

# PROGRESS

TERREBONNE PARISH CONSOLIDATED GOVERNMENT

2013 ANNUAL REPORT



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# LETTER TO RESIDENTS



We're making progress!

2013 was a great year for Terrebonne Parish. Despite tremendous challenges we were able to continue progressing toward our goal of being recognized among the top parishes in our state.

Over the years the fortitude and resiliency of the residents of Terrebonne Parish has been deeply and repeatedly tested. Mother Nature has kept things interesting for our community as we have dealt with many natural disasters.

Aside from the weather, our biggest threat in recent years has come from the proposed changes to the National Flood

Insurance Program. The Biggert-Waters Flood Insurance Reform Act of 2012 would have devastated home values, communities, and economies across the nation by making flood insurance unaffordable. We quickly acted and joined forces with regional and nation leaders to correct this misguided legislation.

In the face of these many challenges, we continued to push our aggressive package of infrastructure improvement projects. With much hard work, projects such as the Hollywood Road widening, Bayou Gardens extension, Westside Boulevard extension, and Thompson Road extension are moving closer to reality. The Terrebonne Levee and Conservation District continues to make great progress in working on the first lift of the interim Morganza to the Gulf Hurricane Protection System. This system was greatly improved with the completion of the Bubba Dove Floodgate in the Houma Navigation Canal.

In addition to building top notch infrastructure, we are working to improve the quality of life for our residents. In the coming year there will be great progress on the Bayou Country Sports Park on Highway 311, the Fireman's Skate Park near the Houma-Terrebonne Civic Center, as well as our on-road and off-road trails.

The outlook for Terrebonne Parish continues to be bright. With the combination of our clear goals, a strong economy, resilient residents, and dedicated public employees and elected officials our community is poised for continued and sustainable progress.

Respectfully,

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

Michel H. Claudet  
Parish President

# COASTAL RESTORATION AND PRESERVATION

- ✓ 100% Participation in Local Coastal Programs Quarterly Meetings.
- ✓ 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 174 Coastal Impact Certificate Applications and collected \$180,300 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 \$110 million for the restoration of the Caillou Lake Headlands (Whiskey Island).
- ✓ 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.
- ✓ 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)
  - Increase Atchafalaya Flow to Terrebonne (NFWF)

# FINANCE

## ACCOUNTING DIVISION

- ✓ Prepared financial documents in accordance with the best-recognized principles and standards.
  - Prepared the Comprehensive Annual Financial Report consistent with the criteria established by the Government Finance Officers Association of the United States and Canada (GFOA) for its Certificate of Achievement for Excellence in Financial Reporting program.
  - Prepared the Annual Operating Budget consistent with the criteria established by GFOA for its Distinguished Budget Presentation Award program.
  
- ✓ Increased governmental accountability and disclosure.
  - Audited Financial Reports on the Parish website
  - Adopted Budgets on the Parish website
  - Maintained current Bond Rating with Fitch Investor Service
  - Maintained current Bond Rating with Standard and Poor's
  - List of Ad Valorem Taxes Levied (Property Taxes) on website
  - Sales Tax Distribution Chart on website
  
- ✓ Recruited and retained superior employees in the Accounting Division.
  
- ✓ Automated and efficiently processed through technology improvements.
  - All Parish employees are now on direct deposit payroll.
  - Actively recruiting accounts payable vendors to sign up for direct deposit.

## CUSTOMER SERVICE DIVISION

- ✓ Issued various licenses and certificates.
  - Certificates of registration for solicitation permits
  - Insurance licenses issued
  - Liquor licenses issued
  - Electrician / plumber / gas fitter / mechanical contractor licenses issued
  
- ✓ Provided various services to the public and government offices.
  - Electric and gas customers serviced
  - Departments and agencies of the parish served
  - Outgoing mail pieces processed for government offices.
  
- ✓ Provided assistance to our customers in an efficient and courteous manner.
  - Increased participation in the utility average billing program
  - Increased participation in direct payment / bank draft program
  - Increased participation of payments through credit cards (in-house)
  - Increased E-bill Customers (Service began December 2011)

# FINANCE

## INFORMATION TECHNOLOGY DIVISION

- ✓ Assisted departments with their technology needs.
- ✓ Assisted departments with their software development needs.
- ✓ Recruited and retained superior employees
  - Maintained an employee turnover rate of less than 10%.
  - Fostered an atmosphere of teamwork by promoting teambuilding exercises and meeting on a monthly basis.
- ✓ Continued to write user manuals and system documentation on all applications developed in-house by the IT Development staff.
  - Produced Payroll manual.
  - Produced Purchasing/Accounts Payable manual.
  - Produced Human Resources Addenda to Payroll manual.
  - Ensured that all new development includes both user manuals and system documentation upon completion.
- ✓ Upgraded and enhanced capacity of the Parish technology infrastructure.
  - Upgraded network infrastructure to accommodate increased bandwidth demand.
  - Implemented gigabit capable network switches.

## PURCHASING/ WAREHOUSE DIVISION

- ✓ Responded to requests for assistance
  - Hosted training events
  - Processed communication work orders
  - Hosted Weekend auction of surplus assets for the public.
- ✓ Maintained response time from receipt of requisitions / requests to issuance of purchase orders
  - Material & Supply bids advertised
  - Capital projects advertised
  - Request For Proposals, Request For Qualification's, and Statement of Qualifications advertised
  - Surplus Property bids advertised
- ✓ Continued revising and improving bidding documents and specifications.
  - Updated guidelines for standard forms for contracts, solicitations
  - Updated Purchasing Handbook
- ✓ Obtained proper materials and equipment in a timely manner, while complying with all local, state, and federal laws.
  - Maintained adequate level of warehouse stock
  - Solicited Quotations for maintain best practices/pricing

# HOUMA FIRE DEPARTMENT

- ✓ All suppression personnel maintained training for medical First Responder Level.
- ✓ Continued providing medical and injury emergency response.
- ✓ Continued to install smoke alarms and fire extinguishers in residences.
- ✓ Conducted twenty-three (23) school presentations to speak on “Learn Not to Burn” curriculum.
- ✓ Conducted sixteen (16) public presentations to speak on issues of fire safety and community awareness.
- ✓ Acquired new breathing air compressor at East Houma station.
- ✓ Acquired new set of rescue tools and hose reels for Engine 1 & 4
- ✓ Acquired new District Chief vehicle.
- ✓ Acquired Bunker gear storage rack at Air Base station.
- ✓ Acquired 30 - new SCBA air cylinders.
- ✓ Acquired Multi gas meters for all response units.
- ✓ Acquired new leather firefighting boots for captains and firefighters.
- ✓ Acquired two new electric positive pressure fans.
- ✓ Replaced and updated windows at North Houma station.

# HOUMA POLICE DEPARTMENT

- ✓ Provided specialized training to employees (including mock exercises in schools, RAD).
- ✓ Purchased 45 personal cameras to be used by officers and 50 surveillance cameras.
- ✓ Provided greater accountability by requiring Administrative staff to attend monthly meetings on grants (to ensure all grant monies received are managed properly), and the budget (to ensure funds are spent responsibly) .
- ✓ Assigned a School Resource Officer to East Street School and established an “in school probation program” at Oaklawn Junior High School.
- ✓ Assigned an officer to the Downtown Houma area for added security to the courthouse, boardwalk and businesses.
- ✓ Department policies and procedures enhanced.
- ✓ Assigned 2 Sergeants to each Platoon (one covers the Eastside and one covers the Westside of Houma), which also puts an additional officer on the road.
- ✓ Provided public online access to Accident Reports.
- ✓ Developed a Contra Flow Plan for the Eastside of the City of Houma.
- ✓ Implemented a merit program for employees to recognize outstanding achievements.
- ✓ Partnered with City Court of Houma to conduct operations to execute warrants on law violators.



# HOUMA-TERREBONNE CIVIC CENTER

- ✓ Houma Civic Center ended 2013 year with a total of 167 event days.
- ✓ Worked with the University of New Orleans- Division of Business & Economic Research to prepare an Economic Impact Report on the facility for the year 2012, which showed the Civic Center had a \$10.2 million dollar overall economic impact to Terrebonne Parish during that year.
- ✓ Continued extensive efforts to market the Civic Center through print advertising, internet and social media. Ended the year with 359 Twitter followers, up from 260 in July of that year. Facebook fans almost doubled from 1,729 at the beginning of the year to 3,039 at the end of the year. The Civic Center's website received 28,554 unique visitors, up from 17,807 in July of 2013.
- ✓ 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, Cole Brothers Circus, and TGMC's Ladies Night Out.
- ✓ Hosted specialty events such as the Adventure Caravans RV Rally, Disney Live- Pirates and Princesses Adventure, LA State HOG Rally, TEDA Entrepreneurship Fest, MMA & Smokin' Hot Fight Nights, Blues House Party Concert, Imagination Movers "Think Big" Tour, LSU/LA Fisheries Summit, and Bishop Fabre's Installation Reception.
- ✓ 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, TPCG Recreation Department's Babe Ruth Tournament Banquet, and the Coastal Conservation Assn Annual 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, and Disney Live- Pirates & Princesses theatrical performance.
- ✓ 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 Respiratory Program graduation ceremonies. Other school sponsored functions included Mulberry Elementary Veteran's Day & Christmas Celebration, Homecoming/Prom dances, and the Annual College & Career Fair.
- ✓ Hosted (6) local Carnival Krewe Tableaus, including additional events such as King & Queen parties, and after-parade bashes.
- ✓ Hosted (4) local dance recitals and (10) wedding receptions.
- ✓ Installed new outdoor directional signage for ease of visitor traffic flow.

# HOUSING AND HUMAN SERVICES

## COMMUNITY DEVELOPMENT DIVISION

### Community Development Block Grant

Housing Rehabilitation	28 Households
Head Start	2 Classrooms
Homeless Shelter	105 Persons

### HOME Investment Partnerships Act

Tenant Based Rental	17 Households
CHDO Loans	1 Rental Unit
First-Time Homebuyer Program	7 Homebuyers
Home Replacement Program	5 Households

### Emergency Shelter Grant

Homeless Shelter	105 Persons
Match Savings Program	16 Families

### CDBG Disaster Recovery

First-Time Homebuyer Program	35 Homebuyers
Housing Rehabilitation Program	3 Households
In-Fill Housing Program	4 Rental Units

## HEAD START DIVISION

- ✓ Maintained full enrollment of 153 children during the 2013-2014 school year.
- ✓ All five centers have received renewed licenses from the Department of Children and Families, Licensing Section for the 2013-2014 school year.
- ✓ Terrebonne Parish School District has included two of the Head Start centers in a grant received from the Louisiana Department of Education, "Striving Readers Comprehensive Literacy" Grant. The purpose of the grant is to improve early language and early literacy skills of children from age 0 to 12th grade.

# HOUSING AND HUMAN SERVICES

- ✓ The Rotary Club of Houma has entered into a partnership with the Head Start Program. This partnership allows Rotarians to volunteer in each Head Start Center to read to the children. The Rotary Club of Houma is providing books to all children in Terrebonne Parish, ages 0 to 5, from the Dolly Parton Imagination Library. The Rotarians read those books to the children when they come each month.

## SECTION 8 DIVISION

### DHAP-Ike

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

### 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 300 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 2013, 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 46 families who have signed contracts of participation.

As of December 31, 2013 there were three participants who completed their FSS contracts and collected a total of \$10,094.24 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	43 families	\$22,739
Mortgage	1 family	\$285.81
Homeless	63 Families	\$6,420.00

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### LACAP/LHFA Funds

*We have received three (3) allocations for LIHEAP*

- 1<sup>st</sup>     **\$322,312.82** which assisted **2,050 Families**
  - 2<sup>nd</sup>     **\$49,298.89** which assisted **109 Families**
  - 3<sup>rd</sup>     **\$16,722.93** which assisted **38 Families**
- 

<u>Programs</u>	<u>Clients Served</u>	<u>Funds Expended</u>
<u>Weatherization</u>	19	\$168,646.33
<u>Commodities</u>	959 Families	\$147,181

# HUMAN RESOURCES AND RISK MANAGEMENT

## HUMAN RESOURCES

- ✓ Conducted/presented (3) onsite Fred Pryor Employee/Management one-day seminars on various topics dealing with making the transition from staff to supervisor, Microsoft Excel Basics, team-building, mentoring, & coaching skills for managers & supervisors which trained approximately 119 employees/managers.
- ✓ Chaired the fourth annual "Fill a Box, Feed a Family" TPCG employee Thanksgiving Food Drive that collected (131) 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. In 2013 the parish donated 5,632 items to our local food bank in addition to a monetary donation of \$219.
- ✓ 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 149 job vacancies, processed 224 new full-time/part-time hires, 257 terminations, and 1,825 employment applications in 2013.
- ✓ 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 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 2013 hurricane season.
- ✓ Completed the 4th TPCG "Biggest Loser" competition to encourage all employees to eat healthy and get fit. We had 27 employees participate and of those how weighted out, at the end of the 15 weeks, lost a total of 98 lbs which is 5.29% of the total body fat.
- ✓ Conducted the third annual "Give a Toy, Get a Smile" toy drive in which over 400 toys were given to the Schriever 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 Complying with the Americans with Disabilities Act Employment Provisions, How to Handle Employee Complaints & Retaliation, Guns, Cigarette, & Politics-Off Duty Conduct as Workplace Problems, and Legally Avoiding Bad Hires conducted by Mr. Fred Preis, an employment law attorney.
- ✓ Continued adding part-time recreation officials to the parish's payroll in accordance with Federal tax laws. Completed 2013 with a total of 223 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 2013.

# HUMAN RESOURCES AND RISK MANAGEMENT

## RISK MANAGEMENT

- ✓ Managed monthly Departmental Safety Meetings to discuss accountability for losses and claims.
- ✓ Continued 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.
- ✓ Continued close monitoring of Vendor/Contractor/ Tenant Insurance requirements in order to shift liability exposure away from the Parish.
- ✓ Hosted 9th Annual Employee Health Fair held for employees in order to promote wellness prevention in employee lifestyles.
- ✓ Maintained a cost-effective program for Health Care Benefits by stabilizing costs to employees.
- ✓ Reduced number of 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 monitored the cause and effect of Workers' Compensation claims and developing resolutions to any hazards, which may have contributed, to such incidents.
- ✓ Continued to reduce Workers' Compensation claims by aggressively managing the claim and implementing return to work procedures.
- ✓ \$110,083 in Subrogation Claims were collected.

# JUVENILE JUSTICE CENTER

- ✓ Certified employees in CPR, First Aid, and AED use.
- ✓ Certified Assistant Director as a CPR, First Aid, and AED in-house instructor.
- ✓ Held training in (PREA) Prison Rape Elimination Act, Verbal De-escalation, Mental Health, Suicide Prevention, Conflict Resolution, Safe Crisis Management, Documentation, and Liability.
- ✓ Certified Training Officer as a certified in-house PREA instructor.
- ✓ Staff Completing 12+ hours of Safe Crisis Management re-certification for Use of Force and verbal de-escalation.
- ✓ Programs Director and one Senior Juvenile Associate certified as a Safe Crisis Management Instructors in Richmond Kentucky.
- ✓ Obtained State Licensing for juvenile detention centers on July 1, 2013. To do so required compliance with over 250 standards.
- ✓ Further expanded in house youth behavior program which has reduced the overall need for confinements.
- ✓ Purchased a Wii game system for in house rewards and physical activity on inclement weather days.
- ✓ Completed the policy and procedures called for in the provisions of Department of Justice. In 100% compliance as of February 15, 2013. Conclusion of oversight is expected in April or May of 2014.
- ✓ Utilize grant for LCLE to purchase laptop, to enhance our technology for our in-house staff training room.
- ✓ Replaced a tempered water pump for heating.
- ✓ Replaced the compressor on our second chiller. Both are now less than three years old.
- ✓ Completed a data driven monthly reporting mechanism for critical events to include:
  - Use of Force
  - Critical Incidents-Performance Measures
  - Classification-Performance Measures
  - Suicide Precautionary Measures-Performance Measures
  - Isolation-Performance Measures
  - Monthly Altercation Aggregate
  - Updated Training Aggregate

# PARISH ATTORNEY

- ✓ Continued 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.
- ✓ 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 2013, the Legal Department:
  - Assisted with land rights acquisitions for capital improvement projects including:
    - Shrimpers Row Pump Station and Drainage Project
    - Bayou Gardens to Bayou Blue Roadway Extension Phase II
    - CCC Ditch Improvements Project
    - Ashland North and Ward 7 Levee Project
    - 1-1B Drainage Project
    - Westside Blvd Phase III
    - Hollywood Road Widening
- ✓ Defended Saltwater Injection Well litigation and assisted with ongoing legislative and regulatory efforts.
- ✓ Participated in drafting Community Development Block Grant In-Fill Housing Contracts.
- ✓ 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.
- ✓ Provided legal counsel to all council committees, Regular Council meetings, the Terrebonne Parish Veteran's Memorial District, the Board of Adjustments, the Employee Grievance Board and all departments of the parish administration.
- ✓ Assisted 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-two (32) cases in litigation closed in 2013.



# OFFICE OF HOMELAND SECURITY AND EMERGENCY PREPAREDNESS

- ✓ Established Public & Private Partnerships with local industry.
- ✓ Identified and pre-planned all critical infrastructure and key resources with Terrebonne Parish.
- ✓ Became certified as a National Weather Service “Storm Ready” community to help lower our community flood insurance rating.
- ✓ Continued updating and improving the Terrebonne Parish All Hazards Plan.
- ✓ Worked with State and Parish Officials for Mass Casualty and Fatality Planning.
- ✓ Purchased Shortwave Radio Equipment through Homeland Security Grant Program (HSGP).
- ✓ Increased CERT Volunteer participation to assist with emergencies.
- ✓ Coordinated the purchase of Urban Search and Rescue (USAR) Equipment for the local Fire Departments and Terrebonne Parish Sheriff’s Office.
- ✓ Received approval for phase 1 for the Safe House building.
- ✓ Implemented construction plans of the New Emergency Operations Center building.

# PARKS AND RECREATION

## RECREATION

- ✓ Provided a variety of supervised self-directed sporting competitions for the residents of the parish.
- ✓ The sports provided were:
  - Youth Basketball (Girls and Boys)
  - Youth Softball (Girls)
  - Youth Baseball (Boys)
  - Youth Cheerleading (Girls)
  - Youth Football (Boys)
  - Youth Volleyball (Girls)
  - Basketball (Men)
  - Softball (Women and Men)
- ✓ Increased registration and participation of the Youth and Adult programs, the biggest increase came in Youth Cheerleading and Football.
- ✓ Girls and Boys Basketball All-Star teams competed at the State and National Levels.
  - Girls 12 yrs old Biddy Basketball Team won the Championship
  - 8 yrs old and 10 yrs old girls participated in the national tournament.
  - 8 yrs old boys' basketball team was the only boy's team to participate in the national tournament, they placed 2<sup>nd</sup>.

## SPECIAL OLYMPICS

- ✓ Provided recreational opportunities for special needs citizens of the parish.
- ✓ Terrebonne Special Olympics Athletes Participated in:
  - Aquatics
  - Basketball
  - Bocce
  - Bowling
  - Softball
  - Track/Field.

## PARKS AND GROUNDS

- ✓ Provided for grass cutting and maintenance at the following parks: Coteau, Grand Bois, Mandalay, Mulberry and Presque Isle.

# PLANNING AND ZONING

- ✓ Created sustainable planning efforts by the issuance of Building Permits, and development of Long-Term plans.
  - Parish Council adopted Vision 2030 Comprehensive Plan
  - Number of building permits issued 2,267
  - Number of permits for new residential construction 316
  - Number of permits for mobile homes issued 274
  - Number of building permits for new commercial construction 145
  - Number of permits for renovations, additions, or certificate of occupancy 1,532
  - Number of applications for subdivisions, redivisions or property, raw land sales 87
  - Number of applications for zoning map amendments, house occupations and planned building group approved 21
  - Number of applications for structural variance 40
  
- ✓ Created an orderly development of the Terrebonne Parish Public Cemeteries.
  - Number of adult pauper burials 2
  - Number of infant pauper burials 2
  - Number of funeral homes handling pauper burials 3
  - Cost of infant pauper burials (\$300.00) \$600
  - Cost of adults pauper burials (\$500.00) \$1,000
  - Total Cost \$1,600
  
- ✓ Enhanced the quality of life in Terrebonne Parish by focusing on the following projects:
  - Development of Bayou Sport Park
  - Southdown Loop Bike Trail
  - Westside Loop Bike Trail
  - Fireman’s Skate and Bike Park
  - Design Finalized for Bulb-Outs on Main Street
  - Construct bulb-Outs and install new street lights along Main Street
  
- ✓ Promoted tourism with the utilization of BP Tourism Recovery Grants
  - Construct Wayfinding signage throughout Terrebonne parish including Gateway signs
  - Promote Terrebonne Parish as the Saltwater Fish Capital of the World with media ads and promotions
  - Promoted and sponsored Best of the Bayou Festival, Rou Ga Rou Festival and Voice of the Wetlands Festival

## PLANNING AND ZONING

- ✓ Promoted non-structural flood protection within special flood hazard areas of Terrebonne Parish
  - Elevated 20 structures to DFIRM+1
  - Completed first Severely Repetitive Loss Grant (SRL)
  - Received Hazard Mitigation applications for an additional 65 structures
  - Buyout program identified 24 eligible properties to be bought out
  - Flood Ordinance amendment outreach completed
  - Seek additional Hazard Mitigation Assistance funds
  - Collaborated with UNO to conduct Federally funded special flood hazard survey in two high risk communities; Senator Circle and Roberta Grove
  - Started a major regulatory effort to bring non-compliant floodplain structures into compliance with NFIP through Community Assistance Visit (over 300 structures)
  - Received 10 year renewal of State License for storm water system with a clean audit
  - Work with NFIP/FEMA/State personnel to improve Community Rating System from Class 6 to Class 5
  - Provide on-line building permit application processing with on-line approval
  
- ✓ Integrate “My Permits Now” permitting software with our GIS, 911, and Tax Assessor Software

# PUBLIC WORKS

## DIRECTOR'S OFFICE

### ✓ **Contracts Signed & Recorded - Total Processed – 117**

○ Engineer & Architect Contracts	-	19
○ Construction Contracts	-	14
○ Substantial Completions		13
○ Change Orders	-	36
○ Amendments	-	10
○ Acts of Servitudes		13
○ Cooperative Agreement	-	1
○ Geotechnical Investigation Agreement	-	4
○ Hold Harmless Agreement	-	3
○ Mitigation Agreement	-	1
○ Reimbursement Agreement	-	1
○ Right of Way Services	-	1
○ Supplemental Agreement		1

### ✓ **Letters of No Objection: Received 114 applications**

○ Completed	-	106
○ Objections	-	5
○ Pending	-	3

## CAPTIAL PROJECTS & ENGINEERING

### ✓ **Completed construction on the following Capital Projects:**

- Bayou Gardens Extension (Coteau to Bayou Blue) – Phase 1 (Embankment)
- Summerfield Pump Station
- Denley Road Turn Lane and Light at Industrial Blvd.
- Bayou Dularge Bridge
- Ashland Outfall Canal
- Upper Montegut Automatic Bar Screen Cleaners
- Hollywood Road Clearing and Grubbing
- St. Ann Bridge
- Island Road Shoulders
- Baroid Pump Station
- 1-1B, CCC Ditch Crossings (Phase 3)

### ✓ **Initiated construction on the following Capital Projects:**

- Hollywood Road – 4 Lane (311 to MLK/Tunnel Blvd.) - Roadway
- Hollywood Road – 4 Lane (311 to MLK/Tunnel Blvd.) – Private Utility Phase
- Modifications to the Southdown-Summerfield Watershed
- St. Louis Canal Culvert Crossings at Westview Drive

# PUBLIC WORKS

- Shrimpers Row Pump Station
- Bayou LaCarpe Conveyance Channels (Phase D-1)
- 1-1B, Phase 3A, (CCC Ditch Widening Bayou Gardens Blvd. to Darlene St.)
- 1-1B, Phase 1B, SLB (SLC to Country Estates Drive)
- Ashland North Levee Improvements & Extension
- Ward 7 Levee Elevation +10 (East Houma Surge to Bayou Neuf PS)
- Jail Roof
- Jail Door Locks
- North Campus Infrastructure

## ✓ **New Projects:**

- Highridge Levee
- Bonanza Pump Station Improvements
- Isle of Cuba Pump Station Analysis
- Bayou Chauvin Dredging
- Bayou Gardens Extension (Coteau to Bayou Blue) – Phase 2 (Roadway)
- Bonanza Pump Station Improvements (HMGP)
- Upper Little Caillou PS Replacement (HMGP)
- St. Louis Canal Road Drainage Project (HMGP)
- Westside Drive Drainage Project
- Hollywood Road Drainage Project
- Westside Blvd. Phase 3 (MLK to Hwy 311 Bridge)
- Westside Blvd. Bridge (over Bayou Terrebonne near Cannata's)
- Rosemarie Drive Water Main
- Emergency Operations Center
- Safe Room
- Transit Parking Expansion

## **PUBLIC WORKS OPERATIONS**

### **Roads & Bridges:**

#### ✓ **Bridge Maintenance:**

- Perform monthly inspection of selected bridges as per OSBP requirements.
- Buquet Bridge – Replaced shafts, couplings, gears, bearings.
- Theriot Bridge – Replaced ball-screw jacks for more reliability.
- Pontoon Bridge Replacement – Currently in design phase.
- St. Ann Bridge Replacement Project - Complete.
- St. Eloi Bridge – Constructed new bridge in Bayou Dularge.
- Federal Off-System Bridge Program – Programmed Carroll Street and Boquet Street Bridges for replacement.

# PUBLIC WORKS

## **Traffic Control Signs and Pavement Markings Maintenance:**

- ✓ Completed all signs with “retro reflectivity - Prismatic High Intensity” on major roadways according to MUTCD guidelines.
- ✓ 2011-2012 parish-wide traffic control sign inventory currently has 14,281 regulatory and warning signs.
- ✓ Completed large street name sign installation at all major intersections having mast arm poles in East Houma. West Houma is ongoing and scheduled for completion in 2014.
- ✓ Laptops - Field data is complete and are now training users.
- ✓ Sign Shop – Continue removal and replacement of meter posts as requested by HPD and Council.
- ✓ Bike Route – Installed pavement markings and signs for designated route.

## **Downtown Houma’s Historical District Annual Sidewalk Maintenance Project:**

- ✓ Updated down town Houma’s Historical District. Painting project included compliance with ordinances relative to: Parking Zones, Radius Curbing, Handicap Zones, and Fire Hydrant restricted zones.
- ✓ Cleanest City Contest – Vegetation and Roads Divisions participated in program.

## **Capital Projects:**

- ✓ 2012 Asphalt Road Maintenance project completed in 2013. Approximately 1.4 million dollars in street repairs.
- ✓ Westside Blvd. – Main Street to MLK.
- ✓ Valhi Blvd. – Equity to Savanne Road.
- ✓ Industrial Blvd. at Denley Road – Constructed new intersection with traffic signals.
- ✓ North Hollywood at Alma – Constructed new turn lane and updated traffic signals.

## **Other Accomplishments:**

- ✓ Conducted Annual Fire Extinguisher Inspection.
- ✓ Perform and document Monthly Boat Launch Inspections.
- ✓ Precision Concrete Cutting repaired sidewalk surface area on St. Charles near Terrebonne High School Stadium.

# PUBLIC WORKS

## VEGETATION

- ✓ Beautification:
  - Coordinated tree planting on Civic Center Blvd. with Tree Board.
- ✓ Vegetation Control:
  - I.T. completed database for mapping vegetation maintenance routes.
  - Updated database for mapping areas under maintenance contract.
- ✓ Miscellaneous:
  - Purchased 4 side-boom mowers.
  - Increased acreage for maintenance contractor.
- ✓ Mosquito Control
  - Targeted Larvicide Program to reduce West Nile. Results were less than 2012 average.

## FORCED DRAINAGE

- ✓ Pumps Stations:
  - D-9 (Ashland) – Project Complete.
  - D-60 (Ashland North) – Completed – Increased system reservoir and pump capacity by using Landfill pumps/ponds.
  - D-13 (Industrial) - Complete
    - Added pump to improve capacity and reliability.
    - Replaced farmer's pump from station with 48" low-lift type pump from Summerfield.
  - D-24 (Baroid) - Complete
    - Replaced pump station.
    - Increased capacity.
  - D-29 (Summerfield) - Complete
    - Replaced pump station.
    - Increased capacity.
  - D-43 (Crozier) – Complete - Added self priming pump.
  - D-55 (Geraldine Rd) - Replaced and refurbished pump.
- ✓ Levees:
  - Repaired bulkhead at Marmande siphon in D-18 Bayou Dularge system.
  - Boudreaux Canal / Ward 7 – Increase Levee stability and added Recreation area.
- ✓ Miscellaneous:
  - Completed 70 % employee training for Wonderware programming.
  - Cleaned and excavated Wal-Mart reservoirs to improve flow.
  - D-Street - Excavated ditch to create additional reservoir.
  - Snagged and cleared outfall ditches in Lake Houma.



# PUBLIC WORKS

## GRAVITY DRAINAGE

- ✓ In House Projects:
  - Placed 1,000 “Drain to Bayou” fish stickers (MS-4).
  - Completed 106 culvert installations.
  - Completed the digging of 297 roadside and lateral ditches.
  
- ✓ Road Crossings:
  - Completed road crossing at Ouiski Bayou Dr.
  
- ✓ Surveying:
  - Surveyed first floor elevations of all pump stations.
  - Completed elevation survey of levees to begin comparing with previous year.
  
- ✓ Drainage Improvement Measures:
  - Removed the trees from Bayou Terrebonne and Bayou Dularge.
  - 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.
  - Continuance of bayou and roadside cleaning of litter and debris.
  - Menard Road – Cleaned 600 feet of 60 inch culverts through fabrication yard to improve street flooding; 21 truckloads of sand were removed from the pipe.
  
- ✓ Miscellaneous:
  - Maintained a perfect status @ 100% on the Dashboard Safety Program.

## TRANSIT

- ✓ Replaced the 400 MHz bus radio system with the new 7-800 MHz interoperable radios.
- ✓ Upgraded Surveillance system and downtown bus station with color cameras
- ✓ Purchased and installed a new electronic diagnostic station for heavy duty and medium duty vehicles at the Transit Maintenance Facility.
- ✓ Purchased and placed in service a new forklift for the Transit Maintenance Facility and conducted forklift certification training for employees.
- ✓ Implemented a new Transit Employee Safety Awareness program.

# PUBLIC WORKS

## FLEET MAINTENANCE

- ✓ Renewed our Lubricants and Fluids Contract for Year 2014
- ✓ Renewed our Used Oil Recovery Program for Year 2014
- ✓ Fleet Maintenance has successfully reached our 2013 Goal for 100% Staffing
- ✓ Fleet Maintenance has doubled the number of Qualified State Inspectors (DOT Vehicle Inspections) to 4 to better serve our user Departments.
- ✓ Fleet Maintenance completed all Mandatory Training (Ethics) per HR Directive.
- ✓ Fleet Maintenance personnel have received training in the maintenance and operation of CNG Fueled Vehicles

## GOVERNMENT BUILDINGS

- ✓ City Court
  - Replaced Sally port garage door and access controls.
  - Renovated several offices which involved removal of all wall covering and painting.
  - Cleaned entire outside of building.
  - Cleaned and restriped parking lot.
  
- ✓ Old Courthouse
  - Completed improvements requested by Clerk of Court.
  - Painted public restrooms.
  - Replaced flooring in first floor area.
  - Replaced one air handler in basement.
  - Replaced hot water circulation pump system.
  - Wind Hardening is still in the works.
  - Had trustees clean the exterior of the building.
  
- ✓ Government Tower
  - Created new office space for TPCG Customer Service.
  - Renovated space to accommodate Registrar of voters.
  - Exterior of building cleaned.
  - Parking garage and parking lot were both cleaned and restriped.
  - Wind Hardening is still in the works.
  - Several key components of HVAC system were replaced.
  
- ✓ Annex
  - Assisted TPSO with renovating of Property Tax Collection office.
  - Participated in securing generator to run entire facility. To be completed in 2014.
  - Assisted the DA's office with replacement of flooring and ceiling throughout numerous offices.
  - Identified several areas of water leaks. Corrected several. More waterproofing of facility to take place in 2014.
  - Assisted TPSO with improvements to the old Registrar of Voters space.

# PUBLIC WORKS

- ✓ I.T. Building
  - Installed secondary A/C system for server room.
  - Secured prices for storm shutters. To be completed in early part of 2014.
  
- ✓ Morgue
  - Resolved issues concerning portable refrigerator trailer.
  - Installed gate and fence to property.
  - Identified bad generator and set up emergency stand-by if needed.
  
- ✓ Ashland Jail
  - New roof system installed.
  - New walk-in cooler and freezer installed.
  - Two new chillers installed.
  - New boiler installed.
  - New doors and locks installed throughout. Project is about 90% complete.
  - Drainage pump system was purchased and will be in place in early part of 2014.
  
- ✓ Head Start
  - Replaced flooring at Church Street location.
  - Replaced playground equipment that was under warranty at all locations.
  - Replaced rooftop HVAC at Church Street location.
  
- ✓ Other
  - Established new policy for the public usage of tables and chairs from the Municipal Auditorium.
  - Reviewed and updated departmental Hurricane Plan and Procedures.
  - Awarded new Janitorial Service contracts.
  - Assisted Best of the Bayou with electrical service needs. Big success this year.
  - Assisted Administration with accommodations for St. Mathews during their new construction of their church.

## POLLUTION CONTROL

- ✓ Engineering Contracts Awarded
  - Duet and Bergeron Streets Sewer Force Mains Relocations
  - NWTP Primary Effluent and Return Activated Sludge Pump Upgrades
  - Replacement of the 60 inch effluent pipe at South Wastewater Treatment Plant
  
- ✓ Construction Contracts Awarded
  - TPCG Pollution Control Roof Replacement and Vehicle Storage Building Expansion
  - Gibson-Jarvis Community Sewer Improvements

# PUBLIC WORKS

- North WWTP Equalization Pond Biosolids Removal (Contract #4)
- Package Sewer Plant Replacement for the Indian Ridge Site
- Package Sewer Plant Replacement for the 146 Hooper Lane Dulac Site

✓ Projects Completed in 2013

- Southdown Sewer Holding Basin No. 2 Aerators and Electrical Modifications
- Renovations of Ashland North 1, Ashland North 2, Ashland South Lift Stations
- Renovation of Cleveland 2, East Park/Palm, Moffet/Saia, Riley and Smithridge 1 Sewer Lift Stations
- North WWTP Equipment Replacement (Contract #3)
- Reinforcement of South Wastewater Treatment Plant Levees for erosion control and driving suitability.
- New Sewer Force Main from James Road to Patriot Point Sewer Lift Stations and Replace Pile Bents at South WWTP
- New Septage Disposal Facility at North WWTP
- Re-direction of Flows from Elysian and Chabert Medical Center Sewer Lift Station to Ashland Sewer Lift Station
- Re-direction of the Village East Sewer Lift Station Force Main to the Airbase Lift Station.
- Installation of a new Westside Boulevard Major Sewer Lift Station
- Renovations of the Routier and Winn Dixie Lift Stations
- Emergency Generator for the Airbase Lift Station

✓ Projects that were a Work-in-Progress

- Re-direction of Flows from Fairlane Pond and provide Lift Station for North Campus Sewers
- Sewerage Facility Plan and Environmental Documents, South of Intracoastal Canal
- South WWTP Wetland Assimilation
- Renovations to the Woodlawn, Carlos, and American Legion Lift Stations
- Infiltration/Inflow Elimination Program

✓ In-house Field Accomplishments

- |   |                             |
|---|-----------------------------|
| ○ Provided Utility Locates for others   | <u>Occurrences</u><br>5,438 |
| ○ Addressed gravity main/manhole issues | 227                         |
| ○ Addressed service line issues         | 570                         |
| ○ Cleaned lift station wet wells        | 175                         |

✓ Outsourced to Maintenance Contractor

- |   |                     |
|---|---------------------|
| ○ Repairs conducted related to elimination of Infiltration/Inflow sources | <u>Number</u><br>64 |
| ○ 36-inch valve installation at North WWTP                                | 1                   |
| ○ Levytown WWTP surge tank replacement                                    | 1                   |
| ○ 18-inch force main and pile supports replacement                        | 1                   |

# PUBLIC WORKS

- Force main repairs 3
- Other collection system infrastructure repairs 65
- Other Treatment system repairs 5
  
- ✓ Asset Acquisitions
  - Video camera and associated equipment for gravity main internal inspections
  - Handheld GPS unit to establish coordinates and integration with GIS mapping
  - Primary settling tank drive chains at North WWTP
  - One (1) 36-inch valve for N WWTP bypass line
  - Two (2) ¾ ton cab and chassis w/ alternate CNG fuel capability
  - One (1) ½ ton pick-up truck

# UTILITIES

## ANIMAL CONTROL

- ✓ Increase the live release rate from 19% to 21%
- ✓ Continue low-cost spay/neuter program and complete an additional 1,000 procedures per year
- ✓ Continue social media (Facebook) presence and target increase in Followers from 5,000 to 6,000
- ✓ Continue efforts on new shelter facility with anticipated completion in May 2015
- ✓ Continue to capitalize on grant opportunities

## ELECTRIC DISTRIBUTION

- ✓ Replace 16 wood poles on 115 kV transmission with steel
- ✓ Design, bid, and construct Industrial sub-transmission and distribution circuit
- ✓ Replace oil circuit breakers with vacuum breakers – target # of total # replacements warranted
- ✓ Conduct system modeling to improve capacity, efficiency, and reliability
- ✓ Continue / complete system-wide pole survey and complete required replacements
- ✓ Update / validate GIS street lighting data

## ELECTRIC GENERATION

- ✓ Houma Generating Station Conduct turbine valve inspection
- ✓ Houma Generating Station Complete cooling tower support bracket replacements
- ✓ Complete of boiler ductwork repair/replacement
- ✓ Houma Generating Station -Complete Cooling Tower Improvement Repair Project #13-eltg-45
- ✓ Conduct comprehensive electric motor inspection/reconditioning
- ✓ Turbine Governor Controls and Valve Inspection/Repair
- ✓ General & Facility – Comprehensive relay inspection/calibration

## ELECTRIC SUPPLY

- ✓ Develop and maintain new cost tracking and models based on MISO market structure
- ✓ Evaluate economics of Houma Combustion Turbine black-start / peaking generation project
- ✓ Participate with LEPA in development of the Combined Cycle Gas Turbine project.

## GAS DISTRIBUTION

- ✓ Complete Hollywood Road HP gas line relocation
- ✓ Continue Cast Iron Gas Line Replacement Program
  - Bid and construct Rosemary St. area Phase 17
  - Design, bid, and construct Wilson Ave. area Phase 18
  - Design, bid, and construct Connely St. area Phase 19

# UTILITIES

- ✓ Upgrade High St., Marmande, Broussard, and Sunrise regulator stations
- ✓ Upgrade of gas distribution lines in the Dr. Beatrous Rd. area
- ✓ Extend existing distribution lines along Valhi Blvd.

## GIS MAPPING SYSTEM

- ✓ Acquire new aerial photos with minimum 6" pixel resolution in the populated areas and 1' pixel in wooded/marsh areas
- ✓ Complete termination and activation of local ITS network
- ✓ Maintain ArcGIS to the most current version for optimum performance

## SOLID WASTE

- ✓ Complete design and construction of weight scales and office facility project
- ✓ Relocate Schriever Isle of Cuba residential drop off site
- ✓ Continue / complete service account audit
- ✓ Revise TP Solid Waste code provisions to
  - Establish authority and fee for additional residential containers
  - Establish volume rate for green waste
  - Clarify and expand provisions for bulky waste collection
  - Assign containers property owners

# PARISH DIRECTORS AND DEPARTMENT HEADS

## CONTACT INFORMATION

### Terrebonne Parish Consolidated Government

8026 Main Street

Houma, LA 70360

(985) 868-5050

[www.tpcg.org](http://www.tpcg.org)





