



CITY OF NEW ORLEANS

BlightSTAT

Reporting Period: August, 2013

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**

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 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.

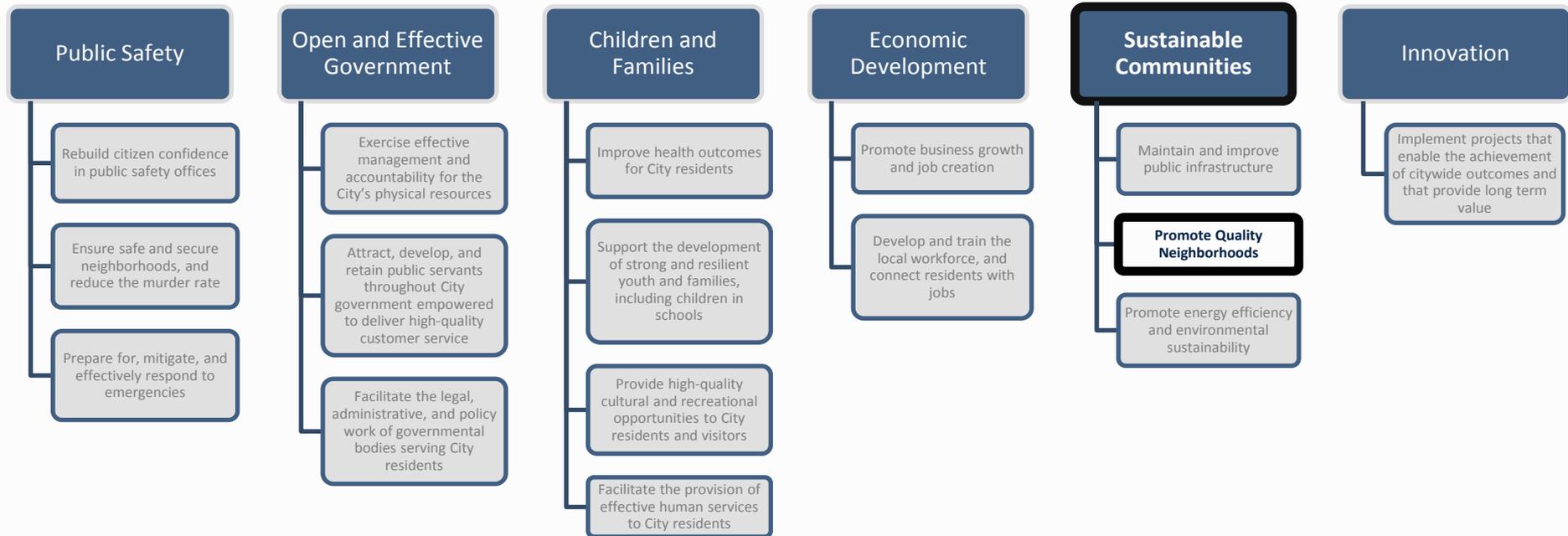
Values

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

- 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**
- 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)



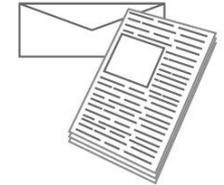
1. INTAKE AND INPUT



2. INSPECT



3. RESEARCH



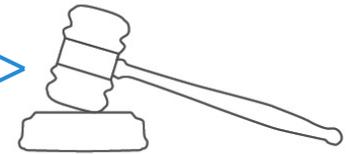
4. NOTICE



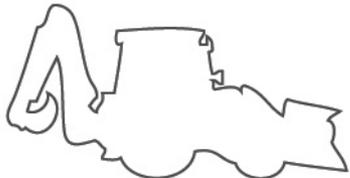
SHERIFF'S SALE



COMPLIANCE



5. HEAR



DEMOLITION



JUDGMENT



LOT CLEARING



311



(OR)

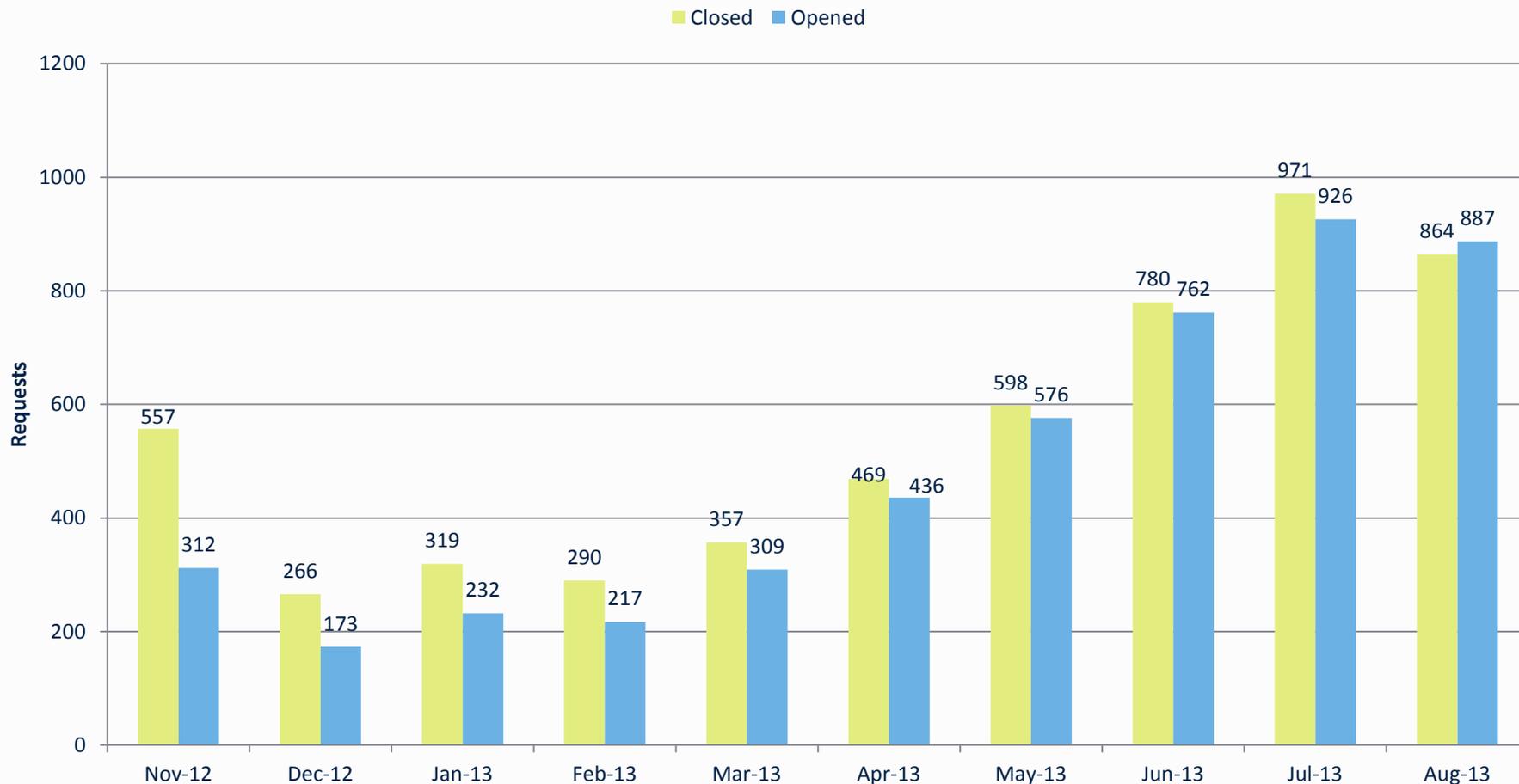


INTAKE



Code Enforcement NOLA 311 Service Requests

43 Open Cases at End of August
Responsible Organization: Code Enforcement



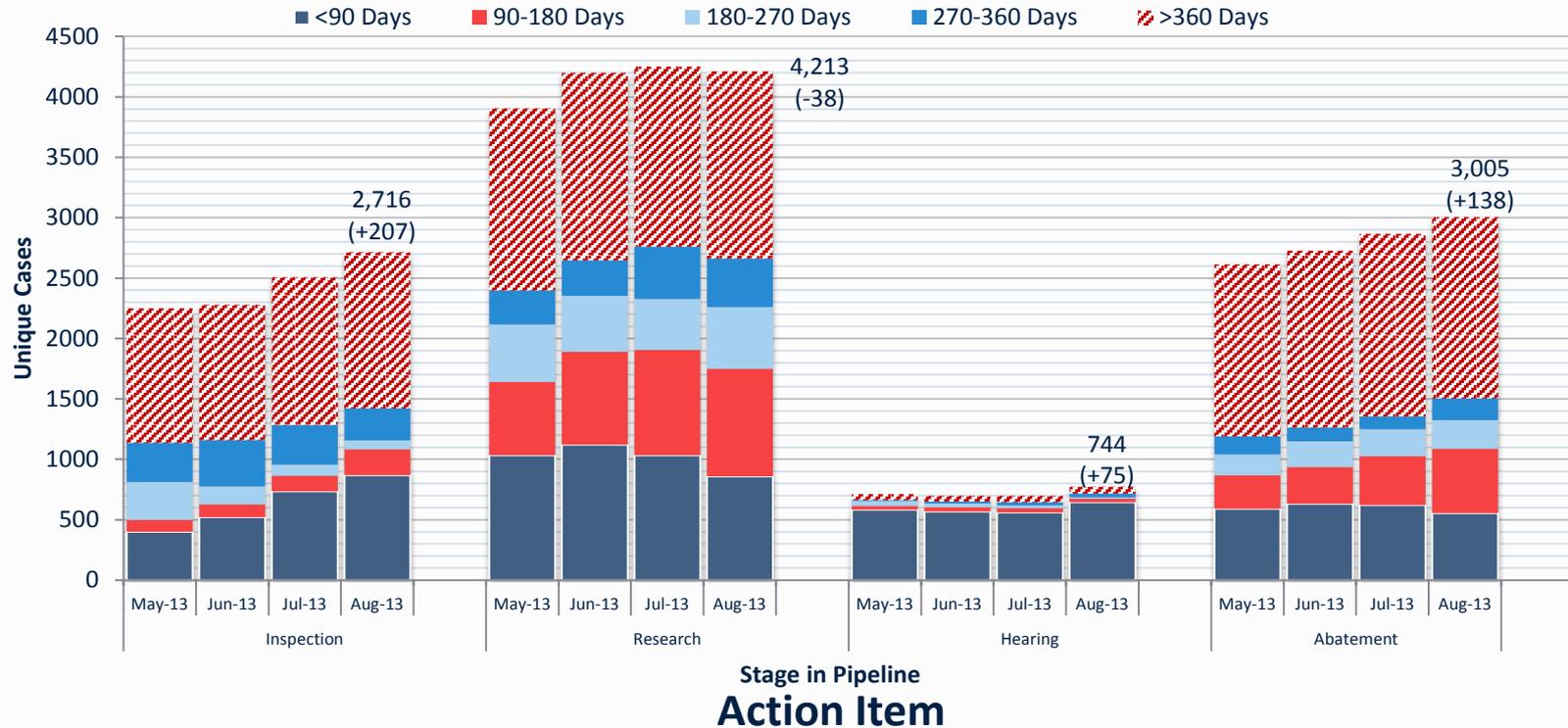
Notes: Service Requests represent only department work orders submitted via 311. Code Enforcement 311 data is skewed as re-opened cases are currently being counted multiple times.

Source: 311



Code Enforcement Overview

Active Cases in Pipeline by Age



| Date | Responsible Parties | Action Item | Due | Status |
|---------|-------------------------|--|-----|---|
| 5/9/13 | P. Bascos | Develop a strategy to target properties for which liens have been paid, but that remain blighted | TBD | |
| 7/11/13 | J. Thornton and D. Ross | Determine a method to find and clean-up all duplicate cases in the pipeline | TBD | Code Enforcement and GIS will perform parcel-level data cleaning and verification for all open cases. |

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

Source: Code Enforcement 9/5/13 (Accela Systems, 1/1-5/31/12, LAMA: 6/1/12-9/5/13)





INSPECT



Inspections

973 inspections completed in August

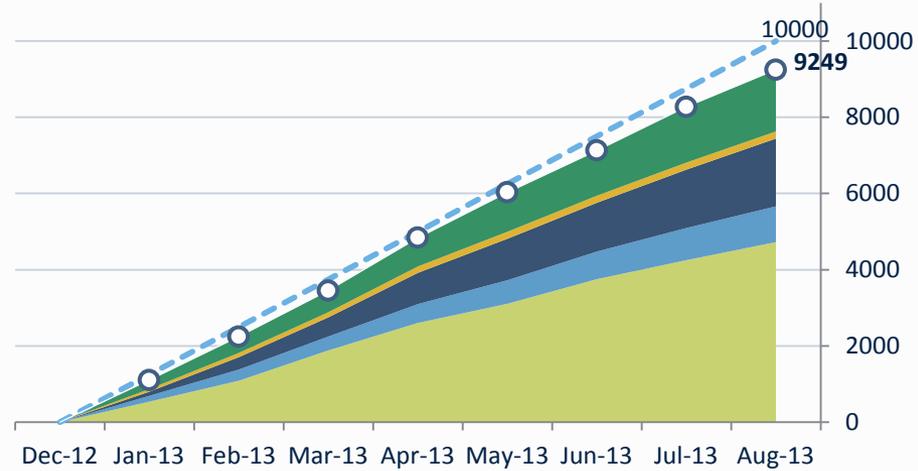
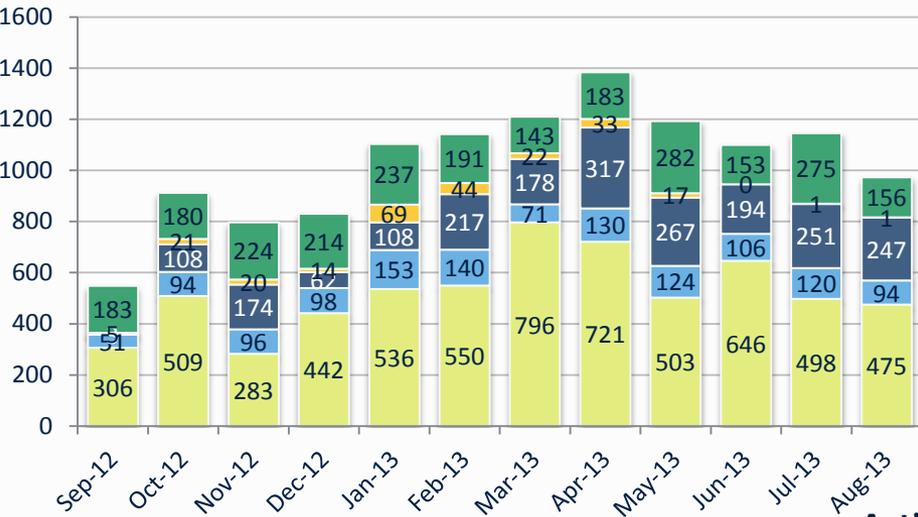
Responsible Organization: Code Enforcement

Inspections by Type

Cumulative 2013 Inspections

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

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



Action Item

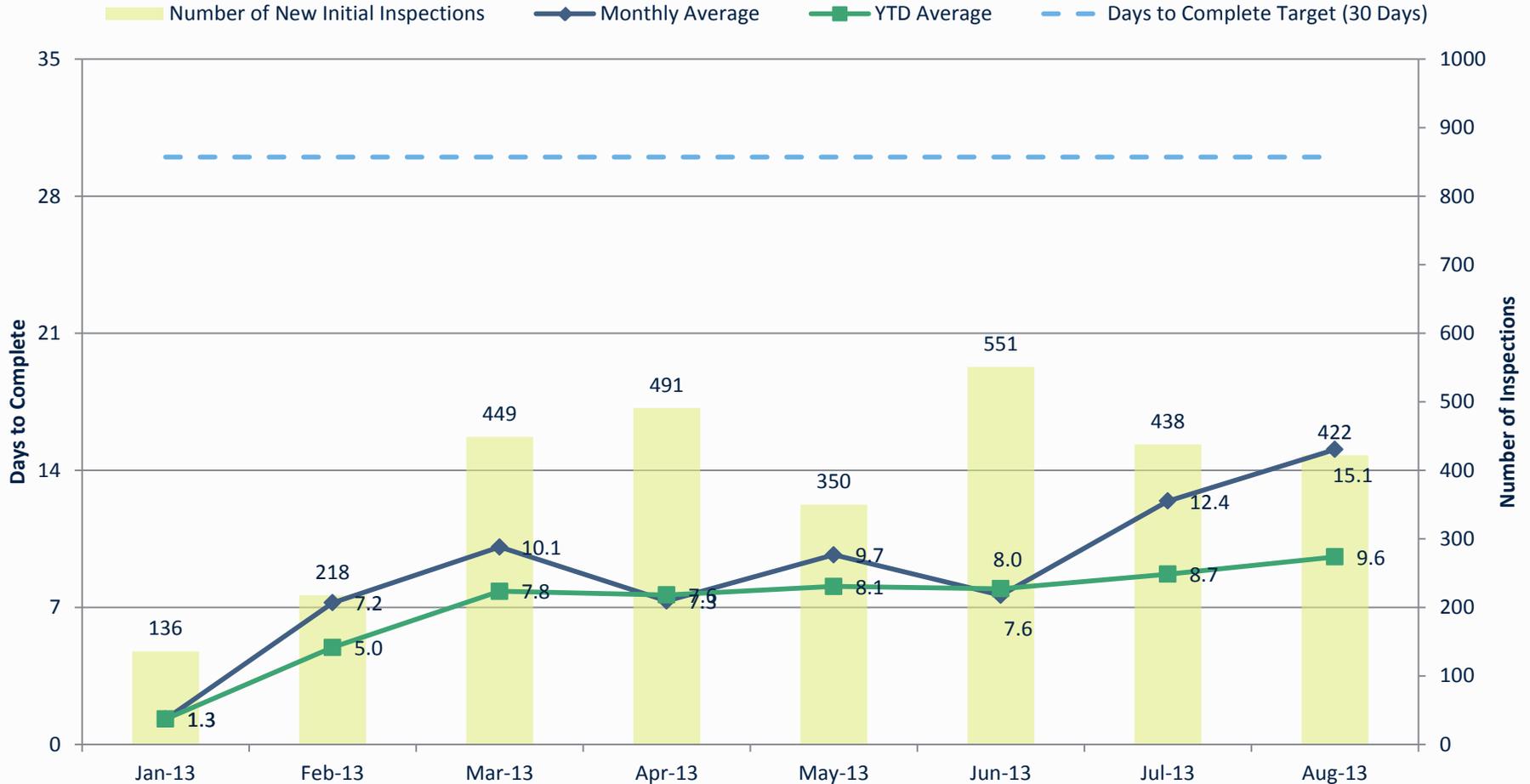
| Date | Responsible Parties | Action Item | Due | Status |
|----------|--|--|---|----------|
| 2/14/13 | P. Bascos, J. Thornton, A. Square, D. Ross | Continue to work on a tech solution for inspectors in the field | To be provided by A. Square and D. Ross | |
| 5/9/2013 | J. Thornton | Enable inspectors to generate their own individual inspection reports to increase productivity | 6/13/2013 | Complete |

Source: Accela Inspections Completed by Inspector Report, 1/1–5/31/12, LAMA: 6/1–8/6/13



Days to Complete Inspections

Average Days to Complete New Initial Inspections

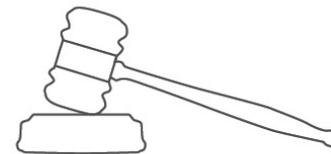


Note: New initial Inspection are defined as initial inspections performed on cases that were opened after 1/1/2013. The 422 new initial inspections in August are a subset of the 475 total initial inspections (shown on the previous slide).

Source: Code Enforcement 9/5/13 (LAMA)



BlightSTAT August, 2013



HEAR

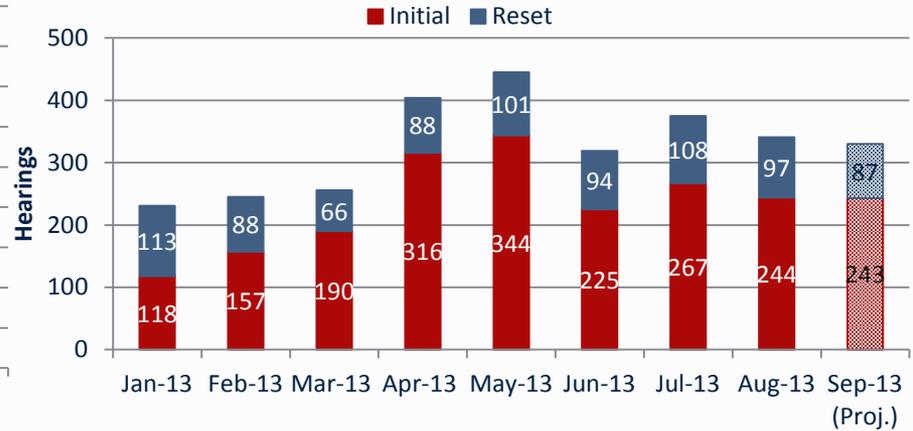
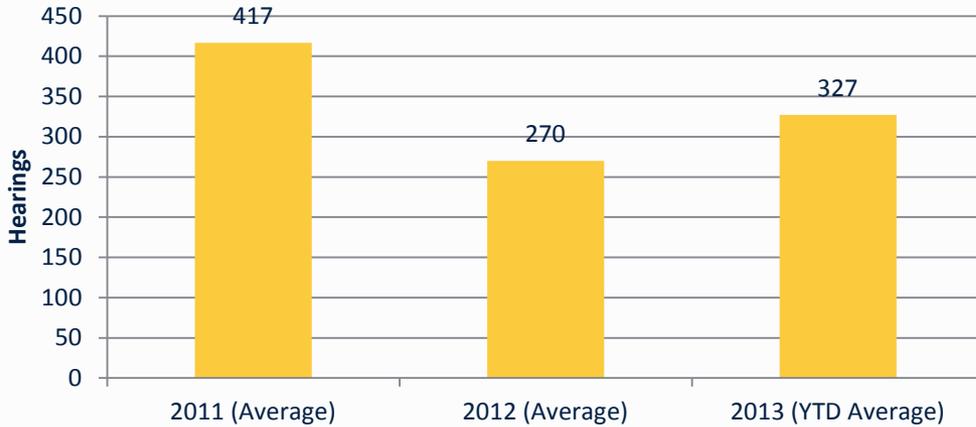


Hearings

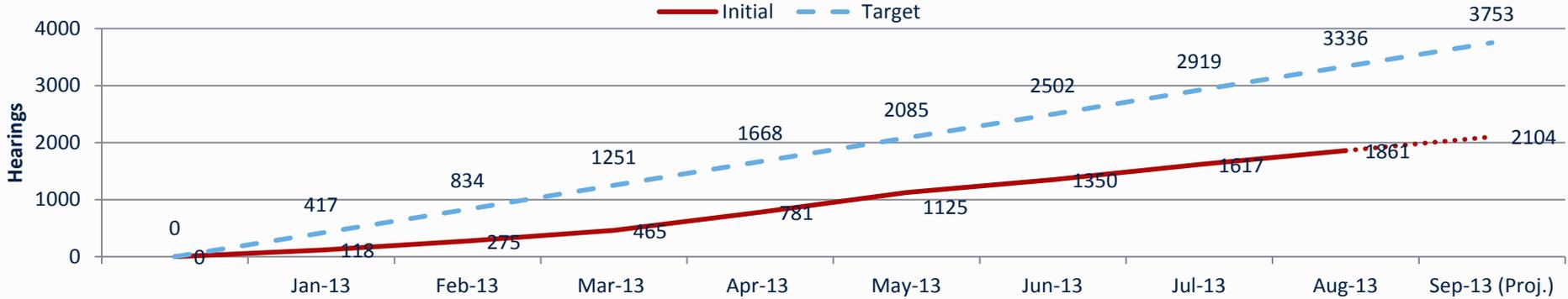
341 Hearings in August

Total Hearings *Responsible Organization: Code Enforcement*

Hearings by Type



Cumulative Initial Hearings in 2013



Action Item

| Date | Responsible Parties | Action Item | Due | Status |
|-----------|---------------------|--|----------|--------|
| 7/11/2013 | P. Bascos | Develop a strategy to increase title research productivity | 8/8/2013 | |

Note: The figures presented are preliminary, as the reports to extract this information from the Davenport LAMA software are still in development. Hearings in August and September experienced substantial lapses due to implementations of the revised Chapters 6 and 26 of the City Charter.

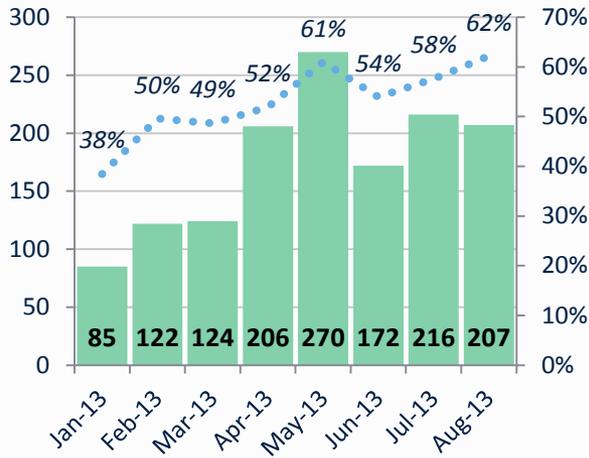
Source: Accela Hearing Docket, 1/1–5/31/12, LAMA: 6/1–9/5/13



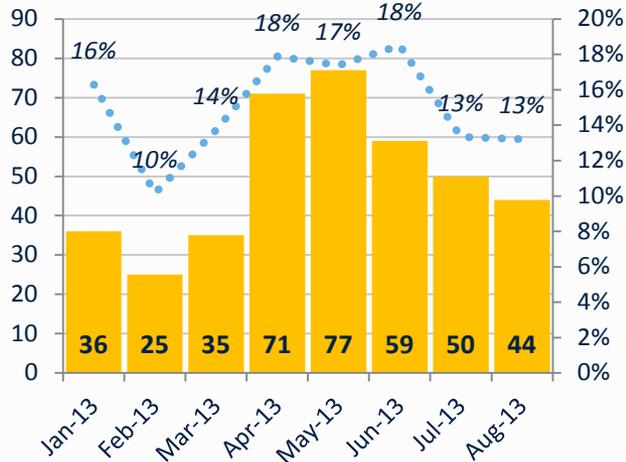
Hearing Results

Responsible Organization: Code Enforcement

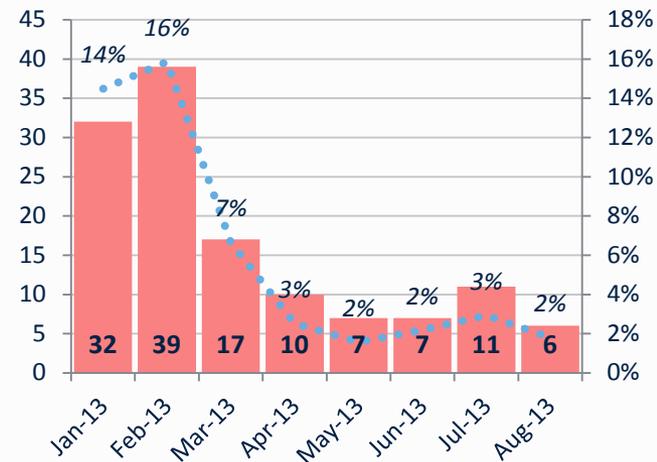
Guilty



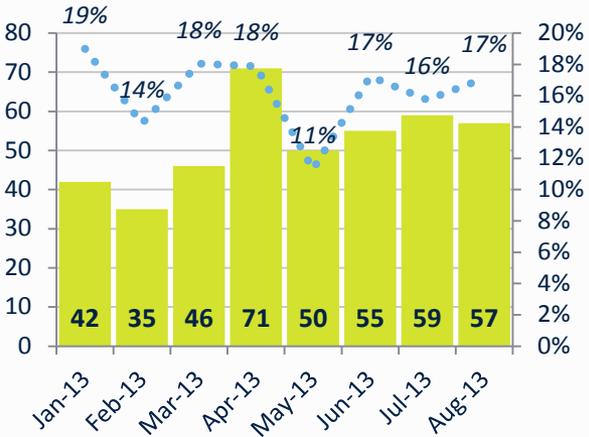
Reset: Work in Progress



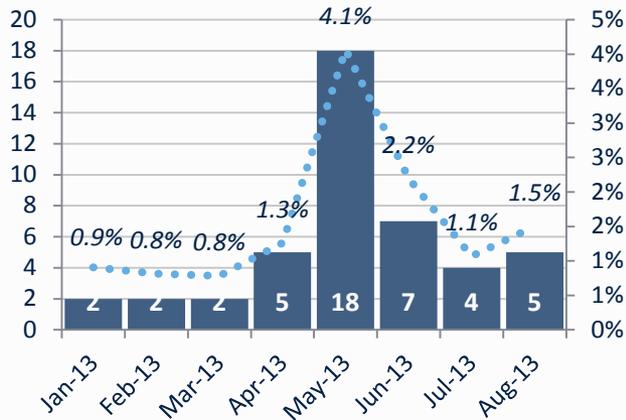
Reset: No Reinspection



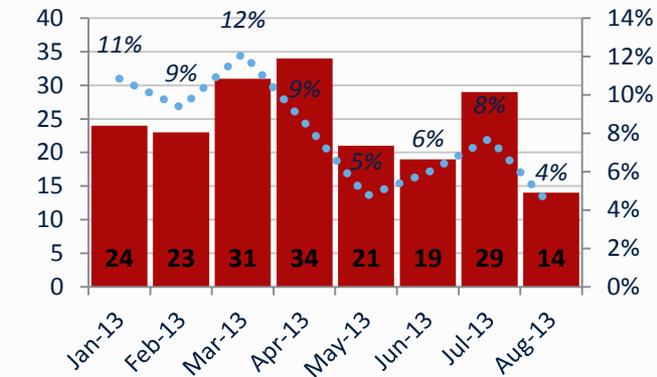
In Compliance



Reset: Insufficient Notice



Reset or Dismissed for Other Legal Issue



Notes: The figures presented are preliminary, as the reports to extract this information are still in development. There are eight cases in August for which results are still pending.

Source: LAMA

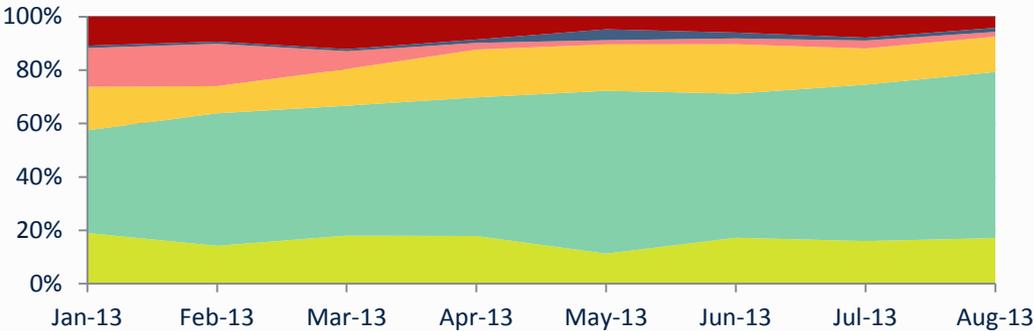


Hearing Results

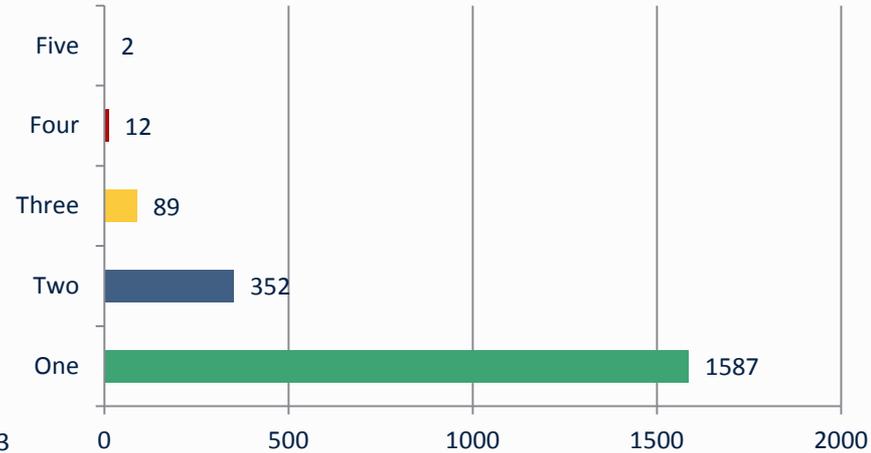
Responsible Organization: Code Enforcement

Hearing Results Breakdown

- Complied
- Reset: Work in progress
- Reset: Insufficient Notice
- Guilty
- Reset: No Reinspection
- Dismissed or Reset: Other Legal Issue



Number of Times Cases Have Been Heard in 2013



| Measure | 2013 YTD Actual | 2013 Target | Status |
|---|-----------------|-------------|-----------|
| Percent of hearings reset due to failure to re-inspect the property | 5.0% | ≤5% | On Target |
| Percent of hearings reset due to failure to properly notify the owner | 1.7% | ≤3% | On Target |

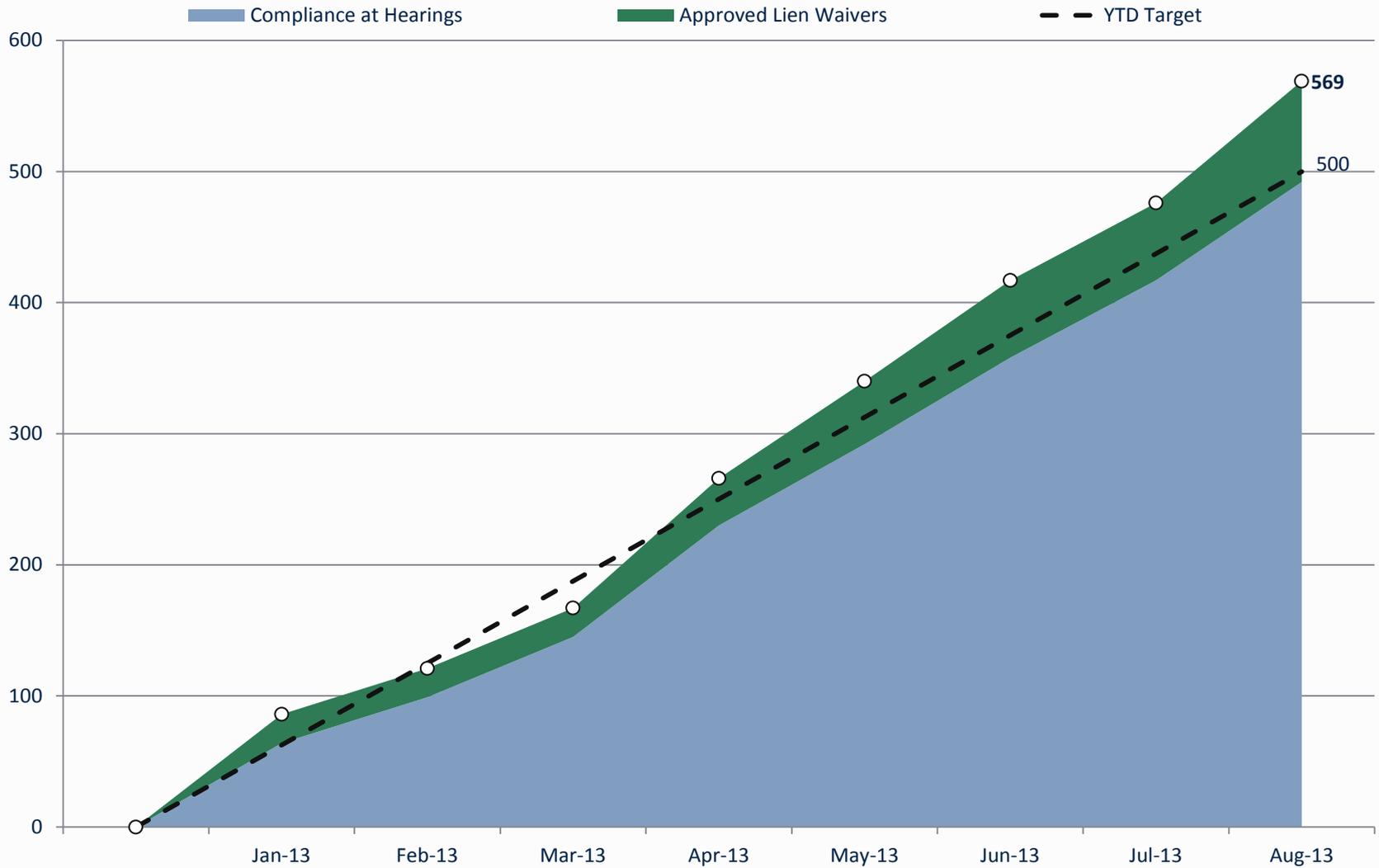
- On Target
- Within 10% of Target
- Off Target

Note: The figures presented are preliminary, as the reports to extract this information are still in development.

Source: Accela Hearing Docket, 1/1–5/31/12, LAMA: 6/1-8/6/13



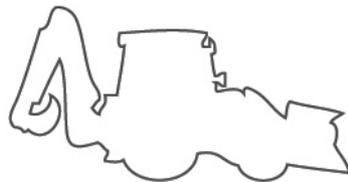
Compliance



Source: Accela Hearing Docket, 1/1-5/31/12, LAMA: 6/1-9/5/13



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DEMOLITION

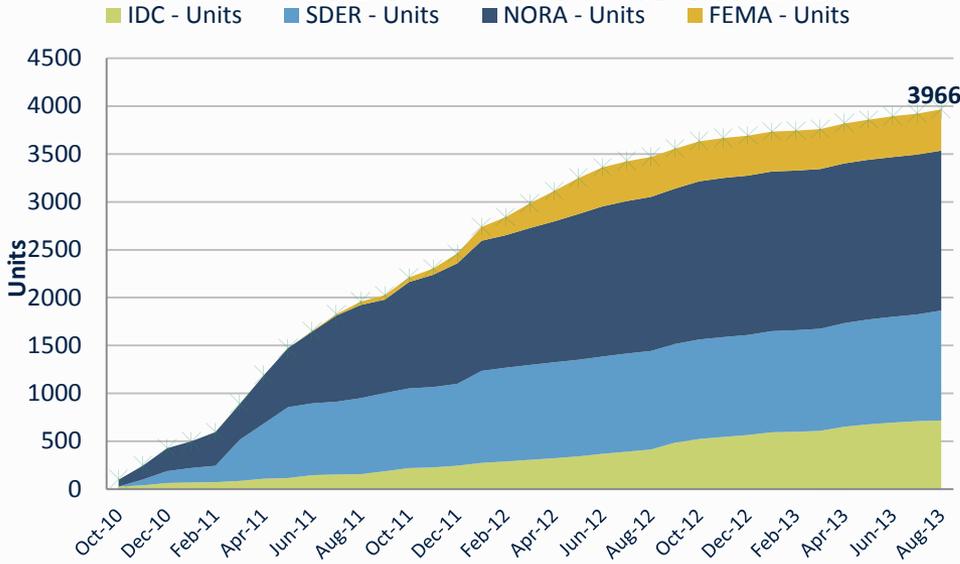


Demolitions

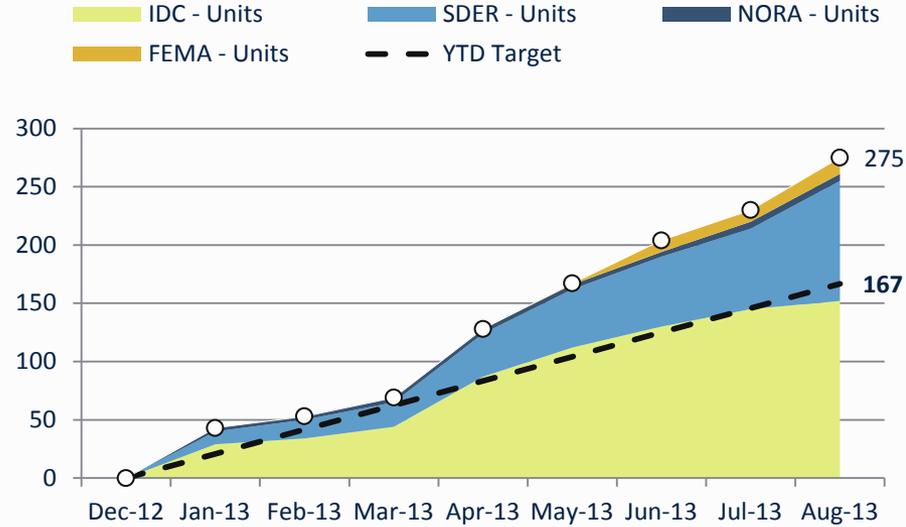
45 Demolitions in August

Responsible Organizations: Code Enforcement and NORA

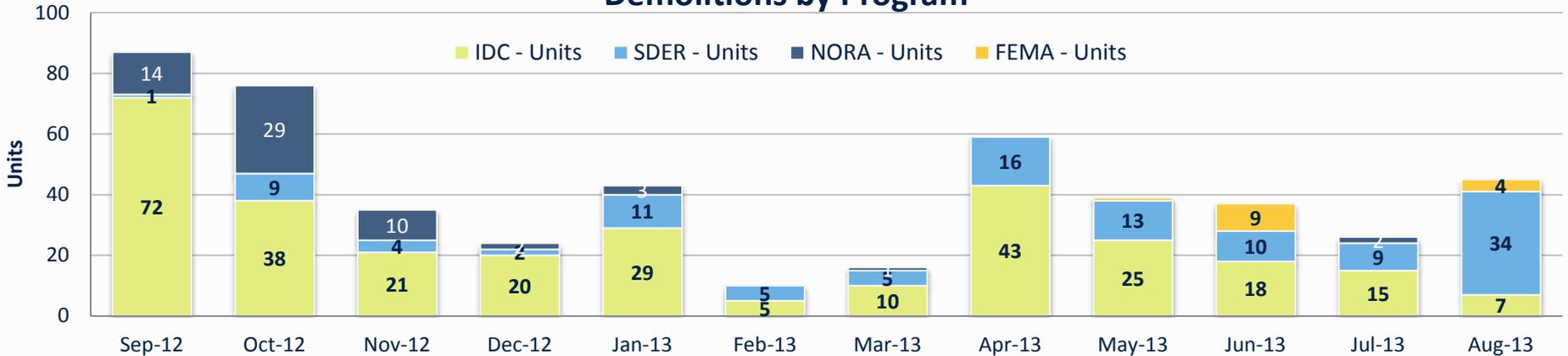
Cumulative Demolitions since Oct. 2010



YTD Demolitions



Demolitions by Program



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

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

(IDC)

20



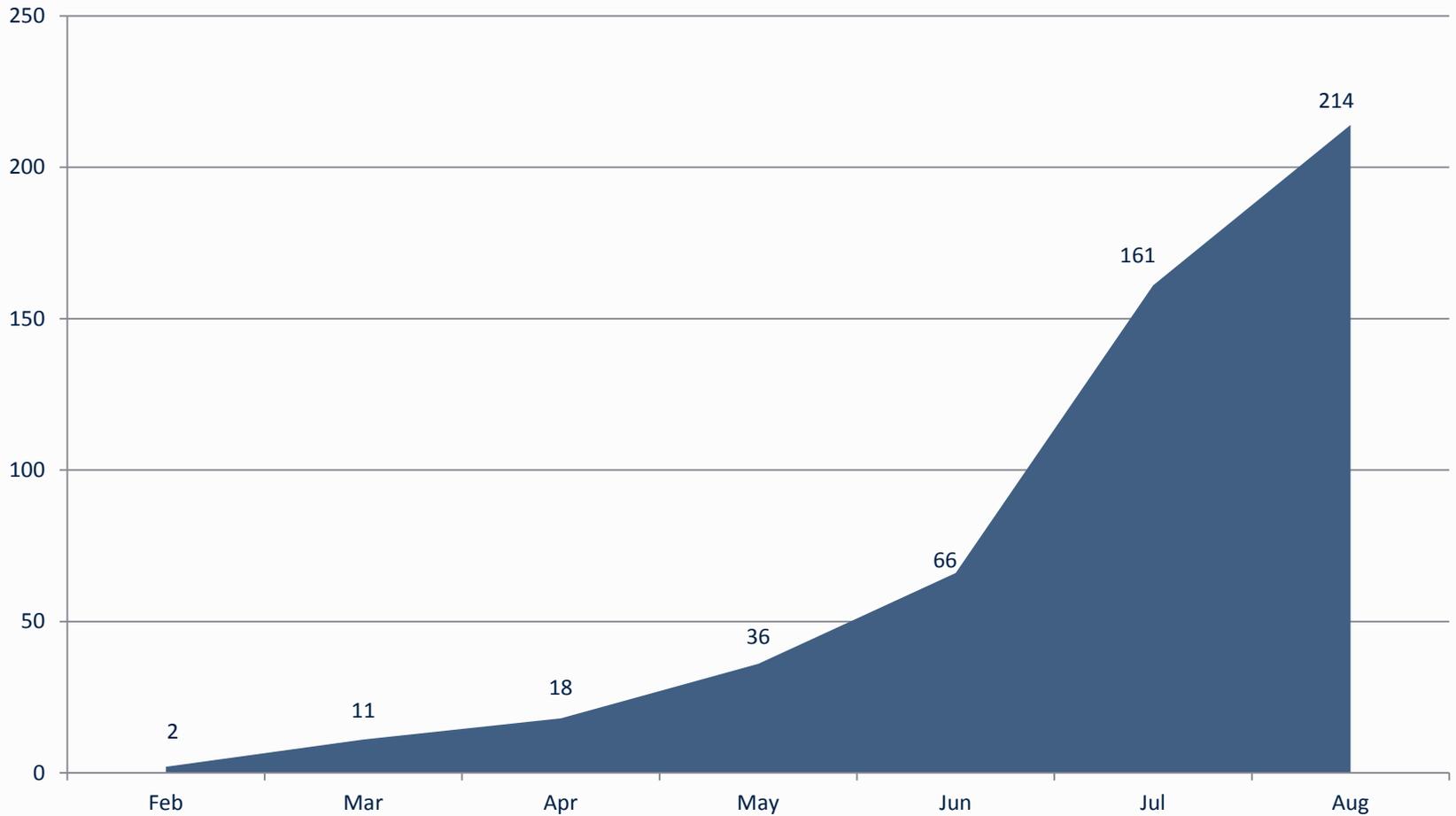


LOT CLEARING



Lot Clearing

53 Additional Code Enforcement Properties Maintained by NORA in August



Source: Code Enforcement 9/9/13





CODE LIEN FORECLOSURES AND SHERIFF'S SALES

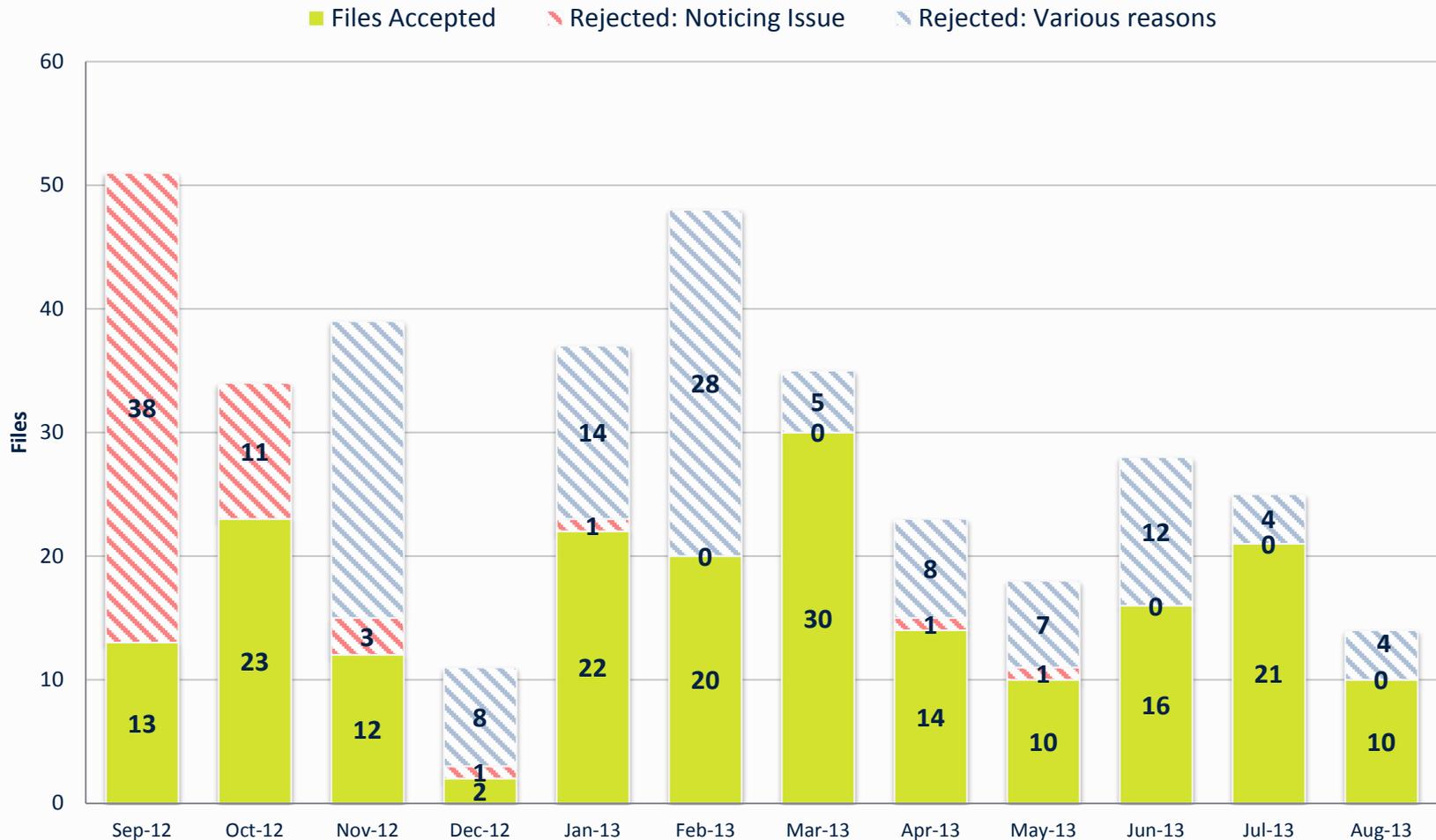


Code Lien Writs Filed

18 properties sold, 19 no bid no sales in August

Responsible Organization: Code Enforcement

Code Lien Writs



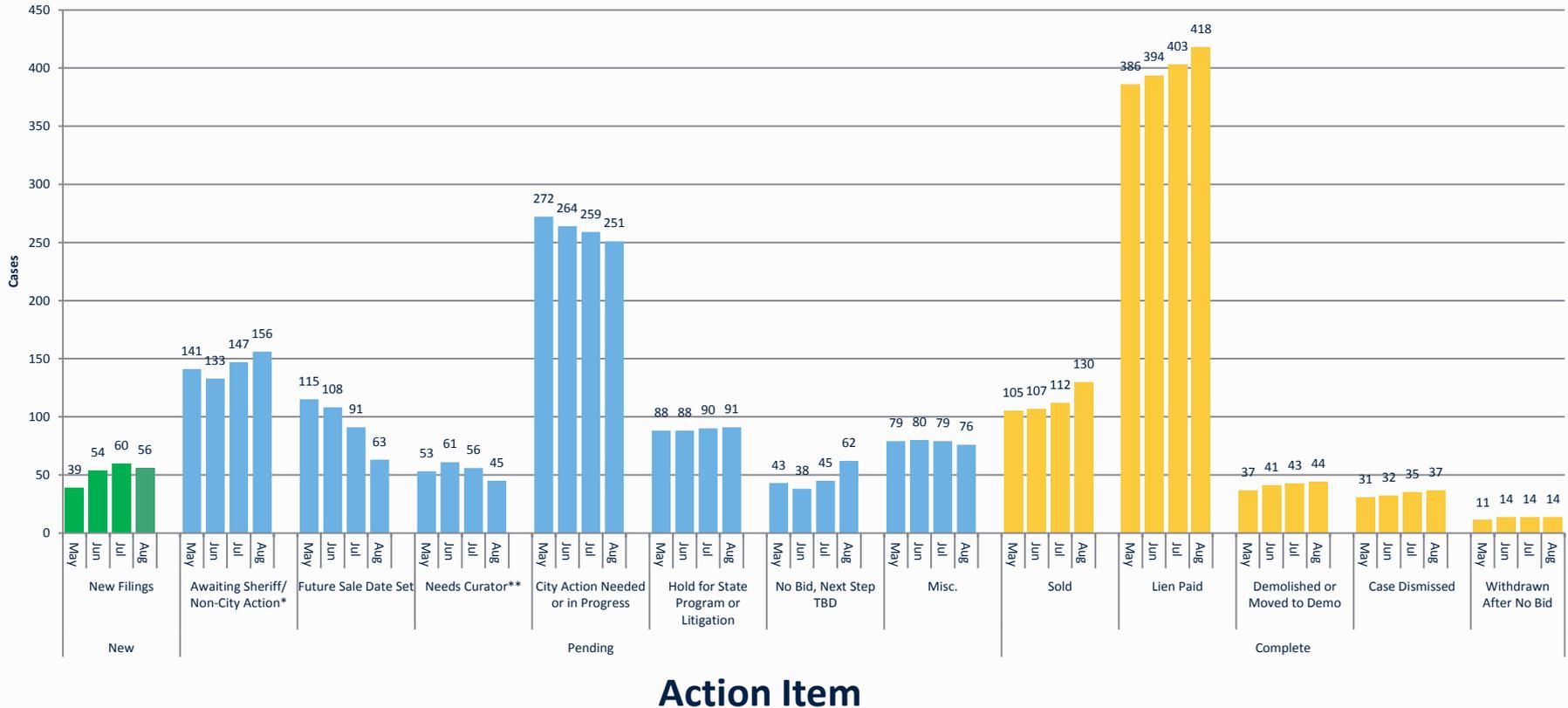
Source: Law Department, Housing Unit, 9/11/13



Status of Code Lien Foreclosure Cases

Snapshot of 1,443 writs accepted from 2010 through August 2013

Responsible Organization: Code Enforcement



| 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 | |

*Two cases stopped because of curator in July.

**The vast majority of the 56 Needs Curator cases are drafted and filed but are awaiting payment to the clerk.

Source: Law Department, Housing Unit, 9/11/13



Proceeds from Sheriff's Sales

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

\$2.6M collected since 2011

Responsible Organization: Code Enforcement

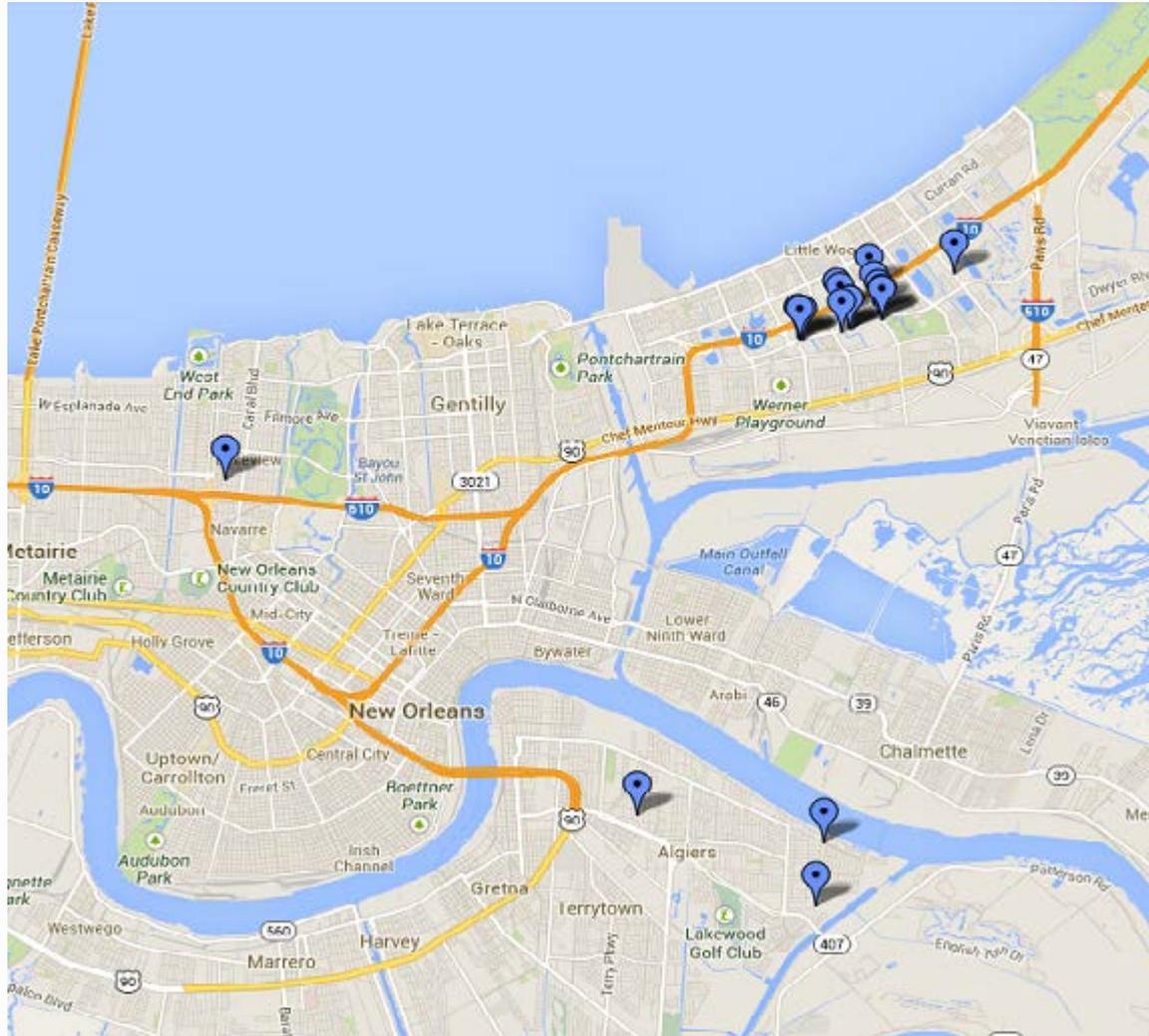


| Date | Responsible Parties | Action Item | Status |
|---------|---------------------|--|--------|
| 2/14/13 | P. Bascos | Work with the Communications Office to improve communication to the public about Sheriff's sales | |

Source: Law Department, Housing Unit 8/7/13



Commercial Properties in Code Enforcement Abatement Process



Commercial Properties Update

Responsible Organizations: Code Enforcement and Law

| | |
|---|---|
| 5650 Read | Permits issued. Property secured and will be monitored by CEHB. |
| 6601 Plaza/5700 Read (Grand Theater) | Judgment on 8/27-No work in progress. |
| 6700 Plaza (RTA Bldg.) | Permit approved but not yet received. Awaiting inspection. |
| 8580 Lake Forest (Parking Lot) | Last inspected 5/6. Property is being maintained. |
| 9660 Lake Forest (strip mall) | Judgment 6/11. Property secured and will be monitored by CEHB. |
| 10301 I-10 W. Service Rd. (Palms Apts.) | Hearing scheduled for 9/17. |
| 8500 Lake Forest (Gas Station) | Consent judgment signed, will be monitored by CEHB. |
| 3010 Sandra Place (Crescent City Gates) | Parallel preparation for demolition and foreclosure proceedings. |
| 6800 Plaza | Property secured with work in progress. CEHB will continue monitoring progress. |
| 10101 Lake Forest | Routed for foreclosure. Property is secured with ongoing debris clearance. |
| 2800 Sullen | A writ has been filed on the property. Sale date not yet set. |
| 4300 Sullen | In conversations between HUD, Council, and City. |
| 8501 Lake Forest Blvd/8500 I-10 Service Rd. | Undergoing private litigation. |
| 45608 Bullard | Hearing held on 8/29. |
| 5951 Milne (Lakeview School) | Has been inspected, research process will be expedited. |

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. | |



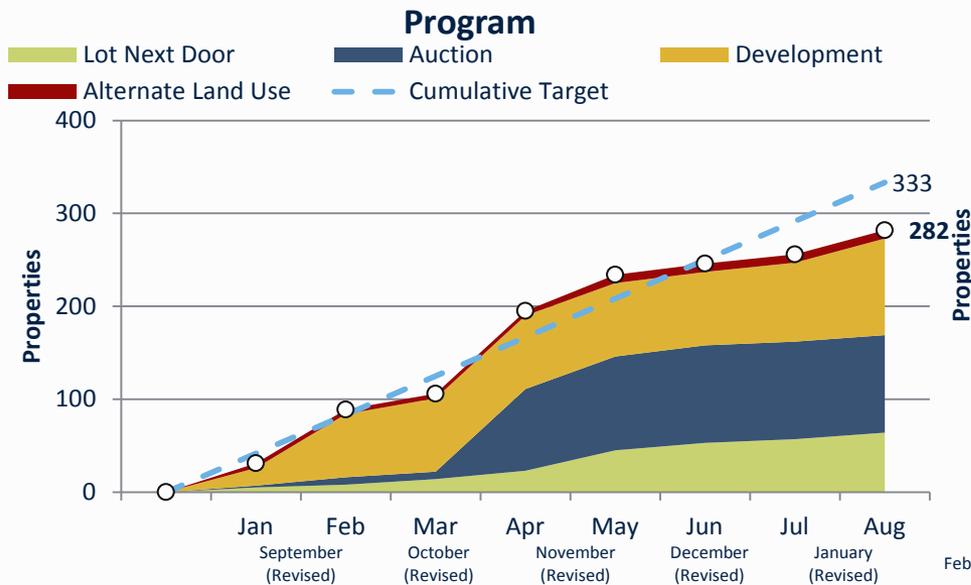
REINVESTMENT



NORA Inventory Movement

26 Properties Returned to Commerce in August

Properties Returned to Commerce in 2013 by Program



Total Properties Returned to Commerce by Program since 2006 (2,638)



| | Jan September (Revised) | Feb October (Revised) | Mar November (Revised) | Apr December (Revised) | May January (Revised) | Jun February | Jul March (Revised) | Aug April (Revised) | September May (Revised) | October June (Revised) | November July (Revised) | December August | January Change |
|------------------------|-------------------------------|-----------------------------|------------------------------|------------------------------|-----------------------------|-----------------|---------------------------|---------------------------|-------------------------------|------------------------------|-------------------------------|--------------------|-------------------|
| Grand Total | 5119 | 5121 | 5121 | 5121 | 5144 | 5147 | 5147 | 5151 | 5162 | 5162 | 5172 | 5172 | 0 |
| Inventory | 2975 | 2951 | 2804 | 2765 | 2757 | 2702 | 2685 | 2600 | 2572 | 2560 | 2560 | 2534 | -26 |
| Uncommitted | 2528 | 2549 | 2475 | 2457 | 2538 | 2480 | 2307 | 2325 | 2384 | 2410 | 2411 | 2397 | -14 |
| Returned to Inventory | 149 | | | | | | | | | | | | 0 |
| Under Contract | 298 | 402 | 329 | 308 | 219 | 222 | 378 | 275 | 188 | 150 | 149 | 137 | -12 |
| Sold in Period | 43 | 26 | 147 | 39 | 31 | 58 | 17 | 89 | 39 | 12 | 10 | 26 | 16 |
| Program | | | | | | | | | | | | | |
| Lot Next Door | 6 | 15 | 25 | 13 | 5 | 3 | 6 | 9 | 22 | 8 | 4 | 7 | 3 |
| Auction | 5 | 0 | 100 | 2 | 2 | 6 | 0 | 80 | 13 | 4 | 0 | 0 | 0 |
| Development | 32 | 11 | 22 | 22 | 19 | 49 | 11 | 0 | 0 | 0 | 6 | 19 | 13 |
| Alternate Land Use | 0 | 0 | 0 | 2 | 5 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 |
| Previously Sold | 2101 | 2144 | 2170 | 2317 | 2356 | 2387 | 2445 | 2462 | 2551 | 2590 | 2602 | 2612 | 10 |
| Program | | | | | | | | | | | | | |
| Lot Next Door | 1022 | 1028 | 1043 | 1068 | 1081 | 1086 | 1089 | 1095 | 1104 | 1126 | 1134 | 1138 | 4 |
| Auction | 599 | 604 | 604 | 704 | 706 | 708 | 714 | 714 | 794 | 807 | 811 | 811 | 0 |
| Development | 480 | 512 | 523 | 545 | 567 | 586 | 635 | 646 | 646 | 646 | 646 | 652 | 6 |
| Alternate Land Use | 0 | 0 | 0 | 0 | 2 | 7 | 7 | 7 | 7 | 11 | 11 | 11 | 0 |

Source: New Orleans Redevelopment Authority 9/4/13



NORA Redevelopment

HUD Neighborhood Stabilization Program, Phase 2 (NSP2) Award

| NSP2 Housing Units | |
|----------------------------|------------|
| Sold | 87 |
| Rented | 150 |
| Complete and For Sale/Rent | 113 |
| Under Construction | 108 |
| In Pre-Development | 19 |
| TOTAL | 477 |

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 | |

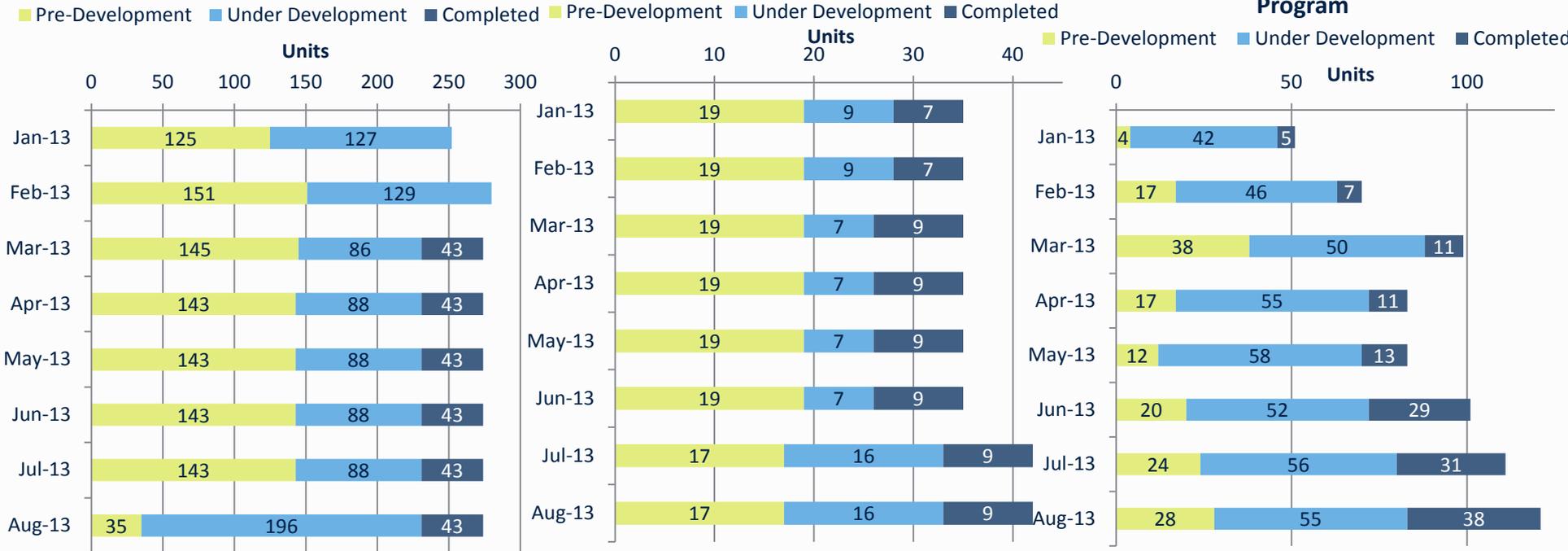


Office of Community Development

Rental Housing Program

Homeownership Development Program

Owner-Occupied Rehabilitation Program



| Key Performance Indicators | 2012 Actual | 2013 YTD Actual | 2013 Annual Target | % 2013 Target Achieved (67% of Year Lapsed) |
|---|-------------|-----------------|--------------------|---|
| Number of first time homebuyers receiving soft second mortgage commitments | 221 | 190 | 300 | 63% |
| Number of housing units developed through Homeownership Development Program | 22 | 9 | 30 | 30% |
| Number of housing units assisted through the Owner Occupied Rehab Programs | 119 | 38 | 75 | 51% |
| Number of affordable rental units developed | 195 | 43 | 140 | 31% |

Source: New Orleans Office of Community Development 9/10/13

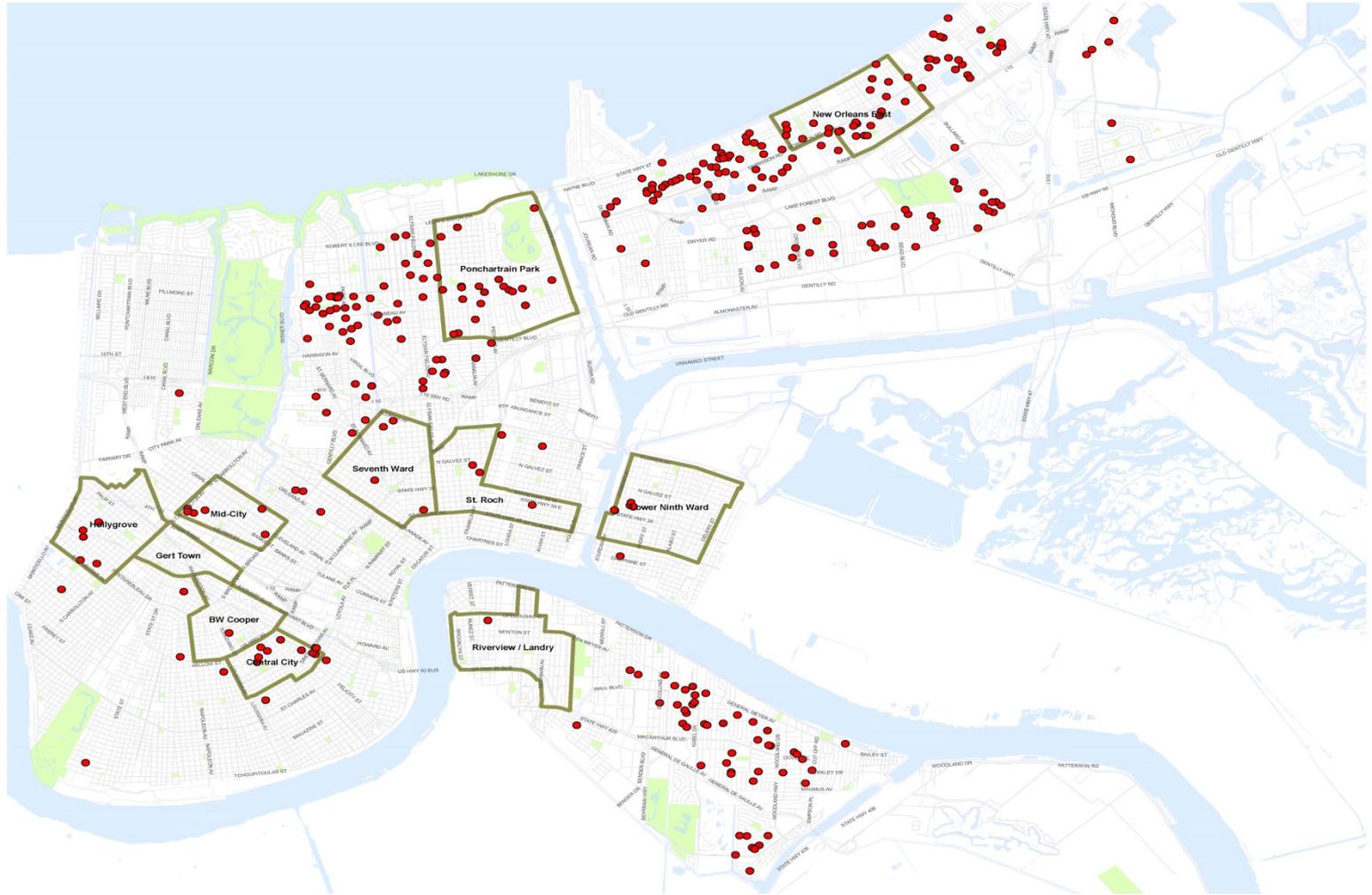


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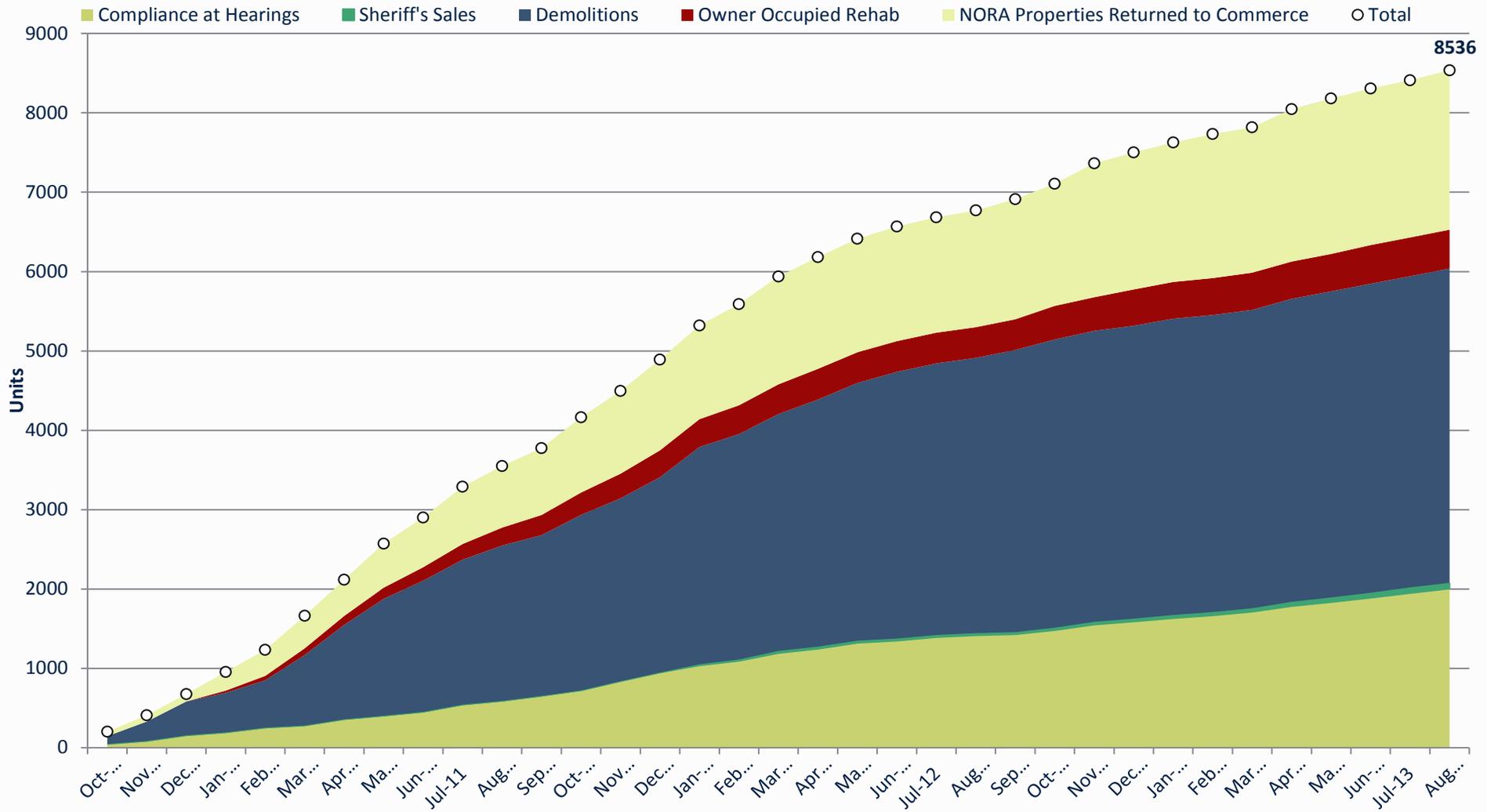
Soft Second Commitments

Legend

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



Since October 2010, City assisted abatements alone have reduced blight by over 8,500
Does NOT include properties brought into compliance without City intervention



Glossary of Acronyms

CDBG: Community Development Block Grant

FEMA: Federal Emergency Management Authority

HANO: Housing Authority of New Orleans

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?

