



CITY OF NEW ORLEANS

## BlightSTAT

Reporting Period: April, 2015

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



Office of Performance and Accountability

# Agenda

- **Intake**
- **Inspections**
- **Hearings**
- **Abatement**
  - Abatement Reviews
  - 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.

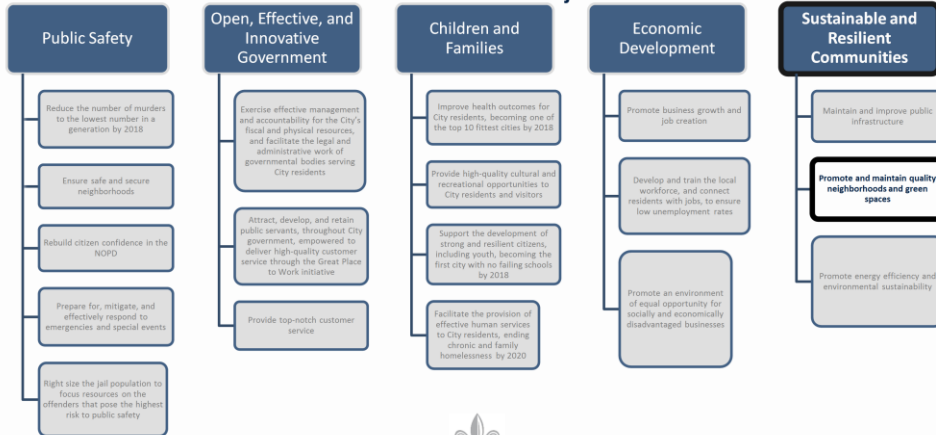
## Values

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



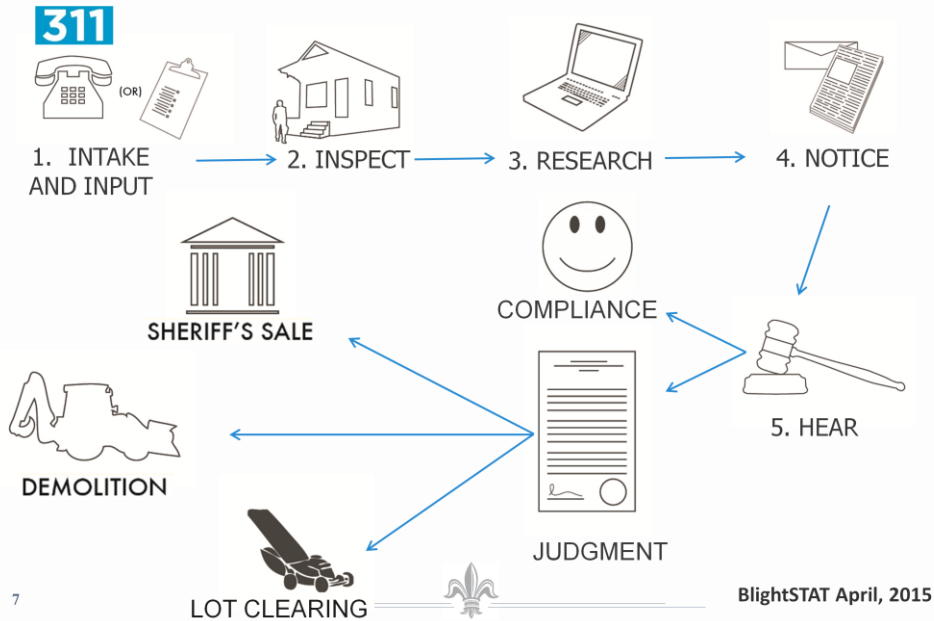
# Strategic Framework

**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
<b>Maintain and improve public infrastructure</b> 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"> <li>• Percent of citizens rating condition of streets good or very good</li> <li>• Mean travel time to work</li> <li>• Percentage of workers commuting to work by means other than driving alone</li> <li>• Percent of citizens rating drainage/flood control good or very good</li> <li>• Percent of citizens rating public transportation good or very good</li> <li>• Percent of citizens rating traffic congestion good or very good</li> </ul>
<b>Promote and maintain quality neighborhoods and green spaces</b> 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"> <li>• Percent of parcels in fair or good condition</li> <li>• Percent of citizens rating control of trash and litter / trash pickup good or very good</li> <li>• ParkScore (based on acreage, service and investment, and access)</li> <li>• Percent of citizens rating zoning good or very good</li> <li>• Percent of households paying more than 30% of income on housing</li> </ul>
<b>Promote energy efficiency and environmental sustainability</b> 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"> <li>• Percent of days with healthy air quality</li> <li>• Number of health based drinking water violations</li> <li>• Number of certified green buildings</li> <li>• Number of land acres in Orleans Parish</li> <li>• Percent of City's streetlight network retrofitted with LED technology</li> </ul>



# Overview of the Blight Reduction Process



**311**



(OR)



**INTAKE**





**Responsible Organization:**  
Code Enforcement

**Data Source:**  
311 Database

**Definitions:**

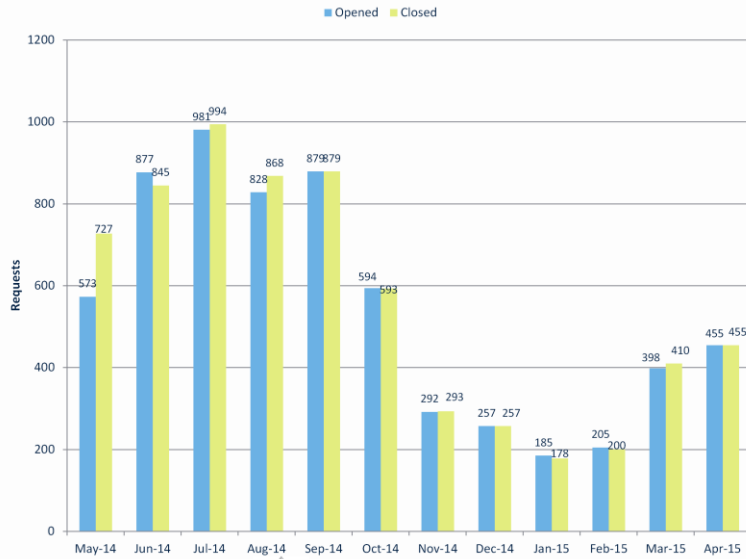
*Service Requests:* A 311 call requesting the City to perform a specific task  
*Open Requests:* A service request that has not been completed  
*Closed Requests:* A service request that has been completed. A service request is completed once a work order is successfully transferred to Code Enforcement,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

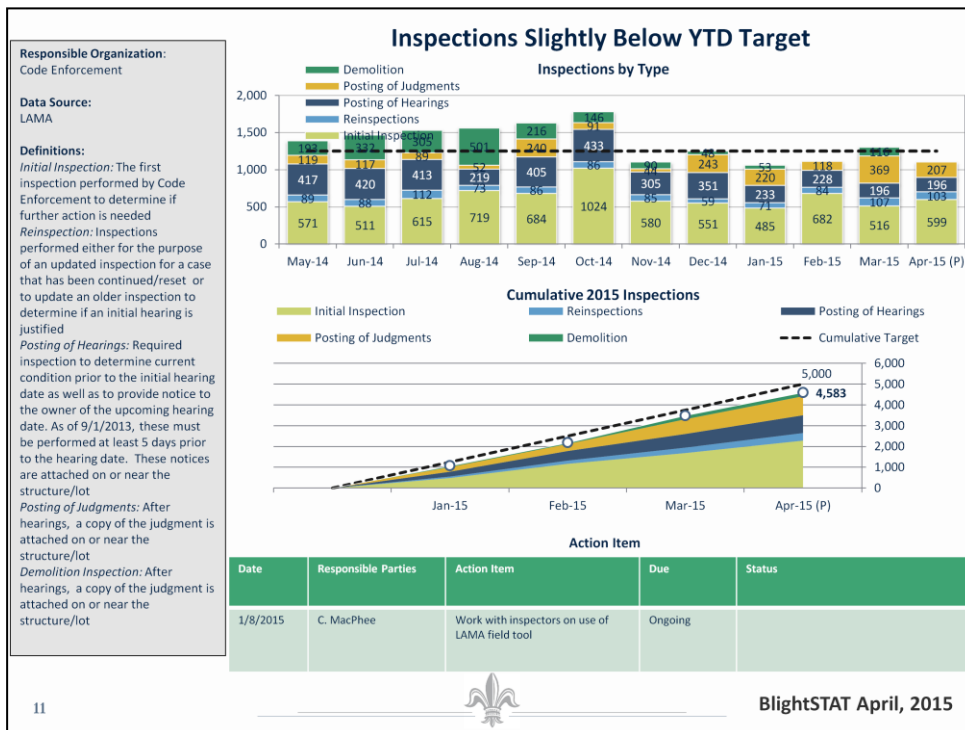
Code Enforcement 311 Service Requests





**INSPECT**





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 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.

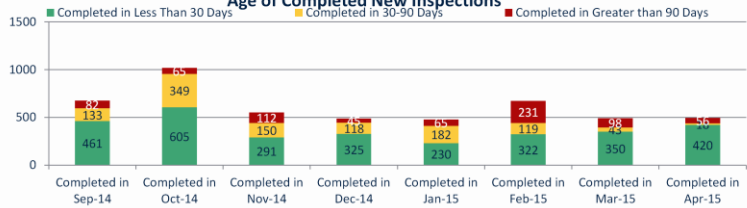
**Queue:** The list of all new cases awaiting inspection

**Key:**

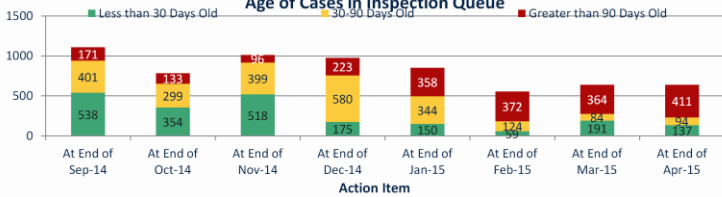
- On Target
- ▲ Within 10% of Target
- ◆ Off Target

## Average of 39.6 Days to Complete Inspections in 2015

### Age of Completed New Inspections



### Age of Cases in Inspection Queue



#### Action Item

Date	Responsible Parties	Action Item	Due	Status
1/8/2015	C. MacPhee, D. Knaggs	Develop methodology for separating out new inspection requests	6/11/2015	

Measure	2015 YTD Actual	2015 Target	Status
Average number of days to complete a new, initial inspection request	39.6	≤30	◆

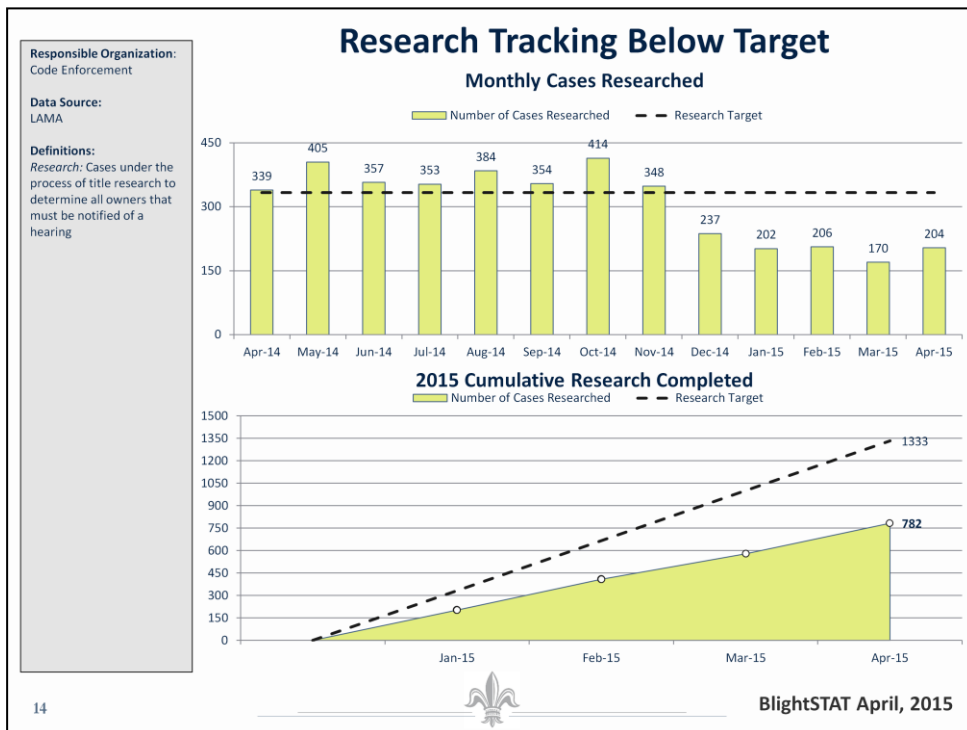


BlightSTAT April, 2015

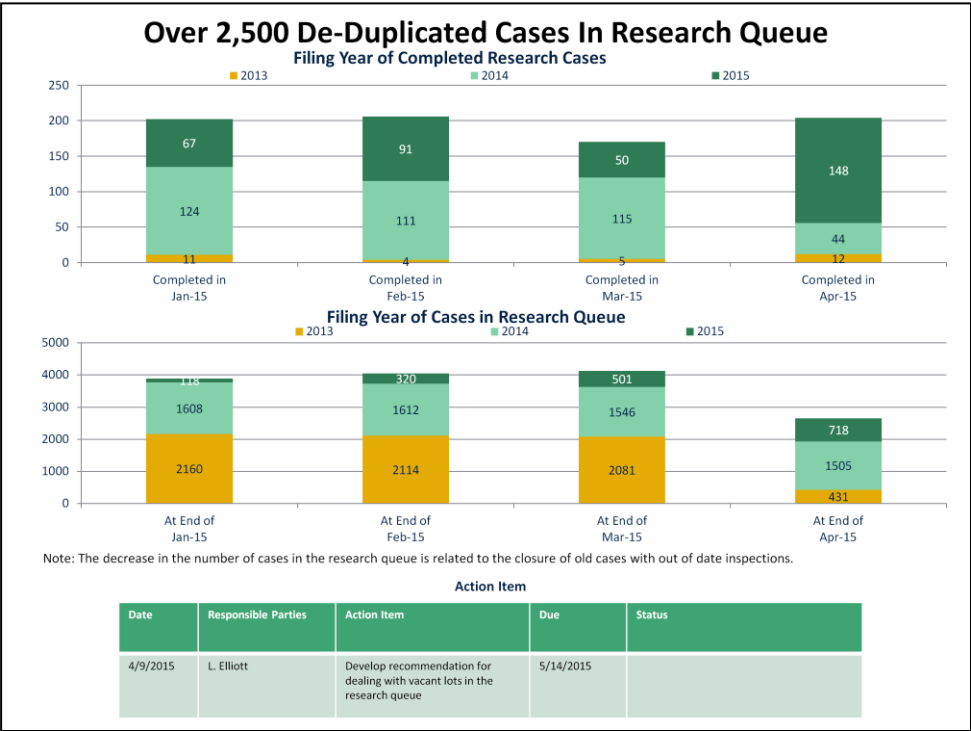


**HEAR**

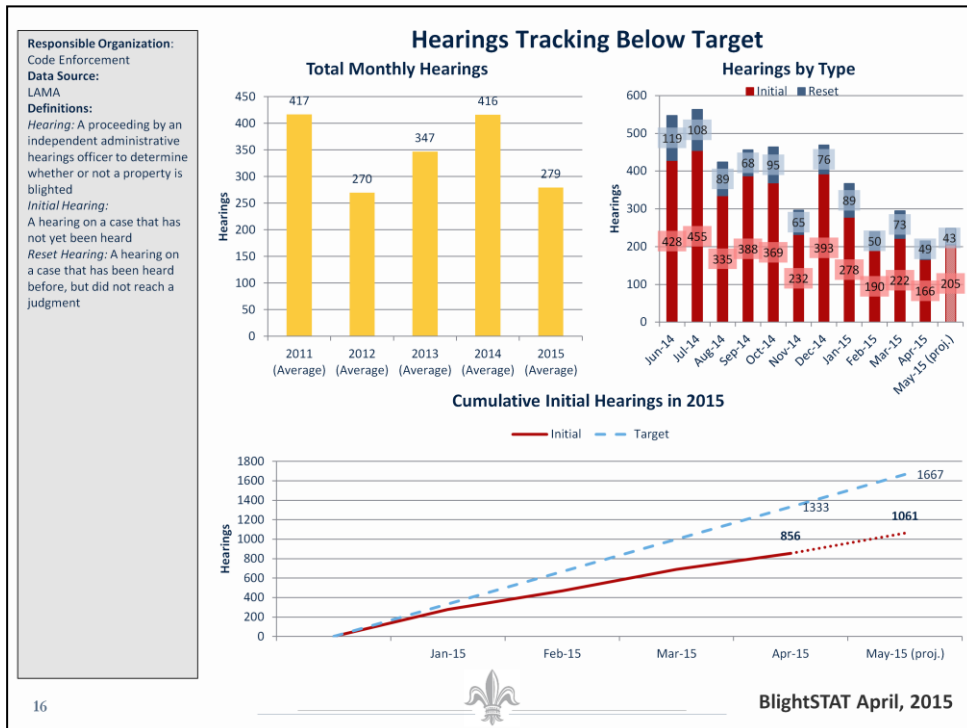




Research has been low in 2015 due to staff shortages in the research unit. Code Enforcement began 2015 with 4 researchers with budget for a staff of 8. Since then, 2 have been hired and 2 more will be hired by the end of May.

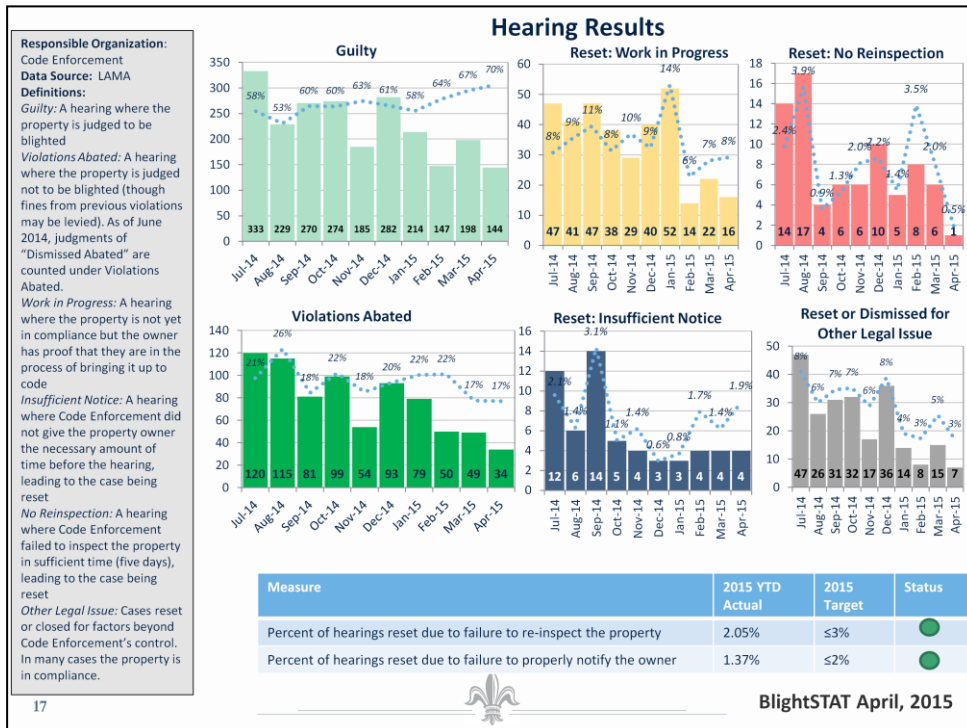


Code Enforcement is working on a GIS solution to separate out old cases in the research queue that have 311 activity.



The decrease in hearings is tied to staffing issues with the research unit. Code Enforcement anticipates that hearings will increase as new researchers are on-boarded. The department has sufficient hearing resources to keep up with the increase in cases that will come through the research unit.





Most cases that were reset for insufficient notice or no reinspection were found guilty as of the time of the BlightSTAT meeting.



**ABATE**



**Responsible Organization:**  
Code Enforcement

**Data Source:**  
LAMA

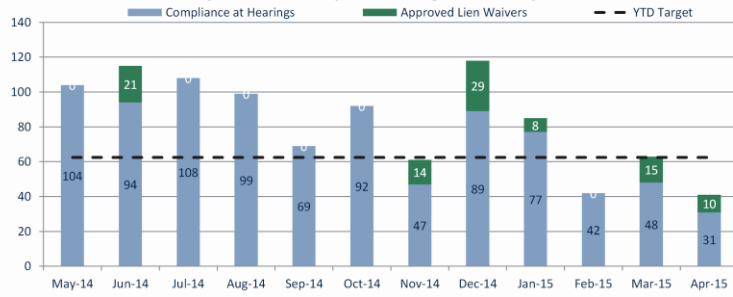
**Definitions:**

**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.

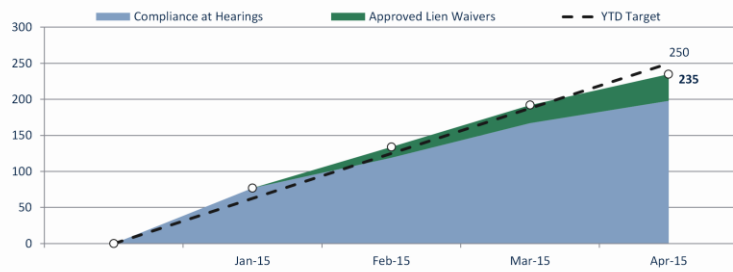
**Note:**  
Properties with a Judgment of Dismissed Abated are not counted in this measure

## 41 Properties Came into Voluntary Compliance in April

### Monthly Number of Properties Brought into Compliance



### Number of Properties Brought into Compliance in 2015



BlightSTAT April, 2015

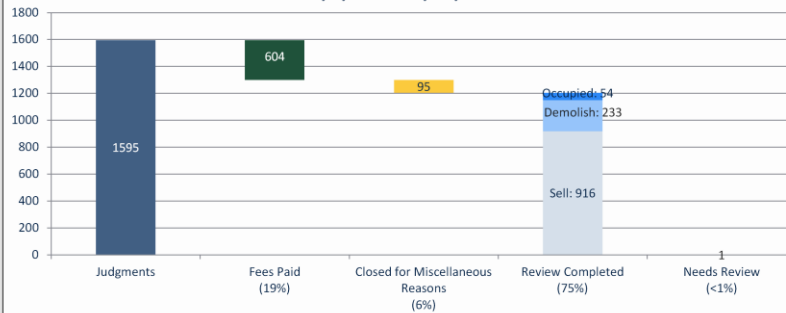
**Responsible Organization:**  
Code Enforcement

**Data Source:**  
LAMA

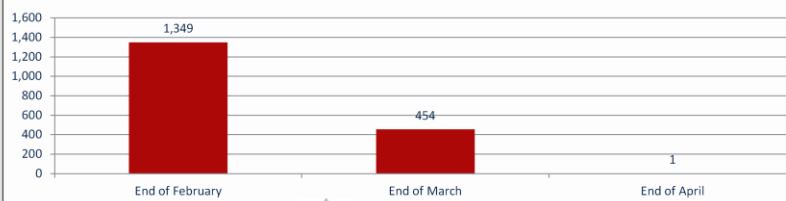
**Definitions:**  
*Fees Paid:* A case that has received a guilty judgment, but was closed after the levied fees were paid.  
*Closed for Miscellaneous Reasons:* A case that was closed without receiving a review that still has unpaid fees. This generally implies a procedural error or factors beyond the control of Code Enforcement and the case is restarted.  
*Review Completed:* Guilty judgments with abatement review decisions, allowing Code Enforcement to begin the remediation process.  
*Needs Review:* Open cases that have not yet been reviewed.

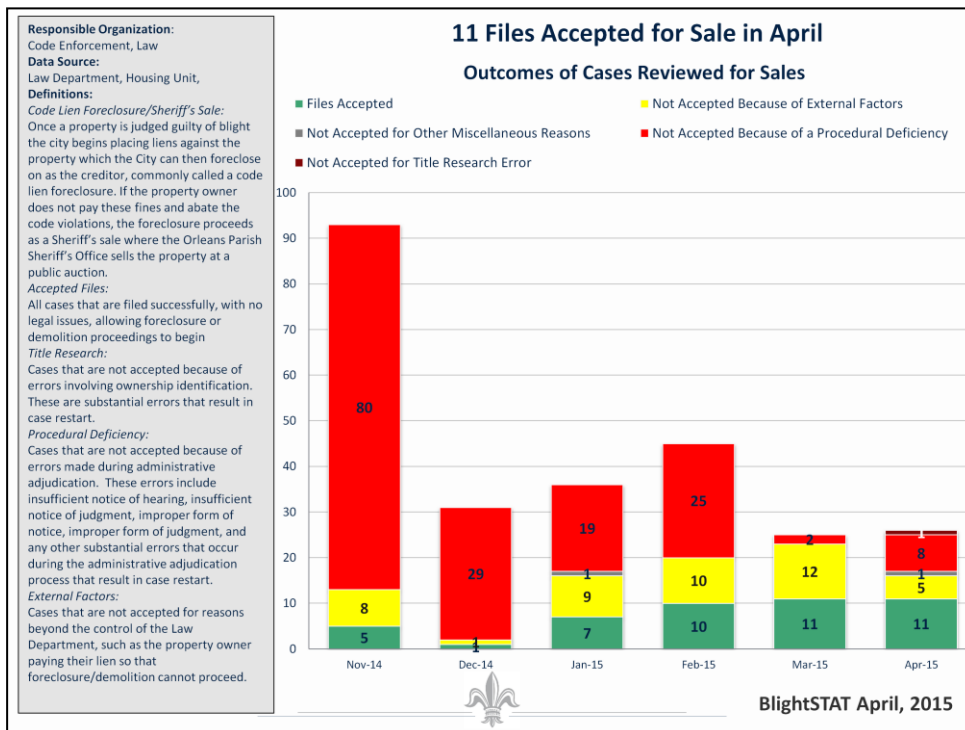
## Code Enforcement Cleared Abatement Queue Through 2014

### Outcomes of Guilty Judgments 7/1/2014-12/31/2014



### Number of Open Cases Awaiting Abatement Reviews



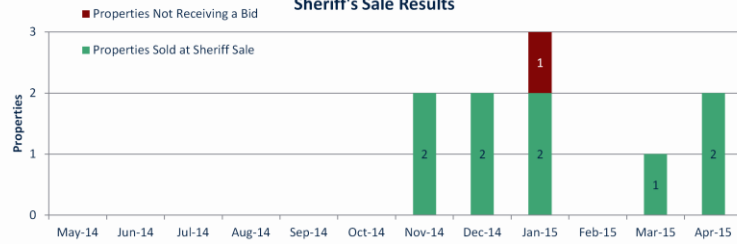


Code Enforcement began 2015 with 2 attorneys reviewing cases. Since then, 2 additional attorneys have been hired. The number of cases reviewed for demolition and lien foreclosure proceedings is expected to increase in upcoming months as the new hires are trained in Code Enforcement's processes.

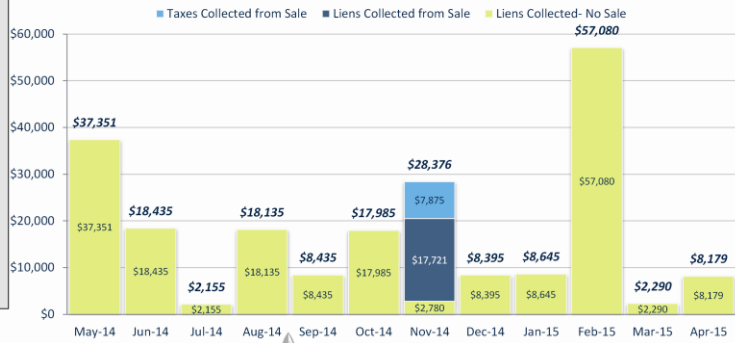
**Responsible Organization:**  
Code Enforcement  
**Data Source:**  
Law Department, Housing Unit  
**Definitions:**  
*Code Lien Foreclosure/Sheriff's Sale:*  
Once a property is judged guilty of blight the city begins placing liens against the property which the city can then foreclose on as the creditor, 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.

## Two Sales In April

### Sheriff's Sale Results



### Proceeds from Sheriff's Sales and Liens Collected Prior to Sale



BlightSTAT April, 2015



**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 cases that are filed successfully, with no legal issues, allowing foreclosure or demolition proceedings to begin

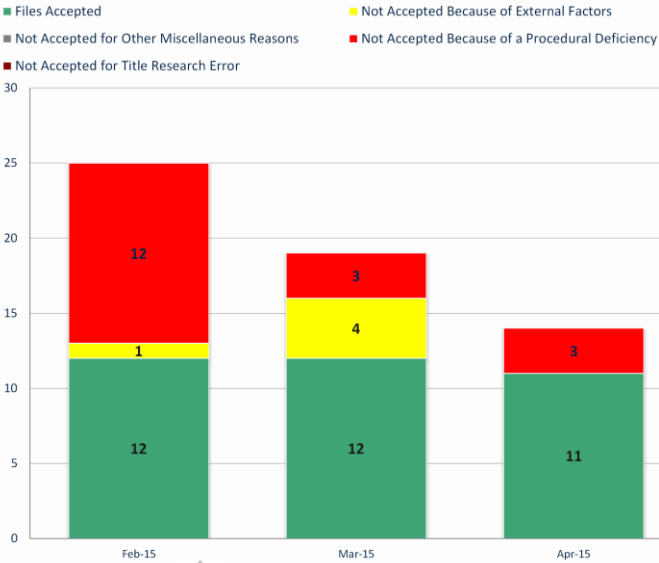
*Title Research:*  
Cases that are not accepted because of errors involving ownership identification. These are substantial errors that result in case restart.

*Procedural Deficiency:*  
Cases that are not accepted because of errors made during administrative adjudication. These errors include insufficient notice of hearing, insufficient notice of judgment, improper form of notice, improper form of judgment, and any other substantial errors that occur during the administrative adjudication process that result in case restart.

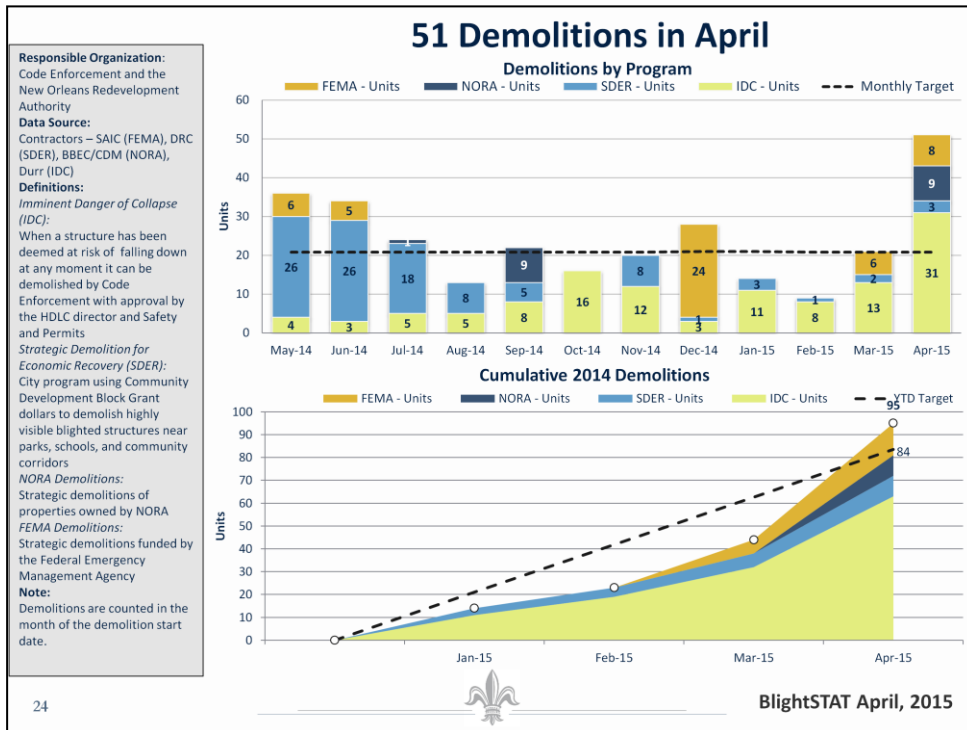
*External Factors:*  
Cases that are not accepted for reasons beyond the control of the Law Department, such as the property owner paying their lien so that foreclosure/demolition cannot proceed.

# 11 Files Accepted for Demolition in April

## Outcomes of Cases Reviewed for Demolition



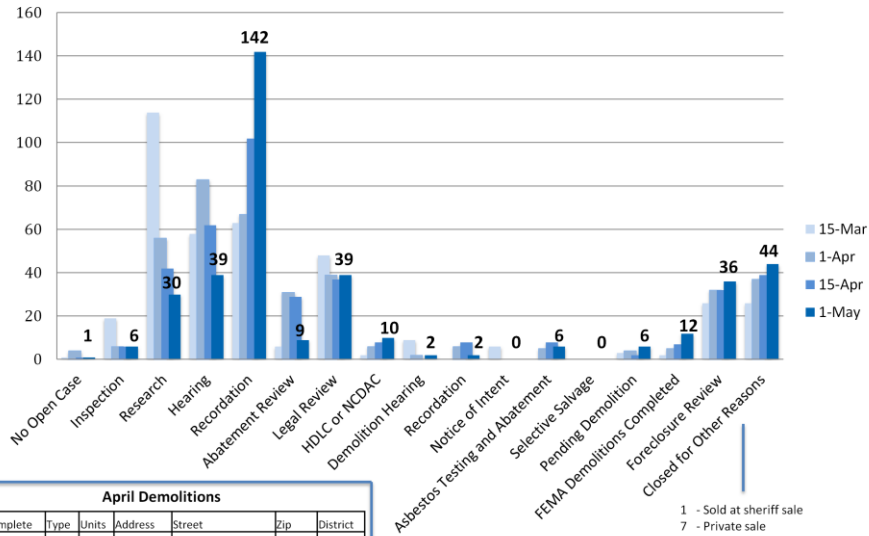
BlightSTAT April, 2015



There was a significant increase in IDC demolitions in April due to heavy rain.



**Status of the 383 FEMA Conditionally Approved Properties**

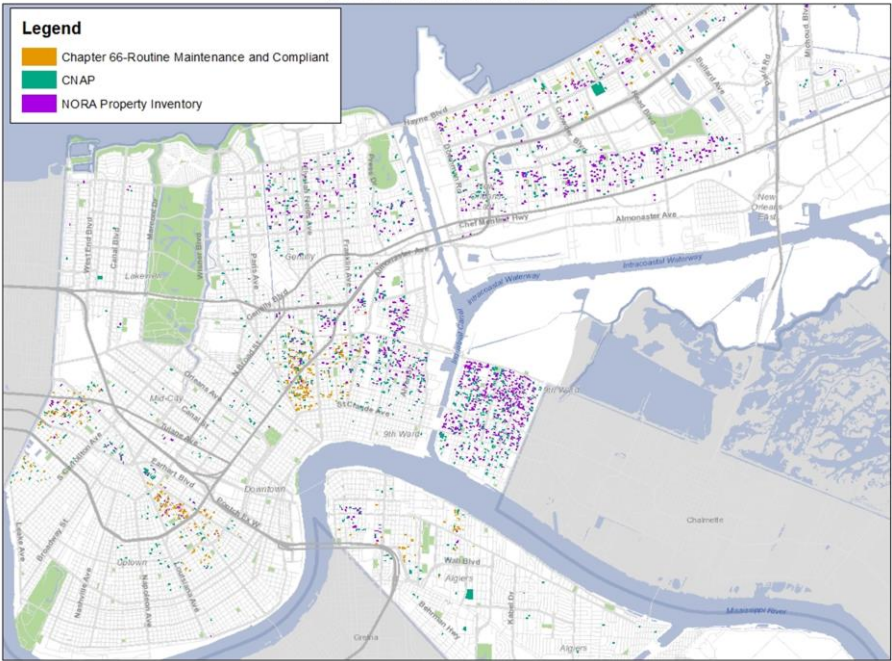


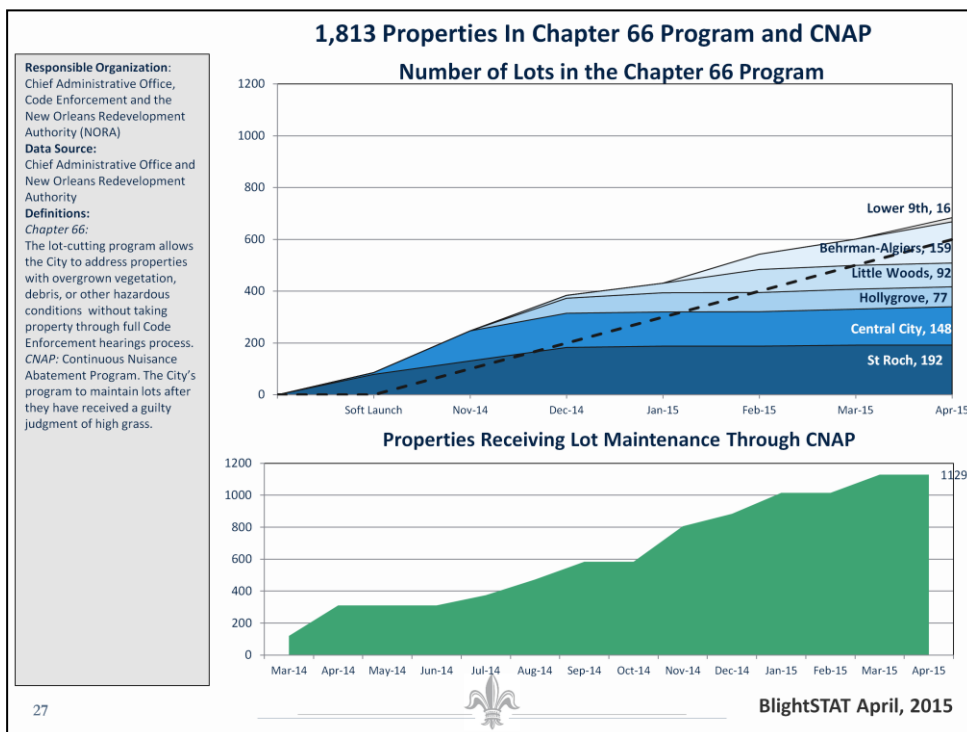
**April Demolitions**

Demo Complete	Type	Units	Address	Street	Zip	District
4/13/2015	Res	1	1267	MILTON ST	70122	D
4/18/2015	Res	1	3239	PAUGER ST	70119	D
4/21/2015	Res	1	4938	PECAN ST	70126	E
4/22/2015	Res	2	4210 -12	EAGLE ST	70118	A
4/28/2015	Res	1	1321	DELERY ST	70117	E
4/28/2015	Res	1	1421	BENTON ST	70117	E
4/29/2015	Res	1	2218	MONTICELLO ST	70117	E

- 1 - Sold at sheriff sale
- 7 - Private sale
- 11 - Renovated
- 10 - Privately demolished
- 14 - Demolished by another program
- 1 - Duplicated address

New Orleans Lot Maintenance





The chapter 66 lot maintenance program anticipates a large increase in cases in the Lower Ninth Ward in the upcoming month.

## 504 Properties In Compliance or Maintained by City Through Chapter 66 Program

**Responsible Organization:**  
Chief Administrative Office and  
Code Enforcement

**Data Source:**  
Chief Administrative Office

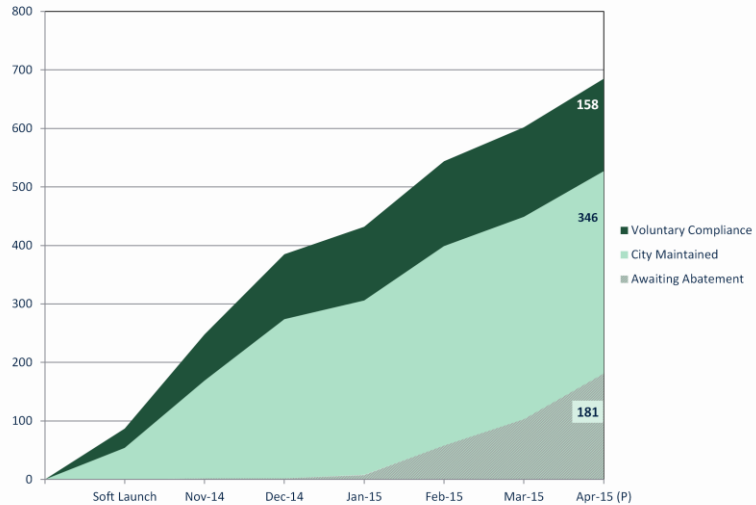
**Definitions:**  
*Chapter 66:*  
The lot-cutting program allows the City to address properties with overgrown vegetation, debris, or other hazardous conditions without taking property through full Code Enforcement hearings process.

*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.

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





Awaiting Hearing		
Address	Status as of 5/12/2015	Status as of 4/7/2015
3010 Sandra Place	Case restarted due to procedural deficiency. New hearing will be scheduled for June 2015.	Property received guilty judgment 2/11/2015. CE will discuss abatement path and when it is prudent to put the property up for sale. If applicable, CE will pursue recordation of daily fines.
6880 Parc Brittany Blvd.	Case is in the process of being researched.	Case is in the process of being researched.
Awaiting Abatement		
Address	Status as of 5/12/2015	Status as of 4/7/2015
8500 Lake Forest	Property received guilty judgment on 2/25/2015. CE will discuss abatement path and when it is prudent to put the property up for sale. If applicable, CE will pursue recordation of daily fines.	Property received guilty judgment on 2/25/2015. CE will discuss abatement path and when it is prudent to put the property up for sale. If applicable, CE will pursue recordation of daily fines.
2520 Louisiana	Property received guilty judgment 2/11/2015. CE will discuss abatement path and when it is prudent to put the property up for sale. If applicable, CE will pursue recordation of daily fines.	Property received guilty judgment 2/11/2015. CE will discuss abatement path and when it is prudent to put the property up for sale. If applicable, CE will pursue recordation of daily fines.
2500 Louisiana/3403 Freret	Property received guilty judgment 2/11/2015. CE will discuss abatement path and when it is prudent to put the property up for sale. If applicable, CE will pursue recordation of daily fines.	Property received guilty judgment 2/11/2015. CE will discuss abatement path and when it is prudent to put the property up for sale. If applicable, CE will pursue recordation of daily fines.
6001 Bullard	Property received guilty judgment 2/4/15. CE will discuss abatement path and when it is prudent to put the property up for sale. If applicable, CE will pursue recordation of daily fines.	Property received guilty judgment 2/4/15. CE will discuss abatement path and when it is prudent to put the property up for sale. If applicable, CE will pursue recordation of daily fines.
4402 Reynes	Property received guilty judgment 2/4/2015. CE will discuss abatement path and when it is prudent to put the property up for sale. If applicable, CE will pursue recordation of daily fines.	Property received guilty judgment 2/4/2015. CE will discuss abatement path and when it is prudent to put the property up for sale. If applicable, CE will pursue recordation of daily fines.
Pending Litigation		
Address	Status as of 5/12/2015	Status as of 4/7/2015
10112-16 Plainfield Dr./ 10214 Plainfield Dr.	Property received guilty judgment. Appeal filed on judgment.	Property received guilty judgment. CE will discuss abatement path and when it is prudent to put the property up for sale. If applicable, CE will pursue recordation of daily fines.
5300 Franklin	Received guilty judgment on 2/4/2015. Pending appeal of judgment.	Received guilty judgment on 2/4/2015. Pending appeal of judgment.
5328 Franklin	Received guilty judgment on 2/4/2015. Pending appeal of judgment.	Received guilty judgment on 2/4/2015. Pending appeal of judgment.
6700 Plaza	Property received guilty judgment 12/17/2014. An appeal has been filed.	Property received guilty judgment 12/17/2014. An appeal has been filed.
5951 Milne	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.
3 Dreux Ave.	Property received guilty judgment on 10/22/14. An appeal has been filed.	Property received guilty judgment on 10/22/14. An appeal has been filed.
38884 Dreux Ave.	Property received guilty judgment on 10/22/14. An appeal has been filed.	Property received guilty judgment on 10/22/14. An appeal has been filed.
5324 Franklin	Property received guilty judgment on 10/22/14. An appeal has been filed.	Property received guilty judgment on 10/22/14. An appeal has been filed.
5332 Franklin	Property received guilty judgment on 10/22/14. An appeal has been filed.	Property received guilty judgment on 10/22/14. An appeal has been filed.
5700 Read/6601 Plaza	Property received guilty judgment on 12/1/14. An appeal has been filed.	Property received guilty judgment on 12/1/14. An appeal has been filed.
2646 Westbend Parkway	Property received guilty judgment on 6/3/14 (pending litigation/settlement negotiations).	Property received guilty judgment on 6/3/14 (pending litigation/settlement negotiations).



The property at 9660 Lake Forest received a guilty judgment.

<i>Abatement Strategy Reached</i>		
Address	Status as of 5/12/2015	Status as of 4/7/2015
10101 Lake Forest	Writ is filed for property to be given a sale date. Over half a million in daily fees.	Property received guilty judgment on 12/17/14. CE will discuss abatement path and when it is prudent to put the property up for sale. If applicable, CE will pursue recordation of daily fines.
1532 Robert E. Lee	Writ is filed for property to be given a sale date. Over half a million in daily fees.	Writ is filed for property to be given a sale date. Over half a million in daily fees.
6324 Chef Menteur	Final sale date 6/4/2015	Writ is filed for property to be given a sale date. Over half a million in daily fees on property.

<i>No Open Case, Code Enforcement Monitoring</i>		
Address	Status as of 5/12/2015	Status as of 4/7/2015
9660 Lake Forest	Sale of property is occurring within the week. CE will continue to monitor status.	Hearing reset to 4/8/2015 due to work in progress.
2713 S. Claiborne Ave.	Lien was paid by owner. Started new case to assess current condition of the property. No hearing scheduled at this point because inspection noted work in progress.	Lien was paid by owner. Started new case to assess current condition of the property. No hearing scheduled at this point because inspection noted work in progress.
2800 Sullen Place	Property received guilty judgment on 5/13/14; re-inspection on 10/31/14 shows work in progress	Property received guilty judgment on 5/13/14; re-inspection on 10/31/14 shows work in progress
23804 Read	Consent judgment has been signed. CEHB will monitor.	Consent judgment has been signed. CEHB will monitor.
8580 Lake Forest	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	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.

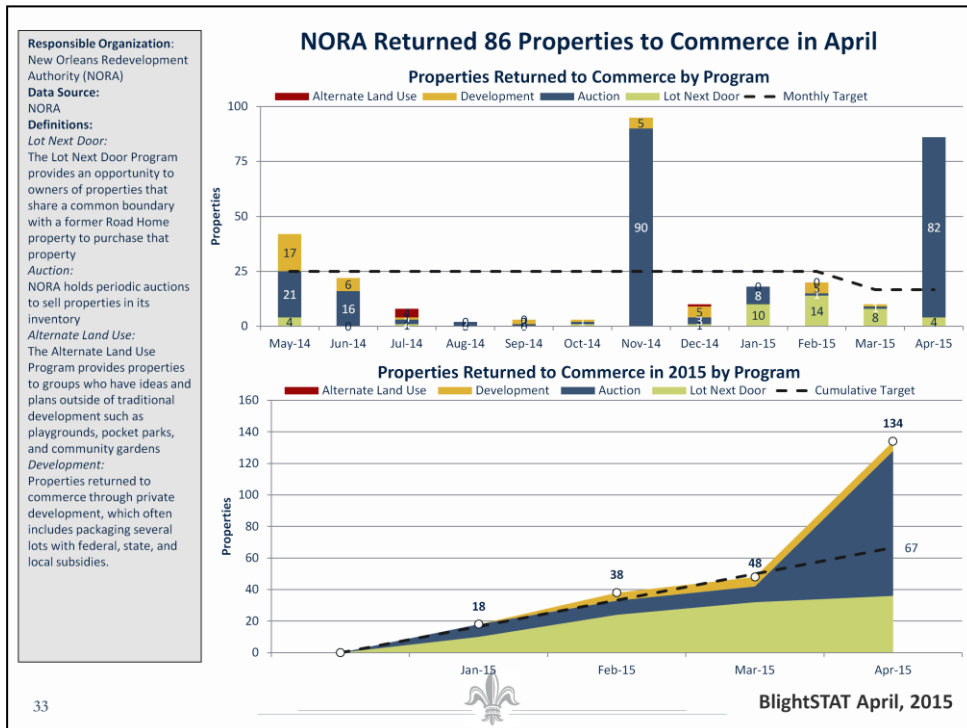
<i>Abated</i>		
Address	Status as of 5/12/2015	Status as of 4/7/2015
8501 Lake Forest	Received guilty judgment on 2/23/2015 but conditions were abated.	Received guilty judgment on 2/23/2015 but conditions were abated.
5650 Read	Hearing held 12/17/14 conditions on property were abated by owner; case dismissed 12/17/14.	Hearing held 12/17/2014 conditions on property were abated by owner; case dismissed 12/17/2014.
4300 Sullen Place	Private demolition held on 1/7/2014. Property under HUD control.	Private demolition held on 1/7/2014. Property under HUD control.



## REINVESTMENT







NORA reported that 80%-90% of properties bought at auction receive closings.

**Responsible Organization:**  
New Orleans Redevelopment  
Authority (NORA)

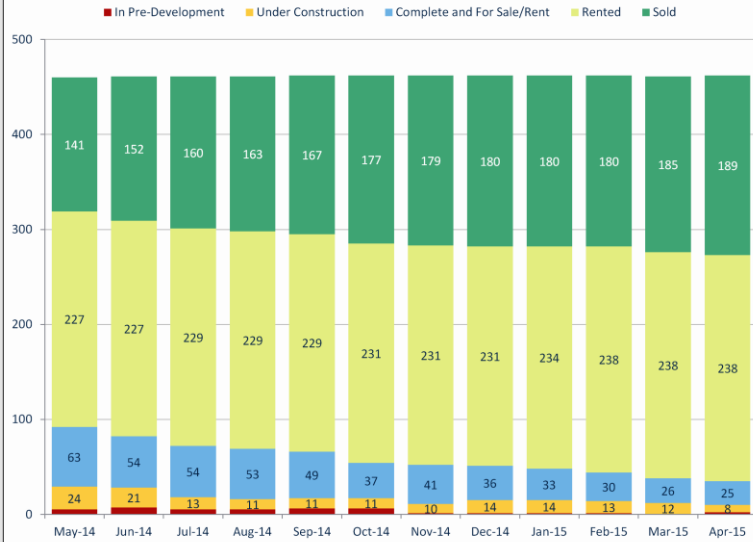
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NORA

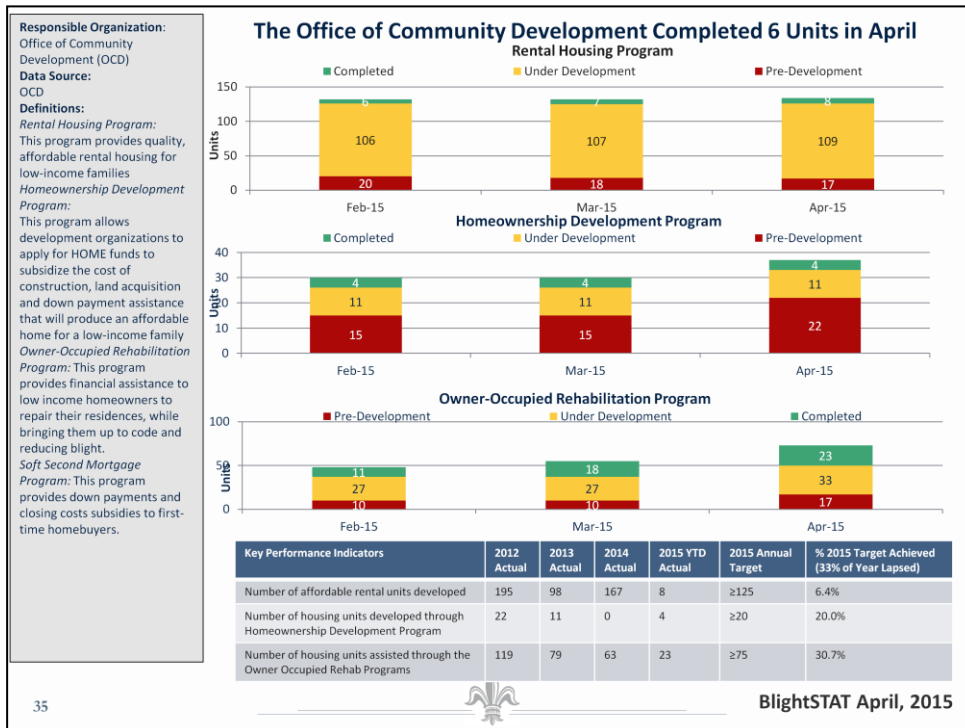
**Definitions:**  
*Neighborhood Stabilization  
Program, Phase 2 (NSP2):*  
NSP2 is a competitive program  
that was established by the US  
Department of Housing and  
Urban Development (HUD) to  
stabilize neighborhoods whose  
viability has been and  
continues to be damaged by  
the economic effects of  
properties that have been  
foreclosed upon and  
abandoned

**Note:**  
The number of properties sold  
as of January 2015 was  
originally reported as 182,  
revised in February.

## 4 Units Sold Using the HUD Neighborhood Stabilization Program, Phase 2 (NSP2) Award in April

Cumulative NSP2 Housing Units Completed





The Office of Community Development anticipates a substantial number of closings in the Rental Housing Program in August or September.