



CITY OF NEW ORLEANS

## BlightSTAT

Reporting Period: June, 2014

[www.nola.gov/opa](http://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**



# 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.

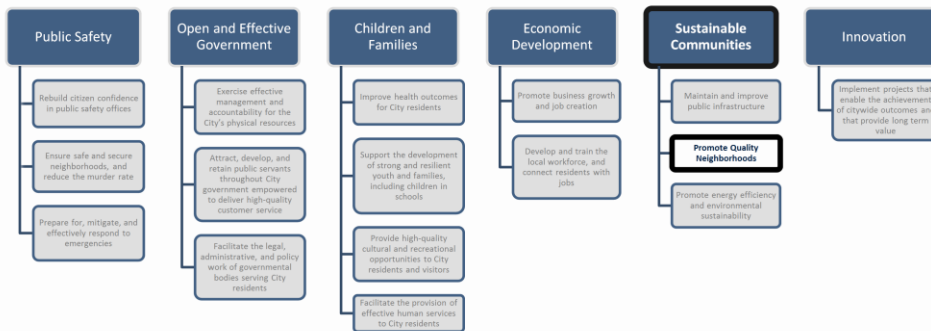
## Values

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



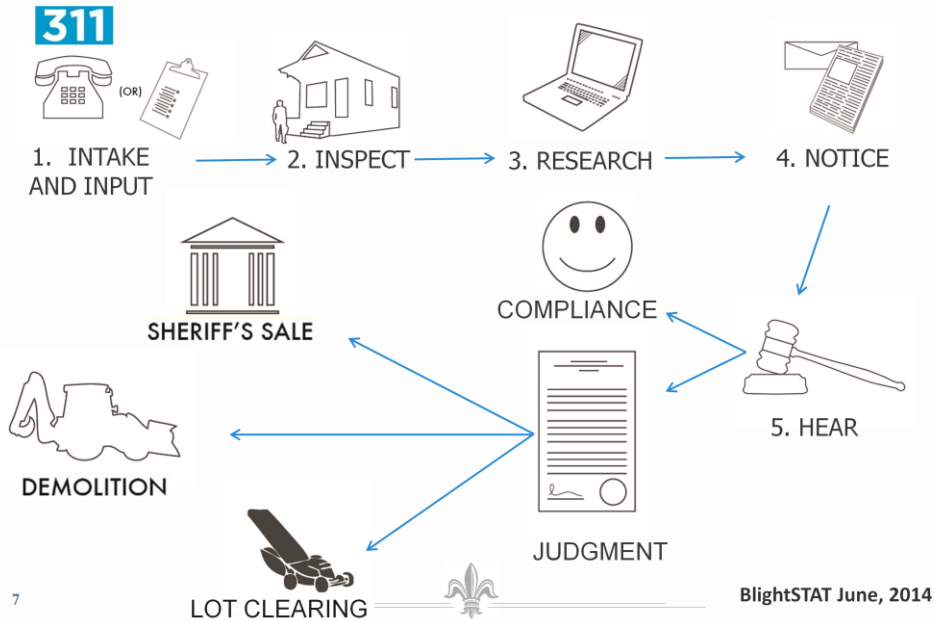
# Strategic Framework

**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
<b>Maintain and improve public infrastructure</b>	<ul style="list-style-type: none"> <li>Percent of citizens satisfied with condition of streets</li> <li>Mean travel time to work</li> </ul>
1. Maintain and improve road surface infrastructure	
2. Consistently implement Complete Streets philosophy in streets investments	<ul style="list-style-type: none"> <li>Percentage of workers commuting to work by means other than driving alone</li> </ul>
3. Effectively administer the City's capital improvements program	<ul style="list-style-type: none"> <li>Percent of citizens satisfied with drainage/flood control</li> </ul>
4. Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods	<ul style="list-style-type: none"> <li>Percent of citizens satisfied with public transportation</li> <li>Percent of citizens satisfied with traffic congestion</li> </ul>
<b>Promote Quality Neighborhoods</b>	<ul style="list-style-type: none"> <li>Percent of citizens satisfied with control of abandoned houses</li> <li>Percent of citizens satisfied with parks and recreation</li> </ul>
1. Reduce blighted properties by 10,000 by the end of 2014	
2. Provide effective sanitation services to residents and businesses	<ul style="list-style-type: none"> <li>Percent of citizens satisfied with control of trash and litter / trash pickup</li> </ul>
3. Protect and preserve parks and other green spaces	<ul style="list-style-type: none"> <li>Percent of citizens satisfied with life in New Orleans</li> </ul>
4. Regulate land use to support safe, vibrant neighborhoods and preserve historic properties	<ul style="list-style-type: none"> <li>ParkScore (based on acreage, service and investment, and access)</li> <li>Percent of citizens satisfied with zoning</li> </ul>
<b>Promote energy efficiency and environmental sustainability</b>	<ul style="list-style-type: none"> <li>Percent of days with healthy air quality</li> </ul>
1. Restore the City's marshes and coastline	<ul style="list-style-type: none"> <li>Number of health based drinking water violations</li> </ul>
2. Promote green energy and other sustainability measures	<ul style="list-style-type: none"> <li>Number of certified green buildings</li> </ul>
3. Remediate brownfields, lead, and other environmental hazards	<ul style="list-style-type: none"> <li>Number of land acres in Orleans Parish</li> </ul>



# Overview of the Blight Reduction Process



**311**



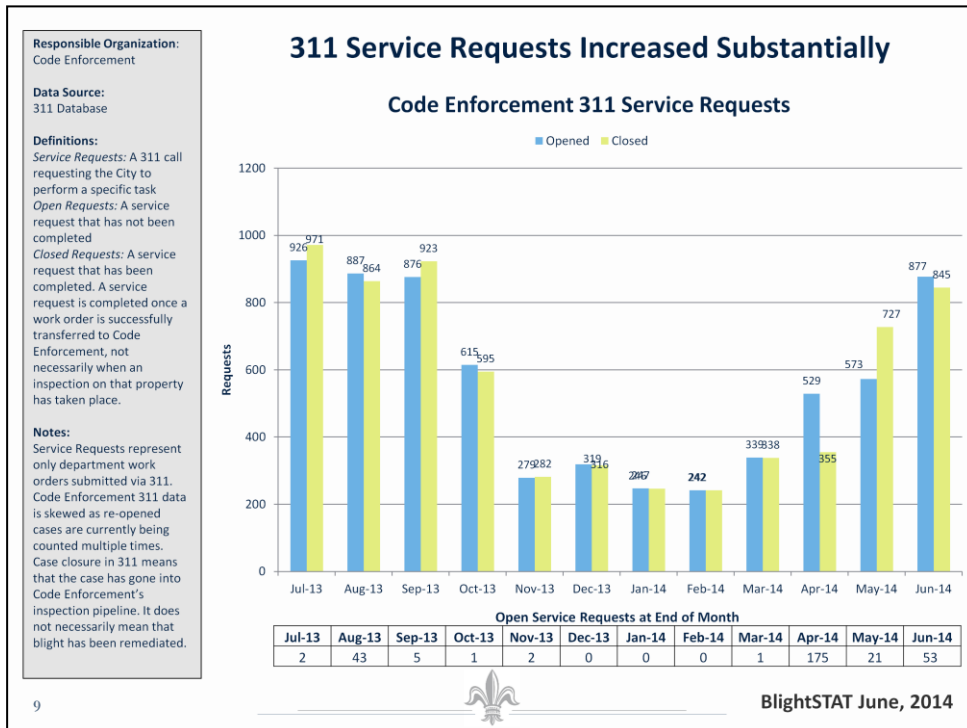
(OR)



**INTAKE**





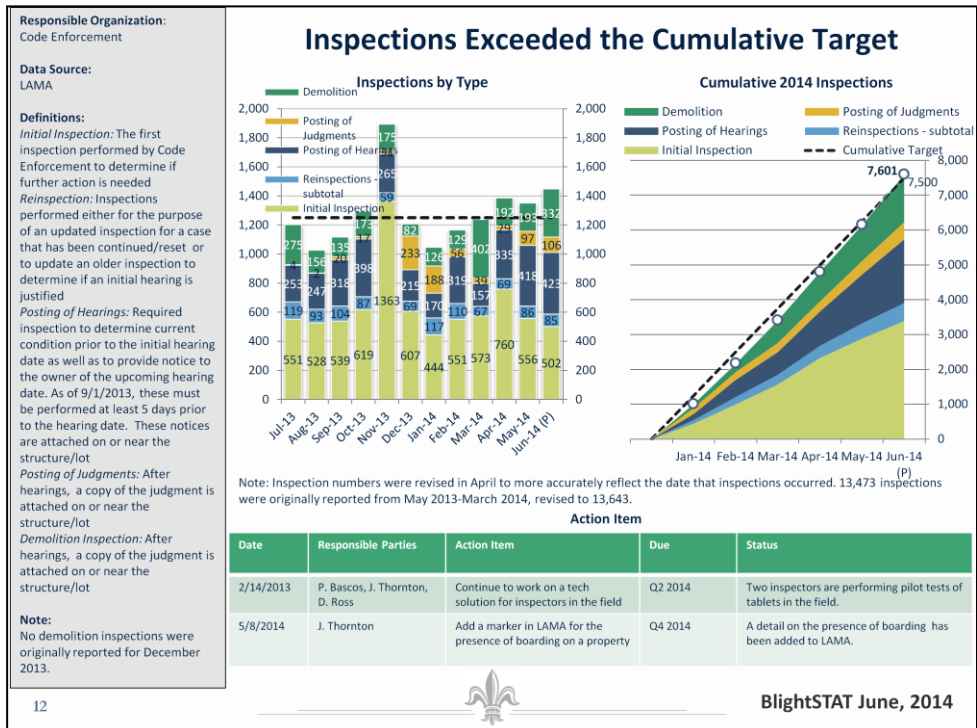


The increase in 311 calls is due to regular seasonal variation. Most 311 calls come from complaints about overgrown grass. Code Enforcement fell behind on 311 cases due to a temporary shortage on intake staff. The department anticipates that they will close all open cases by the end of May.



**INSPECT**





The number of demolitions inspections will remain high as the number of demolitions increase throughout the year.

**Responsible Organization:**  
Code Enforcement

**Data Source:**  
LAMA

**Definitions:**

**New Cases:**  
Any case that is opened after January 1<sup>st</sup>, 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

**Note:**

New cases in queue does not reflect cases previously in the research queue that had to be restarted.

## The Majority of New Cases Were Inspected in Under 30 Days

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	Monthly Percent of Inspections Completed in 30 Days	YTD Percent of Inspections Completed in 30 Days
January	29	29	99	165	86%	86%
February	48	40	87	174	75%	80%
March	25	33	80	186	88%	83%
April	11	24	40	263	93%	87%
May	12	21	47	347	94%	89%
June	14	20	47	604	90%	89%

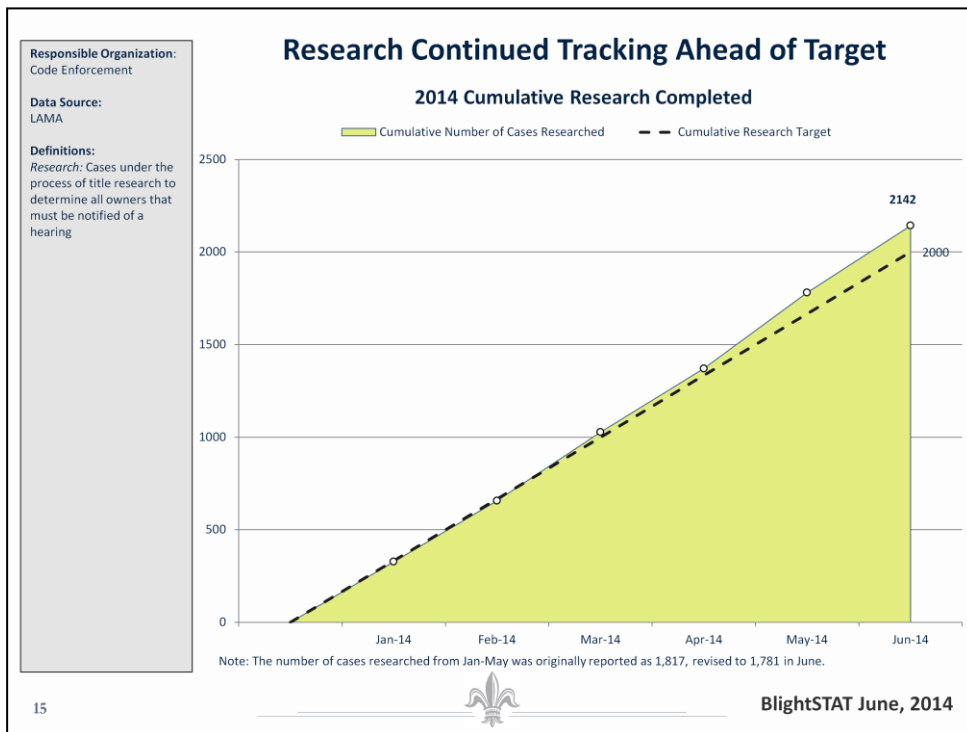
Measure	2014 YTD Actual	2014 Target	Status
Average number of days to complete a new, initial inspection request	20	≤30	●



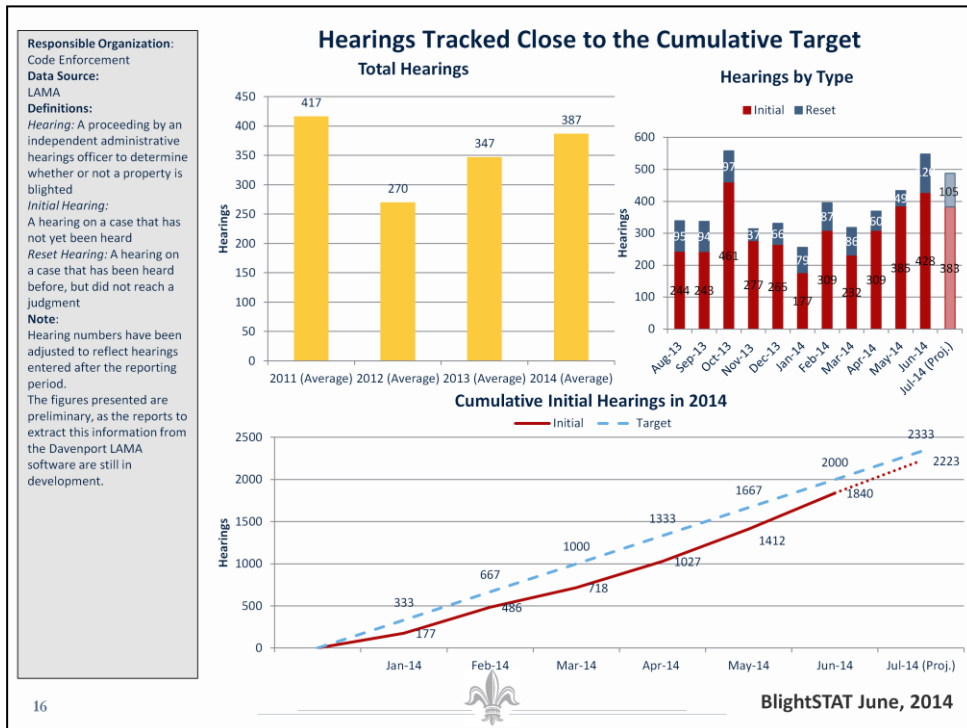


**HEAR**





In order to meet their targets, researchers have been selecting cases with simple title histories. Research may slow down in upcoming months due to these cases exiting the pipeline. However, funds to hire four additional title researchers have been identified, and they will be hired in upcoming months. Code Enforcement anticipates that this will allow them to stay on target.



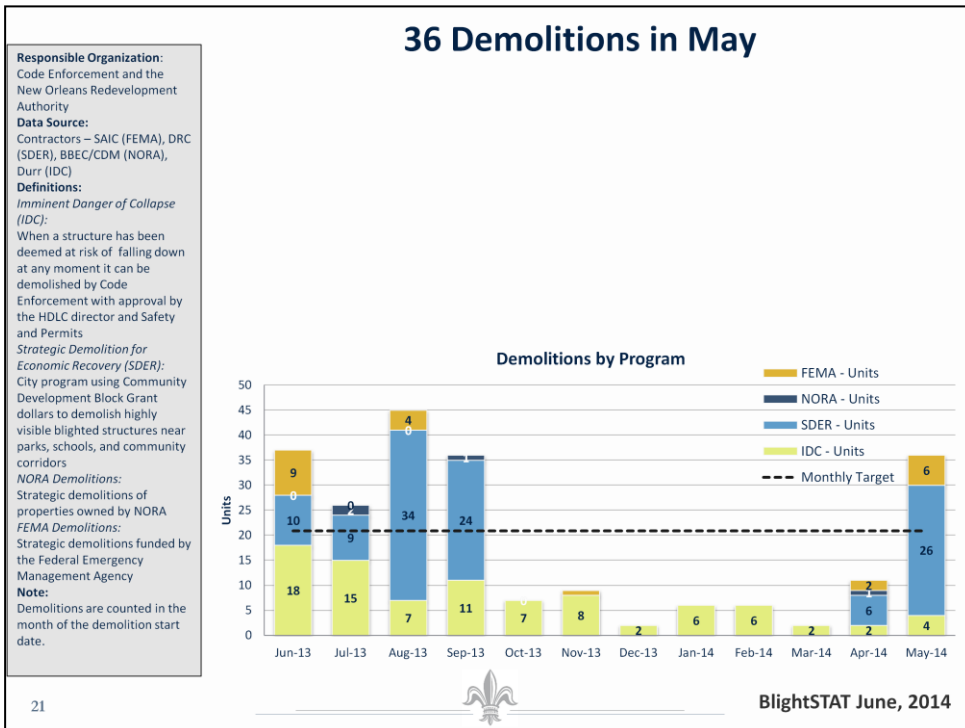
Code Enforcement has been holding at least 50 hearings per day of hearings (twice a week), which will allow them to meet their monthly targets.



## DEMOLITION





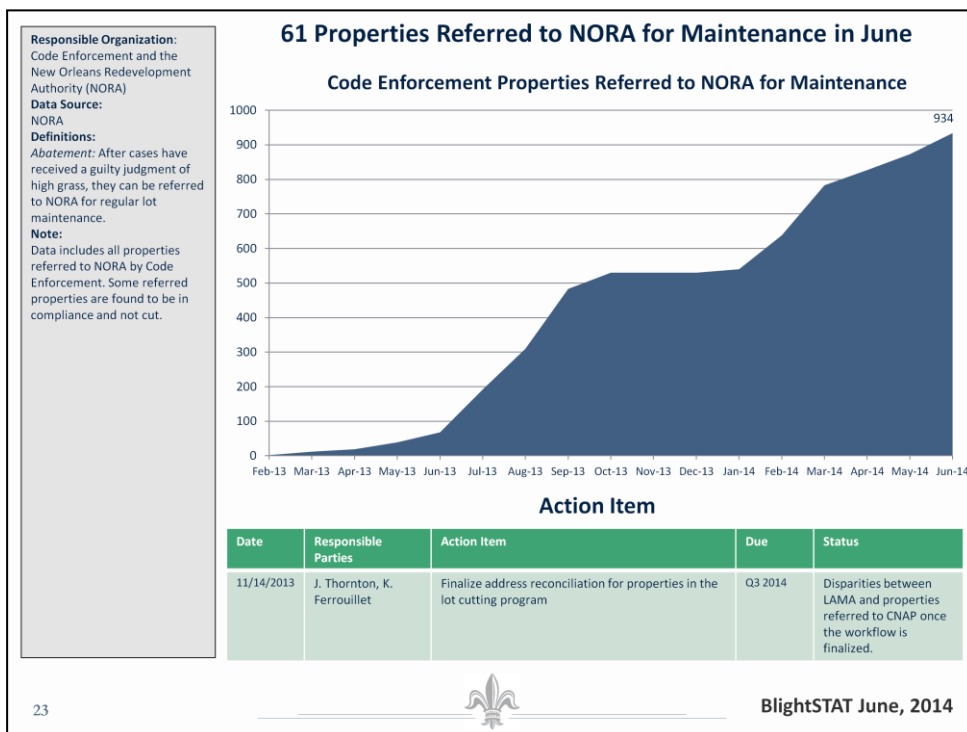


The FEMA and SDER demolition contracts are now fully in place, and demolitions should continue at a regular rate.



## LOT CLEARING



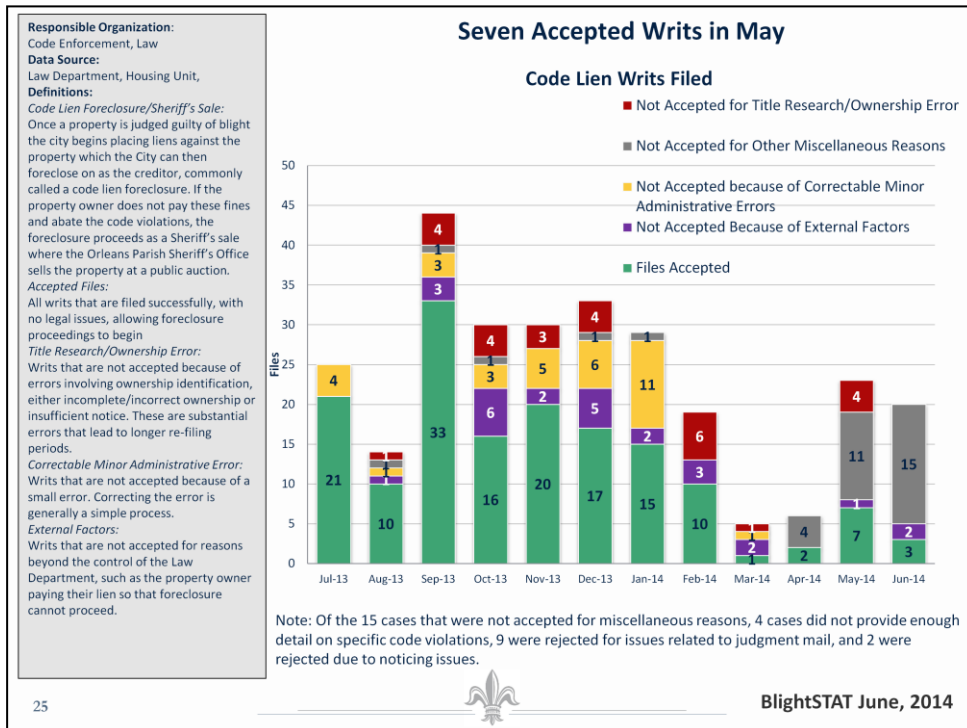


The number of lot maintenance referrals was lower than in past months due to fewer judgments on vacant lots.



## **CODE LIEN FORECLOSURES AND SHERIFF'S SALES**





The reasons for writs being rejected include issues with sending out judgment mail, problems with noticing, and incomplete violation data. All of these issues have been fixed. However, the effects of these errors will be seen for several months.

**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

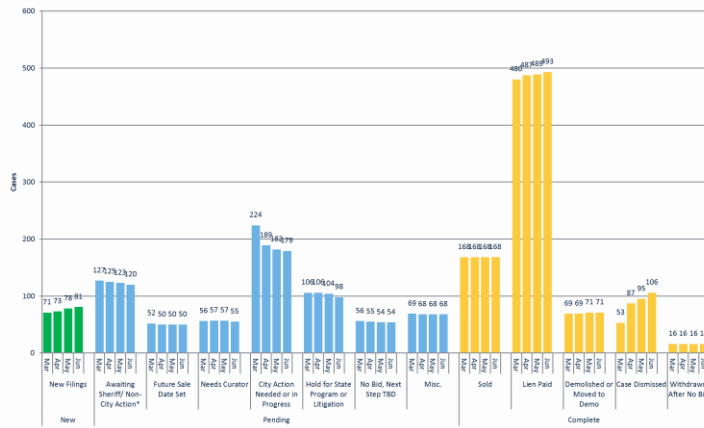
**Dismissed:** The case cannot proceed for various reasons, often because of legal issues

**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

**Note:**  
Of the 123 cases that were awaiting non-City action, 2 were stopped because of curator.

## 1,559 Writs Accepted Since 2010

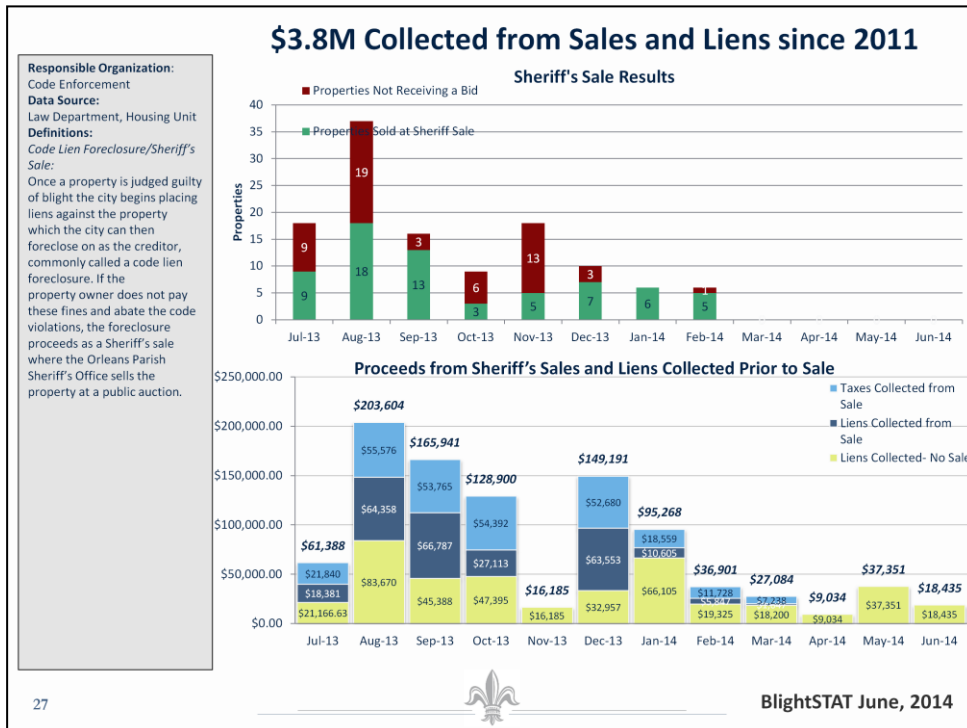
### Snapshot of Code Lien Foreclosure Pipeline

**Action Item**

Date	Responsible Parties	Action Item	Status
5/9/13	J. Hagan, D. Ross, D. Lessinger	Review Web architectures and develop method to capture expressions of interest in properties from the public	An expression of interest form has been made available to the public.



BlightSTAT June, 2014



The City has reached an agreement with title insurance companies and will restart sales in upcoming months. Code Enforcement will look into the possibility of holding a mass sale of properties with code liens to make up for the months with no sales due to negotiations with the insurance companies.





### Commercial Properties Update

**Responsible Organization:**  
Code Enforcement and Law

**Data Source:**  
Code Enforcement

Address	Status as of 7/9/2014	Status as of 6/6/2014
609 Jackson	Property received guilty judgment on 6/16/2014.	Case reset. City will meet with buyer and seller.
2800 Sullen	Sheriff's Sale stopped. Case is pending litigation.	Sheriff's Sale stopped. Case is pending litigation.
9660 Lake Forest (strip mall)	Judgment has been paid.	Judgment has been paid.
5650 Read	Judgment has been paid.	Judgment has been paid.
6601 Plaza/5700 Read (Grand Theatre)	Currently being used as a film location. City Attorney and Office of Cultural Economy are working to determine if the building owner is making a profit from the building.	Case is undergoing legal review with some WIP.
6700 Plaza	Judgment paid. Case is being restarted.	Judgment paid. Case is being restarted.
6001 Bullard (old Schwegmann's)	Property received guilty judgment on 6/2/2014.	Property received guilty judgment on 6/2/2014.
23804 Read (aka 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.

### 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.	



### Commercial Properties Update

**Responsible Organization:**  
Code Enforcement and Law

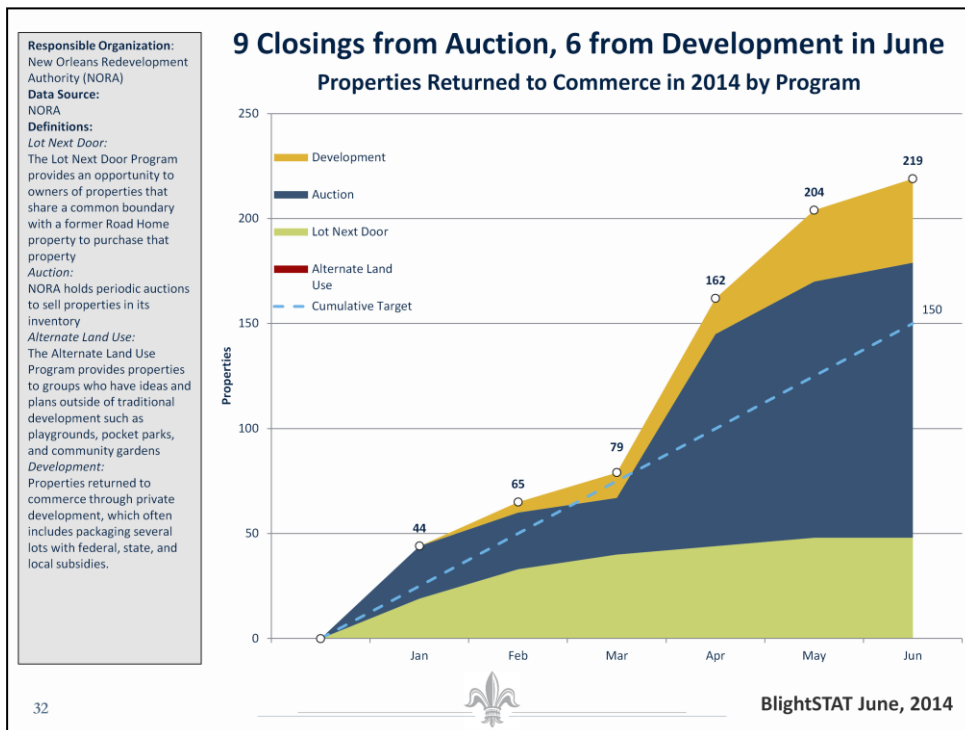
**Data Source:**  
Code Enforcement

Address	Status as of 7/9/2014	Status as of 6/6/2014
10112-16 Plainfield Dr.	Hearing scheduled for 7/24/2014.	Fine paid 5/21/2014. New inspection held on 6/3/2014 found violations. New case being started.
8500 Lake Forest (abandoned gas station)	Property received guilty judgment on 7/1/2014.	Case is awaiting a hearing date.
3010 Sandra Place (Crescent City Gates)	Writ is being prepared.	Writ is being prepared.
10101 Lake Forest	Permits issued and work is in progress on the property.	Permits issued and work is in progress on the property.
5951 Milne (Lakeview School)	Property received guilty judgment on 7/1/2014.	Case has been restarted with updated research.
6324 Chef Menteur	Case has been restarted with updated research.	Case has been restarted with updated research.
4300 Sullen	Private demolition held on 1/7/2014.	Private demolition held on 1/7/2014.
8501 Lake Forest Blvd	Private litigation is still open. No work in progress reported.	Private litigation is still open. No work in progress reported.
55195 Michoud (Six Flags)	City is working with manager.	City is working with manager.
10301 I-10 W. Service Road	Complied with fees due.	Complied with fees due.

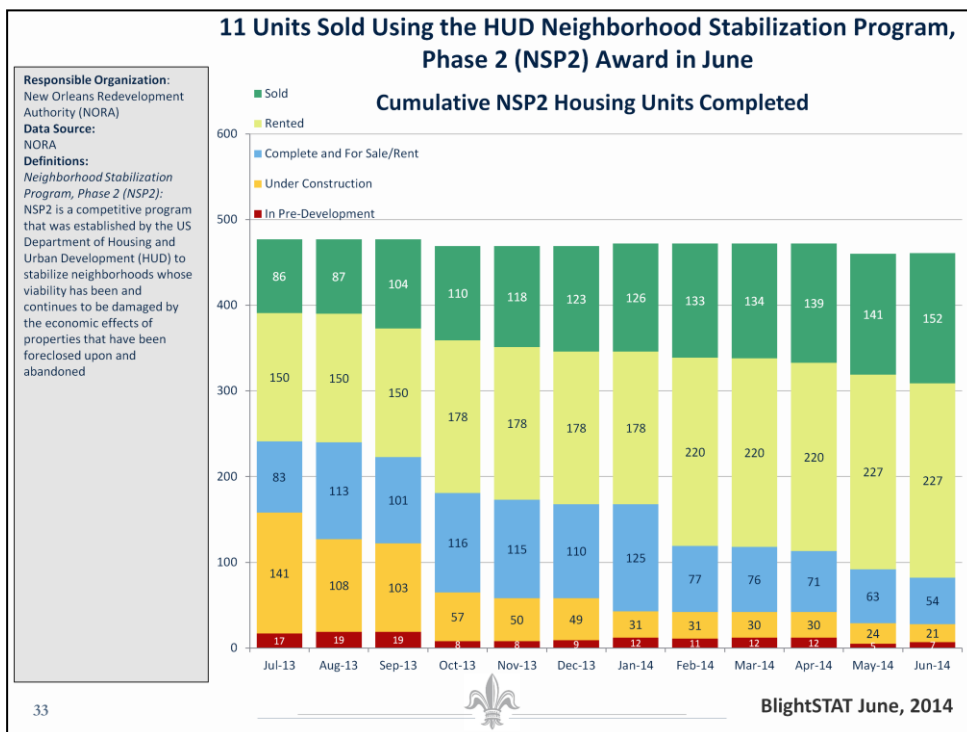


## REINVESTMENT

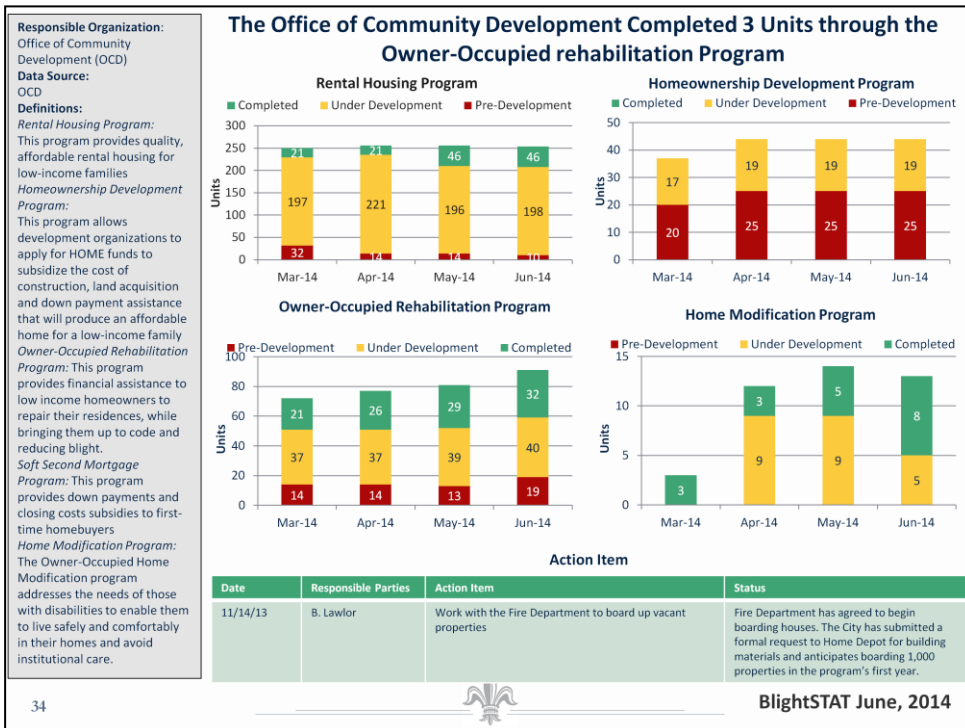




NORA has begun disposing lots through their Growing Green project. These dispositions will not appear in their BlightSTAT data, but NORA reported that the program has been successful in its initial months.



The decrease in total units is due to a contract revision with one developer. The deadline for the NSP2 units is the end of 2014.



The Office of Community Development (OCD) is nearing completion on a 108 unit project on Canal St., which will house homeless individuals. OCD anticipates that the project will be complete by August. OCD is also finalizing a contract to restore 18 units moved as a result of the VA Hospital project.

**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.

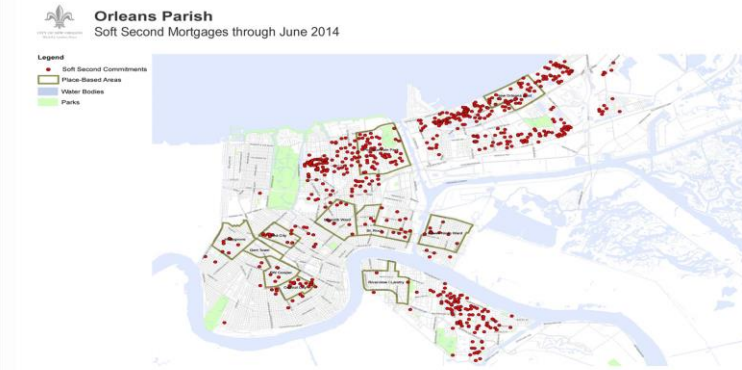
**Soft Second Mortgage Program:**

This program provides down payments and closing costs subsidies to first-time homebuyers

**Home Modification Program:**

The Owner-Occupied Home Modification program addresses the needs of those with disabilities to enable them to live safely and comfortably in their homes and avoid institutional care.

## 43 New Soft Second Commitments in June



Key Performance Indicators	2012 Actual	2013 Actual	2014 YTD Actual	2014 Annual Target	% 2014 Target Achieved (50% of Year Lapsed)
Number of first time homebuyers receiving soft second mortgage commitments	221	309	204	300	68%
Number of housing units developed through Homeownership Development Program	22	11	0	20	0%
Number of housing units assisted through the Owner Occupied Rehab Programs	119	79	32	75	43%
Number of affordable rental units developed	195	98	46	125	37%
Number of housing units modified for disabled persons through the Home Modification Accessibility Program	-	-	8	30	27%

