests to remove or prune trees in conflict with structures and service lines. Some are emergency calls from EOC or 911, requesting immediate response to fallen or hazardous tree conditions. Trees are also investigated for disease and insects, for interference with utility service lines, and to determine ownership of trees, whether city or private. In this latter regard, sometimes a survey is requested of City Engineering staff. A very large part of Forestry's workload is inspection of contractor work. Utility contractors require monitoring for trenching activities around tree root zones. Removal, pruning and planting contractors require inspection services to ensure adherence to contract specifications.

Permits

Forestry Division receives requests from property owners to remove, prune or plant trees on city right of way at their own expense. When investigation supports their request, Forestry Division writes a no-cost permit to allow such activity on city property, and provide follow-up inspection of the work done.

Holiday Tree Installation

Forestry Division makes site visits to potential donor properties to select the annual live holiday tree for the City County Building. Forestry works with Heavy Equipment Division to ensure safe removal and transport from the donor site.

Maintain Street Tree Database

Forestry Division is the administrator for a city-wide street tree inventory database. Staff update the electronic files when trees are removed, pruned or planted, ensuring up to date information on the size and condition of the urban forest.

Ordinance Enforcement

Forestry Division enforces ordinances concerning trees as follows:

- Removal or Pruning When Endangering Safety Ord. 483.04;
- Damage; Collection of Repair Expenses Ord 485.01;
- Landscape and Screening Standards Ord 918.

Traffic

The Traffic Division of DPW is responsible for the installation and maintenance of the 601 traffic lights throughout the City. Eighty-five flashing school signals and several flashing pedestrian crossing signals are also part of Traffic Control's responsibilities. Traffic Control is also in charge of repairing downed poles containing traffic lights and flashing signals. Call **311** for complaints or requests or **412-255-2872** for additional information.

Graffiti

Graffiti Busters, a subdivision of the Traffic Division of DPW, rids graffiti from the City of Pittsburgh to the best of its ability, concentrating mostly on public properties including city parks, walls, steps etc. Graffiti Busters also focus on removing graffiti from the major corridors and some private properties when occasion and funding permits.

If occasion and funding does allow for graffiti removal from private property, it is necessary for the property owner to complete and sign a *Graffiti Permission Slip*. A graffiti permission slip can be obtained by calling Mayor Luke Ravenstahl's Response Line at 311. However, prior to requesting a graffiti permission slip, it is necessary to report all graffiti to the Police by calling **911**. Graffiti Busters will only honor permission slips containing a police report number.

Water and Sewer

Pittsburgh Water and Sewer Authority (PWSA)

PWSA provides quality water and services to approximately 250,000 consumers throughout the City of Pittsburgh daily. PWSA's vision is to provide water and wastewater services that meet or exceed regulations and customer expectations at the lowest possible cost.

PWSA conducts an array of programs, free to all customers:

- ***Low Volume Testing:*** For customers experiencing a reduction in the volume of their water at their property, please call **412-255-2429**.
- ***Lead Analysis:*** For customers concerned about lead in their drinking water, please call **412-782-7553**.
- ***Water Treatment Tours:*** For educational or civic groups wishing to learn how drinking water is produced, please call **412-782-7553**.

- **Zipcheck:** For customers, who would like to pay their bill through an automated bill payment program that allows you to pay your PWSA service charges, ALCOSAN sewage treatment charges plus any optional services you elect to purchase through PWSA to be automatically deducted from your designated account. PWSA Zipcheck applications are available online at www.pgh2o.com.

Dye Testing Ordinance - City of Pittsburgh Ordinance No. 3 of 2006

All City of Pittsburgh property owners who wish to sell their property on or after July 5, 2006, must be in compliance with the Dye Testing Ordinance.

Before the sales transaction is completed, the property owner must contact PWSA and receive an Evidence of Compliance Certificate. The Evidence of Compliance Certificate will determine if whether or not a dye test needs to be conducted prior to the sale of the property. The property owner must complete the top portion of the form and return it to PWSA for review along with a \$25 processing fee. Please allow seven to ten business days for your review to be processed and completed.

PWSA's review will determine whether or not the property is located in a combined sewer area or a sanitary sewer area. Upon the determination of the property, the property owner must do the following:

- If it is determined that the property is located in a combined sewer area, no dye test is required and the property owner will receive an Evidence of Compliance Certificate and will be able to move forward with the sale of property.
- If it is determined that the property is located in a sanitary sewer area, a dye test must be performed and the results must be reported to PWSA. If a dye test is required and the property passes the dye test, no further work is necessary. The property owner will receive an Evidence of Compliance Certificate and will be able to move forward with the sale of the property. If a dye test is required and the property fails the dye test, corrective actions must be taken. After the corrective actions have been made, a subsequent test is required. When the property passes the subsequent dye test, the property owner will receive an Evidence of Compliance Certificate and will be able to move forward with the sale of the property.

2006 Annual Water Quality Report

This report provides information on PWSA's water quality and explains what it means. This report is available online at www.pgh2o.com or by calling **412-255-0767**.

PWSA Procedures Manual

The manual serves as a formal guide to PWSA's policies and procedures for tapping into PWSA's water and/or sewer mains and for constructing an extension to an existing PWSA facility. It is intended for developers, architects, contractors and engineers who need to submit plans and apply for permits at PWSA.

The objective of the procedures manual is to have one single document that will provide the necessary information to all parties needing to work with PWSA's system throughout the City of Pittsburgh and help to streamline the development and review process for projects. The procedures manual is available at PWSA's Permit Counter at 441 Smithfield Street, by mail or can be downloaded below. If you have any questions in regard to the procedures manual, please contact PWSA's Engineering Division at **412-255-2443**.

Complaint Resolution

Public Safety Department Complaints *Office of Municipal Investigations*

OMI investigates and helps resolve complaints about Public Safety Department employees -- including Police, Fire, Bureau of Building Inspection, Emergency Medical Services, and administrative employees. Our office conducts pre-employment background investigations on candidates for Public Safety jobs. OMI is completely independent of the Public Safety bureaus; its authority is drawn from the Public Safety Director, to whom it reports. The office is staffed by a civilian Assistant Chief, civilian Coordinator, detective, and civilian clerk.

OMI acts solely as a fact-finder and does not make disciplinary decisions or recommendation. OMI relies on city work rules, union contracts, civil service regulations, city code, and state laws to define illegal and inappropriate conduct and rules of investigation. By remaining independent from any Public Safety Department bureau, and by staying removed from the disciplinary process, OMI ensures citizens and employees a fair, thorough investigation. OMI also identifies problem areas where policy development or retaining may be necessary.

Core Services include:

- **Allegations of Misconduct:** Conducts investigation when there are legitimate allegations of misconduct by City of Pittsburgh employees.
- **Pre-Employment Investigation:** Conducts pre-employment background investigation for Public Safety jobs, internships, and applications for reinstatement.
- **Residency Compliance:** Conducts investigation when questions arise concerning residency compliance.
- **Public Safety Services:** Provides administrative support for Public Safety trial boards.

The goals of OMI are to promote community confidence in City government by working to prevent future incidents of City of Pittsburgh employee misconduct and abuse of civil rights by City law enforcement officers. These goals are accomplished by insuring prompt, thorough, accurate, and timely investigations into City of Pittsburgh employee misconduct.

The objectives of OMI are:

- Consistent and thorough training of OMI staff to enhance investigative skills;
- A quarterly report reflecting OMI's investigative product from intake through conclusion as a means to insure public confidence and establish official accountability;
- Implementation of appropriate database systems in an effort to ensure accurate maintenance of records and as mechanism for more streamlined and efficient method-of-case management.

Complaints may be initiated internally or filed by citizens involved in an incident. Any person directly involved in an incident who questions the appropriateness of a Public Safety employee's conduct may file a complaint with OMI. "Third party" complaints are not accepted except for parents or guardians of minors or developmentally delayed persons. Because OMI is required to conduct a

full investigation in every case, complaints should be filed in writing. However, complaints can be made over the phone or in person so long as it is made within the proper time limitations (see below).

Complaints can be faxed, mailed, delivered in person, or phoned in. Complaints may be anonymous or made by a third party (i.e., someone who witnessed an incident but was not directly involved in it). If a complaint is made anonymously or by a third party, enough information must be provided so that the incident can be corroborated. Assuming your full cooperation and that of witnesses, the OMI staff will complete its investigation within 90 days of receiving it.

A complaint should contain all of the following information: date; your name; your address; and your telephone number.

Complaints dealing with *POLICE* should meet the following time restrictions;

- All complaints dealing with police must be made within a period of 90 days after the incident.
- The complainant should have the police officer's name and badge number.

Following the receipt of a complaint, the Office of Municipal Investigation will send the following to the address of the complainant:

- An acknowledgment letter, a letter which states the intentions of OMI, will be sent following the receipt of a complaint.
- This letter will include the complainant's case number and the name of the investigator assigned to the case. Following a full and thorough investigation of the case, OMI will send a letter to the complainant informing him/her of the OMI's final disposition.

Discrimination Complaints *Commission on Human Relations*

The Commission on Human Relations studies and investigates complaints of alleged discrimination in employment, housing, public accommodations and civil rights practices involving City employees and any conditions having an adverse effect on intergroup relations in the city. The Commission also conducts education and other outreach programs (including speakers) for schools, community groups, businesses and professional organizations, City Departments and others in order to promote equal rights and opportunities for all who work in, live in or visit our city.

The 15 persons who are members of the Human Relations Commission serve without pay and are appointed to four-year terms of office by the Mayor. The Human Relations Commission employs a director and staff. In addition to reviewing the findings of staff, the Commission may hold public hearings, subpoenas witnesses and compel their attendance, require the production of evidence, make findings of fact, issue orders and publish such findings of fact and orders.

How to File a Complaint

Any person, group of persons or organization(s) claiming to be harmed by an alleged unlawful discriminatory act may file a complaint within one year from the date of the alleged unlawful act. There is no charge for filing a complaint with the Commission on Human Relations. The first step is to call **412-255-2600** between 8:00 a.m. - 4:45 p.m., Monday through Friday, to discuss your concerns and to schedule an appointment. An "Intake Officer" will meet with you to find out about your complaint. If your complaint falls within the Commission's jurisdiction, it will be processed as a formal charge and

assigned to an investigator. Working with you an investigator will gather facts and secure records and testimony from all parties involved.

What happens next?

If, after an investigation, the Commission finds that an unlawful, discriminatory act may have taken place, it tries to resolve the complaint. This may be achieved by having all parties to the complaint attend a conference where each party has an opportunity to tell their side or by means of conciliation and persuasion. If its attempts at resolving the problem are unsuccessful, the case is scheduled for a public hearing.

A public hearing is a formal judicial process at which all parties are present. The parties may be represented by an attorney, if they choose. Evidence is presented and testimony is taken under oath, in much the same way as in a court trial. The public hearing is presided over by one or more Commissioners who are responsible for reviewing the evidence and testimony and then issuing a decision.

If it is determined that, indeed, one of the parties has engaged in an unlawful discriminatory practice, the Commission issues an order for that party to cease such practice and to provide remedies which will help resolve the harm which resulted in the initial complaint being filed. A Commission order is fully enforceable and may be appealed in the Court of Common Pleas of Allegheny County.

Potential Remedies

In employment cases, remedies may include, but are not necessarily limited to, repayment of wages or benefits lost; reinstatement, promotion or transfer to the position being sought; or admission to or restoration of membership in any labor organization, and reimbursement for reasonable attorney fees.

Possible housing remedies may include the purchase, rental or lease of the home or apartment sought, upon equal terms, conditions, facilities, services and privileges, reimbursement of out-of-pocket expenses and reimbursement of reasonable attorney fees.

In public accommodation cases, a charging party, upon final determination of a case, may receive the advantages, facilities, services, privileges, product or goods of the Respondent place of resort, recreation, or amusement, payment of verifiable and reasonable out-of-pocket expenses and other legal, affirmative or equitable actions which the Commission may determine.

For more information, please contact the Commission at 412-255-2600. Our office hours are 8:00 a.m. to 4:45 p.m., Monday through Friday. The phone answers 24 hours a day. Professional staff is available to assist you during normal business hours.

APPENDIX A: MAYOR'S OFFICE DIRECTORY

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Yarone Zober
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APPENDIX B: CITY DEPARTMENTS

City Department Websites can be accessed on the web: <http://www.city.pittsburgh.pa.us/main>

Bureau of Building Inspection

The Bureau of Building Inspection (BBI) regulates the construction, demolition, and occupancy of all buildings and structures within the City of Pittsburgh. We review, approve, and issue all permits required by code for the repair, alteration, or addition to all public and private buildings and structures, as well as permits for new construction. Our primary mission is to provide life safety and a better quality of living to the residents of the City of Pittsburgh.

412-255-2175

City Planning

The Department of City Planning performs the processes and functions that create an orderly, timely, and consistent development of public and private property within the City. To achieve this end, staff ensures that development is in compliance with the City's neighborhood plans and applicable zoning regulations. This Department ensures that development occurs in a manner which is equitable to the individual property owner, the developer, and the City of Pittsburgh. The Department of City Planning incorporates the Divisions of Strategic Planning and Policy, Development Administration and Review, Community Development, and Geographic Information Systems, and the Public Art Office.

412-255-2200

Emergency Medical Services

The Bureau of Emergency Medical Services is dedicated to the reduction of morbidity and mortality of residents and visitors through the provision of Advanced Life Support prehospital care, medically directed Technical Rescue from a wide variety of accidents and entrapments, River Rescue, ALS coverage at special community events, community education in CPR/AED, and much more.

412-622-6932

Equal Opportunity Review Commission

The mission of the Equal Opportunity Review Commission (EORC) is to encourage and ensure the participation of historically underrepresented groups in business opportunities with the City and its Authorities. The EORC provides services to minority, women and small businesses by ensuring that they are granted a fair opportunity at winning bids for services in which they qualify to provide to the City and its Authorities.

412-255-8804

Finance

The Department of Finance is responsible for providing many services to the City of Pittsburgh. One of its largest responsibilities is managing both the City and Pittsburgh Water and Sewer Authority operating cash. In addition, Finance handles the capital/bond and pension funds while providing revenue tracking for reporting to the Controller's Office. Finance also bills and collects all self-assessed taxes and related record maintenance and handles City-wide contracts. Another of our primary responsibilities is billing and collecting Real Estate Taxes, which provides a major source of revenue to the City. We also manage Senior Citizen and Homestead Programs.

412-255-2582

Bureau of Fire

The Bureau of Fire consists of the Operations Division which staffs 29 fire stations located in City neighborhoods, the Fire Investigation Section, Hazardous Materials Code Compliance Section, the Training Academy and Fire Headquarters.

412-255-2860

Office of Municipal Investigations (OMI)

The goals of OMI are to promote community confidence in City government by working to prevent future incidents of City of Pittsburgh employee misconduct and abuse of civil rights by City law enforcement officers. These goals are accomplished by insuring prompt, thorough, accurate, and timely investigations into City of Pittsburgh employee misconduct.

412-255-2804

Parks and Recreation

Parks and Recreation offers a wide variety of recreational programs and facilities for use by Pittsburgh citizens. To find out more about the program or facility of your choice, select the appropriate link in the below. Educational Programs, Sports and Fitness Programs, Events (REVISE)

412-255-2539

Department of Personnel & Civil Service Commission

The Department of Personnel and Civil Service Commission (P&CSC) provides a broad range of human resources services to our internal and external customers. Our mission is to help the City meet its initiatives by recruiting, maintaining, and developing a highly functioning, service-oriented workforce that respects individual dignity and our diverse population.

(412) 255-2710

Pittsburgh Parking Authority has and maintains the lowest parking rates at all its facilities throughout the City of Pittsburgh. The Authority works in a cooperative, collaborative partnership with and through neighborhood and community resident and business groups, along with the Mayor's Office, City Departments other Authorities, the URA, and agencies, local places of worship, the Pittsburgh Downtown Partnership (PDP), Cultural Trust and representative City Council members and Corporate America. The focus of this partnership is to develop workable strategies, perform parking needs assessment and feasibility studies in order to determine the need to add parking capacity and to accomplish common goals and objectives in a coordinated effort throughout citywide neighborhoods.

412- 560-7275

Pittsburgh Water and Sewer Authority

Water is one of the most vital resources provided to you and your family. PWSA is dedicated to providing their customers with a safe and ample supply of water, each and every day. In order to better serve you, we have developed several programs that can address many of the questions and concerns you may have that are related to your water supply.

412-255-8935

Bureau of Police:

Provides continued protection and enhancement of our diverse neighborhoods by working in partnership with citizens to creatively solve problems, always remaining sensitive to the authority with which they are entrusted.

412-323-7800

Department of Public Works

Public Works is dedicated to providing creative, customer-friendly service while maintaining the City’s infrastructure by resurfacing streets, preserving park facilities and rehabilitating public structures. The Department also meets the environmental needs of Pittsburgh residents by collecting residential refuse and recyclables and controlling the animal population. It also ensures public safety by responding to weather-related emergencies such as flooding, land subsidence, snow and ice storms, and other disasters.

There are also specialty divisions of Public Works, including Forestry and Traffic.
412-255-2790

Public Works divides the City into six separate areas or divisions to more easily manage street and park maintenance.

Division 1
300 Kilbuck Road
Phone: 412-323-7209

Division 4
414 Bausman Street
412-488-8341

Division 2
6814 Hamilton Avenue
Phone: 412-665-3609

Division 5
1330 Hassler Street
Phone: 412-937-3054

Division 3
88 Swinburne Street
Phone: 412-255-0768

Division 6
74 28th Street
Phone:

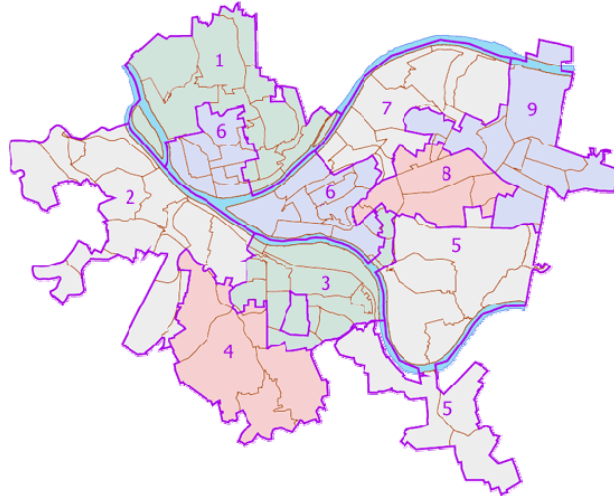
Urban Redevelopment Authority of Pittsburgh

The URA is more than a redevelopment authority – it is the City of Pittsburgh’s economic development agency. As a developer of last resort, the URA develops properties which the private sectors will not undertake. Our goals are to create jobs, to increase the city’s tax base, and to improve the vitality of businesses, neighborhoods, and the City’s culture as a whole. **412-255-6566**

APPENDIX C: OTHER GOVERNMENTAL BODIES

City Council and City Clerk’s Office

City Council is the legislative branch of government. It carries out duties in accordance with the Home Rule Charter and the laws of the state, and is primarily responsible for making laws which govern the City of Pittsburgh. City Council proposes, debates, and votes on legislation governing and/or affecting the city. This body also approves appointments as provided by the Charter, regulates revenues and expenditures, incurs debt, and approves the final operating and capital budgets for the city. Council is responsible for the introduction of legislation generated by the administrative branch of city government. Council may also introduce legislation generated by individual Council Members or Council as a body.



Council Districts

Pittsburgh's City Council is composed of nine members. Each member represents one council district, and is appointed to be the chairperson of a committee which corresponds to a city department. A one council representative per district system has not always been the electoral procedure for this legislative body. Formerly members were elected to Pittsburgh's City Council by way of at large elections where no particular member represented any specific district, but instead the entire council represented the whole City of Pittsburgh. In 1989, this form of representation was changed in order to insure that all Pittsburghers receive adequate representation that they could choose individually. This electoral process has proven to be more effective than that of the past in terms of fair and equal representation.

For more information, contact City Council and the City Clerk’s Office at **412-255-2138**

Council Members as of July, 2007:	
District 1 – Darlene Harris (412-255-2135)	District 5 – Doug Shields (412-255-8965)
District 2 – Daniel Deasy (412-255-8963)	District 6 – Tonya Payne (412-255-2134)
District 3 – Bruce Kraus (412-255-2130)	District 7 – Patrick Dowd (412-255-2140)
District 4 – James Motznik (412-255-2131)	District 8 – William Peduto (412-255-2133)
	District 9 – Rev. Ricky Burgess (412-255-2137)

Authorities, Boards & Commissions

The City of Pittsburgh has a number of boards, authorities and commissions on which citizen participation is vital. Interested parties should review the list below and submit an application for the board, authority or commission in which s/he is interested. The Mayor and the City of Pittsburgh seek diversity and balance in making appointments to boards, authorities and commissions, and adhere to a policy of making appointment decisions without regard to race, color, religion, gender, age, ancestry, sexual orientation, national origin, place of birth, citizenship, age, or non-job related disability. For more information view: http://www.city.pittsburgh.pa.us/mayor/html/boards_commissions.html.

Allegheny County Sanitary Authority (ALCOSAN)

The Authority's authorized powers include among others, the collection, transportation, treatment and disposal of sewage in Allegheny County, and certain adjacent areas and the collection, transportation, treatment and disposal of such industrial wastes as shall be acceptable to the Authority within said territory. The Authority's Articles of Incorporation provide that the Board of the Authority (the "Board") shall consist of seven members serving staggered five year terms. Pursuant to these Articles, three members of the Board are appointed by Allegheny County, three are appointed by the City of Pittsburgh and one is jointly appointed by Allegheny County and the City of Pittsburgh.

412-766-4810

Allegheny Regional Asset District Board (ARAD)

The mission of the District is to support and finance regional assets in the areas of libraries, parks and recreation, cultural, sports and civic facilities and programs. In addition to providing grants from half of the proceeds of the Allegheny County Sales and Use Tax, the District works with citizen boards and government officials monitoring the assets for effective operation and development.

412-227-1900

Art Commission

The Art Commission works to improve the aesthetic quality of the City's public spaces. The Art Commission is comprised of nine members appointed by the Mayor and representing various disciplines in the arts.

412-255-8996

Board of Appeals

The Board acts on variances requested from the Uniform Construction Code adopted by the City of Pittsburgh. Under the auspices of the Department of Public Safety, the members of this board are appointed by the Mayor.

412-255-2963

Citizens Police Review Board (CPRB)

The Citizen Police Review Board is an independent agency set up to investigate citizen complaints about improper police conduct. The CPRB is made up of seven appointed by City Council and the Mayor. Board members serve a four-year term.

412-765-8023

City-County Task Force on Disabilities

The City-County Task Force is a 13-member panel of advocates, service providers, and consumers appointed by the Mayor and County Executive who advise the City and County on issues that affect people with disabilities in the region. Six of the members are appointed by the Mayor; six are appointed by the County Executive, and one member is elected and appointed by the members of the Task Force.

412-255-2102

City Planning Commission

The City Planning Commission is a nine-member panel appointed by the Mayor for six-year staggered terms. The Commission is charged with guiding land use and development in the City. The Planning Commission makes recommendations to City Council concerning the Zoning Ordinance and zoning map, reviews major development proposals and prepares redevelopment plans.

412-255-2219

Civil Service Commission

The Civil Service System was established to insure the maintenance of a merit personnel system to recruit, employ, promote, and retain qualified persons for employment with the City of Pittsburgh. It is the mission of the Civil Service Commission to administer and preserve the merit system while being responsive to the principles of equal opportunity employment and sound labor-management relations.

412-255-2710

Clean Pittsburgh Commission

A network of city departments, non-profits, businesses, and community groups working to make Pittsburgh a cleaner, more beautiful city.

412-488-7490

Commission on Human Relations

The Commission on Human Relations studies and investigates complaints of alleged discrimination in employment, housing, public accommodations and civil rights practices involving City employees and any conditions having an adverse effect on intergroup relations in the city.

412-255-2600

Comprehensive Municipal Pension Trust Fund

In 1984 the Pennsylvania Legislature passed Act 205, The Municipal Pension Plan Funding Standard and Recovery Act. The purpose of this Act was to stop the increase in unfunded liabilities of municipal pension plans and to establish a program to make these plans solvent. The Comprehensive Board was forced to pool the assets of police, fire, and municipal plans in order to achieve administrative savings and greater investment earnings. This Board consists of seven members: the Mayor, three members elected by the Police, Fire and Municipal Pension Plans, and three appointees.

Equal Opportunity Review Commission (EORC)

The Equal Opportunity Review Commission (EORC) reviews and approves all applicable construction contracts for compliance with Chapter 161 of the Pittsburgh Code of Ordinances, as well as the contractor's compliance with City of Pittsburgh's policies regarding minority and women business enterprise opportunities. It also develops policies regarding employment opportunities for minorities and women in contracting with the City of Pittsburgh and its Authorities.

412-255-8804

Ethics Hearing Board

This Board investigates allegations of misconduct on the part of elected officials or municipal employees. There are five members. Two members of this Board are nominated by the Mayor and confirmed by Council. The Mayor also is responsible for filling the three remaining posts from a list of nine candidates supplied by Council, which must then vote to approve the selections.

412-255-2626

Historic Review Commission (HRC)

The Historic Review Commission protects and maintains historically and architecturally significant buildings and neighborhoods in the City. The HRC is comprised of seven members appointed by the Mayor which must include an architect, preservationist, Realtor, building inspector and planner.

412-255-2243

Housing Authority (HACP)

The Housing Authority of the City of Pittsburgh is a municipal corporation charged with providing decent, affordable housing for low-income persons. The Authority is governed by a seven-member Board of Directors which establishes goals, approves policy and budgets, and provides general direction to the HACP Executive Staff. The main telephone number is **412-456-5000**. The Authority also has an information hotline at **412-201-4227**.

Municipal Pension Board

This Board was created pursuant to legislative act and its members are charged with responsibility of administering the Municipal Pension Fund. The Board consists of the Mayor, City Controller, President of City Council, and two Employee Representatives who are elected by the membership every four years. The Municipal Pension Fund Board meets regularly on the third Thursday of every month. The Board also entertains requests of members and retirees. These meetings are open to the public.

(412) 255-2655

Pittsburgh Cable Communications Advisory Committee

Description: The Cable Communications Advisory Committee is an advisory body to Council with regard to the optimal use of the cable communications system in the City. In its advisory capacity, the Committee endeavors to promote and develop the best use by the community of the cable system as a tool for community communications. Each Member of Council appoints one representative from his or her respective Council district to serve on the Committee, for a total aggregate of nine district members; and the Mayor appoints two at-large members to serve on the Committee.

412-255-2152

Pittsburgh Parking Authority

The Public Parking Authority of Pittsburgh (the "Parking Authority") currently operates ten parking garages, two attended surface parking lots, and thirty-seven off-street metered parking lots. Pursuant to a cooperative agreement with the City, the Parking Authority collects and receives a portion of on-street parking meter charges and ticket revenue. The Parking Authority has a five-member board; each member is appointed by the Mayor.

412-560-7275

Pittsburgh Water and Sewer Authority (PWSA)

PWSA provides quality water and quality services to approximately 83,000 customers throughout the City of Pittsburgh daily. The Pittsburgh Water and Sewer Authority was created in 1984. At the time, the primary function of PWSA was to oversee a \$200,000,000 capital improvement program designed to refurbish the infrastructure of the entire water system, including the water treatment plant and distribution system. In 1995, the City of Pittsburgh's Water Department became a part of The Pittsburgh Water and Sewer Authority. At that time, the Authority became responsible for producing and supplying the water for City of Pittsburgh residents and to maintain and operate the water infrastructure. In 1999, PWSA became responsible for operating and maintaining the entire City sewer system.

412-255-8935

Propel Pittsburgh

The 35-member Propel Pittsburgh Commission is dedicated to meeting the concerns and needs of the City of Pittsburgh's young adults and young professionals. Composed entirely of members aged 20-34, and chaired by the Mayor himself, the objective of the Commission is to encourage greater participation in government, identify or create programmatic or policy opportunities in issues affecting young adults and young professionals in Pittsburgh, and to inform various elected and appointed officials representing young people about issues specific to them. The Propel Pittsburgh Commission will help to give the young adults and young professionals of Pittsburgh a major role in moving the City of Pittsburgh forward.
412-255-2626

Shade Tree Commission

The Shade Tree Commission is a non-profit organization, commissioned by the Mayor's Office with the task of restoring and maintaining the city's tree population.
412-255-4776

Southwestern Pennsylvania Commission

The Commission, established in 1962, is a regional, metropolitan planning organization comprising Allegheny, Armstrong, Beaver, Butler, Washington, and Westmoreland counties. It develops and updates a comprehensive plan and transportation improvement program, including transit and airport system developments for the aforementioned six-county region. It also prepares the area's annual, unified work program that specifically references the transportation planning studies financed by federal, state and local funds.
412-391-5590

Sports and Exhibition Authority (SEA)

The SEA is the successor to the Public Auditorium Authority of Pittsburgh and Allegheny County. The name was changed in November 1999 as the SEA began working with the Commonwealth of Pennsylvania, the City of Pittsburgh, and Allegheny County to implement the Regional Destination Financing Plan (RDFP). The RDFP supported the construction of PNC Park, Heinz Field, and the expansion of the David L. Lawrence Convention Center, as well as the infrastructure improvements associated with these projects. SEA-owned facilities include Mellon Arena, PNC Park, Heinz Field, the David L. Lawrence Convention Center, North Shore Riverfront Park, and the North Shore Parking Garage. The Auditorium Authority consists of seven members, three of whom are appointed by the City and three by the County. The seventh member is appointed by the City and County jointly.
412-393-0200

Urban Redevelopment Authority of Pittsburgh (URA)

The URA administers Federal and Commonwealth grants designed to provide a broad range of urban renewal and maintenance programs within the City. The Authority also coordinates efforts to improve the economic vitality, the housing stock, and overall living conditions within the City. The URA has a five-member board; each member is appointed by the Mayor.
412-255-6600

Water Exoneration Board

This Board hears cases that arise from services provided by the Pittsburgh Water & Sewer Authority.
412-255-8935

Youth Commission

This commission consists of 15 members who are experts in fields relating to youth, children, and family's needs, activities, and interests. It will define priorities to address the needs of Pittsburgh's children, youth, and families, and identify or create programmatic and policy opportunities to address

those prioritized needs. It will also inform elected and appointed officials representing the children, youth, and families of Pittsburgh to help them achieve their fullest potential in terms of mind, body, and spirit and to meaningfully connect to the City of Pittsburgh. Three youth from the Mayor's Youth Council will serve on this commission along with a representative from the following: Pittsburgh Public Schools, business community, non-profit community, law enforcement, youth serving organization, university or college, and a community based organization.

412-255-2258

Zoning Board of Adjustment

The Board meets weekly to hear appeals to consider granting variances or special exceptions to the Zoning Ordinance. The Board of Adjustment is a three member panel appointed by the Mayor. One of the appointees must be a lawyer.

412-255-2246

GLOSSARY OF COMMON ACRONYMS

BBI	Bureau of Building Inspections
CDBG	Community Development Block Grant
DCP	Department of City Planning
DPW	Department of Public Work
EMS	Emergency Medical Services
EORC	Equal Opportunity Review Commission
MBE/WBE	Minority/Women Business Enterprise
OMI	Office of Municipal Investigations
P&CSC	Dept. of Personnel & Civil Service Commission
PWSA	Pittsburgh Water & Sewer Authority
URA	Urban Redevelopment Authority
