



AIMING HIGHER

ANNUAL
REPORT

2012

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LETTER TO RESIDENTS



It is with great pleasure that we submit to you some of the many tasks accomplished by our parish government in 2012.

As one can see in the pages that follow, Terrebonne Parish and its residents are *aiming higher* and have a *new level of expectation* for their local government.

President Abraham Lincoln once wisely stated, *“The best thing about our future is that it comes one day at a time.”* Such words are certainly true here in Terrebonne Parish. We are indeed building a better future one day at a time, one levee at a time, and one new or improved road at a time. We are strengthening our community by fighting to restore our coast, working for lower insurance rates, and promoting and nurturing our strong economy.

With this work, our parish is beginning to stand out from the other parishes throughout the state. On many levels, we are now viewed as a progressive and innovative community where businesses want to relocate and families want to live.

While we will remain focused on our traditional core priorities such as hurricane protections and coastal restoration, 2013 will see an added emphasis on improving the recreation and quality of life offerings in our parish. Residents should soon see significant progress on this front as work commences on the “Field of Dreams” sports complex on Highway 311, the Fireman’s Skate Park near the Houma-Terrebonne Civic Center, and our on-road and off-road bike trails.

I want to thank the employees of Terrebonne Parish Consolidated Government and the Terrebonne Parish Council for their hard work and dedication to the residents of Terrebonne. It is through their efforts and sacrifice that we were able to accomplish much in 2012.

Residents can rest assured that while we made great progress in 2012, the job of bettering our parish is far from complete. We ask for your help and patience as we work to build a parish that future generations will be proud to call home.

Respectfully,

A handwritten signature in cursive script that reads "Michel".

Michel H. Claudet
Parish President

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HOUMA-TERREBONNE CIVIC CENTER

- ✓ Ended with a total of 177 event days for the 2012 calendar year, up 15 event days from 2011.
- ✓ Renewed two marquee advertisers for a new three-year term- TGMC and Entergy, which is additional revenue to the building of \$11,000/yr or \$33,000 for the three-year term.
- ✓ Continued efforts to market the Civic Center through print advertising, internet and social media. Added a Twitter account in 2012- www.twitter.com/htcciviccenter.
- ✓ With the addition of our sports court and volleyball equipment, the Civic Center hosted its first volleyball tournament with Terrebonne High School. The tournament was a success and is expected to become an annual event.
- ✓ Added two new approved caterers to our approved caterer's list- Cristiano's and The Lunch Box, bringing the total number to the maximum five local vendors to choose from.
- ✓ Continued to work 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 and sporting tournaments.
- ✓ Hosted annual major events such as the South LA Boat, Sport & RV Show, Bayou Home Show, Fear No Evil Bull-Riding, Steubenville on the Bayou Youth Conference, Chouest Fest, Southern LA Bridal Expo, Relay for Life, Independence Day Celebration, The Haven Gala, Bayou Runner's ½ marathon & 5K, Cerebral Palsy Telethon, Taste of South LA, and TGMC's Ladies Night Out.
- ✓ Hosted specialty events such as the 2012 Police Jury Assn of LA State Convention, the 2012 LA Gas Assn Convention, 2012 Parish Officials Inauguration Ceremony, Cole Bros Tent Circus, the Harlem Globetrotters, and the wardrobe/make-up site for "The Butler" movie being filmed in Houma.
- ✓ Major banquets at the HTCC included the Houma Chamber of Commerce Annual Banquet, NAACP Freedom Fund Banquet, Ducks Unlimited Annual Banquet, SLECA Annual Stockholders' Meeting & Banquet, Coastal Conservation Assn Annual Banquet and TFAE Annual Teacher Awards Banquet.
- ✓ 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, 2012 Lady Tiger Classic Volleyball Tournament and "The Forgotten Carols" Christmas play.
- ✓ Hosted (5) Terrebonne Parish high school graduations, as well as Adult Education, L.E. Fletcher Community College, Blue Cliff College and Unitech Academy's graduation ceremonies. Other school sponsored functions include Mulberry Elementary's Veteran's Day & Christmas Celebration and Homecoming/Prom dances.
- ✓ Hosted (3) concerts- Ultimate Noir featuring Cupid, Future & Shorty, Keyshia Cole in concert, and Diggy Simmons in concert.
- ✓ Hosted (6) local Carnival Krewe Tableaus, including additional events such as King & Queen's parties, and after-parade bashes.
- ✓ Hosted (7) local dance recitals, up three from 2011, and (14) wedding receptions, up four from 2011.
- ✓ Maintained a safe working environment for all employees. Completed (12) internal safety meetings throughout the year and was recognized for that dedication to safety.

HOUMA-TERREBONNE CIVIC CENTER

- ✓ Enhanced the facility by updating the concession stands by painting the interior and adding digital menu boards. Also painted all exterior doors around the facility. Updated landscaping with new plants and pruned trees and existing landscape.
- ✓ Initiated a part-time pool of maintenance and janitorial workers, thus reducing the cost and need for contract labor workers who are called in when needed based on the event schedule.
- ✓ Restructured the Sales & Marketing Dpt. Eliminated the Marketing Mgr and Sales Mgr positions and added a Sales & Marketing Mgr and a Sales & Marketing Coordinator position to allow for more of a “teamwork” setting to bring more events and focus to the Civic Center. This change will also bring a cost savings to the personnel budget for 2013.

COASTAL RESTORATION AND PRESERVATION

- ✓ 100% Participation in Local Coastal Programs Quarterly Meetings.
- ✓ Advocated for and secured projects in Terrebonne to be included in Louisiana's 2012 Comprehensive Master Plan for a Sustainable Coast.
- ✓ Coordinated tree collection with the TPCG Solid Waste Office and volunteer efforts with the Barataria-Terrebonne National Estuary Program and Bayou Grace Community Services to execute the Christmas Tree Recycling Program, placing trees into wave-attenuating cribs along the GIWW in the Mandalay National Wildlife Refuge.
- ✓ Furthered coordination efforts involving Beneficial Use of Dredged Material from the Houma Navigation Canal through the US Army Corps of Engineers' Environmental Dredging Program.
- ✓ Reviewed & Processed 164 Coastal Impact Certificate Applications and collected \$123,000 in associated fees.
- ✓ Advocated for funding of projects in Terrebonne Parish from various funding sources including the Coastal Wetlands Planning, Protection, and Restoration Act (CWPPRA); the Natural Resources Damage Assessment (NRDA); the Coastal Impact Assistance Program (CIAP); and others, including securing \$32.3 million for the Lost Lake Hydrologic Restoration & Marsh Creation CWPPRA Project.
- ✓ Continued support of and involvement in the Marine Debris Removal Program and the Louisiana Clean Marina Program.
- ✓ Educated/informed Terrebonne residents about coastal land loss and restoration efforts through interviews with local radio, television, and print media and presentations to various civic groups, including Future Leaders of America's Gulf.
- ✓ Participated in Terrebonne Parish Government Central Safety Committee meetings.
- ✓ Assisted in emergency management and recovery efforts in response to Hurricane Isaac.
- ✓ Coordinated restoration efforts in collaboration with the Governor's Office of Coastal Activities in response to the Deepwater Horizon Oil Spill, including the Natural Resources Damage Assessment (NRDA) and the Clean Water Act and corresponding RESTORE Act.
- ✓ Continued work on Terrebonne Parish restoration projects currently in planning, engineering, and design phases, including:
 - Falgout Canal Freshwater Enhancement (CIAP)
 - Atchafalaya Long Distance Sediment Pipeline (CIAP)
 - Houma Navigation Canal – CAP 206 (USACE)
 - Bayou Terrebonne Bank Stabilization (HMGP)
 - Madison Bay Marsh Creation & Terracing (CWPPRA)
 - North Lake Boudreaux Freshwater Enhancement (CWPPRA)
 - North Terrebonne Bay Marsh Creation & Nourishment (CWPPRA)
 - Caillou Lake Headlands Restoration (NRDA – Early Restoration)

FINANCE

ACCOUNTING DIVISION

- ✓ 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 fifteen (15) years.
- ✓ Received the Distinguished Budget Presentation Award from the Government Finance Officers Association (GFOA) for the last ten (10) years of Adopted Budgets.
- ✓ Added the Terrebonne Parish Consolidated Government's 2012 Adopted Budget to the Parish web site, (www.tpcg.org). Also added the 2011 Comprehensive Annual Financial Report to the Parish website.
- ✓ Maintained routine annual 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).
- ✓ Accounts Payable has implemented ACH to its vendors.
- ✓ Accounts Receivable is in the process of implementing bank drafts to its vendors.
- ✓ Maintained Internal audits of the petty cash accounts in related departments.
- ✓ Meeting with various alternative sites for possible evacuation set up sites of Finance Department Operations.

CUSTOMER SERVICE DIVISION

- ✓ There was a 5.30% increase in the Direct Payment/ Bank Draft Program from 2011, to 2012, per the end of year {2012} totals.
- ✓ There was a 15.60% increase in customer (in-house) utility payments by Credit Card from 2011, to 2012, and a 27.20% increase of On-Line Credit Card payments for Utility Billings for same period.
- ✓ And there's been a 4.11% increase in Utility Payments through the Banks, plus a 2.32% increase in Drop-Box payments.
- ✓ December 2012, TPCG Finance Departments Customer Service Division implemented E-Bill Services to our Utility Billing [UB] Customers who no longer want to receive paper bills via the USPO, for they can now receive it by Text or E-mail.
- ✓ In early 2013, TPCGCSD Outsourced Meter Readings to Baker Services with a goal of increasing time efficiency of monthly readings.

INFORMATION TECHNOLOGY DIVISION

- ✓ Added the following points of interest the Parish Internet site:
 - Ground Elevation link to the Home Page.
 - Gas Safety Tips and Public Awareness Information under the Gas Department.
 - Tree Board under Planning and Zoning.
 - Title VI information, 2012 bus schedule, and the new City of Thibodaux route under Transit.

FINANCE

- ✓ Updated the Arts and Humanities website (www.houmaterrebonne.org).
- ✓ Implemented the newly designed Parish Intranet site.
- ✓ In support of the parish's push to "Go Green", provided Utility Billing customers the option to receive electric and gas bills via email and/or SMS text messages.
- ✓ Upgraded the existing iSeries Application for the Warehouse Inventory and Requisitions.
- ✓ Changed Government Tower's and City Court's networks to operate over newly run underground fiber optic cables to decrease chances of possible outages.
- ✓ Changed Housing and Human Services' network to operate over a point to point wireless connect replacing a slower leased connection.
- ✓ Upgraded Hard Drives on the IBM Blade Center SAN which will allow for more usable file storage for Government employees.
- ✓ Installed and configured Windows Updates servers (WSUS) which will allow for faster and managed distribution of Microsoft updates and patches on client computers.
- ✓ Real time feed of Government Access TV station to AT&T U-verse.

PURCHASING/ WAREHOUSE DIVISION

- ✓ Held surplus vehicle, equipment and supplies public auction.
- ✓ Revised bid documents to include new laws enacted.
- ✓ Updated Purchasing Handbook.
- ✓ Provided a fair and transparent procurement process.
- ✓ Continued to work aggressively to identify obsolete and/or excess surplus property that can be sold to generate additional revenue for the TPCG.
- ✓ Assisting departments / divisions with communication needs in an efficient and effective manner.
- ✓ Bid Surety requirement for public bids for the purchase of materials, supplies and equipment suspension extended.
- ✓ Continue posting viable contract listing on Parish website.
- ✓ Up to date vendor database available to TPCG divisions and departments.
- ✓ Worked collectively with Information Technology to implement system that allows some requesting divisions / departments to scan procurement documents into AS/400.
- ✓ Identified and established Requirements Contracts for frequently used supplies, materials and services.
- ✓ Provide efficient and customer focused mail services.

HOUMA FIRE DEPARTMENT

- ✓ Suppression Division responded to one thousand nine hundred one (1,901) emergency calls inside the city limits, fifty-nine (59) automatic aid calls to two (2) volunteer fire departments, and eight (8) mutual aid calls to three (3) volunteer fire departments.
- ✓ Training Officer conducted forty-two (42) classes for a total of one thousand nine hundred ninety-seven (1,997) hours of training. Company officers conducted five thousand six hundred eighty-two (5,682) classes for a total of sixteen thousand two hundred eighty-six and one-half (16,286½) hours of training. Fire department personnel received an additional three thousand two hundred nineteen (3,219) hours of training coordinated through Training Division.
- ✓ Inspection Division conducted nine hundred twelve (912) assignments.
- ✓ Conducted twenty-seven (27) school presentations on “Learn Not to Burn.”
- ✓ Conducted nineteen (19) public presentations to speak on issues of fire safety and community awareness.
- ✓ All suppression personnel maintained training for medical First Responder Level and Continued providing medical and injury accident emergency response.
- ✓ Continued to install smoke alarms and fire extinguishers in residences.
- ✓ Acquired mobile data terminals (MDT) for all response units.
- ✓ Continued to maintain a Class 2 PIAL rating.
- ✓ Remodeled East Houma Station.
- ✓ Acquired multi gas meter for Confined Space Rescue from OEP.
- ✓ Acquired digital vehicle repeater for District Chief unit to enhance communications from the Office of Homeland Security and Emergency Preparedness.
- ✓ Installed storm shutters at Central Station.

HOUMA POLICE DEPARTMENT

- ✓ Provided highly trained officers and reduced liability to the department by: Assigning an officer to work with the Lafourche Parish Sheriff's Office Training Division; NIMS/DWI certifying all personnel; Providing EVOC, defensive driving training; Bicycle training; Monthly firearms training; training of teens for emergency situations through Teen CERT; Completed State Required Ethics Training.
- ✓ Reduced criminal activity and better equipped citizens in the prevention of crime by: Conducting operations for juvenile underage drinking/tobacco, outstanding warrants, and prostitution; Analyzing crime patterns/trends through CompStat; Increasing citizen and officer participation in the Neighborhood Watch program; Assigning an officer full time to the Downtown Houma area; Providing specialized patrols through the use of ATVs, boats and bicycles, Distributing educational material through schools, Neighborhood Watch, and Operation Walk and Talk
- ✓ Expanded current technology utilized by the police department by: Installing new phone system; Continuous work on tunnel radio coverage; Installing surveillance cameras (8) in neighborhoods, Encrypted radio communications; Continuous work on establishing radio communications with local hospitals.
- ✓ Provided citizens with resources to prevent crimes by: Establishing Bayou Regions Crimes Stoppers; Distributing crime prevention material through Operation Walk and Talk; News releases; Anti drug billboards, Displaying resources on department's webpage; Reporting crime statistics and prevention tips to Neighborhood Watch groups; Posting Houma's Most Wanted on department's Facebook.
- ✓ Providing citizens with professional services and greater accountability through quality control by: Requiring administrative staff to review/approve all police reports.
- ✓ Providing unity between employees and community by: Employee participation in the Red Ribbon, National Citizen Corps Council, Citizen Core (2nd place in Nationwide contest), Cleanest City, Keep Terrebonne Beautiful, Kaboom Build, and National Night out against Crime.
- ✓ Providing citizens with accountability and fiscal responsibility through a balanced department budget.
- ✓ Reduced department liability and increased employee productivity by: Providing monthly safety training; Departmental keyless entry system, Repaired damaged sidewalks, Improvements to landscape (tree removal, new sidewalk, ground leveling).
- ✓ Improving employee morale and providing employees with a clear and concise policy and procedures by: Providing all employees with on line access to policy and procedure through Power DMS; Committee review and updating of entire policy and procedure manual.
- ✓ Ensuring citizens have uninterrupted police services in foul weather conditions (hurricanes, tornados, etc) by: Continuous work on window hardening at HPD Headquarters; Upgrading the roof to sustain hurricane conditions; Providing training for employees on hurricane preparedness; Purchasing life vests for all employees; Improving hurricane plan.

HOUSING AND HUMAN SERVICES

COMMUNITY DEVELOPMENT DIVISION

Community Development Block Grant

Housing Rehabilitation	20 Households
Head Start	2 Classrooms
Homeless Shelter	72 Persons

HOME Investment Partnerships Act

Tenant Based Rental	20 Households
CHDO Loans	1 Rental Unit
First-Time Homebuyer Program	2 Homebuyers
Home Replacement Program	2 Households

Emergency Shelter Grant

Homeless Shelter	72 Persons
Match Savings Program	21 Families

CDBG Disaster Recovery

First-Time Homebuyer Program	27 Homebuyers
Housing Rehabilitation Program	13 Households

Wells Fargo Foundation

Handicap Accessibility Program	11 Households
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HEAD START DIVISION

- ✓ Maintained full enrollment of 170 children during the 2011-2012 school year.
- ✓ All five centers have received renewed licenses from the Department of Children and Families, Licensing Section for the 2012-2013 school year.
- ✓ All Ten Teachers have received their Associate's or Bachelor's Degree in Early Childhood Education. This program is meeting the Teacher Qualification mandate from the Office of Head Start.
- ✓ The Louisiana State University's Extension Service is providing another year of nutrition curriculum with the "Organ Wise Guys" program. An Extension agent visits each center four times to share this curriculum with the children and does a "food tasting" lesson during each visit.

HOUSING AND HUMAN SERVICES

- ✓ The Terrebonne Parish Library continues to send the “Reading Well Outreach Coordinator to each of the five centers. The Outreach Coordinator works in conjunction with the Education Specialist to enhance the early literacy program that is offered by the Head Start Program. The Outreach Coordinator assists the teaching staff by sharing big books, small books for the children’s use, DVD’s, puzzles, etc. that correlate to the weekly themes. The Outreach Coordinator also provides a circle time Early Literacy shared reading experience with all of the children in each classroom.

SECTION 8 DIVISION

DHAP-Ike

The DHAP-Ike Program, was discontinued as of January 31, 2012.

There was a transition of families, who qualified, to a Disaster Housing Assistance Voucher Program. Of the 50 families participating on the DHAP-Ike Program, 28 families qualified for the transition and 15 accepted the assistance. This program has funding that has been set-aside to assist the qualifying families and are not vouchers that will transfer into the regular Housing Choice Voucher Program once a family leaves the program and/or becomes ineligible.

Housing Choice Vouchers

The Housing Choice Voucher Program is an ongoing rental assistance program for families who apply for the waiting list and are income eligible according to the income guideline set by HUD to receive assistance. There are 957 families on the Waiting List. Once a family’s name comes to the top of the waiting list and there is an available voucher and funding, the family is interviewed and approved to receive assistance. In 2012, 373 families were assisted by the, Section 8 Rental Assistance, Housing Choice Voucher Program.

Family Self-Sufficiency

After a family has participated in the Section 8 Rental Assistance Program (HCV) for one year and is trying to achieve an educational or training goal and/or has become employed, they are eligible to participate in the Family Self Sufficiency Program. There are 53 families who have signed contracts of participation.

As of December 31, 2012 there were three participants who completed their FSS contracts and collected a total of \$38,905.19 in escrow repayment.

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 that offer shelter and they are all occupied at this time.

HOUSING AND HUMAN SERVICES

HUMAN DEVELOPMENT DIVISION

CSBG Funds

<u>Programs</u>	<u>Clients Served</u>	<u>Funds Expended</u>
Budgeting Classes(WAP)	17 Families	\$0
Rental	25 families	\$11,420.00
Mortgage	1 family	\$521.91
Homeless	72 Families	\$8,220.00

LACAP/LHFA Funds

We have received three (3) allocations for LIHEAP

- 1st \$289,810.31 which assisted 808 Families
 - 2nd \$526,782.99 which assisted 1517 Families
 - 3rd \$92,896.91 which assisted 225 Families
-

<u>Programs</u>	<u>Clients Served</u>	<u>Funds Expended</u>
<u>Weatherization</u>	13	\$136,317.55
<u>Commodities</u>	1,461 Families	\$212,571

HUMAN RESOURCES AND RISK MANAGEMENT

HUMAN RESOURCES

- ✓ Conducted/presented (3) onsite Fred Pryor Employee/Management one-day seminars on various topics dealing with how to manage diversity in the workplace, positive thinking and peak performance, and how to manage conflict and confrontation which trained approximately 122 employees/managers.
- ✓ Chaired the fourth annual “Fill a Box, Feed a Family” TPCG employee Thanksgiving Food Drive that collected (80) 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 donated 3,031 items to our local food bank in addition to a monetary donation of \$1,040.
- ✓ Participated in parish wide job fairs and school career fair expos in the Terrebonne/Lafourche Parishes exposing parish citizens/students to opportunities available with TPCG as an equal opportunity employer.
- ✓ The HR Department has posted 158 job vacancies, processed 105 new full-time/part-time hires, 165 terminations, and 2,350 employment applications in 2012.
- ✓ Conducted 5 new employee orientations for new hires educating the employees on the parish’s personnel policy, insurance benefits, electronics and communications policy, and employee safety.
- ✓ Continued our working relationship with Louisiana Workforce Work Release Program to employ inmates within the Civic Center and Drainage Department in order to fill vacancies .
- ✓ Coordinated with Emergency Preparedness to process and prepare more than 100 Emergency Bus Operators in order to get them ready for the 2012 hurricane season.
- ✓ Completed the 3rd TPCG “Biggest Loser” competition to encourage all employees to eat healthy and get fit. We had 25 employees participate and of those how weighted out, at the end of the 15 weeks, lost a total of 108.1 lbs.
- ✓ Conducted the 2nd “Give a Toy, Get a Smile” toy drive in which a total of 198 toys were donated to Project Learn La-Terre Program to be distributed as Christmas gifts to needy children in our community.
- ✓ Trained 119 department/division heads on employment law topics to include Workplace Violence/Fraternization, Fair Labor Standards Act, Disciplining and Terminating an employee and Hiring Productive Employees conducted by Mr. Fred Preis, employment law attorney.
- ✓ Successfully added 195 part-time recreation officials to the parish’s payroll in accordance with Federal tax laws.
- ✓ Complied with the state’s new legislation requiring all parish employees to complete a one (1) hour Ethics training course.

HUMAN RESOURCES AND RISK MANAGEMENT

RISK MANAGEMENT

- ✓ Managed monthly Departmental Safety Meetings to discuss accountability for losses and claims.
- ✓ Managed Aggressive Management of Liability claims through legal opinion, statutes, and ordinances.
- ✓ Continued to coordinate between Safety, Department Directors, Supervisors, and Claims to reduce and accelerate return to work programs.
- ✓ Closely monitored Vendor/Contractor/Tenant Insurance requirements in order to shift liability exposure away from the Parish.
- ✓ 10th Annual Employee Health Fair held for employees in order to promote wellness prevention in employee lifestyles.
- ✓ Maintain a cost-effective program for Health Care Benefits by stabilizing costs to employees.
- ✓ Monitored Worker's Compensation lost time claims by aggressively managing the claim and with effective placement of light duty status employees in cooperation with welcoming departments.
- ✓ Closely monitor the cause and effect of Workers' Compensation claims and developing resolutions to any hazards, which may have contributed, to such incidents.
- ✓ Facilitated over 588 site inspections to parish owned buildings, properties, parks, etc. performing safety inspections and noting safety repairs to be performed.
- ✓ Coordinate, prepare rosters & participate in training for 150 employees in the following classes:
 - ✓ Hazardous Materials Awareness
 - ✓ Rescue and Confined Space Entry.
 - ✓ Blood borne Pathogens
 - ✓ Forklift Certifications
 - ✓ External Defibrillator
 - ✓ Overhead Crane
 - ✓ First-Aid & CPR
- ✓ Presented numerous awards to employees and departments for their efforts in the support of our safety and health program.
- ✓ Facilitate monthly Workers' Compensation Review Committee, Vehicle Accident Review Committee and Central Safety Committee Meetings.
- ✓ Prepared tracking and audit data bases to include Workers' Compensation Review Committee, Vehicle Accident Review Committee and Safety meetings and training for all Departments.
- ✓ Maintain video library used for training purposes and safety meetings for Departments.

JUVENILE JUSTICE CENTER

- ✓ Maintained staff training hours at a minimum of 40 hours per year per state licensing requirements.
- ✓ Saw a measurable drop in the use of Confinement (number and average time) for disciplinary from 2011 to 2012 to 2013.
- ✓ Continued the formulation and design of a new facility built in the northern part of Terrebonne Parish.
- ✓ Began the process of completing of state licensing for juvenile detention centers by creating new policy and procedure that will complete this process.
- ✓ Fully implemented Department of Justice and state licensing standards utilizing best practices philosophy.
- ✓ Developed and implement a token economy (Points System) to encourage positive growth and behavior.
- ✓ Maintained Safe Crisis Management Instructor Certification.
- ✓ Identified and certify two CPR First Aid Instructors.
- ✓ Identified and certify two additional Safe Crisis Management Instructors

PARISH ATTORNEY

- ✓ 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.
- ✓ Of note in 2012, the Legal Department:
 - Assisted with land rights acquisitions for capital improvement projects including:
 - Sports Complex Property
 - North Terrebonne Public Campus
 - Bayou Gardens to Bayou Blue Roadway Extension
 - CCC Ditch Improvements Project
 - Country Drive Widening
 - Downtown Parking Lots
 - 1-1B Drainage Project
 - Southdown Cemetery Donation
 - U.S. Armory Donation to Airport Commission
 - Thompson Road
 - Westside Blvd
 - Valhi Extension
 - Hollywood Road Widening
 - St. Ann Bridge
 - Concord Boulevard Drainage Project
 - 7820 Park Ave. parking property
 - Baroid Pump Station
- ✓ Assisted the Parish Council in all aspects of transition from one term of council to the next.
- ✓ Assisted with emergency response and declarations in connection with Hurricane Isaac.
- ✓ Participated in drafting Intergovernmental Agreement with Department of Health and Hospitals for Chabert Medical Center.
- ✓ Handled procedures to declare and certify over 100 vessels as abandoned for removal by TPCG.
- ✓ Continued participation in Coastal Parish Attorney's group monitoring the BP oil spill from a legal perspective in a coordinated effort with other affected parishes and prosecuted a claim for damages and lost revenues associated with the spill.
- ✓ Assisted with local legislation for Louisiana First Hiring Act.

PARISH ATTORNEY

- ✓ The Legal Department has, in 2012, 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. 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. Thirty-eight (38) cases in litigation closed in 2012.

OFFICE OF HOMELAND SECURITY AND EMERGENCY PREPAREDNESS

- ✓ Purchased Motorola Minitor V Pagers for the Volunteer Fire Departments.
- ✓ Performed Community Emergency Response Team (CERT) training through Citizen Corp Program.
- ✓ Purchased Homeland Security Equipment for the Terrebonne Parish Sheriff's Office, Houma Police Department, and Volunteer Fire Departments.
- ✓ Completed and distributed the Emergency Preparedness Brochure.
- ✓ Upgraded the Terrebonne Parish Office of Homeland Security and Emergency Preparedness Website.
- ✓ Performed a Hurricane Tabletop Exercise with the ESF Managers, GOHSEP, and the National Weather Service.
- ✓ Conducted two (2) Business Seminars for Hurricane Awareness.
- ✓ Performed a Full Scale Exercise for Improvised Explosive Devices and Columbia Gulf Pipeline.

PARKS AND RECREATION

RECREATION

- ✓ Provided a variety of supervised and self-directed sporting competition for the residents of the parish. The programs provided an enjoyment and physical improvements in a positive and wholesome atmosphere, stimulating the mind and body.
- ✓ The sports provided were: Youth Basketball (Girls and Boys), Youth Softball (Girls), Youth Baseball (Boys), Youth Cheerleading, Youth Football and Youth Volleyball (Girls). We also had the following Adult programs: Basketball (Men), Softball (Women and Men).
- ✓ Experienced an increase in the registrations and participation of the Youth and Adults programs. The largest increase came in Youth Cheerleading and Football.
- ✓ The Terrebonne Parish Girls and Boys Basketball All-Star teams competed at the State level and qualified for National Tournaments. The Boys 9 year old Basketball All-Star team finished Runner-up at the National Level and the Boys 11 year old Basketball All-Star team won the State Champions.

SPECIAL OLYMPICS

- ✓ Provide recreational opportunities for the special needs citizens of the parish.
- ✓ Terrebonne Parish Special Olympic athletes participated in Aquatics, Basketball, Bocce, Bowling, Softball and Track/Field.

PARKS AND GROUNDS

- ✓ Continued to support the Recreation Districts in the area of grass cutting and trash removal. We provide maintenance for four parks: Coteau Park, Mandalay Park, Mulberry Park and Presque Isle Park.
- ✓ Completed the construction of a new tractor shed at Grand Bois Park.

PLANNING AND ZONING

- ✓ Finalized the Comprehensive Master Plan Update “Vision 2030”
- ✓ Received an award from AARP for “Great Places to Live in Louisiana”
- ✓ Established a new Brand and Logo for Terrebonne Parish in conjunction with BP Tourist Recovery funds.
- ✓ Implemented “MyPermitNow” permitting software with South Central Planning to enable online permitting and update to permit processing.
- ✓ Completed find phase of the FEMA Public Assistance Program which removed over 800 dilapidated structures in the Parish.
- ✓ Processed over 2,000 building permits with a collective community investment of over \$200,000,000.
- ✓ Completed third phase of Terrebonne Clean Waterways project by removing over 100 derelict vessels.
- ✓ Mitigated approximately 123 homes by elevating above the Base Flood Elevation (BFE).
- ✓ CDBG Recovery Buyout program has started. \$4 million project to buyout approximately 30 structures damaged by Gustav/Ike.
- ✓ First annual Courthouse Chili Cook-off was kicked off to address Downtown Beautification projects.
- ✓ Started in May a Farmer’s market on Saturday’s at Waterlife Museum.
- ✓ Worked extensively with the Chamber of Commerce to start the first annual “Best of the Bayou” downtown festival. Vision 2030 Comprehensive Master Plan Update Submitted to Planning Commission for review and adoption.
- ✓ Fireman’s Skate & Bike Park Feasibility Study.
- ✓ Awarded Southdown Bike Trail Loop Grant (begin construction this fall).
- ✓ Field of Dreams Master Plan (completed Nov 2012).

PUBLIC WORKS

DIRECTOR'S OFFICE

✓ Contracts Signed & Recorded - Total Processed	131
Engineer & Architect Contracts	16
Construction Contracts	15
Substantial Completions	19
Change Orders	35
Amendments	14
Acts of Servitudes	29
City/State Agreement	1
Reimbursement Agreement	1
Hold Harmless Agreement	1
✓ Letters of No Objection: Received 67 applications	
Completed	58
Objections	7
Pending	2

CAPTIAL PROJECTS & ENGINEERING

- ✓ Completed construction on the following Capital Projects:
 - ✓ Municipal Auditorium ADA Compliance
 - ✓ Ashland Pump Station
 - ✓ Fuel Containment Phase V
 - ✓ East Houma Surge Levee
 - ✓ Coteau/Smithridge Automatic Bar Screen Cleaners
 - ✓ Operation Boat Launch
 - ✓ Houma Marina Safe Harbor
 - ✓ Company Canal Mooring Piles
 - ✓ HLB Sidewalks and Pedestrian Bridge
 - ✓ Corporate at Tunnel Turn Lane
 - ✓ Hollywood at Alma Turn Lane
 - ✓ Valhi to Savanne Extension
 - ✓ Dularge Pump Station (D-19) Bulkhead Repairs
 - ✓ 1-1B System Channels Phase 3
 - ✓ Concord Levee
 - ✓ Lower Ward 7 Levee Canal fill-in
 - ✓ Facility Repairs – City Court
 - ✓ Buquet Street Drainage Improvements
 - ✓ East Houma Sidewalk Project

- ✓ Initiated construction on the following Capital Projects:
 - ✓ Bayou Gardens Extension (Coteau to Bayou Blue)
 - ✓ Ashland Outfall Canal
 - ✓ Bayou Dularge Bridge
 - ✓ Jail Roof

PUBLIC WORKS

- ✓ Jail Door Locks
- ✓ Upper Montegut Automatic Bar Screen Cleaners
- ✓ Hollywood Road Clearing and Grubbing
- ✓ New Projects:
 - ✓ Animal Shelter
 - ✓ Falgout Canal Pontoon Bridge
 - ✓ Upper Dularge Pump Station
 - ✓ Juvenile Justice Complex
 - ✓ DPW Administration Building
 - ✓ Bayou Dularge Bridge
 - ✓ Modifications to the Southdown-Summerfield Watershed
 - ✓ Industrial Turn Lane at Denley
 - ✓ Bonanza Pump Station Improvements (HMGP)
 - ✓ Upper Little Caillou PS Replacement (HMGP)
 - ✓ St. Louis Canal Road Drainage Project (HMGP)
 - ✓ Highridge Levee
 - ✓ Westside Drive Drainage Project

PUBLIC WORKS OPERATIONS

- ✓ Bridge Maintenance:
 - ✓ Perform monthly inspection of selected bridges as per OSBP requirements.
 - ✓ Change plunger limits switches at Buquet, Combon and Klondyke bridges.
 - ✓ Change barrier limit switches at the Pontoon Bridge.
 - ✓ Pontoon Bridge Replacement.
 - ✓ Pontoon Bridge - Rehab winch.
 - ✓ 2012 Off System Bridge Program - Annual Resolution submitted.
 - ✓ St. Ann Bridge Off-System Bridge Replacement Project is ongoing. Completion date is August 2013.
- ✓ Traffic Control Signs and Pavement Markings Maintenance:
 - ✓ Upgraded all caution lights according to the manual on "Uniform Traffic Control Devices". Upgrade included lens and signs.
 - ✓ Continue to replace all signs with "retro reflectivity - Prismatic High Intensity" according to MUTCD guidelines.
 - ✓ 2011-2012 parish-wide traffic control sign inventory included (200) additional regulatory and warning signs increasing inventory to 19,754.
 - ✓ Completed large street name sign installation at all major intersections in East Houma having mask arm poles. West Houma is scheduled for 2013.
 - ✓ Applied pavement markings at all pedestrian crosswalks and updated traffic control signs according to MUTCD guidelines.
 - ✓ Lap Tops - Still working on field data with IT. We are at 90% completion.

PUBLIC WORKS

VEGETATION:

- ✓ Transplanted (15) cypress trees along LA 311.
- ✓ Completed lifting and trimming of trees in Barrios, Summerfield, Lisa Park, Broadmoor, Mulberry, Mandalay, and N. Bayou Black Dr.
- ✓ I.T. completed data base for vegetation maintenance.
- ✓ Monitored contract services for tree removal after Hurricane Isaac.
- ✓ Assisted Drainage Division with tree removal in local bayous after Hurricane Isaac.

FORCED DRAINAGE:

- ✓ D-9 (Ashland)
 - a. Replaced Pump Station.
 - b. Increased capacity.
- ✓ D-30 Pump Station - Completed in-house replacement of pump station (Gibson Gardens Sub.)
- ✓ D-60 (Ashland North) - Increased reservoir and pump capacity utilizing Landfill pumps/ponds.
- ✓ D-13 (Industrial)
 - a) Add pump to improve capacity and reliability.
 - b) Remove Farmers pumps from pump station when 48" low-lift type pump from Summerfield becomes available.
- ✓ D-17 (Donner) & D-32 (Donner Ext.) - Refurbish pumps.
- ✓ D-24 (Baroid)
 - a) Replaced pump station.
 - b) Increased capacity.
- ✓ D-27 (Bonanza) - Complete the automation with the new telemetry system.
- ✓ D-29 (Summerfield)
 - a) Replaced pump station.
 - b) Increased capacity.
- ✓ D-43 (Crozier) - Add self priming pump.
- ✓ D-55 (Geraldine Rd.) - Replace and refurbish pump.
- ✓ D-57 (Hwy 90) - Purchase and replace (8) engines.
- ✓ Added/Filled telemetry positions.
- ✓ Completed the removal of downed trees from Hurricane Isaac in all drainage arteries.
- ✓ Bid and spec out control panels for the telemetry program.
- ✓ Complete employee training for Wonderware programming.
- ✓ Clean and excavate Walmart reservoirs to achieve best flow.

GRAVITY DRAINAGE

- ✓ Completed Buquet St. project.
- ✓ Completed survey project on Martin Luther King Blvd. and Bayou Gardens Blvd.
- ✓ Placed 1000 "Drain to Bayou" fish stickers (MS-4); will continue project throughout 2013.
- ✓ Conducted a study on MLK Blvd. to determine a solution to resolve drainage problem.
- ✓ Completed drainage project on Hollywood Rd. and Westside Blvd.
- ✓ Surveyed Landfill area and installed road crossing and digging of ditches to drain water from the ponds.
- ✓ Replaced road crossing at Quiski Bayou Dr. due to condition of culverts (deteriorating).

PUBLIC WORKS

- ✓ Surveyed first floor elevations of all pump stations.
- ✓ Surveyed levees to compare with past elevations to determine where materials are needed.
- ✓ Placed rip-rap along the bayou on Bayouside Dr. to alleviate the erosion problem.
- ✓ Removed and replaced culverts under Sunset Blvd. due to roots blocking water flow.
- ✓ Installed staff gauges to identify water elevations during high water events.
- ✓ Improved drainage on Morrison Ave. by removing the old flap gate no longer needed due to forced drainage system.
- ✓ Removed the trees from Bayou Terrebonne, Bayou Dularge, and Quiski Bayou due to Hurricane Isaac.
- ✓ Installed overflow pipe on Bayou Gardens Blvd. from gravity to force drainage system to alleviate road flooding.
- ✓ Installed 42" culvert liner in the failing 48" CMPA under swimming pool on Gaynell St. @ D St.
- ✓ Continued road elevations to form profile of all Parish roads to determine effects of high water to low lying areas.
- ✓ Continued to clean the bayous and roadsides of litter and debris.
- ✓ Purchased (2) new pieces of equipment (Gradall & Pressure Truck) for more productivity and less down time.
- ✓ Completed requested work orders to 95% in (30) days.
- ✓ Awaiting arrival of new truck with camera equipment to help diagnose problems and save money with the maintenance contractors. Additionally, it will help with the inspections of new subdivisions.

TRANSIT

- ✓ Adjusted the transit bus routes and schedules to incorporate convenient bus service to the residents of Levytown in Gray.
- ✓ Adjusted the transit bus routes and schedules to incorporate convenient bus service to the new Fletcher College Campus in Gray.
- ✓ Purchased and installed new bus tire maintenance equipment at bus maintenance facility, giving the transit maintenance department better in-house ability to maintain and manage heavy duty bus tires.
- ✓ Completed modifications to the bus wash bay at the transit system maintenance facility to accommodate the future installation of automated bus washing equipment.
- ✓ Upgraded fare collection hardware and software on all transit vehicles, to accommodate future planned integration of real-time data communications directly with vehicle fare collection system.
- ✓ Revised the Transit Division's DBE Program Manual and established new procurement policies and procedures related to Disadvantaged Business Enterprises and Small Business Enterprises in accordance with the changes to our federal requirements.

FLEET MAINTENANCE

- ✓ Renewed our Lubricant & Fluids Contract for another year.
- ✓ Renewed our Used Oil Recovery Program for another year. This program has proved to be effective in reducing operating cost and has provided an environmentally safe means to dispose of waste oil and filters.
- ✓ A new Operations Supervisor (from within) for the Grand Caillou location and revised our hours of service to better meet the needs of user Divisions.
- ✓ Adopted a Written Policy to meet present day standards and clearly define the goals and method of operations of the Division.
- ✓ Provided information regarding age and size of fleet as well as data supporting maintenance history to a consulting group for consideration of development of a CNG Fleet.

PUBLIC WORKS

GOVERNMENT BUILDINGS

- ✓ City Court
 - ✓ Completed the installation of a new roof system.
 - ✓ Completed improvements to buildings electrical services through the replacement and upgrade of two transformers.
 - ✓ Replaced all damaged ceiling tiles throughout facility.
 - ✓ Made repairs to both male and female public restrooms.
- ✓ Old Courthouse
 - ✓ Completed office improvements requested by the Clerk of Court.
 - ✓ Replaced three air-handling units within the facility.
 - ✓ Completed the painting of the large steel frame windows located across the front of the facility.
 - ✓ Completed the cleaning and painting of the interior stairwell.
 - ✓ Replaced old light fixtures in the stairwell.
 - ✓ Wind Hardening – Project is still in the works.
- ✓ Government Tower
 - ✓ Completed the HVAC improvement project.
 - ✓ Completed the cleaning of the parking garage.
 - ✓ Completed new flooring in various areas.
 - ✓ Wind Hardening – this project is still in the works.
- ✓ Annex
 - ✓ Had annual inspections and service work performed on both chillers.
 - ✓ Had waterproofing company survey areas of concern for water intrusion. Waterproofing was performed which helped. However, more waterproofing to be performed in 2013.
- ✓ Dumas Auditorium
 - ✓ Replaced grease trap system located on the outside of the facility.
 - ✓ Replaced public announce system for facility.
- ✓ I.T. Building
 - ✓ Made numerous repairs and improvements to the facility to allow I.T. personnel to utilize first floor offices.
 - ✓ Had the exterior of the building cleaned by the Sheriff's work program.
- ✓ Morgue
 - ✓ Completed the installation of a new walk-in cooler system, as well as, other interior building improvements.
 - ✓ Completed repairs to generator and building's electrical system.
- ✓ Ashland Jail
 - ✓ Made repairs to buildings sewer system due to cracked pipes beneath facilities foundation.
 - ✓ HVAC – Made repairs to chillers to make it through another year.
 - ✓ Boilers – Replaced boiler system as needed.
 - ✓ Note: Attended meetings and other for three major projects in 2013. Those being: Jail Roof Replacement, Jail Door Replacement, and Jail HVAC Improvements.
- ✓ Other
 - ✓ Government Buildings Division Work Order system created and able to be utilized by all that have access to the TPCG Intranet site.
 - ✓

PUBLIC WORKS

POLLUTION CONTROL

- ✓ Received \$17 million low interest loan for improvements and renovations to parish sewer system.
- ✓ Dredging of pond, pump replacement, and equipment upgrades at North Treatment Plant
- ✓ Renovations and upgrades to 21 sewer lift stations throughout the parish.
- ✓ Constructed new sewer lift station on Westside Blvd.
- ✓ Continued remediation and inspection sewer lines.
- ✓ Continued development of Ashland Wetlands Assimilation project.
- ✓ Continued planning of projects in areas of MLK corridor, Gray Community and the Valhi/ Hwy. 311 corridor.
- ✓ Completion of Dickson Road Sewer
- ✓ Re-direction of flows from Elysian and Chabert Lift Stations
- ✓ Improvements of Southdown Holding Basin #2

UTILITIES

ANIMAL CONTROL

- ✓ Increased adoptions sixty-three (63) percent by reducing adoption fees, expanding adoption events, and increased advertisement;
- ✓ Performed over 1,100 spay/neuter surgeries in connection with the low-cost spay/neuter program “Operation: Reduce Population”;
- ✓ Reduced overall intake by seven (7) percent through education and implementation of aversion programs;
- ✓ Conducted presentations at schools and community groups about responsible pet ownership and importance of spay/neuter;
- ✓ Strengthened the volunteer program by actively seeking volunteers for special activities;
- ✓ Strengthened the rescue program by increasing the frequency of visits from Petsmart Charities Rescue Waggin’ resulting in a one hundred sixty-eight (168) percent increase in program rescues;
- ✓ Identified funding sources for a new animal shelter facility and engaged a design architect;
- ✓ Acquired land for new animal shelter facility;
- ✓ Contracted a veterinarian to provide medical services for shelter animals;
- ✓ Implemented newly adopted animal control ordinances to better protect citizens and animals.

ELECTRIC DISTRIBUTION

- ✓ Installed Tattletale alarm systems in substations for security;
- ✓ Initiated video surveillance of electrical substations;
- ✓ Upgraded SCADA system central server providing for enhanced storage for outage monitoring and growth evaluation
- ✓ Initiate community energy conservation and electrical safety awareness program;
- ✓ Added second circuit breaker to serve 34.5-kV sub-transmission system from system interconnection point;
- ✓ Procured fiber optic terminal equipment for SCADA and video Monitoring
- ✓ Completed Dumas Substation upgrade;

ELECTRIC GENERATION

- ✓ Continued joint operation efforts with LEPA utility plants to minimize energy costs;
- ✓ Completed inspection and service of all portable fire extinguishing equipment;
- ✓ Fire extinguisher training conducted by Houma Fire Department for HGS employees;
- ✓ Completed continuous emissions monitoring system (CEMS) semiannual and annual maintenance;
- ✓ Conducted annual instrumentation review, calibration, and repair for all units;
- ✓ Conducted air emission monitoring equipment certification (RATA) testing for HGS 15 & 16
- ✓ Conducted stack emission testing of all units;
- ✓ Conducted annual pressure vessel safety valve testing and repairs on all units;
- ✓ Conducted forklift, aerial man lift training;
- ✓ Expanded lockout/tag out program to include small portable electric equipment;
- ✓ Instituted “Stop Work” and “Job Safety Analysis” programs;
- ✓ Converted decommissioned water plant to storm shelter;
- ✓ Established and proved emergency black-start contingency connection and procedure;

UTILITIES

GAS DISTRIBUTION

- ✓ Completed Phase XV Swan Street Area Cast Iron Gas Line Replacement project replacing approximately 6.8 miles of gas mains and 400 services;
- ✓ Initiated Phase XVI Morgan Street Area Cast Iron Gas Line Replacement project to replace over 7 miles of gas mains and 300 services;
- ✓ Completed the Gibson Area Gas Line Improvement project in the vicinity of the LA Hwys 182 & 20 intersection;
- ✓ Completed constructing an additional distribution regulator station on Highway 311;
- ✓ Completed upgrade of gas measurement equipment for the Houma Generating Station

GIS

- ✓ Upgraded GIS servers, database, ESRI Internet Mapping System (IMS), and GIS desktop mapping software applications;
- ✓ Updated emergency data files containing critical facilities, parish features, and utilities information for use in storm recovery efforts;
- ✓ Maintained GIS location for various datasets including street centers, point addresses, parcels, zoning, catch basins, sewer manholes, water valves, and hydrants;
- ✓ Managed marine debris removal project for 44 derelict vessels;
- ✓ Created map books for fire departments with streets, addresses, and hydrant locations;
- ✓ Maintained critical features on the LA State Homeland Security Virtual LA website;
- ✓ Created and maintained debris removal maps for Hurricane Isaac;
- ✓ Maintained maps for curb-side recycling subscriptions;
- ✓ Created layers for the Assessor's Office for improvements on property not assessed to land owners;
- ✓ Added MyAddressNow program to E-911 and MyPermitNow program to Planning for the permitting process;
- ✓ Created maps to resolve boundary conflicts with neighboring parishes;
- ✓ Managed project with SCPDC to update precinct and council district descriptions;

SOLID WASTE

- ✓ Completed the construction work on Transfer Station Rehab project;
- ✓ Reduced the recycling litter during storage and transportation by installing a compactor;
- ✓ Added a Knuckle-boom Trash loader truck to fleet;
- ✓ Reduced the amount of illegal trash dumps by regularly patrolling and cleaning known illegal dump areas;
- ✓ Performed comprehensive Ashland Landfill cap maintenance;
- ✓ Completed dewatering the C & D Landfill pits.

PARISH DIRECTORS AND DEPARTMENT HEADS



CONTACT INFORMATION

Terrebonne Parish Consolidated Government

8026 Main Street

Houma, LA 70360

(985) 868-5050

www.tpcg.org

