

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



2015 Year-End Report

Index

Overview	2
Frequency of Concerns	3
Concerns by Neighborhood	4
Classification of Cases	5
Understanding Classification	6
<i>Neighborhood Breakdowns</i>		
Greenfield	7
Hays	8
Hazelwood	9
Lincoln Place	10
New Homestead	11
Regent Square	12
Squirrel Hill South	13
Swisshelm Park	14
Legislative Update	15
Contact us	16

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 31 separate categories.

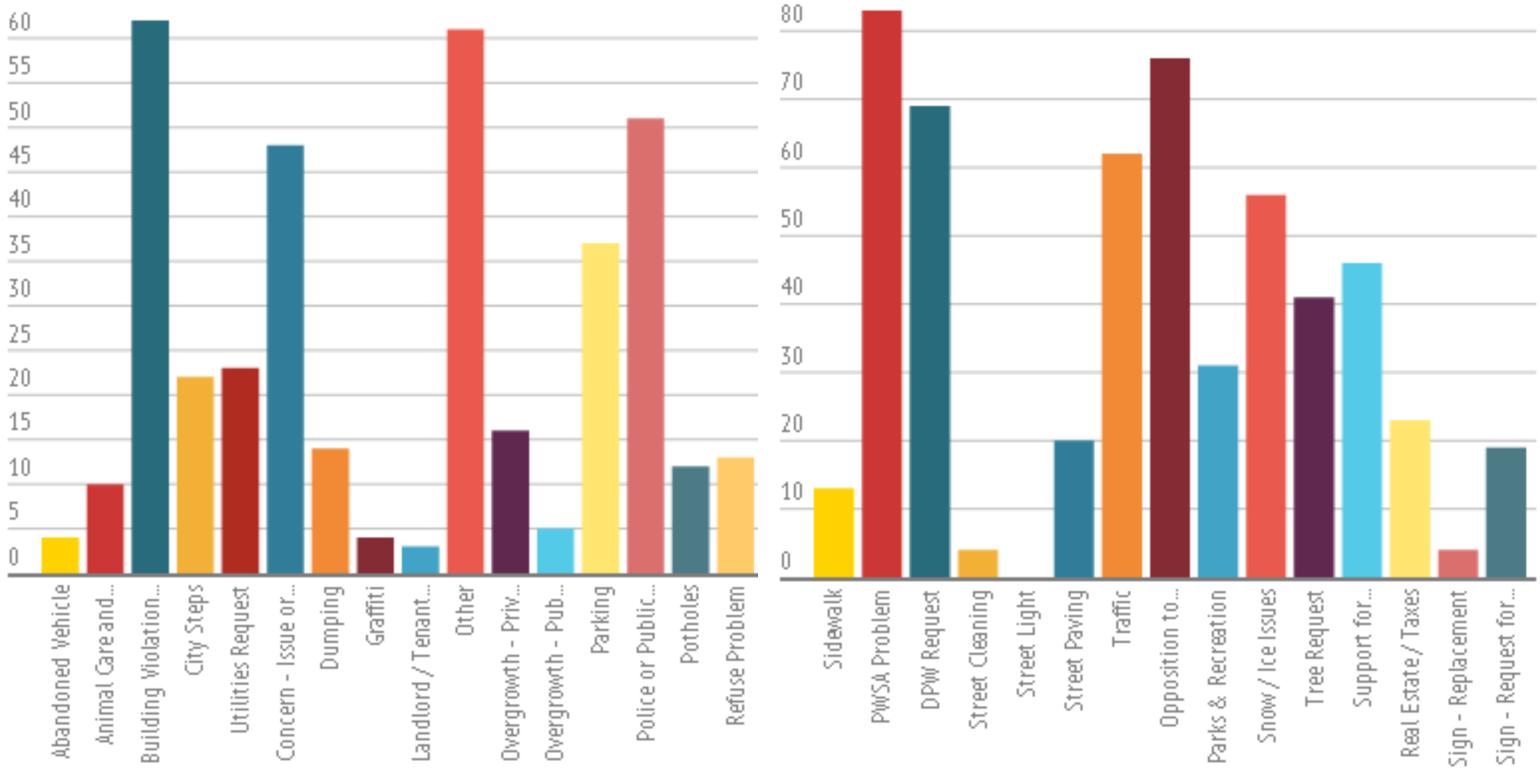
By using this controlled vocabulary, we can reference constituent concerns in an orderly and trackable manner.

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, January 1, 2015 and Thursday, December 31, 2015. 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

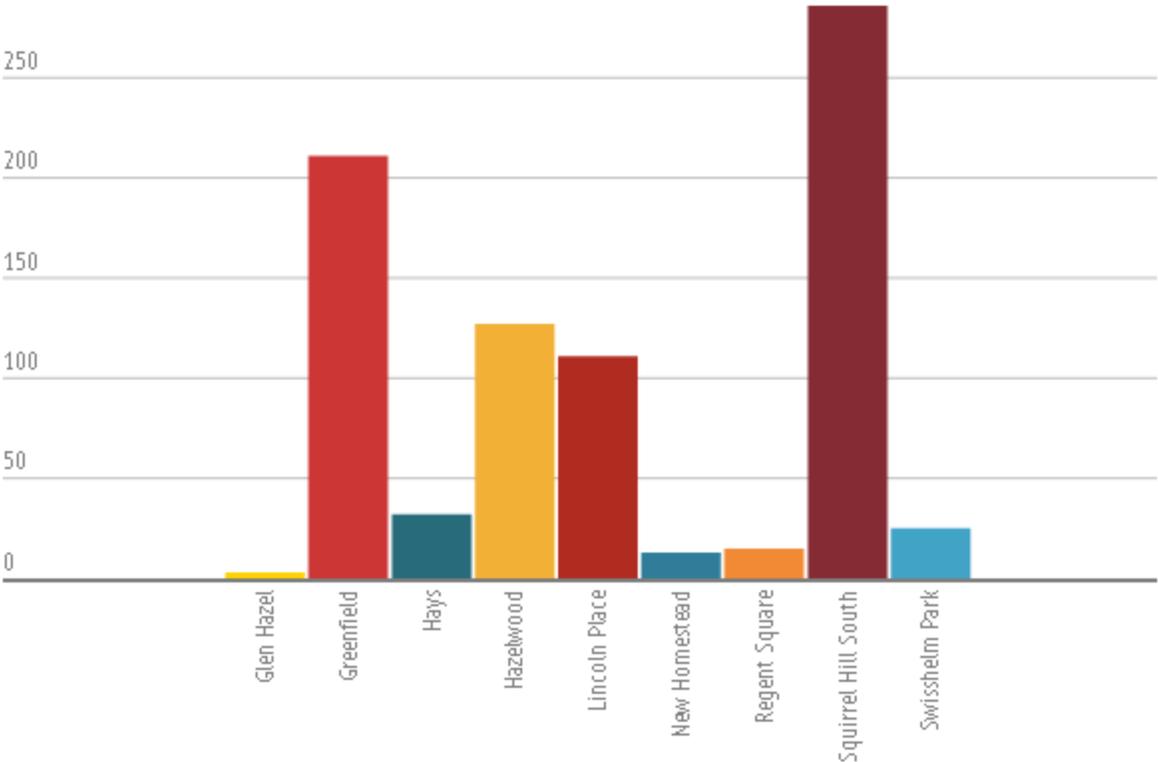
Some of the most common types of concerns about which District 5 residents contacted our office included building violations, issues with Pittsburgh Water and Sewer Authority (PWSA) service, traffic complaints, and opposition to legislation. As evidenced by our previous [2015 Quarterly Reports](#), certain categories receive disproportionate attention during various times of the year, such as snow / ice issues in the winter, and overgrowth issues in the summer. These charts reflect data collected throughout the entirety of 2015.



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

Concerns by Neighborhood

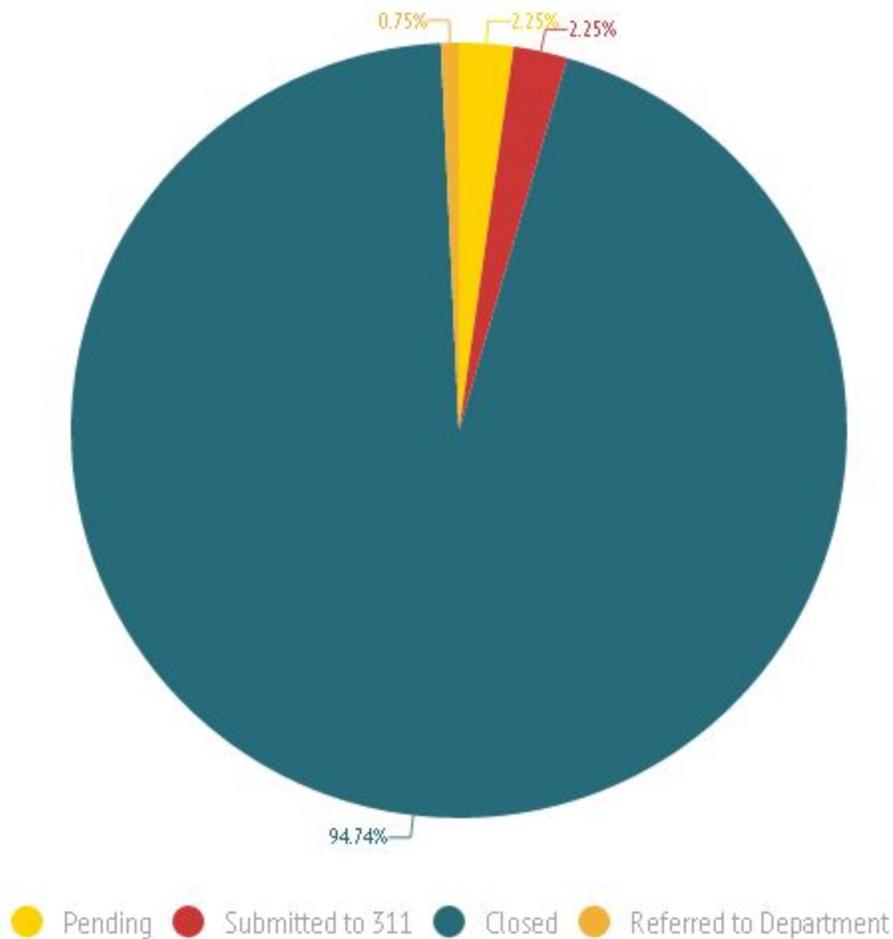
The chart below indicates rates of contact made by constituents in the District 5 neighborhoods to our office in 2015.



Note: Constituent cases for residents in Glen Hazel were too few to be statistically representable on graphs and visualizations. Our office worked on a total of three constituent cases from the Glen Hazel neighborhood in 2015. All were classified as “closed” by year’s end.

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 2015, a total of 94.74 percent of constituent cases were classified as “closed.” An additional 2.25 percent were submitted to the City’s 311 service for completion, with another 2.25 percent still pending final resolution. The remaining 0.75 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.

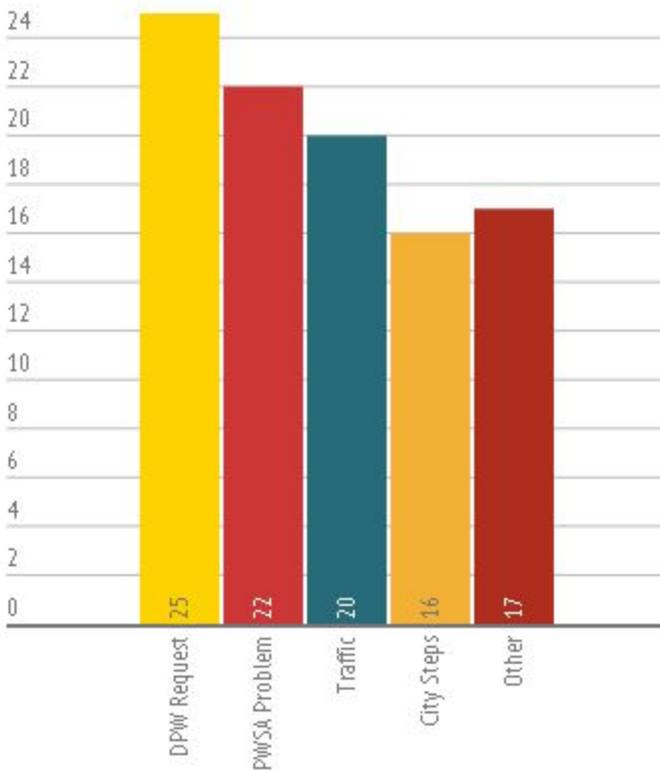
Referred to Department: The appropriate agency, department, or representative has been alerted of the issue and our office is awaiting an update on the status of the concern. This category can include things like forestry requests or long-term Department of Public Works projects or requests, which often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

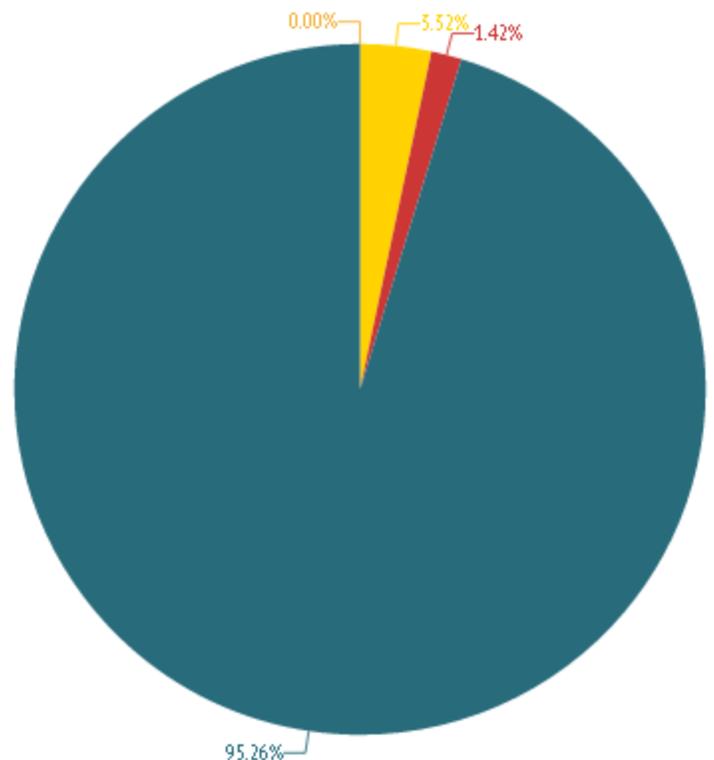
Greenfield

The most common types of constituent concerns from Greenfield in 2015 were those related to services from the Department of Public Works, PWSA service problems, traffic concerns, issues with City steps, and “other,” which refers to concerns that didn’t fit within our 31-word controlled vocabulary.



Throughout the duration of 2015, our office worked on a total of 25 requests for services from the Department of Public Works, 22 reports of problems with PWSA service, 20 traffic issues, 16 instances of complaints regarding City steps, and 17 constituent cases that involved concerns that didn’t fit within our controlled vocabulary used to classify cases.

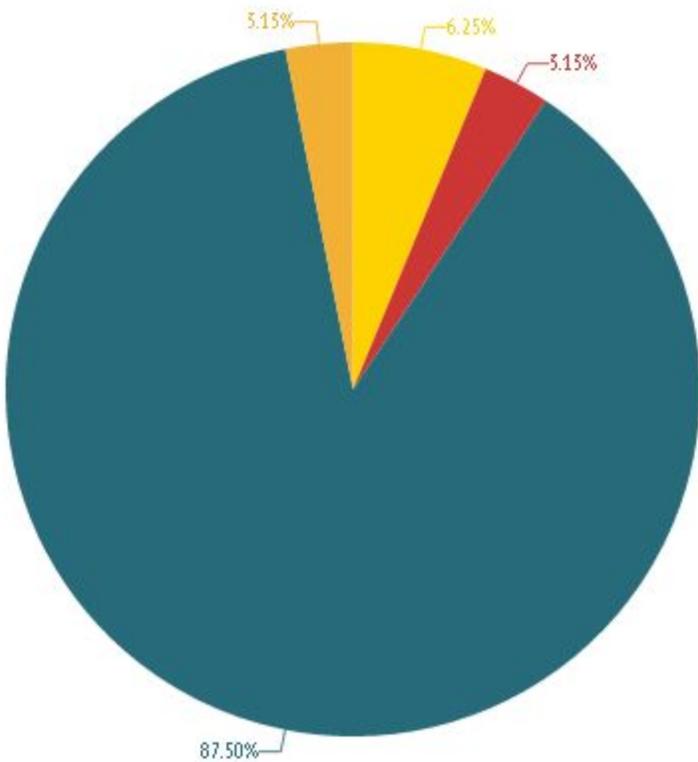
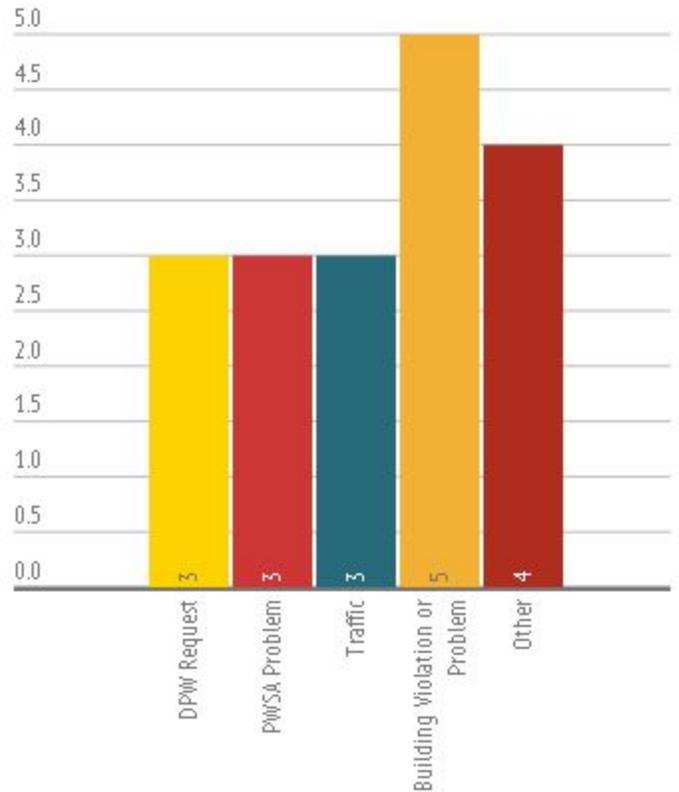
By the end of 2015, the District 5 office classified 95.26 percent of constituent cases from Greenfield as “closed.” An additional 3.32 percent were still pending completion, with the final 1.42 percent of constituent cases from the neighborhood submitted to the City’s 311 service for final resolution.



Hays

Residents of Hays most frequently contacted the District 5 offices with concerns related to the Department of Public Works, building violations, problems with PWSA, traffic concerns, or “other” issues that didn’t fit within the scope of our 31-word controlled vocabulary.

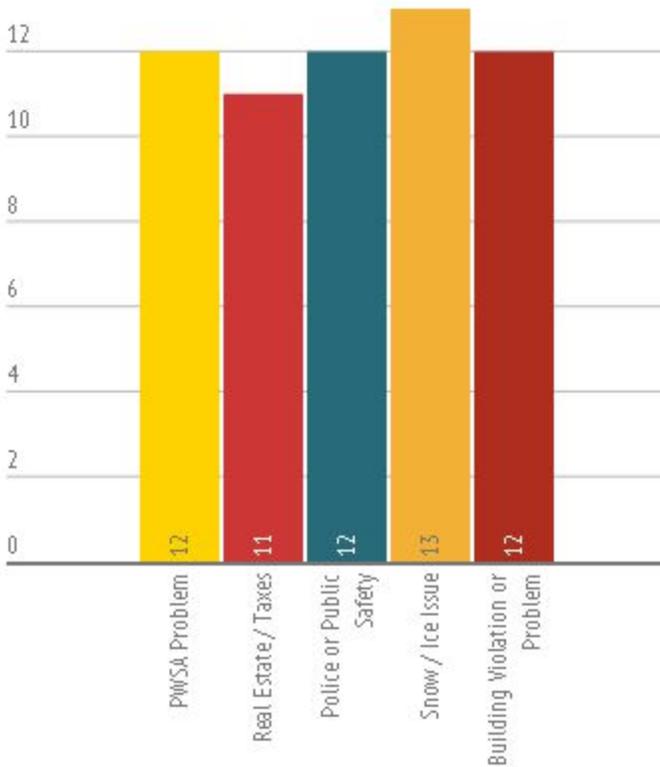
2015 saw a total of three requests for service from the Department of Public Works from constituents in Hays, with an additional three constituent cases related to PWSA, and three more regarding concerns over traffic issues. Five constituent cases were based on reports of building violations or problems, and four were “other” constituent concerns.



A total of 87.50 percent of cases that the District 5 office worked on for Hays residents were classified as “closed” in 2015. Another 6.25 percent of the cases were still pending final resolution. The remaining concerns were either submitted to the City’s 311 service or forwarded to the appropriate City department for further work, each category representing 3.13 percent, respectively.

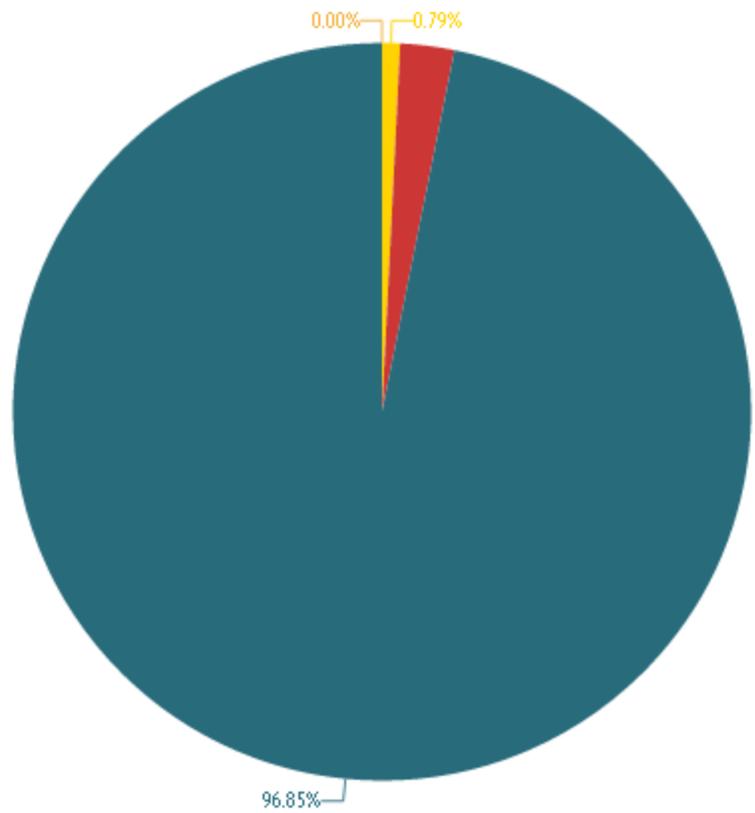
Hazelwood

Hazelwood residents most frequently contacted our office in 2015 for the following types of concerns: PWSA problems, real estate / tax issues, police or public safety concerns, snow and ice issues, and building violations.



There were a total of 12 instances in which Hazelwood residents contacted the District 5 office for assistance in resolving PWSA-related issues, 11 cases of real estate / tax concerns, 12 constituent concerns regarding police or public safety, 13 problems related to winter weather problems, and 12 reports of building violations or problems.

Of Hazelwood constituent concerns in 2015, 96.85 percent were ultimately classified as "closed." An additional 3.9 percent were submitted to the City's 311 service for final resolution (numerical call-out percentage not pictured on graph). The final 0.79 percent were still pending further action to be fully completed.

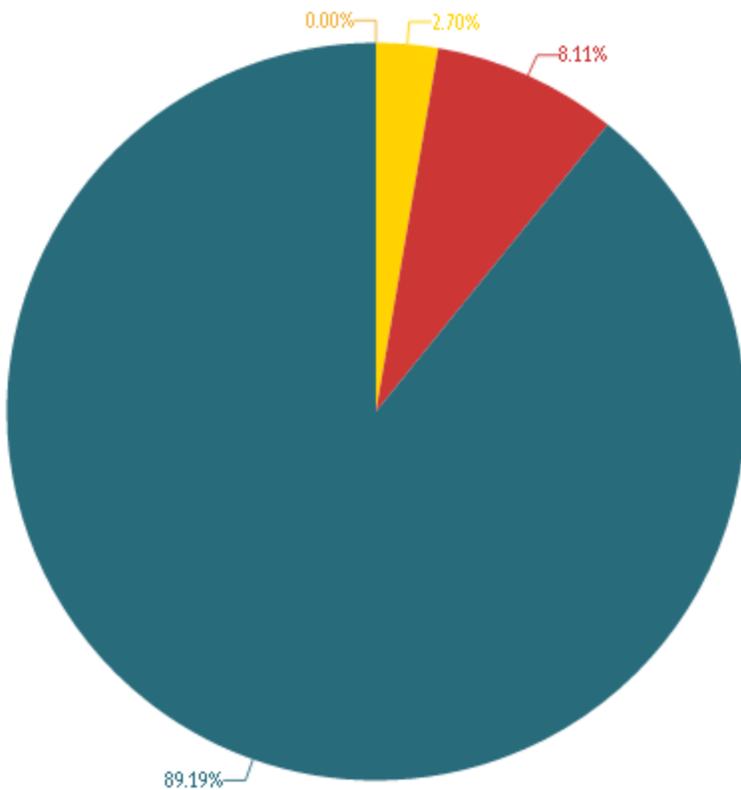
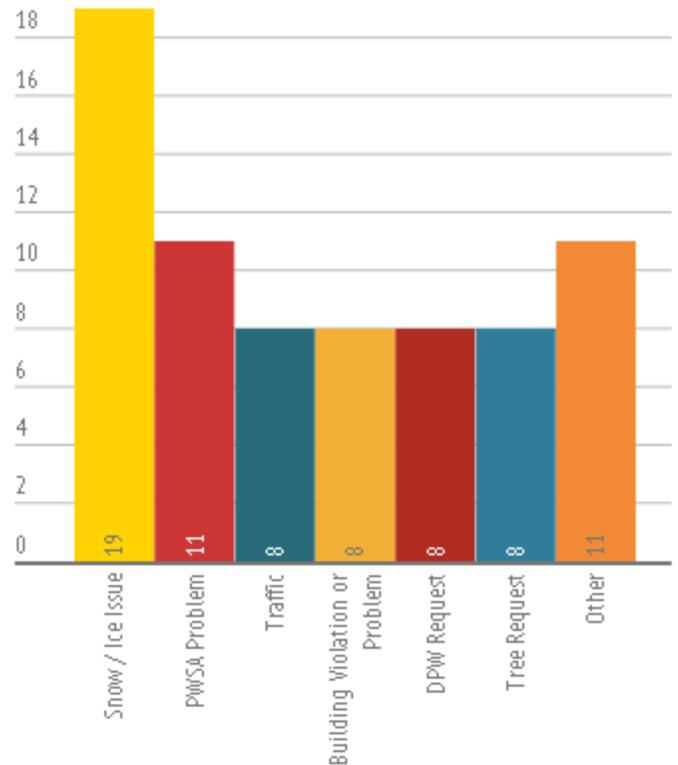


- Pending
- Submitted to 311
- Closed
- Referred to Department

Lincoln Place

For Lincoln Place residents, the most common categories of concern in 2015 were snow and ice issues, PWSA problems, traffic issues, building violations, requests for the Department of Public Works, requests for City forestry services, and “other,” referring to concerns that didn’t fit within our 31-word controlled vocabulary.

The most common issue about which Lincoln Place residents contacted our office was snow / ice, with 19 instances of contact. There were 11 PWSA, eight traffic, and eight building violation issues. There were eight requests each related to the Department of Public Works and City forestry services, respectively. Finally, there were 11 “other” concerns.

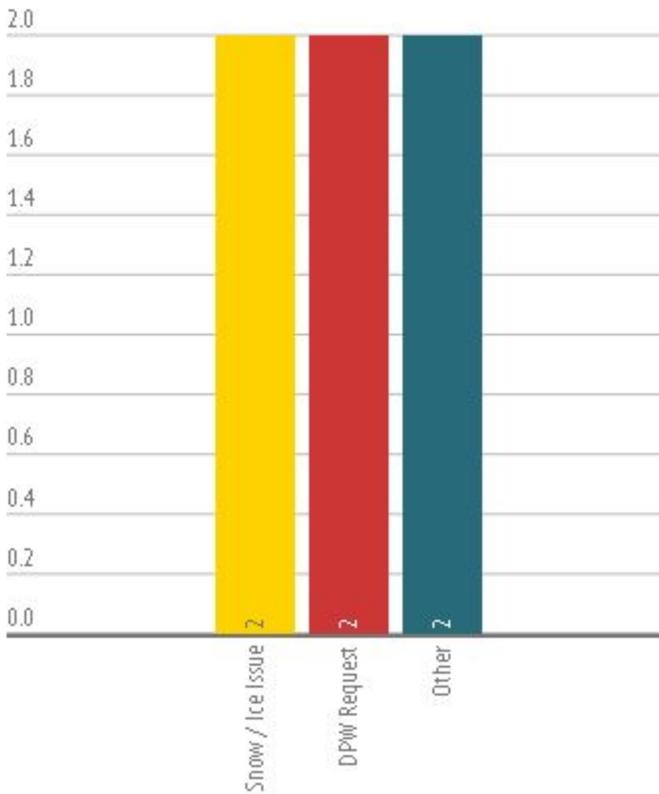


By the end of 2015, 89.19 percent of Lincoln Place constituent concerns were classified as “closed.” An additional 8.11 percent of concerns were submitted to the City’s 311 service to be resolved. The remaining 2.70 percent were still pending final resolution.

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

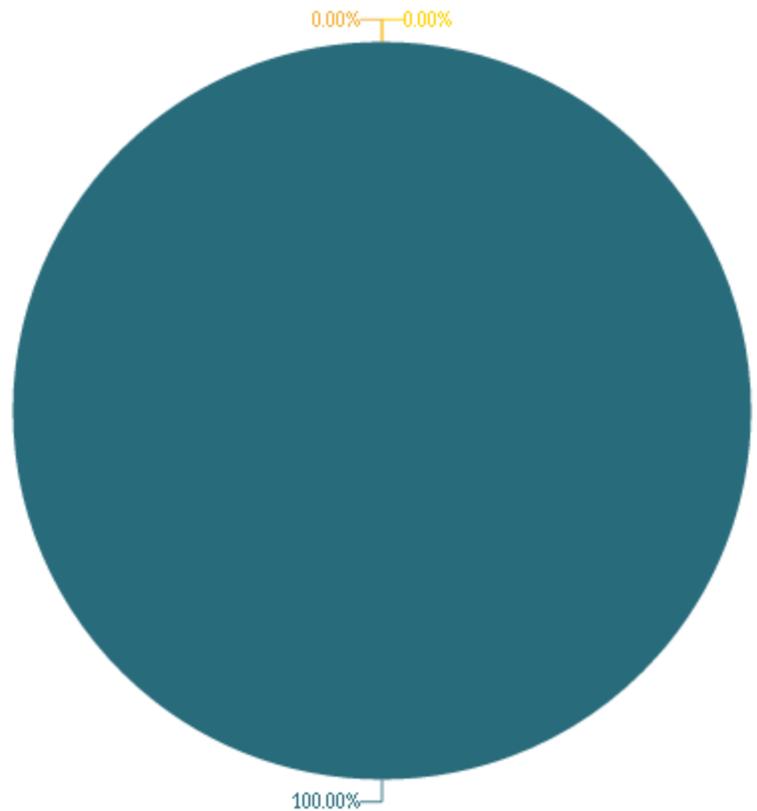
New Homestead

The most common types of constituent concerns from New Homestead in 2015 were snow / ice issues, requests for service from the Department of Public Works, and “other,” referring to concerns that didn’t fit within the scope of our 31-word controlled vocabulary used to classify constituent concerns.



The District 5 office worked on two constituent cases in each of the aforementioned categories. While our office worked on additional constituent cases from New Homestead, we received only one case in numerous categories. These cases are not statistically representable on this graph.

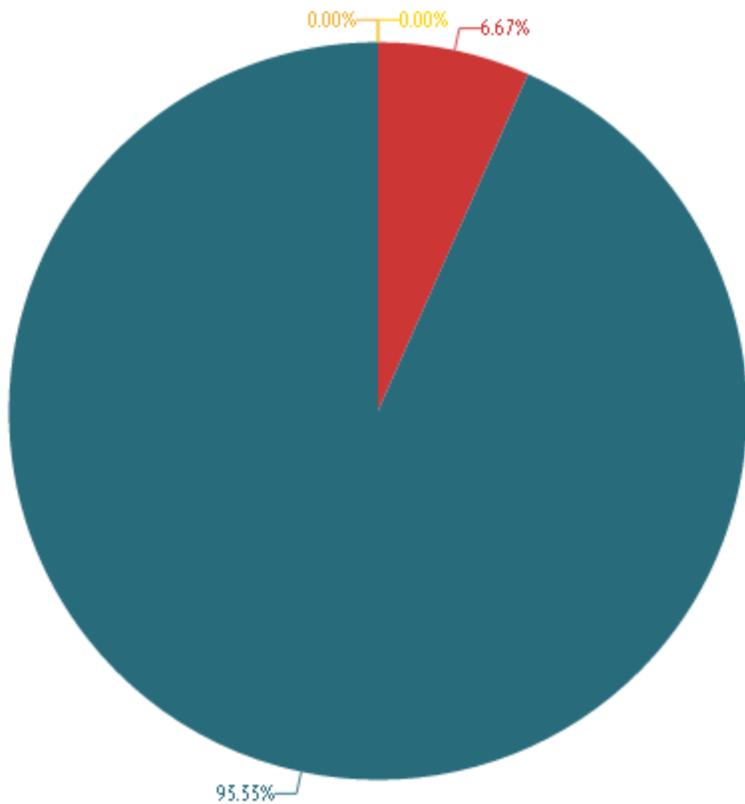
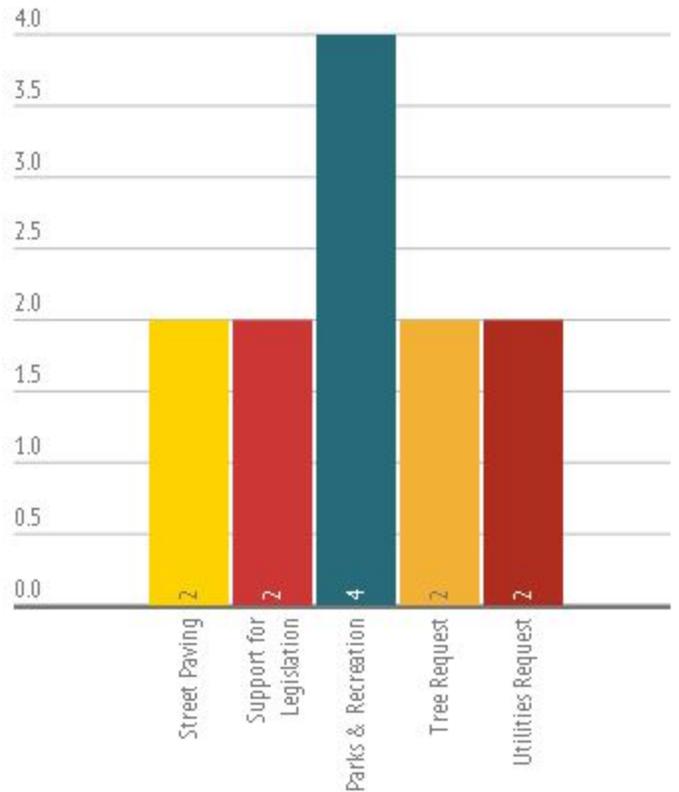
All constituent cases reported to the District 5 office from New Homestead were classified as “closed” in 2015.



Regent Square

In 2015, the District 5 office most often worked on constituent concerns on behalf of Regent Square residents related to street paving, statements of support for legislation, parks and recreation, City forestry services, and utility services.

Throughout 2015, there were two requests for streets to be paved in Regent Square, two instances in which constituents contacted our office to register support for legislation, four concerns related to the City’s park system, two requests for City forestry services, and two reports of issues with utility companies.

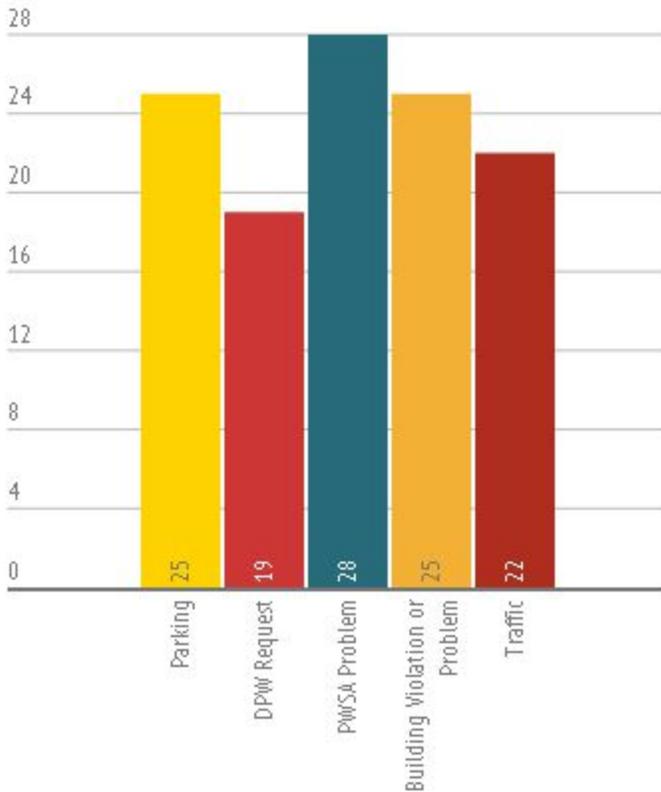


The District 5 office classified a total of 93.33 percent of constituent cases from Regent Square as “closed.” The remaining 6.67 percent of constituent cases for the neighborhood were submitted to the City’s 311 service for final resolution.

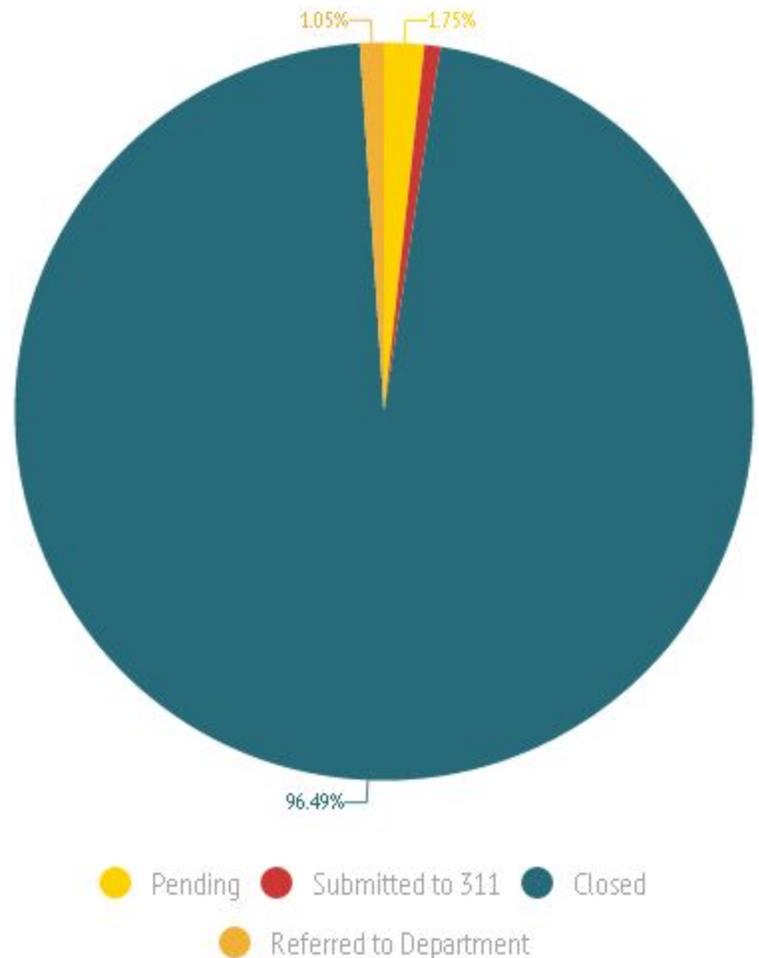
- Pending
- Submitted to 311
- Closed
- Referred to Department

Squirrel Hill South

The most frequent types of constituent concerns from Squirrel Hill South in 2015 were those related to parking, services provided by the Department of Public Works, PWSA issues, building violations, and traffic concerns.



In 2015, our office worked on 25 constituent cases that related to parking issues, 19 requests for service from the Department of Public Works, 28 PWSA-related problems, 25 reports of building violations or problems, and 22 traffic concerns.

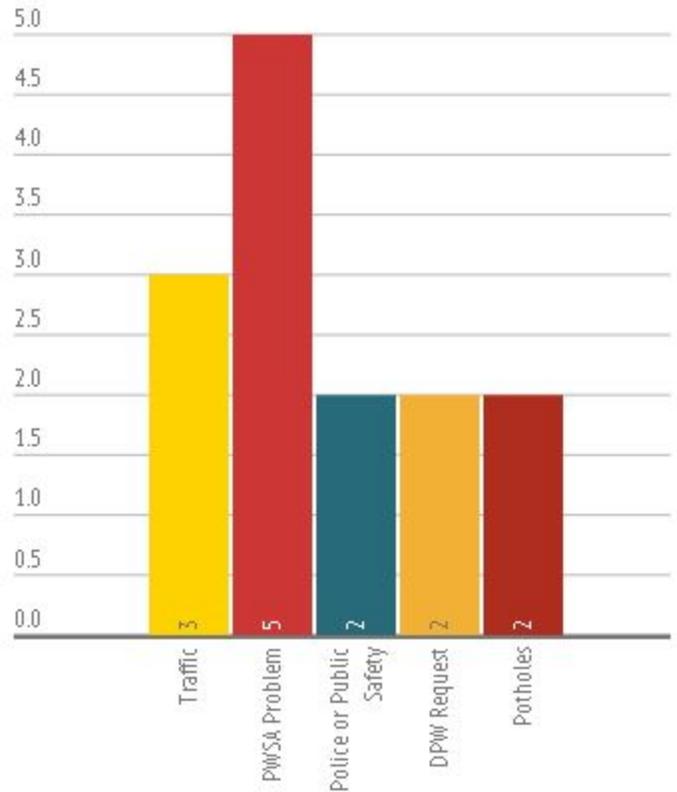
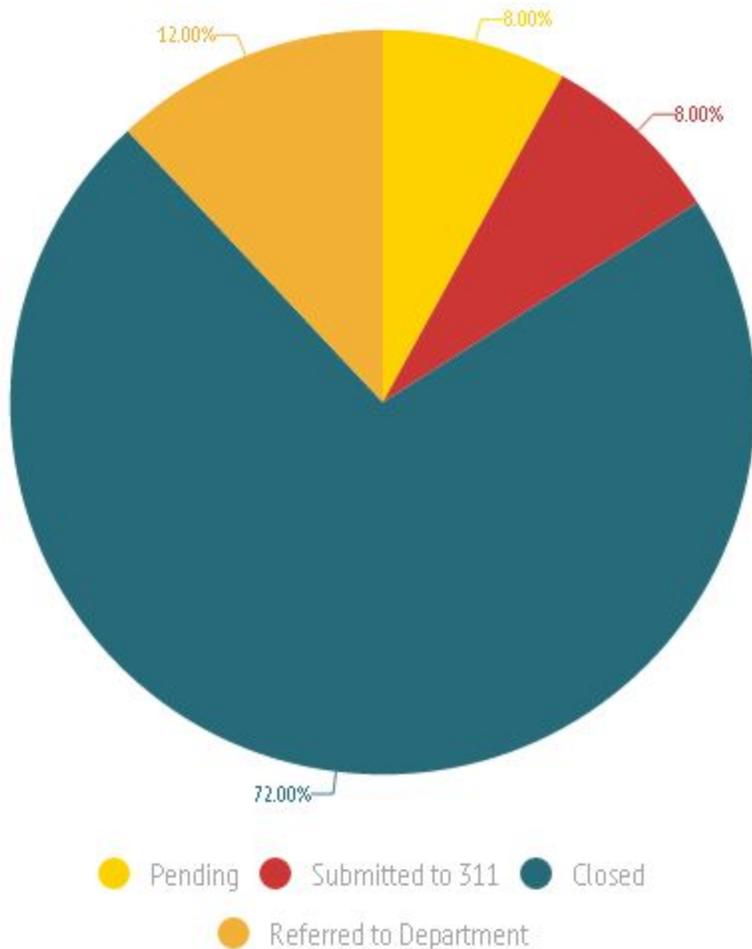


By the end of 2015, 96.49 percent of constituent concerns from Squirrel Hill South were classified as “closed.” Another 1.75 percent of concerns were pending further action. An additional 1.05 percent was referred to the appropriate City department for additional work, with the remaining 0.71 percent submitted to the City’s 311 service for resolution (numerical call-out percentage not pictured on graph).

Swisshelm Park

Throughout 2015, the residents of Swisshelm Park most typically contacted the District 5 for issues related to traffic, PWSA service, police or public safety concerns, service from the Department of Public Works, and potholes.

Our office handled three traffic issues, five PWSA-related problems, two police or public safety concerns, two requests for service from the Department of Public Works, and two pothole complaints.



By year's end, 72 percent of constituent concerns from Swisshelm Park were classified as "closed." This low number is due to many concerns requiring ongoing, long-term work, including the 12 percent referred to the appropriate City departments. Another eight percent were still pending resolution, and the final eight percent were submitted to the City's 311 service.

Legislative Update

Minimum Wage: Councilman O'Connor sponsored legislation that created an incentive program to encourage small, locally-based businesses to raise the minimum wage for their employees to \$10.10 per hour. If qualifying businesses raise the minimum hourly wage from \$7.25 per hour to \$10.10 per hour and from \$2.83 per hour to \$3.93 per hour for tipped workers, they may apply for recognition opportunities on City-owned assets.

Environment: Councilman O'Connor sponsored legislation to create "environmental overlap zones" based on areas within the City of Pittsburgh that are both covered by the Wet Weather Plan — a comprehensive examination by the Allegheny County Sanitary Authority meant to address the area's future wastewater and runoff — and pre-existing areas in which the City already offers incentives for improvements or developments. He also sponsored legislation to create a tiered incentive system, so as to reward development or improvement projects in these areas with tax incentives and / or abatements. The legislation is currently under review by the Department of City Planning.

Paid Sick Days: Councilman O'Connor shepherded the Paid Sick Days Act through passage in an effort to better protect public health by allowing workers to accrue paid time to be used to recover from illness or to care for ill family members.

Parks: 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 forbade 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.

Parking: Councilmen O'Connor and Gilman also co-sponsored legislation to suspend Pittsburgh Parking Authority fees at metered on-street and surface-level lot parking spots during the holiday season to help support local businesses.

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*

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, *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.