

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



2015 Quarter 4 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 an orderly record of constituents’ concerns, our office breaks down contact into 31 separate categories.

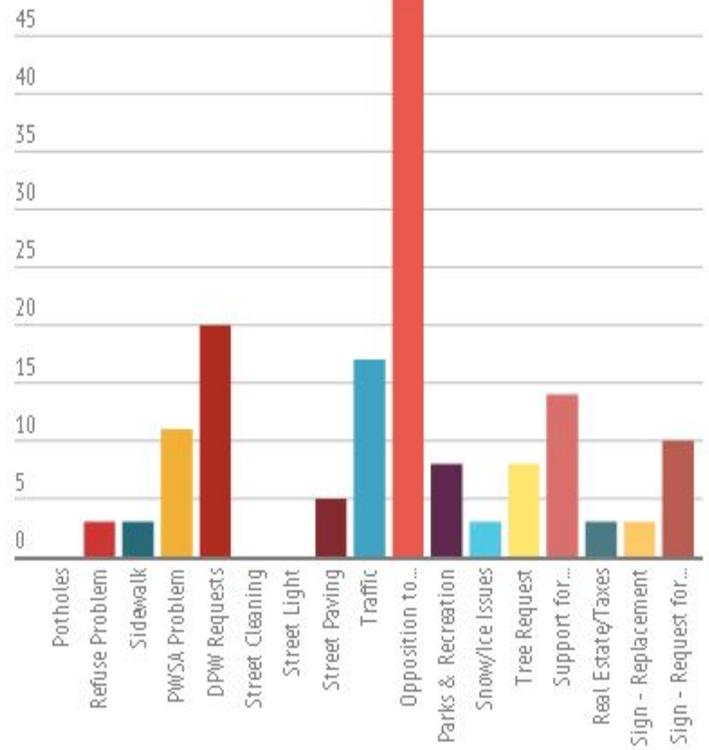
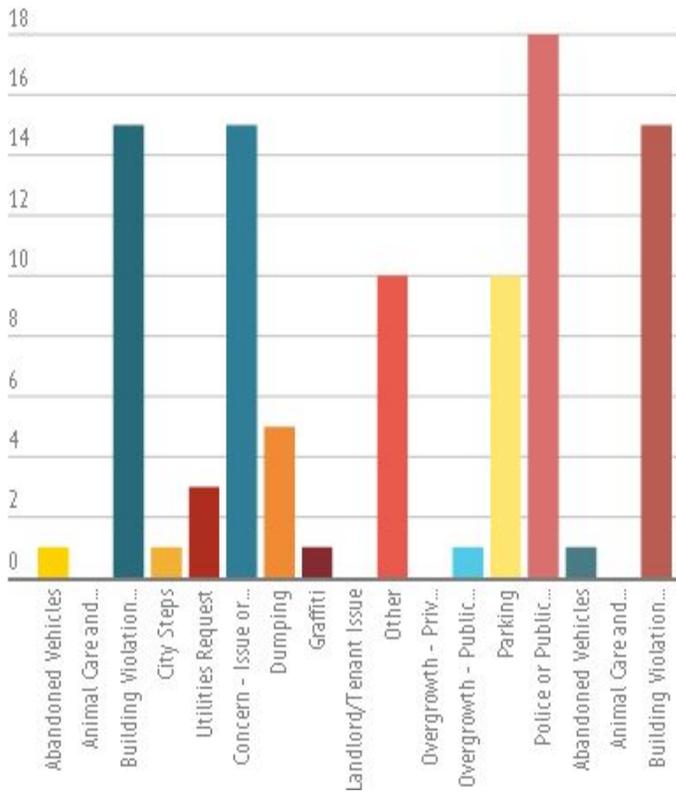
By using this controlled vocabulary, we can reference constituent concerns in an orderly and trackable manner.

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

This report’s data was collected between Thursday, October 1, 2015 and Thursday, December 31, 2015, 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

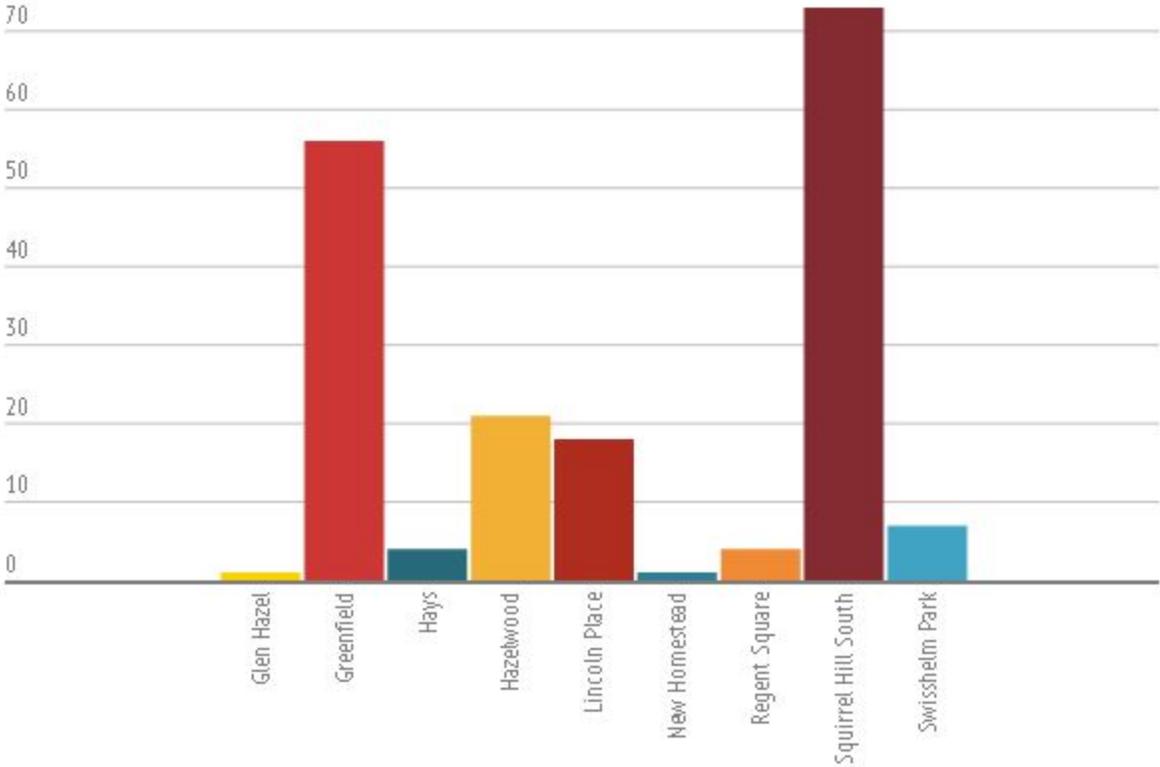
In Q4, the most common types of concerns were those related to constituents expressing opposition to legislation, requests for services from the Department of Public Works, police or public safety concerns, traffic issues, reports of building violations or problems, and general policy or issue concerns.



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

Concerns by Neighborhood

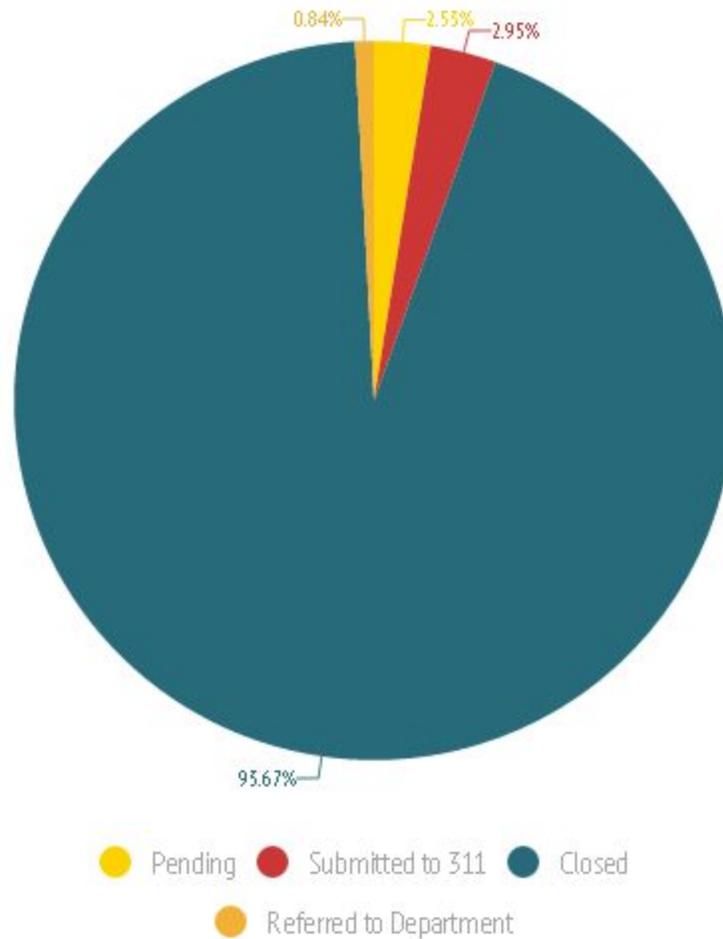
The chart below indicates the proportions of neighborhood contact, as experienced by the District 5 office.



Note: The District 5 office only worked on one constituent case for residents in New Homestead and one constituent case for residents in Glen Hazel. 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 this Quarter, a total of 93.67 percent of constituent cases were classified as “closed.” An additional 2.95 percent were submitted to the City’s 311 service for completion, with another 2.53 percent still pending final resolution. The remaining 0.84 percent were referred to the appropriate City department for further work.

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.

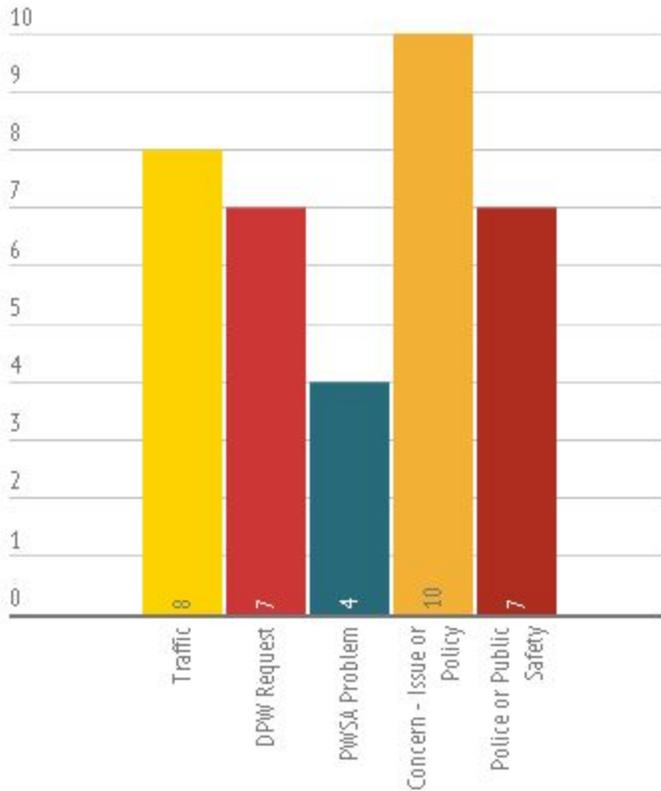
Referred to Department: The appropriate agency, department or representative has been alerted of the issue and our office is awaiting an update on the status of the concern. This category can include things like forestry requests and Pittsburgh Water and Sewage Authority (PWSA) requests, which often 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.

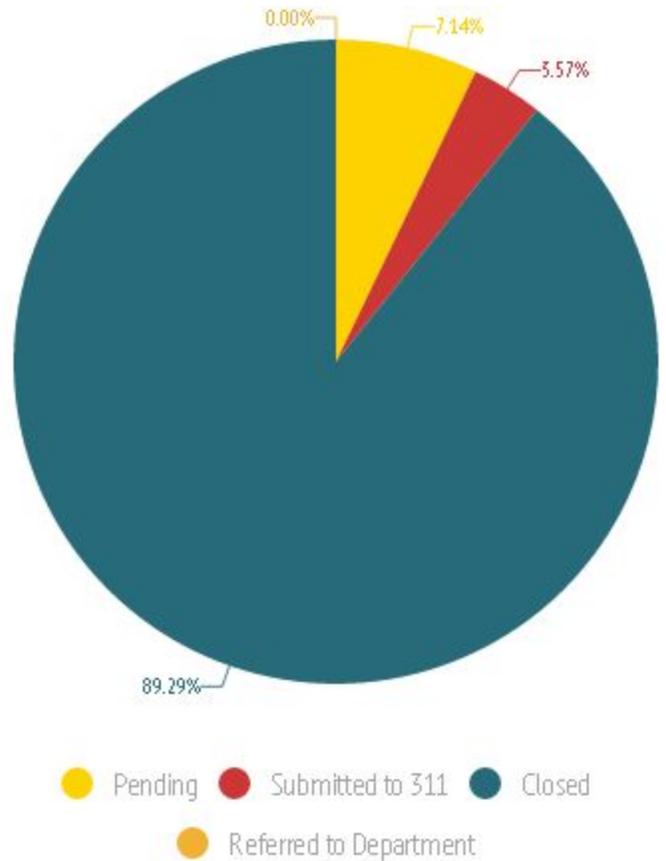
Submitted to 311: The issue is best handled by a 311 request, such as a pothole.

Greenfield

The most common constituent concerns for Q4 from Greenfield regarded traffic concerns, requests for service from the Department of Public Works, problems with PWSA, general issue or policy concerns, and public safety issues.



The District 5 office worked to resolve eight traffic concerns, seven requests for the Department of Public Works, four issues with PWSA services, 10 general issue or policy concerns, and seven issues related to public safety.

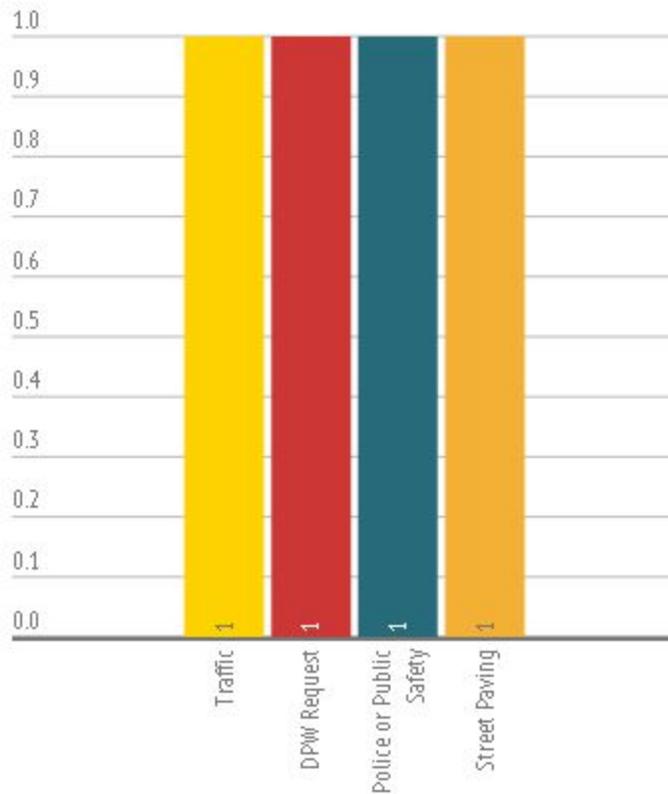
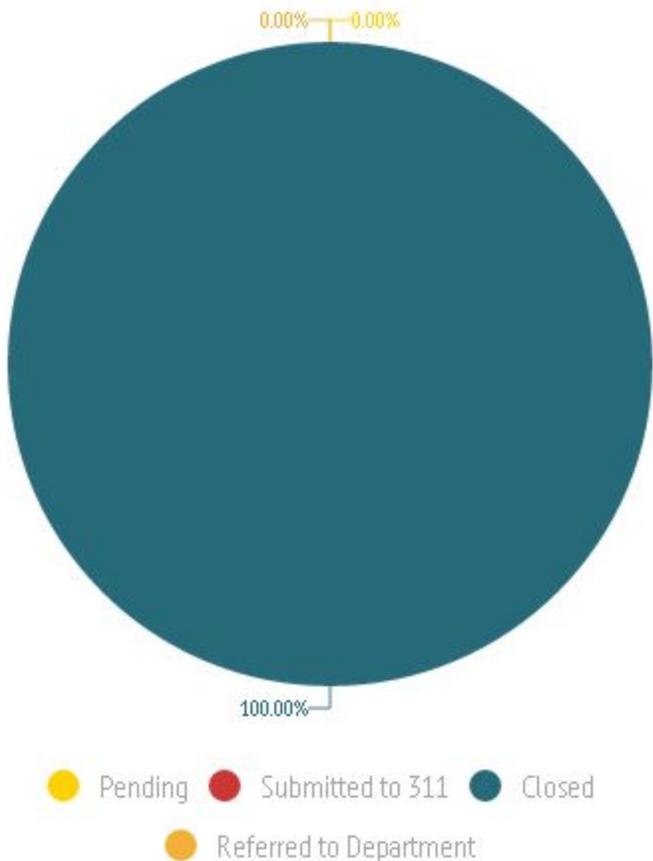


At the close of Q4, 89.29 percent of all constituent cases for Greenfield were classified as “closed.” An additional 7.14 percent were still pending final resolution, and the remaining 3.57 percent had been submitted to the City’s 311 service for completion.

Hays

There were four constituent concerns submitted to the District 5 office that related to Hays during Q4. They were a concern over traffic, a Department of Public Works service, a public safety concern, and street paving request..

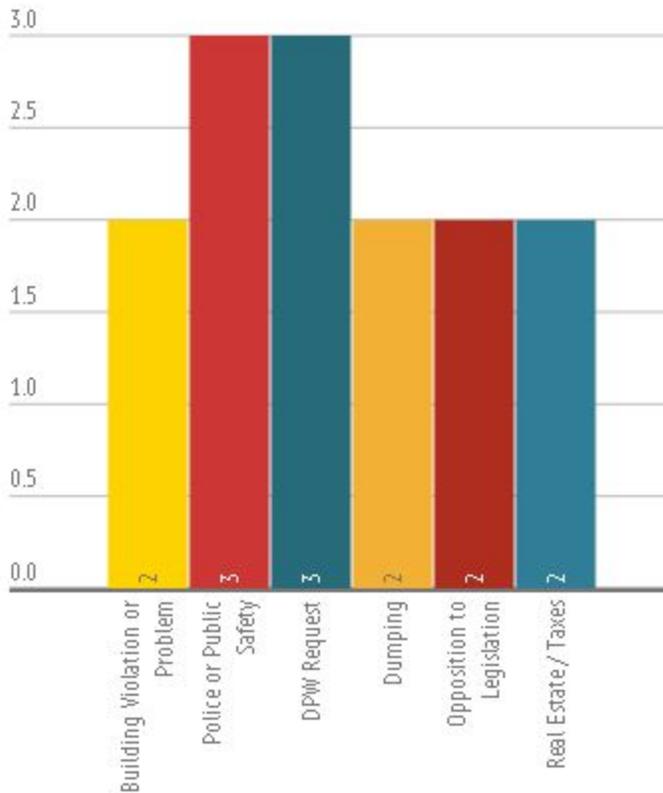
As evidenced by the chart on this page, each of the four aforementioned constituent concerns were singular instances, meaning the District 5 office worked on one issue in each category.



Each of those four concerns were classified as “closed” by the end of Q4, resulting in a 100 percent completion rate. There were no outstanding Hays constituent concerns brought before our office in Q4.

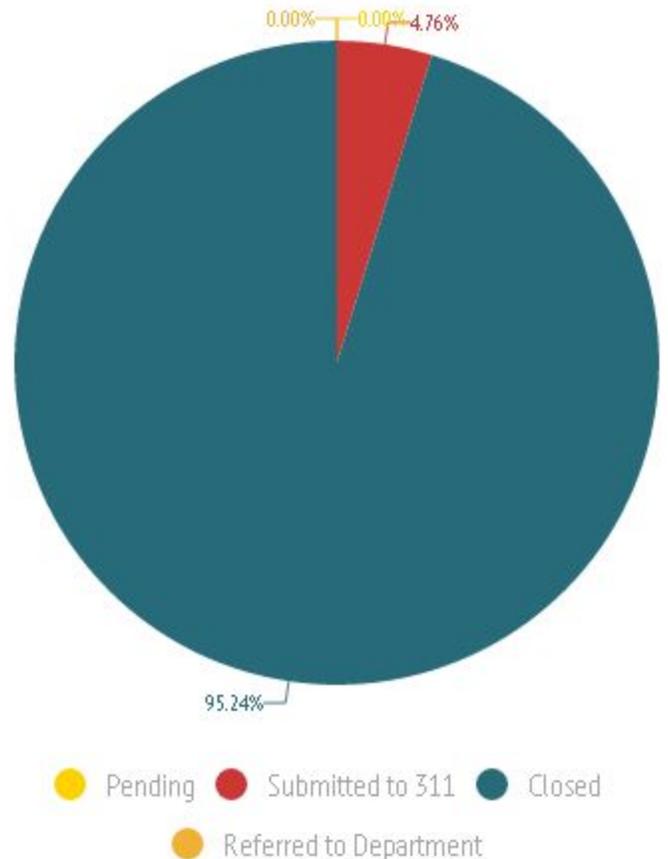
Hazelwood

Constituents contacted the District 5 office for the following categories of concerns in Hazelwood most frequently: building violations, public safety, Department of Public Works services, dumping, opposition to legislation, and real estate or tax issues.



Throughout Q4, the District 5 office worked on two building violation problems, three concerns related to public safety, three requests for the Department of Public Works, two reports of illegal dumping, two expressions of opposition to legislation, and two concerns regarding real estate and / or taxes.

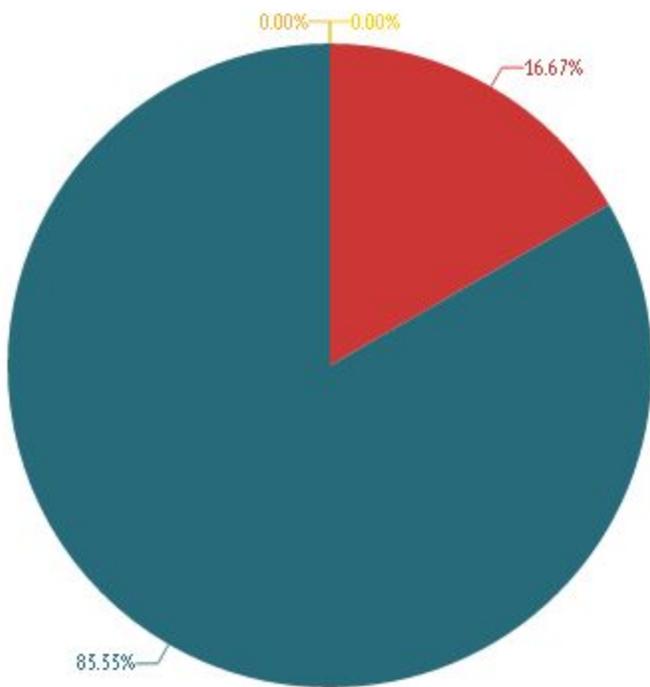
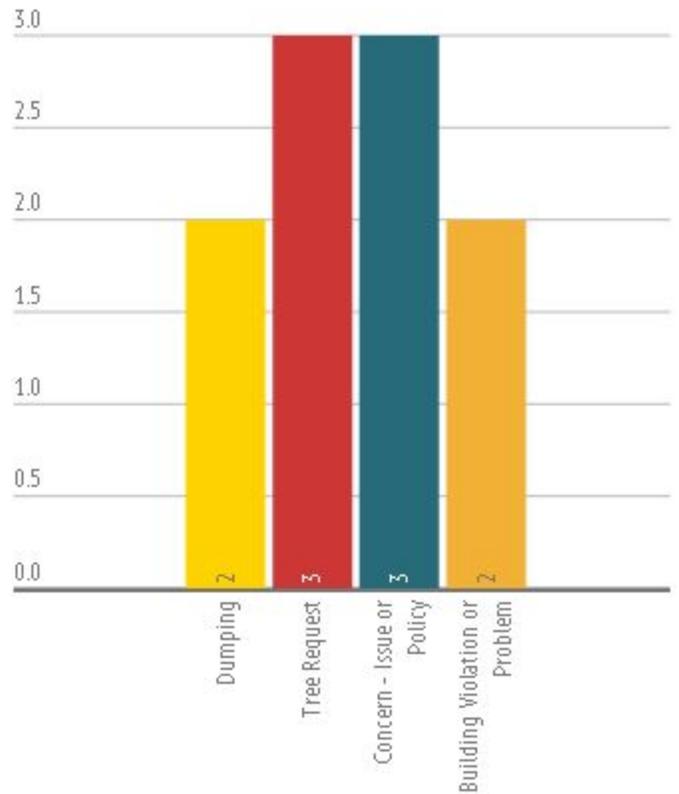
A total of 95.24 percent of constituent cases from Hazelwood were ultimately classified as “closed” at the conclusion of Q4. The remaining 4.76 percent of cases were submitted to the City’s 311 service for resolution.



Lincoln Place

The most common categories of constituent concerns from Lincoln Place brought before the District 5 office during this Quarter were illegal dumping, requests for City forestry services, general policy or issue concerns, and building violations or problems.

Of these concerns, two were to report illegal dumping, three were requests for City forestry services, three were related to general policy or issue concerns, and the final two were reports of building violations or problems. No other type of constituent concern defined by our controlled vocabulary garnered enough cases to be statistically representable on the featured graph for Lincoln Place.

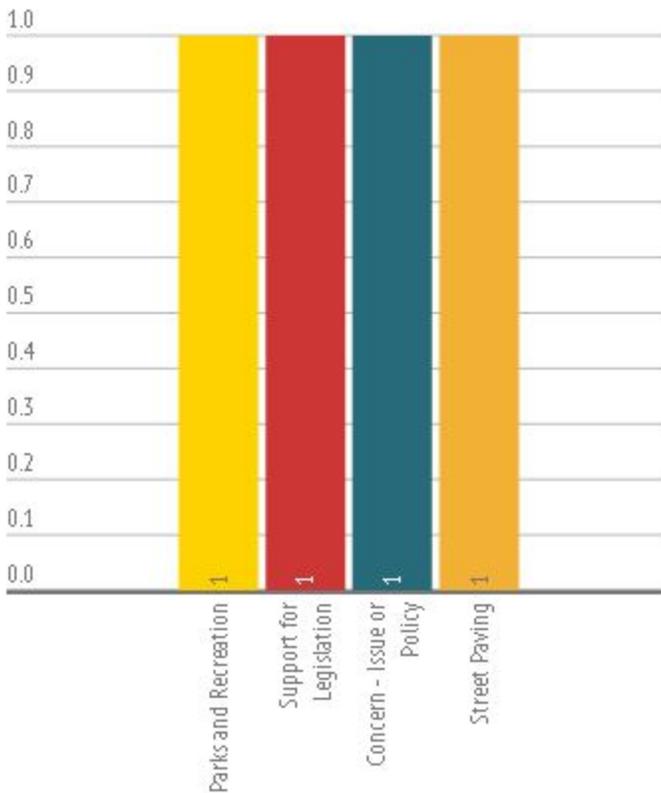


For Lincoln Place, the District 5 office was able to classify 83.33 percent of constituent cases as "closed." The remaining 16.67 percent were submitted to the City's 311 service for final resolution.

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

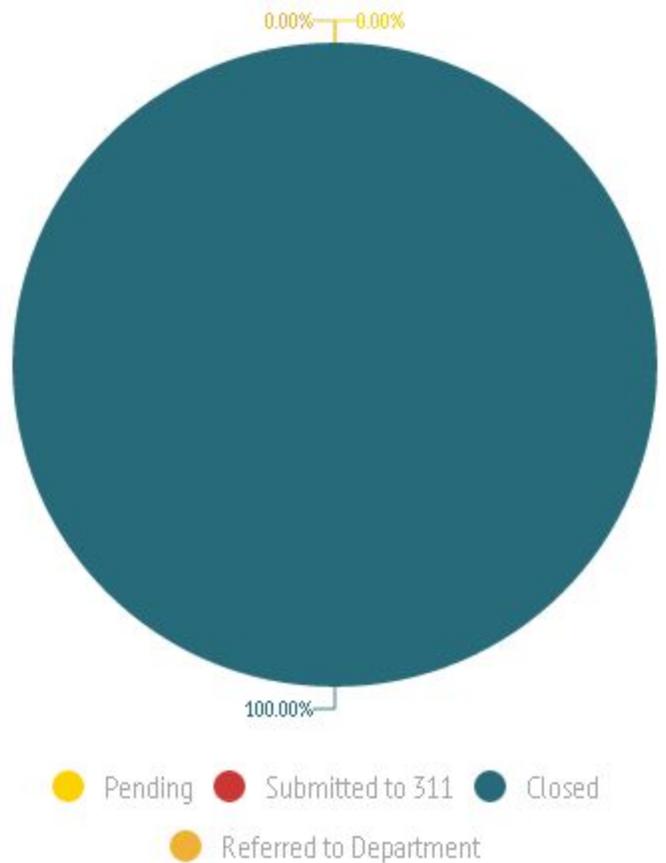
Regent Square

The District 5 office worked on a parks and recreation issue, registered support for legislation, addressed a general issue and policy concern, and submitted a street paving request on behalf of Regent Square residents.



There was one instance of each of the aforementioned constituent concerns.

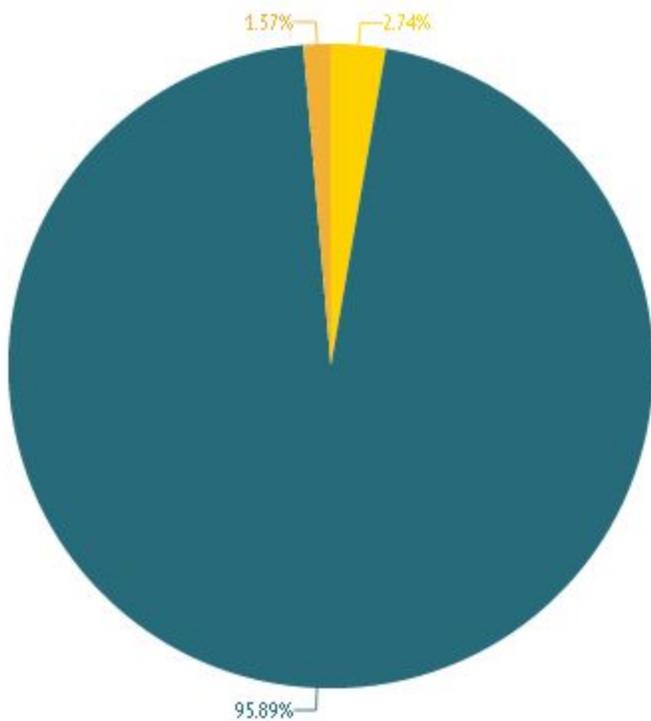
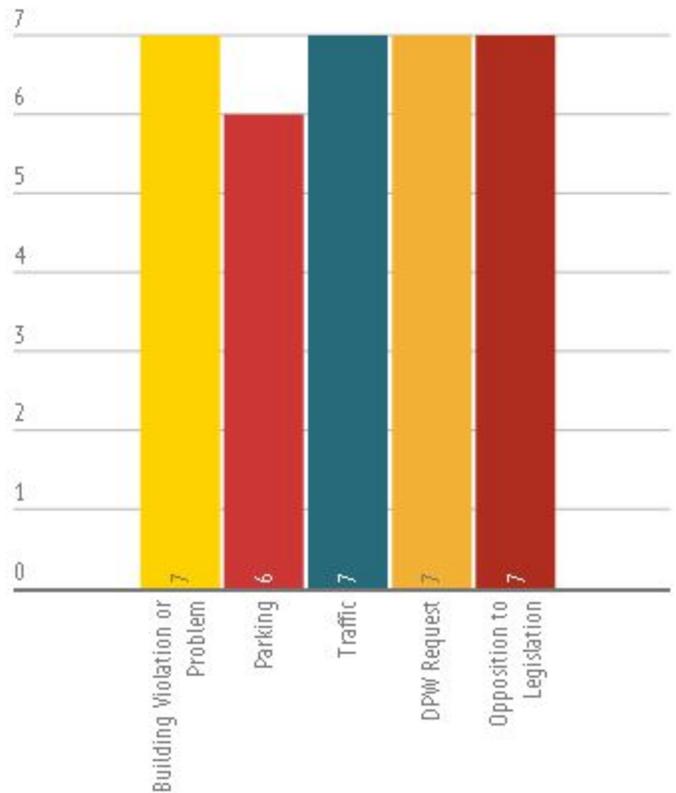
The four Regent Square constituent concerns reported to the District 5 office were all classified as “closed” at the close of Q4.



Squirrel Hill South

The most frequent types of constituent concerns from Squirrel Hill South in Q4 were building violations or problems, parking issues, traffic concerns, requests for services from the Department of Public Works, and expressions of opposition to legislation.

There were seven reports of building violations or problems, six parking concerns, seven traffic-related issues, seven requests for Department of Public Works services, and seven instances in which constituents expressed opposition to legislation.

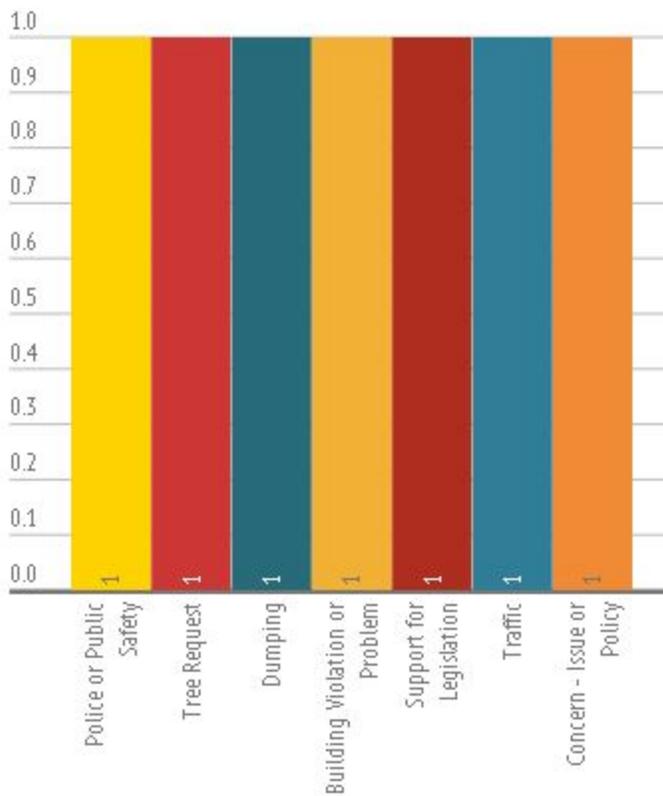


- Pending
- Submitted to 311
- Closed
- Referred to Department

A total of 95.89 percent of constituent concerns from Squirrel Hill South were ultimately classified as “closed.” Another 2.74 percent were still pending final resolution, with the remaining 1.37 percent referred to the appropriate City department for completion.

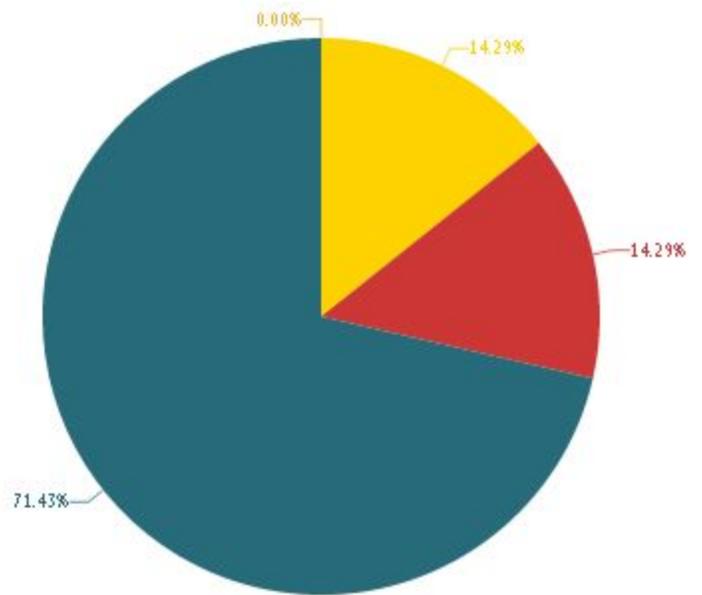
Swisshelm Park

Swisshelm Park residents contacted our office throughout the course of this Quarter regarding a police or public safety concern, a request for City forestry services, a report of illegal dumping, a report of a building violation or problem, an expression of support for legislation, a traffic issue, and a general issue or policy concern.



There was one instance of each of the aforementioned constituent concerns during Q4, as demonstrated by the graph on this page.

Of the Swisshelm Park constituent concerns for Q4, 71.43 percent were classified as “closed.” The remaining constituent cases were either classified as still pending final resolution or submitted to the City’s 311 service for completion, with each classification totalling 14.29, respectively.



Legislative and Initiative Update

During Q4, Councilman O'Connor introduced legislation to ban the use of tobacco products in the City's park system, thereby better ensuring the vibrant role that Pittsburgh's parks play in the region's public health and access to outdoor activities and programming. This ordinance was an extension of legislation introduced by Councilman O'Connor earlier in his term that forbid the use of tobacco products near playgrounds.

Councilman O'Connor also co-sponsored legislation with Councilman Dan Gilman that rewrote Pittsburgh's laws on food trucks, updating their ability to move to new parts of the City, including certain areas in parks.

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

- Coordinating with community groups / residents and various City departments to ensure the smooth demolition of the Greenfield Bridge.
- Joining the community in celebrating and honoring the career of Greenfield native Mike McCarthy as St. Rosalia Academy was welcomed into the Super Bowl Honor Roll.
- Supporting and participating in the yearly Greenfield Holiday Parade.
- Continuing to work with Squirrel Hill residents and community groups to plan the coming year's farmers markets, as well as a Lunar New Year celebration.
- Cracking down on illegal dumping in the 31st Ward.
- Successfully nominating a new member to Pittsburgh's Young Professional Advisory Commission.

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

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*

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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, *Executive Assistant*

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

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.