

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



**2016 Year-End 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. 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.

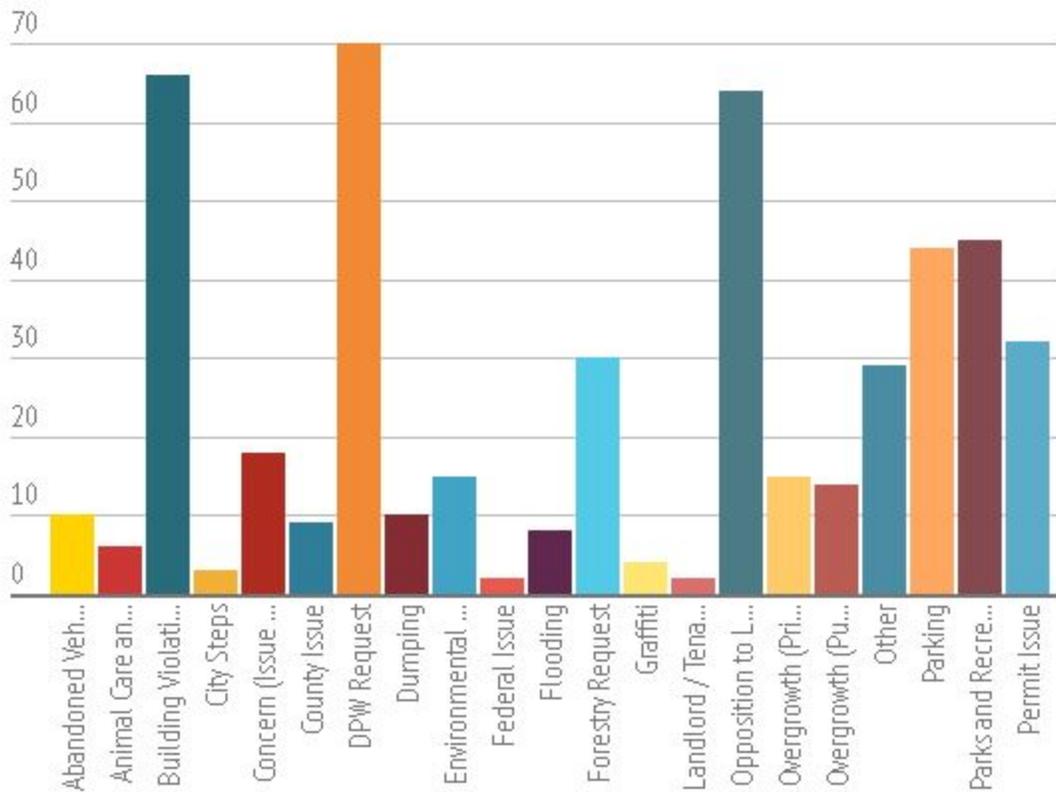
Abandoned Vehicle	Opposition to Legislation	Resource Request
Animal Care and Control	Overgrowth (Private Property)	Sidewalk
Building Violation or Problem	Overgrowth (Public Property)	Sign (Replacement)
City Steps	Other	Sign (Request for New Signage)
Concern (Issue or Policy)	Parking	Snow / Ice Issue
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 Friday, January 1, 2016 and Saturday, December 31, 2016. 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 system, City departments, or the Mayor’s office.

## Frequency of Concerns

The 10 most common types of constituent concerns brought to the District 5 office were reports of building violations, requests for service from the Department of Public Works, expressions of opposition to legislation, parking issues, matters related to the City's park system, public safety concerns, problems with Pittsburgh Water and Sewer Authority (PWSA) service, snow / ice issues, expressions of support for legislation, and traffic concerns.

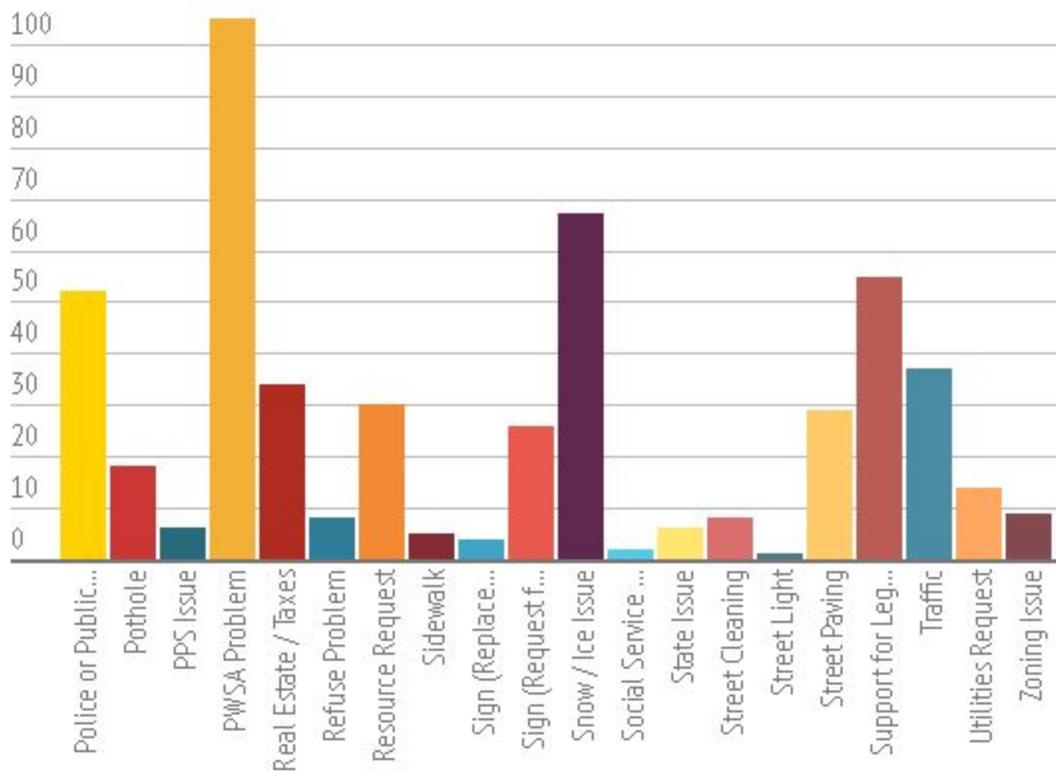
The chart below shows the frequency of concerns brought to our attention, as broken down by the first half of our 41-word controlled vocabulary. Of the 10 most common types of concerns, building violations, requests for the Department of Public Works, expressions of opposition to legislation, parking issues, and matters related to the City's park system are shown on this graph.



## Frequency of Concerns, Continued

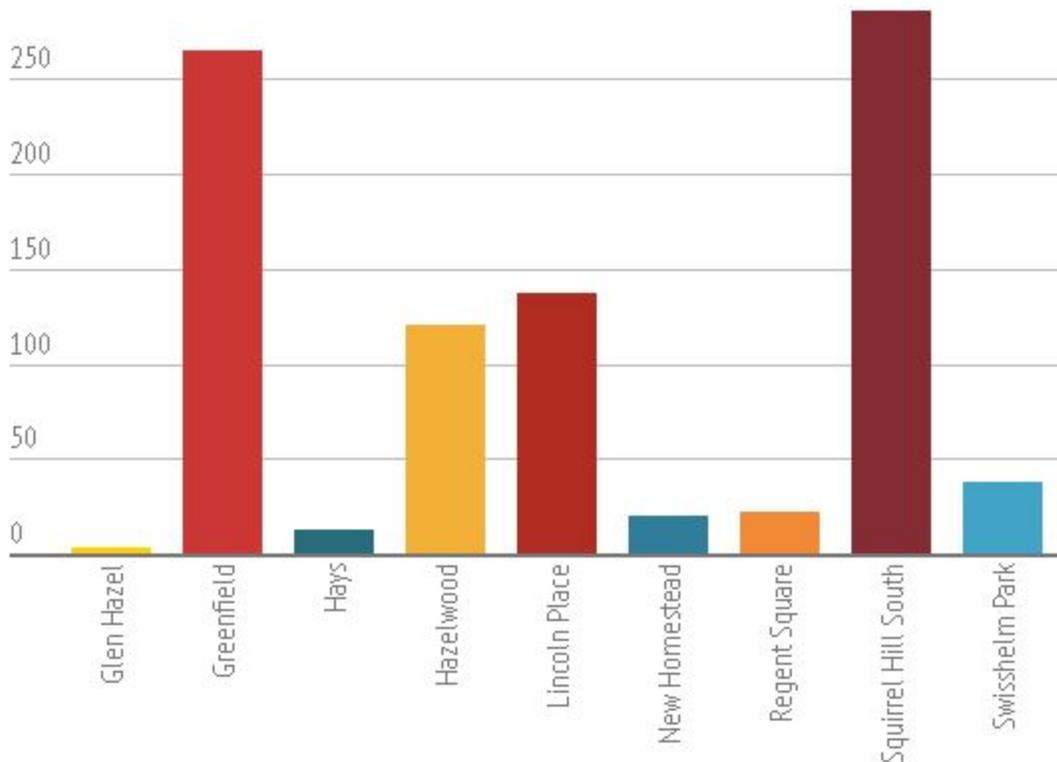
Please note that the chart on this page, which details the second half of concerns broken down by our 41-word controlled vocabulary, features a different Y-axis than the chart detailing frequency of concerns on the previous page.

Of the 10 most common types of concerns, public safety issues, problems with PWSA service, snow / ice issues, expressions of support for legislation, and traffic concerns are shown on this graph.



## Concerns by Neighborhood

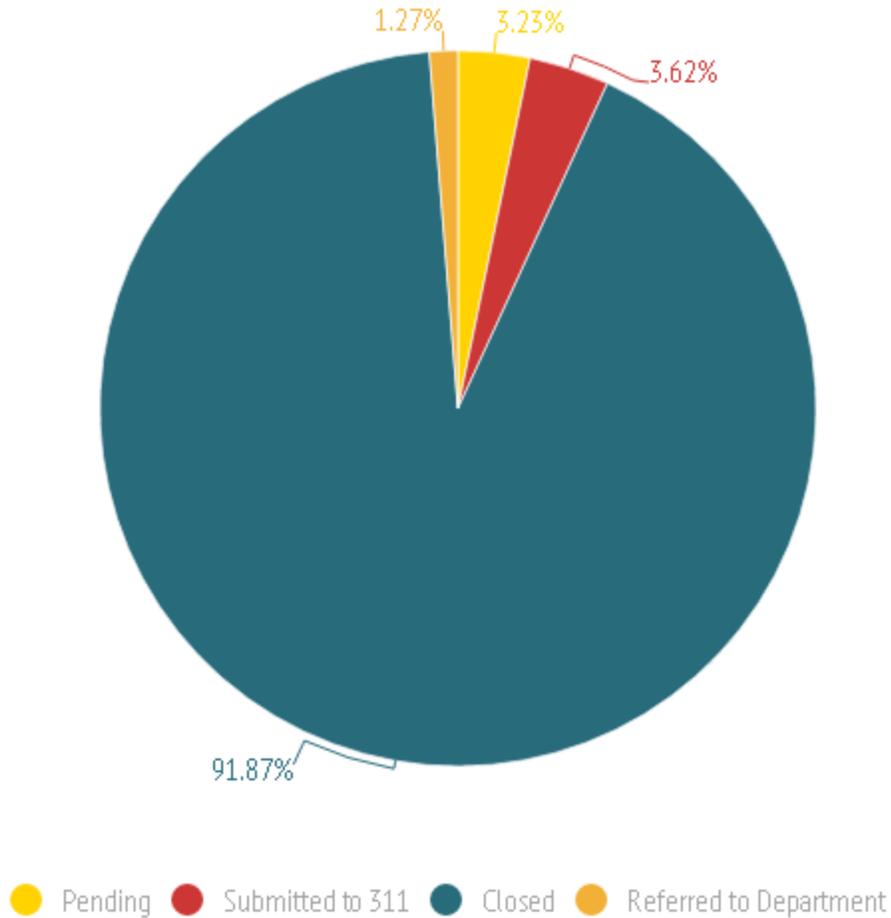
The chart below indicates rates of contact to our office by constituents in the nine neighborhoods that comprise District 5 in 2016.



Note: The District 5 office only worked on three constituent cases from Glen Hazel in 2016. These cases were ultimately classified as “closed.” Given this lack of data samples, data visualizations for this neighborhood are unavailable in this Year-End 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 2016, 91.87 percent of constituent cases was classified as “closed.” An additional 3.62 percent was submitted to the City’s 311 system for further action. Of the remaining concerns, 3.23 percent was still pending final resolution and 1.27 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.

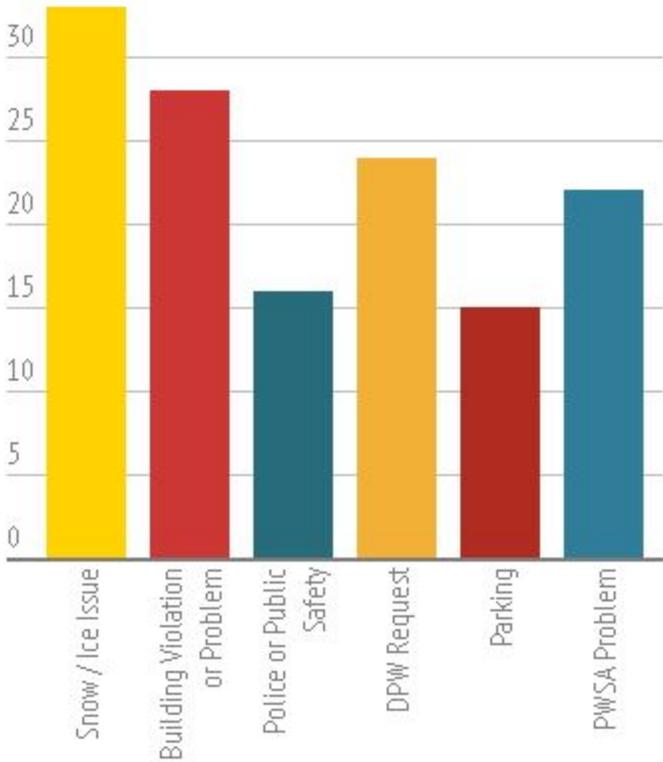
**Referred to Department:** The appropriate agency, department, or representative has been alerted of the issue and our office is awaiting an update on the status of the concern. This category can include things like long-term projects or requests, which often take a long period of time to resolve. Furthermore,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

**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.

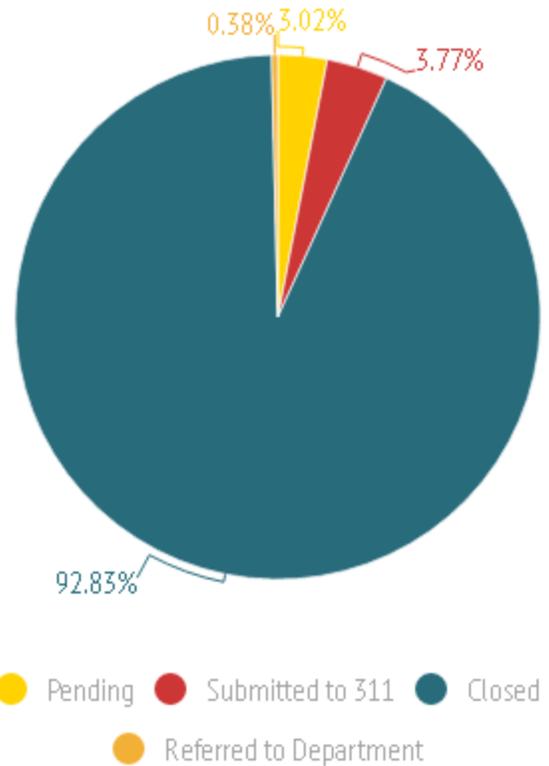
# Greenfield

In 2016, the most common types of constituent concerns for Greenfield residents were issues related to snow / ice, reports of building violations, public safety concerns, requests for service from the Department of Public Works, parking matters, and service issues with PWSA.



Our office worked on 33 snow / ice issues, 28 building violation reports, 16 public safety concerns, 24 requests for the Department of Public Works, 15 parking issues, and 22 PWSA-related matters this year.

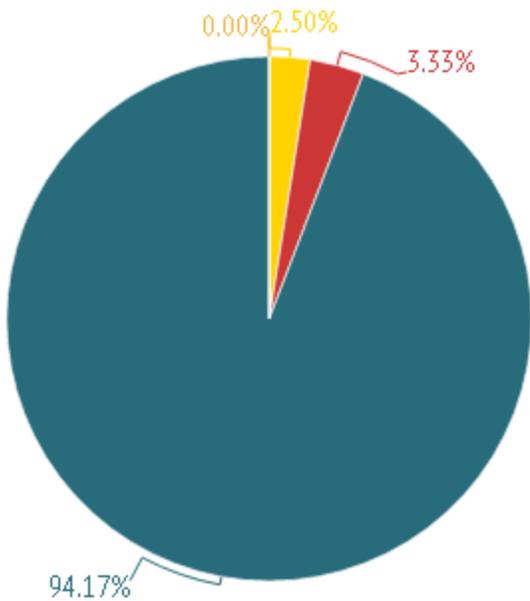
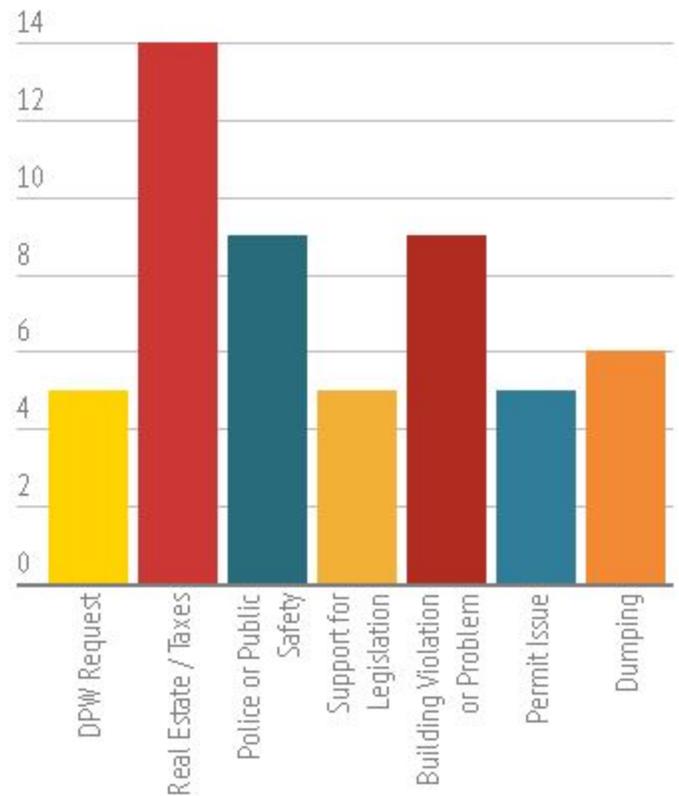
At the end of 2016, 92.83 percent of constituent concerns from Greenfield was classified as “closed.” Another 3.77 percent was submitted to the City’s 311 system for further action. An additional 3.02 percent was still pending final resolution, with the final .38 percent referred to the appropriate City department for follow-up.



# Hazelwood

The most common types of constituent concerns from Hazelwood residents this past year were requests for the Department of Public Works, queries related to real estate or taxes, public safety concerns, expressions of support for legislation, reports of building violations, permit issues, and reports of illegal dumping.

Hazelwood residents contacted our office five times with requests for the Department of Public Works, 14 real estate / tax issues, nine public safety concerns, five expressions of support for legislation, nine reports of building violations, five permit queries, and six dumping problems.

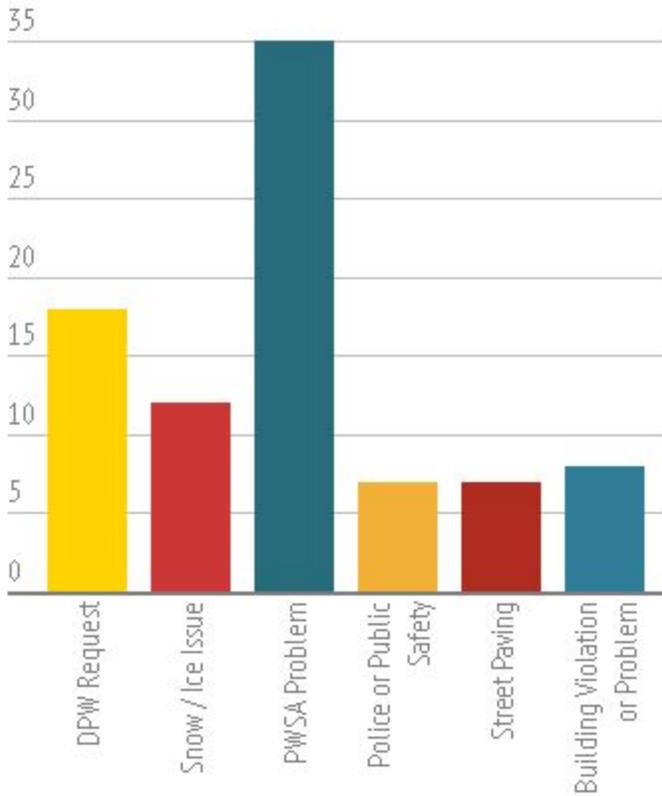


A total of 94.17 percent of Hazelwood constituent cases was classified as “closed.” Furthermore, 3.33 percent was submitted to the City’s 311 system for further action, with the final 2.5 percent still pending final resolution.

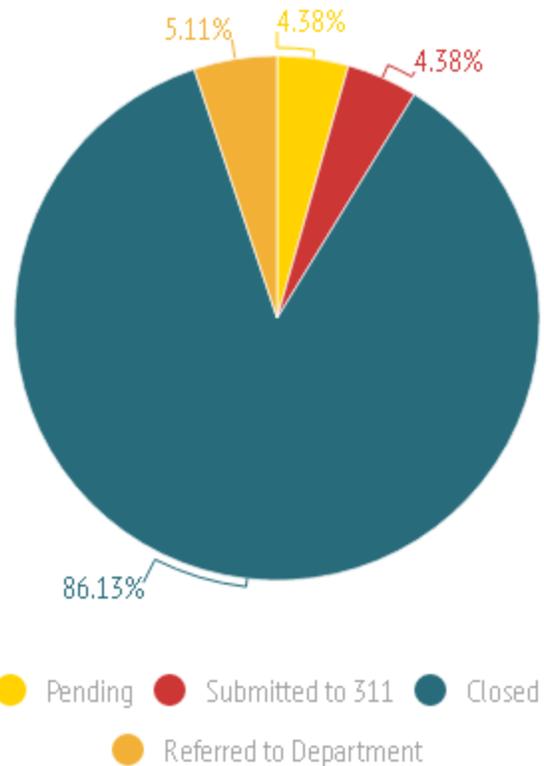


# Lincoln Place

Lincoln Place residents most contacted the District 5 office with requests for the Department of Public Works, snow / ice issues, issues with PWSA service, public safety concerns, street resurfacing requests, and reports of building violations.



Our office handled 18 requests for services provided by the Department of Public Works, 12 snow / ice issues, 35 problems stemming from PWSA service, seven public safety matters, seven requests for street paving, and eight reports of building violations or problems.

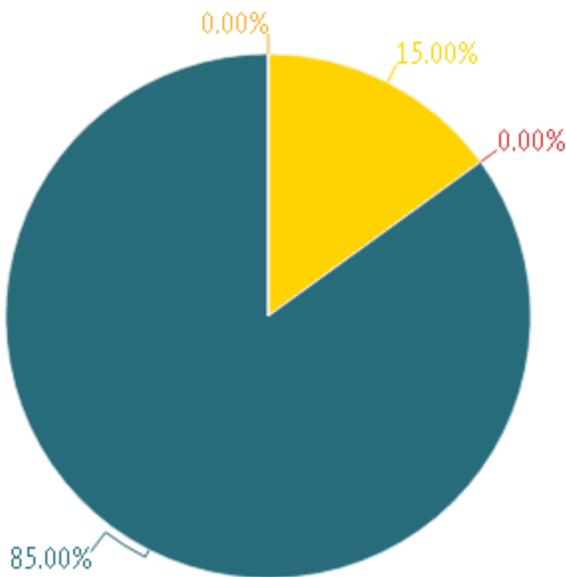
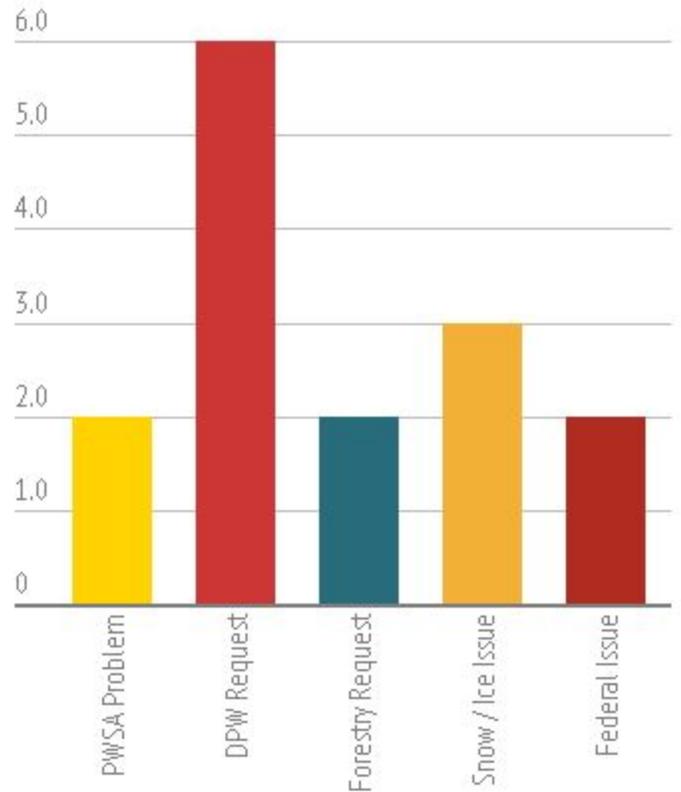


At year's end, 86.13 percent of constituent concerns for this neighborhood was "closed." Another 5.11 percent was referred to the appropriate City department. The remaining concerns were split evenly, with 4.38 percent each either pending final resolution or submitted to the City's 311 system for further action, respectively.

# 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, requests for the Forestry Division, snow / ice issues, and federal issues.

Of these constituent cases, two were reports of PWSA-related issues, six were requests for the Department of Public Works, two were requests for Forestry Division services, three were snow / ice issues, and two were issues related to federally-provided services.

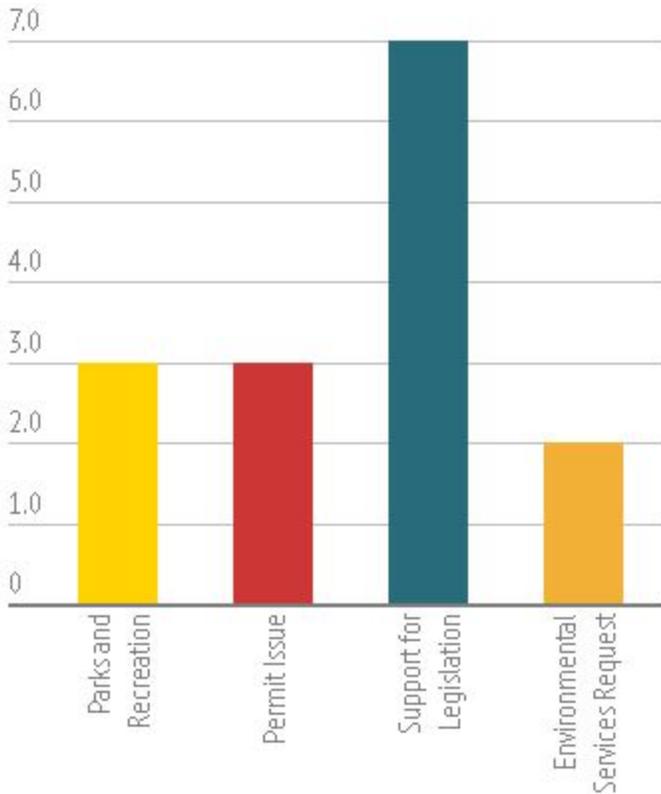


Eighty-five percent of these constituent cases was ultimately classified as “closed.” The other 15 percent was still pending final resolution.

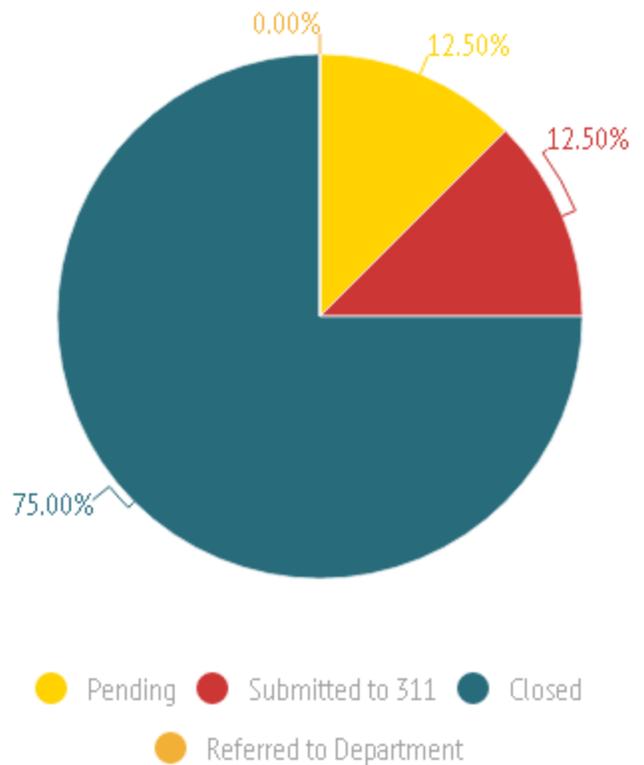
- Pending
- Submitted to 311
- Closed
- Referred to Department

## Regent Square

The most common types of concerns for Regent Square residents who contacted our office were those related to City’s park system, permits, expressions of support for legislation, and requests for the Bureau of Environmental Services.



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

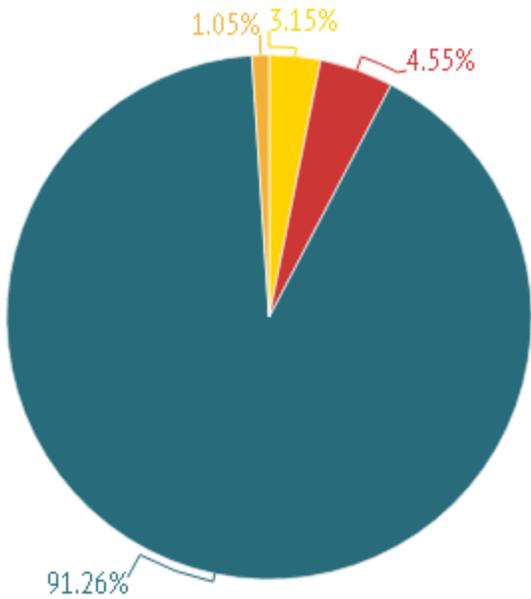
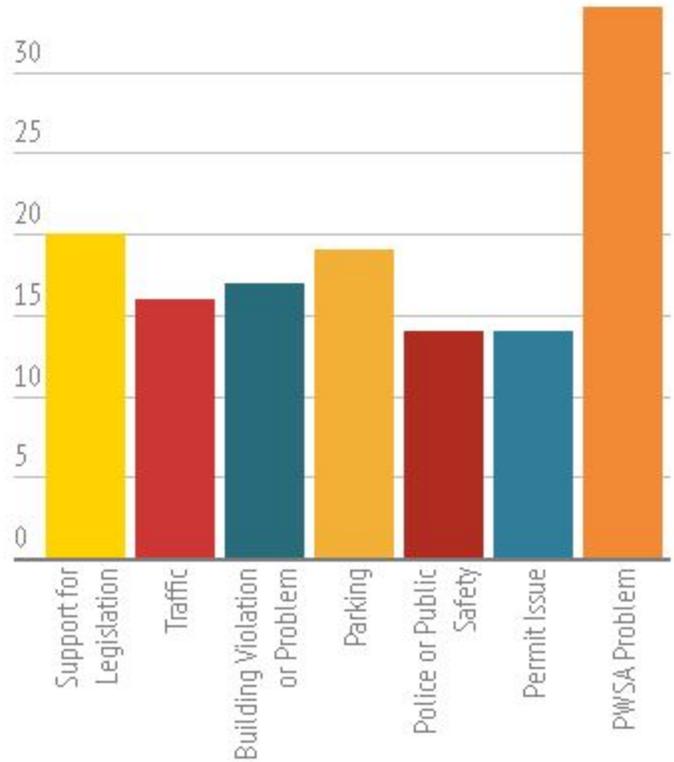


Regent Square saw 75 percent of its constituent cases “closed” this Quarter. Furthermore, 12.5 percent was still pending final resolution, with the remaining 12.5 submitted to the City’s 311 system for further action.

# Squirrel Hill South

Residents from Squirrel Hill South contacted our office most frequently due to expressions of support for legislation, traffic concerns, reports of building violations, parking issues, public safety matters, permit queries, and issues with PWSA service.

Our office logged 20 expressions of support for legislation, 16 traffic issues, 17 building violations, 19 parking matters, 14 public safety concerns, 14 permit cases, and 34 PWSA problems.

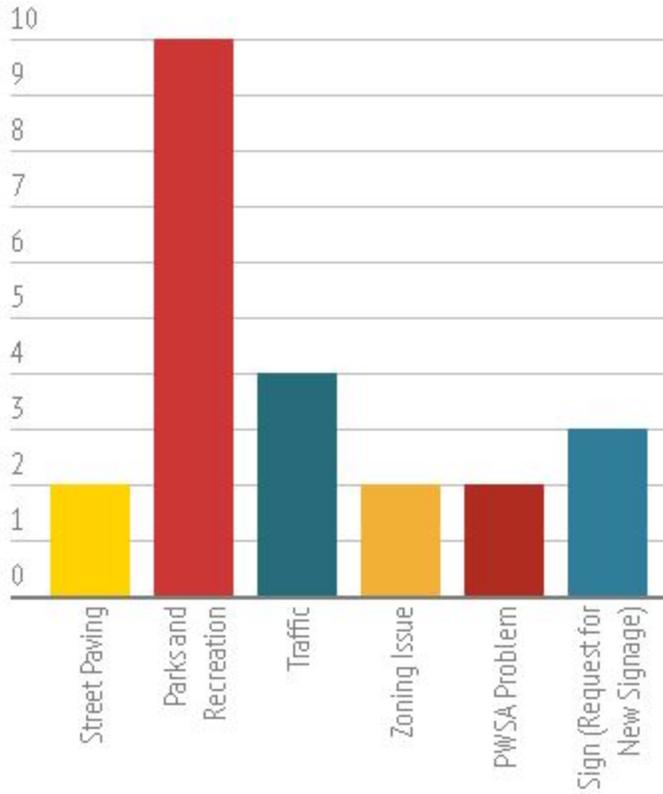


At the end of the year, 91.26 percent of Squirrel Hill constituent cases was classified as “closed.” Furthermore, 4.55 percent was submitted to the City’s 311 system for further action, and 3.15 percent was still pending final action. The remaining 1.05 percent was referred to the appropriate City department.

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

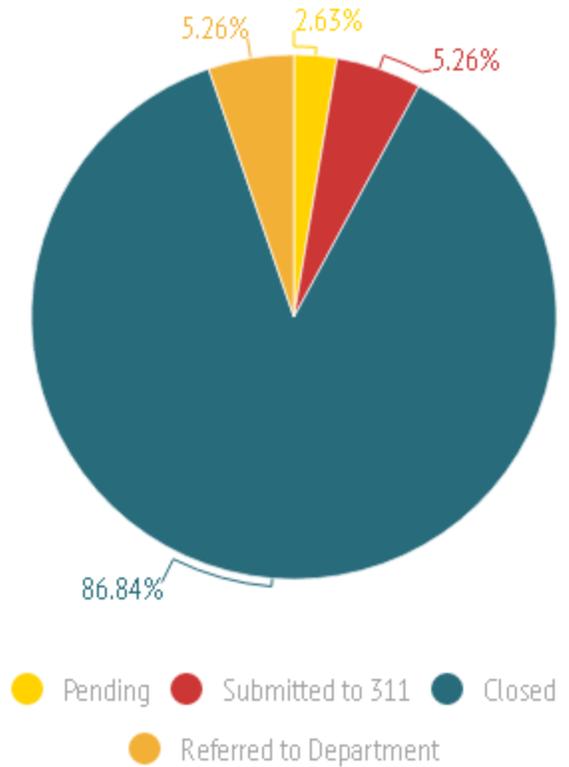
## Swisshelm Park

Throughout the year, Swisshelm Park residents' most common types of concerns related to street resurfacing, the City's park system, traffic concerns, zoning issues, problems with PWSA service, and requests for new signage.



The District 5 office worked on two street paving requests, 10 park-related concerns, four traffic matters, two zoning issues, two problems stemming from PWSA service, and two requests for new signage.

By the end of the year, 86.84 percent of constituent cases from this neighborhood was "closed." Another 5.26 percent was submitted to the City's 311 system for further action, with another 5.26 percent referred to the appropriate City department. The last 2.63 percent was still pending further action.



## Legislative Update

**Pittsburgh Hires:** Partnering with the African American Chamber of Commerce of Western Pennsylvania and the Pittsburgh Promise, Councilman O'Connor helped 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.

**Medical Marijuana:** The Councilman called 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.

**Opportunity Zones:** 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.

**Cycling:** The Councilman sponsored legislation that updated the City Code to legally permit cyclists to ride on trails in the City's park system. Prior to these revisions, the City Code mandated that cyclists walk their bikes on park trails.

**Advisory Board on Entrepreneurship and Start-Ups:** Thanks to legislation from Councilman O'Connor, the City is creating an outlet for those with relevant experience in the business community to lend their experience and expertise to the City as it seeks to foster a better environment for entrepreneurship.

## 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](mailto: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](mailto: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](mailto: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](mailto: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.