

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



2016 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’ — and other City residents’ — main concerns. In order to produce a precise record of constituents’ concerns, our office breaks down contact into 39 separate categories. By using this controlled vocabulary, we can reference constituent concerns in an orderly and trackable manner.

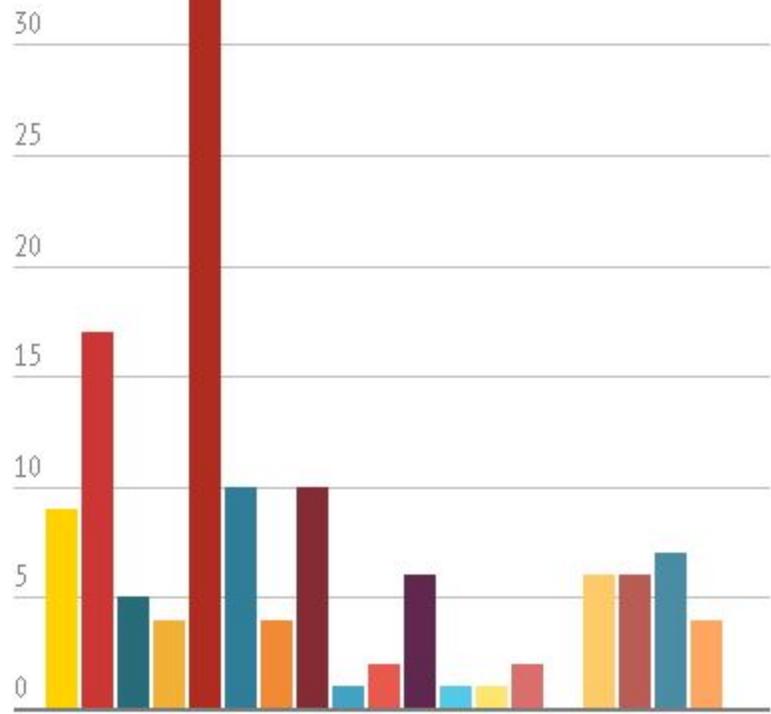
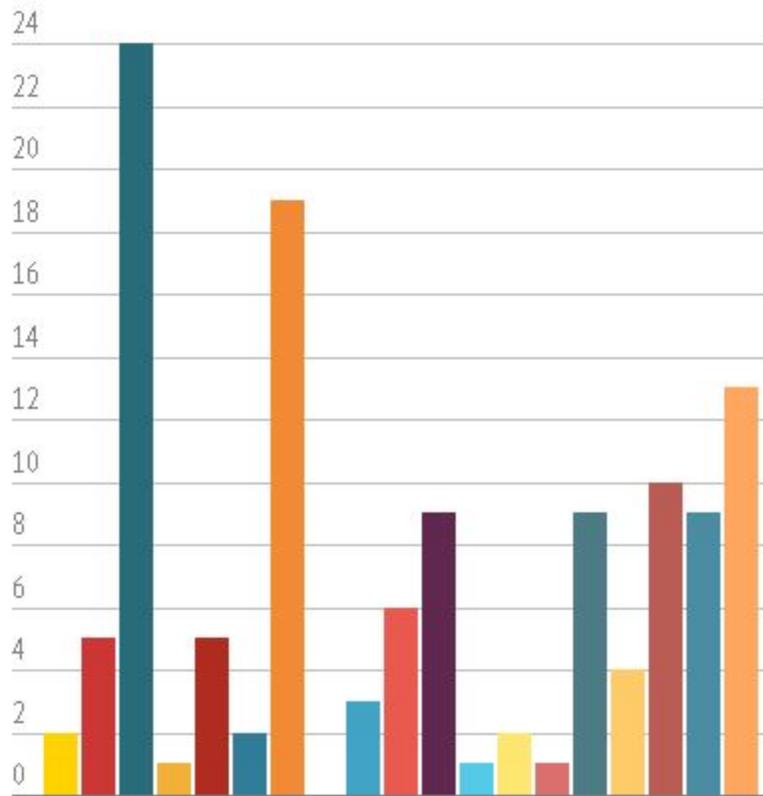
Abandoned Vehicle	Opposition to Legislation	Resource Request
Animal Care and Control	Overgrowth (Private Property)	Sidewalk
Building Violation or Problem	Overgrowth (Public Property)	Sign (Replacement)
City Steps	Other	Sign (Request for New Signage)
Concern (Issue or Policy)	Parking	Snow / Ice Issue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

This report’s data was collected between Monday, August 1, 2016 and Monday, October 31, 2016, herein referred to as Quarter 3, or Q3. 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 3 were issues with the Pittsburgh Water and Sewer Authority (PWSA), reports of building violations, requests for services from the Department of Public Works, public safety concerns, and parks and recreation concerns.

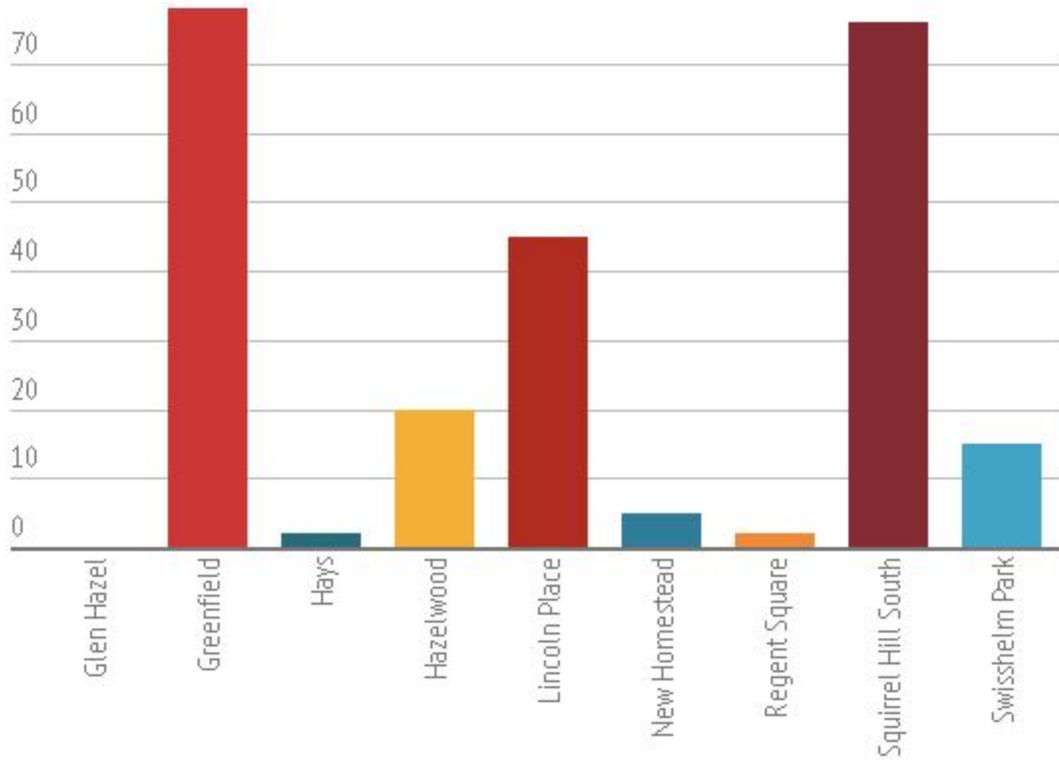
Please note that the charts below feature different Y-axes.



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

Concerns by Neighborhood

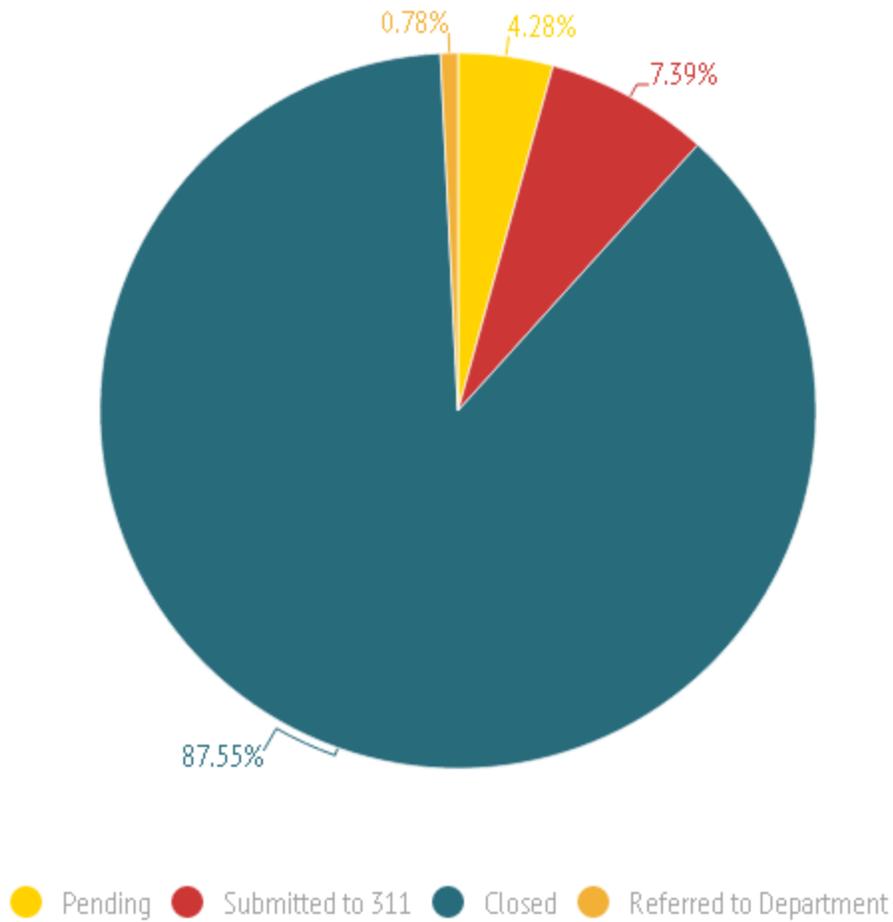
The chart below indicates rates of contact to our office by constituents in the nine neighborhoods that comprise District 5 in Quarter 3.



Note: The District 5 office didn't work on any constituent cases from Glen Hazel during Quarter 3. Furthermore, the District 5 office only worked on two constituent cases for Hays and Regent Square residents, respectively. Each of these aforementioned 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.



At the close of Quarter 3, 87.55 percent of constituent cases was classified as “closed.” An additional 7.39 percent was submitted to the City’s 311 service for further action. Of the remaining concerns, 4.28 percent was still pending final resolution and .78 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.

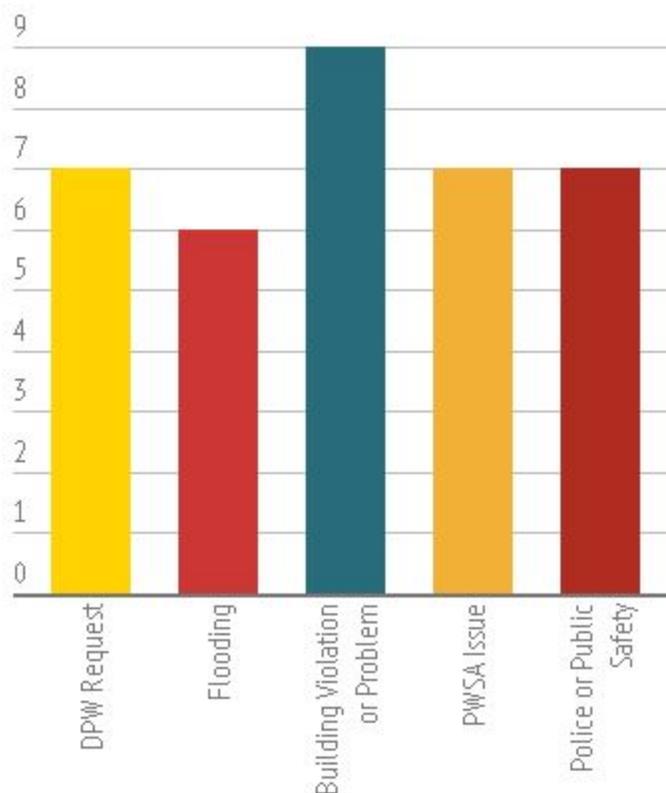
Referred to Department: The appropriate agency, department, or representative has been alerted of the issue and our office is awaiting an update on the status of the concern. This category can include things like long-term projects or requests, which often take a long period of time to resolve. Furthermore,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

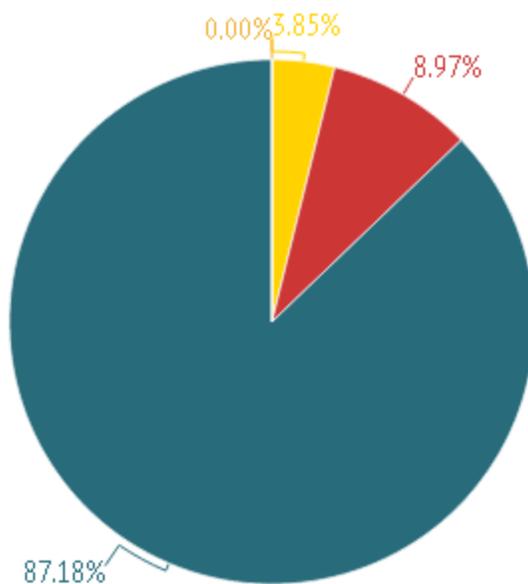
Greenfield

This Quarter, residents of Greenfield most often contacted the District 5 office with issues related to services provided by the Department of Public Works, flooding issues, reports of building violations, problems with PWSA service, and public safety concerns..



Our office responded to seven issues that required the attention of the Department of Public Works, six reports of flooding problems, nine building violations, seven PWSA-related problems, and seven public safety concerns..

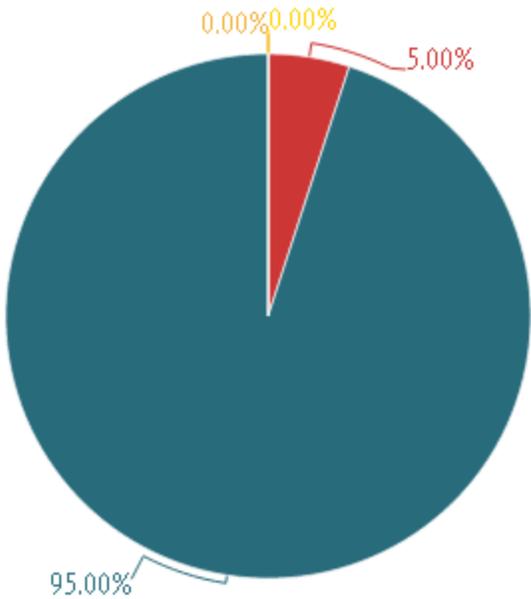
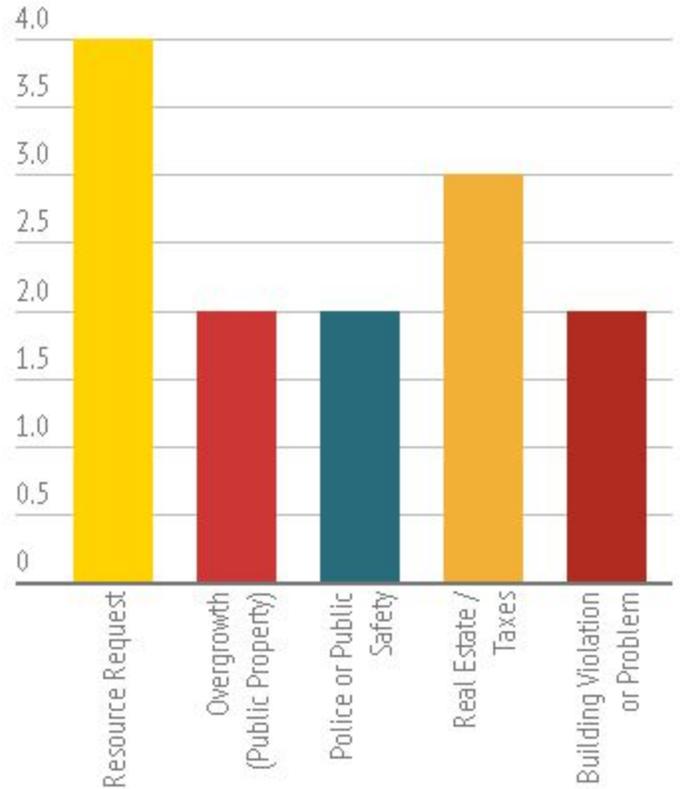
At Q3's end, 87.18 percent of Greenfield's constituent cases was ultimately deemed "closed." Another 8.97 percent was submitted to the City's 311 service for additional action. The last 3.85 percent of constituent concerns from this neighborhood was pending final resolution.



Hazelwood

The most common topics of concern for Hazelwood residents during Q3 were requests for general resources, reports of overgrowth on publicly-owned property, public safety concerns, questions related to real estate / taxes, and reports of building violations.

There were four resource requests, two reports of overgrowth on public property, two public safety issues, three real estate / tax concerns, and two building violation reports.

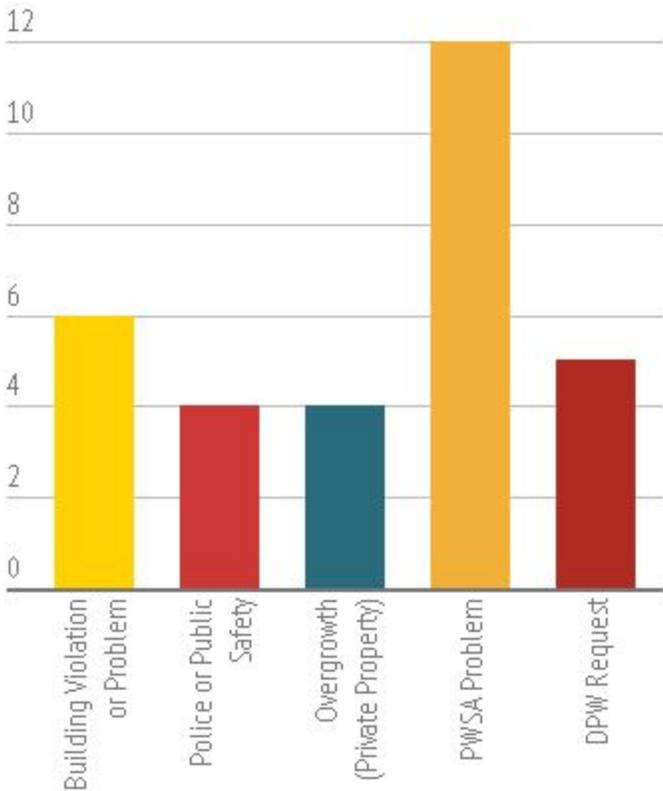


A total of 95 percent of constituent concerns relayed to our office by Hazelwood residents or regarding Hazelwood was classified as “closed” by the end of Q3. The remaining five percent was submitted to the City’s 311 service for additional action.



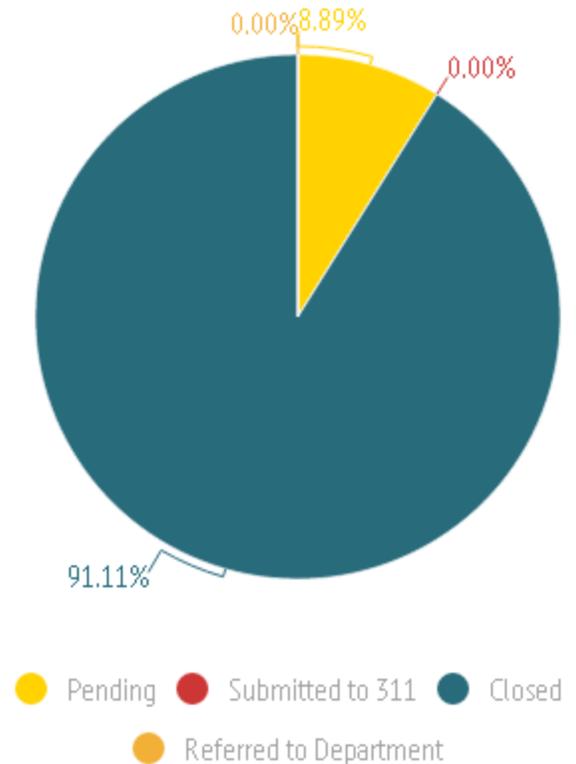
Lincoln Place

In Q3, our office most frequently heard from Lincoln Place residents whose concerns fell into the following categories: building violation reports, public safety concerns, overgrowth violations on privately-held property, issues with PWSA service, and requests for the Department of Public Works.



In this Quarter, there six reports of building violations, four public safety concerns, four overgrowth violations on private property, 12 issues with PWSA service, and five requests for services from the Department of Public Works.

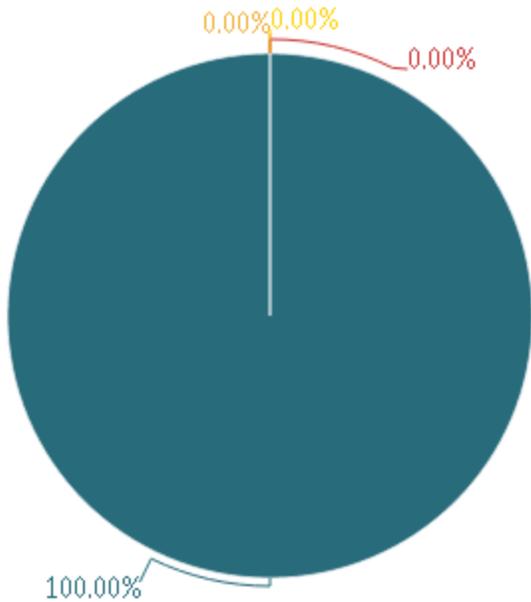
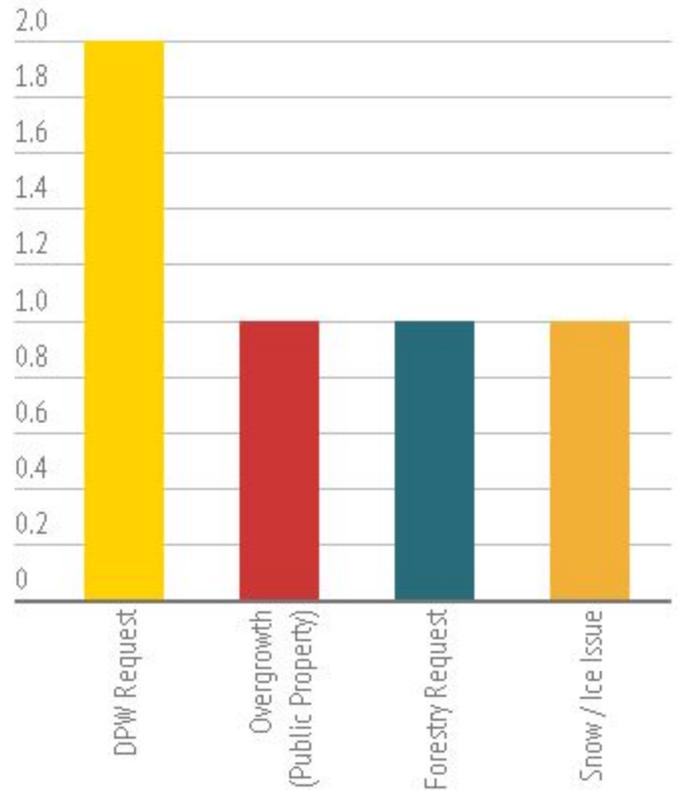
At the end of Q3, 91.11 percent of Lincoln Place constituent concerns was "closed." The remaining 8.89 percent was still pending final resolution.



New Homestead

The District 5 office heard from New Homestead residents in regard to requests for the Department of Public Works, an overgrowth violation on publicly-owned property, a request for service from the Forestry Division, and a snow / ice issue.

Of these constituent cases, two were requests for the Department of Public Works, one was a report of overgrowth on public property, one was a request for the Forestry Division, and one was a question related to snow / ice.

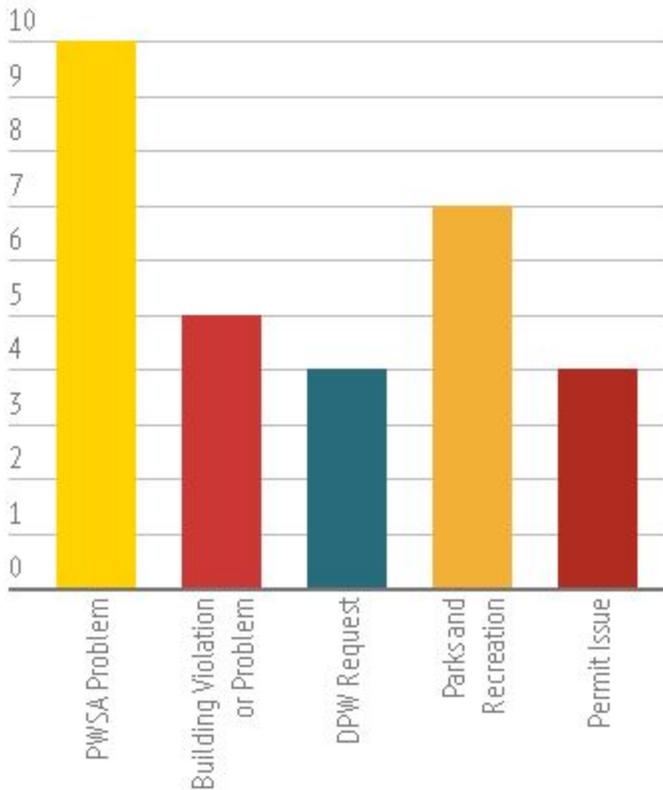


All five of the aforementioned constituent cases for New Homestead were classified as “closed” at the end of this Quarter.

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

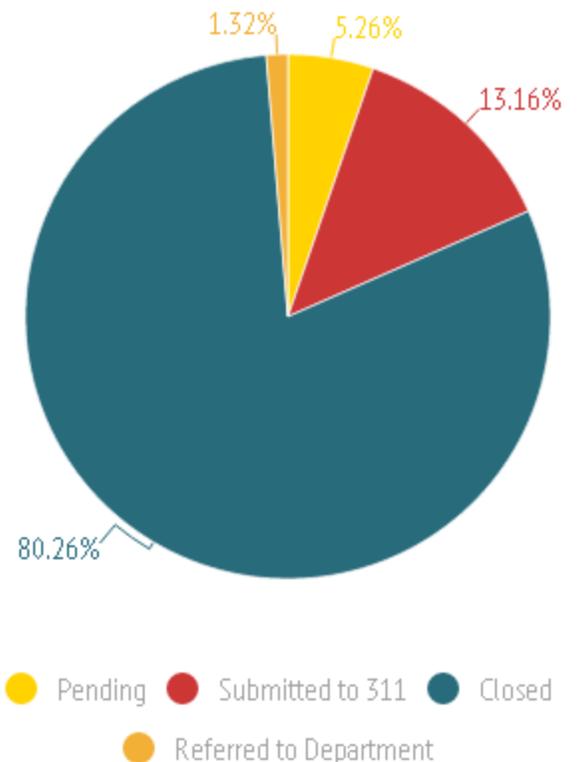
Squirrel Hill South

Throughout Q3, the residents of Squirrel Hill South who contacted our office most frequently did so regarding issues with PWSA service, building violations, requests for the Department of Public Works, parks and recreations concerns, and issues with permits.



Our office worked on 10 constituent cases stemming from issues with PWSA, five reports of building violations, four requesting services from the Department of Public Works, seven concerns related to parks and recreation, and four permit issues.

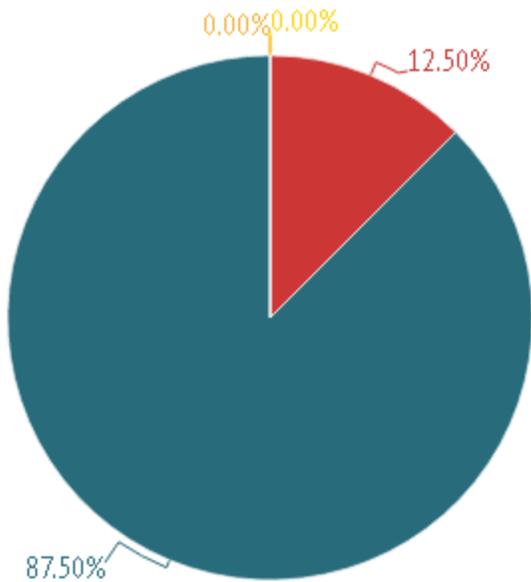
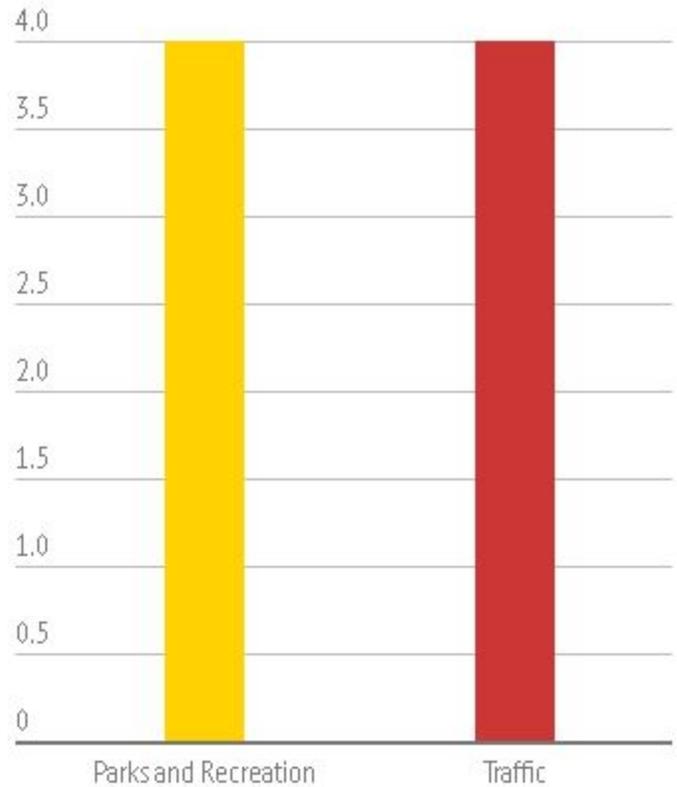
Squirrel Hill South saw 80.26 of its constituent cases “closed” this Quarter. Furthermore, 13.16 percent was submitted to the City’s 311 service for further attention. Another 5.26 percent was still pending final resolution, with the remaining 1.23 percent referred to the appropriate City department.



Swisshelm Park

Residents from Swisshelm Park contacted our office most frequently due to parks and recreation concerns and traffic issues.

Our office handled four issues related to the City's park system and four traffic concerns.



At Q3's end, 87.50 percent of Swisshelm Park's constituent cases was ultimately deemed "closed." The last 12.50 percent was submitted to the City's 311 service for additional action.

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

Community Update

During Q3, the former site of Poli's restaurant on Murray Avenue at the portal of Squirrel Hill was awarded \$11 million in tax credits by the Pennsylvania Housing Finance Agency. Councilman O'Connor has long advocated for the planned development of mixed-income housing on the site, where ACTION-Housing will work as the developer.

Also during this Quarter, the Frick Environmental Center marked its grand opening to the community. During the planning of the Frick Environmental Center's construction, Councilman O'Connor helped to secure funding for the project. Its Saturday, September 10 opening of the "greenest public building in the world" marked a fantastic new educational and recreational addition to the City.

Finally, in September, the City of Pittsburgh's Planning Commission approved the designs for the initial phase of the Mill 19 redevelopment project on the Almono site in Hazelwood. The project, supported by Councilman O'Connor and managed by the Regional Industrial Development Corporation of Southwestern Pennsylvania, plans to begin with the redevelopment of 65,000 square feet of flex space that will retain original features of the old mill building while aiming to attract tech and robotics companies to the site.

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,

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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,

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,

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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.