

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



2015 Quarter 2 Report

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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, online feedback form, written letter, Facebook and at community meetings.

We work to classify and track this data, so as to give us a better, more robust understanding of that which concerns the residents of the District. In order to maintain an orderly record of constituents’ concerns, our office breaks down contact into 31 separate categories:

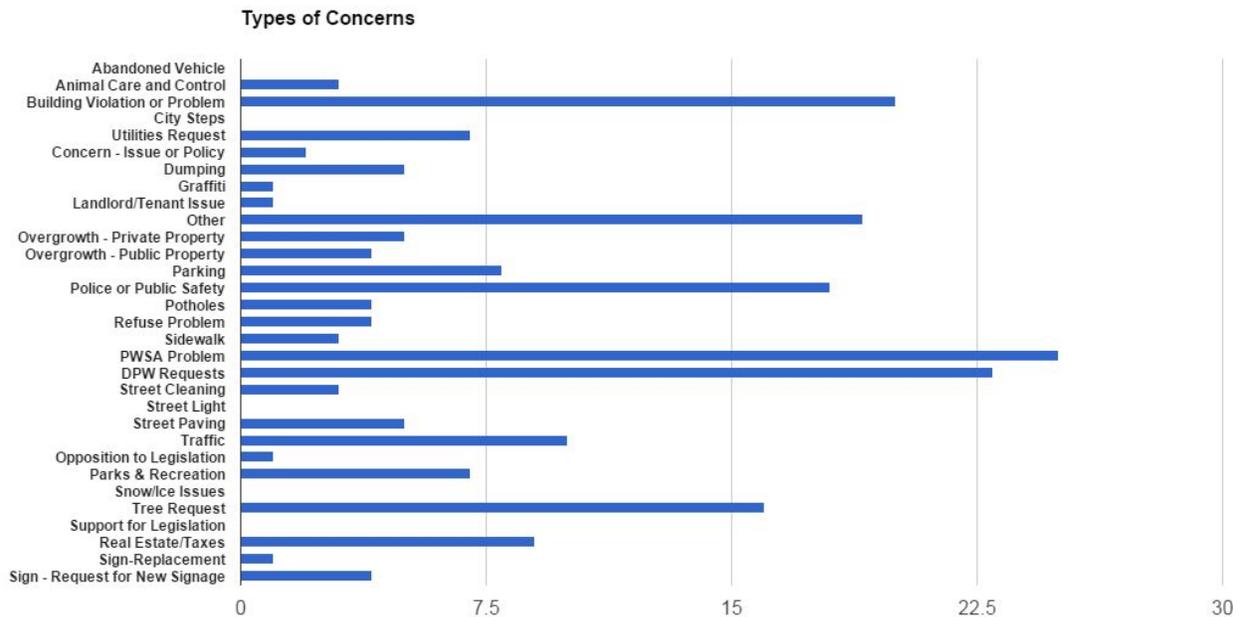
Abandoned Vehicles	Animal Care and Control	Building Violation or Problem
City Steps	Utilities Request	Concern (Issue or Policy)
Dumping	Graffiti	Landlord / Tenant Issue
Other	Overgrowth (Private Property)	Overgrowth (Public Property)
Parking	Police or Public Safety	Potholes
Refuse Problem	Sidewalk	PWSA Problem
DPW Request	Street Cleaning	Street Light
Street Paving	Traffic	Opposition to Legislation
Parks and Recreation	Snow / Ice Issues	Tree Requests
Support for Legislation	Sign - Replacement Sign - Request for New Signage	Real Estate / Taxes

This controlled vocabulary allows us to reference constituent concerns in an orderly and referenceable fashion.

The following data contained in this report was collected between Wednesday, April 1, 2015 and Tuesday, June 30, 2015, herein referred to as Quarter 2, or Q2. This collection period effectively constitutes one-quarter of the total year. This data is representative of concerns that were brought to the District 5 office directly, and don’t include samples from concerns sent to 311, the Mayor’s office, or directly to City Departments.

Frequency of Concerns

Through Q2, the most common types of concerns were those related to the Pittsburgh Water and Sewage Authority (PWSA), the City’s Department of Public Works, issues regarding building violations or problems, requests for tree removal or trimming, concerns over police or public safety, or “other,” referring to issues that don’t fit within the 31-word controlled vocabulary our office uses to classify constituent concerns.

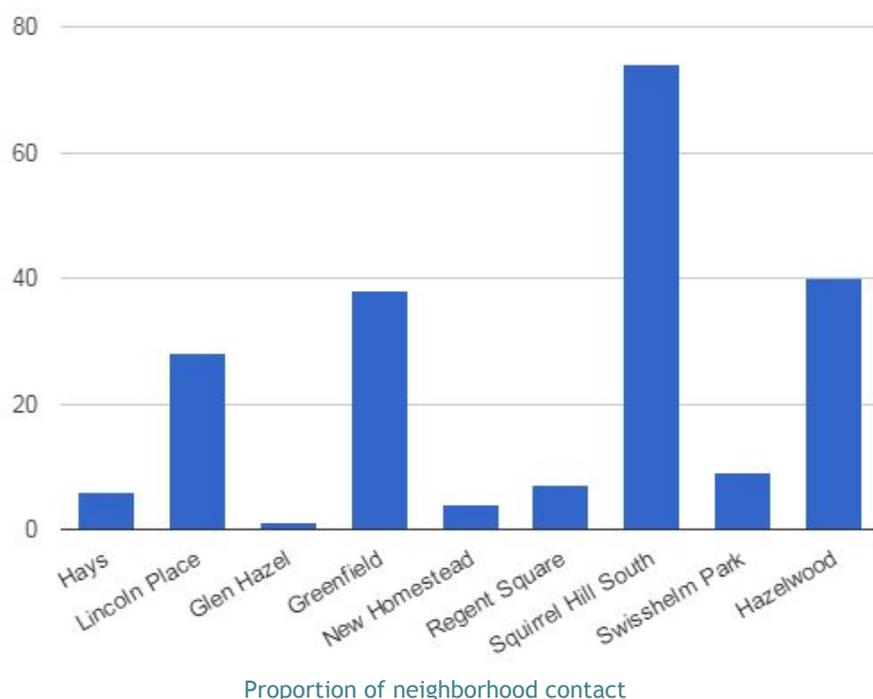


It should be noted that as we move from winter months, in which snow and ice issues are overly-represented, more weather-specific issues present themselves. During this time of year, our office hears more from constituents about trees and overgrowth than during most other times of the year.

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 38 constituent concerns, or "cases," during Q2 from Greenfield, but worked on only one case from Glen Hazel during the same time period.

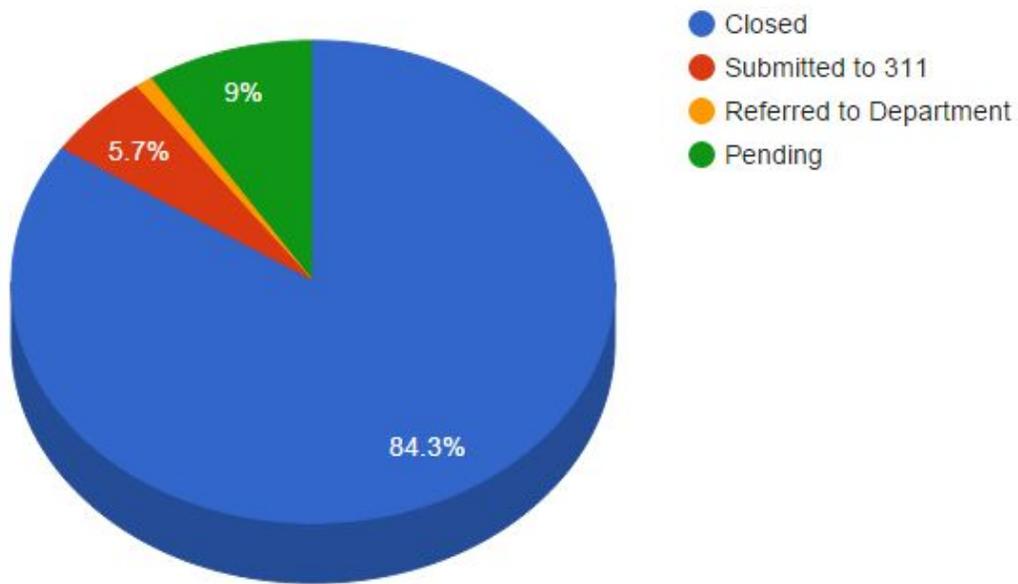


The precise number of Q2 cases per neighborhood are as follows, in descending order: Squirrel Hill South (73 cases), Hazelwood (40 cases), Greenfield (38 cases), Lincoln Place (28 cases), Swisshelm Park (9 cases), Regent Square (7 cases), Hays (6 cases), New Homestead (4 cases), and Glen Hazel (1 case).

Classification of Cases

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

Status of Concerns



At the closure of Q2, the District 5 office was able to classify 84.3 percent of the constituent concerns brought before it as “closed.” Furthermore, nine percent of the concerns were classified as “pending” resolution, with another 5.7 percent submitted to the City’s 311 service for resolution. The remaining cases were referred to the appropriate City department.

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.

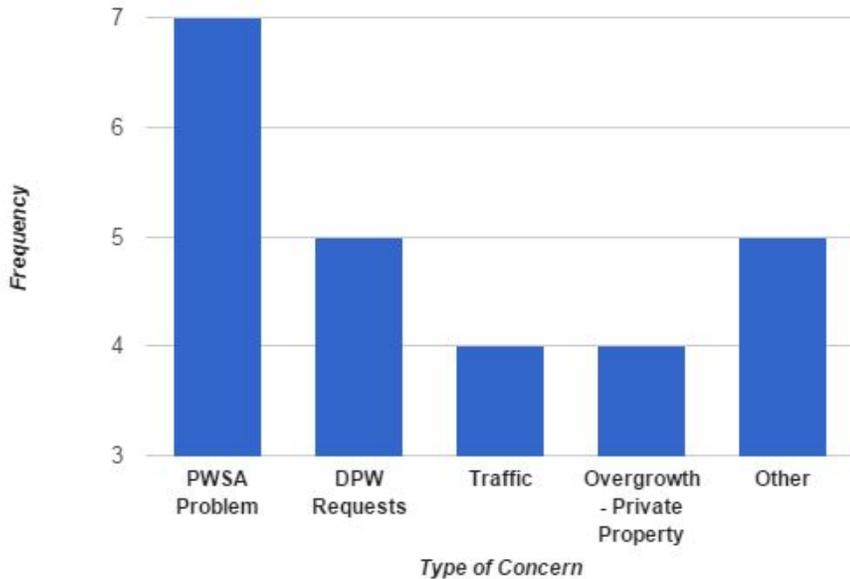
Referred to Department: The appropriate agency, department or representative has been alerted of the issue and our office is awaiting an update on the status of the concern. This category can include things like forestry requests and Pittsburgh Water and Sewage Authority (PWSA) requests, which often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

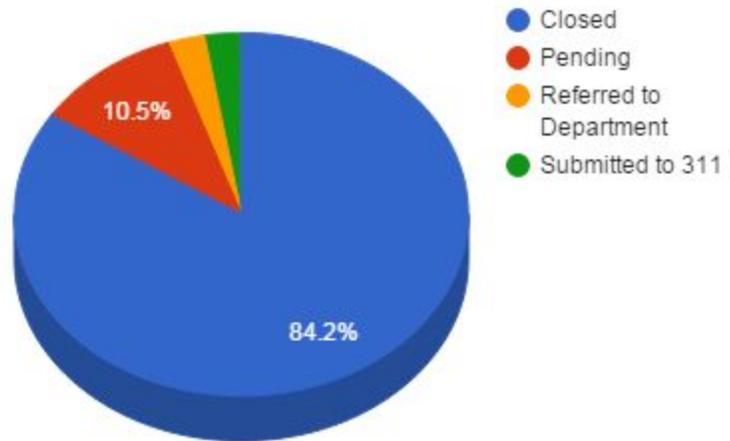
In Q2, the five categories most frequently used to classify constituent concerns from Greenfield were PWSA problems, requests for the City’s Department of Public Works, traffic issues, and “other,” or issues that don’t fall within the typical scope of our office’s 31-word controlled vocabulary.



The District 5 office was contacted seven times regarding PWSA problems, five times for requests for the Department of Public Works, four times for traffic issues, four times for overgrowth on private property, and five times for “other” concerns.

By the end of Q2, District 5 was able to categorize 84.2 percent of all Greenfield constituent cases as “closed.”

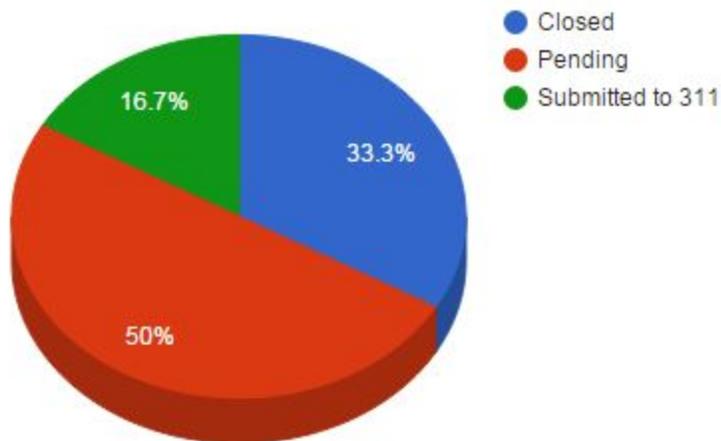
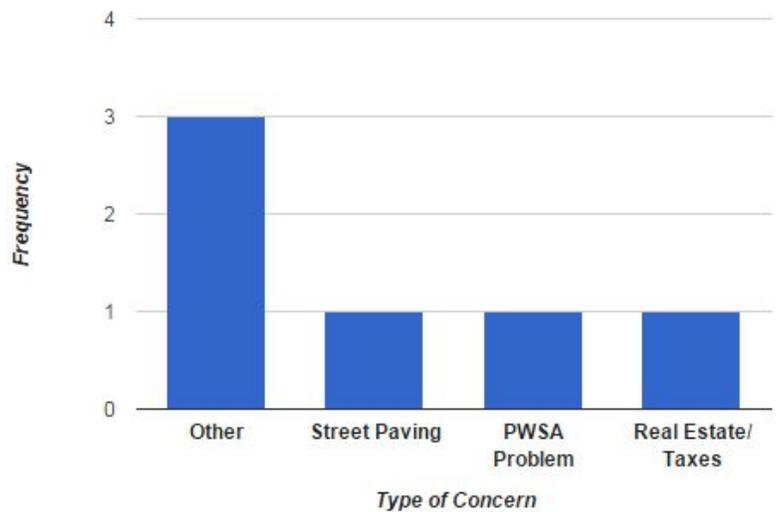
Furthermore, 10.5 percent are still “pending,” or ongoing, and 2.6 percent have been referred to the appropriate City Departments and submitted to the City’s 311 service.



Hays

Our office received six constituent cases from Hays residents in Q2, all of which either into the categories of “other,” meaning that the concerns didn’t fall within our 31-word controlled vocabulary, a PWSA-related issue, street paving, or real estate / taxes.

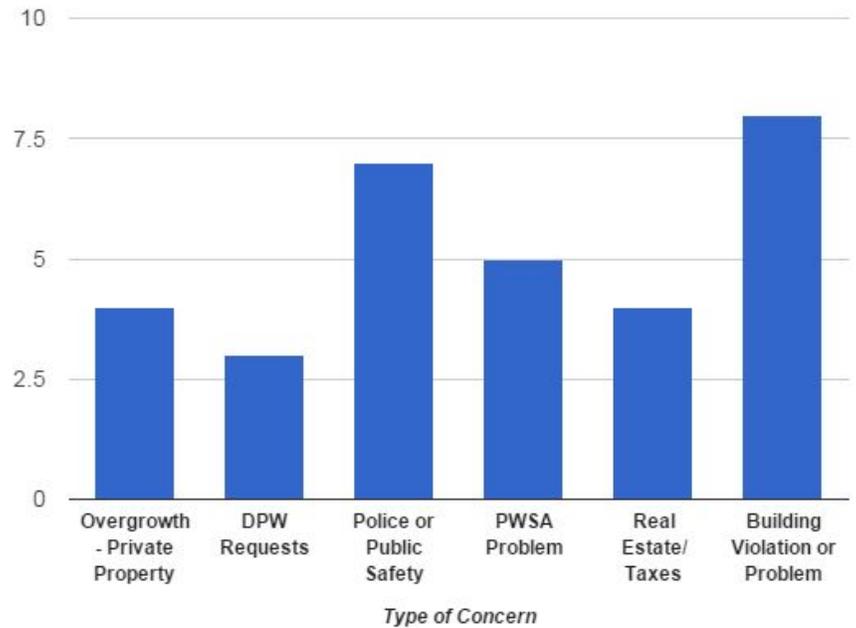
Of these six constituent cases, three were classified as “other.” The other three cases were singular instances of a street paving request, a report of a problem with PWSA service, and one concern on real estate / tax issues.



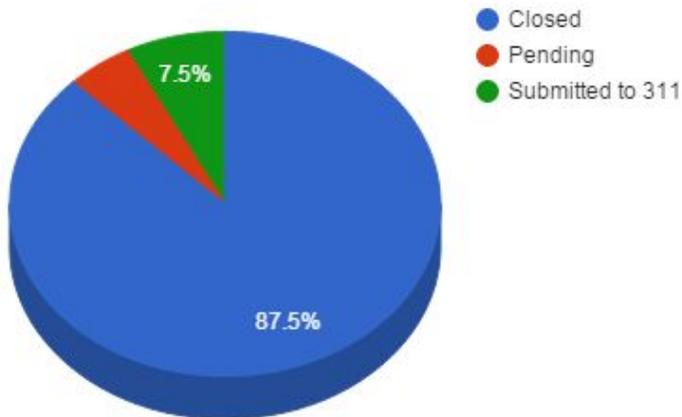
Of the constituent cases our office worked on in Q2, we classified 33.3 percent as “closed.” As of the close of Q2, 50 percent were still ongoing. The remaining 16.7 percent were submitted to the City’s 311 service for resolution.

Hazelwood

The most frequent types of constituent cases our office worked on during Q2 on behalf of Hazelwood residents were reports of overgrowth on private property, requests for the City's Department of Public Works, police or public safety issues, PWSA problems, real estate / tax concerns, and reports of building violations or problems.



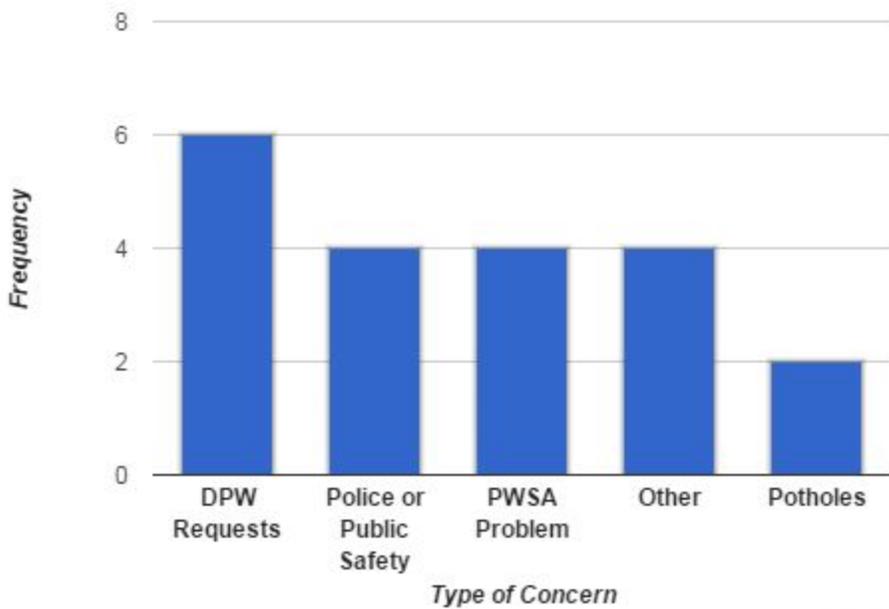
Hazelwood residents reached out to our office on four occasions to report overgrowth on private property, with instances of contact for requests for the City's Department of Public Works, police or public safety issues, PWSA-related problems, concerns regarding real estate and taxes, and instances of building violations or problems occurring on three, seven, five, four, and eight times, respectively.



At the close of Q2, 87.5 percent of all constituent cases were classified as "closed," 7.5 percent of these issues were referred to the City's 311 service, and the remaining five percent were still pending.

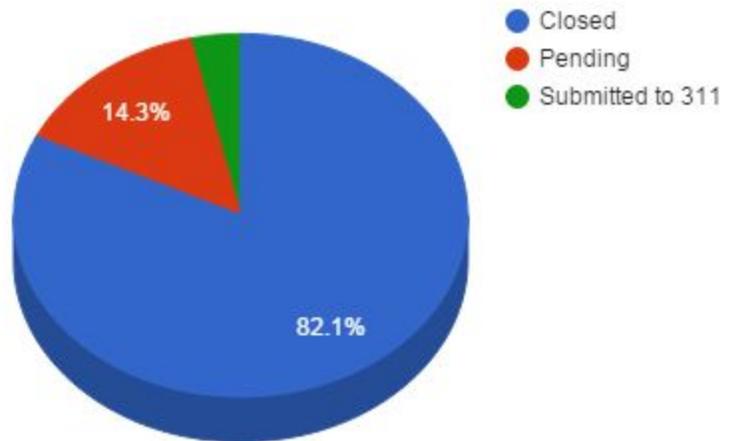
Lincoln Place

The most frequent constituent concerns for Q2 for Lincoln Place residents were requests for services provided by the City's Department of Public Works, concerns related to police or public safety, issues with PWSA, "other," or issues that don't within the typical scope of our office's 31-word controlled vocabulary, and reports of potholes.



Our office handled six constituent cases related to the City's Department of Public Works, four regarding police or public safety, PWSA problems, and "other issues." Finally, our office received two reports of potholes in the neighborhood.

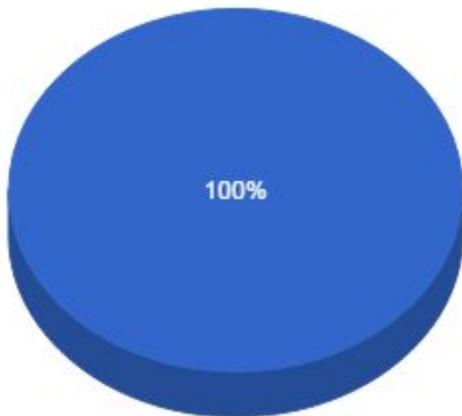
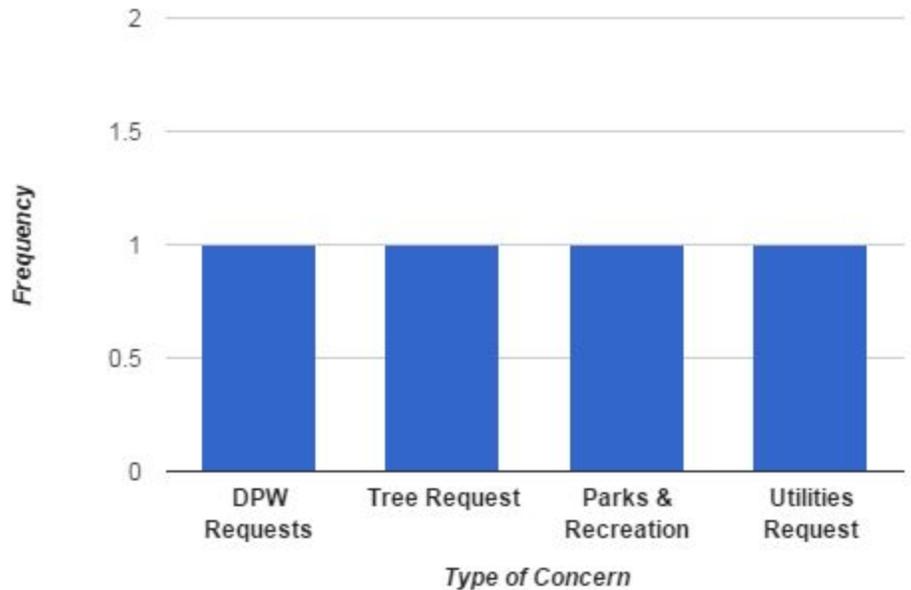
The District 5 office was able to "close" 82.1 percent of Lincoln Place constituent cases. The 14.3 percent of cases were still ongoing as of the end of Q2. The final 3.6 percent were referred to the City's 311 service.



New Homestead

The District 5 office was only contacted on four instances by New Homestead constituents during Q2.

One of each of these constituent cases concerned the City's Department of Public Works, a request for tree removal / trimming, a concern over part of the City's parks system, and a request for service regarding a utility company.

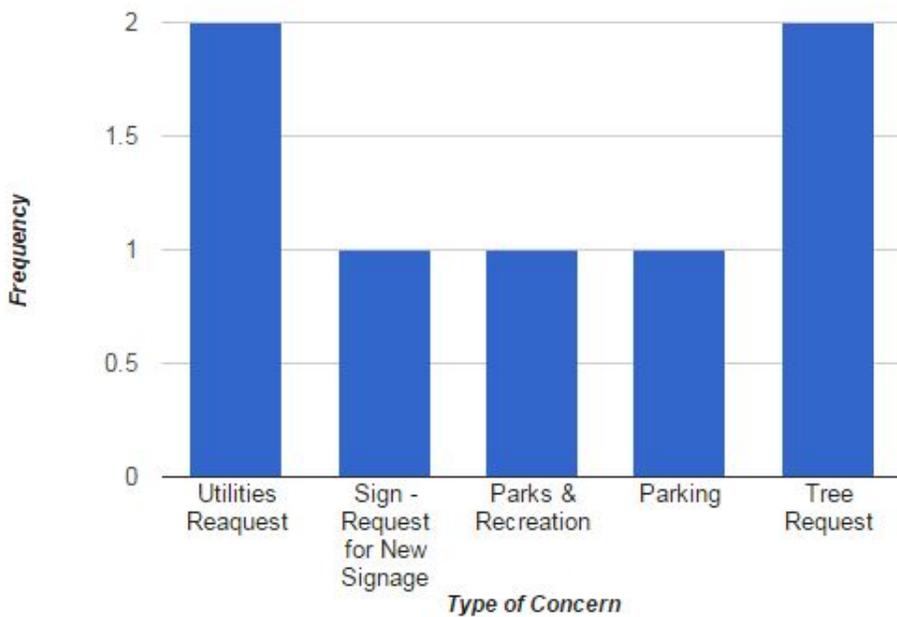


● Closed

Each of these constituent cases were classified as "closed" by the District 5 office by the close of Q2.

Regent Square

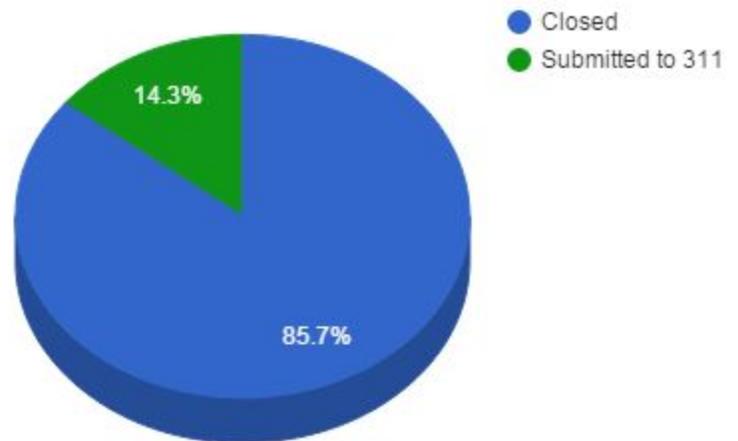
The seven constituent cases our office was presented with from Regent Square concerned utility services, requests for new City signage, a concern about a City park, parking issues, and requests for tree removal.



Two of the seven cases were for utility service issues. Another two of the cases were instances of requests for trees to be removed. There was one request for the posting a new City sign, one concern about the City's parks system, and one issue regarding parking brought

to our office's attention.

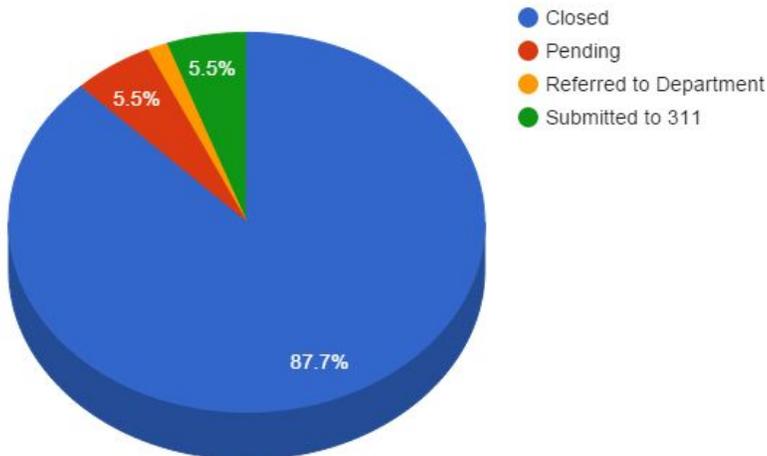
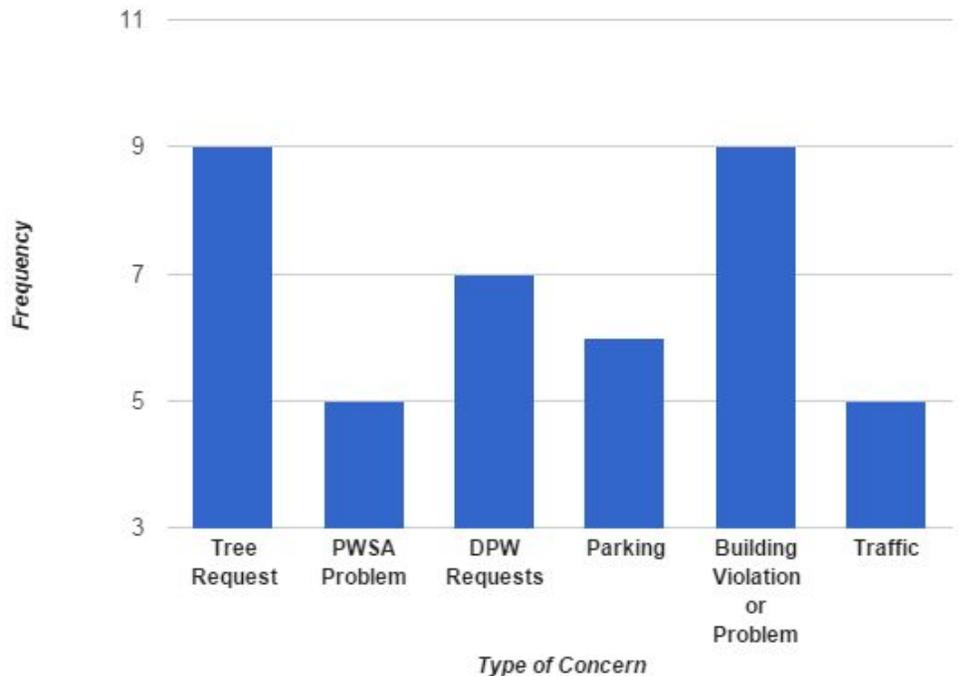
By the end of Q2, our office classified 85.7 percent of constituent cases from the District 5 area of the Regent Square neighborhood as "closed," with the remaining 14.3 percent submitted to the City's 311 service for ultimate resolution.



Squirrel Hill South

Our office was contacted by residents of Squirrel Hill South most commonly regarding requests for tree removal or trimming, issues stemming from PWSA, requests for service from the City's Department of Public Works, parking concerns, reports of building violations or problems, and traffic problems.

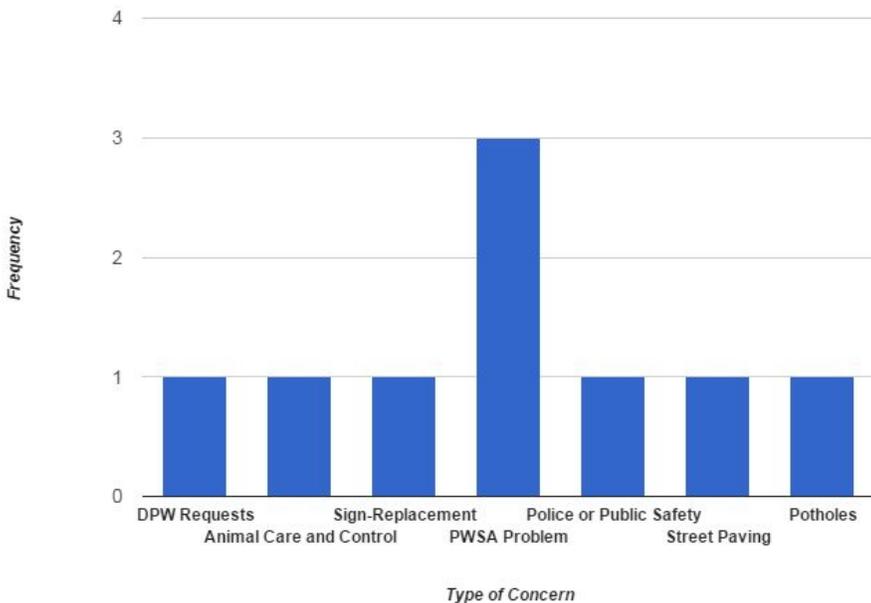
In Q2, our office worked on nine cases related to tree requests, five related to PWSA problems, seven related to the City's Department of Public Works, six related to parking problems, nine related to reports of building violations or problems, and five regarding traffic issues.



Upon Q2's close, our office classified 87.7 percent of constituent concerns from Squirrel Hill South as "closed," 5.5 percent as "pending," and another 5.5 percent as referred to the City's 311 service. The final 1.3 percent were referred to the City department best suited to resolve the issue.

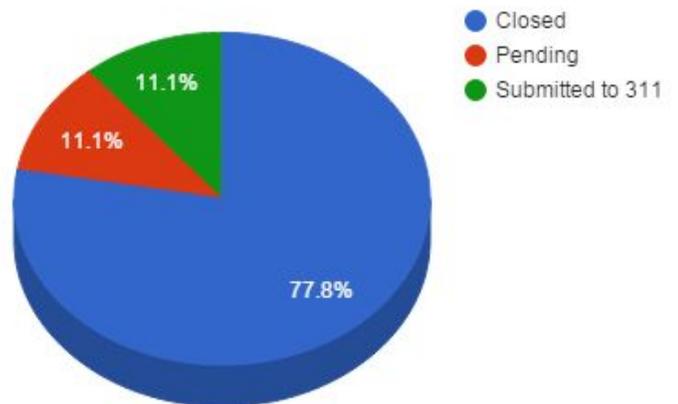
Swisshelm Park

Residents of the Swisshelm Park neighborhood contacted our office nine times for issues related to the City’s Department of Public Works, the Bureau of Animal Care and Control, the need for a City sign to be replaced, problems with PWSA, police or public safety concerns, street paving requests, and reports of potholes.



The breakdown of those nine requests were as follows: one for the City’s Department of Public Works, one for the City’s Bureau of Animal Care and Control, one for a request for the replacement of a City sign, three for help with resolution of an issue with PWSA, one with a concern regarding police or public safety, one to request street paving, and one to report a pothole.

Of the nine constituent cases the District 5 office worked on during this quarter, 77.8 percent were ultimately classified as “closed.” The remaining 22.2 percent of cases were evenly split between being submitted to the City’s 311 service and being unresolved.



Glen Hazel

Given that our office received only received one constituent concern from the Glen Hazel area during Q2, data on our performance for the area is scarce. The one concern was classified as “closed” upon the close of Q2.

Legislative and Initiative Update

During Q2, Councilman O'Connor introduced two pieces legislation that called upon the Zoning and Development Review Division of the City's Department of City Planning City of Pittsburgh's Department of Planning to establish "environmental overlap zones" and to create incentives for development within those zones.

The first of the two pieces of legislation will 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. The second piece of legislation will 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.

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

- Convening a public meeting during which residents of the City's 31st Ward, as well as residents of nearby boroughs, were able to hear from the PennDOT project manager about the ongoing work on Mifflin Road / Route 885.
- Providing funding that allowed for much-needed repairs to Gladstone Field in Greenfield.
- Worked with Port Authority of Allegheny County and the Greenfield Community Association to establish alternative bus routes during the closure of the Greenfield Bridge.
- Hosted a community forum on a potential new real estate development project in the Greenfield community.
- Helping to facilitate and publicize a Capital Budget Deliberative Forum for City residents to attend and learn about the City's capital budget process.
- Overseeing the completion of the Murray Avenue street light project, which includes replacement of lights and establishment of uniformity of design, and the rehabilitation of the Darlington / Murray parklet in Squirrel Hill.

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 Sukerne, *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 two grandsons. She is a resident of Squirrel Hill.

Matt Singer, *Legislative Aide*

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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.