



CITY OF NEW ORLEANS

BlightSTAT

Reporting Period: January, 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**

BlightSTAT feedback form on back page of presentation



INTRODUCTION



Purpose and Scope

Purpose: The Landrieu Administration developed a strategic framework to map out the City's overall direction. The framework links services, programs, strategies, objectives, and goals to the City's mission, values, and vision, and incorporates performance measures to assess performance.

In BlightSTAT, City leaders and managers review key performance results related to the Mayor's strategy to reduce blighted properties by 10,000 by the end of 2014. In order to improve results, City leaders and managers review and assess progress achieved, overall trend data, and the likelihood of meeting performance targets. For programs at risk of not meeting targets, leaders and managers identify prospects and tactics for performance improvement, and make adjustments to operational plans as needed. To account to citizens and Councilmembers for the spending of resources provided, BlightSTAT meetings are open to the public.

Scope: BlightSTAT focuses on the Citywide, cross-departmental issue of blight. BlightSTAT does not focus on performance managed in other STAT programs or initiatives, nor does it include in depth discussions of complaints about specific locations.

Questions and Comments: Index cards are available to the public at the sign-in table, which can be used to submit questions and comments or to report specific issues. Throughout the meeting, completed cards will be reviewed. General questions and comments may be discussed by the group and specific issues will be assigned to departments.



City Strategic Framework

Mission

The City of New Orleans delivers excellent service to its citizens with courage, competence and compassion.

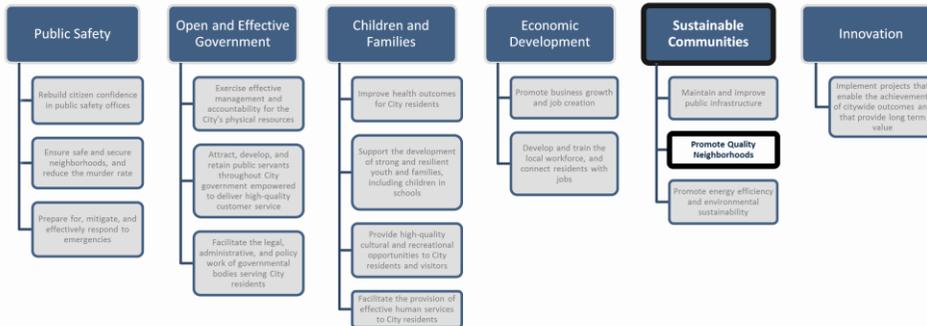
Values

Integrity, Excellence, Transparency, Teamwork, Responsiveness, Innovation, Diversity and Inclusion

Vision

New Orleans is a model city. We are a unified city. We are a creative city.

Result Area Goals and Objectives



Strategic Framework

Citywide Result Area: Sustainable Communities
Goal: Support sustainable communities that integrate quality housing, transportation, schools, commercial development, energy efficiency, parks and green space, flood protection and cultural assets.

Objectives and Strategies	Outcome Measures
Maintain and improve public infrastructure 1. Maintain and improve road surface infrastructure 2. Consistently implement Complete Streets philosophy in streets investments 3. Effectively administer the City's capital improvements program 4. Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods	<ul style="list-style-type: none"> • Citizen perceptions of condition of streets (UNO Quality of Life Survey) • Mean travel time to work (American Community Survey) • Percentage of workers commuting to work by means other than driving alone (including carpooling, public transportation, biking, and walking)
Promote Quality Neighborhoods 1. Reduce blighted properties by 10,000 by the end of 2014 2. Provide effective sanitation services to residents and businesses 3. Protect and preserve parks and other green spaces 4. Regulate land use to support safe, vibrant neighborhoods and preserve historic properties	<ul style="list-style-type: none"> • Blighted addresses or empty lots • Citizen perceptions of parks and recreation (UNO Quality of Life Survey) • Citizen perceptions of trash pickup (UNO Quality of Life Survey) • Citizen perceptions of general quality of life (UNO Quality of Life Survey) • ParkScore (based on acreage, service and investment, and access) (Trust for Public Land)
Promote energy efficiency and environmental sustainability 1. Restore the City's marshes and coastline 2. Promote green energy and other sustainability measures 3. Remediate brownfields, lead, and other environmental hazards	<ul style="list-style-type: none"> • Percentage of days with healthy air quality (EPA) • Health based drinking water violations (EPA) • Certified green buildings (US Green Building Council) • Land acres in Orleans Parish (US Geological Survey)



Overview of the Blight Reduction Process

311



1. INTAKE AND INPUT



2. INSPECT



3. RESEARCH



4. NOTICE



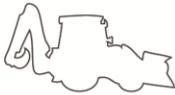
SHERIFF'S SALE



COMPLIANCE



5. HEAR



DEMOLITION



JUDGMENT



LOT CLEARING

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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

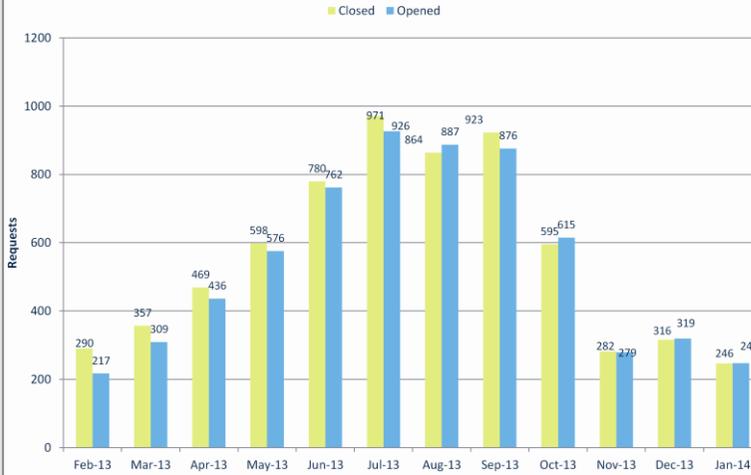
Closed Requests: A service request that has been completed. A service request is completed once a work order is successfully transferred to Code Enforcement, not necessarily when an inspection on that property has taken place.

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 Up with 311 Service Requests

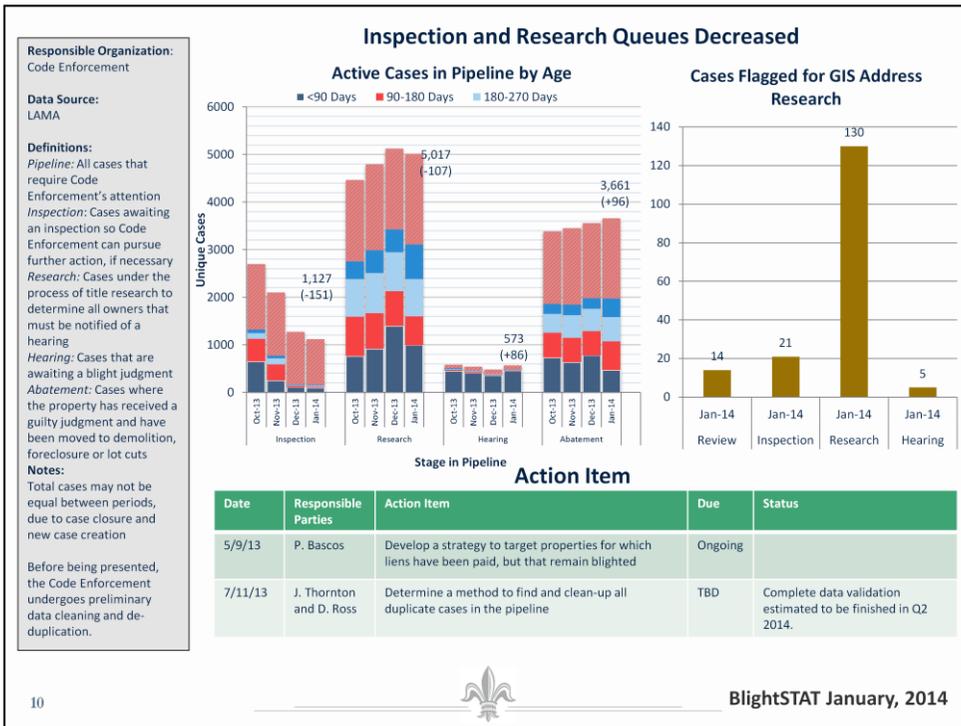
Code Enforcement 311 Service Requests



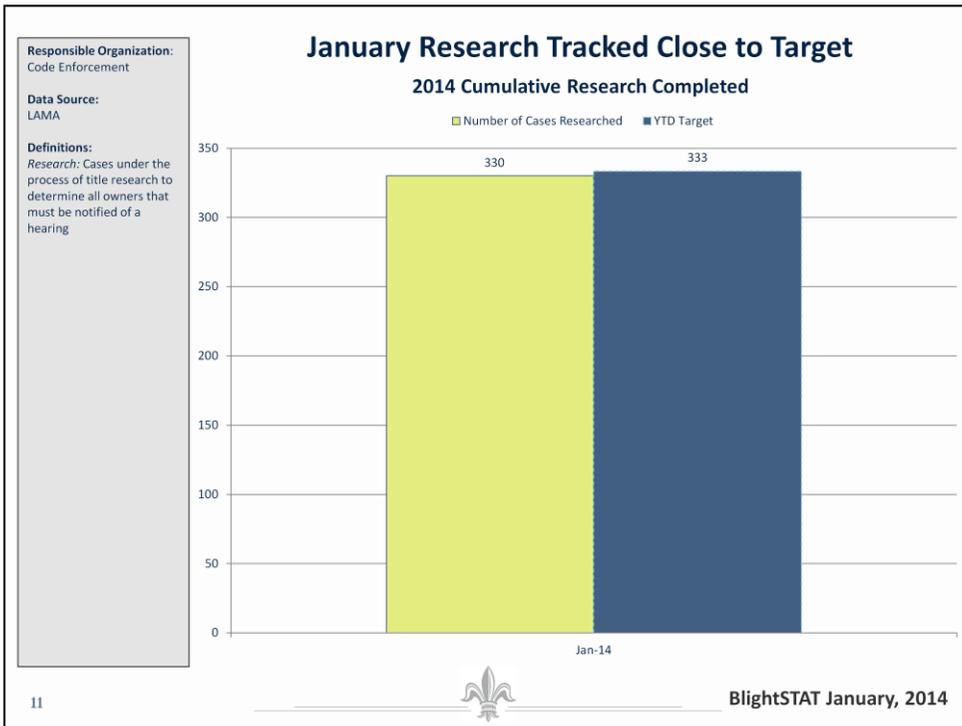
Open Service Requests at End of Month

Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14
16	9	1	5	11	2	43	5	1	2	0	0





Two new title researchers started in January, allowing the research staff to keep up with cases from inspections performed in January. Code Enforcement does not anticipate a high number of new cases opened through 311 in the next few months, and will work during that time to clear their inspection queue.



Code Enforcement anticipates that the number of cases researched will increase during the next few months as new cases as four new title researchers are hired.



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

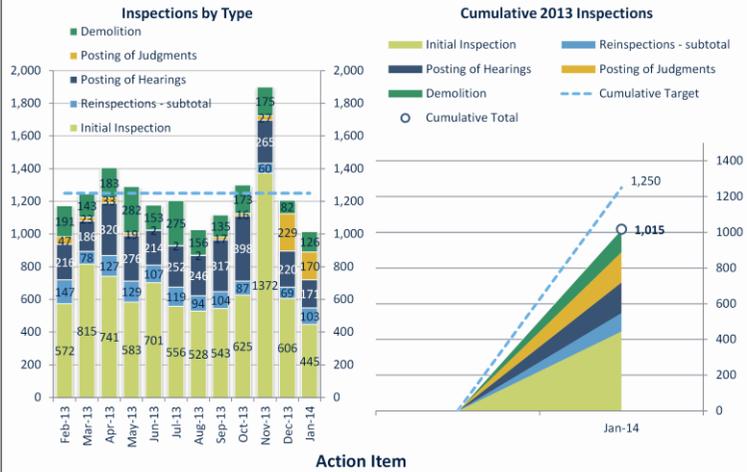
Posting of Hearings: Required inspection to determine current condition prior to the initial hearing date as well as to provide notice to the owner of the upcoming hearing date. As of 9/1/2013, these must be performed at least 5 days prior to the hearing date. These notices are attached on or near the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

January Inspections Were Short of Target



Date	Responsible Parties	Action Item	Due	Status
2/14/13	P. Bascos, J. Thornton, A. Square, D. Ross	Continue to work on a tech solution for inspectors in the field	Q2 2014	Code Enforcement received several Android tablets to test in the field.



There was a technical issue with LAMA in January that prevented inspectors from reaching full productivity. This has been resolved and should not affect results in future months.

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

The Large 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%

Measure	2014 YTD Actual	2014 Target	Status
Average number of days to complete a new, initial inspection request	29	≤30	●

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Of the 155 open cases, 67 were opened in December



HEAR



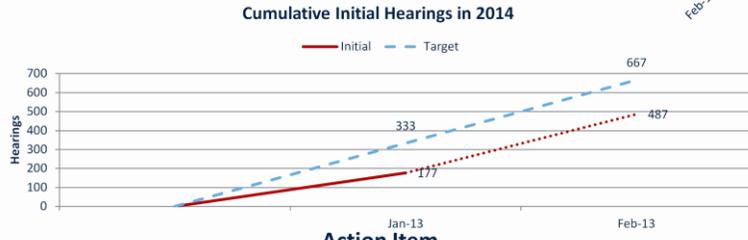
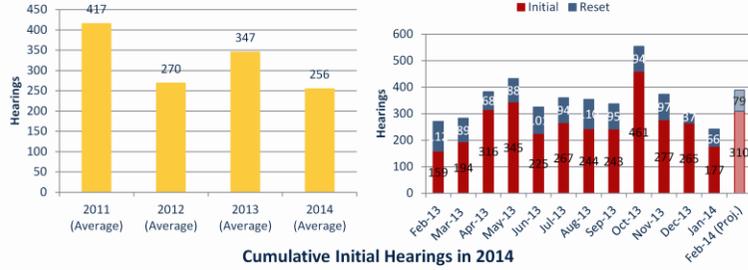
Responsible Organization:
Code Enforcement

Data Source:
LAMA

Definitions:
Hearing: A proceeding by an independent administrative hearings officer to determine whether or not a property is blighted
Initial Hearing: A hearing on a case that has not yet been heard
Reset Hearing: A hearing on a case that has been heard before, but did not reach a judgment

Note:
Hearing numbers have been adjusted to reflect hearings entered after the reporting period.
The figures presented are preliminary, as the reports to extract this information from the Davenport LAMA software are still in development.

There Were Fewer Hearings than Average in January, But Were Projected to Increase Substantially in February



Date	Responsible Parties	Action Item	Due	Status
7/11/2013	P. Bascos	Develop a strategy to increase title research productivity	2/13/2013	Two new title researchers have been hired.

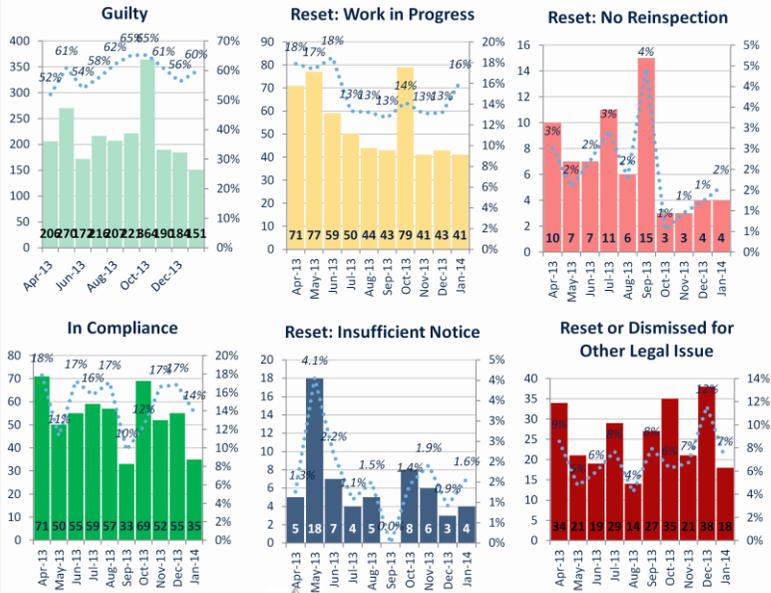


Two days of hearings were cancelled in January due to weather, causing Code Enforcement to miss their monthly hearings target. These hearings have been rescheduled for February. The number of hearings projected for February tracks close to the monthly target.

Hearing Results

There were 4 Cases Reset for No Reinspection and 4 More Reset for Insufficient Notice

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 in sufficient time (seven days), leading to the case being reset
Other Legal Issue: A hearing that is reset for any other reason, generally administrative issues
Note: There are four cases in December for which results are pending.



The four resets due to a failure to reinspect the property occurred because of a technical issue with LAMA that has been resolved.

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

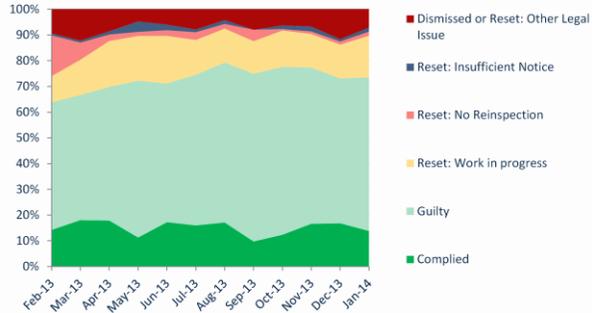
Insufficient Notice: A hearing where Code Enforcement did not give the property owner the necessary amount of time before the hearing, leading to the case being reset

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 for another reason, generally administrative issues

Note: There are four cases in December for which results are pending.

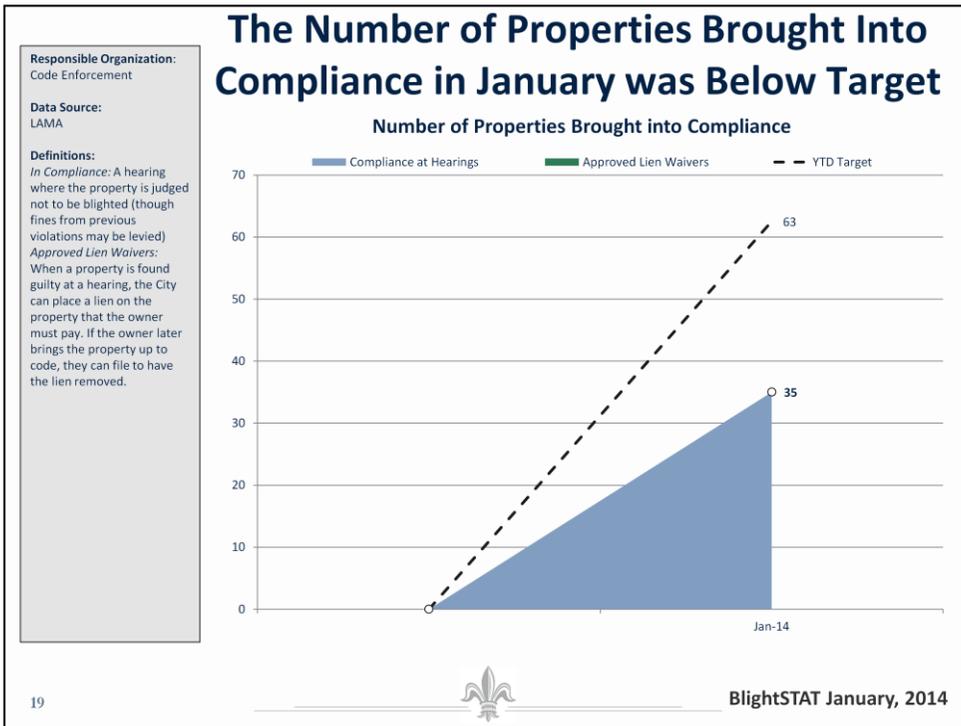
Three-Quarters of January Hearings Reached a Final Judgment Hearing Results Breakdown



Measure	2014 YTD Actual	2014 Target	Status
Percent of hearings reset due to failure to re-inspect the property	1.6%	≤5%	On Target
Percent of hearings reset due to failure to properly notify the owner	1.6%	≤3%	On Target

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



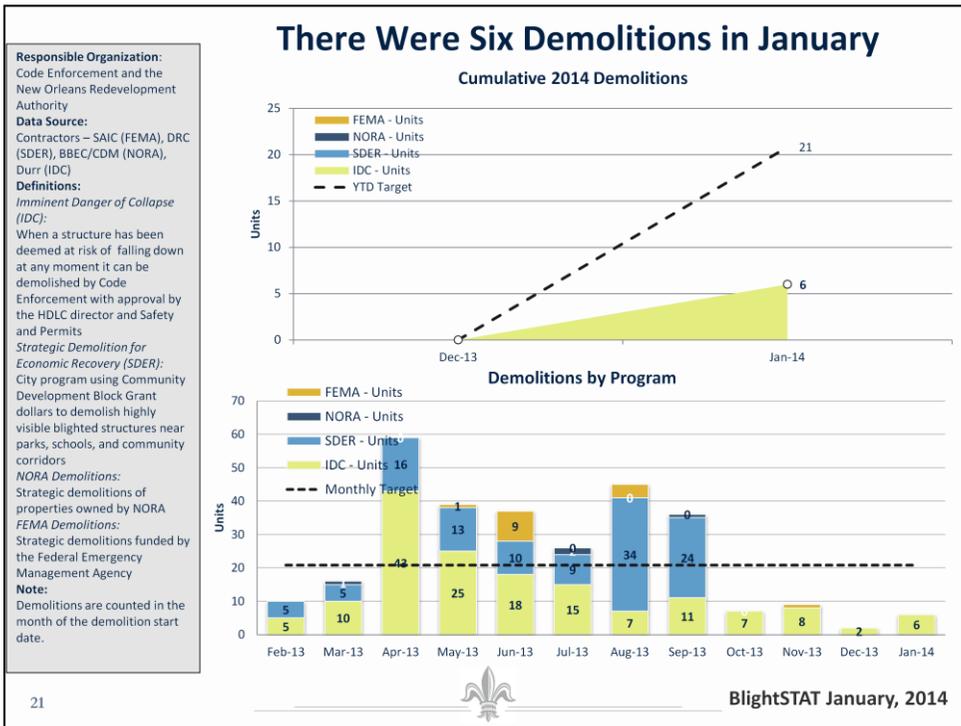


The number of properties brought into compliance was low in January because of the small number of hearings. This is expected to increase in future months.



DEMOLITION





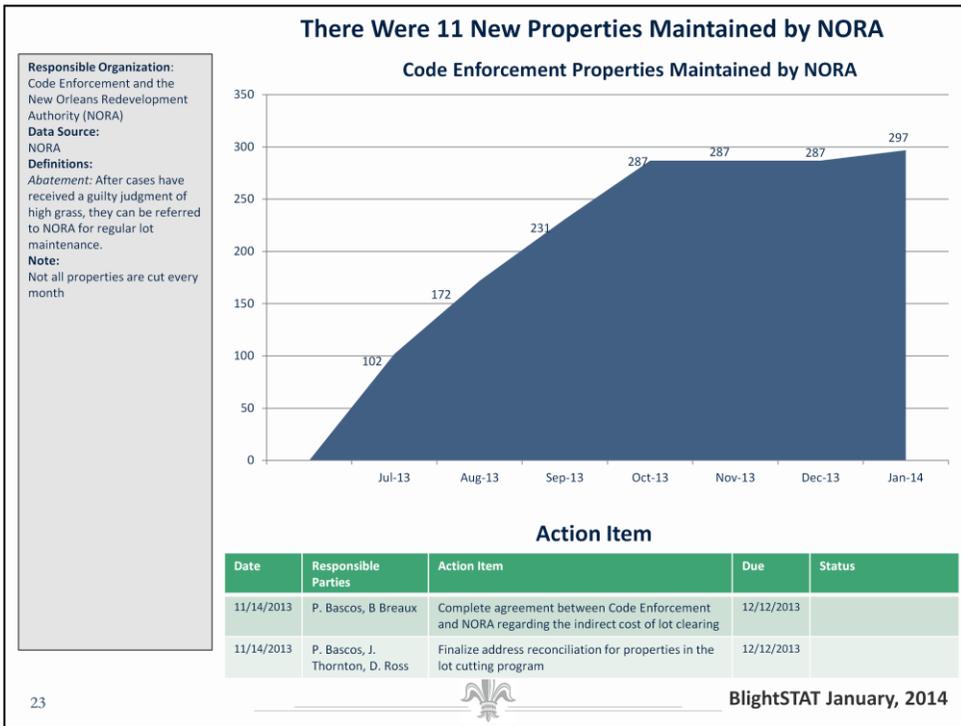
The contract for Strategic Demolitions is currently pending final approval from the Law Department. The contract for FEMA demolitions is currently awaiting the vendor’s signature.

Currently, Code Enforcement has over fifty properties that are ready for demolition in the Strategic Demolition queue, and twelve such properties in the FEMA queue. Once the contracts are completed they will be promptly routed for demolition.



LOT CLEARING





The lot maintenance contract between NORA and Code Enforcement has been completed and more properties will be routed for lot clearing in upcoming months.



CODE LIEN FORECLOSURES AND SHERIFF'S SALES



Responsible Organization:
Code Enforcement, Law

Data Source:
Law Department, Housing Unit,

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

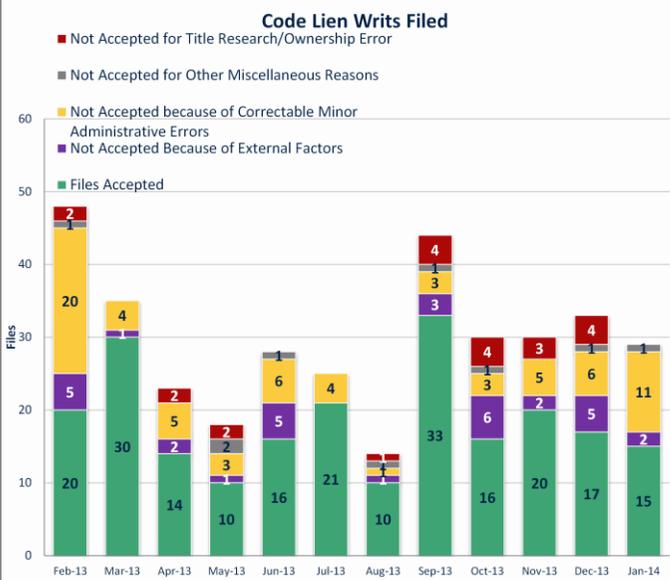
Accepted Files: All writs that are filed successfully, with no legal issues, allowing foreclosure proceedings to begin

Title Research/Ownership Error: Writs that are not accepted because of errors involving ownership identification, either incomplete/incorrect ownership or insufficient notice. These are substantial errors that lead to longer re-filing periods.

Correctable Minor Administrative Error: Writs that are not accepted because of a small error. Correcting the error is generally a simple process.

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

The Majority of Code Lien Writs Were Accepted



Code Enforcement plans to hold more training to decrease the number of cases that are not accepted for minor administrative errors. The City is also implementing a new mailing system that will require less manual data entry, which should further decrease the number of these cases.

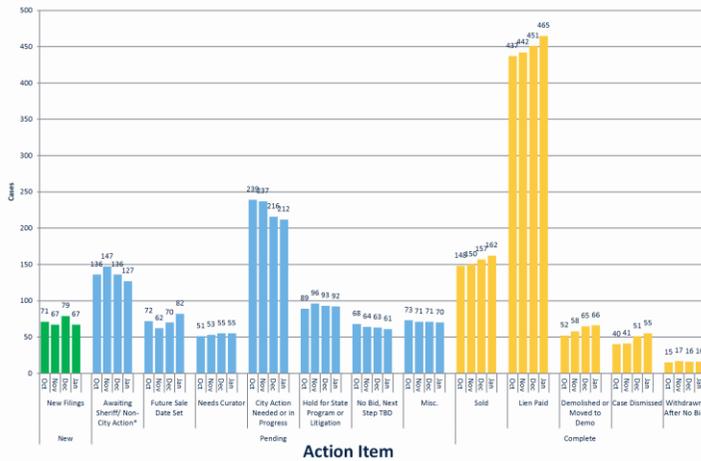
Responsible Organization:
Code Enforcement

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 147 cases that are awaiting non-City action, 2 were stopped because of curator.

1,530 Writs Accepted Since 2010

Snapshot of Code Lien Foreclosure Pipeline



Date	Responsible Parties	Action Item	Status
5/9/13	M. Granderson, D. Ross, D. Lessinger	Review Web architectures and develop method to capture expressions of interest in properties from the public	An expression of interest form is in progress and should be made available to the public by the second quarter of 2014



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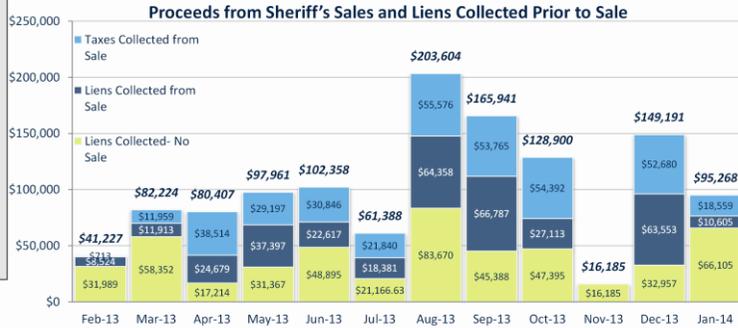
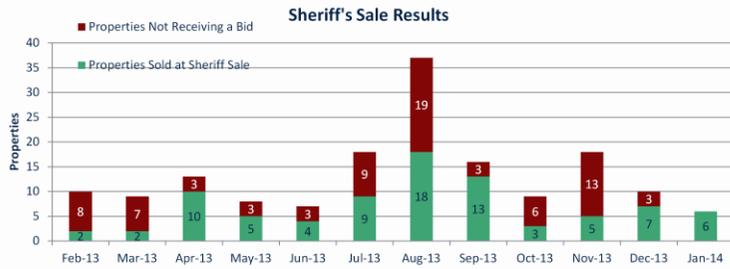
Code Enforcement will look into the properties in the “No Bid, Next Step TBD” cases and determine a more effective method to make decisions about properties that initially fail to sell at a Sheriff’s Sale.

\$3.7M Collected from Sales and Liens since 2011

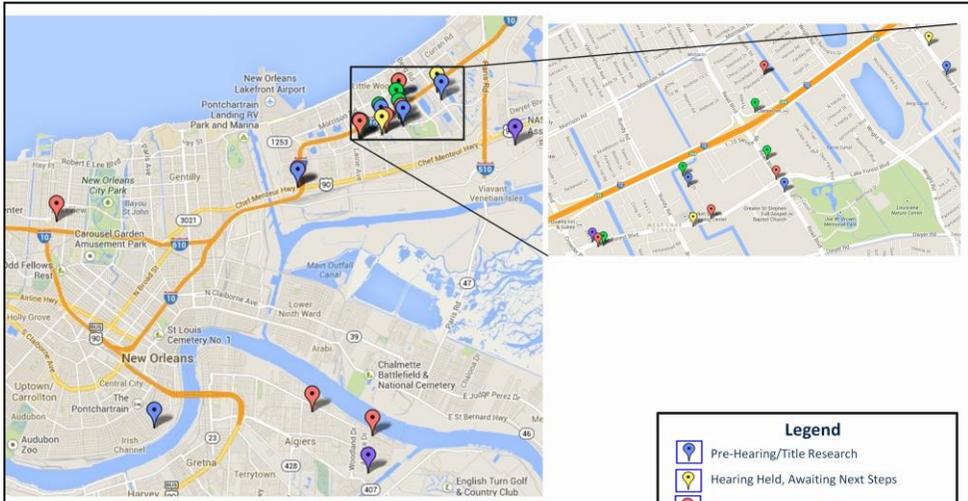
Responsible Organization:
Code Enforcement

Data Source:
Law Department, Housing Unit

Definitions:
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Code Enforcement anticipates that the number of properties that fail to sell at a Sheriff's Sale will continue to decrease with a stronger real estate market and a more strategic decision making process regarding which properties to sell.



Legend

-  Pre-Hearing/Title Research
-  Hearing Held, Awaiting Next Steps
-  Undergoing Lien Foreclosure
-  Undergoing Private Litigation/Other Processes
-  Abatement

COMMERCIAL PROPERTIES



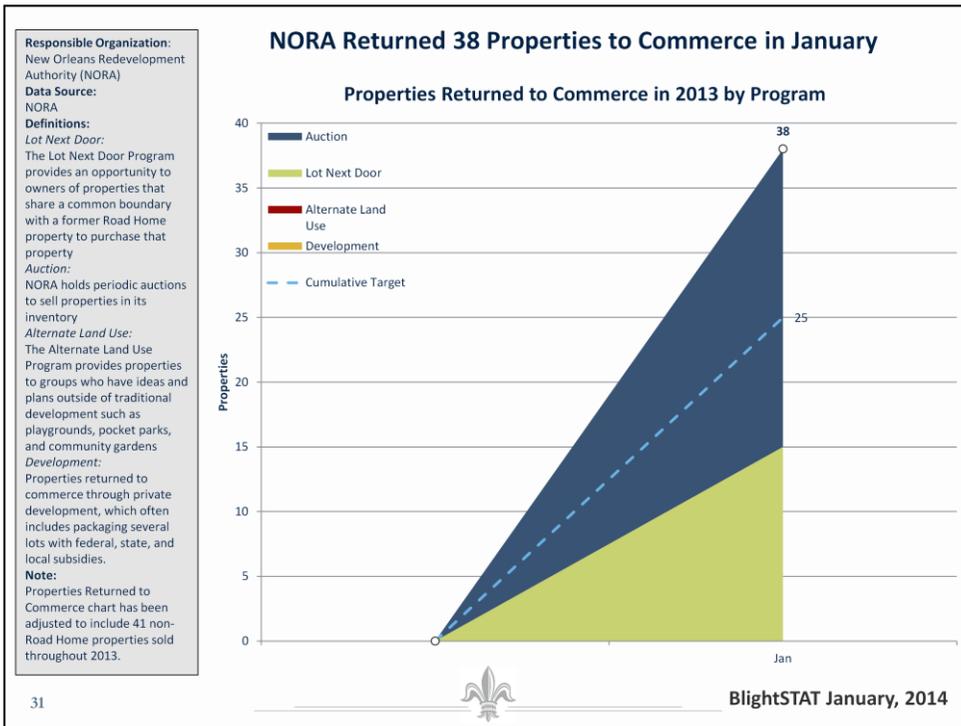
Commercial Properties Update			
Responsible Organization: Code Enforcement and Law Data Source: Code Enforcement	609 Jackson	Case will be reset	
	2800 Sullen	Sheriff's Sale scheduled for 3/20/2014	
	9660 Lake Forest (strip mall)	Case heard on 2/11/2014	
	5650 Read	Hearing scheduled for 2/13/2014	
	6601 Plaza/5700 Read (Grand Theatre)	Case is undergoing legal review	
	6700 Plaza	Reset for work in progress. Hearing scheduled 3/17/2014.	
	6001 Bullard	Case heard on 1/30/2014	
	23804 Read (aka 5851 Read)	Consent judgment has been signed. CEHB will monitor.	
	8580 Lake Forest (parking lot)	Property is being maintained. CEHB will monitor.	
	6800 Plaza	Property is secured. CEHB will monitor.	
	10112-16 Plainfield Dr.	Case has been brought to Law Department for writ review.	
	8500 Lake Forest (abandoned gas station)	Case has been brought to Law Department for writ review.	
	3010 Sandra Place (Crescent City Gates)	Writ is being prepared.	
	10101 Lake Forest	Writ is being prepared.	
	5951 Milne (Lakeview School)	Case has been brought to Law Department for writ review.	
	6324 Chef Menteur	Was not bought at private sale. Writ is being prepared.	
	4300 Sullen	Scheduled for private demolition on 1/7/2014.	
	8501 Lake Forest Blvd	Private litigation is still open. No work in progress reported.	
45608 Bullard	Case dismissed for wrong location		
55195 Michoud (Six Flags)	City is working with manager.		
10301 I-10 W. Service Road	Complied with fees due.		
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.	



In many cases involving commercial properties, the property came into compliance at one point, but later fell out of compliance. Code Enforcement regularly tracks these properties to prevent this from occurring.

REINVESTMENT





NORA reported that approximately two-thirds of properties reach compliance within the one year deadline from the sale date, and approximately another 15% come into compliance after one year. NORA has a post-closing team that tracks property conditions after sales.

Next NORA Auction

- **Saturday, March 29** at the Morial Convention Center
- Expression of Interest Form and property list available at www.noraworks.org on the property search tab, available until **February 18, 2014** at 5pm.
- For more information and for those that cannot access on-line services, please contact the Land Management Team at **504.658.4422**.



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NORA's Pilot Raingardens Completed



5 Raingardens built throughout the city:

1. 8641 Forshey St
Hollygrove
2. 5302-04 Wildair Dr
Filmore
3. 5019 Press Dr
Gentilly Woods
4. 1728 Deslonde St
Lower 9th Ward
5. 1338 Nunez St
Riverview (Algiers)



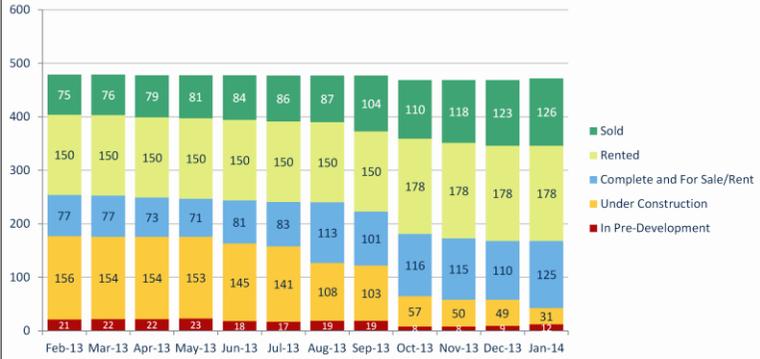
Three Units Sold Using the HUD Neighborhood Stabilization Program, Phase 2 (NSP2) Award in January

Responsible Organization:
New Orleans Redevelopment Authority (NORA)

Data Source:
NORA

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

Cumulative NSP2 Housing Units Completed



Action Item

Date	Responsible Parties	Action Item	Status
2/14/13	D. Lessinger and D. Ross	Develop a timeline to share additional public investment information with the public on data.nola.gov	



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 18 Units through the Rental Housing Program



The Office of Community Development reported on their new Home Modification Program. This program performs small modifications on the homes of disabled persons to improve their quality of life. In many cases, residents would be forced to leave their house without these modifications.

37 New Soft Second Commitments in January

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

Key Performance Indicators	2012 Actual	2013 Actual	2014 YTD Actual	2014 Annual Target	% 2014 Target Achieved (8% of Year Lapsed)
Number of first time homebuyers receiving soft second mortgage commitments	221	309	37	300	12%
Number of housing units developed through Homeownership Development Program	22	10	0	20	0%
Number of housing units assisted through the Owner Occupied Rehab Programs	119	79	6	75	8%
Number of affordable rental units developed	195	98	18	125	14%
Number of housing units modified for disabled persons through the Home Modification Accessibility Program	-	-	2	30	7%

Action Item

Date	Responsible Parties	Action Item	Status
11/14/13	B. Lawlor	Work with the Fire Department to board up vacant properties	Fire Department has agreed to begin boarding houses



Office Of Community Development Home Modification Program



BEFORE

AFTER



8631 Hammond Ave., NOLA 70126



2014 Performance Plan

Citywide Result Area: Sustainable Communities
Goal: Support sustainable communities that integrate quality housing, transportation, schools, commercial development, energy efficiency, parks and green space, flood protection and cultural assets.

Objective: Promote quality neighborhoods

Key Outcome Measures

- Percent of citizens satisfied with life in New Orleans (UNO Quality of Life Survey)
- Percent of citizens rating zoning fair, good, or very good (UNO Quality of Life Survey)

Strategy: Reduce blighted properties by 10,000 by the end of 2014

Key Performance Measures	Responsible Organization	2013 Year-End Actual	2014 Targets
Average number of days to complete a new, initial inspection request	Code Enforcement	32	≤30
Number of inspections	Code Enforcement	15,059	≥15,000
Number of properties brought to hearing	Code Enforcement	3,114	≥4,000
Percent of hearings reset due to failure to properly notify the owner	Code Enforcement	1.5%	≤3.0%
Percent of hearings reset due to failure to re-inspect the property	Code Enforcement	3.7%	≤5.0%
Number of blighted units demolished	Code Enforcement	329	≥250
Number of blighted properties brought into compliance	Code Enforcement	836	≥750

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2014 Performance Plan

(continued from previous page)

<i>Key Performance Measures</i>	<i>Responsible Organization</i>	<i>2013 Year-End Actual</i>	<i>2014 Targets</i>
Number of properties returned to commerce through disposition programs	New Orleans Redevelopment Authority	513	≥300
Percent of sales where agreements were successfully completed by the end user	New Orleans Redevelopment Authority	New Measure in 2014	Management Statistic
Percent of total development costs that is leveraged investment	New Orleans Redevelopment Authority	88%	Management Statistic
Amount of NORA direct investment in real estate projects	New Orleans Redevelopment Authority	\$9,633,975	Management Statistic
Amount of leveraged investment committed to real estate projects	New Orleans Redevelopment Authority	\$70,030,703	Management Statistic
Number of first time homebuyers who received soft second mortgage commitments	Community Development	309	≥300
Number of housing units developed through the Homeownership Development Program	Community Development	10	≥20
Number of affordable rental units developed	Community Development	98	≥125
Number of owner-occupied housing units rehabilitated	Community Development	73	≥75



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