

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



**2015 Quarter 3 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 the issues about which constituents contact us, we also classify and track this data. This allows us to maintain a better, more robust understanding of the District's residents' main concerns. In order to produce an orderly record of constituents' concerns, our office breaks down contact into 31 separate categories:

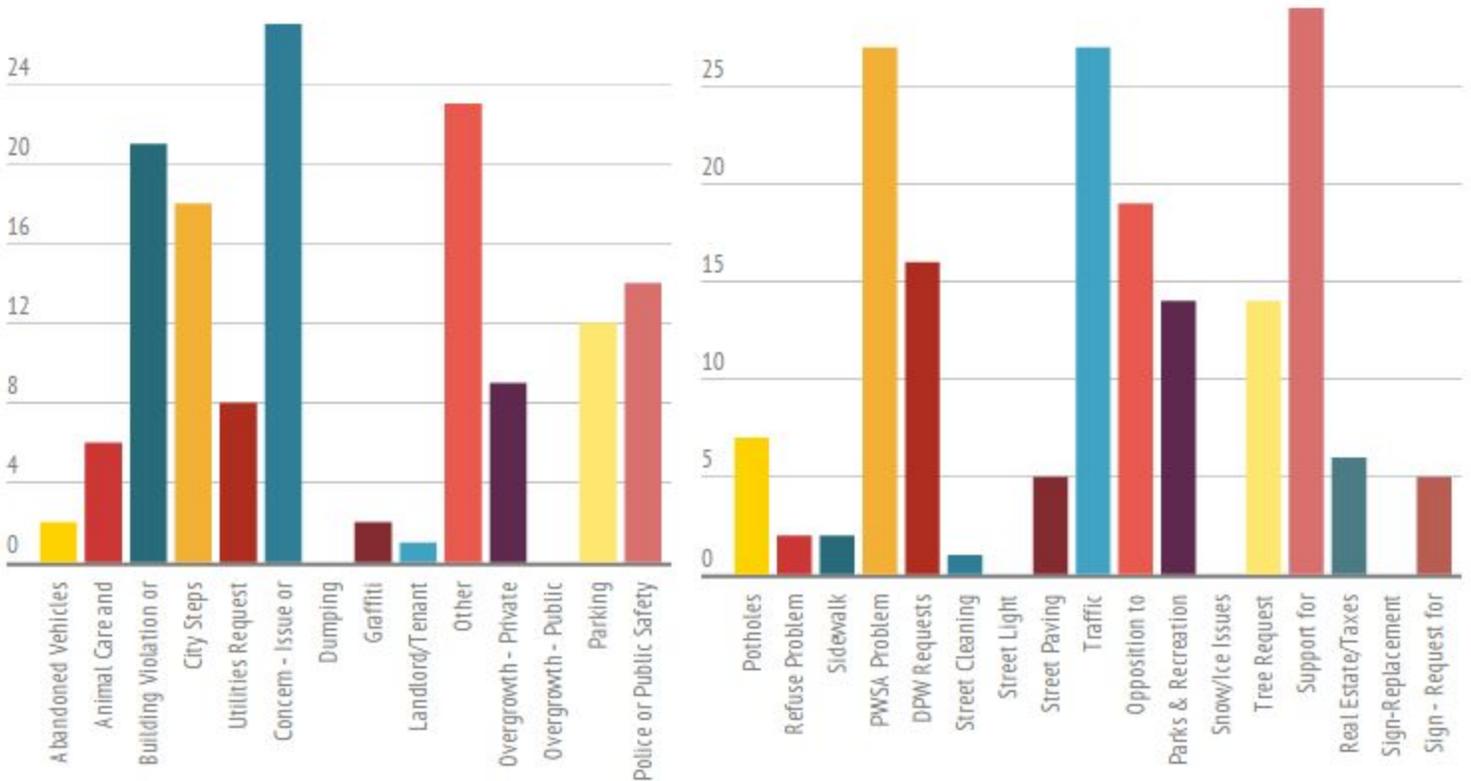
By using this controlled vocabulary, we can reference constituent concerns in an orderly and trackable manner.

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	Real Estate / Taxes
	Sign - Request for New Signage	

This report's data was collected between Wednesday, July 1, 2015 and Wednesday, September 30, 2015, 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 311, the Mayor's office, or City departments.

## Frequency of Concerns

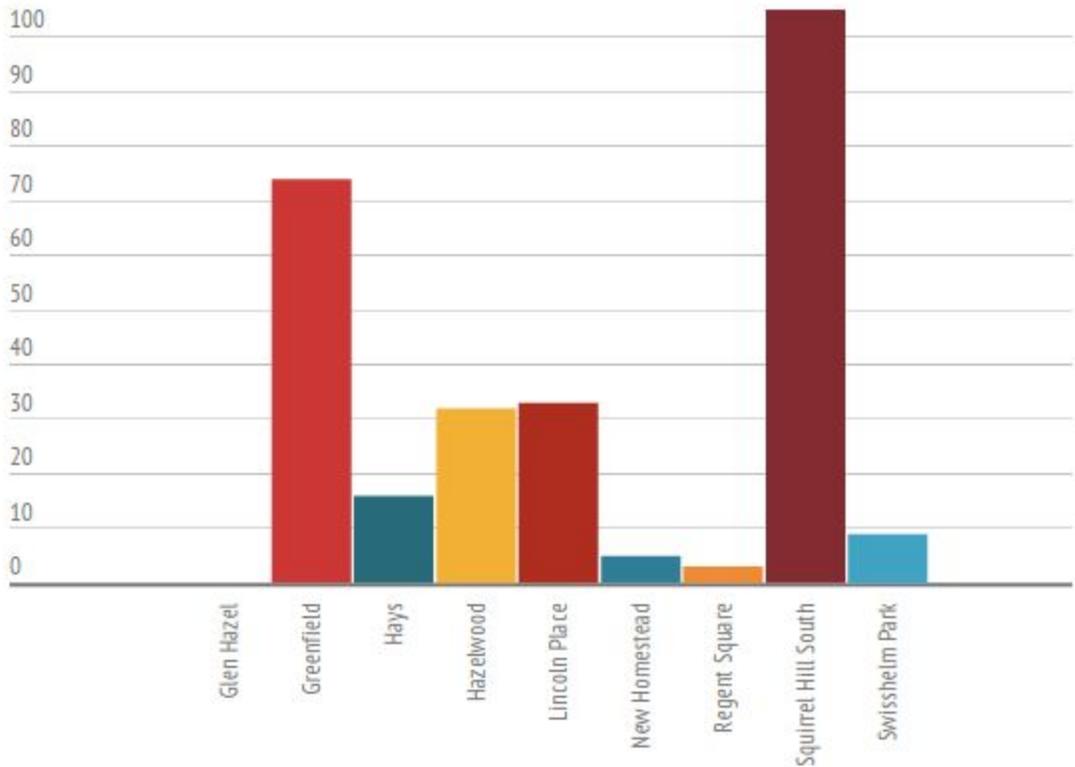
In Q3, the most common types of concerns were those related to constituents expressing support for legislation, traffic problems, issues with the Pittsburgh Water and Sewage Authority (PWSA), general policy concerns, and issues classified as “other,” referring to issues that don’t fit within the 31-term controlled vocabulary our office uses to classify constituent concerns.



Given the warmer summer months, issues related to overgrowth and tree requests are more frequent than they are at other times of the year.

# Concerns by Neighborhood

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

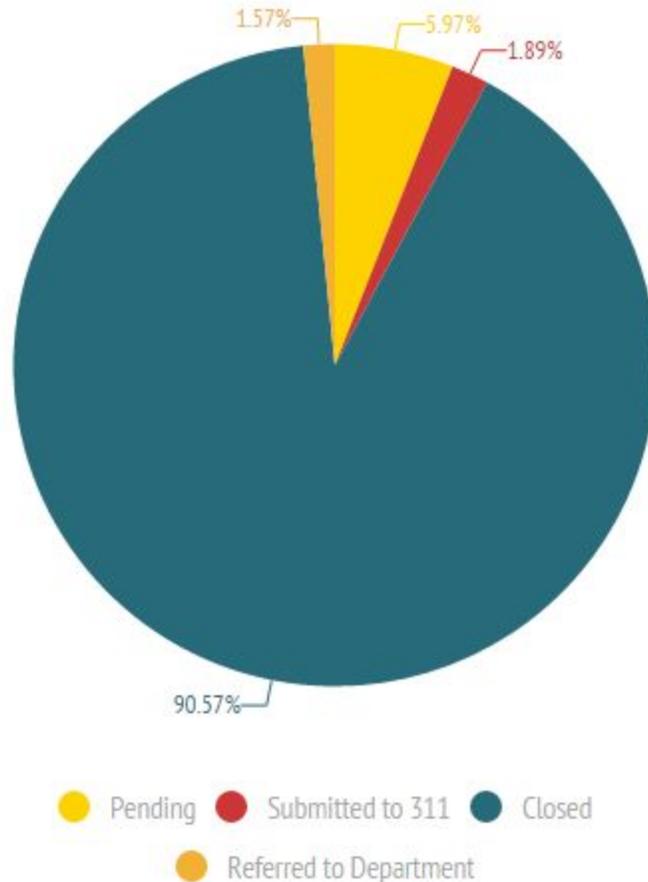


The uneven and varied rates of contact are evidenced by the graph’s y-axis. For example, our office worked on 74 constituent concerns, or “cases,” during Q3 from Greenfield, but worked on 33 cases from Lincoln Place during the same time period.

*Note: The District 5 office handled zero cases from the Glen Hazel during Q3. Due to this fact, we are unable to present data visualizations for that neighborhood.*

## Classification of Cases

As the District 5 office works to resolve constituent cases, our staff classifies them into four different categories.



By the end of Q3, the District 5 office was able to classify 90.57 percent of the constituent concerns brought before it as “closed.” Another 5.97 percent were classified as “pending” resolution, with another 1.89 percent submitted to the City’s 311 service. The final 1.57 percent were referred to the appropriate City department for final resolution.

## 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.

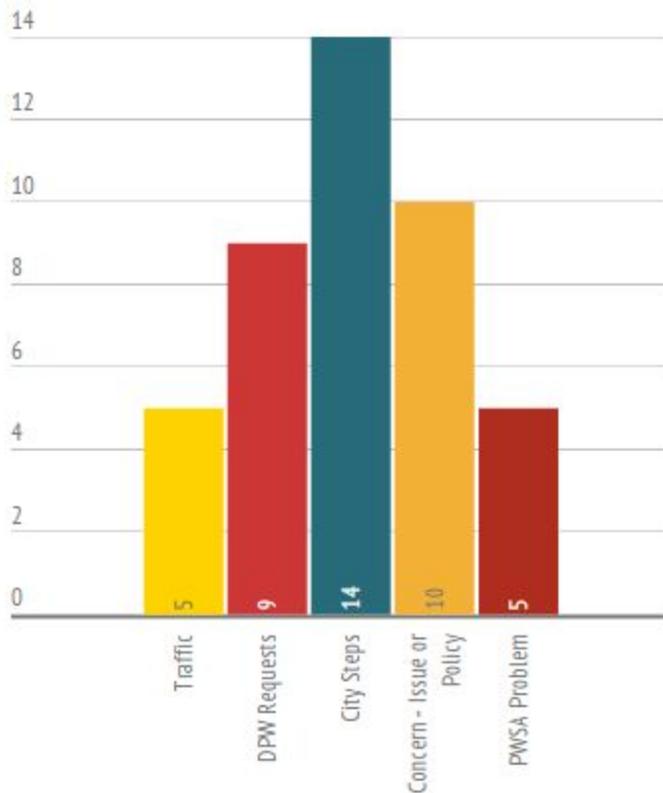
**Referred to Department:** The appropriate agency, department or representative has been alerted of the issue and our office is awaiting an update on the status of the concern. This category can include things like forestry requests and Pittsburgh Water and Sewage Authority (PWSA) requests, which often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

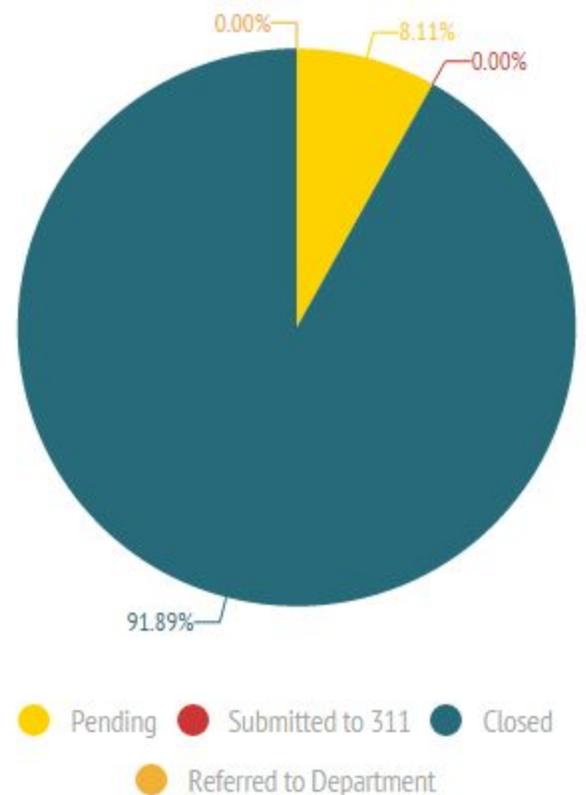
In Q3, the categories most frequently used to classify constituent concerns from the Greenfield neighborhood were traffic problems, requests for the Department of Public Works, issues related to City steps, general policy concerns, and PWSA-related issues.



The District 5 office handled five traffic issues, nine requests for the Department of Public Works, 14 concerns regarding City steps, 10 general policy queries, and five problems associated with PWSA.

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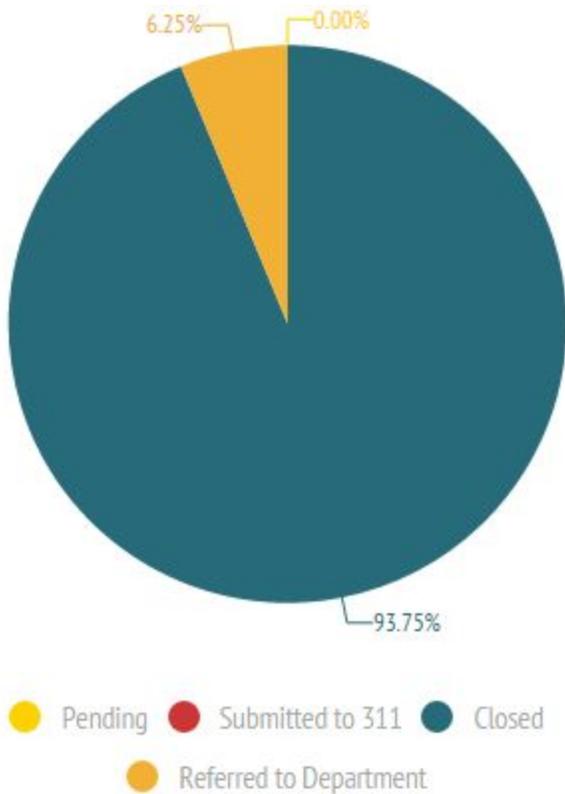
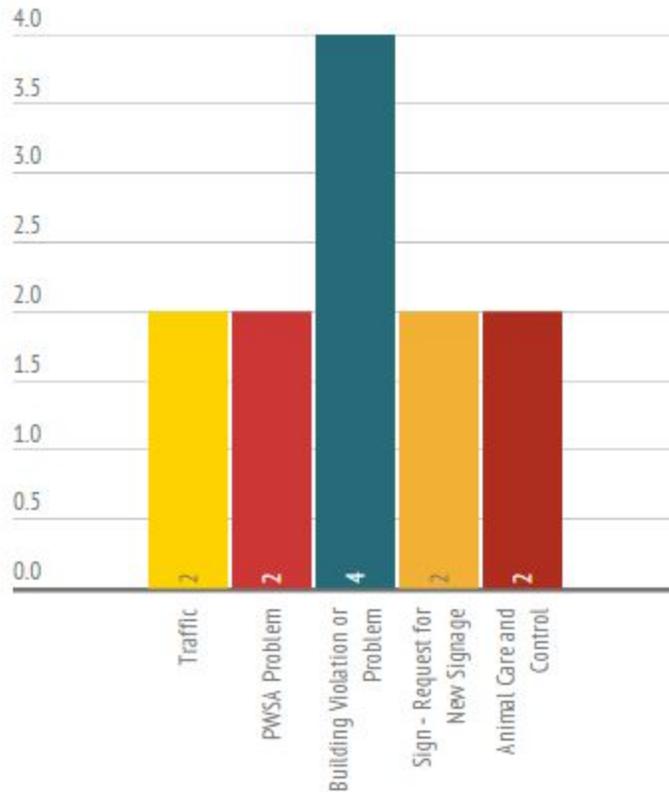
Of the Q3 Greenfield constituent cases, 91.89 percent were classified as "closed" by the close of the Quarter. The remaining 8.11 percent were still pending final resolution.



## Hays

The categories into which the most constituent concerns fell for Hays during Q3 were PWSA problems, building violations or problems, traffic concerns, requests for new signage, and requests for the City's Animal Care and Control service.

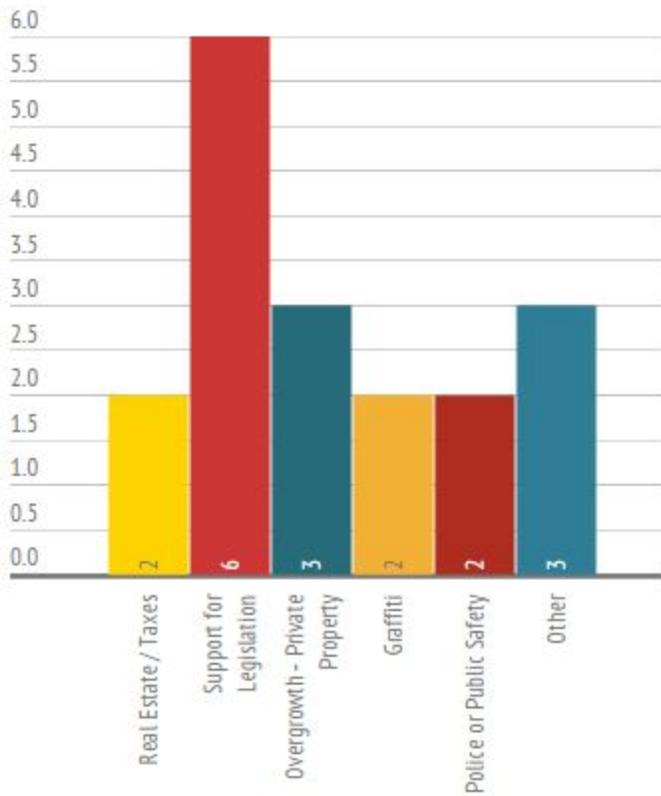
Within those categories, there were two instances of constituents contacting our office for PWSA problems, two to report building violations or problems, four to voice concerns over traffic issues, two for requests for the installation of a new sign, and two for requests for services delivered by the City's Animal Care and Control outfit.



At the close of Q3, of all the constituent cases from Hays on which the District 5 office worked, 93.75 were classified as "closed." The remaining 6.25 percent of the constituent cases were referred to the appropriate City department for the issue to be resolved.

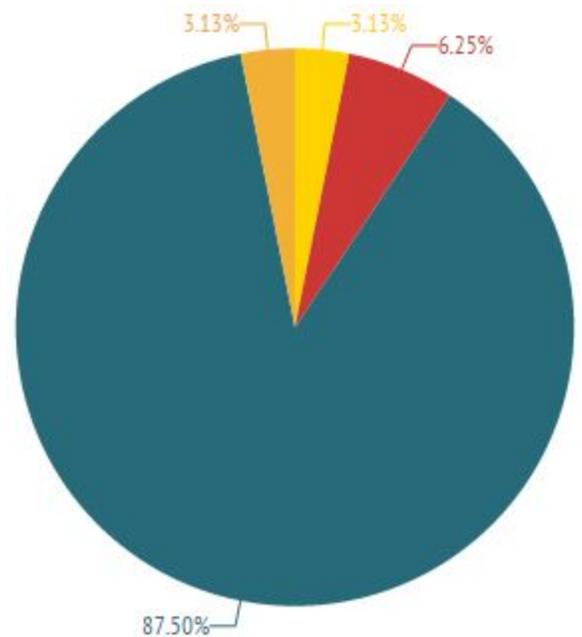
# Hazelwood

District 5 constituents contacted our office regarding the following concerns in Hazelwood most frequently this Quarter: real estate or property taxes, support for legislation, graffiti, overgrowth on private property, police or public safety, or “other,” which refers to a concern that doesn’t fit within our 31-term controlled vocabulary.



There were two instances in which residents contacted our office with questions or concerns about real estate or taxes, six in which support for legislation was expressed, five in which residents reported overgrowth on privately-owned property, two in which graffiti was reported, two in which police or public safety issues were discussed, and three in which the concern was classified as “other.”

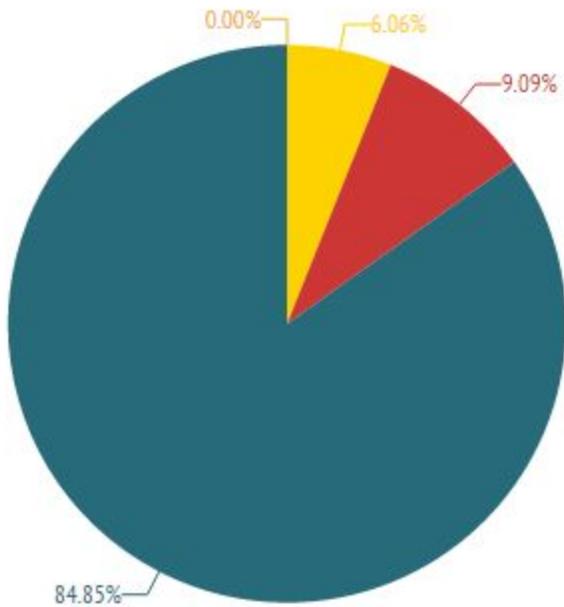
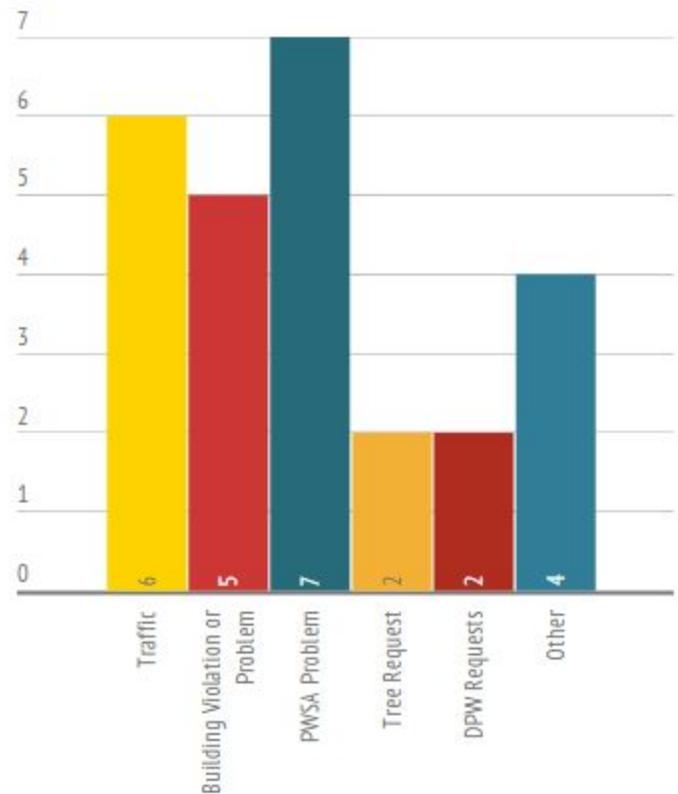
By the end of Q3, 87.50 of constituent cases related to the Hazelwood neighborhood were classified as “closed.” Another 6.25 percent had been submitted to the City’s 311 service, with 3.13 percent of cases referred to the the appropriate department, and other 3.13 percent still pending resolution.



## Lincoln Place

Based on Q3 data, the most common areas of concern for Lincoln Place residents that reached out to our office were traffic problems, reports of building violations, problems with PWSA, requests for the City’s forestry services, requests for the City’s Department of Public Works, and “other,” which refers to a concern that doesn’t fit within our 31-term controlled vocabulary.

More specifically, there were six constituent cases related to traffic, five related to building violations or problems, seven related to issues with PWSA, two related to requests for forestry work on trees, two related to services provided by the City’s Department of Public Works, and four related to “other” concerns.

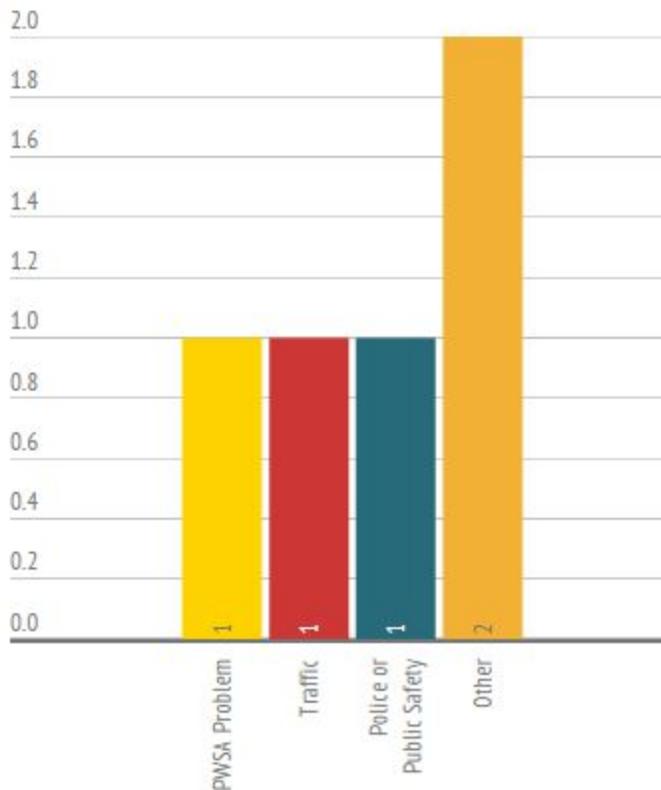


● Pending   
 ● Submitted to 311   
 ● Closed  
● Referred to Department

As of the Quarter’s end, our office was able to to “close” 84.85 percent of constituent cases related to Lincoln Place. An additional 9.09 percent were submitted to the City’s 311 service, and the remaining 6.06 percent were still pending final resolution.

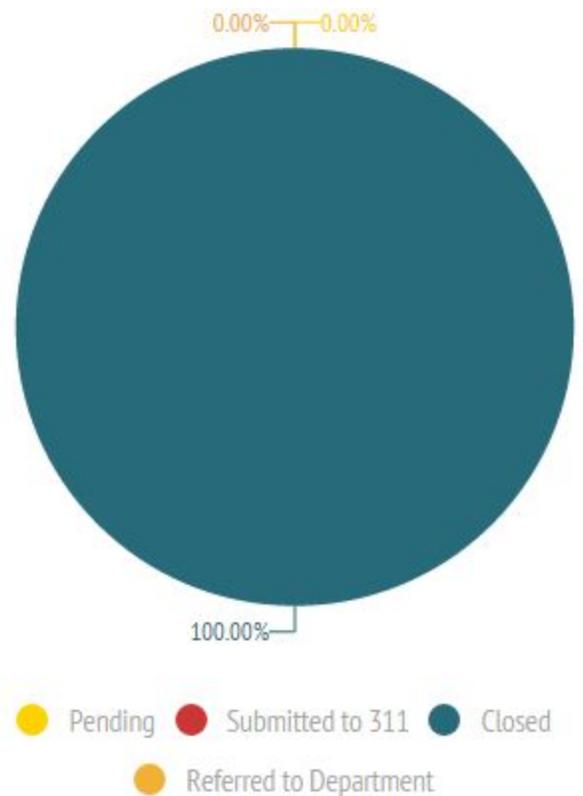
## New Homestead

The District 5 office received few constituent cases from New Homestead during Q3. They were related to PWSA, traffic, police or public safety concerns, and “other,” which refers to a concern that doesn’t fit within our 311-term controlled vocabulary.



There was one constituent case within each of the aforementioned categories, except for “other,” in which there were two constituent cases.

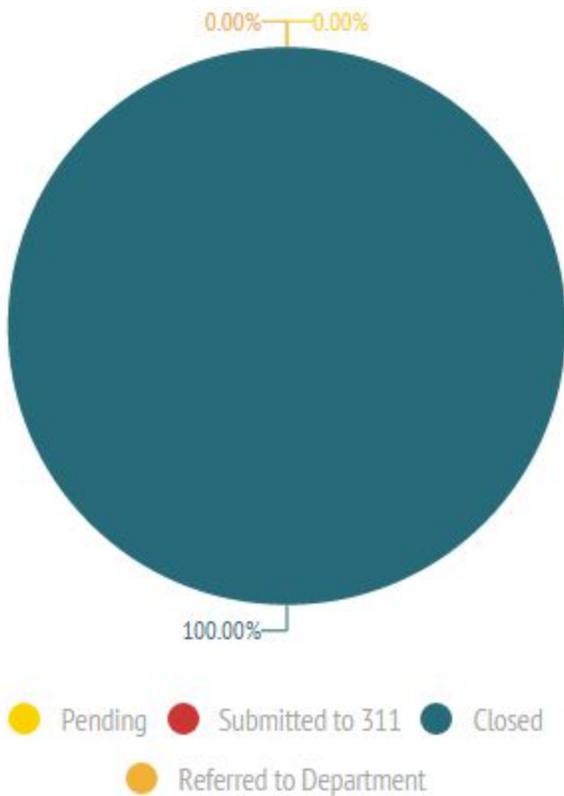
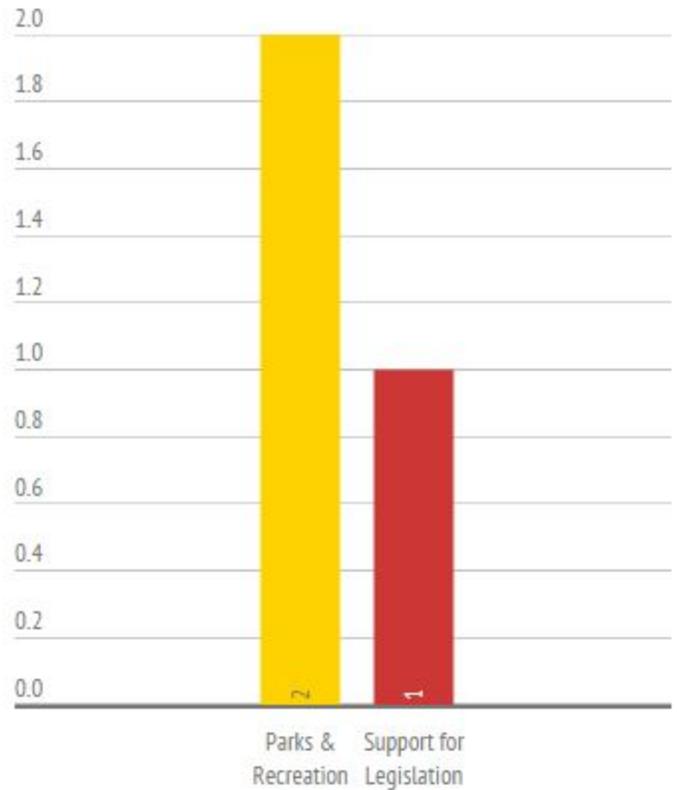
All of the New Homestead constituent cases from Q3 were “closed.”



## Regent Square

Our office also received few constituent cases from the District 5 portion of the Regent Square neighborhood. The only constituent cases handled by our office for this area were related to the City's parks system and support for legislation.

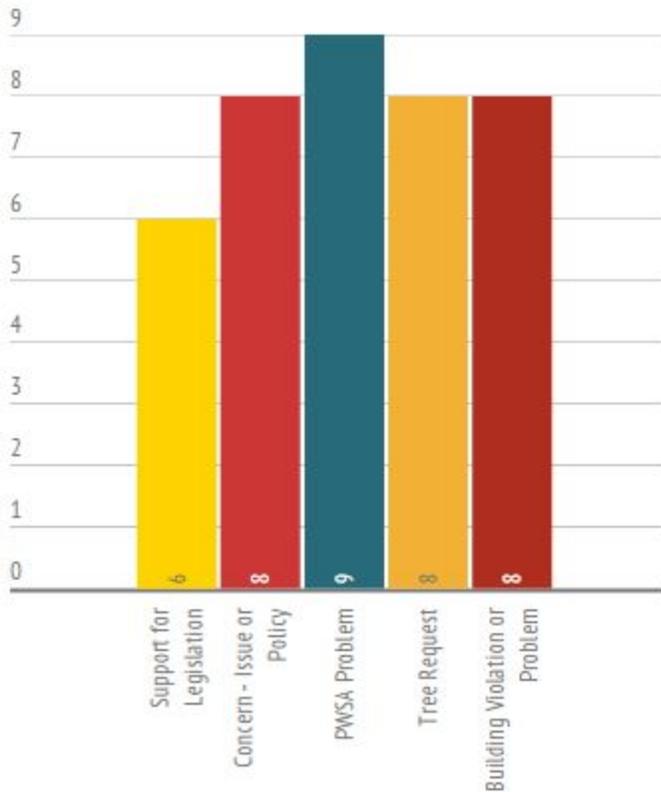
During Q3, there were two instances of District 5 constituents who live in Regent Square contacting our office with concerns over parks and recreation. There was one instance in which a constituent expressed support for legislation.



At the end of this Quarter, the three Regent Square constituent cases on which our office worked were classified as “closed.”

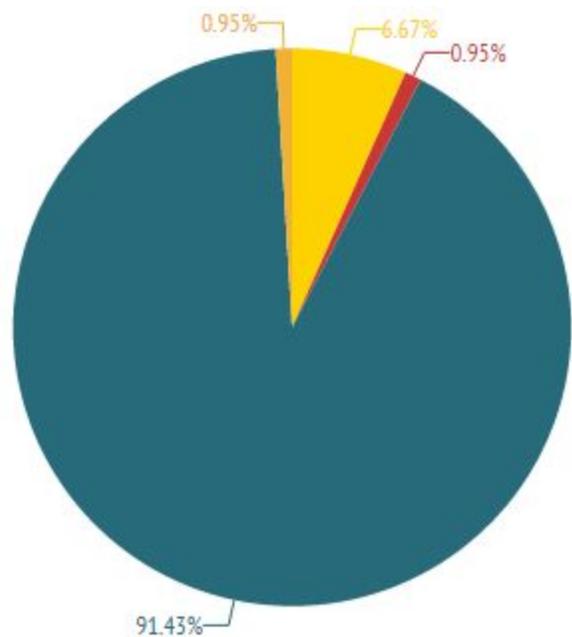
## Squirrel Hill South

The categories into which constituent concerns for Squirrel Hill South most frequently fell during Q3 were support for legislation, general issue or policy concerns, PWSA issues, requests for City forestry services, and building violations or problems.



On six occasions, our offices handled constituent cases related to residents registering support for a legislative initiative. There were eight constituent cases stemming from questions on general City issues or policies, and nine cases related to PWSA. An additional eight were related to requests for City forestry services, with our office handling eight more constituent cases that resulting in residents reporting building violations of various types.

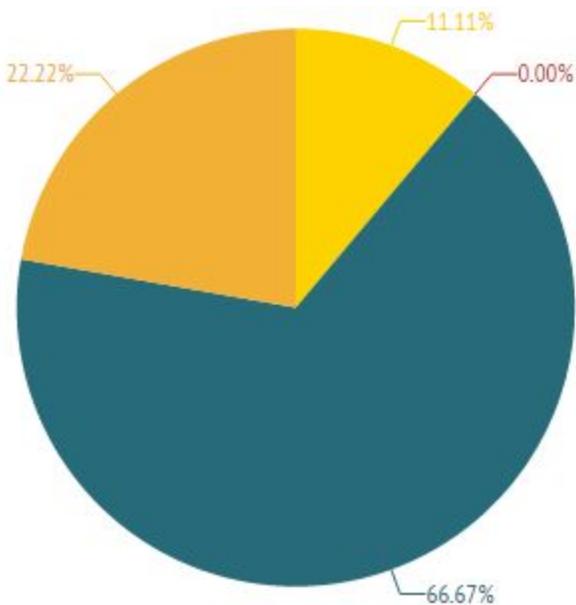
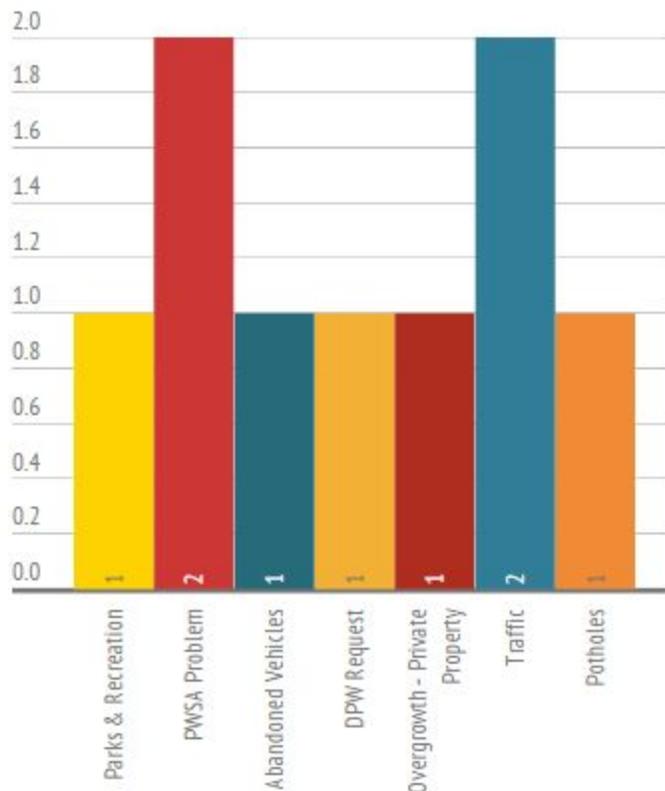
At the conclusion of Q3, 91.43 percent of all constituent cases related to Squirrel Hill South handled by the District 5 office were classified as "closed." Another 6.67 percent were still pending final resolution. The remaining cases were split, with 0.95 percent referred to the appropriate department for resolution, and the final 0.95 percent submitted to the City's 311 service.



## Swisshelm Park

The top categories for constituent cases from Swisshelm Park were parks and recreation, PWSA issues, abandoned vehicle reports, requests for the City’s Department of Public Works, reports of overgrowth on privately-owned property, traffic concerns, and reports of potholes.

During this Quarter, there was one constituent case concerning the City’s parks system, two stemming from resident issues with PWSA, one to report an abandoned vehicle, one to request service from the City’s Department of Public Works, one to report overgrowth on private property, two to raise concern over traffic issues, and one to report potholes.



This Quarter concluded with 66.67 percent of Swisshelm Park constituent cases classified as “closed.” Another 22.22 percent had been referred to the appropriate department for further action. The final 11.11 percent of these constituent cases were still pending final resolution.

## Legislative and Initiative Update

During Q3, Councilman O'Connor introduced the Paid Sick Days Act. The bill, which passed Council and was signed into law by Mayor Peduto, allows workers in the City of Pittsburgh to earn paid sick days. For every 35 hours worked, an employee will accrue one hour of paid sick time, which can be used not only to care for one's self, but also for family members. Employees of businesses with fewer than 15 employees will earn unpaid sick time during the law's first effective year.

Numerous studies have demonstrated that such policies are beneficial to overall public health, as employees aren't forced between working in high-contact environments in which they may spread contagious illness and missing a day's pay, thereby mitigating the adverse effects of presenteeism.

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

- Helping to resolve constituent concerns and relaying community input from the City's 31st Ward to PennDOT during the construction on Mifflin Road / Route 885.
- Providing planning and logistical support to the Greenfield community as it plans Bridgefest, a celebration of the Greenfield Bridge prior to its demolition and replacement.
- Supporting the efforts of Thrill Mill to bring the Thrival Music + Innovation Festival to the Almono site in Hazelwood.
- Working with Councilman Dan Gilman to bring the City's first designated space for street performers to Squirrel Hill.
- Backing the Squirrel Hill community and merchants as they organized the Squirrel Hill Night Market.
- Unveiling the rehabilitated 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](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 Sukerne, *Executive Assistant***

[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, *Executive Assistant***

[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 two grandsons. She is a resident of Squirrel Hill.

### **Matt Singer, *Legislative Aide***

[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, as well as serving as the first press secretary of the University's Student Government Board.