



CITY OF NEW ORLEANS

BlightSTAT

Reporting Period: February, 2014

www.nola.gov/opa



Office of Performance and Accountability

Agenda

- 8:00-8:10 Introduction and Announcements**
- 8:10-8:20 Intake**
- 8:20-8:40 Inspections**
- 8:40-9:00 Hearings**
- 9:00-9:20 Demolitions**
- 9:20-9:40 Code Lien Foreclosures and Sheriff's Sales**
- 9:40-10:00 Reinvestment**

BlightSTAT feedback form on back page of presentation



INTRODUCTION



Purpose and Scope

Purpose: The Landrieu Administration developed a strategic framework to map out the City's overall direction. The framework links services, programs, strategies, objectives, and goals to the City's mission, values, and vision, and incorporates performance measures to assess performance.

In BlightSTAT, City leaders and managers review key performance results related to the Mayor's strategy to reduce blighted properties by 10,000 by the end of 2014 . In order to improve results, City leaders and managers review and assess progress achieved, overall trend data, and the likelihood of meeting performance targets. For programs at risk of not meeting targets, leaders and managers identify prospects and tactics for performance improvement, and make adjustments to operational plans as needed. To account to citizens and Councilmembers for the spending of resources provided, BlightSTAT meetings are open to the public.

Scope: BlightSTAT focuses on the Citywide, cross-departmental issue of blight. BlightSTAT does not focus on performance managed in other STAT programs or initiatives, nor does it include in depth discussions of complaints about specific locations.

Questions and Comments: Index cards are available to the public at the sign-in table, which can be used to submit questions and comments or to report specific issues. Throughout the meeting, completed cards will be reviewed. General questions and comments may be discussed by the group and specific issues will be assigned to departments.



City Strategic Framework

Mission

The City of New Orleans delivers excellent service to its citizens with courage, competence and compassion.

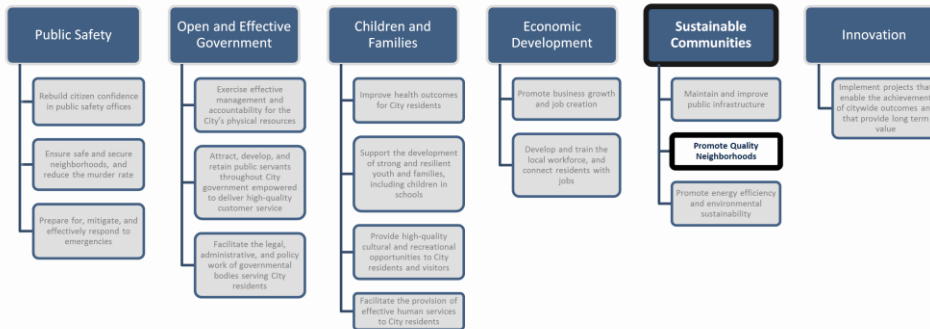
Values

Integrity, Excellence, Transparency, Teamwork, Responsiveness, Innovation, Diversity and Inclusion

Vision

New Orleans is a model city. We are a unified city. We are a creative city.

Result Area Goals and Objectives



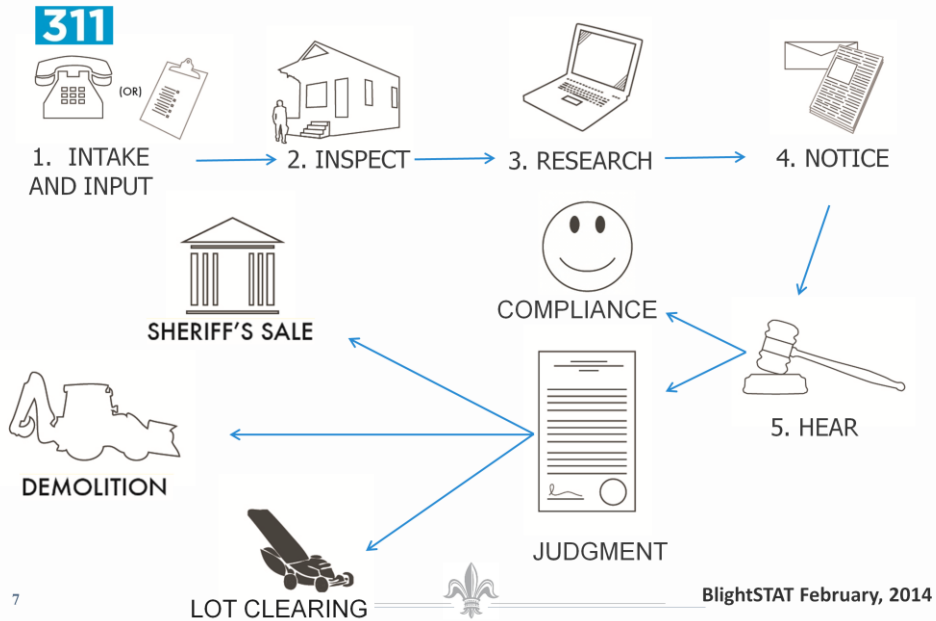
Strategic Framework

Goal: Support sustainable communities that integrate quality housing, transportation, schools, commercial development, energy efficiency, parks and green space, flood protection and cultural assets.

Objectives and Strategies	Outcome Measures
Maintain and improve public infrastructure	<ul style="list-style-type: none"> Percent of citizens satisfied with condition of streets Mean travel time to work
1. Maintain and improve road surface infrastructure	
2. Consistently implement Complete Streets philosophy in streets investments	<ul style="list-style-type: none"> Percentage of workers commuting to work by means other than driving alone
3. Effectively administer the City's capital improvements program	<ul style="list-style-type: none"> Percent of citizens satisfied with drainage/flood control
4. Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods	<ul style="list-style-type: none"> Percent of citizens satisfied with public transportation Percent of citizens satisfied with traffic congestion
Promote Quality Neighborhoods	<ul style="list-style-type: none"> Percent of citizens satisfied with control of abandoned houses Percent of citizens satisfied with parks and recreation
1. Reduce blighted properties by 10,000 by the end of 2014	
2. Provide effective sanitation services to residents and businesses	<ul style="list-style-type: none"> Percent of citizens satisfied with control of trash and litter / trash pickup
3. Protect and preserve parks and other green spaces	<ul style="list-style-type: none"> Percent of citizens satisfied with life in New Orleans
4. Regulate land use to support safe, vibrant neighborhoods and preserve historic properties	<ul style="list-style-type: none"> ParkScore (based on acreage, service and investment, and access) Percent of citizens satisfied with zoning
Promote energy efficiency and environmental sustainability	<ul style="list-style-type: none"> Percent of days with healthy air quality
1. Restore the City's marshes and coastline	<ul style="list-style-type: none"> Number of health based drinking water violations
2. Promote green energy and other sustainability measures	<ul style="list-style-type: none"> Number of certified green buildings
3. Remediate brownfields, lead, and other environmental hazards	<ul style="list-style-type: none"> Number of land acres in Orleans Parish



Overview of the Blight Reduction Process



311

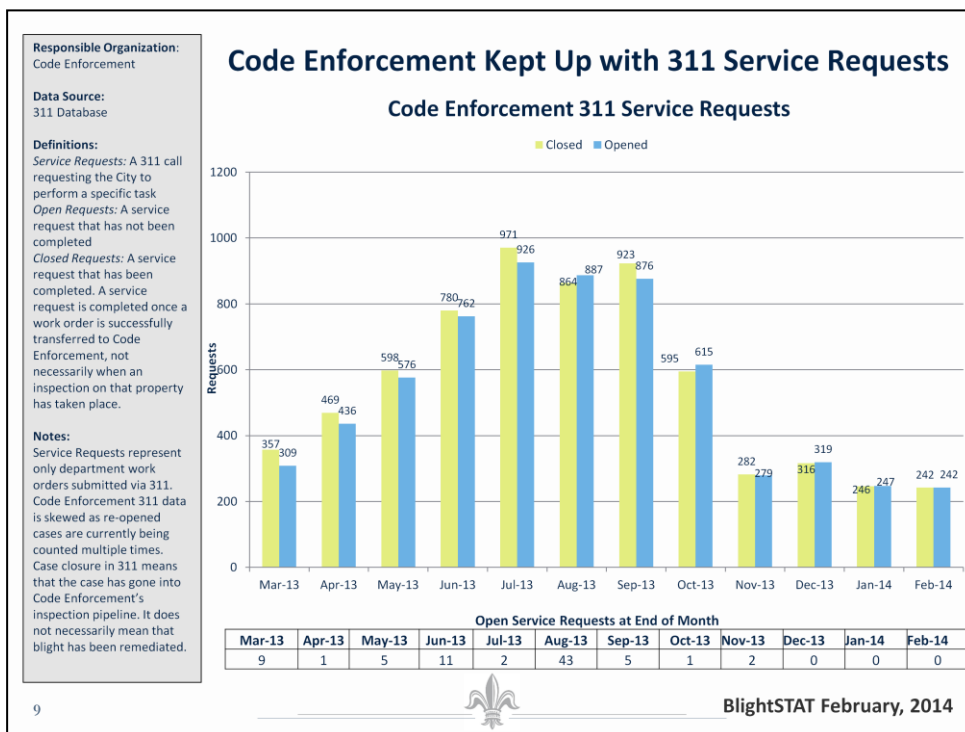


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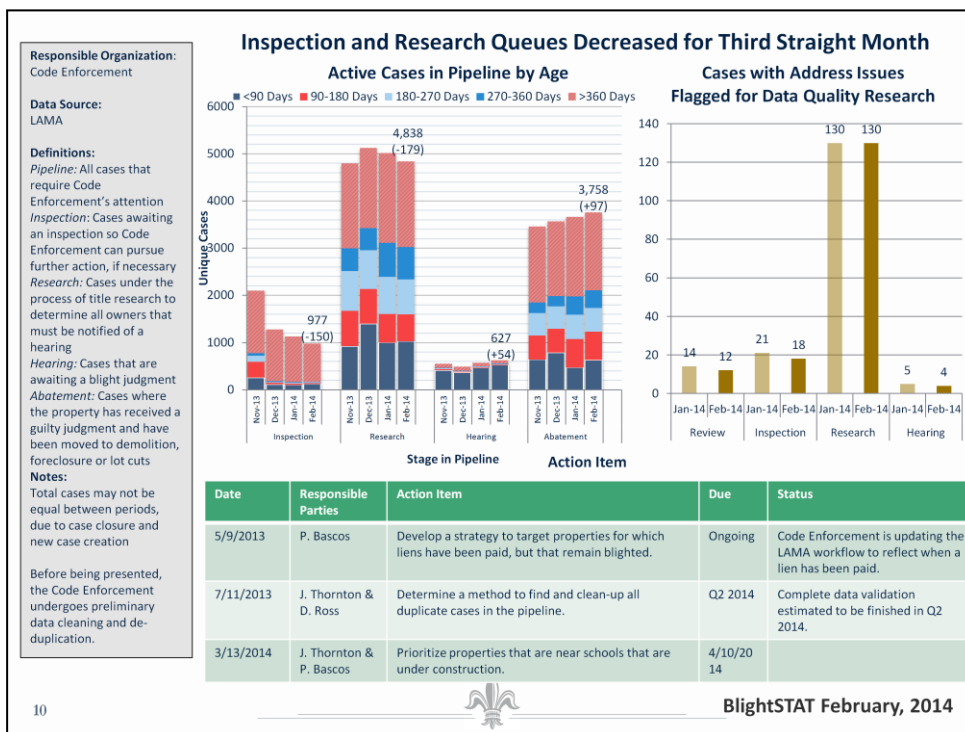


INTAKE

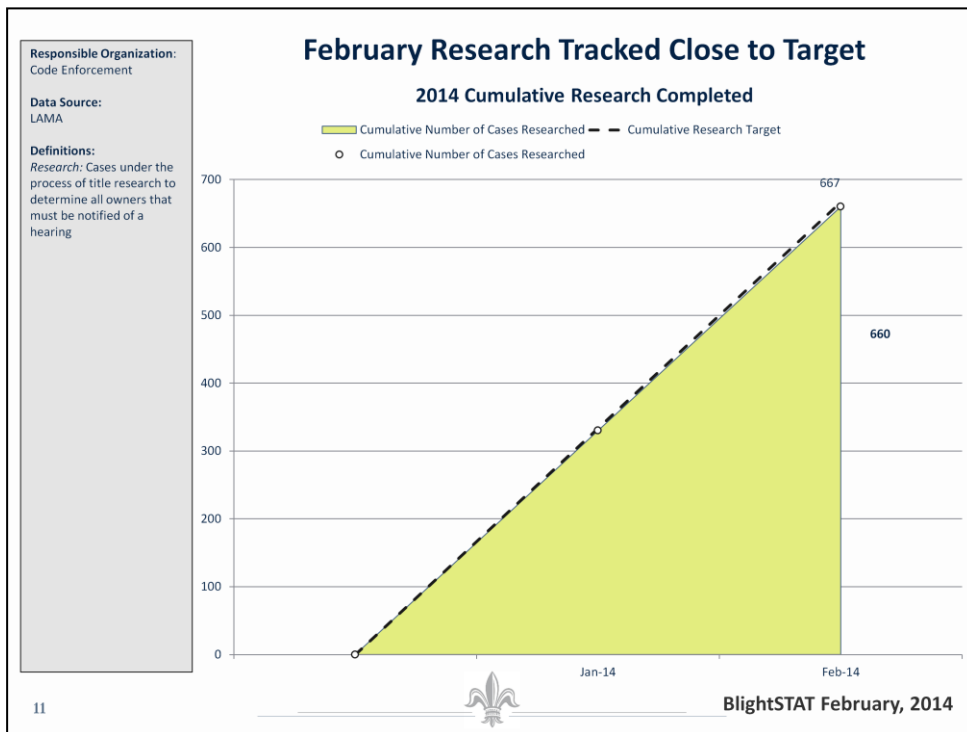




311 calls are largely driven by grass cuts. Because grass has been growing slowly in the winter months, calls have dropped considerably.



The Office of Information Technology and Innovation will work with Code Enforcement to identify what needs to be done to deal with each case with outstanding address issues.

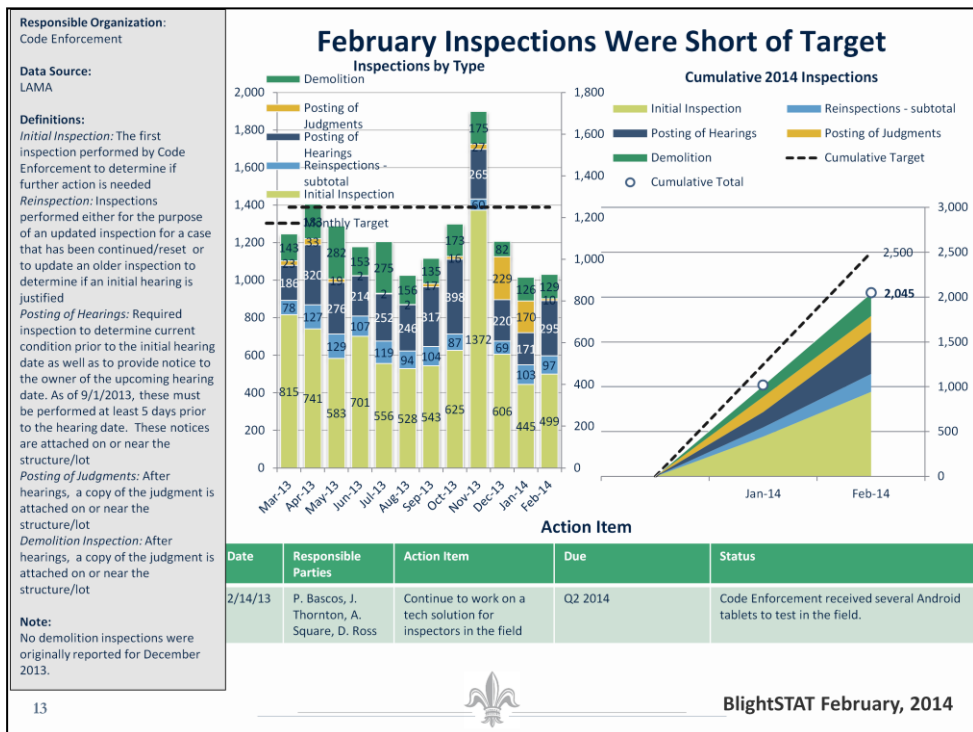


Researchers have been instructed to identify cases that involve relatively simple research, while not ignoring key cases with more difficult research. Code Enforcement anticipates that the number of cases researched will increase during the next few months as new cases as 4 new title researchers are hired, bringing the total staff to 10 researchers.

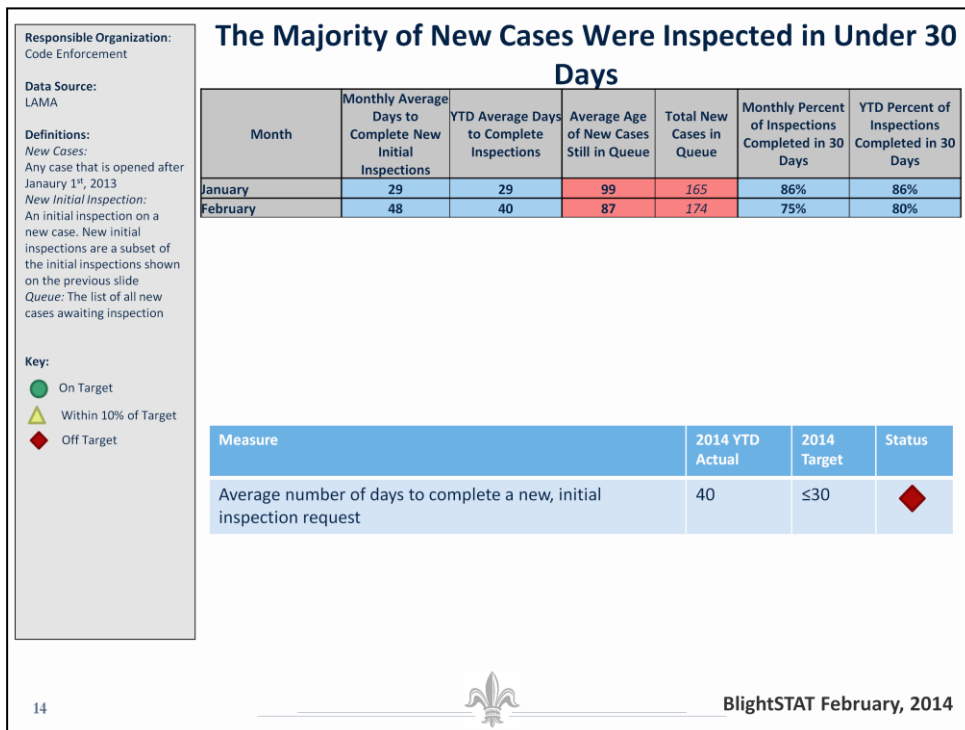


INSPECT





Inspections were lower than usual in February because of days lost due to weather and temporary staff shortages.

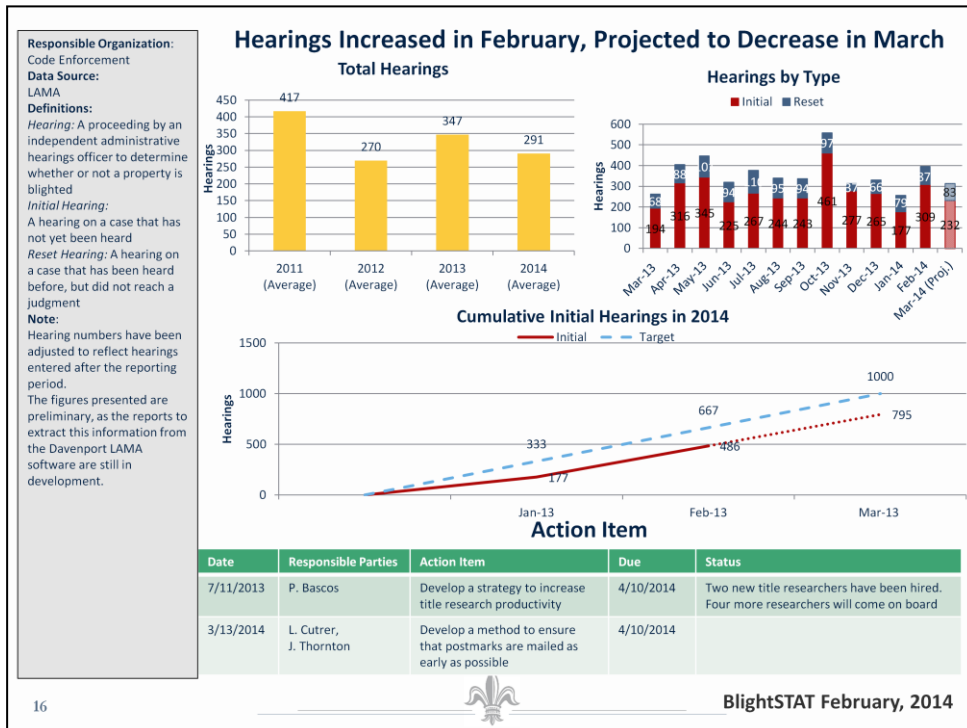


Code Enforcement has an inspection plan to target the 174 new cases that are awaiting an inspection.



HEAR





With a shortened deadline for providing notice to property owners, Code Enforcement has been facing an issue with mailing hearing notices in a timely manner. This has affected the number of hearings that can be scheduled.

Responsible Organization:

Code Enforcement

Data Source:

LAMA

Definitions:

Guilty: A hearing where the property is judged to be blighted

In Compliance: A hearing where the property is judged not to be blighted (though fines from previous violations may be levied)

Work in Progress: A hearing where the property is not yet in compliance but the owner has proof that they are in the process of bringing it up to code

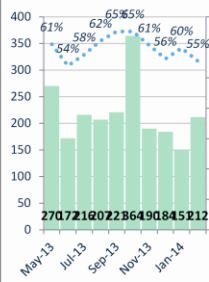
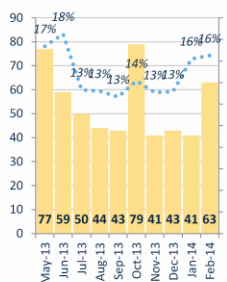
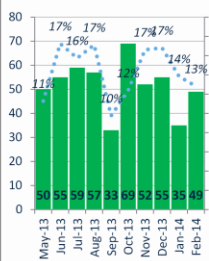
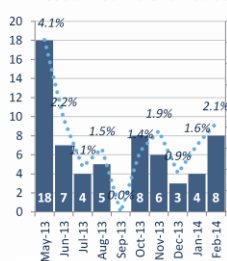
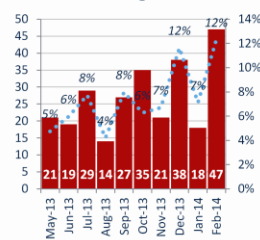
Insufficient Notice: A hearing where Code Enforcement did not give the property owner the necessary amount of time before the hearing, leading to the case being reset

No Reinspection: A hearing where Code Enforcement failed to inspect the property in sufficient time (seven days), leading to the case being reset

Other Legal Issue: A hearing that is reset for any other reason, generally administrative issues

Note: There are four cases in February for which results are pending.

Hearing Results

Guilty**Reset: Work in Progress****Reset: No Reinspection****In Compliance****Reset: Insufficient Notice****Reset or Dismissed for Other Legal Issue**

BlightSTAT February, 2014

Responsible Organization:

Code Enforcement

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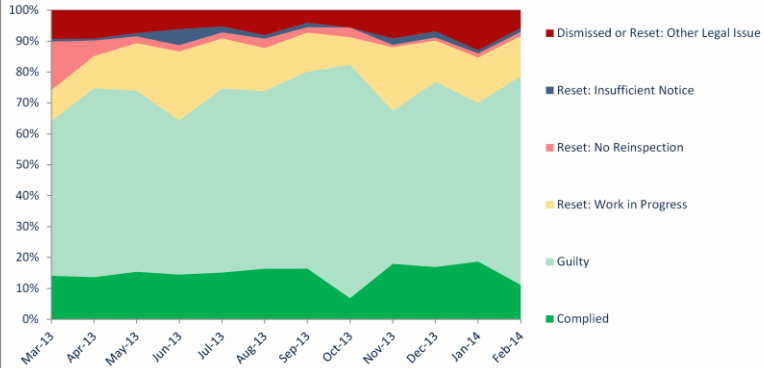
No Reinspection: A hearing where Code Enforcement failed to inspect the property a sufficient number of times, leading to the case being reset

Other Legal Issue: A hearing that is reset for another reason, generally administrative issues

Note: There are four cases in December for which results are pending.

Seventy Percent of February Hearings Reached a Final Judgment

Hearing Results Breakdown



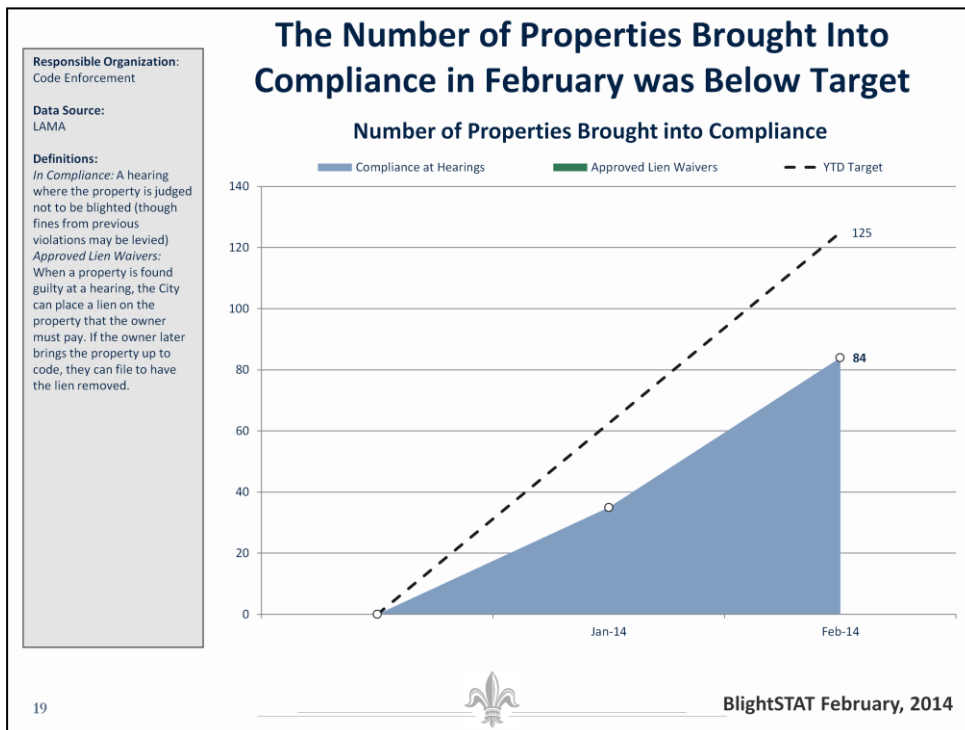
Measure	2014 YTD Actual	2014 Target	Status
Percent of hearings reset due to failure to re-inspect the property	1.1%	≤5%	On Target
Percent of hearings reset due to failure to properly notify the owner	1.9%	≤3%	On Target

● On Target

▲ Within 10% of Target

◆ Off Target



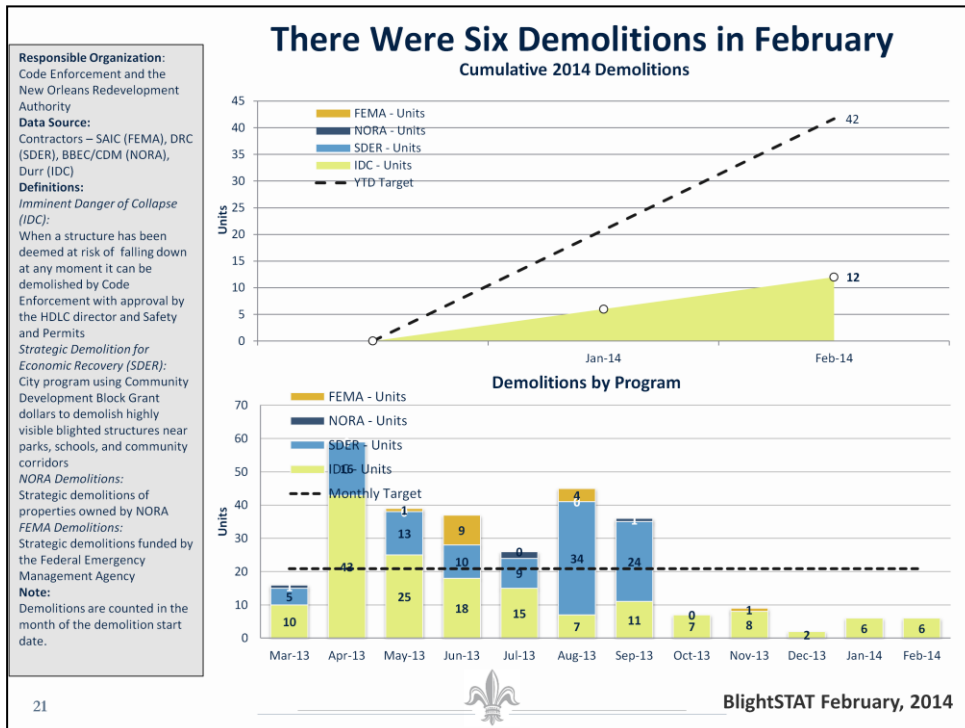


The number of properties brought into compliance was low in February because of the small number of hearings. This is expected to improve as the number of hearings increases.



DEMOLITION





Both the FEMA and SDER contracts have been completed. There are 20 cases ready for demolition with the new FEMA contractor, as well as a number of cases that will go to the SDER demolition queue.

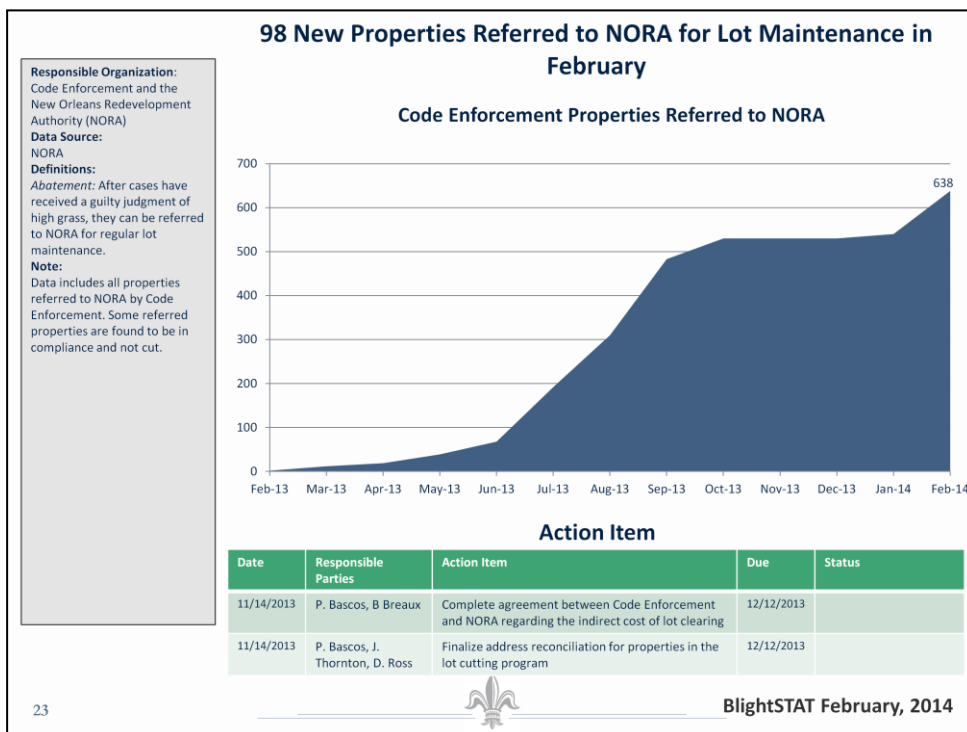


Collaborative Nuisance Abatement Program (CNAP) Process Flow



LOT CLEARING





Once a property has been referred, it will be cut on a regular rotation until Code Enforcement notifies NORA otherwise.



CODE LIEN FORECLOSURES AND SHERIFF'S SALES



Responsible Organization:
Code Enforcement, Law

Data Source:
Law Department, Housing Unit,

Definitions:
Code Lien Foreclosure/Sheriff's Sale: Once a property is judged guilty of blight the city begins placing liens against the property which the City can then foreclose on as the creditor, commonly called a code lien foreclosure. If the property owner does not pay these fines and abate the code violations, the foreclosure proceeds as a Sheriff's sale where the Orleans Parish Sheriff's Office sells the property at a public auction.

Accepted Files: All writs that are filed successfully, with no legal issues, allowing foreclosure proceedings to begin

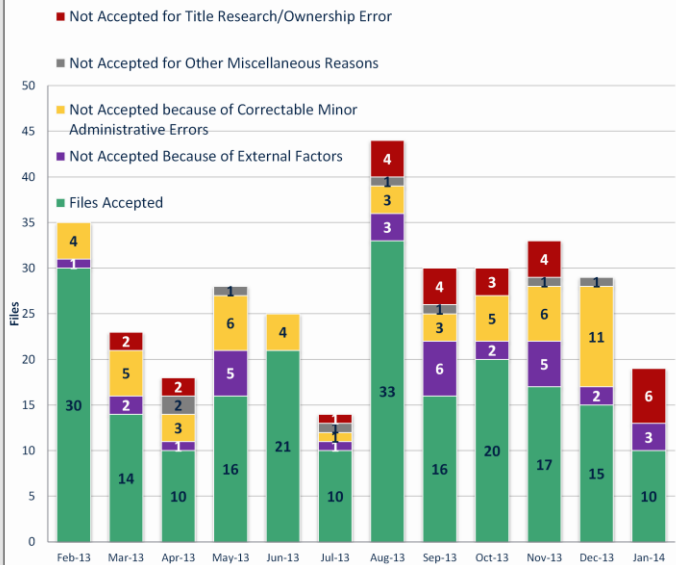
Title Research/Ownership Error: Writs that are not accepted because of errors involving ownership identification, either incomplete/incorrect ownership or insufficient notice. These are substantial errors that lead to longer re-filing periods.

Correctable Minor Administrative Error: Writs that are not accepted because of a small error. Correcting the error is generally a simple process.

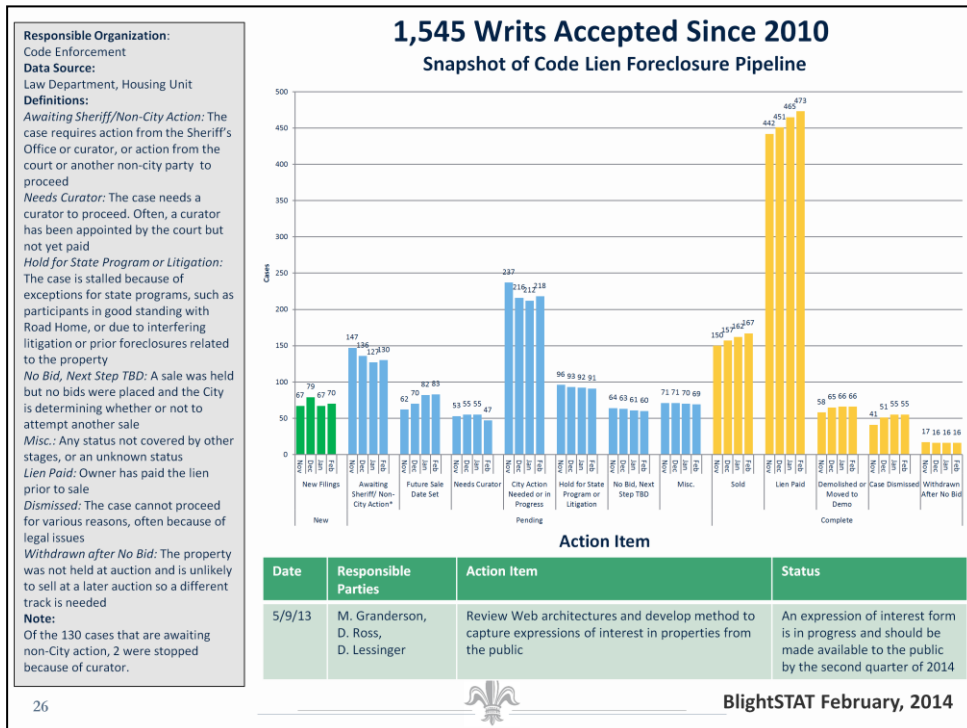
External Factors: Writs that are not accepted for reasons beyond the control of the Law Department, such as the property owner paying their lien so that foreclosure cannot proceed.

Six Writs Not Accepted for Title Research or Ownership Error

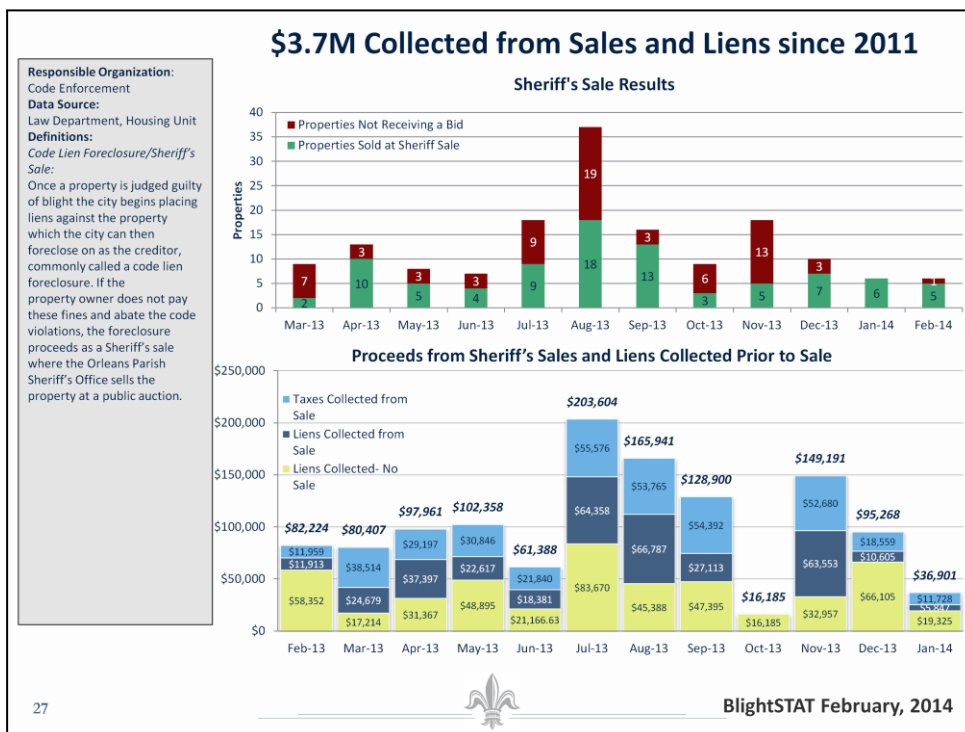
Code Lien Writs Filed



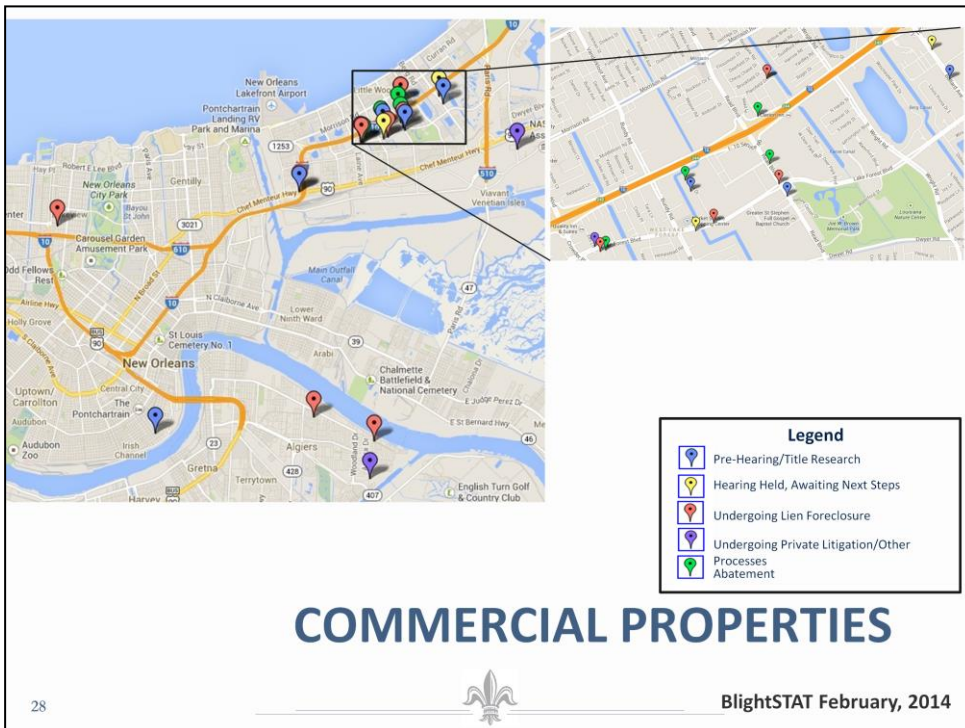
The 6 cases that were not accepted for title research and ownership errors are related to the issues with Code Enforcement’s mailing system that have slowed the number of hearings.



Code Enforcement will look into the properties in the “No Bid, Next Step TBD” cases and determine a more effective method to make decisions about properties that initially fail to sell at a Sheriff’s Sale.



Code Enforcement anticipates that the number of properties that fail to sell at a Sheriff's Sale will continue to decrease with a stronger real estate market and a more strategic decision making process regarding which properties to sell.



Commercial Properties Update

Responsible Organization:
Code Enforcement and Law

Data Source:
Code Enforcement

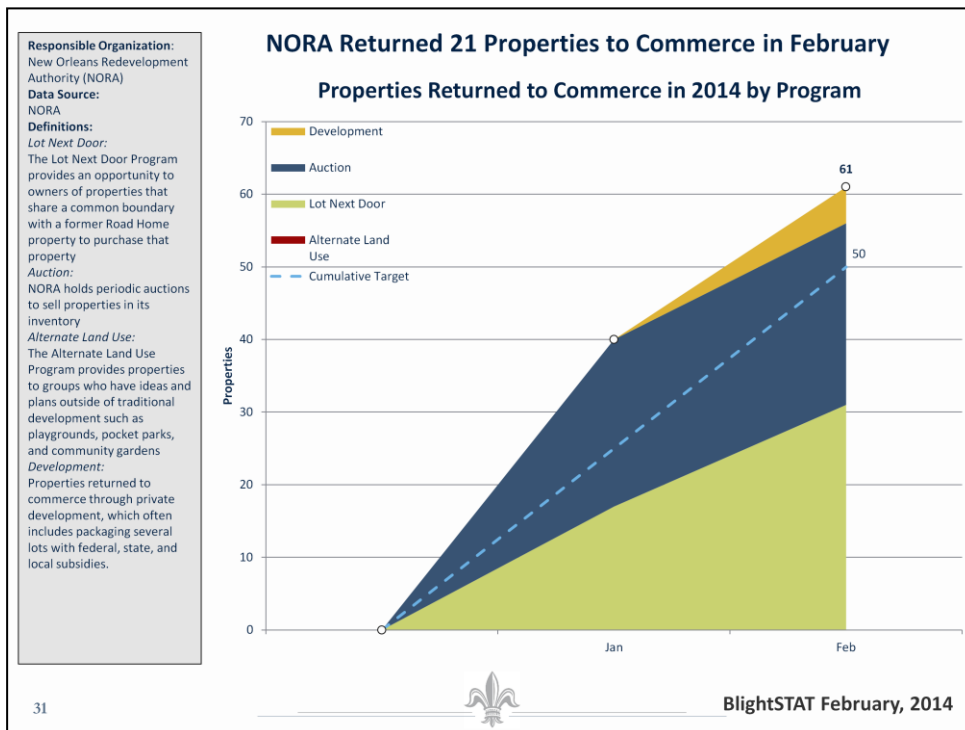
609 Jackson	Hearing set for 5/12/2014.
2800 Sullen	Sheriff's Sale scheduled for 3/20/2014.
9660 Lake Forest (strip mall)	Guilty judgment issued on 2/11/2014.
5650 Read	Case received a guilty judgment on 2/13/2014.
6601 Plaza/5700 Read (Grand Theatre)	Case is undergoing legal review.
6700 Plaza	Reset for work in progress. Hearing scheduled 3/17/2014.
6001 Bullard	Case reset for work in progress for 6/2/2014.
23804 Read (aka 5851 Read)	Consent judgment has been signed. CEHB will monitor.
8580 Lake Forest (parking lot)	Property is being maintained. CEHB will monitor.
6800 Plaza	Property is secured. CEHB will monitor.
10112-16 Plainfield Dr.	Case has been routed for Sheriff's Sale
8500 Lake Forest (abandoned gas station)	Case has been brought to Law Department for writ review.
3010 Sandra Place (Crescent City Gates)	Writ is being prepared.
10101 Lake Forest	Work is in progress on the property.
5951 Milne (Lakeview School)	Case has been brought to Law Department for writ review.
6324 Chef Menteur	Was not bought at private sale. Writ is being prepared.
4300 Sullen	Private demolition held on 1/7/2014.
8501 Lake Forest Blvd	Private litigation is still open. No work in progress reported.
45608 Bullard	Case dismissed for wrong location
55195 Michoud (Six Flags)	City is working with manager.
10301 I-10 W. Service Road	Complied with fees due.

Date	Responsible Parties	Action Item	Status
7/11/13	P. Bascos	Bring Safety and Permits and the City Planning Commission into blighted commercial property abatement meetings. Ensure that zoning variances and building permits align with redevelopment strategies.	

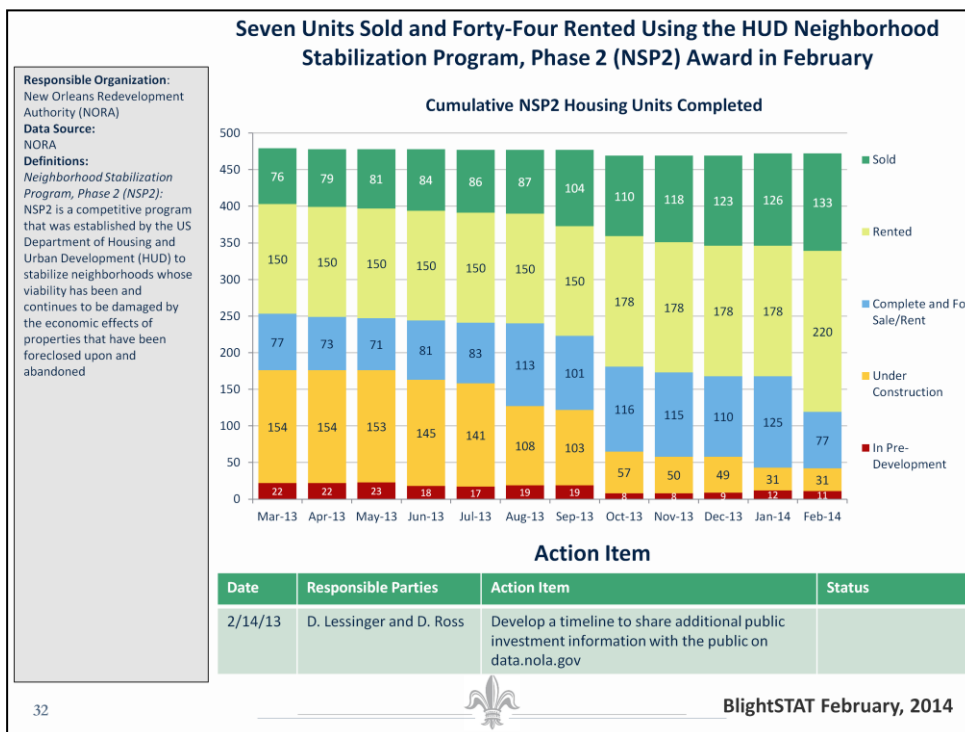


REINVESTMENT





NORA reported that the properties returned to commerce in March will be low, as most closings from the previous auction and the Lot Next Door program are mostly complete. This number will increase in subsequent months as NORA has an auction scheduled for March 29th, where they will be auctioning 138 properties.



The number of units rented through the NSP2 program increased substantially in March due to completion of a large development on 2101 Louisiana Ave.

Responsible Organization:

Office of Community Development (OCD)

Data Source:

OCD

Definitions:

Rental Housing Program:
This program provides quality, affordable rental housing for low-income families

Homeownership Development Program:

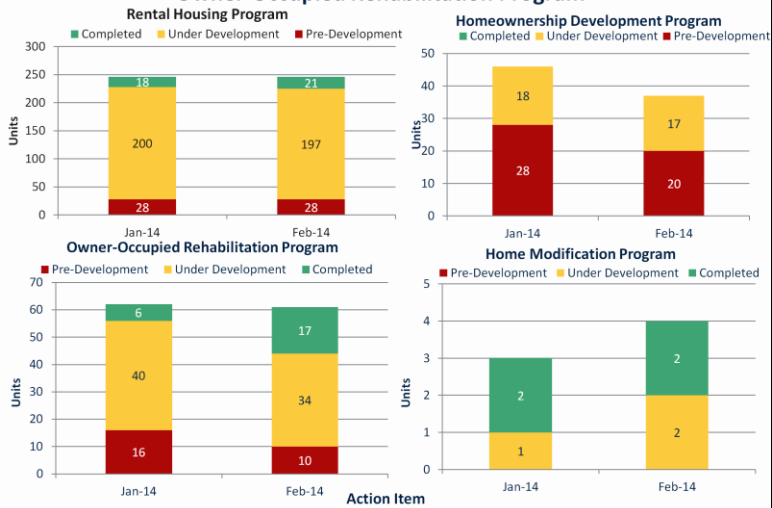
This program allows development organizations to apply for HOME funds to subsidize the cost of construction, land acquisition and down payment assistance that will produce an affordable home for a low-income family

Owner-Occupied Rehabilitation Program: This program provides financial assistance to low income homeowners to repair their residences, while bringing them up to code and reducing blight.

Soft Second Mortgage Program: This program provides down payments and closing costs subsidies to first-time homebuyers

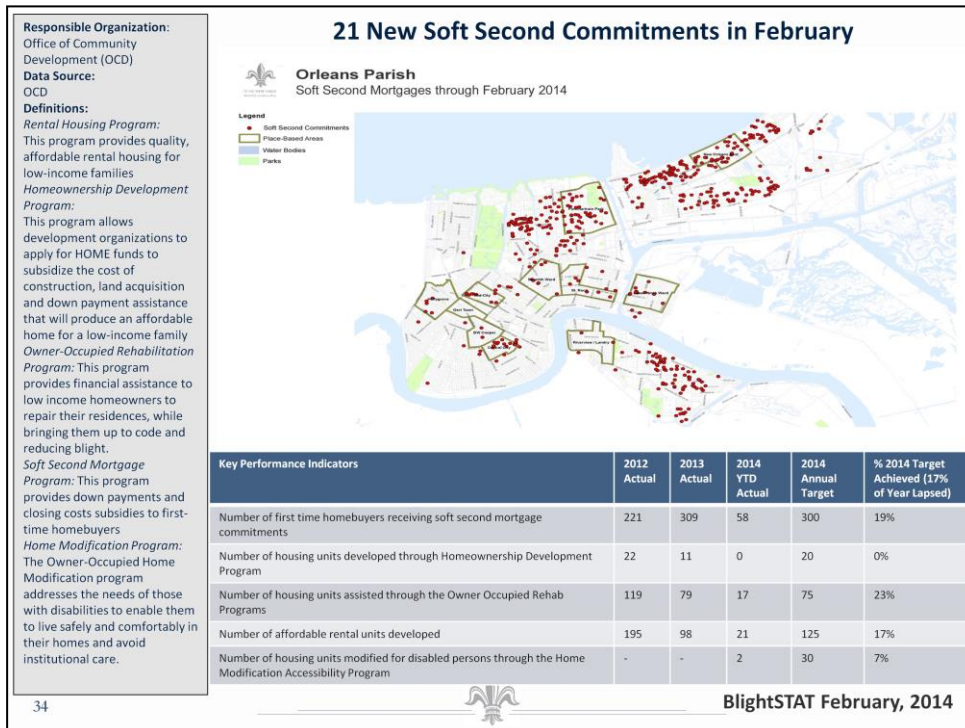
Home Modification Program: The Owner-Occupied Home Modification program addresses the needs of those with disabilities to enable them to live safely and comfortably in their homes and avoid institutional care.

The Office of Community Development Completed 11 Units through the Owner-Occupied Rehabilitation Program



Date	Responsible Parties	Action Item	Status
11/14/13	B. Lawlor	Work with the Fire Department to board up vacant properties	Fire Department has agreed to begin boarding houses. The City will meet with Home Depot regarding the donation of materials for boarding.





The Office of Community Development (OCD) reported that they have distributed \$33 million in commitments through the soft second mortgage program. This represents approximately two-thirds of the total allocation. OCD will be evaluating the current set of candidates to determine how much longer the program will be able to run.