CITY OF NEW ORLEANS

BlightSTAT

Reporting Period: October, 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

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.

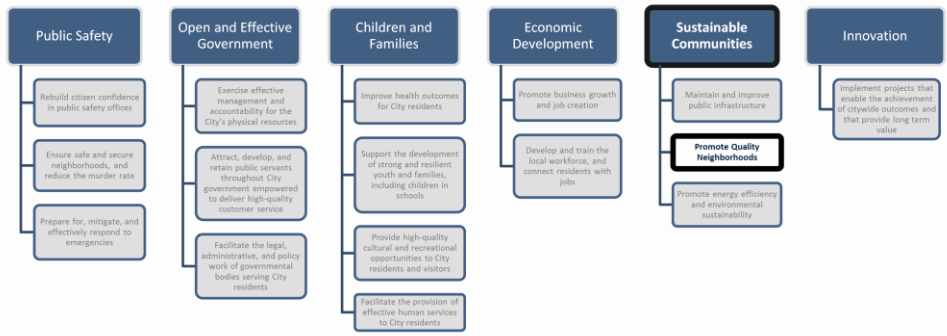
Values

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.

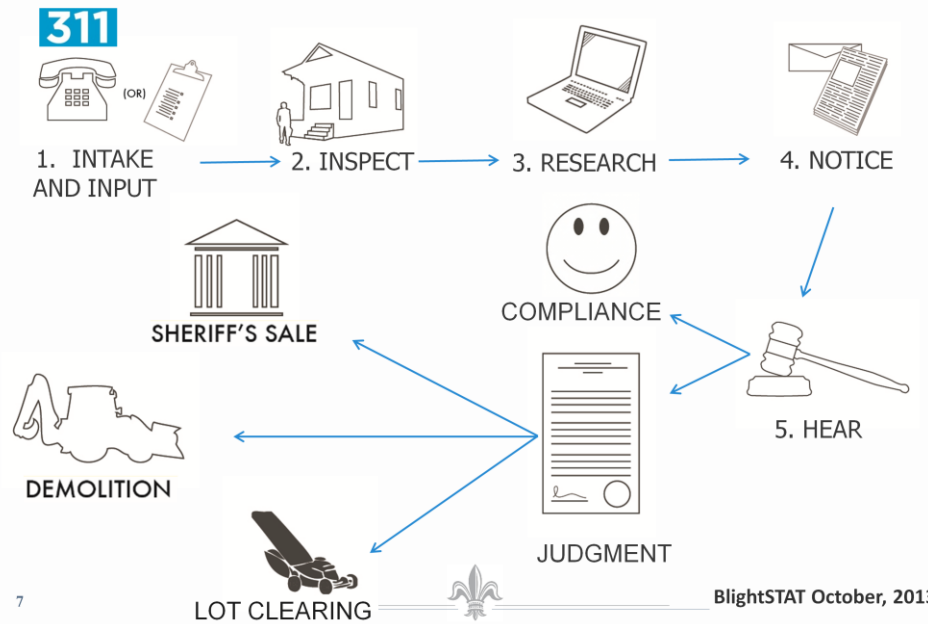
Result Area Goals and Objectives



Strategic Framework

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** • 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



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311

INTAKE

Responsible Organization: Code Enforcement

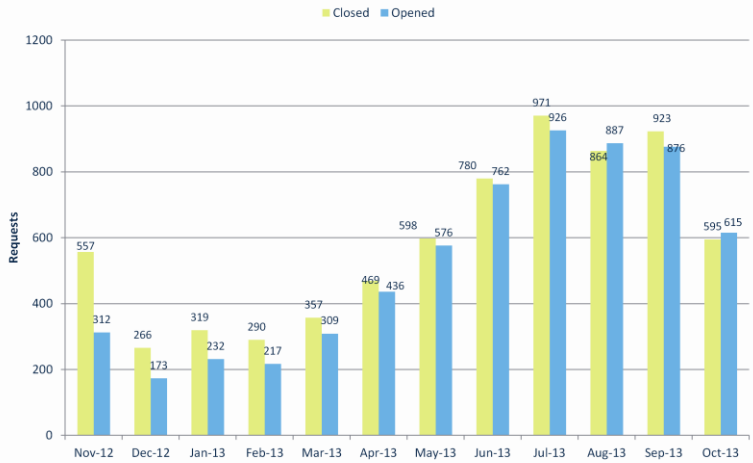
Data Source: 311 Database

Definitions:
Service Requests: A 311 call requesting the City to perform a specific task
Open Requests: A service request that has not been completed
Closed Requests: A service request that has been completed. A service request is completed once a work order is successfully transferred to Code Enforcement, not necessarily when an inspection on that property has taken place.

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. Case closure in 311 means that the case has gone into Code Enforcement's inspection pipeline. It does not necessarily mean that blight has been remediated.

311 Service Requests Decreased

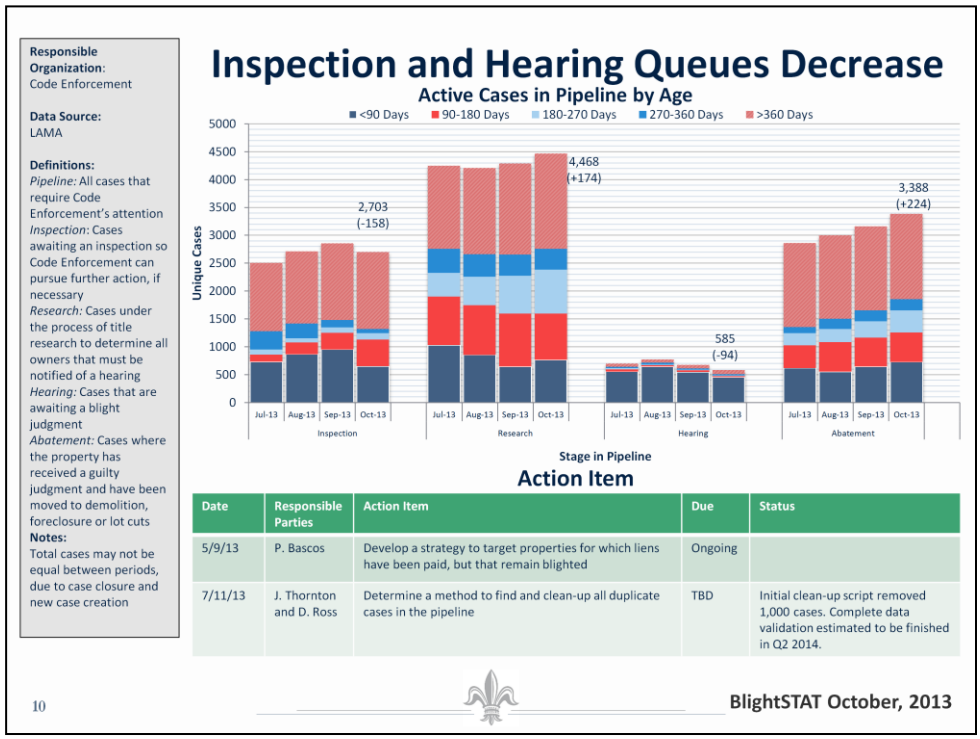
Code Enforcement 311 Service Requests



Open Service Requests at End of Month

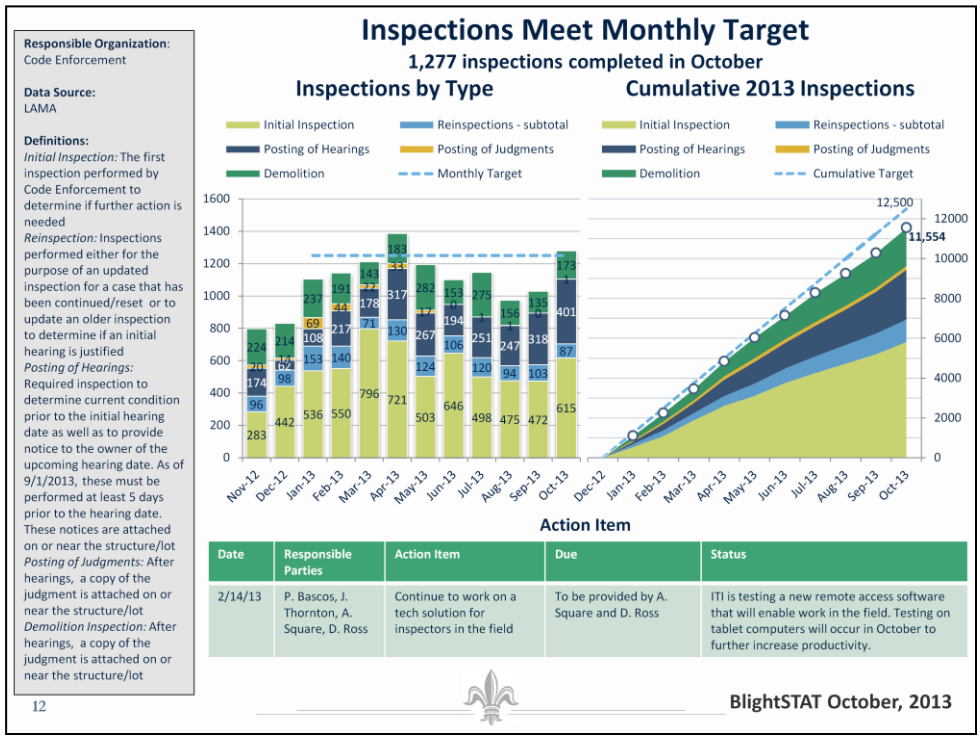
Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13
17	1	8	16	9	1	5	11	2	43	5	1

BlightSTAT October, 2013

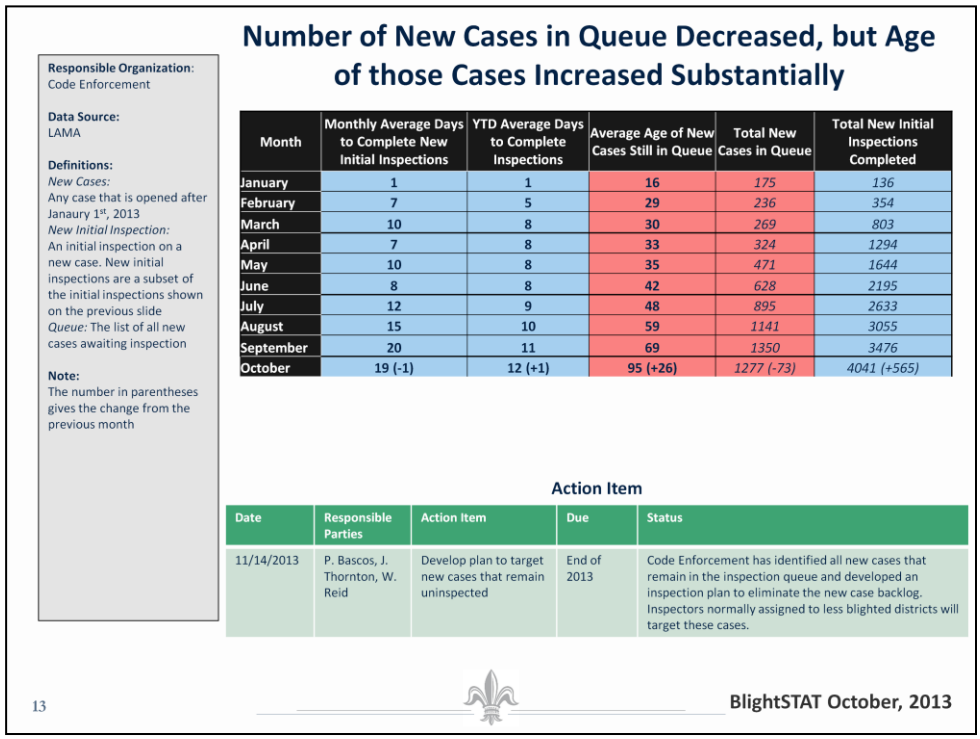


In response to the growing research queue, Code Enforcement will be hiring two new title researchers (currently the number of staff members working on title research is between three and four). Neither researcher will need much training and they should be fully on-boarded by the end of 2013. Pending approval of the 2014 budget, Code Enforcement will also be able to hire four new researchers. Code Enforcement will begin the hiring process for those new researchers so that they can be brought on as quickly as possible.

INSPECT



Code Enforcement reported on their work with ITI to test a remote access software for inspectors to enter data from the field. While the modules have not yet been used on a live server, on a test server they have been very effective and presented no problems. They are also working on getting tablets for work in the field, which will further increase productivity and allow inspectors to automatically download and send pictures from the properties they inspect.



Responsible Organization: Code Enforcement

Data Source: LAMA

Definitions:
New Cases: Any case that is opened after Janaury 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

Note: The number in parentheses gives the change from the previous month

Number of New Cases in Queue Decreased, but Age of those Cases Increased Substantially

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	Total New Initial Inspections Completed
January	1	1	16	*175*	*136*
February	7	5	29	*236*	*354*
March	10	8	30	*269*	*803*
April	7	8	33	*324*	*1294*
May	10	8	35	*471*	*1644*
June	8	8	42	*628*	*2195*
July	12	9	48	*895*	*2633*
August	15	10	59	*1141*	*3055*
September	20	11	69	*1350*	*3476*
October	19 (-1)	12 (+1)	95 (+26)	*1277 (-73)*	*4041 (+565)*

Action Item

Date	Responsible Parties	Action Item	Due	Status
11/14/2013	P. Bascos, J. Thornton, W. Reid	Develop plan to target new cases that remain uninspected	End of 2013	Code Enforcement has identified all new cases that remain in the inspection queue and developed an inspection plan to eliminate the new case backlog. Inspectors normally assigned to less blighted districts will target these cases.

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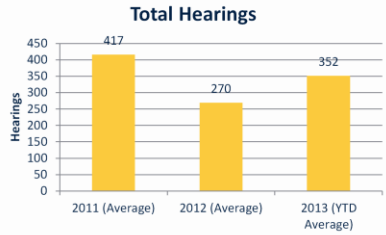
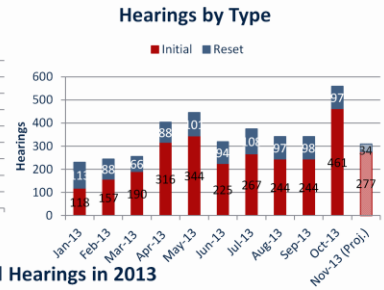
In response to the backlog of uninspected cases from early 2013, Code Enforcement has worked to cluster their inspection routes to focus on areas that may have been under-inspected early in the year. With these new inspection routes, Code Enforcement expects to clear their new case backlog by the end of the year.

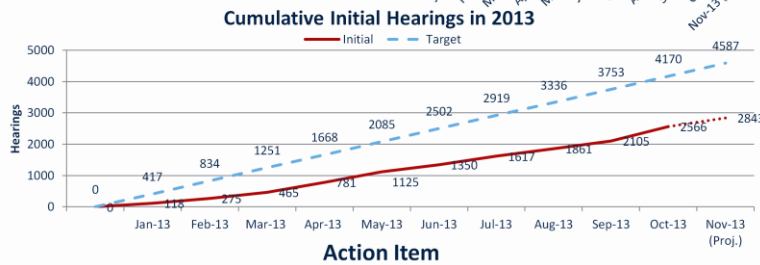
HEAR

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

High Number of Hearings in October

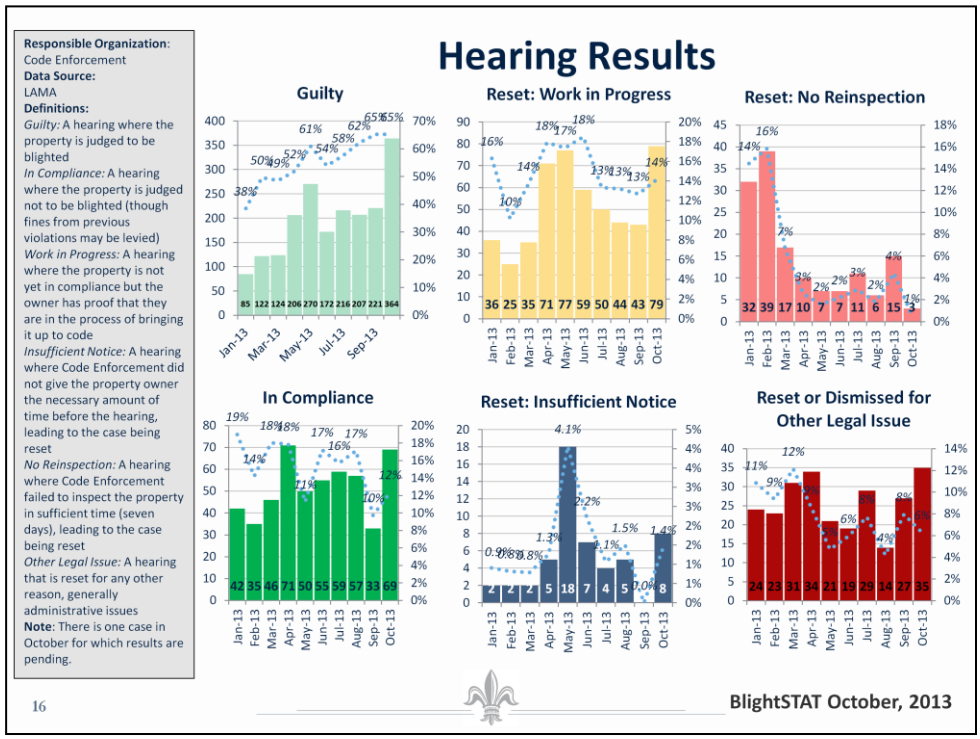






Action Item

Date	Responsible Parties	Action Item	Due	Status
7/11/2013	P. Bascos	Develop a strategy to increase title research productivity	11/14/2013	Two new title researchers will be hired.



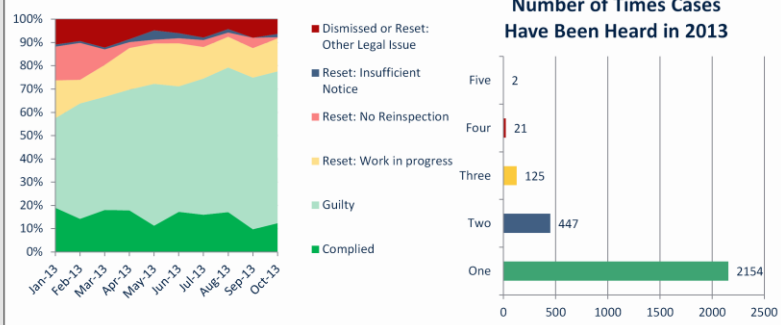
Code Enforcement reported that all 364 of the guilty judgments from October are actionable, and those cases can move forward in the abatement process.

Code Enforcement also noted the achievement of drastically decreasing the number of cases that were reset for no re-inspection. This is due to effective communication between hearing staff and inspectors, and once Code Enforcement implements tools for inspectors to use in the field, the number should decrease even further.

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 three cases in September for which results are pending.

Most Reset Cases Reach Judgment at Next Hearing

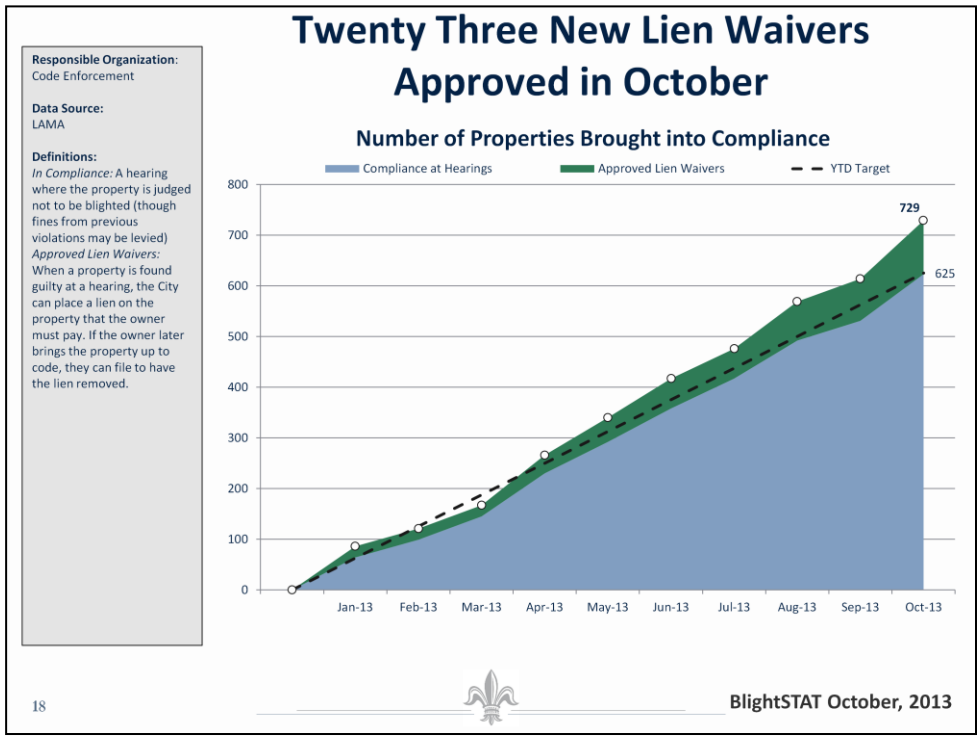
Hearing Results Breakdown



Number of Times Cases Have Been Heard in 2013

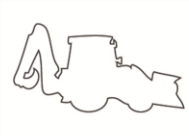
Measure	2013 YTD Actual	2013 Target	Status
Percent of hearings reset due to failure to re-inspect the property	4.2%	≤5%	
Percent of hearings reset due to failure to properly notify the owner	1.5%	≤3%	

On Target Within 10% of Target Off Target

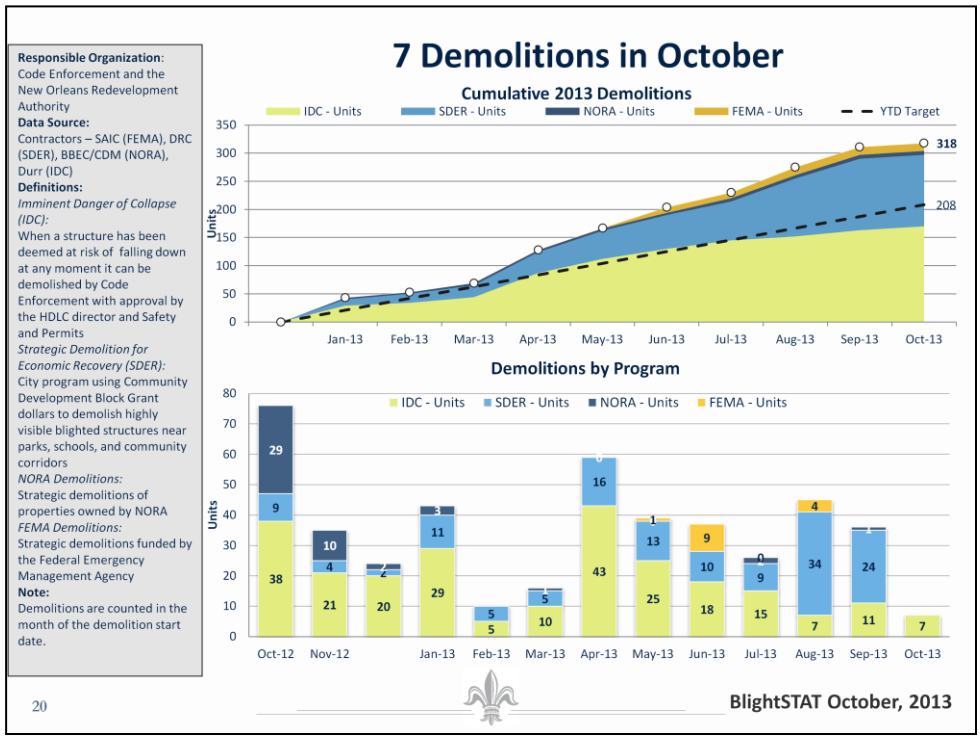


In discussion, it was noted that most requests for lien waivers are denied. Lien waivers are not accepted unless the property could not be brought into compliance otherwise. The Chief Administrative Officer emphasized that this is a good system but that expectations and the overall process should be made more clear to the public, as there are many misconceptions.

One point of confusion for many people is the definition of compliance. In most other areas, compliance means that a property meets minimal standards, but for a lien waiver to be accepted, the property must be fully rehabilitated.



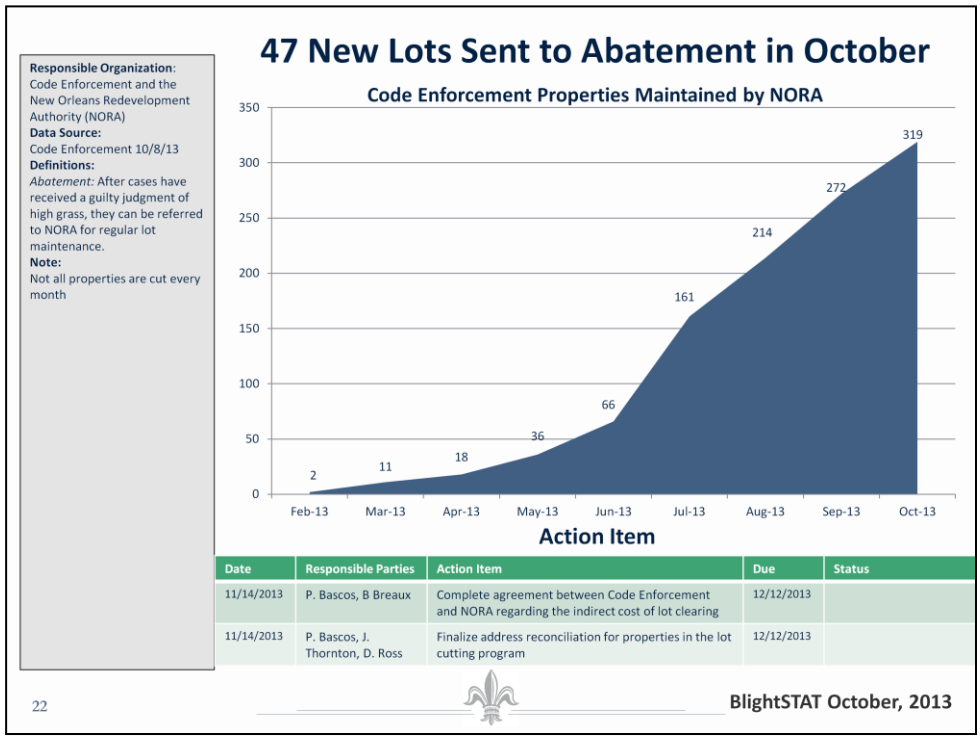
DEMOLITION



The seven Imminent Danger of Collapse demolitions performed in October were billed to FEMA.

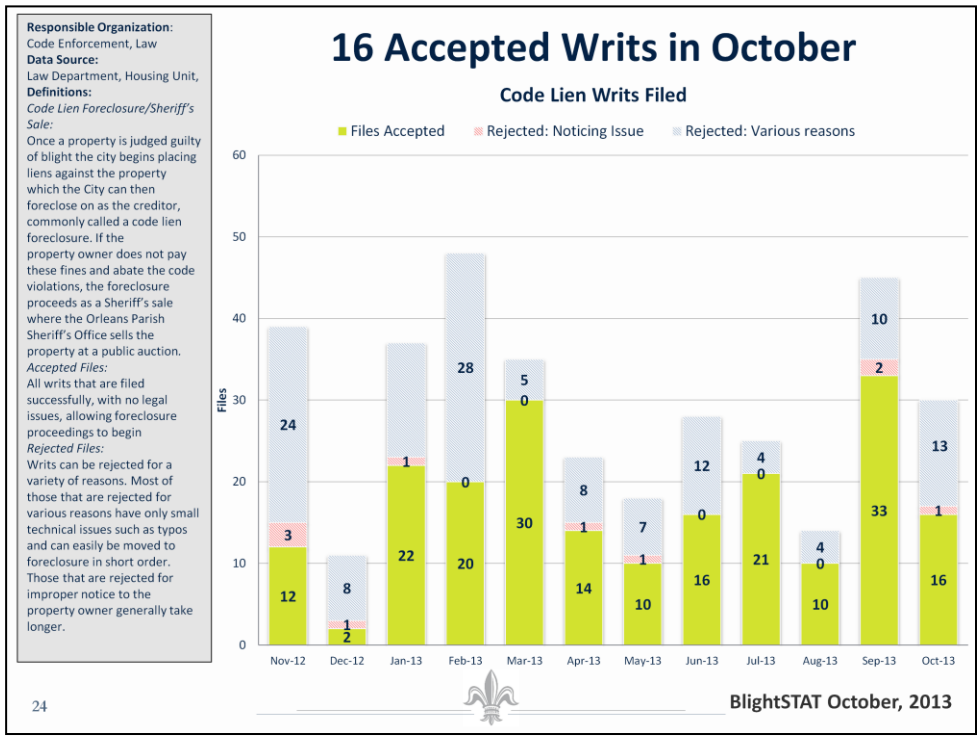
Code Enforcement reported that FEMA is extending their demolition contract to the end of 2013. Sixty two properties are set to be demolished under this contract. Arbitration is pending to determine whether or not the contract will extend into 2014.

LOT CLEARING

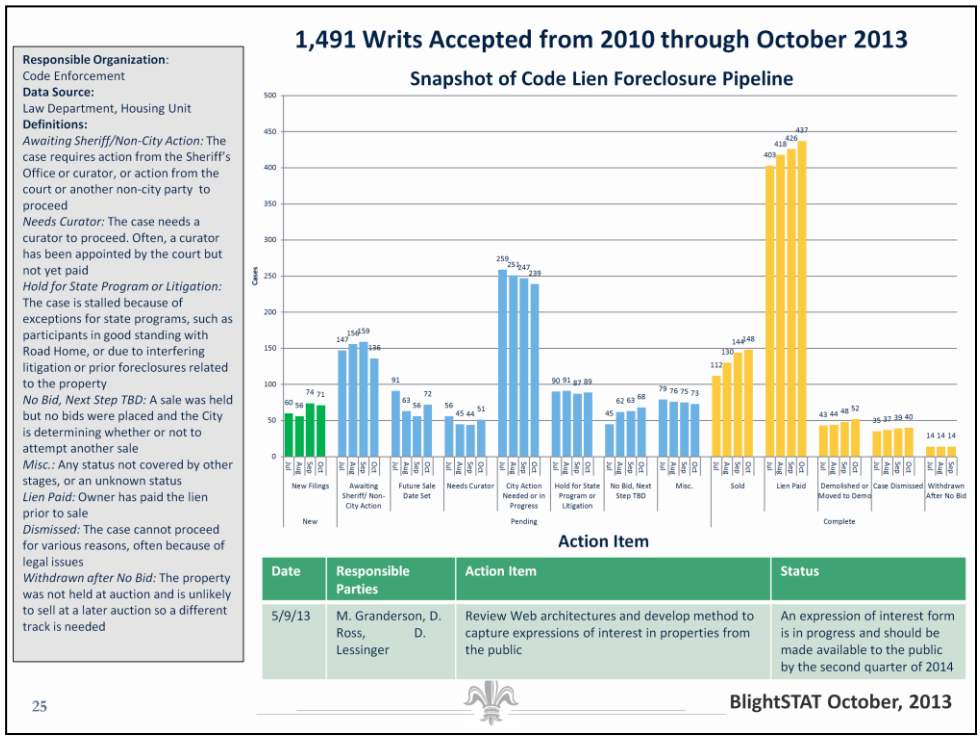


Code Enforcement and NORA are currently working to extend the lot maintenance contract.

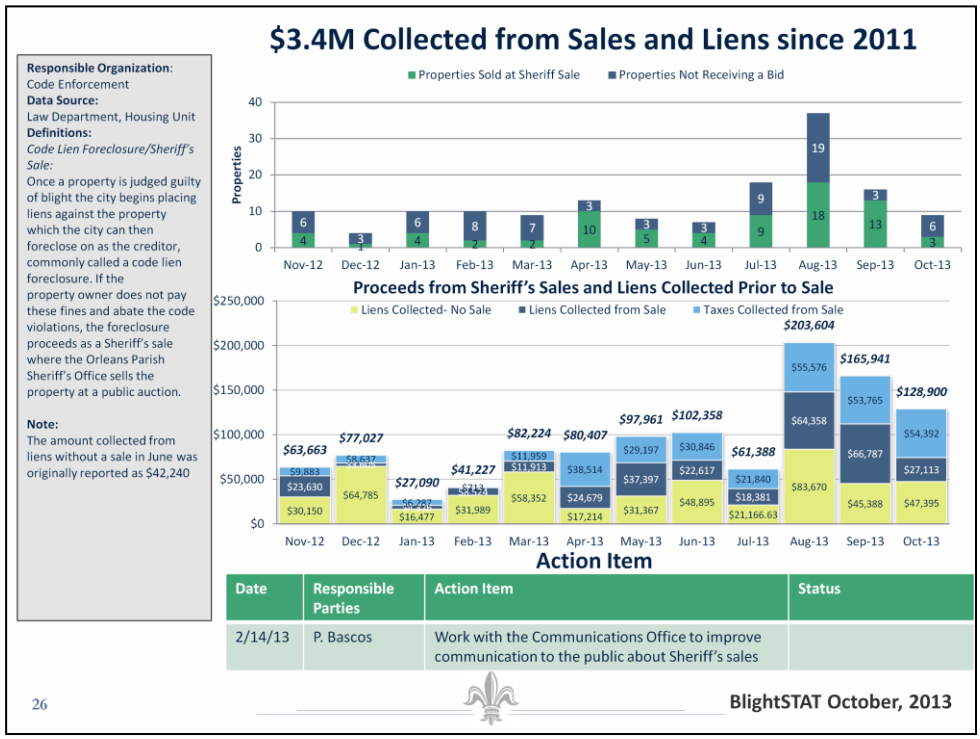
CODE LIEN FORECLOSURES AND SHERIFF'S SALES



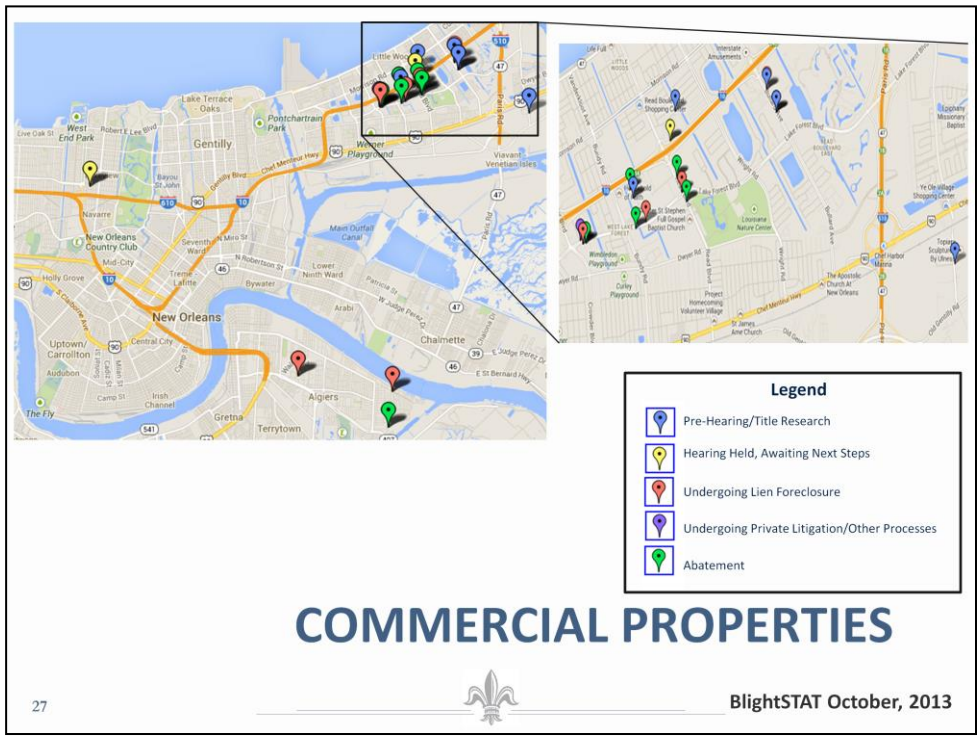
Most of the cases that are rejected for various reasons are not accepted either because the lien on the property was paid at the last minute or because of small administrative errors that necessitate re-filing a writ.



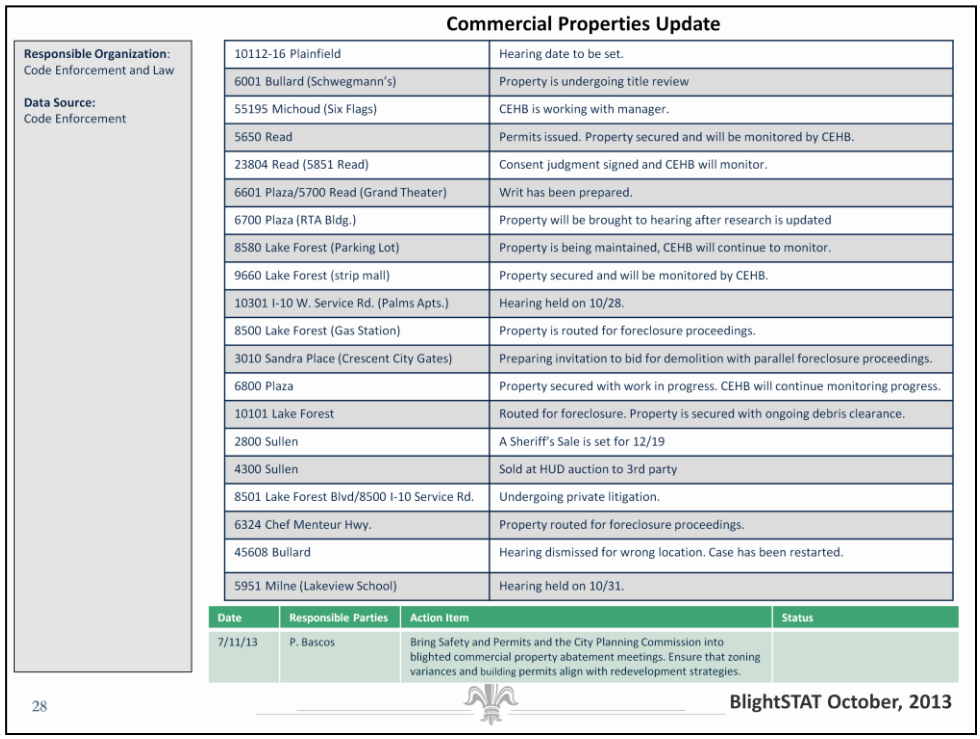
Positive movement was reported on the lien foreclosure pipeline, as the number of cases requiring City action has decreased and the number of sales has increased.



In 2013, over half of sheriff sales result in the property being sold. This is a substantial increase from 2011 and 2012, a result of a strong real estate market and of targeting properties that are most likely to sell – including properties whose owners have abandoned them, rather than properties where the owner will continually pay a lien to avoid going to sale.



COMMERCIAL PROPERTIES



Commercial Properties Update

Responsible Organization: Code Enforcement and Law

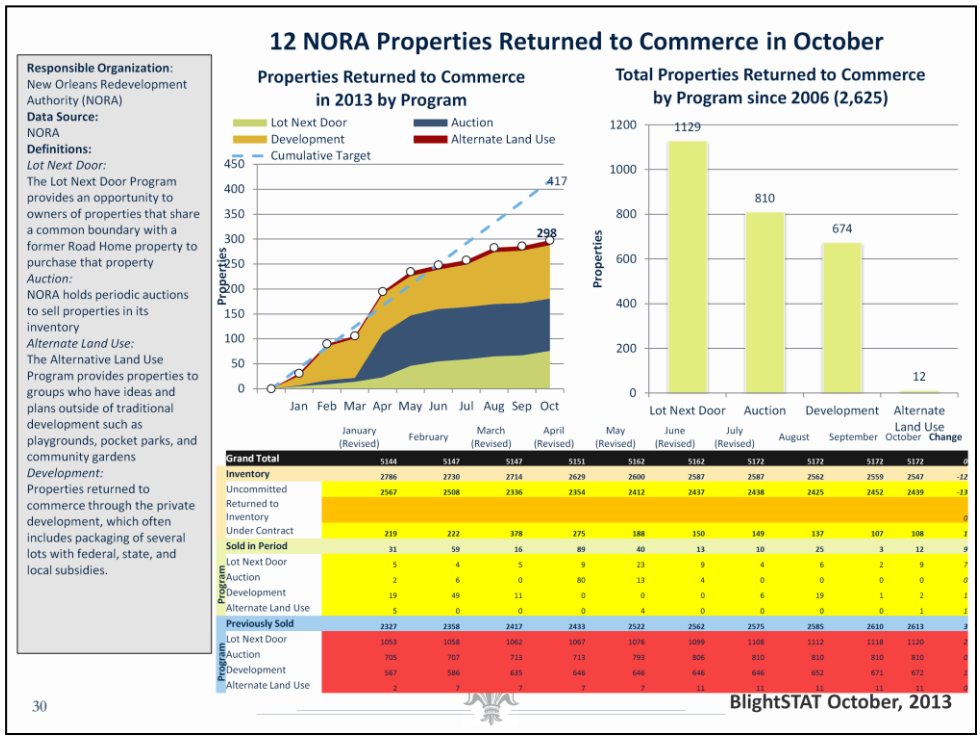
Data Source: Code Enforcement

10112-16 Plainfield	Hearing date to be set.
6001 Bullard (Schwegmann's)	Property is undergoing title review
55195 Michoud (Six Flags)	CEHB is working with manager.
5650 Read	Permits issued. Property secured and will be monitored by CEHB.
23804 Read (5851 Read)	Consent judgment signed and CEHB will monitor.
6601 Plaza/5700 Read (Grand Theater)	Writ has been prepared.
6700 Plaza (RTA Bldg.)	Property will be brought to hearing after research is updated
8580 Lake Forest (Parking Lot)	Property is being maintained, CEHB will continue to monitor.
9660 Lake Forest (strip mall)	Property secured and will be monitored by CEHB.
10301 I-10 W. Service Rd. (Palms Apts.)	Hearing held on 10/28.
8500 Lake Forest (Gas Station)	Property is routed for foreclosure proceedings.
3010 Sandra Place (Crescent City Gates)	Preparing invitation to bid for demolition with parallel 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 Sheriff's Sale is set for 12/19
4300 Sullen	Sold at HUD auction to 3rd party
8501 Lake Forest Blvd/8500 I-10 Service Rd.	Undergoing private litigation.
6324 Chef Menteur Hwy.	Property routed for foreclosure proceedings.
45608 Bullard	Hearing dismissed for wrong location. Case has been restarted.
5951 Milne (Lakeview School)	Hearing held on 10/31.

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.	

The director of Code Enforcement reported that the former RTA building was sold, but the new owner has not made any abatement progress, so it is being brought to hearing again. 4300 Sullen was purchased by the Louisiana Land Trust, which is intending to demolish the property. Both the Palms Apartments and Lakeview School received guilty judgments at hearings. In upcoming months both properties will continue undergoing the abatement process.

REINVESTMENT



The New Orleans Redevelopment Authority (NORA) reported that despite being below their target of properties returned to commerce, they expect to meet the target due to closings from a November 2nd auction and the Lot Next Door Program. There were 134 properties sold at auction and 112 through the Lot Next Door program, which will contribute to NORA's progress in meeting their target.

NORA Auction Results
November 2

- All 132 properties received bids
- Next auction anticipated in April 2014

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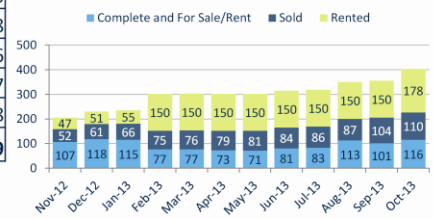
NORA reported that the average sale was $30,000, and properties ranged from sales of $2,000 to $50,000.

6 Units Sold and 28 Units Rented Using the HUD Neighborhood Stabilization Program, Phase 2 (NSP2) Award in October

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

NSP2 Housing Units	
Sold	110
Rented	178
Complete and For Sale/Rent	116
Under Construction	57
In Pre-Development	8
TOTAL	**469**

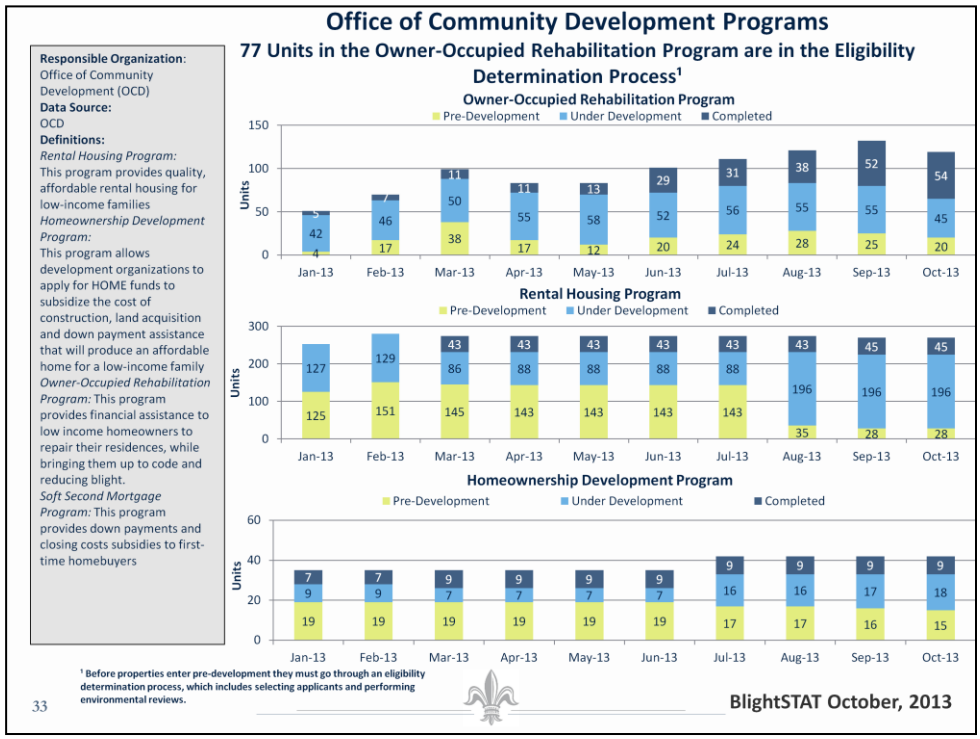
Cumulative NSP2 Housing Units Completed



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	

Substantial movement continues to be made on properties developed using the NSP2 Award. No new properties will be added through this program.



The Office of Community Development (OCD) expects to meet its goal of 75 properties assisted though the Owner-Occupied Rehabilitation program. The program has received high levels of interest and OCD is working with four non-profit partners to select participants. These partners are working on performance-based contracts.

While OCD is still well short of its target of 140 affordable rental units completed, they have completed a large multi-unit project and should report on that next month. Because of construction delays on another large project, OCD does not expect to meet its 2013 target. This project will be completed in 2014.

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

35 New Soft Second Commitments in October

Orleans Parish
Soft Second Mortgages through October 2013

Key Performance Indicators	2012 Actual	2013 YTD Actual	2013 Annual Target	% Target Achieved (83% of Year Lapsed)
Number of first time homebuyers receiving soft second mortgage commitments	221	265	300	88%
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	54	75	72%
Number of affordable rental units developed	195	45	140	32%

Action Item

Date	Responsible Parties	Action Item	Status
11/14/13	B. Lawlor	Work with the Fire Department to board up vacant properties	

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OCD reported that they recently reached 500 total soft second mortgage commitments.