

**Office of Pittsburgh City  
Councilman Corey O'Connor  
District 5**



**2016 Quarter 1 Report**

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# Overview

Each day, the District 5 office receives numerous calls from many residents, with topics of concern ranging from potholes to policy issues, traffic concerns to tax questions, and much more. Constituents also reach out to our office by email, online feedback form, written letter, social media, and at community meetings.

As we work to resolve these issues, we also classify and track this data. This allows us to maintain a better, more robust understanding of the District’s residents’ main concerns. In order to produce a precise record of constituents’ concerns, our office breaks down contact into 37 separate categories. By using this controlled vocabulary, we can reference constituent concerns in an orderly and trackable manner.

Abandoned Vehicles	Opposition to Legislation	Sidewalk
Animal Care and Control	Overgrowth (Private Property)	Sign - Replacement
Building Violation or Problem	Overgrowth (Public Property)	Sign - Request for New Signage
City Steps	Other	Snow / Ice Issue
Concern (Issue or Policy)	Parking	State Issue
County Issue	Parks and Recreation	Street Cleaning
DPW Request	Permit Issue	Street Light
Dumping	Police or Public Safety	Street Paving
Environmental Services Request	Potholes	Support for Legislation
Forestry Request	PWSA Problem	Traffic
Graffiti	Real Estate / Taxes	Utilities Request
Landlord / Tenant Issue	Refuse Problem	Zoning Issue
	Resource Request	

This report’s data was collected between Monday, January 1, 2016 and Thursday, March 31, 2016, herein referred to as Quarter 1, or Q1. This collection period effectively constitutes one-quarter of the total year. This data is only representative of concerns that were brought to the District 5 office, and don’t include samples from concerns sent directly to the City’s 311 service, City departments, or the Mayor’s office.

## Changes to Controlled Vocabulary

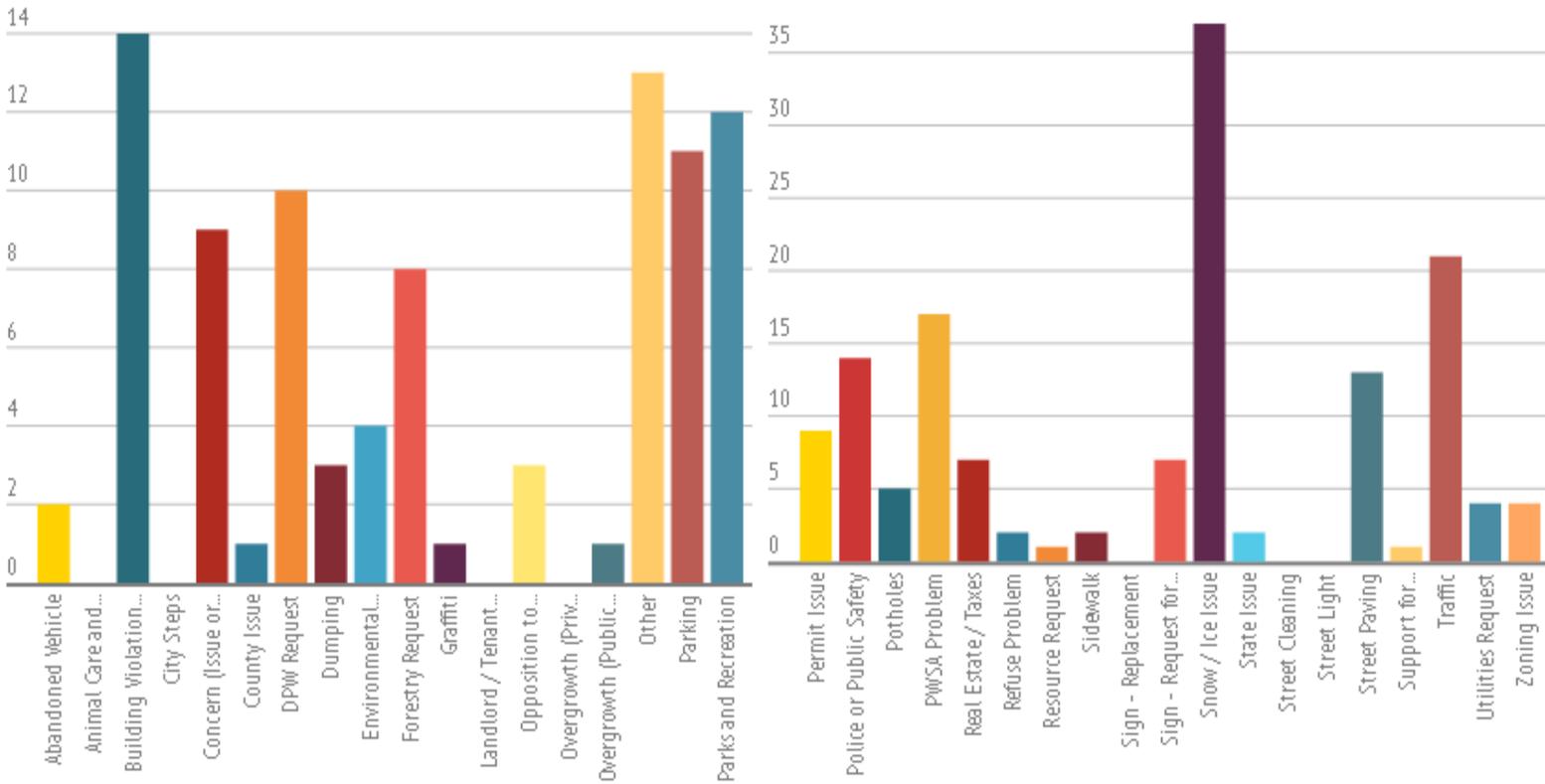
Since the publication of our 2015 Year-End report, we have made changes to the controlled vocabulary we use to classify constituent concerns. We have added six new categories to the controlled vocabulary: County Issue, Environmental Services Request, Permit Issue, Resource Request, State Issue, and Zoning Issue.

These changes will allow us to more accurately classify and track our constituent concerns. For example, constituent concerns that were related to irregular or missed refuse collection were previously classified as a DPW Request. Now, however, these issues are more accurately filed as a Environmental Services Request, indicating that the issue is more specifically related to the Bureau of Environmental Services within the City's Department of Public Works. Similarly, our previously established controlled vocabulary wasn't sufficiently robust in that issues related to the Department of Permits, Licenses, and Inspections that *weren't* related to building violations couldn't always be accurately classified. With the addition of the Permit Issue classification, that's no longer the case.

Moreover, some of the new additions to the controlled vocabulary, such as County Issue and State Issue, allow us to better track constituent concerns that may relate to Allegheny County or State government functions, such as the maintenance of certain infrastructure or programs. And finally, Resource Request will now be used to classify requests for general information from our office.

## Frequency of Concerns

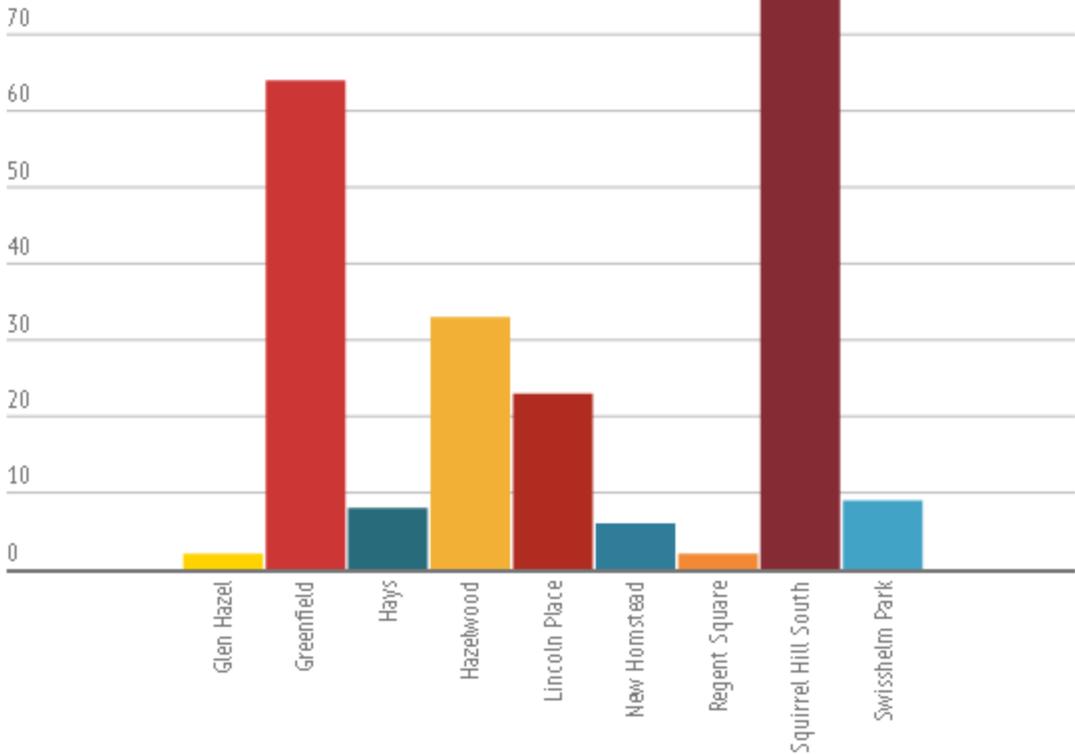
The most common types of constituent concerns about which District 5 residents contacted our office were issues related to winter weather conditions, traffic concerns, problems related to Pittsburgh Water and Sewage Authority (PWSA) service, police or public safety concerns, and reports of building violations or problems.



Please note that the charts above feature different Y-axes.

# Concerns by Neighborhood

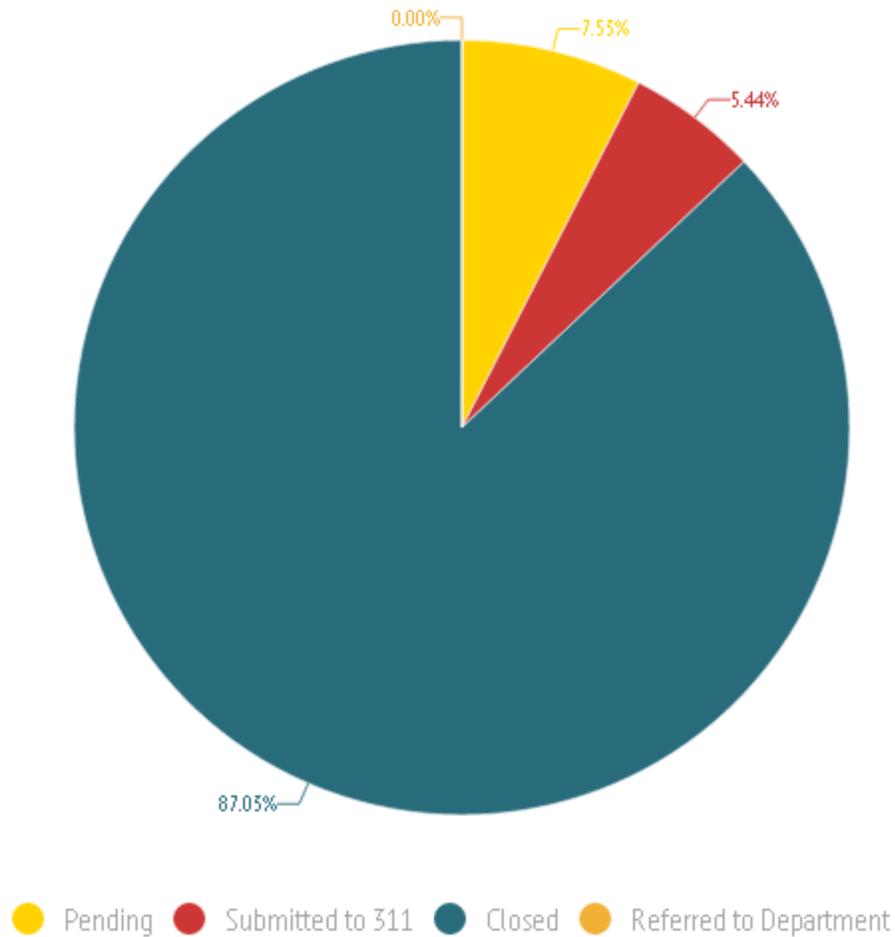
The chart below indicates rates of contact made by constituents in the District 5 neighborhoods to our office in the first Quarter of 2016.



*Note: The District 5 office only worked on two constituent cases for residents in Glen Hazel and Regent Square, respectively. Each of these constituent cases were ultimately classified as "closed." Given this lack of data samples, data visualizations for these neighborhoods are unavailable in this Quarterly Report.*

## Classification of Cases

As the District 5 office works to resolve constituent cases, our staff classifies them into four different categories.



By the end of Quarter 1, a total of 87.03 percent of constituent cases was classified as “closed.” Another 7.53 percent of constituent cases was still pending completion, with the remaining 5.44 percent submitted to the City’s 311 service for further action.

## Understanding Case Classification

**Closed:** The issue is either resolved or there is nothing else that our office can do. Cases are closed when either the constituent or a City representative confirms to our office that the matter has been taken care of, will be resolved by another agency, or when our office has exhausted any and all possible avenues of resolution. In some instances, if the concern has been registered with the appropriate agency, department, or representative and there is nothing more that the District 5 office can do, it earns this classification.

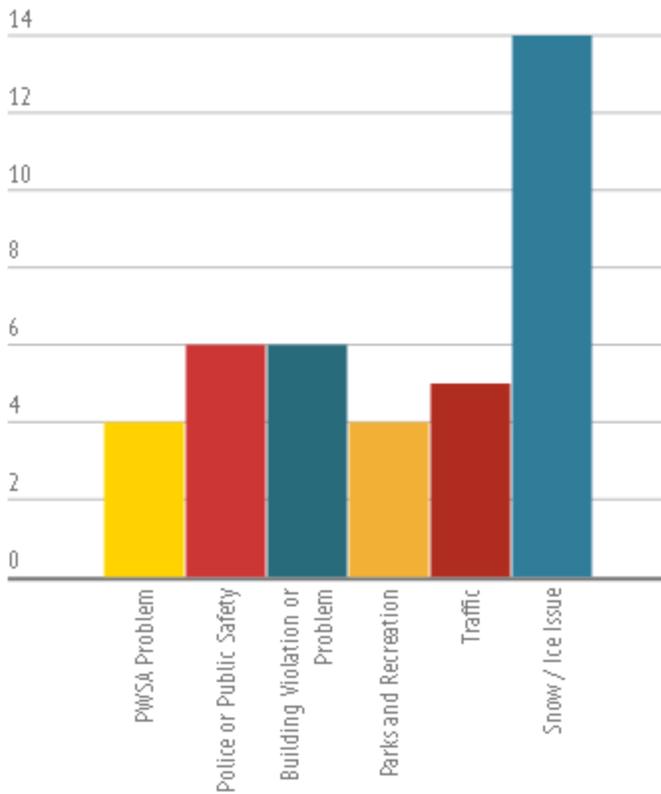
**Referred to Department:** The appropriate agency, department, or representative has been alerted of the issue and our office is awaiting an update on the status of the concern. This category can include things like forestry requests or long-term Department of Public Works projects or requests, which often take multiple days to resolve.

**Pending:** The resolution of an issue is possibly nearly completed and our office is awaiting confirmation. This category is different from “Referred to Department” in that it’s used when a department hasn’t been contacted. Or, our office has yet to receive confirmation that a department or representative is aware of our request.

**Submitted to 311:** The issue is best handled by a 311 request, such as a pothole. These issues are submitted to the City’s 311 service, as per protocol, and are then subsequently routed to the appropriate entity for resolution.

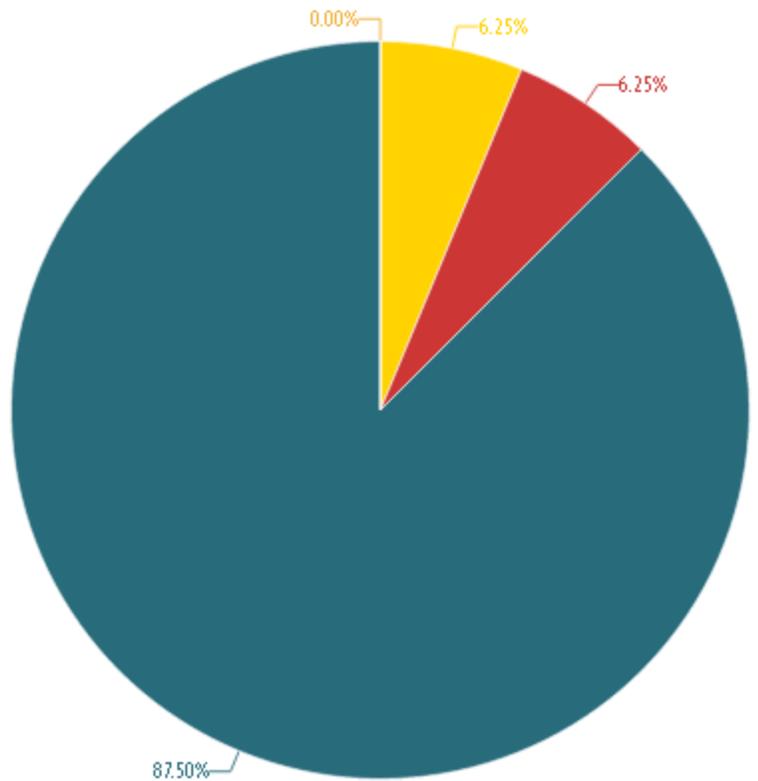
# Greenfield

The most common categories of constituent issues from Greenfield in Q1 were problems with PWSA service, police or public safety concerns, reports of building violations or problems, issues related to the City's park system, traffic concerns, and issues related to snow and ice.



In Q1, the District 5 office worked on four issues stemming from PWSA problems, six public safety concerns, six building or property violations, four requests related to parks and recreation, five traffic issues, and 14 requests for service from the Department of Public Works related to winter weather conditions.

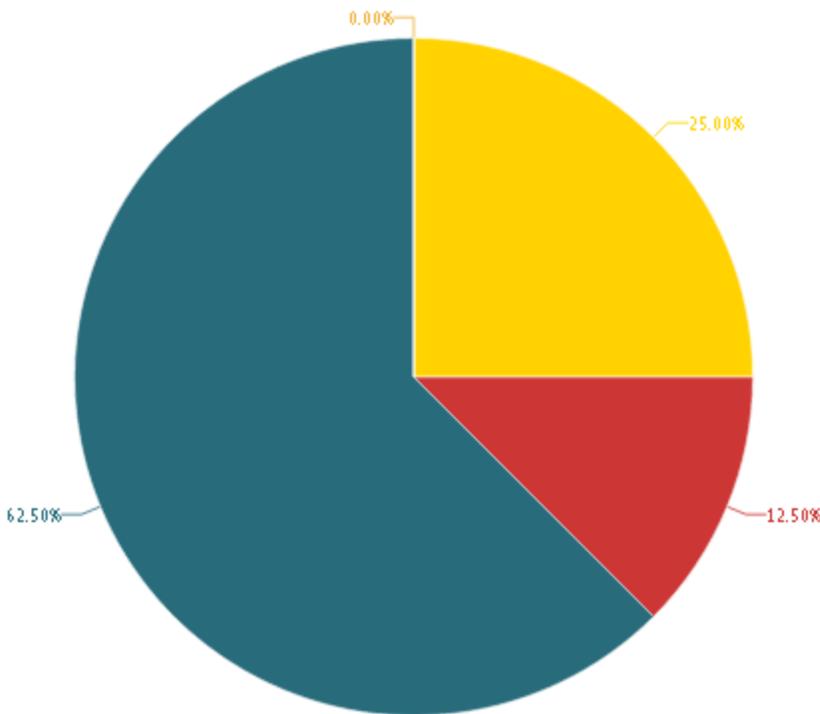
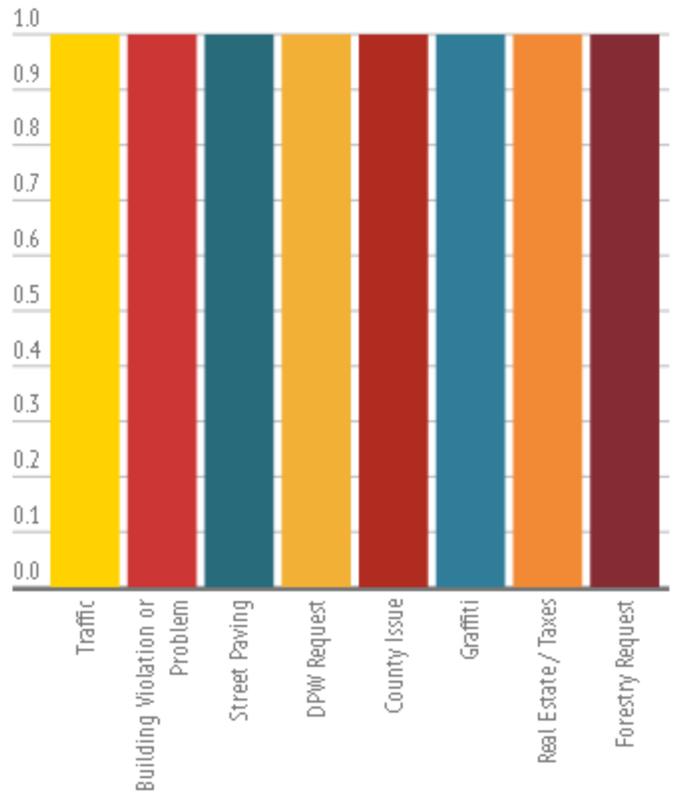
At the close of Q1, 87.50 percent of constituent cases was classified as "closed." Another 6.25 percent was submitted to the City's 311 service for further action, with the final 6.25 percent still pending final resolution.



# Hays

The District 5 office worked on one constituent concern of each of the follow types: a traffic concern, a report of a building violation, a street paving request, a request for service from the Department of Public Works, a County issue, a report of graffiti, a real estate / tax issue, and a request for City forestry services.

As stated above, there was one constituent case of each of the aforementioned categories.

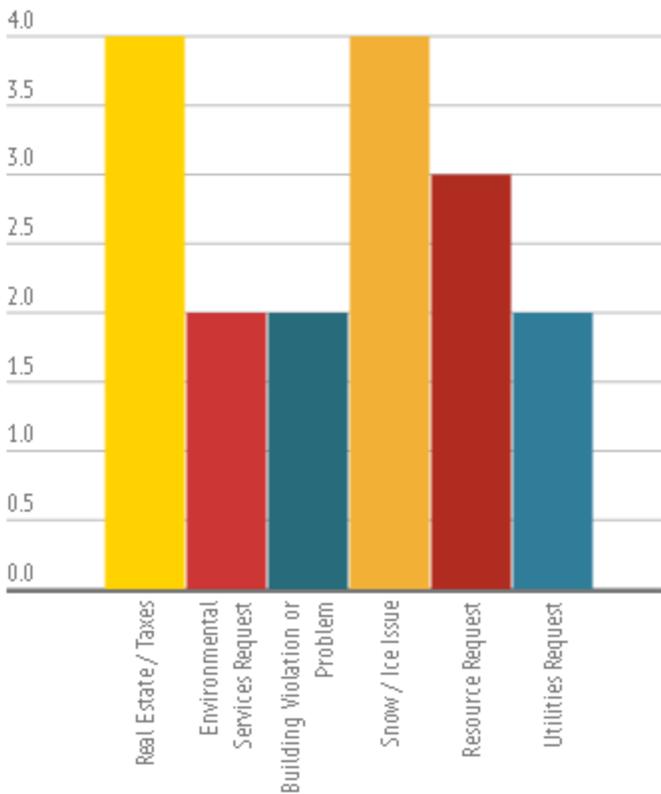


A total of 62.50 percent of constituent cases for Hays was classified as “closed” by the end of Q1. An additional 25 percent was still pending final resolution. The remaining 12.50 percent was submitted to the City’s 311 service for final resolution.

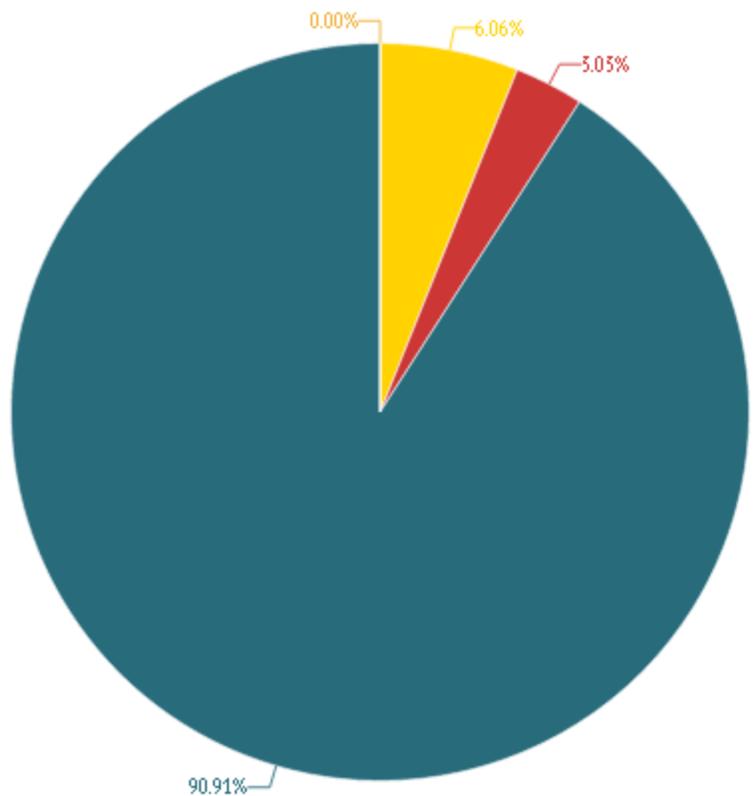
- Pending
- Submitted to 311
- Closed
- Referred to Department

# Hazelwood

For Hazelwood residents, the most common types of concerns for Q1 were real estate / tax concerns, requests for service from the Bureau of Environmental Services, reports of building violations, snow and ice issues, general resource requests, and issues related to utility companies.



Our office worked on four constituent cases related to real estate / tax queries, two requests for the Bureau of Environmental Services, two building violation issues, four winter weather concerns, three requests for general resources or information, and two problems stemming from utility company service.



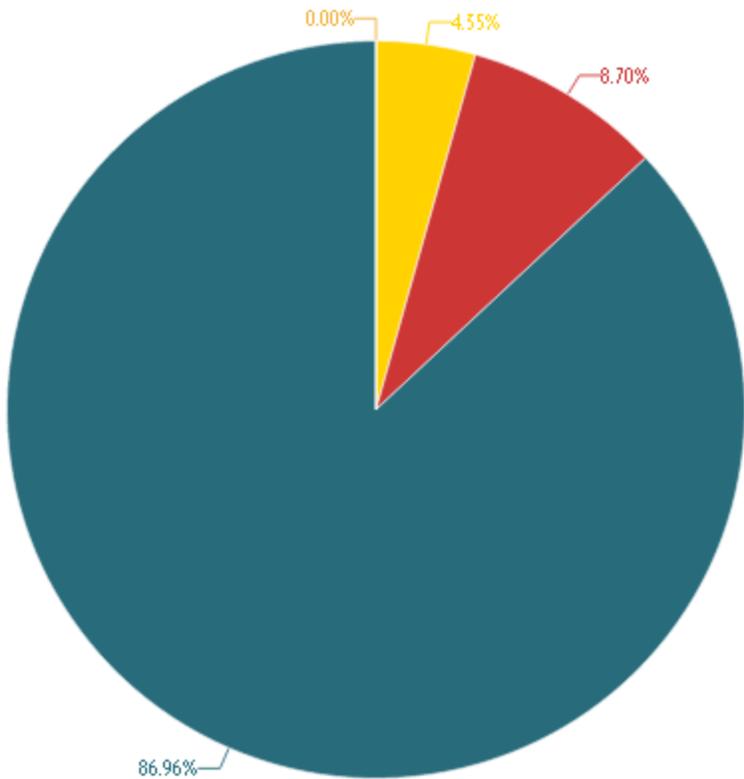
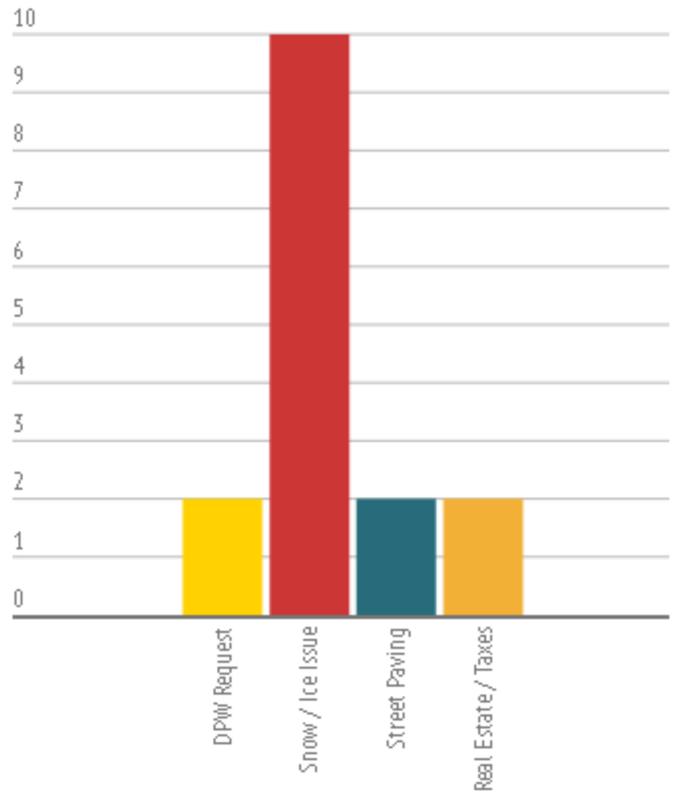
As of the close of Q1, 90.91 percent of Hazelwood constituent concerns was classified as “closed.” Furthermore, 6.06 percent was still pending final resolution. The final 3.03 percent was submitted to the City’s 311 service for appropriate action.



# Lincoln Place

In Q1, our office most frequently heard from Lincoln Place residents regarding requests for service from the Department of Public Works, snow and ice issues, requests for street resurfacing, and real estate / tax questions.

The District 5 office handled two requests for the Department of Public Works, 10 requests related to snow and ice issues, two requests for streets to be considered for paving, and two real estate / tax concerns.

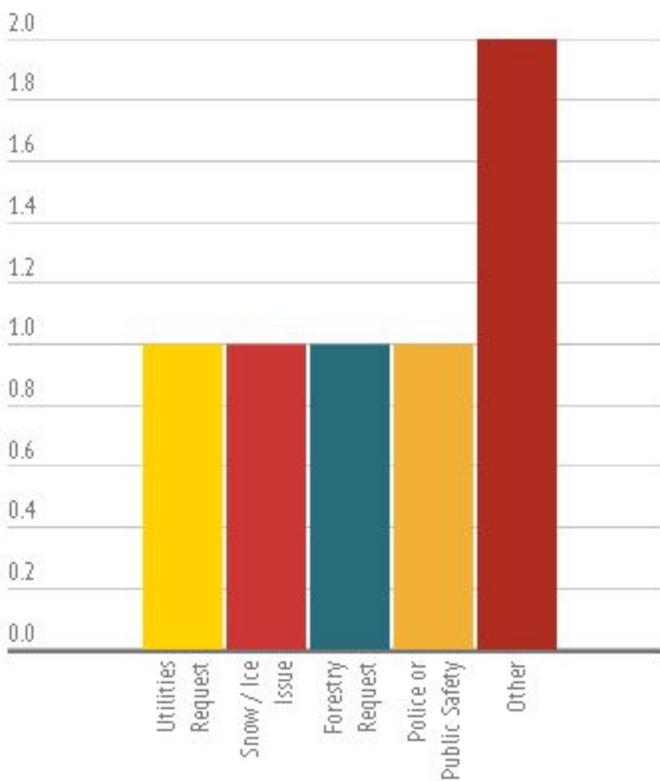


A total of 86.96 percent of constituent cases reported to our office by Lincoln Place residents was ultimately classified as “closed” by the end of Q1. Another 8.70 percent was submitted to the City’s 311 service for appropriate follow-up. The final 4.35 percent of the constituent concerns from this neighborhood was still pending resolution.

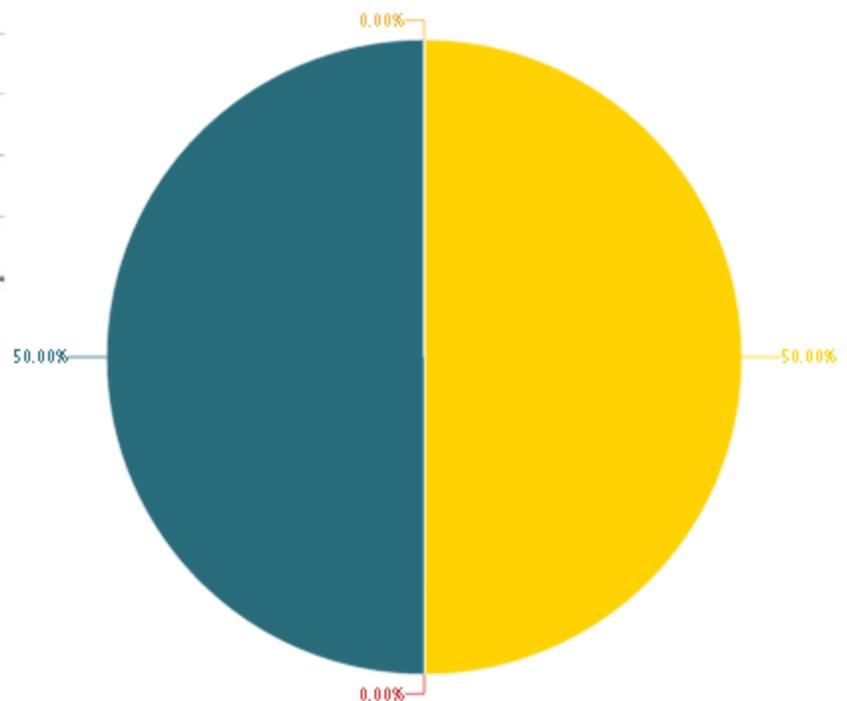
- Pending
- Submitted to 311
- Closed
- Referred to Department

## New Homestead

Constituents from New Homestead contacted the District 5 office in Q1 regarding a request for aid resolving a utility service issue, a snow and ice problem, a request for City forestry services, a police or public safety issue, and two “other” concerns, the nature of which didn’t fit within the scope of our controlled vocabulary.



Our office worked on one constituent case in each of the aforementioned categories except for “other,” where our office worked on two issues of that category.



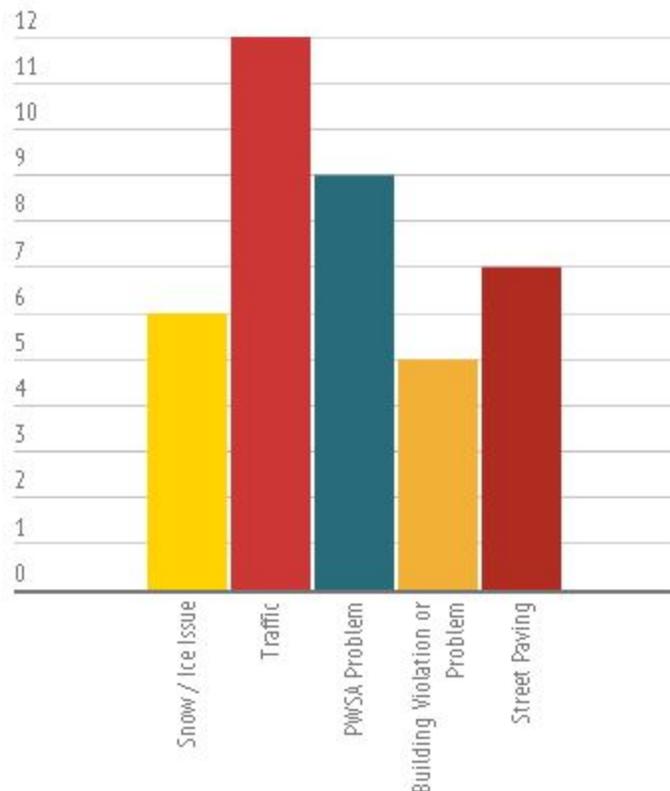
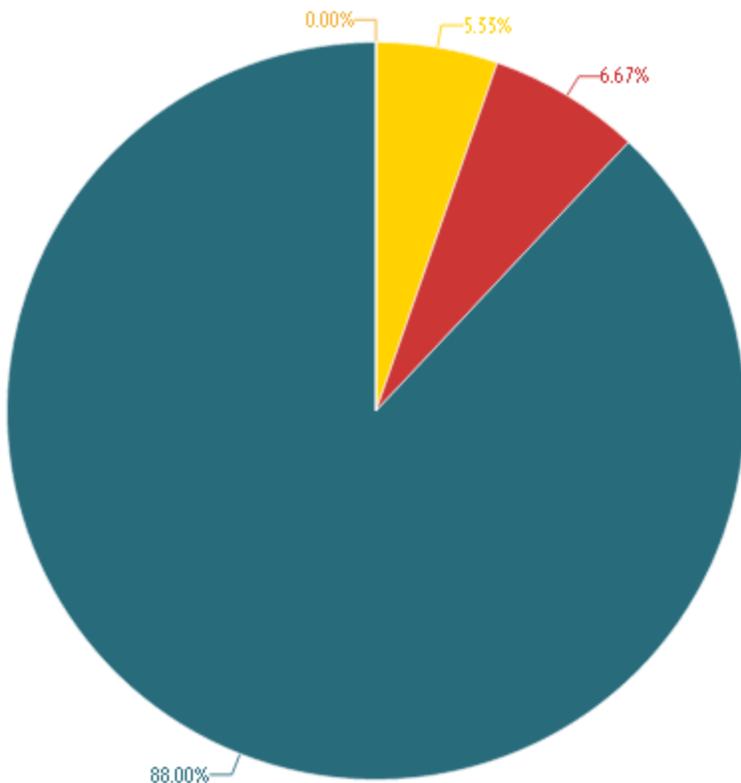
The Q1 constituent concerns from New Homestead were evenly split in classification at the close of Q1, with 50 percent of cases “closed” and the other 50 percent of cases still pending resolution.



## Squirrel Hill South

Throughout Q1, the residents of Squirrel Hill South who contacted our office most frequently did so regarding issues related to snow / ice, traffic, PWSA service, building violations, and street paving.

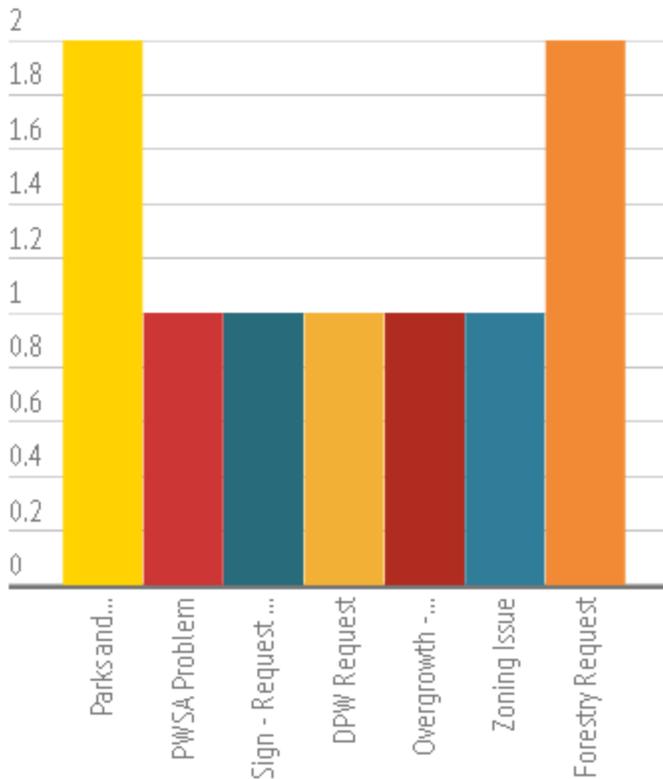
There were six issues related to winter weather conditions, 12 traffic-related concerns, nine PWSA service requests, five reports of building violations, and seven requests for street paving reported to the District 5 office in this Quarter.



By the end of the Quarter, 88 percent of constituent cases from Squirrel Hill South was classified as “closed.” An additional 6.67 percent was submitted to the City’s 311 service for appropriate follow-up. And the final 5.33 percent of constituent cases from this neighborhood was pending resolution.

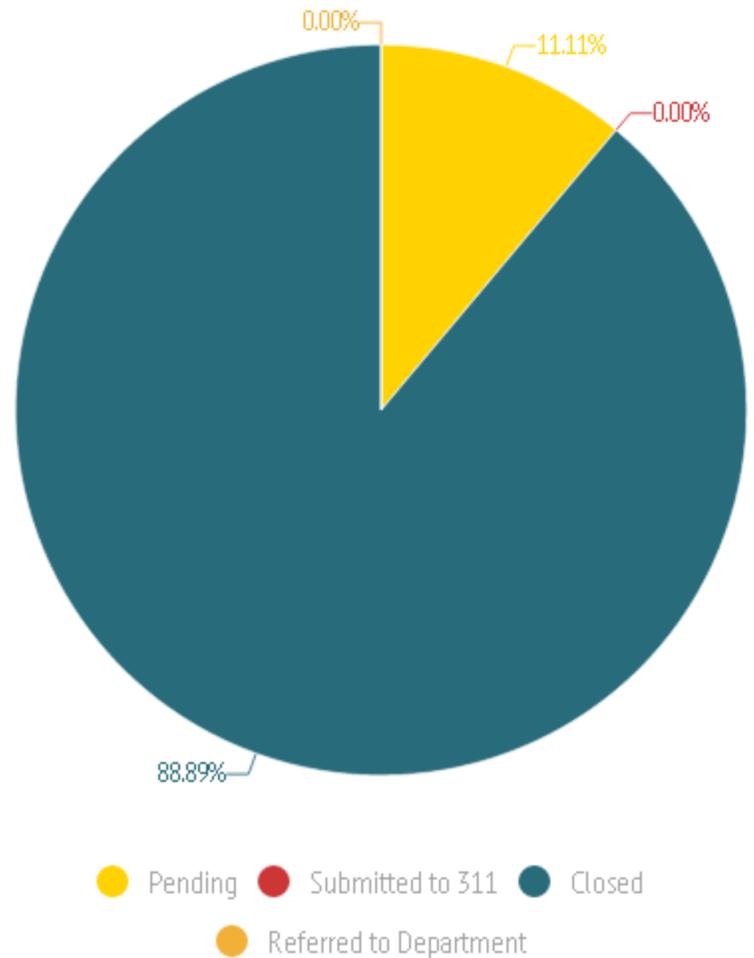
## Swisshelm Park

The District 5 office heard from Swisshelm Park residents most frequently in regard to concerns related to the City parks system, PWSA service issues, requests for new signage, requests for the Department of Public Works, reports of overgrowth on private property, zoning issues, and requests for City forestry services.



Our office handled two parks and recreation concerns, one PWSA-related problem, one request for the installation of new signage, one request for service from the Department of Public Works, one report of overgrowth, one zoning query, and two requests for forestry services.

At the close of Q1, 88.89 percent of constituent cases from Swisshelm Park residents was classified as “closed.” The final 11.11 percent of these cases was still pending final resolution.



## Legislative Update

During Q1, Councilman O'Connor introduced legislation to create an Advisory Board on Start-ups and Entrepreneurship. The legislation, co-sponsored by Councilman Dan Gilman, seeks to create an outlet for those with relevant experience in the business community to lend their experience and expertise to the City as it seeks to foster a better environment for entrepreneurship.

Councilman O'Connor also sponsored legislation that updated the City Code to legally permit cyclists to ride on trails in the City's park system. Prior to the Councilman's revisions, the City Code mandated that cyclists walk their bikes on park trails.

Additionally, Councilman O'Connor sponsored legislation that authorized the City's park rangers to issue citations to parkgoers that don't obey established ordinances governing conduct in the parks. The rangers may issue citations carrying a maximum fine of \$300 for conduct in violation of laws in the City's park system.

Additionally, the City's Minimum Wage Incentive Program, created through legislation authored by Councilman O'Connor, unveiled the first set of promotional spaces for local businesses that increase their employees' wages. The program allows businesses that raise their full time employees' hourly base pay to \$10.10 an hour for non-tipped employees and \$3.93 an hour for tipped employees to apply for messaging opportunities on City-owned assets.

## Contact Us

The District 5 office can be reached by phone at 412-255-8965 or via online feedback [form](#).

The following staff members work hard to ensure that all residents of District 5 receive the attention, services, and access they deserve:

### **Curt Conrad, MSW, Chief of Staff**

[curt.conrad@pittsburghpa.gov](mailto:curt.conrad@pittsburghpa.gov)

Curt, originally from Elkins, West Virginia, is the Chief of Staff to Councilman O'Connor, but began his career at Pittsburgh City Council as the Constituent Services Coordinator for the District 5 Office. Prior to coming to City Council, Curt was a community organizer in the Hill District and a residential services intern at the mixed-income housing community New Pennley Place in East Liberty. He graduated magna cum laude from West Virginia University where he received Bachelor of Arts degrees in Anthropology and Religious Studies. He later earned his Masters of Social Work degree from the University of Pittsburgh where he focused on Community Organizing and Social Administration.

### **Connie Sukernek, Executive Assistant**

[connie.sukernek@pittsburghpa.gov](mailto:connie.sukernek@pittsburghpa.gov)

Connie is an Executive Assistant to Councilman O'Connor. A Pittsburgh native, she attended Colfax Elementary and Taylor Allerdice High School before graduating cum laude from Chatham College. For 20 years, she was a partner in a successful boutique advertising and public relations agency, which was followed by almost a decade of working with the late Mayor Bob O'Connor. With expertise in media, marketing, communications and public relations, Connie has worked in media relations and development at Presbyterian University Hospital, Chatham College and Children's Hospital Regional Pediatric Program, as well as for City Council Presidents Gene Ricciardi and Doug Shields. She is a resident of Squirrel Hill.

### **Lynette Lederman, Executive Assistant**

[lynette.lederman@pittsburghpa.gov](mailto:lynette.lederman@pittsburghpa.gov)

Lynette is currently an Executive Assistant to Councilman Corey O'Connor. A Registered Nurse by profession, Lynette has been involved in Democratic politics and government for 36 years and has been active in community service and social justice issues throughout the region. She is a former President of the National Council of Jewish Women, currently the Chair of the Children's Rooms in the Courts, a member of the Partner's Council for the Center for Women, and on the Boards of the Pennsylvania Coalition Against Domestic Violence, Jewish Residential Services and the Bob O'Connor Foundation. Lynette is married to attorney Stanley Lederman and is the mother of two children and grandmother of two grandsons. She is a resident of Squirrel Hill.

### **Matt Singer, Legislative Aide**

[matt.singer@pittsburghpa.gov](mailto:matt.singer@pittsburghpa.gov)

Matt is a Legislative Aide working in Councilman O'Connor's office specializing in policy research, analysis and writing. Additionally, he works with constituents to resolve various issues and address the concerns of District 5 residents. He also has experience tracking grants and with written and professional communication. He graduated cum laude from the University of Pittsburgh with a degree in politics and philosophy from the University Honors College, where his studies focused on contemporary applications of democratic theory. While at Pitt, Matt was highly involved in campus media, having played significant roles in each of the campus' major media outlets, working as the editor in chief of Pitt Political Review, the news director at WPTS Radio and as a senior staff writer at The Pitt News, as well as serving as the first press secretary of the University's Student Government Board.