

# *Big Challenges, Real Solutions!*

Terrebonne Parish Consolidated Government

**2009 ANNUAL  
REPORT**

PARISH PRESIDENT MICHEL H. CLAUDET

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## Introduction

As we begin a new year, we can be thankful for the positive steps that the Houma-Terrebonne community has made with regards to quality of life, ecological management, flood protection, drainage, and road and bridge improvements.

Although 2009 was an encouraging year for our people, there is much work yet to be done. Terrebonne Parish will soon begin work on \$8,700,000 worth of turn lanes, concrete repairs, and asphalt overlays. Further, Terrebonne Parish participated in the Christmas Tree Program, funded by a grant from the Louisiana Department of Natural Resources, to help with the prevention of coastal erosion. We are also expediting the condemnation and demolition of structures deemed to be a hazard to public health and safety. In fact, we've torn down more structures this year than ever before. We expect over 220 structures to be demolished during this first phase. Never before have we had an opportunity to create this degree of positive change.

In our 2010 operating budget we will continue working cooperatively with the Terrebonne Levee and Conservation District and including \$27.4 million for the Morganza-to-the-Gulf hurricane protection project. In addition, we will undergo what *The Houma Courier* calls "unprecedented levels of levee construction" throughout our parish. I am happy to report that we remain in a stable financial position. This is integral during this period of economic turmoil and is a testament to the hardworking people of our parish. I am also pleased to mention that we now have 6 recycling bins located throughout the parish: Bayou Cane Fire Department on West Main Street, Concord Shopping Center on Saint Charles Street, TPCG Utilities Department on Plant Road, Houma-Terrebonne Civic Center on Civic Center Boulevard, American Legion Hall on Legion Avenue and the Little Caillou Fire Station on Highway 56. It was representative of our community's resilience as the City of Houma was named "Louisiana's Cleanest City" just months after being struck by the largest storm to directly hit the area since Hurricane Betsy in 1965.



Over the summer, I hosted a series of town hall meetings where I had the opportunity to meet with citizens, hear their concerns, and work mutually with them and elected officials alike towards achieving our common goals. Here are updates on the topics of most concern:

- ✓ We are in the process of removing derelict vessels left behind from Hurricanes Katrina/Rita and Gustav/Ike.
- ✓ The Bayou Terrebonne Dredging Project is currently underway. Coastal Dredging Company has installed the necessary piping for the dredge equipment and has cleared the disposal site for the containment of materials. The contractor will start dredging at the Coteau weir and will move south towards Southland Mall.



- ✓ Terrebonne Parish has obtained one of the lowest flood insurance rates in Louisiana by participating in the Community Rating System Program with FEMA. The CRS rating of “7” provides a 15% savings to most home owners and businesses with Federal Flood Insurance in comparison to neighboring parishes. This change became effective on October 1. As impressive as this may be, it is my goal to achieve one of the first “6” ratings in the state.
- ✓ The Tunnel Boulevard sidewalk project has been completed.
- ✓ We have awarded the contract for the Upper Ward 7 levee (from South Central Boulevard to Saint Louis Canal.)
- ✓ The Bayou Drive Bridge project that will construct a new bridge that crosses Bayou Little Caillou, connecting the northern end of Bayou Drive and Highway 56 (at the Thompson Road extension,) initiated in March 2009 and is estimated to be complete in April 2010.
- ✓ We have accepted the contract for the Terrebonne Parish Correctional Facility levee.
- ✓ Work is nearing completion on the Chabert Medical Center levee. We anticipate meeting the expected completion date.
- ✓ We will be going out for bid within the first 4 months of 2010 for the Westside Boulevard extension to MLK.
- ✓ The Equity Bridge is estimated to be completed by June/July 2010.
- ✓ The Allemand Subdivision Drainage Improvement project will provide a new drainage outfall/ditch to divert excess storm water from Allemand Subdivision. This project received bids on December 10, and has an estimated completion date set for April 2010.
- ✓ The 1-1 B Intracoastal Levee project will elevate the levee behind the 1-1 B pump station at Highway 182 by New Orleans Boulevard. The project will consist of elevating the existing levees, modifying the height of the steel sheet pile bulkhead, construction of a new steel bulkhead to a minimum of a 7 foot elevation. Construction began on this project in November and is estimated to be completed by the start of the 2010 Hurricane Season.
- ✓ The Thompson Road project will provide for the construction of a new roadway between Highway 57 to Highway 56 on the southern side of Woodlawn Ranch Road and will run parallel, approximately 4,000 ft. to the South. Phase I (roadway embankment) is currently in design.

In light of the success of last summer’s town hall meetings, and with a continued effort to coordinate parish government efforts with its citizens’ goals and needs, I just finished hosting another series of town hall meetings. The meetings were open forum style, with a brief presentation followed by a



question and answer session.

The individual presentations were tailored to the concerns of each of the locales, but addressed overall parish issues like quality of life, drainage, infrastructure, environmental management, and economic development. I want all Terrebonne Parish citizens

to know that as we face big challenges, we will continue to counter them with real solutions.



Hopefully this report will demonstrate to you that Terrebonne Parish is moving forward in a diligent manner and it is with great pride that I am able to proclaim that our parish is stronger than its' ever been. I have always stated that the top three goals of my administration are levee construction, drainage improvements, and lower insurance rates, all of which are pivotal to the continued growth of Terrebonne Parish. We have an aggressive schedule of projects underway that will help us achieve these goals. Thanks again for your dedication to Terrebonne Parish. I am confident that if we continue to work together, nothing can stand in our way.

Sincerely,



Michel H. Claudet  
Parish President



## Houma Terrebonne Civic Center

- ✓ 2009 Marked the 10 year anniversary of the Houma Terrebonne Civic Center. To celebrate this occasion, the Civic Center staff hosted a free holiday event which included children's activities as well as current and former public officials.
- ✓ Ended with a total of 202 event days for the 2009 calendar year.
- ✓ Secured two new advertising sponsors for the outdoor marquee sign with a three-year contract.
- ✓ Produced more intensive target-market advertising to attract specific business as it relates to wedding receptions and corporate events.
- ✓ Hosted new events to the area, some of the major events included Paula Deen Live- presented by Louis Mohana, the 1<sup>st</sup> Annual Independence Day Celebration, the National Guard Deployment Supper, and Gulf Island's Employee Raffle Event.
- ✓ Major Banquets at the HTCC included the Houma Chamber of Commerce's Annual Banquet, NAACP Annual Banquet, Ducks Unlimited Annual Banquet, CCA Annual Banquet, SLECA Annual Stockholders Banquet, TFAE Annual Teacher Awards Banquet, and the LSU Tiger Tour Fundraiser Banquet.
- ✓ Hosted (5) Terrebonne Parish High School Graduations, as well as Adult Education, Nicholls State University, L.E. Fletcher Community College, and Blue Cliff College's Graduation ceremonies. Other school sponsored functions include Mulberry Elementary Veteran's Day & Christmas Celebration, Homecoming Dances, and Teacher Training days.
- ✓ Hosted (5) local Dance Recitals. An additional recital is contracted for 2010.
- ✓ Hosted (8) wedding receptions during this time period, many of which brought in out-of-town guests, providing business to local hotels and economic impact to the area.
- ✓ Hosted (6) indoor football games with the Houma Conquerors through Conquest Sports and the Southern Indoor Football League.
- ✓ Hosted (6) Carnival Krewe Tableaus, including additional events throughout the year such as Court Presentations and King & Queen's parties. An additional Tableau is contracted for 2010. Was also a host for the Krewe of Hercules New Year's Eve Bash for approx. 700 guests.
- ✓ Hosted over (25) Corporate Functions, many of which brought attendees from out of town, thus increasing the economic impact to Terrebonne Parish.



- ✓ Assisted the Houma-Terrebonne Civic Center Development Corporation with producing and promoting the Annual Summer Fun Kid's Day event, Simply Sinatra Concert, the High School Basketball Jamboree, and the Fear No Evil Bull-Riding event. Attendance for the 2009 Kid's Day event was the second largest over its 10 year history.
- ✓ Worked closely with TPCG's Risk Mgmt Dpt. and FEMA on storm damage repairs caused from Hurricane Gustav.
- ✓ Worked on improvements to the Civic Center such as: re-striping the parking lots/streets/curbs, updated the meeting room wing with new paint and wallpaper, and other maintenance/organizational projects that will improve and beautify the Civic Center to attract new potential clients to the facility.
- ✓ Secured a grant through the Tree Board for the donation of approximately 40 trees for 2010 to be planted in the back lot that borders the Civic Center and the new hotel property. Approximate value of savings is \$4,000.00.



## Coastal Restoration and Preservation/Coastal Zone Management

- ✓ Completed development of Comprehensive Restoration Plan for Terrebonne Parish. Plan has been presented at local state and national workshops, including the State Local Coastal Program Managers meeting, the coastal Protection and Restoration Authority, the Governor's Coastal Advisory Commission and the National Conference of the American Shore and Beach Association.
- ✓ Coordinated and participated in four vegetative planting projects on newly established marsh restoration sites.
- ✓ Facilitated project site visits to Madison Bay, Bayou Terrebonne/Bush Canal, West Lake Boudreaux and North Lake Mechant.
- ✓ In cooperation with Solid Waste Department, initiated curbside pick-up of Christmas Trees for Parish Christmas Tree Recycling Program. Trees were placed in existing cribs near Mandalay Wildlife Refuge as an erosion control measure.
- ✓ Received continued funding from the Louisiana Department of Natural Resources for Coastal Zone Management Program.
- ✓ Participated in Regional Stakeholders workshops sponsored by the Louisiana Office of Coastal Protection and Restoration
- ✓ Participated in public hearings and focus groups sponsored by the corps of Engineers as part of ongoing Louisiana Coastal Area Ecosystem Restoration Evaluation.
- ✓ Continued implementation of Terrebonne Parish Coastal Impact Certificate Program and collection of impact fees. Processed 167 applications, generating \$147,900 in fees.
- ✓ Increased site inspections for permitted activities impacting coastal waterways, including Bayou Terrebonne.
- ✓ Facilitated landowner meetings to discuss impacts of ongoing restoration efforts (especially Madison Bay area).
- ✓ Projects Scheduled for Construction in 2010:
  - Penchant Basin Hydrologic Restoration – CWPPRA
  - South Lake DeCade Shoreline Protection – CWPPRA
  - GIWW Bank Stabilization of Critical Areas in Terrebonne – CIAP/CWPPRA



- ✓ Secured Engineering and Design funding for the following projects:
  - Central Terrebonne Freshwater Enhancement (CWPPRA)
  - Lost Lake Marsh Creation (CWPPRA)
  - Falgout Canal Freshwater Enhancement (CIAP)
  - Madison Bay Marsh Creation and Terracing
  
- ✓ Increased participation in DNR Quarterly Program Managers meetings and continuing education programs.



## Finance

### Accounting

- ✓ Implementation of a detailed spreadsheet reflecting cumulative payroll cost by employee and program (for Federal Programs Director), useful for budgeting purposes and staff allocation/management.
- ✓ Government Finance Officers Association (GFOA) awarded a Certificate of Achievement for Excellence in Financial reporting to the TPCG Finance Department for its Comprehensive Annual Financial Report for the last eleven (11) years.
- ✓ Received the Distinguished Budget Presentation Award from the GFOA for the seventh consecutive year.
- ✓ Completed the required expansion of statistical data in the Comprehensive Annual Financial Report.
- ✓ Established a partnership with Purchasing Division to complete routine annual physical inventories of parish assets to surplus obsolete and broken assets.

### Customer Service

- ✓ Average Billing participation for Utility customers increased by 11%.
- ✓ Direct Payment / Bank Draft program participation for Utility customers increased by 14%.
- ✓ In-house Credit Card payments for Utility Billings increased by 43.1%, and 33.3% by telephone.
- ✓ TPCG Finance Department entered into agreement with Chase Banks "Pay Connexion Service" to offer Utility customers an additional {On-Line} payment option.
- ✓ Increased the number of Credit Card Terminals for efficiency and customer service.
- ✓ Established a formal "Red Flag" policy to assist the employees in recognizing possible identity theft attempts of our utility customers.

### Information Technology

- ✓ Continued to add document types and user access to the imaging system.
- ✓ Continued Information Technology Staff training, which include various aspects of development and management training seminars, courses, webinars, and webcasts.
- ✓ Expanded Disk storage capacity and added a new blade to IBM eServer Blade Center.



- ✓ Upgraded IBM Midrange System Operating system to V6R1.
- ✓ Implemented electronic documentation and flowcharting tool for all iSeries applications.
- ✓ Completely redesigned and developed the Terrebonne Parish Consolidated Government's web site ([www.tpcg.org](http://www.tpcg.org)).
- ✓ Converted Terrebonne Parish Sheriff's Office's Tax Notice, Sex Offenders, and Most Wanted sections to their newly designed website ([www.tpsso.net](http://www.tpsso.net)).
- ✓ Modified Consolidated Waterworks District general ledger application to integrate the utility billing transactions.
- ✓ Modified Parish Purchasing and Warehouse requisition applications to utilize expanded commodity codes.
- ✓ Automated electronic returns and payments from Louisiana Department of Revenue for Sales and Use Tax.
- ✓ Developed Emergency Call Center software for the Office of Homeland Security and Emergency Preparedness.
- ✓ Developed mobile version of the Parish web site (<http://m.tpcg.org>).
- ✓ Added the following points of interest the Parish Internet site:
  - Information for FEMA to improve national flood insurance score for parish.
  - Recycling and comprehensive plan surveys.
  - Women's Commission and Committee for Disability Affairs.
  - Broadcasted Parish Council and Planning Commission meetings using streaming video.
  - Flood proofing Your Home or Business to assist in recovering from flood damage, Planning Commission, and Board of Adjustment under Planning and Zoning.
- ✓ Added a citizen survey to Houma Police Department's web site ([www.houmapd.com](http://www.houmapd.com)).
- ✓ Developed a new Scale Application for the Parish Solid Waste Division which can be run independently.
- ✓ Upgraded Firehouse software to web based system for the Houma Fire Department.
- ✓ Upgraded parish computers to Microsoft Office 2007.
- ✓ Upgraded data communication infrastructure to a cable management system.
- ✓ Deployed new email archive system.
- ✓ Enhanced security measures by adding encryption to tape backups.



- ✓ Installed and implemented web based “Xtra Duty” software for Houma Police Department.
- ✓ Allowed Administration staff members the ability to convert and post council meeting videos to the web.
- ✓ Installed and implemented web based “Fire House” software for Houma Fire Department.

### **Purchasing/Warehouse**

- ✓ Offered option to vendors / contractors to electronically submit bids.
- ✓ Collected \$440,678 for the sale of surplus and/or adjudicated real estate property.
- ✓ Collected \$54,793.65 for the sale of vehicles, equipment and miscellaneous property
- ✓ Researched and implemented a GPS system for parish vehicles and equipments as recommended by Parish Administration.



## Houma Fire Department

- ✓ Updated radio communications to 700MHz and issued all personnel a portable radio.
- ✓ Added a service truck to the suppression division.
- ✓ Purchased a new maintenance truck.
- ✓ Upgraded air conditioning at North Houma Fire Station.
- ✓ Purchased and installed emergency generators at Central, East Houma, and Airbase fire stations.
- ✓ Constructed parking lot at Central fire station.
- ✓ Updated hurricane plan.
- ✓ Continued the installation of smoke alarms and fire extinguishers for residents.
- ✓ Conducted 41 school presentations regarding the “Learn to Burn” curriculum.
- ✓ Conducted 24 public presentations on issues ranging from fire safety to community awareness.



## Houma Police Department

- ✓ Developed agency wide reorganization to utilize department personnel more efficiently and effectively by creating an Operational Planning Bureau to enhance headquarters planning initiatives; improved organizational span of control; conducted a staff study to determine the best approach to communications dispatch and determined that the current decentralized option was in the best interest of citizens; reduced additional duties on sworn personnel so they may engage in crime fighting tasks by making better use of civilian staff.
- ✓ Implemented new Community Policing Initiatives to reduce criminal activity by developing an agency mission statement that clearly supports the philosophy of community policing; expanding current policing initiatives; established new Neighborhood Watch Groups (currently there are 14).
- ✓ Expanded on current technology utilized by the police department by increasing the number of in car cameras in fully marked units and surveillance cameras in areas identified as high crime areas.
- ✓ Assigned a fulltime police officer to the department's Training Division to access and provide needed training to police officers in the field; making available to officers monthly training sessions at the shooting range; set up a video training program for officers (LETN) and support staff, outside instructors were brought to the police department for training session so more officers are able to take advantage of quality training by experts in their fields; provided training for specialized divisions of the police department (CAT 5; C.I.R.T.).
- ✓ Updated technology within the Investigation Services Division to better assist the investigative and judicial process by purchasing digital recorders to assist investigators with on scene interviews and interrogation of jailed suspects.
- ✓ 6 of the 8 department vacancies have been filled to increase manpower. Improved employee retention by evenly distributing workloads, analyzing and establishing a fair pay scale for employees through the Waters Study.
- ✓ Established an organizational chart following NIMS guidelines and integrated HPD plan into OEP for natural and manmade disasters. Established plan for the relocation and re-entry of department personnel and equipment for category 5 hurricanes.
- ✓ Established a Crimes Prevention Unit to target high crime areas and crime trends.
- ✓ Established Bi-Weekly Comp Stat Meetings where data is analyzed and strategies are created to fight crime and are passed on to road officers.
- ✓ Established a once a month Budget meeting to be able to keep all department heads aware of how our annual budget status. Since the starting of this process, our agency has not been over budget within the last two years.



- ✓ Established a power back up system for all of the equipment within our agency's dispatcher area. This is a critical system, which keep communications going between headquarter, and our agency's Police Officers.
- ✓ Completed the installation of a new power panel system for the department by replacing the over thirty year old power panel system, which did not allow our agency to grow with new technology.
- ✓ Completed the installation of the newest 21-century communications equipment for our agency dispatchers. This system allows our agency to communicate with all law enforcements agencies within the State of Louisiana on the 700 MHz and 800 MHz systems on one radio. The last time these tasks could be achieved was nearly thirty-five years ago.
- ✓ Successfully acquired grant funding from the United States Department of Justice JAG grant funding, the State of Louisiana JAG grant funding, America Recovery Act Grant Funding, Bulletproof Vest grant funding and the Louisianan Law Enforcement Commission grant funding for equipment, overtime, surveillance cameras and P25 equipment to improve radio communications.
- ✓ The Houma Police Department is continuing its effort with the only Young Marines Program within the southeast corner of the State of Louisiana, which teaches children discipline, respect and leadership development skills in the tradition of the U.S. Marines Corps.
- ✓ Our agency successfully completed the 2008 FEMA paperwork before any other agency within Terrebonne Parish Government and recovered nearly one million dollars in FEMA reimbursement funding.
- ✓ Increased safety awareness throughout the community to include businesses and schools. Officers provided tips on Halloween safety, drug awareness, bully awareness presentations, personal safety at the locations. Officers also provided pamphlets to the Hispanic community due to the increase in crime within their community.
- ✓ Successfully acquired grant funding from the Louisiana Highway Safety Commission to add additional patrols in DWI, occupant protection, and speeding.
- ✓ Made crime stats available to the public through [www.spotcrime.com](http://www.spotcrime.com)
- ✓ Created text message system to send serious incident notifications to key leaders within the community.
- ✓ Conducted various operations to combat juvenile crime, prostitution, along with various crimes in downtown Houma.
- ✓ Increased number of officers assigned to the Terrebonne Parish Narcotics Division.



- ✓ Increased patrols during the holiday season in various business areas. Special attention was given to this proactive group by concentrating on Juvenile Curfew Offenders, Under Aged Drinking, Open Containers, Glass Containers, Closing Hours for Bars, Disturbances & Criminal Damage in the Downtown Alcohol Establishments.
- ✓ Acquired the South Houma Fire Station, which was in deplorable condition. Remodeled it to be utilized as the Police Departments Emergency Operations Center. This location will be used to store various emergency equipments and can be used for quick water rescue operations.
- ✓ Administrative vehicles were also semi-marked this year to give greater visibility and to give greater accountability as to the where and how these units are used. The markings on these vehicles include the police department logo along with the unit number.
- ✓ Wrote/Drafted an Active Shooter Incident Response Plan policy, a Public Urination and Defecation Ordinance Proposal, Security protocol for Terrebonne Parish Council Meetings and protocol for the Critical Incident Response Team.
- ✓ Created HPD Twitter account and 24 new Crime Prevention brochures (9 of which are written in Spanish).
- ✓ Revamped website and added several new features/links: Added Crime Statistics link on home page, Updated Career Opportunities link, e.g. changed photos and hiring/salary information, Crime Statistics link showing crime trends in the city and explaining what affects crime, Services link with Identity Theft link, Neighborhood Watch link information, Citizen Compliment and Complaint and Complaint Form link, allowing users to download the form.
- ✓ Added the Terrebonne Parish Consolidated Government Office of Homeland Security and Emergency Preparedness manual to the HPD Policy and Procedure Manual folder.
- ✓ Updated/department statistics for the years 2002-2009 and developed charts and graphs to show crime trend figures for these years.

### **JAG (Justice Assistance Grants Program)**

- ✓ Received grant funding for the JAG 07, JAG 08, and JAG 09.
- ✓ Established a direct microwave connection between the police department headquarters and surveillance cameras situated at the Bayou Towers site, which enables 24/7 viewing capabilities in the police department's Dispatch section.
- ✓ Added additional surveillance cameras to the Bayou Towers and Downtown Houma sites.
- ✓ Collaborated with other law enforcement agencies in conducting structured operations in targeted drug trafficking areas.
- ✓ Purchased mobile radios for police department vehicles.



## Housing and Human Services

### Emergency Assistance

- ✓ CDBG funded emergency assistance programs are designed to remove the applicant from a crisis with respect to utilities, rent, mortgage, and transient shelter. (\$46,469.00 was expended assisting 106 families.)

### LIHEAP (Low Income Home Energy Assistance Program)

- ✓ This program funded through the U.S. Department of Energy is designed to provide a credit every six months to clients' utility bills. (\$999,545.88 was expended assisting 2,749 families.)

### Commodities

- ✓ USDA Commodities are provided to needy families and individuals that register and qualify for assistance. (2,130 families were served in 2009.)

### Weatherization

- ✓ Increased energy efficiency of dwelling owned or occupied by low-income persons, reduced their total residential energy expenditures, and improved the health and safety, especially low-income residents (\$140,170.05 was expended weatherizing 80 homes.)

### Housing Choice Voucher (SECTION 8)

- ✓ The Section 8 Housing Choice Voucher Program provides rental assistance payments directly to a participating landlord. These payments are provided under a contract executed between the Public Housing Agency (Terrebonne Parish Consolidated Government) and the landlord on behalf of an eligible participant. The purpose of this contract is to guarantee that eligible participants reside in decent, safe, and sanitary housing. (455 families were served in 2009.)

### Disaster Housing Assistance Program

- ✓ The Disaster Housing Assistance Program (DHAP) is a temporary housing assistance program from the U.S. Department of Housing & Urban Development (HUD) for families affected by Hurricanes Gustav and Ike. The program replaced the FEMA rental-subsidy program. The program assists families in continuing to move toward self-sufficiency through mandatory case management participation. (202 families participated in 2009.)

### Single Room Occupancy (SRO)

- ✓ The SRO Program provides rental assistance for homeless men in connection with the moderate rehabilitation of the SRO dwellings at the Bunk House Inn in east Houma. SRO housing contains units for occupancy by one person. These units may contain food preparation or sanitary facilities, or both. (10 single men were assisted in 2009.)



### **Katrina/Rita Conversion Voucher**

- ✓ These temporary vouchers were converted to permanent Housing Choice Vouchers (Section 8). (9 families were converted to the Section 8 Program in 2009.)

### **Family Self Sufficiency**

- ✓ This program encourages families to enter into a five year contract that sets specific goals to be obtained. As income increases during the contract period rental payments that are reduced to the landlord are deposited into an escrow account. Once the self sufficiency goals have been obtained and/or the participant no longer requires housing assistance payments, they are allowed to withdraw the funds that were deposited into their account. (36 families participated in 2009.)

### **Housing Rehabilitation Program**

- ✓ The Housing Rehabilitation/Replacement Program provides financial assistance to eligible low-income families who own and occupy their home and property. Housing units are rehabilitated to meet Terrebonne Parish housing code requirements. This program is designed to preserve the existing housing stock as well as to promote affordable housing strategies in Terrebonne Parish (17 Households were served in 2009.)

### **Tenant Based Rental Assistance**

- ✓ Eligible homeless families with children that are employed and successfully exiting a homeless shelter are provided with direct rental subsidies for twelve months. (10 households were served in 2009.)

### **First Time Homebuyer**

- ✓ The First Time Homebuyers program provides up to \$25,000.00 for down payment and closing costs to eligible first time homebuyers from throughout Terrebonne Parish. Homebuyer Education Certification through Catholic Housing Services is required for eligibility. (7 Households participated in 2009.)

### **Beautiful Beginnings Homeless Shelter**

- ✓ The Beautiful Beginnings Center provides emergency shelter assistance to eligible families with children up to 12 years of age at the Beautiful Beginnings Center. The primary purpose of this facility is to provide temporary shelter as long as the participants are making a concerted effort to achieve goals and objectives that are consistent with becoming self-sufficient. Currently the facility can house up to nine (9) families. It provides a wide range of case management services to the residents during their stay through other resource agencies both within and outside of Terrebonne Parish Consolidated Government operations. (95 people (33 families) were served in 2009.)



### Safe Passage Program

- ✓ TPCG provides bus passes to local agencies that serve low-income persons. The passes allow for job search, employment, travel to work, school, medical appointments, and various other destinations. (8,300 rides were provided in 2009.)

### Head Start

- ✓ The Terrebonne Parish Consolidated Government's Head Start Program provides comprehensive services for low-income children and families. The Head Start Program serves children ages 3 to 5 years from low income families. These services include high quality early childhood education, nutrition, health, mental health, and social services along with a strong parent involvement component. The mission of the Head Start Program is to produce self-sufficiency and self-esteem by educating children and their families today for a better tomorrow. The Senator Circle Head Start Center re-opened on November 2, 2009 after receiving flood damage caused by Hurricane Ike in 2008. With the opening of the Senator Circle Head Start Center, the Head Start Program is meeting its funded enrollment of 170 children.



## Human Resources

- ✓ Improved rapport/working relationships with department directors and management in the following areas: reporting of accidents, incidents involving employees; providing written backup documentation/write-ups for employee disciplinary actions/terminations; consistency in employee evaluation process; communications on handling of TPCG employee issues within departments; better cooperation and assistance in employee investigations.
- ✓ Department received “Excellence Rating” in the delivery of TPCG’s HHS Diversity Plan to the Louisiana Department of Labor.
- ✓ Compiled and submitted annual EEOC mission statement, Civil Rights Assurance Policy, and Sexual Harassment Policy to be presented to Parish President for execution for current year to ensure vendors, contractors/supplies of services to TPCG shall be equal opportunity employers.
- ✓ Conducted/presented “Sexual Harassment Training” to various TPCG Departments (9) totaling approximately 259 employees trained.
- ✓ Conducted/presented (3) on-site Fred Pryor Employee/Management one-day seminars on various leadership/tactic skills training approximately 180 employees/managers.
- ✓ Conducted/Presented “HIPPA Privacy Training” to the Houma Police Department’s approximately (75) employees as part of their continued yearly training program.
- ✓ Participated in (4) parish wide job fairs and (2) school career fair expos in Terrebonne/Lafourche Parishes exposing parish citizens/students to opportunities available with TPCG as an equal opportunity employer.
- ✓ Utilized electronic time clock program for 9 departments effecting approximately 200 employees to better maintain employee efficiency and time keeping records.
- ✓ Successfully completed and presented to the Parish Council the Waters Study Employee Job Classification and Compensation study for TPCG employees. On April 11th, 2009, Council ratified/accepted this study which benefited employees and the Parish to compensate them in accordance with regional salaries and wages.
- ✓ In conjunction with the Waters Group Study, the Human Resources Department evaluated several outside agencies employees and brought those employees in line with the study for classification and compensation.
- ✓ Coordinated with Louisiana Workforce Work Release Program to employ 7 work release personnel within several departments within the parish government in order to fill vacancies which posted for over a year.
- ✓ The HR Department has posted 146 job vacancies, processed 213 new full-time/part-time hires, 160 terminations, and 2,450 employment applications in 2009.



- ✓ Conducted 4 new employee orientations for new hires approximately 137 employees educating the employees on the parish's personnel policy, insurance benefits, electronics and communications policy, and employee safety.
- ✓ Reconvened the Personnel Policy Committee Meetings in order to finish revising the current policy manual.
- ✓ Chaired a "Fill a Box, Feed a Family" TPCG employee Thanksgiving Food Drive that collected (33) boxes of food for the Terrebonne Churches United Good Samaritan Food Bank to distribute to the less fortunate citizens of our Houma/Terrebonne Parish community.



## Juvenile Detention Center

- ✓ 2009 saw construction begin on a ring levee built around the facility. The project is scheduled to be completed for beginning of the 2010 hurricane season.
- ✓ The Director of the Juvenile Justice Center has been appointed by the Louisiana Juvenile Detention Association to serve on a committee charged with developing and recommending licensing standards for parish level facilities. Presently, there are no licensing standards in place.
- ✓ Upgraded camera system by adding DVR equipment to 16 security cameras within the facility thus bringing the total of recordable cameras to 28. Expansion in this area continues.
- ✓ Administration has begun the revising the policy and procedure manual using data collected over the past two years. This data driven evaluation is design to coordinate with the training topics and the logic in which they are identified.
- ✓ Through a grant from Entergy, a table tennis, popcorn popper and other recreational supplies were purchased.
- ✓ Title-one funding replaced all the original 25 inch tube television with 42 inch flat screen monitors that can be used for classroom instruction, leisure viewing, and as computer monitors.
- ✓ 5 employees attended the LJDA annual training conference in Lafayette, Louisiana.
- ✓ For the 11th consecutive year, the budget was in the black even as the State of Louisiana cancelled the residential contract due to budgetary cuts. Office of Juvenile Justice inmates are still being housed on occasion. Administration is making empty beds available to offset this revenue loss.
- ✓ 2009 saw 1,018 juveniles booked into the center.
- ✓ GED programs saw an expansion from 5 graduates during the 2008-2009 school year to 8 just in the first half of the 2009-2010 school year. The program has graduated 14 students in all since the program's inception in the spring of 2007, and is presently maintaining a 74% passing rate.
- ✓ The facility continued to provide high stakes testing as LEAP, iLEAP, GEE exit exams testing were conducted in the fall, spring, and summer to parallel the Terrebonne Parish School System's testing schedule.
- ✓ Title-1 funding was used to teach the juveniles anger management, conflict resolution, job preparation, Louisiana Law, and a host of other life skills topics. Total instruction time was in excess of 600 hours @ 200 hours per dorm.
- ✓ Title-1 funding maintained summer school academics classes for Math and Language with all juveniles participation during the months of June, July, and August.



- ✓ The biggest improvement in the school system has been the use of a 20 computer lab in which reading, language, and creative writing are taught. The lab instructor received training in Accelerated Reading. The program also includes a 2,000 plus high interest reading library in which the juveniles are using and enjoying.
- ✓ Our math instructor also received training in the Accelerated Math Program. In which all the students work on a prescriptive curriculum that parallels their personal levels. Collectively both programs are showing great promise.
- ✓ Continue the development of a new title-1 position. The position of transition coordinator was created to assist in making the transition from juvenile detention back to the school system and possible job placements for those eligible.
- ✓ Created a GED testing center within the facility. This prevents from having to travel outside of the facility for testing. It also allows us more testing slots by not having to compete with adult education and the high school options students for the limited number of testing slots each month.



## Legal Department

- ✓ Finalized property donations associated with Westside Boulevard Bridge and Extension Project.
- ✓ Handled purchase of sites and servitudes for Thompson Road Extension.
- ✓ Negotiated settlements and closings on servitudes for Industrial Boulevard Levee project, Allemand Subdivision Drainage Project, and Sunrise Gardens Subdivision Levee project.
- ✓ Updated standard public works contract terms to incorporate state mandated Uniform Public Bid Form and successfully handled associated litigation.
- ✓ Handled procedure to declare and certify 70 vessels as abandoned for removal by the U.S. Coast Guard and TPCG.
- ✓ Assisted with drafting of Tax Increment Financing ordinance for Terrebonne Parish.
- ✓ Drafted ordinance to revise Nuisance Abatement Ordinance to provide for grave public emergency notice to facilitate posting of approximately 200 structures for condemnation.
- ✓ Incorporated the Louisiana Health Emergency Act into the legal department emergency plan in response to concerns regarding H1N1.
- ✓ Prepared master services contracts for emergency response and recovery contractors.
- ✓ Drafted ordinances to revise various recreation districts to fully encompass Terrebonne Parish.
- ✓ Worked with the 32nd Judicial District Court to adopt standing bond order on animal cruelty cases with bond funds dedicated to the humane treatment of animals in Terrebonne Parish.
- ✓ Provided legal counsel to all council committees, Regular Council meetings, the Terrebonne Parish Veteran's Memorial District, the Board of Adjustments, the Employee Grievance Board and all departments of the parish administration.
- ✓ The Legal Department assists the Risk Management Department in the handling of lawsuits against the Parish. The aggressive approach to litigation has been successful in terms of rapidly moving cases to closure or trial, managing attorney's fees and negotiating payout of settlement amounts on lawsuits.
- ✓ Twenty-two (22) cases in litigation closed in 2009 of which twelve (12) were dismissed in favor of TPCG without payment.



## Office of Homeland Security and Emergency Preparedness

- ✓ Revised the Terrebonne Parish All-Hazards Plan.
- ✓ Revised the Standard Operating Guidelines for Hurricanes and Tropical Systems.
- ✓ Instituted the National Incident Management System and Unified Incident Command System.
- ✓ Relocated OHSEP office to a 5,336 sq. ft. building with upgraded technology.
- ✓ Reinstating the Community Emergency Response Team (CERT) through grants from the U.S. Department of Homeland Security.
- ✓ Developed plans for the Cities Readiness Initiative for the distribution of antidotes in case of a bioterrorism incident.
- ✓ Developed plans for H1N1 Pandemic.
- ✓ Instituted a point-to-point sheltering program for Terrebonne Parish residents with the City of Monroe for mandatory hurricane evacuations.
- ✓ Upgraded communications equipment with an IP-based telephone system, additional 700 MHz radios for Parish departments, satellite phone and data capabilities and a departmental computer network and server.
- ✓ Obtained a Hazardous Material Response Unit / Command Post for use during hazardous material responses or as requested by local first responders.
- ✓ Instituted a reverse 911 system to notify residents through telephone, cellular phone, text messaging and email of emergencies within their neighborhoods.
- ✓ Instituted an electronic registration system for evacuees.



## Department of Planning and Zoning

### Permits Division

- ✓ Issued 5,220 permits which generated \$1,019,557.17 in permit fees.
- ✓ Floodplain Mitigation
  - Hurricane Ike
    - Substantial Damage Letters-192
    - Completion of Mitigation Letters-158
    - Demolition Letters-13
  - Hurricane Rita
    - Substantial Damage Letters-37
    - Completion of Mitigation Letters-54
- ✓ 61 ICC (Increased Cost of Compliance) permits. This program helps applicants receive up to \$30,000 in benefits, aiding in the elevation of non slab structures on blocks or piers that have flood insurance.
- ✓ 57 HMGP (Hazard Mitigation Grant Program) permits. This program helps applicants receive up to \$30,000 in benefits which can assist with the elevation or demotion with the remainder of funds can be used to assist with new construction.
- ✓ 30 PSDL (Possible Substantial Damage List) permits. This program helps applicants without any insurance that have been damaged in a repetitive manner and are potential substantially damaged structures in the floodplain.
- ✓ 11 CUML (Cumulative Damage) permits. This program helps applicants with or without flood insurance that were damaged for the first time, but not in a substantial manner.
- ✓ 16 CRS (Community Rating System) permits. This program deals with structures that were elevated although they were not determined to be substantially damaged.
- ✓ Designed and implemented database centered permit applications for:
  - Sound and Public Property Use Permits
  - Utility Log Work Orders
  - Taxi Driver Permits
  - Permit Violation Database
  - Stop Work Notice Database

### Planning and Zoning Division

- ✓ Worked to complete Phases 1 & 2 of the Comprehensive Plan Update.
- ✓ Reviewed all permits within the zoned areas of the parish to review for compliance with the Zoning Ordinance.



- ✓ Reviewed all site plans within the Major Corridor Overlay District for compliance with the overlay district regulations.
- ✓ Reviewed all Occupational Licenses within zoned areas of the parish and issued 122 letters notifying business of need for a Certificate of Occupancy.
- ✓ Managed FEMA program in a major initiative of structure demolition funded through a FEMA Public Assistance Program.
- ✓ Conducted professional structural inspections and analysis to support demolition funding.

### **Main Street Division**

- ✓ Was recognized again this year by receiving the National Main Street award.
- ✓ Main Street played an important role in Cleanest City Contest with the HDDC (Houma Downtown Development Corporation) to pay for street sweeper services, flowers planted at Court house, Folk Life and Water Life Museums.
- ✓ Received two grants for websites the Water Life and Folk Life Museums.
- ✓ Received grant funds for brochures that were reprinted of the Water Life and Folk Life Museums.
- ✓ Received a \$51,000 grant from the Tourist Commission for beautification of the Bayouwalk project.
- ✓ The Garden Club applied for and received \$8,000 to help with the plants for the Bayouwalk project.
- ✓ The Tree Board committee applied for a grant and received \$5,000 to go towards the Bayouwalk project.
- ✓ Worked in conjunction with HPD to allocate extra officers for the downtown area.
- ✓ The Art's Council applied for a grant through Entergy for \$10,000 to go towards public art. This art will be housed along the Bayouwalk.
- ✓ The HDDC was successful in distributing two façade grants to local property owners in the downtown historic district.
- ✓ Continued the Downtown Live program



## Hazard Mitigation

- ✓ Expended \$3.76 million in FEMA funding for 22 elevated units and 12 acquisitions.
- ✓ Successfully requested \$146,931 more for Katrina funding to purchase an additional property.
- ✓ Provided three educational programs regarding elevation techniques and mitigation programs.
- ✓ Coordinated the purchase of six (6) generators for critical facilities.
- ✓ Completed the Hazard Mitigation Plan Update and applied for funding for all top priorities.
- ✓ Coordinated the CDBG Gustav/Ike Recovery Plan and held four public hearings.
- ✓ Applied for \$11.2 million competitive Rita funding to elevate 61 homes.
- ✓ Completed HMGP and SRL applications for \$21 million to elevate 115 homes.
- ✓ Completed HMGP applications to flood proof or windproof 14 critical facilities.

## Nuisance Abatement Division:

- ✓ Nuisance Abatement Division received 1,781 complaints regarding tall grass, debris, trash, derelict structures and vessels.
- ✓ Completed 4,831 inspections.
- ✓ Issued 1,879 warnings and citations to violators.
- ✓ Processed 118 work orders on private property after a warning and citation were issued.
- ✓ Demolished 174 structures over the past two years.



## Public Works Department

### Director's Office

- ✓ Contracts Signed & Recorded - Total Processed – 157
- ✓ Letters of No Objections – Received 90 applications

### Engineering

Completed Construction of the following Capital Projects:

- ✓ Valhi Extension to Equity Boulevard.
- ✓ The final phase of the Concord Road Drainage Improvements Project.
- ✓ Assisted in completing the NFL levee in Dulac.
- ✓ Three phases of the 1-1A, Little Bayou Black Project.
- ✓ M&L Pump Station Improvements.
- ✓ Completed 2 of 3 phases of the Ward 7 Levee Project.
- ✓ Barataria/Morrison Drainage Improvements Project.
- ✓ Hollywood/St. Louis Canal Road Improvements.
- ✓ Texas Gulf Road Bridge.
- ✓ Lower Montegut Bulkhead Improvements.
- ✓ Toussaint-Foret Bridge Rehabilitation.
- ✓ Gum Street Drainage Improvements Phase I.
- ✓ Industrial Blvd. (Chabert Medical Center) Levee.
- ✓ 1-1B, Phase 2 Drainage Improvements.
- ✓ Sylvia Street, Phase 2 Drainage Improvements.
- ✓ Andrew Price/Johnson Ridge Sidewalks.
- ✓ Waterproof Bridge Replacement.
- ✓ Industrial/Savanne Road/Rose-Marie Roadway Projects.
- ✓ Hurricane Ike Levee Repairs.
- ✓ Lashbrook Pump Station Rehabilitation Project.
- ✓ Tunnel Blvd. Sidewalks.

Initiated construction on the following Capital Projects:

- ✓ Bayouside Drive Bridge Project.
- ✓ Phase 1 of the Bayou Terrebonne Dredging Project.
- ✓ Enterprise Drive (Equity) Bridge Project.
- ✓ Phase 3 of the Ward 7 Project.
- ✓ Clearing and snagging of the NRCS-TPCG projects for Ouiski Bayou, CCC Ditch, & St. Louis Bayou.
- ✓ Transit Office Fuel Station.
- ✓ Allemand Subdivision Drainage Improvements Project.
- ✓ Renovations of North Houma.
- ✓ 1-1B Intracoastal Levee Improvements Project.
- ✓ Ashland Jail Levee.
- ✓ Bayou Terrebonne Boardwalk, Phase I, Contract I



- ✓ Circulating and/or Received bids and will be proceeding with construction for the following projects:
  - ✓ The New Transit Office.
  - ✓ 1-1B, Phase 3 (CCC Ditch Crossings) Drainage Improvements Project.
  - ✓ 2-1A, Phase 5 (Schriever) Drainage Improvements.
- ✓ Completed Study & Report for Broadmoor Drainage Improvements Project.
- ✓ Continued efforts negotiating with FEMA for Island Road.
- ✓ Began negotiating rights-of-ways for 4-laneing of Hollywood Road from Tunnel to Hwy 311.
- ✓ HLB & Evergreen Sidewalks were turned into DOTD and waiting for Funding.
- ✓ Surveyed and permitted for the installation of Transit Shelters and Benches for Bus Stop.
- ✓ Drafted HMGP applications for Drainage for Summerfield Pump Station, Ashland Pump Station, Bayou Neuf Pump Station, and Bonanza Pump Station.
- ✓ Completed Generator Need assessments for various areas of the parish including TGMC Hospital, Chabert Hospital, Woodlawn Lift Station, Ashland North Lift Station, Fahey Lift Station, Jail Lift Station, Valhi Lift Station, Buquet Bridge, Klondyke Bridge, and Department of Public Works.
- ✓ Completed In-House design of ARRA Stimulus projects for Asphalt Overlays and Concrete Street Repairs.



## Operations

### Gravity & Force Drainage Divisions:

- ✓ Work Force Crew – Initiated work crew to remove litter and debris from bayous causing restrictions.
- ✓ Highridge Levee – Completed elevation lift to +6.5 feet.
- ✓ Sunrise Gardens Subdivision Levee – Extended and elevated levee to improve flood protection. Also rehabilitated pump station.
- ✓ Oleander Street – Installed temporary pump station to assist during heavy rain or storm events.
- ✓ Culvert Permitting – Implemented new permitting process through AS 400 System.
- ✓ M & L Pump Station – Installed new 48” pump to increase capacity.
- ✓ Gum Street Pump Station – Installed two 24” pumps to increase capacity.
- ✓ Concord Pump Station – Installed new 48” pump to increase capacity.
- ✓ Four Point Levee – Elevated and repaired berm; replaced water control structure.
- ✓ Bayou Cane Levee – Restored levee to pre-existing elevation.
- ✓ MS4 Public Awareness Program – Purchased and installed 1000 “Dump No Waste” stickers at various locations in parish.
- ✓ Public Awareness – Drainage Web Site includes pictures of good/bad drainage practices.
- ✓ Security Improvements – Installed low-battery alert signals selected pump stations.
- ✓ Barataria Blvd. – Replaced damaged section of culvert to intake side of pump station.

### Pump Station Rehab:

- ✓ Lower Montegut Pump Station – two 48” pumps
- ✓ Texas Gulf Road – one 36” pump
- ✓ Lower Dularge – one 48” pump

### Vegetation Division:

- ✓ Monitoring Programs – Purchase and up-grade capabilities to improve contract monitoring.
- ✓ Herbicide Program – Results of previous programs have allowed the Division to reduce chemical amounts in all applications.
- ✓ Lateral & Ditch Maintenance – Continue to receive additional locations and initiate into maintenance program schedules.
- ✓ Public Awareness – Continue to support local practices of Garden Clubs, Tree Advisory Board, and LSU Extension Services.
- ✓ Employee Training – Continue educational programs to maintain professional licenses.

### Road & Bridges Division:

- ✓ Traffic Signals – Improved traffic movement at selected signaled intersections by installing traffic detection system.
- ✓ Sign Inventory Program – Computerized program is 90% complete.
- ✓ MUTCD – Implemented sign replacement program to meet new retro-reflectivity levels as per MUTCD requirements.
- ✓ Transportation Funds – Initiated 2 million dollar concrete repair project and 1 million dollar asphalt maintenance project.



## Transit

- ✓ Transit Office and Maintenance Facility: Secured the necessary additional federal funding needed to fully fund the transit office and maintenance facility construction project. We have completed Architectural Design Phase and have now moved into Construction Bidding Phase.
- ✓ Transit System Enhancement Projects: Acquired new bus shelters and benches to enhance system appearance, community acceptance, and promote bus usage. Began installation of new Bus Shelters and Benches.
- ✓ Paratransit Bus Fleet Replacement: Acquired, and placed into service two new Paratransit vehicles to replacing older models.
- ✓ American Recovery and Reinvestment Act Grant: Applied for and received a 100% Federal funding grant in excess of \$2,000,000 through the American Recovery and Reinvestment Act for the procurement of additional transit buses and other capital equipment for the transit system.
- ✓ Weekend and Holiday Service Implementation: Increased Transit Service to the Public. In April 2009, we began operating weekend and holiday service under a 100% Federally Funded JARC grant. The transit system now operates 365 days per year.
- ✓ Advertising Program: Implemented a Transit Advertising program to place ads on transit assets in order to help increase the public transit system's sources of self-generated revenue.

## Fleet Maintenance

- ✓ All positions are currently filled.
- ✓ Office cleanup and remodeling was completed during 2009 with the combined efforts of department employees and personnel from Head Start Program.
- ✓ Data base updates and increased utilization of scanning program has led to improved efficiency in office.
- ✓ Fleet Maintenance undertook and completed a new signage, department identification, and lighting project for Public works vehicles by Directive.
- ✓ Developed training program based on vendor participation to acclimate and train employees in the operation and maintenance of new equipment.
- ✓ Fleet Maintenance has undertaken the installation of GPS Units in Parish Vehicles as designated by Department Heads. This project is currently 50% complete.



## Government Buildings

### Renovations

- ✓ East Houma Fire Station to improve employee work environment.
- ✓ East Park Fire Station so it could be put back in service.
- ✓ Reworked numerous electrical issues Airbase Fire Station and had building tied into public sewage system.
- ✓ Old South Houma to allow usage by Houma Police Department.
- ✓ Parish Landfill offices and installed sewer treatment plant.
- ✓ Fleet Maintenance office on Grand Caillou Road as well as garage office located on Plant Road.
- ✓ Warehouse office.
- ✓ OEP office on Capital Blvd.
- ✓ Added conference room and storage to area in warehouse.
- ✓ ATM vestibule in Chase Bank area of Government Tower.
- ✓ Completed 2nd floor common areas released by Chase to the Parish.
- ✓ Assisted Sheriff with renovations to the Crime Lab area located in the basement of the Annex.
- ✓ Criminal Records Department located in the basement of the Old Courthouse.
- ✓ Rear entrance to the Government Tower.
- ✓ Main hall and common areas of the Dumas Auditorium.
- ✓ Old Shady Oaks building to accommodate TPR offices.

### Installations

- ✓ Replaced all flooring in Judge Walker's Office and Chambers at the Courthouse Annex.
- ✓ New boiler and fencing to Public Health Building on Polk Street.
- ✓ Emergency Lighting in Annex stairwells and courtrooms.
- ✓ Handrails at the courthouse steps. Additional handrails to be done in 2010.
- ✓ Replaced two HVAC units at George Arceneaux building.

### Current Projects

- ✓ ADA improvements at the Municipal and Dumas Auditoriums.
- ✓ Elevator and ADA improvements at Courthouse and Annex.
- ✓ Jury Selection Room at Annex.
- ✓ Renovations to Registrar of Voters office space at Annex.



## Pollution Control

### Infiltration/Inflow Elimination Program

- ✓ Smoke testing of sewer system: 46,300 ft.
- ✓ Manholes inspected: 232
- ✓ Gravity main internal lining: 3,260 ft.
- ✓ Service pipe replacement by point repair: 15
- ✓ Service pipe rehabilitated through internal lining: 18
- ✓ Manhole repairs: 19
- ✓ Clean-out installation: 52
- ✓ Gravity main point repair: 19

### Treatment Plants

- ✓ South treatment plant: Levee repairs consist of addition of new soil embankment and concrete rip-rap material.
- ✓ North Treatment Plant equipment replacement of Chlorine and Sulfur Dioxide regulators system  
One (1) 6,000 gpm pump for the primary settling tank

### Collection System

- ✓ Lift Station renovation in the design process:
  - Woodlawn Station
  - Carlos Station
  - American Legion Station
  - Village East Station -
  - Routier and Winn Dixie Stations
- ✓ Major Lift Station and 24" Force Main bids were received for the construction of the station was awarded. Construction estimated to begin by April 2010.

### Gravity Lines, Force Mains, and House Services

- ✓ Total Work Orders issued: 6,414
  - Infrastructure locates for others: 4,885
  - Main Line Issues: 278
  - Service Line Issues: 476
  - Force Main Issues: 8
  - Manhole Issues: 19
  - Assist to Treatment Section: 12
  - Assist to other Governmental Units: 52
  - Address odor complaints: 67
  - Cleaning of Gravity Lines, Lift Station Wet wells & other: 432



## Studies and Reports

- ✓ Sewer Bond Feasibility Report:

LaDEQ awarded Terrebonne Parish the opportunity to acquire a \$15 million loan through the Clean Water State Revolving Fund (CWSRF) program at an interest rate of 0.95%, 20 years. Proceeds are primarily for renovations to lift station and plants. The feasibility report is required by DEQ to identify the worthiness of the intended use of funds and that the Parish has the ability to repay related debt and other financial obligations.
  
- ✓ Grant Received:

An Economic Development (EDA) grant was received for the installation of sewer facilities in East Houma in the amount of \$1,700,000. The sewer system will accommodate various industrial entities, including LaShip and others in the vicinity of Dickson Rd. and will connect to the new Ashland major Lift Station when completed.
  
- ✓ Subdivision Reviews:

This Division received eighteen (18) subdivision plans for review of sewerage facilities in proposed development as a prerequisite in obtaining Planning Commission approval. The review process requires the developer to comply with Parish's ordinances and meet all established design criteria. Correspondence reflecting comments and ultimate approval are sent to developer's agent and Planning Commission.



## Recreation Department

### Recreation Division

- ✓ Provided a full season of activities for the following sporting programs including an All-Star season for certain sports:
  - Youth Cheerleading, Football and Volleyball.
  - Youth Basketball, Baseball and Softball.
  - Adult Basketball and Softball
- ✓ We also for the first time, put on an All-Star weekend of Football games.
- ✓ Increased the registrations for all regular season youth and adult programs. These programs provided a wholesome atmosphere which stimulated the mind and body for the residents of the parish.

### Special Olympics Division

- ✓ Improved the parish level of sporting events.
- ✓ Eight (8) athletes were chosen by the state Special Olympics officials to participate in national completion in bowling, softball, basketball, bocce, and track and field.

### Parks and Grounds Division

- ✓ Continued the process of transferring parks to the recreation district in which they are located. Once the recreation districts accept these parks, they provide for any maintenance and repair needs.
- ✓ Continued to work on the upkeep and repairs of the Grand Bois RV Park .



## Risk Management Department

- ✓ Generated Safety Meeting Tracking spreadsheet. In 2009, through coaching and mentoring the percentage of departments participating in safety meetings has increased to 66%. 15 departments had 12 safety meetings or greater with the Police Department topping out at 46 meetings.
- ✓ 274 employees were trained in topics which included defensive driving but incorporated 13 other classes to benefit employees who are not necessarily drivers of parish vehicles such as: Forklift, Hazardous Chemicals, Blood borne Pathogens, and Crane Training. This is an increase of 26% in the number of employees with special training.
- ✓ Generated a Safety Alert System to communicate effectively on important safety and health information to all employees at least monthly to provide assistance for department safety meetings or bring focus to certain subjects such as: Emergency Evacuation Planning, Tools and Equipment Inspection, Lifting and Carrying and Flu Virus Precautions, etc. A total of 13 Alerts were published for 2009.
- ✓ Created spreadsheet to track Injuries and Illnesses in the government to find a baseline of how many accidents occurred and the costs involved. This information will be used to determine what departments are having the most or the least injuries and illnesses and allow Risk Management to use this information to assist in educating employees on how to minimize future injuries and illnesses.
- ✓ Reviewed and compiled the current Safety Program, into an electronic document, that originated in 1986. Since this document is “evergreen” it can now be updated quickly if needed. Also, drafted the following safety programs to include but not limited to: Blood borne Pathogens, Confined Space, Fall Protection, Hazard Communication and Lockout/Tag Out to include in this Parish Safety Program.
- ✓ Over the course of 2009 our Risk Management Department visited and documented 711 visits, inspections, or participated in meetings with various TPCG departments. Our Risk Management adjusters investigated and handled approximately 424 claims in Automobile and General Liability and approximately 96 new Worker’s Compensation claims. We were successful in settling approximately 53 Automobile/General Liability claims. After investigations, we denied approximately 51 claims.
- ✓ Through aggressive claims handling, our Risk Management department was successful in decreasing outside claims handling expenses by 64% from 2008 at a total savings of approximately \$21,700.00. We were also successful in our subrogation recovery efforts against 3rd parties to recover approximately \$88,187.00 in 2009.
- ✓ Worked T.P.C.G.’s Property Insurance Claims with 3 different insurers and supplied FEMA with information from the property insurers. Worked with the GOSEP representative regarding the same. Collected \$1.5 million from windstorm claims and \$1 million from flood claims.



- ✓ Worked at keeping T.P.C.G.'s loss time claims down to 6 for the year. Continued to work towards limiting the lost days by coordinating T.P.C.G.'s light duty program with injured workers, their departments, and physicians.
- ✓ Risk Management Department was successful in keeping Worker's Compensation suits to a minimum, (1) petition filed in 2009. Assisted legal counsel in defending numerous Worker's Compensation suits during trial and was successful in returning Worker's Compensation claimants to gainful employment through vocational rehabilitation services.
- ✓ Risk Management, thru the use of Corvel and Cost Containment Services, LLC, outside vendors, saved T.P.C.G. approximately \$62,400.00 through bill and utilization review of medical payments made on Worker's Compensation claims.
- ✓ During 2009, the Risk Management Department was successful in recovering the following funds– 1.) \$698,489.59 on Worker's Compensation claims paid from Second Injury Fund, Excess Insurers, or 3rd party tort feasons 2.) \$59,583.16 from general liability claims 3.) \$35,451.83 from automobile liability claims– for a total recovery of \$793,524.58 in 2009.
- ✓ Planned and presented the most successful T.P.C.G. Employment Health/Wellness Fair with the help of several sponsors. Over 600 employees and family members were served at this very successful event.



## Utilities Department

### Electric Generation

- ✓ Upgraded HGS 14 spraywater control valve positioner to electronic controls.
- ✓ Major repairs to HGS 15 & 16 cooling towers (Hurricane Gustav).
- ✓ Replaced HGS 15 hot gas expansion joint.
- ✓ Benchmarked HGS 16 boiler waterwall tube thickness (UT).
- ✓ Major steam plant building roof repair (Hurricane Gustav).
- ✓ Initiated computerized maintenance management program.
- ✓ Completed Spill Prevention Control and Countermeasure (SPCC) plan update.
- ✓ Converted over 85 percent of chemical use to semi-bulk applications thus reducing spill risk.
- ✓ Conducted over 80 hours of power plant system training.
- ✓ Completed CAIR, Title IV, and Title V permit renewal applications.
- ✓ Discontinued use of chlorine.
- ✓ Conducted personnel training and certification for forklifts, man lifts, SCBA, and fire extinguisher use, NERC CIP-1, HAZWOP, and CEMS.
- ✓ Expanded equipment lockout program to include portable electric equipment.
- ✓ Instituted "Stop Work" program.
- ✓ Developed and instituted cooling tower damage mitigation plan.
- ✓ Developed plans for 2010 Greenhouse Gas compliance program.
- ✓ Completed comprehensive protective relay testing and calibration.

### Electric Distribution

- ✓ Constructed 34.5 kV sub-transmission feeder from Norman Substation to Cummins Rd. Substation.
- ✓ Installed five (5) new substation class transformers totaling 75 mVA.
- ✓ Completed installation of electronic relays on all sub-transmission and distribution circuits.
- ✓ Procured control houses for Cummins, Sixth St., and Southdown Substations.
- ✓ Initiated Norman St. substation expansion to add one 34.5 kV sub-transmission feeder.

### Telecommunications

- ✓ Installed fiber optic cable to the Government Tower for the TPTV /Charter Communications link.
- ✓ Coordinated upgrade of Government Tower CATV service to support TPTV / Comcast link and enhanced TV and broadband service.

### Gas Distribution

- ✓ Completed Phase XII Morris Street Area Gas Line Improvement project.
- ✓ Acquired upgraded odorizer equipment for early 2010 installation.
- ✓ Substantially completed Phase XIII Levron Street Area Gas Line Improvement project passing the 70% completion mark.
- ✓ Coordinated annual fire training school for regional gas distribution companies in coordination with HFD.

### Utilities Administration

- ✓ Relocated the TPTV Government Access Channel facilities to the Government Tower and initiated operator training.



- ✓ Acquired wide format scanner to facilitate the conversion of large scale plans and maps and drawings to magnetic media; completed 90% scanning maps and drawings utilizing NSU internship program.
- ✓ Passed NERC Reliability Standards compliance audit.

## GIS

- ✓ Mapped Marine Debris on Bayou Grand Caillou and Bayou Dularge.
- ✓ Coordinated removal of Hurricane Katrina/Rita related marine debris and vessels.
- ✓ Created instructional videos the Internet GIS Map.
- ✓ Completed development of the GIS master address database and the revision of individual departmental address databases to a common format facilitating cross-departmental communication.
- ✓ Coordinated with GOHSEP for the placement of Terrebonne GIS features on GOHSEP's GIS system.
- ✓ Updated descriptions and mapping of Road Lighting District 3A and Recreation Districts 9 and 2-3.
- ✓ Coordinated with the Louisiana GIS subcommittee on state-wide Digital Data sharing.
- ✓ Updated the Precincts layer for the Registrar of Voters.
- ✓ Upgraded the ArcGIS Server software.
- ✓ Obtained bids for new 2010 Aerial Imagery.
- ✓ Initiated the development and implementation of an upgraded Internet GIS Map.

## Solid Wastes Services

- ✓ Instituted monthly reconciliation of customer count.
- ✓ Collection and disposal of approximately 600,000 cubic yards of storm debris associated with Hurricanes Gustav and Ike.
- ✓ Constructed new residential drop-off facility at the Ashland Landfill site.
- ✓ Completed Ashland Landfill reservoir and drainage improvements.
- ✓ Installed emergency power generators for Ashland office facilities.
- ✓ Completed first phase of Ashland Pickup Station roof replacement.
- ✓ Repaired and elevated Ashland Pickup Station wastewater pumps and controls.
- ✓ Negotiated extension of SWDI solid waste collection contract.

## Animal Shelter

- ✓ Completed Phase III of three-year plan to attain staffing level relatively comparable to similar facilities.
- ✓ Constructed portable office building for staff functions; front office renovated and converted to "Intake Area."
- ✓ Successfully implemented disaster plan by evacuating pets with owners for Hurricane Gustav.
- ✓ Established a partnership for Pets-R-Our-World mobile veterinary clinic to provide low cost spay/neuter services to the general public; secured \$10,000 grant from Petsmart Charities to support the program.
- ✓ Established a partnership for LA/SPCA to provide low-cost veterinary service for adopted animals and revised adoption program to require pre-adoption spay/neuter.
- ✓ Aided in forming of non-profit organization called Friends of Terrebonne Animal Shelter that will directly benefit the TPAS.



- ✓ Expanded Animal Control Officer staffing from three to four.
- ✓ Conducted elementary school programs about pet responsibility and importance of spay/neuter programs.
- ✓ Conducted weekend pet adoption days at Petsmart and Petco stores doubling the number of off-site adoption days.
- ✓ Participated in two National Adoption Days for Petsmart and the 2008 Santa Claus Photo fundraiser event.
- ✓ Completed comprehensive site improvements including rear-lot employee parking to accommodate visitor parking in front; wild cat house renovations, new storage shed with added capacity.
- ✓ Expanded posting of adoptable animals to coverage in six (6) media outlets.

