



Neighborhood Engagement Office

City of New Orleans

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1) Community Outreach Activities

Community Outreach Activities

The Mayor's Neighborhood Engagement Office is the City's permanent mechanism for public participation in government decision-making.

■ Scope

- Attended, Coordinated or Presented at over **840** community meetings
- **1,904** new contacts made
- Communicated with over **200** neighborhoods through various outreach strategies

■ Improvement/Why It Matters

- The Neighborhood Engagement Office creates opportunities for dialogue, information sharing, partnership, and action between City government and neighborhood residents and leaders.

2) Community Office Hours

Community Office Hours

Provides an opportunity to discuss issues within the community, and give residents the formal occasion for direct dialogue with City staff about interests and concerns.

■ Scope

- District specific sites at Libraries and NORD facilities accessible by public transportation three times a week with expanded hours from 10:30am to 4:00pm.
- Visited by almost 1,300 residents since implementation on June 4, 2018.
- Successfully conducted two Saturday COH Pop-Ups. One Saturday every other month starting on February 16, 2019.
- Continue to maintain a 70% resolution rate to solving residents' issues and concerns.
- Have included various City departments/agencies including Code Enforcement, 311/911, Safety and Permits, Parks and Parkways, Sanitation, Health Department, Economic Development, DPW, RoadWork NOLA, NORD, Resilience and Sustainability, RTA, and NOLA Ready.

■ Improvement/Why It Matters

- Community Office Hours enable City Hall to be accessible and helpful to more residents within neighborhoods. This effort supports a two-way street of effective communication and information flow for addressing neighborhood-level issues.

3) Neighborhood Leaders' Roundtable

Neighborhood Leaders' Roundtable

Quarterly interactive meeting where resident leaders network across neighborhoods and explore solutions with government officials

▪ Scope

- Second Quarter (2018) Roundtable topic: Hurricane Preparedness
- Third Quarter (2018) Roundtable topic: Infrastructure
- First Quarter (2019) Roundtable topic: Public Safety
- Resident Participation: **580 resident leaders.**
- Resident Reach: **360,000 Residents**

▪ Improvement/Why It Matters

- Roundtable events create opportunities for neighborhood leaders to learn a diverse body of information about City departments/agencies while networking with other leaders from various neighborhoods.

4) Neighborhood Summit

Neighborhood Summit

The annual Neighborhood Summit celebrates the strength, history, and diversity of our city's neighborhoods

■ Status Quo

- The summit brings together community leaders, non-profit agencies, and city government to share information across communities, develop new skills to bring home, and build relationships old and new.

■ Scope

- **Over 500** residents registered to attend.
- 27 City departments and non-profits provided services at the Resource Fair.
- Offered 11 skill-building workshops for neighborhood and non-profit leaders.

■ **Improvement/Why It Matters**

- Engaged and empowered residents are the backbone of strong neighborhoods.
- Public participation is key in moving New Orleans forward together.
- The Summit offers a space for neighborhood leaders to embrace the power of collaboration.
- Collaboration between neighborhoods encourages a strong foundation for the future.

5) Police Community Advisory Board (PCAB)

Police Community Advisory Board (PCAB)

The framework for a public participation plan with the NOPD to engage in a collaborative problem-solving process that supports both the community and the police desire to enhance public safety.

▪ Scope

- Open enrollment period started on July 30th
- **90+** applications received.
- Trainings for new board members on December 15, 2018 and January 19, 2019.
- First Quarter meetings held for every district.

▪ **Improvement/Why It Matters**

- Maintain a consistent partnership between the community and law enforcement.
- Serve to help reduce crime and enhance the quality of life for all citizens.
- Establish goals that can be accomplished through positive and open communications.
- Assist law enforcement in helping to maintain police standard for accountability.
- Create processes to help address issues of bias-based policing.
- Improve interaction between police and citizens through education and training.
- Strengthen and ensure the application of equal protection under the law for all citizens.

6) Civic Leadership Academy

Civic Leadership Academy (CLA)

8 week program that provides residents with a general understanding of city government, shares the focus of departments including the general functioning, leadership, procedures and current initiatives, interactive problem solving opportunities and tours

■ Scope

- The program includes tours, hands-on demonstrations and presentations that give participants an insider view of how the City of New Orleans operates.
- **100+** applications received for the Spring 2019 cohort
- Graduation to be held on May 15th for graduates
- To date, over **190 residents** have graduated the program

■ Improvement/Why It Matters

- With this knowledge, participants will be better equipped to lead collective action towards the advancement of neighborhoods and residents' quality of life.
- Build capacity of leaders to become effective neighborhood advocates
- Construct a source of leadership from communities
- Encourage collaboration and partnership between a wide range of community organizations

7) Junior Civic Leadership Academy

Junior Civic Leadership Academy (CLA)

In April 2019, the Mayor's Neighborhood Engagement Office, in partnership with the Mayor's Office of Youth and Families, launched the Junior Civic Leadership Academy (JCLA)

■ Scope

- This new initiative from Mayor LaToya Cantrell, this engaging 8-week program will provide youth with an in-depth look at City Hall.
- The program includes hands-on demonstrations and presentations that give participants an insider's view of how the City of New Orleans operates

■ Improvement/Why It Matters

- With this knowledge, students will be better equipped
 - To engage their communities
 - To help improve residents' quality of life
- Application Period opened on April 10th, 2019

8) Coffee On Your Corner

Coffee On Your Corner

Coffee On Your Corner gathers residents in every council district to hear about City programs, initiatives, and operations directly from City officials and representatives

- **Scope - Coffee On Your Corner rotates Council Districts during the year:**
 - January 24th; Topic: Public Safety (District A)
 - January 31st; Topic: Public Health (District B)
 - February 21st; Topic: Short Term Rentals (District C - Eastbank)
 - February 28th; Topic: Resilience and Sustainability (District D)
 - March 21st; Topic: Code Enforcement (District E)
 - March 28th; Topic: Infrastructure (District C -Westbank)

- **Improvement/Why It Matters**
 - In response to citizens' frustrations with public meetings in the evenings outside of their communities, Coffee on Your Corner was created to bring City government to neighborhoods
 - Informal communication space that allows meaningful public participation and outreach

9) CleanUpNOLA: Community Cleanups

CleanUpNOLA: Community Cleanups

▪ Status Quo

- In an effort to engage residents in the CleanUpNOLA initiative, Catch Basin Cleaning Days were held in each Council District.
- The purpose of the events was to recruit and train neighborhood volunteers to clean storm drains within their respective neighborhoods.
- The Neighborhood Engagement Office also helps coordinate and support organized neighborhood cleanups

▪ Scope

- **515 volunteers** have attended community cleanups.
- **Over 500** catch basins were cleaned.
- **537** trash bags were filled.
- **1139** catch basins have been adopted.
- Cleanups were held in close concert with various City departments including the Department of Sanitation and Public Works

▪ **Improvement/Why It Matters**

- Empower neighborhood leaders and increase awareness of the role each resident plays in preventing street flooding especially during hurricane season.
- Residents can be educated on how to adopt a catch basin and properly maintain them.

