

## LIVABILITY COMMITTEE

### Meeting Notes

Wednesday, 3 December 2025, 3:00 PM

Covenant House, Board Room, 611 N. Rampart Street, New Orleans, LA 70112

#### 1. Call to Order, Reading of the Agenda, and Roll Call

The meeting was called to order at 3:05 PM and the agenda was read into the record.

ROLL CALL: COMMITTEE MEMBERS					
First Name	Last Name	Present	Absent	Approve amendments to previous months' meeting notes	Approve previous meeting notes with the approved revisions
Madison	Charleston		X	-	-
Rene	Fransen	X		Yes	Yes
Mamie	Gasperecz		X	-	-
Erin	Holmes	X		Yes	Yes
Antonio	Carbone	X		Yes	Yes
Katie	Kolthoff	X		Yes	Yes
Joey	DiFatta	X		Yes	Yes
Lori	Boyer	X		Yes	Yes
Robert	Wingerter		X	-	-

INTRODUCTION OF ATTENDEES: GUESTS		
First Name	Last Name	Role
Michelle	Courseault	FQMD Executive Director
Shelby	Ursu	FQMD Coordinator
Gretchen	Byers	VCPOA
Chad	Pellerin	Resident

#### 2. Public Comment:

No written public comments were received.

#### 3. Motion – Consider a motion to approve the previous meeting notes

Katie Kolthoff noted that she would like to revise her motion in the previous meeting notes regarding homeless services to state "Ms. Kolthoff, with the limited information presented, made a motion to....".

Joey DiFatta made a motion to approve Ms. Kolthoff's amendment to the Livability Committee's November 3<sup>rd</sup> meeting notes. Rene Fransen seconded the motion, and it was approved.

Mr. DiFatta made a motion to approve the previous meeting notes, with the approved revisions. Antonio Carbone seconded the motion, and it was approved.

#### 4. Committee Chair's Comments & Guest Introductions

Vice-Chair Erin Holmes thanked the Committee for their hard work throughout 2025. She reported that at the recent FQMD Board of Commissioners meeting the Board voted approval on funding the Mobile Crisis Unit, six beds at the Low Barrier Shelter, and case management through the Travelers Aid Society of Greater New Orleans' (TASGNO) LEAD Program. Ms. Holmes stated that acceptable Key Performance Indices (KPIs) will need to be discussed for the case management program. She added that funding for the income priority placements has been deferred at this time by the Board, but not denied, noting that the Board would like more information on this in the future.

# French Quarter MANAGEMENT DISTRICT

Mr. DiFatta stated that the media has been incorrectly reporting that the funding used for the Bourbon Street holiday lighting came from private donors, with no public bodies donating to the cause. Michelle Courseault will check with the news outlets to ensure that the press release was communicated properly and will see to it that this error is corrected.

## 5. Discussions –

### a. \*2025 Work Plan Review

See attached document. The Committee reviewed the 2025 Work Plan and discussed the progress the group made in each of the Work Plan categories. Mr. Carbone stated that infrastructure has continued to be a major focus point for the Committee, noting that the incremental infrastructure improvements made so far have made a big positive impact on the daily lives of residents, workers, and tourists. Ms. Courseault agreed, adding that FQMD staff have observed the newly installed stop for pedestrian signs working successfully. Ms. Holmes stated that another major win with the safety project on North Rampart Street has been the lack of vehicles entering into the repainted bike lane. The Committee agreed that no movement was made on sidewalks this year, but to keep this as a goal for 2026. Ms. Kolthoff noted that she would like to also address creating an ordinance that would prohibit utility companies from using anything other than biodegradable washable paint when making street markings during any kind of construction. Ms. Holmes agreed, reporting that she was recently looped into an email conversation with Councilman Freddie King on creating such an ordinance. Ms. Courseault noted that this can be incorporated into the Public Safety Right-of-Way Guidelines Project next year. Mr. DiFatta stated that the Public Policy Team with Greater New Orleans, Inc. is able to provide free research and could help the Committee find information on specific ordinances. The Committee agreed that the graffiti abatement pilot program did not show the desired results or align with the KPIs that the Committee set.

### b. \*2026 Work Plan

See attached document. The Committee reviewed the 2026 Work Plan draft and agreed that better marketing and promotion of future projects should be a goal for next year. Mr. DiFatta recommended the Committee consider joint meetings with stakeholder organizations like the French Quarter Business Association so that other entities can learn more about the FQMD's programs and projects. The group also agreed to add finding ways to improve communication from the City and utility companies to French Quarter residents and businesses to keep locals more aware of any infrastructure projects or road closures to keep in mind. Ms. Kolthoff added that she would like to see more information provided to the Committee members ahead of any future presentations so that each member has the proper time to conduct their own research and preparations for discussion. She expressed her frustration with how the unhoused proposal was handled last month, adding that she felt swayed by the sense of urgency placed on the Committee's decisions. Ms. Kolthoff stated that after doing her own research she has changed her opinion on the unhoused services and would like for the FQMD not to allocate any funding to TASGNO, but instead reorient on the law enforcement aspect. Ms. Holmes replied that she would like the conversation to continue once Livability Chair Mamie Gaspercz is present, but noted that TASGNO's LEAD program that was approved for 2026 funding has case management working with law enforcement daily. She added that she looks forward to hearing more feedback from the Security & Enforcement Committee on their ideas for effective KPIs. Ms. Courseault noted that she will add unhoused services as an agenda item for the January Livability Committee meeting so that the group can discuss this problem wholistically.

## 6. Motions –

### a. Consider a motion to recommend to the Board of Commissioners approval of the 2026 Livability Committee Work Plan

No motion was made by the Committee at this point in time.

## 7. Updates –

### a. \*Project Updates (Street Lights, Street Markings, Pedestrian Safety & Signage, \*Spanish Tile Project)

Ms. Courseault reported that she has been meeting weekly with the streetlights contractor to track the status of repairs and remaining funds. She stated that there are five poles that have been reported as missing which are in the queue to be replaced. Ms. Courseault noted that she will be working with FQMD Program Manager Bob Bejarano on a wrap report at the end of the project which will detail how many poles were repaired and/or replaced, as well as their locations.

# French Quarter<sup>®</sup>

MANAGEMENT DISTRICT

Ms. Courseault reported that a timeline is being mapped out for the repainting of the residential active driveways, adding that she will be presenting updates to the Board next week on the street markings that have been completed versus the funding that has been spent.

Regarding the Pedestrian Safety & Signage project, Ms. Courseault stated that the Department of Public Works has agreed to install all of the stop signs and the do not enter/one-way signs at no expense as long as the FQMD procures the two concrete drills needed for the installations. She noted that this will save \$25K.

8. Key Performance Indices Reports –

- a. \*Homeless Services – Travelers Aid Society of Greater New Orleans & Covenant House

See attached documents.

- b. Graffiti Abatement

No new updates were discussed.

- c. \*Recycling

See attached document.

- d. \*Sanitation

Ms. Courseault reported that the City is keeping IV Waste as the sanitation vendor for the French Quarter, but will be rewriting the sanitation contract. She noted that she will report back to the Committee what IV Waste's deliverables are so that the Committee can track what IV Waste reports on a monthly basis.

9. New Business– To consider and take action upon any other matters that may properly come before the French Quarter Management District Livability Committee

No new business was discussed.

10. Next Meeting Date:

The next scheduled meeting date of the Committee is Monday, January 5<sup>th</sup>, 2026 at 3 PM.

11. Adjournment

**Mr. DiFatta made a motion to adjourn. Ms. Kolthoff seconded the motion, and the meeting adjourned at 4:14 PM.**

# Livability Committee

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## Infrastructure

- Continue identification of challenges with infrastructure in the French Quarter and work with City partners to work towards improvements
- Support Security & Enforcement Committee's focus on repair and maintenance of existing streetlights
- Identify and communicate challenges with Interior Parking Management and Code Enforcement to address illegal parking with City partners
- Collaborate with City partners for opportunities to improve wayfinding / French Quarter signage

## Sidewalks, Pedestrian & Bicycle Safety

- Work with partners in transportation planning for traffic calming measures designed and implemented to improve pedestrian safety
- Continue to assess needs of Sidewalk Assessment and partner with the City towards improvement of:
  - Curb study/survey
  - ADA Compliance Assessment
  - Street signs survey

# Livability Committee Continued

## Sanitation Services & Cleanliness

- Work for improved sanitary conditions throughout the French Quarter; Continue to work with the City and City's contractor to improve services and provide transparency on KPIs
- Continue Keep the Quarter Clean program
- Continue Glass Half Full recycling programs and services
- Maintain Affiliate status with Keep Louisiana Beautiful
- Grow investment in litter abatement and beautification with strategic partnerships
- Support VCGAP as lead on graffiti abatement in the French Quarter
- Utilize City's Graffiti Abatement pilot program, monitor KPIs

## Homelessness

- Identify opportunities to build on existing partnership and create new partnerships that will benefit the District.
- Monitor success of and transparent reporting from Travelers Aid Society of Greater New Orleans and Covenant House
- Identify new strategic partnerships through working with Unity of Greater New Orleans and New Orleans & Company in their efforts to address homelessness.

## BUDGET ITEMS WITH KPI MONITORING

- Unhoused: Covenant House, LEAD Case Manager
- Public Safety Right of Way Guidelines
- Sidewalk Repairs
- Recycling: Keep Louisiana Beautiful, Glass Half Full
- Public Safety (Signage, Traffic Calming)
- Spanish Tiles

*Other Ideas from 2025 Committee Discussions:*

### **Livability Dashboard & Reporting**

Create a clear, easy-to-review dashboard that tracks key cleanliness, safety, and infrastructure indicators to guide committee attention throughout the year.

### **Resident & Business Feedback Loop**

Establish a simple system to collect recurring input from residents and merchants to better understand quality-of-life needs and emerging issues.

### **Quality-of-Life Strategic Priorities**

Develop a long-range list of livability and quality-of-life project concepts — including beautification — and select a small group of projects to prepare for the June 2027 funding cycle.



**FQEDD Covenant House New Orleans French Quarter Outreach KPIs –**  
**October 2025 Report Due: 11/10/25**

Number of Youth Interactions:	Our outreach team contacted 7 youth in the French Quarter.
Number of Youth Served:	All encountered youth were provided with services. 10 of the youth were unduplicated youth.
Number of Direct Service Resources Distributed:	None
Amount of Time Spent on Youth:	40 hours spent with youth encounters
Miles traveled in FQ (both on foot and by vehicle):	Vehicle only 130 miles
Success/Notes:	All 0 unduplicated youth were in-taken into shelter services.

Note: Our outreach team is continuing to assist in community services



The Frontier Outreach Program – French Quarter  
Travelers Aid Society (TAS) in Partnership with FMC/FQEDD

## October 2025 Monthly Report

In efforts to improve the life quality of individuals in the French Quarter area with active experiences, or notable histories of homelessness, Travelers Aid Society of Greater New Orleans has developed a program that will support connecting individuals to needed services previously inaccessible.

## Progress Report: Efforts and Outcomes

For this program, three (3) case manager will be responsible for providing holistic services to unhoused individuals by offering connections to healthcare, public benefits, identification documents, and documentation support for housing needs.

The role of French Quarter outreach case managers expansion will be to consistently canvass the area on foot, engage with unhoused individuals residing in our designated zone to triage for basic needs and offering “light touch” referrals, service information, and/or case management assistance.

### *Breakdown of census*

<b>Client census</b> (# of clients we have provided services)	66
66 all clients serviced this month	
26 new clients serviced this month (not serviced this year)	

<b>Encounter census</b> (# of total encounters this month)	109
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### **Noted Densely Populated Areas (this month):**

Crescent Park, Dauphine St, Dutch Aly, Friendship House, Latrobe Park area, Park near Elysian Fields, Royal Street, Washington Square Park.

<b>Chronically Homeless Individuals</b> (total # contacted this month)	47
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\*Under the Department of Housing and Urban Development's definition, a chronically homeless individual is someone who has experienced homelessness for 1 year or longer or who has experienced several episodes of homelessness in the last 3 years and has a disability

<b>Unhoused individuals connected to housing programs</b>	12
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\*These are individuals who have vouchers issued to them but were not housed by the end of the month

**Individuals with returns to homelessness** 13

\*These are individuals who reported previously being housed in a housing program and who have since returned to homelessness

**Individuals interested in housing** 16

\*These are NEW individuals who reported an interest in being housed.

**Individuals eligible for a housing program** 4

\*These are NEW individuals who met all eligibility criteria (for PSH: 12 months of homelessness and qualifying diagnosis) to participate of a housing program.

*Breakdown of types of services provided during the encounters*

**Housing** (# of housing opportunities events with outreach help) 13

\*There were 13 events of housing supports this month; represent assistance to 9 unique clients

4 clients moved into a Permanent Housing Placements (Settings include being newly placed in voucher-based housing, group homes, market rentals, moving in with family, etc.)

6 client was newly linked to housing assistance/subsidy (Linkages include being matched to a voucher, enrolled in a housing program, or approved for rent and deposit help – does not mean move-in has occurred yet, just that a subsidy was newly assigned in client's name)

3 completed housing packages

**Treatment** (# of treatment events with outreach help) 5

\*There were 5 events of healthcare supports this month; represent assistance to 5 unique clients

1 clients accompanied or assisted during an appointment

1 clients assisted in enrolling in Assertive Community Treatment Teams

2 clients assisted with direct wound care

1 clients assisted to enter detox, rehab, or the Sobering Center

**Vital Documents** (# of vital documents events with outreach help) 1

1 client obtained their state ID with outreach help

**To note:** Clients housed through the French Quarter Rapid Rehousing Program are not included in the Year to Date Data to prevent from duplicates.

Year to Date Data		Total
Outreach Contacts	Unique individuals served	353
	Successful contacts	1142
Housing Placements	Permanent housing move-ins	17
	Transitional housing move-ins	3
	New housing program placements	23
Healthcare	Treatment connections	28
Benefits	Benefit enrollment	39
Documents	Vital documentation	15

A look at cumulative efforts for all services provided throughout the grant period.

### French Quarter and TAS Rapid Rehousing Program

20 clients enrolled in TAS FQ RRH

18 clients housed in total

Efforts are being conducted to connect eligible and interested clients to Permanent Supportive housing. Out of the 18 currently housed, 14 will be bridged to another housing voucher. All participants were informed of the process as well as the possible wait time, and consenting documentation was obtained from all 14 participants. In addition:

14 completed and submitted packages

### Success story

This month, one of the most meaningful successes came through the persistence and collaboration of our team in supporting a client who has been connected to TAS services for about a year. When the client first engaged with our program, they were paired to housing, but for various reasons, the process was never completed despite multiple attempts by several case managers. Recently, one of our case manager took the initiative to re-complete the necessary paperwork and resubmit all required documentation. Through this renewed effort, and with the continued support of our partner agencies, the client has now been successfully paired with LOHM agency and is on track to be housed soon.

This progress represents more than just administrative success — it reflects the power of consistency, teamwork, and belief in the client's potential for stability. The collective efforts of staff and partner agencies have ensured that the client's path toward housing remains open and supported, marking a significant step forward in their journey toward long-term stability and wellbeing.

### **Challenges**

One of the ongoing challenges this month involves a client who had been paired to a housing program for months but we successfully housed this month. Despite the outreach case management team's consistent which included arranging meetings with the housing case management team, provided transportation to and maintained regular contact, the contact with their housing case manager was not completed. For cont outreach case managers navigate clients to get a voucher and then conduct a warm-hand off with their housing managers as these are the ones that will find a unit for the clients.

While the outreach team has worked hard to facilitate connection, the housing case manager has not been able to meet the client in the field, stating difficulty locating them. However, the client's location has remained consistent and well known to outreach staff. Without a phone or a clear concept of time, the client struggles to attend scheduled office appointments independently, creating additional barriers to engagement.

This situation highlights a broader systemic issue: many vulnerable clients remain unhoused for extended periods after being paired with housing programs because case management support is not meeting them where they are. When field-based engagement is limited, the burden often falls on outreach teams and clients themselves to find suitable housing units and sustain contact, which can delay or derail the housing process entirely.







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The Frontier Outreach Program – French Quarter  
Travelers Aid Society (TAS) in Partnership with FMC/FQEDD

## November 2025 Monthly Report

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## Progress Report: Efforts and Outcomes

For this program, three (3) case manager will be responsible for providing holistic services to unhoused individuals by offering connections to healthcare, public benefits, identification documents, and documentation support for housing needs.

The role of French Quarter outreach case managers expansion will be to consistently canvass the area on foot, engage with unhoused individuals residing in our designated zone to triage for basic needs and offering “light touch” referrals, service information, and/or case management assistance.

### *Breakdown of census*

<b>Client census</b> (# of clients we have provided services)	45
45 all clients serviced this month	
11 new clients serviced this month (not serviced this year)	

<b>Encounter census</b> (# of total encounters this month)	77
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### **Noted Densely Populated Areas (this month):**

Canal and Royal, Decatur and Esplanade, Decatur and Gov Nicholls, Elysian Fields and Claiborne, Latrobe Park/French Market, UNITY offices (for hand-offs to housing programs), Washington Square Park.

<b>Chronically Homeless Individuals</b> (total # contacted this month)	31
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\*Under the Department of Housing and Urban Development's definition, a chronically homeless individual is someone who has experienced homelessness for 1 year or longer or who has experienced several episodes of homelessness in the last 3 years and has a disability

**Unhoused individuals connected to housing programs** 13

\*These are individuals who have vouchers issued to them but were not housed by the end of the month

**Individuals with returns to homelessness** 15

\*These are individuals who reported previously being housed in a housing program and who have since returned to homelessness

**Individuals interested in housing** 29

\*These are NEW individuals who reported an interest in being housed.

**Individuals eligible for a housing program** 19

\*These are NEW individuals who met all eligibility criteria (for PSH: 12 months of homelessness and qualifying diagnosis) to participate of a housing program.

*Breakdown of types of services provided during the encounters***Housing (# of housing opportunities events with outreach help)** 17

\*There were 17 events of housing supports this month; represent assistance to 13 unique clients

5 clients moved into a Permanent Housing Placements (Settings include being newly placed in voucher-based housing, group homes, market rentals, moving in with family, etc.)

6 client was newly linked to housing assistance/subsidy (Linkages include being matched to a voucher, enrolled in a housing program, or approved for rent and deposit help – does not mean move-in has occurred yet, just that a subsidy was newly assigned in client's name)

1 clients moved into Transitional Housing Placements (Settings include being newly placed in Safe Havens, Emergency Motels, etc. – this number does NOT include emergency shelters)

5 completed housing packages

**Treatment (# of treatment events with outreach help)** 5

\*There were 5 events of healthcare supports this month; represent assistance to 5 unique clients

3 clients accompanied or assisted during an appointment

1 clients assisted in enrolling in Assertive Community Treatment Teams

1 clients assisted to enter detox, rehab, or the Sobering Center

**To note:** Clients housed through the French Quarter Rapid Rehousing Program are not included in the Year to Date Data to prevent from duplicates.

Year to Date Data		Total
Outreach Contacts	Unique individuals served	364
	Successful contacts	1219
Housing Placements	Permanent housing move-ins	22
	Transitional housing move-ins	4
	New housing program placements	29
Healthcare	Treatment connections	33
Benefits	Benefit enrollment	39
Documents	Vital documentation	15

A look at cumulative efforts for all services provided throughout the grant period.

### **French Quarter and TAS Rapid Rehousing Program**

Efforts are being conducted to connect eligible and interested clients to Permanent Supportive housing. Out of the 18 currently housed, 14 will be bridged to another housing voucher.

In November, **8 participants were connected to their new housing program**. This means that only 6 are waiting to be transferred. Out of these, two already have a PSH voucher but are waiting on the new program to start providing services.

### **Success story**

This month, one of our most meaningful successes came from the dedication and focused effort of our team in supporting clients through the housing process. In October, three clients who had completed their housing applications were successfully matched to a housing program, and then housed, all within the same month. This rapid progress was the result of consistent follow-up, strong collaboration with partner agencies, and the determination of our staff to keep each client's housing pathway moving forward. In addition to these placements, our team completed five new applications this month, laying the groundwork for continued momentum in the months ahead. While we had fewer contacts and met with fewer clients overall, the work was significantly more intensive, as the housing process required a substantial portion of our time and attention.

This month's achievements highlight more than just numerical progress — they reflect the impact of persistence, teamwork, and a deep commitment to client stability. By sustaining this level of engagement, we hope to replicate and expand these successes next month, ensuring that every client has a supported and achievable path toward long-term housing and wellbeing.

## **Challenges**

This month, one of our key challenges arose from our decision to accelerate the housing process for several clients. In an effort to prevent lengthy delays and keep clients from waiting months within their housing programs, our team took on the responsibility of locating available units ourselves and personally transporting clients to view them. While this approach significantly sped up their path to housing, it also required far more intensive, hands-on involvement than usual.

Because we dedicated so much time to searching for units, coordinating viewings, and supporting clients through each step, our capacity for canvassing was greatly reduced. Although we had intended to conduct more outreach this month, the urgency of securing housing took priority, and our time was stretched thin as a result.

This challenge highlighted the balance our team continually navigates between direct client support and broader outreach efforts. While the increased workload limited our canvassing, it also reinforced our commitment to ensuring clients receive timely, effective assistance, especially when proactive involvement can make a meaningful difference in shortening the path to stable housing.

Glass Half Full Recycling Stats														
Statistics Across All 3 Drop-Off Locations	January	February	March	April	May	June	July	August	September	October	November	Monthly Average	Total	
Glass (in lbs.)	4,437.50	3,237.50	4,225.00	4,600.00	4,975.00	5,275.00	5,525.00	5,150.00	6,150.00	5,800.00	4,325.00	4,881.90	<b>53,700.00</b>	
Plastic (in cubic yards)	8.95	8.45	11.20	6.75	13.25	15.35	19.50	13.83	11.39	17.23	8.70	12.24	<b>134.60</b>	
Metal (in cubic yards)	3.25	5.00	5.60	3.02	5.60	5.90	6.00	5.43	3.86	3.53	2.85	4.55	<b>50.04</b>	
Cardboard (in cubic yards)	14.25	14.75	20.00	17.45	24.25	26.50	26.25	22.00	22.66	24.50	22.75	21.40	<b>235.36</b>	
Aluminum (in cubic yards)	2.27	2.04	3.31	1.50	2.67	3.17	3.25	3.01	1.27	1.03	0.69	2.20	<b>24.21</b>	

Drop- Off Site Breakdown													
	January	February	March	April	May	June	July	August	September	October	November	Monthly Average	Total lbs. glass recycled
<b>Cabrini Park</b>	2,550.00	1,600.00	1,975.00	2,750.00	3,400.00	3,050.00	2,700.00	2,750.00	2,850.00	4,125.00	2,550.00	2,754.55	<b>30,300.00</b>
<b>HNOC</b>	412.50	162.50	700.00	100.00	325.00	375.00	425.00	500.00	550.00	475.00	875.00	445.45	<b>4,900.00</b>
<b>Jazz Museum</b>	1,475.00	1,475.00	1,550.00	1,750.00	1,250.00	1,850.00	2,400.00	1,900.00	2,750.00	1,200.00	900.00	1,681.82	<b>18,500.00</b>