

Moving Forward, Together.

Terrebonne Parish Consolidated Government



**2010 ANNUAL
REPORT**

PARISH PRESIDENT MICHEL H. CLAUDET

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Introduction

We can be thankful for the positive steps that our community has made with regards to quality of life, ecological management, flood protection, drainage, and road/ bridge improvements. Despite the largest marine oil spill in history, 2010 was a very encouraging year for our people.

There has been a noticeable amount of work taking place to maintain and improve many of Terrebonne Parish's roadways. This unparalleled level of infrastructure investment has been funded with a mix of dollars from the parish operating budget as well as funds from the American Recovery and Reinvestment Act. With this said, I want to take this opportunity to give a brief overview of the areas that have been included in our large slate of projects.

Our goal of improving Terrebonne Parish's transportation routes fall under three critical areas: (1) asphalt overlays, (2) concrete panel replacement, and (3) the installation of new turn lanes.

The first category of improvements is classified as asphalt overlays. This process consists of identifying and patching potholes. Residents will benefit from smoother and more efficient commutes. Listed below are the areas in which these improvements have taken place:

- ✓ Country Drive (between Jeff Drive and Klondyke Road)
- ✓ Southdown Mandalay Road (between Thacker Drive and Saint Charles Street)
- ✓ Westside Boulevard (between West Park Avenue and Marie Drive)

Just as important as asphalt overlays is the replacement of concrete panels. Quite simply, this work consists of the replacement of concrete road panels that have extensive cracks or fractures. Work has been completed in the following areas:

- ✓ Acadian Avenue (between Saadi Street and Acadian Avenue)
- ✓ Alma Street (500' south of Westside Boulevard)
- ✓ Bayou Gardens Boulevard (between Alma Street and Saint Louis Canal Road)
- ✓ Corporate Drive (between Martin Luther King, Jr. Boulevard and Emerson Drive)
- ✓ Dunn Street (between Main Street and Honduras Street)
- ✓ Enterprise Drive (between West Main Street and Martin Luther King, Jr. Boulevard)
- ✓ Jefferson Davis Street (between Wright Avenue and Wilson Avenue)
- ✓ Klondyke Road (between Bayouside Drive and Country Drive)
- ✓ Saadi Street (between Lois Road and Sylvia Street)
- ✓ Woodlawn Ranch Road (between Highway 56 and Highway 57)

I, like so many of our residents, am often frustrated by traffic congestion. This congestion will be somewhat lessened by strategically placed turn lanes. These ever-important turn lanes have been installed in the following locations:

- ✓ Right turn lane from Bayou Black Drive (LA 182) to Barrow Street Extension (LA 315)
- ✓ Left turn lane from Polk Street to LA 311 (coming from Tunnel Boulevard to Polk



Street)

- ✓ Left turn lane from LA 182 to Sixth Street
- ✓ Right turn lane from Bayou Gardens Boulevard to West Park Avenue (LA 24)
- ✓ Right turn lane from Hollywood Road to Main Street (LA 24)
- ✓ Right turn lane from Martin Luther King, Jr. Boulevard (LA 3040) to Hollywood Road
- ✓ Right turn lane from Corporate Drive to Martin Luther King, Jr. Boulevard (LA 3040)



- ✓ Right turn lane from Coteau Road (LA 660) to West Park Avenue (LA 24)

- ✓ Right turn lane from Country Estates Drive to Coteau Road (LA 660)

- ✓ Right turn lane from Hollywood Road to Martin Luther King, Jr. Boulevard (LA 3040)

In addition to this already considerable list of transportation improvements,

further concrete and asphalt maintenance will also be completed in Terrebonne Parish.

Residents have noticed work crews in the following areas:

- ✓ Audubon Drive – Off of Highway 648 to Nicholls State University
- ✓ Bayou Gardens Boulevard – Between West Park Avenue and Alma Street
- ✓ Bayouside Drive – Between Klondyke Bridge and Sarah Bridge (Highway 58)
- ✓ Betty Ann Street – Between Marie Louise Street and Fannie Street (Bayou Cane)
- ✓ Broadmoor Avenue – From A Street to Kenney Street
- ✓ Buquet Bridge Road – Off of Highway 57 (Dulac)
- ✓ Chauff Street – 5762 West Main Street to Terry Street (Bayou Cane)
- ✓ Concord Road – West of Country Club Drive (Houma)
- ✓ Corporate Drive – Between South Hollywood Road and Emerson Court
- ✓ Cross Street – Between Beth Ann Street and Montegut Street (Montegut)
- ✓ Daigle Street – Between Ann Carol Street and Jean Street
- ✓ Deborah Street – South of Ann Carol St. to the Dead End
- ✓ Edward Street – At 5698 West Main Street past Betty Ann Street
- ✓ Elgin Street – 5774 West Main Street to Terry Street
- ✓ Eureka Drive – From 4116 W Park Ave to Indian Drive
- ✓ Fannie Street – At 5728 West Main Street to Betty Ann Street
- ✓ Funderburk Ave – 6079 West Park Ave. to Broadmoor Avenue
- ✓ Gilbert Street – Between Edward Street and Marie Louise Street (Bayou Cane)
- ✓ Gray Street – At 3120 West Main Street (Gray) near Highway 316
- ✓ Gulf Access Road – At 324 Highway 315 (Crozier)



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- ✓ Hawky Lane – At 330 Texas Gulf Road (Bourg)
- ✓ Leger Street – Between South Roosevelt Drive and Z Street (Montegut)
- ✓ Leon Street – Between Marie Louise Street and Fannie Street (Bayou Cane)
- ✓ Leve Street – At 5250 Highway 56 (Chauvin)
- ✓ Marcia Street – Between Betty Ann Street and Leon Street (Bayou Cane)
- ✓ Marie Louise Street – At 5628 West Main Street to Betty Ann Street Orange St. – Highway 57 to the levee (Dulac)
- ✓ Point Barre Road – Off of Highway 55 below Montegut
- ✓ Presque Isle Drive – West of Highway 24 to the Dead End
- ✓ San Antonio Boulevard – Between Saint Charles Street and Amarillo Drive
- ✓ Charlene Street – Off of Highway 660 (Coteau Road)
- ✓ Southdown Mandalay Road – Between Thacker Drive and Gate
- ✓ Terry Street – Between Chauff Street and Elgin Street (Bayou Cane)
- ✓ Victory Street – From 5858 Highway 56 to the Dead End
- ✓ Wilderness Street – Between Z Street and South Roosevelt Drive (Montegut)



I would be remiss if I didn't offer my sincere congratulations to the World Champion New Orleans Saints. Like most, I am a long suffering *Who Dat*, who shared in the excitement of their incredible season. With this said, there is much that can be learned from the New Orleans Saints, who displayed true teamwork. It is through this unity that the Saints stood steadfast in the face of adversity stemming from injuries and hard fought defeats. Through these setbacks as well as criticism from the national media, the Saints stayed the course and played like true champions.

Our 2011 operating budget cuts both the size of local government and government spending while ensuring that all services are carried out in the most effective and efficient way possible. Most amazingly, Terrebonne Parish will spend an unprecedented combined quarter-billion dollars worth of federal, state, and local funds on levee work to make our community safer. Hopefully this report demonstrates to you that Terrebonne Parish is moving forward in a diligent manner and we are in a stronger position now than we have ever been before. 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



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Terrebonne Parish. We have an aggressive schedule of projects underway that will help us achieve these goals. May God bless you and may He continue to bless Terrebonne Parish.

Warmest regards,

A handwritten signature in dark ink that reads "Michel".

Michel H. Claudet
Parish President



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Meet the Administration

As Parish President, making government work for all residents of Terrebonne Parish is the most critical aspect of my job. Central to that are the individuals who make up my administration. I am fortunate to have a world class team!

Michel Claudet, Parish President
mhclaudet@tpcg.org 985-873-6401



Chief Todd Duplantis



Earl Eues

Jamie Elfert, Chief Financial Officer
jmelfert@tpcg.org 985-873-6453

**Earl Eues, Director of Homeland Security
Emergency Preparedness**
eeues@tpcg.org 985-873-6357

Patrick Gordon, Director of Planning & Zoning
pgordon@tpcg.org 985-873-6569



Janel Ricca

Al Levron, Parish Manager
allevron@tpcg.org 985-873-6406

Courtney Alcock, Parish Attorney
calcock@alcocklaw.net 985-665-6104

Thomas Bourg, Director of Utilities
tbourg@tpcg.org 985-873-6755

Gregory Bush, Director of Public Works
gbush@tpcg.org 985-873-6735

**Todd Dufrene, Chief of the Houma Fire
Department**
tdufrene@tpcg.org 985-873-6391

**Todd Duplantis, Chief of the Houma Police
Department**
tduplantis@tpcg.org 985-873-6319



Jason Hutchinson



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Jason Hutchinson, Director of the Juvenile Detention Center

jhutchinson@tpcg.org

985-853-1201

**Nicholas Matherne, Director Coastal Restoration
& Preservation**

npmatherne@tpcg.org

985-873-6889

**J. Dana Ortego, Director of Human Resources &
Risk Management**

jdortego@tpcg.org

985-873-6474

**Janel Ricca, Director of the Houma-Terrebonne
Civic Center**

jricca@houmaciviccenter.com

985-850-4657

**Darrel Waire, Director of Housing & Human
Services**

dwwaire@tpcg.org

985-873-6892

Sterling Washington, Director of Parks & Recreation

swashington@tpcg.org

985-873-6586



Pat Gordon



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Houma-Terrebonne Civic Center

- ✓ Ended with a total of 218 event days for the 2010 calendar year, up from 2009.
- ✓ Redesigned the Civic Center's website for a more multi-purpose, information friendly site, with interactive floor plans and photo galleries.
- ✓ Started a Civic Center Facebook page for greater marketability through social media.
- ✓ In June, transitioned the Civic Center's Food & Beverage Operation from an in-house operation to an exclusive outside operation, with four local caterers providing catering services thus decreasing the Civic Center's expenses by over \$59,000 from June-December.
- ✓ Opened the facility to a non-exclusive beverage operation, allowing Coke, Pepsi, and other beverage products to be offered.
- ✓ Received a grant to purchase a sports court from the Houma Area Convention & Visitors' Bureau- a \$60,000 value. The court will allow the Civic Center to be competitive to host local, state, and regional sporting tournaments. Also worked in close cooperation with the Houma Area Convention and Visitors Bureau to promote the Civic Center and Terrebonne Parish as a destination for State Conventions.
- ✓ Hosted annual major events such as the South LA, Boat, Sport, & RV Show, Fear No Evil Bull-Riding, Steubenville on the Bayou, Chouest Fest, Southern LA Bridal Expo, Relay for Life, Independence Day Celebration, The Haven Gala, Keep the Beat CPR Training, and TGMC's Ladies Night Out.
- ✓ Hosted new events to the area, some of the major events included the Save our Coast Concert, Bayou Home Show, Stage Play "There's One in Every Family" and Bulldog Club of America Division IV Show.
- ✓ Major Banquets at the HTCC included the Houma Chamber of Commerce's Annual Banquet, NAACP's Freedom Fund Banquet, Ducks Unlimited Annual Banquet, SLECA Annual Stockholders' Banquet, and TFAE Annual Teacher Awards Banquet.
- ✓ In response to the BP oil spill, hosted (13) meetings/town halls to provide community information to those affected by the oil spill.
- ✓ Assisted the Houma-Terrebonne Civic Center Development Corporation with presenting and promoting the Annual Summer Fun Kid's Day event, Fear No Evil Bull-Riding event, Hot Flashes Play, Disney's Choo Choo Soul Concert, New Orleans Saints Championship Tour, and the NSU Men's Basketball Game vs. Loyola.
- ✓ Hosted (5) Terrebonne Parish High School Graduations, as well as Adult Education, L.E. Fletcher Community College, and Blue Cliff College's Graduation ceremonies. Other school sponsored functions include Mulberry Elementary's Veteran's Day & Christmas Celebration, Homecoming dances, and teacher training days.
- ✓ Hosted (6) local Carnival Krewe Tableaus, including additional events throughout the year such as Court Presentations, King & Queen's parties, and after-parade parties.
- ✓ Hosted (63) corporate meetings/training, many of which brought attendees from out of town, thus increasing the economic impact to Terrebonne Parish.
- ✓ Hosted (6) local dance recitals.



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Houma Terrebonne Civic Center—continued

- ✓ Worked on improvements to the building such as repairing retractable seats back to normal working operation and repaired broken curbs and concrete in Lots A & B, with plans to work in Lot C in 2011.
- ✓ Maintained a safe working environment for all employees. Completed (12) internal safety meetings throughout the year and was recognized by TPCG's Risk Mgmt Dpt. for that dedication to safety.
- ✓ Produced more target-market advertising to attract specific business as it relates to wedding receptions, corporate events, and conventions.
- ✓ Provided by a grant through the Tree Board, 15 Leland Cypress trees were planted in the back of the property, as well as approx. 30 Crepe Myrtle trees throughout the property. Obtained 13 Live Oak trees, provided and planted by Acorns of Hope.



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Coastal Restoration and Preservation

- ✓ Coordinated and participated in one vegetative planting project on newly established marsh restoration site.
- ✓ Facilitated project site visit to 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.
- ✓ Increased site inspections for permitted activities impacting coastal waterways, including Bayou Terrebonne, Bayou Petit Caillou, Bayou Grand Caillou, and Bayou Dularge.
- ✓ Facilitated landowner meetings to discuss impacts of ongoing restoration efforts (especially Madison Bay area).

Projects scheduled for construction in 2011

- ✓ 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

- ✓ Central Terrebonne Freshwater Enhancement (CWPPRA)
- ✓ Lost Lake Marsh Creation (CWPPRA)
- ✓ Falgout Canal Freshwater Enhancement (CIAP)



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Finance Department

Accounting Division

- ✓ Major Financial oversight:
 1. \$462 million Budget (Operations and Five Year Capital Outlay).
 2. \$176 million Active Federal Grants, of which \$18 million expended in 2010.
 3. \$191 million monthly average of cash and investments.
 4. \$232 million of disbursements (including accounts payable and payroll).
 5. \$75 million of outstanding debt, which includes \$17 million Sewer Revenue Bonds issued in 2010.
 6. \$20 million Limited Risk Management and Group Benefits Program.
 7. \$36 million payroll, for TPCG and certain agencies of the government.
- ✓ The Government Finance Officers Association (GFOA) of the United States and Canada awarded a Certificate of Achievement for Excellence in financial reporting to the Terrebonne Parish Consolidated Government Finance Department for its Comprehensive Annual Financial Report for the last thirteen (13) years.
- ✓ Received the Distinguished Budget Presentation Award from the Government Finance Officers Association (GFOA) for the last eight (8) years of Adopted Budgets.
- ✓ Maintained nine year history of the Terrebonne Parish Consolidated Government's Adopted Budgets and seven year history of Comprehensive Annual Financial Reports and Single Audits on the Parish website.
- ✓ Maintained the routine physical inventories of parish assets, working with Purchasing to surplus obsolete and broken assets.
- ✓ Completed the assembly and consolidation of all financial reports through an automated system at year end, in the format of a Comprehensive Annual Financial Report (CAFR).
- ✓ Implementation of ACH Transfers for Accounts Payable and Accounts Receivable vendors.
- ✓ Downsized the Accounting staff with the elimination of Accounting Specialist (Intern).

Customer Service Division

- ✓ Expanded our Utility Billing Contract, which processes and mails monthly invoices to our customers, to include the Delinquent Notices in 2010.
- ✓ Implemented a cost saving measure by eliminating the inclusion of a "return envelope" for payment to those customers paying by Bank Draft, which is an average of 1371 customers monthly.
- ✓ Terminated customer credit card payments by telephone as part of our "Red Flag Policy" of protecting our customers from Identity Theft. Our customers are offered monthly bank drafts (ACH) and on line payment options.



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Finance--continued

Information Technology Division

- ✓ Added the following points of interest the Parish Internet site:
 1. Link to Louisiana DOTD Traveler Information including traffic cameras.
 2. Debris and garbage complaint form under Solid Waste.
 3. Public Records Request form under Administration.
 4. Allowed city utility customers the ability to calculate what their average billing would be based on prior 12 months.
- ✓ Changed email system to Microsoft Exchange 2010.
- ✓ Added a missing person section along with crime data from 2002 to the present to Houma Police Department's web site (www.HoumaPD.com).
- ✓ Upgraded Government Tower, Information Technology Division, and Utilities Department to Gigabit Ethernet networking.
- ✓ Created a web based Document Management Application to track documentation for the CDBG Gustav/Ike Recovery Grant.
- ✓ Upgraded wireless communications at Government Tower to handle the latest Wi-Fi standards increasing capacity to 100Mbps.
- ✓ Modified Parish Accounts Payable application allowing vendors to receive direct deposit payments in lieu of payments by check as well as view invoices and payments online.
- ✓ Upgraded Internet bandwidth from 6Mbps to 20Mbps.
- ✓ Provided Consolidated Waterworks District Utility Billing System customers access to view billing history and make payments through worldwide web.
- ✓ Replaced three blade servers increasing VMware's performance up to five times and upgraded SAN disks which nearly doubled storage capacity.
- ✓ Downsized staff with the elimination of a Network Technician.

Purchasing / Warehouse Division

- ✓ Held 1st annual vendor workshop on "How to Do Business with Terrebonne Parish Consolidated Government."
- ✓ Suspended bid surety requirements for public bids for the purchase of materials and supplies.
- ✓ Hosted a Public Bid Law Review conducted by the Louisiana Attorney General's Office (will make this an annual event).
- ✓ Processed in excess of 40,000 purchase orders.
- ✓ Processed 150 work orders for communications.
- ✓ Oversight of \$1.5 million Warehouse inventory.
- ✓ 1,500 items stocked in the Warehouse for over 80 accounts, using a data program to track and monitor all daily activity with each stock item.
- ✓ The Warehouse monitored and stock items at various levels of activity and or demand, through the Parish AS/400 IT Division.
- ✓ Coordination, distribution and inventory by Warehouse staff of all sports equipment used in the 2010 Recreation Seasons.
- ✓ Warehouse processed 4,900 automated requisitions.
- ✓ Downsized the staff at the end of the year by eliminating one (1) Procurement Specialist



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II and downgrading an open Field Technician position.



Houma Fire Department

- ✓ Purchased new 107' Ladder fire truck
- ✓ Purchased new Fire Inspection and Training vehicles
- ✓ Remodeled Airbase Station
- ✓ All suppression personnel trained to medical First Responder Level
- ✓ Began providing medical and injury accident emergency response
- ✓ Replaced roof at East Houma Station
- ✓ Rebuilt training tower at Training Field
- ✓ Purchased new chassis and refurbished Air Truck
- ✓ Awarded an Assistance to Firefighters grant totaling over \$220,000



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Houma Police Department

- ✓ Assigned employees to the CALEA team, who are tasked with ensuring that the department receives CALEA Accreditation.
- ✓ Provided citizens and visitors of Houma with highly trained officer by fully implementing the Law Enforcement Training Network (LETN).
- ✓ Reorganized the department's training committee to provide employees with more fair and equitable training opportunities.
- ✓ Provided specialized training to members of the Critical Incident Response Team (CIRT) and CAT5 team. To include mock scenarios with Terrebonne General Medical Center; Swat training with the Terrebonne Parish Sheriff's Office; School Entry Plans for "Active Shooters" with the Terrebonne Parish School Board; Narcotics related training with the Louisiana State Police Narcotics Division.
- ✓ Established a Crime Prevention Unit (CPU) to target high crime areas.
- ✓ Established a Bicycle Patrol Unit as part of the department's proactive policing approach.
- ✓ Conducted several juvenile roundups, domestic violence roundups, warrant execution roundups, bar checks, prostitution stings, and operations targeting the sale of alcoholic beverages to underage persons.
- ✓ Implemented the use of Field Identification Cards (FIC) to aid in the identification of persons responsible for criminal activity.
- ✓ Installed 4 surveillance cameras in the Court Square and Downtown areas.
- ✓ Reorganized Internal Affairs files to active or in-active status to provide employees with clear, accurate and fair guidance/discipline.
- ✓ 100% management of off-duty details to ensure equality, fairness and discipline.
- ✓ Installed digital recording equipment to record police radio and telephone communications.
- ✓ Expanded Community Policing by increasing the number of Neighborhood Watch Groups to eighteen; participation in a weekly televised broadcast of a Neighborhood Watch type program on HTV; Enacted "Operation Walk and Talk" (where 10 operations were conducted, resulting in 5811 safety pamphlets distributed to residents on topics of residential and car burglaries, and holiday safety).
- ✓ Renovated the old South Houma Fire Station to house the Special Operations Division (Fleet; Hurricane Preparedness; CAT5; CIRT; Training) personnel and equipment (Deuce; Rescue Boats; 4-Wheelers, etc).
- ✓ Replaced broken generator to ensure uninterrupted police services.
- ✓ Provided employees with updated equipment to aid in the apprehension and prosecution of suspects, and employee safety by purchasing 13 police units, 5 new handheld radars, 1 in-car camera and body armor for members of CIRT.
- ✓ Recruited qualified candidates to fill vacant positions through job fairs and advertising.
- ✓ Set up the infrastructure for a wireless system (which enables officers to access the intranet (used for report writing) at hot spots throughout the city, which could only previously be accessed from within the police department).
- ✓ Established a Water Patrol Division (boat donated to the police department by the Dularge Fire Department).
- ✓ Hosted three motorcycle training courses for other law enforcement agencies.
- ✓ Held meetings with Mardi Gras Clubs to discuss safety issues, and identified the need for safety courses to be held for all float/tractor operators (currently working on curriculum).



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Houma Police Department—continued

- ✓ Conducted safety talks at schools throughout the city and parish.
- ✓ Distributed take home vehicles to all police officers.
- ✓ Distributed laptops to all police officers.
- ✓ New phone system (with voice messaging for all employees).
- ✓ Quarterly training for Dispatchers from the police department, Terrebonne Parish Sheriff's Office and 911, to improve communications between agencies.
- ✓ The police department had an officer certified as a physical fitness instructor.



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Housing and Human Services

Community Development

Community Development Block Grant

- | | |
|--------------------------|----------------|
| ✓ Housing Rehabilitation | 16 Households |
| ✓ Safe Passage Program | 8300 Rides |
| ✓ Housing Counseling | 454 Households |
| ✓ Head Start | 2 Classrooms |

HOME Investment Partnerships Act

- | | |
|-------------------------|----------------|
| ✓ First Time Homebuyers | 1 Household |
| ✓ Tenant Based Rental | 49 Households |
| ✓ CHDO Loans | 2 Rental Units |

Emergency Shelter Grant

- | | |
|--------------------|-------------|
| ✓ Homeless Shelter | 112 Persons |
|--------------------|-------------|

American Recovery and Re-investment Act

- | | |
|--------------------------|--------------|
| ✓ Housing Rehabilitation | 8 Households |
| ✓ Homeless Prevention | 380 Persons |

Head Start

- ✓ The Head Start Program has maintained full enrollment during both the 2009-2010 school year and the current school year of 2010-2011 with 170 children.
- ✓ The Head Start Program staff members were successful in recruitment of eligible children in the Gibson, LA area. The Gibson Center continues to be fully enrolled at this time with seventeen children.
- ✓ During the 2010-2011 school year, the Head Start Program successfully opened a third classroom located at the Church Street Head Start Center. The Church Street Head Start Center now serves 51 children in three classrooms. The third classroom at this center replaces the classroom previously located on campus at TARC, Inc.
- ✓ In 2010, the Head Start Program successfully expending all of the ARRA funds received in 2009 for COLA and Quality Improvement. The ARRA COLA received in 2009 became a permanent part of the base grant received by the Parish Government.
- ✓ In 2010, all five Head Start Centers received renewal licenses from the Department of Social Services' Child Care Licensing and Regulatory Section which allows the Head Start Program to continue operations at each center.

Section 8

DHAP-Ike

- ✓ The DHAP-Ike Program was created to assist families who were displaced by Hurricanes Gustav and Ike. As a family was able to return to their home, the assistance would conclude. This gave the family an opportunity to repair and/or replace their homes while being assisted in rental properties. The DHAP-Ike Program assisted 168 families during the year of 2010.



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Housing and Human Services--continued

Housing Choice Vouchers

- ✓ The Housing Choice Voucher Program is an ongoing rental assistance program for families who applied for the waiting list and are income eligible according to the income guidelines set by HUD. Once a family's name comes to the top of the waiting list and there is an available voucher, the family is interviewed and approved to receive assistance. In the year 2010, 487 families were assisted under this program.

Family Self Sufficiency

- ✓ Once a family has participated in the Section 8 Rental Assistance Program for one year and is either trying to meet an educational or training goal or has become employed, they are eligible to participate in the Family Self Sufficiency Program. There are 38 families who have signed contracts of participation. In 2010 three participants completed their goals and received payments in the amount of \$19,031.60.

Single Room Occupancy

- ✓ The Single Room Occupancy Program is the program that addresses the needs of homeless men in the Parish. The Bunk House Inn has 10 rooms to offer and they are all occupied at this time.

Human Development

CSBG-ARRA Stimulus Funds

<u>Programs</u>	<u>Clients Served</u>	<u>Funds Expended</u>
Temporary Employees	4 Families	\$18,464.00
School Uniforms	102 Families	\$23,016.00
Rent/Mortgage Assistance	224 Families	\$219,469.03
Fisherman Assisted	46 Families	\$37,469.03
Emergency Utility Assistance	289 Families	\$74,626.65
Fisherman Assisted	64 Families	\$14,353.86
Emergency Food Voucher	225 Families	\$59,926.00



Housing and Human Services--continued

CSBG Funds

<u>Programs</u>	<u>Clients Served</u>	<u>Funds Expended</u>
Budgeting Classes	124 Families	\$9,414.00
Utility Assistance	3 Families	\$737.00
Rent/Mortgage/Homeless	148 Families	\$102,021.00

LACAP/LHFA Funds

We have received three allocations for LIHEAP

1 st	\$228,717.34	assisted	684 families
2 nd	\$687,470.31	assisted	1757 families
3 rd	\$330,053.68	assisted	889 families

Weatherization

<u>Programs</u>	<u>Clients Served</u>	<u>Funds Expended</u>
ARRA completed units	43	\$ 255,202.86
DOE PY2009	12	\$69,762.29
DOE PY2010	1	\$3,469.47
Total for programs	56	\$328,434.62

	<u>Clients Served</u>	<u>Value of Commodities</u>
Commodities	1614 Families	\$203,336.00



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Human Resources and Risk Management

- ✓ Improved rapport/working relationships with department directors and management in the following area: 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.
- ✓ Conducted/presented (4) onsite Fred Pryor Employee/Management one-day seminars on various topics like recruiting and interviewing skills, management skills for administrative personnel, how to deal with unacceptable employee behavior and how to deal with difficult people which trained approximately 125 employees/managers.
- ✓ Chaired the second annual "Fill a Box, Feed a Family" TPCG employee Thanksgiving Food Drive that collected (60) 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. This year the parish DOUBLED the amount donations from last year at 2,337 items being donated.
- ✓ Participated in (1) parish wide job fair and (1) school career fair expo in the Terrebonne/Lafourche Parishes exposing parish citizens/students to opportunities available with TPCG as an equal opportunity employer.
- ✓ Posted 148 job vacancies, processed 177 new full-time/part-time hires, 185 terminations, and 3,111 employment applications in 2010.
- ✓ Conducted 6 new employee orientations for new hires educating 158 new employees on the parish's personnel policy, insurance benefits, electronics and communications policy, and employee safety
- ✓ Coordinated with Louisiana Workforce Work Release Program to employ 5 inmates within the Civic Center and Drainage Department in order to fill vacancies which posted for over a year.
- ✓ Coordinated with Emergency Preparedness to process and prepare more than 70 Emergency Bus Operators in order to get them ready for the 2010 hurricane season.
- ✓ Started the 1st TPCG "Biggest Loser" competition to encourage all employees to eat healthy and get fit. We had 42 employees participate and of those how weighted out, at the end of the 15 weeks, lost a total of 266.7 lbs which is 8.6% of the total body fat.
- ✓ Conducted/presented "Sexual Harassment Training" to various TPCG Departments (17) totaling approximately 475 employees trained.
- ✓ Complied and received commendations from LA Department of Labor Compliance Division on Development of 2009 Diversity Plan.
- ✓ We visited and documented 804 Parish owned property sites. During these visits, we performed site inspections, and/or participated in safety meetings with various departments, employee groups, contractors, and vendors.
- ✓ Our Safety program and Terrebonne Parish Consolidated Government employee participation accounted for a decrease in the total number of claims filed against Terrebonne Parish Consolidated Government, a decrease of 91 claims (-22.7%) from 2009.



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Human Resources and Risk Management—continued

- ✓ Through aggressive claims handling in 2010, we decreased the overall cost of claims handling by over \$386,300.00. Risk Management denied 61 claims submitted after investigating for liability.
- ✓ We collected an additional \$803,006.00 from insurance carriers to close out Hurricane Gustav property damage claims for the Parish.
- ✓ On the Workers' Compensation front, the Risk Management Department opened 136 Workers' compensation claims in 2010 and closed 87. We recovered \$137,253.96 in Second Injury Fund claims and Subrogation efforts. We also, obtained certification as a Medicare Secondary Payer Professional and filed our first Mandatory Medicare Report for Workers' Compensation and Liability claims.
- ✓ Updated all Risk Management forms (i.e.) Vehicle Accident Report, Accident Review Form, Driver Questionnaire, Workers' Compensation Accident Investigation, Public Accident Form, and General Liability Forms. These forms can now be filled out on the Parish Intranet and include the director's signature. Our goal is to get senior management to be aware and participate in the investigations and corrective actions of all accidents (2011 goal).
- ✓ In 2010, 290 employees were trained compared to 274 in 2009. Some employees were trained in defensive driving but incorporated other classes of much needed training to benefit employees who are not necessarily drivers of Parish vehicles such as: Forklift, Hazardous Chemicals, Confined-Space and Aerial Platform training.
- ✓ We tracked Terrebonne Parish Consolidated Government departmental safety performance and provided a safety plan in an effort to reduce injuries and illnesses. We provided departmental support, providing guidance, suggestions, and leadership in safety. We also identified high risk departments for injuries/ illnesses and helped modify their safety plan and departmental operations.
- ✓ We helped promote discussing job specifics prior to its start. This helped insure all steps are taken to identify steps to reduce the risk of injuries. We met regularly with supervisors to initiate self-inspections and to continue performing hazard assessments for these departments.
- ✓ Our Department continued to produce and distribute our monthly "Safety Alert" information, which enhances the team building and safety awareness to all employees.
- ✓ We initiated "Stop Work Authority" to all levels of employees. Any employee has authority to STOP a job for a safety concern before they hurt themselves or someone else.
- ✓ In an effort to "Go Green" and help save the environment we eliminated hard copies of the committee meeting packets and now forward our packets to committee members through e-mail. Through a projection system, our committee members are able to review the Parish's accident documents more efficiently.
- ✓ We were successful in updating the Parish's Property Schedule through the use of GIS maps and also by communicating with the departments to update their contents value and their portion of the property schedule should the Parish experience another catastrophe.
- ✓ Acknowledged and rewarded Terrebonne Parish Consolidated Government departments for their safe operations, commitment, and continued support with the Parish's safety program.
- ✓ Successfully moved our TPCG Employee Health, Medical, Pharmacy and Dental program to United Health Care and saved in excess of two (2) million dollars on insurance, including run out and administration cost.



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Human Resources and Risk Management—continued

- ✓ Due to our Health Insurance Benefits Program not increasing its premiums for three (3) consecutive years, TPCG was able to claim “Grandfather” status under the Patient Protection and Affordable Care Act (PPACA).
- ✓ Our Department held five (5) “meet and greets” with United Health Care representatives to assist our employees with Health Benefits concerns. Also, we held a successful Employee Health Fair for TPCG employees and family members where several medical conditions were found in some employees who were unaware of the condition.
- ✓ In 2010, our Department recovered 2009 Retiree Drug subsidies of approximately \$57,000.00 and applied for the Early Retiree Reinsurance Program. TPCG was accepted into the program and should receive approximately \$185,000.00 for year 2011.



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Juvenile Detention Center

- ✓ 2010 would see the completion of a ring levee built around the facility. The project is scheduled to be completed for beginning of the 2010 hurricane season.
- ✓ A second Assistant Director begins working on the evening shift in August to expand an administration presence until the children were down sleeping.
- ✓ The Director of the juvenile 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.
- ✓ The Director, Assistant Director, and Programs Director have all taken leadership roles in the creation of standards and licensing. Licensing is scheduled for implementation in January 2013.
- ✓ Upgraded camera system by adding eight additional cameras in the juvenile's living unit and surrounding pod control hallway.
- ✓ Administration has begun 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.
- ✓ 5 employees attended the LJDA annual training conference in Gretna, Louisiana.
- ✓ For the 12 consecutive year the budget was in the black even as the State of Louisiana cancelled the residential contract due to budgetary cuts. OJJ juveniles are still being housed on occasion. Administration is making empty beds available to offset this revenue loss.
- ✓ 2010 would see 996 juveniles booked into the center. This number is the second highest booking total and second only to 2009.
- ✓ Our the facility continued to provide high stakes testing as LEAP, iLEAP, GEE exit exams testing was conducted in the fall, spring, and summer to parallel the Terrebonne Parish School System's testing schedule. In addition, 2010 saw the introduction of End of Course Testing. This new testing is being phased in to replace the high stakes testing presently being implemented.
- ✓ Title-1 funding was used to teach the juveniles anger management, conflict resolution, job preparation, College Search, and a host of other life skills topics.
- ✓ Title-1 funding maintained summer school academics classes for Math and Language with all juveniles participation during the months of June, July, and August.
- ✓ More improvement in the school system has been the continued advancement of use of a 20 computer lab in which reading, language, and creative writing are taught. The lab instructor received continued training in Accelerated Reading. 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 tremendous assets.
- ✓ The newest program is Nova-Net, which is a content level recovery program that makes for a seamless web based educational program. It allows students from school system to go the computer and work on the work they are working on in the regular school thus seamless transition.
- ✓ GED programs saw an additional 9 graduates during the 2009-2010 school year.



Legal Department

The Legal Department continues to regularly respond to issues associated with the Terrebonne Parish Charter, the Code of Ordinances, Condemnations, the Louisiana Public Bid Law, Open Meetings Law, the Louisiana Public Records Law, Employment Law and Property Law.

The department also participated in drafting, negotiating and enforcing Public Works contracts, CDBG acquisitions, mineral leases, cooperative endeavor agreements, surplus property sales, and intergovernmental agreements on behalf of Terrebonne Parish.

The Legal Department has, in 2010, 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.

- ✓ Assisted with land rights acquisitions for capital projects including:
 - Westside Boulevard Phase 2
 - Sunset Subdivision drainage project
 - Valhi Boulevard Extension
 - Thompson Road Extension
 - Hollywood Road Widening
 - Paulette Street drainage project
- ✓ Handled procedure to declare and certify 112 vessels as abandoned for removal by the TPCG.
- ✓ Assisted with emergency response and declarations regarding the BP Oil Spill, examination of response for compliance for with the Oil Pollution Act of 1990 and participated in Coastal Parish Attorney's group monitoring the spill from a legal perspective in coordination with other affected parishes.
- ✓ Prepared Gustav/Ike CDBG Disaster Recovery compliant sub-recipient agreements with the Terrebonne Port, the Waterworks District and TEDA.

The Legal Department assists the Risk Management Department in the handling of lawsuits against the Parish. Our 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-six (26) cases in litigation closed in 2010 of which fourteen (14) were dismissed in favor of TPCG without payment.



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Homeland Security and Emergency Preparedness

- ✓ Completed Computer Aided Management of Emergency Operations (CAMEO) Programming.
- ✓ Instituted the National Incident Management Trainer to teach NIMS 300 & 400 classes.
- ✓ Purchased 700 MHz two-way radios for the Volunteer Fire Departments.
- ✓ Established monitoring of the Parish waterways through the use of real-time, computer monitoring of vessel traffic to accommodate the planning for hazardous material transportation incidents on waterways traversing through the City of Houma and other communities in Terrebonne Parish through Port vision.
- ✓ Implemented OEP phone message system through IT to track phone calls in the event of an incident.
- ✓ Purchased laptops for all ESF managers and call-takers for the EOC center.
- ✓ Purchased real-time web based weather radar system.
- ✓ Managed BP Oil Spill operations within Terrebonne Parish.
- ✓ Scheduled Hurricane Preparedness meetings in each council district.
- ✓ Reinstated the Community Emergency Response Team (CERT) through grants from the U.S. Department of Homeland Security.



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Parks and Recreation

Provided a variety of supervised and self-directed sporting competition for the residents of the parish during. The Recreation department offered the following programs in 2010:

Youth Programs

- ✓ Youth Basketball (Boys and Girls)
- ✓ Youth Softball (Girls)
- ✓ Youth Baseball (Boys)
- ✓ Youth Cheerleading (Girls and Boys)
- ✓ Youth Football (Boys and Girls)
- ✓ Youth Volleyball.

Adult Programs

- ✓ Basketball (Men),
- ✓ Softball (Men and Women)
- ✓ Adult Volleyball (Women)

Increased registrations and participation in the Youth Sporting events at every level.

- ✓ 5% to 15% in all youth sports.
- ✓ The Largest Increase came in the Football program, where we had an increase of 8 additional football teams with an average of 30 players per teams.
- ✓ We had 3 Football and Cheerleading teams in the Grand Caillou area for the first time in over fifteen year.
- ✓ We had Boys and Girls Basketball teams compete at the State All-Star level.
- ✓ The Girls 8 yrs old and 12 yrs old Basketball teams finished in 1st Place at the State level, which allowed them to play at the National Level.
- ✓ At the National level the Girls 8 yrs old team finish in 5th place out of 12 teams and the Girls 12 yrs old played in the Championship game, but finished in 2nd Place.
- ✓ We had Boys Baseball and Girls Softball teams compete at the State All-Star level. The 13 yrs old Boys Baseball team was the only team at the State level to make it to the Championship game and Finished in 2nd Place. We had our 10 yrs old and 14 yrs old Boys Baseball team finished in 3rd Place. At the World Series Level the 13 yrs old Boys Baseball team once again made it to the Championship game and finished in 2nd Place.

Special Olympics

- ✓ Provided recreational opportunities for Special Olympics athletes of the parish. This allowed them to develop physical fitness, experience joy, share gifts, and friendships with their families and other athletes in the community and throughout the State.
- ✓ The athletes participated in Aquatics, Basketball, Bocce, Bowling, Softball and Track and Field.
- ✓ The athletes had the opportunity to participate at the State two day events three (3) separate times throughout the year.
- ✓ The State has selected a representative to direct and oversee the Special Olympics Program in our Parish. We assist in their efforts of providing these services and



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sporting events.

Parks and Recreation—continued

Parks and Grounds

- ✓ We have transferred the maintenance and repairs of fifteen (15) of the eighteen (18) parks to the various Recreation Districts throughout the Parish.
- ✓ We are still supporting the Recreation Districts in the area of Grass Cutting and Trash Removal.



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Planning and Zoning

- ✓ Demolished 274 structures on the verge of collapse by utilizing FEMA Public Assistance funding with no cost to property owners or Terrebonne parish and removed 40 additional blighted structures through the Parish conventional condemnation program.
- ✓ Completed Phases I and II of the Comprehensive Plan Updates and secured \$200,000 in CDBG funds to complete the final phase of the Comprehensive Plan and an additional \$20,000 for Flood Ordinance Revisions.
- ✓ The Planning and Zoning Department was awarded a \$91,970 for off- and on-road bike trail system – Southdown Trail System.
- ✓ Secured a \$5,000 matching grant from the Louisiana Department of Agriculture and Forestry to hire a landscape architect to create a landscape plan for the Bayou Walk and Main Street in downtown Houma.
- ✓ Issued 4,025 building permits which generated \$869,188.30 in permit fees, with a construction value of \$182,384,984.
- ✓ There were 175 permits for new residential construction and 84 permits for new commercial.
- ✓ 79 permits were issued for elevation of structures with the assistance of Federal/State/Local grants.
- ✓ The Houma-Terrebonne Regional Planning Commission approved 46 Minor Subdivisions, 4 Major Subdivisions, and 1 Raw Land Division of property.
- ✓ The Main Street Program has completed the Bayouwalk along Bayou Terrebonne from Church Street to Barrow Street.
- ✓ The Downtown Marina has a new playground donated by Kaboom and erected by volunteers.
- ✓ Awarded \$10.4 million in competitive funding for hurricane Rita to elevate 61 homes – more than the original Katrina/Rita funding combined.
- ✓ Committed to six reconstruction projects; the first in a Parish mitigation program.
- ✓ Arranged the sale of 21 Land Trust properties to neighbors or at public auction.
- ✓ Awarded the first pre-disaster Hazard Mitigation Assistance Severe Repetitive Loss Elevation Projects in the Parish totaling \$6M for 29 homes.
- ✓ Developed successful applications for the CDBG Gustav/Ike Recovery Plan Buyout (\$4M) and Demolition (\$1.5M) Projects.
- ✓ Granted permits and pre-approval for the CDBG Clean Waters/Marine Debris Removal Program (\$1M).
- ✓ Added to staff to accommodate the increased client services for the ten programs under RAMP supervision.
- ✓ Completed a GOHSEP reimbursement grant of \$64,000 for permitting software.
- ✓ Processed 2000 Nuisance Abatement violations which include tall grass, junk/debris, junked/abandoned vehicles, derelict vessels, abandoned/derelict structures and placed 200 liens on properties not in compliance.
- ✓ Obtained \$30,000. in grants to install and landscape 3 Gateway signs at the entrance to Houma/Terrebonne.
- ✓ Received \$12,000 in grants for the Promote Parish Pride Campaign.
- ✓ Developed the largest Clean Up effort in the History of the Parish with over 100 participants cleaning the Parish.
- ✓ Jim Bowie Park was renovated and a Butterfly Garden developed by Administration in conjunction with the Citizen Inquiry Coordinator in P&Z.



Public Works

Director's Office

Contracts Signed & Recorded - Total Processed: 54

✓ Engineer & Architect Contracts:	18
✓ Construction Contracts:	19
✓ Substantial Completions:	17
✓ Change Orders:	58
✓ Amendments:	24
✓ Acts of Servitudes:	15
✓ Service Contract:	2
✓ Right-of-Way Agreement	1

Letters of No Objection: Received 74 applications

✓ Completed	-	62
✓ Objections	-	6
✓ Pending Objections	-	1
✓ Pending Signatures	-	2
✓ Void's p/Resident	-	3

Capital Projects and Engineering

Completed Construction on the following Capital Projects:

- ✓ North Branch Library
- ✓ Ashland Jail Levee
- ✓ Bayouside Drive Bridge
- ✓ Bayou Terrebonne Dredging Drainage Project Phase 1
- ✓ Upper Grand Caillou Pump Station (D-8)
- ✓ Upper Ward 7 Reconstruction Phase 2B
- ✓ St. Louis Canal and CCC Ditch Debris Removal
- ✓ St. Louis Canal Debris Removal
- ✓ Ouiski Bayou Debris Removal
- ✓ New Transit Office and Bus Maintenance Facility
- ✓ Bayouwalk Phase I Contract II
- ✓ 1-1B Intracoastal Canal Levee and Bulkhead
- ✓ Little Bayou Black/Equity Bridge
- ✓ 2-1A (Schriever) Phase V
- ✓ Industrial Boulevard Levee (Chabert Medical Center Levee)
- ✓ Emergency Generator Connection for Government Tower
- ✓ Savanne Road Drainage Phase I
- ✓ ARRA Asphalt Repairs
- ✓ ARRA Turn Lanes
- ✓ Allemand Subdivision Drainage Improvements
- ✓ Broadmoor Drainage Improvements



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Public Works—continued

Initiated Construction on the following Capital Projects

- ✓ Dumas ADA Renovations
- ✓ Ephie Street Drainage Improvements
- ✓ Engeron Street Drainage Improvements
- ✓ 1-1B System Channels Phase 3
- ✓ Government Tower Facility Repairs
- ✓ ARRA Concrete Repairs Phase 1
- ✓ ARRA Concrete Repairs Phase 2
- ✓ Island Road Restoration
- ✓ Westside Extension Phase B
- ✓ Ward 7 Mitigation

Circulating and/or received bids and will be proceeding with construction for the following projects:

- ✓ 1-1B System Channels Phase 3A Reach 1
- ✓ Sunset Park Drainage Improvements
- ✓ Gustav Ike Facility Repairs Jail Roof
- ✓ East Houma Surge Levee (Thompson Road Phase 1)
- ✓ Government Tower Mechanical Renovations Phase II (DOA-Energy Efficiency Grant)

New Projects

- ✓ Concord Road Levee
- ✓ Valhi Blvd. Extension (Equity to Savanne Road)
- ✓ Ward 7 Levee Elevation (CDBG)
- ✓ Ashland North Levee Improvements (CDBG)
- ✓ Cedar Grove to Ashland (CDBG)
- ✓ Cedar Grove to Ashland Pump Station (CDBG)
- ✓ Buquet Street Drainage (CDBG)
- ✓ Savanne Road Drainage Phase II and III
- ✓ Shrimpers Row Pump Station (CDBG)
- ✓ Automatic Bar Screen Cleaners for Smithridge and Coteau (HMGP)
- ✓ Suzie Canal Levee Extension (CDBG)
- ✓ Shrimpers Row Levee (CDBG)
- ✓ Baroid–Bayou LaCarpe Pump Station (CDBG)
- ✓ Lake Boudreaux Forced Drainage Projects (North and South)



Public Works—continued

Facility Repairs Projects (FEMA Projects from Hurricanes Gustav/Ike)

- ✓ Government Tower Roof
- ✓ Jail Roof
- ✓ Civic Center Roof/Bleachers
- ✓ DPW sign shop building
- ✓ North Treatment Plant Repairs

Projects complete and in LaDOTD hands to be advertised (Enhancement Grants)

- ✓ HLB sidewalks/Evergreen project
- ✓ East side sidewalk project

Drafted 13 Project Worksheets for Gustav/Ike CDBG and received CDBG approval for all.

- ✓ Suzie Canal (North) Levee Extension
- ✓ Ashland Drainage Pump Station
- ✓ Baroid-Bayou LaCarpe Pump Station
- ✓ Summerfield Pump Station
- ✓ Lower 4-1 Levee Improvements
- ✓ Buquet Street Drainage
- ✓ Ashland North Levee Improvements & Extension
- ✓ Ward 7 Levee Elevation
- ✓ Shrimper's Row Levee, Culverts, & Pump Station.
- ✓ Cedar Grove to Ashland Landfill Levee, Water Control Structure, and Pump Station.
- ✓ Gray Sewerage Extension
- ✓ Juvenile Detention Facility
- ✓ Hospital Water PWS
- ✓ Received application approval for Katrina/ Rita & Gustav/Ike for East Houma Surge Levee application and ERR.
- ✓ Completed applications and received approval for HMGP Automatic Bar Screen Cleaners for Coteau and Smithridge Pump Stations.

Coordinated 3 Fisheries Grants and received approval.

- ✓ Houma Marina/Safe Harbor
 - ✓ Operation Boat Launch
 - ✓ Bourg Company Canal Mooring Piles
-
- ✓ Designed and Stamped Engineering Drawings for the ARRA Concrete Repair Phase 1, Phase 2 and Asphalt Repair within 2 months time to meet the required deadline.
 - ✓ Manned and worked at EOC for BP Horizon Oil Spill.



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Public Works—continued

Roads

- ✓ 2010 Pavement Markings Contract – Re-marked legends, symbols and centerline markings on various streets.
- ✓ 2010 Public Works Annual Asphalt Overlay Contract - One million dollars of improvements to roadway surface, shoulders, and pavement markings on various streets as per approved Priority Rating List.
- ✓ 2010 Public Works Concrete Maintenance Contract – Two Million dollars of concrete panels replaced on various streets as per approved Priority Rating List.
- ✓ Toussant Foret Bridge - Rehabbed Bridge Tenders building (replaced roof, soffit and vinyl siding, including interior painting) and also replaced pivot and turntable structure as capital project.
- ✓ Buquet Bridge – Replaced roof and windows.
- ✓ Bayouside Drive Bridge – Completed construction of new moveable three-lane Bascule Bridge.
- ✓ Completed structural/mechanical/electrical analysis of Buquet and Combon Bridge for possible 2011-2012 Capital Projects. Analysis performed by Coastal Bridge Company.
- ✓ ARRA/Stimulus Project – Assisted in identifying/inspecting concrete panel replacement and asphalt overlays on Federal Aid Roads for Stimulus project, including turn lanes.
- ✓ Installed new generators with automatic transfer switches on Service Center Yard.

Vegetation

- ✓ Herbicide Program – Reduced cost of chemicals and cycles for roadside applications due to selective use of chemical type and volume.
- ✓ Continued testing new FDA/EPA approved chemicals for aquatic and roadside to reduce application cost.
- ✓ Attended Educational Workshops for planting, mulching, pruning, fertilizing and identifying plant type.
- ✓ Continued re-certification workshops for Mosquito Control Applicators, Landscape, Arborist, Herbicide Applicator license.
- ✓ Coordinated maintenance of 3,360 acres of levees, laterals, and canals with use of Vegetative Maintenance Contractor.

Gravity Drainage

- ✓ Installed 1,000 stickers near drains to alert public of restrictions when attempting to dispose of pollutants and/or debris in drains.
- ✓ Have 100% of available positions filled in the division
- ✓ Initiated centerline elevations of roads within force drainage systems to pre-determine levels of high water during predicted storm events.
- ✓ Restored program to provide scheduled cleaning of roadside ditches on a routine maintenance program.
- ✓ Coordinated Work Force Labor Crew with respect to debris removal in bayous, force drainage canals, roadside ditches, and designated streets when necessary.



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Public Works—continued

Forced Drainage

- ✓ Completed reconstruction of D-33 / St Louis Canal Pump Station.
- ✓ Completed reconstruction of D-43 / Gulf Access Road Pump Station.
- ✓ Completed reconstruction of D-49 / Deadwood Pump Station.
- ✓ Completed the widening of by-pass channel near Linda Ann Street connecting the CCC Ditch with St Louis Bayou.
- ✓ Completed construction on Sunrise Gardens Levee.
- ✓ Completed renovations and up-grades to High Ridge Levee. Pursuing extension of levee in 2011.
- ✓ Completed replacement of D-08 Grand Caillou Pump Station.
- ✓ Completed installation of stripper pump to the D-41 / Williams Street Pump Station.
- ✓ Completed levee elevation of the three “No Work Zones” on the NFL section of the Suzie Canal to Orange Street Levee.
- ✓ Completed design and testing of new SCADA System.
- ✓ Elevated section of Ward-7 and Montegut levees.
- ✓ Snagged and cleared numerous channels to improve drainage flow and accessibility.

Transit

- ✓ Completed the Construction Bidding Phase of the new Transit Office and Maintenance Facility construction project.
- ✓ Installed additional new bus shelters and benches to enhance systems appearance, community acceptance, and promote bus usage as sites became available. Passenger enhancement project is currently approximately 70% completed.
- ✓ Completed bid process and ordered 4 new Gillig 30’ heavy duty transit buses scheduled for delivery in 2011.
- ✓ Completed bid process and ordered 3 new 24” Goshen light duty transit buses to be used to help meet the emergency evacuation needs of our special needs citizens.
- ✓ Completed bid process and ordered and began installing new fare collection system.
- ✓ Acquired funding for the continuing operation of weekend and holiday service under a 100% Federally Funded JARC grant through June 2011.
- ✓ Substantially increased the transit system’s non-fare self-generated revenue through the in-house operation of a program providing advertising space on publicly owned transit assets.

Fleet Maintenance

- ✓ Fleet Maintenance partnered with Purchasing Department to establish a designated area for storage and viewing of SURPLUS ITEMS at Plant Rd. location.
- ✓ Fleet Maintenance has converted all SPECIFICATION WRITING to E-files to enhance submission of RFB and Proposals to Purchasing and insure proper data conservation.
- ✓ Fleet Maintenance has installed GPS Units in designated user department equipment in an effort to improve transparency. Enhance productivity and promote fuel savings. This is an ongoing endeavor.
- ✓ Fleet Maintenance has submitted maintenance data to the Information Technology that will be utilized to develop an electronic maintenance tracking program.
- ✓ Fleet Maintenance increased work order production from 6,367 in 2009 to 6,899 in 2011 with no increase in direct operating expense or personnel.



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Public Works—continued

Government Buildings

Renovations:

- ✓ George Arceneaux Jr. Building – Completed renovations to City Court.
- ✓ Annex – Completed office improvements for Registrar of Voters.
- ✓ Annex – Renovated old council meeting room to allow for jury selection seating.
- ✓ Tower – Made office improvements located on the 2nd floor for TPCG Recovery Planner.
- ✓ Tower – Renovated 1st floor office space to accommodate Veterans Affairs office.
- ✓ Airbase Fire Station – Made numerous improvements to interior of station.
- ✓ Solid Waste – Assisted with the set up of office stations at Isle of Cuba and Crochetville sites.
- ✓ Red Brick/School St. Bldg. – Replaced one A/C unit and other interior improvements.
- ✓ Courthouse – Renovated Map Department located in the basement.
- ✓ Parish Health Unit – Resolved major plumbing issues at facility.
- ✓ HPD – Made improvements to City Hall/I.T. building for HPD sub-station.
- ✓ 504 Survey – Completed check list for Parish-owned buildings.
- ✓ Council Meeting Room – Assisted with the improvements for the audio and video system.

Installations:

- ✓ Courthouse - Replaced (2) air-handler units serving Judge David Arceneaux's space.
- ✓ Tower - Replaced transformers and installed transfer switch gear.
- ✓ Court Square - Replaced electrical sub-panel serving court square.
- ✓ Court Square - Replaced damaged concrete around fish ponds and fountains.
- ✓ Morgue - Replaced one A/C unit.

Pollution Control

- ✓ Clean Water State Revolving Loan (\$17 million)
- ✓ Ashland Major Lift Station and 24" Force Main
- ✓ Westside Boulevard Extension to MLK Boulevard (Sewers)
- ✓ Wetland Assimilation
- ✓ Dickson Road Sewers
- ✓ Re-direction of flows from Elysian and Chabert Lift Stations
- ✓ Infiltration/Inflow Elimination Program
 - Smoke testing of sewer system: 39,988 lft.
 - Manholes inspected: 183
 - Service pipe replacement by point repair: 12
 - Manhole repairs: 49
 - Clean-out installation: 5
 - Gravity main point repair: 8



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Public Works—continued

✓ Gravity Lines, Force Mains and House Services	
Total Work Orders issued:	6,083
Utility locates for others:	4,629
Gravity Main Line Issues:	53
Service Line Issues:	480
Force Main Issues:	7
Manhole Issues:	23
Assist to Treatment Section:	15
Assist to other Governmental Units:	25
Address odor complaints:	70
Cleaning of Gravity Lines, Lift	
Station Wet wells & other:	708
Lift Station Failure:	73
✓ Sewer user fees and Financial Feasibility Report	
✓ FEMA, Projects due to Hurricane Damages	
✓ Subdivision Reviews	



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Utilities

Utilities Administration

- ✓ Upgraded the Council Meeting Room audio/video and voting equipment
- ✓ Established fiber optic communication link for TPTV between TPCG Government Tower and Comcast
- ✓ Completed approximately 90% conversion of maps/records to magnetic media
- ✓ Coordinated electric utility reliability compliance filings and audit
- ✓ Participated in the TEDA / LED Development Ready Communities Program

Electric Power Supply and Distribution

- ✓ Completed long-term power supply feasibility analysis
- ✓ Elected 25 megawatt participation in LEPA development of new combined-cycle generating facility
- ✓ Houma Generating Station
 - Conducted HGS 16 boiler feed pump (BFP) capacity and efficiency testing; initiated repairs
 - Conducted HGS 16 boiler combustion / emissions study to identify possible modifications
 - HGS Title V air permit renewed
 - Plant-wide valve position color indication program initiated
 - Renewed Spill Prevention Control and Counter Measure Program and training
 - Initiated hourly heat rate (efficiency) monitoring/database for senior operators
 - Initiated continuous emissions monitoring system (CEMS) upgrade
- ✓ Re-conducted Cummins Rd to Van Ave sub-transmission circuit
- ✓ Initiated Cummins Road & Sixth St. Substation capacity upgrades
- ✓ Completed Belanger Substation capacity upgrade improving reliability to the downtown area and medical district
- ✓ Initiated Southdown Substation capacity upgrade
- ✓ Completed supervisory control and data acquisition (SCADA) system upgrade
- ✓ Completed system-wide electronic protective relay upgrades
- ✓ Achieved notable improvements in System Average Incident Frequency and System Average Incident Duration Indices (SAIFI and SAIDI) with reductions of 61% and 43% respectively from 2009

Gas Distribution

- ✓ Completed Levron Street Area, Phase XIII Gas Line Improvements project
- ✓ Initiated and completed Morris St. Area, Phase XIV Gas Line Improvements project
- ✓ Initiated Swan Ave. Area, Phase XV Gas Line Improvements project
- ✓ Established two delivery interconnects with Gulf South Pipeline
- ✓ Completed agreements to relocate existing Hollywood Rd. “Trapp” regulator station to Hwy 311
- ✓ Completed replacing and upgrading odorization equipment
- ✓ Completed new drilled crossings of Falgout Canal and Bayou LaCarpe



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Utilities—continued

Solid Waste

- ✓ Secured a contract with SWDI for the roll-off container pulls at a reduced rate
- ✓ Secured a contract with SWDI for municipal solid waste collection through July 2013 at a reduced rate
- ✓ Secured a contract with River Birch for solid disposal through July 2013 at a reduced rate
- ✓ Secured a contract with WB Company to transport solid waste through July 2013
- ✓ Completed the closure of LaCache dumpsite
- ✓ Upgraded facilities and services at Schriever and Crochetville drop-off sites
- ✓ Initiated web-based bulky-waste complaint reporting
- ✓ Completed Ashland Landfill Facility security upgrades including fencing and cameras
- ✓ Completed major maintenance of Ashland Landfill closure cap and implemented new vegetation maintenance program
- ✓ Collected 375 tons of recyclables under the Community Recycling Program
- ✓ Initiated subscriptions for curbside recycling

Animal Control

- ✓ Transitioned to injection for the sole method of euthanasia
- ✓ Completed site improvements including ventilation and air conditioning of holding areas
- ✓ Revised disaster plan to include evacuation of shelter animals
- ✓ Implemented a low cost spay/neuter program for residents resulting in 912 surgeries
- ✓ Enhanced adoption program to include pre-adoption spay/neuter and comprehensive veterinary care including micro-chipping of all adopted pets
- ✓ Conducted presentations at elementary schools about responsible pet ownership and importance of spay/neuter
- ✓ Established Facebook presence as additional means of posting adoptable animals and recruited over 1,400+ followers
- ✓ Increased advertisement which resulted in an increase in foster homes
- ✓ Obtained approval to partner with PetSmart Charities Rescue Waggin' program to transporting impounded animals to low volume shelters for adoption
- ✓ Networked with new and existing rescue organizations to adopt more animals
- ✓ Instrumental in the formation of a non-profit support group called "Friends of the Terrebonne Animal Shelter" was formed to assist financially and with volunteers
- ✓ Coordinated local functions of the Gulf Coast Companion Animal Relief Program (GCCARP) to assist pet owners impacted by the BP oil spill disaster



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Utilities—continued

Geographic Information System (GIS)

- ✓ Added 600+ addresses to the Point Addressing database
- ✓ Geocoded hydrants, street centers, catch basins, sewer manholes, and water valves for all new developments
- ✓ Coordinated with the Louisiana GIS subcommittee on creation of a standardized digital-data format
- ✓ Created map books and hydrant maps for the Houma Fire Department
- ✓ Resurveyed elevations of 17 NOAA monuments
- ✓ Completed comprehensive audit and mapping of street lighting on City of Houma and Entergy systems and audit of street lights on private property on SLECA system
- ✓ Managed removal of 20 Ike-related derelict vessels and clean-up of over 100 marine debris sites
- ✓ Mapped 100 vessels in 6 bayous for removal under CDBG funding
- ✓ Placed 56 layers on the LA GOHSEP Virtual LA website
- ✓ Updated Recreation District 3-A boundaries
- ✓ Created emergency data files containing critical facilities, parish features, and utilities information for use in storm recovery efforts
- ✓ Upgraded the GIS server, database management, Internet map server (IMS), and 29 GIS desktop mapping software applications



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