CITY OF NEW ORLEANS

Blight**STAT**

Reporting Period: July, 2013

www.nola.gov/opa

Bright Idea

HARVARD Kennedy School
ASH CENTER
for Democratic Governance
and Innovation

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.
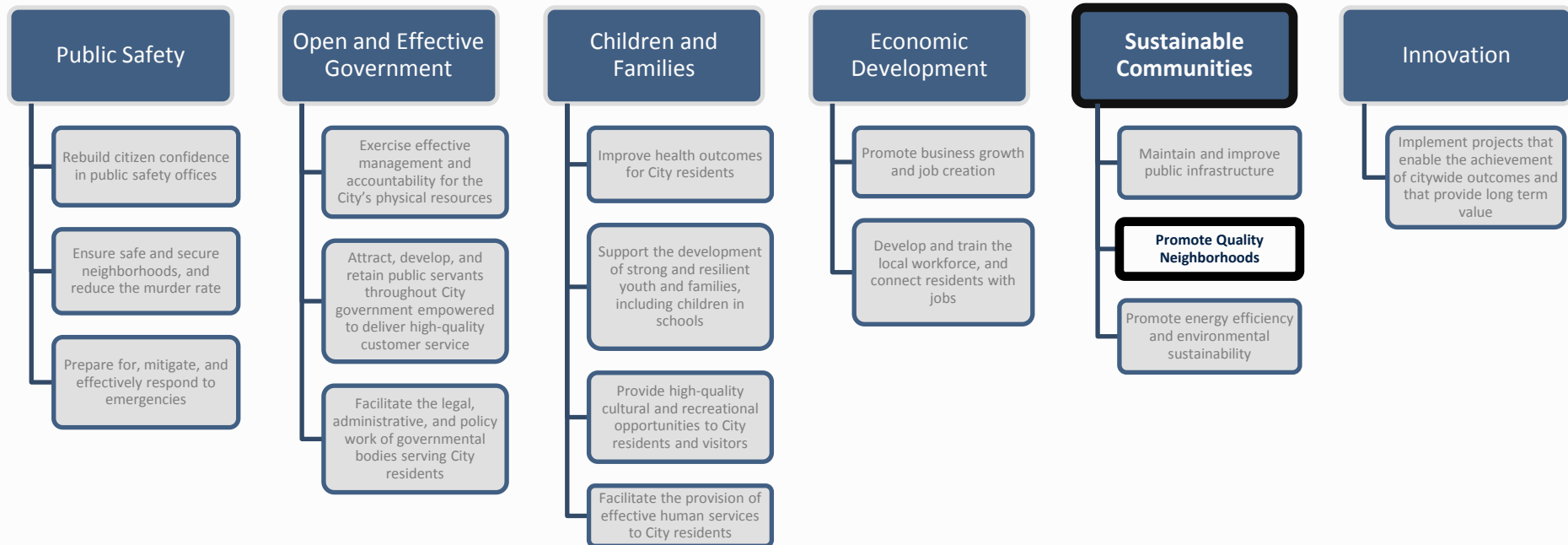
Values

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

Public Safety	Open and Effective Government	Children and Families	Economic Development	**Sustainable Communities**	Innovation
Rebuild citizen confidence in public safety offices	Exercise effective management and accountability for the City's physical resources	Improve health outcomes for City residents	Promote business growth and job creation	Maintain and improve public infrastructure	Implement projects that enable the achievement of citywide outcomes and that provide long term value
Ensure safe and secure neighborhoods, and reduce the murder rate	Attract, develop, and retain public servants throughout City government empowered to deliver high-quality customer service	Support the development of strong and resilient youth and families, including children in schools	Develop and train the local workforce, and connect residents with jobs	**Promote Quality Neighborhoods**	
Prepare for, mitigate, and effectively respond to emergencies	Facilitate the legal, administrative, and policy work of governmental bodies serving City residents	Provide high-quality cultural and recreational opportunities to City residents and visitors		Promote energy efficiency and environmental sustainability	
		Facilitate the provision of effective human services to City residents			

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.

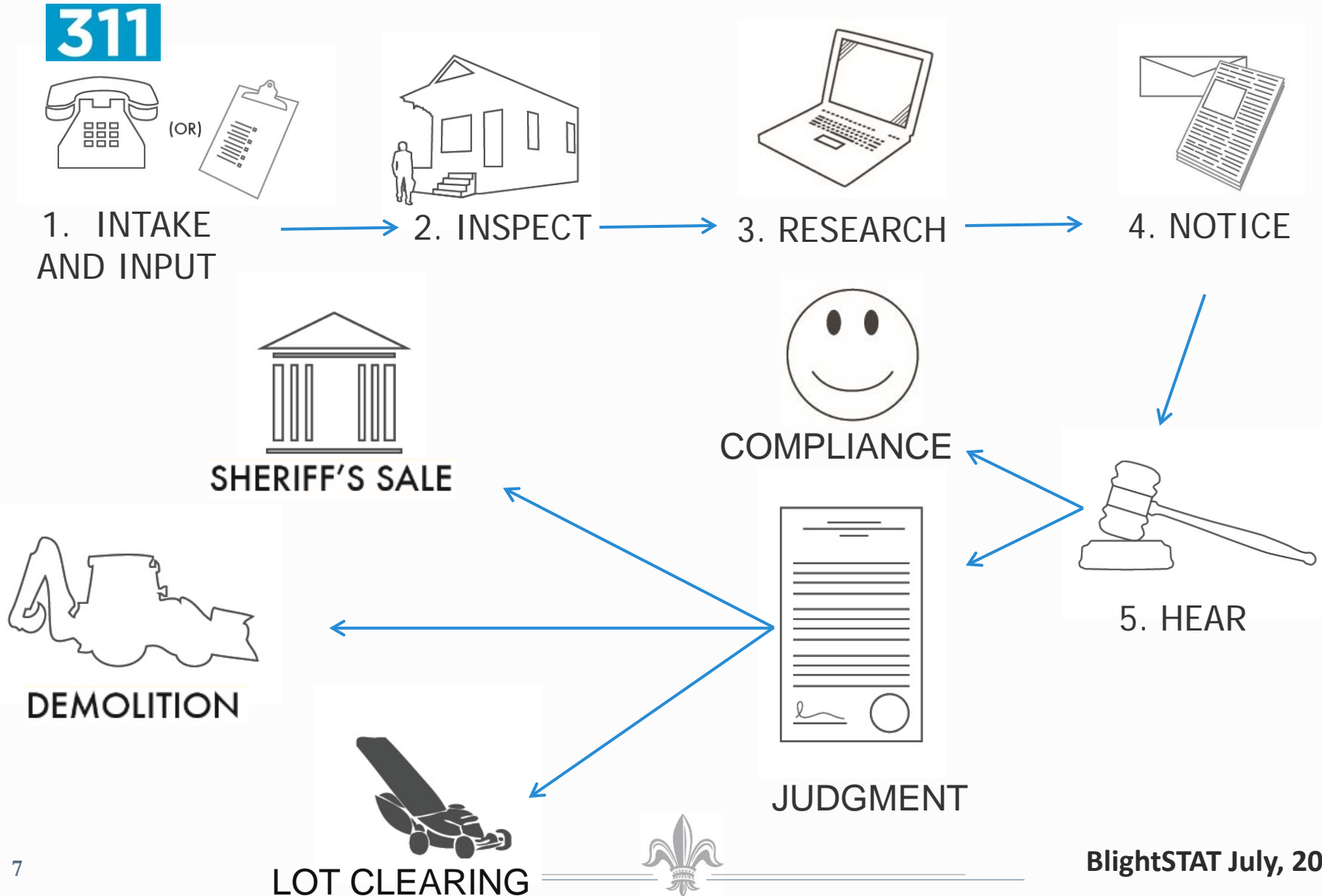| Objectives and Strategies	Outcome Measures
Maintain and improve public infrastructure 1. Maintain and improve road surface infrastructure 2. Consistently implement Complete Streets philosophy in streets investments 3. Effectively administer the City's capital improvements program 4. Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods	• 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

1. INTAKE AND INPUT
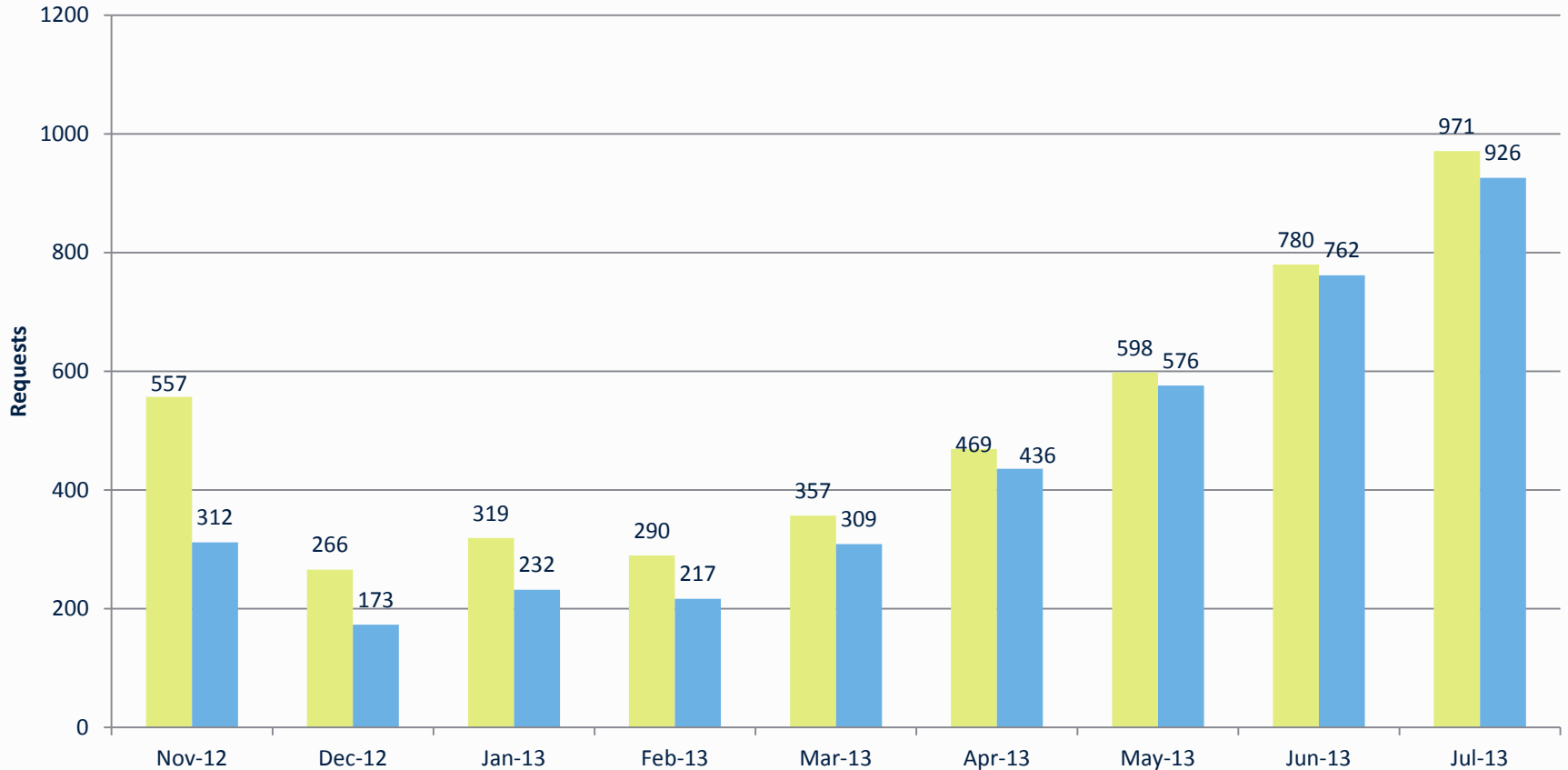
2. INSPECT

3. RESEARCH

4. NOTICE

SHERIFF'S SALE

COMPLIANCE

5. HEAR

DEMOLITION

JUDGMENT

LOT CLEARING

BlightSTAT July, 2013

INTAKE

Code Enforcement NOLA 311 Service Requests

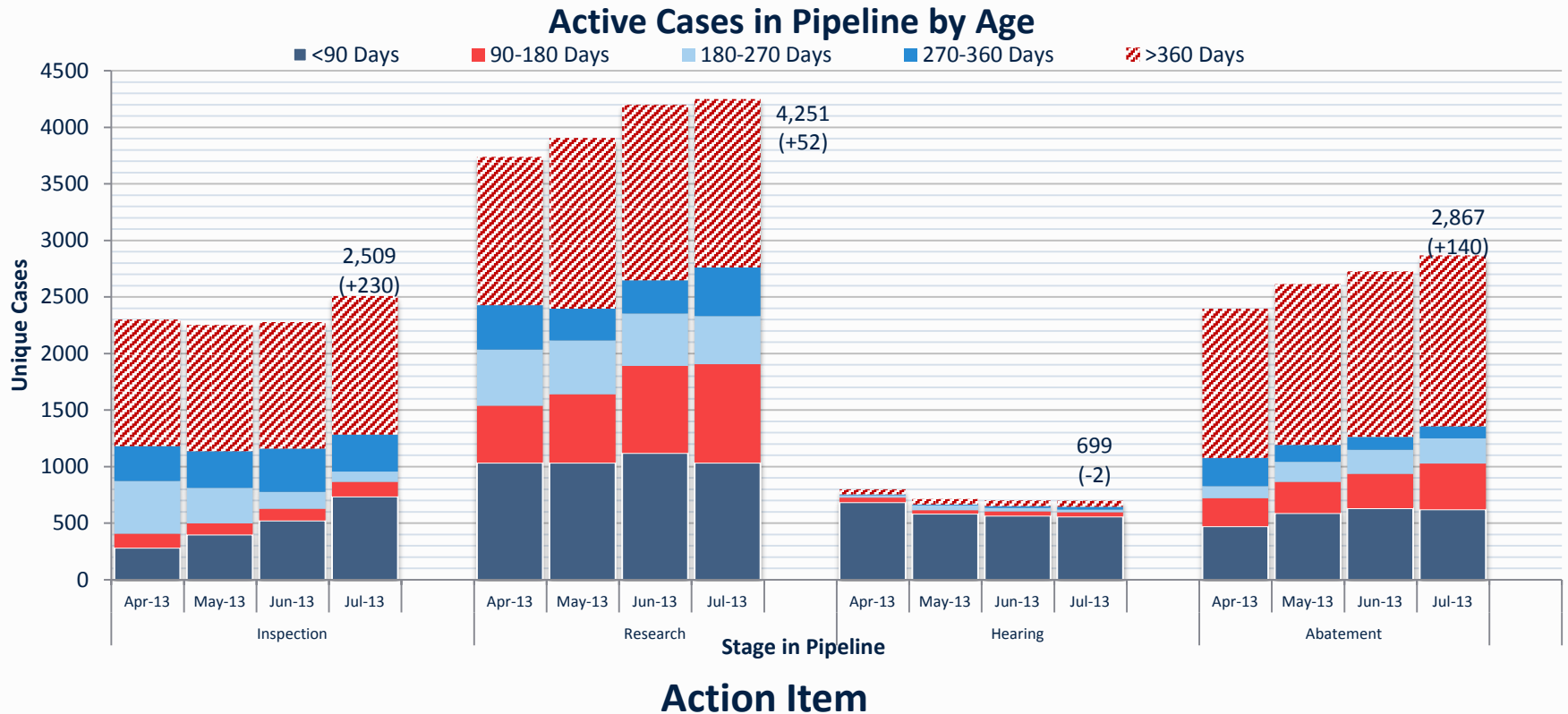## 2 Open Cases at End of July

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

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Code Enforcement Overview

Active Cases in Pipeline by Age

Legend: ■ <90 Days   ■ 90-180 Days   ■ 180-270 Days   ■ 270-360 Days   ▨ >360 Days

Y-axis: Unique Cases (0 to 4500)
X-axis: Stage in Pipeline

Inspection: Apr-13, May-13, Jun-13, Jul-13 — 2,509 (+230)
Research: Apr-13, May-13, Jun-13, Jul-13 — 4,251 (+52)
Hearing: Apr-13, May-13, Jun-13, Jul-13 — 699 (-2)
Abatement: Apr-13, May-13, Jun-13, Jul-13 — 2,867 (+140)

Action Item

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	

Note: Total cases may not be equal between periods, due to case closure and new case creation
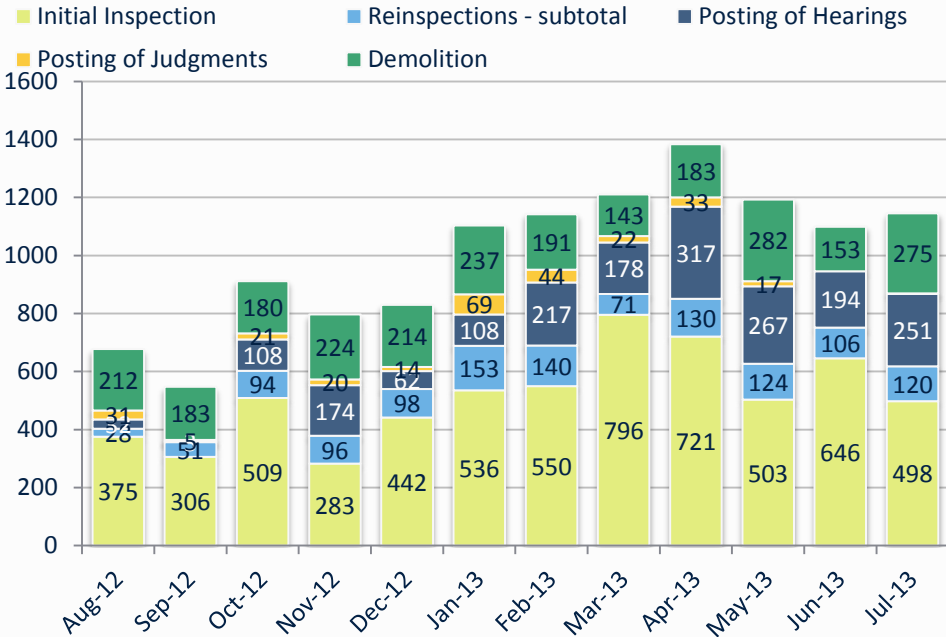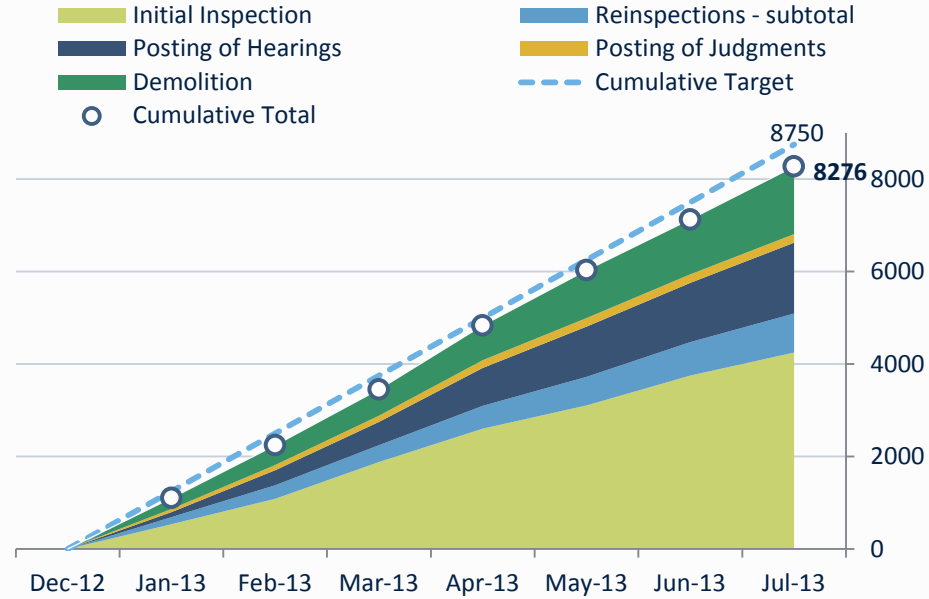**Source:** Code Enforcement 6/7/13 (Accela Systems, 1/1-5/31/12,
LAMA: 6/1/12-8/6/13)

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INSPECT

Inspections

1,145 inspections completed in July

Responsible Organization: Code Enforcement

Inspections by Type

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

Month	Initial Inspection	Reinspections	Posting of Hearings	Posting of Judgments	Demolition
Aug-12	375	28	32	31	212
Sep-12	306	51	5		183
Oct-12	509	94	108	21	180
Nov-12	283	96	174	20	224
Dec-12	442	98	62	14	214
Jan-13	536	153	108	69	237
Feb-13	550	140	217	44	191
Mar-13	796	71	178	22	143
Apr-13	721	130	317	33	183
May-13	503	124	267	17	282
Jun-13	646	106	194		153
Jul-13	498	120	251		275

Cumulative 2013 Inspections

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

8750

8276

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	Changes to inspection reports have been identified to speed up data entry and provide for better reporting

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

Legend:
- Number of New Initial Inspections
- Monthly Average
- YTD Average
- Days to Complete Target (30 Days)
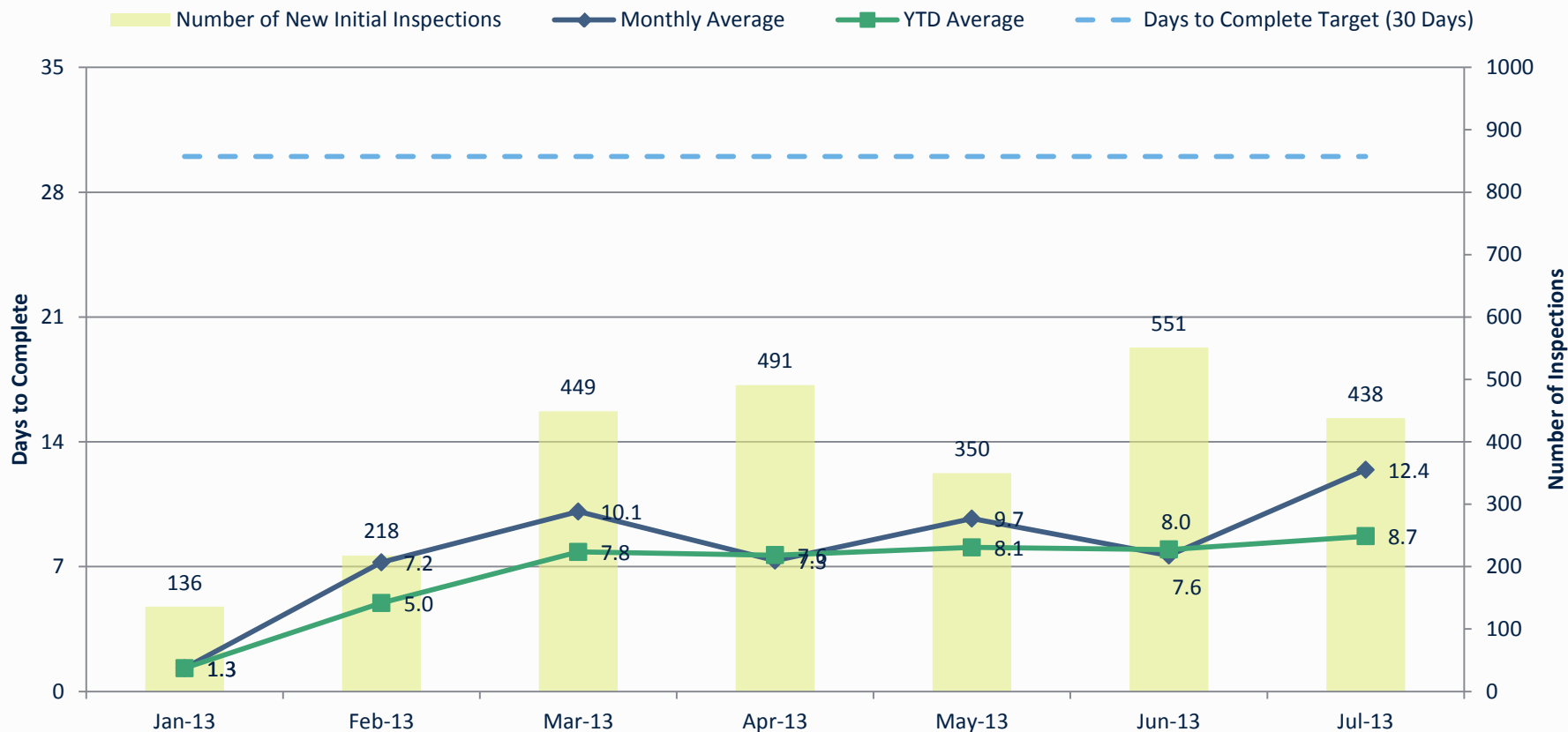
Note: New initial Inspection are defined as initial inspections performed on cases that were opened after 1/1/2013. The 438 new initial inspections in July are a subset of the 498 total initial inspections (shown on the previous slide). The time to complete new initial inspections in May was originally reported as 24.4.

Source: Code Enforcement 8/6/13 (LAMA)

BlightSTAT July, 2013
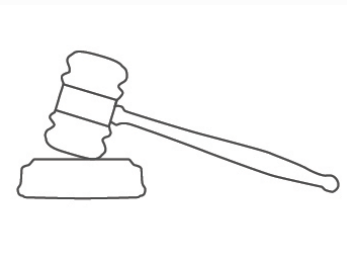
HEAR

Hearings

375 Hearings in July

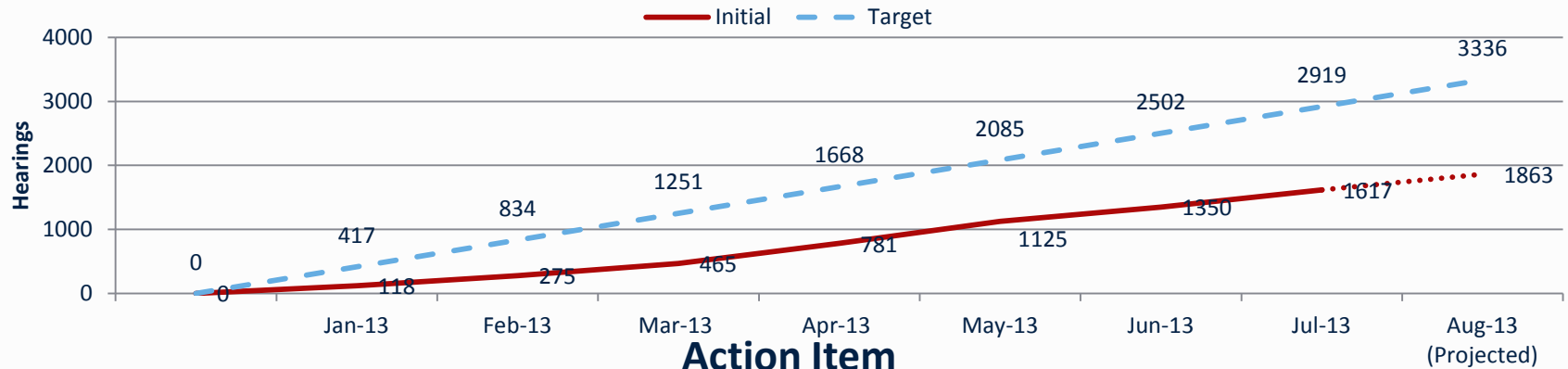*Responsible Organization: Code Enforcement*

Total Hearings

- 2011 (Average): 417
- 2012 (Average): 270
- 2013 (YTD Average): 325

Hearings by Type

Legend: ■ Initial ■ Reset

Month	Initial	Reset
Jan-13	118	113
Feb-13	157	88
Mar-13	190	66
Apr-13	316	88
May-13	344	101
Jun-13	225	94
Jul-13	267	108
Aug-13 (Proj.)	246	85
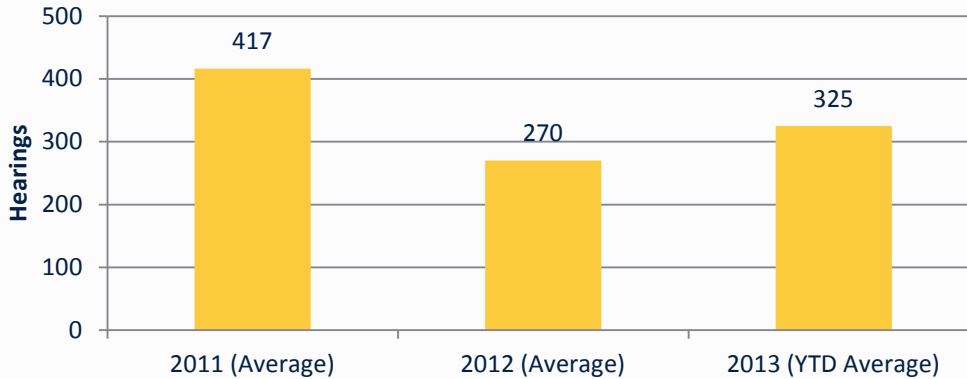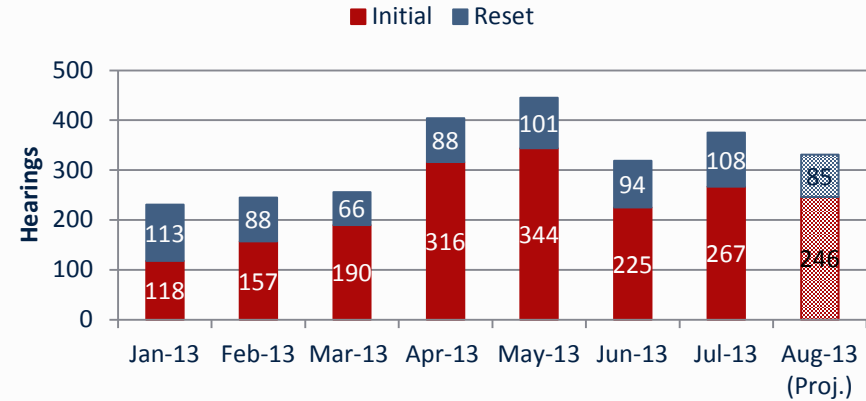
Cumulative Initial Hearings in 2013

Legend: —— Initial - - - Target

Month	Initial	Target
(start)	0	0
Jan-13	118	417
Feb-13	275	834
Mar-13	465	1251
Apr-13	781	1668
May-13	1125	2085
Jun-13	1350	2502
Jul-13	1617	2919
Aug-13 (Projected)	1863	3336

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.
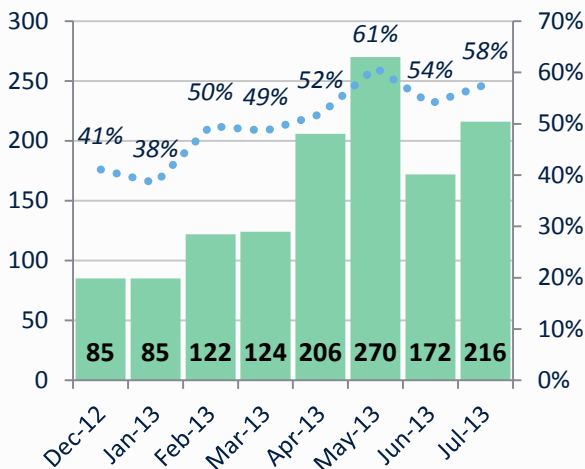**Source:** Accela Hearing Docket, 1/1–5/31/12, LAMA: 6/1–8/6/13
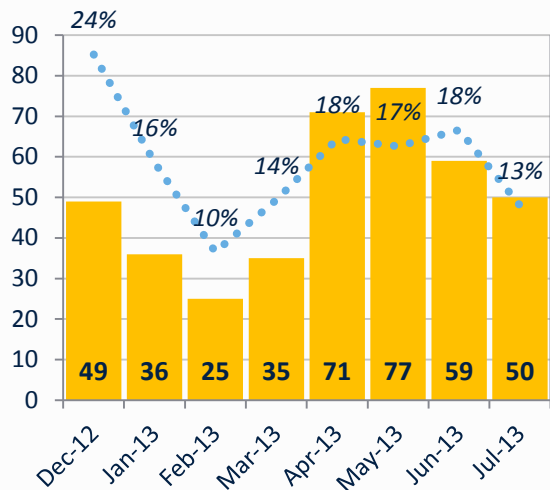
BlightSTAT July, 2013

Hearing Results
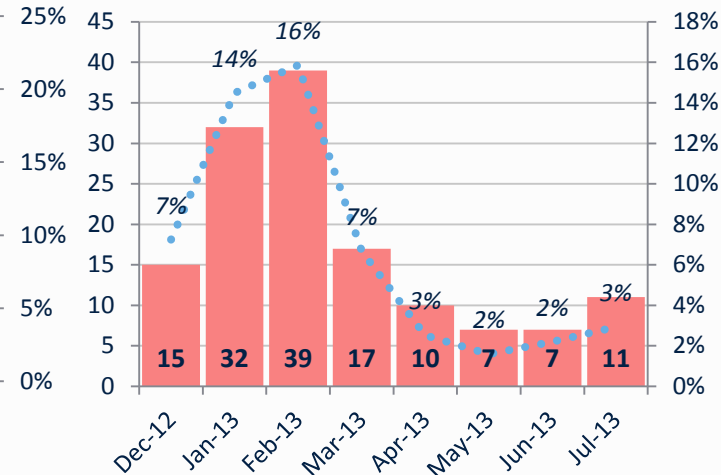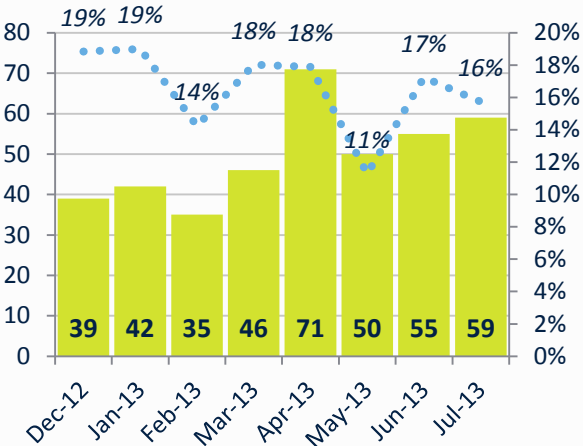
Responsible Organization: Code Enforcement

Guilty

Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13
85	85	122	124	206	270	172	216
41%	38%	50%	49%	52%	61%	54%	58%

Reset: Work in Progress

Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13
49	36	25	35	71	77	59	50
24%	16%	10%	14%	18%	17%	18%	13%

Reset: No Reinspection

Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13
15	32	39	17	10	7	7	11
7%	14%	16%	7%	3%	2%	2%	3%

In Compliance

Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13
39	42	35	46	71	50	55	59
19%	19%	14%	18%	18%	11%	17%	16%

Reset: Insufficient Notice

Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13
2	2	2	2	5	18	7	4
	0.9%	0.8%	0.8%	1.3%	4.1%	2.2%	1.1%

Reset or Dismissed for Other Legal Issue

Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13
17	24	23	31	34	21	19	29
8%	11%	9%	12%	9%	5%	6%	8%

Notes: The figures presented are preliminary, as the reports to extract this information are still in development. There are six cases in July for which results are still pending.
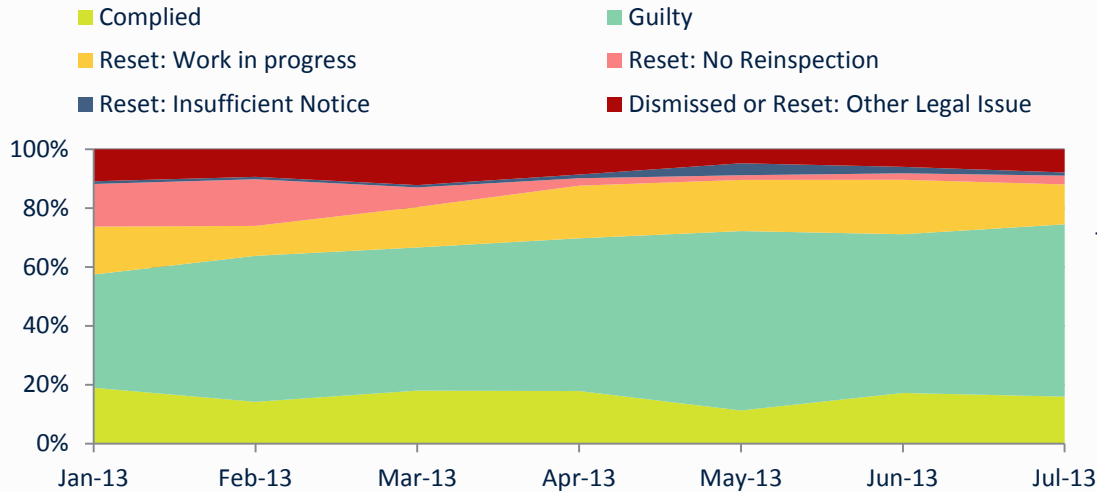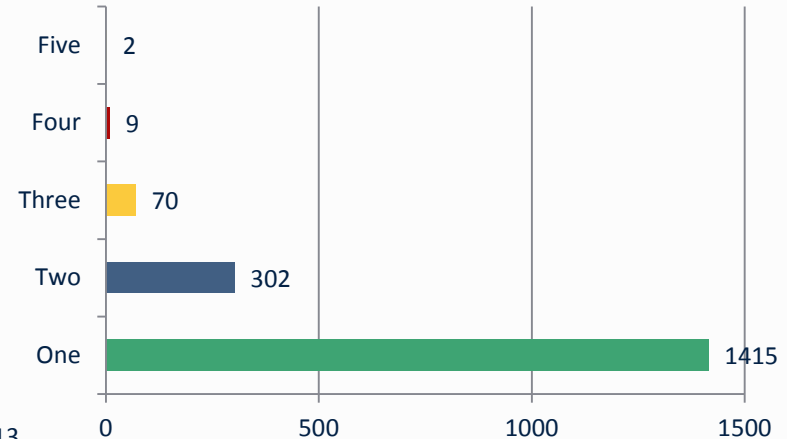**Source:** LAMA

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Hearing Results

Responsible Organization: Code Enforcement

Hearing Results Breakdown

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

Number of Times Cases Have Been Heard in 2013

Times Heard	Count
Five	2
Four	9
Three	70
Two	302
One	1415

Measure	2013 YTD Actual	2013 Target	Status
Percent of hearings reset due to failure to re-inspect the property	5.5%	≤5%	△ (Within 10% of 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

Note: The figures presented are preliminary, as the reports to extract this information are still in development.
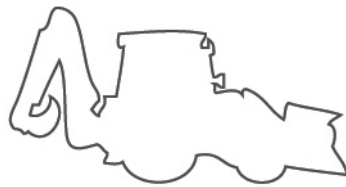**Source:** Accela Hearing Docket, 1/1–5/31/12, LAMA: 6/1-8/6/13
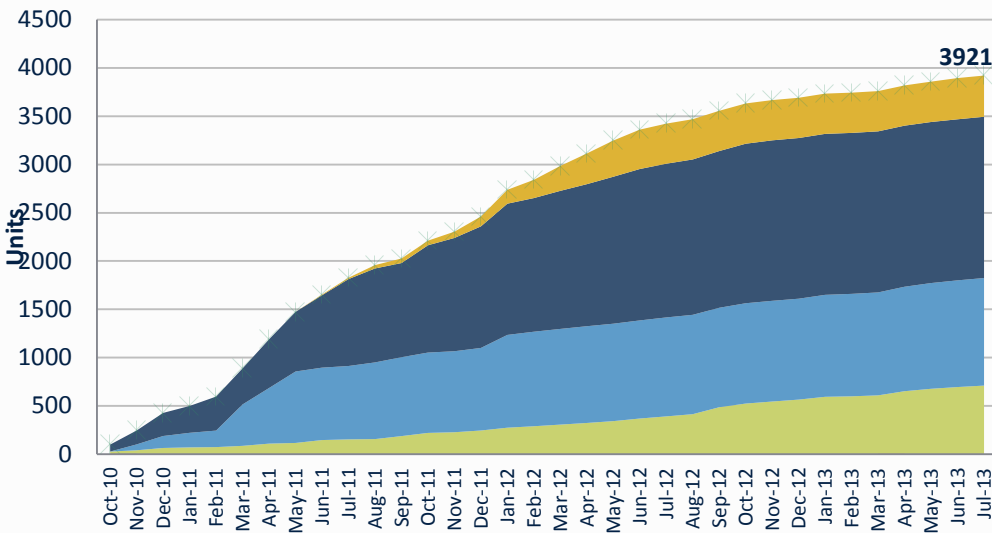
Compliance
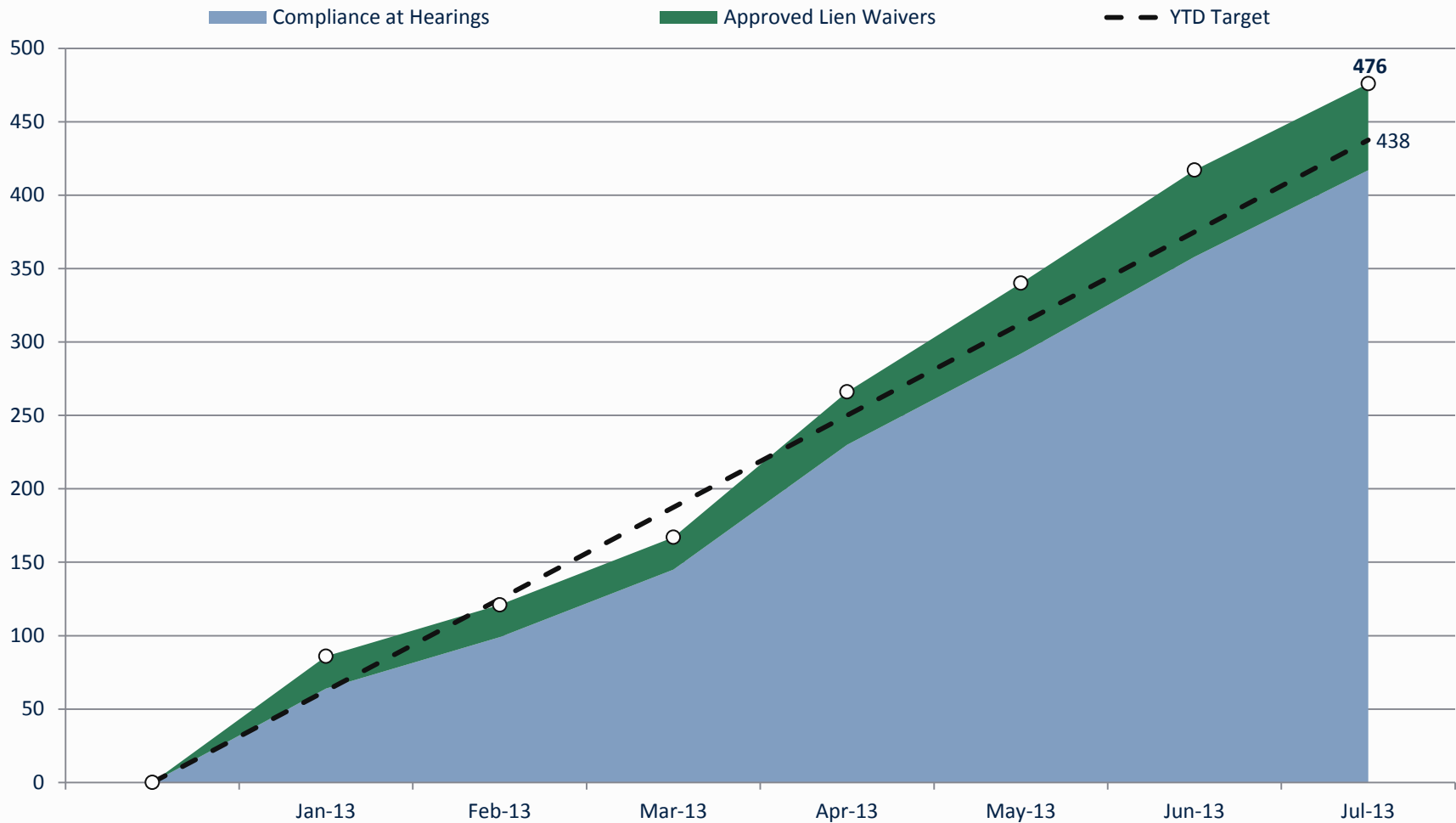
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DEMOLITION

Demolitions

26 Demolitions in July

Responsible Organizations: Code Enforcement and NORA

Cumulative Demolitions since Oct. 2010

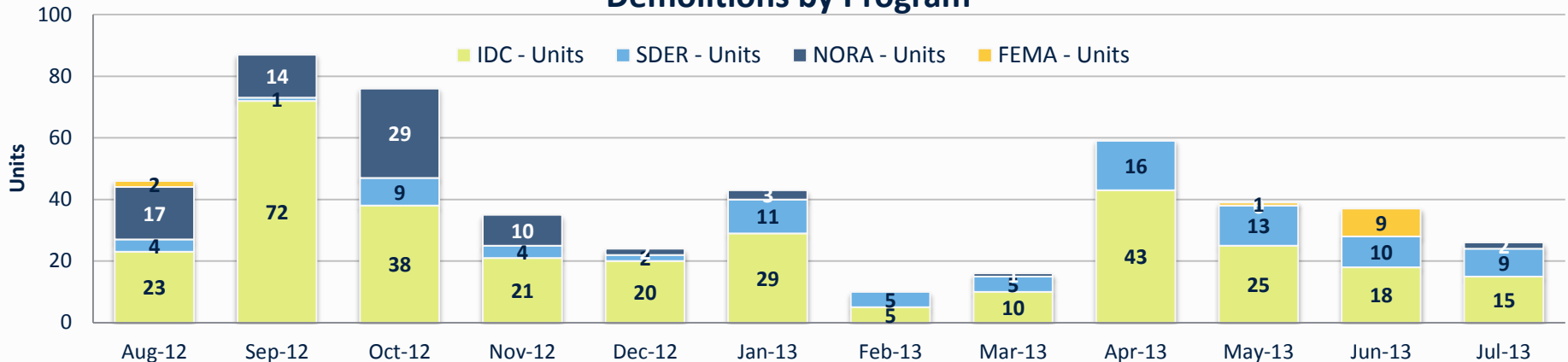Legend: IDC - Units, SDER - Units, NORA - Units, FEMA - Units

3921

YTD Demolitions

Legend: IDC - Units, SDER - Units, NORA - Units, FEMA - Units, YTD Target

230
146

Demolitions by Program

Legend: IDC - Units, SDER - Units, NORA - Units, FEMA - Units

Month	IDC	SDER	NORA	FEMA
Aug-12	23	4	17	2
Sep-12	72	1	14	
Oct-12	38	9	29	
Nov-12	21	4	10	
Dec-12	20	2		
Jan-13	29	11	3	
Feb-13	5	5		
Mar-13	10	5		
Apr-13	43	16		
May-13	25	13	1	
Jun-13	18	10		9
Jul-13	15	9	2	
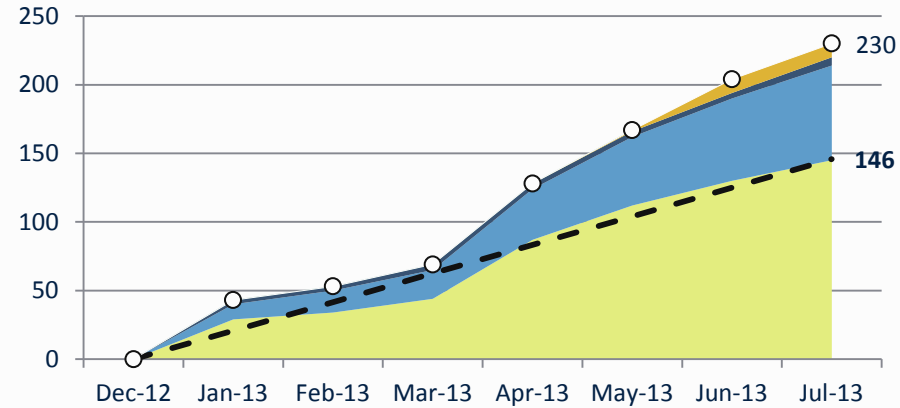
Note: Demolitions are counted in the month of the demolition start date.

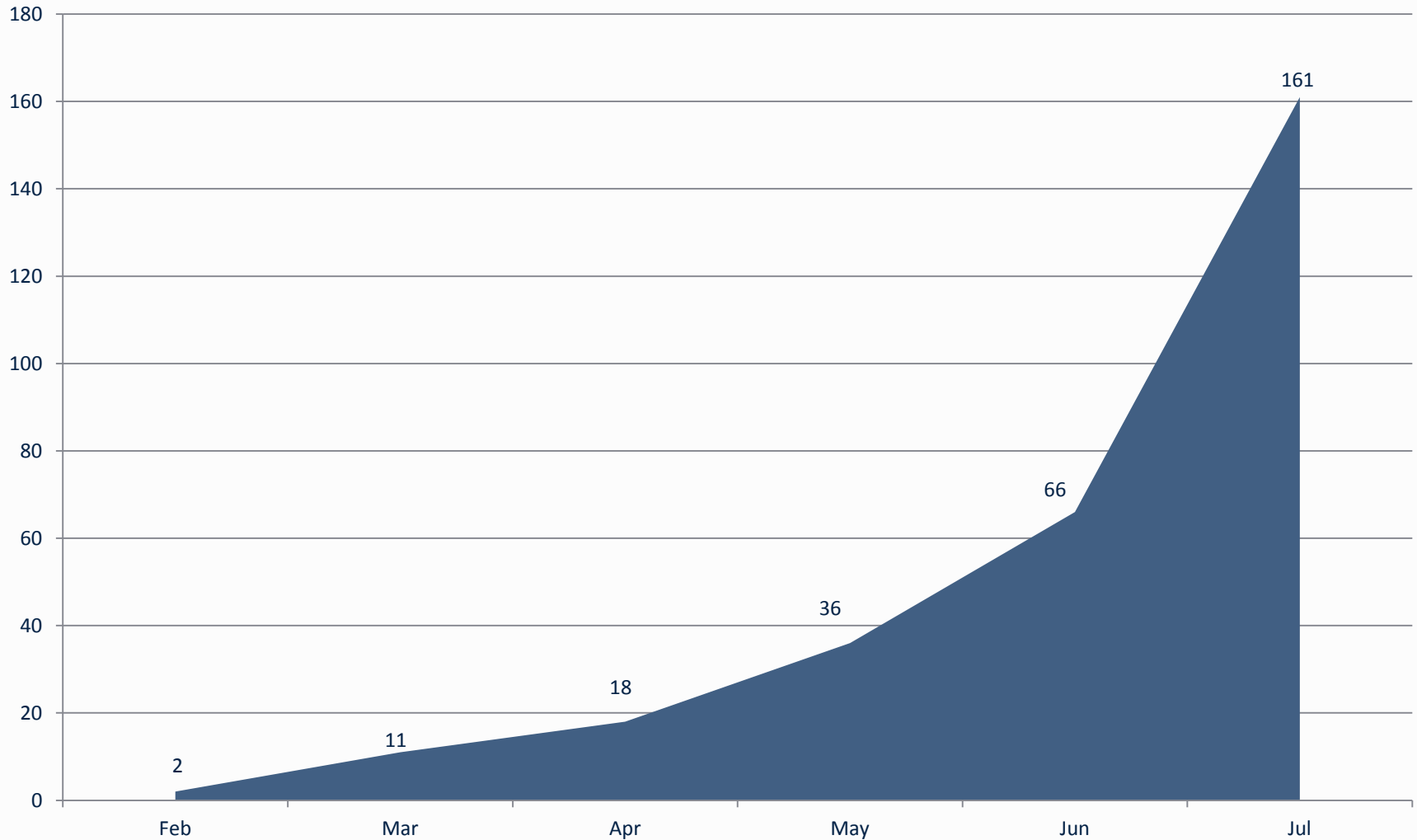**Source:** Contractors – SAIC (FEMA), DRC (SDER), BBEC/CDM (NORA), Durr (IDC)

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LOT CLEARING

Lot Clearing

95 Additional Code Enforcement Properties Maintained by NORA in July

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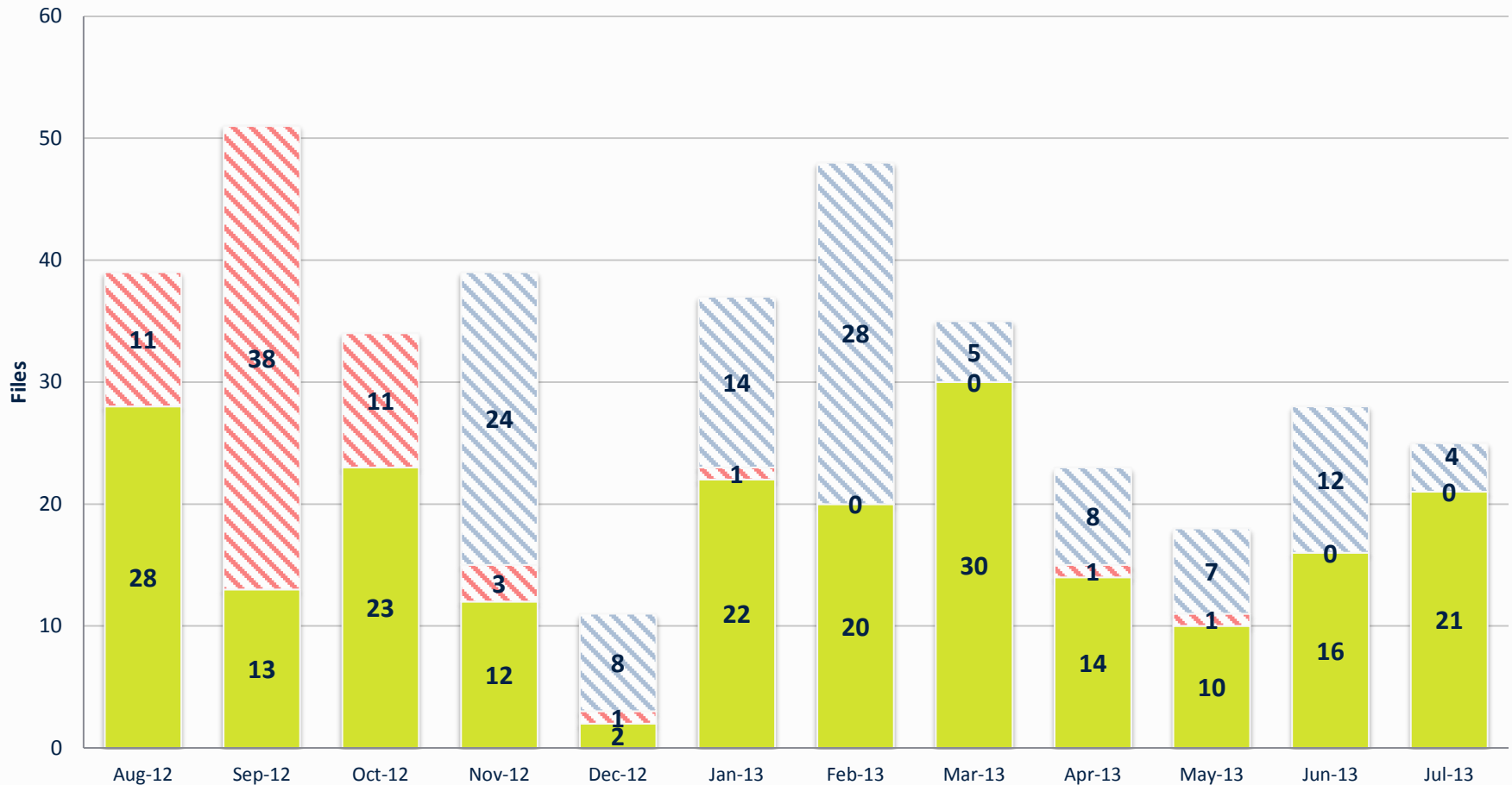# CODE LIEN FORECLOSURES AND SHERIFF'S SALES

Code Lien Writs Filed
9 properties sold, 9 no bid no sales in July
Responsible Organization: Code Enforcement

Code Lien Writs

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

Source: Law Department, Housing Unit, 8/7/13
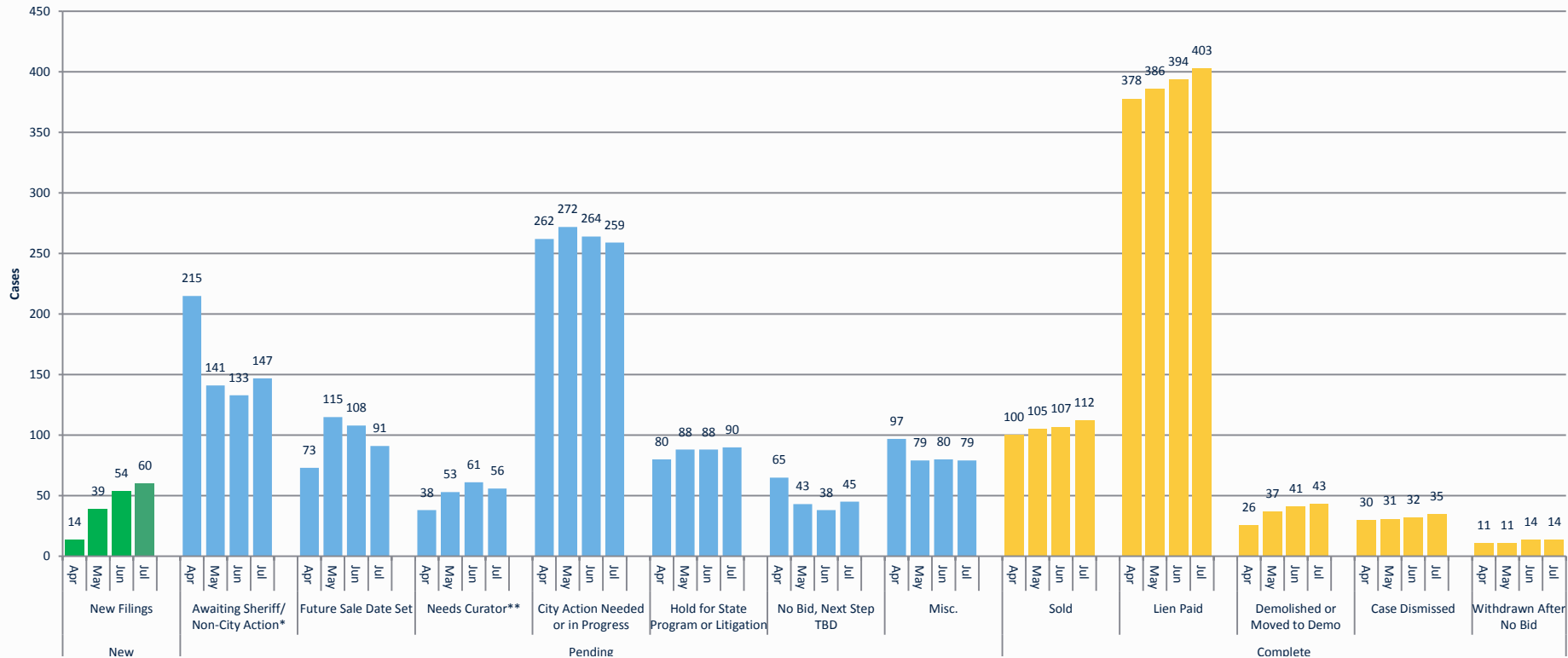
BlightSTAT July, 2013

Status of Code Lien Foreclosure Cases
Snapshot of 1,434 writs accepted from 2010 through July 2013
Responsible Organization: Code Enforcement

Action Item

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, 8/7/13
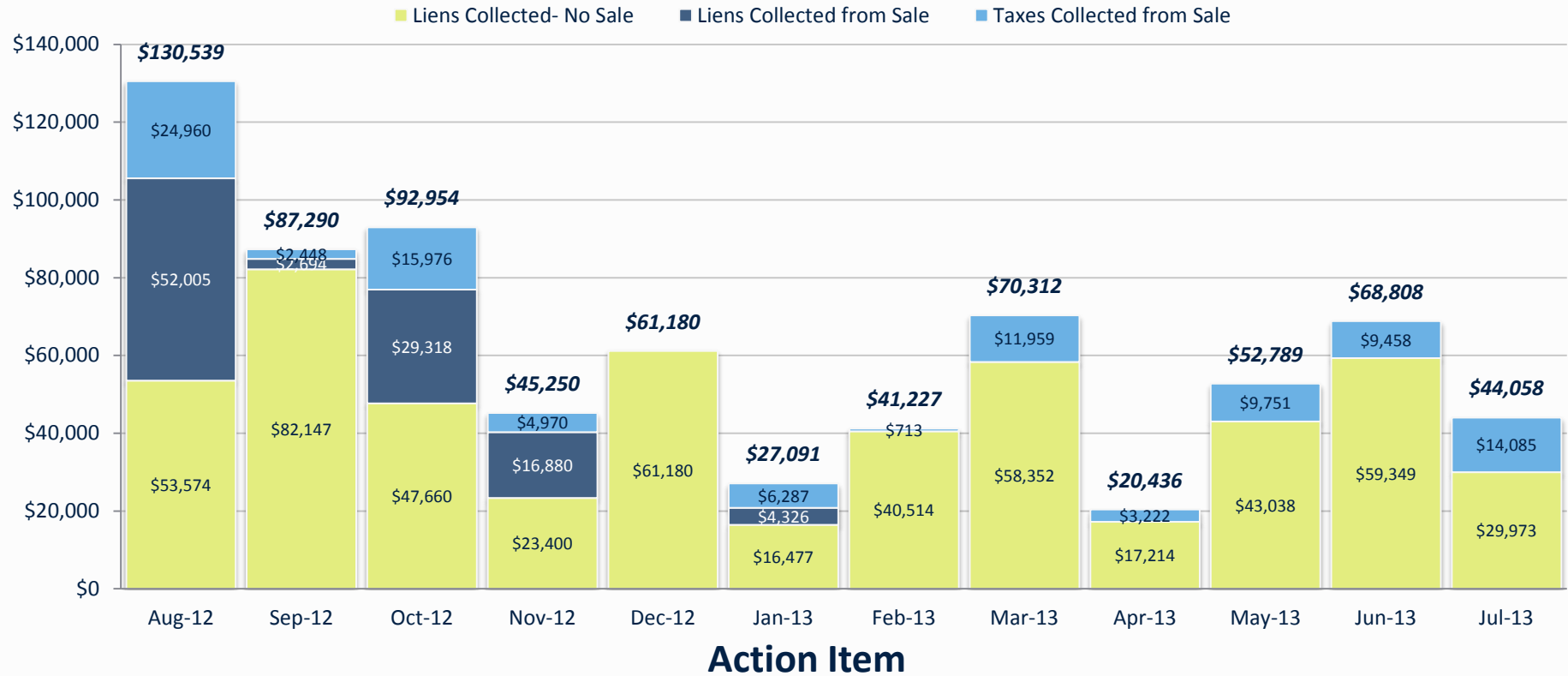
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Proceeds from Sheriff's Sales

Liens and Taxes Collected from Sale, and Liens Collected Prior to Sale
$44,058 collected in July, $2.3M collected since 2011

Responsible Organization: Code Enforcement

■ Liens Collected- No Sale   ■ Liens Collected from Sale   ■ Taxes Collected from Sale

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

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Commercial Properties Update

Responsible Organizations: Code Enforcement and Law

5650 Read – Property has new owners, work in progress, exterior lights, lot cleaned and secure.

6601 Plaza/5700 Read (Grand Theatre) - Judgment. Record after 8/25/2013. No WIP.

6700 Plaza – RTA Building. Sold 5/16/2013. Secured with work in progress. CEHB will continue to monitor.

8580 Lake Forest (parking lot) – Inspection 5/6/2013. Maintained.

9660 Lake Forest (strip mall)– Judgment 6/11. Secured. CEHB will continue to monitor.

10301 I-10 W. Service Road (Palms Apartments) – Set hearing date.

23804 Read (aka 5851 Read) –Appeal filed 4/30/2013.

8500 Lake Forest (abandoned gas station) – Under consideration for abatement.

3010 Sandra Place (Crescent City Gates) – Working with Councilmember, HANO and Law to move the property back into commerce.

6800 Plaza – Lien paid, sheriff's sale cancelled. Property secured, WIP. CEHB will continue to monitor.

10101 Lake Forest –Abatement consideration. Secured, debris clearance ongoing.

2800 Sullen – working with Councilmember and potential buyer for property.

4300 Sullen – City has expressed interest and is working with HUD, State and Councilmember.

8501 Lake Forest Blvd aka 8500 I-10 Service Road - Private litigation. Not a good idea to do anything to impact the value of the property.

45608 Bullard – Hearing set for 8/29/2013 11:00am.

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

9 Properties Returned to Commerce in July

Properties Returned to Commerce in 2013 by Program
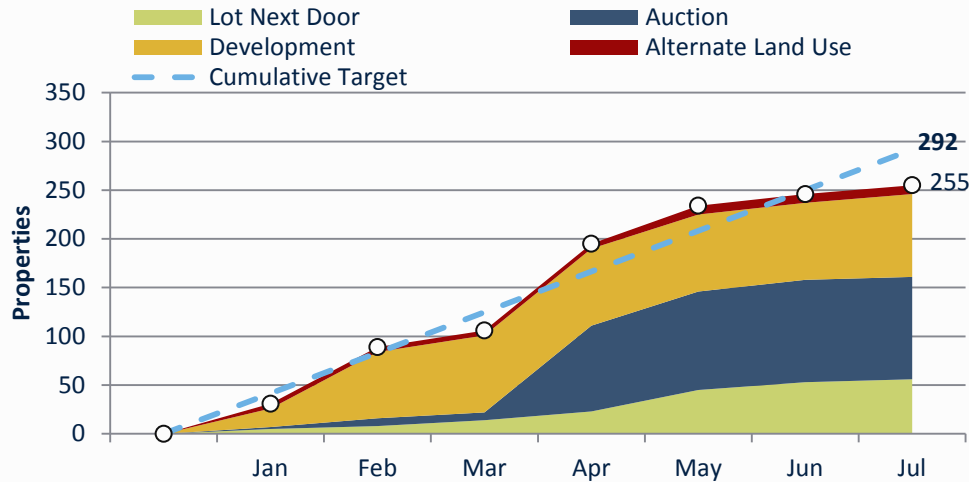
Total Properties Returned to Commerce by Program since 2006 (2,611)
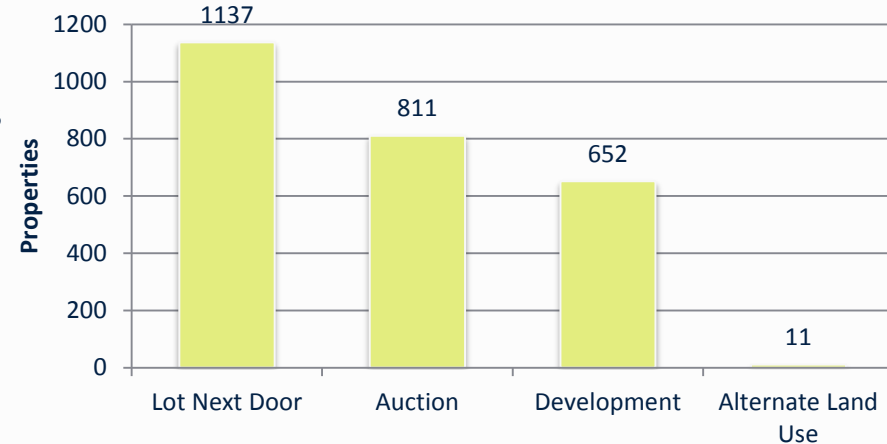
	August (Revised)	September (Revised)	October (Revised)	November (Revised)	December (Revised)	January (Revised)	February	March (Revised)	April(Revised)	May (Revised)	June (Revised)	July	Change
Grand Total	**5119**	**5119**	**5121**	**5121**	**5121**	**5144**	**5147**	**5147**	**5151**	**5162**	**5162**	**5202**	**40**
Inventory	**3018**	**2975**	**2951**	**2804**	**2765**	**2757**	**2702**	**2685**	**2600**	**2572**	**2560**	**2591**	**31**
Uncommitted	2339	2528	2549	2475	2457	2538	2480	2307	2325	2384	2410	2445	35
Returned to Inventory	37	149											0
Under Contract	642	298	402	329	308	219	222	378	275	188	150	146	-4
Sold in Period	**17**	**43**	**26**	**147**	**39**	**31**	**58**	**17**	**89**	**39**	**12**	**9**	**-3**
Lot Next Door	13	6	15	25	13	5	3	6	9	22	8	3	-5
Auction	2	5	0	100	2	2	6	0	80	13	4	0	-4
Development	2	32	11	22	22	19	49	11	0	0	0	6	6
Alternate Land Use	0	0	0	0	2	5	0	0	0	4	0	0	0
Previously Sold	**2084**	**2101**	**2144**	**2170**	**2317**	**2356**	**2387**	**2445**	**2462**	**2551**	**2590**	**2602**	**12**
Lot Next Door	1009	1022	1028	1043	1068	1081	1086	1089	1095	1104	1126	1134	8
Auction	597	599	604	604	704	706	708	714	714	794	807	811	4
Development	478	480	512	523	545	567	586	635	646	646	646	646	0
Alternate Land Use	0	0	0	0	0	2	7	7	7	7	11	11	0

Source: New Orleans Redevelopment Authority 8/6/13

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NORA Redevelopment
HUD Neighborhood Stabilization Program, Phase 2 (NSP2) Award

NSP2 Housing Units	
Sold	86
Rented	150
Complete and For Sale/Rent	83
Under Construction	141
In Pre-Development	17
TOTAL	**477**

Cumulative NSP2 Housing Units Completed

■ Complete and For Sale/Rent ■ Sold ■ Rented

Month	Complete and For Sale/Rent	Sold	Rented
Aug-12	93	34	47
Sep-12	113	37	47
Oct-12	105	45	47
Nov-12	107	52	47
Dec-12	118	61	51
Jan-13	115	66	55
Feb-13	77	75	150
Mar-13	77	76	150
Apr-13	73	79	150
May-13	71	81	150
Jun-13	81	84	150
Jul-13	83	86	150
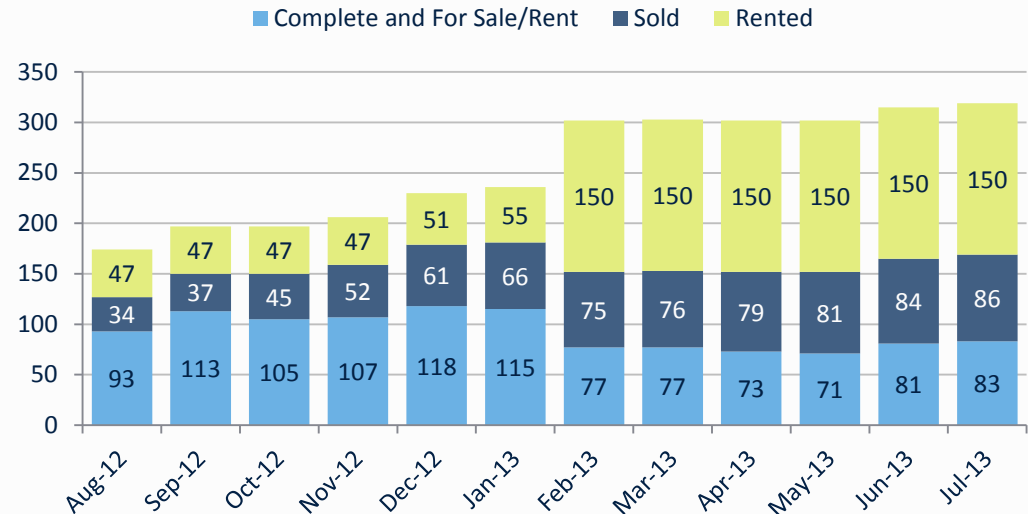
Action Item

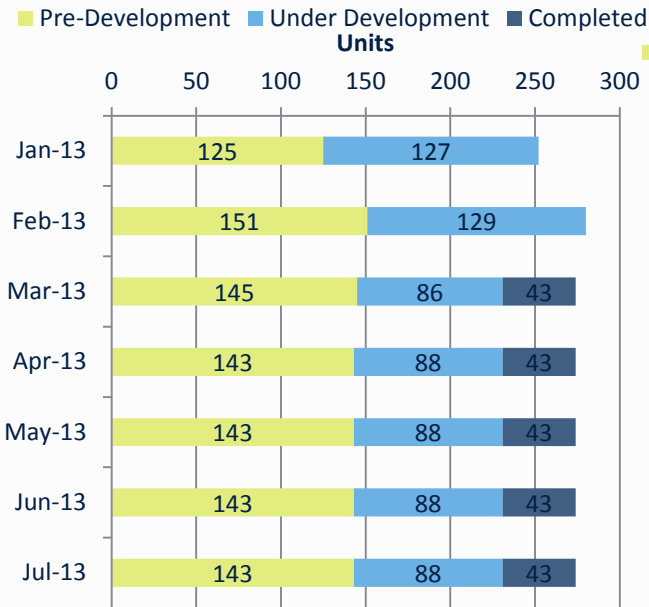| Date	Responsible Parties	Action Item	Status
2/14/13	D. Lessinger and D. Ross	Develop a timeline to share additional public investment information with the public on data.nola.gov	

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Expanded Lot Next Door Program Expressions of Interest Submitted

- **602** Total Expressions of Interest Submitted from May 1st-August 1st
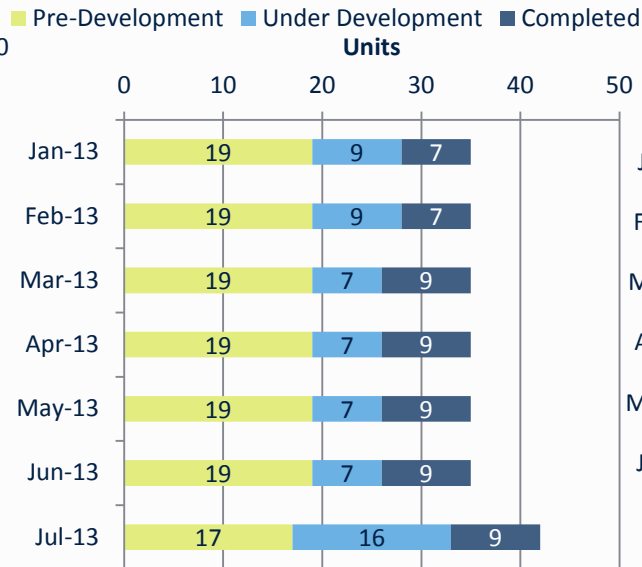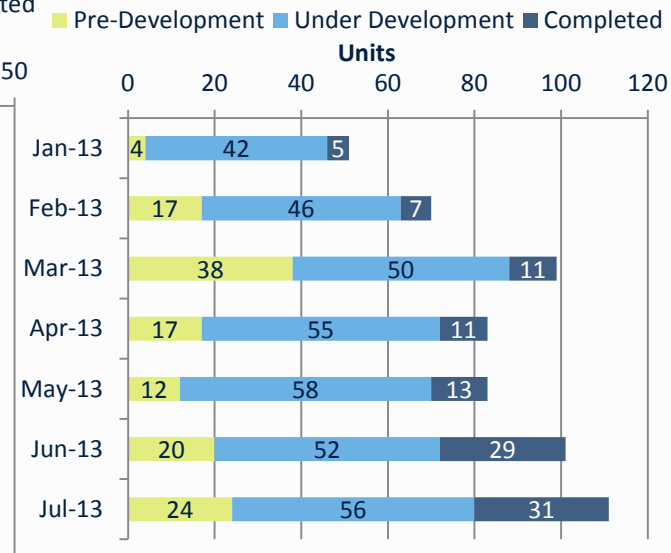- Almost **300** properties received at least one eligible expression of interest

Number of LND II EOI Forms Submitted Per Day

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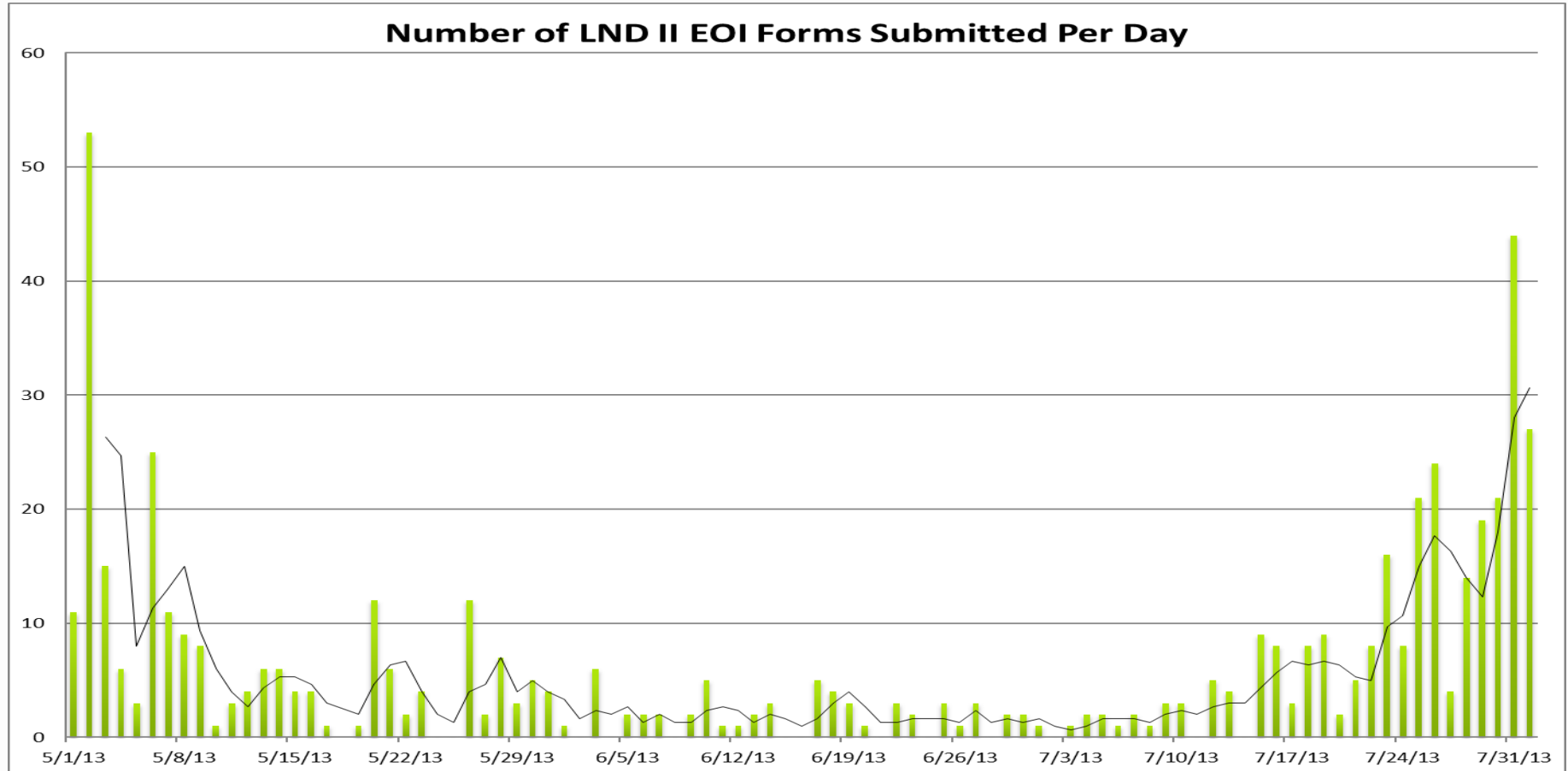
Office of Community Development

Rental Housing Program

Legend: Pre-Development, Under Development, Completed

Units (0 to 300)

Month	Pre-Development	Under Development	Completed
Jan-13	125	127	
Feb-13	151	129	
Mar-13	145	86	43
Apr-13	143	88	43
May-13	143	88	43
Jun-13	143	88	43
Jul-13	143	88	43

Homeownership Development Program

Legend: Pre-Development, Under Development, Completed

Units (0 to 50)

Month	Pre-Development	Under Development	Completed
Jan-13	19	9	7
Feb-13	19	9	7
Mar-13	19	7	9
Apr-13	19	7	9
May-13	19	7	9
Jun-13	19	7	9
Jul-13	17	16	9

Owner-Occupied Rehabilitation Program

Legend: Pre-Development, Under Development, Completed

Units (0 to 120)

Month	Pre-Development	Under Development	Completed
Jan-13	4	42	5
Feb-13	17	46	7
Mar-13	38	50	11
Apr-13	17	55	11
May-13	12	58	13
Jun-13	20	52	29
Jul-13	24	56	31

Key Performance Indicators	2012 Actual	2013 YTD Actual	2013 Annual Target	% 2013 Target Achieved (58% of Year Lapsed)
Number of first time homebuyers receiving soft second mortgage commitments	221	149	300	50%
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	31	75	41%
Number of affordable rental units developed	195	43	140	31%

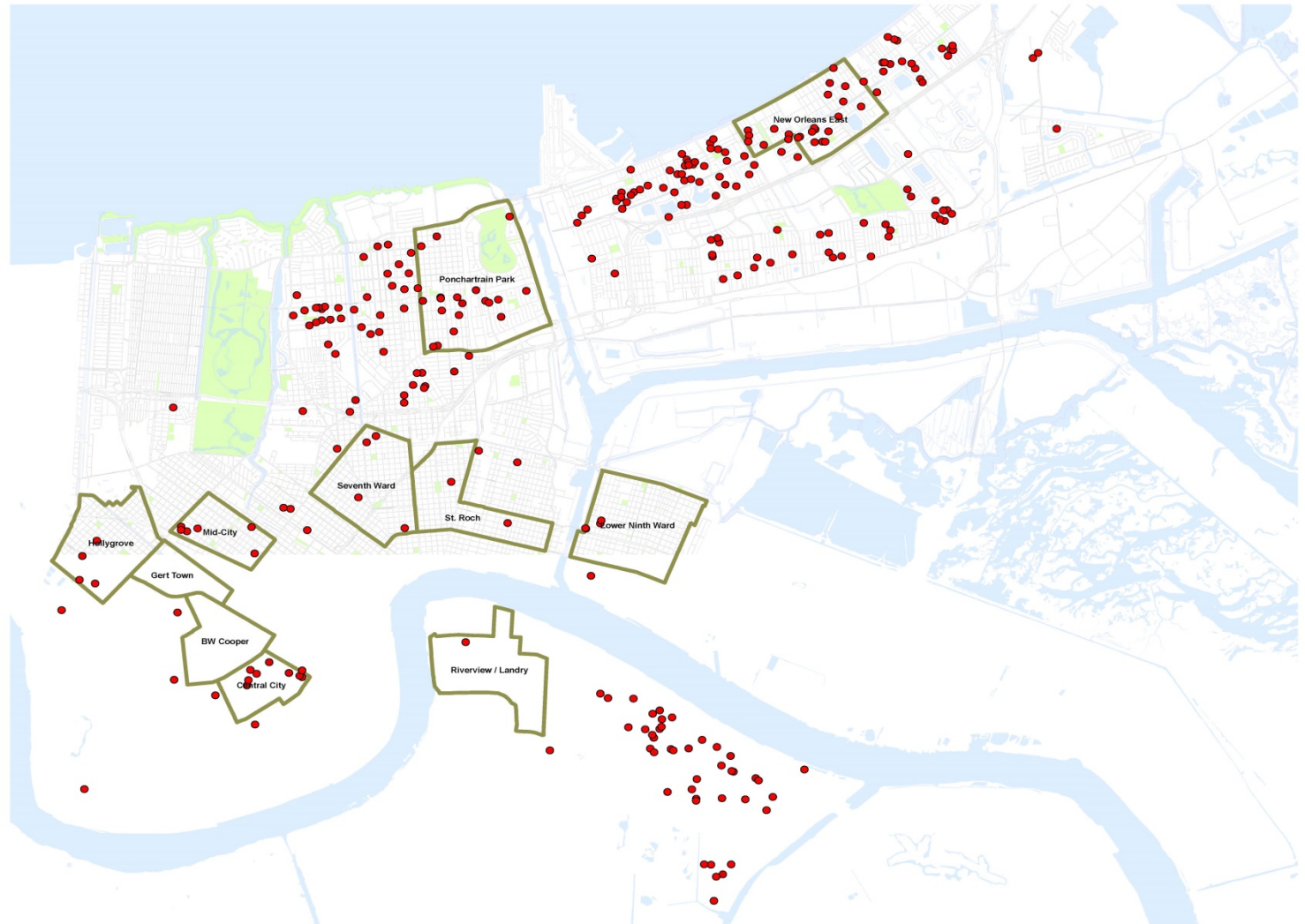**Source:** New Orleans Office of Community Development 8/6/13

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Soft Second Commitments

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

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?