



CITY OF NEW ORLEANS

BlightSTAT

Reporting Period: July, 2014

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.

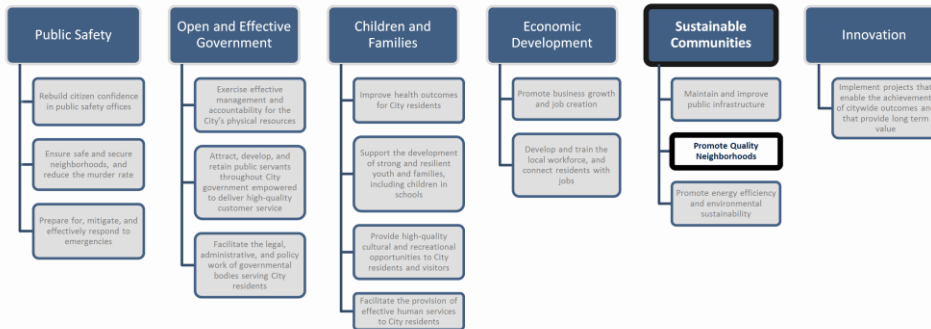
Values

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



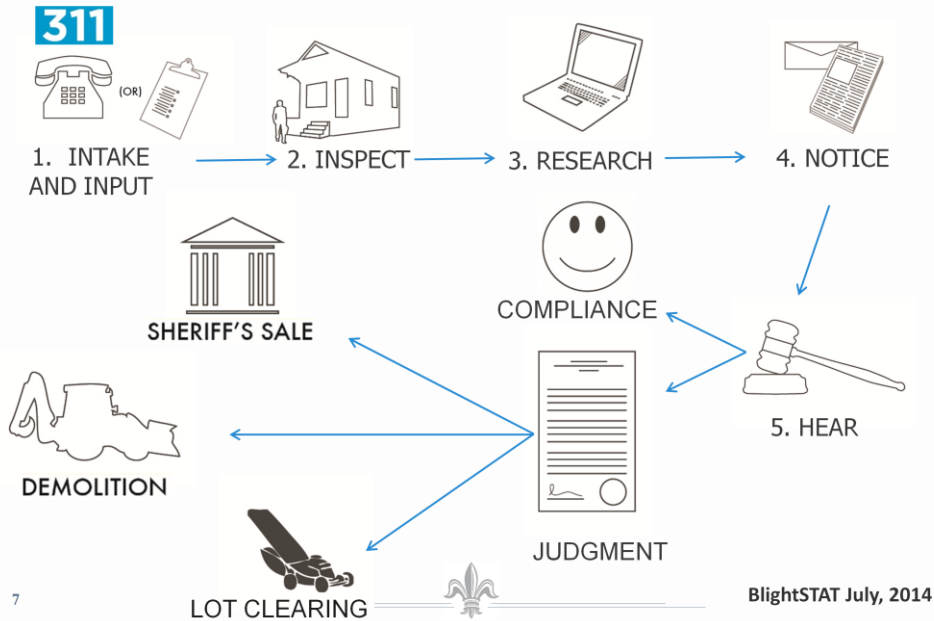
Strategic Framework

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
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"> Percent of citizens satisfied with condition of streets Mean travel time to work Percentage of workers commuting to work by means other than driving alone Percent of citizens satisfied with drainage/flood control Percent of citizens satisfied with public transportation Percent of citizens satisfied with traffic congestion
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"> Percent of citizens satisfied with control of abandoned houses Percent of citizens satisfied with parks and recreation Percent of citizens satisfied with control of trash and litter / trash pickup Percent of citizens satisfied with life in New Orleans ParkScore (based on acreage, service and investment, and access) Percent of citizens satisfied with zoning
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"> 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



Overview of the Blight Reduction Process



311

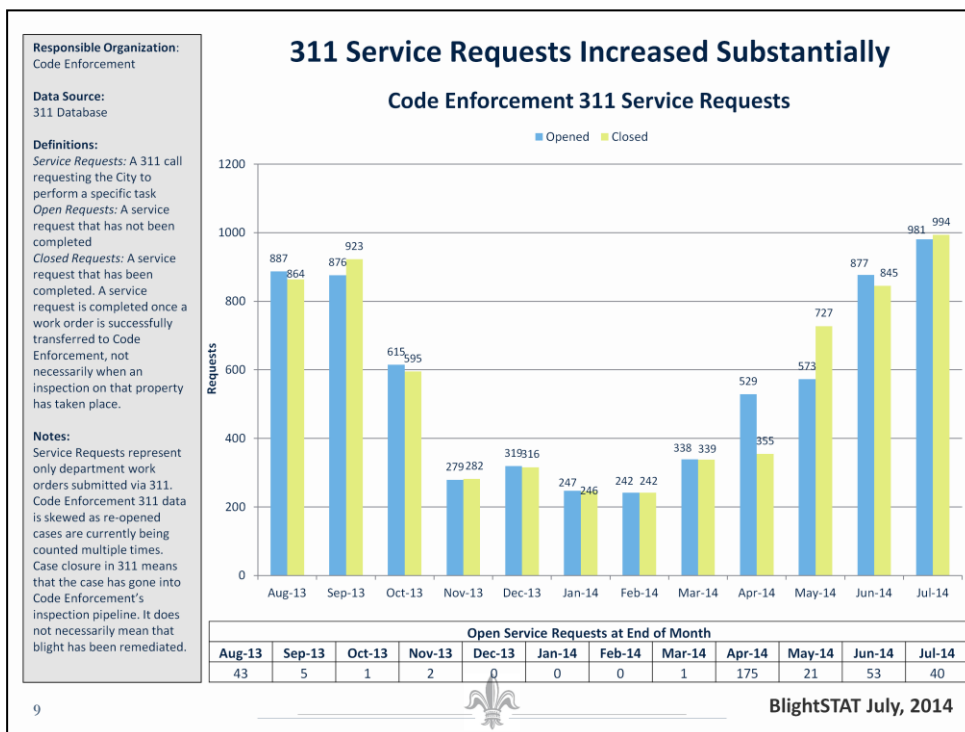


(OR)



INTAKE





The increase in 311 calls is due to regular seasonal variation. 311 calls increase in the summer due to complaints about overgrown grass and structural issues that are exacerbated by rain.



INSPECT



Responsible Organization:
Code Enforcement

Data Source:
LAMA

Definitions:

Initial Inspection: The first inspection performed by Code Enforcement to determine if further action is needed

Reinspection: Inspections performed either for the purpose of an updated inspection for a case that has been continued/reset or to update an older inspection to determine if an initial hearing is justified

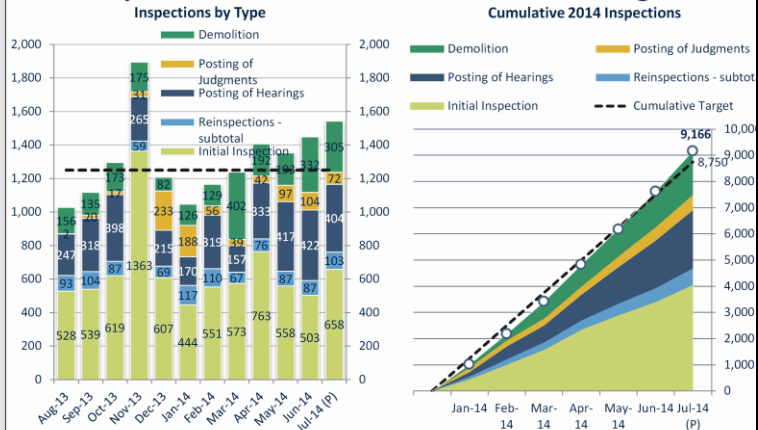
Posting of Hearings: Required inspection to determine current condition prior to the initial hearing date as well as to provide notice to the owner of the upcoming hearing date. As of 9/1/2013, these must be performed at least 5 days prior to the hearing date. These notices are attached on or near the structure/lot

Posting of Judgments: After hearings, a copy of the judgment is attached on or near the structure/lot

Demolition Inspection: After hearings, a copy of the judgment is attached on or near the structure/lot

Note:
No demolition inspections were originally reported for December 2013.

Inspections Exceeded the Cumulative Target



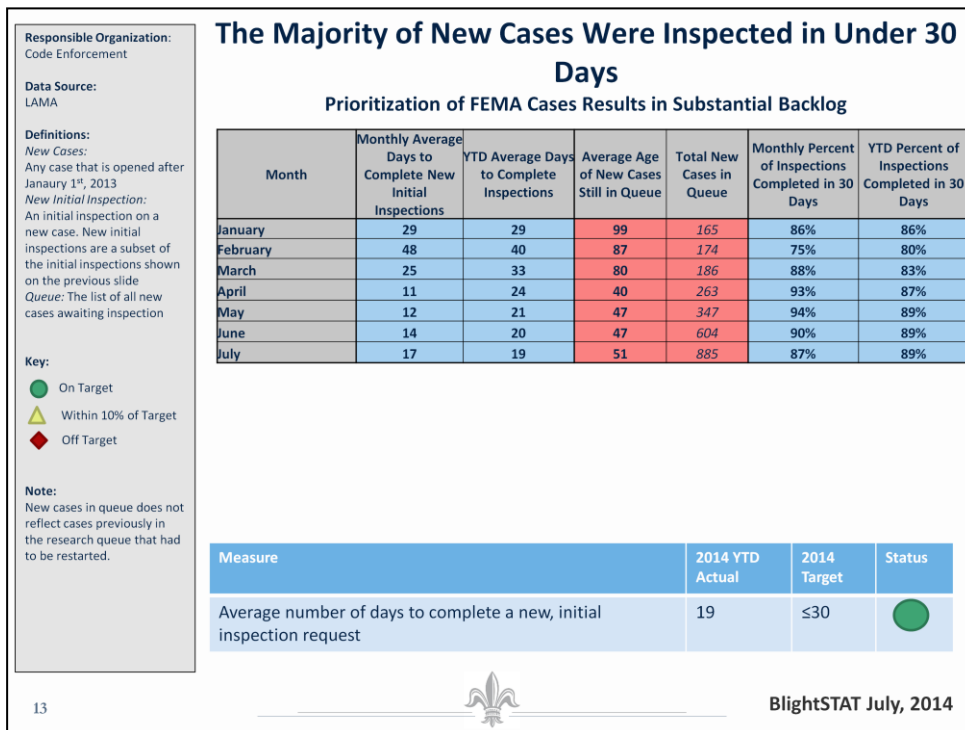
Note: Inspection numbers were revised in April to more accurately reflect the date that inspections occurred. 13,473 inspections were originally reported from May 2013-March 2014, revised to 13,643.

Action Item

Date	Responsible Parties	Action Item	Due	Status
2/14/2013	P. Bascos, D. Ross, T. Palermo	Continue to work on a tech solution for inspectors in the field	Q2 2014	Most technical issues have been addressed, a number of policy issues are still outstanding.



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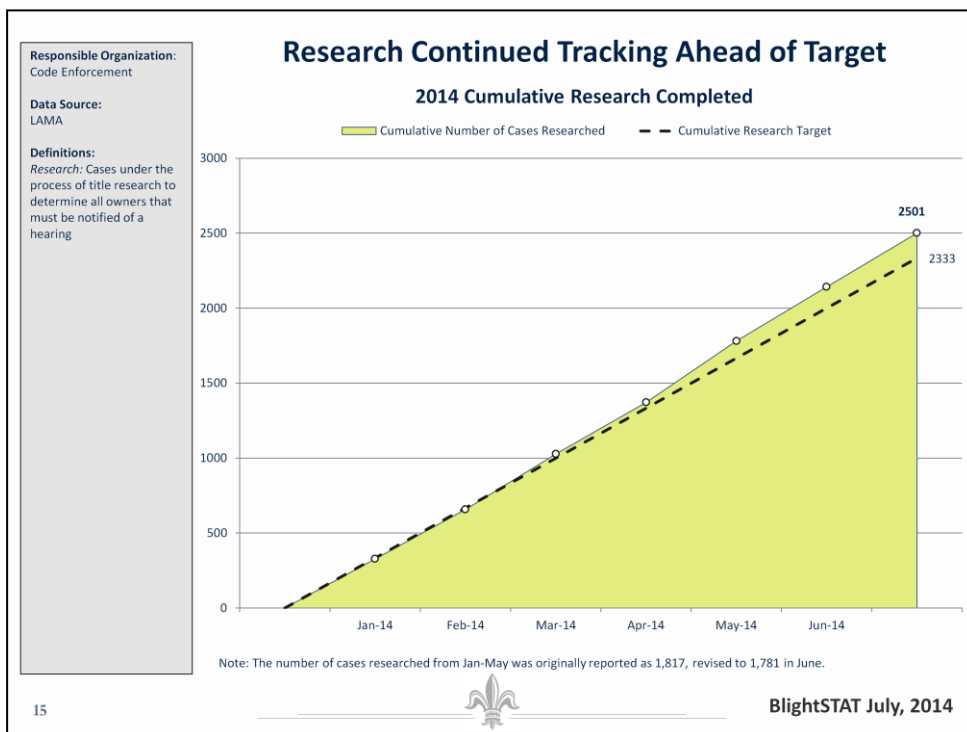


The inspection unit has been heavily involved in inspecting properties to determine eligibility for the FEMA demolition, leading to a backlog in new, initial inspection requests.

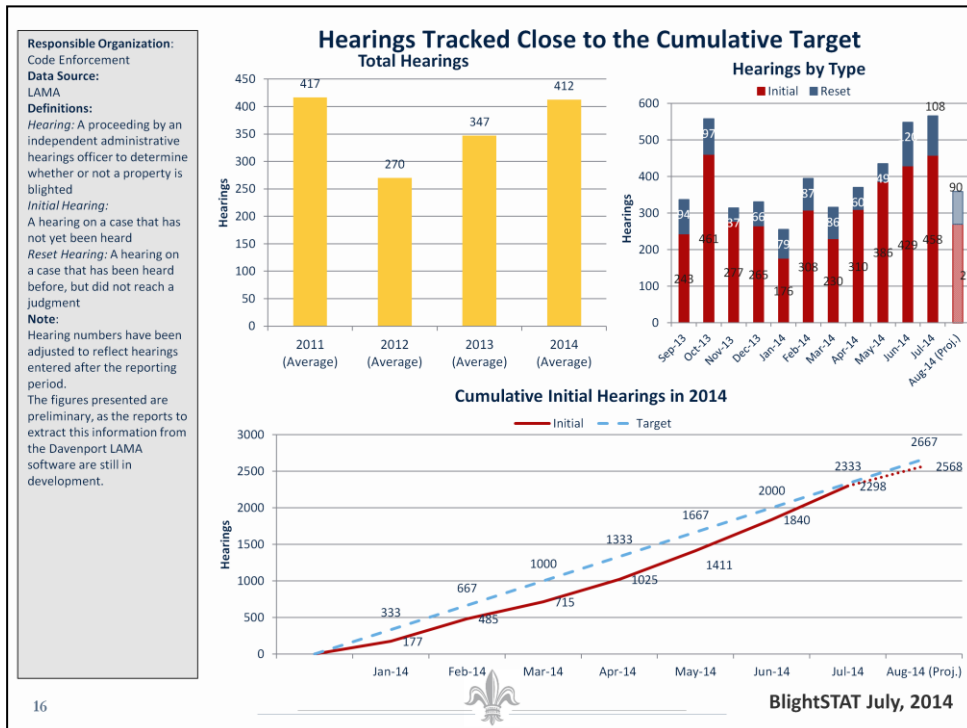


HEAR

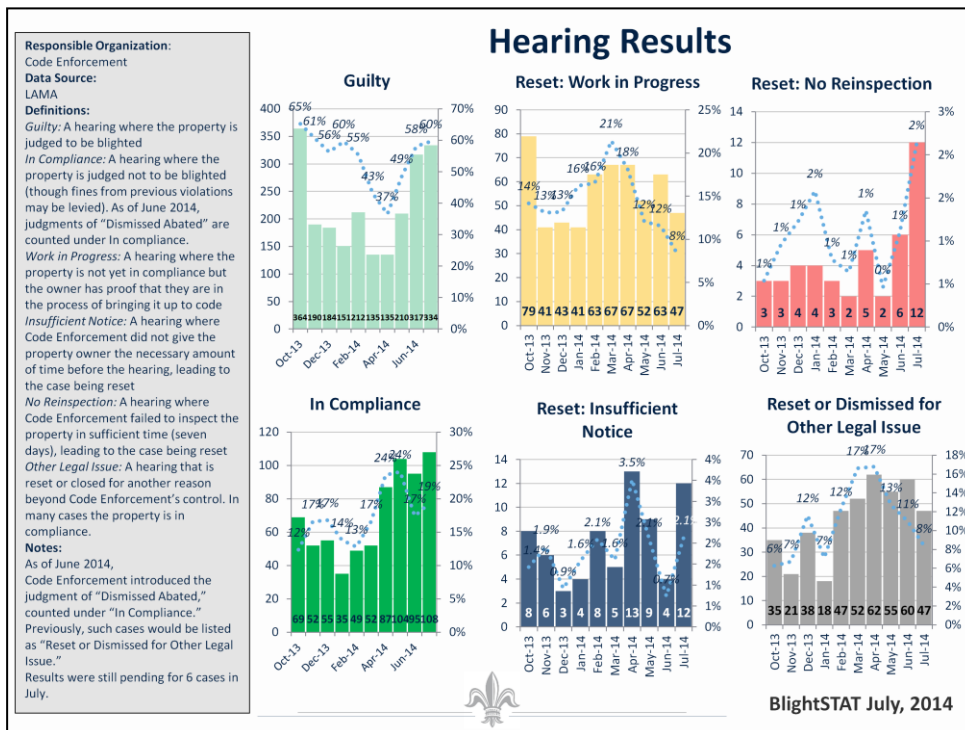




Code Enforcement will issue offers to hire to 4 new title researchers.



Code Enforcement anticipates that they will reach their target for initial hearings by the end of 2014.



Most of the 12 cases that were reset for no reinspection were reset due to a glitch in LAMA Cases that required a reinspection were not flagged to inspectors. This issue has been fixed.

Responsible Organization:

Code Enforcement

Data Source:

LAMA

Definitions:

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

In Compliance: A hearing where the property is judged not to be blighted (though fines from previous violations may be levied)

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

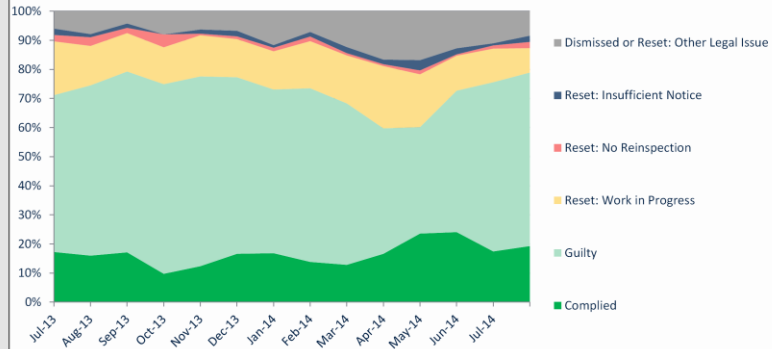
Insufficient Notice: A hearing where Code Enforcement did not give the property owner the necessary amount of time before the hearing, leading to the case being reset

No Reinspection: A hearing where Code Enforcement failed to inspect the property a sufficient number of times, leading to the case being reset

Other Legal Issue: A hearing that is reset or closed for another reason beyond Code Enforcement's control. In many cases the property is in compliance.

70% of 2014 Hearings Reached a Final Result

Hearing Results Breakdown

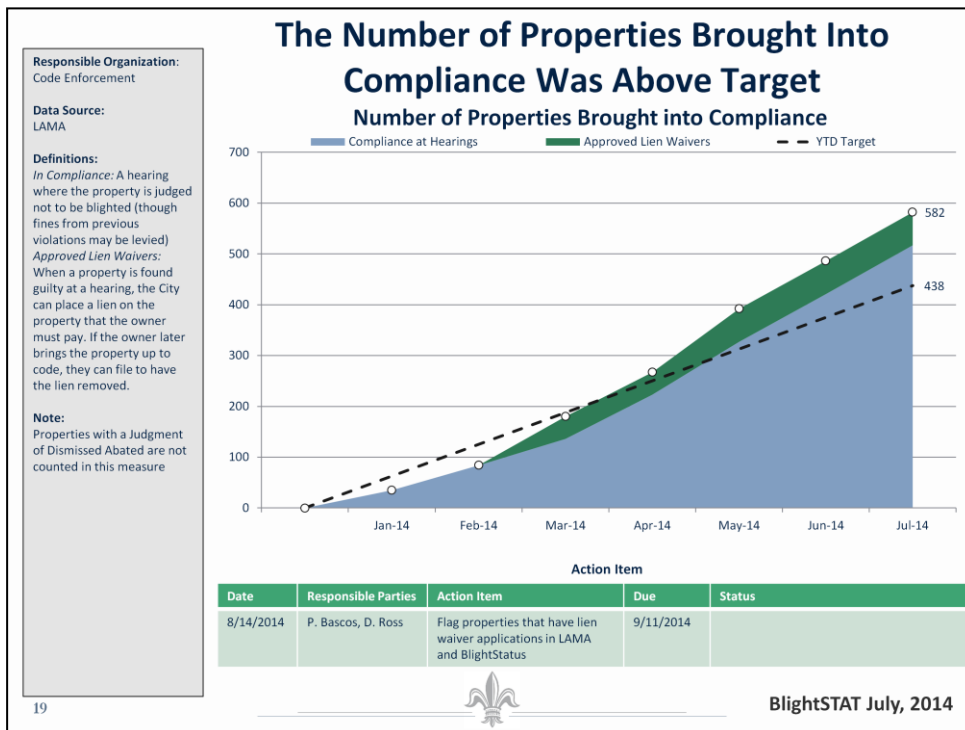


Measure	2014 YTD Actual	2014 Target	Status
Percent of hearings reset due to failure to re-inspect the property	1.2%	≤5%	On Target
Percent of hearings reset due to failure to properly notify the owner	1.9%	≤3%	On Target

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

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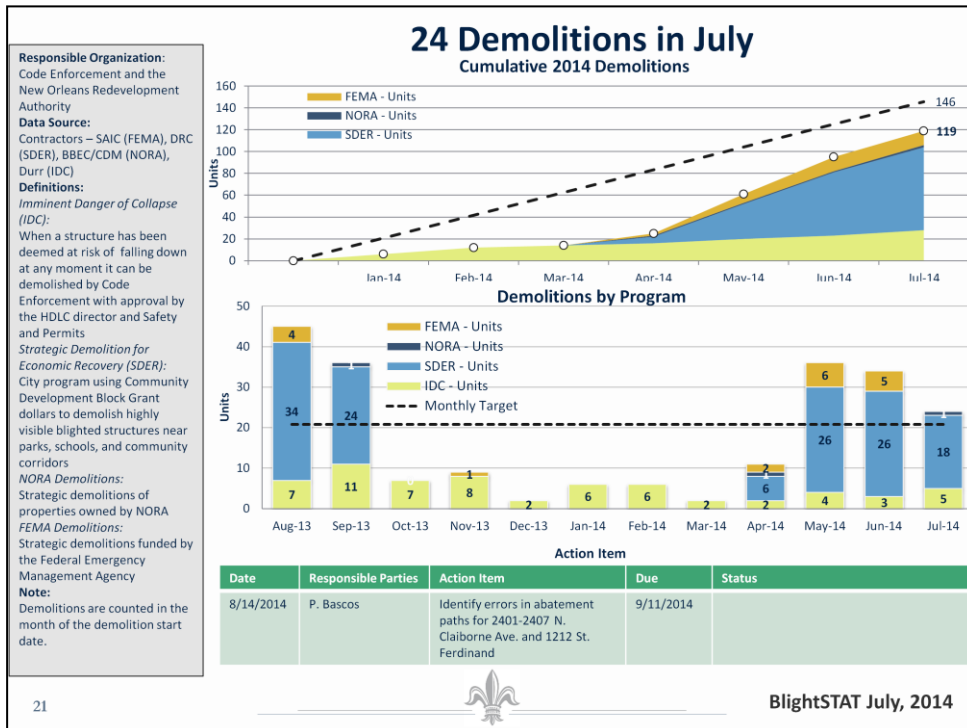


Code Enforcement has implemented a new lien waiver process. Applicants will have 6 months to remediate all code violations on their property. If the violations are remediated, Code Enforcement will guarantee that all fees will be waived, though the owner will still have to pay \$1,650 for hearing and other administrative fees. Previously, property owners had complained that they were unsure if all fees would be waived through the lien waiver process. Additional details of this process will be posted on the Code Enforcement website.



DEMOLITION





Code Enforcement has received an extension to the deadline to demolish properties with FEMA Phase 1 funds.



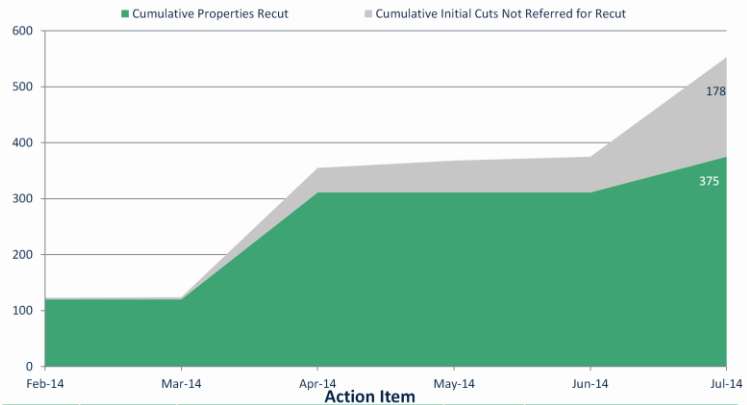
LOT CLEARING



Responsible Organization:
Code Enforcement and the
New Orleans Redevelopment
Authority (NORA)
Data Source:
NORA
Definitions:
Abatement: After cases have
received a guilty judgment of
high grass, they can be referred
to NORA for regular lot
maintenance.
Note:
Data includes all properties
referred to NORA by Code
Enforcement. Some referred
properties are found to be in
compliance and not cut.

375 Properties Referred to NORA for Continuous Maintenance

Code Enforcement Properties Maintained by NORA



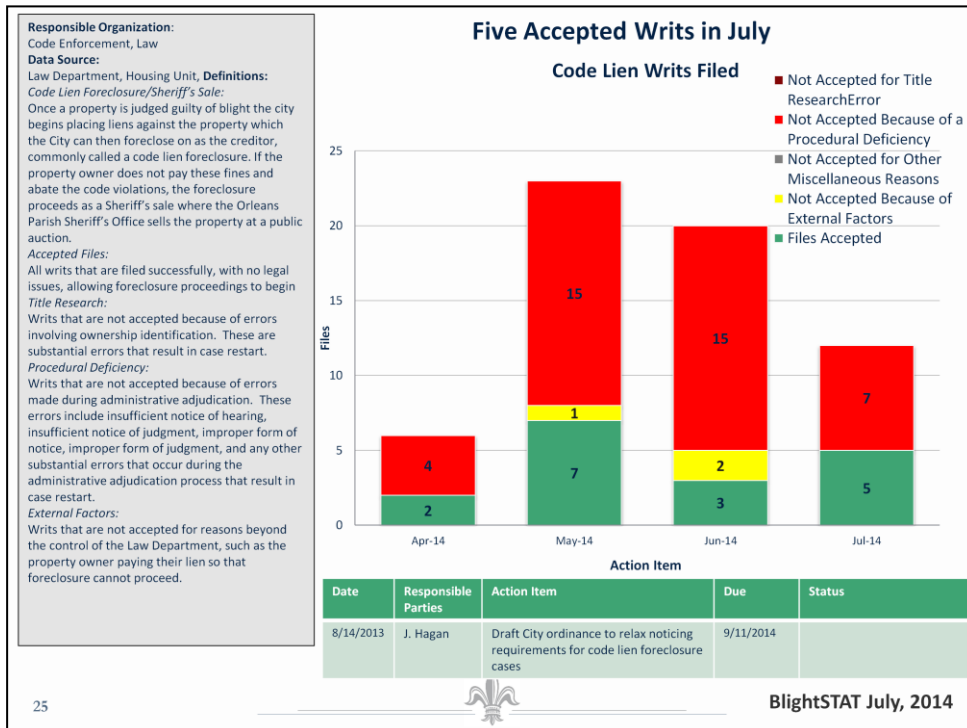
Action Item				
Date	Responsible Parties	Action Item	Due	Status
11/14/2013	K. Ferrouillet	Finalize address reconciliation for properties in the lot cutting program	Q3 2014	Disparities between LAMA and properties referred to CNAP once the workflow is finalized.
8/14/2014	K. Ferrouillet	Ensure that all properties sent to NORA for lot cutting are also sent for recuts	Q3 2014	
8/14/2014	A. Rogers	Adjust CNAP policy requiring multiple NTPs to maintain the same property	Q3 2014	





CODE LIEN FORECLOSURES AND SHERIFF'S SALES





The files that were rejected for procedural deficiencies will require new hearings.

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

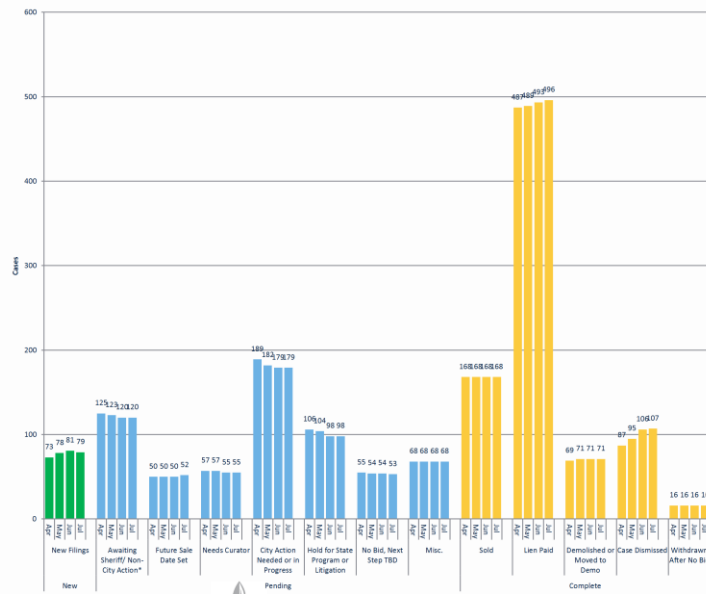
Withdrawn after No Bid: The property was not held at auction and is unlikely to sell at a later auction so a different track is needed

Note:

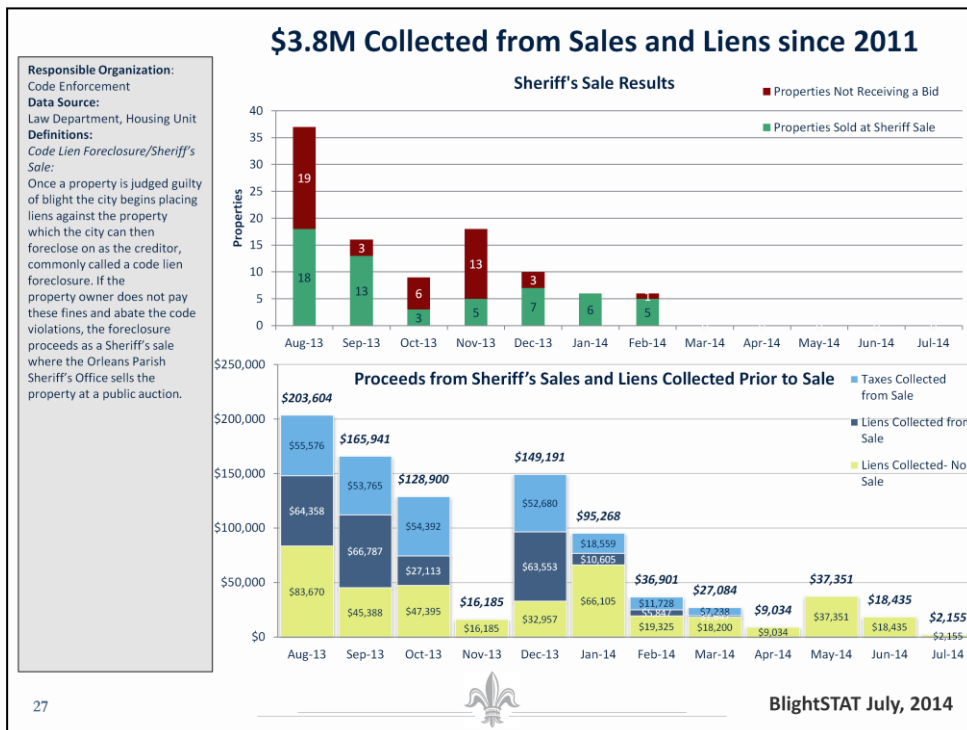
Of the 123 cases that were awaiting non-City action, 2 were stopped because of curator.

1,562 Writs Accepted Since 2010

Snapshot of Code Lien Foreclosure Pipeline



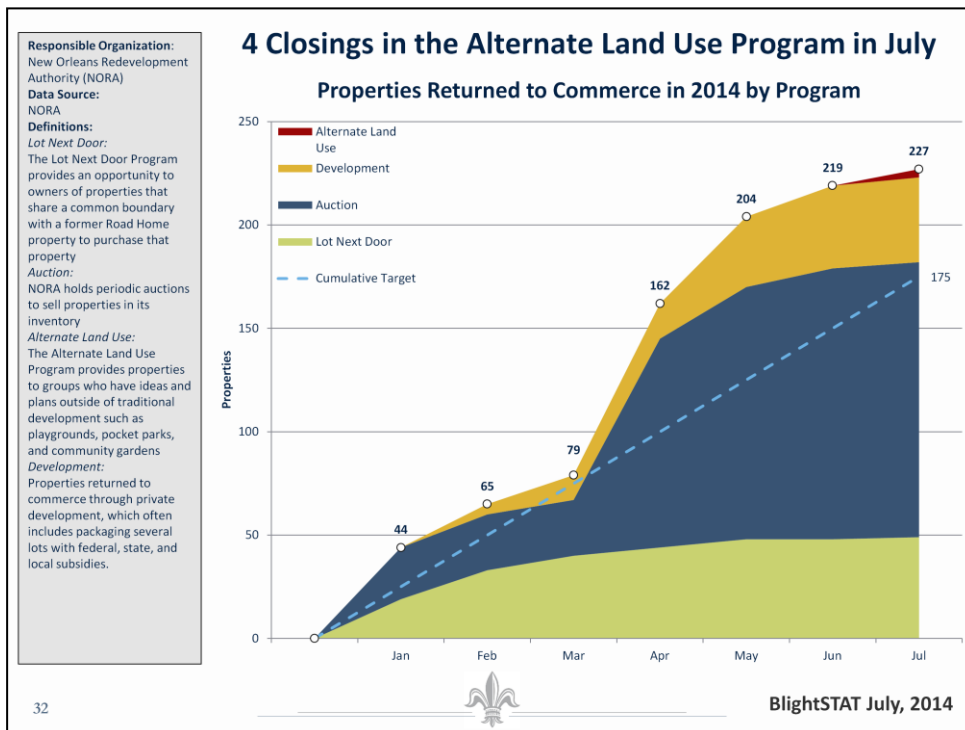
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The City has reached an agreement with title insurance companies and will restart sales in October.

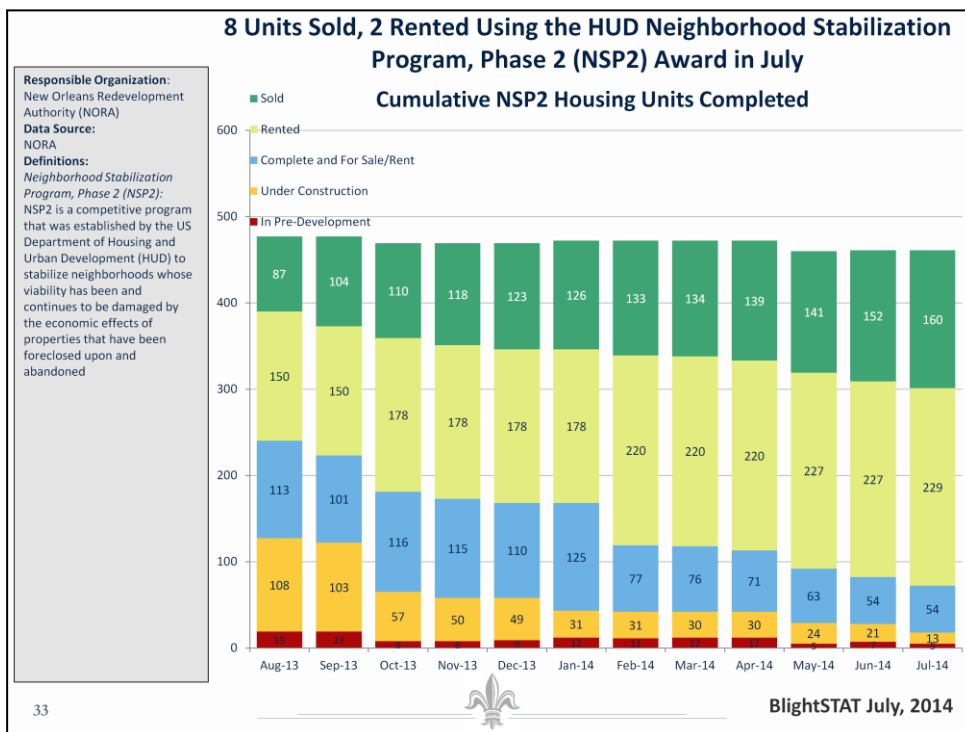
REINVESTMENT



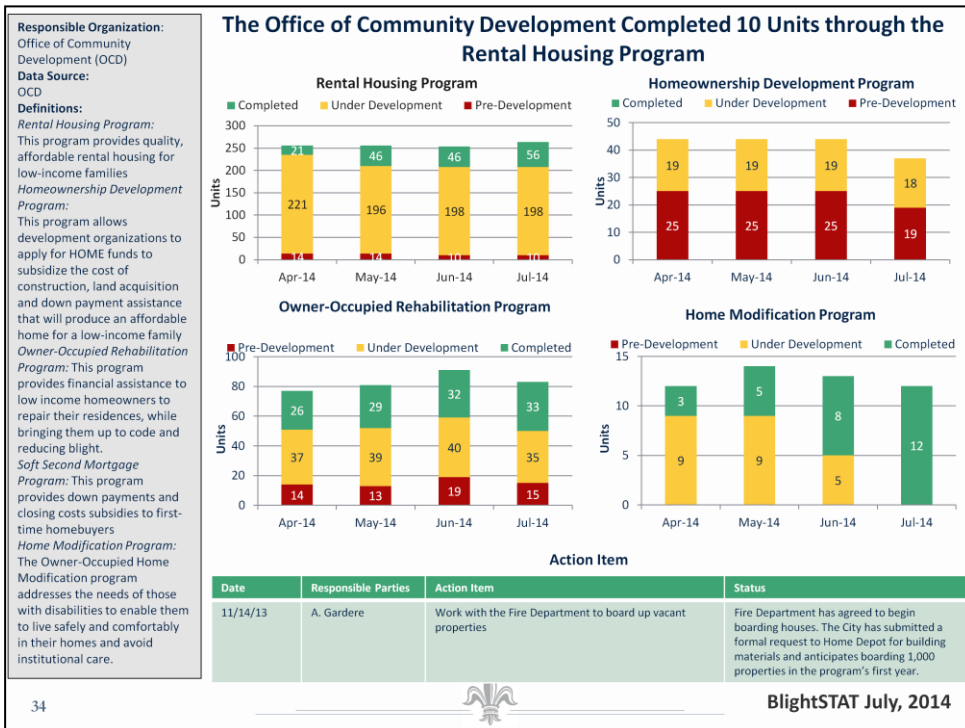


The closings through the Alternate Land Use Program are for urban gardens in the Lower Ninth Ward.

NORA is beginning their third Lot Next Door program in early August. The list available properties will be available through noraworks.org. NORA also has an auction scheduled for November 2014.



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.

50 New Soft Second Commitments in July**Orleans Parish**

Soft Second Mortgages through July 2014

Legend

- Soft Second Commitments
- Place-Based Areas
- Water Bodies
- Parks



Key Performance Indicators	2012 Actual	2013 Actual	2014 YTD Actual	2014 Annual Target	% 2014 Target Achieved (58% of Year Lapsed)
Number of first time homebuyers receiving soft second mortgage commitments	221	309	254	300	85%
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	33	75	44%
Number of affordable rental units developed	195	98	56	125	45%
Number of housing units modified for disabled persons through the Home Modification Accessibility Program	-	-	12	30	40%

