



# Gentilly Resilience District Creative Engagement and Communications Plan

Updated: August 2020

## Purpose

The Gentilly Resilience District is a combination of efforts across Gentilly to reduce flood risk, slow land subsidence, improve energy reliability, and encourage neighborhood revitalization. The city's first Resilience District uses various approaches to water and land management that have been successfully piloted throughout New Orleans and, when implemented together, are intended to create even greater neighborhood benefits—such as improved health, economic opportunity, environmental education, and recreation.

Clearly outlined in the City of New Orleans application to the National Disaster Resilience Competition was the intention and goal of robust and creative community engagement to accompany this set of unprecedented and transformative infrastructure projects and programs. As part of process of developing the application, the City hosted tours and exchanges with neighborhood leaders and community development and design experts to begin identifying approaches and tactics to foster widespread public engagement that facilitates community education, empowerment, and adaptation.

This strategy is intended to serve as a playbook for City departments to ensure that our engagement and communications efforts are coordinated and achieving the ultimate goals of building interest, knowledge, goodwill, and ownership of Gentilly Resilience District projects among stakeholders, residents, and other interested parties. Additionally, the messages that are elaborated in this document will be distributed among city departments and partners.

## Background & Program

The City of New Orleans participated in HUD's National Disaster Resilience Competition (NDRC) and proposed in its application the creation of the city's first comprehensive resilience district in Gentilly with projects that invest in innovative and creative solutions so that people, culture, and infrastructure can thrive. A focus on Gentilly presents opportunities to leverage existing projects and investments, to reduce flood risk, and to support the area's recovery and revitalization. New Orleans was awarded more than **\$141 million** through NDRC to implement elements of the Gentilly Resilience District proposal, building on existing investments in urban water management funded through the FEMA Hazard Mitigation Grant Program (HMGP).

The City is working with partners such as the New Orleans Redevelopment Authority (NORA) and Sewerage & Water Board of New Orleans (SWBNO) to leverage existing investments in Gentilly and build on the experience of relevant pilot projects—from rain gardens to education programs—throughout the city. The Gentilly Resilience District will be a model for how other neighborhoods in New Orleans, across the region, and across the country, can adapt to thrive in a changing environment.

The following projects and programs currently comprise the Gentilly Resilience District:

- 1. Mirabeau Water Garden:** A 25-acre site; formerly the convent of the Sisters of Saint Joseph. FEMA dollars used. This project will be designed and constructed in two phases to store up to 10 million gallons of stormwater while also serving as a space for recreation and environmental learning.
- 2. Pontilly Neighborhood Stormwater Network – Phase I:** This HMGP-leveraged stormwater management project is creating a stormwater network with a combination of vacant lots, streets, and alleyways; to capture stormwater and beautify the Pontchartrain Park and Gentilly Woods neighborhoods
- 3. Pontilly – Phase II: Dwyer Canal Improvements:** Creating a community recreational / social space with park elements to include active & passive programming.

4. **Blue & Green Corridors:** A network of multi-modal, strategic corridors comprised of neutral grounds along some of Gentilly's major thoroughfares. This project is designed to improve water quality via infiltration and slow the release of stormwater while creating safe and comfortable recreational / social spaces.
5. **St. Bernard Neighborhood Campus:** integrated green infrastructure and recreational improvements at McDonogh 35 High School and Willie Hall Playground
6. **Milneburg Neighborhood:** NEED UPDATED INFO
7. **St. Anthony Green Streets:** Updating the neighborhood land & street scapes and revitalizing project area parks - - Gatto and Filmore, to create a stormwater management network.
8. **Dillard Wetlands:** Retrofitting existing marsh lands to capture stormwater from neighboring areas and support biodiversity / wildlife.
9. **Oak Park Green Infrastructure:** Creating a network of green infrastructure interventions, on contiguous vacant lots near Lake Area High School in the Gentilly neighborhood of Oak Park – designed to manage stormwater.

## **PROGRAMS**

10. **Community Adaptation Program:** Collaborative design & construction of residential-scale green retrofits to owner-occupied, properties. The homeowner is actively involved in the process
11. **Public Art Placemaking:** Commissioning local artists to create community-scale, environmentally influenced public art installations to be displayed within the St. Anthony Green Streets project footprint
12. **Reliable Energy & Smart Systems:** Aiming to increase energy reliability and support the urban water network through investments in micro-grids and energy redundancy at critical water infrastructure sites – creating a network of sustainability measures to increase the City's overall resilience.
13. **Workforce Development:** Training and preparing a local workforce – certified and specialized in the development and maintenance of green infrastructure and stormwater management projects.

## **Strategy Goals**

- Develop common processes and goals across departments
- Reinforce consistent messages across all communications and outreach activities
- Hold ourselves accountable to goals for creative engagement with clear frameworks and timelines
- Clarify how different departments/consultants/external organizations can participate most effectively
- Set clear expectations

## **Broad Outreach & Communication Goals**

In order to achieve robust engagement and outreach that works to build interest, knowledge, goodwill, and ownership of innovative projects, a range of goals for engagement and communications are necessary.

### **Informing**

At the most basic, we have to be able to inform residents and other interested stakeholders of project progress. Explaining what is happening as part of the planning, design, and construction phases and what types of change might occur is crucial. This includes project timelines, impacts to residents and businesses, and how the work is being funded and managed.

## **Educating**

Because the projects of the Gentilly Resilience District will be among the largest of their type in New Orleans, there is a lot to learn about how they work and why! The infrastructure projects will likely look different than anything built here before, so it is imperative to explain why the projects, from green infrastructure to energy resilience, are needed, what goals they have, and what types of benefits will accrue to the community.

Many of the projects will require new applications of technology and are connected to large and complicated systems. As we work at a systems scale, clearly explaining our drainage system, detrimental processes like land subsidence, and how climate change will stress infrastructure will be needed. Also, the clear connections need to be made to classic planning considerations like urban design, zoning, and economic development, along with how investments will create and sustain jobs and development.

Building a relationship of mutual learning between the City and the public is important. There is a lot that the City and its partners can learn from residents about hyperlocal environmental concerns and community priorities to inform how projects are designed. Centering the expertise residents have about their neighborhoods and streets creates a participatory process and can improve the effectiveness of project design.

## **Building excitement**

The process of learning and engaging with Gentilly Resilience District projects should be intriguing and fun. With creative activities connected to themes like water management and community health, along with creative placemaking and art installation opportunities, we can help residents and visitors think about communities in new and exciting ways, while building goodwill and interest in the projects.

## **Inviting participation/sense of co-ownership**

Community involvement is often limited to simple information about what has already happened. The infrastructure of the Gentilly Resilience District will inherently become community assets, so a sense of co-ownership and stewardship is preferable. Through collaborative efforts with residents and stakeholders early in the pre-design and design phases of projects and ensuring that community input is reflected in design and programming, we can invite that sense of collective ownership. Additionally, volunteer efforts and citizen science programs could be gateways into learning skills and seeking jobs to work on the projects transforming our neighborhoods for the future.

## **Demonstrating global leadership**

The concept of the Gentilly Resilience District is appealing beyond New Orleans, so tailoring some outreach and communications to a national and international audience will be key. Through city networks and media, New Orleans will be able to share with the world the best practices being developed and applied here, while also exchanging ideas and demonstrating the effectiveness of putting resilience thinking into action.

## **Target Audiences**

The Gentilly Resilience District is a forward-thinking and innovative project for New Orleans and will serve as a national model. Because of its wide impact and appeal as a project, sensitivity to the needs, points of entry, and interests of different audiences, including those outside of Gentilly and New Orleans, is imperative.

- **Local - Residents most impacted by projects**
  - Informing
  - Educating
  - Building excitement
  - Inviting participation/sense of co-ownership
- **Citywide – all New Orleanians**
  - Educating
  - Building excitement
  - Demonstrating global leadership
- **National/International**
  - Educating

- Demonstrating global leadership

## Actors & Partners

Achieving the ambitious community outreach and engagement goals of the Gentilly Resilience District will require a coordinated effort among internal and external stakeholders and a clear understanding of roles and responsibilities across actors.

- **City Hall**

- **Core Departments**

- Office of Resilience + Sustainability (ORS) / RoadworkNOLA
      - Manage and leverage partnerships
      - Facilitate and coordinate stakeholders
      - Develop and communicate goals of the program
      - Ensure integration of resilience goals into project and program designs
      - Guide overall community engagement efforts
    - **Chief Administrative Office of Infrastructure**
      - Department of Public Works (DPW)
        - Project management
      - Project Delivery Unit (PDU) – Sustainable Infrastructure (SI)
        - Project management
      - RoadworkNOLA
        - Communications
        - Engagement
        - Outreach
    - **Mayor’s Office of...**
      - Communications
      - Human Rights and Equity
      - Neighborhood Engagement
        - Neighborhood partner facilitation / identification
        - Planning support of community engagement / outreach events
      - Youth & Family Services
    - **New Orleans Redevelopment Authority (NORA)**
      - Community Adaptation Program design and administration
      - Leveraging Community Adaptation Program as outreach
      - Creative community engagement design
      - Provision of stormwater lots integrated in the following project designs:
        - Oak Park Green Infrastructure
        - Pontilly Neighborhood Stormwater Network

- **Additional Partner Departments**

- New Orleans Homeland Security & Emergency Preparedness (NOHSEP)
    - New Orleans Health Department (NOHD)
    - New Orleans Recreational Department Commission (NORDC)
    - Office of Community & Economic Development
    - Office of Supplier Diversity
    - Parks & Parkways
    - Sewerage + Water Board of New Orleans (SWBNO)

- **External**
  - NDR Contractors / Partners
    - Dillard University
    - University of New Orleans (UNO)
    - Waggonner & Ball – District Planning
  - Design Teams
    - Batture
    - CDM Smith
    - Meyer Engineers
    - Stantec
    - Waggonner & Ball
  - Faith Based Community
  - Non-Governmental Organizations (NGOs)
  - Neighborhood Organizations

## Key Messages & Talking Points

- **Resilient New Orleans**
  - Adapt to Thrive
    - We embrace our changing environment
  - Connect to Opportunity
    - We're pursuing equitable outcomes
  - Transform City Systems
    - We are dynamic and prepared
- **Why resilience?**
  - Resilience projects are designed to combine:
    - Water management
    - Community beautification
    - Public health improvements
    - Economic development together
  - Our risks are changing and we have to be prepared for and adapt to the future
- **National Disaster Resilience Competition (NDRC)**
  - Competitive funding from US HUD
  - New Orleans received second-biggest funding award of **\$141M**
  - More flexible funding with respect to engagement and design; when compared to FEMA, EPA, etc.
  - All funds have to be spent by 2022
- **Gentilly Resilience District (GRD)**
  - Why Gentilly?
    - Low-lying neighborhood with increased flood risk
    - Leveraging other major public investments like FEMA projects
    - Opportunity to serve as a model for other local and national neighborhoods
- **Citywide Gray / Green Infrastructure Improvements and the Connection to the District**
  - The Cantrell Administration is working with existing pump capacity by building additional storage around the city to hold storm water so that it gradually enters into the city's drainage system.
  - We have a **\$250 million dollar capital program** coming from FEMA Hazard Mitigation Grant Program (HMGP) to take significant steps toward implementing this approach

- **FEMA funded Hazard Mitigation Grant Program (HMGP) Leveraged Gray / Green Infrastructure Projects**
  - **Currently under construction**
    - The **\$15.5M Pontilly Neighborhood Stormwater Network** that includes bioswales, rain gardens, pervious surfacing and more – when complete, this project will store up to **8.9 million gallons of storm water** and reduce flooding as much as 14 inches during a 10-year rain event. Construction is approximately 75 percent complete – with an anticipated completion up in winter 2020.
    - The **\$7.1M Hagan Lafitte** project that includes underground storage tanks beneath Easton Park, pipe upgrades and rain gardens – when complete, this project will reduce localized flooding by storing up to **1.3 million gallons of storm water**. Construction is approximately 75 percent complete – with anticipated completion in winter 2020.
  - **Post – Design / Pre –Construction**
    - The City recently received the final funding approval for the **\$16.3M HMGP** portion of the **Mirabeau Water Garden** project, which will store up to 10 million gallons of stormwater on the **25-acre** site. Construction will begin winter 2020
    - The City recently received the final design submittal for the **Broadmoor Drainage Pump Station (DPS) 01** project, which includes nine New Orleans neighborhoods and will store up to 13 million gallons of stormwater. Construction is scheduled to begin winter 2021.
    - The City recently received FEMA approval on the **City Park Stormwater Improvements** that includes a system of new weirs that when complete, will store up to 49 million gallons of stormwater.
  - **In Design**
    - The Cantrell administration has put more than **\$87M** in new projects in design through the HUD-funded Gentilly Resilience District
    - These projects will address significant, persistent flooding issues through distinct urban water projects, as well as interventions for homeowners through the **Community Adaptation Program (CAP)**.
    - The design focus of the **Blue & Green Corridors** project is to create multifunctional corridors that will reduce flood risk by promoting the infiltration and retention of **21 million gallons of stormwater** and create recreational / social spaces using design elements to include but not limited to:
      - **160,000 square feet of pavement removed and replaced with permeable pavement**
      - **226 rain garden bump-outs**
      - **5 new miles of trail**
      - **9 new miles of bike infrastructure**
      - **560 proposed trees**
      - **7 upgraded parks**
      - **6 fitness areas**
      - **7 civic spaces**
    - The **St. Bernard Neighborhood Campus** is being designed
  - **How can I get involved?**
    - GRD City staff and external project partners / teams host a wide range of engaging / interactive activities to learn more about how we can adapt as a city and how we all can contribute
    - We would love to hear new ideas about how to spread the word and get your neighbors involved

## Tactics Overview

### Public meetings

Hold regular public meetings to present project and program updates. Should consider convenience of times and location, other appropriate tactics to get the word out about the meeting, and creative meeting formats that may best engage community members in project feedback.

### Social media (Facebook, Twitter, Instagram, Next Door, etc)

Leverage social media platforms to post regular program updates, respond to inquiries, share photos and videos, and link to resources and relevant educational materials. Post to Office of Resilience & Sustainability accounts and consider hosting accounts specific for the Gentilly Resilience District.

**City website**

Regularly update [nola.gov/resilience](http://nola.gov/resilience) with up-to-date project and program fact sheets, FAQ, contact info, and project and program news.

**Earned Media**

Generate consistent local, national, and international media coverage including newspaper, radio, TV, and online media sources. Cultivate personal stories of people who participate in or will benefit from GRD projects. Draft press releases for project milestones and major events.

**Signage + Branding**

Develop a consistent visual design language for the Gentilly Resilience District through branding and educational signage before, during, and after project construction. Branding and signage should speak to the broad resilience goals of Adapt to Thrive, Connect to Opportunity, and Transform City Systems.

**Targeted Mailings**

Create targeted mailing campaigns to inform residents in specific project areas of upcoming meetings and events, project timelines, goals, and locations.

**Collateral Materials (Flyers, brochures, newsletters)**

Maintain up-to-date project and program fact sheets, brochures, and other print collateral. Consider creative print and digital materials such as broadside newsletters, graphic novels, animated videos, and coloring books that can engage residents in key resilience and water management concepts. Send regular ORS newsletters to key partners and stakeholders with updates on GRD and other key resilience initiatives. Maintain consistent messaging and design across all project and program collateral materials.

**Internal Communication**

Provide regular internal communications to staff in relevant City agencies (ORS, DPW, CPA, NORA, NOHSEP, Health, ONE, NEO, etc), including key messaging on goals and project timelines to ensure message consistency. Engage and inform all city staff through newsletters and other outreach.

**Canvassing (door-to-door)**

Consider targeted canvassing and door-to-door conversations to get the word out about upcoming ways to get involved (events, citizen science, public meetings) and to reach and engage residents who may not be able to attend meetings. Consider engaging residents in surveys or interviews to incorporate their perspective into project planning.

**Neighborhood Association / Civic Association Visits**

Partner with neighborhood association presidents / leaders to ensure an open line of communication throughout the program. Attend regular, established neighborhood association meeting to provide information about the Gentilly Resilience District and projects within it.

**Targeted Listening Sessions**

Hold listening sessions with key advocacy groups, partners, and stakeholders that are already doing related work in order to align on messaging and programming.

**Engage the Ambassadors**

Foster relationships with highly engaged residents who can serve as key neighborhood ambassadors. Provide ambassadors with information and knowledge to share and the capacity to organize their neighbors.

**Public Art / Temporary or tactical installations / Placemaking**

Design installations in public spaces that capture people's attention, inspire imaginations, and help residents consider what is possible for the future of these spaces. These interventions may include public art installations, temporary or tactical urbanism activities that show future design alternatives, or other kinds of signage. Temporary or semi-permanent installations in project spaces can serve to draw attention to these spaces in advance of project construction and get people excited about future changes.

### **Events & Festivals**

Explore opportunities to participate in existing neighborhood and citywide events and festivals to share resources, educational materials, and project updates. Plan events and festivals – from neighborhood barbeques to music festivals – at Gentilly Resilience District sites in collaboration with partner organizations.

### **Volunteer activities**

Host volunteer activities, such as catch basin clean outs, tree plantings, and mural paintings, in collaboration with partner organizations and neighborhood groups. Encourage ways that residents can actively get involved in GRD efforts.

### **Citizen Science Outreach**

Partner with local organizations to engage residents in citizen science activities and to connect those to Gentilly Resilience District concepts and projects. Citizen science is the collection and analysis of data relating to the natural world by members of the general public, typically as part of a collaborative project with professional scientists. Efforts may include rain gauge monitoring, reporting about unusual weather events, or participating in vegetation surveys.

### **Pop-up Education (bus stops, project sites)**

Engage residents in fun and creative ways at pop-up locations in Gentilly. These could be places where people are already gathered (bus stops, commercial nodes) or project sites. Consider ways, such as free popsicles or interactive activities, to draw people in. This may be a good way to engage residents in an open-ended dialogue about the program and about their general goals and concerns for the future of their neighborhood.

### **Classroom Education / School Engagement**

Partner with school administrators and science teachers at schools in Gentilly to inform them about the work and potentially find ways to incorporate resilience concepts and projects into their curriculum.

### **Open Houses**

Consider ways to showcase work that neighbors have done in their own homes that highlight resilience, including homeowners participating in the Community Adaptation Program. This may include home tours or open houses. Also consider opportunities to co-host casual meetings in residents' homes to talk about projects and community priorities.

### **Design Workshops / Charrettes**

Host design workshops, utilizing existing data and planning tools like the Adaptation Support Tool and Climate Smart Cities mapping portal, to engage internal and external stakeholders in the design of projects and programming.

### **Storytelling**

Find opportunities for residents and other stakeholders to share personal stories in various formats (online, videos, live performances) on the topics of climate change, resilience, and the history and culture of Gentilly.

### **Tours**

Host walking, biking, and bus tours of Gentilly Resilience District project sites and other key landmarks that contextualize the geography, infrastructure systems, and resilience concepts for residents, key stakeholders, visiting delegations, and public sector partners.



## District Scale -- Measurable Objectives

Outreach and communication at the overall district scale for the Gentilly Resilience District should focus on informing about the program and projects within it, educating about the multiple-benefit resilience goals and technical and environmental concepts underlying the approach to projects, and building excitement for the program. Outreach efforts should also look to the future – to how residents can participate in working towards a more resilient future for Gentilly today, 10 years from now, and 50 years from now.

We have developed the following measurable objectives to serve as a playbook for the City and its partners in order to keep ourselves accountable to reaching our outreach and communication goals.

Category	Tactic(s)	Measurable Goal(s)	Approach	Lead/Partners
<b>Social Media</b>	<ul style="list-style-type: none"> <li>• Twitter</li> <li>• Facebook</li> <li>• Instagram</li> <li>• Nextdoor</li> <li>• Wordpress</li> </ul>	<ul style="list-style-type: none"> <li>• # of original posts/month: 10</li> </ul>	<ul style="list-style-type: none"> <li>✓ Highlight: <ul style="list-style-type: none"> <li>○ Engagement activities</li> <li>○ Project milestones</li> <li>○ Specific educational resources</li> <li>○ Gentilly-specific resources</li> </ul> </li> <li>✓ Encourage partners to post/tag using <ul style="list-style-type: none"> <li>#ResilientGentilly</li> <li>#GentillyResilienceDistrict</li> <li>#LivingWithWater</li> <li>#GreenInfrastructure</li> <li>✓ #ProjectName</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>✓ ORS / RoadworkNOLA Outreach Team</li> <li>○ NDR Partners</li> <li>○ Core City Departments</li> <li>○ Partner City Departments</li> </ul>
<b>Media/Press</b>	<ul style="list-style-type: none"> <li>• Traditional print and digital media outlets</li> </ul>	<ul style="list-style-type: none"> <li>• # of local stories covering GRD/year: 10</li> <li>• # of national/international stories covering GRD/year: 5</li> </ul>	<ul style="list-style-type: none"> <li>✓ Pitch stories to include overall GRD program in advance of: <ul style="list-style-type: none"> <li>○ Project milestones</li> <li>○ Engagement activities</li> <li>○ Gentilly events</li> </ul> </li> <li>✓ Work with media partners on long-term series</li> <li>✓ Secure press at key events</li> </ul>	<ul style="list-style-type: none"> <li>✓ Mayor's Office Comms Team</li> <li>○ Core City Departments</li> </ul>
<b>District-wide informational meetings</b>	<ul style="list-style-type: none"> <li>• Public meetings</li> <li>• Targeted Listening Sessions</li> <li>• Neighborhood association meetings</li> </ul>	<ul style="list-style-type: none"> <li>• # of public events/year: 2</li> <li>• # of people attending public events/year: 200</li> <li>• # of targeted stakeholder events/year: 8</li> </ul>	<ul style="list-style-type: none"> <li>✓ Use traditional and creative tactics to promote attendance</li> <li>✓ Identify key stakeholder groups</li> </ul>	<ul style="list-style-type: none"> <li>✓ ORS / RoadworkNOLA Outreach Team</li> <li>○ Waggonner &amp; Ball</li> </ul>
<b>Creative tactics for building knowledge and excitement</b>	<ul style="list-style-type: none"> <li>• Citizen Science Outreach</li> <li>• Storytelling</li> <li>• Tours</li> <li>• Pop-up education</li> <li>• Events and Festivals</li> <li>• Volunteer Activities</li> <li>• Etc.</li> </ul>	<ul style="list-style-type: none"> <li>• # of large-scale events (&gt;50 people)/year: 2</li> <li>• # of small-scale activities/year: 12</li> </ul>	<ul style="list-style-type: none"> <li>✓ Leverage partnerships</li> <li>✓ Get out of the office</li> <li>✓ Be creative</li> <li>✓ Show up</li> </ul>	<ul style="list-style-type: none"> <li>✓ ORS / RoadworkNOLA Outreach Team</li> <li>○ Waggonner &amp; Ball</li> <li>○ Core City Departments</li> </ul>
<b>Placemaking</b>	<ul style="list-style-type: none"> <li>• Public Art</li> <li>• Temporary or Tactical Installations</li> <li>• Etc.</li> </ul>	<ul style="list-style-type: none"> <li>• # of initiatives/year: 1</li> </ul>	<ul style="list-style-type: none"> <li>✓ Leverage partnerships</li> <li>✓ Get out of the office</li> <li>✓ Be creative</li> <li>✓ Show up</li> </ul>	<ul style="list-style-type: none"> <li>✓ ORS / RoadworkNOLA Planning / Outreach Team</li> <li>○ Waggonner &amp; Ball</li> <li>○ Core City Departments</li> </ul>

## Project Scale Objectives

The City seeks to design projects in the Gentilly Resilience District in collaboration with residents and other key stakeholders, such as partner agencies, local businesses, schools, and organizations.

For each Gentilly Resilience District project, the goals of outreach and communications are to inform residents and stakeholders about project scopes and timelines, educate residents and stakeholders about the multiple benefit resilience goals of the project and about the technical approaches and findings in a clear and accessible manner, invite residents and stakeholders to participate in a meaningful way in some elements of the design and programming of the site, and to build excitement and a sense of co-ownership among stakeholders of the project.

*Engagement is design.* Community and stakeholder engagement should be integral to the design process, and the City will work closely with its design and engineering consultants to incorporate creative and impactful engagement activities throughout the design timeline. The design process should engage residents early and should be iterative in order to meaningfully incorporate stakeholder and community feedback.

## Community Adaptation Program Outreach

The Community Adaptation Program, to be designed and administered by NORA, will provide resources and funding for low- and moderate-income homeowners in Gentilly to make stormwater management improvements to their properties. One of the primary goals of this program is to serve as an opportunity for residents to directly participate in the broader effort of the Gentilly Resilience District. The City should work closely with NORA to coordinate and co-host outreach efforts and to leverage the Community Adaptation Program as an entry point for residents to engage in the Gentilly Resilience District effort.

NORA developed the working process map for outreach activities below. This diagram serves as a starting point for a strategic outreach plan for this program, and a model for how the City and its design consultants can develop similar plans for each of the projects within the Gentilly Resilience District.

