



TERREBONNE PARISH

GROWING STRONGER



2014 ANNUAL REPORT

LETTER TO RESIDENTS

Terrebonne Parish is growing stronger every day!

In 2014 we continued our work of building a solid foundation so that our community will grow and thrive for generations.

Last year saw many important projects moving from the drawing board to construct to reality. New levees, drainage projects, roads, and parks are being started and completed. Construction sites and progress are now common place throughout Houma-Terrebonne.

In the following pages you will find some of the many tasks accomplished by your parish government in 2014. These accomplishments are the result of the hard work and dedication of the Terrebonne Parish Council and the employees of Terrebonne Parish Consolidated Government.

I would also like to take this opportunity to thank the resident of Houma-Terrebonne for their patience and understanding. The price of progress and growth is often short term inconvenience.

In closing, we are proud of all that we have accomplished last year, but rest assured there remains much to be done.

Sincerely,



Michel H. Claudet
Parish President



COASTAL RESTORATION AND PRESERVATION

- 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 177 Coastal Impact Certificate Applications and collected \$172,900 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
- Continued support of and involvement in the Marine Debris Removal Program and the Louisiana Clean Marina Program, certifying 3 Parish-owned launches as Clean Marinas
- 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
- 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 on the following restoration projects:
 1. Falgout Canal Freshwater Enhancement (CIAP)
 2. Atchafalaya Long Distance Sediment Pipeline (CIAP)
 3. Houma Navigation Canal – CAP 206 (USACE)
 4. Madison Bay Marsh Creation & Terracing (CWPPRA)
 5. North Lake Boudreaux Freshwater Enhancement (CWPPRA)
 6. North Terrebonne Bay Marsh Creation & Nourishment (CWPPRA)
 7. Island Road Marsh Creation & Terracing (CWPPRA)
 8. Caillou Lake Headlands Restoration (NRDA – Early Restoration)
 9. Increase Atchafalaya Flow to Terrebonne (NFWF)

FINANCE

ACCOUNTING DIVISION

- Audit Report GFOA Award – 17 years
- Budget Report GFOA Award – 12 years
- Major upgrade to Investment Program
 - Eliminates preparing manual journal entries done for investments.
 - Allows work to be done in multiple years during the audit season.
- General Ledger Inquiry Screen was updated to offer additional information.
- Monthly distribution of the monthly financial statements and general ledger has been automated
- Bond Ratings:
 - Standard & Poor's Rating Services raised its long-term and underlying ratings on Terrebonne Parish general obligation (GO) bonds to "AA" from "AA-" based on improved economic conditions.
 - Standard & Poor's Ratings Services assigned its 'AA-' rating to Terrebonne Parish, La.'s series ST-2015 Public Improvement Refunding Bonds (PIBs). At the same time, Standard & Poor's affirmed its 'AA-' rating on the parish's series 2005, 2008, 2009, 2011, and 2013 PIBs and series 2005 library sales tax refunding bonds outstanding. In addition, Standard & Poor's affirmed its 'A+' rating on the series ST-2011 Morganza levee improvement bonds. The outlook is stable.
- Three staff members achieved their Bachelors of Science Degrees in Accounting.
- There were no findings in the federal programs in the 2013 Single Audit.
- Added supplemental pay information on the payroll check stub to identify all taxable income.
- Worked with our Information Technology Division to produce instructions for Payroll and Accounts Payable were upgraded to formal Handbooks/Manuals.
- Expanded the Positive Pay feature with local banks to include the "payee" for the protection against unauthorized checks, debits and wire transfers.

FINANCE

INFORMATION TECHNOLOGY DIVISION

- Installed and configured backup disaster recovery systems at a datacenter location in Baton Rouge allowing for a faster data recovery in an event of a natural or manmade disaster.
- Working with our Accounting Division, instructions for Payroll and Accounts Payable were upgraded to formal Handbooks/Manuals, utilizing on-staff technical writers.
- Data security was improved on IBM system with the installation of 2 new products: Compliance Monitor to monitor user profiles, object authorities, and audit journals; and Network Security to monitor and authorize network traffic.
- Worked with Technology Professionals to integrate the MIS software created for Solid Waste with the existing Utility Billing application on the iSeries.
- Created 2 new sections on the Parish website for the Folk life and Waterlife Museums.
- Developed and implemented the electronic billing option for Consolidated Waterworks.
- Developed and implemented a method for electronically uploading payroll time sheets to Accounting minimizing the amount of paper documents sent to Payroll.
- Configured and installed a VoIP phone system for the Government Tower building allowing for less phone lines needed for the building.
- Moved the TPCG Council's Agenda system to a cloud based service.
- Connected the Public Works Yard to the ITS Backbone allowing their network. Increasing their capacity and speed by 5000%.
- Moved City Court of Houma and the Assessor's Office off of TPCG Active Directory Network onto an Active Directory Network of their own further protecting both TPCG's and Assessor's Office, and City Court of Houma's data and systems.

FINANCE

PURCHASING DIVISION

- Increased revenues of real and personal property disposal utilizing on-line auction.
- Revised all bid documents to include Public Bid Law changes enacted in 2014.
- Purchasing personnel completed LA Ethics Training and attended various educational workshops throughout the year.
- Procedures are in place for electronic bid submittal of material and supply purchases to begin April 1, 2015.
- Extended the suspension of the bid surety for material and supply public bids.
- Provided training to TPCG personnel on the usage of the AS/400 encumbrance system.
- Began working with Information Technology Division on the development of Purchasing Division job manuals.

WAREHOUSE DIVISION

- Successfully processed all 2015 Warehouse Request for Bids to Purchasing.
- New "Request for Bids" (RFB) created - Gas Stock Material beginning 2015.
- Surplus and disposed of all broken/obsolete 2014 Sports equipment
- Completed Warehouse portion of Manual in partnership with the Information Technology staff.
- Purchase of new panel van, which allows staff to deliver stock as requested. With the panel van features, products are no longer exposed to inclement weather.

FINANCE

CUSTOMER SERVICE DIVISION

- Information Technology (IT) implemented a “New Program” for TPCG E-Bill customers to register for online payments that provides a courtesy notification of pending delinquent balances scheduled for disconnect via Text Message / e-mail.
- Utilizing the outsourced utility bill statements, incorporated language on the rear of statements regarding our Levelized / Average Billings Service.
- Coordinated with IT to develop a program that allows E-Bill customers multiple telephone numbers / e-mail address listings.
- Worked with IT Development Staff to store numerous management reports (imaged) to reduce both paper costs and storage needs for required / necessary record keeping.
- Coordination with the Planning and Utility Departments to streamline Business Owners incurred costs for Temporary Utility Service needs to clean-UP / REPAIR Rental Property in preparation for continued Property Rental. New policies require a Deposit until the Rental Property is occupied and requires new tenant to secure the proper Permits for Utility Billings.
- Manager established a “No Check Acceptance Policy” for Bar Cards in lieu of their uniformed usage at any Liquor Licensed establishment.

HOUMA FIRE DEPARTMENT

- Suppression Division responded to two thousand ninety six (2,096) emergency calls inside the city limits, thirty-eight (38) automatic aid calls to two (2) volunteer fire departments, and six (6) mutual aid calls to three (3) volunteer fire departments.
- Training Officer conducted thirty-two (32) classes for a total of one thousand four hundred fifty eight (1,458) hours of training. Company officers conducted one thousand two hundred eighteen (1,218) classes for a total of fifteen thousand eight hundred seventy-five (15,875) hours of training.
- Inspection Division conducted eight hundred sixty four (864) safety inspections at business.
- Department conducted twenty-four (24) school presentations to speak on “Learn Not to Burn” curriculum reaching one thousand two hundred eighty nine (1,289) people.
- Department conducted twenty four (24) public presentations to speak on issues of fire safety and community awareness reaching five thousand twenty six (5,026) people.
- All suppression personnel maintained training for Emergency medical Responder (EMR) Level and Continued providing medical and injury accident emergency response.
- Continued to install smoke alarms and fire extinguishers in residences.
- Acquired a new Rescue Pumper
- Acquired confined space and high angle rescue equipment.
- Acquired new bunker gear for firefighters.
- Acquired Tablets with CAD link response software for all response units.
- Acquired new fire helmets for all personnel.
- Acquired new leather firefighting boots for fire equipment operators and staff personnel.
- Acquired forcible entry training Prop.

HOUMA FIRE DEPARTMENT

- Acquired property for new training field.
- Acquired tractor for new training field.
- Remodeled kitchen at North Houma Station.
- Remodeled kitchen at Air Base Station.
- Chief Dufrene graduated from Leadership Terrebonne class of 2014.

HOUMA POLICE DEPARTMENT

- Reduced traffic fatalities and injuries by conducting operations to target impaired drivers, underage drinking, distracted drivers, unrestrained (seat belt) vehicle occupants, all-terrain vehicles, as well as identified areas with patterns of traffic violations for enforcement.
- Ensured public safety through department programs such as the K-9 program for schools, participation in Project Lead in schools, addressing bullying through the McGruff program, participation in Cops in Public Housing, offering RAD classes to the public, additional community programs by distributing turkeys to needy families & starting a kids of trustees program. Developed a P3 program (Pinpoint Program) to rapidly and specifically target crime issues.
- Continued personal and professional development programs for Houma Police Officers.
- Continued partnerships with local, state, and regional law enforcement agencies to reduce crime and increase public safety.
- Improved and expanded technology by:
 - Issuing I-pads to all officers
 - Adding 8 cameras to neighborhoods
 - Providing body cameras for all officers
 - Purchasing 10 additional Tasers
 - Developing a department phone app to disseminate information to citizens
- Increased HPD presence in Downtown Houma.
- Reduced the department's use of gasoline by adding a CNG vehicle to the department fleet.
- Created an Eastside Substation to reduce response times and increase officer presence on the eastside of Houma.

HOUMA-TERREBONNE CIVIC CENTER

- Ended the 2014 year with a total of 170 event days.
- Continued extensive efforts to market the Civic Center through print advertising, internet and social media.
- Created a new Civic Center website to be easily viewed on all devices, as well as provide a cleaner, more user friendly website.
- Continued to work in close cooperation with the Houma Area Convention and Visitors Bureau to promote the Civic Center as a destination for State conventions and sporting tournaments.
- Hosted annual major events such as the Southern 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, Cole Brothers Circus, and TGMC's Ladies Night Out.
- Hosted new/specialty events such as the Bayou Outdoor & Adventure Expo, Jean Lafitte Gun & Knife Show, Lil Boosie Concert, National Automotive & Radiator Assn's National Conference, LA State Troopers Convention Banquet, Crosby Tugs Family Day, LSU/LA Fisheries Summit, Community Bike Rodeo, Traffic & Safety Summit, and Cross Church Worship Nights.
- Major banquets at the HTCC included the Houma Chamber of Commerce Annual Banquet, NAACP Freedom Fund Banquet, Ducks Unlimited Annual Banquet, SLECA Annual Shareholders Meeting & Banquet, Coastal Conservation Assn Annual Banquet, United Houma Nation Banquet, and the Tiger Athletic Foundation Banquet.
- Assisted the Houma-Terrebonne Civic Center Development Corporation with presenting and promoting the Annual Summer Fun Kid's Day, Fear No Evil Bull-Riding Challenge, 50+ Dance Night, and The Dixie Swim Club theater show.
- Hosted (5) Terrebonne Parish high school graduations, as well as Adult Education, L.E. Fletcher Community College, Blue Cliff College, Unitech Academy, and Fletcher's Nursing Pinning ceremonies. Other school sponsored functions included Mulberry Elementary Veteran's Day & Christmas Celebration, Homecoming/Prom dances, and the Annual College & Career Fair.

HOUMA-TERREBONNE CIVIC CENTER

- Hosted (6) local Carnival Krewe Tableaus, including additional events such as King & Queen parties, membership events, and after-parade bashes.
- Hosted (5) local dance recitals and (16) wedding receptions, up six from 2013.
- Added one additional caterer, Cashios 360, to our approved caterers list through an RFQ process, making it four caterers currently on the list.

HOUSING AND HUMAN SERVICES

COMMUNITY DEVELOPMENT DIVISION

Community Development Block Grant

Housing Rehabilitation	28 Households
Head Start	2 Classrooms
Homeless Shelter	86 Persons

HOME Investment Partnerships Act

Tenant Based Rental	11 Households
First-Time Homebuyer Program	2 Homebuyers
Home Replacement Program	2 Households

Emergency Shelter Grant

Homeless Shelter	86 Persons
Match Savings Program	12 Households

CDBG Disaster Recovery

First-Time Homebuyer Program	20 Homebuyers
In-Fill Housing Program	11 Rental units
Affordable Disability Apartments	8 Rental units

Synergy Bank Grant

Handicap Ramps	7 Households
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HOUSING AND HUMAN SERVICES

HEAD START DIVISION

- Maintained full enrollment of 170 children for the 2014-2015 school year.
- All five centers have received renewed licenses from the Department of Education, Licensing Section for the 2014-2015 school year.
- The Head Start Program received supplemental funding through the Administration for Children and Families to install security cameras at each center. The cameras will add an additional layer of security for the children and staff who are in each classroom.
- Continued work with Terrebonne Parish School system on grant opportunities to provide innovative work to improve early language and learning skills.

SECTION 8 DIVISION

DHAP (Disaster Housing Assistance Voucher Program)

- The DHAP-Hurricane Ike Program, as of January 31, 2012, has been discontinued.
- There has been a transition of families, who qualified, to a Disaster Housing Assistance Voucher Program. Of the 50 families participating on the DHAP-Ike Program there are eight families who are continuing to receive 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 33 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 2014 the Section 8 Program assisted 377 families under the Housing Choice Voucher Annual Contribution Contract.

HOUSING AND HUMAN SERVICES

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 46 families who have signed contracts of participation.
- As of December 31, 2014 there were two participants who completed their FSS contracts and collected a total of \$29,520 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.

Human Development Division

<u>Programs</u>	<u>Clients Served</u>	<u>Funds Expended</u>
Budgeting Classes	19 Families/37 individuals	\$0
Rental	26 families/83 individuals	\$15,411.64
Homeless	13 individuals	\$1,720.00

LACAP/LHFA Funds

1 st	\$707,304.95 we have assisted 1,697 Families/3464 individuals
2 nd	\$116,393.72 we have assisted 285 Families/594 individuals

Weatherization

<u>Programs</u>	<u>Clients Served</u>	<u>Funds Expended</u>
Department of Energy 2013	18	\$155,053.07
Department of Energy	1	\$13,593.26

Commodities 878 Families/1293 individuals 197,470 lbs of food

HUMAN RESOURCES AND RISK MANAGEMENT

HUMAN RESOURCES

- Conducted/presented (3) onsite Fred Pryor Employee/Management one-day seminars on various topics dealing with Managing Multiple Priorities, Projects, & Deadlines, Assertive Leadership Skills for Managers & Supervisors, and Microsoft Office Basics which trained approximately 108 employees/managers.
- Chaired the fourth annual "Fill a Box, Feed a Family" TPCG employee Thanksgiving Food Drive that collected (94) 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 4,430 items to our local food bank in addition to a monetary donation of \$480.
- 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 173 job vacancies, processed 214 new full-time/part-time hires, 226 terminations, and 1,715 employment applications in 2014.
- Conducted 10 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 in order to fill a vacancy which posted for over a year.
- Coordinated with Emergency Preparedness to process and prepare more than 100 Emergency Bus Operators in order to get them ready for the 2014 hurricane season.
- Completed the 5th TPCG "Biggest Loser" competition to encourage all employees to eat healthy and get fit. We had 37 employees participate and of those how weighted out, at the end of the 15 weeks, lost a total of 115.6lbs which is 17.80% of the total body fat.
- Conducted the 4th "Give a Toy, Get a Smile" toy drive in which a over 400 toys were given to the Holy Rosary Head Start Center to be distributed as Christmas gifts to these unfortunate children in our community.
- Trained 61 department/division heads on employment law topics to include Avoiding Pregnancy Employment Discrimination, Preventing Workplace Bullying, Complying with the New Federal

HUMAN RESOURCES AND RISK MANAGEMENT

- Wage & Hour Laws, and Defending Meritless Compensation Claims conducted by Mr. Fred Preis, employment law attorney.
- Continued adding part-time recreation officials to the parish's payroll in accordance with Federal tax laws. Completed 2014 with a total of 262 officials on the parish payroll.
- Complied with the state's new legislation requiring all parish employees to complete a one (1) hour Ethics training course for the year of 2014.
- Coordinated the 1st Jump-Start Terrebonne Summer Internship Program for college students of which the parish had 9 interns throughout various departments.
- Initiated the 1st TPCG Geaux Pink Day Campaign on October 8th, 2014 where parish employees donated \$3,382 through T-shirt sales, ribbon sales, and bake sales to benefit the Mary Bird Perkins Cancer Center to bring awareness about cancer.

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.
- 12th 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.
- Thru diligent work of our department we collected \$371,663.38 in Subrogation Claims.

HUMAN RESOURCES AND RISK MANAGEMENT

- 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:
 - a) Hazardous Materials Awareness
 - b) Rescue and Confined Space Entry.
 - c) Blood borne Pathogens
 - d) Forklift Certifications
 - e) External Defibrillator
 - f) Overhead Crane
- 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

- Significantly Decrease the use of Confinement (number and average time) for disciplinary from 2012 to 2014 by 50%.
- Decrease the number of isolation hours from 2012 to 2014
- Completed the enhancement of collecting, storing, and extracting, statistical information for quality assurance purpose.
- Revised data driven report mechanism for critical events to reflect implanted changes.
- Revised behavior management level system with additional incentive to encourage positive behavior with residents to encourage positive interactions by staff.
- Provide community resources through the dissemination of information, phone consultations, and tours.
- Facility Director invited to present at a national conference in Washington D.C. on “reducing the use of confinement”.
- With the assistants of parish administration juvenile detention website pictures was configured to represent national movement of least punitive physical plant environment.
- Received final dismissal from the Department of Justice Settlement Agreement requirements from 2011 as required.
- Completed yearly license from the Louisiana Department of Children and Family Services.
- New facility director appointed.
- Completed staff training hours at a minimum of 40 hours per year per state licensing requirements.
- Re-Certified Director as a CPR, First Aid, and AED in-house instructor.
- Replaced one cold water pumps and air conditioning blower systems
- Replaced two security DVR systems
- Installed Three new flat screen television in the residents dorm area for positive leisure time
- September 17, 2014 started construction on a new 9.6 million Juvenile Justice facility in the northern part of Terrebonne Parish.

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.
- Assisted with land rights acquisitions for capital improvement projects including:
 - Southdown Regional Storm Water Detention Project
 - Country Drive Widening
 - Bayou Gardens to Bayou Blue Roadway Extension Phase II
 - CCC Ditch Improvements Project
 - Gray Sewerage Extension
 - 1-1B Drainage Project
- Participated in negotiation of gas franchises.
- Participated in drafting Community Development Block Grant In-Fill Housing Contracts.
- Handled dismissal of United States Department of Justice consent decree for the juvenile detention center.
- Assisted in enforcement of over 50 FEMA flood damage prevention regulation violations.
- The Legal Department has, in 2014, 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.

OFFICE OF HOMELAND SECURITY AND EMERGENCY PREPAREDNESS

- Establish Public & Private Partnerships with Local Industry.
- Identified and pre-planned all critical infrastructure and key resources with Terrebonne Parish.
- Continued updating and improving the Terrebonne Parish All Hazards Plan.
- Work with State and Parish Officials for Mass Casualty and Fatality Planning.
- Increased CERT Volunteer participation to assist with emergencies.
- Implemented construction plans of the New EOC.
- Coordinated Active Shooter Exercise Plan.
- Coordinated Ebola Tabletop Exercise.
- Coordinated Ebola PPE Training for first responders.
- Coordinated Parish Tier II Filings to State.
- Held US National Grid Training for First Responders.
- Held two basic training classes for CERT Volunteers.
- Installed HAM Radio Equipment.
- Bus Evacuation Plan revised.
- Pre-inspection of Parish Shelters by Fire Marshal's Office.
- Coordinated a Cyber Security Seminar.

PARKS AND RECREATION

- Provided a variety of supervised self-directed sporting competitions for residents of the parish.
- Sporting activities provided by Terrebonne Parish Recreation:
 - Youth Basketball (Girls and Boys)
 - Youth Softball (Girls)
 - Youth Baseball (Boys)
 - Youth Cheerleading (Girls)
 - Youth Football (Boys)
 - Youth Volleyball (Girls)
 - Basketball (Men)
 - Softball (Men and Women)
- 15,300 estimated participants in youth sport programs including baseball, basketball, cheerleading, football, softball, and volleyball.
- 3,000 estimated participants in adult sport programs including basketball, softball, and volleyball.
- 150 estimated participants in Special Olympics sporting programs including aquatics, bocce, bowling, horseshoes, and softball.
- Provided for the grass cutting and maintenance of Terrebonne owned and operated parks.

PLANNING AND ZONING

To create sustainable Planning efforts by the issuance of Building Permits, and development of Long-Term plans.

- | | |
|-------------------------------------------------------------------------------------------------------|---------|
| o # of building permits issued | 1,862 |
| o # of permits for new residential construction | 239 |
| o # of permits for mobile homes issued | 189 |
| o # of building permits for new commercial construction | 128 |
| o # of permits for renovations, additions, or certificate of occupancy | 1,195 |
| o # of applications for subdivisions, re-divisions or property, raw land sales | 81 |
| o # of applications for structural variance | 35 |
| o Condemned Structures | 44 |
| o Demolished Structures | 30 |
| | |
| • To create an orderly development of the Terrebonne Parish Public Cemeteries. | |
| o Total Burials | 105 |
| o # of adult pauper burials | 0 |
| o # of infant pauper burials | 0 |
| o # of funeral homes handling pauper burials | 3 |
| o Cost of infant pauper burials (\$300.00) | 0 |
| o Cost of adults pauper burials (\$500.00) | 0 |
| | |
| o Total Fees | \$1,050 |
| | |
| • To enhanced the quality of life in Terrebonne Parish by focusing on the following projects: | |
| o Downtown Live | |
| o Chili Cook-off | |
| o Farmers Market - Courthouse Square | |
| o Bike Rodeo (1st year) | |
| o Development of Bayou Sport Park | |
| o Southdown Loop Bike Trail (Completed) | |
| o Westside Loop Bike Trail (Under Construction) | |
| o Fireman's Skate and Bike Park (Under Construction) | |
| o Summerfield Park – Adoptive Playground Equipment Installed. | |
| | |
| • To promote tourism with the utilization of BP Tourism Recovery Grants | |
| o Construct Way finding signage throughout Terrebonne Parish including Gateway signs | |
| o Promote Terrebonne Parish as the Saltwater Fish Capital of the World with media, ads and promotions | |
| o Promoted and sponsored Best of the Bayou Festival and Rou Ga Rou Festival | |
| | |
| • To promote non structural flood protection within special flood hazard areas of Terrebonne Parish | |
| o Awarded (\$24M) Elevation Grant to address 11 damaged structures | |
| o Purchased 20 homes through Recovery Grant | |
| o Removed 5 derelict structures under Neighborhood Revitalization Project | |

PLANNING AND ZONING

Elevated 20 structures to DFIRM+1

Completed first Severely Repetitive Loss Grant (SRL)

- o Received Hazard Mitigation applications for an additional 65 structures
 - o Buyout program identified 24 eligible properties to be bought out
 - o Seek additional Hazard Mitigation Assistance funds
 - o Completed a major regulatory effort to bring non-compliant floodplain structures into compliance with NFIP through Community Assistance Visit (over 300 structures)
 - o Work with NFIP/FEMA/State personnel to improve Community Rating System from Class 6 to Class 5
 - o Assisted the Island Road Biloxi – Chitimacha Band apply for the competitive relocation funds.
 - o Developed on-line permitting for electrical, plumbing, mechanical and fence permits
 - o Awarded 2014 APA State Planning Award for Great Neighborhoods, Downtown Houma.
- To encourage Economic Development in Houma-Terrebonne
 - o # of outreach attempts to existing businesses in Terrebonne Parish 123
 - o # of business-retention visits conducted 45
 - o # of technical assistance units completed 135
 - o # of public presentations made to civic organizations 2
 - o # of companies filing notice for state incentive programs 20
 - o # of startups/entrepreneurs counseled 35
 - o # of referrals to Louisiana Small Business Development Center 39
 - o # of job-placement referrals. 14
 - o # of referrals to Louisiana Workforce Commission for worker training 2
 - o Facilitated funding to support education of high-school students about available careers in Terrebonne Parish through South Central Industrial Association and Fletcher Technical Community College Foundation
 - o Facilitated funding to support small business technical assistance through Louisiana Small Business Development Center at Nicholls State University, in partnership with Lafourche Parish Government
- Worked to attract new business to open in Terrebonne Parish
 - o Sought new business opportunities to support and strengthen existing business community by attending the International Workboat Show in New Orleans, contacting 37 existing businesses and yielding 2 recruitment prospects
 - o Submitted development sites on three Louisiana Economic Development recruitment projects
 - o Worked to recruit into or facilitate expansion of 43 projects in Terrebonne Parish
 - o Published advertisement Terrebonne for business locations and startups on new Houma map and in a national magazine, Trade and Industry Development
- Developed inventory of available sites suitable for development and job creation
 - o Created database of 49 properties available for development

PLANNING AND ZONING

- Promoted use of Louisiana Site Selection web database for marketing of commercial properties to real-estate community; inventory on LSS at year's end: 7 buildings and 16 tracts of land

PUBLIC WORKS

DIRECTOR'S OFFICE

<ul style="list-style-type: none"> • Contracts Signed & Recorded: 	Total Processed 96
Engineer & Architect Contracts	14
Construction Contracts	16
Substantial Completions	12
Change Orders	32
Amendments	16
Acts of Servitudes	3
Hold Harmless Agreement	1
Right of Way Services	1
Traffic Study	1
<ul style="list-style-type: none"> • Letters of No Objection & Overweight Vehicle Permits: 	Received 154 applications
Completed / Approved	117
Objections	20
Council Approval	2
Revised	8
Renewal	1
Void	2
OVP	4

CAPTIAL PROJECTS & ENGINEERING

- **Completed construction for the following High Priority Projects:**
 - Private Utility Phase for Hollywood Road Widening (Tunnel to 311)
 - St. Louis Canal Road (SLC) Crossings @ Westview Area
 - 1-1B, Phase 3A (CCC Ditch widening Bayou Gardens Blvd. to Darlene Street)
 - Bayou Chauvin Dredging
 - Hollywood Road Drainage Project (Alma Street Area)
 - TPCG North Campus Infrastructure
 - Transit Parking Expansion
 - Shrimper's Row Pump Station
 - Bayou LaCarpe Drainage Improvements, Phase D-1 (Conveyance Channels to Bariod PS)
 - Facility Repair - Criminal Justice Complex Re-Roofing
 - Facility Repair - Criminal Justice Complex Jail Doors
 - Rosemarie Drive Water Line
 - Southdown/Summerfield Structures

PUBLIC WORKS

PUBLIC WORKS OPERATIONS

- Coordinated online Web Access with IT Division for public work order requests. The Web Access system allows the public to submit work orders based on specific tasks and automatically sends to responsible Division. Operations Divisions received 403 work orders in 2014 from the Web program.
- Established TEAM safety concept with Department of Public Works Operations Divisions. Based on the 2014 Risk Management survey we had a 49% reduction in injuries and a 69% reduction in injury related costs. Also, a 34% reduction in crashes and a 55% reduction in crash related costs.
- Finalized discussions with Road & Bridge and Vegetation in reference to the needs of their Divisions upon the relocation of the other Divisions to the North Campus.

ROADS & BRIDGES

- Outstanding road repairs reduced by 21%
- Outstanding curb repairs reduced by 66%
- 100% of \$75,000 Sidewalk Program (Precision Cut and Contractor)
- Applied 152.71 tons of material for pothole repairs
- Elevated Point Barre' Road
- Replaced pivot jack at Brady Bridge
- Rehabbed Pontoon Bridge winch
- Replaced outdated electrical control at Klondyke and Buquet Bridges
- Modified deck at Terrebonne / Lafourche Bridge (Gibson)
- Emergency Load Ratings (Compliance with Off-System Bridge Program)
- 412 signs repaired / installed: includes Bike Trail, No Smoking, and Hands Free Cell Phone @ School Zones
- 7,730 Street Name signs replaced

VEGETATION

- Purchased new Spray Truck with tank and applicator
- Continued educational training programs for employees related to (mowing, safety techniques for tree removal, OSHA 10)
- Went out for bid on Blvds. and Vegetation Maintenance Contract
- Added a total of 42.95 acres to the Vegetation Maintenance Contract
- Mosquito Control had average complaints and West Nile cases
- Coordinated removal of Eagles nest in Dularge
- Safety Team members continued with Safety program meetings

PUBLIC WORKS

FORCED DRAINAGE

- Completed and accepted Shrimpers Row PS.
- Replaced and upgraded all engines at the 1-1B Hwy 182 PS.
- Pumps Complete:
 - 3 pumps refurbished at D-19 PS (Bayou Dularge)
 - 1 pump refurbished at D-31 PS (Bull Run)
 - 1 pump refurbished at D-70 PS (Gibson – Gator Ct.)
- Drainage Channels:
 - D-3 Pump Canal – In process of cleaning canal
- Drainage Channels Complete:
 - Acorn St. Lateral
 - Monroe St.
 - Natalie Dr. / Lisa Park
 - Roberta Grove Bypass
 - Valhi / From new structure to pump station
 - Summerfield Area
 - Wolf Parkway
 - Lafayette Woods
 - Parkway Circle
 - Airbase / Blimp Rd.
 - MLK / Roadside ditches
 - Merrill St.
 - Corporate Dr.
 - Horseshoe Rd.
 - Ingleway Way
- Completed Isle of Jean Charles levee lift.
- Completed Caro Canal levee lift and reshaped.
- Received permit for 6 foot ditch.
- Completed the automation of D-27 PS (Bonanza) in-house.
- Completed the automation of D-61 PS (Lower Point-aux-Chene) in-house.
- Prioritized and initiated capital project for installing Telemetry @ Concorde, Barataria, Gum St, and M&L Pump Stations.

PUBLIC WORKS

GRAVITY DRAINAGE:

- Added 2 CNG dump trucks to Gravity Drainage.
- Teamed up with Forced Drainage to elevate the Point-aux-Chene Island Rd Levee.
- Placed 1,000 "Drain to Bayou" MS-4 fish stickers in an effort to educate the public on the importance of not blocking the drains / water flow.
- Continuing to maintain existing problem areas and documenting new locations where necessary. This will help dispatch employees and improve response time during rain events.
- Completed all Final and One Year Subdivision Inspections at the request of the Engineering Division.
- Reduced Gravity Drainage work requests to 96% in 30 days.
- Completed 82 culvert installations for the year.
- Completed digging 301 roadside and lateral ditches.
- Maintained the litter and debris removal from the waterways and along the bayou areas, removing in excess of 500 bags of debris.
- Replaced the culverts at the end of Oleander St with larger culverts to improve street drainage.
- Removed approximately 400 shopping carts from the East St. (Bayou Chauvin) area.
- Employed within our Division is a certified storm water inspector who monitors and submits recommendations in an attempt to reduce illegal storm water discharges by way of best management practices. This is in an effort to reduce flood insurance rates.
- Completed both the street / culvert repairs on Barataria Blvd.
- Installed Snap-Tite product in two culvert crossings at Four Point Rd.
- Replaced road crossing on St. George Rd (30'to 48'). As a result, we received calls thanking us for the work performed.
- We maintained a perfect status (100%) on the Dashboard Safety Program.

FLEET MAINTENANCE

- Renewed the Fuel and Lubricants contracts for 2015.
- Acquired CNG fuel leak detectors, to ensure CNG vehicles are free from fuel leaks before services are performed.
- Acquired all necessary new tools and equipment to maintain the heavy duty and the vehicle maintenance shops' compliance with DOT requirements for State Vehicle Inspection Stations.
- Installed new Interoperable Radio System at the Fleet Maintenance Division.
- Installed upgraded Fuel Management System (Phoenix) software at the public works yard.
- Created and implemented an Underground Storage Tank (UST) inventory database and reporting system to comply with State UST recordkeeping requirements.

PUBLIC WORKS

GOVERNMENT BUILDINGS

City Court

- U.S. Customs/GSA Lease – Lease renewal was executed.
- Installed additional electrical services within the facility for new equipment and a dedicated server room.
- Stripped and waxed all floors within facility.
- Painted handicap parking areas.

Old Courthouse

- Clerk of Court – Made various improvements to basement and first floor office space requested by Ms. Robichaux.
- Removed and replaced several drain lines and water lines within facility. Major repairs on drain lines due to deteriorated cast iron pipes.
- Installed new sewer pump system in basement.
- Judge Arceneaux – Completely remodeled his courtroom and office space located on the 3rd floor.
- Replaced on 5 ton A/C unit in basement.
- Replaced transformer located on the corner of School and Goode Street that serves this facility.

Government Tower

- Completed the relocation of ROV and Customer Service. This started in 2013.
- Wind Hardening is still in the works.
- Relocated TEDA to the 7th floor office space.
- Coordinated the usage of the rear parking area for St. Matthews School.

Annex

- Phase I of the Security Project was initiated. This involves capturing the basement. Roll down gates and the installation of security measures to all 5 elevators and the stairwell doors began. We anticipate Phase 1 to be completed in early 2015.
- We installed our first set of stainless steel shower units in the jail area located on level 3. No issues. We will install a second set in 2015.
- Assisted TPSO in their efforts to remodel the old ROV space at this facility.
- Annex Waterproofing – Project scope has been completed and will go out for bid in the early 2015.
- Annex Generator – We have purchased Gen/Set and trailer. Unit can be brought over in an emergency. Providence/GSE should be ready to go out for bids on permanent installation in the early part of 2015.

PUBLIC WORKS

- Completed the addition of cooling systems for the first floor area.
- Completed the rebuild and installation of secondary pumps for the HVAC system.
- Replaced 100 gallon commercial water heater serving the jail on the third floor.
- Annex Flood Proofing – Met with Mr. John Lyons with Providence/GSE. He is putting together project. Target date for going out to bid is March of 2015.

Dumas Auditorium

- Stripped and waxed all floors.
- Painted stage.
- Cleaned exterior of building.
- Replaced bad sump pump for sewer lift station.
- Removed, cleaned, primed and painted all security panels and then reinstalled.

Municipal Auditorium

- Installed new boiler for HVAC system.
- Architect Merlin Lirette assigned to design roof replacement. No date has been set but should be ready to go out for bid in early part of 2015.
- Emergency Generator – Unit was inspected 3 times in 2014. No issues. Unit will run entire facility.

I.T. Building

- All exterior windows were cleaned, primed, and painted.
- Hurricane shutters have been ordered and will be installed on all exterior openings. This should be completed in February of 2015.
- Generator was inspected and tested 3 times this year. No issues. Unit will run entire facility.

Juvenile Justice Center

- Took on the responsibility of maintaining the existing facility. Replaced air handler. Budgeted funds in 2015 to perform additional needed improvements.

Airbase Pavilion

- Received notice from Administration with CEA with Hercules. Provided inspections and photos of improvements as requested by Administration.

TRANSIT

- Completed rehab of public restrooms at downtown terminal.
- Contracted a Consultant to prepare a transit employee wage and salary analysis to determine the proper level of compensation for transit employees, and the proper wage progression rate for employees.

PUBLIC WORKS

- Completed the expansion of the transit bus Maintenance Facility secure parking area.
- Completed a capital funding agreement for the local match with the City of Thibodaux and complete the procurement process to acquire three new buses to replace the buses currently used in the City of Thibodaux.
- Prepared and submitted a Bus Contingency Fleet plan for FTA approval so that the buses retired from the City of Thibodaux service can be retained and maintained for emergency evacuation purposes.
- Added an additional transit mechanic position and stagger shifts to cover all operating hours and have a rotating “on call duty” for weekends and holidays
- Rehabbed or replaced handicapped lifts on para-transit buses to extend the useful life of the current para-transit fleet.
- Upgraded all buses with new on-board camera systems with hard drive systems and remote download capability. Sent old camera system to purchasing for surplus.

POLLUTION CONTROL

Engineering Contracts Awarded

- Pump Addition and generator replacement at the Gum St. Lift Station
- Re-routing of force mains for the Cleveland #1 & #2 lift stations from the Airbase service area to the Ashland Major Service area.
- Renovation of the Wallis St Lift Station
- Renovation to the Mire St Lift Station, including the addition of an adjacent wetwell
- Replacement of North treatment Plant switchgear and associated protection equipment for generator and motor control center.

Construction Contracts Awarded

- Replacement of the 60” effluent arch pipe at STP with insertion of a 36” Polyethylene pipe.
- Construction of Phase I of Sewer Facilities for North Campus: Lift station and re-direction of flows from Fairlane sewer system.

Projects Completed

- Pollution Control Administration and Warehouse roof and siding replacement, including structural reinforcement.
- Vehicle and generator trailers storage garage.
- Dulac package treatment plant replacement including reduction in size from 50,000 GPD to 25,000 GPD.
- Re-routing of Bergeron Lift Station force main, from the 6th St. gravity to the American Legion system.
- Re-routing of Duet Lift Station from Westview Service area to the Westside Major Lift Station.

PUBLIC WORKS

- Septage receiving station at the North Treatment Plant.
- Dredging of the 4-acre equalization basin at the North Treatment Plant.
- Extension of sewer facilities in the Gibson/Jarvis Community

Projects that were a Work-in-Progress

- Wetland Assimilation Project at the South Treatment Plant
- Phase II of Sewer Facilities for North Campus: Force Main
- Replacement of bio-filter pumps with variable speed motors at the North Treatment Plant as part of a DNR Flex Fund Loan program

In-House Project Improvements Completed

- Addition of a pumping system to de-water primary settling tanks at North Treatment Plant
- Rebuilding of sludge belt press unit #1 at North Treatment Plant
- Replacement of Primary Settling tank drive chains in two (2) units
- Replacement of four (4) 50 HP aerators at North Treatment Plant
- Replacement of drainage pump station discharge piping at STP
- Renovations to two (2) lift stations: Main at Rosemary and Main at East St.
- Replacement of the chlorine alarm system at the South Treatment Plant
- Gravity lines and minor lift station for Danos's Administration facility

In-House Administration Accomplishments

- Completed a review of the sewer rates for meeting debt obligations
- Prepared and submitted a revised permit application for the Orange St. Treatment Plant with a reduction in treatment capacity from 50,000 GPD to 25,000 GPD
- Established a Division safety team to encourage input and discussion from Reps of sections.
- Installation of security cameras and monitoring system at North Treatment Plant site

SCADA Accomplishments

- Upgraded all SCADA Client computers, HMI (Human to Machine Interface) and Remote Control Servers to current operating systems including new hardware.
- Upgraded HMI software to current version.
- Automated some computer backup systems.
- Developed HMI and PLC Control programming for North Campus Lift Station.
- Developed Lift Station Control Panel Designs for new Duplex Lift Station Radio sites with Ron Boudreaux, PE.
- Separated Pollution Control SCADA onto a separate Industrial network from the Parish Business network.

PUBLIC WORKS

- Added DSL Internet capabilities to Pollution Control SCADA system.
- Developed Remote Access methods over the Internet for after hours monitoring and maintenance.
- Developed In-house panel maintenance and testing lab for Pollution Control.
- Designed and acquired simulation equipment for Pollution Control Panel and HMI programming.
- Wrote technical specifications for upgrade to FCC licensed SCADA WAN radios
- Acquired materials for Tower construction for conversion of SCADA communications from telephone to radio.
- Providing general programming and maintenance of system hardware and software.

Projects in progress

- Corporate Lift Station control panel replacement and tower construction.
- Plantation Gardens Lift Station control panel replacement and tower construction.
- North Campus Lift Station controls.
- SCADA WAN radio upgrade.
- Providing upgrade to SCADA panels to encompass additional monitoring of well levels and other data as well as remote control for lift stations and holding basins

In-house Field Accomplishment

Occurrences

- | | |
|-----------------------------------------|-------|
| ○ Provided locates per LA 1 Call | 5,362 |
| ○ Addressed gravity main/manhole issues | 121 |
| ○ Addressed service line issues | 302 |
| ○ Cleaned lift station wet wells | 127 |

UTILITIES

UTILITIES ADMINISTRATION

- Revised Energy Cost Charge (ECC) methodology to include power transmission cost;
- Revised power cost accounting commensurate with Midcontinent Independent System Operator (MISO) system of accounting;
- Initiated evaluation of alternative work order software applications

ANIMAL CONTROL

- Reduced overall intake by 3.5% through education and implementation of diversion programs;
- Reduced euthanasia rate by 4.8% through increased adoptions, rescues, and redemptions and decreased overall intake;
- Performed 583 spay/neuter surgeries in connection with the low-cost spay/neuter program "Operation: Reduce Population";
- Increased redemption (return to owner) rate by 31%;
- Strengthened the volunteer program by actively seeking volunteers for special activities;
- Completed design for a new 12,000 sq. ft animal shelter facility set to be built in 2015;
- Continued to provide medical services for shelter animals through contracted veterinarian;
- Increased Facebook presence by 1,000 additional followers;
- Enhanced cat housing by purchasing cat condos with grant funds from Petsmart Charities;
- Strengthened animal control laws regarding dangerous/vicious dogs and tethering;
- Enhanced outreach program by giving presentations to schools, clubs, law enforcement agencies, other parish department, hospitals, etc.

ELECTRIC DISTRIBUTION

- Completed construction and/or alteration of the following electric utility infrastructure:
- Underground extension to the ERA aircraft hangar at the Houma - Terrebonne Airport;
- Overhead to underground conversion in connection with expansion of the PHI helicopter facility at the Houma - Terrebonne Airport;
- Overhead to underground conversion for the Houma – Terrebonne Port along Rome Woodard Road;
- Overhead distribution line extension along the A & K Railroad corridor north from Hollywood Road to service Cameron Isle Apartments;
- Hollywood Road Widening Project electric relocation;
- Overhead distribution line extension to service Parkwood Place residential subdivision development;
- Underground infrastructure construction within Summerfield Subdivision Phase 17C and 17D developments;

UTILITIES

- Underground infrastructure construction within Southdown Subdivision Phase 11C and 11D;
- Completed comprehensive inspection and repairs on various distribution assets:
- Sixth Street Circuit #2;
- Plant Road Circuit #2;
- Plant Substation #1;
- Conducted system-wide infrared scan;
- Completed various training and certification courses:
- OSHA 10 (hour) certification for all distribution personnel;

ELECTRIC GENERATION

- HGS Unit 14 major repairs:
 - Generator cooler system leak;
 - Generator circuit breaker;
 - Field circuit breaker
- HGS Unit 15 major repairs:
 - Stack reinforcement;
 - Initiated air duct replacement;
 - Initiated cooling tower riser pipe replacements
- HGS Unit 16 major repairs:
 - Cooling tower rehabilitation;
 - Air preheater;
 - Stop valve and governor valves;
 - Constructed permanent black-start generator connection facilities with synchronization controls

GAS DISTRIBUTION

- Completed Phase XVI Morgan Street Area Cast Iron Gas Line Replacement project to replace over 7 miles of gas mains and 300 services;
- Completed Grand Caillou from Thompson Road to Industrial Blvd. Widening Project gas utility relocation;
- Completed Bayou Lacarpe Drainage Improvements project gas utility relocations;
- Complete replacement of gas lines in the vicinity of Denley & Thompson Roads;
- Completed upgrade of Broussard regulator station odorization system;
- Initiated Phase XVII Rosemary Street Area Cast Iron Gas Line Replacement project

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;

UTILITIES

- **Maintained** GIS location for various datasets including street centers, point addresses, parcels, zoning, catch basins, sewer manholes, water valves, and hydrants;
- Maintained critical features on the LA State Homeland Security Virtual LA website;
- Coordinated with Property Insurance Association of Louisiana (PIAL) with respect to updating their reference information;
- Created maps for Planning department for the Best of the Bayou festival and Westside bike trail system;
- Assisted Consolidated Waterworks with adding map services to connect GIS to their work order management system;
- Acquired new aerial imagery from Google;
- Updated Watch Systems data for Terrebonne Parish Sherriff's Office;
- Created service to update addresses from 911 to local servers;
- Registered 42,274 views on the TPCG GIS internet web page

SOLID WASTE

- Completed development and installation of custom software package for maintaining solid waste records;
- Completed internal audit of residential and commercial water utility accounts for proper assessment of solid waste collection fees;
- Completed design, bid, and contracting for construction of a new solid waste administration building and scale facility;
- Closed out and received all FEMA reimbursements for Hurricane Isaac debris.
- Conducted regular patrols of known illegal dump areas;
- Performed comprehensive Ashland Landfill cap maintenance



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