



CITY OF NEW ORLEANS

BlightSTAT

Reporting Period: September, 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.

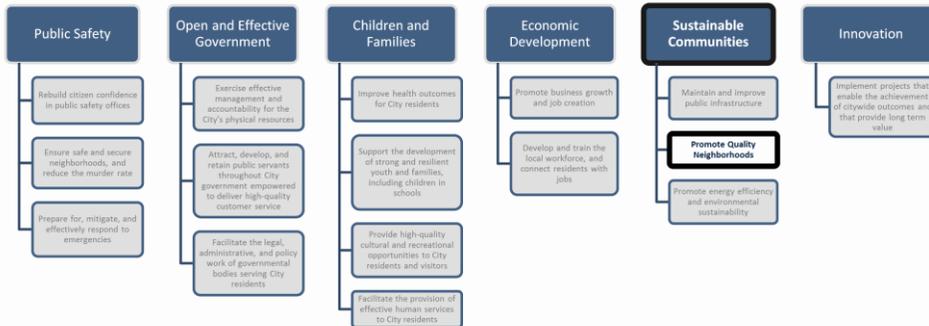
Values

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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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



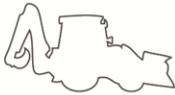
SHERIFF'S SALE



COMPLIANCE



5. HEAR



DEMOLITION



JUDGMENT



LOT CLEARING

7



BlightSTAT September, 2013

311



(OR)



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.

311 Service Requests Remain High

Code Enforcement 311 Service Requests

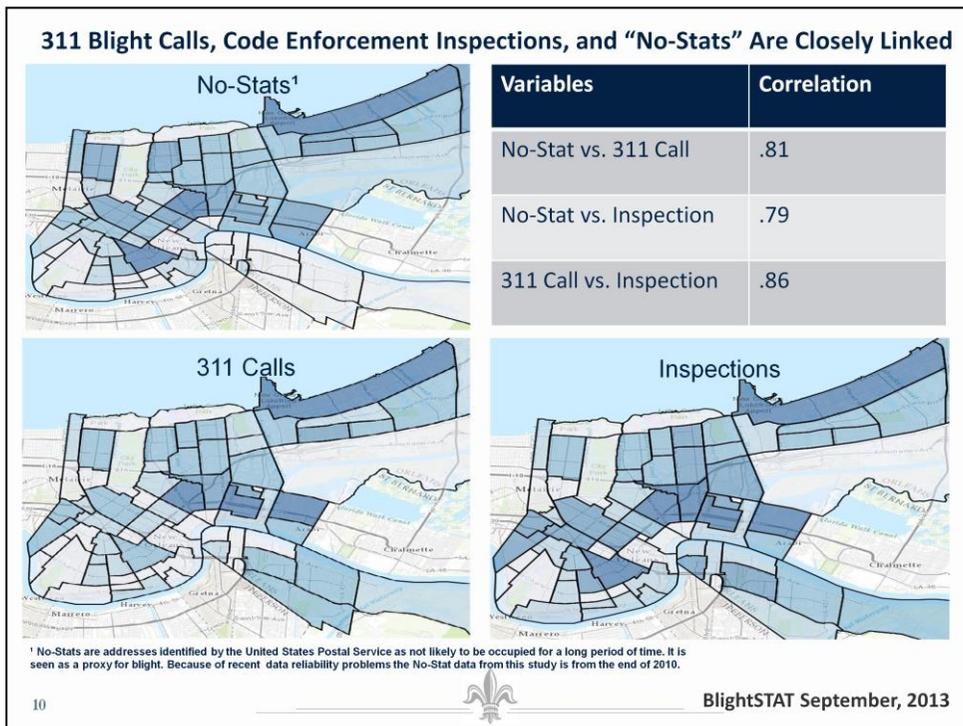


Open Service Requests at End of Month

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



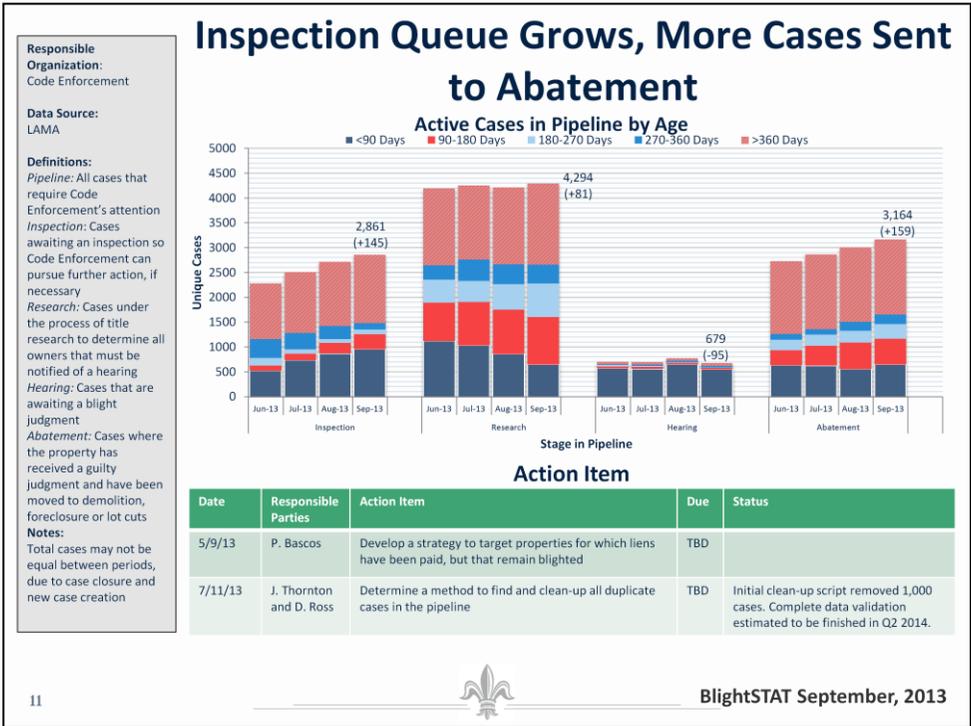
During discussion, the Director of Code Enforcement reiterated that a case that is closed in 311 means that it has gone into Code Enforcement’s Pipeline (slide 11). It does not necessarily mean that blight has been remediated.



These maps were produced as a result of a citizen’s question about whether 311 calls serve a good indication as to where Code Enforcement should target their efforts.

This study (which will not appear on a regular basis in BlightSTAT) shows that for the most part, the distribution of blight lines up well with the distribution of both 311 calls (data includes all 311 Code Enforcement calls) and Code Enforcement inspections (includes all inspections since Code Enforcement was on-boarded to 311).

While the alignment is not perfect, citizens generally report blight proportionally to the amount of blight in their neighborhood, and Code Enforcement’s response is generally proportional to both 311 calls and the distribution of blight.

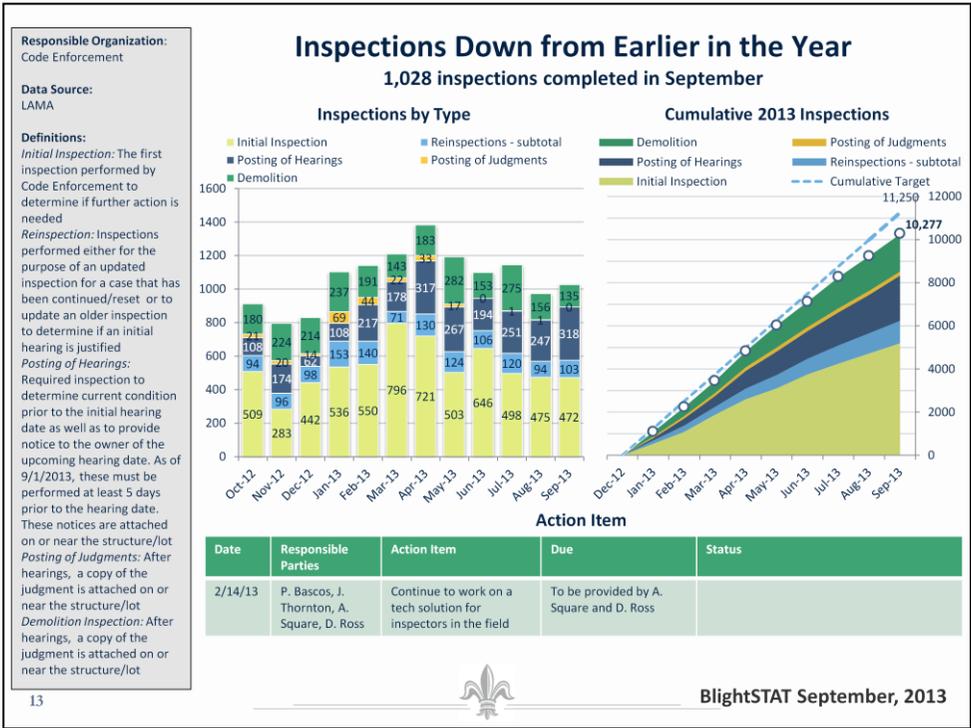


Attendees discussed the possibility of the Department of Information Technology and Innovation working with Code Enforcement to optimize the inspection queue, so that newer cases awaiting inspection are prioritized, but so that older cases are not completely disregarded. Discussion focused on the need to put cases that are close to 30 days old on top of Code Enforcement's inspection queue, which will assist in meeting the target of making new, initial inspections within 30 days.

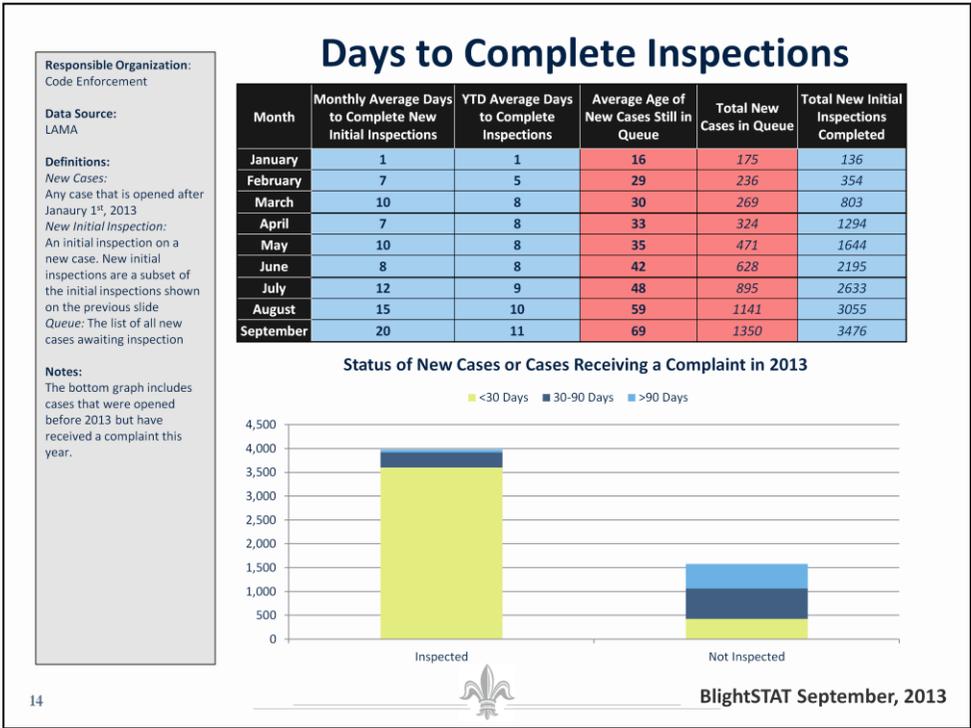


INSPECT





Code Enforcement had a temporary staffing shortage in September, and also adapted a new inspection form as a result of recent ordinance changes, which lowered the overall rates of inspection. Because these issues should no longer affect the department, inspections are expected to increase in the upcoming months.



Discussion reiterated the need to focus on new cases, while not neglecting old cases.



HEAR



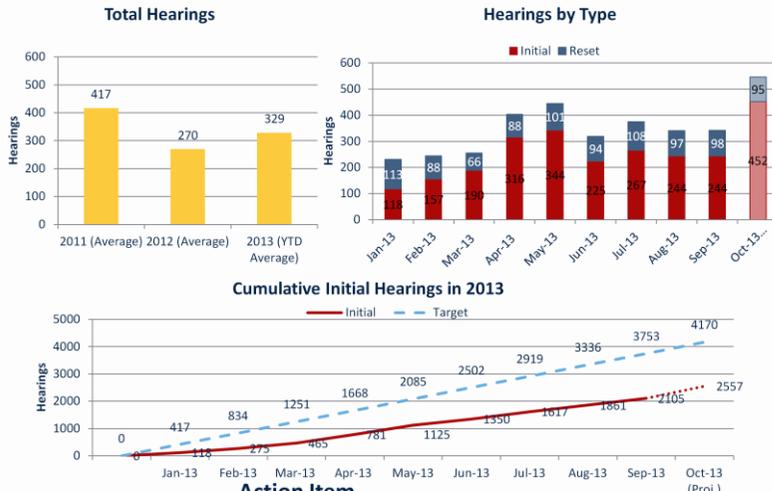
Hearings Low in September, Projected to Increase Substantially in October

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

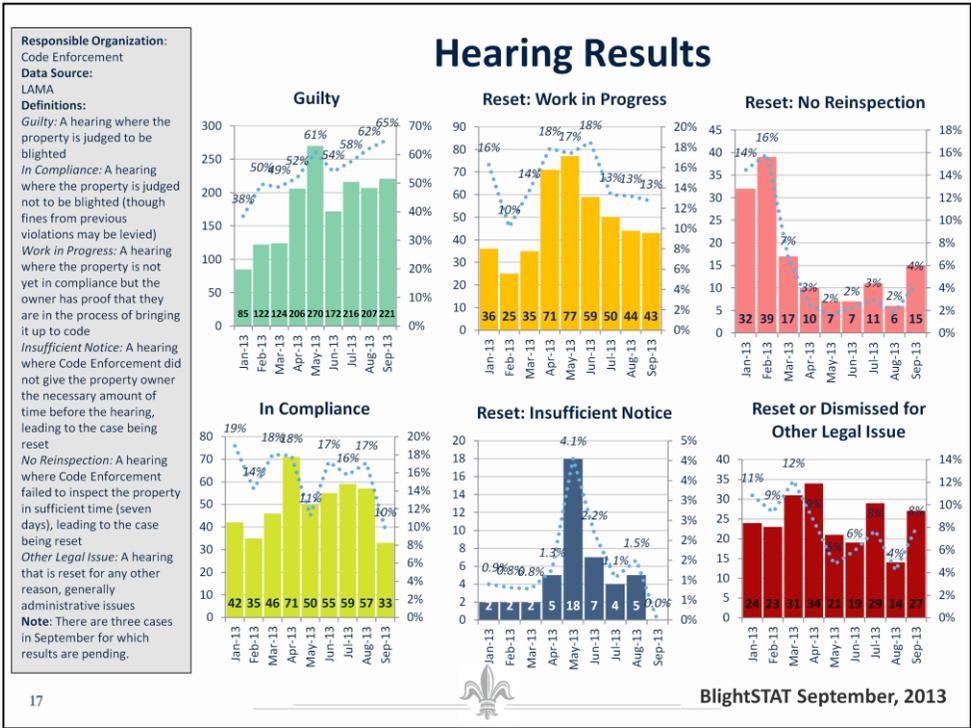
Note: The figures presented are preliminary, as the reports to extract this information from the Davenport LAMA software are still in development.



Date	Responsible Parties	Action Item	Due	Status
7/11/2013	P. Bascos	Develop a strategy to increase title research productivity	10/10/2013	Two new title researchers will be hired.



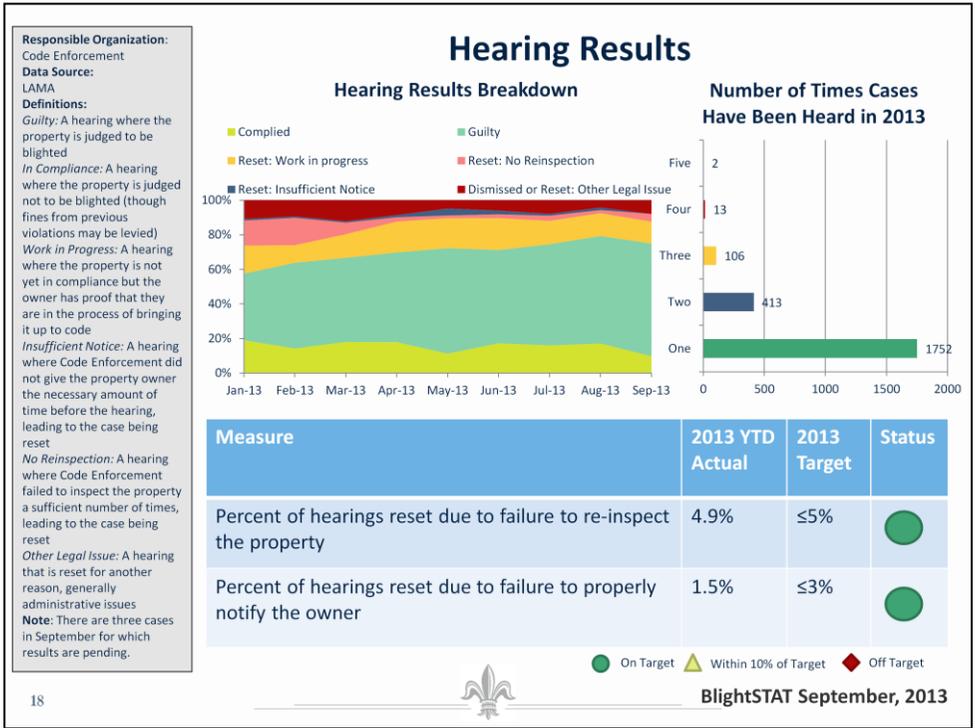
Hearings are expected to increase substantially in October, partially due to the scheduling issues beyond Code Enforcement’s control. In October there will be ten days for hearings, which is substantially higher than in most other months, so the increase will likely not carry over. However, going forward hearings should be held at a higher rate than they have in the past few months, as Code Enforcement is about to hire two new title researchers and hopes to hire more in 2014.



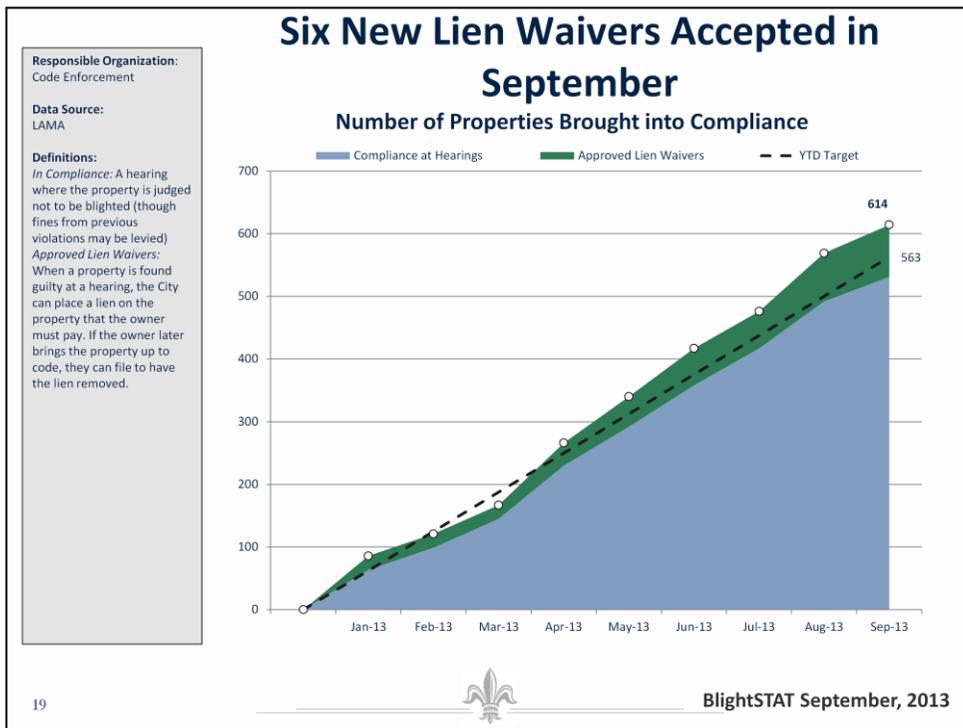
17

The number of guilty judgments continues to increase. This could partially be a result of Code Enforcement prioritizing properties that receive more complaints, which are more likely to have major issues.

There was a higher number of hearings reset for not reinspecting the property than in previous months. These cases were mostly lots that inspectors were not able to locate for a reinspection. There were also a number of cases reset for other legal issues. Most of these cases involved new ownership, and Code Enforcement will start a new case that is likely to move quickly because of a relatively simple title research process.



The increase in the percent of cases reaching a final judgment (Guilty or In Compliance) is a substantial accomplishment for Code Enforcement, as these cases are either remediated blight, or allow abatement strategies to commence.



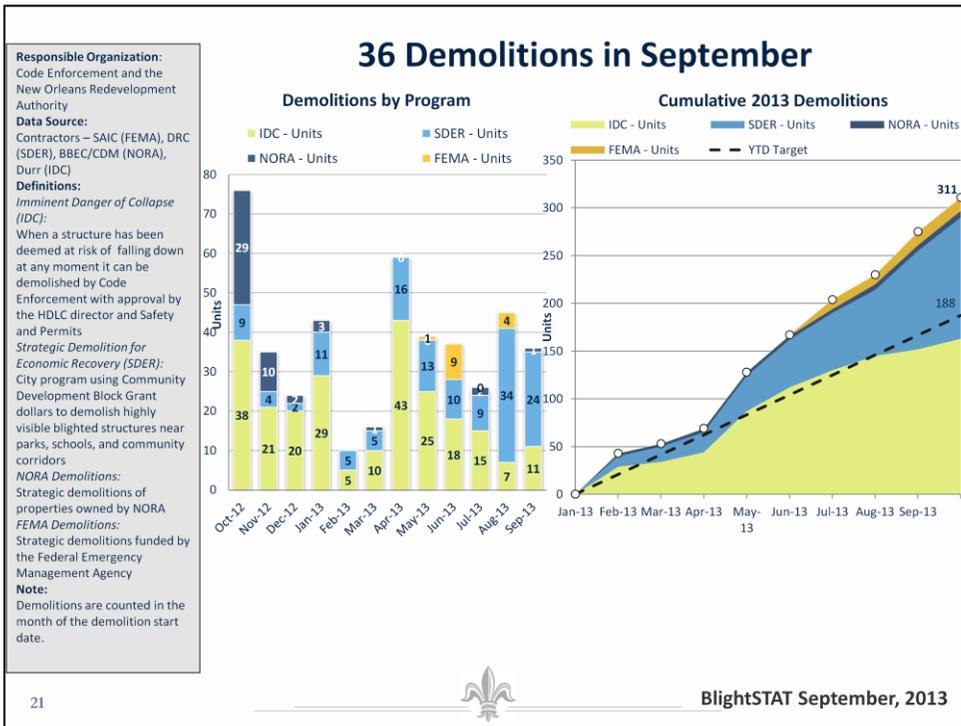
In discussion, it was noted that most requests for lien waivers are denied. Lien waivers are not accepted unless the property could not be brought into compliance otherwise. The Chief Administrative Officer emphasized that this is a good system but that expectations and the overall process should be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

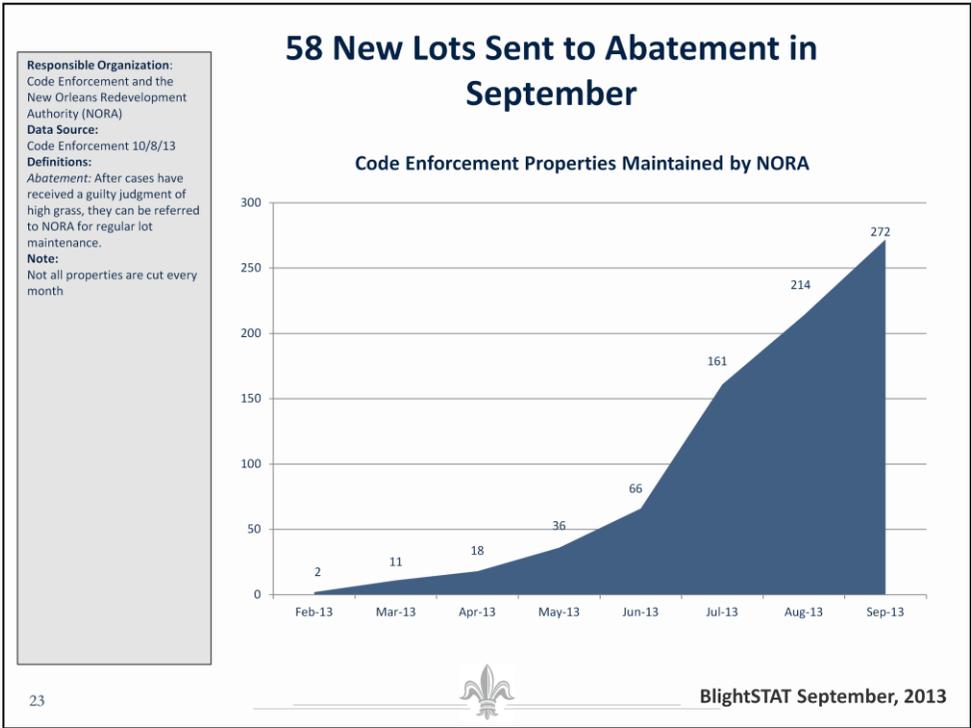






LOT CLEARING



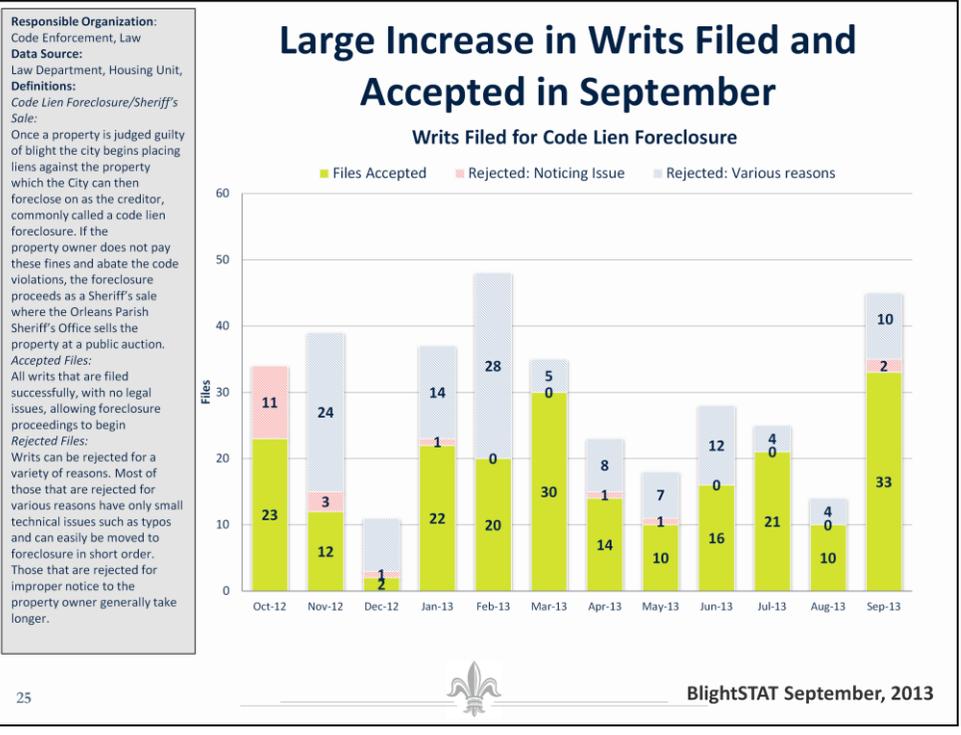


As the lot clearing program is still new, there have been several communication issues between NORA and Code Enforcement involving the schedules for recuts, but for the most part these have been taken care of, and recuts will continue to occur on a three week cycle.



CODE LIEN FORECLOSURES AND SHERIFF'S SALES





Responsible Organization:
Code Enforcement, Law

Data Source:
Law Department, Housing Unit,

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

Accepted Files:
All writs that are filed successfully, with no legal issues, allowing foreclosure proceedings to begin

Rejected Files:
Writs can be rejected for a variety of reasons. Most of those that are rejected for various reasons have only small technical issues such as typos and can easily be moved to foreclosure in short order. Those that are rejected for improper notice to the property owner generally take longer.

The increase in filed writs is a result of the Law Department catching up on cases from August and also more cases coming in from Code Enforcement. The number of writs filed should be high in the next months as well, as Code Enforcement continues to send large numbers of cases into the Lien Foreclosure pipeline.

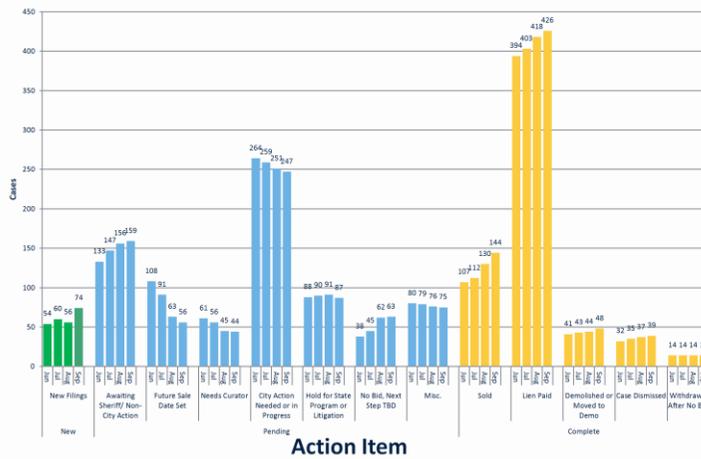
Responsible Organization:
Code Enforcement

Data Source:
Law Department, Housing Unit

Definitions:
Awaiting Sheriff/Non-City Action: The case requires action from the Sheriff's Office or curator, or action from the court or another non-city party to proceed
Needs Curator: The case needs a curator to proceed. Often, a curator has been appointed by the court but not yet paid
Hold for State Program or Litigation: The case is stalled because of exceptions for state programs, such as participants in good standing with Road Home, or due to interfering litigation or prior foreclosures related to the property
No Bid, Next Step TBD: A sale was held but no bids were placed and the City is determining whether or not to attempt another sale
Misc.: Any status not covered by other stages, or an unknown status
Lien Paid: Owner has paid the lien prior to sale
Dismissed: The case cannot proceed for various reasons, often because of legal issues
Withdrawn after No Bid: The property was not held at auction and is unlikely to sell at a later auction so a different track is needed

1,476 Writs Accepted from 2010 through September 2013

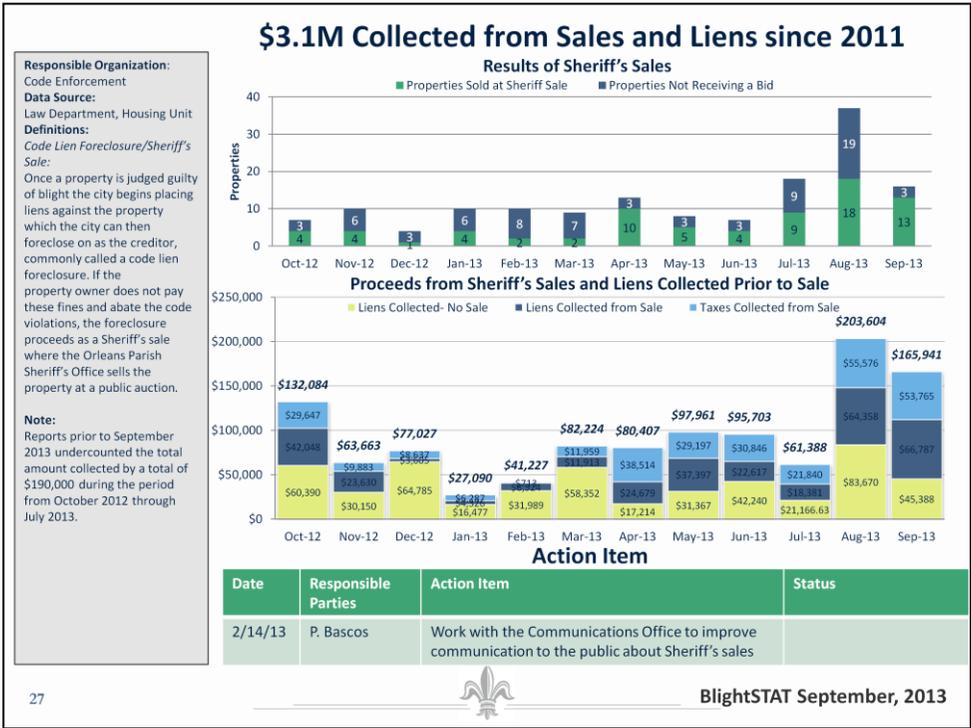
Snapshot of Code Lien Foreclosure Pipeline



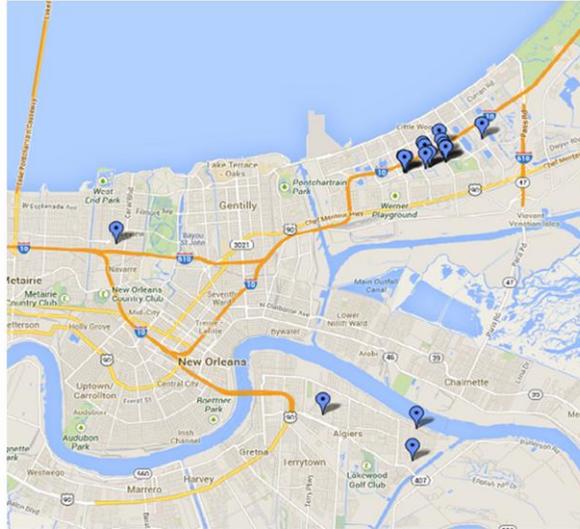
Date	Responsible Parties	Action Item	Status
5/9/13	M. Granderson, D. Ross, D. Lessinger	Review Web architectures and develop method to capture expressions of interest in properties from the public	



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 recent months there have been both more sales and higher revenue from liens and taxes coming from sales. This increase is a result of a strong real estate market but also comes from 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	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)	Judgment on 8/27-No work in progress.	
	6700 Plaza (RTA Bldg.)	No work in progress. Awaiting inspection.	
	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.)	Reset hearing scheduled for 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 writ has been filed on the property with a Sheriff's Sale 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	Case has been restarted.		
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.	



The director of Code Enforcement reported that 8580 Lake Forest will likely not be reported on in future meetings. The area is maintained as a parking lot and is regularly used by a nearby church. Code Enforcement will continue to monitor the lot internally.

The former RTA building has a new owner, but there has been very minimal work performed on the property. The property is awaiting inspection so that it can move forward in the remediation process.

The hearing on 10301 I-10 W Service Rd (Palms Apartments) was reset so that Code Enforcement can get more information on the status of the property.

REINVESTMENT



3 NORA Properties Returned to Commerce in September

Responsible Organization:
New Orleans Redevelopment Authority (NORA)

Data Source:
NORA

Definitions:
Lot Next Door:
The Lot Next Door Program provides an opportunity to owners of properties that share a common boundary with a former Road Home property to purchase that property

Auction:
NORA holds periodic auctions to sell properties in its inventory

Alternate Land Use:
The Alternative Land Use Program provides properties to groups who have ideas and plans outside of traditional development such as playgrounds, pocket parks, and community gardens

Development:
Properties returned to commerce through the private development, which often includes packaging of several lots with federal, state, and local subsidies.

Properties Returned to Commerce in 2013 by Program



Total Properties Returned to Commerce since 2006 by Program



	October (Revised)	November (Revised)	December (Revised)	January (Revised)	February	March (Revised)	April (Revised)	May (Revised)	June (Revised)	July (Revised)	August	September	Change
Grand Total	5121	5121	5121	5144	5147	5147	5151	5162	5162	5172	5172	5172	0
Inventory	2951	2804	2765	2786	2730	2714	2629	2600	2588	2588	2562	2559	-26
Uncommitted	2349	2475	2457	2567	2508	2336	2354	2412	2438	2439	2425	2452	-14
Returned to Inventory													0
Under Contract	402	329	308	219	222	378	275	188	150	149	137	107	-12
Sold in Period	26	147	39	31	59	16	89	40	12	10	26	3	16
Lot Next Door	15	25	13	5	4	5	9	23	8	4	7	2	3
Auction	0	100	2	2	6	0	80	13	4	0	0	0	0
Development	11	22	22	19	49	11	0	0	0	6	19	1	13
Alternate Land Use	0	0	2	5	0	0	0	4	0	0	0	0	0
Previously Sold	2144	2170	2317	2327	2358	2417	2433	2522	2562	2574	2584	2610	10
Lot Next Door	1028	1043	1068	1053	1058	1062	1067	1076	1099	1107	1111	1118	4
Auction	604	604	704	705	707	713	713	793	806	810	810	810	0
Development	512	523	545	567	586	635	646	646	646	646	652	671	6
Alternate Land Use	0	0	0	2	7	7	7	7	11	11	11	11	0

The New Orleans Redevelopment Authority (NORA) is currently behind their target of properties returned to commerce because they are between programs. NORA currently has buyers coming in to close on Lot Next Door properties, and they expect to have a large number of closings show up next month from those closings.

NORA also has an auction of 130 properties scheduled for November 2nd. More information on this auction can be found on page 32.

17 Units Sold Using the HUD Neighborhood Stabilization Program, Phase 2 (NSP2) Award in September

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	104
Rented	150
Complete and For Sale/Rent	101
Under Construction	103
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	



Substantial movement continues to be made on properties developed using the NSP2 Award. NORA expects all properties to be finished in the next six months.

- Over **130** properties including **53** structures.
- Visit www.ameribid.com/NORA or call **866-575-6131** for more information and to see a listing of all included properties.
- Many properties can be inspected before the auction

CLICK HERE FOR DETAILS!

nora NEW ORLEANS REDEVELOPMENT AUTHORITY

ABSOLUTE AUCTION
Nov. 2 • 11:00 AM

Registration Begins at 9:00 AM | Pre-Registration & Online Bidding Available

★ ★ ★ ★ ★ ★ ★ ★ ★ ★

130± Properties
Throughout New Orleans

Auction Location: Mercedes-Benz Superdome

For more information and Open House dates & times call: **866-575-6131**

AmeriBid ameribid.com/nora

Call for Terms of Sale | 1% Broker Participation Offered | Paul A. Lynn, CCIM, Broker #70088-ASA | AmeriBid Lic. AB-368



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

Office of Community Development Programs
14 Units Completed through the Owner-Occupied Rehabilitation Program



BlightSTAT September, 2013

With steady progress over the last few months and 14 closings in September, the Office of Community Development expects to meet its goal of 75 properties assisted through the Owner-Occupied Rehabilitation program.

While OCD is still well short of its target of 140 affordable rental units completed, they have nearly closed on a large multi-unit project and should report on that next month. That project, combined with several other smaller projects, should allow OCD to meet its target.

More information on OCD performance measures and targets is on page 34.

40 New Soft Second Commitments in September

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

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



Key Performance Indicators	2012 Actual	2013 YTD Actual	2013 Annual Target	% Target Achieved (75% of Year Lapsed)
Number of first time homebuyers receiving soft second mortgage commitments	221	230	300	77%
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	52	75	70%
Number of affordable rental units developed	195	45	140	32%

35



BlightSTAT September, 2013

The rate of Soft Second Commitments continues to be very high. Over the last few months, OCD reported that an average of about two new commitments have been made each day. The program has enough funding to go through the end of the year, but OCD is not sure if they will be able to add people to the queue in 2014.

OCD also reported some statistics on the program. The average subsidy given to families is \$48,000, most of whom are substantially below the median income where they are buying a house (the target group for the program). The average cost of a house purchased through the program is \$143,000.

Office of Community Development Projects

