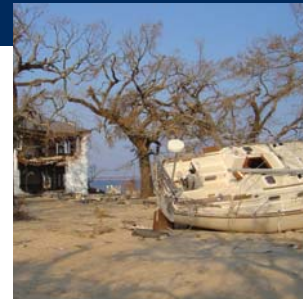


COMMUNITY DIALOGUE WORKSHOPS YEAR TWO

New Orleans ■ June, 2009



SUNO
SOUTHERN UNIVERSITY *at* NEW ORLEANS

UNIVERSITIES REBUILDING AMERICA PARTNERSHIP

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INTRODUCTION

BACKGROUND

In 2006, the Office of University Partnerships of the United States Department of Housing and Urban Development (HUD) awarded Southern University at New Orleans (SUNO) a two-year grant resulting in the creation of the Universities Rebuilding America Partnership (URAP). The partnership was established to assist New Orleanians devastated and displaced by Hurricanes Katrina and Rita with overcoming barriers to returning to and restoring their communities.

GOALS

The objective of this project is to assess under what conditions residents lived after hurricane Katrina and to identify the barriers that continue to make life in New Orleans difficult. Additionally, the project seeks to discover what resources participants have accessed and what other resources are still needed or how they can be improved.

METHODOLOGY

Southern University at New Orleans contracted with the Center for Governmental Services at Auburn University (CGS) to assist with the development and distribution of a survey of New Orleans residents. The surveys were conducted at four neighborhood meetings.

The four meeting locations included:

- 1) **February 14, 2009**
Pontilly Neighborhood Association
- 2) **March 10, 2009**
East New Orleans Neighborhood Advisory Commission
- 3) **April 21, 2009**
MLK Charter School (District 8)
- 4) **April 21, 2009**
Desire Street Ministries (District 7)

The public meetings were organized by the City of New Orleans to gain citizen feedback about how the City's Master Plan should be updated. The meetings consisted of open discussions with New Orleans residents about their current living conditions and the distribution of the surveys which were completed during the meetings.

SURVEY INSTRUMENT

The survey consisted of 28 questions and it took approximately 20 minutes to complete. The survey questionnaire was developed jointly by the CGS's and SUNO's subject matter experts and was based upon previous survey questionnaires with similar objectives.

SAMPLE

The sample consisted of New Orleans residents who were invited to the four community meetings. These individuals were identified by local neighborhood associations who sent out the invitations. The survey was conducted by trained professional staff from CGS. Of the approximately 500 meeting attendees, 111 completed the questionnaire.

STATISTICAL ANALYSIS

The Center for Governmental Services at Auburn University used Statistical Package for Social Science (SPSS) to analyze the data. A respondent profile was prepared using descriptive analysis. Analysis included summary statistic frequency tables and comparative analysis based on respondents' characteristics.

Due to rounding, some charts reporting mean scores may not total to one-hundred percent. Data users should use caution when making comparisons among subgroups with varying sample sizes, due to the relatively small total sample size.

EXECUTIVE SUMMARY

RETURNING HOME

Approximately one-half (51%) of participants returned to New Orleans in 2006 and 2007. However, many (11%) of them returned much later and some (2%) never left. Among those participants who have not returned to their original neighborhoods, the largest (42%) number moved to other places in the city or area. Among participants who have yet to return home, lack of money (17%) and uncertainty (25%) are the leading barriers hindering their attempts.

NEIGHBORS RETURNING

Most (55%) participants believe that at least one-half or more of their neighbors are back living in their homes. Yet, a majority (60%) of participants know neighbors who are still struggling to come back, but for some reason, have not been able to do so. Lack of money appears to be the biggest (59%) barrier preventing neighbors from returning to their homes.

DIFFICULTIES REBUILDING

The majority (66%) of the respondents have completed fixing their homes. However, there are still many (31%) people who have not finished repairing their homes. Finding a good contractor for reconstruction is the major problem for people. Some were even deceived by dishonest contractors.

NEIGHBORHOOD CONDITIONS

The majority (61%) of participants believe that the physical appearances of neighborhoods have not returned to pre-Katrina conditions. Participants overwhelmingly (88%) believe that services have not returned to normal levels as well. Most people are concerned about the lack of shopping centers (57%), groceries (46%), medical facilities (26%), and schools (12%).

ADDITIONAL FRUSTRATIONS

A lack of services such as schools, stores and medical clinics is the most common (29%) challenge that participants face, followed by finding a contractor to work on their home (27%) and needing money to move or rebuild (21%). Participants pointed out a range of frustrations with a focus on the slow progress being made to fix infrastructure, concerns with growing crime, and disappointment with the lack of services and housing/neighborhood conditions.

STEPS TOWARD RECOVERY

Participants contributed suggestions on a number of issues that they believe need to be addressed by the Master Plan and Zoning Ordinance. The majority of these comments clustered around providing better services (9%), fixing and rebuilding infrastructure (35%), improving shopping and recreation centers (29%), and cleaning up neighborhoods (21%).



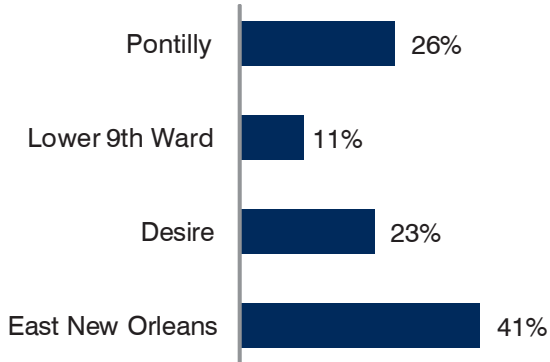


RESULTS

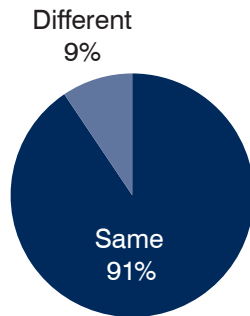
PARTICIPANTS' CHARACTERISTICS

RESIDENCE

Neighborhoods where participants live.

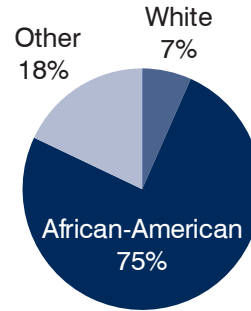


Most participants live in the same neighborhood where they lived pre-Katrina?

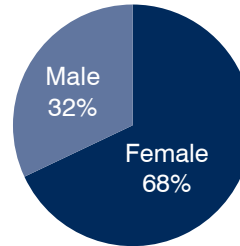


RACE, GENDER & AGE

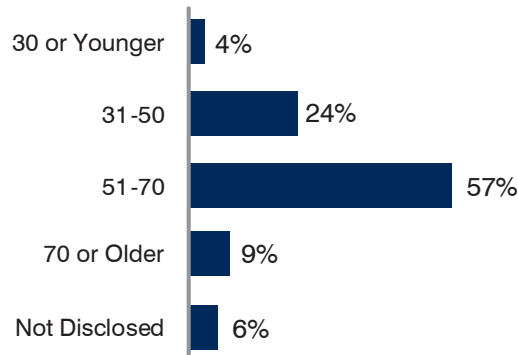
Most participants are African American/Black followed by White/Caucasian.



Two-thirds of the participants are women.

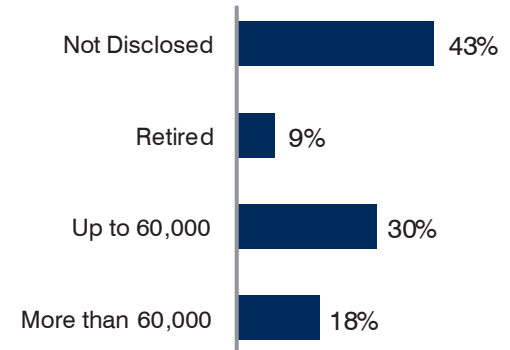


A large majority of participants are above 50.

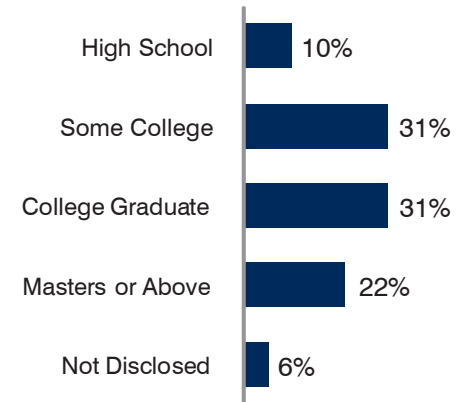


INCOME & EDUCATION

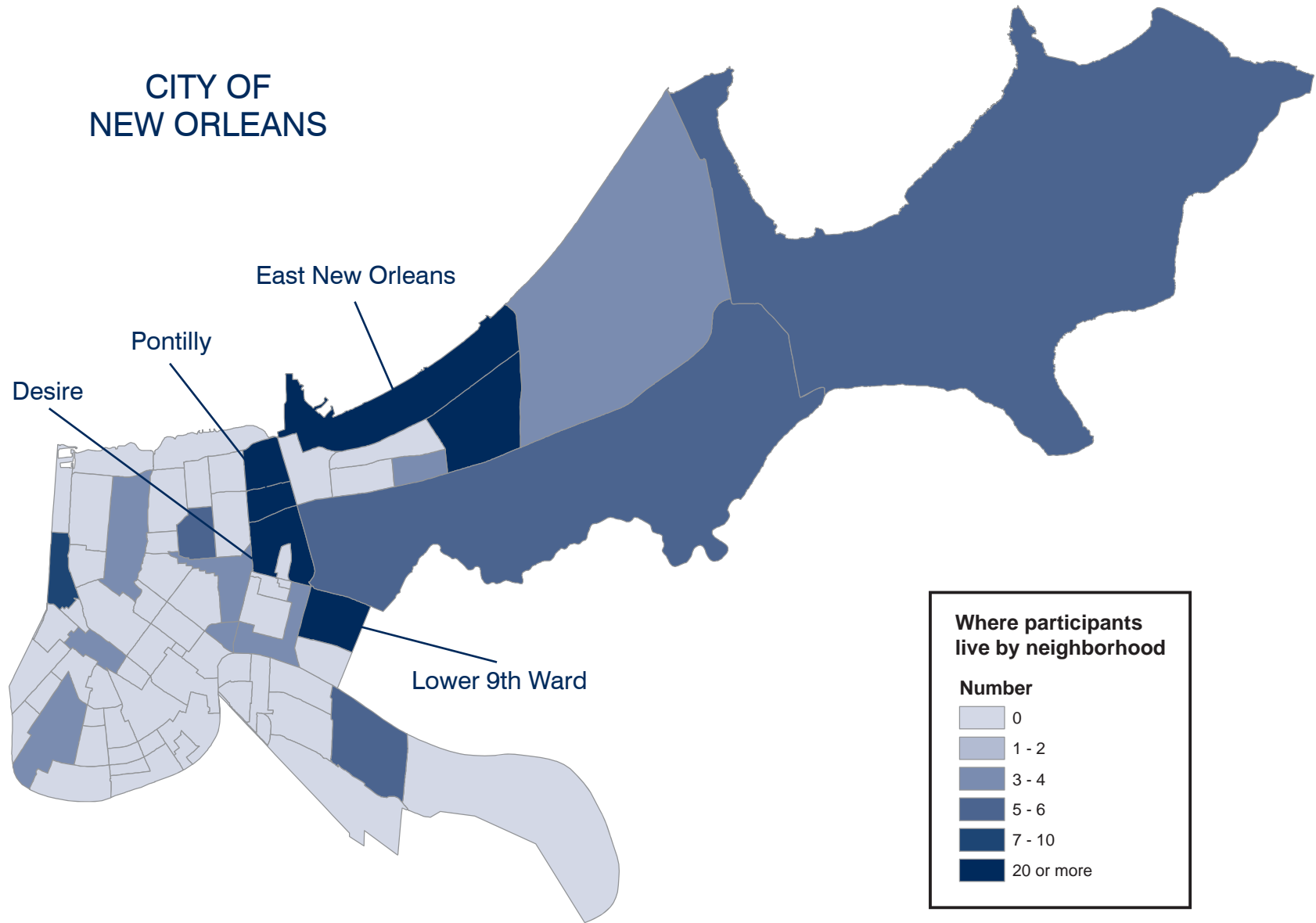
Many participants seem reluctant to disclose their income. Among those who did, most of them earn low to moderate salaries.



Most participants have at least some college education. More than one-half are college graduates.



NEIGHBORHOOD MAP



RETURNING HOME

IN THEIR OWN WORDS

"This is my home. I helped to build it. I participated previously and will continue to participate."

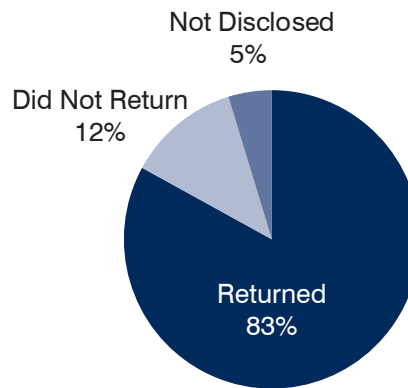
"I lived in NY immediately before Katrina. I bought a house in the neighborhood one month before Katrina. In 2007, I moved into that house."

"Home built on Agriculture Street Landfill, not sure what is happening with the site, but neighbors are back."

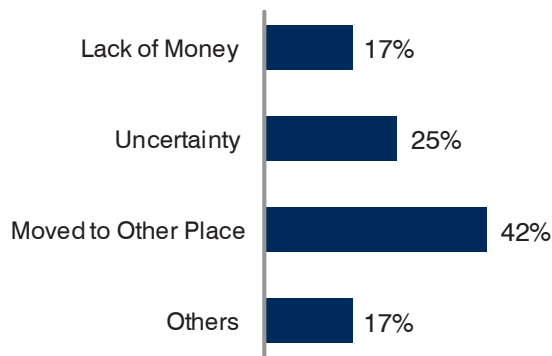
"My rental was not repaired. I prefer the new neighborhood."

"I rented before the storm in mid city. Bought in H.C. post-Katrina."

HAVE RETURNED TO THE SAME NEIGHBORHOOD WHERE THEY LIVED IN NEW ORLEANS PRE-KATRINA



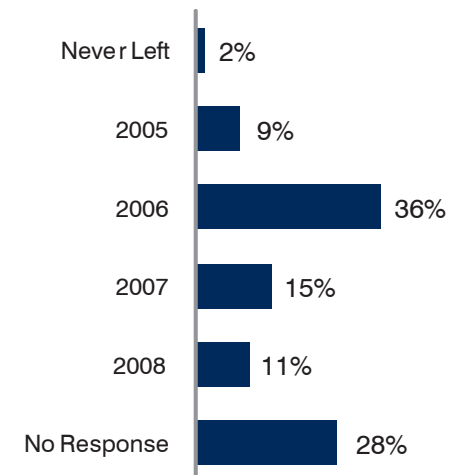
IF THEY HAVE NOT RETURNED, WHY NOT...



KEY FINDINGS

- Most participants returned to New Orleans between 2006 to 2007. However, many of them returned much later. Some never left.
- Many participants moved to other places after Katrina. Lack of money and uncertainty were mentioned as other reasons for not coming back to their New Orleans neighborhoods.

IF THEY HAVE RETURNED, WHEN...



NEIGHBORS RETURNING

IN THEIR OWN WORDS

"It was more financially beneficial for my neighbors to not come back."

"My neighbors are unable to do the re-building."

"Services and facilities are not available."

"They are lacking funds and are still waiting for Road Home support."

"Elderly neighbors are ill, all alone, and have little help."

"The cost of repairs is too great for some."

"Many residents have been ripped off by contractors."

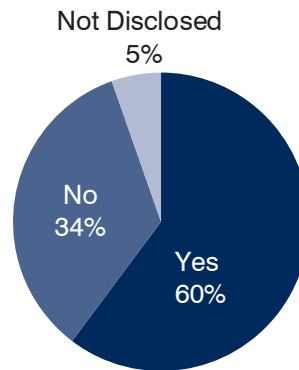
"Many do not want to return because of possible flooding."

"Some homes lost in Katrina did not qualify for Road Home support because parents died and children were left behind living in the house."

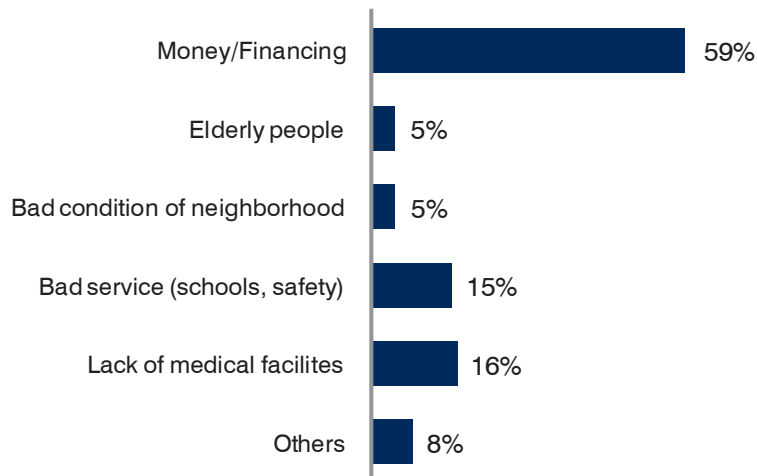
"Overall hassle of city is preventing some from returning."

"Some lost all tools (for work), and did not want to start over."

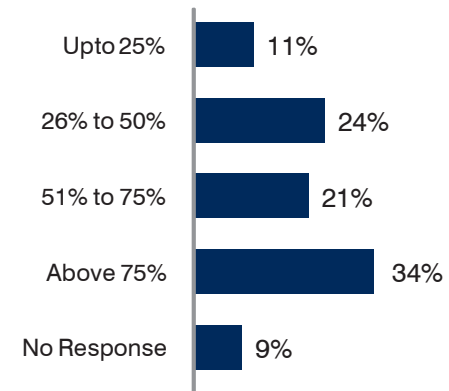
AWARE OF PRE-KATRINA NEIGHBORS WHO HAVE NOT RETURNED



BARRIERS PREVENTING THEIR NEIGHBORS FROM RETURNING



PERCENT OF NEIGHBORS WHO HAVE RETURNED HOME



KEY FINDINGS

- Most participants believe that at least one-half or more of residents are back living in their neighborhoods.
- Most participants know people who want to come back but have not been able to do so.
- Lack of money seems to be the biggest reason why people can not return to their neighborhoods.

DIFFICULTIES REBUILDING

IN THEIR OWN WORDS

“Waiting on inspection by city for plumbing”

“Obtaining funds to complete my home.”

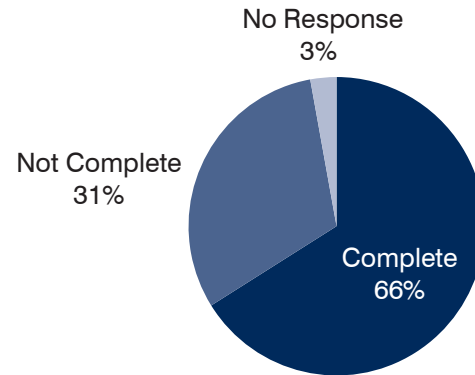
“Received no money from Road Home.”

“Seeing my home totally destroyed by water and losing everything.”

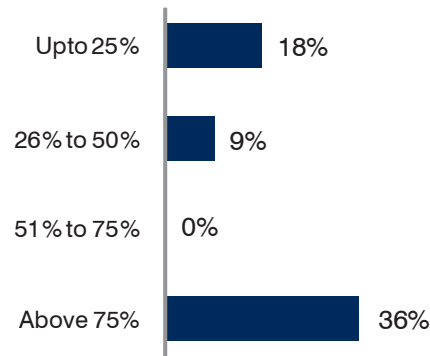
“Finding a trusted contractor to do the work that you can trust.”

“Cannot afford to repair house, found it nearly impossible to manage piece-meal repairs from another city, and the house is worth less than is owed on it. It is now in foreclosure.”

REPAIRS TO HOME COMPLETE



IF REPAIRS NOT COMPLETE, PERCENT COMPLETE...



KEY FINDINGS

- Finding a good contractor for reconstruction is the major problem for people. Some even claim they were deceived by dishonest contractors.
- The majority of the respondents have either completed or nearly completed fixing their homes. However, there are still many people who could not repair their homes.

NEIGHBORHOOD CONDITIONS

IN THEIR OWN WORDS

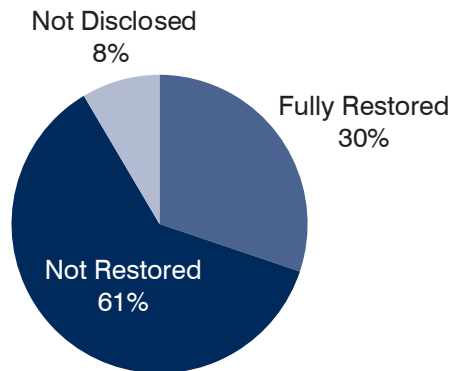
"...mosquitoes, overgrown grass, debris, street lights not working, street signs damaged, clogged drains, etc."

"Every type of service that a community needs to be lively and thrive is gone."

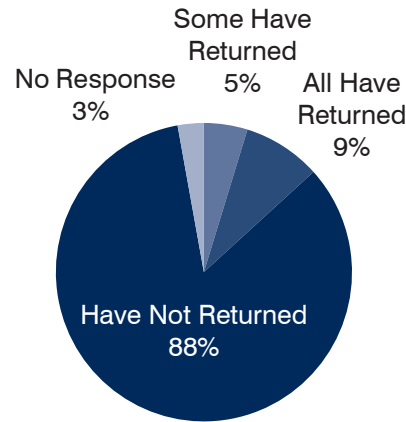
"...doctors, hospitals, medical clinics, schools, shopping malls, Wal-Mart, Walgreens, Wendy's, Burger King, Plaza, Sam's Club, department stores, Dillards, movie theater, etc."

"Streets are terrible."

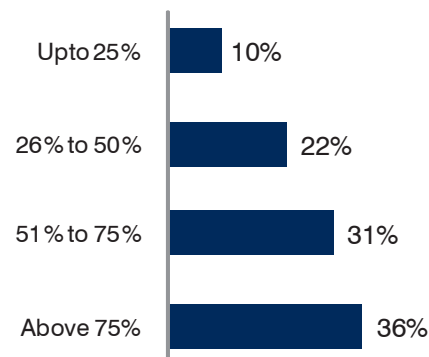
NEIGHBORHOOD STRUCTURES ARE RESTORED



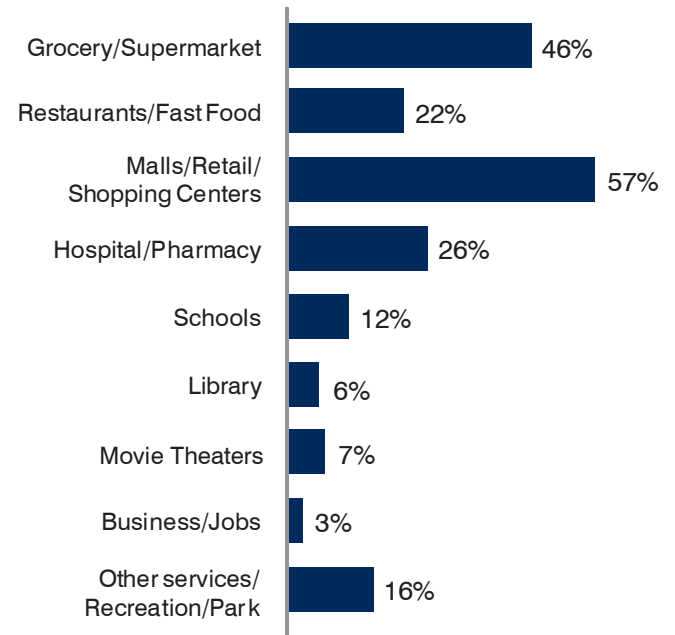
NEIGHBORHOOD SERVICES HAVE RETURNED



IF NOT RESTORED, PERCENT RESTORED...



TYPES OF SERVICES THAT HAVE NOT RETURNED



KEY FINDINGS

- The majority of participants believe that the physical appearances of neighborhoods have not returned to pre-Katrina conditions.
- Participants overwhelmingly believe that services have not returned to normal levels.
- Most people are concerned about shopping centers, groceries, schools and medical facilities.

ADDITIONAL FRUSTRATIONS

IN THEIR OWN WORDS

“I wish I never had returned back to New Orleans. It’s very depressing now to live here. Nothing has changed.”

“There are four people on the block and they are handicapped so I would like to know what could I do to get help.”

“We need shopping centers and other businesses opened to provide the needs of the community. Our tax dollars are needed here to help the city rebuild.”

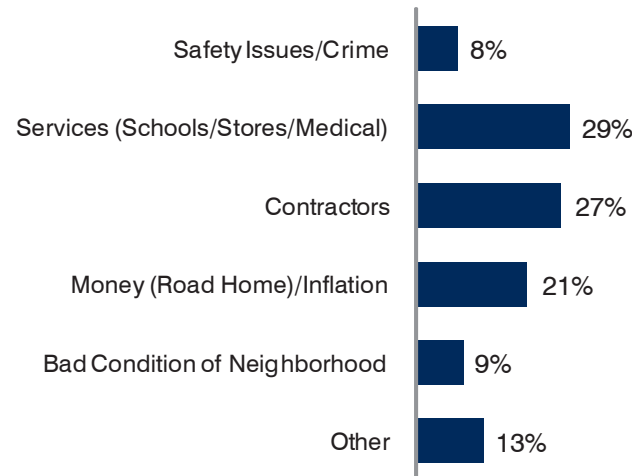
“I am concerned with the slow process with getting my neighborhood back together”

“Not enough participation from city/state government. New Orleans East not being treated properly.”

“Since the public housing developments have been torn down, and because of the housing problem, there are more and more section 8 residences moving into our area. Because of this, we now have to deal with loud noise every night.”

“After Katrina, I believed that I was finally going to get off the Agriculture Street Site, but with the Road Home fiasco, my neighbors returned after not having any other alternatives. I resisted returning to the neighborhood but after not having finances to buy elsewhere, I have reluctantly planned to move back.”

CHALLENGES EXPERIENCED WHEN THEY RETURNED HOME



KEY FINDINGS

- A lack of services such as schools, stores and medical clinics is the most common challenge that participants face, followed by finding a contractor to work on their home and financial problems.
- Participants were asked to comment on the challenges they are currently experiencing and about the condition of their community. Many frustrations were pointed out with a focus on the slow progress being made to fix infrastructure, concerns with growing crime, and disappointment with the lack of services and housing/neighborhood conditions.

STEPS TOWARDS RECOVERY

IN THEIR OWN WORDS

“Clean my neighborhood.”

“Proper protection from flooding.”

“We do not need any more multi-family apartment complexes.”

“We need commerce, restaurants, retail establishments, etc.”

“Demolition of abandoned buildings that have been abandoned before Katrina like severely damaged apartment complexes.”

“Repair lights on the interstate and in neighborhoods, repave streets, install gutters and curbs where there are none, and repair sidewalks damaged by FEMA.”

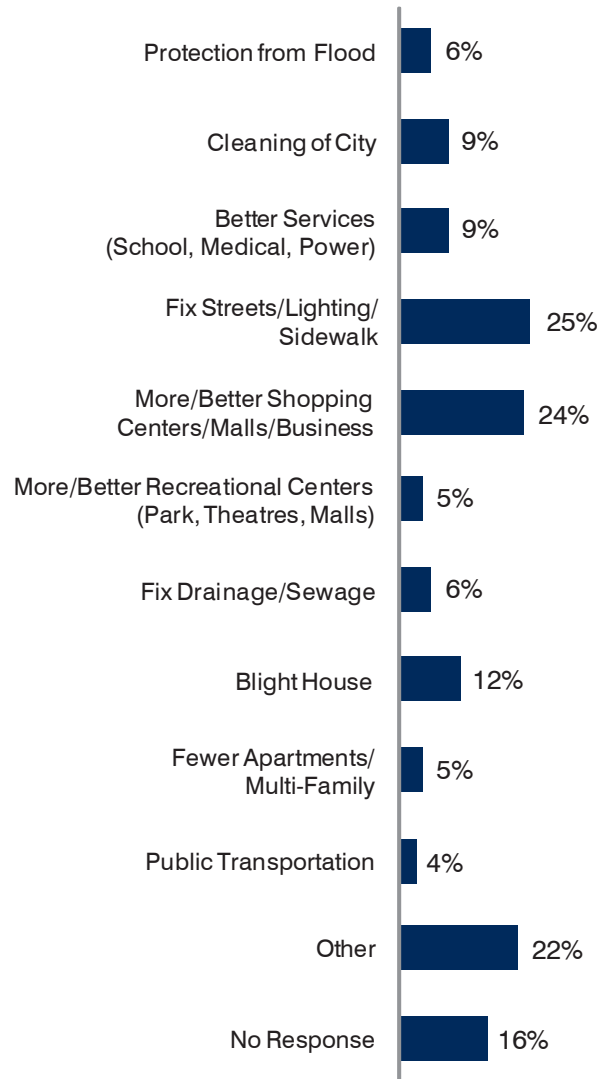
“Land development, street repairs in neighborhoods, and better lighting for streets.”

“Control of large vehicles in residential areas.”

“Blighted conditions surrounding my neighborhood”

“Restore shopping centers and put the stores back in these shopping centers.”

MAJOR PROBLEMS THE MASTER PLAN AND ZONING ORDINANCES SHOULD ADDRESS WHEN REVISED



KEY FINDINGS

- Participants contributed suggestions on a number of issues that need to be addressed by the Master Plan and Zoning Ordinance. The majority of these comments clustered around providing better services, fixing and rebuilding infrastructure, and improving shopping and recreation centers.



**DONATE
CLOTHES
HERE
FOR
HURRICANE
VICTIMS**

RECOMMENDATIONS

SUNO-URAP RECOMMENDATIONS

This report exposes many weaknesses that continue to compromise the safety, health, and quality of life of New Orleans residents. Nearly four years after Katrina, the lives and communities of many residents are still not back to normal. The following is a list of recommendations that identify and may help to address the urgent needs revealed by the report.

- 1) One of the major impediments to returning, recovery, and rebuilding was the inability of the “safety net” to locate and track evacuees and displacees. We recommend that improvements be made to data collection systems that would better track and identify citizen destinations in anticipation of leaving the city in response to a hurricane evacuation. Furthermore, the system should allow government to easily track every subsequent move in order to minimize the degree of disconnect between citizens and government.
- 2) Consider evacuees preferences to be located near family, friends, and more familiar surroundings when the government provides transportation to evacuate residents to destinations outside of the State. In this way, if the post disaster conditions prevent an immediate return and require a lengthy displacement, evacuees will be near individuals and support groups that can help transition to new surroundings and minimize the hardships associated with post disaster realities.
- 3) There is a need for more efficient and effective system to insure that evacuees do not experience a tedious and difficult time accessing housing, food stamps, and other services. Consideration should be given to the development of uniform benefit policies in accessing resources and services evacuees from state to state.
- 4) Increase flexibility in the use of food stamps for cooked food especially when evacuees do not have access to cooking facilities.
- 5) Develop a reliable news and information system for closing the news and information gap faced by evacuees who have been displaced to other cities. The current national news outlets such as CNN do not provide updates on what’s going on in the city from which residents have been displaced.
- 6) Consider establishing emergency facilities prepared to receive citizens who have returned and encourage returning by setting up temporary emergency medical, stores, and other neighborhood services in areas slow to return because of a lack of needed businesses and services.
- 7) Remove barriers to rebuilding including expanding the pool of inspectors and permitting personnel. Use help from other cities and parishes to minimize the wait time in approving electrical, air conditioning, and plumbing inspections.
- 8) Improve the rights of renters to secure personal property following disasters. Protect renters from having personal property and items unfairly discarded or seized by landlords who decide hurriedly evict or penalize residents who have been displaced or plan not to reoccupy former dwelling.
- 9) Give locals residents and business owners returning to the city priority in job and business opportunities associated with recovery.
- 10) Develop mechanism for controlling increases in rents post disaster that unfairly impact working and lower class ability to obtain housing in the post disaster out of the rental market.
- 11) Provide the same incentives and bonuses to returning, professionals, teachers, and other occupations in short supply as provided to attract new residents from elsewhere.

- 12) Insure the availability of mental health services to accommodate victims of traumatic stress and grief often associated with a post disaster environment.
- 13) Be sure that new residents are provided an opportunity to better understand and respect the local neighborhood histories and cultures.
- 14) Respect accepted neighborhood identifications and boundaries and refrain from redefining traditionally accepted neighborhoods.
- 15) Respect differences in neighborhood values avoid potential conflicts that can be generated from housing individuals and groups with differing and incompatible lifestyles.
- 16) Monitor gentrification activities post disaster to insure rebuilding activities do not displace indigenous residents from traditional neighborhoods.
- 17) Insure that federally funded programs designed to assist displaced residents in returning provide temporary housing that is essential to rebuilding damaged permanent housing and allow sufficient housing renovation and rebuilding funds to cover renovation or replacement costs that would permit owners of older, smaller properties to rebuild a decent, safe, and livable home.
- 18) The excessive time and costs of securing documentation that has been lost or destroyed as a result of a natural disaster serve as an impediment and barrier to accessing rebuilding funds. The time and costs required locating and securing lost death certificates, birth certificates, social security cards, succession papers of deceased parents and a ridiculous number of other documents are major barriers to rebuilding for many families. This is especially true for large families with both living and deceased siblings who have become co-owners of a family property. A streamline certification, assurances, and verification process should be developed which would permit families to begin accessing funds to begin rebuilding and include funds to underwrite the extensive research costs of securing required documents in advance of securing all required documentation.



APPENDICES

QUESTIONS AND FREQUENCIES

Question	Pontilly	Lower 9th Ward	Desire	East New Orleans	Total Count	Percentage
1. What neighborhood or area do you live in? (Grouped by municipal districts.)						
Pontilly Woods	29				29	26%
Lower 9th Ward		12			12	11%
Desire Street			25		25	23%
East New Orleans				45	45	41%
Total					111	
2. Did you live in that neighborhood pre-Katrina?						
Yes	28	8	22	38	96	91%
No	1	4	2	3	10	9%
Total	29	12	24	41	106	
3. What race or ethnic group do you belong to?						
Caucasian/White	3	4			7	7%
African-American, Black	20	7	20	33	80	75%
Asian				1	1	1%
American Indian				1	1	1%
Human Race			1	2	3	3%
Other				1	1	1%
Not Disclosed/No Response	6	1	4	3	14	13%
Total	29	12	25	41	107	

Question	Pontilly	Lower 9th Ward	Desire	East New Orleans	Total Count	Percentage
4. What is your gender?						
Female	21	7	18	24	70	68%
Male	7	5	7	14	33	32%
Total	28	12	25	38	103	
5. What is your age?						
Up to 30	0	3	1	0	4	4%
31-40	1	1	5	3	10	9%
41-50	3	2	6	5	16	15%
51-60	13	4	7	16	40	37%
61-70	4		4	14	22	20%
70+	5	2	1	2	10	9%
Not disclosed	3		1	3	7	6%
Total	29	12	25	43	109	
6. Are you currently employed in the New Orleans area?						
Yes	14	9	15	25	63	59%
No	11	2	10	15	38	36%
Retired	4			1	5	5%
No Response		1			1	1%
Total	29	12	25	41	107	

Question	Pontilly	Lower 9th Ward	Desire	East New Orleans	Total Count	Percentage
7. What is your salary range?						
Not Disclosed	15	6	11	13	45	43%
Retired			2	7	9	9%
Up to 60,000	9	4	9	10	32	30%
More than 60,000	5	1	2	11	19	18%
Total	29	11	24	41	105	
8. What is your education level?						
High School	1	3	5	2	11	10%
Some College	11	2	7	13	33	31%
College Graduate	8	4	8	13	33	31%
Masters or Above	6	3	1	13	23	22%
Not Disclosed	4		1	1	6	6%
Total	30	12	22	42	106	
9. What family members have returned to New Orleans with you?						
Self only	2	3	1			
Spouse	9	3	5	17	34	34%
Children	7	1	4	16	28	28%
Sibling	3		5	4	12	12%
Parents	5		2	1	8	8%
Grandchildren	2		1	5	8	8%
Uncle/Aunt				1	1	1%
All (Not Specified)	2	1	8	11	22	22%

Question	Pontilly	Lower 9th Ward	Desire	East New Orleans	Total Count	Percentage
Other (Not Specified)	1		3		4	4%
In laws			1	4	5	5%
Total	31	8	22	38	99	100%
10. What family members currently live with you?*						
None	10	3	6	7	26	25%
Spouse	5	2	4	12	23	22%
Spouse and Children	2	2	4	11	19	18%
Children Only	2	1	3	1	7	7%
Other Family Members	6	1	5	2	14	14%
Not Disclosed	3	2		9	14	14%
Total	28	11	22	42	103	
11. Have you returned to the same neighborhood where you lived in before Katrina?						
New Orleans pre-Katrina?						
Yes	25	6	20	37	88	83%
No	4	3	3	3	13	12%
Not Disclosed		3	2		5	5%
Total	29	12	25	40	106	
12. If so, when did you return?						
Never Left				1	1	2%
2005	1			3	4	9%
Early 2006	2	2	1	5	10	21%
Late 2006	3		2	2	7	15%
Early 2007	2		1	1	4	9%

Question	Pontilly	Lower 9th Ward	Desire	East New Orleans	Total Count	Percentage
Late 2007	1			2	3	6%
Early 2008	1		2		3	6%
Late 2008	1	1			2	4%
No Response	13				13	28%
Total	24	3	6	14	47	
13. If not, what has prevented you from returning to your original neighborhood?						
Lack of Money	2				2	17%
Uncertainty	1		2		3	25%
Moved to other place	1	2	1	1	5	42%
Others		1	1		2	17%
Total	4	3	4	1	12	
14. Have you completed repairs to your home?						
Yes	20	4	12	34	70	66%
No	9	7	12	5	33	31%
No Response		1	1	1	3	3%
Total	29	12	25	40	106	
15. If not complete, approximately what percent has been completed?						
Up to 25%	1	1	1	1	4	18%
26% to 50%			2		2	9%
51% to 75%					0	0%

Question	Pontilly	Lower 9th Ward	Desire	East New Orleans	Total Count	Percentage
Above 75%	2	2	2	2	8	36%
No Response (N/A)	6	1	1		8	36%
Total	9	4	6	3	22	
16. Have the physical appearances and structures within your neighborhood returned to pre-Katrina conditions?						
Yes	11	1	5	15	32	30%
No	17	10	17	21	65	61%
Not Disclosed	1	1	3	4	9	8%
Total	29	12	25	40	106	
17. Approximately what percent has been completed?						
Up to 25%		3	2	1	6	10%
26% to 50%	8	1	2	2	13	22%
51% to 75%	3		4	11	18	31%
Above 75%	4	1	3	13	21	36%
Total	15	5	11	27	58	
18. Have neighborhood stores, services, and community resources been returned to pre-Katrina conditions?						
Some	3	1		1	5	5%
Yes	6	0	2	1	9	8%
No	18	10	23	38	89	84%
No Response	2	1			3	3%
Total	29	12	25	40	106	

Question	Pontilly	Lower 9th Ward	Desire	East New Orleans	Total Count	Percentage
19. What types of stores, services and resources have not returned?						
Grocery/Supermarket	3	3	9	16	31	46%
Restaurants/Fast Food	4	1		10	15	22%
Malls/Retail/Shopping Centers	10		3	26	39	57%
Hospital/Pharmacy		3	4	11	18	26%
Schools		2	3	3	8	12%
Library				4	4	6%
Movie				5	5	7%
Business/Jobs			1	1	2	3%
Other services/Recreation/Park	2	2	2	5	11	16%
None			1	2	3	4%
Total	16	5	13	34	68	
19. Approximately what percent of your neighbors have returned to their homes within your immediate neighborhood or area?						
Up to 25%	1	5	3	2	11	11%
26% to 50%	13	2	4	5	24	24%
51% to 75%	3	1	3	14	21	21%
Above 75%	6	1	8	18	33	34%
No Response	5	2	1	1	9	9%
Total	28	11	19	40	98	

Question	Pontilly	Lower 9th Ward	Desire	East New Orleans	Total Count	Percentage
21. Do you know of pre-Katrina neighbors who are struggling to come back but, for some reason, have not been able?						
Yes	8	8	17	23	56	60%
No	6	3	8	15	32	34%
Not Disclosed	1	1		3	5	5%
Total	15	12	25	41	93	
22. If yes, how many?						
One	3	1	2	1	7	15%
Two	3			2	5	11%
Three				3	3	7%
Four				2	2	4%
Five or More/Families	4	4	7	6	21	46%
Unspecified	1		2	5	8	17%
Total	11	5	11	19	46	
23. What are some of the things that have prevented your neighbors from returning?						
Money/Financing/Road Home	16	7	15	13	51	67%
Elderly people	2	1	1		4	5%
Bad condition of neighborhood	3	1			4	5%
Bad service (schools, safety)		1	2	10	13	17%
Lack of medical facilities	2	1	1	10	14	18%
Others		2	2	3	7	9%
Total	23	9	18	26	76	

Question	Pontilly	Lower 9th Ward	Desire	East New Orleans	Total Count	Percentage
24. What types of challenges did you experience when you returned?						
Safety Issues/Crime	1	1	1	3	6	8%
Services (Schools/Stores/Medical)	4	1	8	9	22	29%
Contractors	5		5	11	21	27%
Money (Road Home)/Inflation	8	2	4	2	16	21%
Bad Condition of Neighborhood	1	1	2	3	7	9%
Other	2	1	4	3	10	13%
Total	21	5	20	31	77	
25. Have you attended meetings about updating the city's Master Plan?						
Yes	13	10	19	24	66	71%
No	3	1	6	13	23	25%
No Response	3	1			4	4%
Total	19	12	25	37	93	
26. If yes, how many meetings have you attended?						
One	2	3	6	3	14	26%
Two	2	1	1	6	10	19%
Three	1	2	6	2	11	20%
More than three	4	2	5	8	19	35%
Total	9	8	18	19	54	

Question	Pontilly	Lower 9th Ward	Desire	East New Orleans	Total Count	Percentage
27. What major problems or challenges would you like the Master Plan and Zoning Ordinance to address when they are revised?						
Protection from flood	3		1	1	5	6%
Cleaning of city	2			6	8	9%
Better services (School, Medical, Power)		2	5	1	8	9%
Fix Streets/Lighting/Sidewalk	6		5	10	21	25%
More/Better Shopping centers/Malls/Business	4	3	2	11	20	24%
More/Better Recreational Centers (Park, Theatres, Malls)		1	3		4	5%
Fix Drainage/Sewage	5				5	6%
Blight/Abandoned House			8	2	10	12%
Fewer Apartments/Multi-family				4	4	5%
Public Transportation	1	1	1		3	4%
Other	2	2	6	9	19	22%
No Response	14				14	16%
Total	31	8	18	28	85	
28. Please make any other comments regarding your return to your neighborhood, the condition of your home and neighborhood, and the need to update the Master Plan and the Zoning Ordinance.						
See page 26.						

OPEN-ENDED QUESTIONS

13. If not, what has prevented you from returning to your original neighborhood?

- Contractor fraud- need financial assistance
- I move in family home in Piety
- Not enough money to rebuild yet in the process of getting a loan to rebuild now
- I feared that the neighborhood would not come back quickly enough and it hasn't
- Sold our home after renovation and purchased another home 6/06
- Home built on Agriculture Street Landfill, not sure what is happening with the site, but neighbors are back
- The condition of the neighborhood
- Last lived in NOLA in 2004
- I am now new home owner
- I lived in NY immediately before Katrina. I bought a house in the neighborhood one month before Katrina. In 2007, I moved into that house.
- Rental not repaired, I prefer the new neighborhood
- I rented before the storm in mid city. Bought in H.C. post K.
- The house is no longer there

19. What types of stores, services and resources have not returned?

- Post office
- Grocery
- Retail stores (2)
- Dry clean, restaurant
- Grocery stores, shopping areas
- Good restaurants, grocery stores
- Restaurants and fast-food
- Pizza Hut, furniture store
- Gentilly Mall (3)
- Clothing stores
- Shopping Center (2)
- All
- All
- Major retailers
- Most all
- Big box stores
- Hospital, large retail, library
- Hospital, schools
- Hospitals, libraries
- Supermarket, Dillard's
- Medical, major retailers, schools
- Hospital, department stores, permanent schools
- All types (retail, markets, drug stores)
- Hospital, department stores, medical services
- Wall-Mart, Lake Forest Shopping Center
- Good restaurants, movies

- Walmart, Lake Forest Plaza
- Department stores, Wal-Mart, etc.
- Hospital, grocery stores, restaurants
- Grocery stores, retail, library
- Supermarkets, shopping area, theatre (movie)
- Major retail stores, major restaurant, library, Joe Brown Park, hospital
- Major food stores, department stores, restaurants, small shops
- Shopping malls, Wal-Mart, medical, streets are terrible, connecting streets, Michoud Blvd
- Upscale department store, movie, national chain restaurant (never had)
- Walgreens, Wendy's, Burger King, Plaza, Wal-mart, Sams, etc.
- Department stores, Dillards, hospitals, doctor's offices
- Every type of service that a community needs to be lively and thrive
- Hospital, Wal-Mart, a second supermarket, Shoney's, KFC, Wendy's
- Big businesses, clothing store, shoe stores, supermarkets, Wal-Mart, Sam's
- Wal-Mart, Copelands, Dillard's, Red Lobster (restaurants, retail, clothing stores)
- Wal-Mart, Sams, department stores, movie theater, hospitals, nursing homes
- Wal-Mart, Sam's, Office Depot, the mall, Shoney's, Sav-A-Center, KFC, Burger King, Sonic, Toys R US, cinema
- None (2)
- Lack of health care, schools, housing, jobs; Press Park is in limbo with homeowners confused by the lack of interest of Hand to Respond.

- None
- Shopping center, health clinic, bus routes not pre-Katrina conditions
- Shopping center, supermarket
- Stores, schools
- Corner grocery, schools
- For the better; corner stores (too many)
- Drug store, food store
- Cleaners, dept stores, shoe stores, doctors offices or dentist, hospitals
- K-mark
- Corner stores
- Wall-Mart – Chef and Louisa Mall
- Corner Store on Higgins
- Supermarkets! - with local produce, grocery stores, pharmacy
- Supermarkets, service stations, pharmacists, fast food outlets,
- School, playgrounds
- None
- Pharmacy, Laundry and parks, schools, hospital, clinic
- Only the corner store

23. What are some of the things that have prevented your neighbors from returning?

- The lack of funds, still waiting for road home monies
- Persons are elderly and on fixed incomes
- Money, lack of info of (not legible)
- Elderly, ill, all alone with little help
- Commitment to family out of town
- Grass growing, abandoned buildings
- Flooded
- Street repair and damage
- Road Home
- Lack of funds or no insurance
- Money, insurance, carpenter problem
- Money to rebuild homes
- Cost of repairs
- Money/Funds/ Finances (9)
- Politics
- Finances
- Road home
- Medical services
- Struggling economy
- Repair costs, resources
- Ripped off by contractors
- No school, no hospital, insufficient police protection
- Money, lack of leadership, erroneous information about NO East
- Unable to finance repairs again after being misused by contractor
- Money, insurance, road home, hospitals
- Support services, hospital
- FEMA/ Road Home/ city and state
- Lack of job, lack of medical services
- Restaurants, shopping center, theater
- Lack of services, school, retail, hospital
- Most do not want to return to NO because of possible flooding
- Hospitals
- School
- Road home money, FEMA, SBA loans
- Lack of money, no hospitals
- Unable to pay rent on own
- Don't plan on returning
- Don't know
- Movies, hospitals, schools, play areas, activity
- Crime, hospitals, restaurants, big box stores, and the quality of life
- Available housing, city services
- Lack of income
- Need home repair
- I assume affordable housing
- Old
- Housing and economic development includes housing, education, health, day care, infrastructure; town meetings, public housing, vocational training, economic development
- Funds to complete their houses
- Money (3)
- High rent, not enough rented housing, crimes, transportation, high store prices, high energy and water bill

- Fear
- No money
- Homes, schools, stores, recreational areas, doctors, health care
- Money to rebuild
- Money, road home, insurance
- Homes lost in Katrina, that didn't qualify for Road Home because parents died, left children behind living in house, no succession done, because of little or no income, job lost, high rent
- Lack of fair housing and affordable housing; high rent
- Money from Road Home
- Road home, insurance
- More salary (Houston), can't repair house here, don't want to
- No support from city and state
- Financing reconstruction
- She cannot afford to repair her house, found it nearly impossible to manage piece-meal repairs from another city, and the house is worth less than she owes on it. It is now in foreclosure.
- Money
- Resource or legality
- Overall hassle of city: electric grids, no supermarkets, poor Governing by City Hall. Some lost all tools (for work), and did not want to start over. Medical issues about evacuating (older people).
- Fear of future levee failure
- Funds

24. What types of challenges did you experience when you returned?

- Politics
- Crime!
- Schools
- Everything!! Supplies, services
- Contractor fraud / finances
- No stores, no trans service, no lights
- No stores, crime, no decent schools
- No services are available, no lights in.
- Permits, insurance and federal agency help (SBA / FEMA)
- Stores, medical
- Bad weed street bad
- Not having hospital services, having to go to Slidell and Metairie for services
- Contractors (2)
- Finding good contractors
- Good contractors
- Dishonest contractors
- Getting an honest contractor (2)
- Dependable contractors, insurance
- No schools, shopping, restaurants, leisure outlets (movies, skating), or businesses
- No help from city, no grocery stores, one houses, abandoned houses/businesses
- Finding a good, honest, fair, contractor
- Crime, hospitals, shopping mall, quality of life
- Money, lack of skilled labor, Road Home, no supermarkets or retail outlets
- Mosquitoes, overgrown grass, debris, street lights, street signs, clogged drains, waiting for inspection of gas from Energy, also inspection by city for plumbing
- Obtaining funds to complete my home. Lived in Florida post-Katrina; paid mortgage off. I paid rent from my salary. Received no money from Road Home.
- Lack of honest and qualified labors.
- All kinds
- Zero
- I nearly ran out of money to totally repair my home
- Lack of funds to rebuild, city services
- Neighbors that have not returned, refuse to take care of property (cutting grass, etc)
- Flies
- Insufficient utilities
- City services
- Contractor fraud (not legible) contractors
- Getting help to fix my home
- Problems with keeping FEMA trailer, transportation
- Bad contractors/ripped off three times, problem with leaks in home, home is falling apart
- Housing that's never been (not legible) out
- Inconvenience of grocery store, lack carpenter, no transportation
- Waiting on worker, little open of (not legible)
- Funding and honest contractors
- Rebuilding my house
- Finding reasonable rental property and available opened businesses to purchase furniture and/or clothing

- Crime
- Shortage of funds
- Sewage
- Open grocery stores, lack of infrastructure
- Some of the work on the house wasn't done very good
- Security
- I haven't returned yet
- Had to live in a trailer
- None
- Problem with the city N.O.
- Money, place to stay, food, health care, discount pharmacist
- Finding a location to stay that is conducive
- Higher prices, less services
- All of the above (High rent, not enough rented housing, crimes,
- transportation, high store prices, high energy and water bill), and bad contractors
- Contract fraud, rodent problem, lighting, lack of police patrol
- No leadership with my council person, energy, sanitation
- Doctors, hospitals, homes, clinic, schools
- High prices, labor and material to rebuild
- Reliable builders
- All kinds, contractors, stores, doctors, etc.
- High rent and higher pricing in the stores and utilities
- Seeing my home totally destroyed by water and losing everything. Also finding a trusted contractor to do the work that you can trust
- Utilities, energy, sewage and water, telephone

- Have not returned as of yet
- Lack of resources in neighborhood, inflated cost of goods and services
- Gas and water
- Contractors, money
- Funds

27. What major problems or challenges would you like the Master Plan and Zoning Ordinance to address when they are revised?

- The levee, Mr. Go, drainage (pumps) in the area, my street still floods (5000 block of De Bore Cir)
- Clean-up; the homes that at no one will fix up
- Shopping center; stores back in the shopping center
- The cleaning of my neighborhood
- Proper protection from flooding
- Speed lane, street sign, city workers (cleaning of street)
- I will address this at the next meeting
- Street repairs and (not legible) of schools
- Resurfacing of streets and clean out all drains
- Street flooding
- I would like chickens (just a few); mix use to include res at the Gentilly
- Mall
- Streets and drainage.
- Collapsing sewer line/storm drains creating hazard
- Road conditions in residential areas.
- Sidewalks need repairs, more public transit for whole city, and street lighting-security issues.
- Upscale shopping areas
- Shopping system
- No Response (14)
- I have not seen the plan. I do not know.
- Green spaces, multi-complexes, commercial properties, etc.
- I have 6 grandchildren that live in NO East. The young people and kids need somewhere to go and something to do. Game room, movie show.
- Homeowners who have placed their savings/insurance into their homes and public housing residents who don't care about the property.
- Bring in more big businesses- department stores, grocery, etc.
- Please do something with the blight houses and building in the Kenilworth areas, also NO East.
- R-1, R-2, C-1, C-2
- Hospitals, school, recreation facilities
- No more apartment complexes
- Less apartments!
- Reduce the number of multi-family
- Make it clear what the zones mean
- Hospital, schools, parks, retail, library, gyms
- Please fix the fighting between NOE business association and ENO NAC. I'm sick of the fighting. We need to be whole as one group. ENO only.
- Opening Methodist Hospital, department

- stores, fine dining restaurants
- We do not need anymore multi-family / apartment complexes, we need commerce. Restaurants retain establishments, etc.
- Completion of Joe Brown Park, High end stores for shopping, supermarkets, no more multi-family dwelling, hospitals
- Immediate zone moratorium, retail stores, no section 8, definitely no more apartments, walking/biking routes, park, hospital
- Services and businesses needed to make a community thrive
- Demolition of abandoned buildings that have been abandoned before Katrina, demolition of severely damaged apartment complexes, lights on interstate and in neighborhoods, streets paved, install gutters and curbs where there are none, repair sidewalks damaged by FEMA
- Only the things that get zoned for government areas are allowed in that area. For example: doctors offices, dog groomers, house, etc. Not be allowed in an area if it is zone RS1 or RS2.
- Section 8 housing
- No more zoning for section 8 programs. What about even distribution throughout the city (the majority is in NO EAST... why?)
- Challenge: How is the New Orleans East area zoned to accommodate all the undesirables?
- Property assessment, more code enforcement
- Cleanliness of New Orleans East area. Acquiring up-scale businesses in New Orleans East.
- Return NO East to a home owners neighborhood, better upscale retail outlets, more schools, more supermarkets, more retail outlets, correct zoning to support the home owners neighborhood
- Six Flags
- Land development, street repairs in neighborhoods, better lighting (streets), control of large vehicles in residential areas
- Blighted houses and street
- Maintaining existing residential areas, and the needs of the people who lived in them
- Flooding, housing, crime, job, power outages, business, schools, playground, etc.
- Blighted property
- Centers for teenagers, businesses
- Lighting, broken side walk, do something about vacant lot next door from my home, transportation needed on Almaster
- I need answers to what is in store for the future of my Gordon Plaza Neighborhood
- Creating a glossary, more attractive communities, defining civic engagement
- The Multi Purpose Center located at Louisa and Florida Avenue the main services for the community is still out of service
- Blighted homes, school zones, hospitals
- Big businesses taking over and infrastructure
- Listens to the residents of the neighborhoods
- Schools, blighted houses
- Parks, transportation, blighted homes
- Blighted conditions surrounding my neighborhood, such as townhouses and old folks home; doctors offices or clinics, transit system
- Abandoned housing- return of K-Mark and shopping Center in Chef and Louisa; Louisa was coming by Gordon Plaza Dr.; 80 percent of people is back.
- Abandon homes, apartment complex (Press Park Homes, Gordon Plaza Senior Apt Complex). If torn down, what will replace them? Street lighting.
- More small business involvement
- Economic development, sustainable development, housing
- How to let the member of the community to benefit from all of the funds that will be used in rebuilding the community
- Grocery store in the lower Ninth Ward, greater opportunity for urban agriculture
- Do something about Lower Nine
- Shopping mall
- More schools in areas that don't have them, supermarket (not all the way out there), use of green spaces / tourism in way that puts money back into neighborhoods, Medical Center near where we live- not just on far-off medical corridor
- Would like to see more mass transit / street cars along St. Claude, Claiborne, Caffin and Florida, would like to see a tax free commercial zone to spark investment in industries of the mind

28. Please make any other comments regarding your return to your neighborhood, the condition of your home and neighborhood, and the need to update the Master Plan and the Zoning Ordinance.

- I wish I never had returned back to New Orleans. It's very depressing now to live here. Nothing has changed.
- Things are moving too slow.
- Schools are still bad.
- The neighborhood has gotten bad. No store in the area.
- I would like to move to another location or move to another city.
- There are four people on the block and they are handicapped so I would like to know what could I do to get help in the neighborhood that I live in.
- We need shopping centers and other businesses opened to provide the needs of the community. Our tax dollars are needed here to help the city rebuild. I am tired of taking my dollars to Jefferson and or Parishes.
- I am not pleased with the new construction being built in Pontchartrain Park. The quality is not what I planned to see as new quality construction.
- We lost 80 percent of our Tree Canopy. Can zoning help replace them and encourage a green neighborhood?
- Need more money.
- Trying to get the sidewalk repaired that was broken by heavy equipment while I was away. Trying for over one year. Address 5952 Providence. Broken post Katrina.
- I am concerned with the slow process with getting my neighborhood back together
- Not enough participation from city/state government. New Orleans East not being treated properly. All businesses/ apartments will return before zoning can be changed.
- My home was vandalized (stole my A/C unit)
- There are a lot of single family homes in New Orleans East which have not been rehabilitated. The developers should be encouraged to restore these properties instead of building projects like Levy Gardens.
- The house diagonal across the street is overgrown and not boarded up or cleaned and gutted. Complaints have been filed a number of times without success.
- I find the attitude is very negative and hostile in our area. I will remain as I cannot afford to move and this is where I raised my children.
- Lack of services and crime has prevented most of my neighbors from returning.
- Since the public housing developments have been torn down, and because of the housing problem, there are more and more section 8 residences moving into our area that did not have rents pre-Katrina. Because of this, we now have loud noise, all nights, weeks, etc.
- We need to meet more often.
- None
- Please realize the vast differences in peoples neighborhoods, many have no development, yet they are in meetings with citizens from areas well on their way to returning.
- Sidewalk need upgrading
- I initially worked hard to get my neighborhood relocated (1986-1998). However, after constantly facing setbacks, concentrated on living the best quality of life under the conditions. After Katrina, I believed that I was finally going to get off the Agriculture Street Site. But with the Road Home fiasco, my neighbors returned after not having no other alternatives. I had a family home that I could return to and resisted returning to the neighborhood but after not having any finances to buy elsewhere, I have reluctantly planned to move back.
- Our area was one of the hardest hit areas, yet it is not in the recovery plan. The money that was set aside by Congress was for the hardest hit areas, not for the areas that made the most noise. This would not been a problem if we had more public servants and fewer politicians.
- Nothing like pre-Katrina
- My last comment which is of great concern to my neighborhood is what will be done with the Abandoned Press Park and Gordon Plaza Senior Citizen Complex
- No community organization to give you, but send your project to all neighborhood improvement associations



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