



CITY OF NEW ORLEANS

BlightSTAT

Reporting Period: March, 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.

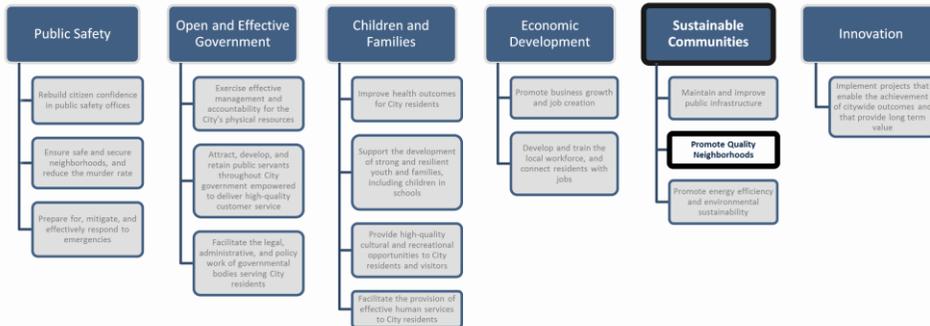
Values

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



Overview of the Blight Reduction Process

311



(OR)



1. INTAKE AND INPUT



2. INSPECT



3. RESEARCH



4. NOTICE



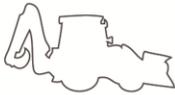
SHERIFF'S SALE



COMPLIANCE



5. HEAR



DEMOLITION



JUDGMENT



LOT CLEARING

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311

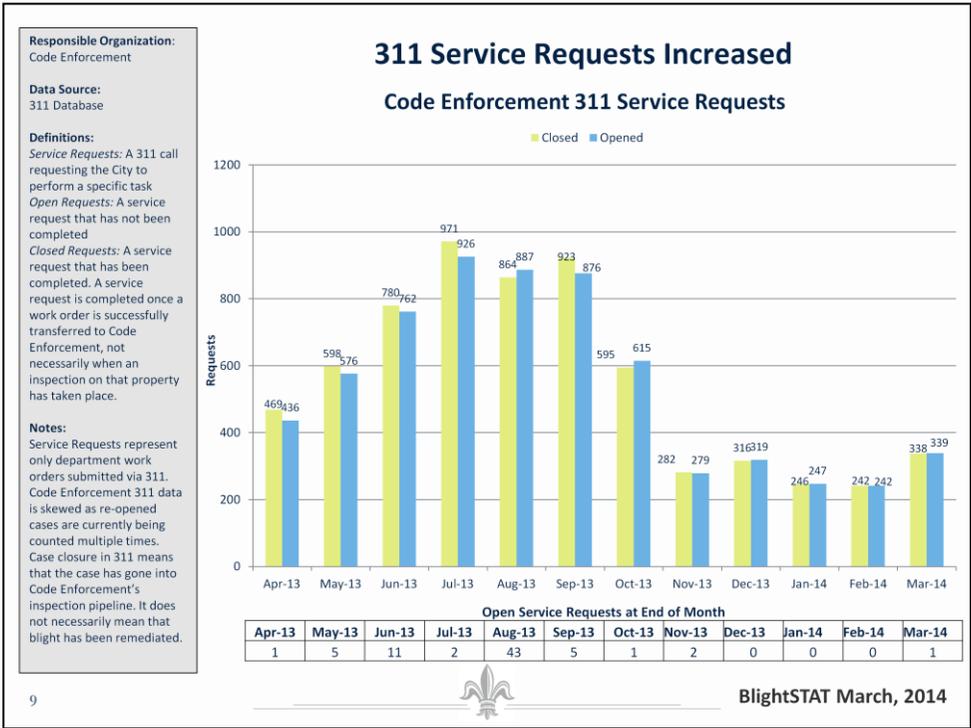


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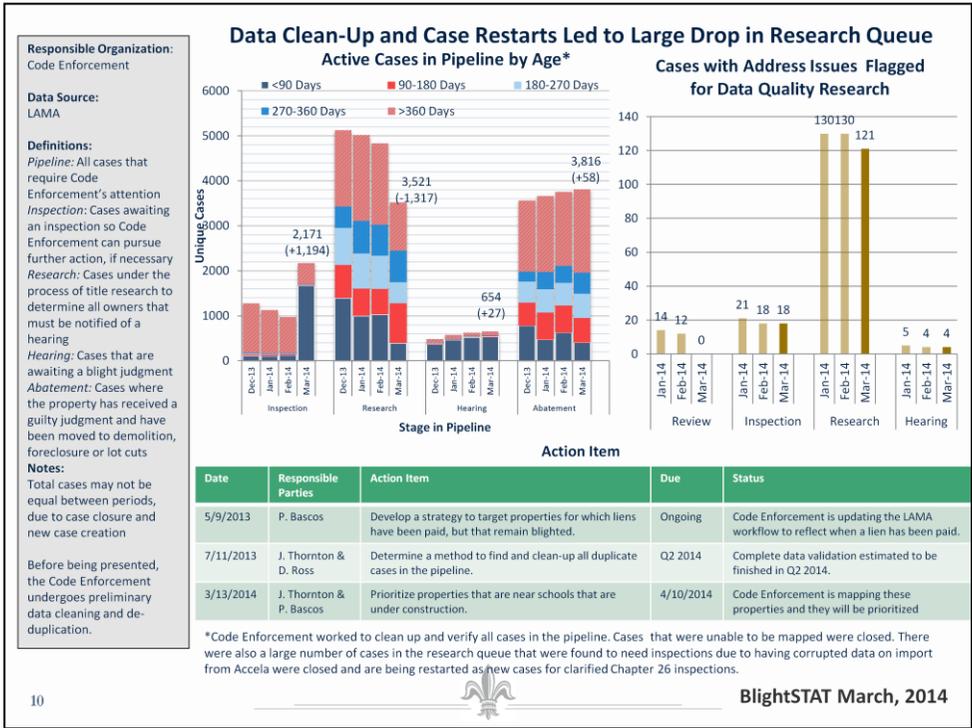


INTAKE





The increase in 311 calls is due to regular seasonal variation. Most 311 calls come from complaints about overgrown grass.

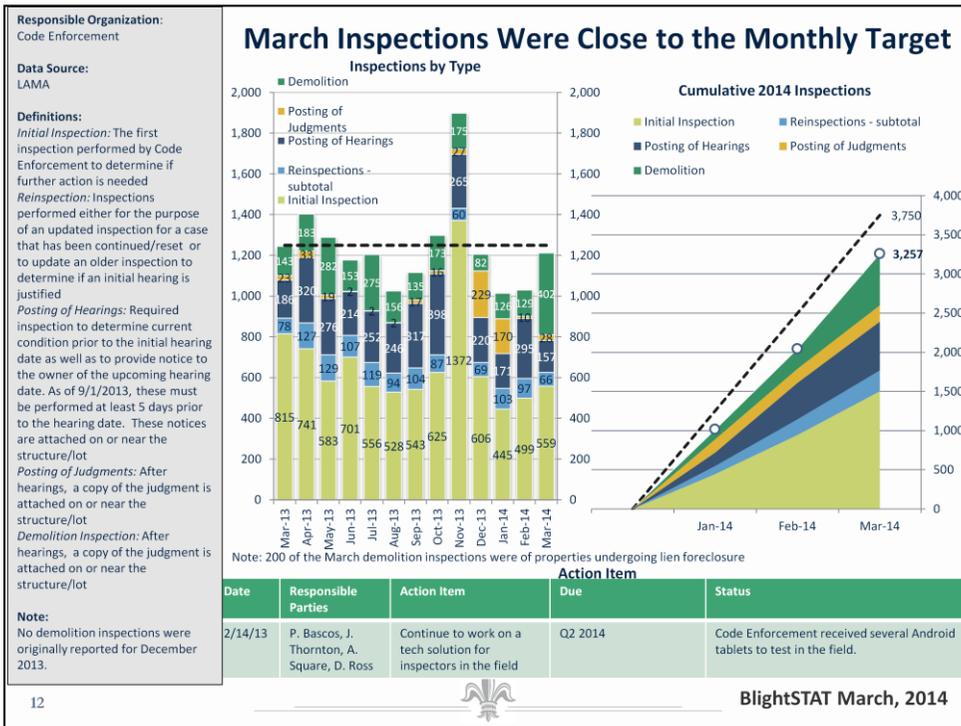


Code Enforcement will continue their clean-up process through April and restart additional cases that are currently in the research pipeline. The research team will not need to re-do any of the work that they have already performed on cases that are restarted. Additionally, the clean-up process will reconcile nearly all of the cases with outstanding address issues.



INSPECT





The number of demolition inspections will remain high as the demolition contracts have been finalized, which will lead to an increased need for demolition inspections.

Responsible Organization:
Code Enforcement

Data Source:
LAMA

Definitions:
New Cases:
Any case that is opened after January 1st, 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%

Measure	2014 YTD Actual	2014 Target	Status
Average number of days to complete a new, initial inspection request	33	≤30	▲

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The cases in the Code Enforcement pipeline that were restarted (discussed in more detail on page 10) will be added to inspectors' queues in batches, so that their workload remains manageable.



HEAR





Code Enforcement held interviews in the first two weeks of April for 4 additional researcher positions.

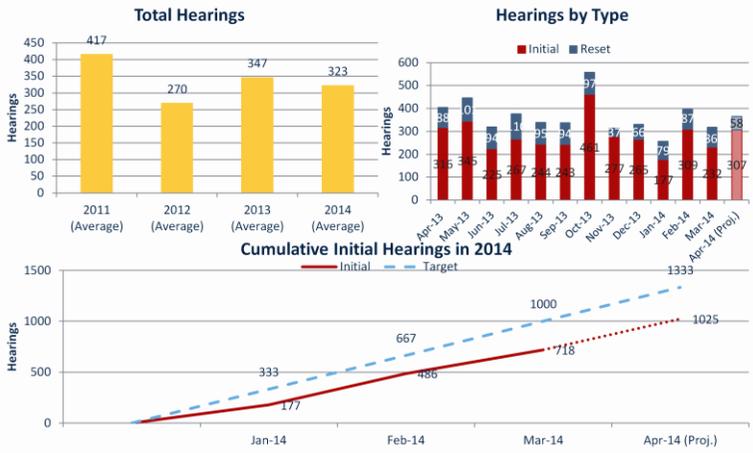
Responsible Organization:
Code Enforcement

Data Source:
LAMA

Definitions:
Hearing: A proceeding by an independent administrative hearings officer to determine whether or not a property is blighted
Initial Hearing: A hearing on a case that has not yet been heard
Reset Hearing: A hearing on a case that has been heard before, but did not reach a judgment

Note:
Hearing numbers have been adjusted to reflect hearings entered after the reporting period.
The figures presented are preliminary, as the reports to extract this information from the Davenport LAMA software are still in development.

Hearings Decreased in March



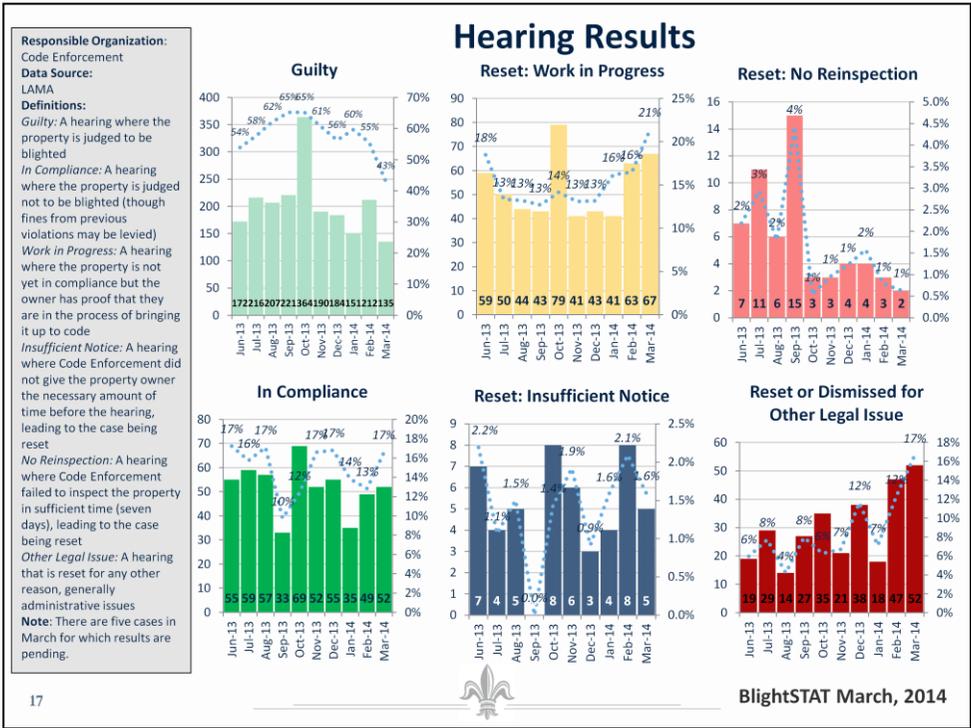
Action Item

Date	Responsible Parties	Action Item	Due	Status
7/11/2013	P. Bascos	Develop a strategy to increase title research productivity	4/10/2014	Two new title researchers have been hired. Four more researchers will come on board
3/13/2014	L. Cutrer, J. Thornton	Develop a method to ensure that postmarks are mailed as early as possible	4/10/2014	USPS has committed to scanning certified mail as soon as it is brought to their facility. The City Hall mailroom will separate Code Enforcement certified mail from other mail.

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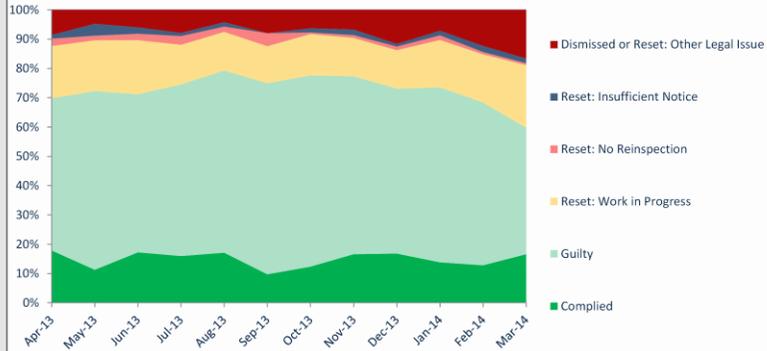
With increased research capacity, Code Enforcement plans to open a third hearing room. This will make 3 total rooms for hearings and substantially increase the number of hearings Code Enforcement can hold.



67% of 2014 Hearings Reached a Final Judgment of Guilty or In Compliance

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.

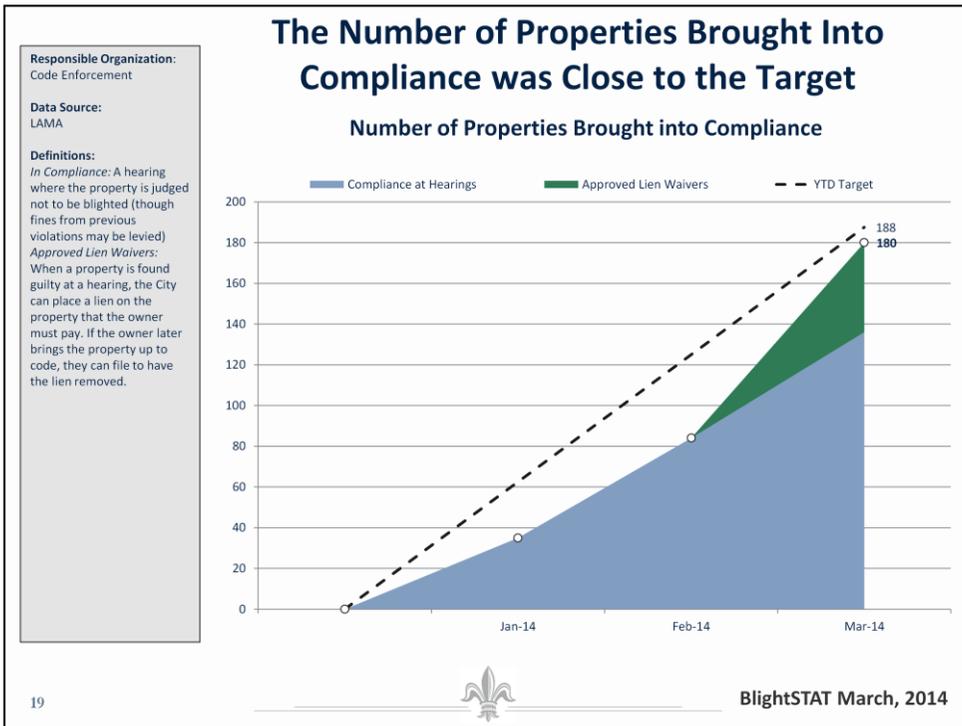
Hearing Results Breakdown



Measure	2014 YTD Actual	2014 Target	Status
Percent of hearings reset due to failure to re-inspect the property	0.9%	≤5%	On Target
Percent of hearings reset due to failure to properly notify the owner	1.8%	≤3%	On Target

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



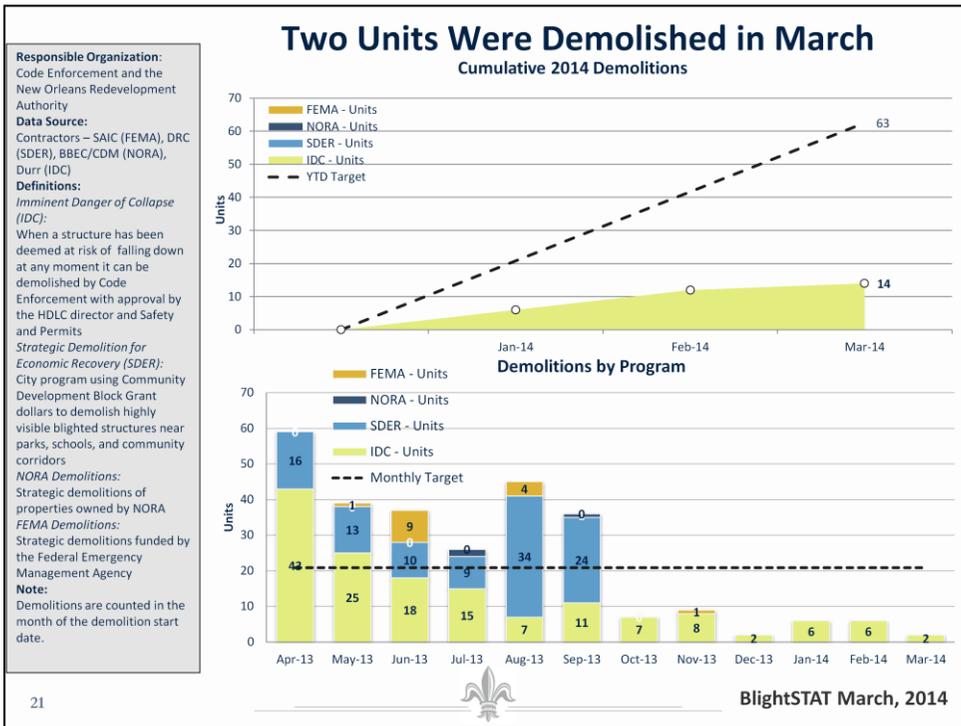


The number of properties brought into compliance was low in February because of the small number of hearings. This is expected to improve as the number of hearings increases.



DEMOLITION





Both the FEMA and SDER contracts have been completed. The FEMA contract is for the demolition of 49 properties over the course of 2014, 9 of which have been sent to the contractor. The SDER contract is for approximately 400 properties over the course of 2014.

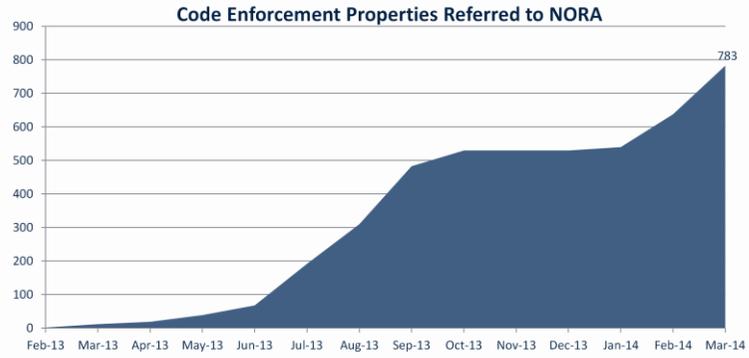


LOT CLEARING



145 New Properties Referred to NORA for Lot Maintenance in March

Responsible Organization:
Code Enforcement and the New Orleans Redevelopment Authority (NORA)
Data Source:
NORA
Definitions:
Abatement: After cases have received a guilty judgment of high grass, they can be referred to NORA for regular lot maintenance.
Note:
Data includes all properties referred to NORA by Code Enforcement. Some referred properties are found to be in compliance and not cut.



Action Item

Date	Responsible Parties	Action Item	Due	Status
11/14/2013	P. Bascos, B Breaux	Complete agreement between Code Enforcement and NORA regarding the indirect cost of lot clearing	12/12/2013	
11/14/2013	P. Bascos, J. Thornton, D. Ross	Finalize address reconciliation for properties in the lot cutting program	14/10/2013	Address reconciliation completed. CNAP will be integrated into LAMA by the end of May.





CODE LIEN FORECLOSURES AND SHERIFF'S SALES



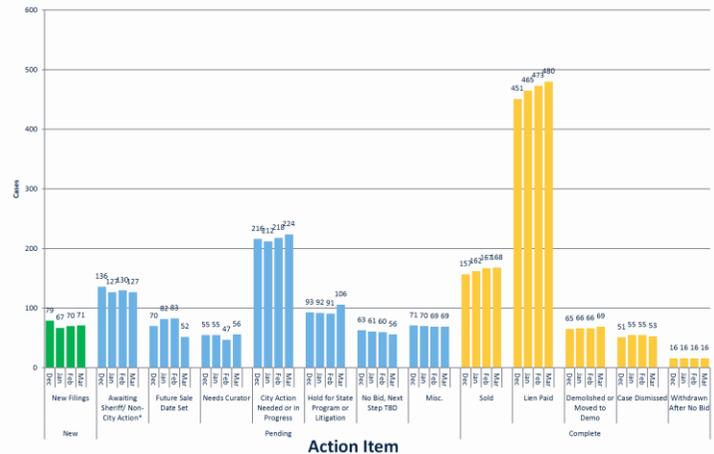
Responsible Organization:
Code Enforcement

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 127 cases that were awaiting non-City action, 2 were stopped because of curator.

1,547 Writs Accepted Since 2010

Snapshot of Code Lien Foreclosure Pipeline



Date	Responsible Parties	Action Item	Status
5/9/13	M. Granderson, 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 is in progress and should be made available to the public by the second quarter of 2014



Code Enforcement has been focusing on catching up with cases in the lien foreclosure pipeline and did not add many new cases in March.

\$3.7M Collected from Sales and Liens since 2011

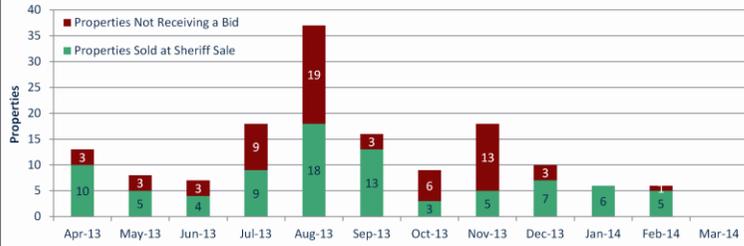
Responsible Organization:
Code Enforcement

Data Source:
Law Department, Housing Unit

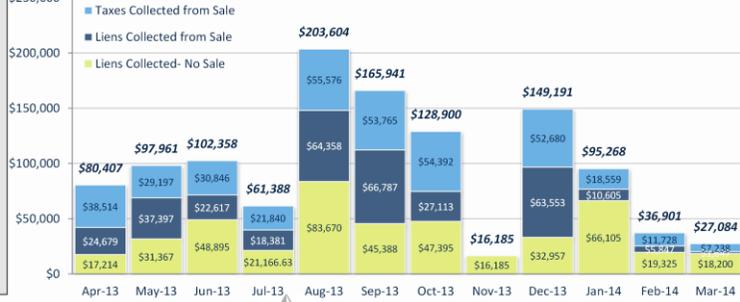
Definitions:
Code Lien Foreclosure/Sheriff's Sale:
Once a property is judged guilty of blight the city begins placing liens against the property which the city can then foreclose on as the creditor, commonly called a code lien foreclosure. If the property owner does not pay these fines and abate the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

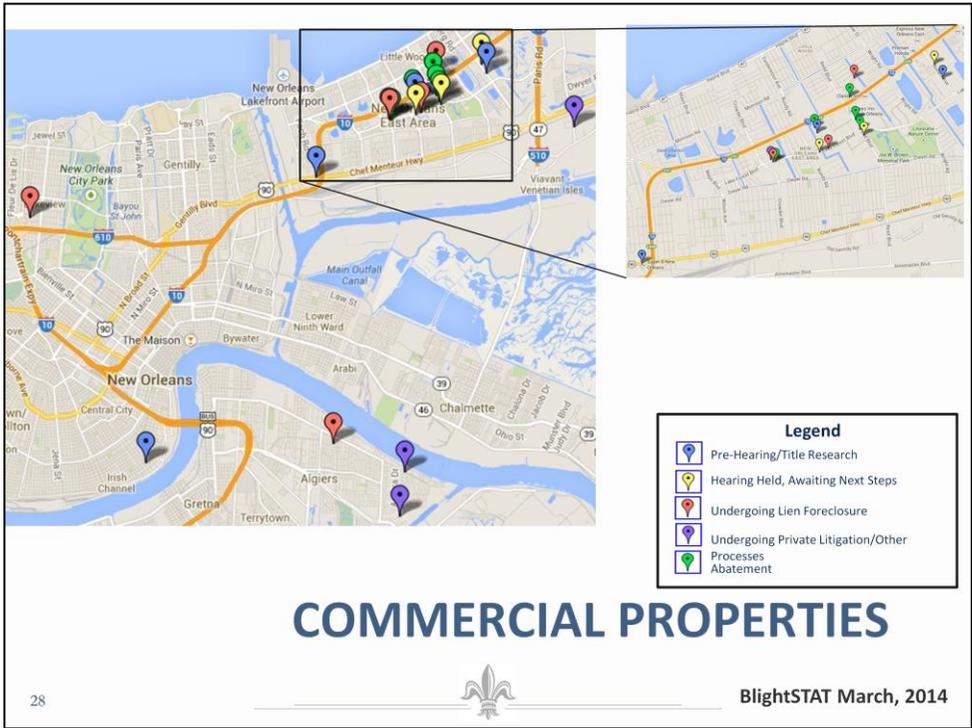
Note:
There were no sales in March due to a pause in sales to focus on time-consuming work on stalled cases and fine tuning processes.

Sheriff's Sale Results



Proceeds from Sheriff's Sales and Liens Collected Prior to Sale





Commercial Properties Update

Responsible Organization:
Code Enforcement and Law

Data Source:
Code Enforcement

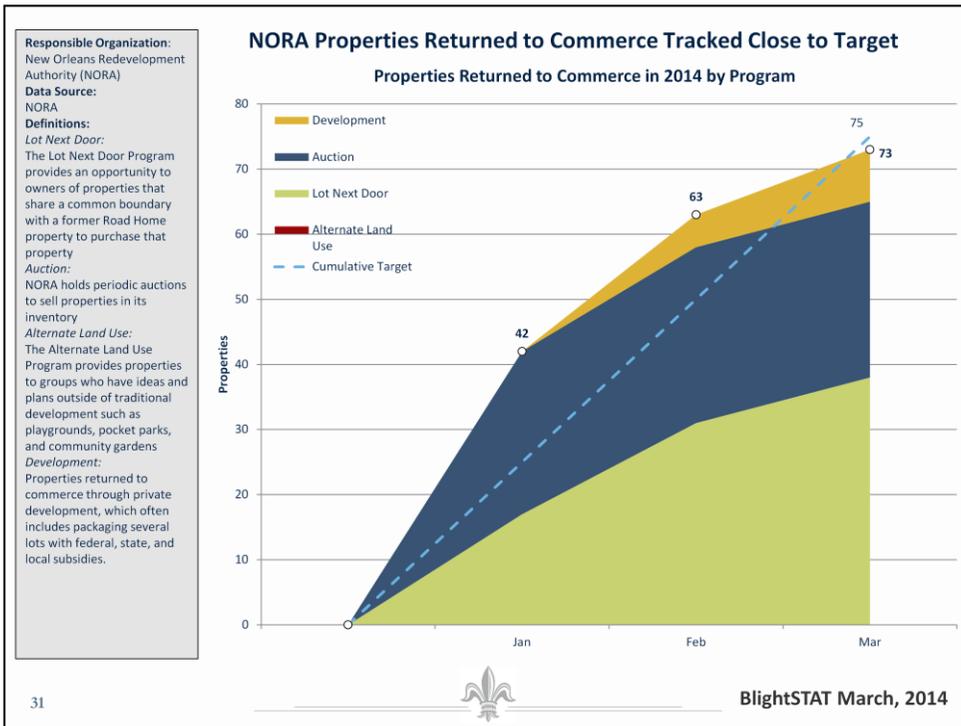
609 Jackson	Hearing set for 5/12/2014.
2800 Sullen	Sheriff's Sale stopped. Case is pending litigation.
9660 Lake Forest (strip mall)	Judgment has been paid.
5650 Read	Judgment has been paid.
6601 Plaza/5700 Read (Grand Theatre)	Case is undergoing legal review.
6700 Plaza	Reset for work in progress. Hearing scheduled 5/5/2014.
6001 Bullard (old Schwegmann's)	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)	Proof of mailing is necessary.
3010 Sandra Place (Crescent City Gates)	Writ is being prepared.
10101 Lake Forest	Permits issued and work is in progress on the property.
5951 Milne (Lakeview School)	Judgment must be amended before a writ is filed.
6324 Chef Menteur	Proof of mailing is necessary. 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





The number of properties returned to commerce will increase in April and May will increase substantially as NORA processes closings from their auction that was held on March 29th.

NORA Absolute Auction Date: March 29, 2014



- **136** properties were sold including over **50** structures.



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NORA reported that over 300 individuals attended the auction, and that the average sale price was approximately \$75,000 for structures and \$35,000 for lots.

One Unit Sold Using the HUD Neighborhood Stabilization Program, Phase 2 (NSP2) Award in March Cumulative NSP2 Housing Units Completed

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

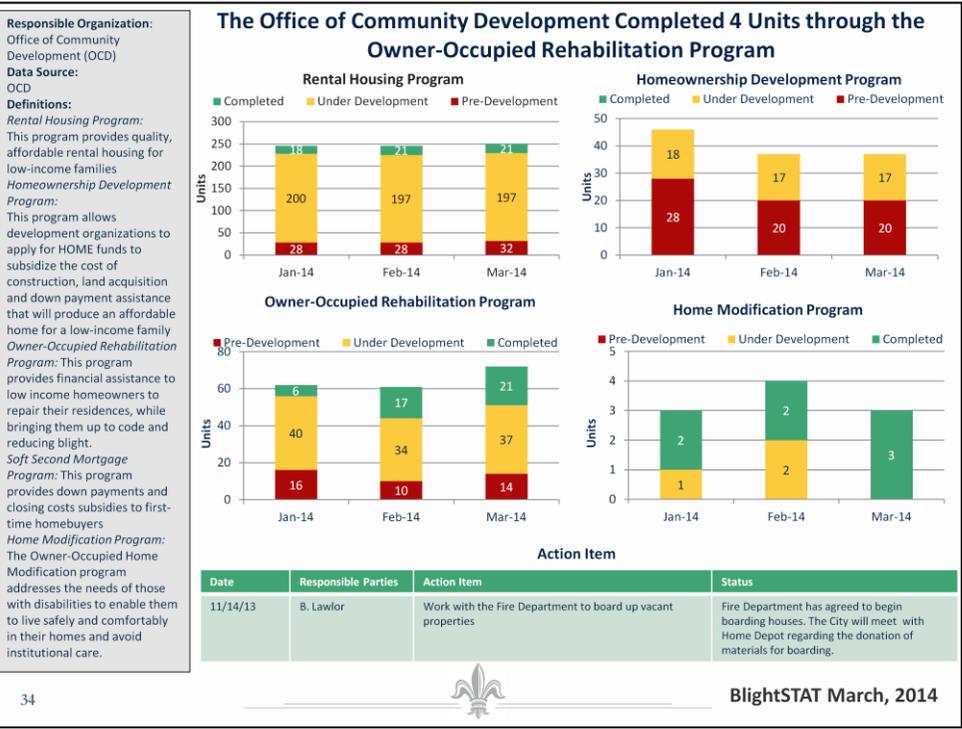


Action Item

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	



All remaining units that are in pre-development or under construction are single family units.



Code Enforcement is working with the Office of Community Development to hold targeted enforcement around properties completed through the Homeownership Development Program.

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.

25 New Soft Second Commitments in March



Key Performance Indicators	2012 Actual	2013 Actual	2014 YTD Actual	2014 Annual Target	% 2014 Target Achieved (25% of Year Lapsed)
Number of first time homebuyers receiving soft second mortgage commitments	221	309	83	300	28%
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	21	75	28%
Number of affordable rental units developed	195	98	21	125	17%
Number of housing units modified for disabled persons through the Home Modification Accessibility Program	-	-	3	30	10%

