



CITY OF NEW ORLEANS

## BlightSTAT

Reporting Period: May, 2014

[www.nola.gov/opa](http://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**



# 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.

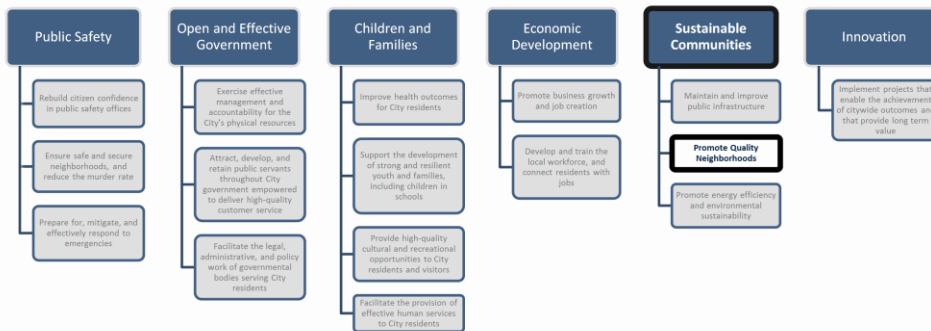
## Values

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



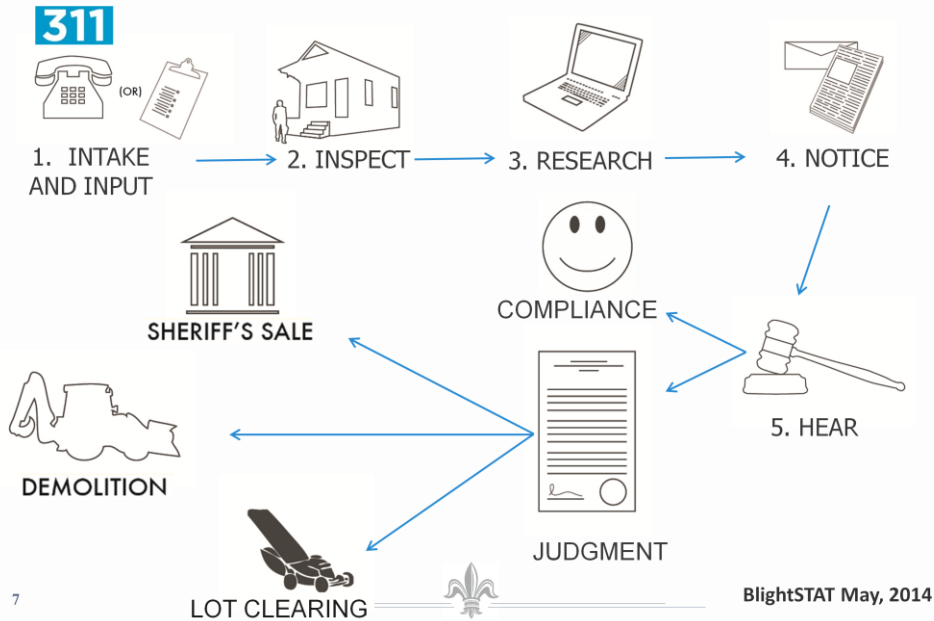
# Strategic Framework

**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
<b>Maintain and improve public infrastructure</b> 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"> <li>Percent of citizens satisfied with condition of streets</li> <li>Mean travel time to work</li> <li>Percentage of workers commuting to work by means other than driving alone</li> <li>Percent of citizens satisfied with drainage/flood control</li> <li>Percent of citizens satisfied with public transportation</li> <li>Percent of citizens satisfied with traffic congestion</li> </ul>
<b>Promote Quality Neighborhoods</b> 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"> <li>Percent of citizens satisfied with control of abandoned houses</li> <li>Percent of citizens satisfied with parks and recreation</li> <li>Percent of citizens satisfied with control of trash and litter / trash pickup</li> <li>Percent of citizens satisfied with life in New Orleans</li> <li>ParkScore (based on acreage, service and investment, and access)</li> <li>Percent of citizens satisfied with zoning</li> </ul>
<b>Promote energy efficiency and environmental sustainability</b> 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"> <li>Percent of days with healthy air quality</li> <li>Number of health based drinking water violations</li> <li>Number of certified green buildings</li> <li>Number of land acres in Orleans Parish</li> </ul>



# Overview of the Blight Reduction Process



**311**



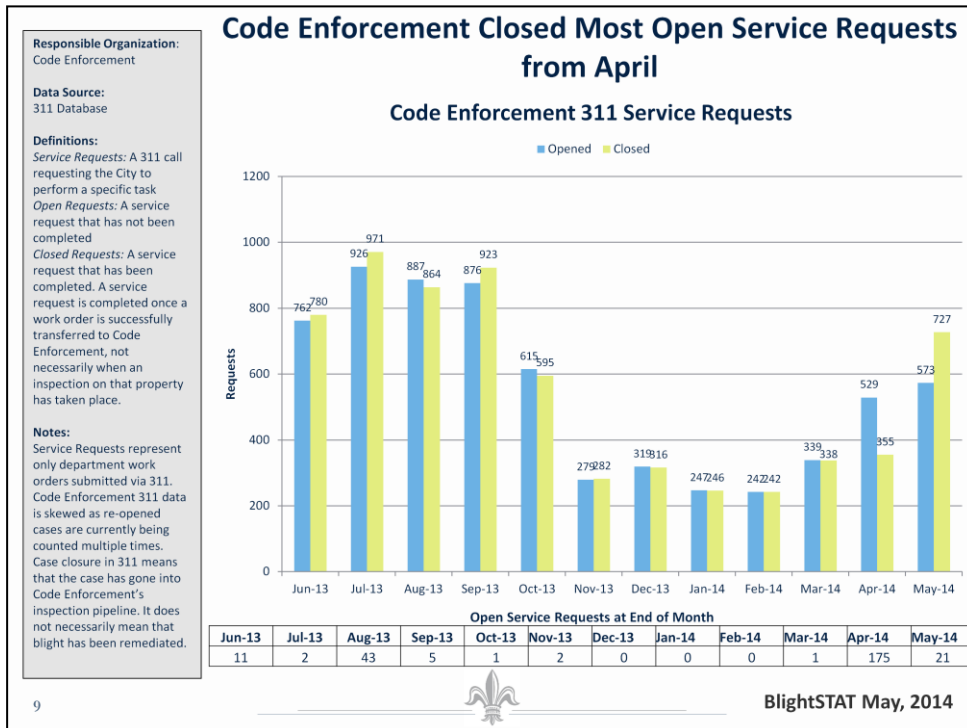
(OR)



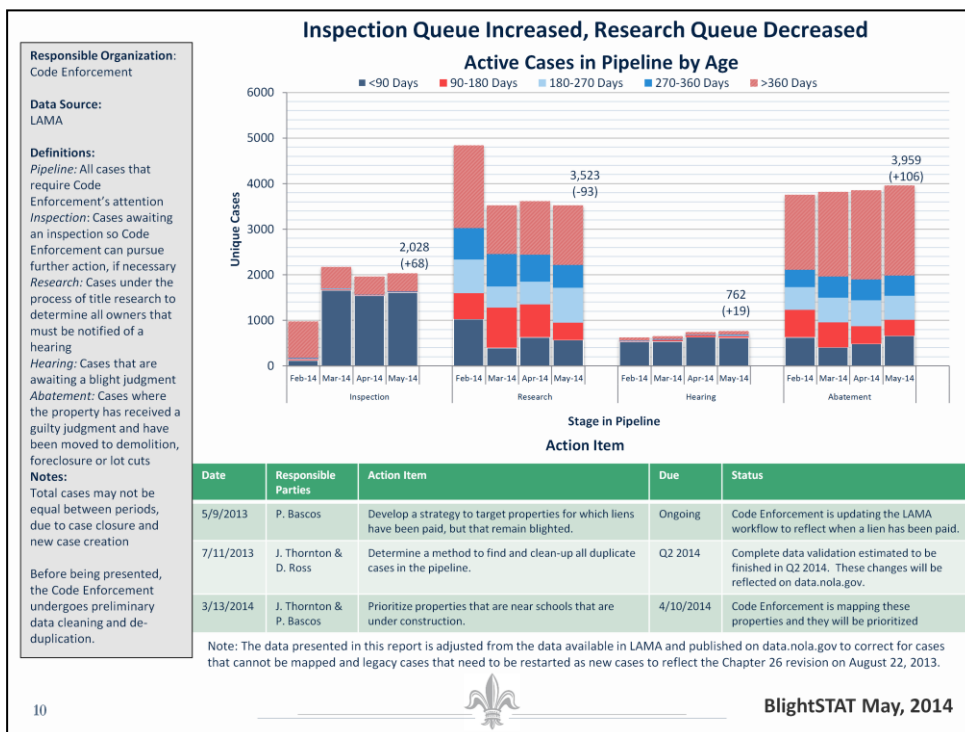
**INTAKE**







The increase in 311 calls is due to regular seasonal variation. Most 311 calls come from complaints about overgrown grass. Code Enforcement fell behind on 311 cases due to a temporary shortage on intake staff. The department anticipates that they will close all open cases by the end of May.

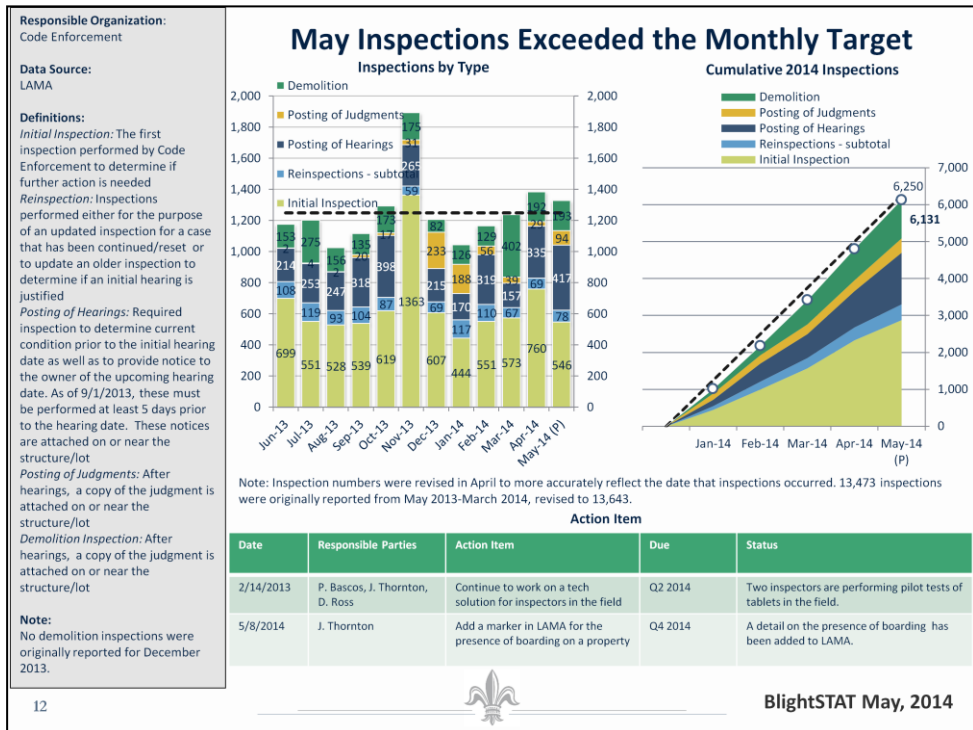


Code Enforcement is continuing their clean-up process, restarting cases that are currently in the research pipeline. In addition to this process, Code Enforcement is updating their workflow so that all abatement paths will be incorporated into LAMA.



**INSPECT**





The number of demolitions inspections will remain high as the number of demolitions increase throughout the year.

**Responsible Organization:**  
Code Enforcement

**Data Source:**  
LAMA

**Definitions:**

**New Cases:**  
Any case that is opened after January 1<sup>st</sup>, 2013

**New Initial Inspection:**  
An initial inspection on a new case. New initial inspections are a subset of the initial inspections shown on the previous slide.

**Queue:** The list of all new cases awaiting inspection

**Key:**

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

**Note:**

New cases in queue does not reflect cases previously in the research queue that had to be restarted.

## The Majority of New Cases Were Inspected in Under 30 Days

Month	Monthly Average Days to Complete New Initial Inspections	YTD Average Days to Complete Inspections	Average Age of New Cases Still in Queue	Total New Cases in Queue	Monthly Percent of Inspections Completed in 30 Days	YTD Percent of Inspections Completed in 30 Days
January	29	29	99	165	86%	86%
February	48	40	87	174	75%	80%
March	25	33	80	186	88%	83%
April	11	24	40	263	93%	87%
May	12	21	47	347	94%	89%

DJK11

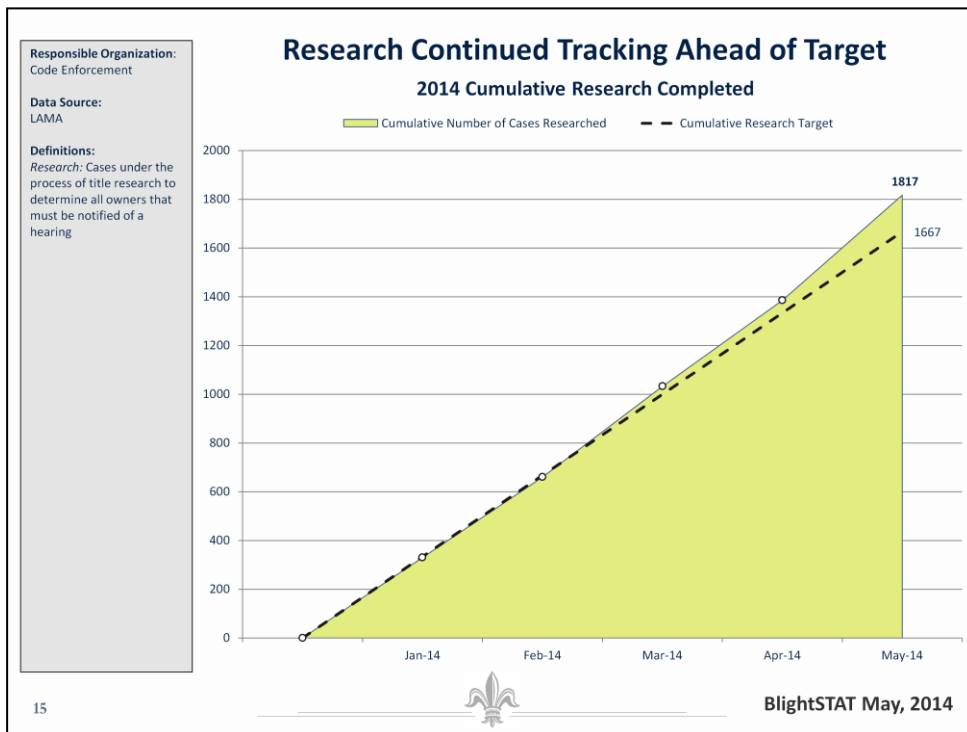
Measure	2014 YTD Actual	2014 Target	Status
Average number of days to complete a new, initial inspection request	21	≤30	●



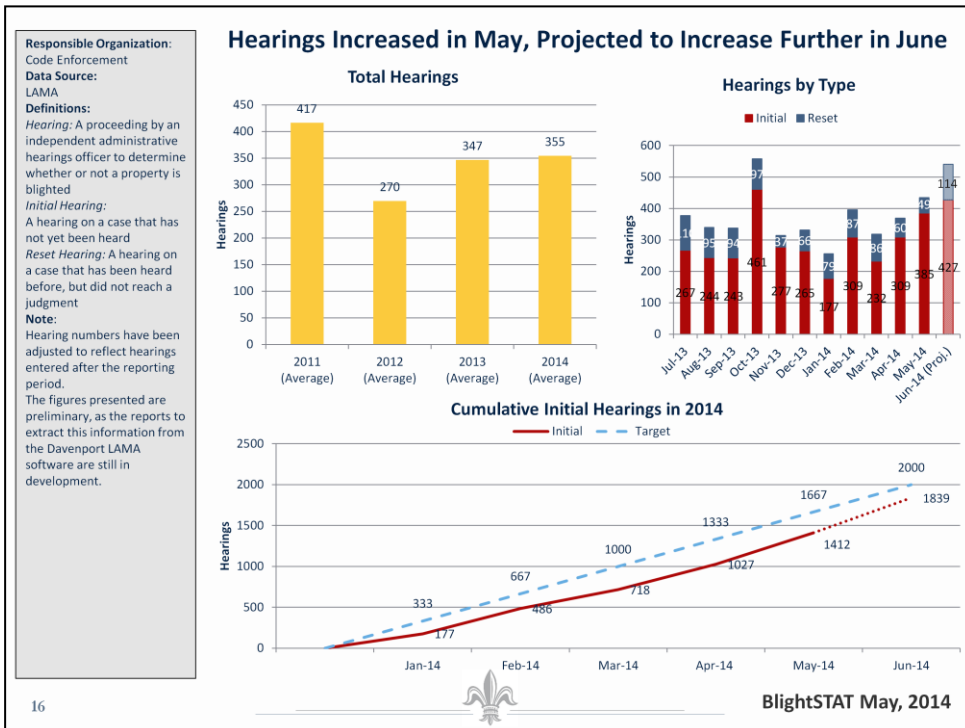


**HEAR**





In order to meet their targets, researchers have been selecting cases with simple title histories. Research may slow down in upcoming months due to these cases exiting the pipeline. However, funds to hire four additional title researchers have been identified, and they will be hired in upcoming months. Code Enforcement anticipates that this will allow them to stay on target.



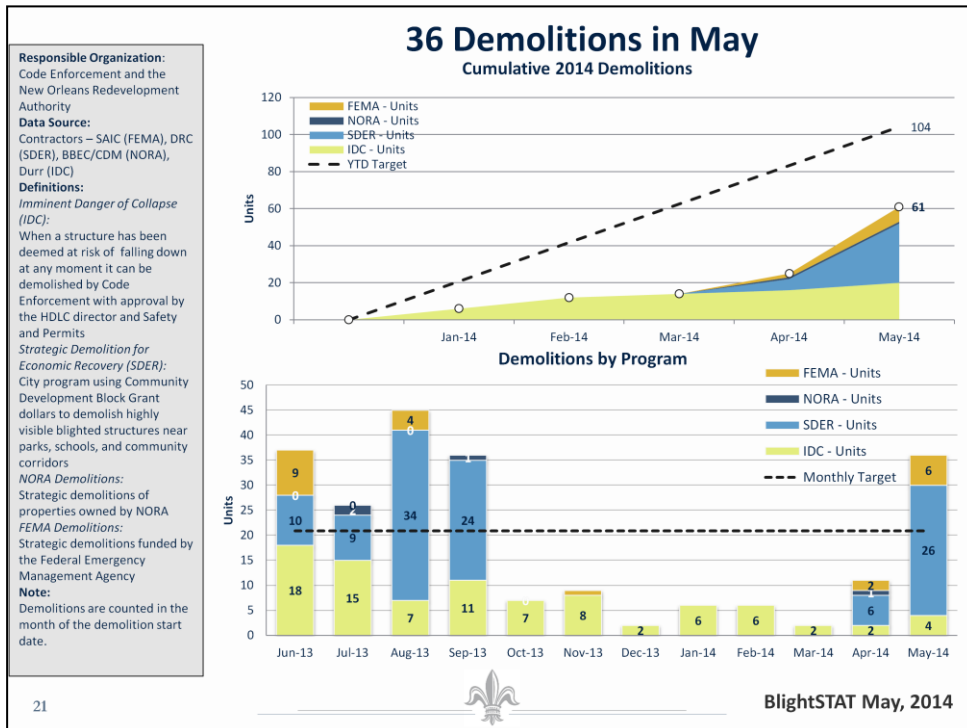
Code Enforcement has been holding at least 50 hearings per day of hearings (twice a week), which will allow them to meet their monthly targets.





## DEMOLITION



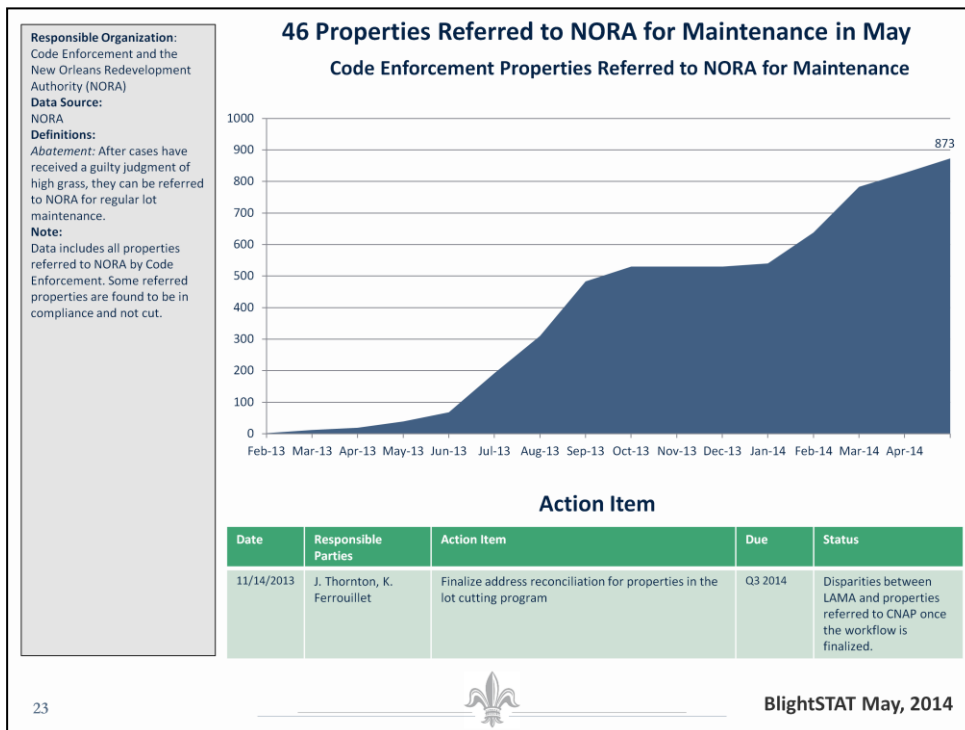


The FEMA and SDER demolition contracts are now fully in place, and demolitions should continue at a regular rate.



## LOT CLEARING



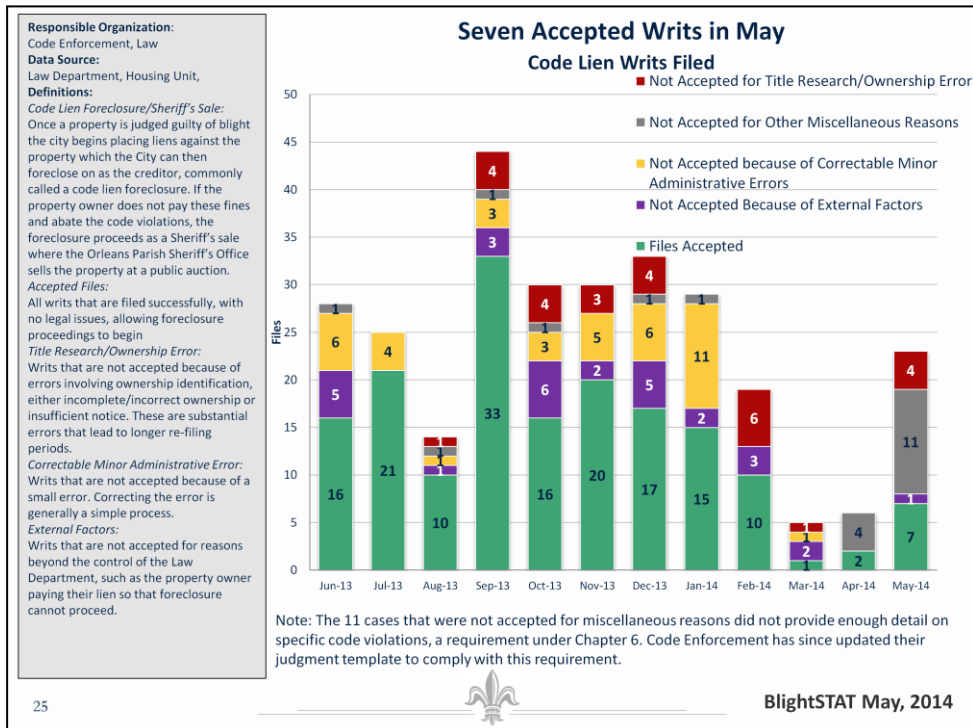


The number of lot maintenance referrals was lower than in past months due to fewer judgments on vacant lots.



## **CODE LIEN FORECLOSURES AND SHERIFF'S SALES**





The reasons for writs being rejected include issues with sending out judgment mail, problems with noticing, and incomplete violation data. All of these issues have been fixed. However, the effects of these errors will be seen for several months.

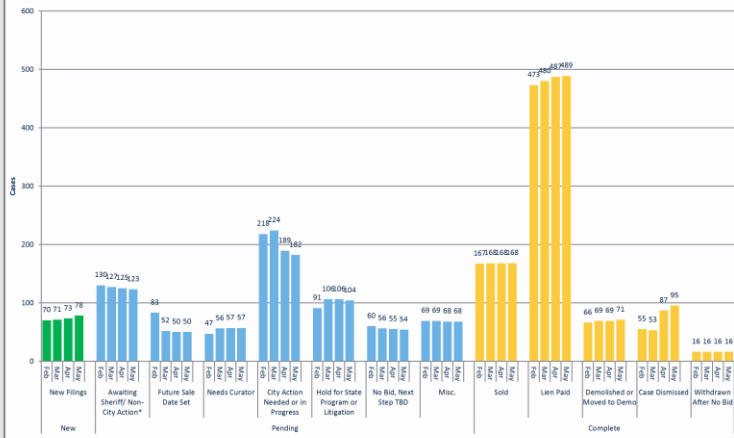
**Responsible Organization:**  
Code Enforcement

**Data Source:**  
Law Department, Housing Unit

**Definitions:**  
*Awaiting Sheriff/Non-City Action:* The case requires action from the Sheriff's Office or curator, or action from the court or another non-city party to proceed  
*Needs Curator:* The case needs a curator to proceed. Often, a curator has been appointed by the court but not yet paid  
*Hold for State Program or Litigation:* The case is stalled because of exceptions for state programs, such as participants in good standing with Road Home, or due to interfering litigation or prior foreclosures related to the property  
*No Bid, Next Step TBD:* A sale was held but no bids were placed and the City is determining whether or not to attempt another sale  
*Misc.:* Any status not covered by other stages, or an unknown status  
*Lien Paid:* Owner has paid the lien prior to sale  
*Dismissed:* The case cannot proceed for various reasons, often because of legal issues  
*Withdrawn after No Bid:* The property was not held at auction and is unlikely to sell at a later auction so a different track is needed  
**Note:**  
 Of the 123 cases that were awaiting non-City action, 2 were stopped because of curator.

# 1,555 Writs Accepted Since 2010

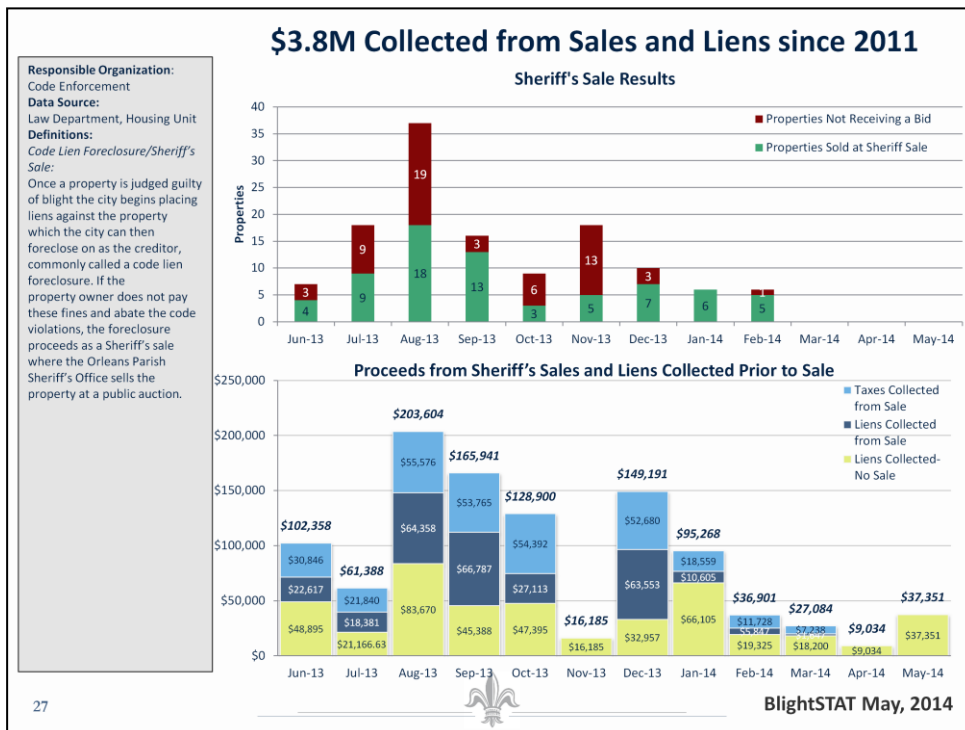
## Snapshot of Code Lien Foreclosure Pipeline



Date	Responsible Parties	Action Item	Status
5/9/13	J. Hagan, D. Ross, D. Lessinger	Review Web architectures and develop method to capture expressions of interest in properties from the public	An expression of interest form has been made available to the public.



BlightSTAT May, 2014



The City has reached an agreement with title insurance companies and will restart sales in upcoming months. Code Enforcement will look into the possibility of holding a mass sale of properties with code liens to make up for the months with no sales due to negotiations with the insurance companies.





### Commercial Properties Update

**Responsible Organization:**  
Code Enforcement and Law

**Data Source:**  
Code Enforcement

Address	Status as of 6/6/2014	Status as of 5/6/2014
609 Jackson	Case reset for June 9. City will meet with buyer and seller.	Hearing set for 5/12/2014.
2800 Sullen	Sheriff's Sale stopped. Case is pending litigation.	Sheriff's Sale stopped. Case is pending litigation.
9660 Lake Forest (strip mall)	Judgment has been paid.	Judgment has been paid.
5650 Read	Judgment has been paid.	Judgment has been paid.
6601 Plaza/5700 Read (Grand Theatre)	Case is undergoing legal review with some WIP.	Case is undergoing legal review with some WIP.
6700 Plaza	Judgment paid. Case is being restarted.	Case received guilty judgment on 5/5/2014.
6001 Bullard (old Schwegmann's)	Property received guilty judgment on 6/2/2014.	Case reset for work in progress for 6/2/2014.
23804 Read (aka 5851 Read)	Consent judgment has been signed. CEHB will monitor.	Consent judgment has been signed. CEHB will monitor.
8580 Lake Forest (parking lot)	Property is being maintained. CEHB will monitor.	Property is being maintained. CEHB will monitor.
6800 Plaza	Property is secured. CEHB will monitor.	Property is secured. CEHB will monitor.

### Action Item

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.	



### Commercial Properties Update

**Responsible Organization:**  
Code Enforcement and Law

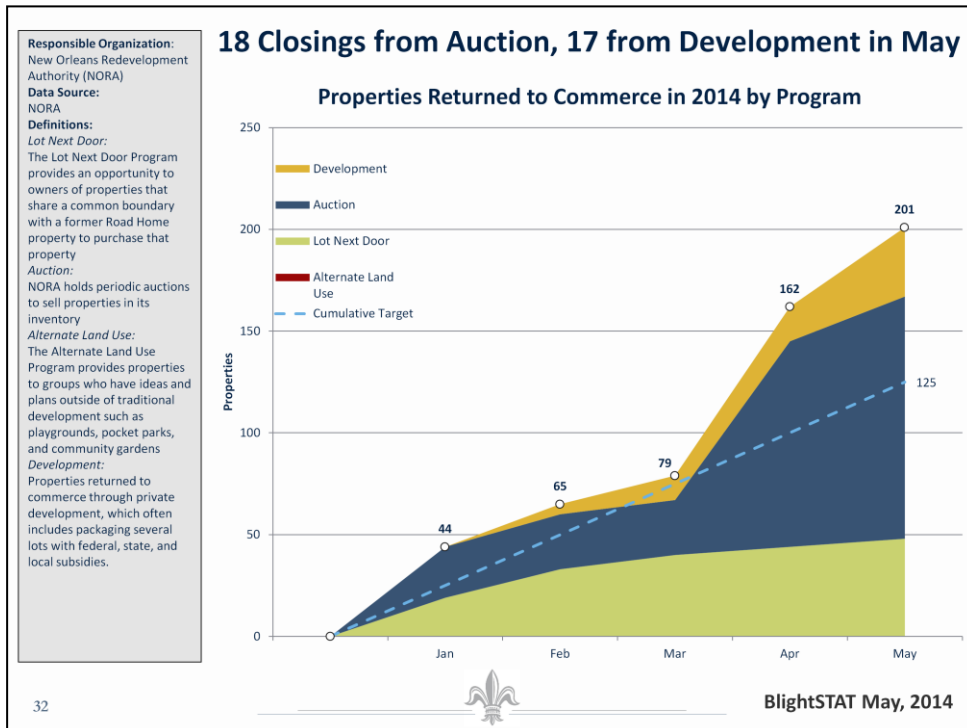
**Data Source:**  
Code Enforcement

Address	Status as of 6/6/2014	Status as of 5/6/2014
10112-16 Plainfield Dr.	Fine paid 5/21/2014. New inspection held on 6/3/2014 found violations. New case being started.	Judgment mail missing.
8500 Lake Forest (abandoned gas station)	Case is awaiting a hearing date.	Case is being restarted due to missing judgment mail.
3010 Sandra Place (Crescent City Gates)	Writ is being prepared.	Writ is being prepared.
10101 Lake Forest	Permits issued and work is in progress on the property.	Permits issued and work is in progress on the property.
5951 Milne (Lakeview School)	Case has been restarted with updated research.	Case is being restarted due to insufficient notice.
6324 Chef Menteur	Case has been restarted with updated research.	Case is being restarted due to missing judgment mail.
4300 Sullen	Private demolition held on 1/7/2014.	Private demolition held on 1/7/2014.
8501 Lake Forest Blvd	Private litigation is still open. No work in progress reported.	Private litigation is still open. No work in progress reported.
45608 Bullard	Case dismissed for wrong location.	Case dismissed for wrong location.
55195 Michoud (Six Flags)	City is working with manager.	City is working with manager.
10301 I-10 W. Service Road	Complied with fees due.	Complied with fees due.

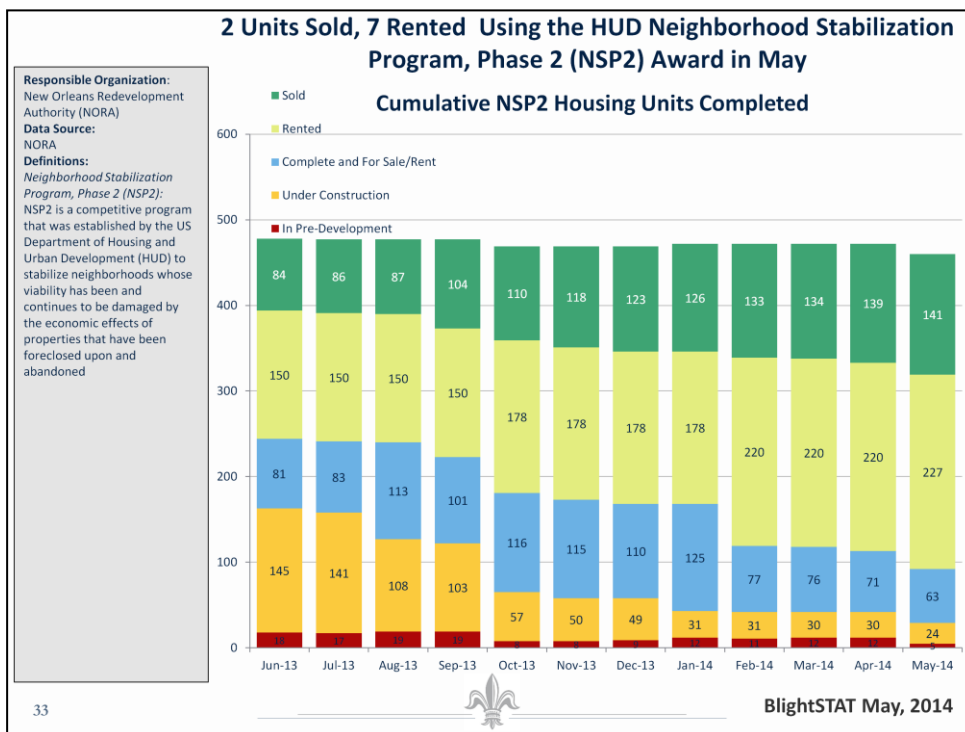


## REINVESTMENT





NORA has begun disposing lots through their Growing Green project. These dispositions will not appear in their BlightSTAT data, but NORA reported that the program has been successful in its initial months.




The decrease in total units is due to a contract revision with one developer. The deadline for the NSP2 units is the end of 2014.

# Expression of Interest Tool

www.noraworks.org ➔ Property Search

3417 Eagle St • **NORA** • Asset #ORL234113 • Ref Code:

[☆Add to Watch List](#)
[Express Interest](#)



[View on Map](#)

Council District: A

Status: Owned - Available

Owner: Orleans Redevelopment Authority New

Zoning:

Parcel PIN: 41029407

Current Condition: VACANT LOT

Council District: A

Neighborhood: HOLLYGROVE

### NORA Property Inquiry

[Save Changes](#)
[Cancel](#)

Reference Code #: BHGV56

Last edited by: Public Web CRM - NORA on 6/11/2014

- Locations >
- Description >
- General - Project >**
- General - Applicant >
- General - Lot Next Door >

### General - Project

Intended Use for Property \*

Renovate Structure ▼

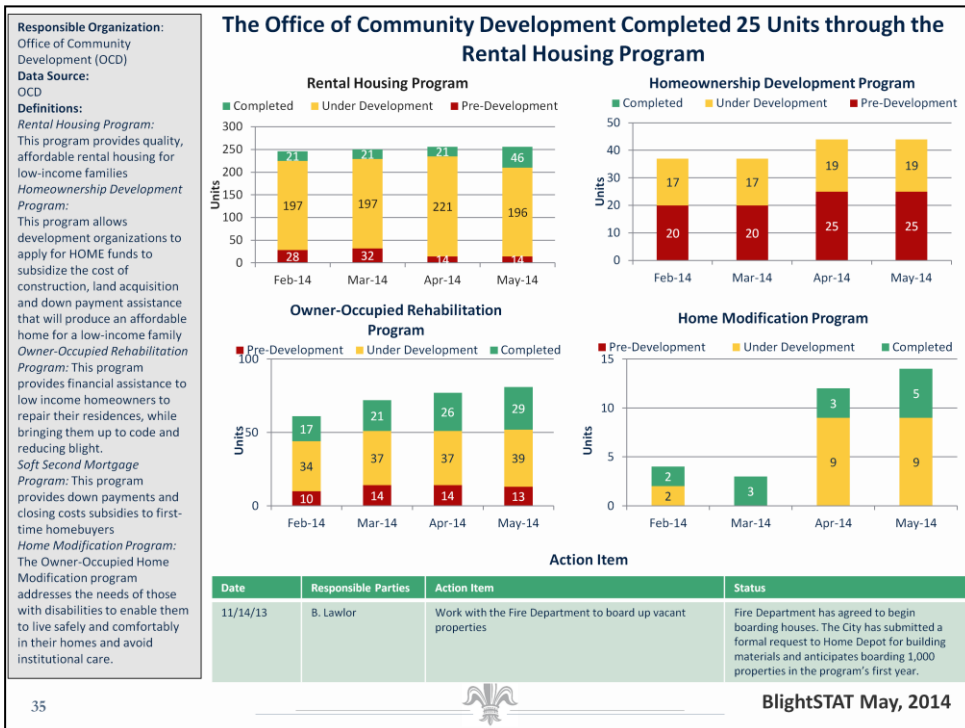
Council District

A

Zoning

RD-2

In addition to the Expression of Interest tool on their website, NORA is currently building a map view, so that interested parties can look at what properties are available throughout the city.



The Office of Community Development (OCD) is nearing completion on a 108 unit project on Canal St., which will house homeless individuals. OCD anticipates that the project will be complete by August. OCD is also finalizing a contract to restore 18 units moved as a result of the VA Hospital project.



**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.**39 New Soft Second Commitments in May****Orleans Parish**

Soft Second Mortgages through May 2014

**Legend**

- Soft Second Commitments
- Place-Based Areas
- Water Bodies
- Parks



Key Performance Indicators	2012 Actual	2013 Actual	2014 YTD Actual	2014 Annual Target	% 2014 Target Achieved (42% of Year Lapsed)
Number of first time homebuyers receiving soft second mortgage commitments	221	309	161	300	54%
Number of housing units developed through Homeownership Development Program	22	11	0	20	0%
Number of housing units assisted through the Owner Occupied Rehab Programs	119	79	29	75	39%
Number of affordable rental units developed	195	98	46	125	37%
Number of housing units modified for disabled persons through the Home Modification Accessibility Program	-	-	5	30	17%

