



CITY OF NEW ORLEANS

BlightSTAT

Reporting Period: February, 2015

www.nola.gov/opa



Office of Performance and Accountability

Agenda

- **Intake**
- **Inspections**
- **Hearings**
- **Abatement**
 - Sheriff's Sales
 - Demolitions
 - Lot Clearing
- **Commercial Properties Update**
- **Reinvestment**



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.

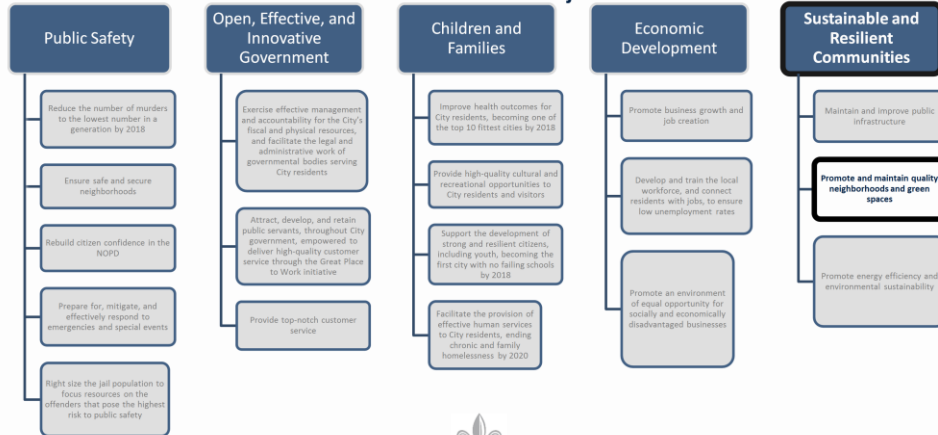
Values

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



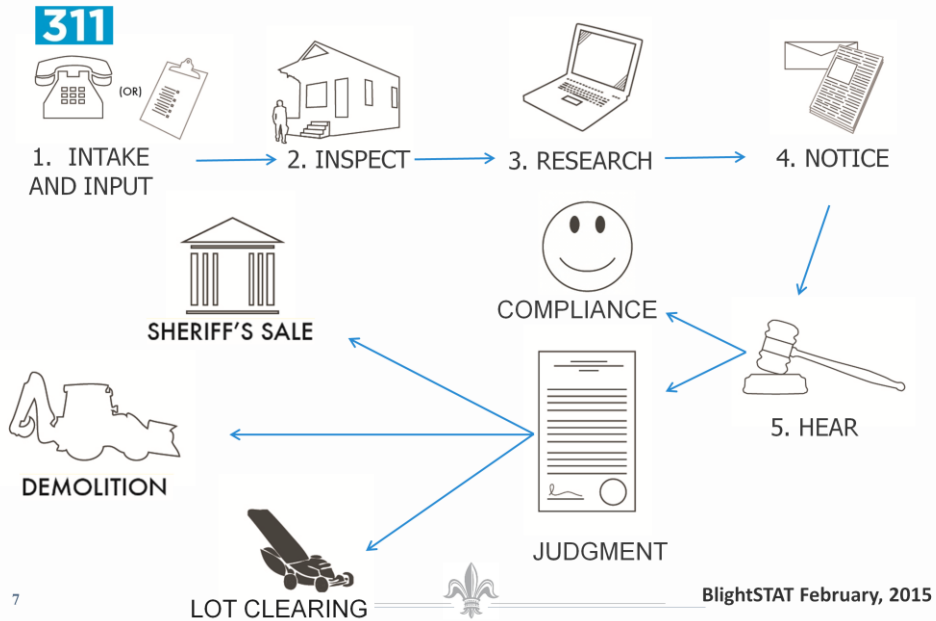
Strategic Framework

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, including implementation of Recovery Roads program and Sewerage and Water Board water and sewer line replacement 2. Consistently implement Complete Streets philosophy in streets investments 3. ★ Effectively administer the City's capital improvements program to include significant investments in parks, playgrounds, libraries, community centers, and public safety facilities 4. ★ Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods, including implementation of the Urban Water Plan 5. ★ Expand transportation options for residents to encourage mass transit, including bus and streetcar development, and bike sharing	<ul style="list-style-type: none"> • Percent of citizens rating condition of streets good or very good • Mean travel time to work • Percentage of workers commuting to work by means other than driving alone • Percent of citizens rating drainage/flood control good or very good • Percent of citizens rating public transportation good or very good • Percent of citizens rating traffic congestion good or very good
Promote and maintain quality neighborhoods and green spaces 1. ★ Maintain current strategies and launch new strategies for blight 2. Provide access to quality, affordable, secure housing 3. Provide effective sanitation services to residents and businesses 4. Protect and preserve parks and other green spaces 5. Regulate land use to support safe, vibrant neighborhoods and preserve historic properties 6. ★ Enhance access and use of the riverfront area to improve the quality of life of riverfront neighborhoods including development of Crescent Park and other public green spaces along the Mississippi River 7. ★ Implement plans to spur investment along the Claiborne Corridor including Choice neighborhoods investments in the greater Iberville/Tremé neighborhood 8. ★ Develop an implementation strategy for the next phase of the Lower 9th Ward 9. ★ Bring transformational commercial redevelopment projects to underserved neighborhoods, such as New Orleans East 10. ★ Develop and implement a master plan for lakefront communities, including West End and the Municipal Yacht Harbor 11. ★ Implement the Comprehensive Zoning Ordinance 12. ★ Improve commitment to monitoring and enforcing environmental health	<ul style="list-style-type: none"> • Percent of parcels in fair or good condition • Percent of citizens rating control of trash and litter / trash pickup good or very good • ParkScore (based on acreage, service and investment, and access) • Percent of citizens rating zoning good or very good • Percent of households paying more than 30% of income on housing
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 4. ★ Replace and repair streetlights with energy efficient technology 5. ★ Develop and implement a resiliency master plan under the direction of a Chief Resiliency Officer 6. ★ Promote recycling 7. ★ Develop an effective solid waste management plan and implement new strategies in order to increase the services available to residents	<ul style="list-style-type: none"> • Percent of days with healthy air quality • Number of health based drinking water violations • Number of certified green buildings • Number of land acres in Orleans Parish • Percent of City's streetlight network retrofitted with LED technology



Overview of the Blight Reduction Process



311



(OR)



INTAKE



Responsible Organization:
Code Enforcement

Data Source:
311 Database

Definitions:

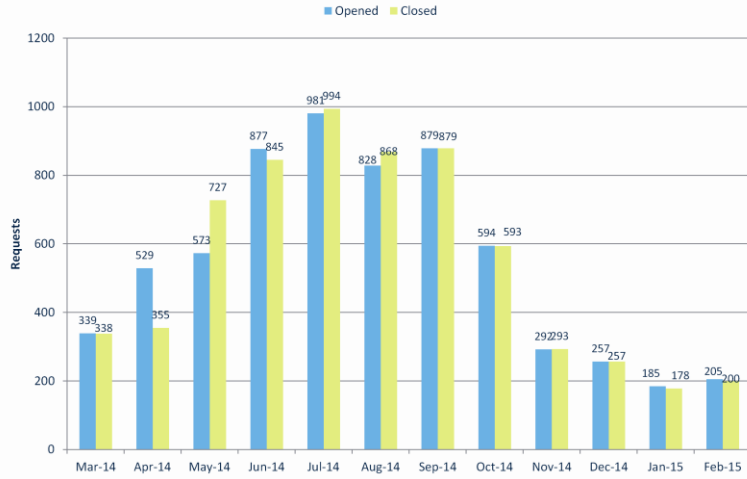
Service Requests: A 311 call requesting the City to perform a specific task
Open Requests: A service request that has not been completed
Closed Requests: A service request that has been completed. A service request is completed once a work order is successfully transferred to Code Enforcement, not necessarily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

Code Enforcement Kept Pace With 311 Service Requests

Code Enforcement 311 Service Requests



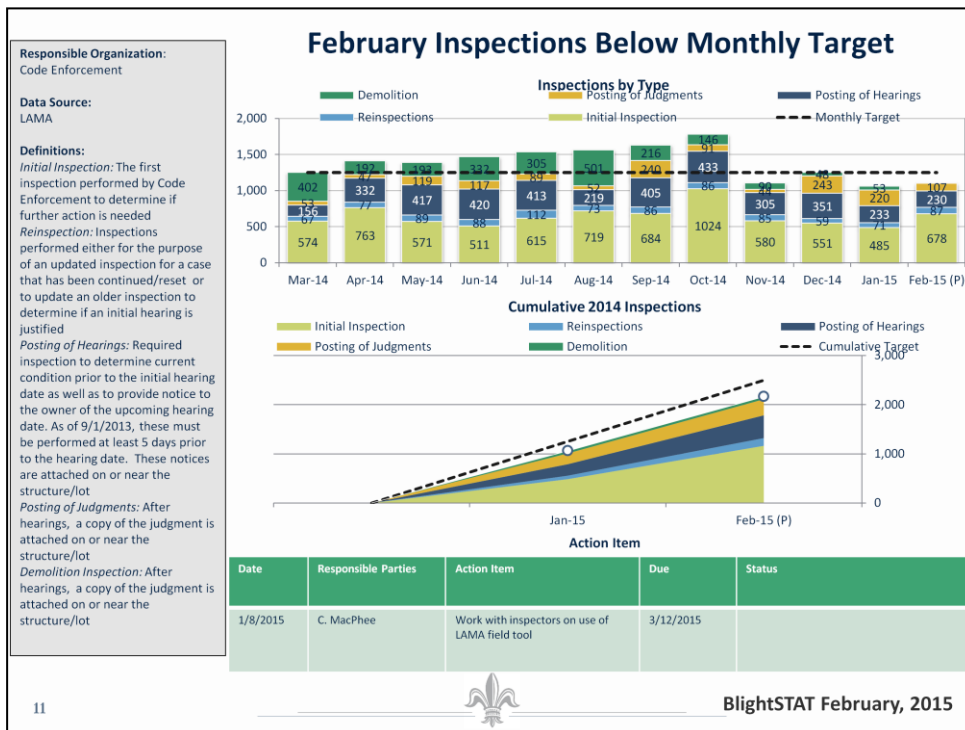
Open Service Requests at End of Month											
Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
1	175	21	53	40	0	0	1	0	0	7	12





INSPECT





Inspections were lower than usual due to temporary staff shortages and disruptions from Mardi Gras. Code Enforcement anticipates that inspections will increase throughout 2015.

Responsible Organization:
Code Enforcement

Data Source:
LAMA

Definitions:

New Cases:
Any case that is opened after January 1st, 2013

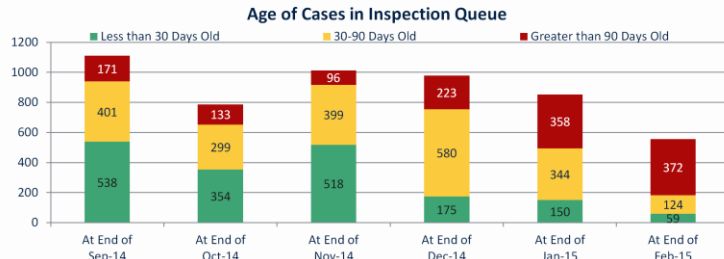
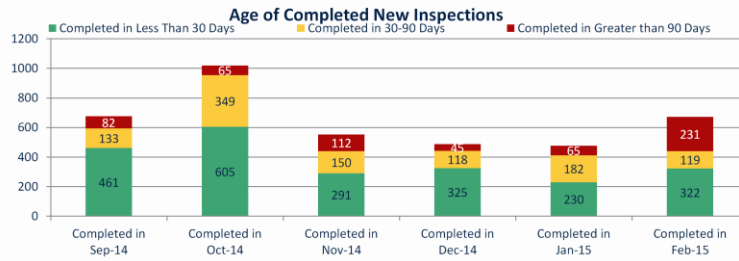
New Initial Inspection:
An initial inspection on a new case. New initial inspections are a subset of the initial inspections shown on the previous slide.

Queue: The list of all new cases awaiting inspection

Key:

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

Average of 46 Days to Complete New Initial Inspections in January



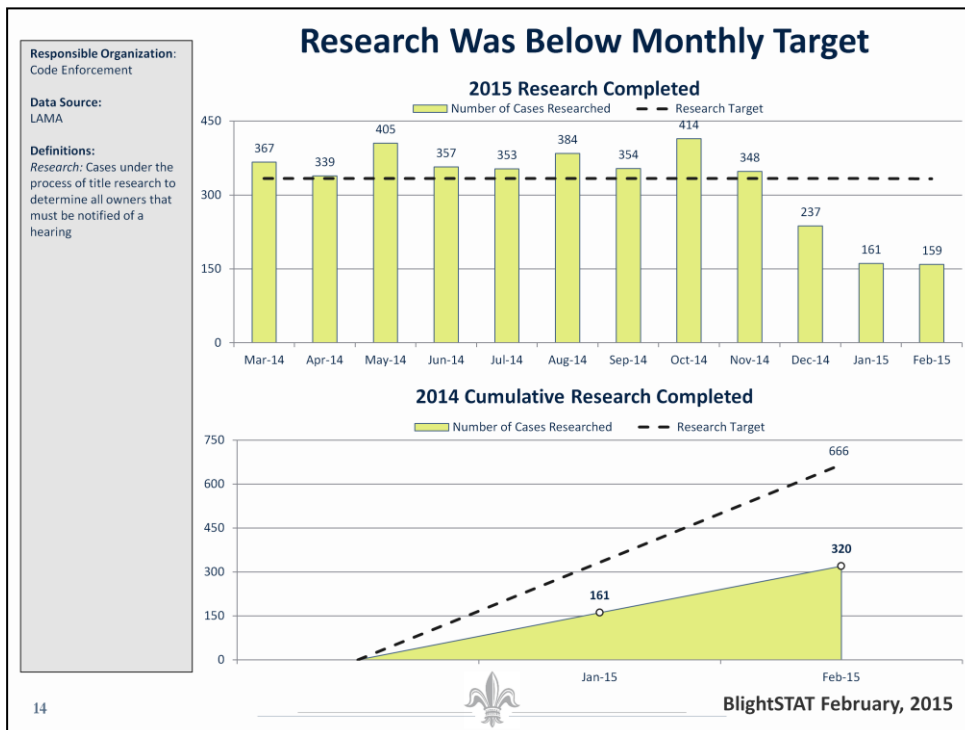
Measure	2015 YTD Actual	2015 Target	Status
Average number of days to complete a new, initial inspection request	46	≤30	◆





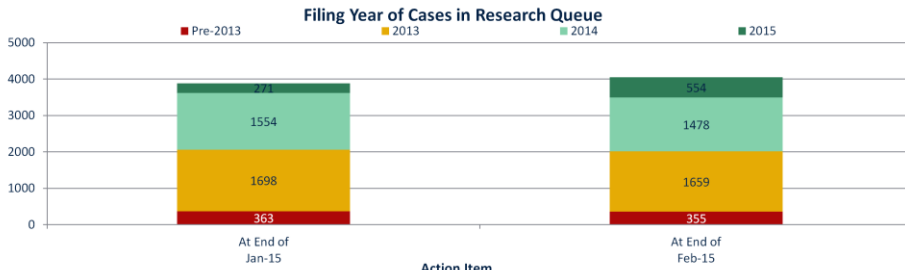
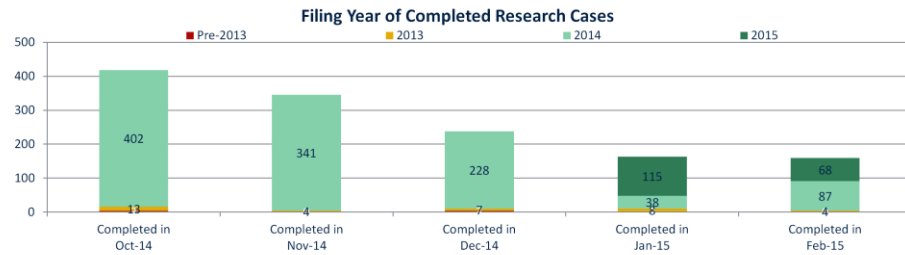
HEAR





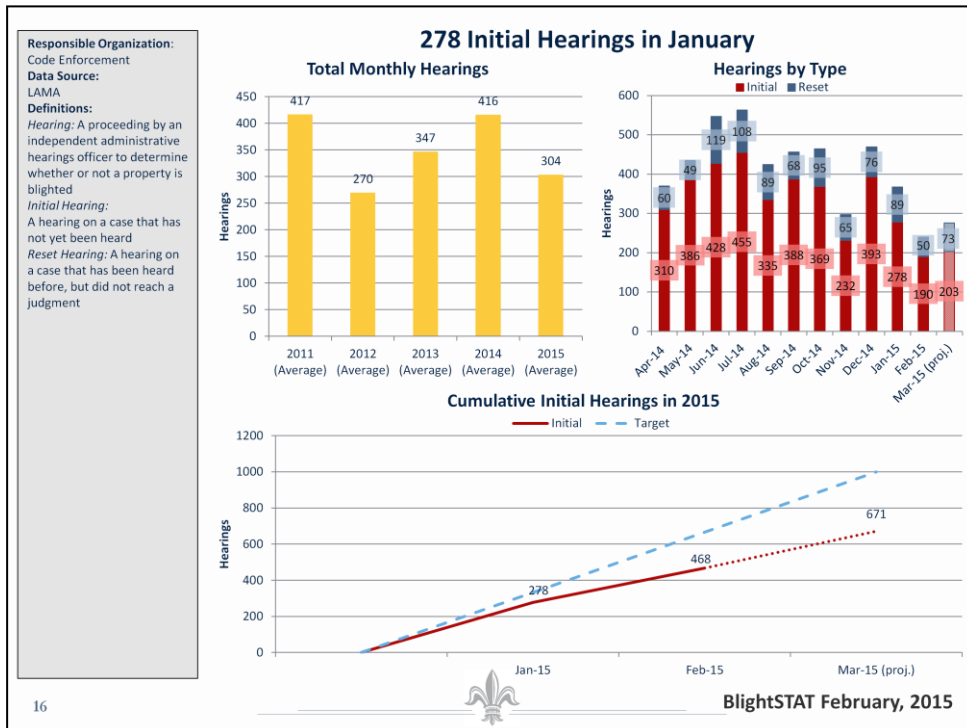
Research has been low in 2015 due to staff shortages in the research unit and throughout Code Enforcement. The unit lost 2 of its most productive researchers, 1 due to illness and 1 due to promotion. Code Enforcement has 4 researchers currently, with budget for a staff of 8. Code Enforcement extended an offer to 3 potential hires, 1 of whom accepted. Code Enforcement is working with Civil Service to fill the remaining positions. The department is also looking into a short-term contract for temporary researchers.

Over 4,000 De-Duplicated Cases In Research Queue



Action Item

Date	Responsible Parties	Action Item	Due	Status
3/12/2015	D. Knaggs	Look at permit activity for old cases in research queue to determine which cases need to be re-inspected.	4/9/2015	



The decrease in hearings is tied to staffing issues with the research unit.

Responsible Organization:

Code Enforcement

Data Source: LAMA

Definitions:

Guilty: A hearing where the property is judged to be blighted

Violations Abated: A hearing where the property is judged not to be blighted (though fines from previous violations may be levied). As of June 2014, judgments of "Dismissed Abated" are counted under Violations Abated.

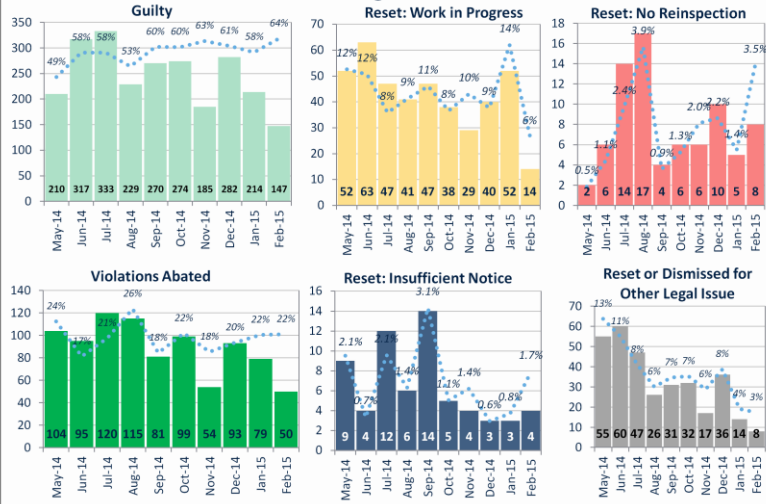
Work in Progress: A hearing where the property is not yet in compliance but the owner has proof that they are in the process of bringing it up to code

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 in sufficient time (five days), leading to the case being reset

Other Legal Issue: Cases reset or closed for factors beyond Code Enforcement's control. In many cases the property is in compliance.

Hearing Results



Measure	2015 YTD Actual	2015 Target	Status
Percent of hearings reset due to failure to re-inspect the property	2.17%	≤3%	●
Percent of hearings reset due to failure to properly notify the owner	1.17%	≤2%	●



BlightSTAT February, 2015



Responsible Organization:
Code Enforcement

Data Source:
LAMA

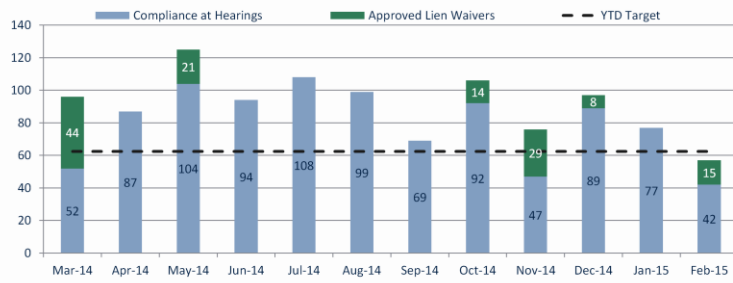
Definitions:

In Compliance: A hearing where the property is judged not to be blighted (though fines from previous violations may be levied)
Approved Lien Waivers: When a property is found guilty at a hearing, the City can place a lien on the property that the owner must pay. If the owner later brings the property up to code, they can file to have the lien removed.

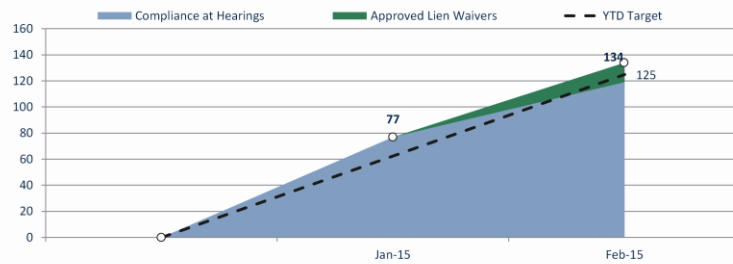
Note:
Properties with a Judgment of Dismissed Abated are not counted in this measure

The Number of Properties Brought Into Compliance Exceeded the YTD Target

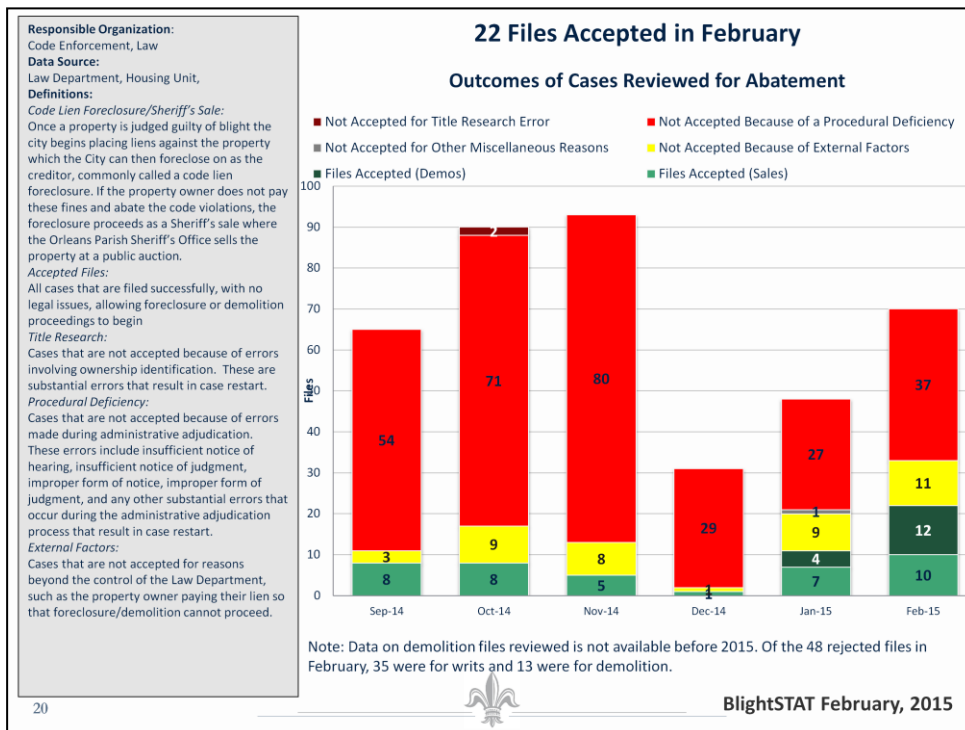
Monthly Properties Brought into Compliance



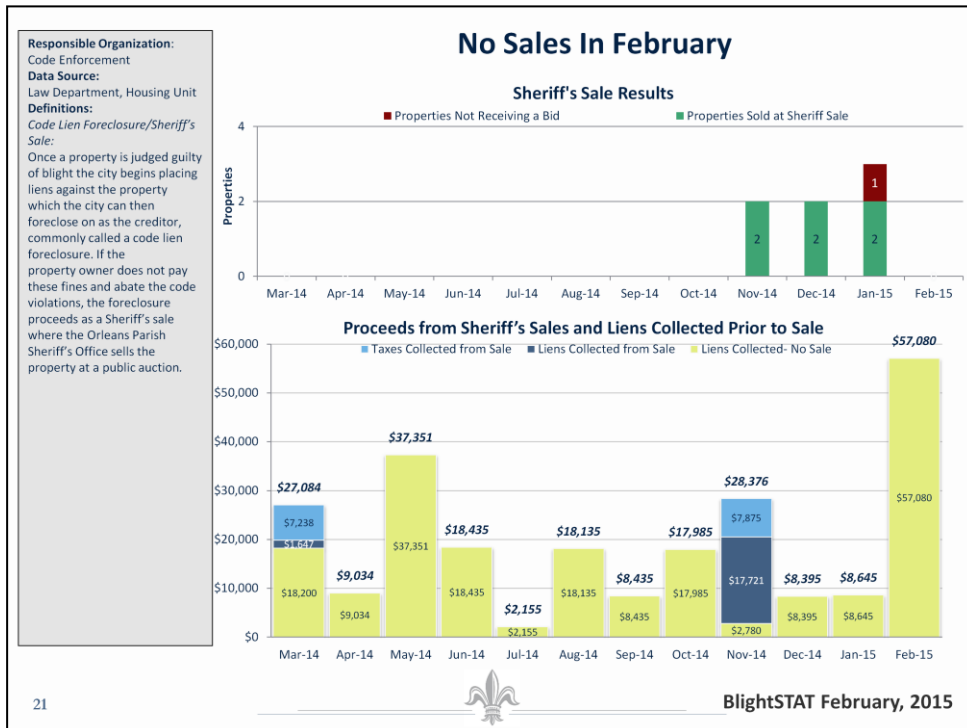
Number of Properties Brought into Compliance in 2015



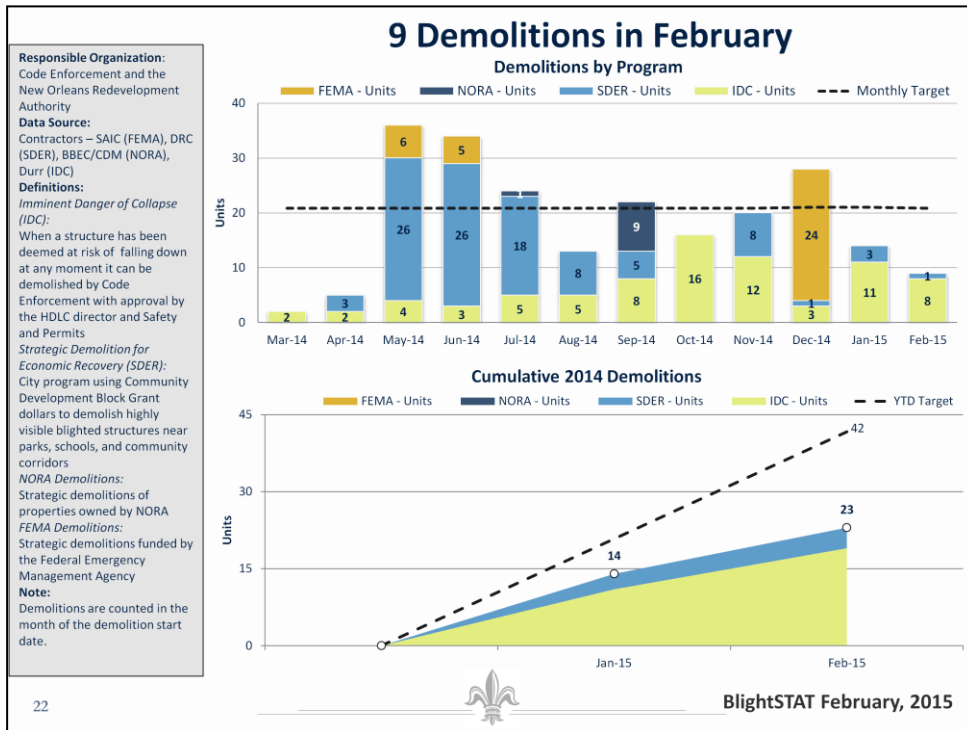
BlightSTAT February, 2015



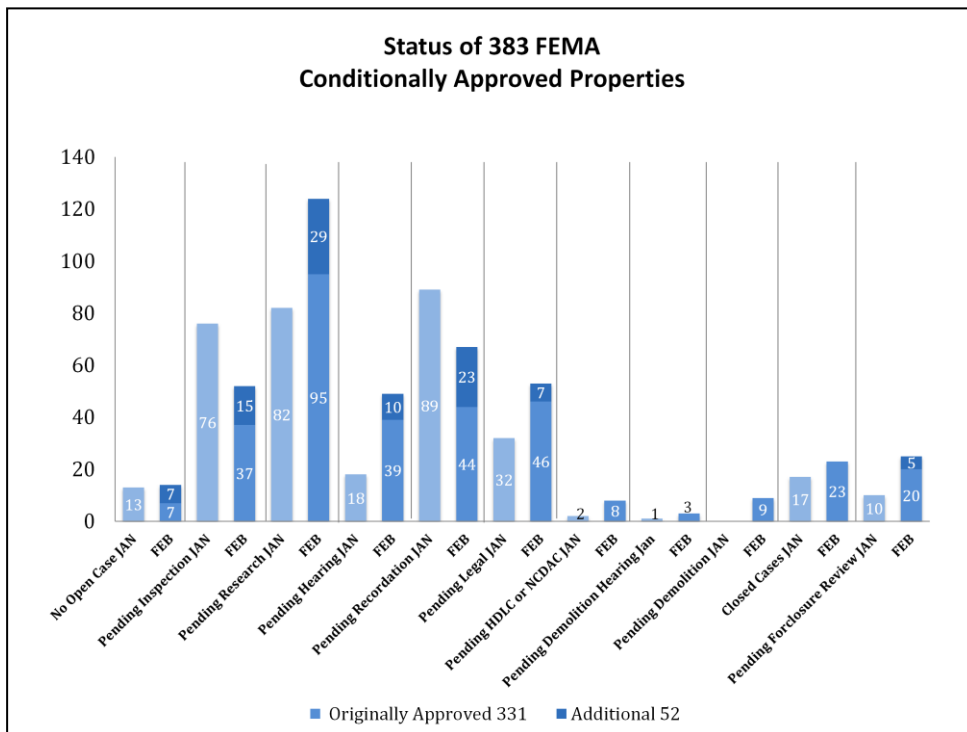
Cases that are not accepted due to a procedural deficiency were rejected for a number of reasons, including the Dupart case and staff training issues leading to mailing errors. To address these issues, Code Enforcement holds monthly staff training sessions. There is a backlog of approximately 300 cases that need require legal reviews.



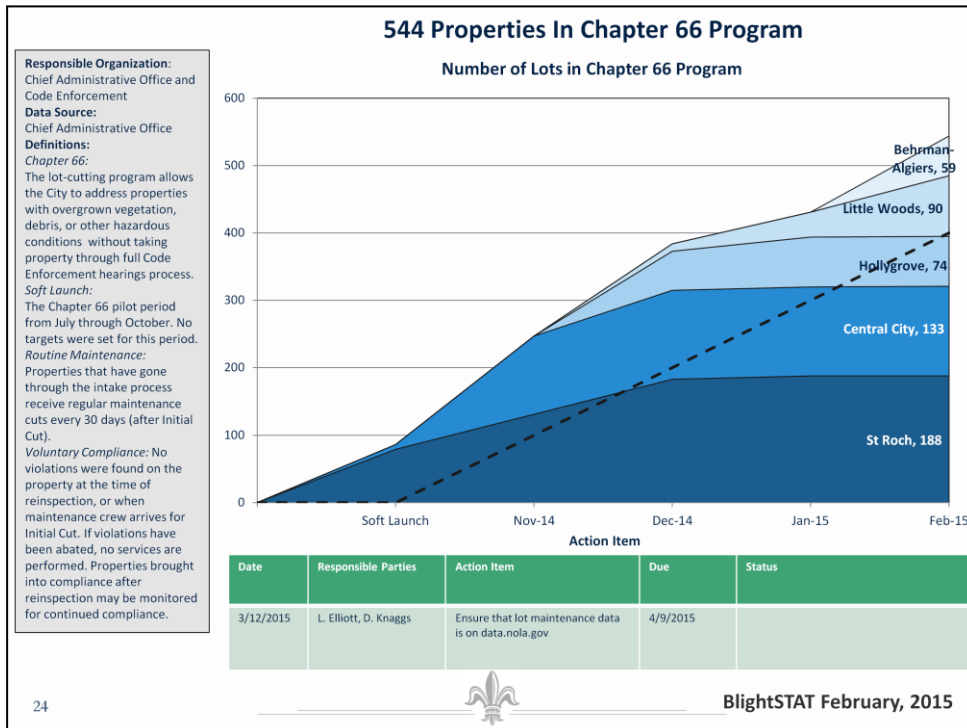
Several sales were scheduled for February, but were stopped for a number of reasons including liens paid and changes in ownership. Code Enforcement anticipates holding at least 1 sale in March.



There are currently 16 pending strategic demolitions, 8 have been sent to the contractor and 8 are undergoing regulatory processes.



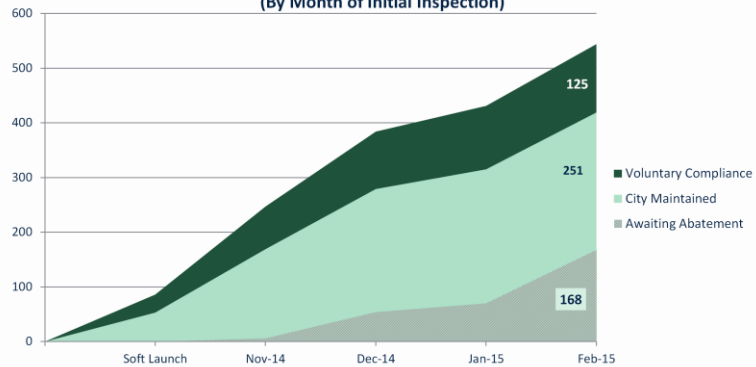
Code Enforcement also anticipates that demolitions using FEMA funding will begin again in March. The department also anticipates that the “No Open Case” and “Pending Inspection” queues will be clear by the end of March.



The chapter 66 lot maintenance program was originally projected to clear 200 lots in each target neighborhood. However, inspections have found fewer than 200 properties in need of lot maintenance for many neighborhoods.

376 Properties In Compliance or Maintained by City Through Chapter 66 Program

Status of Lots in Chapter 66 Program
(By Month of Initial Inspection)



Neighborhood	Ch 66 Inspections	CNAP Referral Inspections	Total inspections (Ch66+CNAP)
St Roch	195	31	226
Central City	133	15	148
Hollygrove	74	10	84
Little Woods	63	25	88
Behrman-Algiers	34	17	51
Grand total:	499	98	597

Note: Not all properties that enter the Chapter 66 program are counted as having inspections

Responsible Organization:
Chief Administrative Office and Code Enforcement

Data Source:
Chief Administrative Office

Definitions:
Chapter 66:
The lot-cutting program allows the City to address properties with overgrown vegetation, debris, or other hazardous conditions without taking property through full Code Enforcement hearings process.

Soft Launch:
The Chapter 66 pilot period from July through October. No targets were set for this period.

Routine Maintenance:
Properties that have gone through the intake process receive regular maintenance cuts every 30 days (after Initial Cut).

Voluntary Compliance:
No violations were found on the property at the time of reinspection, or when maintenance crew arrives for Initial Cut. If violations have been abated, no services are performed. Properties brought into compliance after reinspection may be monitored for continued compliance.



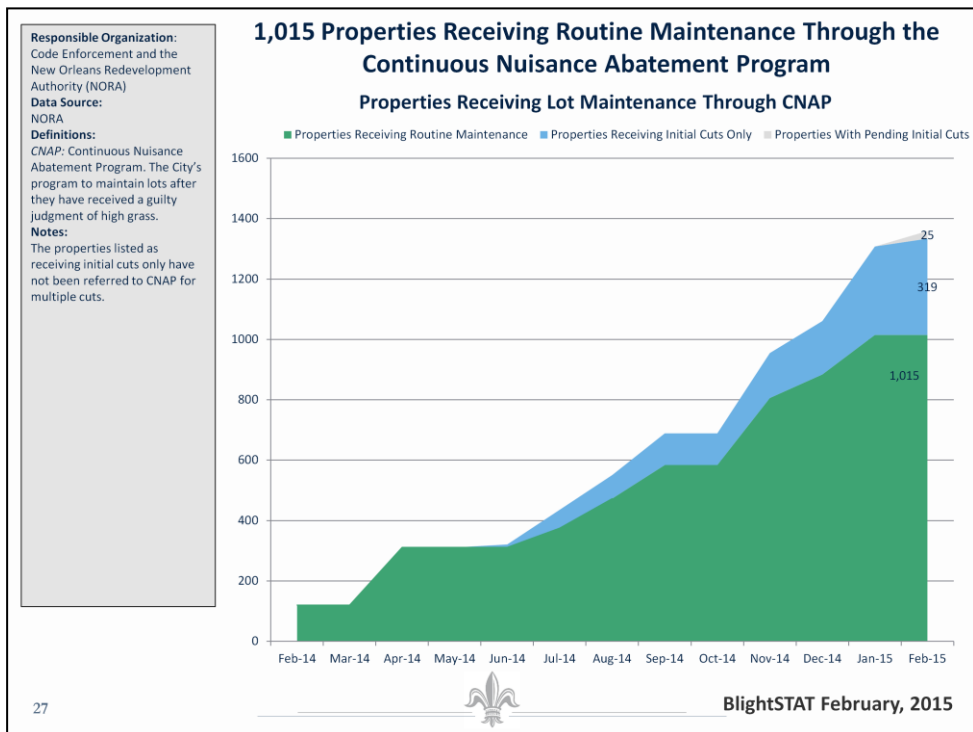
83% of Properties Assigned for Initial Maintenance Have Been Cut

Work Order Number	Date Assigned	Initial Cuts Assigned	Initial Cuts Completed	Property In Compliance/Owner Refused Maintenance	Properties Awaiting Initial Cuts	Days Between Assignment Date and Maintenance Completion (CEA Requirement: 14 Days)	Days Between Maintenance Completion and Work Order Submittal (CEA Requirement: 7 days)
001	8/15/2014	16	8	8	0	14	6
002	9/19/2014	18	13	5	0	11	6
003	10/22/2014	14	11	3	0	9	6
004	10/27/2014	0	0	0	0	2	23
005	10/27/2014	13	8	5	0	15	10
006	11/12/2014	8	8	0	0	2	7
007	11/21/2014	20	17	3	0	38	1
008	11/26/2014	49	32	17	0	41	7
009	12/4/2014	66	47	19	0	57	5
010	1/1/2015	140	92	9	39	≥68	-
011	1/9/2015	0	3	0	0	24	14
012	2/10/2015	23	11	2	10	≥28	-
013	2/25/2015	38	14	3	21	≥13	-
TOTAL		405	264	74	70		
Percent		100%	65%	18%	17%		

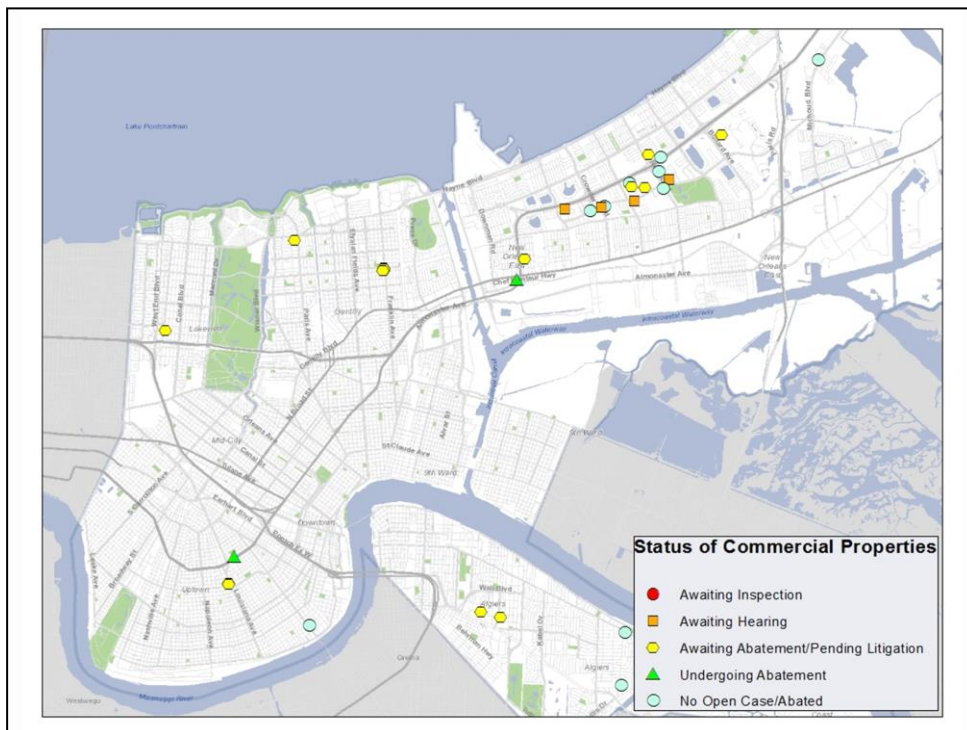
Note: Work orders 004 and 011 contained only properties for routine maintenance.



As the program has continued, Covenant House has increased their capacity to maintain the number of lots on each work order.



After reviewing guilty judgments to determine the correct abatement strategy, Code Enforcement refers all vacant lots with guilty judgments for maintenance through CNAP. In addition, these properties are either sent concurrently to lien foreclosure or, if Code Enforcement does not think the property will sell, maintained until conditions become more favorable for a sale.



<i>Awaiting Hearing</i>		
Address	Status as of 3/11/2015	Status as of 2/10/2015
6880 Parc Brittany Blvd.	Case is in the process of being researched.	Case is awaiting research
9660 Lake Forest (strip mall)	Hearing reset to 4/8/2015 due to work in progress.	Hearing set for 2/11/15.

<i>Awaiting Abatement</i>		
Address	Status as of 3/11/2015	Status as of 2/10/2015
10112-16 Plainfield Dr.	Property received guilty judgment 2/4/2015. Abatement decision will be expedited after recordation.	Case restarted to add adjacent property owned by the same party.
3010 Sandra Place (Crescent City Gates)	Property received guilty judgment 2/11/2015. Abatement decision will be expedited after recordation.	Hearing set for 2/11/15.
2520 Louisiana	Property received guilty judgment 2/11/2015. Abatement decision will be expedited after recordation.	Hearing set for 2/11/15.
3403 Freret	Property received guilty judgment 2/11/2015. Abatement decision will be expedited after recordation.	Hearing set for 2/11/15.
6001 Bullard (old Schwegmann's)	Property received guilty judgment 2/4/2015. Abatement decision will be expedited after recordation.	Property received guilty judgment on 2/4/15.
4402 Reynes	Property received guilty judgment 2/4/2015. Abatement decision will be expedited after recordation.	Property received guilty judgment on 2/4/15.
5300 Franklin	Property received guilty judgment 2/4/2015. Abatement decision will be expedited after recordation.	Property received guilty judgment on 2/4/15.
5328 Franklin	Property received guilty judgment 2/4/2015. Abatement decision will be expedited after recordation.	Property received guilty judgment on 2/4/15.
8500 Lake Forest (abandoned gas station)	Property received guilty judgment 2/25/2015. Abatement decision will be expedited after recordation.	Case restarted due to a procedural deficiency. Now scheduled for 2/25/15.
10101 Lake Forest	Property received guilty judgment on 12/17/2014. Judgment recorded and abatement decision will be expedited.	Property received guilty judgment on 12/17/2014.

<i>Abatement Strategy Reached</i>		
Address	Status as of 3/11/2015	Status as of 2/10/2015
2713 S. Claiborne Ave.	Writ has been filed to start the lien foreclosure process.	Approved for lien foreclosure Nov. 2014. Writ will be filed by the close of this month.
6324 Chef Menteur	Writ is filed for property to be given a sale date. Over half a million in daily fees on property.	Writ is filed for property to be given a sale date. Over half a million in daily fees on property.



Pending Litigation		
Address	Status as of 3/11/2015	Status as of 2/10/2015
6700 Plaza	Property received guilty judgment 12/17/2014. An appeal has been filed.	Property received guilty judgment on 12/17/2014.
5951 Milne (Lakeview School)	Property received guilty judgment on 12/17/2014. An appeal has been filed.	Property received guilty judgment on 12/17/2014. An appeal has been filed.
1532 Robert E. Lee	Property received guilty judgment on 10/1/2014. Owner is appealing judgment.	Property received guilty judgment on 10/1/2014. Owner is appealing judgment.
3 Dreux Ave.	Property received guilty judgment on 10/22/2014. Owner is appealing judgment.	Property received guilty judgment on 10/22/2014. Owner is appealing judgment.
38884 Dreux Ave.	Property received guilty judgment on 10/22/2014. Owner is appealing judgment.	Property received guilty judgment on 10/22/2014. Owner is appealing judgment.
5324 Franklin	Property received guilty judgment on 10/22/2014. Owner is appealing judgment.	Property received guilty judgment on 10/22/2014. Owner is appealing judgment.
5332 Franklin	Property received guilty judgment on 10/22/2014. Owner is appealing judgment.	Property received guilty judgment on 10/22/2014. Owner is appealing judgment.
6601 Plaza/5700 Read (Grand Theatre)	Property received guilty judgment on 12/1/2014. Owner is appealing the judgment.	Property received guilty judgment on 12/1/2014. Owner is appealing the judgment.
2646 Westbend Parkway	Property received guilty judgment on 6/3/2014 (pending litigation/settlement negotiations).	Property received guilty judgment on 6/3/2014 (pending litigation/settlement negotiations).
No Open Case, Code Enforcement Monitoring		
Address	Status as of 3/11/2015	Status as of 2/10/2015
2800 Sullen	Property received guilty judgment on 5/13/2014. Re-inspection on 10/31/2014 shows work in progress; Code Enforcement will continue to monitor.	Property received guilty judgment on 5/13/2014. Re-inspection on 10/31/2014 shows work in progress; Code Enforcement will continue to monitor.
23804 Read (5851 Read)	Consent judgment has been signed. CEHB will monitor.	Consent judgment has been signed. CEHB will monitor.
8580 Lake Forest (parking lot)	Property is being maintained. CEHB will monitor.	Property is being maintained. CEHB will monitor.
6800 Plaza	Property is secured. CEHB will monitor.	Property is secured. CEHB will monitor.
609 Jackson	Lien paid and property sold. CEHB is in communication with owners and monitoring the condition of the property.	Lien paid and property sold. CEHB is in communication with owners and monitoring the condition of the property.
55195 Michoud (Six Flags)	City is working with manager.	City is working with manager.
10301 I-10 W. Service Road	Owners complied with 2013 judgment. CEHB monitoring.	Owners complied with 2013 judgment. CEHB monitoring.
Abated		
Address	Status as of 3/11/2015	Status as of 2/10/2015
8501 Lake Forest Blvd	Hearing reset for 2/23/15. Received guilty judgment on 2/23/2015 but conditions were abated.	Hearing set for 2/18/15.
5650 Read	Hearing held 12/17/2014 conditions on property were abated by owner; case dismissed 12/17/2014.	Hearing held 12/17/2014 conditions on property were abated by owner; case dismissed 12/17/2014.
4300 Sullen	Private demolition held on 1/7/2014. Property under HUD control.	Private demolition held on 1/7/2014. Property under HUD control.



REINVESTMENT



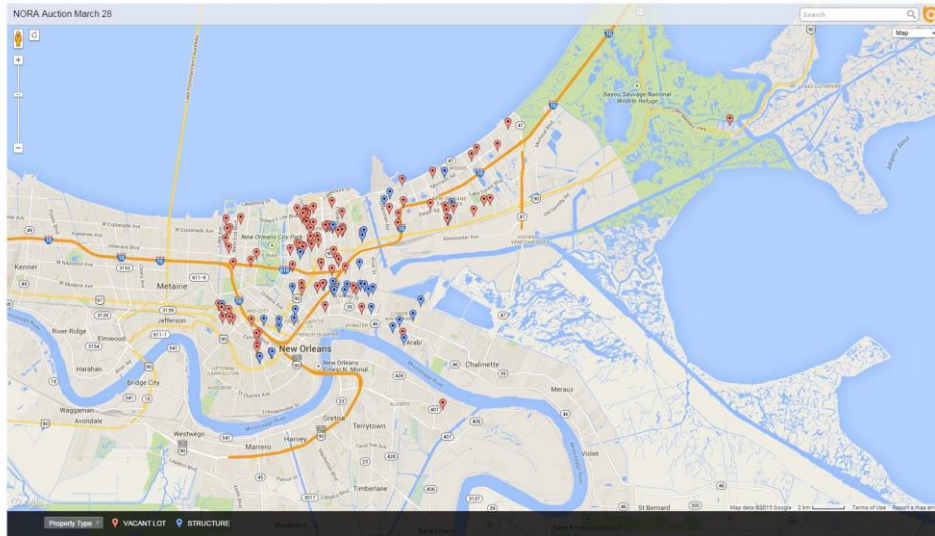
NORA Spring 2015 Auction

- **Buyer Seminar**
 - Wednesday, March 11, 7:00 PM, at the Dryades YMCA, 2220 Oretha Castle Haley Blvd.
 - Registration begins at 6:30 PM.
- **Open House**
 - There are 30 ± structures that will be open for inspection on Saturday, March 14, Please visit www.hilcorealestate.com/NORA for exact locations, times, and instructions.
- **Auction**
 - N.O. Ernest N. Morial Convention Center Hall H, Room 293
 - Saturday, March 28th
 - Registration Begins 8:30 am
 - Auction Begins 11:00 am



NEW ORLEANS
REDEVELOPMENT
AUTHORITY

NORA Spring 2015 Auction



NEW ORLEANS
REDEVELOPMENT
AUTHORITY

5

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:

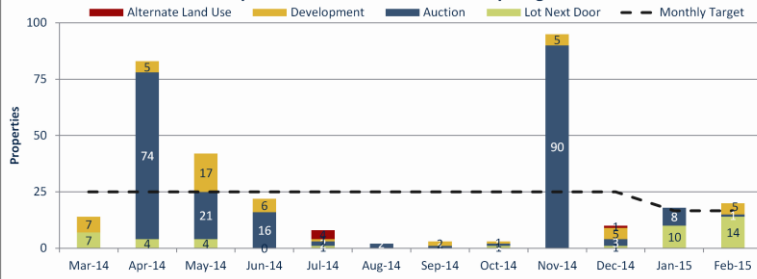
The Alternate Land Use Program provides properties to groups who have ideas and plans outside of traditional development such as playgrounds, pocket parks, and community gardens

Development:

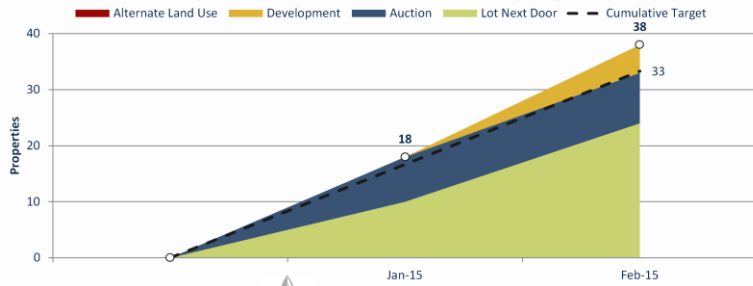
Properties returned to commerce through private development, which often includes packaging several lots with federal, state, and local subsidies.

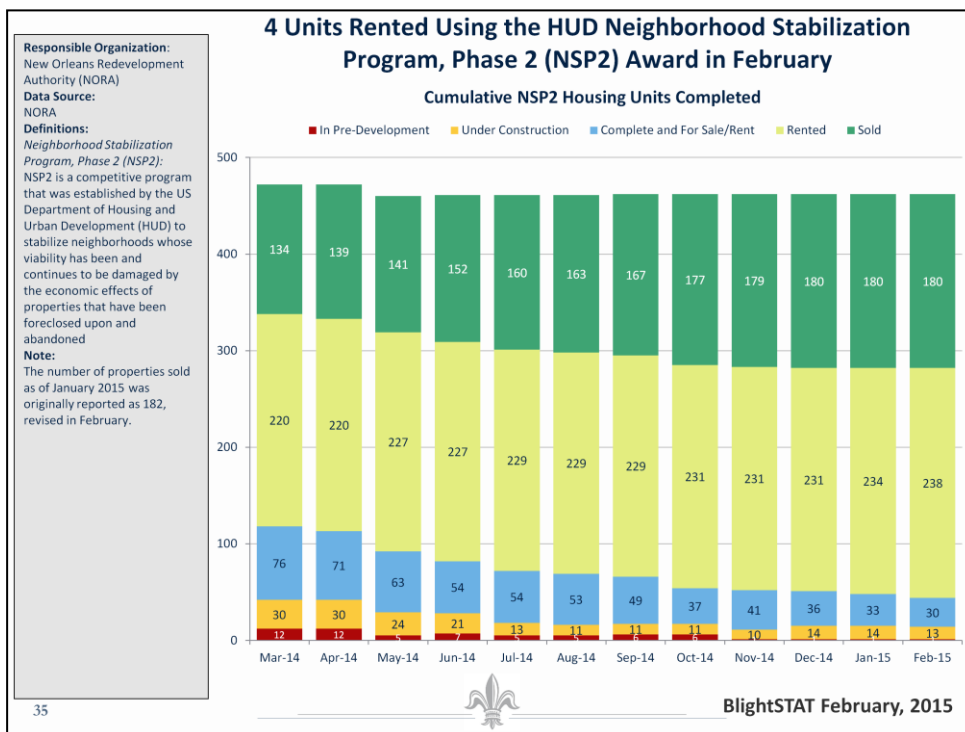
NORA Returned 20 Properties to Commerce in February

Properties Returned to Commerce by Program



Properties Returned to Commerce in 2014 by Program

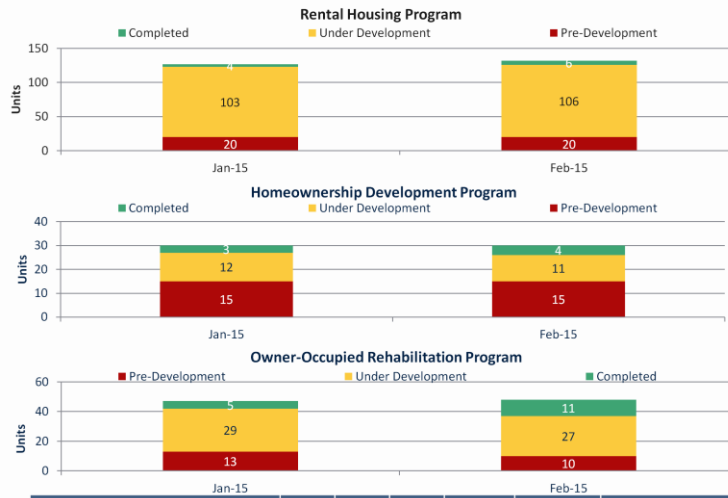




The closeout date for the NSP2 program is in September 2015.

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.**The Office of Community Development Completed 9 Units in February**

Key Performance Indicators	2012 Actual	2013 Actual	2014 Actual	2015 YTD Actual	2015 Annual Target	% 2015 Target Achieved (17% of Year Lapsed)
Number of affordable rental units developed	195	98	167	6	≥125	4.8%
Number of housing units developed through Homeownership Development Program	22	11	0	4	≥20	20.0%
Number of housing units assisted through the Owner Occupied Rehab Programs	119	79	63	11	≥75	14.7%



At this point in the year, the Office of Community Development anticipates meeting their targets for their development programs. Owner-Occupied Rehab is expected to be the most difficult to meet the target, but OCD anticipates that it will be completed.