

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



2016 Quarter 2 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.

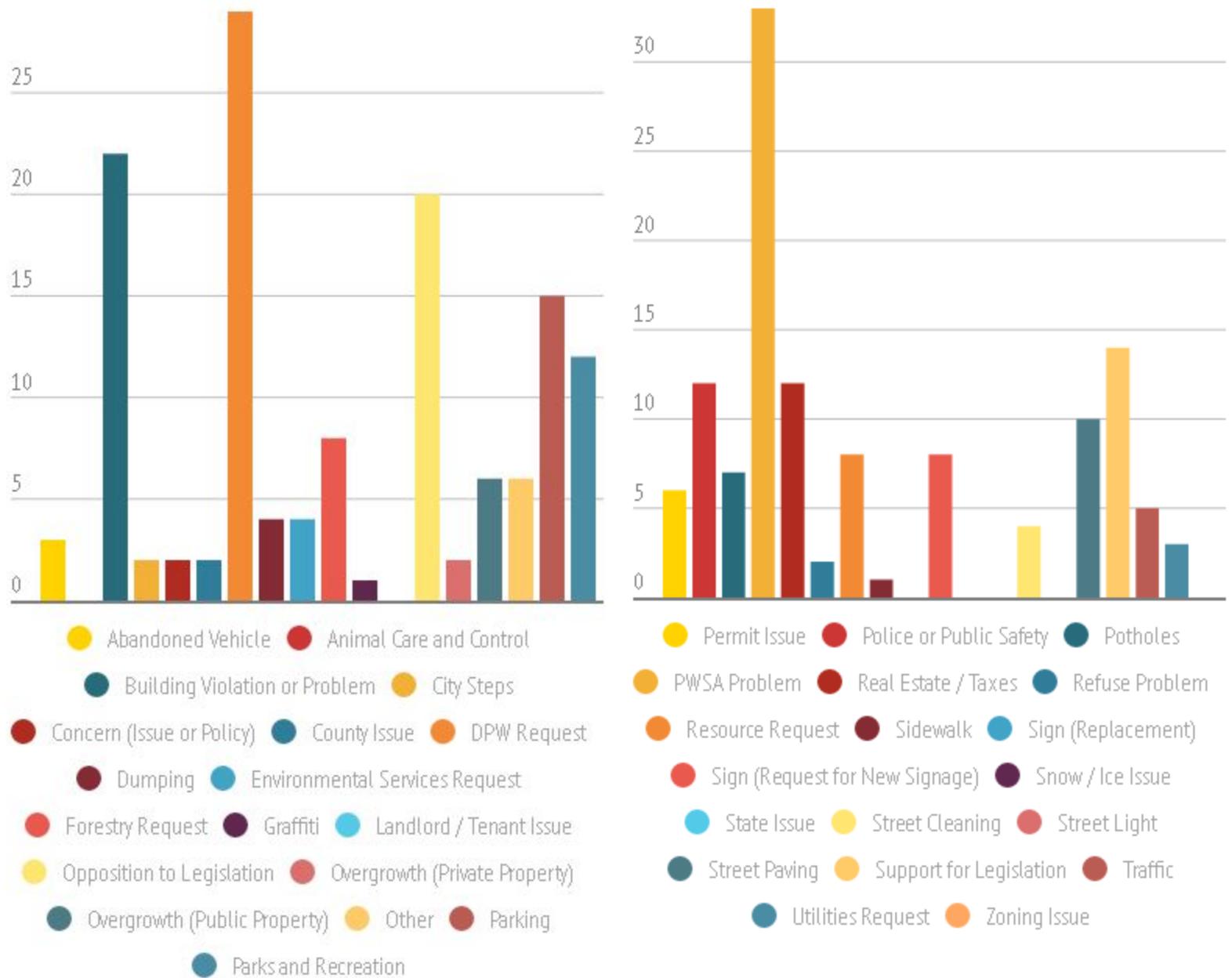
As we work to resolve these issues, we also classify and track this data. This allows us to maintain a better, more robust understanding of the District’s residents’ — and other City residents’ — main concerns. In order to produce a precise record of constituents’ concerns, our office breaks down contact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

Abandoned Vehicle	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 Friday, April 1, 2016 and Thursday, June 30, 2016, herein referred to as Quarter 2, or Q2. 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

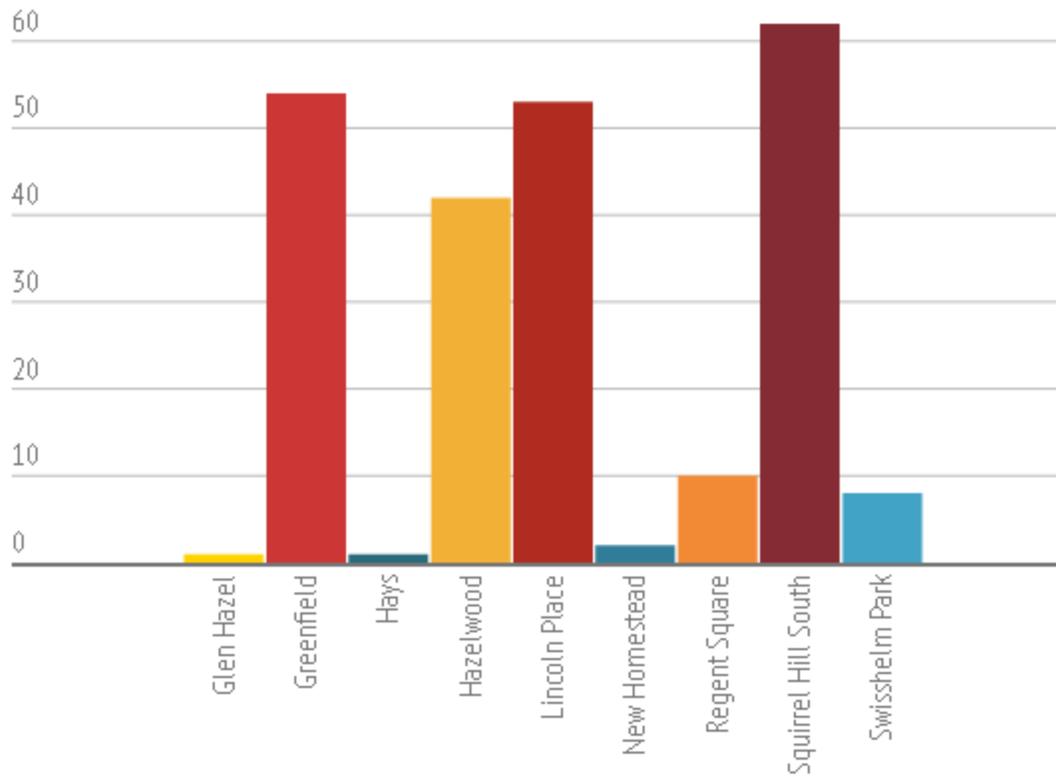
The most common types of constituent concerns about which residents reached out to the District 5 office in Quarter 2 were those related to issues with the Pittsburgh Water and Sewer Authority (PWSA), requests for services from the Department of Public Works, reports of building violations or problems, expressions of opposition to legislation, and parking problems.



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

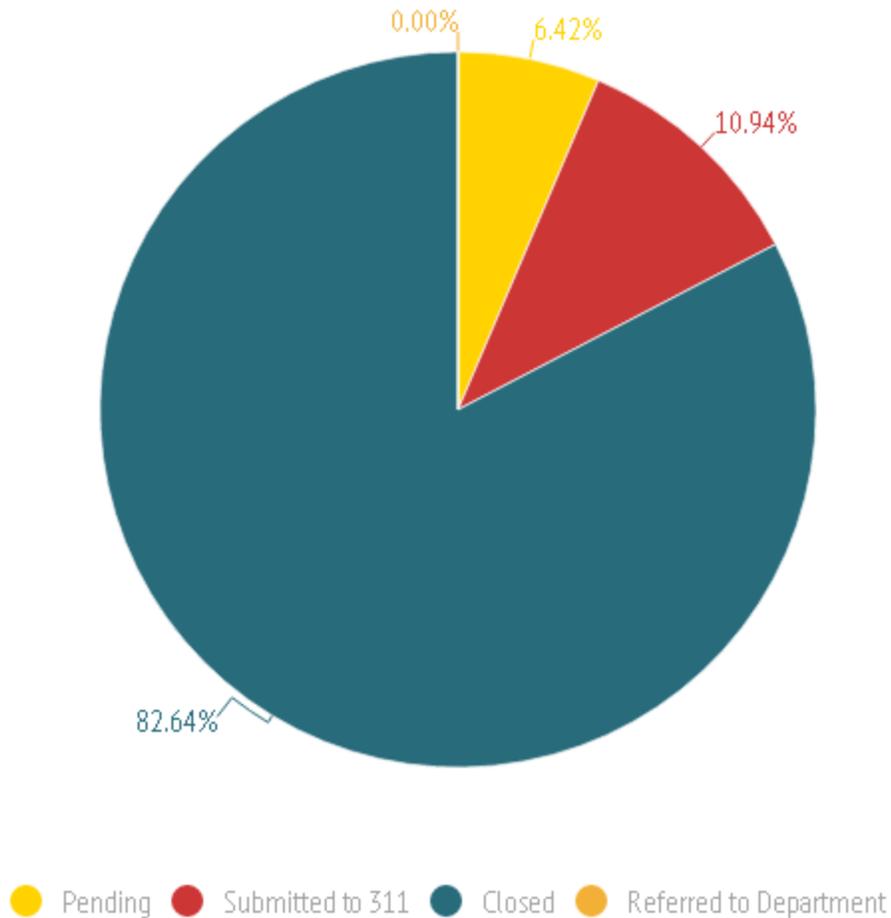
Concerns by Neighborhood

The chart below indicates rates of contact to our office by constituents in the nine neighborhoods that comprise District 5 in Quarter 2.



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 2, 82.64 percent of constituent cases was classified as “closed.” An additional 10.94 percent was submitted to the City’s 311 service for further action. The remaining 6.42 percent of constituent cases for this Quarter was still pending completion.

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.

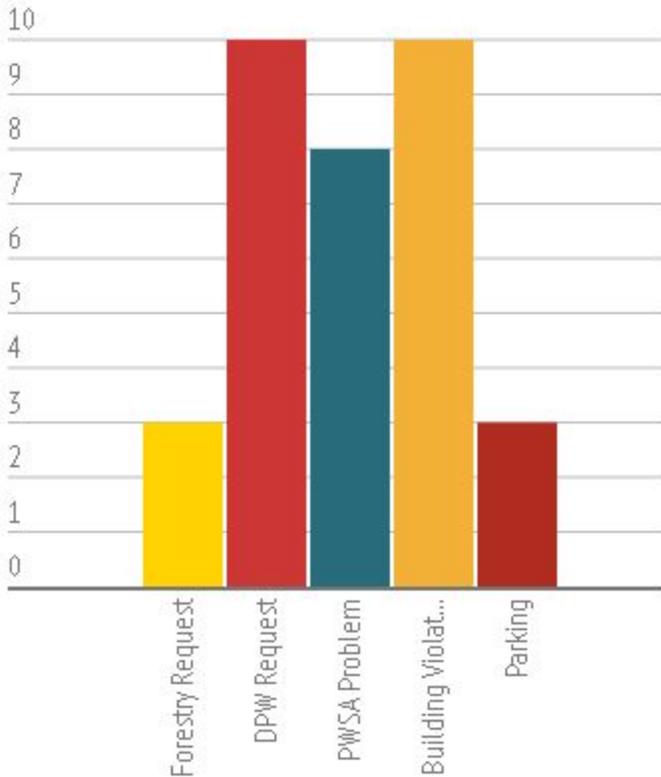
Referred to Department: The appropriate agency, department, or representative has been alerted of the issue and our office is awaiting an update on the status of the concern. This category can include things like long-term projects or requests, which often take a long period of time to resolve. Furthermore,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

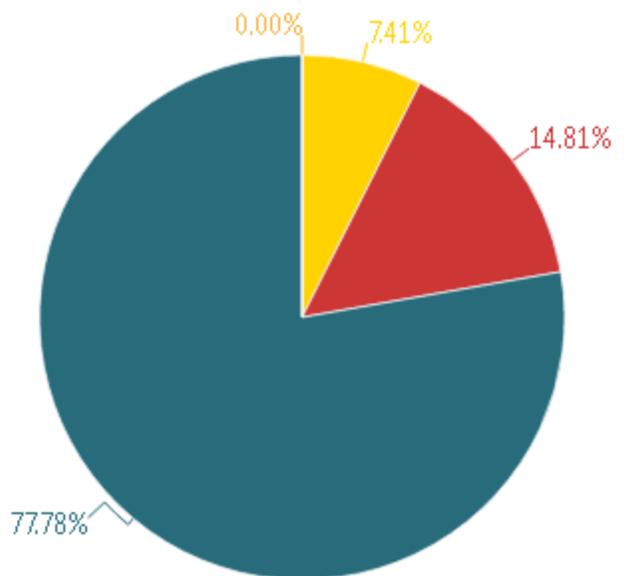
Greenfield

The District 5 office heard from Greenfield residents most frequently in regard to requests for the Forestry Division, requests for the Department of Public Works, problems with PWSA service, reports of building violations or problems, and parking issues.



Our office responded to three issues that required the attention of the Forestry Division, 10 requests for service from the Department of Public Works, eight PWSA-related problems, 10 building violation complaints, and three parking issues.

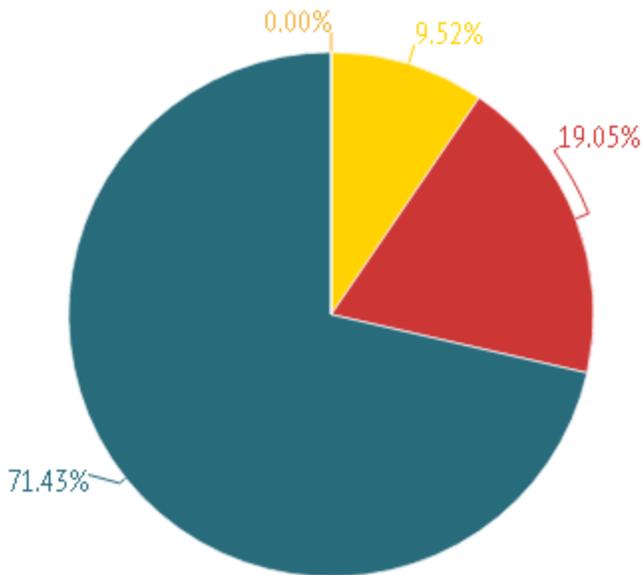
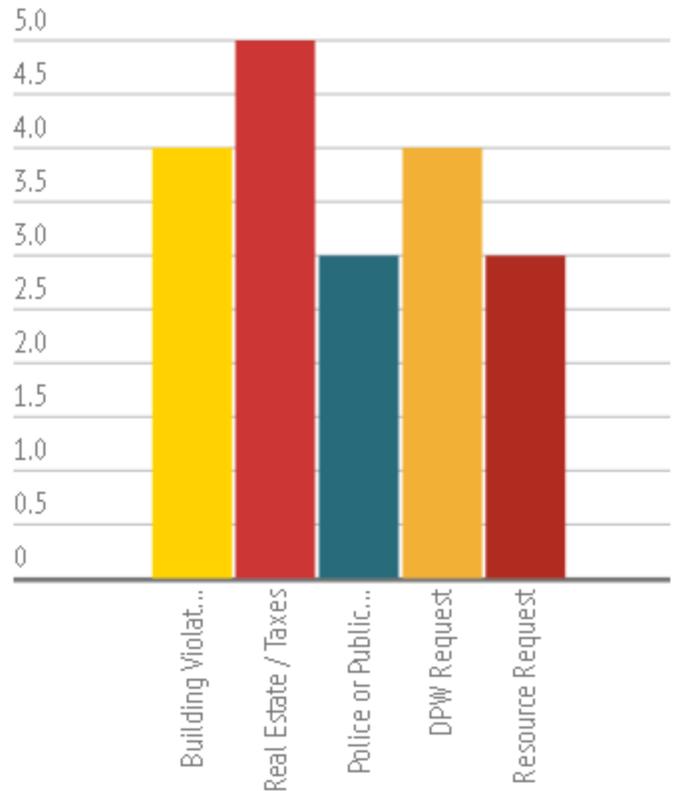
By the end of this Quarter, 77.78 percent of constituent cases from Greenfield was "closed." Another 14.81 percent was submitted to the City's 311 service for further action. The remaining 7.41 percent of constituent cases was still pending final resolution.



Hazelwood

Throughout Q2, the residents of Hazelwood who contacted our office most frequently did so regarding issues related to building violations or problems, questions on real estate / tax issues, police or public safety concerns, requests for the Department of Public Works, and resource requests.

There were four issues related to building violations, five related to real estate / taxes, three related to public safety, four related to the Department of Public Works, and three requests for general information resources.

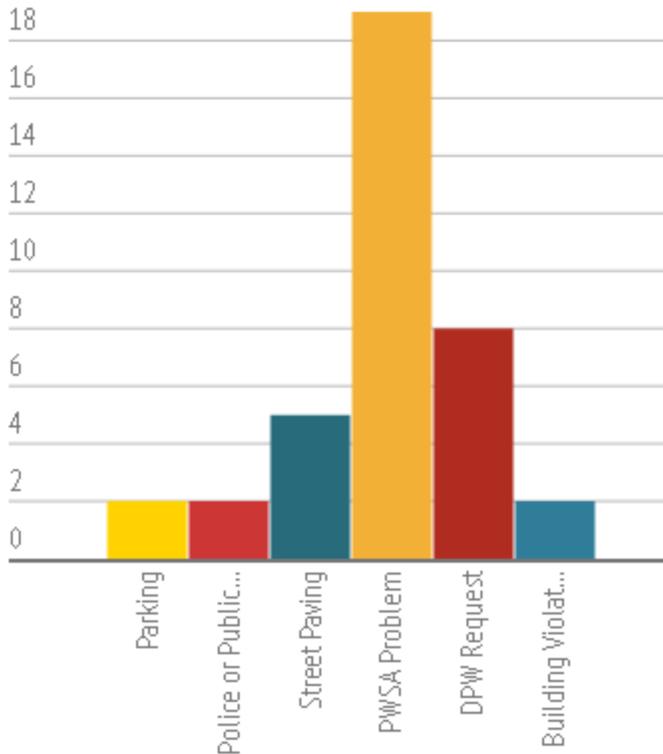


A total of 71.43 percent of constituent concerns relayed to our office by Hazelwood residents or regarding Hazelwood was classified as “closed” by the end of Q2. Another 19.05 percent was submitted to the City’s 311 service for further action. The remaining 9.52 percent of requests from this neighborhood was pending final resolution.



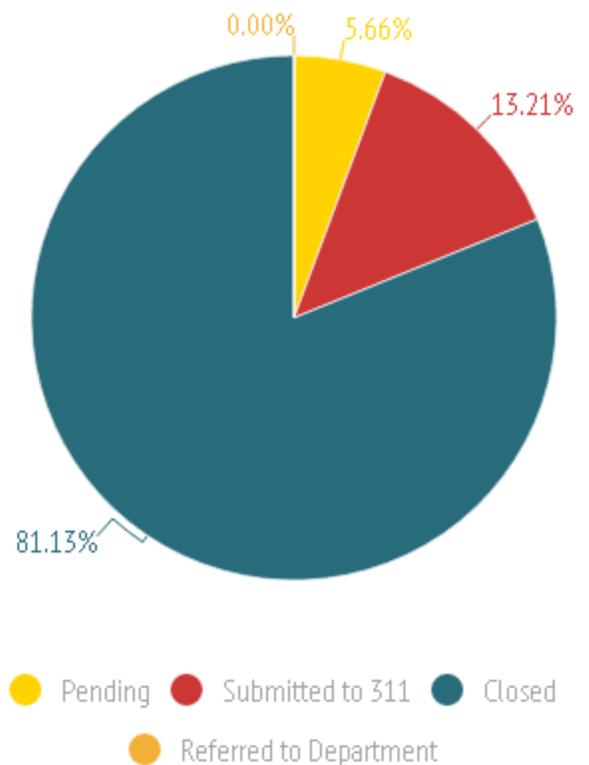
Lincoln Place

Residents from Lincoln Place contacted our office most frequently due to parking issues, police or public safety concerns, street paving requests, problems with PWSA service, requests for the Department of Public Works, and reports of building violations or problems.



In this Quarter, there were two parking complaints, two public safety concerns, five requests for streets to be resurfaced, 19 issues with PWSA service, eight requests for service from the Department of Public Works, and two reports of building violations.

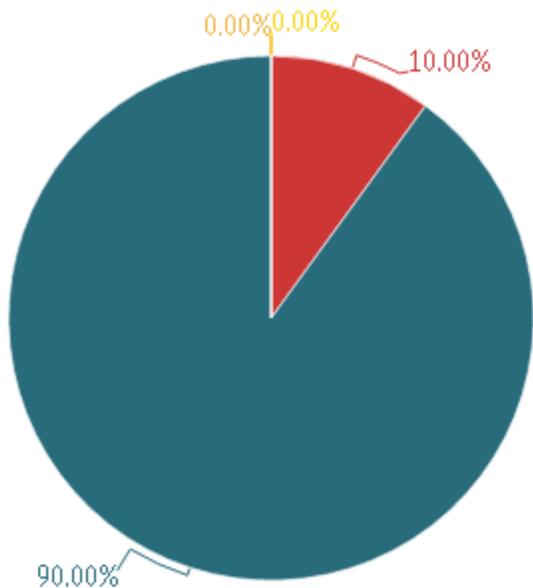
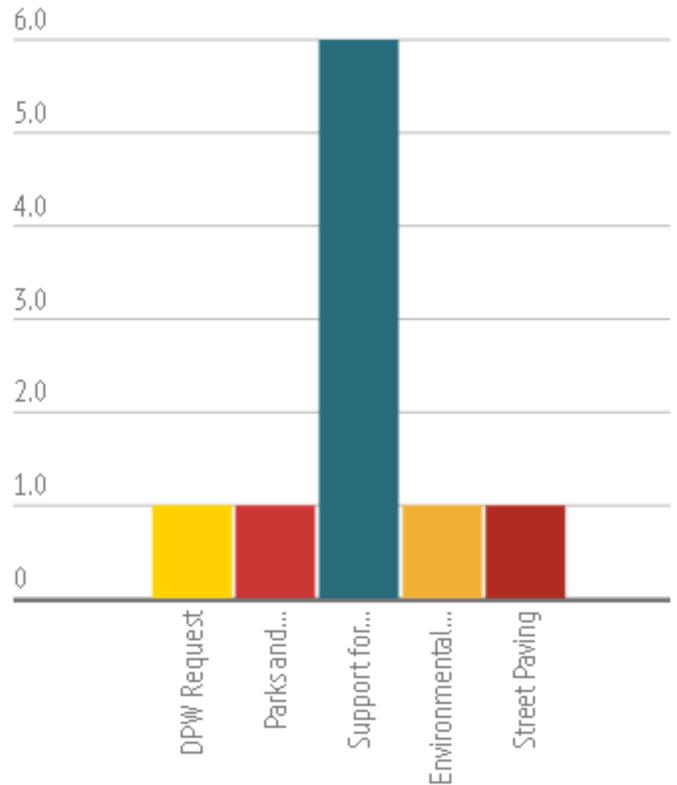
At the end of Q2, 81.13 percent of Lincoln Place constituent concerns was "closed." Another 13.21 percent of these cases was submitted to the City's 311 service for additional follow-up. The remaining 5.66 percent was still pending final resolution.



Regent Square

In Q2, our office most frequently heard from Regent Square residents whose concerns fell into the following categories: request for the Department of Public Works, parks and recreation concern, support for legislation, request for Environmental Services, and street paving request.

Of these constituent cases, one was a request for the Department of Public Works, one was related to the City's park system, six were to express support for legislation under consideration by City Council, one was a request for Environmental Services, and one was to request that a street be resurfaced.

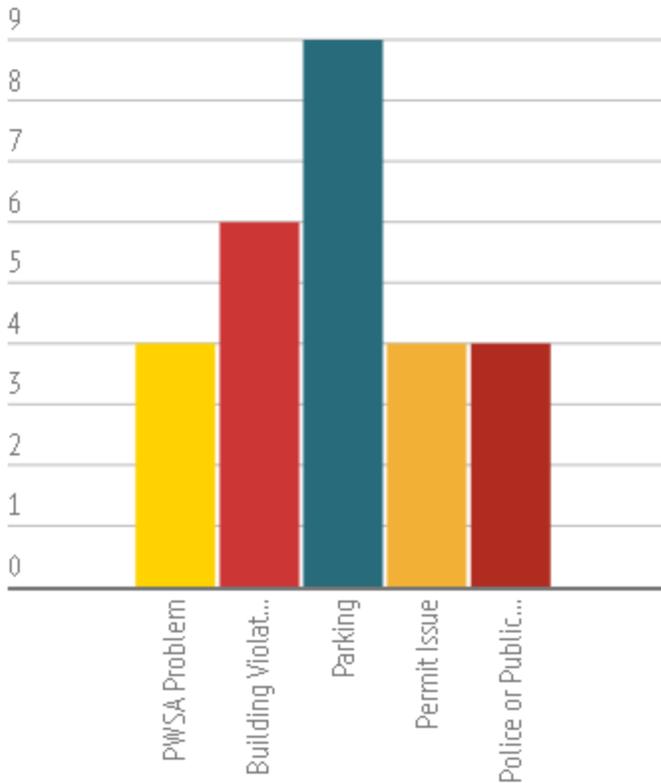


A total of 90 percent of this neighborhood's constituent concerns was classified as "closed" by the time the Quarter ended. Ten percent was submitted to the City's 311 service for additional action.



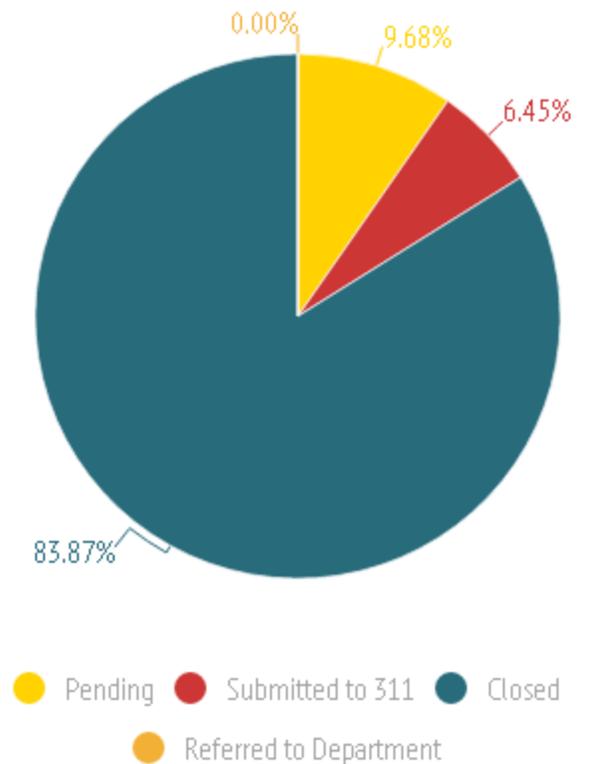
Squirrel Hill South

The most common topics of concern for Squirrel Hill South residents during Q2 were PWSA service issues, reports of building violations or problems, parking complaints, permit issues, and police or public safety concerns.



Our office worked on four constituent cases stemming from issues with PWSA service, six building violation complaints, nine parking problems, four permit queries, and four public safety issues.

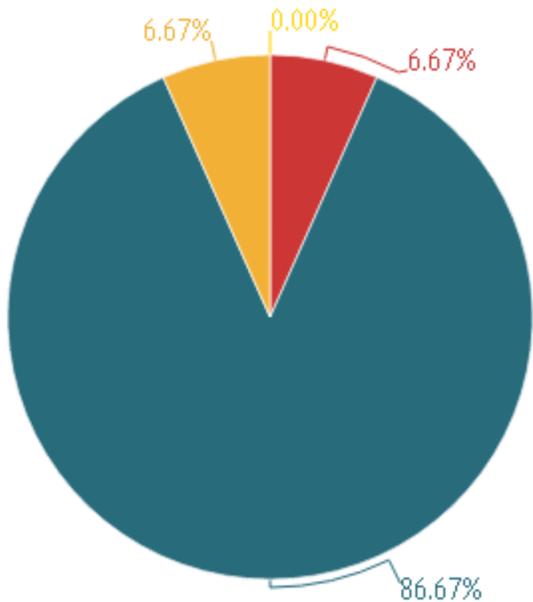
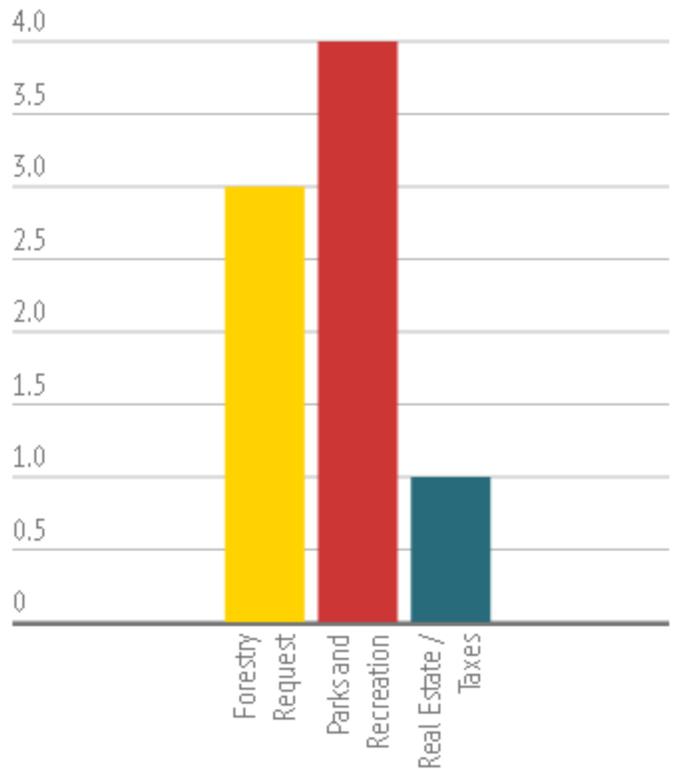
Squirrel Hill South saw 83.87 of its constituent cases “closed” this Quarter. Another 9.68 percent was pending final resolution, with the final 6.45 percent of Q2 cases submitted to the City’s 311 service for further attention.



Swisshelm Park

This Quarter, residents of Swisshelm Park most often contacted the District 5 office with issues related to services provided by the Forestry Division, parks and recreation, and real estate / tax issues.

Our office handled three requests for the Forestry Division, four issues related to the City's park system, and one real estate / tax concern.



At Q3's end, 86.67 percent of Swisshelm Park's constituent cases was ultimately deemed "closed." Another 6.67 percent was submitted to the City's 311 service for follow-up, and the remaining 6.67 percent was referred to the appropriate department for further action.

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

Legislative and Initiative Update

During Q2, Councilman O'Connor introduced legislation that called on the Department of Finance, its Real Estate Division, and the Urban Redevelopment Authority (URA) to identify publicly-owned properties that may be rehabilitated and later used to house small businesses. These "opportunity spaces" would shift vacant, often blighted properties into small commercial locations within residential areas. The Department of Finance and the URA are currently performing an inventory of properties eligible for this program.

Furthermore, during this Quarter, the City received a \$700,000 grant from the Richard King Mellon Foundation, which will pay for 16 members of the Student Conservation Association to join Pittsburgh's park rangers during 2016 and 2017 summers. Councilman O'Connor, as Chair of the City's Committee on Urban Recreation, has been a steadfast advocate for the park ranger program throughout his tenure.

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

- Supporting the first-ever 31st Ward farmer's market at Mifflin School in Lincoln Place.
- Coordinating an agreement with the Moose Lodge to rehabilitate the Hays tot lot.
- Working with Core Realty of Philadelphia to ensure that Downtown's iconic Kaufmann's clock was restored to working order.
- Supporting the acquisition of 660 acres of land in Hays to be used as the largest addition to the City's park system.

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,

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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.