

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



2016 Quarter 4 Report

Index

Overview	2
Frequency of Concerns	3
Concerns by Neighborhood	4
Classification of Cases	5
Understanding Classification	6
Greenfield	7
Hazelwood	8
Lincoln Place	9
New Homestead	10
Regent Square	11
Swisshelm Park	12
Squirrel Hill South	13
Legislative and Community Update	14
Contact Us	15

Overview

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

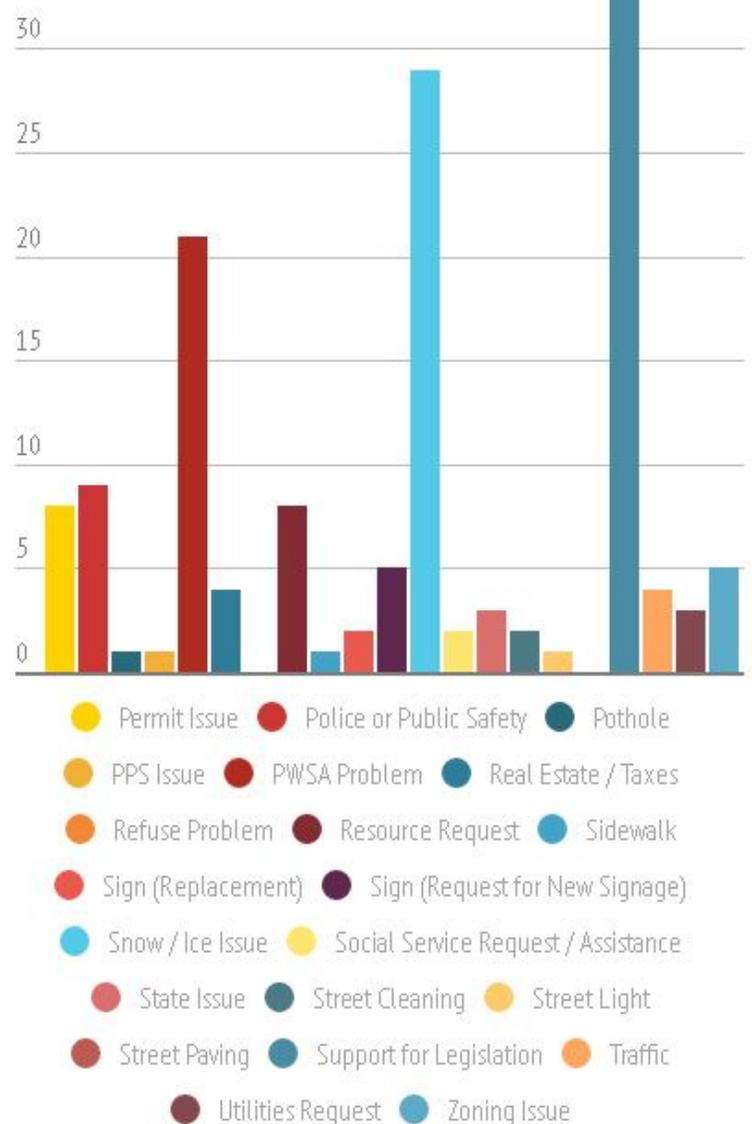
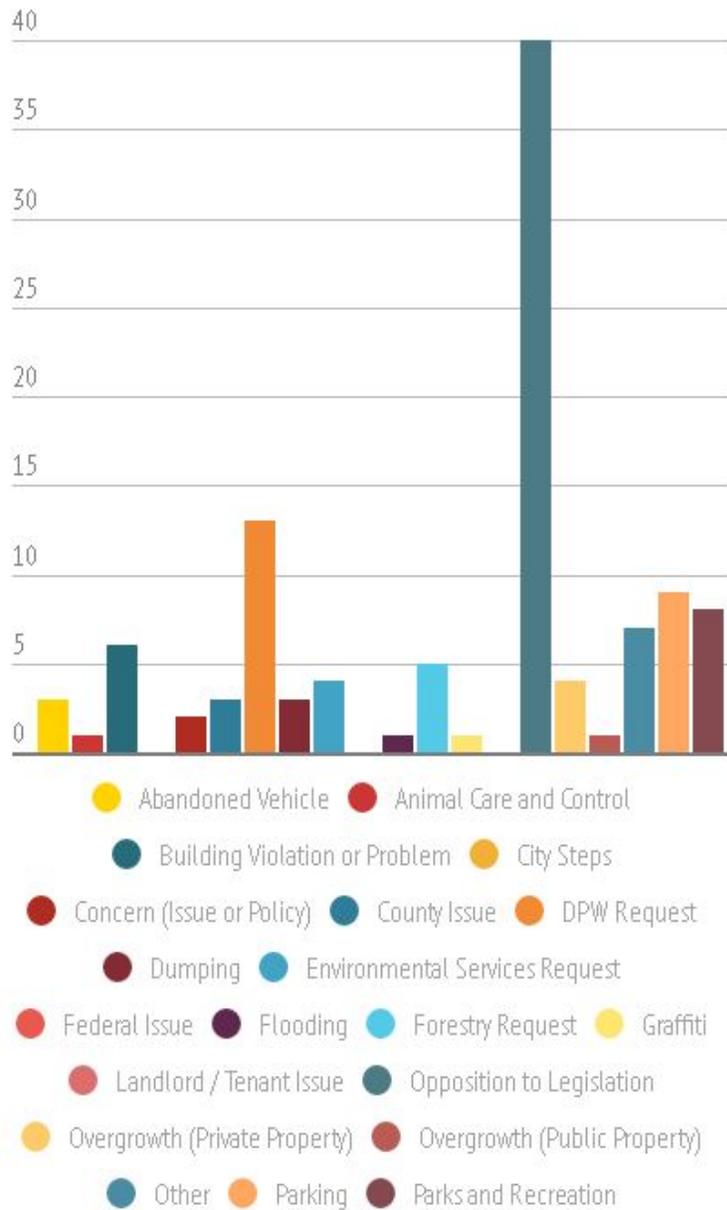
As we work to resolve these issues, we also classify and track this data. This allows us to maintain a better, more robust understanding of the District’s residents’ — and other City residents’ — main concerns. In order to produce a precise record of constituents’ concerns, our office breaks down contact into 41 separate categories. By using this controlled vocabulary, we can reference constituent concerns in an orderly and trackable manner.

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

This report’s data was collected between Tuesday, November 1, 2016 and Saturday, December 31, 2016, herein referred to as Quarter 4, or Q4. 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.

Frequency of Concerns

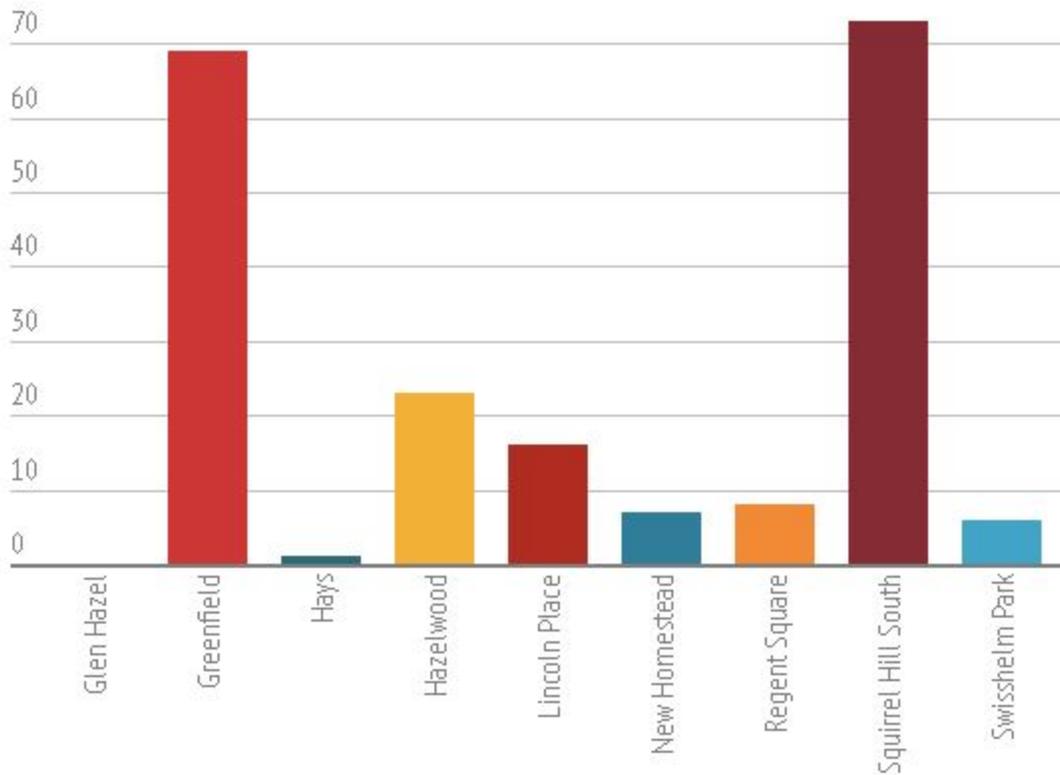
The most common types of constituent concerns about which residents reached out to the District 5 office in Quarter 4 were requests for services from the Department of Public Works, expressions of support for legislation, expressions of opposition to legislation, problems with Pittsburgh Water and Sewer Authority (PWSA) service, and snow and ice issues.



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

Concerns by Neighborhood

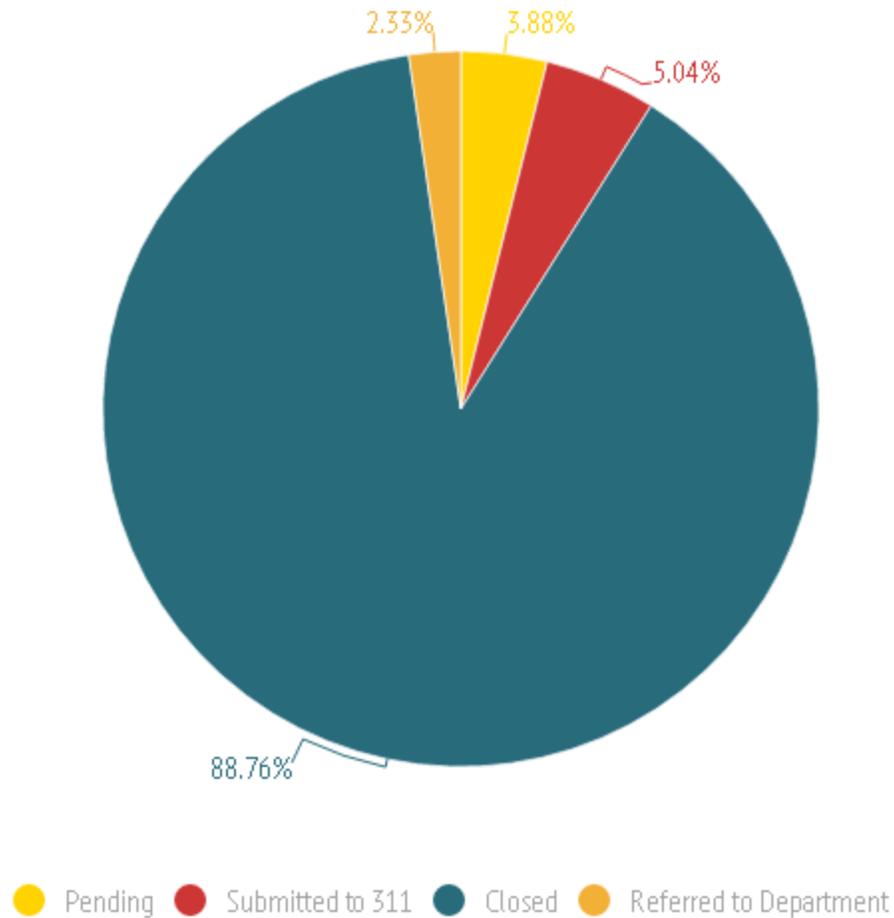
The chart below indicates rates of contact to our office by constituents in the nine neighborhoods that comprise District 5 in Quarter 4.



Note: The District 5 office didn't work on any constituent cases from Glen Hazel during Quarter 4. Furthermore, the District 5 office only worked on one constituent case for Hays. That case was 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.



At the close of Quarter 4, 88.76 percent of constituent cases was classified as “closed.” An additional 5.04 percent was submitted to the City’s 311 service for further action. Of the remaining concerns, 3.88 percent was still pending final resolution and 2.33 percent was referred to the appropriate City department for follow-up.

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.

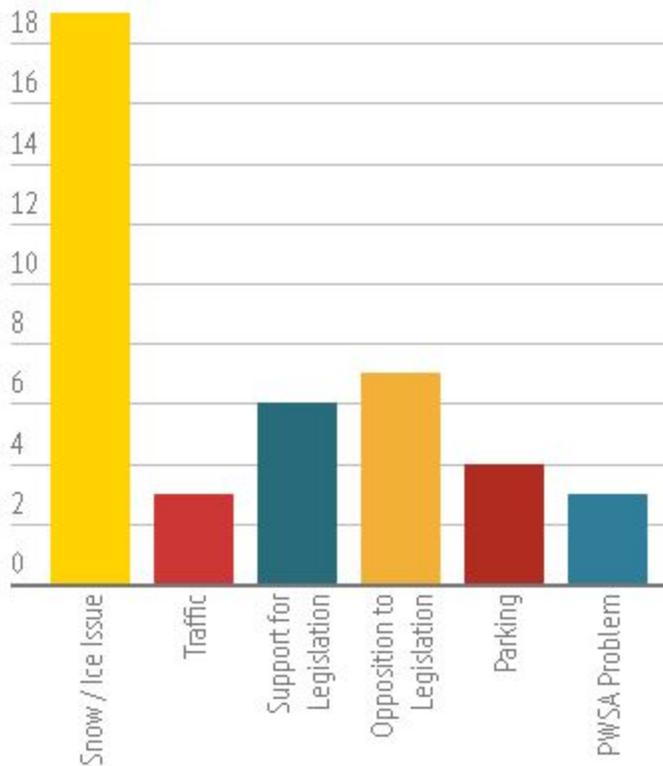
Referred to Department: The appropriate agency, department, or representative has been alerted of the issue and our office is awaiting an update on the status of the concern. This category can include things like long-term projects or requests, which often take a long period of time to resolve. Furthermore, this classification is used when the services the issue requires aren't routed through the City's 311 service.

Pending: This classification is used when an issue is nearly resolved or completed. It can be used when our office is awaiting confirmation from an agency, department, or representative that they have received word of the issue, or when our office is in need of an update on the status of the issue.

Submitted to 311: The District 5 office submits certain complaints to the City's 311 system. Certain issues, as per protocol, must be managed through the 311 system for a work order to be created and subsequently referred to the appropriate entity for resolution.

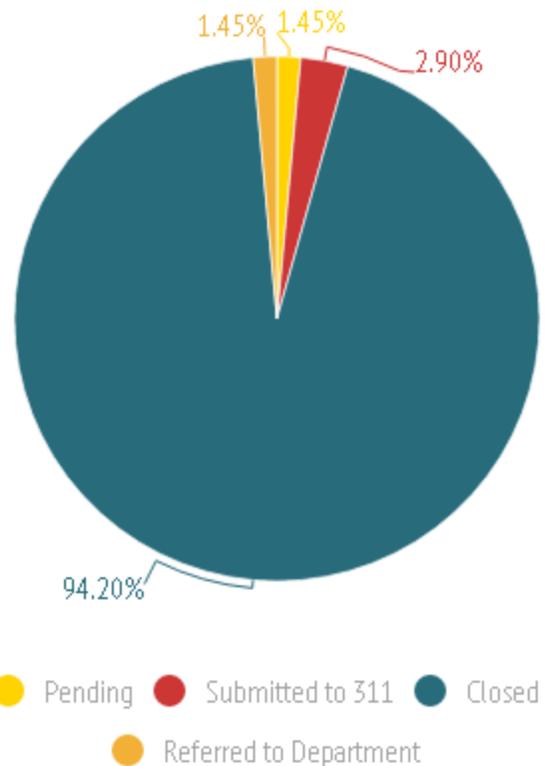
Greenfield

The most common topics of concern for Greenfield residents during Q4 were reports of snow / ice issues, traffic complaints, expressions of support for legislation, expressions of opposition to legislation, parking issues, and problems with PWSA service.



This Quarter, our office worked on 19 snow / ice issues, three traffic concerns, six expressions of support for legislation, seven expressions of opposition to legislation, four parking complaints, and three PWSA-related matters.

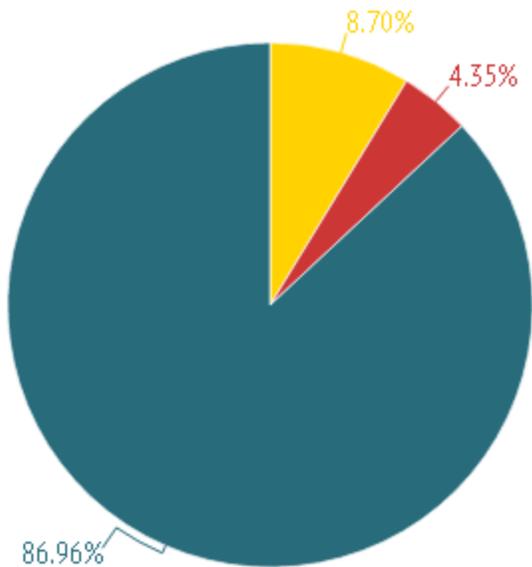
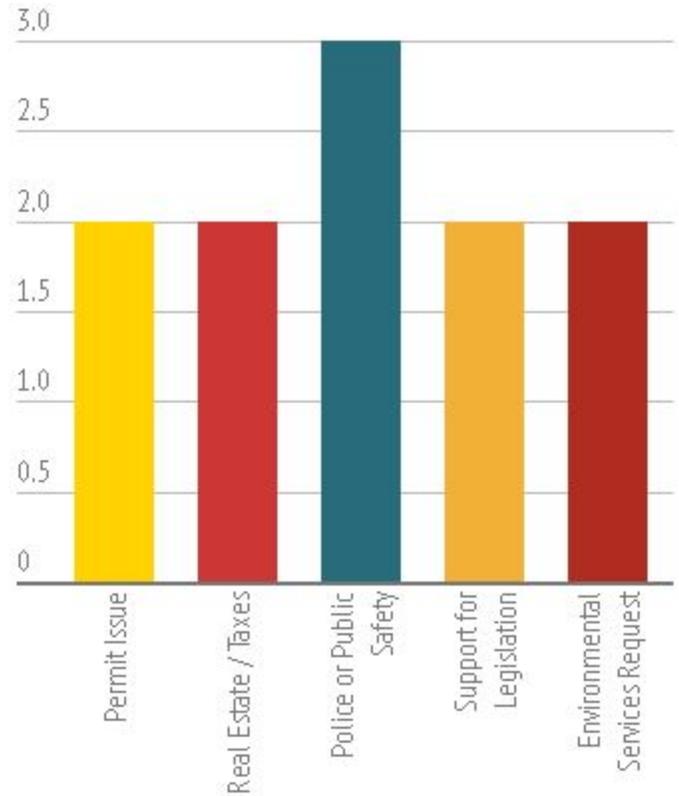
At the end of Q4, 94.2 percent of constituent concerns from Greenfield was classified as “closed.” Another 2.9 percent was submitted to the City’s 311 service for further action. The remaining constituent cases were classified evenly at 1.45 percent, respectively, as either pending final resolution or referred to the appropriate City department for follow-up.



Hazelwood

In Q4, our office most frequently heard from Hazelwood residents whose concerns fell into the following categories: permit queries, real estate / tax issues, public safety concerns, expressions of support for legislation, and requests for the Bureau of Environmental Services.

Hazelwood residents contacted our office twice for permit matters, twice for questions related to real estate or taxes, thrice for public safety concerns, twice to express support for legislation, and twice for requests for the Bureau of Environmental Services.

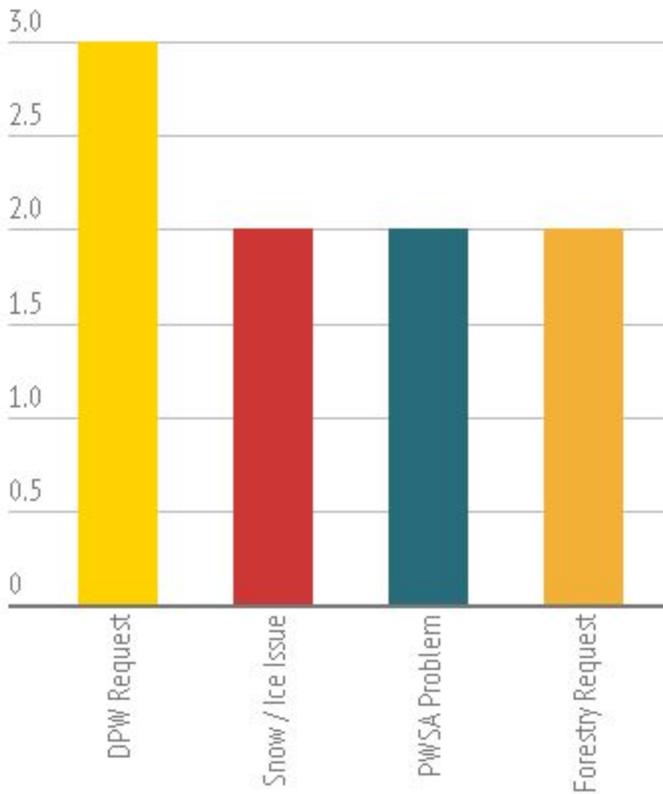


A total of 86.96 percent of Hazelwood constituent concerns was classified as “closed” by the end of Q4. Another 8.7 percent was still pending final resolution, and the remaining 4.35 percent was submitted to the City’s 311 service for further action.

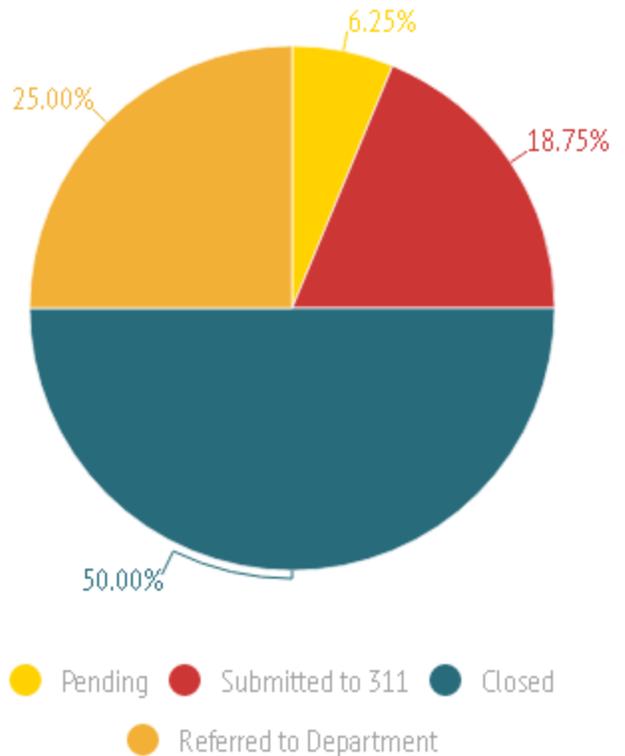
● Pending
 ● Submitted to 311
 ● Closed

Lincoln Place

Lincoln Place residents most often contacted the District 5 office because of requests for service from the Department of Public Works, snow / ice issues, concerns related to PWSA service, and requests for the Forestry Division.



Our office handled three cases of requests for the Department of Public Works, and two cases of each other aforementioned category of constituent concern, respectively.

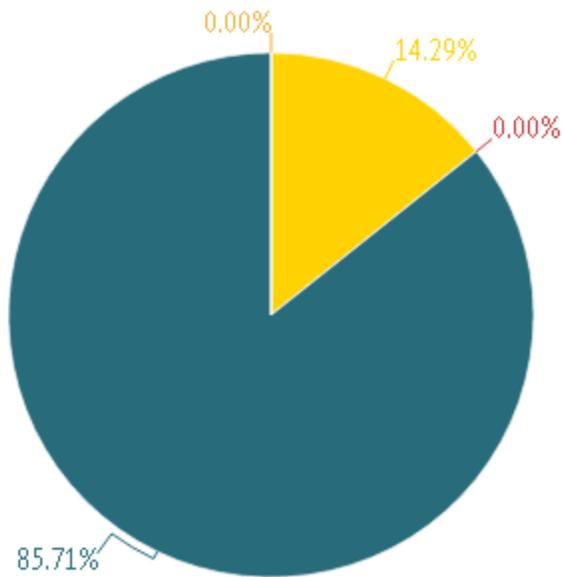
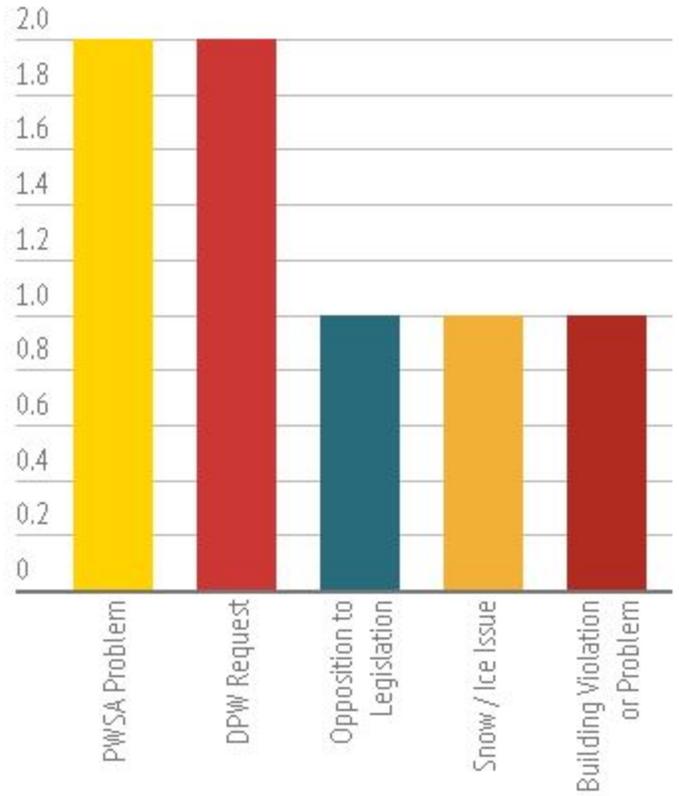


One-half of all constituent concerns from Lincoln Place residents was classified as “closed” at the end of the Quarter. A quarter of the concerns was referred to the appropriate City department for follow-up. Another 18.75 percent was submitted to the City’s 311 service for further action, and the remaining 6.25 percent was still pending final resolution.

New Homestead

The District 5 office heard from New Homestead residents in regard to issues with PWSA service, requests for the Department of Public Works, an expression of opposition to legislation, a snow / ice issue, and a report of a building violation.

Of these constituent cases, two were reports of PWSA-related issues, and two more were requests for the Department of Public Works. The remaining constituent cases for New Homestead were single-instance issues.

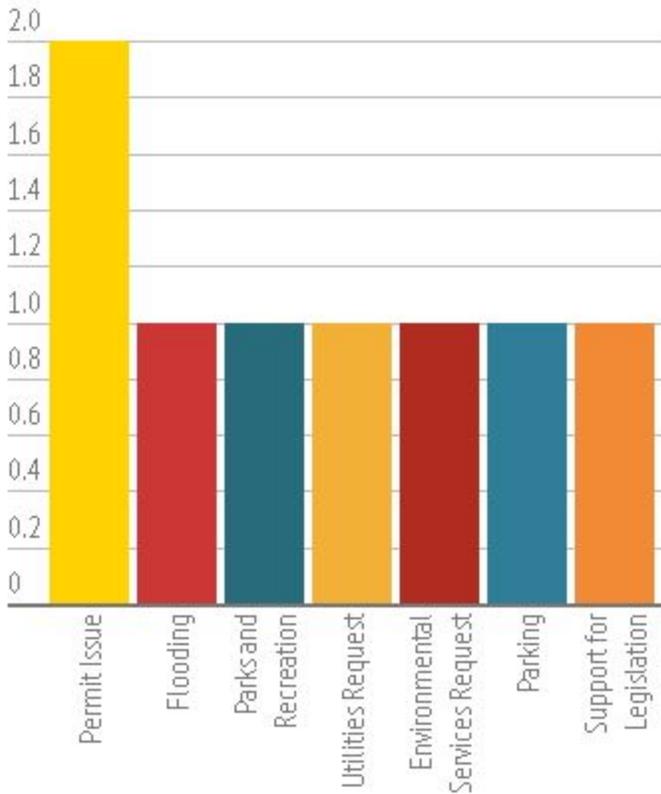


At the Quarter’s close, 85.71 percent of these constituent cases was ultimately classified as “closed.” The other 14.29 percent was still pending final resolution.

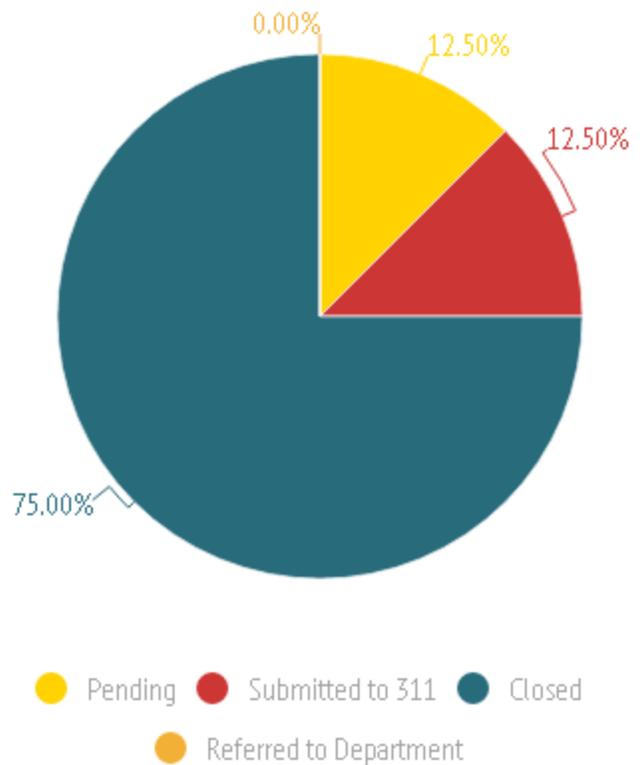
- Pending
- Submitted to 311
- Closed
- Referred to Department

Regent Square

Throughout Q4, the residents of Regent Square who contacted our office most frequently did so regarding permits, flooding, the City's park system, utility issues, requests for the Bureau of Environmental Services, parking, and an expression of support for legislation.



Our office worked on two permit issues for Regent Square residents, and one of each of the other aforementioned issues in Quarter 4.

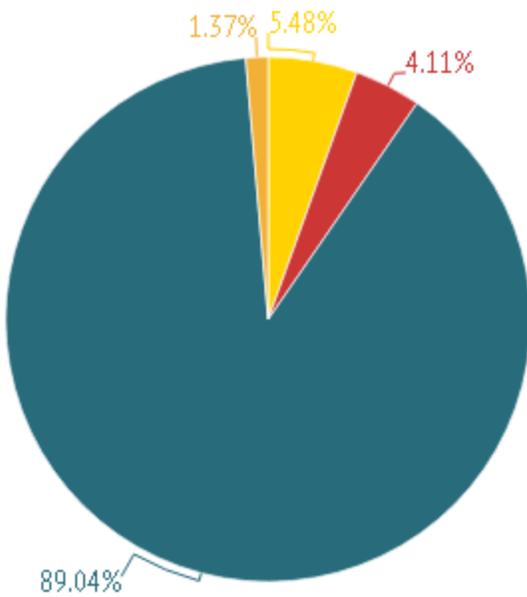
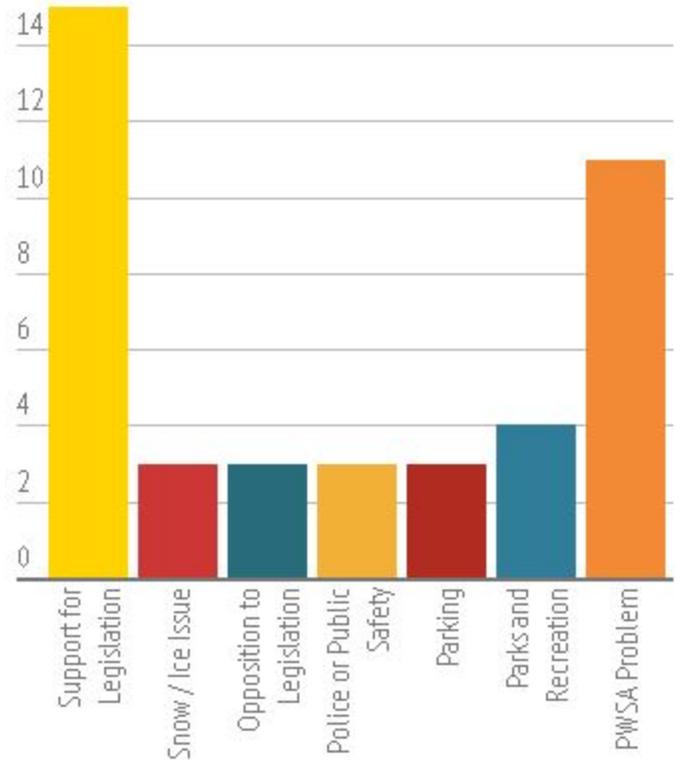


Regent Square saw 75 percent of its constituent cases "closed" this Quarter. Furthermore, 12.5 percent was still pending final resolution, with the remaining 12.5 submitted to the City's 311 service for further action.

Squirrel Hill South

Residents from Squirrel Hill South contacted our office most frequently due to expressions of support for legislation, snow / ice issues, expressions of opposition to legislation, public safety concerns, parking problems, concerns related to the City’s park system, and issues with PWSA service.

Our office received 15 expressions of support for legislation, three snow / ice complaints, three expressions of opposition to legislation, three police or public safety concerns, three parking issues, four matters related to the City’s park system, and 11 PWSA-related problems.

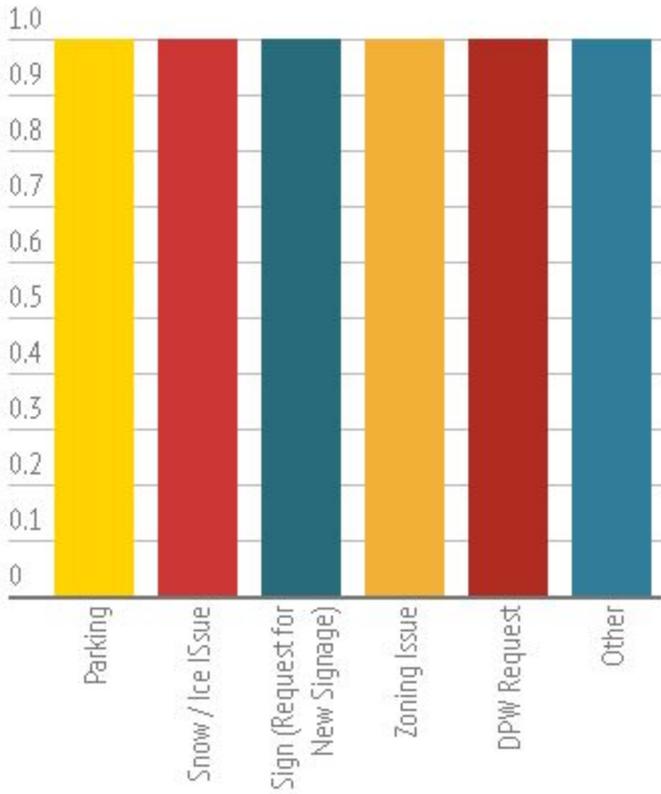


At Q4’s end, 89.04 percent of Squirrel Hill South constituent cases was classified as “closed.” Another 5.48 percent was still pending final resolution. Furthermore, 4.11 percent was submitted to the City’s 311 service for final resolution, with the final 1.37 percent referred to the appropriate City department.

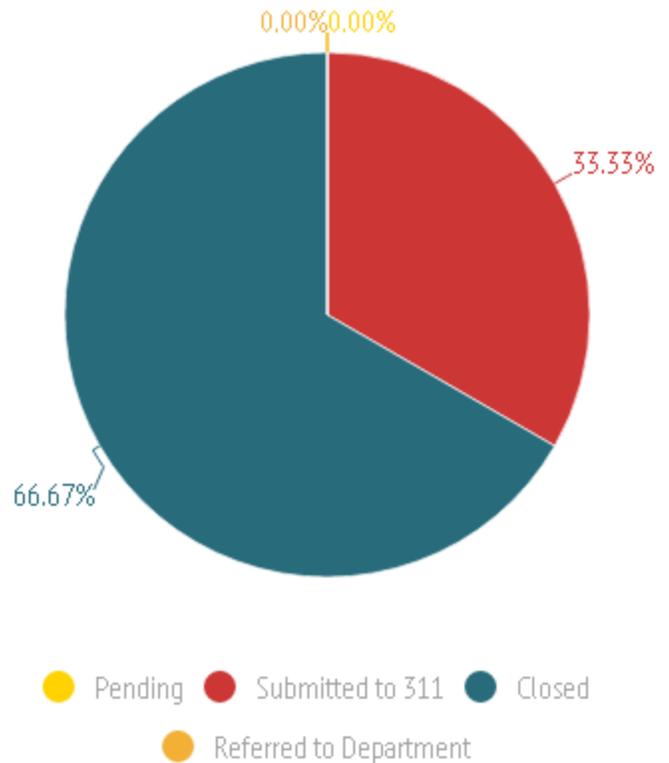


Swisshelm Park

The District 5 office heard from Swisshelm Park residents because of the following issues: parking, snow / ice, a request for new signage, zoning, a request for the Department of Public Works, and an “other” request, meaning the nature of the request didn’t fit within our 41-word controlled vocabulary.



Constituents from Swisshelm Park contacted our office once in regard to each of the aforementioned types of concerns.



By the end of this Quarter, 66.67 percent of constituent concerns for this neighborhood was classified as “closed.” The remaining 33.33 percent was submitted to the City’s 311 service for further action.

Legislative and Community Update

During Q4, Councilman O'Connor sponsored legislation calling on the Department of City Planning and the Zoning Administrator to create zoning regulations for medical marijuana dispensaries and growing / processing facilities. With the legalization of the growing, processing, and dispensation of medical marijuana now legal in Pennsylvania, and the state government preparing to issue licenses for such activity, Councilman O'Connor's legislation ensures that the City is prepared with appropriate zoning regulations that encourage the robust, yet responsible incorporation of these newly legal and previously unregulated facilities into the City Code and Zoning Code.

Also during this Quarter, Councilman O'Connor partnered with the African American Chamber of Commerce of Western Pennsylvania and the Pittsburgh Promise to launch the Pittsburgh Hires initiative. The Councilman sponsored legislation that allocated \$60,000 in funding to the African American Chamber of Commerce to be used as the basis for a grant program that will later be supplemented by additional matching funds. The goal of this grant program is talent retention, with grants awarded to Pittsburgh Promise graduates who have completed college and the local businesses that hire them in the City.

Councilman O'Connor played valuable leadership roles in important community events by:

- Hosting a community meeting in Four Mile Run to discuss future stormwater infrastructure improvements.
- Moderating neighborhood forums on multiple proposed development projects in Squirrel Hill.
- Working in conjunction with the Greater Hazelwood Community Collaborative and the Department of City Planning to release a request for proposal (RFP) for a comprehensive community plan.

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,

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,

connie.sukernek@pittsburghpa.gov

Connie is an Executive Assistant to Councilman O'Connor. A Pittsburgh native, she attended Colfax Elementary and Taylor Allderdice 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,

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,

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.