

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



2015 Quarter 1 Report

To the Residents of District 5,

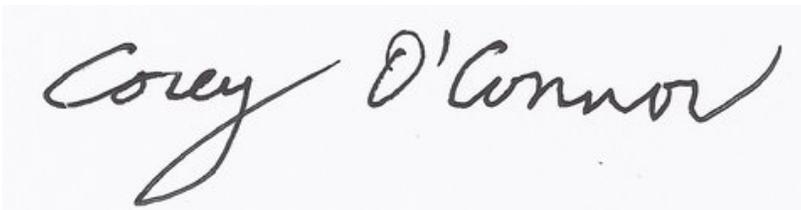
The first three freezing months of 2015 are behind us and spring is finally in the air. As a kick-off to spring, I'm introducing the new District 5 Quarterly Report!

We hope the information included in this report will help you gain a fuller understanding of the work my office does and the many ways that we can be of assistance with a variety of issues.

This report details our record of success, and I'm pleased to say that in the first quarter, we **closed 92.2 percent of the cases** we were working on. Whether you talk to me when I'm out in the community, call or email my office, or submit a feedback form through my City Council website, you can be assured that your concern will be addressed and that every effort will be made to resolve it.

I want to thank my staff for their hard work and dedication to the residents of District 5 and give a shout-out to the City of Pittsburgh's employees and workers who help keep the City a most livable one.

Thanks,

A handwritten signature in black ink that reads "Corey O'Connor". The signature is written in a cursive style with a large, sweeping initial 'C'.

Corey O'Connor
Pittsburgh City Councilman

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Overview

Each day, the District 5 office receives dozens of calls from constituents with topics of concern ranging from snow plowing, to potholes, to utilities requests, to questions about policy or legislation. District 5 residents also reach out to us by email, the online feedback form, written letter, social media, and at community meetings.

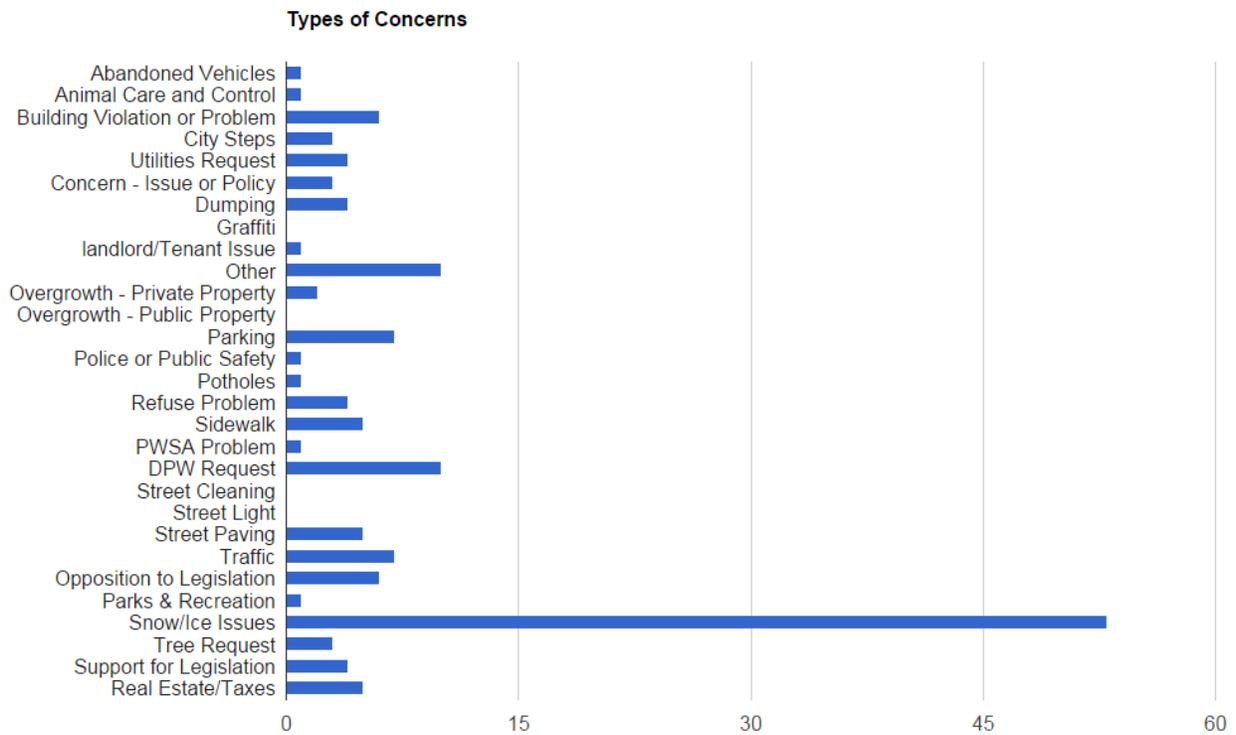
We work to classify and track this data to give us a better, more robust understanding of what is of concern to residents. Our office breaks down those concerns into 29 separate categories:

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		Real Estate / Taxes

The data contained in this report was collected between Monday, January 5, 2015 and Tuesday, March 31, 2015 (Q1). This period constitutes one-quarter of the total year. This data is representative of concerns that were brought to the District 5 office directly, and does not include samples from concerns sent to 311, the Mayor’s office, or directly to City Departments.

Frequency of Concerns

The most common Q1 concerns were, by far, issues related to snow and ice. These issues included insufficient plowing and salting throughout District 5, as well as ice buildup on sidewalks. Constituents from all but two of the District’s nine neighborhoods contacted our office at some point in Q1 with winter weather concerns. As we move into the spring and summer months, this over-representation of snow- and ice-related concerns will dissipate.

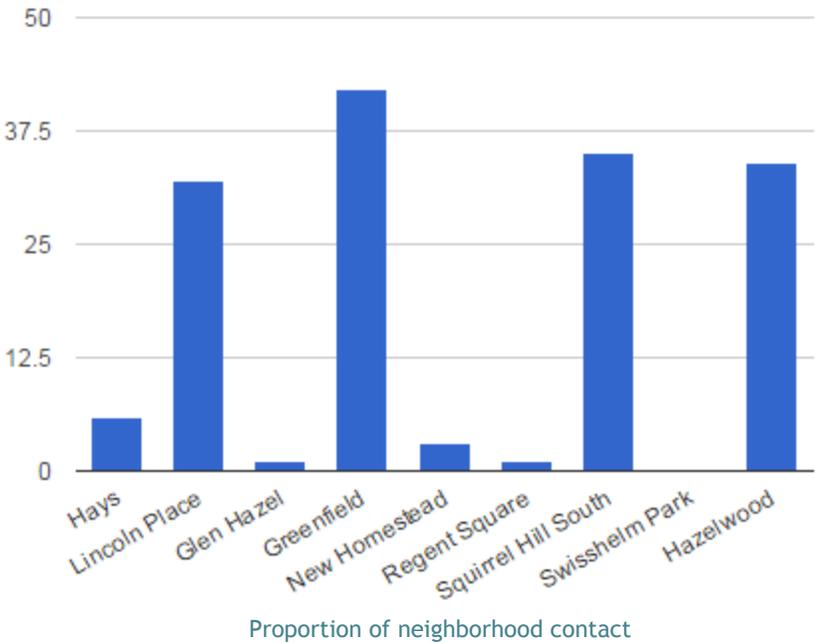


Other common Q1 concerns included requests related to the City’s Department of Public Works (DPW) and “other,” which refers to any concern that falls outside of the scope of the 29-word controlled vocabulary used to classify constituent concerns.

Concerns by Neighborhood

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

The uneven and varied rates of contact are evidenced by the graph's y-axis. For example, our office worked on 32 constituent concerns, or "cases," from Lincoln Place during Q1, but worked on zero cases from Swisshelm Park during the same time period.

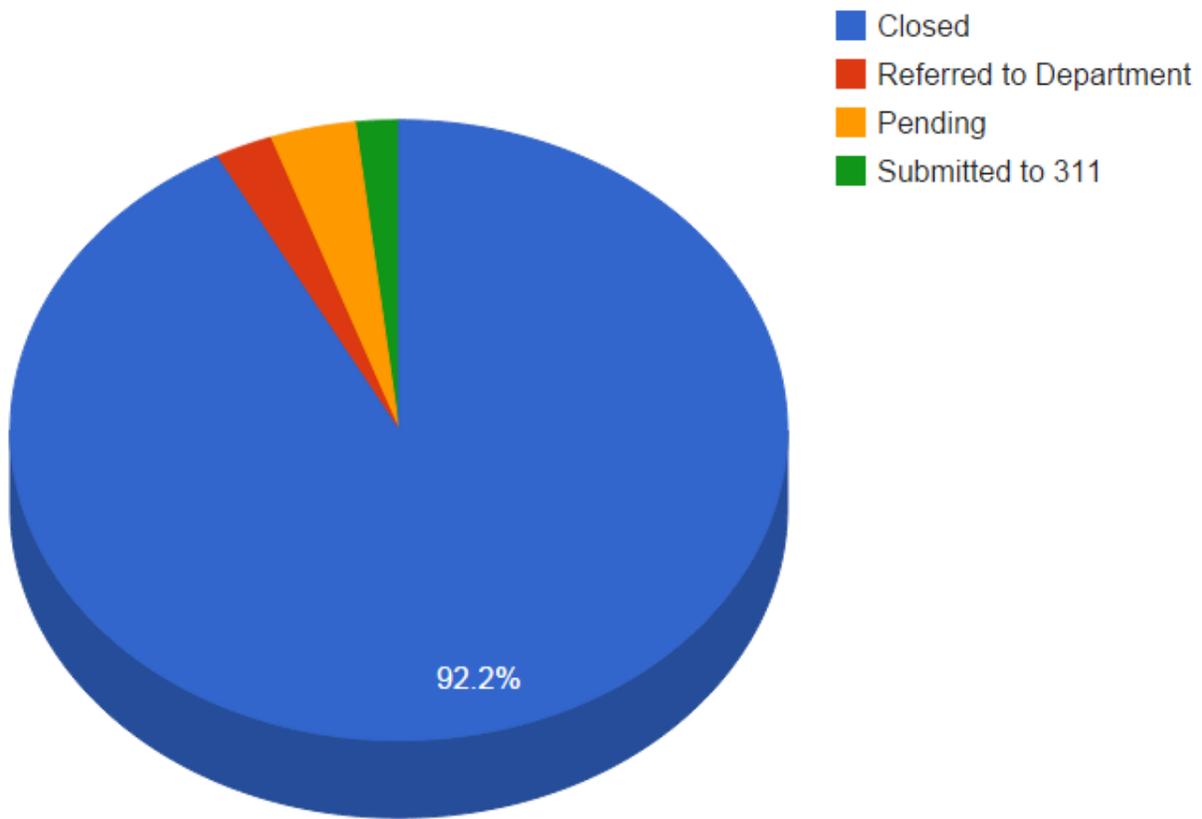


The precise number of Q1 cases per neighborhood are as follows; Greenfield (42 cases), Squirrel Hill South (35 cases), Hazelwood (34 cases), Lincoln Place (32 cases), Hays (6 cases), New Homestead (3 cases), Glen Hazel (1 case), Regent Square (1 case), Swisshelm Park (0 cases).

Classification of Cases

As the District 5 staff works to resolve constituent concerns, individual cases are sorted into four categories.

Status of Concerns



As of the end of Q1, 92.2 percent of constituent concerns brought before the District 5 office were "closed," whereas 3.6 percent were still "pending," 2.4 percent were "referred to Department," and the final 1.8 percent were "submitted to 311."

Understanding Case Classification

Closed: The issue is either resolved or there's nothing further 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.

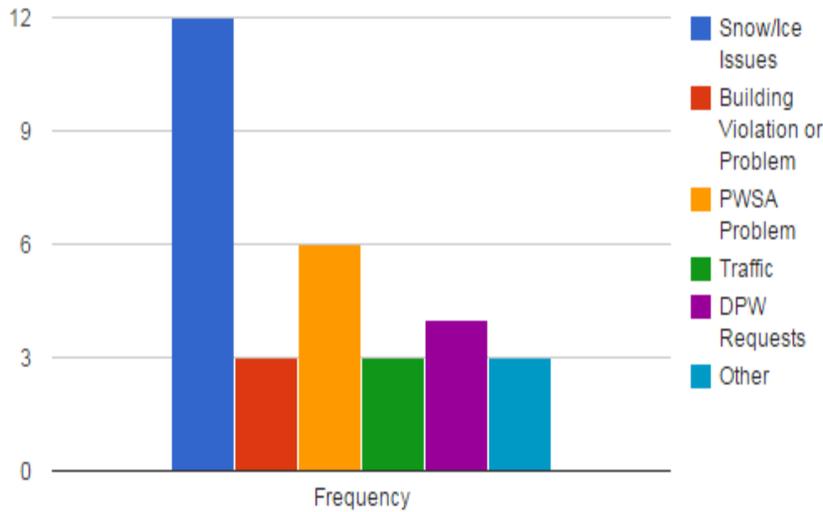
Referred to Department: The appropriate agency, department, or representative has been alerted of the issue and our office is awaiting an update on the status of the concern. This category can include things like forestry requests and Pittsburgh Water and Sewage Authority (PWSA) requests, which often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

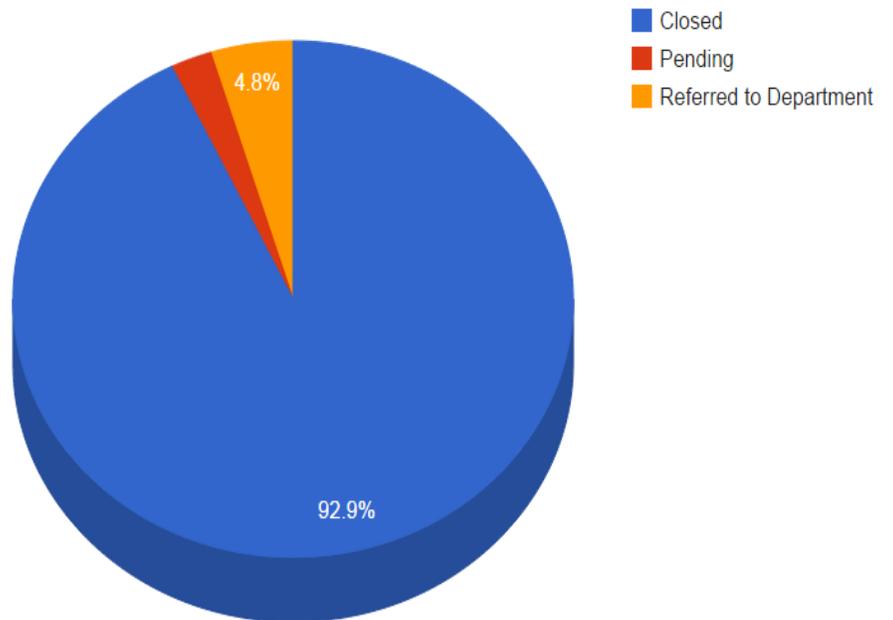
Greenfield

In Q1, the five categories most frequently used to classify constituent concerns from Greenfield were snow and ice issues, building violations or problems, PWSA problems, traffic issues, requests related to the Department of Public Works, and “other,” or issues that don’t fall within the typical scope of our office’s 29-word controlled vocabulary.



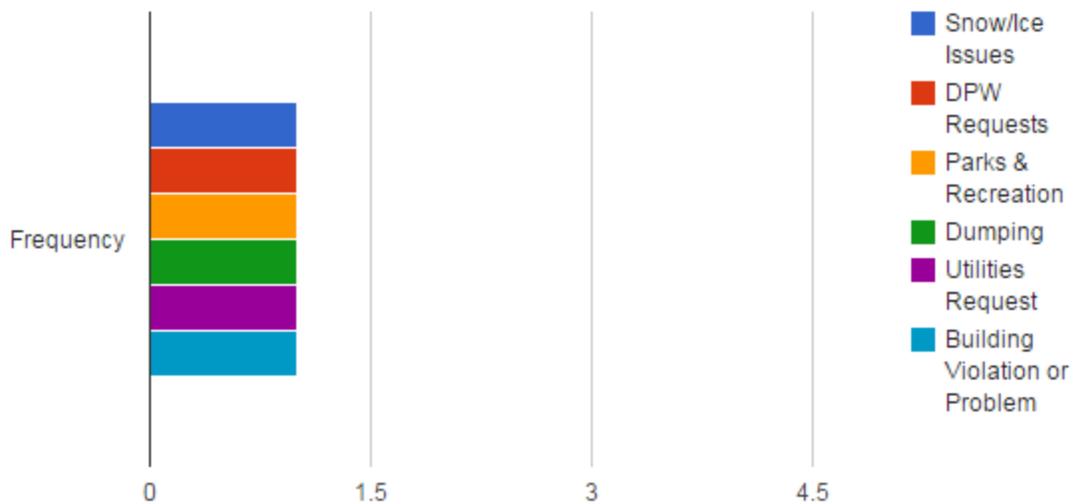
The District 5 office was contacted 12 times regarding snow and ice issues, six times for PWSA-related requests, four times for Department of Public Works requests, three times for building violations or problems, and three times for “other” concerns.

By the end of Q1, District 5 was able to categorize 92.9 percent of all Greenfield constituent cases as “closed.” Furthermore, 4.8 percent were still “pending,” or ongoing, and 2.3 percent had been referred to the appropriate City Departments.



Hays

Our office only received six calls from the Hays neighborhood during the Q1 period of January 5, 2015 to March 31, 2015. The calls were for snow and ice issues, requests related to the Department of Public Works, parks and recreation concerns, utilities issues, and a building violation or problem.

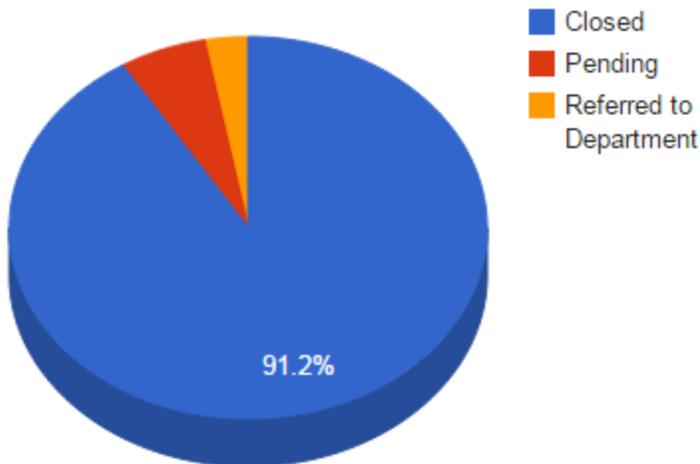
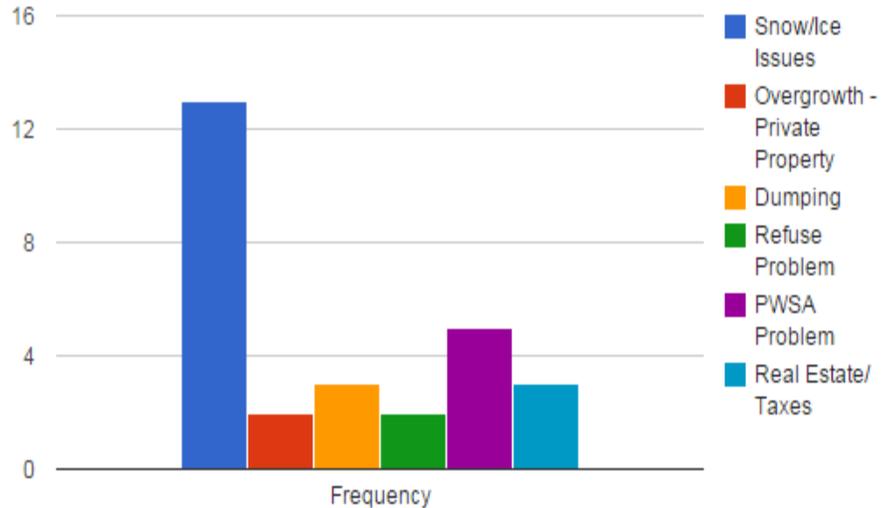


Each of these concerns were addressed by the District 5 office and were classified as “closed” for Q1, producing a 100 percent closure rate for Hays.

Hazelwood

The top five most common categorizations used for Hazelwood constituent concerns throughout Q1 were snow and ice issues, overgrowth on private property, dumping, problems related to refuse, issues with PWSA, and concerns over real estate and taxes.

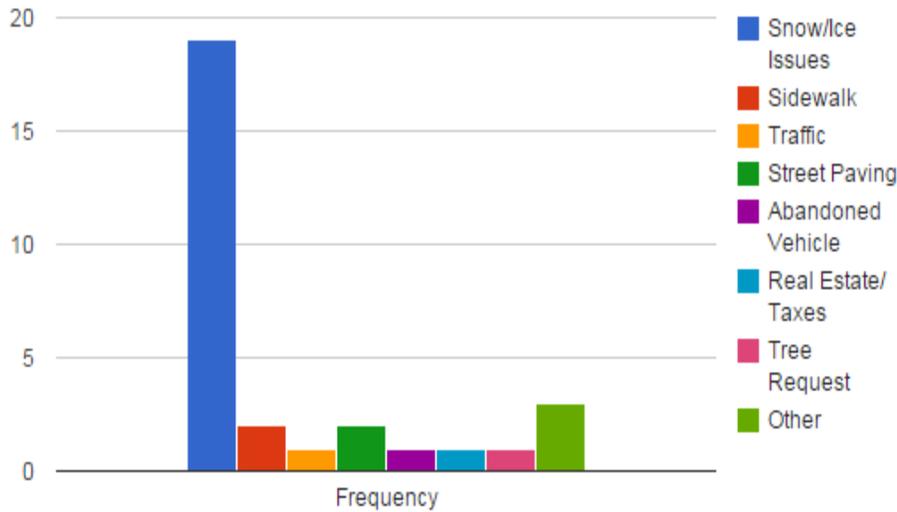
Hazelwood residents reached out to our office on 13 occasions due to snow and ice issues, with instances of contact for PWSA-related problems, real estate and tax concerns, dumping, overgrowth on private property, and refuse on five, three, three, two, and two occasions, respectively.



At the close of Q1, 91.2 percent of all constituent cases the District 5 office worked on from Hazelwood were classified as “closed.” Concurrently, 5.9 percent of these issues were still ongoing, while 2.9 percent were referred to the appropriate City Department for handling.

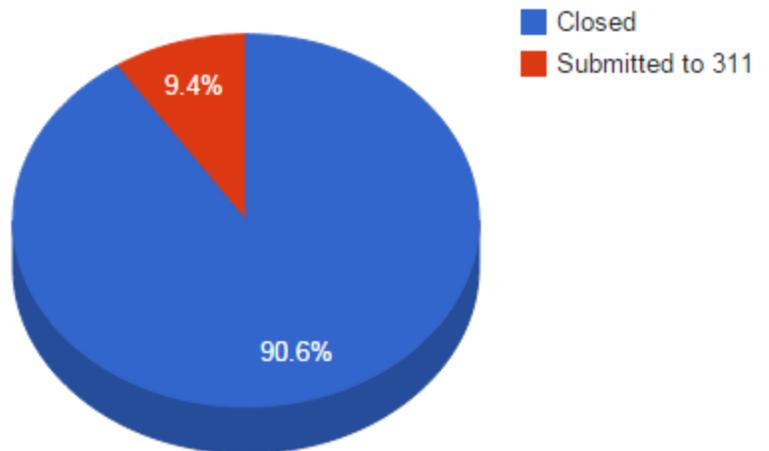
Lincoln Place

Based on contact made to our office by Lincoln Place residents, the most frequent constituent concerns for Q1 were winter weather problems, issues with sidewalk integrity or status, traffic problems, requests for street paving, a report of an abandoned vehicle, concerns related to real estate or taxes, and requests for tree trimming or removal, as well as requests for “other,” or issues that don’t fall within the typical scope of our office’s 29-word controlled vocabulary.



Our office handled 19 constituent cases relating to snow and ice problems, two related to sidewalk issues, one related to traffic, two for street paving requests, one to report an abandoned vehicle, one regarding real estate and taxes, one tree-related request, and three cases categorized as “other.”*

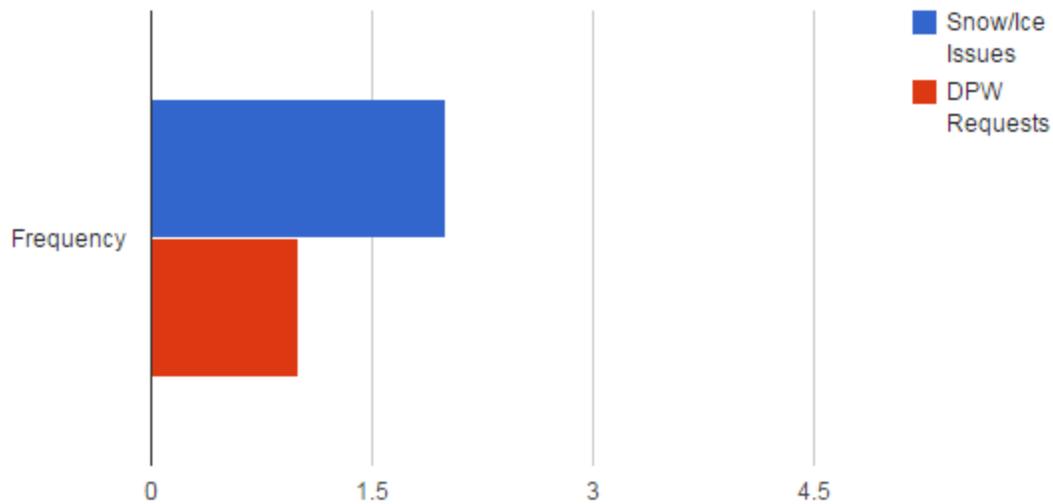
The District 5 office was able to “close” 90.6 percent of Lincoln Place constituent cases. The remaining 9.4 percent of cases were appropriately referred to the City’s 311 service for handling.



* Data visualizations are created by aggregate counts of the five most common constituent concerns for a neighborhood. In the event that concerns have common rates of occurrence, the data visualization will extend beyond five cases. In the case of Lincoln Place, the fifth-most common constituent concern tied with three other one-time concerns.

New Homestead

The District 5 office was only contacted on three instances by New Homestead constituents during Q1. Of those three constituent cases, two were for issues related to snow and ice. The remaining constituent concern was a request for the City's Department of Public Works.

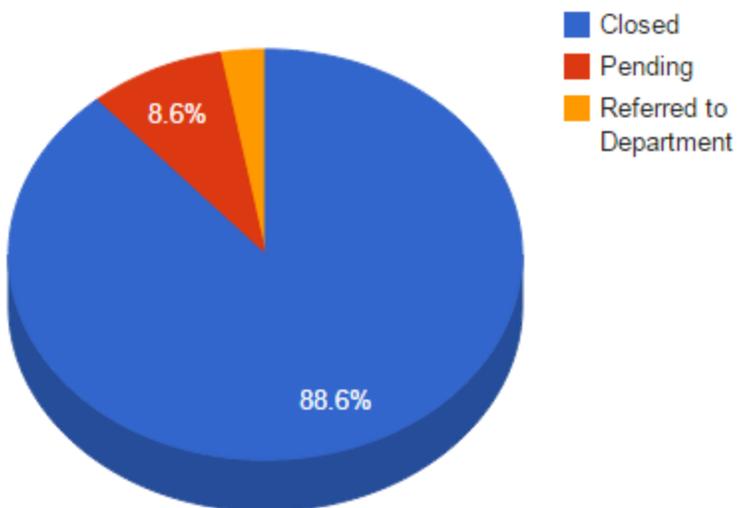
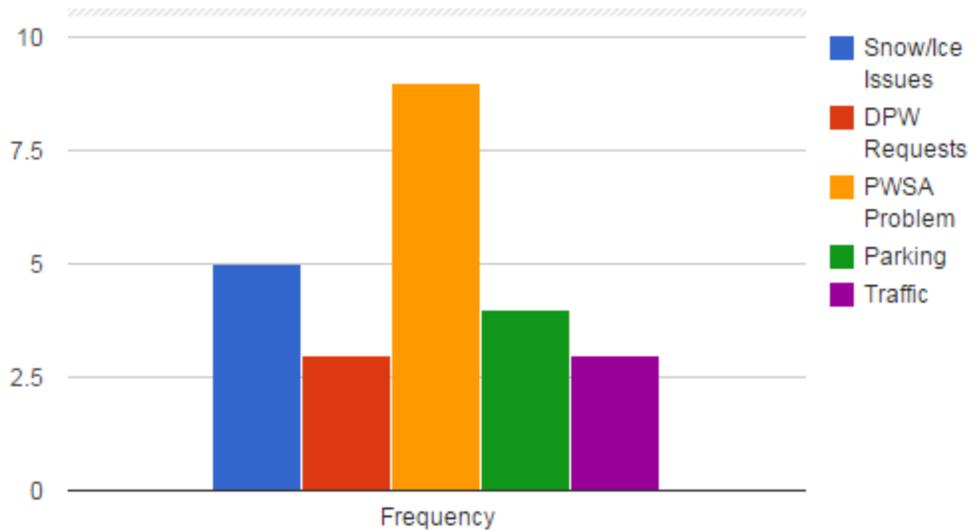


Each of these three cases were classified as “closed” at the conclusion of Q1, rendering an effective rate of 100 percent cases “closed” for the New Homestead neighborhood.

Squirrel Hill South

Our office was contacted by residents of Squirrel Hill South most frequently for requests related to PWSA, with snow and ice issues being the second most common constituent concern for this neighborhood. Constituent cases based on parking and traffic problems, as well as requests for the Department of Public Works were the next most common for the District 5 office in Q1.

During Q1, our office worked on nine cases related to PWSA, five related to snow and ice issues, four related to parking problems, three related to traffic concerns and three regarding requests best delegated to the City's Department of Public Works.



By the end of Q1, the District 5 office classified 88.6 percent of constituent concerns from Squirrel Hill South as “closed” and 8.6 percent as “pending.” The remaining 2.8 percent of the Q1 cases for Squirrel Hill South were referred to the appropriate City Department for resolution.

Glen Hazel / Regent Square / Swisshelm Park

Data on constituent concerns for the Glen Hazel, Regent Square and Swisshelm Park neighborhoods for Q1 was scarce due to a low rate of contact.

Our office received one constituent case from Glen Hazel regarding snow and ice, which was promptly resolved and “closed.”

There was one constituent case from the Regent Square neighborhood regarding street paving. The request was forwarded to the appropriate City Department, making them aware of the request. That case has thus since been classified as “closed.”

The District 5 office received zero constituent cases from Swisshelm Park during Q1. Because of this lack of cases, our office had no data to report for this neighborhood.

Legislative and Initiative Update

During Q1, Councilman O'Connor passed legislation that created an incentive policy 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 promotional opportunities on City-owned assets. The legislation passed City Council with a unanimous vote, and the City's Director of Finance is currently preparing the regulations for the program.

Councilman O'Connor also convened two successful post-agendas:

- The first allowed City Council and residents to learn about the progress made by the Shade Tree Commission, which is charged with restoring and maintaining the City's tree stock while providing policy recommendations and access to objective research and information.
- The second post-agenda brought together activists, experts, and artists to discuss the City's public art ordinance. It provided City Council with an understanding of the value of public art in urban community settings.

Continuing his contributions to community stakeholders, Councilman O'Connor played an integral role in the coordination of Uncover Squirrel Hill's establishment of a mission and vision, as well as the preparation of a budget and determination of a board.

Furthermore, Councilman O'Connor introduced legislation that will fund the expansion of Dylamato's Market on Second Avenue, which will make healthy, fresh food options more readily available to the Hazelwood community.

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 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 and chief of staff of the University's Student Government Board.