



CITY OF NEW ORLEANS

# BlightSTAT

Reporting Period: February, 2013

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



Office of Performance & 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 Demolition and Lot Clearing**
- 9:20-9:40 Code Lien Foreclosures and Sheriff's Sales**
- 9:40-10:00 Reinvestment**

Blight**STAT** 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 discuss complaints about specific locations in depth.

***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.

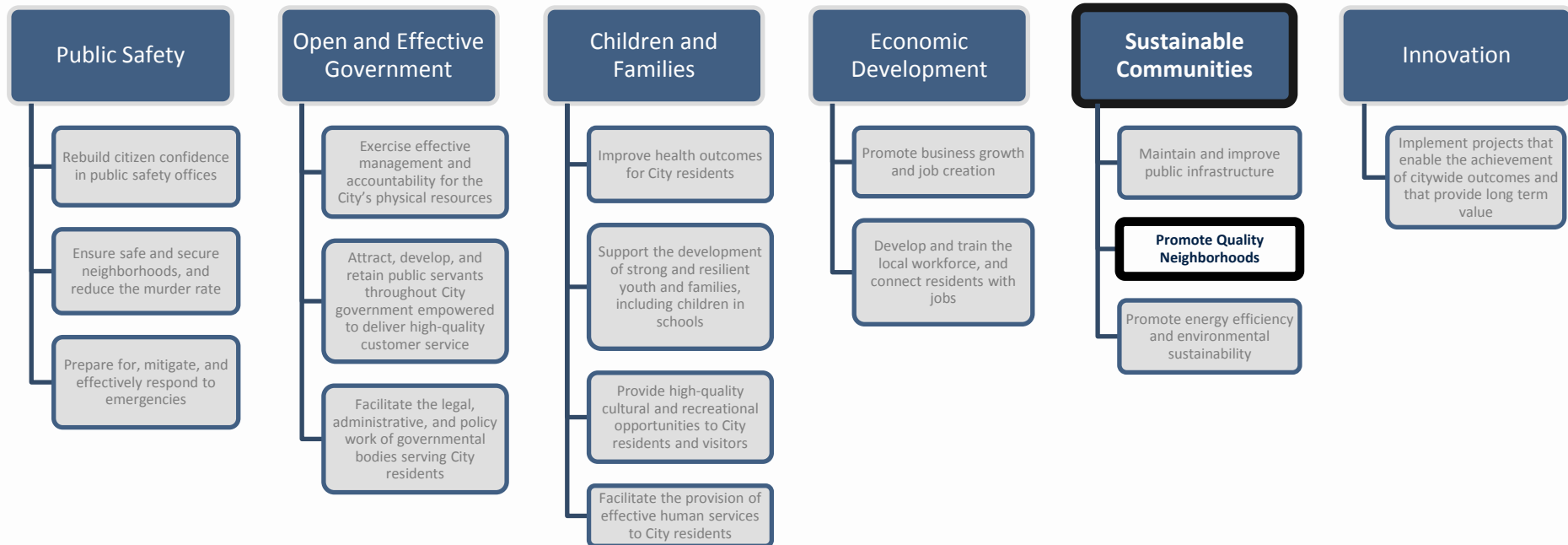
## Values

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

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

### Outcome Measures

- 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

- **Blighted addresses or empty lots (GNOCDC analysis of USPS data)**
- 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

- 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)



1. INTAKE AND INPUT



2. INSPECT



3. RESEARCH



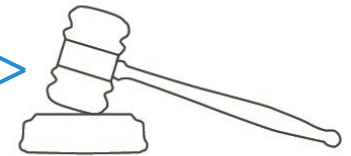
4. NOTICE



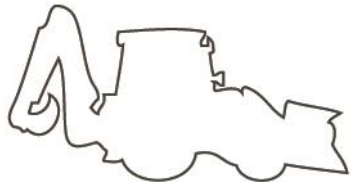
SHERIFF'S SALE



COMPLIANCE



5. HEAR



DEMOLITION



JUDGMENT



LOT CLEARING



**311**



(OR)



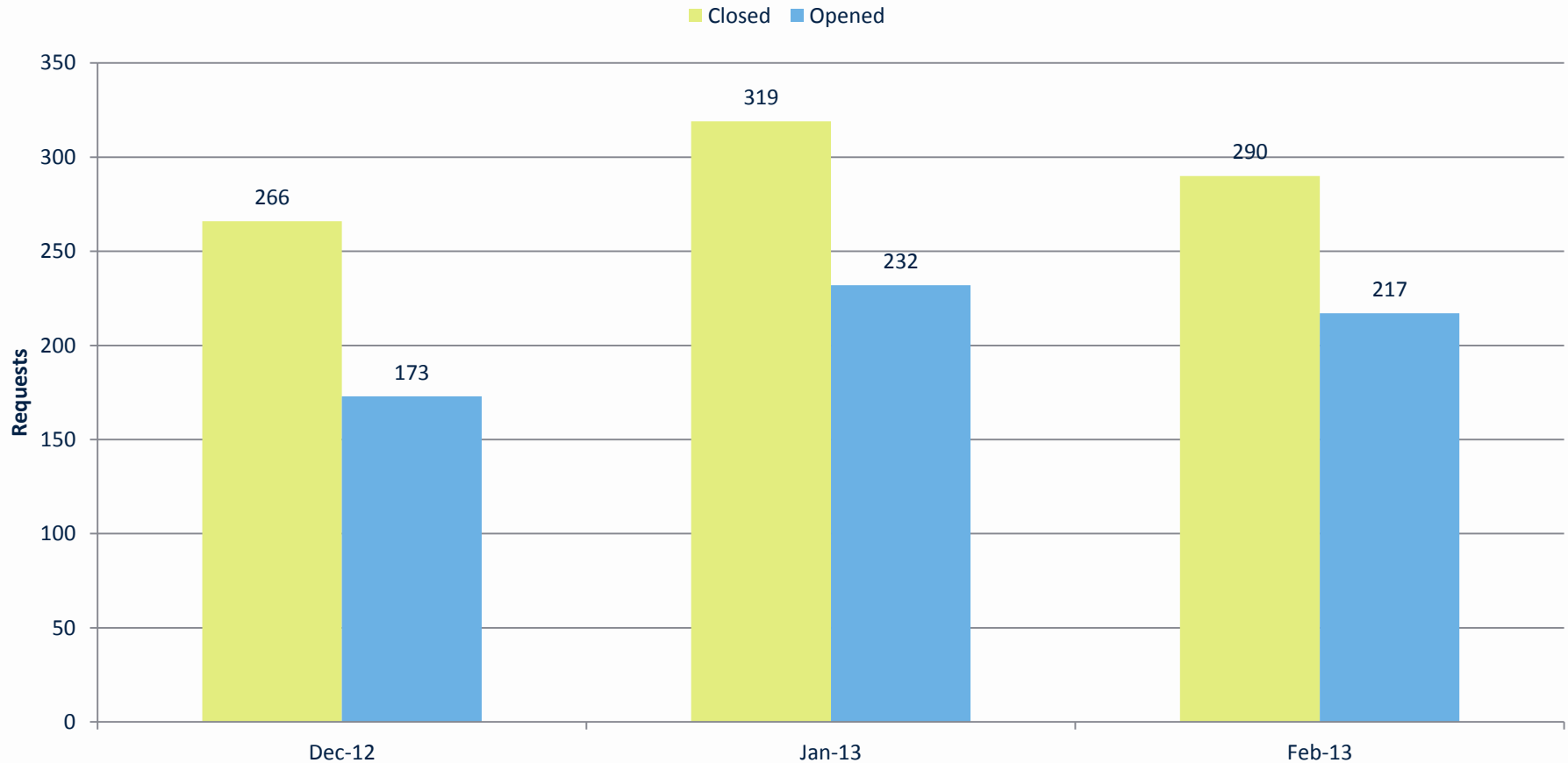
**INTAKE**





# Code Enforcement NOLA 311 Service Requests

Responsible Organizations: Code Enforcement



**Notes:** Service Requests represent only department work orders submitted via 311. January results revised after 2/14/13 review meeting. Code Enforcement 311 data is skewed as re-opened cases are currently being counted multiple times.

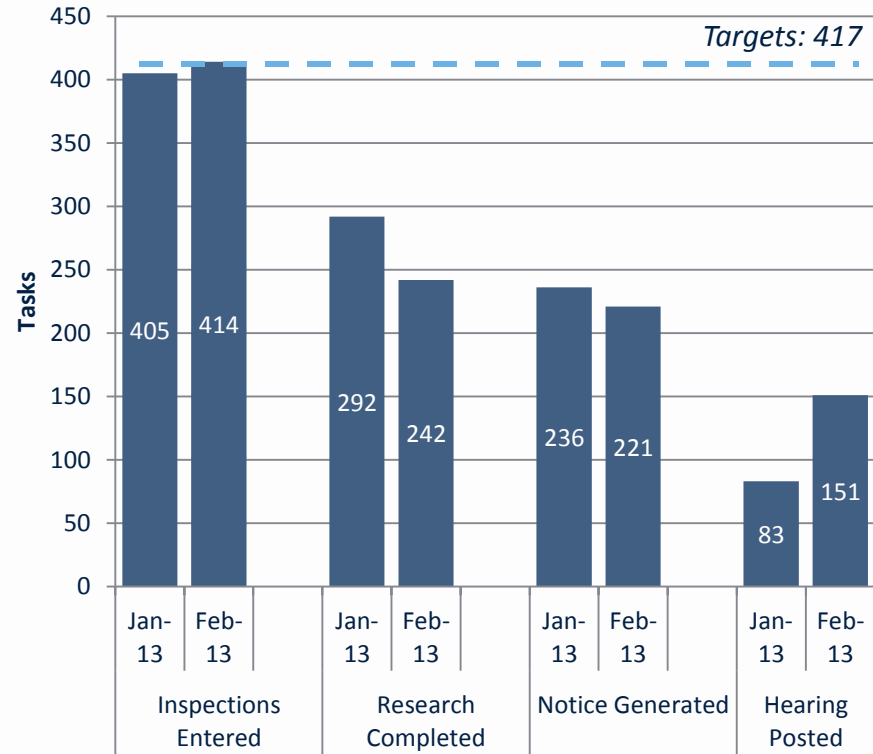
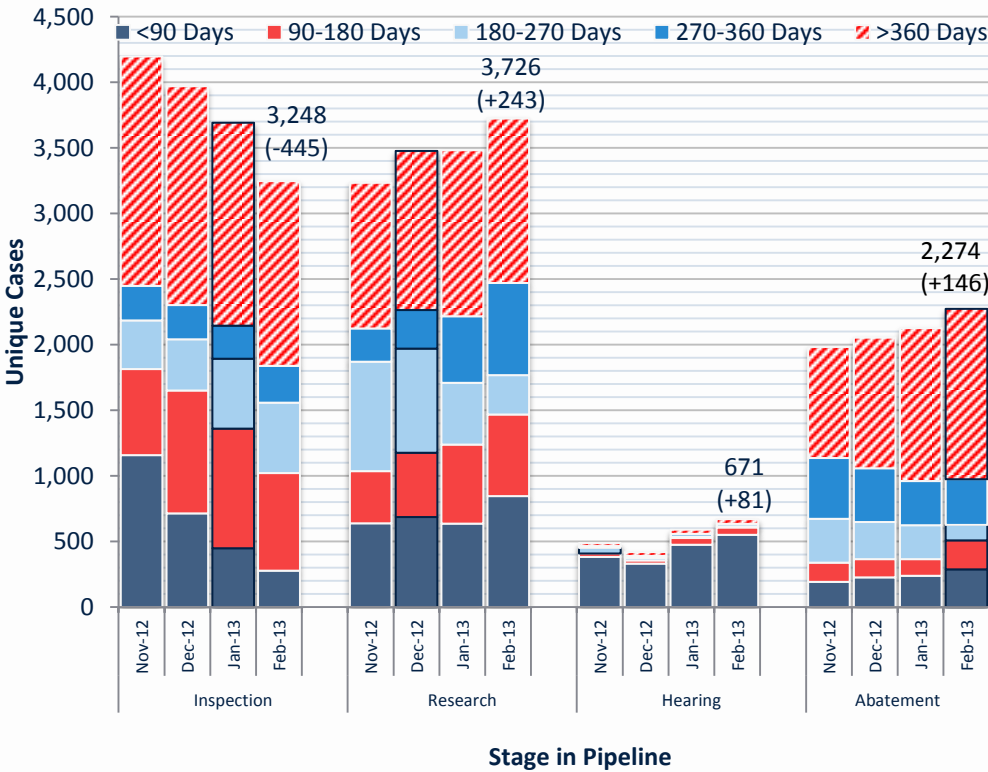
**Source:** 311



# Code Enforcement Overview

## Active Cases in Pipeline by Age

## Tasks Completed



## Action Item

Date	Responsible Parties	Action Item	Status
2/14/13	P. Bascos, J. Thornton, A. Square, D. Ross	Convene working group to develop a list of priorities for the City's case management system (LAMA) vendor	ITI convened the working group. Code Enforcement has provided its list of top priorities to be integrated into the broader list of vendor priorities.

Source: Code Enforcement 2/8/13 (Accela Systems, 1/1-5/31/12, LAMA: 6/1-12/28/13)

Note: Total cases may not equal between periods, due to case closure and new case creation



BlightSTAT February, 2013



**INSPECT**



# Inspections

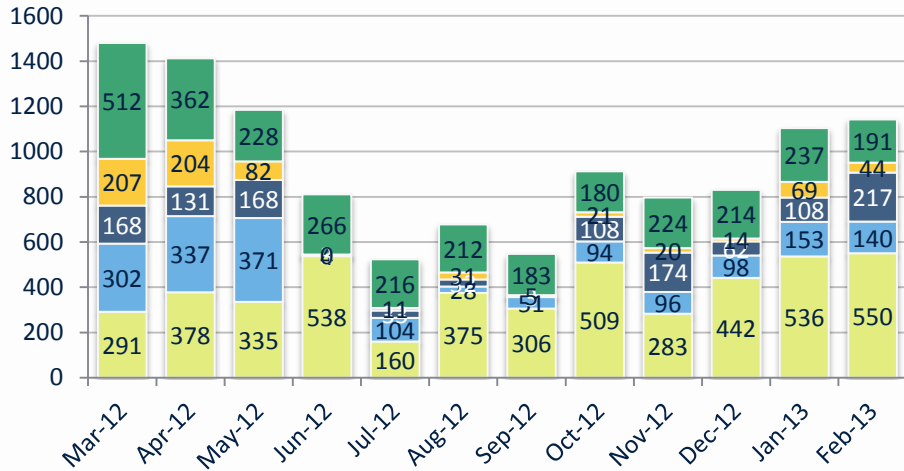
1,142 inspections completed in February

5 days average to complete new, initial inspections in 2013

Responsible Organization: Code Enforcement

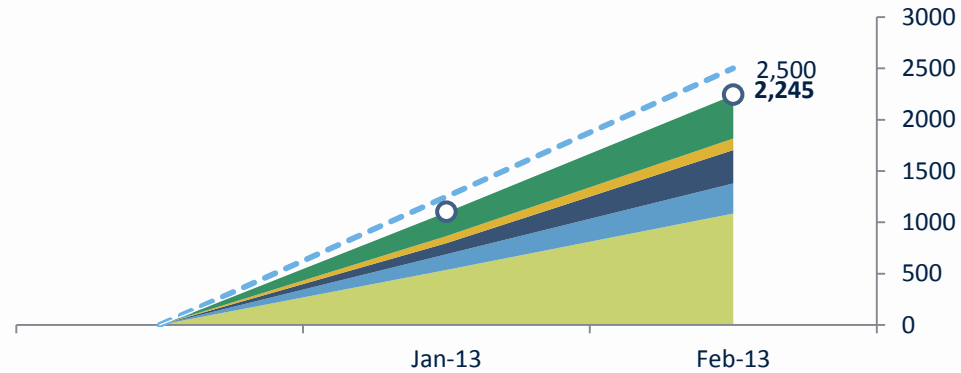
## Inspections by Type

- Initial Inspection
- Reinspections - subtotal
- Posting of Hearings
- Posting of Judgments
- Demolition



## Cumulative 2013 Inspections

- Initial Inspection
- Reinspections - subtotal
- Posting of Hearings
- Posting of Judgments
- Demolition
- Cumulative Target
- Cumulative Total

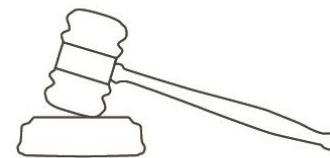


## Action Item

Date	Responsible Parties	Action Item	Due	Status
2/14/13	P. Bascos, J. Thornton, A. Square, D. Ross	Develop a tech solution for inspectors in the field	3/14/13	ITI assigned an Innovation Team member to spearhead. She has met with the inspections super user to gather requirements and develop a proposed solution.

Source: Accela Inspections Completed by Inspector Report, 1/1-5/31/12, LAMA: 6/1-2/28/13





**HEAR**

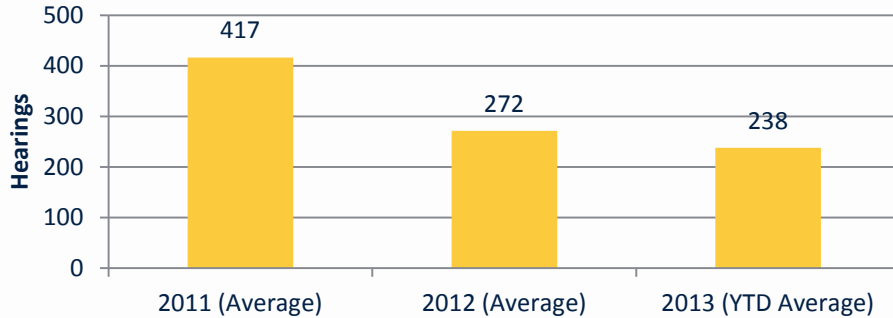


# Hearings

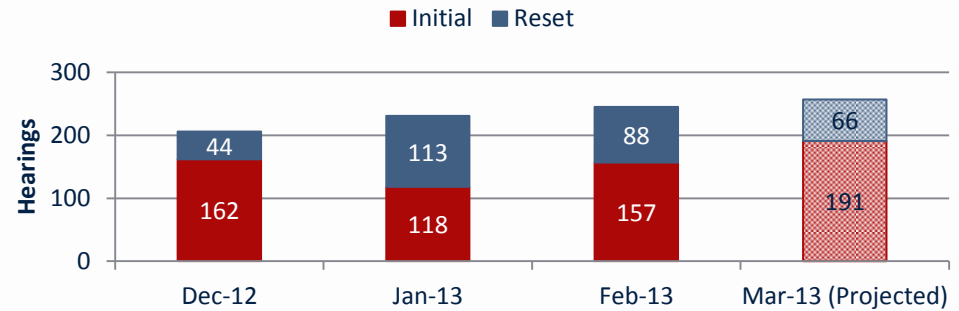
## 245 Hearings in February

Responsible Organization: Code Enforcement

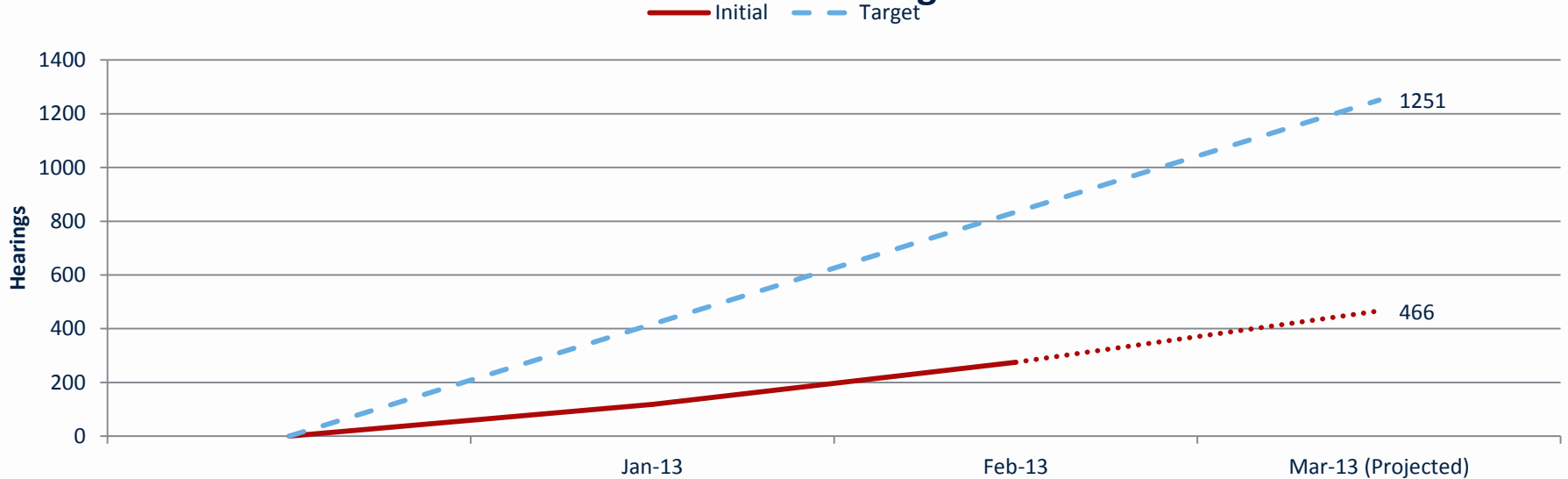
### Total Hearings



### Hearings by Type



### Cumulative Initial Hearings in 2013



**Note:** The figures presented are preliminary, as the reports to extract this information from the Davenport LAMA software are still in development.

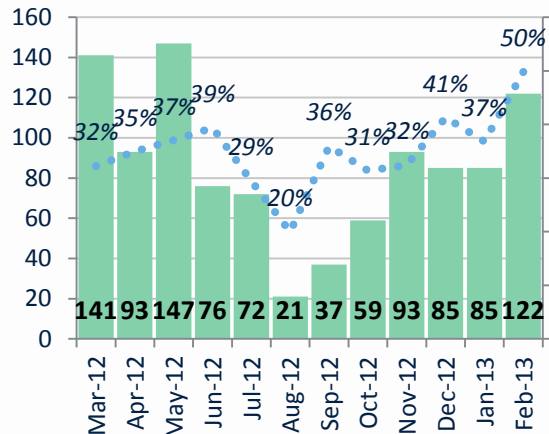
**Source:** Accela Hearing Docket, 1/1–5/31/12, LAMA: 6/1–2/28/13



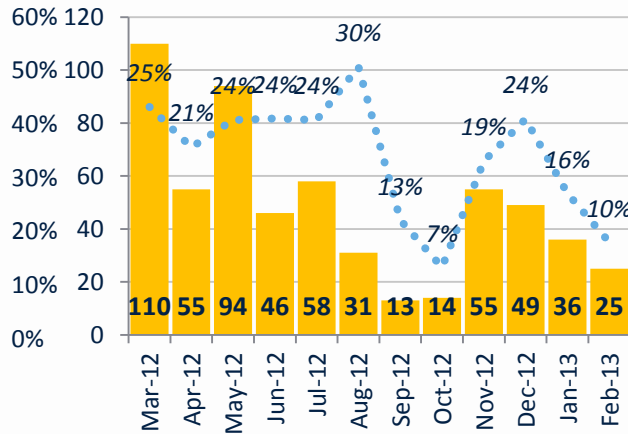
# Hearing Results

Responsible Organization: Code Enforcement

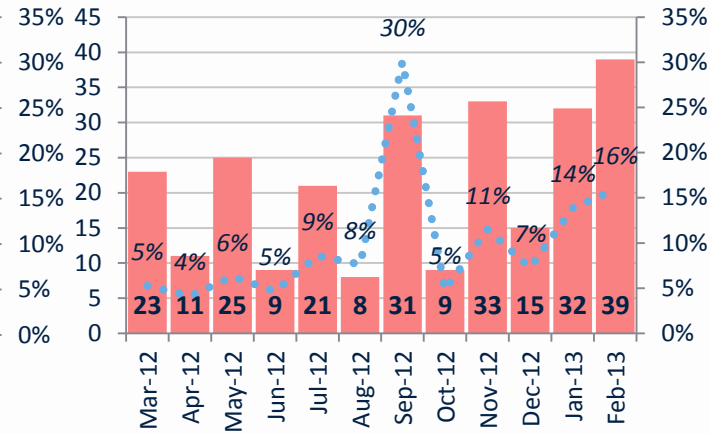
### Guilty



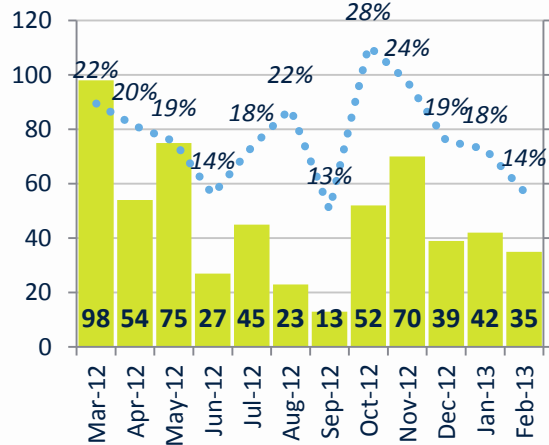
### Reset: Work in Progress



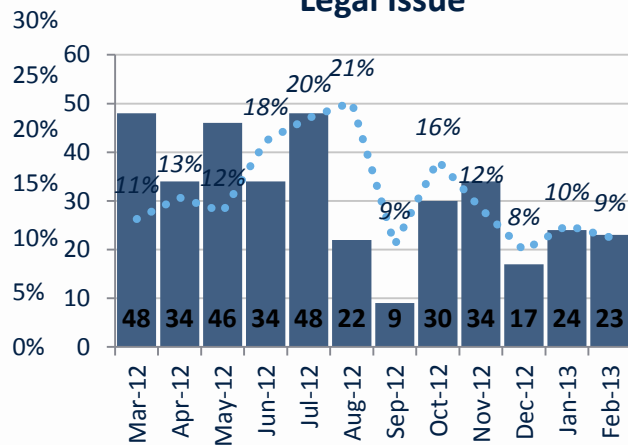
### Reset: No Reinspection



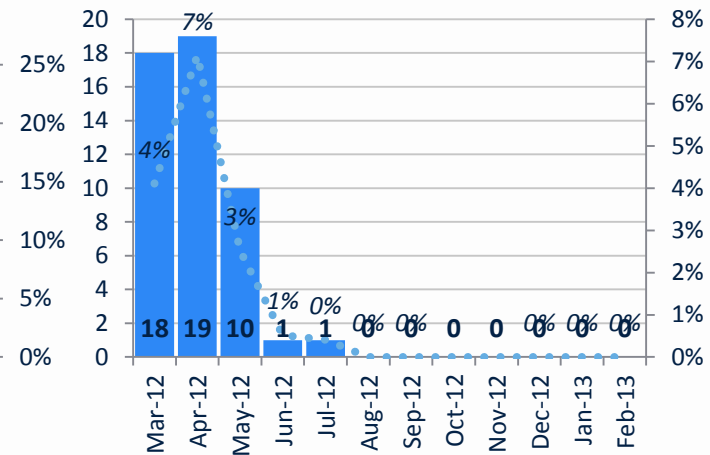
### In Compliance



### Dismissed; Generic Reset; Reset Legal Issue



### Reset: State Program





**Note:** The figures presented are preliminary, as the reports to extract this information are still in development. There was one case heard in February for which a hearing result has not yet been entered.

**Source:** Accela Hearing Docket, 1/1-5/31/12, LAMA: 6/1-2/28/13



# Hearing Results

Responsible Organization: Code Enforcement

Measure	2013 YTD Actual	2013 Target	Status
Percent of hearings reset due to failure to re-inspect the property	15%	< 5%	
Percent of hearings reset due to failure to properly notify the owner	0.8%	< 3%	

 On Target
  Within 10% of Target
  Off Target

## Action Item

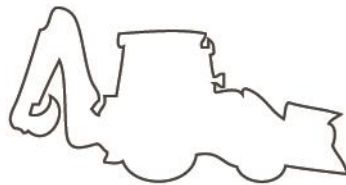
Date	Responsible Parties	Action Item	Status
2/14/13	P. Bascos	Increase capacity through hiring, contracting, and/or overtime	To address the high percentage of resets for no re-inspection, 1) an inspector was reassigned from the former INAP program, and is now covering two inspection districts, and 2) all inspectors and district managers were trained to use the fully implemented inspection queue tool in LAMA.

**Note:** The figures presented are preliminary, as the reports to extract this information are still in development. There was 1 case heard in January for which a hearing result has not yet been entered.

**Source:** Accela Hearing Docket, 1/1–5/31/12, LAMA: 6/1-2/28/13







# DEMOLITION

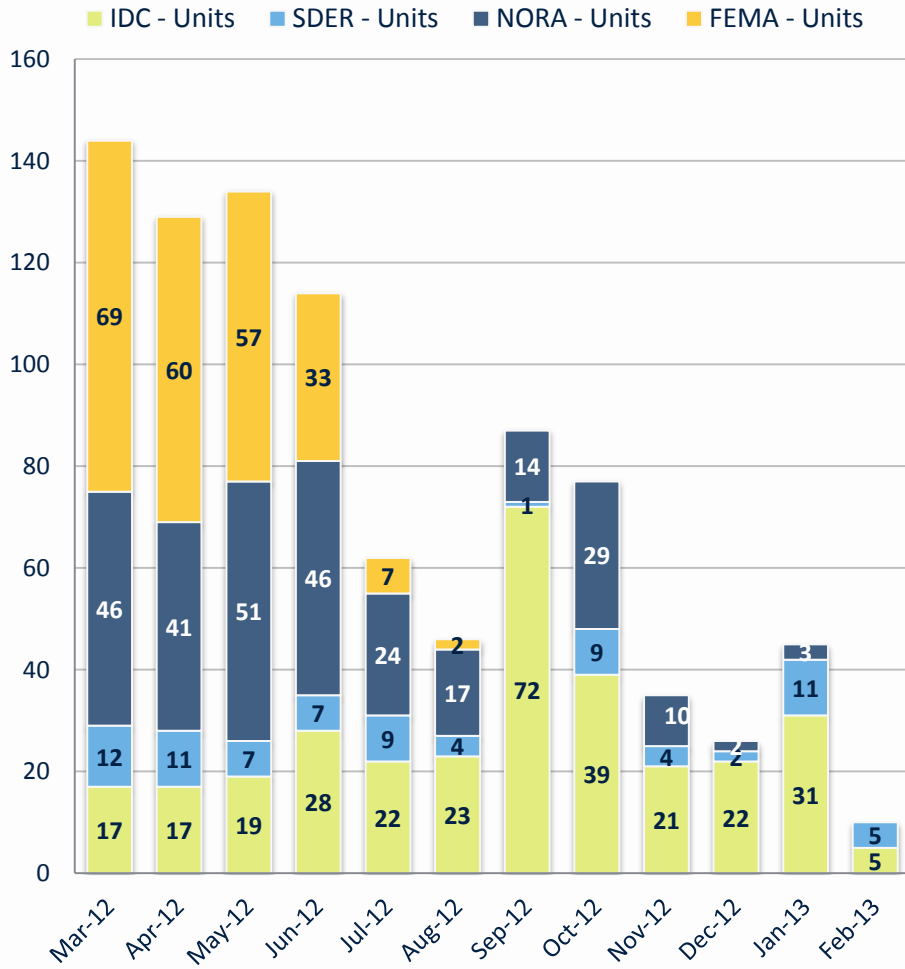


# Demolitions

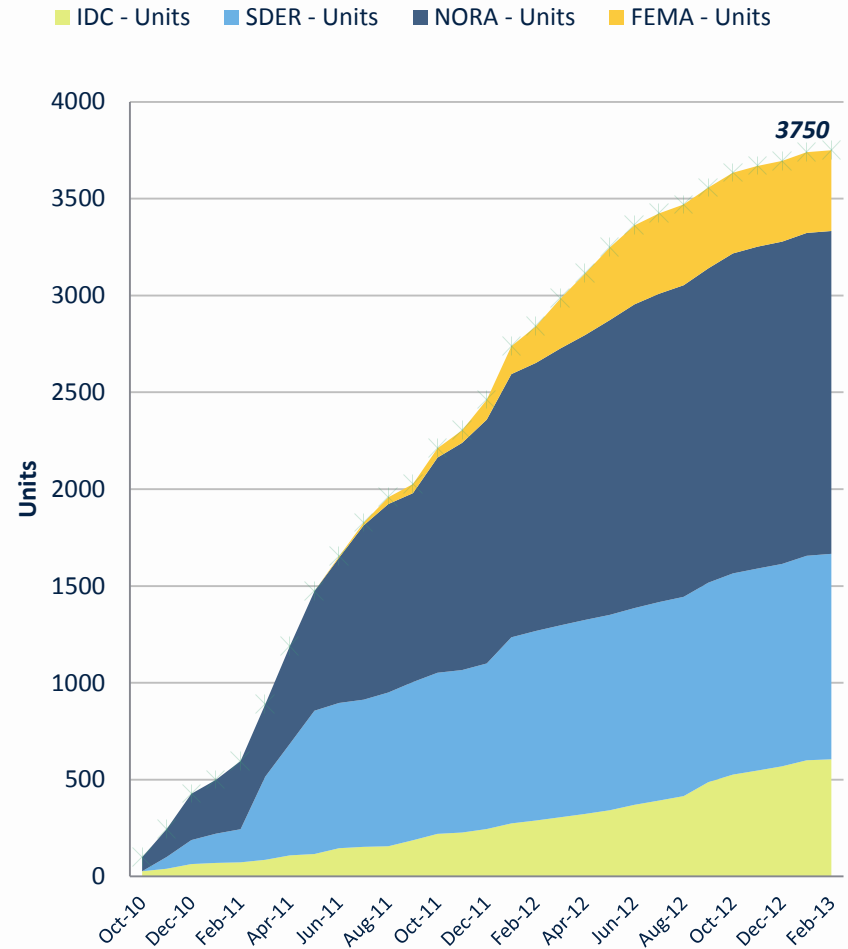
## 10 Demolitions in February

Responsible Organizations: Code Enforcement and NORA

### Demolitions by Program



### Cumulative Demolitions since Oct. 2010



Note: Demolitions are counted in the month of the demolition start date.

Source: Contractors – SAIC (FEMA), DRC (SDER), BBEC/CDM (NORA), Durr (IDC)



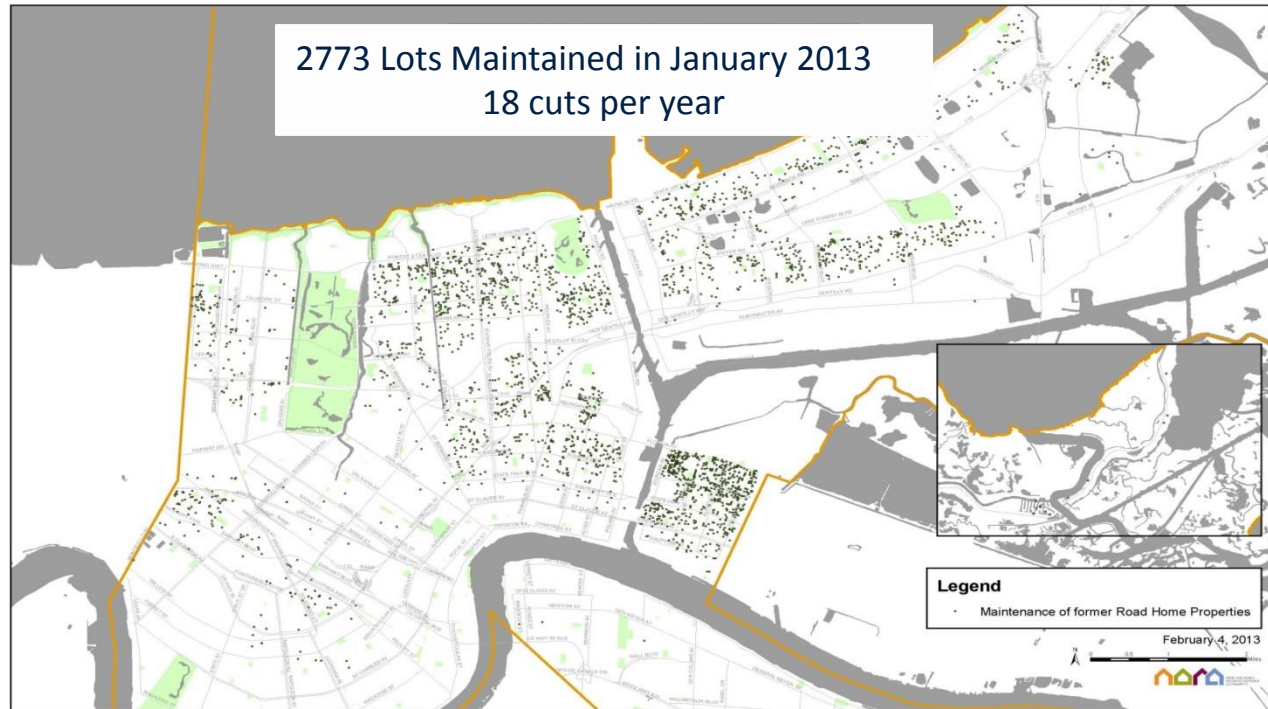


# LOT CLEARING



# New Orleans Redevelopment Authority (NORA)

## Maintenance of Former Road Home Lots



### Action Item

Date	Responsible Parties	Action Item	Status
2/14/13	D. Lessinger	Explore ways to hand over maintenance of some lots to neighborhood groups	





# CODE LIEN FORECLOSURES AND SHERIFF'S SALES



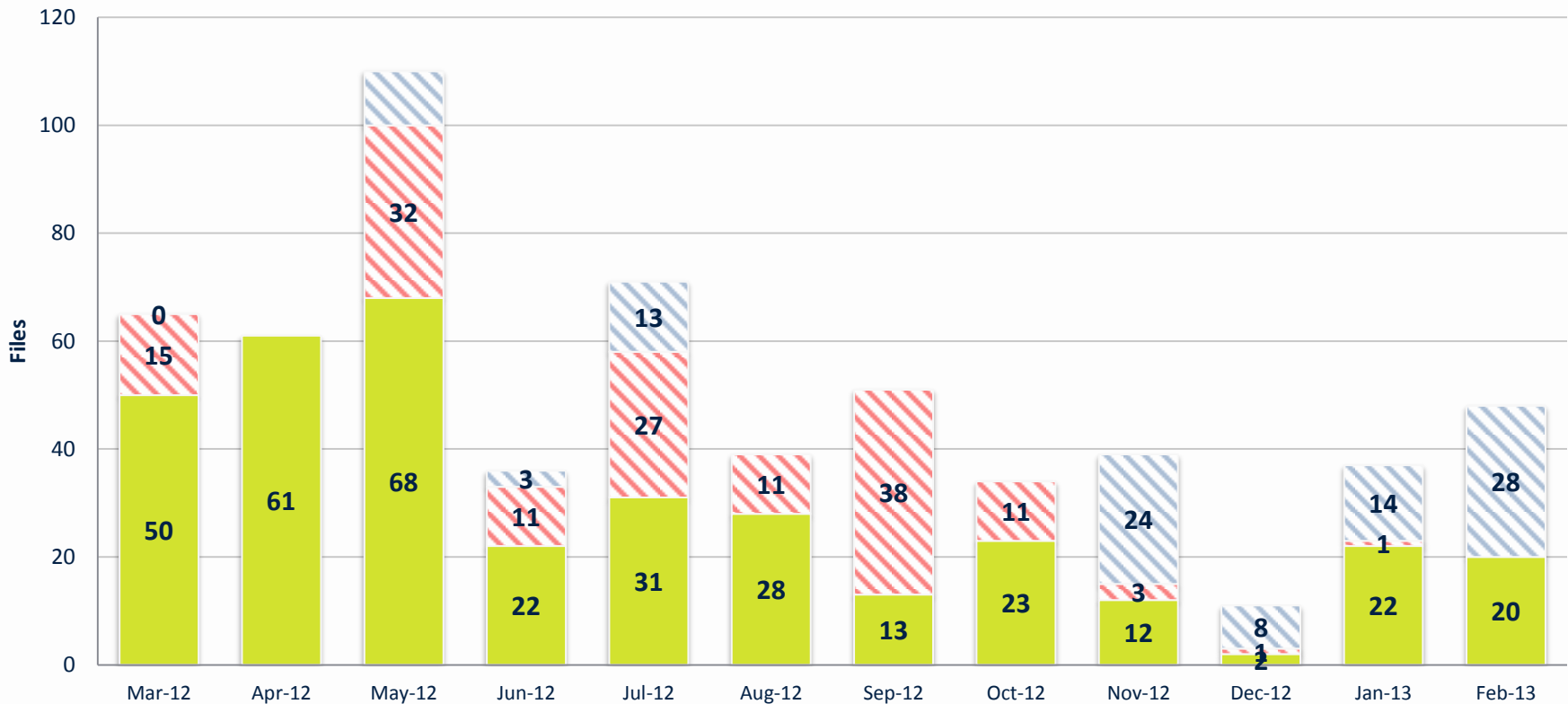
# Code Lien Writs Filed

20 files accepted for foreclosure proceedings, 2 properties sold; 8 no bid no sales in February

Responsible Organization: Code Enforcement

## Code Lien Writs

■ Files Accepted    ■ Rejected: Noticing Issue    ■ Rejected: Various reasons



\*Note: No information on rejected files was provided in April 2012.

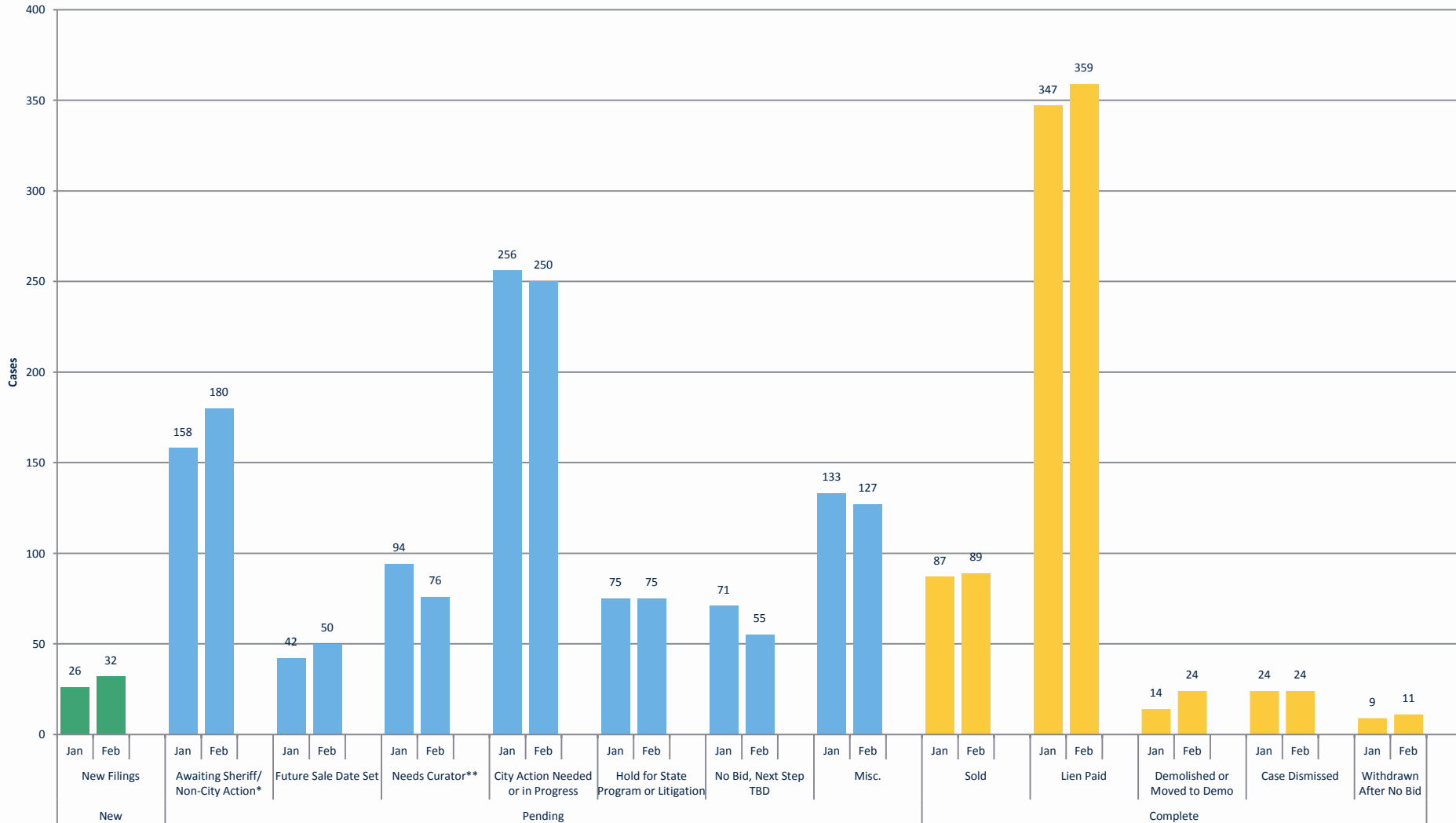
Source: Law Department, Housing Unit, 3/11/13



# Status of Code Lien Foreclosure Cases

Snapshot of 1,352 writs accepted from 2010 through February 2013

Responsible Organization: Code Enforcement



\*Two cases stopped because of curator in February.

\*\*The vast majority of the 76 Needs Curator cases are drafted and filed but are awaiting payment to the clerk.

Source: Law Department, Housing Unit, 3/11/13

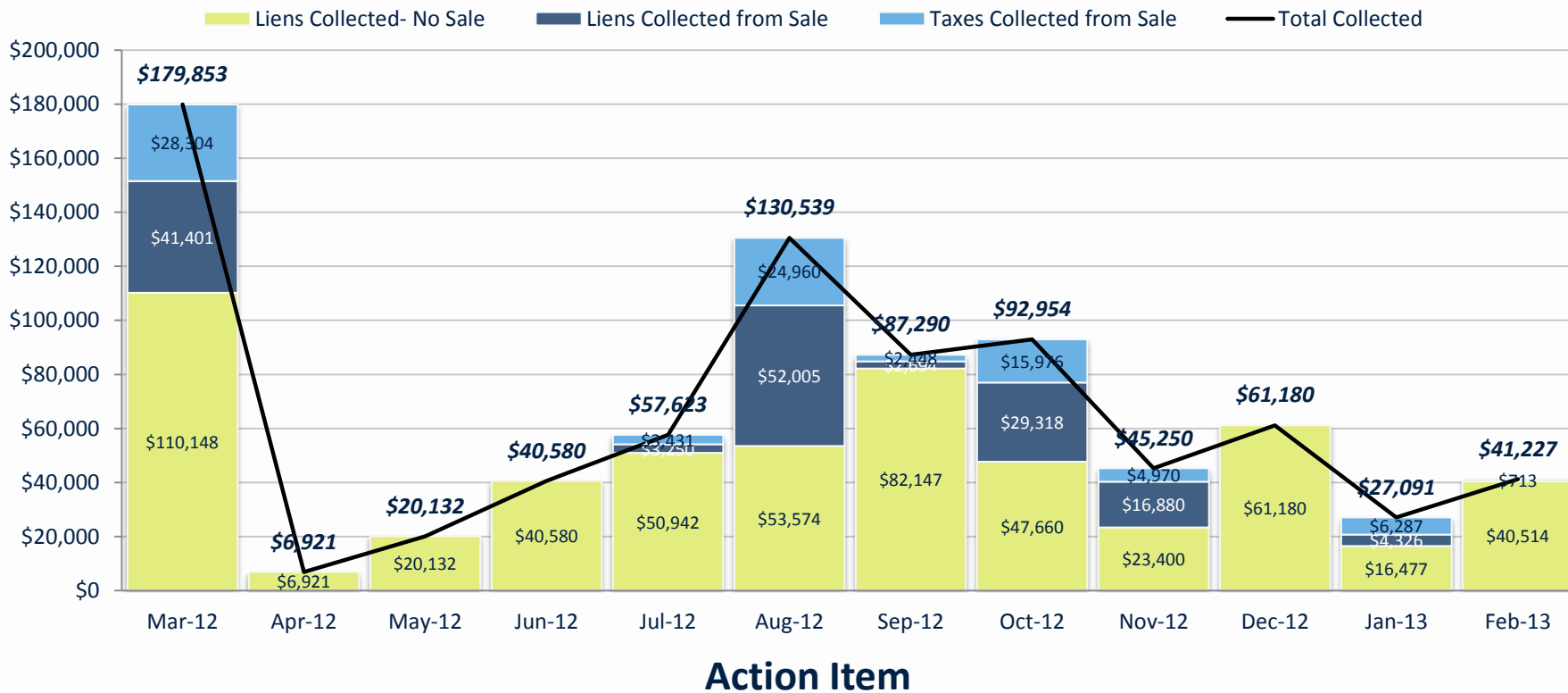


# Proceeds from Sheriff's Sales

Liens and Taxes Collected from Sale, and Liens Collected Prior to Sale

**\$41,227 collected in February**

Responsible Organization: Code Enforcement



Date	Responsible Parties	Action Item	Status
2/14/13	P. Bascos	Work with the Communications Office to improve communication to the public about Sheriff's sales	

Source: Law Department, Housing Unit 3/11/13

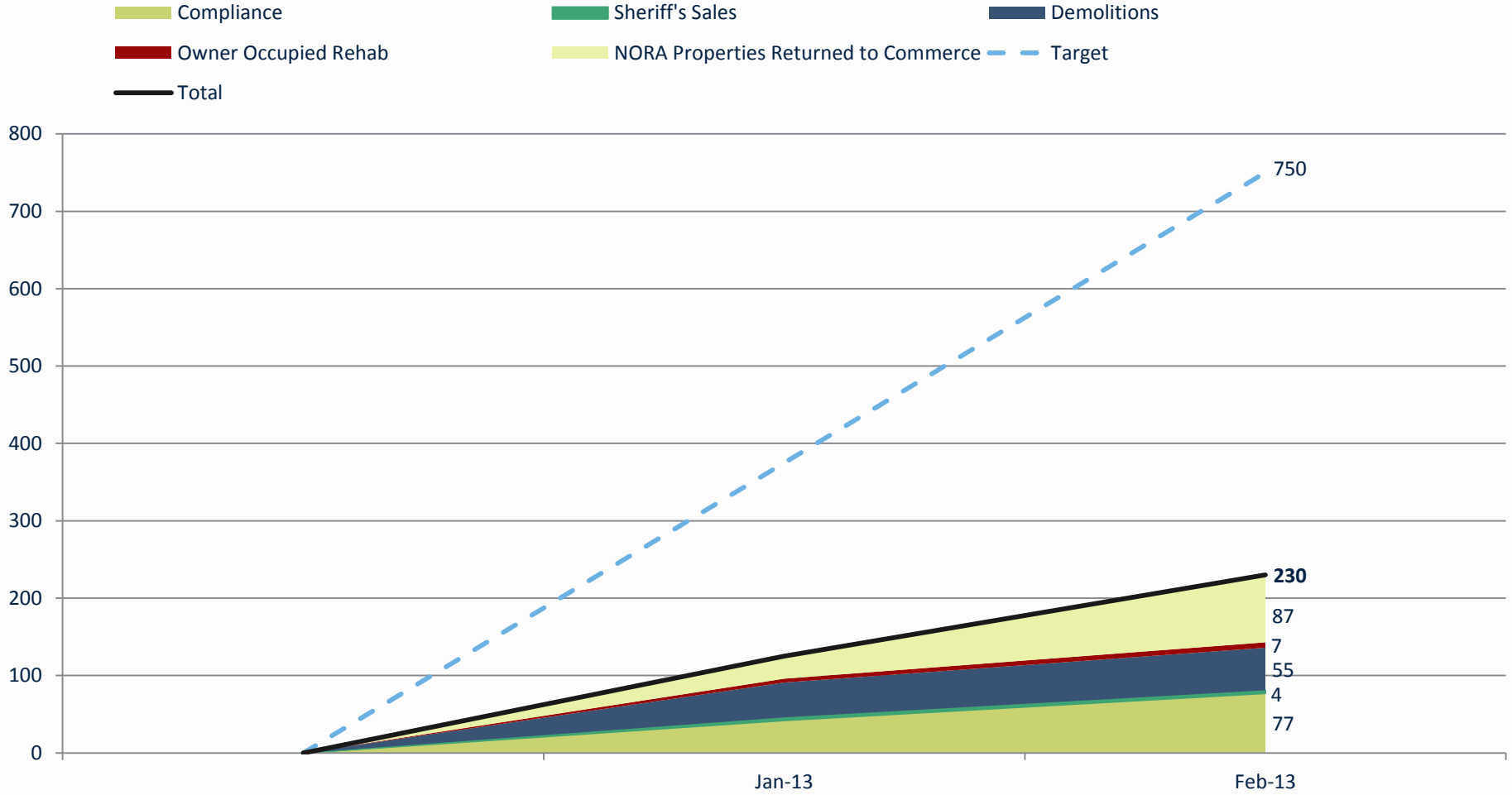




# Total Properties Abated

Responsible Organizations: Code Enforcement, NORA, and OCD

## Properties Abated in 2013



**Note:** Does not include lot maintenance or City-funded development.

**Source:** Code Enforcement, Law Department, NORA, and OCD



# Commercial Properties Update

*Responsible Organizations: Code Enforcement and Law*

In March, the Administration introduced new ordinances to the City Council that strengthen current code enforcement law for residential and commercial blight, including establishing a set of minimum property maintenance standards for all properties in New Orleans.

## Update on New Orleans East Properties

Property	Status
5650 Read – Metro Hospice	Judge dismissed owner’s appeal of blight administrative judgment.
8501-8551 Lake Forest (undeveloped parcel)	Request for writ rejected by Law because a prior writ was filed by a third party. The City can ask them to subrogate their lien.
6800 Plaza – Ochsner Clinic	Writ filed. Sheriff will act on the writ upon receipt of up front payment.



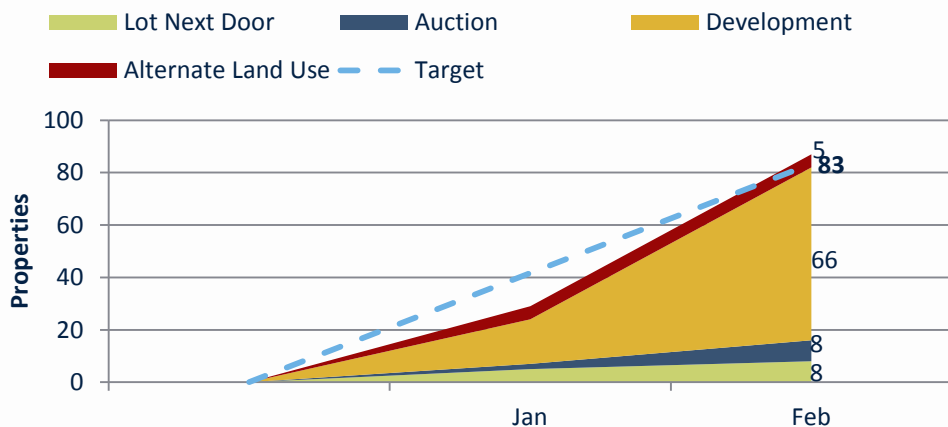
# REINVESTMENT



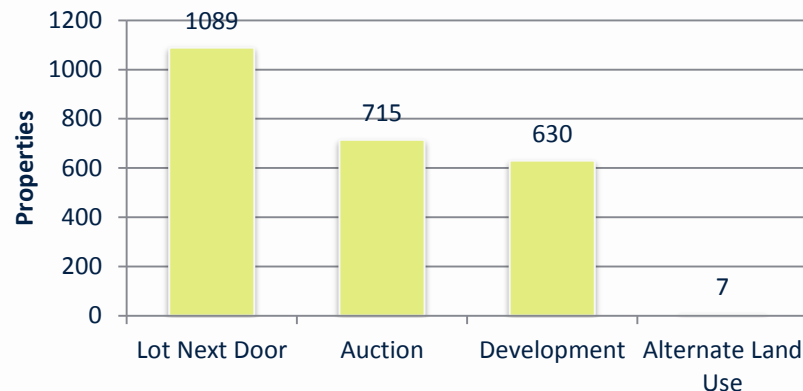
# NORA Inventory Movement

## 58 Properties Returned to Commerce in February

### Properties Returned to Commerce in 2013 by Program (87)



### Total Properties Returned to Commerce by Program since 2006 (2,441)



	July (revised)	August (Revised)	September (Revised)	October (Revised)	November (Revised)	December (Revised)	January(Revised)	February	Change
<b>Grand Total</b>	<b>5119</b>	<b>5119</b>	<b>5119</b>	<b>5121</b>	<b>5121</b>	<b>5123</b>	<b>5144</b>	<b>5147</b>	<b>3</b>
<b>Not Sold</b>	<b>3039</b>	<b>3022</b>	<b>2979</b>	<b>2955</b>	<b>2806</b>	<b>2769</b>	<b>2761</b>	<b>2706</b>	<b>-55</b>
Inventory	2341	2343	2532	2553	2477	2461	2542	2484	-58
Returned to Inventory		37	149						
Under Contract	698	642	298	402	329	308	219	222	
<b>Sold in Period</b>	<b>23</b>	<b>17</b>	<b>43</b>	<b>26</b>	<b>149</b>	<b>39</b>	<b>29</b>	<b>58</b>	
Lot Next Door	13	13	6	15	27	13	5	3	
Auction	5	2	5	0	100	2	2	6	
Development	5	2	32	11	22	22	17	49	
Alternate Land Use	0	0	0	0	0	2	5	0	
<b>Previously Sold</b>	<b>2057</b>	<b>2080</b>	<b>2097</b>	<b>2140</b>	<b>2166</b>	<b>2315</b>	<b>2354</b>	<b>2383</b>	<b>29</b>
Lot Next Door	994	1007	1020	1026	1041	1068	1081	1086	-5
Auction	593	598	600	605	605	705	707	709	-2
Development	470	475	477	509	520	542	564	581	-17
Alternate Land Use	0	0	0	0	0	0	2	7	-5

Source: New Orleans Redevelopment Authority 3/11/13

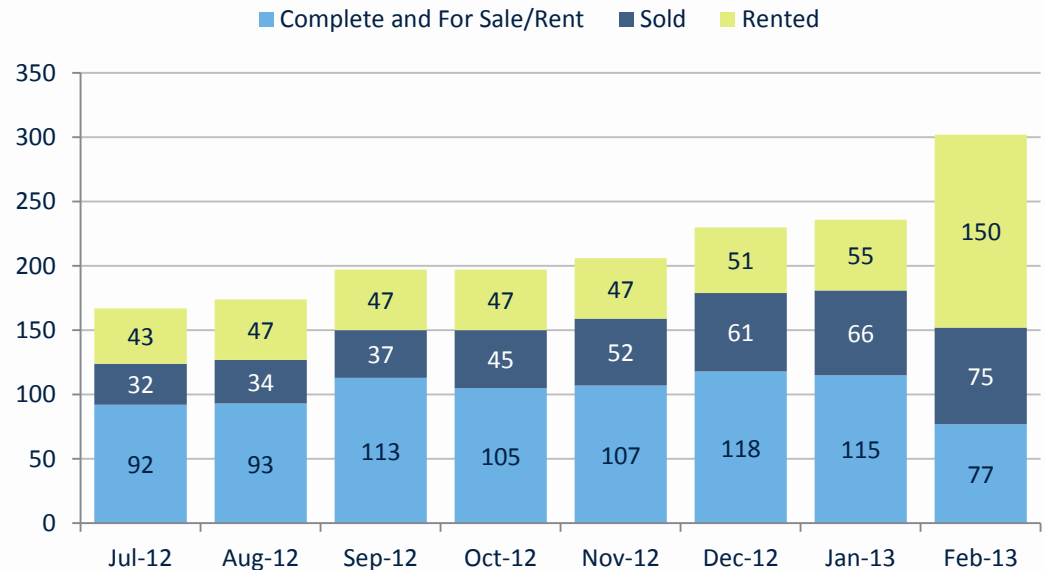


# NORA Redevelopment

## HUD Neighborhood Stabilization Program, Phase 2 (NSP2) Award

### Cumulative NSP2 Housing Units Completed

NSP2 Housing Units	
Sold	75
Rented	150
Complete and For Sale/Rent	77
Under Construction	156
In Pre-Development	21
<b>TOTAL</b>	<b>479</b>



### Action Items

Date	Responsible Parties	Action Item	Status
2/14/13	J. Hebert, B. Lawlor, P. Bascos	Improve efforts to share development information and coordinate efforts with each other, as well as with DM Grant on infrastructure improvements	
2/14/13	D. Lessinger, J. Thornton, A. Square, D. Ross	Share additional information with the public on <a href="http://data.nola.gov">data.nola.gov</a>	

Source: New Orleans Redevelopment Authority 3/11/13

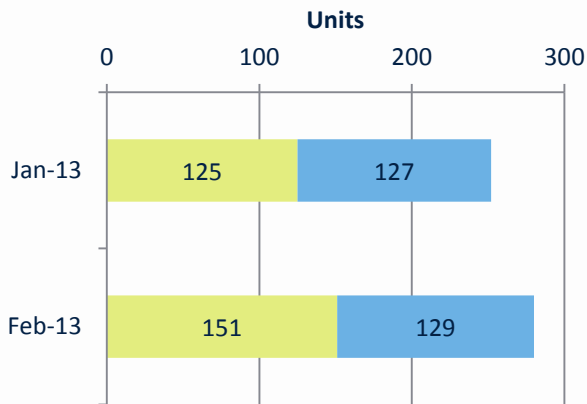


BlightSTAT February, 2013

# Office of Community Development

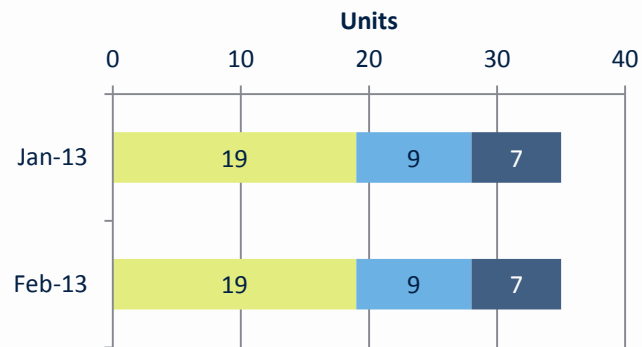
## Rental Housing Program

■ Pre-Development   ■ Under Development  
■ Completed



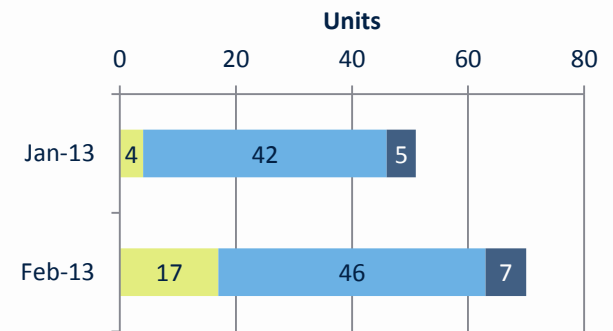
## Homeownership Development Program

■ Pre-Development   ■ Under Development  
■ Completed



## Owner-Occupied Rehabilitation Program

■ Pre-Development   ■ Under Development  
■ Completed



Key Performance Indicators	2012 Actual	2013 YTD Actual	2013 Annual Target
Number of first time homebuyers receiving soft second mortgage commitments	221	38	300
Number of housing units developed through Homeownership Development Program	22	7	30
Number of housing units assisted through the Owner Occupied Rehab Programs	119	7	75
Number of affordable rental units developed	195	0	140



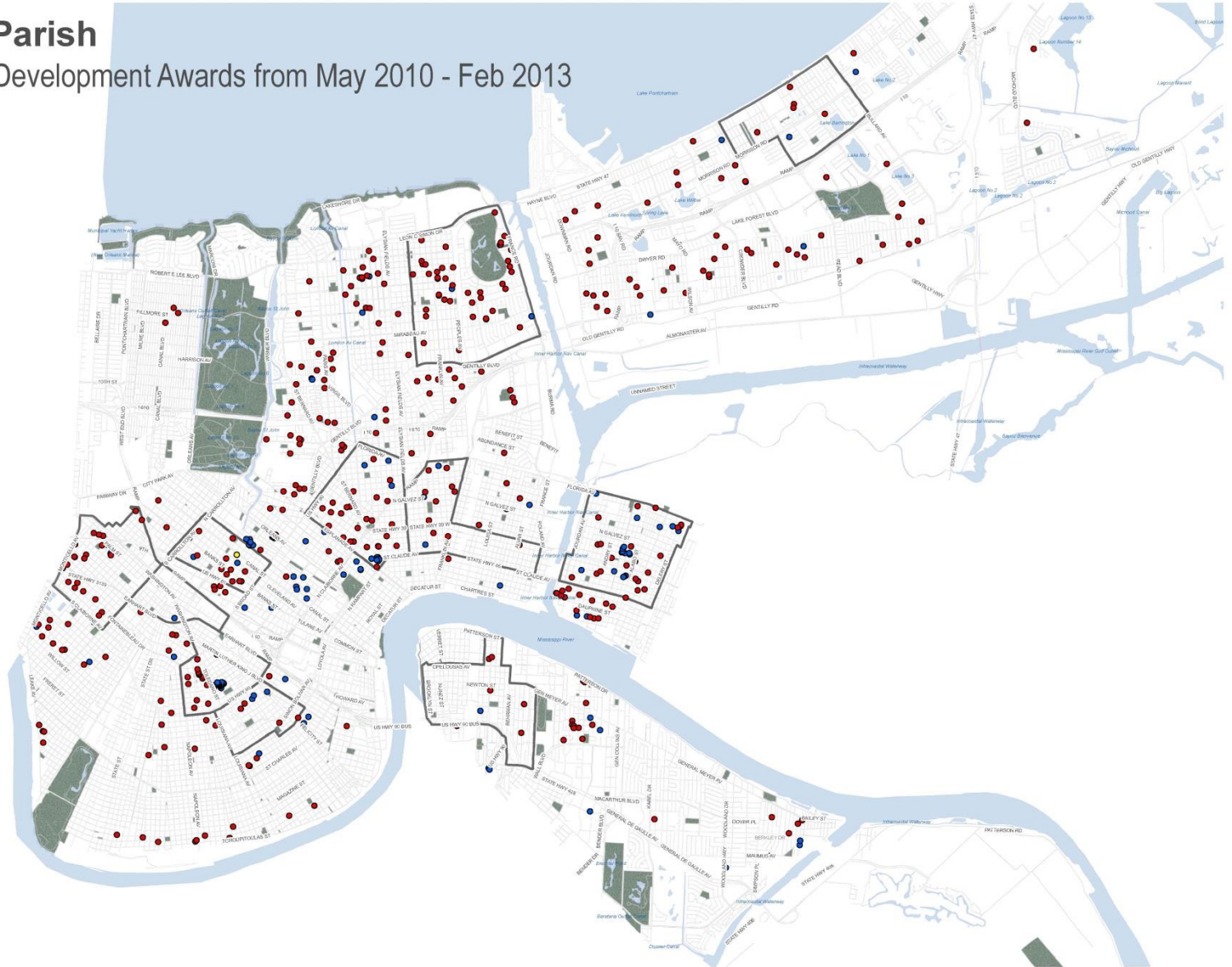


# Orleans Parish

## Community Development Awards from May 2010 - Feb 2013

### Legend

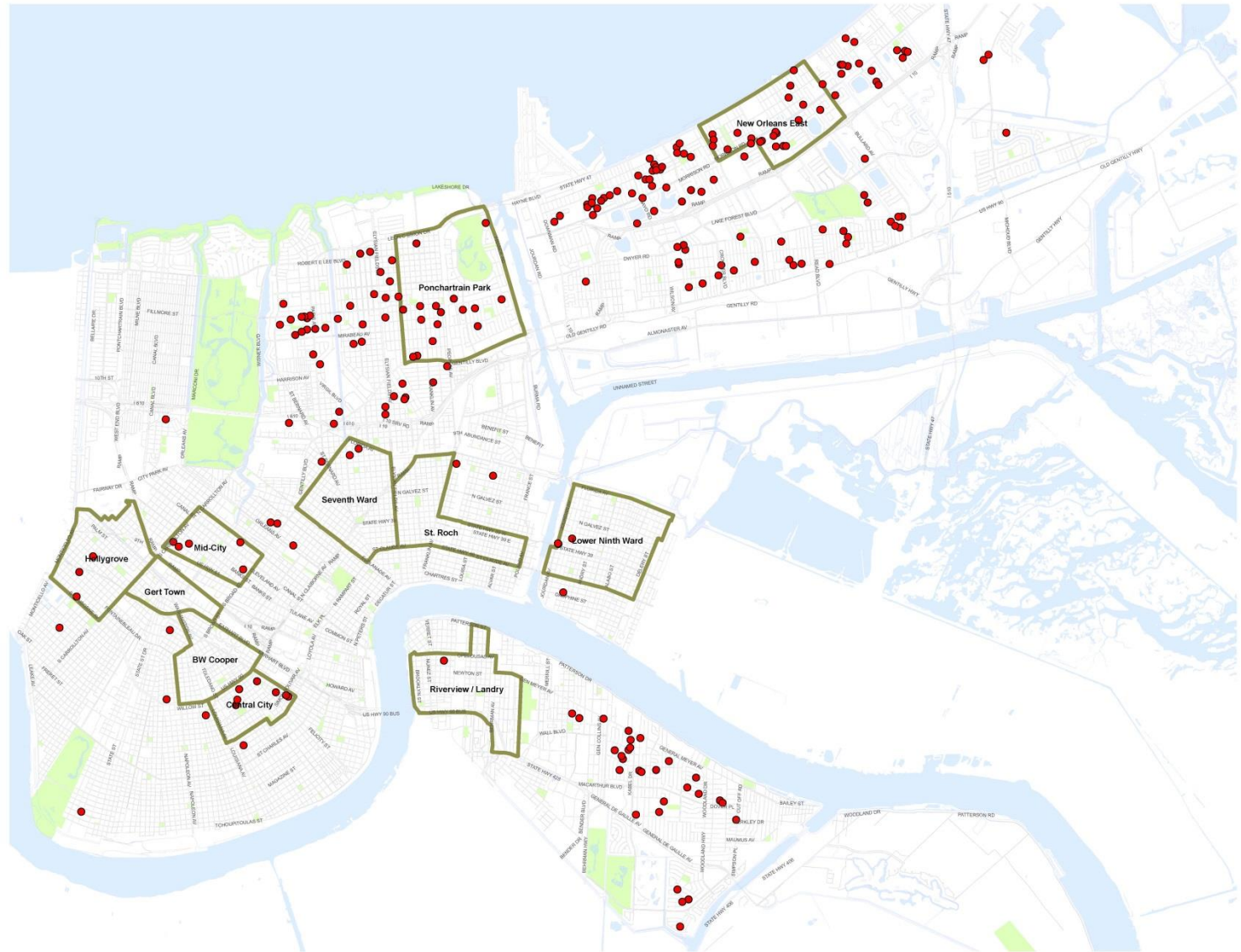
- CDBG
- HOME
- NSP1
- Place-based Areas



# Soft Second Mortgages through February 2013

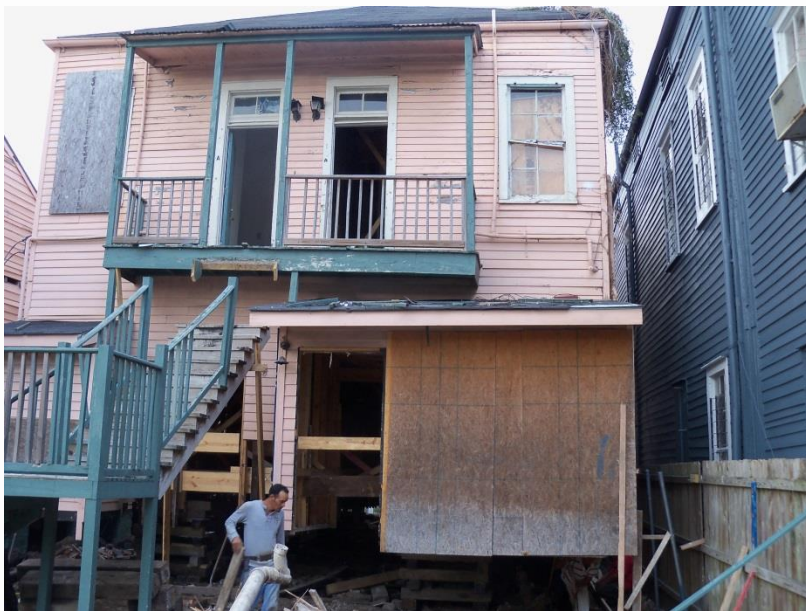
## Legend

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





# Rental Rehab Program – Providence Community Housing – Renovation in Tremé



Source: New Orleans Office of Community Development 3/13/13



# Glossary of Acronyms

**CDBG:** Community Development Block Grant

**FEMA:** Federal Emergency Management Authority

**HUD:** Housing and Urban Development

**IDC:** Imminent Danger of Collapse

**NORA:** New Orleans Redevelopment Authority

**NSP2:** Neighborhood Stabilization Program, Phase 2

**OCD:** Office of Community Development

**SDER:** Strategic Demolition for Economic Recovery

**YTD:** Year to Date



# Evaluation Form

- Are you a city employee or a member of the public?
- On a scale of 1-5, how useful was this meeting to you? (1= least useful and 5= most useful)
- What's working?
- What's not working?

