



CITY OF NEW ORLEANS

BlightSTAT

Reporting Period: January, 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.

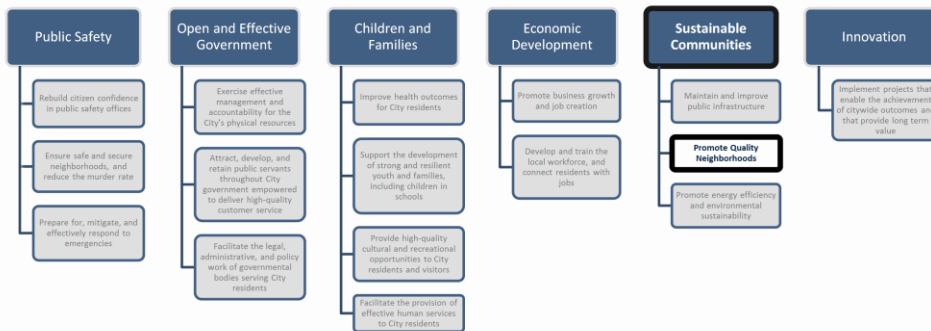
Values

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

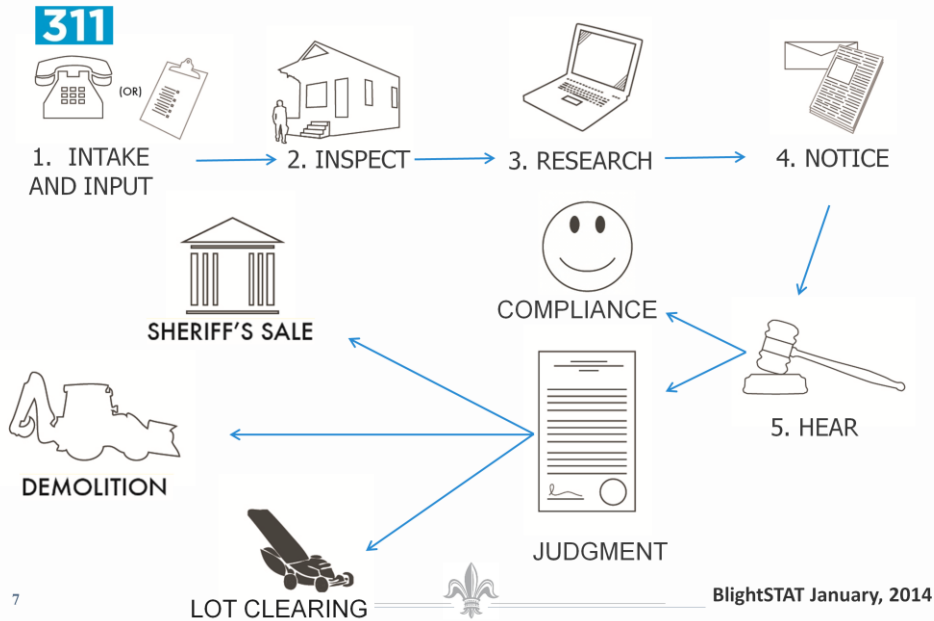
Citywide Result Area: Sustainable Communities

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 1. Maintain and improve road surface infrastructure 2. Consistently implement Complete Streets philosophy in streets investments 3. Effectively administer the City's capital improvements program 4. Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods	<ul style="list-style-type: none"> • Citizen perceptions of condition of streets (UNO Quality of Life Survey) • Mean travel time to work (American Community Survey) • Percentage of workers commuting to work by means other than driving alone (including carpooling, public transportation, biking, and walking)
Promote Quality Neighborhoods 1. Reduce blighted properties by 10,000 by the end of 2014 2. Provide effective sanitation services to residents and businesses 3. Protect and preserve parks and other green spaces 4. Regulate land use to support safe, vibrant neighborhoods and preserve historic properties	<ul style="list-style-type: none"> • Blighted addresses or empty lots • Citizen perceptions of parks and recreation (UNO Quality of Life Survey) • Citizen perceptions of trash pickup (UNO Quality of Life Survey) • Citizen perceptions of general quality of life (UNO Quality of Life Survey) • ParkScore (based on acreage, service and investment, and access) (Trust for Public Land)
Promote energy efficiency and environmental sustainability 1. Restore the City's marshes and coastline 2. Promote green energy and other sustainability measures 3. Remediate brownfields, lead, and other environmental hazards	<ul style="list-style-type: none"> • Percentage of days with healthy air quality (EPA) • Health based drinking water violations (EPA) • Certified green buildings (US Green Building Council) • Land acres in Orleans Parish (US Geological Survey)



Overview of the Blight Reduction Process



311



(OR)



INTAKE



Responsible Organization:
Code Enforcement

Data Source:
311 Database

Definitions:

Service Requests: A 311 call requesting the City to perform a specific task

Open Requests: A service request that has not been completed

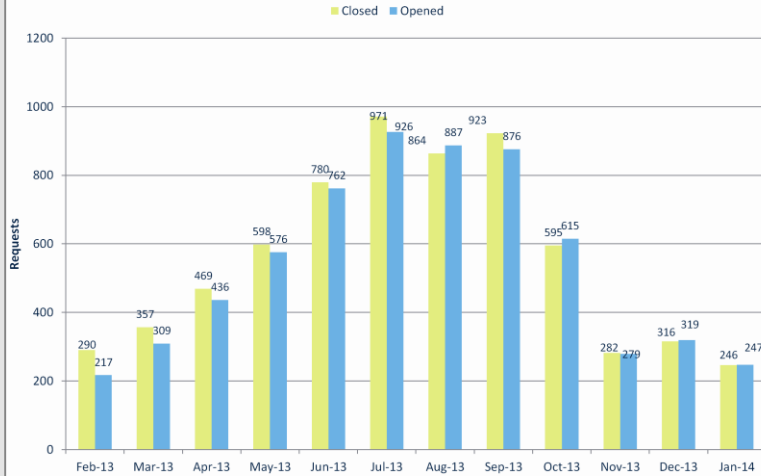
Closed Requests: A service request that has been completed. A service request is completed once a work order is successfully transferred to Code Enforcement, not necessarily when an inspection on that property has taken place.

Notes:

Service Requests represent only department work orders submitted via 311. Code Enforcement 311 data is skewed as re-opened cases are currently being counted multiple times. Case closure in 311 means that the case has gone into Code Enforcement's inspection pipeline. It does not necessarily mean that blight has been remediated.

Code Enforcement Kept Up with 311 Service Requests

Code Enforcement 311 Service Requests

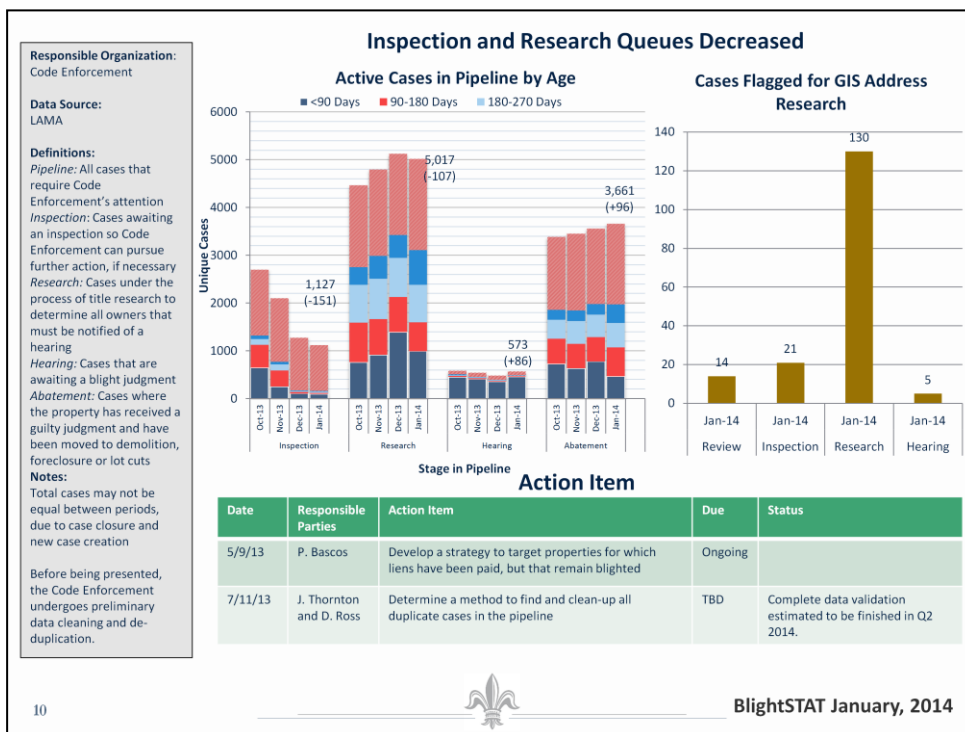


Open Service Requests at End of Month

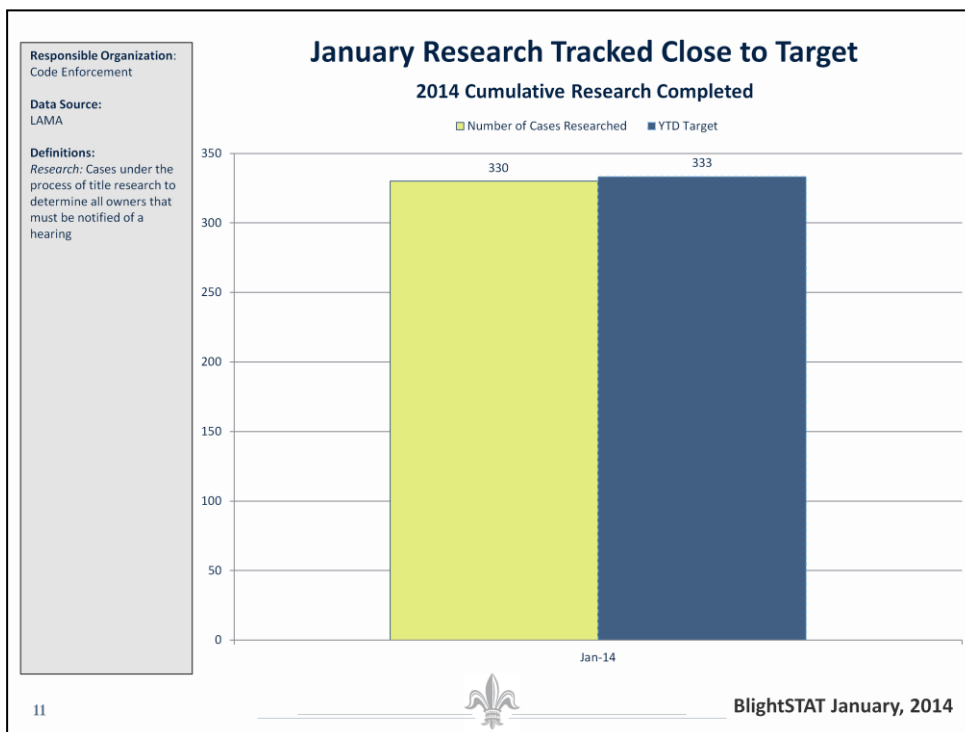
Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14
16	9	1	5	11	2	43	5	1	2	0	0



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Two new title researchers started in January, allowing the research staff to keep up with cases from inspections performed in January. Code Enforcement does not anticipate a high number of new cases opened through 311 in the next few months, and will work during that time to clear their inspection queue.

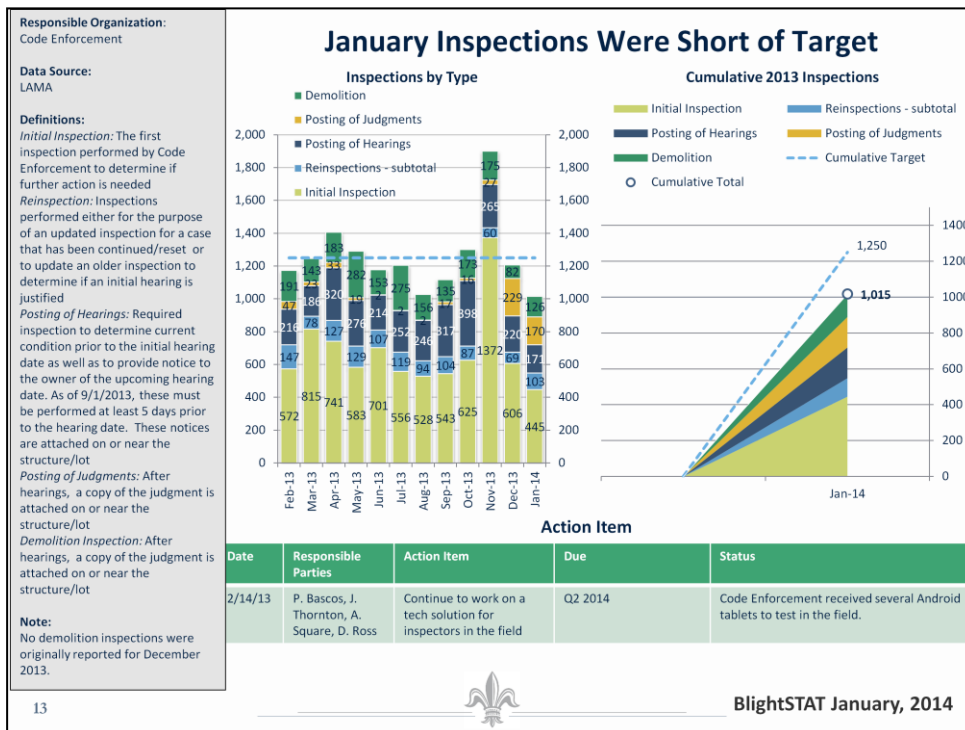


Code Enforcement anticipates that the number of cases researched will increase during the next few months as new cases as four new title researchers are hired.

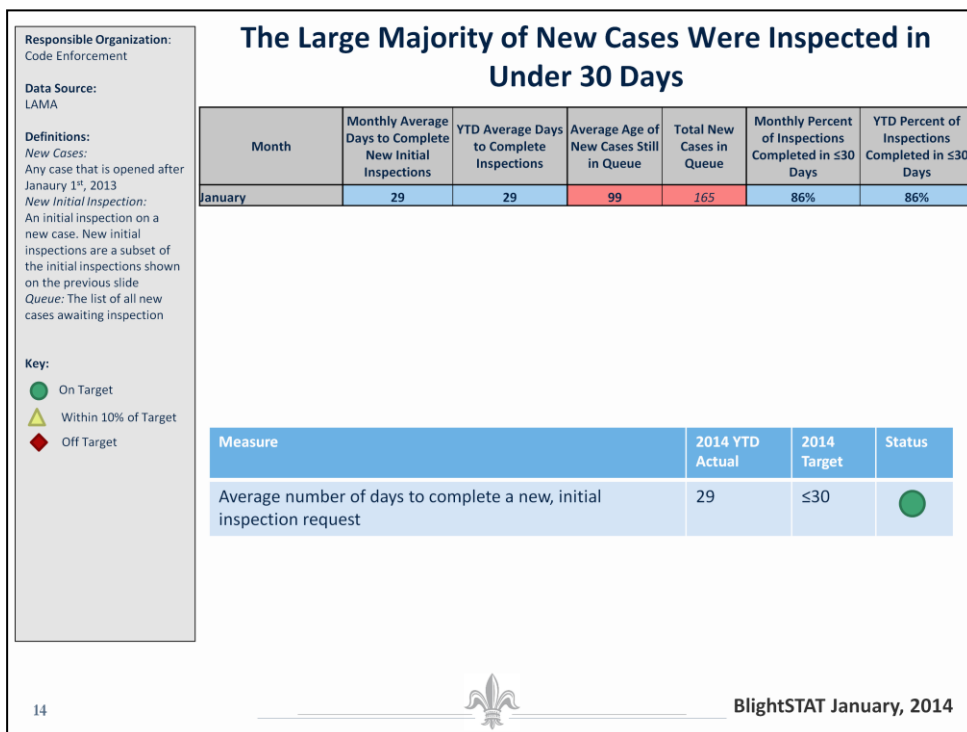


INSPECT





There was a technical issue with LAMA in January that prevented inspectors from reaching full productivity. This has been resolved and should not affect results in future months.

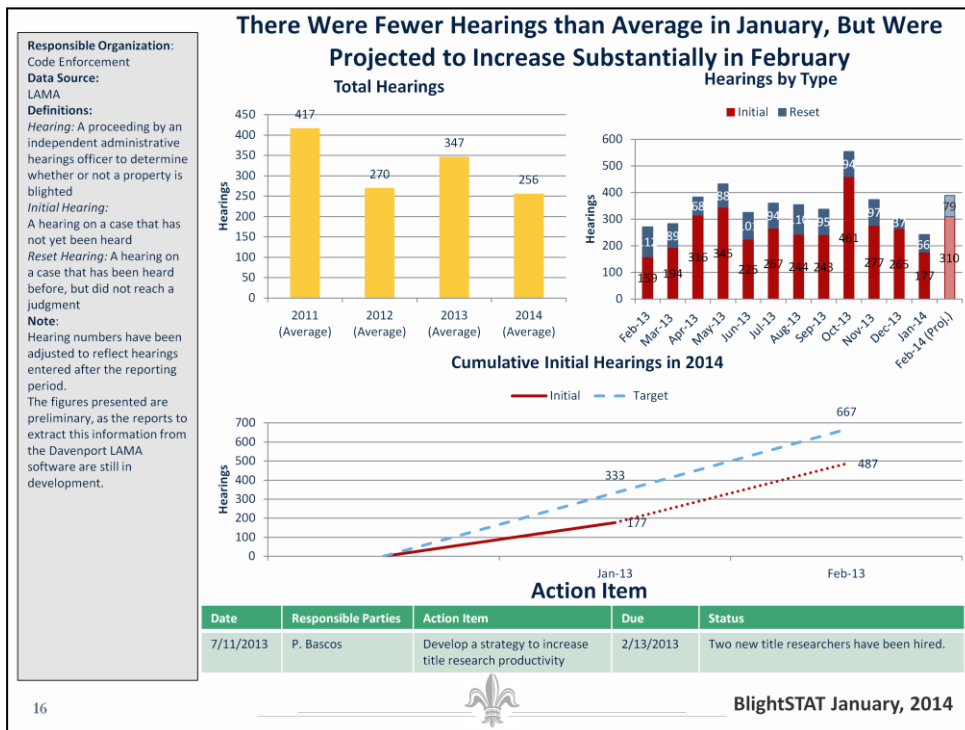


Of the 155 open cases, 67 were opened in December

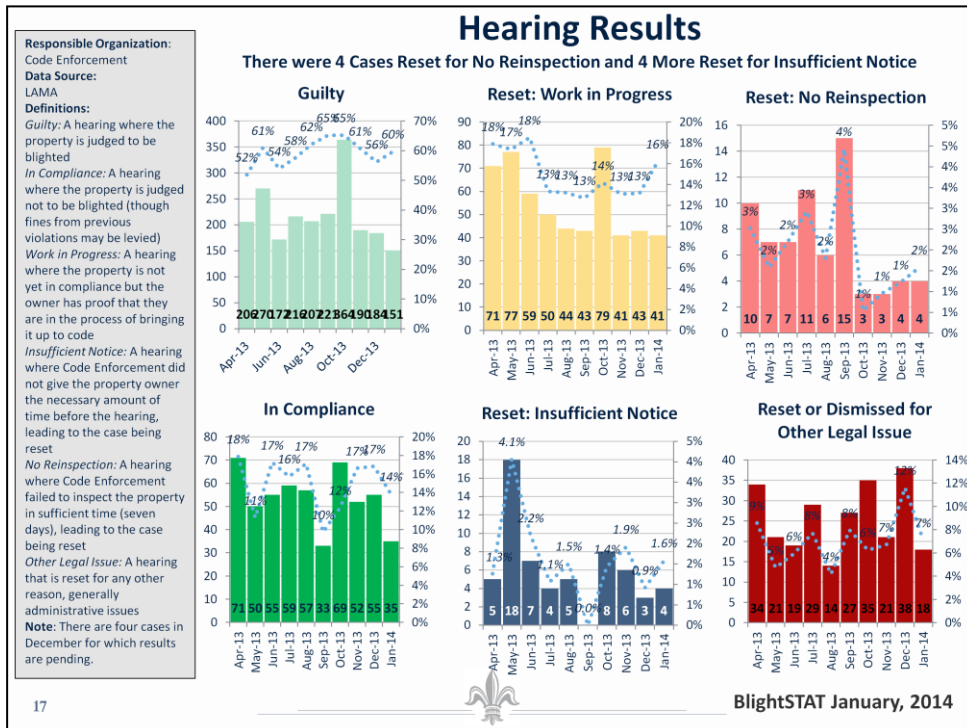


HEAR





Two days of hearings were cancelled in January due to weather, causing Code Enforcement to miss their monthly hearings target. These hearings have been rescheduled for February. The number of hearings projected for February tracks close to the monthly target.



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The four resets due to a failure to reinspect the property occurred because of a technical issue with LAMA that has been resolved.

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

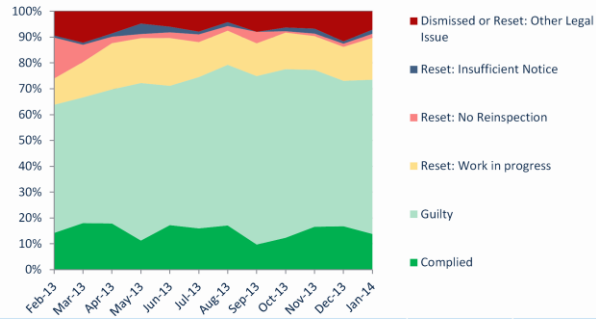
No Reinspection: A hearing where Code Enforcement failed to inspect the property a sufficient number of times, leading to the case being reset

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.

Three-Quarters of January Hearings Reached a Final Judgment

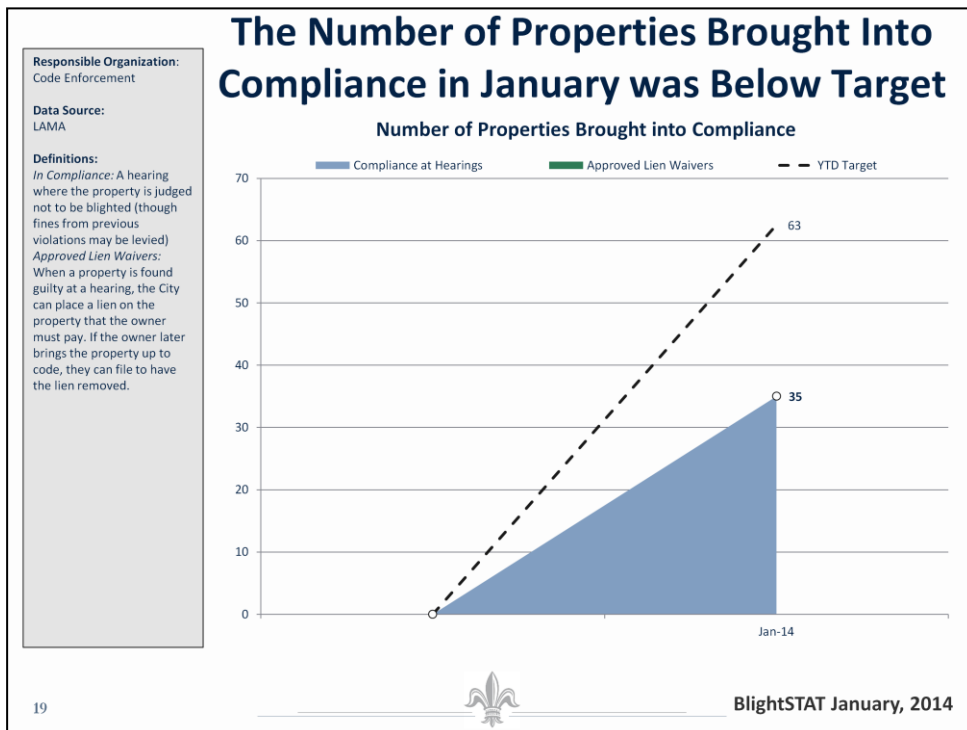
Hearing Results Breakdown



Measure	2014 YTD Actual	2014 Target	Status
Percent of hearings reset due to failure to re-inspect the property	1.6%	≤5%	On Target
Percent of hearings reset due to failure to properly notify the owner	1.6%	≤3%	On Target

● On Target ▲ Within 10% of Target ◆ Off Target



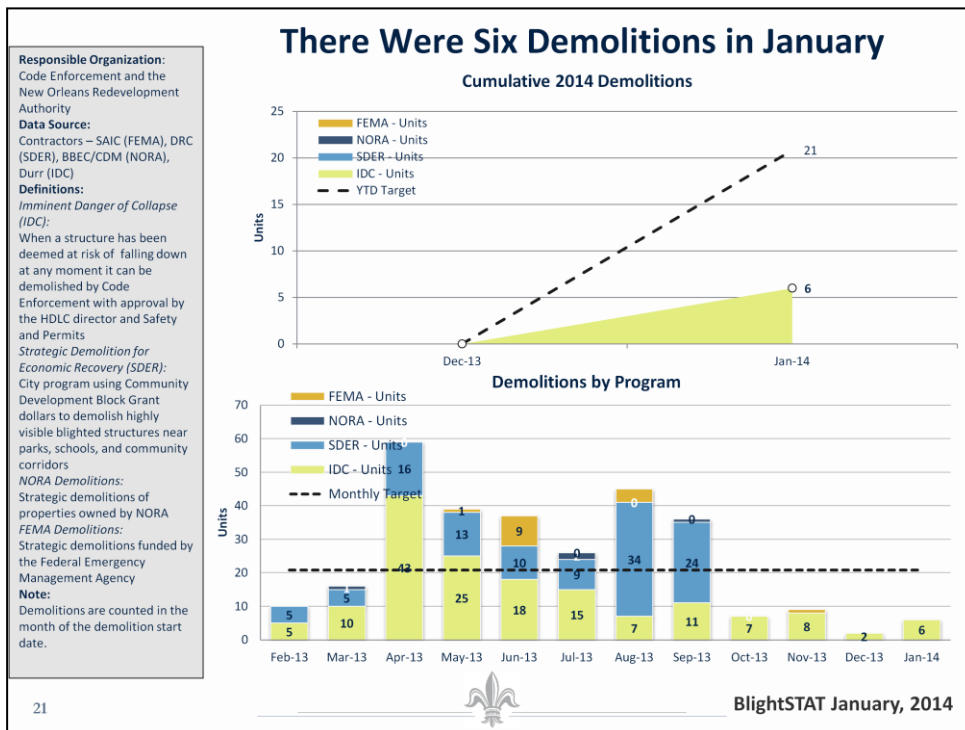


The number of properties brought into compliance was low in January because of the small number of hearings. This is expected to increase in future months.



DEMOLITION





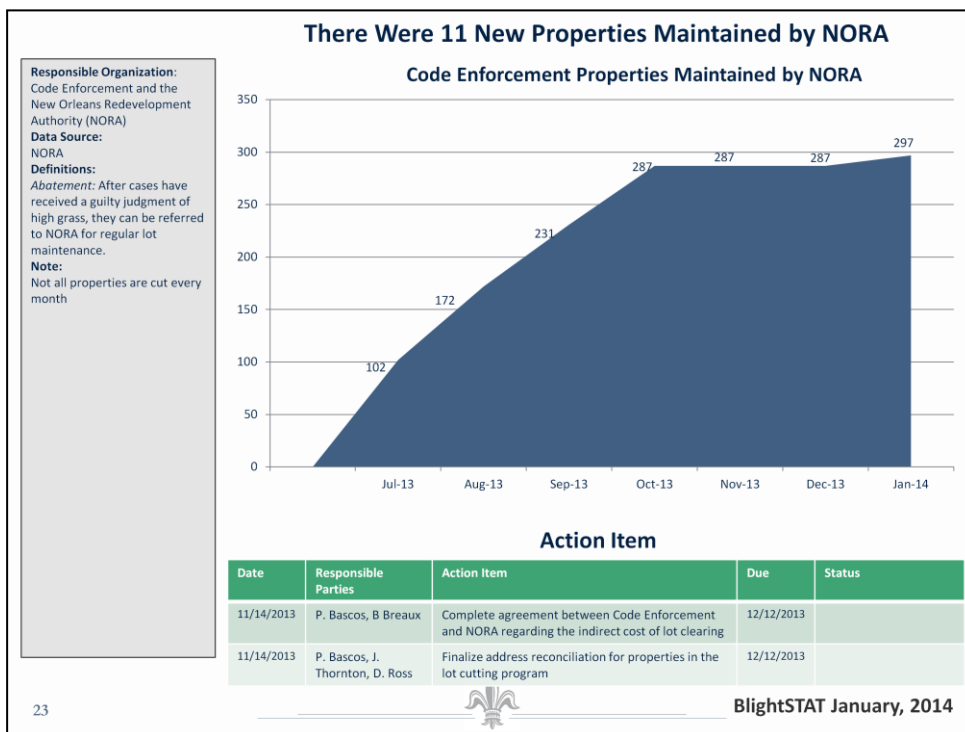
The contract for Strategic Demolitions is currently pending final approval from the Law Department. The contract for FEMA demolitions is currently awaiting the vendor's signature.

Currently, Code Enforcement has over fifty properties that are ready for demolition in the Strategic Demolition queue, and twelve such properties in the FEMA queue. Once the contracts are completed they will be promptly routed for demolition.



LOT CLEARING





The lot maintenance contract between NORA and Code Enforcement has been completed and more properties will be routed for lot clearing in upcoming months.



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.

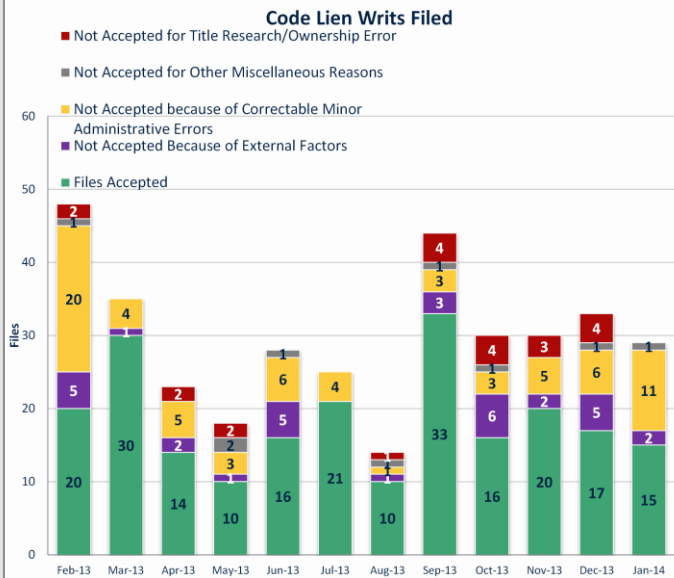
Accepted Files: All writs that are filed successfully, with no legal issues, allowing foreclosure proceedings to begin

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.

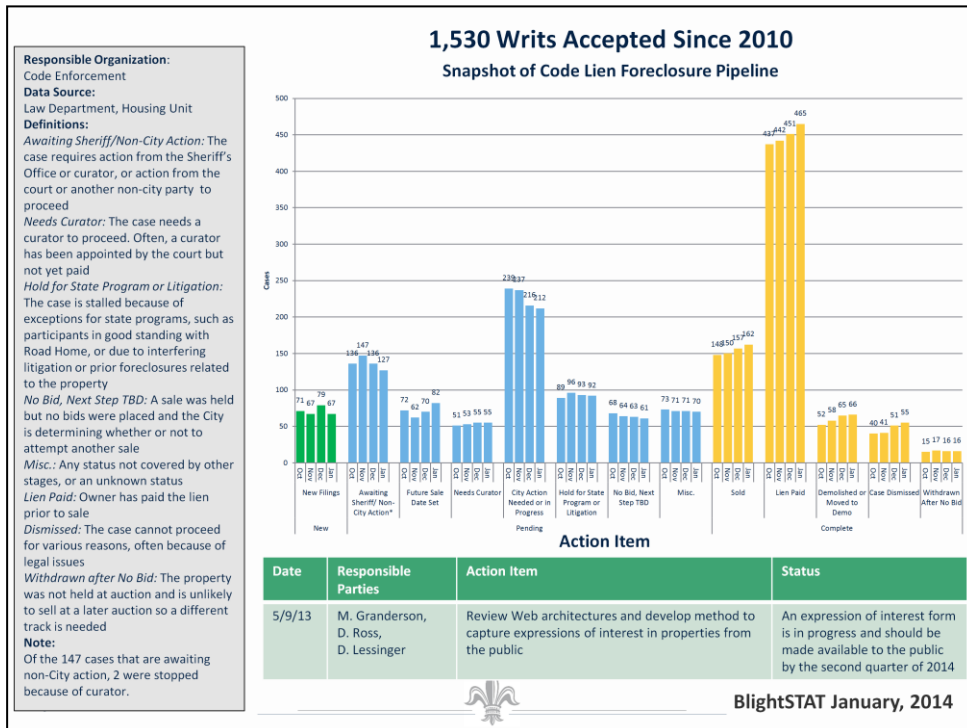
Correctable Minor Administrative Error: Writs that are not accepted because of a small error. Correcting the error is generally a simple process.

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.

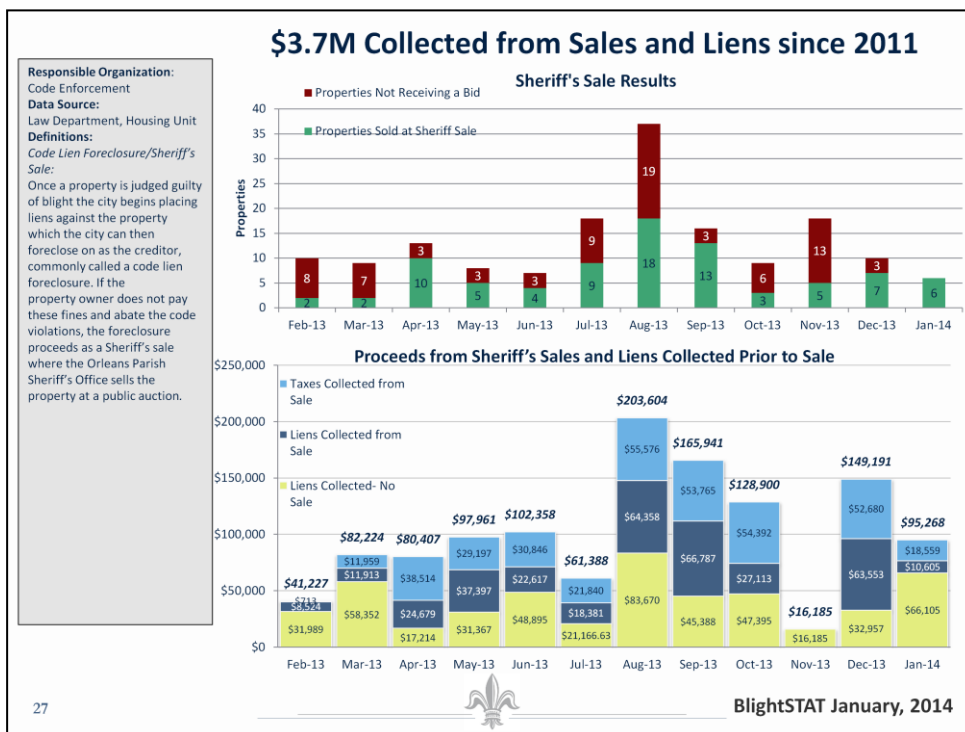
The Majority of Code Lien Writs Were Accepted



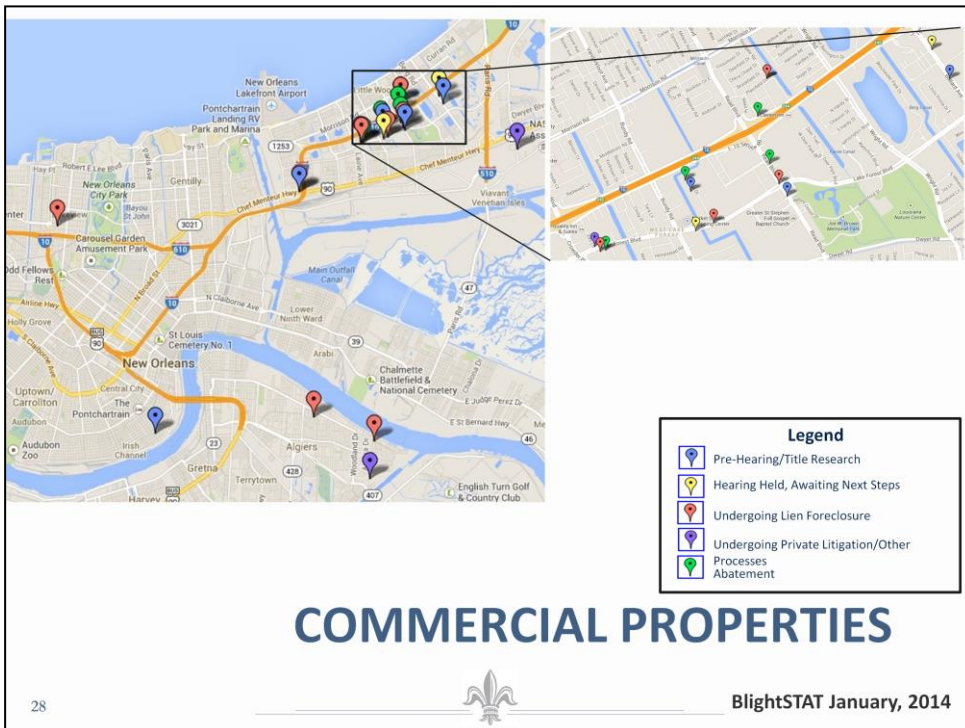
Code Enforcement plans to hold more training to decrease the number of cases that are not accepted for minor administrative errors. The City is also implementing a new mailing system that will require less manual data entry, which should further decrease the number of these cases.



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.



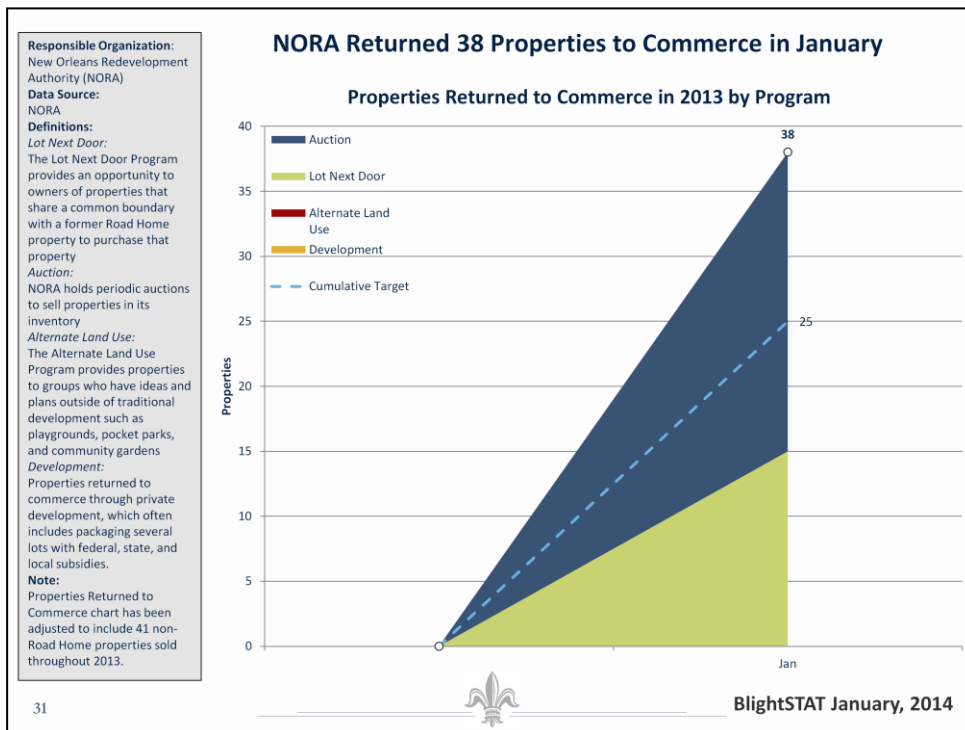
Commercial Properties Update			
Responsible Organization: Code Enforcement and Law Data Source: Code Enforcement	609 Jackson	Case will be reset	
	2800 Sullen	Sheriff's Sale scheduled for 3/20/2014	
	9660 Lake Forest (strip mall)	Case heard on 2/11/2014	
	5650 Read	Hearing scheduled for 2/13/2014	
	6601 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 heard on 1/30/2014	
	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 brought to Law Department for writ review.	
	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	Writ is being prepared.	
	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	Scheduled for private demolition 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.	



In many cases involving commercial properties, the property came into compliance at one point, but later fell out of compliance. Code Enforcement regularly tracks these properties to prevent this from occurring.

REINVESTMENT





NORA reported that approximately two-thirds of properties reach compliance within the one year deadline from the sale date, and approximately another 15% come into compliance after one year. NORA has a post-closing team that tracks property conditions after sales.

Next NORA Auction

- **Saturday, March 29** at the Morial Convention Center
- Expression of Interest Form and property list available at www.noraworks.org on the property search tab, available until **February 18, 2014** at 5pm.
- For more information and for those that cannot access on-line services, please contact the Land Management Team at **504.658.4422**.



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NORA's Pilot Raingardens Completed



5 Raingardens built throughout the city:

1. 8641 Forshey St
Hollygrove
2. 5302-04 Wildair Dr
Filmore
3. 5019 Press Dr
Gentilly Woods
4. 1728 Deslonde St
Lower 9th Ward
5. 1338 Nunez St
Riverview (Algiers)



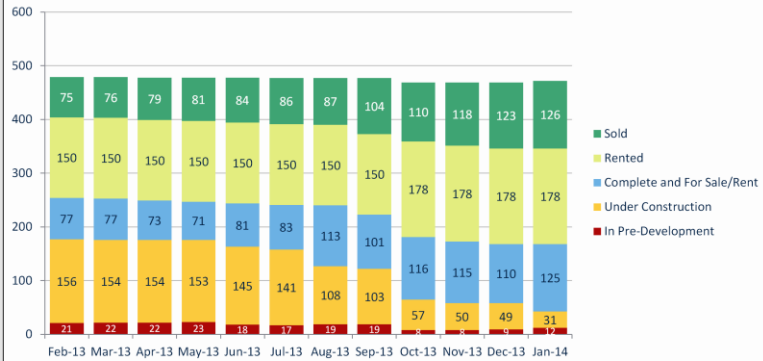
Three Units Sold Using the HUD Neighborhood Stabilization Program, Phase 2 (NSP2) Award in January

Responsible Organization:
New Orleans Redevelopment Authority (NORA)

Data Source:
NORA

Definitions:
Neighborhood Stabilization Program, Phase 2 (NSP2):
NSP2 is a competitive program that was established by the US Department of Housing and Urban Development (HUD) to stabilize neighborhoods whose viability has been and continues to be damaged by the economic effects of properties that have been foreclosed upon and abandoned

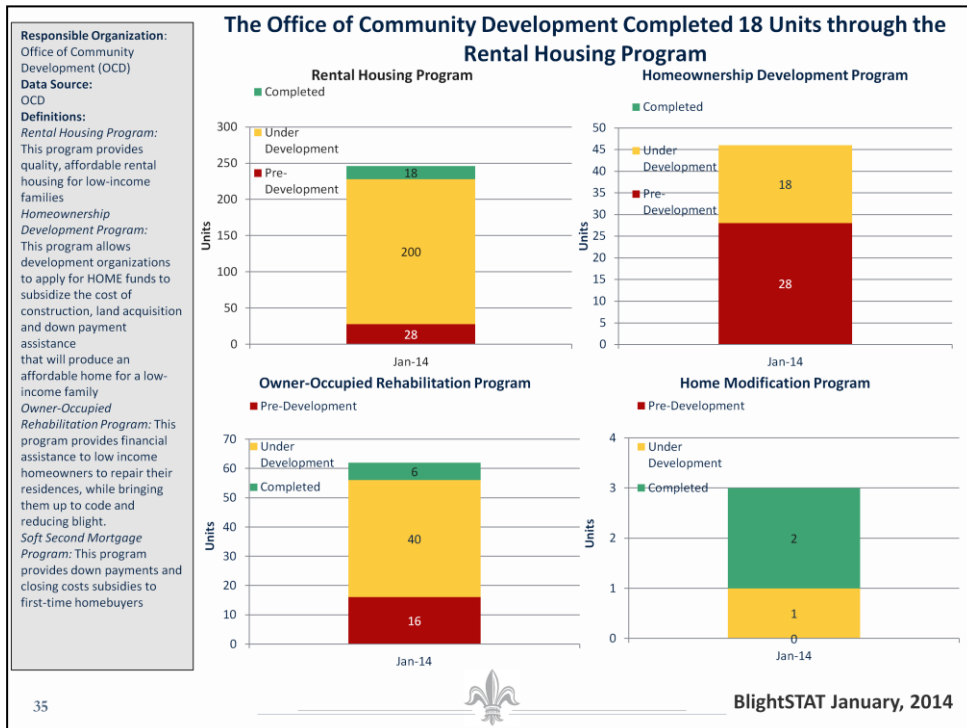
Cumulative NSP2 Housing Units Completed



Action Item

Date	Responsible Parties	Action Item	Status
2/14/13	D. Lessinger and D. Ross	Develop a timeline to share additional public investment information with the public on data.nola.gov	





The Office of Community Development reported on their new Home Modification Program. This program performs small modifications on the homes of disabled persons to improve their quality of life. In many cases, residents would be forced to leave their house without these modifications.

37 New Soft Second Commitments in January

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

Key Performance Indicators	2012 Actual	2013 Actual	2014 YTD Actual	2014 Annual Target	% 2014 Target Achieved (8% of Year Lapsed)
Number of first time homebuyers receiving soft second mortgage commitments	221	309	37	300	12%
Number of housing units developed through Homeownership Development Program	22	10	0	20	0%
Number of housing units assisted through the Owner Occupied Rehab Programs	119	79	6	75	8%
Number of affordable rental units developed	195	98	18	125	14%
Number of housing units modified for disabled persons through the Home Modification Accessibility Program	-	-	2	30	7%

Action Item

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



Office Of Community Development Home Modification Program



BEFORE

AFTER



8631 Hammond Ave., NOLA 70126



2014 Performance Plan

Citywide Result Area: Sustainable Communities

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

Objective: Promote quality neighborhoods

Key Outcome Measures

- Percent of citizens satisfied with life in New Orleans (UNO Quality of Life Survey)
- Percent of citizens rating zoning fair, good, or very good (UNO Quality of Life Survey)

Strategy: Reduce blighted properties by 10,000 by the end of 2014

<i>Key Performance Measures</i>	<i>Responsible Organization</i>	<i>2013 Year-End Actual</i>	<i>2014 Targets</i>
Average number of days to complete a new, initial inspection request	Code Enforcement	32	≤30
Number of inspections	Code Enforcement	15,059	≥15,000
Number of properties brought to hearing	Code Enforcement	3,114	≥4,000
Percent of hearings reset due to failure to properly notify the owner	Code Enforcement	1.5%	≤3.0%
Percent of hearings reset due to failure to re-inspect the property	Code Enforcement	3.7%	≤5.0%
Number of blighted units demolished	Code Enforcement	329	≥250
Number of blighted properties brought into compliance	Code Enforcement	836	≥750

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2014 Performance Plan

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<i>Key Performance Measures</i>	<i>Responsible Organization</i>	<i>2013 Year-End Actual</i>	<i>2014 Targets</i>
Number of properties returned to commerce through disposition programs	New Orleans Redevelopment Authority	513	≥300
Percent of sales where agreements were successfully completed by the end user	New Orleans Redevelopment Authority	New Measure in 2014	Management Statistic
Percent of total development costs that is leveraged investment	New Orleans Redevelopment Authority	88%	Management Statistic
Amount of NORA direct investment in real estate projects	New Orleans Redevelopment Authority	\$9,633,975	Management Statistic
Amount of leveraged investment committed to real estate projects	New Orleans Redevelopment Authority	\$70,030,703	Management Statistic
Number of first time homebuyers who received soft second mortgage commitments	Community Development	309	≥300
Number of housing units developed through the Homeownership Development Program	Community Development	10	≥20
Number of affordable rental units developed	Community Development	98	≥125
Number of owner-occupied housing units rehabilitated	Community Development	73	≥75



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