

Data on Community Priorities

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Who Participated in All In for New Orleans?

Who Participated in All In for New Orleans?

All In for New Orleans Community Survey

The citywide survey is one part of the citywide community engagement effort under New Direction New Orleans. Around 5,800 residents helped set priorities for New Orleans' future by weighing in on the policies that affect their daily lives.

This community survey aimed to serve as an opportunity for everyone in New Orleans, including residents who have historically been excluded from government decision-making, to clearly communicate what they want and need from City Hall.

The survey findings reflected in this document represent an analysis of survey responses collected through March 15th, 2026. The full dataset of survey responses will be made publicly accessible in April 2026.

In the first three months of the Moreno administration:

5,800

residents interacted with the All In for New Orleans Community Survey

311,000+

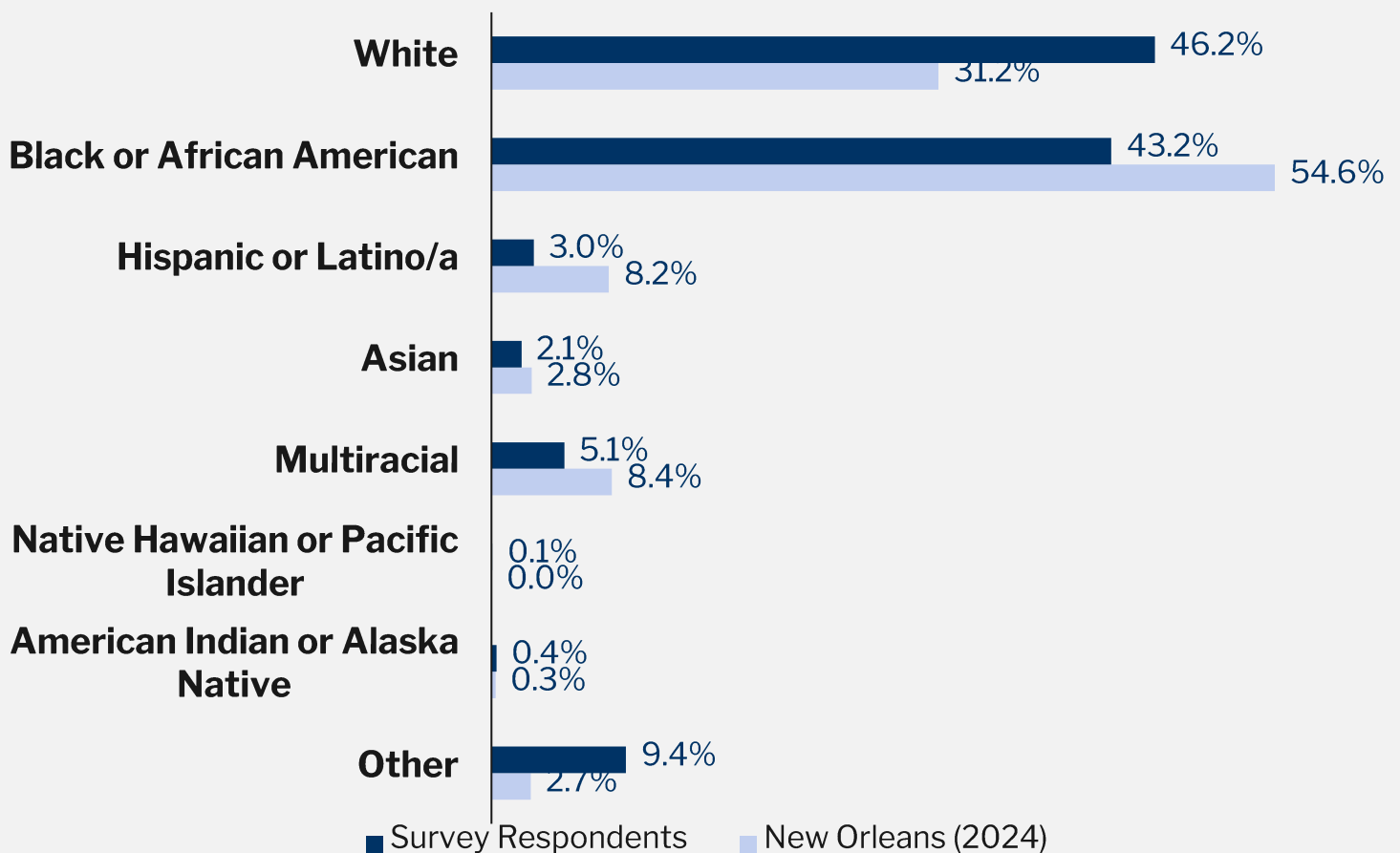
data points collected on what residents want and need from City government

Race & Ethnicity

Residents across race and ethnicity shared their priorities for the city.

- Black or African American residents made up 43% of survey respondents, compared with 55% of the city's population.
- White (not Hispanic or Latino/a) residents made up 46% of survey respondents, compared with 31% of the population.
- Almost 10% of survey respondents chose "Other" when asked about their race and ethnicity. The share of those who responded "Other" is higher than citywide.

** To correct for the differences between the citywide population and survey participants, the "citywide" findings presented in this deck reflect results weighted by race and ethnicity, age, and income using the Census Bureau's American Community Survey Public Use Microdata Sample (PUMS) files.*



Note: Estimates do not include respondents who indicated "I prefer not to answer." Citywide representation is calculated using the American Community Survey 5-Year Estimates, 2020-2024.

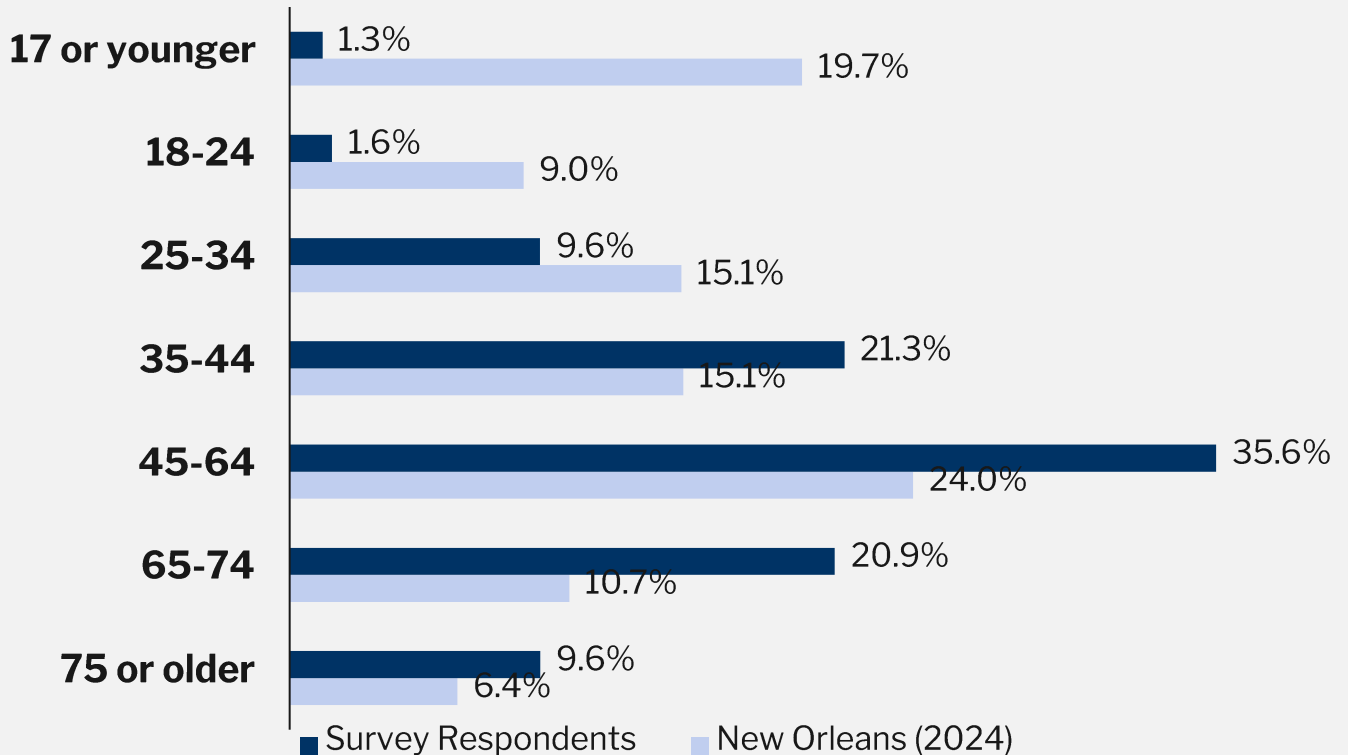
Age

Residents of all ages participated in the All In for New Orleans Community Survey.

- Respondents ages 45–64 comprised the largest share of survey participants, representing 36% of all responses.
- Residents age 65 and older made up roughly 30% of survey respondents, reflecting strong participation among older residents.
- Younger residents also contributed responses, with residents under 25 representing about 3% of survey participants.



** To correct for the differences between the citywide population and survey participants, the “citywide” findings presented in this deck reflect results weighted by race and ethnicity, age, and income using the Census Bureau’s American Community Survey Public Use Microdata Sample (PUMS) files.*



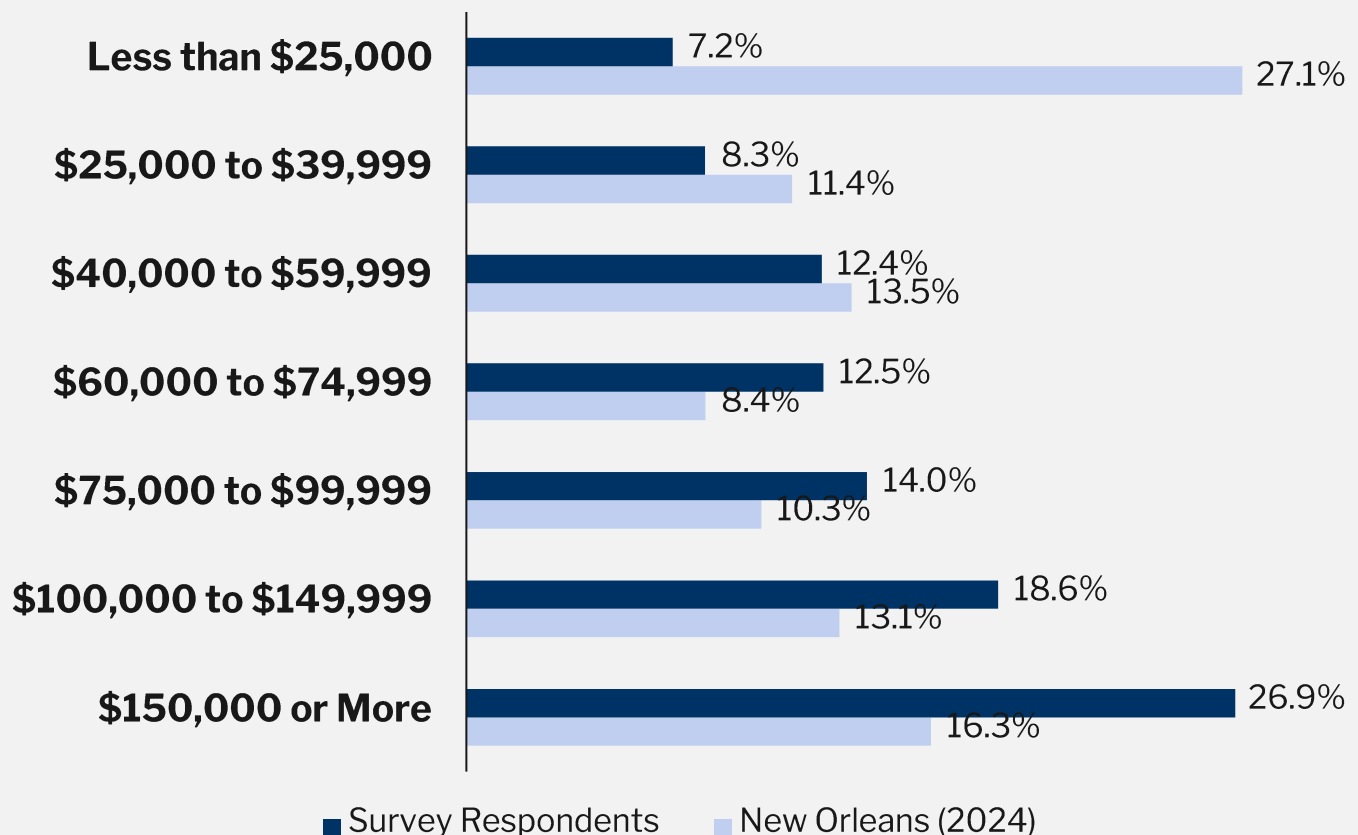
Note: Estimates do not include respondents who indicated “I prefer not to answer.”

Household Income

Residents with a diverse range of household incomes responded to the All In for New Orleans Community Survey.

- Respondents with household incomes below \$60,000 represented roughly 28% of survey responses.
- Respondents with household incomes between \$60,000 and \$149,999 accounted for a large share of responses, representing about 45% of survey participants.
- Residents with household incomes of \$150,000 or more represented nearly one quarter of survey respondents, the largest single income bracket in the survey.

** To correct for the differences between the citywide population and survey participants, the “citywide” findings presented in this deck reflect results weighted by race and ethnicity, age, and income using the Census Bureau’s American Community Survey Public Use Microdata Sample (PUMS) files.*



Note: Estimates do not include respondents who indicated “I prefer not to answer.”

Additional Measures of Inclusion

Gender Identity

- Woman: 66% [3,696 responses]
- Man: 34% [1,887 responses]

LGBTQIA+

- Respondents identifying as LGBTQIA+: 15% [586 responses]

Housing Status

- Homeowners: 73% [2,996 respondents]
- Renters: 23% [956 respondents]

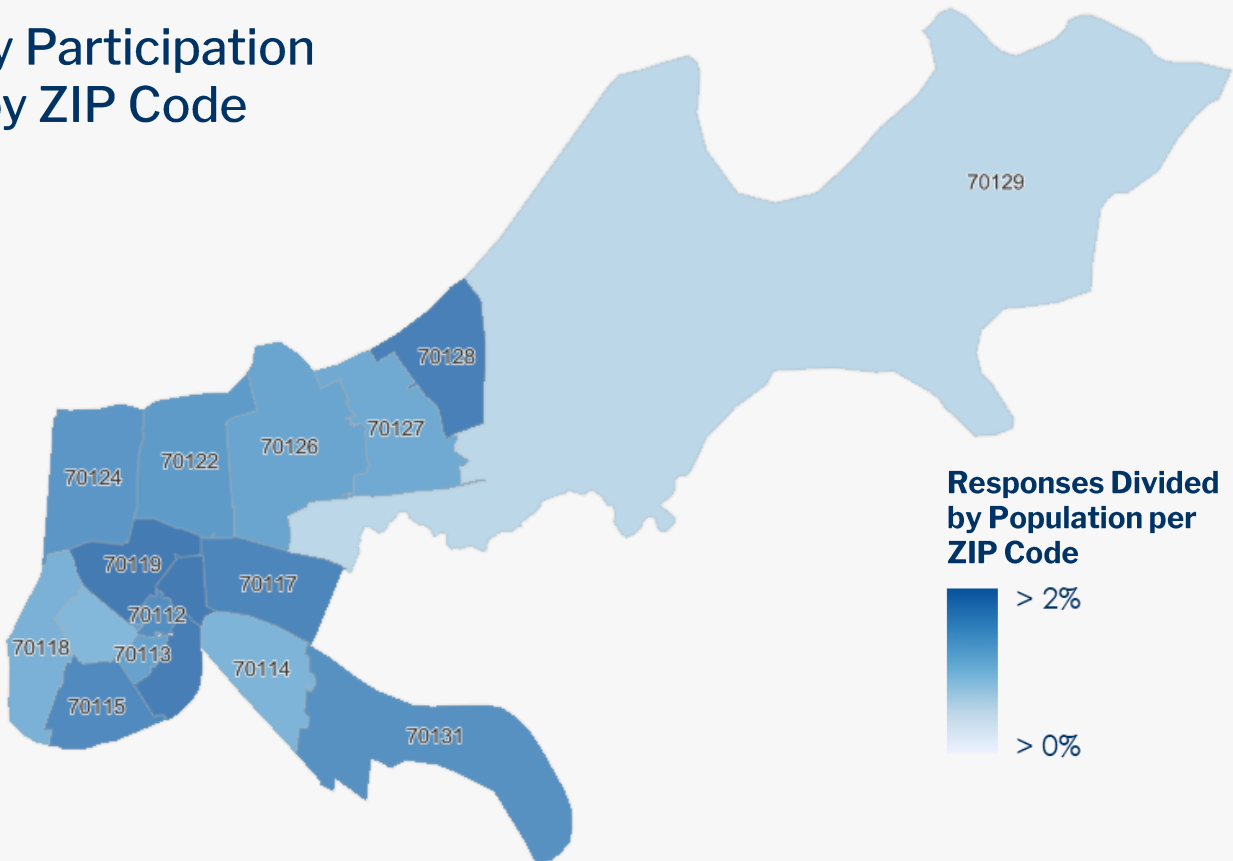


Note: Percentages represent the share of respondents who answered the respective demographic question in the survey. Estimates do not include respondents who indicated "I prefer not to answer."

Geographic Representation

We heard from every ZIP code in the City of New Orleans.

Survey Participation Rate by ZIP Code



ZIP Code	Responses
70119	765
70122	621
70115	607
70117	547
70131	507
70118	463
70126	436
70124	394
70128	380

ZIP Code	Responses
70127	362
70130	298
70116	291
70114	287
70125	220
70113	136
70112	119
70129	72

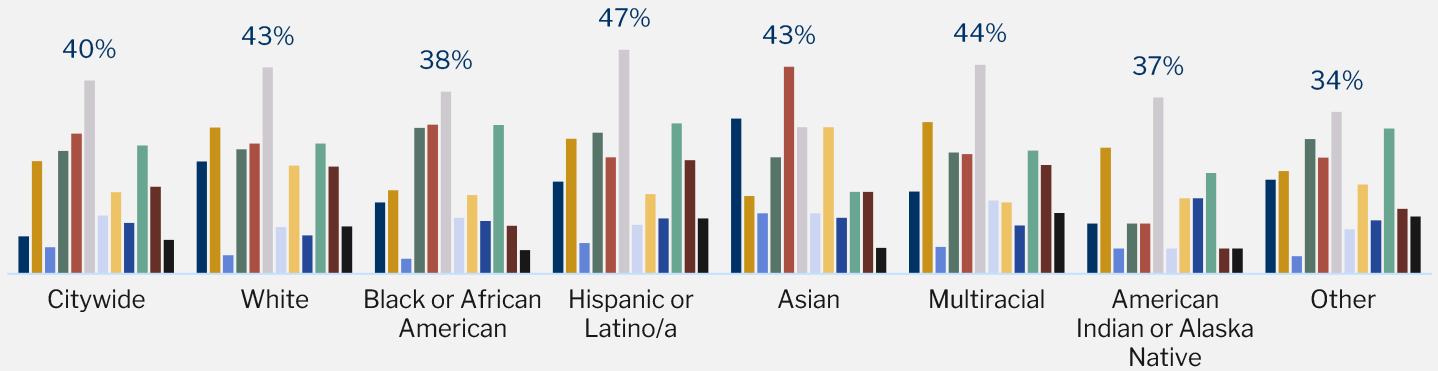
Note: ZIP code findings and mapping relied on ZIP Code Tabulation Area (ZCTA) boundaries, which are census-designated ZIP codes, in order to reference population data.

A Safer New Orleans

Public Safety

What should the City do to make your neighborhood safer?

Responses by Race and Ethnicity



Citywide and across all racial and ethnic groups except Asian residents, the top action was to **expand strategies that address the root causes of crime, including workforce training programs, after-school programs, and reentry programs.**

The top action for Asian respondents was to **improve street lighting in dark or unsafe areas.**

- Reduce wait times for 911 calls
- Send mental-health professionals and social workers for non-violent crisis calls
- Expand programs to prevent gender-based violence and support survivors
- Remove blighted or abandoned properties
- Improve street lighting in dark or unsafe areas
- Expand strategies that address the root causes of crime, including workforce training programs, after-school programs, and reentry programs
- Work with trusted neighborhood groups to provide visible community safety presence
- Hire more police officers
- Improve trust and communication with residents and police officers
- Ensure quality-of-life issues such as illegal dumping, grass cutting, and malfunctioning lights are quickly addressed
- Ensure federal immigration agents' operations are conducted with transparency, constitutionally, and with respect for residents
- Other (please specify)

Citywide (5,768)

Respondents Under 25 (164)

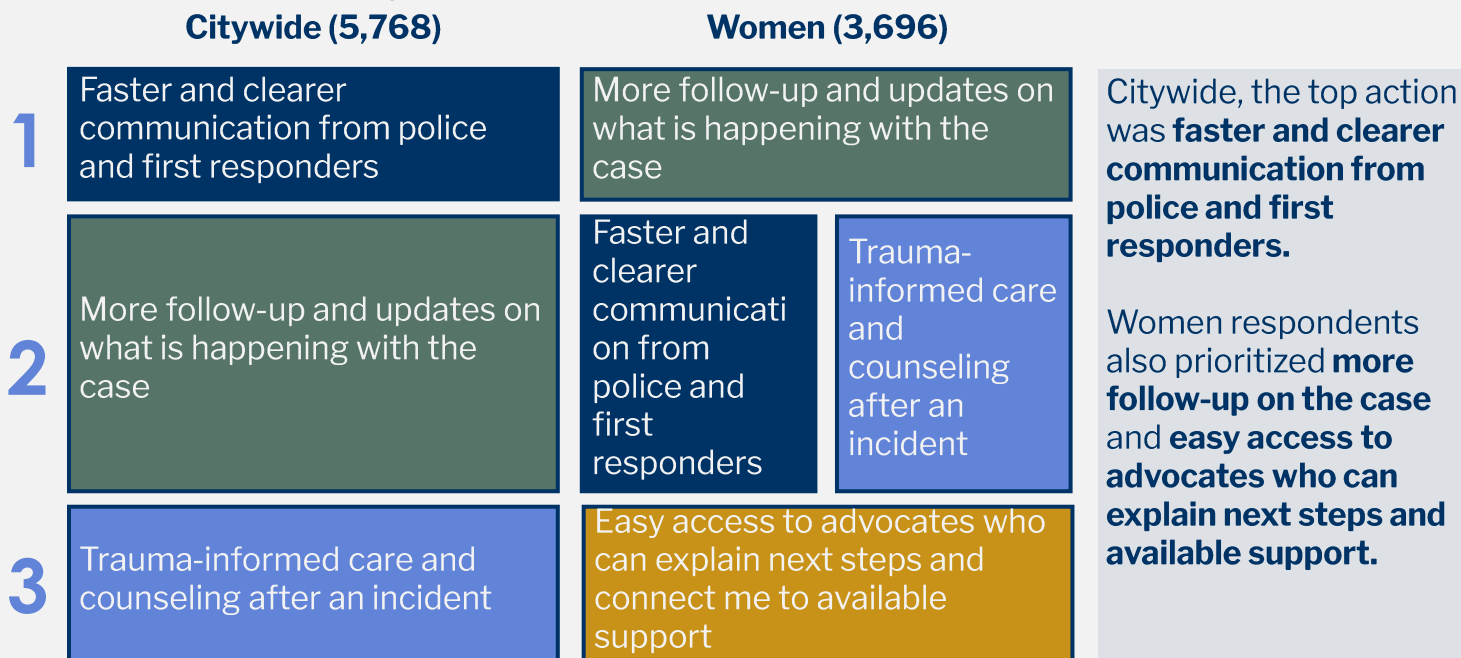
1	Expand Strategies that address the root causes of crime	1	Expand Strategies that address the root causes of crime
2	Improve street lighting in dark or unsafe areas	2	Improve street lighting in dark or unsafe areas
3	Ensure quality-of-life issues such as illegal dumping, grass cutting, and malfunctioning lights are quickly addressed	3	Send mental-health professionals and social workers for non-violent crisis calls

The top action citywide and among respondents under 25 is consistent.

Respondents under 25 also prioritized **improving street lighting in dark or unsafe areas** and **sending mental health professionals and social workers for non-violent crisis calls.**

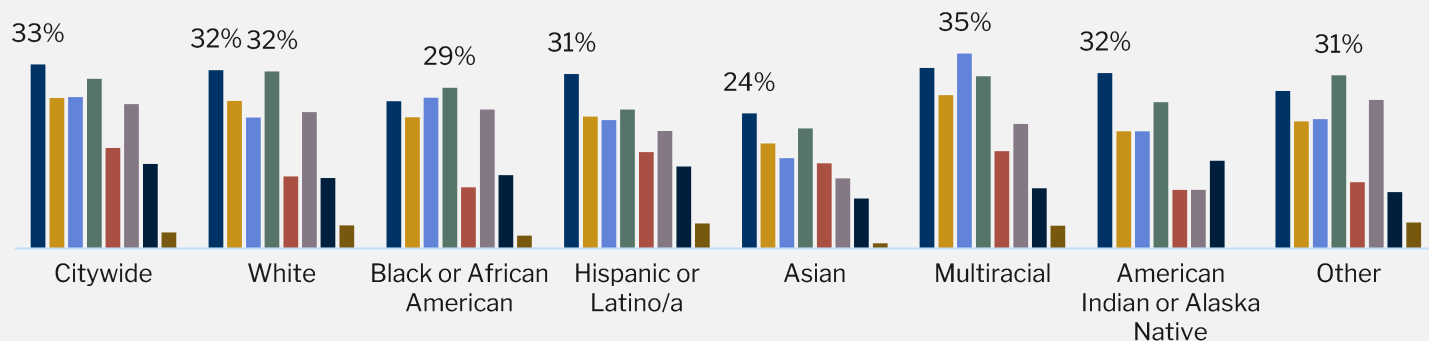
Public Safety

If you or someone you know has been harmed by a crime, what would have been most helpful?



* There are two options in second place for women respondents as both options received a similar number of votes.

Responses by Race and Ethnicity



Citywide, the top action was **faster and clearer communication from police and first responders**. The top option for White, Black, and Other respondents was **more follow-up and updates on what is happening with cases**.

White, Hispanic or Latino/a, Asian, and American Indian respondents selected **faster and clearer communication from police and first responders** as their top action.

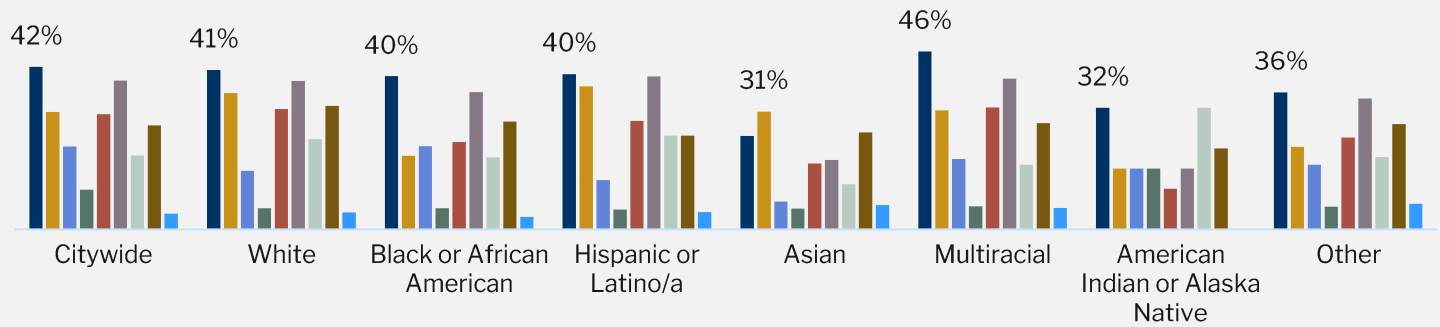
Multiracial respondents selected **trauma-informed care and counseling** as their top action.

- Faster and clearer communication from police and first responders
- Easy access to advocates who can explain next steps and connect me to available support
- Trauma-informed care and counseling after an incident
- More follow-up and updates on what is happening with the case
- Help navigating medical care, housing, or time off work
- Access to notifications that the perpetrator was caught and is being handled through the justice system
- I do not know anyone who has been harmed by a crime
- Other (please specify)

Public Safety

Which actions should the City take to prevent violence and support people who have had contact with the criminal justice system?

Responses by Race and Ethnicity



Citywide, the top two actions were to **create a one-stop-shop re-entry center to help people find housing, jobs, healthcare, mental health services or legal support** and **connect young people to summer jobs and after school programs**.

Expanding access to addiction prevention, treatment, and overdose-reversal tools was among the top three actions for Asian, White, and Hispanic residents.

- Create a one-stop-shop re-entry center to help people find housing, jobs, healthcare, mental health services or legal support.
- Expand access to addiction prevention, treatment, and overdose-reversal tools
- Work with employers to make it easier to hire people with criminal records
- Encourage landlords and housing providers to accept people with criminal records
- Expand alternatives to jail, such as diversion and support programs
- Connect young people to summer jobs and after school programs
- Increase presence and services of community violence prevention and intervention specialists in neighborhoods
- Address conditions that foster crime by fixing broken streetlights, eliminating blight, and clearing hazards
- Other (please specify)

Citywide (5,768)

Respondents Earning Less than \$25K (256)

- 1 Create a one-stop-shop re-entry center to help people find housing, jobs, healthcare, mental health services or legal support.
- 2 Connect young people to summer jobs and after school programs
- 3 Expand access to addiction prevention, treatment, and overdose-reversal tools

- 1 Create a one-stop-shop re-entry center to help people find housing, jobs, healthcare, mental health services or legal support.
- 2 Connect young people to summer jobs and after school programs
- 3 Expand alternatives to jail, such as diversion and support programs

The top two actions citywide and among respondents earning less than \$25,000 are consistent.

As a third-most prioritized action, respondents earning less than \$25K selected **expand alternatives to jail, such as diversion and support programs**.

Conversations in Community Findings Summary

To accompany the citywide survey, the Mayor’s Office launched **Conversations in Community**, a community engagement initiative to meet residents where they are and hear directly from them about what they would like to see from City government. Below is a summary of key findings from the **Conversations in Community** events related to the survey questions on public safety.

- **Ensure that youth and families have access to safe and reliable transit options within their community**, especially to and from school, youth programs, and places of employment.
(Participants in Conversations in Community hosted by Step Up on 2/3 and BStudio on 2/23)
- **Improve community safety and quality of life for residents** by elevating safety concerns to the Mayor’s Office. *(Participants in Conversations in Community hosted by Mary Queen of Vietnam on 2/4 and BStudio on 2/23)*
- **Foster open dialogue between community members and local police** to hear residents’ concerns about police presence, build trust, and deter unwanted activities like speeding, vandalism, gun violence, drug use, illegal dumping, and noise disturbances.
(Participants in Conversations in Community hosted by Mary Queen of Vietnam on 2/4 and BStudio on 2/23)



“Increased police funding alone has not solved crime and broader strategic approaches may be necessary.”

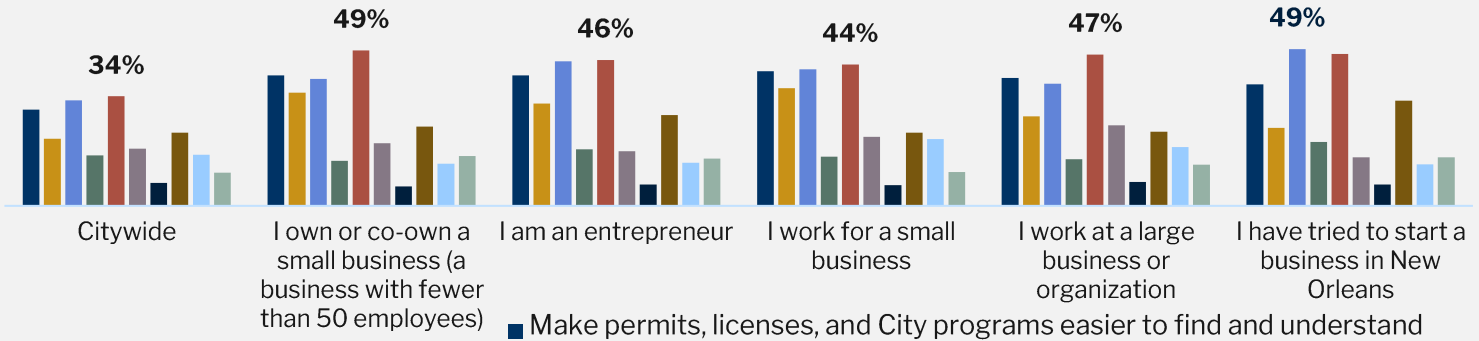
— *Participants in Conversations in Community hosted by Step Up, 2/9*

Economic Opportunity for All

Economic Opportunity

What should the City do to make it easier for entrepreneurs and businesses to start and thrive in New Orleans?

Responses by Connection to Work or Business



Citywide and among small business owners/employees, entrepreneurs, and large business employees, the top action was to **create a one-stop City office to help small business with permits, licenses and programs.**

For residents who have tried to start a business, the top action was to **increase access to loans, grants, and other programs that help small businesses access capital.**

- Make permits, licenses, and City programs easier to find and understand
- Speed up plan reviews, permits, and inspections
- Increase access to loans, grants, and other programs that help small businesses access capital
- Offer free training on topics like business planning, marketing, and finances
- Create a one-stop City office to help small business with permits, licenses, and programs and improve communication with permitting department
- Improve safety, lighting, and cleanliness near commercial areas
- Host events and programs that bring people to commercial areas
- Make it easier for women-, minority- and locally-owned business to do business with the City
- Offer programs that help businesses hire and retain local talent
- Launch a "We're Open for Business" communications campaign to signal that City Hall will double down on cutting red tape

Respondents who own or co-own a small business (759)

Respondents who have tried to start a business (256)

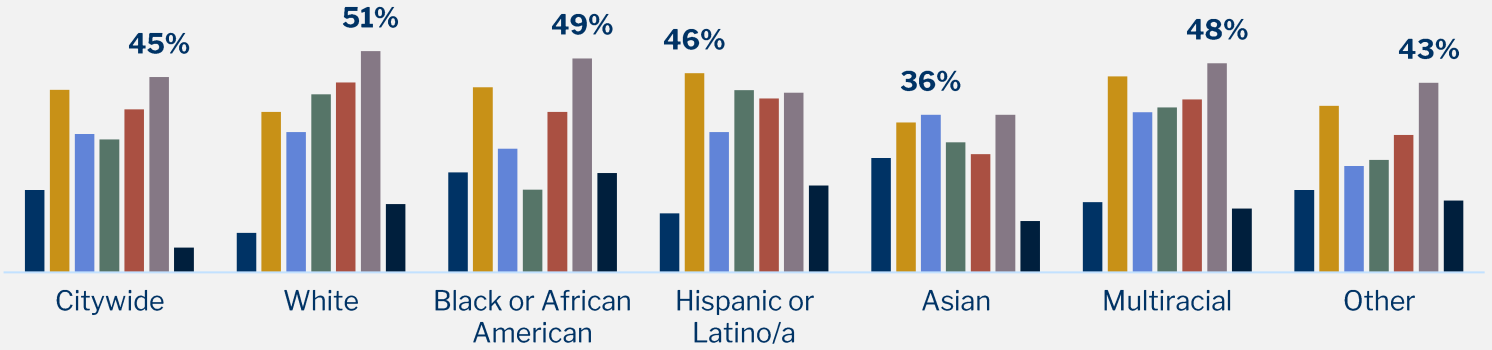
1 Create a one-stop City office	Increase access to loans and grants
2 Increase access to loans and grants	Create a one-stop City office
3 Simplify permitting processes	Simplify permitting processes
4 Make it easier for MWBEs to work w/ City	Make it easier for MWBEs to work w/ City
5 Speed up plan reviews and permits	Speed up plan reviews and permits

Compared to business owners, residents who have tried to start a business prioritize **access to capital such as loans and grants.**

Economic Opportunity

What can the City do to address the needs of workers?

Responses by Race and Ethnicity



Across those surveyed, the preferred method for addressing workers' needs is **attracting new employers who are capable of and willing to create competitive, locally-sourced, and well-paying jobs.**

This response is the top preference for all groups, save for two: Hispanic respondents prefer **encouraging employers to offer paid leave, a living wage, and fair schedules**, while Asian respondents describe a need for **expanding affordable healthcare access and worker benefits packages.**

- Enforce laws that protect workers from discrimination
- Encourage employers to offer paid leave, a living wage, and fair schedules
- Expand access to affordable health care and worker benefits
- Improve access to reliable, fast and affordable public transit
- Increase access to affordable childcare and care for older adults
- Attract new employers who will create good-paying jobs and hire locally
- Other (please specify)

Citywide (5,768)

1 Attract new employers who will create good-paying jobs and hire locally

2 Encourage employers to offer paid leave, a living wage, and fair schedules

3 Increase access to affordable childcare and care for older adults

Respondents Earning Under \$40K (552)

Encourage employers to offer paid leave, a living wage, and fair schedules

Attract new employers who will create good-paying jobs and hire locally

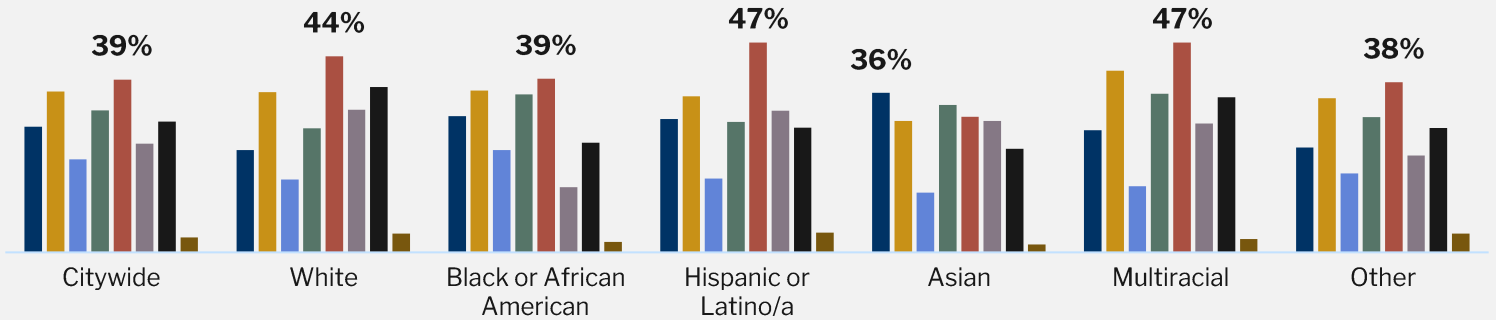
Increase access to affordable childcare and care for older adults

The top action for respondents earning under \$40K was to **encourage employers to offer paid leave, a living wage, and fair schedules.**

Economic Opportunity

What should the City do to connect residents to workforce training and prepare them for high-paying jobs?

Responses by Race and Ethnicity



Citywide and among all racial and ethnic groups except Asian respondents, those surveyed favor **partnering with community colleges for workforce development in key industries**.

Asian respondents indicate a preference for **offering job training and placement services in neighborhood-based offices**.

The second most popular citywide option is to **expand apprenticeships, paid internships and certification programs**.

- Offer job training and placement services in neighborhood-based offices
- Expand apprenticeships, paid internships, and certification programs
- Make information about training and job programs easier to find and understand
- Work with employers to create clear paths from training to jobs or from a lower-paying job to a higher-paying job
- Partner with community colleges to train residents for jobs in growing industries
- Improve transportation so people can get to training and job sites
- Increase access to affordable childcare so people can participate in training
- Other (please specify)

Citywide (5,768)

Respondents Under 18 (72)

<p>1 Partner with community colleges to train residents for jobs in growing industries</p>	<p>Work with employers to create clear paths from training to jobs and from lower- to higher-paying jobs</p>	<p>The top action for respondents under 18 was work with employers to create clear paths from training to jobs and from lower- to higher-paying jobs.</p> <p>These respondents also prioritized making information about training more accessible and offering job training services in neighborhood offices.</p>
<p>2 Expand apprenticeships, paid internships, and certification programs.</p>	<p>Make information about training and job programs easier to find and understand</p> <p>Expand apprenticeships, paid internships, and certification programs.</p>	
<p>3 Work with employers to create clear paths from training to jobs or from a lower- to a higher-paying job</p>	<p>Offer job training and placement services in neighborhood-based offices</p>	

* There are two options in second place for respondents under 18 as both options received a similar number of votes.

Conversations in Community Findings Summary

To accompany the citywide survey, the Mayor’s Office launched **Conversations in Community**, a community engagement initiative to meet residents where they are and hear directly from them about what they would like to see from City government. Below is a summary of key findings from the **Conversations in Community** events related to the survey questions on economic opportunity.

- **Build regional alliances, explore different models for essential services, and strategically advance community-based initiatives to address cost of living issues** surrounding energy, transportation, healthcare, and food insecurity, such as:
 - Explore sliding-scale models for essential services.
 - Teach residents how to grow their own food.
 - Support mutual aid networks addressing fresh food access.
 - Explore whether Medicaid funding could address transportation and other intersectional needs.
 - Build alliances across parishes (including Jefferson) to address food deserts and shared challenges.
 - Use stipends and incentives to increase program participation.

(Participants in Conversations in Community hosted by Step Up on 2/3)

- **Encourage businesses to uphold greater accountability standards in the workplace** through training and education on employment and anti-discrimination laws. (Participants in Conversations in Community hosted by Step Up on 1/21)

“Economic development efforts should prioritize communities that have historically faced barriers to opportunity.”

— Participant in Conversations in Community hosted by New Orleans East Hospital, 1/14

Conversations in Community Findings Summary – Cont'd

- **Expand access to affordable healthcare and healthcare services**, including mental health awareness centers in the community and psychiatric mental health services in schools. (Participants in Conversations in Community hosted by Step Up on 1/21)
- **Encourage employers to offer more employment benefits** such as paid leave (including sick and/or medical leave), fair scheduling (40 hours/week for full-time, and 20 hrs/week for part time), and greater workplace protections for contracted and temporary staff. (Participants in Conversations in Community hosted by Step Up on 1/21)
- **Encourage businesses to consider offering family-sustaining wages (e.g., \$20-25 per hour)** to help offset rising housing costs. (Participants in Conversations in Community hosted by Step Up on 2/3)
- **Make it easier for small businesses to secure permits and licenses by communicating clear timelines and establishing points of contact within the City.** (Participants in Conversations in Community hosted by New Orleans East Hospital on 1/14 and 2/11, and Step Up on 1/21)
- **Streamline interdepartmental processes** for permits/licenses, City programs, initiatives, and financial assistance. (Participants in Conversations in Community hosted by New Orleans East Hospital on 1/14 and 2/11, and Step Up on 1/21)



Restoring and Revitalizing Areas East of the Industrial Canal

East of the Industrial Canal

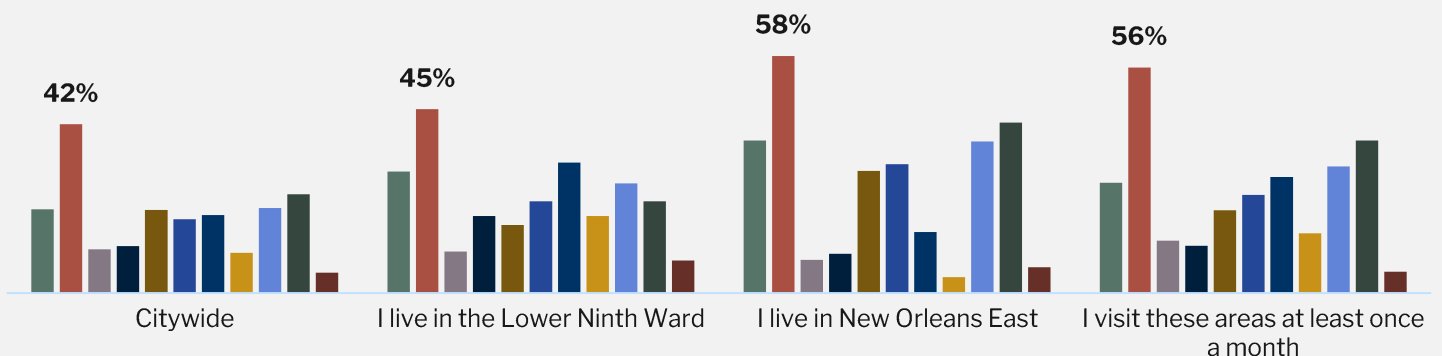
What kinds of programs and services would most improve your experience in New Orleans East?

Citywide and among residents that have a connection to areas east of the Industrial Canal, the top action was to **address blighted and abandoned properties, illegal dumping, and neglected infrastructure like leaking fire hydrants and broken stoplights.**

In line with the top priorities citywide, New Orleans East residents further prioritized **redeveloping and opening key community assets, such as Lincoln Beach and Lake Forest Plaza and conducting a targeted effort East of the Industrial Canal to attract public and private investment and employers that offer good-paying jobs.**

The second- and third-most selected options for Lower Ninth Ward residents were to **build a full-service grocery store that provides access to affordable, healthy foods and improve roads, sidewalks, drainage, sound walls, and street lighting.**

Responses by Connection to Areas East of the Industrial Canal

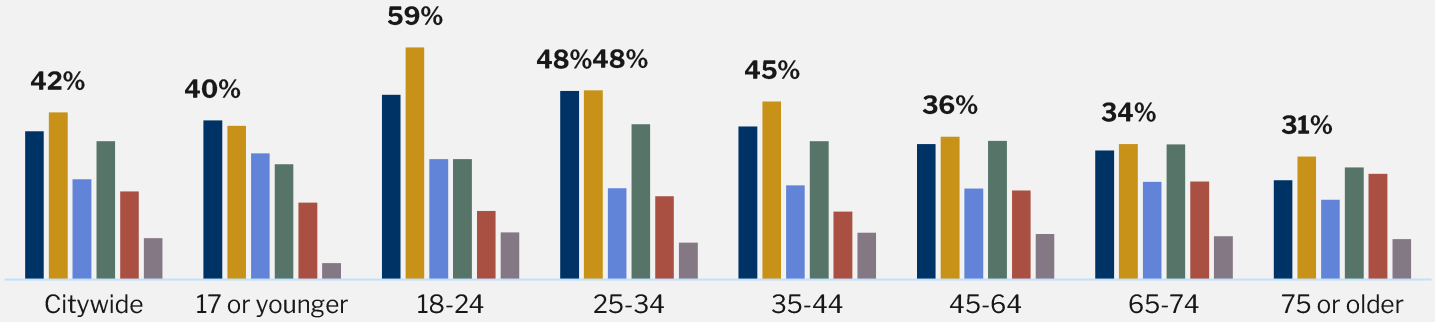


- Improve roads, sidewalks, drainage, sound walls, and street lighting
- Address blighted and abandoned properties, illegal dumping, and neglected infrastructure like leaking fire hydrants and broken stoplights
- Expanded access to healthcare, including mental health and pediatric care
- Bring more affordable housing to the area
- Improve public safety around stores including NOPD-monitored security cameras and more frequent NOPD patrols
- Add more stores and neighborhood businesses
- Build a full-service grocery store that provides access to affordable, healthy foods
- Increase shade, trees, and access to parks and green spaces
- Conduct a targeted effort East of the Industrial Canal to attract public and private investment and employers that offer good-paying jobs
- Redevelop and open key community assets, such as Lincoln Beach and Lake Forest Plaza
- Other (please specify)

East of the Industrial Canal

How can the City best promote Lower Ninth Ward?

Responses by Age



Citywide and across all age groups except for residents under 18, the top action was to **support and promote existing community-led festivals and events like New Orleans East Festival, Wellness Expo, and the Christmas parade.**

The top action for residents under 18 was to **highlight local history, culture, arts, and food through city-wide events.**

- Highlight local history, culture, arts, and food through city-wide events
- Support and promote existing community-led festivals and events like New Orleans East Festival, Wellness Expo, and the Christmas parade
- Publish simple guides that show where to eat, shop, learn, and spend time
- Improve signage, lighting, and "welcome" features like placemaking art pieces to attract visitors
- Partner with influencers and local social media gurus as "Lower Ninth Ward Ambassadors" to promote the neighborhoods
- Other (please specify)

Citywide (5,768)

- 1 Support and promote existing community-led festivals and events like New Orleans East Festival, Wellness Expo, and the Christmas parade
- 2 Highlight local history, culture, arts, and food through city-wide events
- 3 Improve signage, lighting, and "welcome" features like placemaking art pieces to attract visitors

Lower Ninth Ward Residents (137)

- 1 Highlight local history, culture, arts, and food through city-wide events
- 2 Improve signage, lighting, and "welcome" features like placemaking art pieces to attract visitors
- 3 Support and promote existing community-led festivals and events like New Orleans East Festival, Wellness Expo, and the Christmas parade

The top three actions for Lower Ninth Ward residents were to **highlight local history, culture, arts, and food through city-wide events**, followed by **improving signage, lighting, and placemaking features**, and **supporting and promoting existing community-led festivals and events.**

Conversations in Community Findings Summary

To accompany the citywide survey, the Mayor’s Office launched **Conversations in Community**, a community engagement initiative to meet residents where they are and hear directly from them about what they would like to see from City government. Below is a summary of key findings from the **Conversations in Community** events related to the survey questions on east of the Industrial Canal.

- **Strengthen small, minority-owned, and locally-owned business ecosystems** through targeted business promotion, resource alignment (e.g., capital and microgrant programs), technical assistance, training, and workshops (focused on business development, regulations, City requirements, and financial literacy) to help entrepreneurs scale and grow their businesses.
(Participants in Conversations in Community hosted by New Orleans East Hospital on 1/14 and 2/11, and Step Up on 1/21)
- **Develop data-driven processes and reporting mechanisms to track economic growth**—including business closures and the economic impact of closures.
(Participants in Conversations in Community hosted by New Orleans East Hospital on 1/14 and Step Up on 1/21)



“Create a central hub for small business resources.”

—Participant in Conversations in Community hosted by New Orleans East Hospital, 1/14

Conversations in Community Findings Summary – Cont'd

- **Make it easier for small businesses to secure permits and licenses** by communicating clear timelines and establishing points of contact within the City. (Participants in Conversations in Community hosted by New Orleans East Hospital on 1/14 and 2/11, and Step Up on 1/21)
- **Streamline interdepartmental processes** for permits/licenses, City programs, initiatives, and financial assistance. (Participants in Conversations in Community hosted by New Orleans East Hospital on 1/14 and 2/11, and Step Up on 1/21)

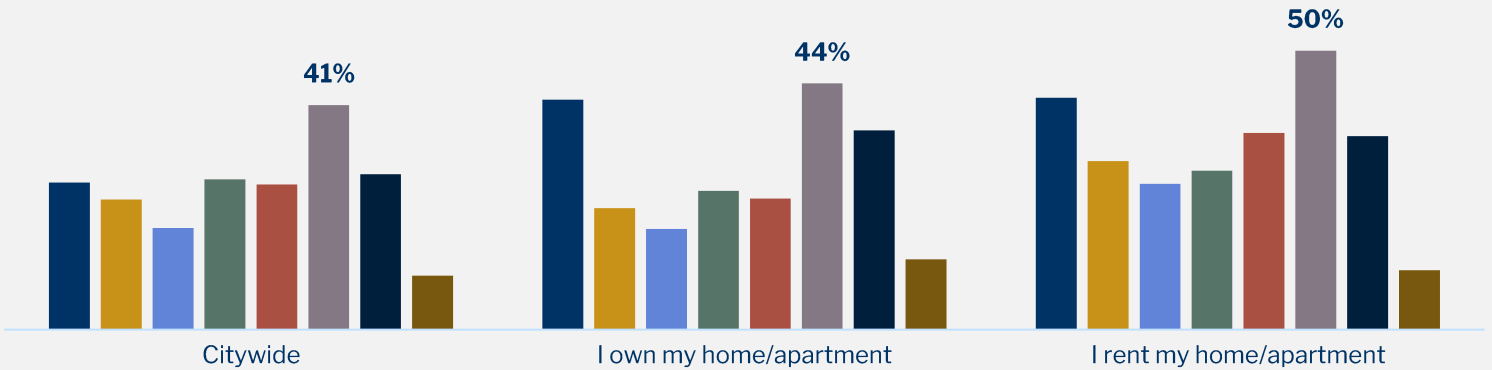


Housing All New Orleanians

Housing & Affordability

What should the City do to protect renters in New Orleans and help them stay in their homes?

Responses by Housing Status



Citywide and among homeowners and renters, respondents indicated the need to **secure more funding and work with developers to build and preserve affordable housing** as the top priority.

Respondents who are homeowners selected **easing the speed and difficulty of affordable housing construction** as their third priority; conversely, renting respondents slightly prefer **providing emergency financial assistance to those at risk of eviction** as their third priority.

- Clearer enforcement of rules limiting short-term rentals
- More access to legal assistance and tenant rights education for people at risk of eviction
- More communication and transparency from the City about renter protections
- Enforce housing discrimination laws, including for race, incarceration history, and eviction history
- Provide emergency financial assistance for people facing eviction
- Secure more funding and work with developers to build and preserve affordable housing
- Make it easier and faster to build affordable housing
- Other (please specify)

Citywide (5,768)

Respondents Earning Under \$60k (993)



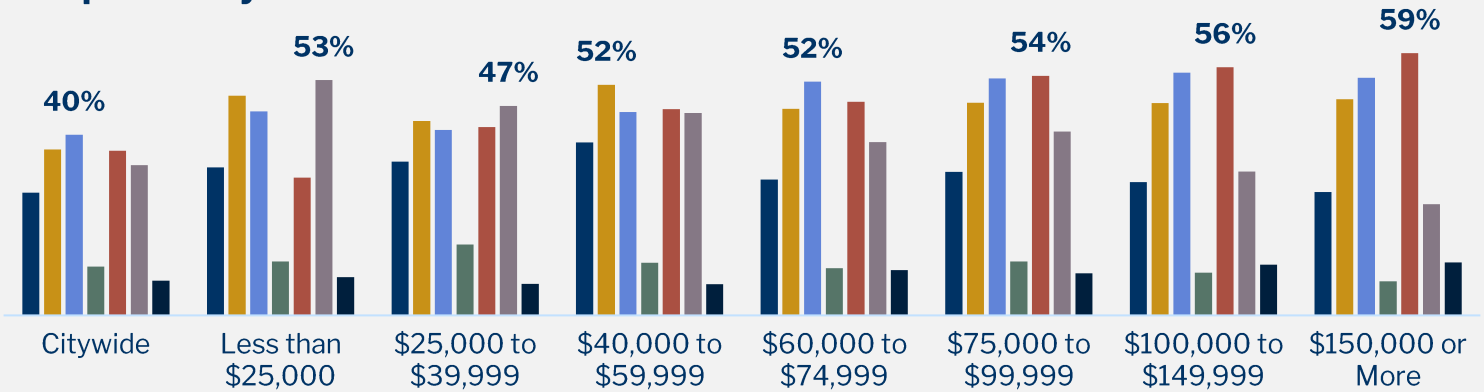
Respondents earning under \$60,000 annually stress the need for immediate solutions and changes, placing **emergency eviction and legal assistance and enforcement of housing anti-discrimination laws** as top priorities. As in the citywide results, these respondents also stress the need to **secure funding and make it easier to build and preserve affordable housing**.

* There are three options in third place for respondents earning under \$60k as these options received similar votes.

Housing & Affordability

What would most help your household manage rising insurance costs?

Responses by Income



Citywide and among respondents earning between \$60,000 and \$74,999, the top option to help manage rising insurance costs is to **provide assistance to strengthen roofs and improve the resilience of homes.**

Respondents earning under \$40,000 prefer **easy to understand information about available grants and assistance programs**, while respondents earning above \$75,000 all select **more flood and hazard mitigation projects** as a top priority.

- Help comparing insurance options and understanding coverage
- Clear guides on lowering premiums and navigating claims
- Assistance to strengthen roofs and improve the resilience of my home and bring down insurance costs
- City-hosted forums to answer insurance questions
- More flood and hazard mitigation projects
- Easy to understand information about available grants or assistance programs
- Other (please specify)

Citywide (5,768)

Black respondents (2,278)

1 Assistance to strengthen roofs and improve the resilience of my home and bring down insurance costs

Clear guides on lowering premiums and navigating claims

2 Clear guides on lowering premiums and navigating claims

Assistance to strengthen roofs and improve the resilience of my home and bring down insurance costs

3 More flood and hazard mitigation projects

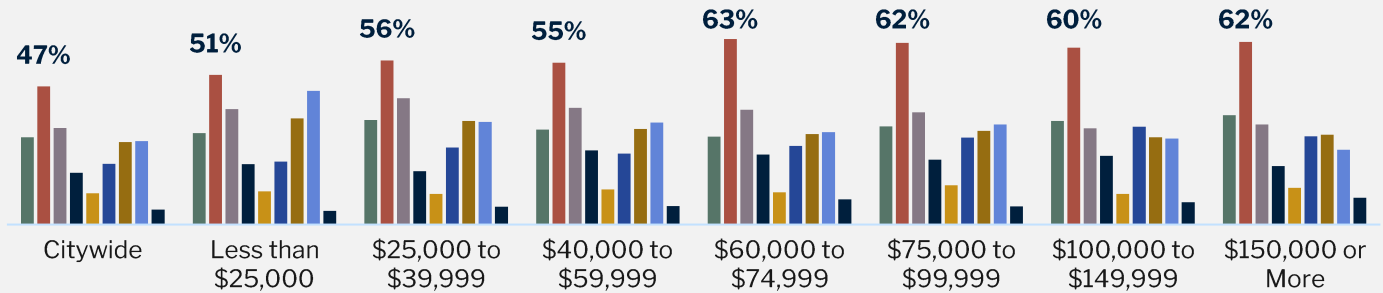
Easy to understand information about available grants and assistance programs

Black respondents indicate a need **for clear guides on lowering premiums and navigating claims**; followed by **assistance to strengthen roofs and improve the resilience of their homes**; and **easy to understand information about available grants.**

Housing & Affordability

Which actions should the City take to reduce homelessness?

Responses By Income



Citywide and across all income groups, the top action was to **expand access to mental health and substance use treatment**.

Expanding outreach for people at risk of eviction and affordable housing production and efforts to keep rents low also emerged as clear top priorities across all income levels, with particularly strong support among lower-income respondents.

- Increase access to shelters that provide privacy and safety
- Expand access to mental health and substance use treatment
- Expand outreach so that people at risk of eviction or foreclosure can get help early and expand outreach that connects people on the street to services
- Engage State, philanthropy, business leaders, and regional partners to identify housing funding streams for people experiencing homelessness
- Better coordination and data sharing among City agencies and service providers
- Increase the number of trained, qualified case managers offering consistent practices across service providers.
- Work with federal partners to expand access to supportive housing with services like healthcare and employment support
- Double down on affordable housing production and approaches to keeping rents low.
- Other (please specify)

Citywide (5,768 respondents)

Black Respondents (2,278 respondents)

1

Expand access to mental health and substance use treatment

Expand access to mental health and substance use treatment

2

Expand outreach to residents at risk of eviction or foreclosure and expand outreach that connects people on the street to services

Expand outreach to residents at risk of eviction or foreclosure and expand outreach that connects people on the street to services

3

Increase access to shelters that provide privacy and safety

Work with federal partners to expand access to supportive housing with services

The top two actions citywide are consistent across racial groups.

Black respondents showed a relatively stronger preference for **partnerships to expand supportive housing**, while placing comparatively less emphasis on **shelter access** than the citywide average.

Conversations in Community Findings Summary

To accompany the citywide survey, the Mayor's Office launched **Conversations in Community**, a community engagement initiative to meet residents where they are and hear directly from them about what they would like to see from City government. Below is a summary of key findings from the **Conversations in Community** events related to the survey questions on housing affordability.

- **Encourage businesses to consider offering family-sustaining wages (e.g., \$20-25 per hour)** to help offset rising housing costs. (Participants in Conversations in Community hosted by Step Up on 2/3)
- **Create specialized liaisons for housing that can advise residents** and provide access to tools, resources, information, and support services (e.g., Housing Trust Fund initiatives). (Participants in Conversations in Community hosted by Step Up on 1/21)
- **Ensure the City addresses neighborhood concerns about outstanding and/or recurring infrastructure and service issues** (e.g., all utilities, noise abatement), engages the public to educate on laws for trash removal, noise abatement, and traffic safety, and enforces City laws to deter unwanted activities that impact quality of life and housing in impacted neighborhoods. (Participants in Conversations in Community hosted by Mary Queen of Vietnam on 2/4)

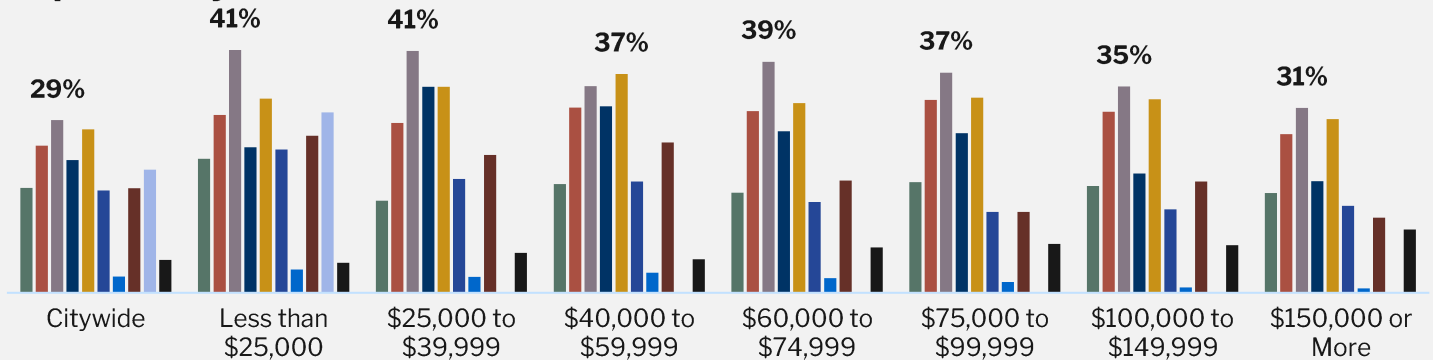


Supporting Every Child and Family to Thrive

Youth & Families

What would make it easier for you or for your family to live healthier lives and access healthcare?

Responses by Income



Citywide, the top actions were **easier access to mental health services** by locating them in the same place as physical health services; **increase access to fresh food near my home**; and **more community-based health clinics so residents can access care near their homes**.

Respondents earning \$40,000-\$59,999 prioritized **increased access to fresh food** as their top action, and those earning \$25,000-\$39,999 prioritized **more reliable transportation** as one of their top options.

- Shorter wait times and more options for care (e.g., telehealth, prescription delivery, etc.)
- More community-based health clinics so residents can access care near their homes
- Easier access to mental health services, including by locating them in the same place as physical health services
- Help navigating health insurance and finding affordable care
- Increase access to fresh food near my home
- More reliable, frequent, and affordable transportation to get to medical appointments
- Having health information and services in my primary language
- Community events in my neighborhood to get help and learn about services
- Direct support to address basic needs and financial instability for young families
- Other (please specify)

Citywide (5,768)

1

Easier access to mental health services, including by locating them in the same place as physical health services

2

Increase access to fresh food near my home

3

More community-based health clinics so residents can access care near their homes

Respondents Under 18 (72)

Help navigating health insurance and finding affordable care

Shorter wait times and more options for care (e.g., telehealth, prescription delivery, etc.)

Easier access to mental health services

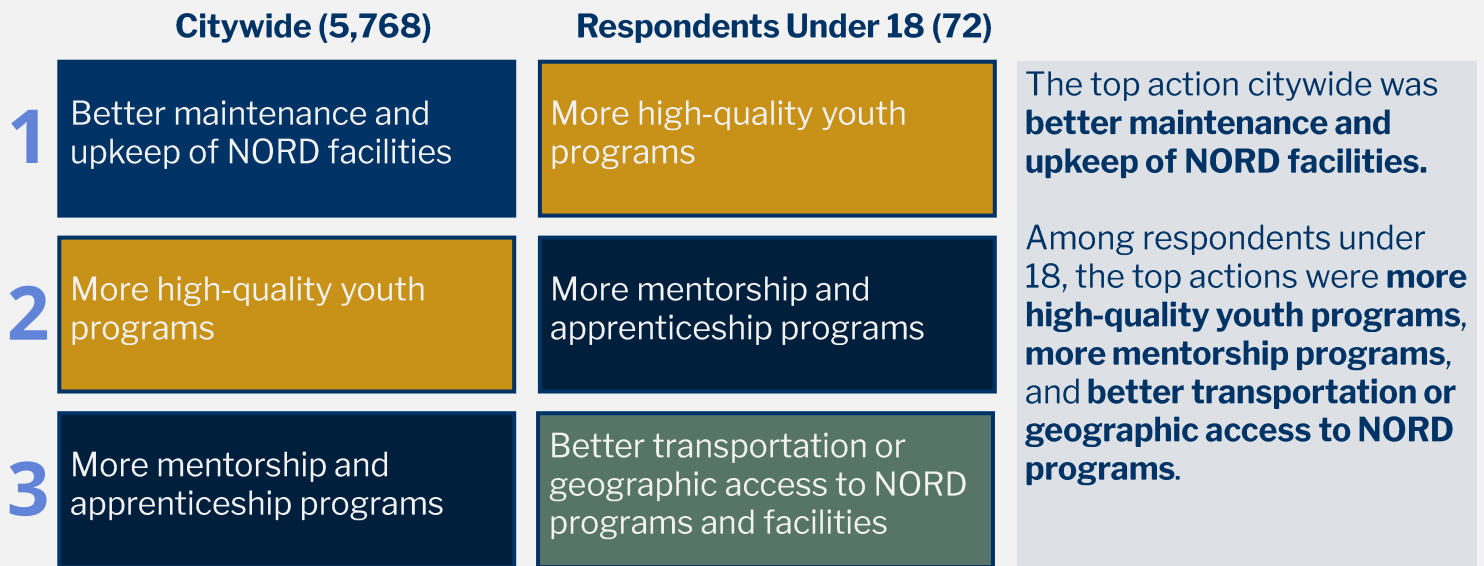
More reliable, frequent, and affordable transportation

Respondents under 18 prioritized **help navigating health insurance** and affordable care; **shorter wait times and more options for care** (e.g., telehealth); **easier access to mental health services**; and **more reliable, frequent, and affordable transportation** to get to medical appointments.

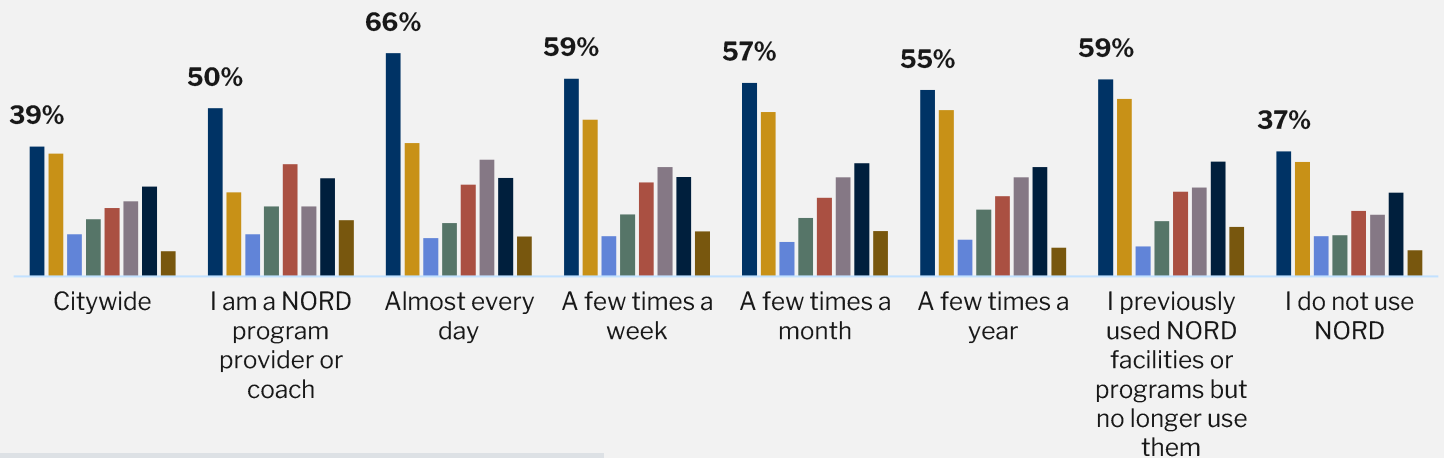
* There are two options in third place for respondents under 18 as both options received similar votes.

Youth & Families

What changes would most improve NORD programs and facilities?



Responses by Frequency of NORD Use



Citywide and among both frequent and infrequent NORD users, the top action was **better maintenance and upkeep of NORD facilities**.

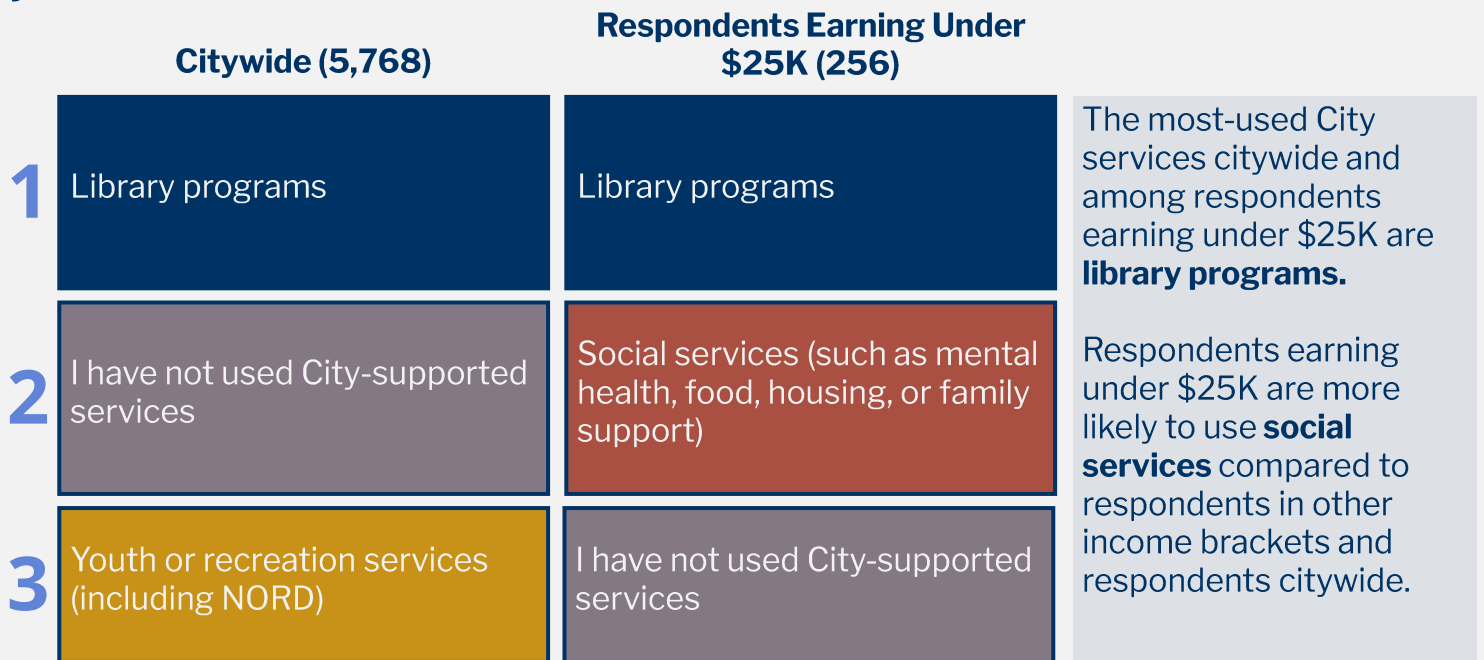
The second-most selected option for both frequent and infrequent NORD users was **more high-quality youth programs**.

The second-most selected option for NORD program providers/coaches was **better transparency and accountability about NORD operations and impact**.

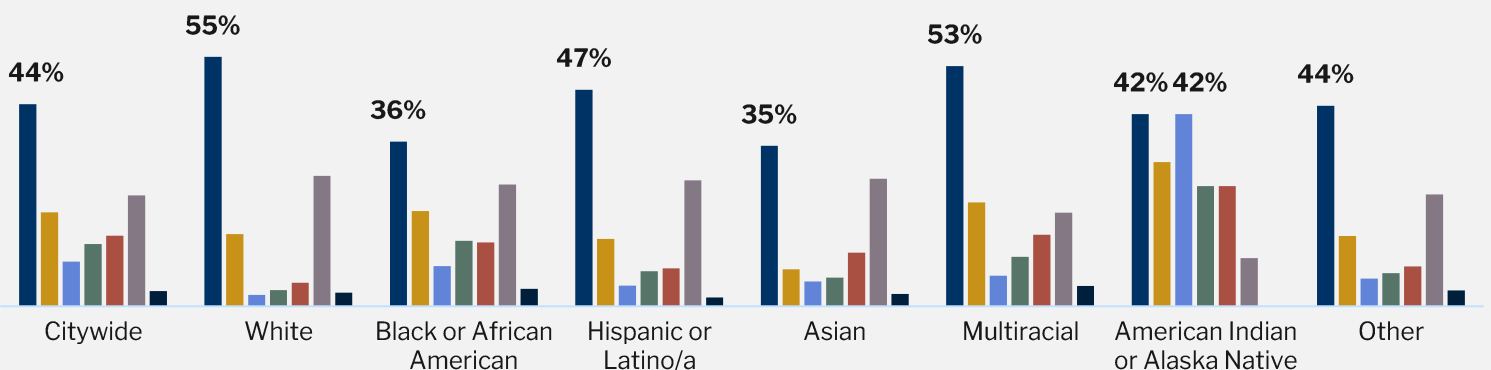
- Better maintenance and upkeep of NORD facilities
- More high-quality youth programs
- Lower costs and better affordability
- Better transportation or geographic access to NORD programs and facilities
- Better transparency and accountability about NORD operations and impact
- Stronger community input and oversight of NORD operations
- More mentorship and apprenticeship programs
- Other (please specify)

Youth & Families

Which City-supported services have you or your family used in the past two years?



Responses by Race and Ethnicity



The most-used city services among respondents are **library programs** and **youth or recreation services**. Across all racial and ethnic groups except for American Indian respondents, one of the top three most selected options was **I have not used City-supported services**.

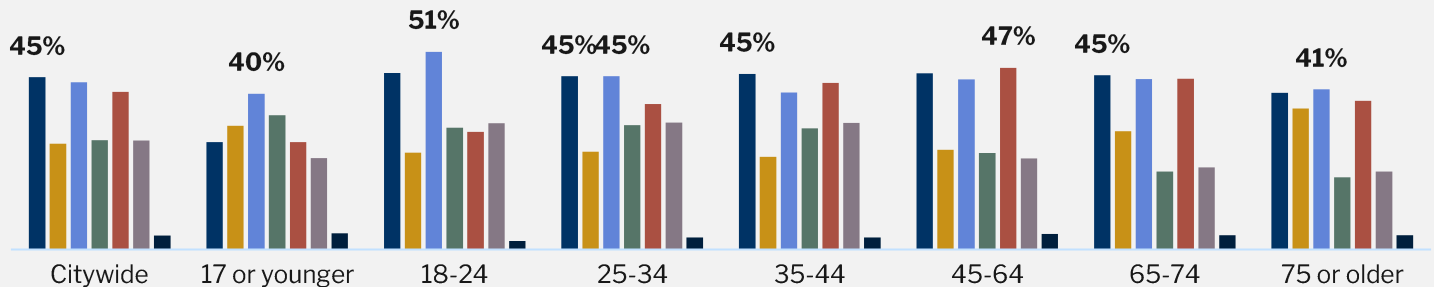
American Indian respondents selected **after-school or enrichment programs** as a top option, and Asian respondents selected **social services** as one of their most-used services.

- Library programs
- Youth or recreation services (including NORD)
- After-school or enrichment programs
- Summer programs or camps
- Social services (such as mental health, food, housing, or family support)
- I have not used City-supported services
- Other (please specify)

Youth & Families

What should the City do to help young people access after school programs, job training, and paid work opportunities?

Responses by Age



Citywide and for respondents aged 25-44 and 65-74, the top action was to **bring programs directly into neighborhoods through schools and community partners**.

The top action for youth respondents under 25 and seniors 75 and older was to **expand paid internships and job opportunities for youth**.

The top action for respondents aged 45-64 was to **partner with employers and higher-ed institutions to create career pathways**.

- Bring programs directly into neighborhoods through schools and community partners
- Make information about youth programs easier to find, both online and in community facilities
- Expand paid internships and job opportunities for youth, including through the City's Summer Youth Employment Program
- Increase mental health, housing, and family-support services that help youth participate
- Partner with employers and higher-education institutions to create career pathways
- Provide stipends or financial support to help youth participate
- Other (please specify)

Citywide (5,768)

Respondents Earning Under \$25K (256)

1

Bring programs directly into neighborhoods through schools and community partners

Bring programs directly into neighborhoods through schools and community partners

The top two actions citywide and among respondents earning under \$25K are consistent.

2

Expand paid internships and job opportunities for youth, including through the City's Summer Youth Employment Program

Expand paid internships and job opportunities for youth, including through the City's Summer Youth Employment Program

The third-most selected action for respondents earning under \$25K was to **provide stipends or financial support to help youth participate**.

3

Partner with employers and higher-education institutions to create career pathways

Provide stipends or financial support to help youth participate

Conversations in Community Findings Summary

To accompany the citywide survey, the Mayor’s Office launched **Conversations in Community**, a community engagement initiative to meet residents where they are and hear directly from them about what they would like to see from City government. Below is a summary of key findings from the **Conversations in Community** events related to the survey questions on youth and families.

- **Move away from a “school-to-prison” pipeline and to a “school-to-work” pipeline** by redirecting funding towards educational, vocational, and youth programs that uplift youth and provide a foundation for economic empowerment. (Participants in Conversations in Community hosted by Step Up on 1/21 and 2/23, and New Orleans East Hospital on 1/14)
- **Expand youth access to entrepreneurship, civic leadership, and occupational (“life skills”) internships, mentorships, apprenticeships, and community service programs** to teach students how to gain employment and succeed in fields including government, business, the trades, and the arts. (Participants in Conversations in Community hosted by Step Up on 1/21 and 2/23, New Orleans East Hospital on 1/14, and Youth Leadership Council on 1/28)
- **Provide services in partnership with schools and community organizations** that reach underserved neighborhoods and align with local neighborhood needs. (Participants in Conversations in Community hosted by Mary Queen of Vietnam on 2/4, New Orleans East Hospital on 1/14, and Youth Leadership Council on 1/28)

“You can’t get into trouble if you’re busy.” — Participant in Conversations in Community hosted by Step Up, 1/21

“Health must be holistic, coordinated, and rooted in community trust — not siloed or transactional.”
— Group 1 Participants in Conversations in Community hosted by Step Up, 2/3

Conversations in Community Findings Summary – Cont'd

- **Create cross-sector, community-based health programs that are rooted in trust to address pain points** (e.g., fresh food access; childhood obesity; overlooked health issues; access to and understanding of health programs, coverage, and eligibility; access to low-cost or free testing; and access to transportation). (Participants in Conversations in Community hosted by Step Up on 2/3)
- **Leverage centralized platforms and trusted communication channels to clearly share out opportunities for youth to participate in programs** offered by nonprofit organizations, the private sector, and public agencies. (Participants in Conversations in Community hosted by Young Leadership Council on 1/28)
- **Expand access to affordable healthcare and healthcare services**, including mental health awareness centers in the community and psychiatric mental health services in schools. (Participants in Conversations in Community hosted by Step Up on 1/21)

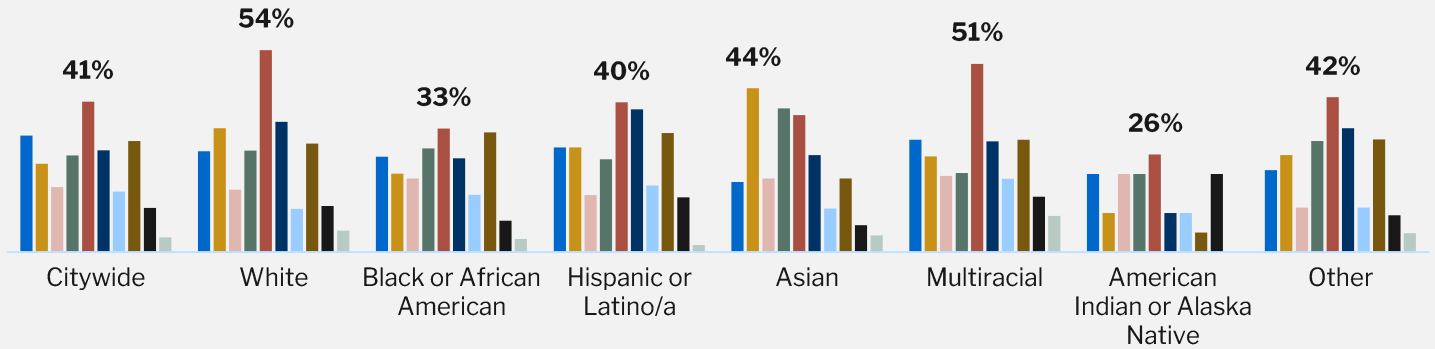


Making Government Work for You

Making Government Work

As the City decides how to use its resources, which areas should be top priorities?

Responses by Race and Ethnicity



Citywide and all racial and ethnic groups except Asian respondents, the top priority was **transportation and street infrastructure, including roads and sidewalks, street lighting, and traffic safety.**

Asian respondents selected **public safety, including 911 response, police, fire protection, emergency preparedness and response** as their top priority.

- Creating and preserving affordable housing, and programs that protect renters and help reduce homelessness
- Public safety, including 911 response, police, fire protection, emergency preparedness and response
- Violence prevention and community-based safety programs such as youth outreach and supporting survivors of violence
- Sanitation, and keeping neighborhoods clean, including trash pickup, illegal dumping enforcement
- Transportation and street infrastructure, including roads and sidewalks, street lighting, and traffic safety
- Prevention of flooding through catch-basin cleaning, ditch maintenance, and fixing roadways
- Public health programs and wrap-around services for youth, seniors, and families
- Attracting good-paying jobs, supporting local businesses, and connecting people to job opportunities
- Arts and culture programs, including support for artists, musicians, culture bearers, and neighborhood cultural spaces
- Other (please specify)

Citywide (5,768)

Respondents Earning Under \$25K (256)

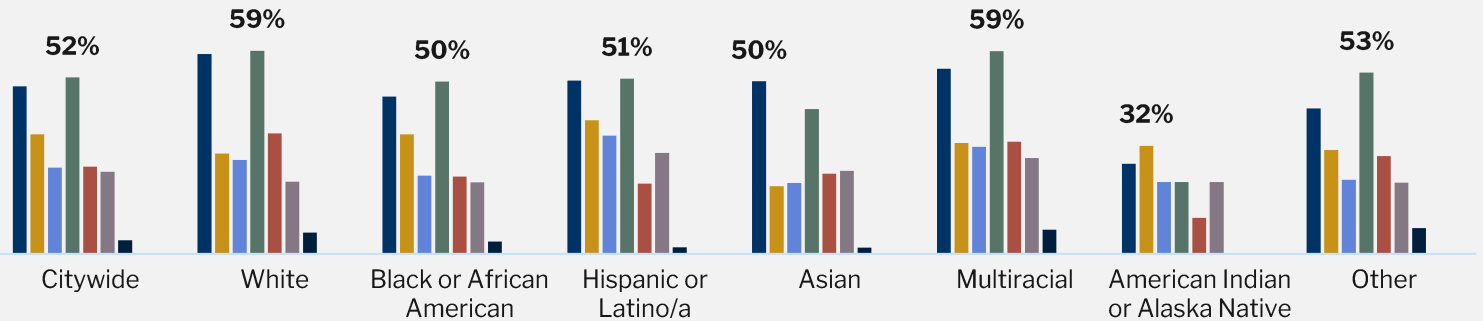
1	Transportation and street Infrastructure	1	Creating and preserving affordable housing
2	Creating and preserving affordable housing	2	Transportation and street Infrastructure
3	Attracting good-paying jobs, supporting local businesses, and connecting people to job opportunities	3	Attracting good-paying jobs, supporting local businesses, and connecting people to job opportunities

For respondents earning under \$25K, the top priority was **creating and preserving affordable housing, and programs that protect renters and help reduce homelessness.**

Making Government Work

What can the City do to improve delivery of road repairs?

Responses by Race and Ethnicity



Citywide and across all racial and ethnic groups except Asian and American Indian respondents, the top action was **holding contractors accountable by creating and enforcing rules on project duration**.

Asian respondents selected **improving coordination of roadwork across departments** and American Indian respondents selected **improving communication to residents about infrastructure projects** as their top options.

- Improve coordination of roadwork across departments and agencies, including Sewerage & Water Board, by creating an Infrastructure Coordinating Committee
- Improve communication to residents about infrastructure projects by posting standardized notices prior to work beginning and publishing real-time updates
- Publish a citywide infrastructure dashboard of all ongoing infrastructure projects, building on the #NOLAprogress dashboard
- Hold contractors accountable by creating and enforcing rules on when projects should start and end
- Build public works capacity at City Hall so more projects can be completed in-house
- Develop a strategic plan to guide coordinated regional investments in infrastructure, technology, and workforce development
- Other (please specify)

Citywide (5,768)

Respondents Earning Over \$100K (1,614)

1 Hold contractors accountable by creating and enforcing rules on when projects should start and end

Improve communication to residents about infrastructure projects by posting notices prior to work beginning and real-time updates

2 Improve coordination of roadwork across departments and agencies by creating an Infrastructure Coordinating Committee

Hold contractors accountable by creating and enforcing rules on when projects should start and end

3 Improve communication to residents about infrastructure projects by posting notices prior to work beginning and real-time updates

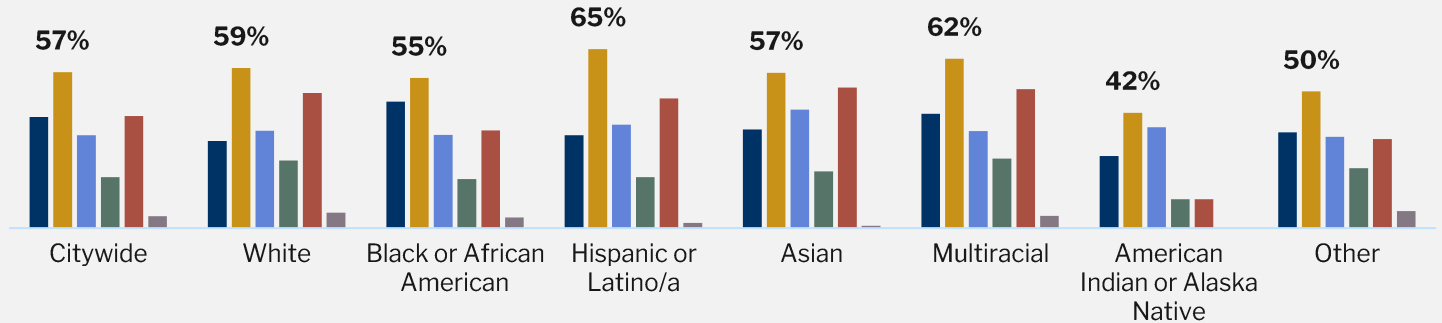
Build public works capacity at City Hall so more projects can be completed in-house

Top priorities for respondents earning over \$100K differed slightly from citywide and respondents in income brackets under \$100K. The top actions for these respondents were to **improve communication to residents**, followed by **hold contractors accountable on project duration**, and **build public works capacity at City Hall**.

Making Government Work

What can the City do to improve street light repairs?

Responses by Race and Ethnicity



Citywide and across all racial and ethnic groups, the top action was to **improve street lighting along surface roads throughout neighborhoods using clear, public criteria.**

For Black and Other respondents, the second-most selected option was **work with DOTD to improve street lighting among major thoroughfares.**

- Work with DOTD to improve street lighting along major thoroughfares (e.g., I-10, I-610)
- Improve street lighting along surface roads throughout neighborhoods using clear, public criteria such as outage duration, safety risk, and neighborhood impact, and other data collected through 311
- Partner with NOPD to identify infrastructure theft and vandalism hotspots and coordinate targeted prevention and response strategies
- Launch a whole of government lighting and hazard abatement blitz
- Triage light repairs based on public safety, such as proximity to schools, and the amount of time lights have been out
- Other (please specify)

Citywide (5,768)

Respondents Earning Under \$25K (256)

1	Improve street lighting along surface roads throughout neighborhoods using clear, public criteria.	Improve street lighting along surface roads throughout neighborhoods using clear, public criteria.		
2	Triage light repairs based on public safety, such as proximity to schools, and the amount of time lights have been out	Triage light repairs based on public safety, such as proximity to schools, and the amount of time lights have been out		
3	Work with DOTD to improve street lighting along major thoroughfares (e.g., I-10, I-610)	<table border="1"> <tr> <td>Work with DOTD to improve street lighting along major thoroughfares</td> <td>Partner with NOPD to identify infrastructure theft and vandalism hotspots</td> </tr> </table>	Work with DOTD to improve street lighting along major thoroughfares	Partner with NOPD to identify infrastructure theft and vandalism hotspots
Work with DOTD to improve street lighting along major thoroughfares	Partner with NOPD to identify infrastructure theft and vandalism hotspots			

The top priorities citywide and respondents earning under \$25K are mostly similar. As a third-most selected option, respondents earning under \$25K additionally prioritized **partnering with NOPD to identify infrastructure theft and vandalism hotspots.**

* There are two options in third place for respondents earning under \$25K as both options received a similar number of votes.

Making Government Work

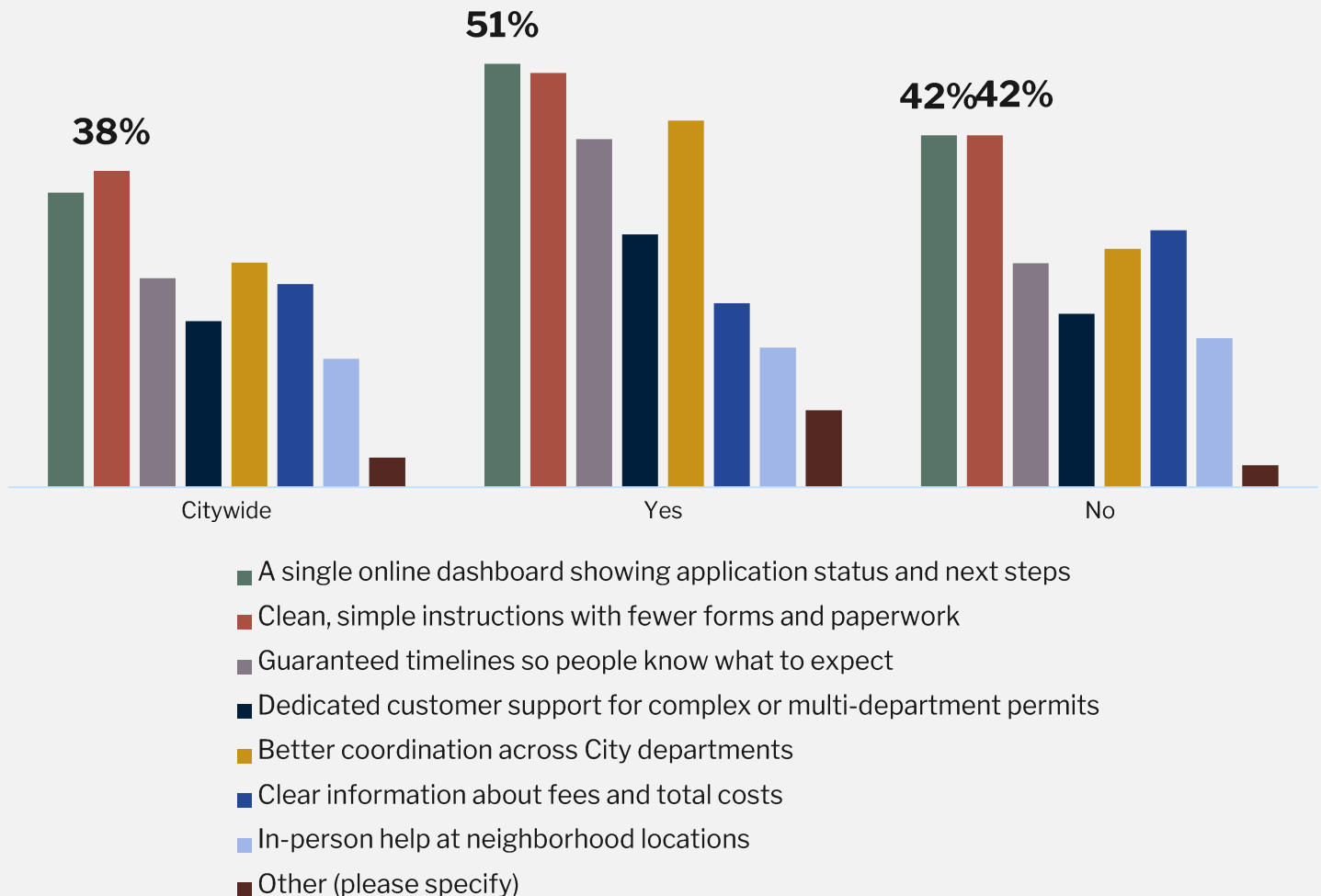
What would make it easier to understand and navigate the permitting and licensing process?

Citywide, the top two actions were **clean, simple instructions with fewer forms and paperwork**, and **a single online dashboard showing application status and next steps**.

Respondents who have experience with City permitting selected **a single online dashboard showing application status and next steps** as their top action.

Respondents who did not have City permitting experience similarly prioritized **a single online dashboard** and **clean, simple instructions with fewer forms and paperwork**.

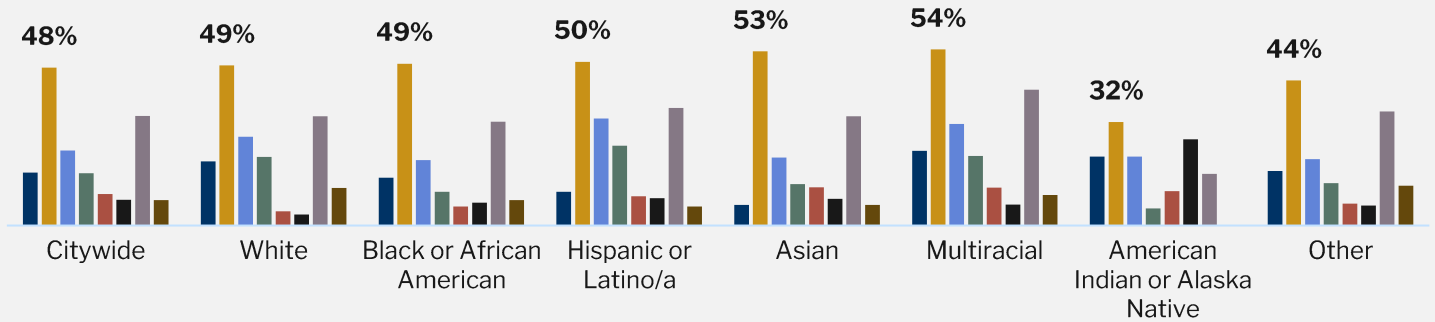
Responses by Permitting Experience Status



Making Government Work

What are the most important climate- and energy- related issues facing you and your family within your neighborhood?

Responses by Race and Ethnicity



Citywide and across all racial and ethnic groups, the most important climate- and energy-related issue selected was **my energy bills are too high**.

Other top issues selected citywide include **I can't afford homeowners or renters insurance** and **my street or neighborhood floods**.

The second-most selected issue for American Indian respondents was **I don't know where I can evacuate before or during emergencies**.

- My electricity goes out all the time
- My energy bills are too high
- My street or neighborhood floods
- It's too hot in my neighborhood due to lack of trees and greenspace
- I don't have reliable transportation, especially during extreme weather or emergencies
- I don't know where I can evacuate before or during emergencies
- I can't afford homeowners or renters insurance
- Other (please specify)

Citywide (5,768)

Respondents Earning Under \$25K (256)

1	My energy bills are too high	My energy bills are too high
2	I can't afford homeowners or renters insurance	I can't afford homeowners or renters insurance
3	My street or neighborhood floods	I don't have reliable transportation, especially during extreme weather or emergencies

The top two climate- and energy-related issues citywide and for respondents earning under \$25K are consistent.

The third-most selected issue for respondents earning under \$25K is **I don't have reliable transportation, especially during extreme weather or emergencies**.

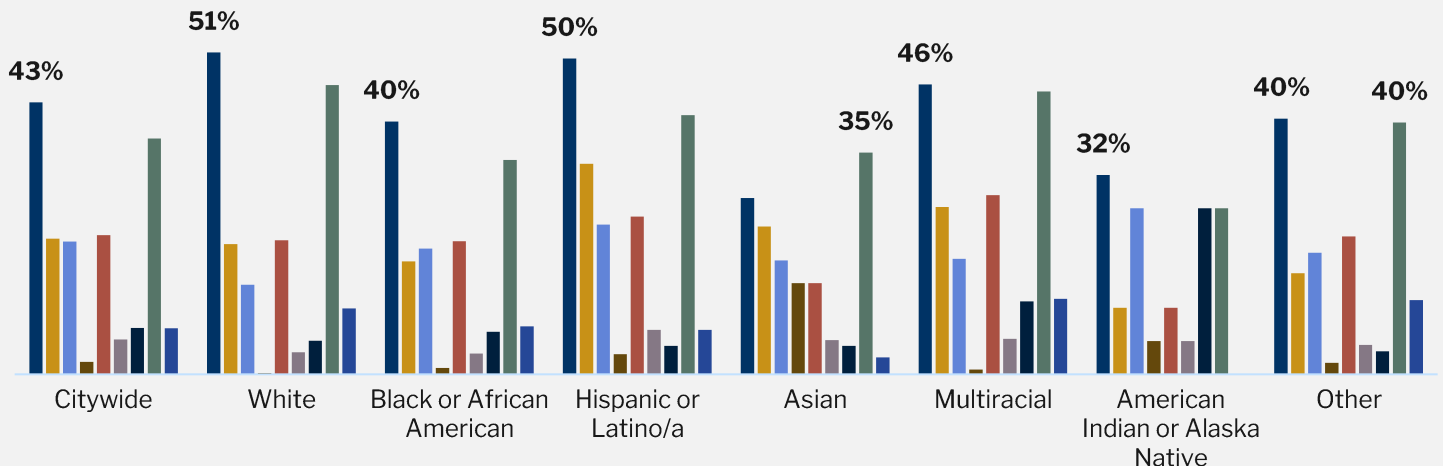
Making Government Work

What, if anything, has prevented you from sharing your needs and ideas with City government leaders in the past?

Citywide and all racial and ethnic groups except Asian respondents felt that **before this survey, City government leaders had not asked for their input.**

The top option selected by Asian respondents was **I did not feel my input would be taken seriously.** This option was also the second-most selected option citywide.

Responses by Race and Ethnicity



- Before this survey, City government leaders have not asked for my input
- I did not know how to get involved
- Information was not presented in a way that is accessible to me
- Information was not available in the language I speak
- Meetings or events do not work with my schedule
- Transportation has made it difficult for me to participate
- Caregiving responsibilities made it difficult for me to participate
- I did not feel my input would be taken seriously
- Other (please specify)

Making Government Work

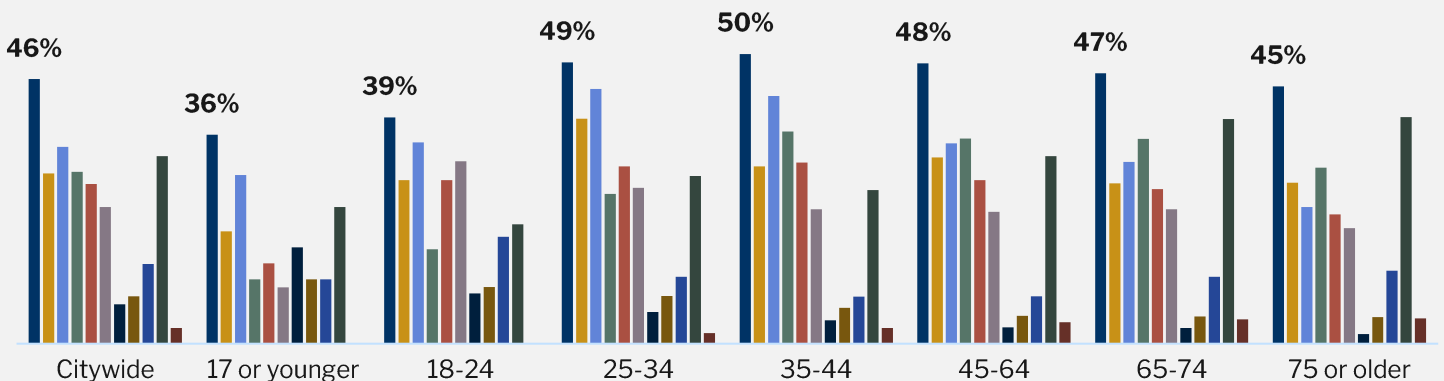
Which of the following are most helpful to you?

Citywide and across all age groups, the top action was to develop a **simple website that clearly explains programs and services**.

Among residents under 45, the second-most selected option was **easy to understand information about how the City spends its budget**.

Among residents 65 and older, the second-most selected option was a **phone number I can call to ask questions, report an issue, and find programs or services**.

Responses by Age



- A simple website that clearly explains programs and services
- Text messages or alerts about issues I care about
- Easy to understand information about how the City spends its budget
- Easy to understand information about the status of 311 requests received and anticipated processing times
- Easy to understand information about how each Department is meeting service standards
- Community meetings where I can learn and share my needs in person
- Live translation and interpretation services at public events
- Easy access to the City's written materials translated into multiple languages
- Printed materials available in neighborhoods
- A phone number I can call to ask questions, report an issue, and find programs or services
- Other (please specify)

Conversations in Community Findings Summary

To accompany the citywide survey, the Mayor’s Office launched **Conversations in Community**, a community engagement initiative to meet residents where they are and hear directly from them about what they would like to see from City government. Below is a summary of key findings from the **Conversations in Community** events related to the survey questions on making government work for residents.

- **Improve communication surrounding—and the execution of—infrastructure projects throughout the City.** Create coordination amongst city departments, clearly identify project leadership, and focus on accountability and transparency for project timelines, processes, budgets, and delays. (Participants in Conversations in Community hosted by Step Up on 2/9)
- **Increase transparency around City budget allocations, revenue, and spending.** Introduce data-driven performance metrics to track and evaluate impact and results. (Participants in Conversations in Community hosted by Step Up on 2/9)
- **Restore public trust in the government and its systems through a customer-centric approach** to delivering City services. Conduct expansive marketing, outreach, and engagement efforts that are culturally and linguistically appropriate, and which focus on quality of life and supporting community members. (Participants in Conversations in Community hosted by Step Up on 2/3 and 2/9, and New Orleans East Hospital on 2/11)



“One stop shop” systems are currently not functioning as true one-stop services. —
Participants in Conversations in Community
hosted by Step Up, 2/9

“I tried to call 911 and tell them what street I was on, but then I realized the street has no street sign and I did not know where I was” —
Participant in Conversations in Community
hosted by Step Up, 1/21

Conversations in Community Findings Summary – Cont’d

- **Address City infrastructure maintenance needs to improve service reliability** with a focus on street signage, speed bumps, stop signs, roads, fire hydrants, street lighting, drainage/sewers, the 311 system, tree trimming, and trash pickup and disposal.
(Participants in Conversations in Community hosted by Mary Queen of Vietnam on 2/4)
- **Improve and expand communication methods and customer service** (e.g., printed notices, text updates with embedded links, web portals) to reach a wider audience and address information access gaps for ongoing and new infrastructure projects, project timelines and sequencing, and service fees and billing for water and utilities.
(Participants in Conversations in Community hosted by Step Up on 2/3 and 2/9, and Mary Queen of Vietnam on 2/4)



“There is a need for improved customer support training.”

– Participants in Conversations in Community hosted by Step Up, 2/9

Vibrant Arts & Culture

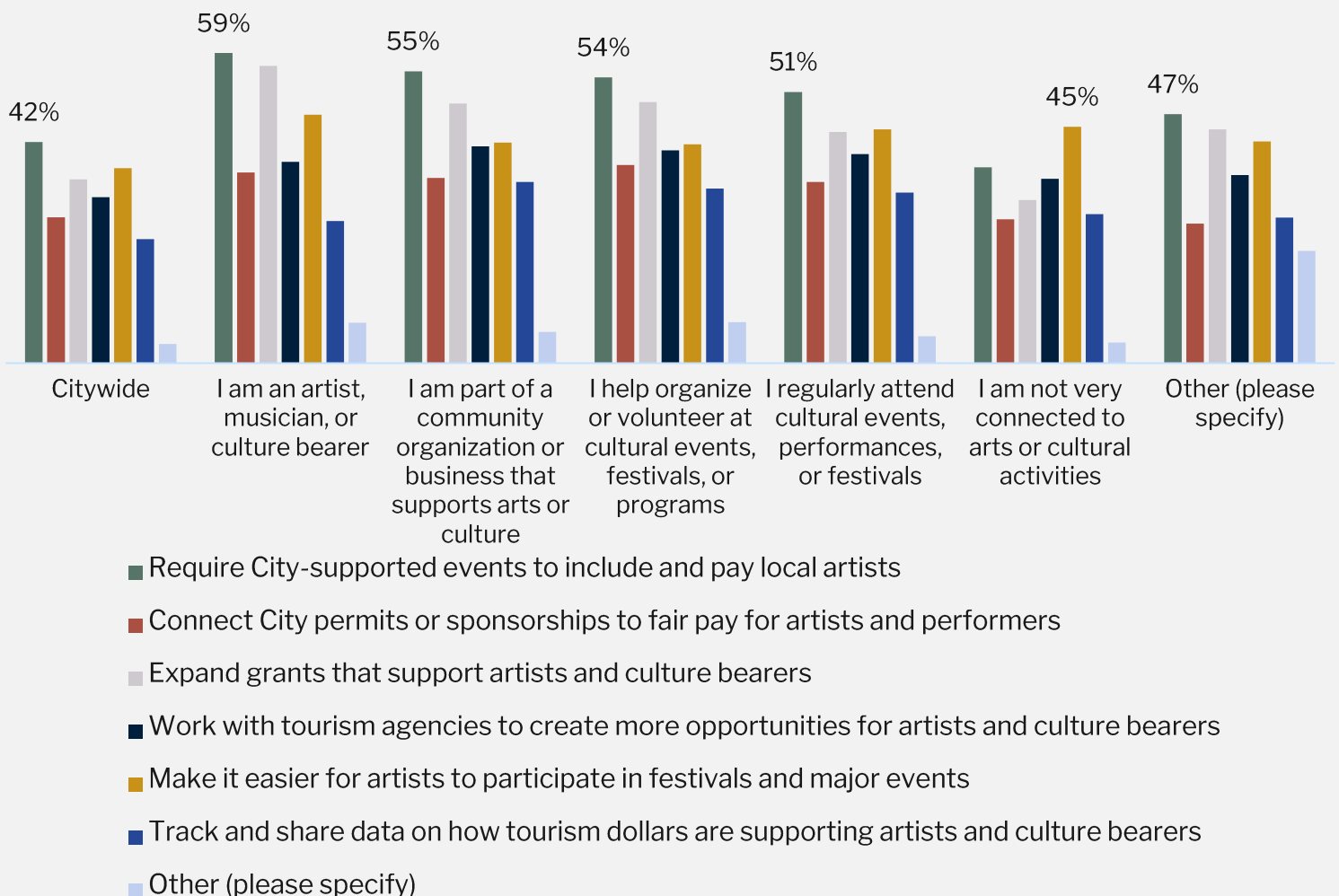
Vibrant Arts & Culture

Which actions would most ensure that tourism and big events directly benefit New Orleans artists and culture bearers?

Citywide and across respondents connected to the arts (i.e., artists and culture bearers, members of community organizations/businesses that support arts and culture, residents who help organize cultural initiatives, and those who regularly attend cultural events), the top three actions were to **require City-supported events to include and pay local artists; make it easier for artists to participate in festivals and major events**, and **expand grants that support artists and culture bearers**.

Respondents who indicated they were not very connected to arts or cultural activities selected **making it easier for artists to participate in festivals and major events** as their top action.

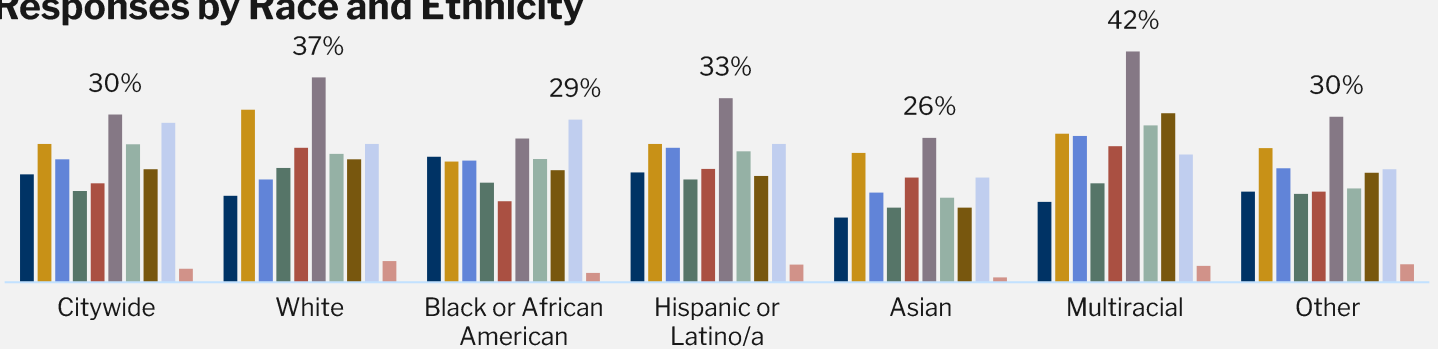
Responses by Artist/Culture Bearer Status



Vibrant Arts & Culture

What could the City do to help artists, cultural workers, or creative businesses thrive & grow the next generation of culture keepers?

Responses by Race and Ethnicity



Citywide, the top action was to **turn unused City property into affordable creative spaces**.

Black respondents selected **create more opportunities to learn from culture bearers through community centers and NORD** as their top action.

- Make City programs or funding opportunities easier to find and apply for
- Simplify permits and licensing for cultural activities and performances
- Provide training, apprenticeships, and coaching on business skills for creative workers
- Create a one-stop help center for artists navigating City processes
- Review and change City rules and enforcement practices that make it difficult for artists to work.
- Turn unused City property into affordable creative spaces
- Expand access to low-cost loans, grants, and other opportunities for artists to access capital
- Include artists and culture bearers in planning for major development projects
- Create more opportunities for young people to learn from culture bearers through community centers and NORD

Citywide (5,768)

Respondents Earning Less than \$25K (256)

1	Turn unused City property into affordable creative spaces	Create more opportunities for young people to learn from culture bearers through community centers and NORD
2	Create more opportunities for young people to learn from culture bearers through community centers and NORD	Turn unused City property into affordable creative spaces
3	Simplify permits and licensing for cultural activities and performances	Expand access to low-cost loans, grants, and other opportunities for artists to access capital

The top actions for respondents earning less than \$25K are to **create more opportunities for young people to learn from culture bearers**, followed by **turning unused City property into affordable creative spaces**, and **expanding access to low-cost loans, grants, and other opportunities for artists**.

Conversations in Community Findings Summary

To accompany the citywide survey, the Mayor’s Office launched **Conversations in Community**, a community engagement initiative to meet residents where they are and hear directly from them about what they would like to see from City government. Below is a summary of key findings from the **Conversations in Community** events related to the survey questions on arts and culture.

- **Socialize different career possibilities for youth** through speaking engagements and mentorship opportunities with tradespeople and artists that showcase their work, achievements, and contributions to the community. *(Participants in Conversations in Community hosted by BStudio on 2/23)*
- **Expand arts and culture programming and better promote these programs (through public awareness campaigns)** to increase participation, especially for youth and families. *(Participants in Conversations in Community hosted by Step Up on 2/3 and BStudio on 2/23)*
- **Increase funding for school arts programming**, including arts classes (painting, crafts, and digital media), art history classes, field trips to museums, and after-school programs. *(Participants in Conversations in Community hosted by Step Up on 2/3 and BStudio on 2/23)*



“Take away the stigma that there is only one way to be successful.”

— Participant in Conversations in Community hosted by BStudio, 2/23

Appendix: Methodology

Survey Methodology

The All In for New Orleans Community Survey was designed by almost 300 civic leaders who served as members of the Moreno Transition Policy Committees. The survey collected responses for 9 weeks between January 12 and March 15, 2026. The survey was offered online and on paper, and was available in English, Spanish, and Vietnamese.

In addition to the survey, the City delivered in-person engagement through two parallel efforts to reach residents directly across neighborhoods. First, Conversations in Community events were hosted by community-based organizations in trusted, local spaces. These partner-led sessions created room for deeper, small-group discussion grounded in lived experience and existing relationships, with a focus on reaching residents less likely to be reached through digital outreach alone. Second, the Mayor's Office of Neighborhood Engagement hosted Meet the Administration events in each Council District, creating direct access for residents to engage with new Mayor's Office City leadership and share priorities directly with City leaders. Over 400 participants attended 15 in-person events during the first three months of the Moreno administration.

The All In for New Orleans team and the Mayor's Office of Neighborhood Engagement monitored response rates every week and adjusted outreach strategy so participation in the survey was as representative as possible of the City of New Orleans population in terms of race, income, age, and geographical distribution. Outreach methods included flyer distribution at physical sites such as libraries, places of worship, parks and recreational facilities, and grocery stores; email and social media outreach leveraging the networks of the Moreno Transition Committee members; and targeted text blast campaigns.

In total, 7,002 residents engaged with the All In for New Orleans Community Survey. The New Direction New Orleans team analyzed all responses from respondents who shared enough data on their demographic and policy priorities—5,768 total—to be included in the analyzable dataset made publicly available on the City's website.

To ensure that survey findings are representative of the demographics of the City of New Orleans, the All In for New Orleans team compared survey respondent demographics against the Census Bureau's American Community Survey Public Use Microdata Sample data, and applied weights for race and ethnicity, income, and age to calculate the citywide results. The charts in this document that reference citywide findings have been weighted in this manner, while results that highlight subsets of respondents (e.g., standalone racial and ethnic groups, income groups, and age groups) reflect the raw, unweighted data.

To explore the survey data in more detail, please visit this link: nola.gov/survey-dashboard

