

NOTICE OF PUBLIC MEETING



LAFOURCHE PARISH COMMUNICATIONS DISTRICT

Date: January 23, 2020
Time: 1:00 p.m.
Location: **L.P.C.D. PSAP / Conference Room**
111 Dunkleman Dr.
Raceland, LA 70394

BOARD MEETING AGENDA

- 1.) Meeting called to order by Chairman Pitre
- 2.) Pledge of Allegiance to the Flag
- 3.) Roll call by Valerie Adams
- 4.) Comments from the Public
- 5.) Minutes December 5, 2019 Board Meeting
- 6.) Secretary/Treasurer Report
 - a.) December 2019 Financial Reports
 - b.) Louisiana Legislative Auditor Compliance Questionnaire
 - c.) Bourgeois Bennet Auditor Compliance Questionnaire
- 7.) Building Report
- 8.) New Business
 - A.) 2020 Travel Training Authorization
 - a. Central Square 2020 Las Vegas, NV March 17-20, 2020
 - b. Louisiana APCO NENA Symposium, Lake Charles, LA April 6-8 2020
 - c. NENA 2020 Long beach, CA June 13-18, 2020
 - d. APCO 2019 Orlando, FL August 2-5, 2020
 - e. Gulf Coast Conference Orange Beach, LA October 10-14, 2020
- 9.) Old Business
- 10.) Chairman's Report
- 11.) Administrator's Report
 - a.) December 2019 PSAP Reports
- 12.) Comments from Board Members
- 13.) Adjourn

LAFOURCHE PARISH COMMUNICATIONS DISTRICT

4 year term

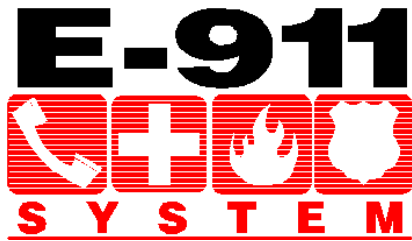
7 - Member Board

RS 33:9103 created

Act 1029 / 1999 Legislative Session

Ordinances: 1484,1519,1523,1541,1880,1896, and 1904

<u>BOARD MEMBERS</u>	<u>DATE APPOINTED</u>	<u>TERM EXPIRES</u>
Sec./Treas. Deborah G. Gautreaux P.O. Box 489 129 West 33 rd St. Cut Off, LA 70345 798-7259 hm, 632-7192 wk 637-1664 or 291-1664 cell e-mail: lad1@viscom.net Administrator Lafourche Ambulance District	10/26/04 re-appt 10/14/08 re-appt 11/13/2012 re-appt 1/10/2017	10/26/08 South Lafourche 10/13/2012 11/12/2016 1/9/2021
Vice Chairman Christopher "Chris" Boudreaux 743 Highway 20 Thibodaux, LA 70301 633-2147 hm 537-7603, 532-8174 wk, 637-5195 cell e-mail: chrisb@lafourchegov.org Lafourche Parish Council EOC Manager	1/13/05 (replacement) re-appt 9/23/08 re-appt 9/24/2012 re-appt 9/26/2017	1/13/09 Lafourche Parish Council 9/23/2012 9/23/2016 9/27/2021
Mark Fontenot 113 Alma St Thibodaux, LA 70301 447-8732 hm, 448-0618 wk, 448-0619 fax e-mail: stjohn410@hotmail.com	11/6/04 re-appt 3/10/09 re-appt 3/26/2013 re-appt 3/14/2017	11/6/08 North Lafourche 3/9/2013 3/25/2017 3/13/2021*
Tom Simons 210 Davis Drive Thibodaux, LA 70301 448-5865 wk, 287-1745 cell e-mail: t.simons@ci.thibodaux.la.us City of Thibodaux/Emergency Preparedness/Risk Manager	9/22/2015	9/22/2019 City of Thibodaux
Chairman Reggie Pitre 2124 S Alex Plaisance Blvd Golden Meadow, LA 70357 475-5213 or 379-6433 cell e-mail: chief@townofgoldenmeadow.com Chief - Town of Golden Meadow	9/11/2012 re-appt 12/13/2016	9/10/2016 12/12/2020 Town of Golden Meadow
Eric Benoit 338 Myrtle Drive Lockport, LA 70374 wk 532-8174 cell 985-709-1900 e-mail: ericb@lafourchegov.org Employed Lafourche Parish Council	April 24, 2012 re-appt April 12, 2016	April 23, 2016 April 11, 2020 Central Lafourche
Zina Sampey 720 Seventh St Lockport, LA 70374 e-mail: z.sampey@yahoo.com	9/12/17	9/11/2021 Town of Lockport



Lafourche Parish
Communications District

P.O. Box 1157, Raceland, LA 70394
Phone (985) 537-3580 Fax (985) 537-6906

**Lafourche Parish Communications District
2020 Meeting Dates**

Meeting Time: 1:00 PM

Location:

**Lafourche Parish Communications District
111 Dunkleman Drive
Raceland, LA 70394**

Thursday, January 16, 2020 **Rescheduled** January 23, 2020

Thursday, April 2, 2020

Thursday, July 2, 2020

Thursday, October 1, 2020

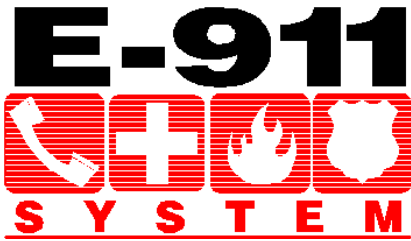
Thursday, December 3, 2020

Lafourche Parish Communications District Board 2019 Meeting Attendance

Board Member	Jan.	April	July	Nov	Dec
Date of Meeting	<u>1/24/2019</u>	<u>4/4/2019</u>	<u>7/11/2019</u> <u>Canceled</u>	<u>11/13/2019</u>	<u>12/5/2019</u>
Debbie Gautreaux South Lafourche	A	P		P	A
Chris Boudreaux Lafourche Parish Council	P	P		P	P
Mark Fontenot North Lafourche	P	P		P	A
Eric Benoit Central Lafourche	A	A		P	P
Reggie Pitre Town of Golden Meadow	P	P		P	P
Tom Simons City of Thibodaux	P	P		P	P
Zina Sampey Town of Lockport	A	P		A	A

P / Present

A / Absent



Lafourche Parish Communications District

P.O. Box 1157, Raceland, LA 70394
Phone (985) 435-2105 Fax (985) 537-6906

December 5, 2019 Board Meeting Minutes

Chairman Reggie Pitre opened the Public Hearing on the 2020 Proposed Budget of the Lafourche Parish Communications District at 1:00 PM. The meeting was held in the Lafourche Parish Communications District's Conference Room, 111 Dunkleman Dr. Raceland.

Chairman Pitre called any public comments. No public comments were presented.

Mr. Eric Benoit moved for motion to close the Public Hearing of the 2020 Proposed Budget. The motion was seconded by **Mr. Tom Simmons.** No discussion. Motion carried with no dissenting votes.

Chairman Pitre called the meeting of the Lafourche Parish Communications District to order at 1:01 PM.

Mr. Benoit led the Pledge of Allegiance.

Chairman Pitre called for **Roll Call** by **Katie Zeringue.**

Board Members recorded as present:

Tom Simons Eric Benoit Reggie Pitre Chris Boudreaux

Absent: Zina Sampey Mark Fontenot Deborah Gautreaux

Also Present: Katie Zeringue Administrator

Chairman Pitre called for **Comments from the Public.**

No public comments presented.

Chairman Pitre called for **Approval of the November 13, 2019 Board Meeting Minutes.**

Mr. Benoit moved for a motion to accept the November 13, 2019 minutes as written. The motion was seconded by **Mr. Simmons.** No discussion. Motion carried with no dissenting votes.

Chairman Pitre called for the **Secretary/Treasurer's Report.**

Mrs. Zeringue presented the **November 2019 financial reports.**

Mr. Boudreaux moved for a motion approving the -November 2019 financial reports as presented. The motion was seconded by **Mr. Simmons.** No discussion. Motion carried with no dissenting votes.

Mrs. Zeringue presented the **Proposed 2019 Amended Budget.**

Mr. Boudreaux moved for a motion approving the Proposed 2019 Amended Budget. The motion was seconded by **Mr. Benoit.** No Discussion. Motion carried with no dissenting votes.

Mrs. Zeringue presented the **Proposed 2020 Budget.**

Mr. Benoit moved for a motion approving the Proposed 2020 Budget. The motion was seconded by **Mr. Boudreaux.** No Discussion. Motion carried with no dissenting votes.

Mrs. Zeringue presented the Louisiana Legislative Auditors Statewide Agreed Upon Procedures. Discussion.

Mr. Boudreaux moved for a motion to accept the Louisiana Legislative Auditors Statewide Agreed Upon Procedures. Seconded by Mr. Benoit. No discussion.

Chairman Pitre called for the **Building Report.**

Mrs. Zeringue advised there was none.

Chairman Pitre called for **New Business**

Chairman Pitre called for **Election of Officers.**

Mr. Boudreaux moved for a motion nominating Reggie Pitre as Chairman. Seconded by Mr. Benoit. No discussion. Motion carried with no dissenting votes.

Chairman Pitre moved for a motion nominating Chris Boudreaux as Vice-Chairman. Seconded by Mr. Benoit. No Discussion. Motion carried with no dissenting votes.

Mr. Simmons moved for a motion nominating Deborah Gautreaux as Secretary/Treasurer. Seconded by Mr. Benoit. No discussion. Motion carried with no dissenting votes.

Chairman Pitre called for **Old Business.**

Ms. Zeringue advised there was none.

Chairman Pitre called for **Chairman's Report.**

Chairman Pitre wishes everyone a Happy Holiday and commended Ms. Zeringue and staff for a job well done.

Chairman Pitre suggests that he would like to see a 4% increase for Administrator effective on January 1, 2020

Mr. Simmons moved for a motion to approve the 4% increase for Administrator. The motion was seconded by Mr. Boudreaux. Motion carried with no dissenting votes. Discussion.

Chairman Pitre called for **Administrator's Report.**

Ms. Zeringue presented the November 2019 PSAP Reports.

Ms. Zeringue presented the **2020 Board Meeting Dates.**

Mr. Simmons moved for a motion to accept the 2020 Board Meeting dates with January 2, 2020 meeting being moved to January 16, 2020. Seconded by Mr. Boudreaux. No Discussion. Motion carried with no dissenting votes.

Chairman Pitre called for **Comments from Board Members.**

All board members exchanged holiday greetings.

Mr. Boudreaux moved for a motion to adjourn. The motion was seconded by Mr. Benoit. No discussion. Motion carried with no dissenting votes. The meeting was adjourned at 1:25 PM.

Reggie Pitre, Chairman

Deborah Gautreaux, Secretary/Treasurer

Katie Zeringue, Administrator

Lafourche Parish Communications District
Profit & Loss Prev Year Comparison
January through December 2019

	Jan - Dec 19	Jan - Dec 18	\$ Change	% Change
Income				
Interest Earnings	4,341.66	4,404.06	-62.40	-1.4%
Miscellaneous Income	13,437.67	10,570.39	2,867.28	27.1%
Service Charge - Wireless	945,041.59	952,150.71	-7,109.12	-0.8%
Service Charge - Wireline	509,193.97	535,583.54	-26,389.57	-4.9%
Service Charge Prepaid Wireless	237,850.81	248,906.77	-11,055.96	-4.4%
Service Charge - Wireline	1.25	0.00	1.25	100.0%
Total Income	1,709,866.95	1,751,615.47	-41,748.52	-2.4%
Expense				
Accounting/Auditing Fees	13,000.00	13,000.00	0.00	0.0%
Advertising	369.24	562.25	-193.01	-34.3%
Bond Debt Interest	36,890.00	42,130.00	-5,240.00	-12.4%
Bond Debt Principal	210,000.00	0.00	210,000.00	100.0%
Building expenditures	67,891.37	0.00	67,891.37	100.0%
Building expense	2,999.40	0.00	2,999.40	100.0%
Building expense/Rental	34.00	77,578.83	-77,544.83	-100.0%
Capital expenditures	0.00	-16,823.70	16,823.70	100.0%
Compensated Absences	0.00	718.00	-718.00	-100.0%
Depreciation Expense	0.00	155,146.00	-155,146.00	-100.0%
Equipment maintenance	81,771.15	80,211.43	1,559.72	1.9%
Gas/Mile/Auto Maintenance	889.65	1,494.86	-605.21	-40.5%
Health Insurance	128,891.85	113,451.35	15,440.50	13.6%
Liability Insurance	68,028.06	59,930.57	8,097.49	13.5%
Maintenance Contracts	130,037.47	182,260.28	-52,222.81	-28.7%
Mapping	55,350.00	16,020.66	39,329.34	245.5%
Medical Expense	145.00	0.00	145.00	100.0%
Memberships/dues/subscriptions	1,454.80	4,900.38	-3,445.58	-70.3%
Miscellaneous	0.00	1,302.58	-1,302.58	-100.0%
Oper/Clean supply	17,174.22	15,862.94	1,311.28	8.3%
Payroll Expenses	702,876.22	708,275.53	-5,399.31	-0.8%
Postage and Freight	265.00	298.00	-33.00	-11.1%
Professional Fees	4,773.20	2,927.71	1,845.49	63.0%
Public Education	1,518.89	2,029.99	-511.10	-25.2%
Reconciliation Discrepancies	0.05	-0.05	0.10	200.0%
Rental Equipment	1,444.56	1,165.72	278.84	23.9%
Telephone Service Charge	370,750.16	334,290.02	36,460.14	10.9%
Travel and training	17,174.39	37,131.17	-19,956.78	-53.8%
Wireless Phase I	43,642.04	17,583.30	26,058.74	148.2%
Total Expense	1,957,370.72	1,851,447.82	105,922.90	5.7%
Net Income	-247,503.77	-99,832.35	-147,671.42	-147.9%

Lafourche Parish Communications District
Profit & Loss Budget vs. Actual
 January through December 2019

	Jan - Dec 19	Budget	\$ Over Budget	% of Budget
Income				
Interest Earnings	4,341.66	4,150.00	191.66	104.6%
Miscellaneous Income	13,437.67	13,197.67	240.00	101.8%
Revenue Bond Proceeds	0.00	0.00	0.00	0.0%
Service Charge - Wireless	945,041.59	950,000.00	-4,958.41	99.5%
Service Charge - Wireline	509,193.97	507,000.00	2,193.97	100.4%
Service Charge Prepaid Wireless	237,850.81	238,000.00	-149.19	99.9%
Service Charge - Wireline	1.25			
Total Income	1,709,866.95	1,712,347.67	-2,480.72	99.9%
Expense				
Accounting/Auditing Fees	13,000.00	13,000.00	0.00	100.0%
Advertising	369.24	500.00	-130.76	73.8%
Bond Debt Interest	36,890.00	37,215.00	-325.00	99.1%
Bond Debt Principal	210,000.00	210,000.00	0.00	100.0%
Building expenditures	67,891.37	75,000.00	-7,108.63	90.5%
Building expense	2,999.40			
Building expense/Rental	34.00			
Capital expenditures	0.00	0.00	0.00	0.0%
Employee Uniforms	0.00	0.00	0.00	0.0%
Equipment maintenance	81,771.15	70,500.00	11,271.15	116.0%
Gas/Mile/Auto Maintenance	889.65	1,000.00	-110.35	89.0%
Health Insurance	128,891.85	115,000.00	13,891.85	112.1%
Legal	0.00	0.00	0.00	0.0%
Liability Insurance	68,028.06	68,100.00	-71.94	99.9%
Maintenance Contracts	130,037.47	120,000.00	10,037.47	108.4%
Mapping	55,350.00	60,000.00	-4,650.00	92.3%
Medical Expense	145.00	300.00	-155.00	48.3%
Memberships/dues/subscriptions	1,454.80	3,000.00	-1,545.20	48.5%
Miscellaneous	0.00	0.00	0.00	0.0%
Oper/Clean supply	17,174.22	17,500.00	-325.78	98.1%
Payroll Expenses	702,135.22	705,000.00	-2,864.78	99.6%
Postage and Freight	265.00	400.00	-135.00	66.3%
Professional Fees	4,773.20	4,000.00	773.20	119.3%
Public Education	1,518.89	1,550.00	-31.11	98.0%
Reconciliation Discrepancies	0.05			
Rental Equipment	1,444.56	1,500.00	-55.44	96.3%
Telephone Service Charge	370,750.16	351,500.00	19,250.16	105.5%
Travel and training	17,174.39	19,000.00	-1,825.61	90.4%
Wireless Phase I	43,642.04	37,500.00	6,142.04	116.4%
Total Expense	1,956,629.72	1,911,565.00	45,064.72	102.4%
Net Income	-246,762.77	-199,217.33	-47,545.44	123.9%

**LOUISIANA COMPLIANCE QUESTIONNAIRE
(For Audit Engagements of Governments)**

Dear Chief Executive Officer:

Attached is the Louisiana Compliance Questionnaire that is to be completed by you or your staff. This questionnaire is a required part of a financial audit of Louisiana state and local government agencies. The completed and signed questionnaire must be presented to and adopted by the governing body, if any, of your organization by means of a formal resolution in an open meeting. Independently elected officials should sign the document, in lieu of such a resolution.

The completed and signed questionnaire and a copy of the adoption instrument, if appropriate, **must be given to the auditor at the beginning of the audit.** The auditor will, during the course of his/her regular audit, test the accuracy of the responses in the questionnaire. It is not necessary to return the questionnaire to the Legislative Auditor's office.

Certain portions of the questionnaire may not be applicable to your organization. In such cases, it is appropriate to mark the representation "not applicable." However, you must respond to each applicable representation. A 'yes' answer indicates that you have complied with the applicable law or regulation. A 'no' answer to any representation indicates a possible violation of law or regulation and, as such, should be fully explained. These matters will be reviewed by the auditor during the course of his/her audit. Please feel free to attach a further explanation of any representation.

Your cooperation in this matter will be greatly appreciated.

Sincerely,

Daryl G. Purpera, CPA, CFE
Louisiana Legislative Auditor

Enclosure

**LOUISIANA COMPLIANCE QUESTIONNAIRE
(For Audit Engagements of Government Agencies)**

December 31, 2019 (Date Transmitted)

Bourgeois Bennett (CPA Firm Name)
1340 W. Tunnel Blvd, Suite 226 (CPA Firm Address)
Houma, LA 70360 (City, State Zip)

In connection with your audit of our financial statements as of December 31, 2019
and for January 1-December 31, 2019
(period of audit) for the purpose of expressing an opinion as to the fair presentation of our financial statements in accordance with accounting principles generally accepted in the United States of America, to assess our internal control structure as a part of your audit, and to review our compliance with applicable laws and regulations, we confirm, to the best of our knowledge and belief, the following representations. These representations are based on the information available to us as of December 31, 2019 (date completed/date of the representations).

PART I. AGENCY PROFILE

1. Name and address of the organization.

Lafourche Parish Communications District
P.O. Box 1157/111 Dunkleman Drive
Raceland, LA 70394

2. List the population of the municipality or parish based upon the last official United States Census or most recent official census (municipalities and police juries only). Include the source of the information.

n/a

3. List names, addresses, and telephone numbers of entity officials. Include elected/appointed members of the governing board, chief executive and fiscal officer, and legal counsel.

Chairman- Reggie Pitre, 2124 Alex Plaisance Blvd, Golden Meadow, 70357/985-475-5213
Vice Chairman-Chris Boudreaux, 743 Hwy 20, Thibodaux, 70301/985-537-7603
Secretary/Treasurer-Deborah Gautreaux, PO Box 489, Cut Off, 70345/985-798-7259
Board Member-Eric Benoit, 338 Myrtle Drive, Lockport 70374/985-532-8174
Board Member-Mark Fontenot, 113 Alma St, Thibodaux, 70301/985-447-8732
Board Member-Zina Sampey, 720 Seventh St, Lockport 70374 / 719-237-5180
Board Member-Tom Simons, 310 West 2nd Street, Thibodaux 70301/985-446-7290

Board Member Roster in Front of 2019 Minute Book & Attached to this form

4. Period of time covered by this questionnaire.

January 1-December 31, 2019

5. The entity has been organized under the following provisions of the Louisiana Revised Statute(s) (R.S.) and, if applicable, local resolutions/ordinances.

RS 33:9103/Act 1029 (1999 Legislative Session)/Act 531 (2009) Legislative Session)

6. Briefly describe the public services provided.

Advanced 911 Telephone Service for Lafourche Parish

7. Expiration date of current elected/appointed officials' terms.

See Roaster Attached

LEGAL COMPLIANCE

PART II. PUBLIC BID LAW

8. The provisions of the public bid law, R.S. Title 38:2211-2296, and, where applicable, the regulations of the Division of Administration, State Purchasing Office have been complied with.

- A) All public works purchases exceeding \$157,700 have been publicly bid.
- B) All material and supply purchases exceeding \$30,000 have been publicly bid.

Yes [x] No []

]

PART III. CODE OF ETHICS LAW FOR PUBLIC OFFICIALS AND PUBLIC EMPLOYEES

9. It is true that no employees or officials have accepted anything of value, whether in the form of a service, loan, or promise, from anyone that would constitute a violation of R.S. 42:1101-1124.

Yes [x] No []

10. It is true that no member of the immediate family of any member of the governing authority, or the chief executive of the governmental entity, has been employed by the governmental entity after April 1, 1980, under circumstances that would constitute a violation of R.S. 42:1119.

Yes [x] No []

PART IV. LAWS AFFECTING BUDGETING

11. We have complied with the budgeting requirements of the Local Government Budget Act (R.S. 39:1301-15) R.S. 39:33, or R.S. 39:1331-1342, as applicable:

A. Local Budget Act

- 1. We have adopted a budget for the general fund and all special revenue funds (R.S. 39:1305).
- 2. The chief executive officer, or equivalent, has prepared a proposed budget that included a budget message, a proposed budget for the general fund and each special revenue fund, and a budget adoption instrument that specified the chief executive's authority to make budgetary amendments without approval of the governing authority. Furthermore, the proposed expenditures did not exceed estimated funds to be available during the period (R.S. 39:1305).
- 3. The proposed budget was submitted to the governing authority and made available for public inspection at least 15 days prior to the beginning of the budget year (R.S. 39:1306).
- 4. To the extent that proposed expenditures were greater than \$500,000, we have made the budget available for public inspection and have advertised its availability in our official journal. The advertisement included the date, time, and place of the public hearing on the budget. Notice has also been published certifying that all actions required by the Local Government Budget Act have been

completed (R.S. 39:1307).

5. If required, the proposed budget was made available for public inspection at the location required by R.S. 39:1308.

6. All action necessary to adopt and finalize the budget was completed prior to the date required by state law. The adopted budget contained the same information as that required for the proposed budget (R.S. 39:1309).

7. After adoption, a certified copy of the budget has been retained by the chief executive officer or equivalent officer (R.S. 39:1309).

8. To the extent that proposed expenditures were greater than \$500,000, the chief executive officer or equivalent notified the governing authority in writing during the year when actual receipts plus projected revenue collections for the year failed to meet budgeted revenues by five percent or more, or when actual expenditures plus projected expenditures to year end exceeded budgeted expenditures by five percent or more (R.S. 39:1311).

9. The governing authority has amended its budget when notified, as provided by R.S. 39:1311. (Note, general and special revenue fund budgets should be amended, regardless of the amount of expenditures in the fund, when actual receipts plus projected revenue collections for the year fail to meet budgeted revenues by five percent or more; or when actual expenditures plus projected expenditures to year end exceed budgeted expenditures by five percent or more. State law exempts from the amendment requirements special revenue funds with anticipated expenditures of \$500,000 or less, and exempts special revenue funds whose revenues are expenditure-driven - primarily federal funds-from the requirement to amend revenues.)

n/a enterprise fund

Yes [] No []

B. State Budget Requirements

1. The state agency has complied with the budgetary requirements of R.S. 39:33.

n/a enterprise fund

Yes [] No []

C. Licensing Boards

1. The licensing board has complied with the budgetary requirements of R.S. 39:1331-1342.

Yes [] No []

PART V. ACCOUNTING, AUDITING, AND FINANCIAL REPORTING LAWS

12. We have maintained our accounting records in such a manner as to provide evidence of legal compliance and the preparation of annual financial statements to comply with R.S. 24:513 and 515, and/or 33:463.

Yes [x] No []

13. All non-exempt governmental records are available as a public record and have been retained for at least three years, as required by R.S. 44:1, 44:7, 44:31, and 44:36.

Yes [x] No []

14. We have filed our annual financial statements in accordance with R.S. 24:514, and 33:463 where applicable.

Yes [x] No []

15. We have had our financial statements audited in a timely manner in accordance with R.S. 24:513.

Yes [x] No []

16. We did not enter into any contracts that utilized state funds as defined in R.S. 39:72.1 A. (2); and that were subject to the public bid law (R.S. 38:2211, et seq.), while the agency was not in compliance with R.S. 24:513 (the audit law).

Yes [x] No []

17. We have complied with R.S. 24:513 A. (3) regarding disclosure of compensation, reimbursements, benefits and other payments to the agency head, political subdivision head, or chief executive officer.

Yes [x] No []

18. We have remitted all fees, fines, and court costs collected on behalf of other entities, in compliance with applicable Louisiana Revised Statutes or other laws.

Yes [x] No []

PART VI. MEETINGS

19. We have complied with the provisions of the Open Meetings Law, provided in R. S. 42:11 through 42:28.

Yes x] No []

PART VII. ASSET MANAGEMENT LAWS

20. We have maintained records of our fixed assets and movable property records, as required by R.S. 24:515 and/or 39:321-332, as applicable.

Yes [x] No []

PART VIII. FISCAL AGENCY AND CASH MANAGEMENT LAWS

21. We have complied with the fiscal agency and cash management requirements of R.S. 39:1211-45 and 49:301-327, as applicable.

Yes [x] No []

PART IX. DEBT RESTRICTION LAWS

22. It is true we have not incurred any long-term indebtedness without the approval of the State Bond Commission, as provided by Article VII, Section 8 of the 1974 Louisiana Constitution, Article VI, Section 33 of the 1974 Louisiana Constitution, and R.S. 39:1410.60-1410.65.

Yes [x] No []

23. We have complied with the debt limitation requirements of state law (R.S. 39:562).

Yes [x] No []

24. We have complied with the reporting requirements relating to the Fiscal Review Committee of the State Bond Commission (R.S. 39:1410.62).

Yes [x] No []

PART X. REVENUE AND EXPENDITURE RESTRICTION LAWS

25. We have restricted the collections and expenditures of revenues to those amounts authorized by Louisiana statutes, tax propositions, and budget ordinances.

Yes [x] No []

26. It is true we have not advanced wages or salaries to employees or paid bonuses in violation of Article VII, Section 14 of the 1974 Louisiana Constitution, R.S. 14:138, and AG opinion 79-729.

Yes [x] No []

27. It is true that no property or things of value have been loaned, pledged, or granted to anyone in violation of Article VII, Section 14 of the 1974 Louisiana Constitution.

Yes [x] No []

PART XI. ISSUERS OF MUNICIPAL SECURITIES

28. It is true that we have complied with the requirements of R.S. 39:1438.C.

Yes [x] No []

PART XI. QUESTIONS FOR SPECIFIC GOVERNMENTAL UNITS

Parish Governments

29. We have adopted a system of road administration that provides as follows:

- A. Approval of the governing authority of all expenditures, R.S. 48:755(A).
- B. Development of a capital improvement program on a selective basis, R.S. 48:755.
- C. Centralized purchasing of equipment and supplies, R.S. 48:755.
- D. Centralized accounting, R.S. 48:755.
- E. A construction program based on engineering plans and inspections, R.S. 48:755.
- F. Selective maintenance program, R.S. 48:755.
- G. Annual certification of compliance to the auditor, R.S. 48:758.

Yes [x] No []

School Boards

30. We have complied with the general statutory, constitutional, and regulatory provisions of the Louisiana Department of Education, R.S. 17:51-400.

Yes [] No []

31. We have complied with the regulatory circulars issued by the Louisiana Department of Education that govern the Minimum Foundation Program.

Yes [] No []

32. We have, to the best of our knowledge, accurately compiled the performance measurement data contained in the following schedules and recognize that your agreed-upon procedures will be applied to such schedules and performance measurement data:

Parish school boards are required to report, as part of their annual financial statements, measures of performance. These performance indicators are found in the supplemental schedules:

- Schedule 1, General Fund Instructional and Support Expenditures and Certain Local Revenue Sources
- Schedule 2, Class Size Characteristics

We have also, to the best of our knowledge, accurately compiled the performance measurement data contained in the following schedules, and recognize that although the schedules will not be included in the agreed-upon procedures report, the content of the schedules will be tested and reported upon by school board auditors in the school board performance measures agreed-upon procedures report:

- Education Levels of Public School Staff
- Experience of Public Principals, Assistant Principals, and Full-time Classroom Teachers
- Public School Staff Data: Average Salaries

We understand that the content of the first two schedules will be tested and reported upon together.

Yes [] No []

Tax Collectors

33. We have complied with the general statutory requirements of R.S. 47.

Yes [] No []

Sheriffs

34. We have complied with the state supplemental pay regulations of R.S. 40:1667.7.

Yes [] No []

35. We have complied with R.S. 13:5535 relating to the feeding and keeping of prisoners.

Yes [] No []

District Attorneys

36. We have complied with the regulations of the DCFS that relate to the Title IV-D Program.
Yes [] No []

Assessors

37. We have complied with the regulatory requirements found in R.S. Title 47.
Yes [] No []

38. We have complied with the regulations of the Louisiana Tax Commission relating to the reassessment of property.
Yes [] No []

Clerks of Court

39. We have complied with R.S. 13:751-917 and applicable sections of R.S. 11:1501-1562.
Yes [] No []

Libraries

40. We have complied with the regulations of the Louisiana State Library.
Yes [] No []

Municipalities

41. Minutes are taken at all meetings of the governing authority (R.S. 42:20).
Yes [] No []

42. Minutes, ordinances, resolutions, budgets, and other official proceedings of the municipalities are published in the official journal (R.S. 43:141-146 and A.G. 86-528).
Yes [] No []

43. All official action taken by the municipality is conducted at public meetings (R.S. 42:11 to 42:28).
Yes [] No []

Airports

44. We have submitted our applications for funding airport construction or development to the Department of Transportation and Development as required by R.S. 2:802.
Yes [] No []

45. We have adopted a system of administration that provides for approval by the department for any expenditures of funds appropriated from the Transportation Trust Fund, and no funds have been expended without department approval (R.S. 2:810).
Yes [] No []

46. All project funds have been expended on the project and for no other purpose (R.S. 2:810).
Yes [] No []

47. We have certified to the auditor, on an annual basis, that we have expended project funds in accordance with the standards established by law (R.S. 2:811).
Yes [] No []

Ports

48. We have submitted our applications for funding port construction or development to the Department of Transportation and Development as required by R.S. 34:3452.
Yes [] No []

49. We have adopted a system of administration that provides for approval by the department for any expenditures of funds made out of state and local matching funds, and no funds have been expended without department approval (R.S. 34:3460).
Yes [] No []

50. All project funds have been expended on the project and for no other purpose (R.S. 34:3460).
Yes [] No []

51. We have established a system of administration that provides for the development of a capital improvement program on a selective basis, centralized purchasing of equipment and supplies, centralized accounting, and the selective maintenance and construction of port facilities based upon engineering

plans and inspections (R.S. 34:3460).

Yes [] No []

52. We have certified to the auditor, on an annual basis, that we have expended project funds in accordance with the standards established by law (R.S. 34:3461).

Yes [] No []

Sewerage Districts

53. We have complied with the statutory requirements of R.S. 33:3881-4159.10.

Yes [] No []

Waterworks Districts

54. We have complied with the statutory requirements of R.S. 33:3811-3837.

Yes [] No []

Utility Districts

55. We have complied with the statutory requirements of R.S. 33:4161-4546.21.

Yes [] No []

Drainage and Irrigation Districts

56. We have complied with the statutory requirements of R.S. 38:1601-1707 (Drainage Districts); R.S. 38:1751-1921 (Gravity Drainage Districts); R.S. 38:1991-2048 (Levee and Drainage Districts); or R.S. 38:2101-2123 (Irrigation Districts), as appropriate.

Yes [] No []

Fire Protection Districts

57. We have complied with the statutory requirements of R.S. 40:1491-1509.

Yes [] No []

Other Special Districts

58. We have complied with those specific statutory requirements of state law applicable to our district.

Yes [x] No []

The previous responses have been made to the best of our belief and knowledge. We have disclosed to you all known noncompliance of the foregoing laws and regulations, as well as any contradictions to the foregoing representations. We have made available to you documentation relating to the foregoing laws and regulations.

We have provided you with any communications from regulatory agencies or other sources concerning any possible noncompliance with the foregoing laws and regulations, including any communications received between the end of the period under examination and the issuance of this report. We acknowledge our responsibility to disclose to you and the Legislative Auditor any known noncompliance that may occur subsequent to the issuance of your report.

Secretary _____ Date

Treasurer _____ Date

President _____ Date

Lafourche Parish Communications District
QUESTIONNAIRE
December 31, 2019

Please complete this questionnaire and return to me along with your records.

1. Please give a description on how you process deposits (who, how often, supporting information), write checks (signatures, use of purchase orders, etc), record them into your records, reports given to board members for approval, who receives bank statements, who reconciles the bank statements and is there approval of the reconciliation, and any other procedures you feel are important. Deposits are done by the Administrator Katie Zeringue, Administrative Assistant Valerie Adams or the Operations Supervisor Kissy Pitre when checks are received. All income is deposited into Capital One Investment Acct #882214753. Money is then transferred as needed from the General Fund as needed for payments of invoices. Money is also transferred bi-weekly from the General Fund to the Payroll Account. Invoices are paid at least once a month and approved by the Board all checks require two signatures. Payroll checks are written bi-weekly and signed by administration or board members. Administrative staff cannot sign any check payable to themselves. Bank statements are printed, by one of the administrative staff and initialed and reconciled by the Administrator or the Administrative Assistant the Secretary Treasurer reviews and initials the reconciled statements. Financial reports are provided quarterly to the board and approved at board meetings
2. Does the Chairman or other designated member of the Board (someone that does not have bookkeeping responsibilities) review unopened bank statements? Is this review evidenced in writing? Bank Statements are opened, reviewed and initialed by a member of administrative staff that is not reconciling the statement. After each statement is reconciled it is approved by a board member.
3. Indicate whose signatures are required on checks for all checking accounts. All checks require two signatures
4. Did you receive any federal funds during the year? **NO**
5. Was there any litigation or threatened litigation against you during the year? If yes, please explain and include any supporting documentation (legal correspondence, etc). **NO**

6. Did you have any of the following: (if yes, please explain)
- a. Sale of assets and agreement to repurchase assets that were previously sold? **NO**
 - b. Guarantees or endorsements? **NO**
 - c. Long term leases with required fixed payments for several years? **NO**
 - d. Projects entered into with other governmental units that require annual payments? **South Central Planning and Development Mapping Updates/\$5,000 annually and Lafourche Parish Assessor for Pictometry Imagery**
 - e. Commitments to purchase large quantities or at prices in excess of market prices prevailing at December 31? **NO**
 - f. Commitments related to expansion or rehabilitation of facilities or to acquire investments or other non-current assets? **NO**
 - g. Noncompliance with laws, regulations, or contract provisions applicable to grants and federal or other governmental financial assistance programs? **NO**
 - h. Financial transactions or arrangements with financial institutions; e.g., oral or written guarantees, open letters of credit, etc? **NO**
 - i. Irregularities and illegal acts involving management or employees that could affect the financial statements? **NO**
 - j. Designation as potentially responsible party by the Environmental Protection Agency? **NO**
7. Are there any material subsequent transactions or events and significant matters unresolved as of December 31? **NO**

8. Were there any transactions with members of the board and/or with their businesses? **NO**
9. Is there any member of the immediate family of a board member or chief executive officer that has been employed by the entity after 4/1/80? **NO**
10. Do you periodically review that your bank accounts are secured for the excess over FDIC insurance by the market value of securities pledged to your accounts by the banks? **YES**
11. Do you have a security agreement executed with your banks for the purpose of protecting your interest in the securities pledged to your accounts? **YES**
12. Were minutes published in the official journal timely after the meetings? **YES**
13. Did you change any insurance policies during the year? Please provide a list of policy types, vendors, and dollar limits of coverage. (Attach sheet). **NO**
14. Did you expend public funds for political advertisements for public officials? **NO**
15. Was any person discriminated against for reasons of race, color, national origin or sex? **NO**
16. Please answer the following questions in comparison with last year for each specific area indicated:
 - a. Cash
 - i. Did you open any new bank accounts or close any accounts? If so, with which bank and what is the account number? **YES**
Closed JP Morgan Chase 000002908926270, deposited into Capital One Investment Account

- ii. Are there any significant decreases or increases in cash? If so, please explain. **NO**

b. Investments

- i. Did you purchase any new investments during the year? If so, what type, and who are they held with? **NO**
- ii. Did the board adopt an investment policy or change the policy in the current year? Please provide a copy of new policy. **NO**

c. Receivables

- i. Are you expecting to receive any money after December 31 that has not been recorded for revenues during the current year? Please explain. **YES, service charges for the 4th quarter and December 2019**

d. Fixed Assets

- i. Have you had any additions to fixed assets? (Any land, furniture, equipment, vehicles, etc. that was purchased during the year for an amount above your capitalization policy.) If so, please attach a list with the date purchased, who from, description, and amount. **YES, See attached**
- ii. Have you had any deletions to fixed assets? If so please indicate on the listing included which assets were deleted, date deleted, and the method of disposal. **YES**
- iii. Did you loan or donate any surplus property to anyone during the year? If so, please provide a list of these assets, and indicate who it was loaned or donated to. **NO**
- iv. Have you taken a physical inventory of you fixed assets? Please indicate date taken. **NO**

- v. Is there any idle or obsolete property on your fixed asset listing? YES
- vi. Were there any major sales of fixed assets sale/leaseback transactions? NO
- vii. Do you have any liens against any of your assets? NO
- viii. Does the entity's vehicles, if any, have public license plates and side markings? N/A

e. Accounts Payables

- i. Do you have any paid or unpaid invoices for services before December 31 that are not recorded as of December 31? If, so please provide a list indicating vendor name, invoice date, invoice amount, description of services, and date to be paid or paid. Monthly invoices for December 2019

f. Debt

- i. Was any debt incurred during the year? If yes, did you obtain approval from the State Bond Commission? Please provide copies of documents. NO
- ii. Do you plan on incurring any debt after December 31? If so, please explain. NO

g. Other Liabilities

- i. Are you aware of any outstanding liabilities at December 31? Monthly invoices for December 2019

h. Revenues

- i. Did you have any new revenue sources during the year (ie, grants, concessions, insurance reimbursements, government reimbursements, etc.)? If so, please explain **NO**
- ii. Was there a change in your millage rate if you have ad valorem taxes? **N/A**
- iii. List all cash/check/money order (cash) collection locations.
P.O. Box 1157 Raceland, LA 70394
111 Dunkleman Drive, Raceland, LA 70394
- iv. List each person responsible for collecting cash and report whether each is (1) bonded, (2) not responsible for depositing the cash in the bank, recording the related transaction, or reconciling the related bank account, and (3) not required to share the same cash register or drawer with another employee.
Majority of the checks are received by mail. Administrative Staff goes to PO. Checks are then given to Admin Asst for opening and entering in spreadsheet. It is then entered into QB for deposit.

i. Payroll

- i. When were the December wages paid to employees?
December 11 & 26, 2019
- ii. Did any employees receive a pay raise? If so, please list who, when it was effective and the amount.

Employee	Date Hire	Increase Dates	From Step	To Step
Jada Ballina	12/16/2015	12/26/2019	5	6
Dawn Clause	8/2/2010	9/26/2019	9	10
Tori Cortez	10/10/2017	10/31/2019	4	5
Brooksy Ledet	5/15/2013	2/27/2019	7	8
April Matherne	5/15/2013	5/20/2019	7	8

Angel Matherne	10/10/2017	10/31/2019	4	5
Kathleen Robichaux	10/10/2017	10/31/2019	4	5
Adriene Ste. Marie	9/1/2014	9/26/2019	6	7

- iii. What was your number of employees for current year and prior year? Please list any terminations or new hires that occurred during the year. Please indicate dates for these changes in employees. 18

Kathleen Mathere-Hire date: 5/28/2019

- iv. Did you pay salary bonuses or retroactive pay increases? **NO**
- v. Did you advance wages to employees? **NO**
- vi. Do you have paid leave time? If so please provide a copy of policy documentations. **YES (Personnel Manual Included)**
- vii. Did you pay employees for annual leave, in lieu of taking such leave, except termination payments? **NO**

j. Expenses

- i. Was there any significant purchase of materials and/or supplies? If so, please provide a list and supporting documentation for any quotes or bids received. **NO**
- ii. Was there any significant repairs or maintenance conducted during the year? If so, please explain. **NO**
- iii. Were there any construction projects started during the year? **NO**

- iv. List person(s) responsible for initiating purchases.
Administrator or Administrative Assistant
- v. List person(s) responsible for processing payments.
Administrator or Administrative Assistant
- vi. List person(s) responsible for adding vendors to the entity's purchasing/disbursement system.
Administrator or Administrative Assistant
- vii. Where are signed checks kept before being mailed, and by whom?
Checks are mailed same day after being paid

17. Are you associated with any legally separate, tax-exempt organizations that meet the following three criteria?

- The economic resources received or held by the separate organization are entirely or almost entirely for your direct benefit.
- You have the ability to otherwise access, a majority of the economic resources received or held by the separate organization.
- You have the ability to otherwise access the economic resources received or held by an individual organization.

If the organization meets the above criteria, please provide the name of the organization, its tax identification number and a brief description of the organization including purpose, how it was organized, etc. **NO**

18. Are there any outside organizations that provide services to your organization that should be considered during our audit? **NO**

19. Are there any significant changes in policies or procedures involved in your operations or administration that were not disclosed in a previous question?
NO

20. Please provide email address of the District and/or the person responsible for the books. **Katie Zeringue, Administrator 985-803-5911 laf911@triparish.net**

21. Please include the date, time and location of board meetings through December 2019. Location: Lafouche Parish Communications District PSAP, 111 Dunkleman Drive, Raceland, LA 70394. All meetings begin at 1:00 pm, Next meeting is scheduled for April 2, 2020.

Signature: _____
Title: _____
Date: _____

Lafourche Parish
Communications District

E-911



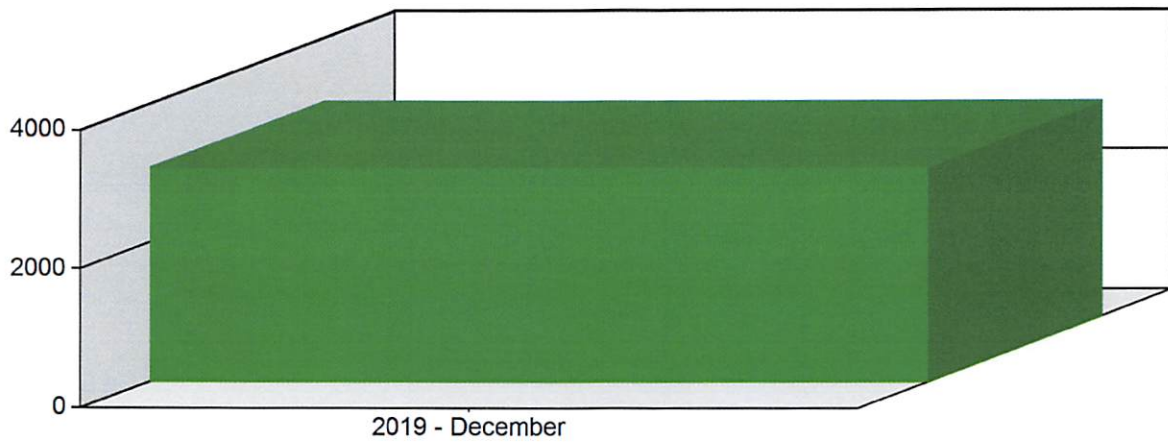
S Y S T E M

Call Volume per Month

From: 12/01/2019 00:00:00
 PSAP: PowerLocate, Undefined
 Line Group/Pool: LG - 9-1-1

To: 12/31/2019 23:59:59

Number of Calls : 3,071



<u>Month</u>	<u>Number of Calls</u>	<u>Percentage (%)</u>	<u>Cumulative (%)</u>
2019 - December	3,071	100.00	100.00
	3,071	100.00	

Lafourche Parish
Communications District

E-911



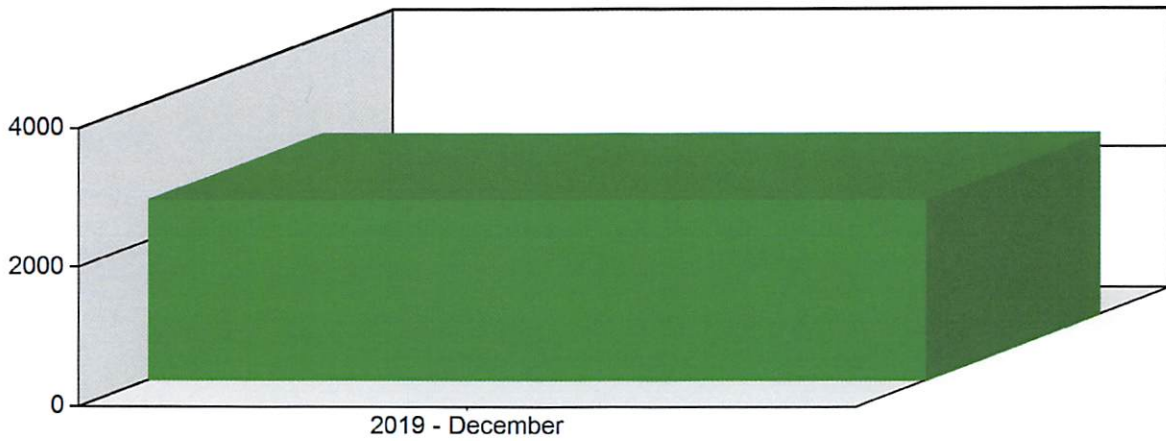
S Y S T E M

Call Volume per Month

From: 12/01/2019 00:00:00
 PSAP: PowerLocate, Undefined
 Line Group/Pool: LG - 9-1-1
 Class of Service: VOIP, WPH1, WPH2, WRLS

To: 12/31/2019 23:59:59

Number of Calls : 2,582



<u>Month</u>	<u>Number of Calls</u>	<u>Percentage (%)</u>	<u>Cumulative (%)</u>
2019 - December	2,582	100.00	100.00
	2,582	100.00	

Lafourche Parish
Communications District

E-911



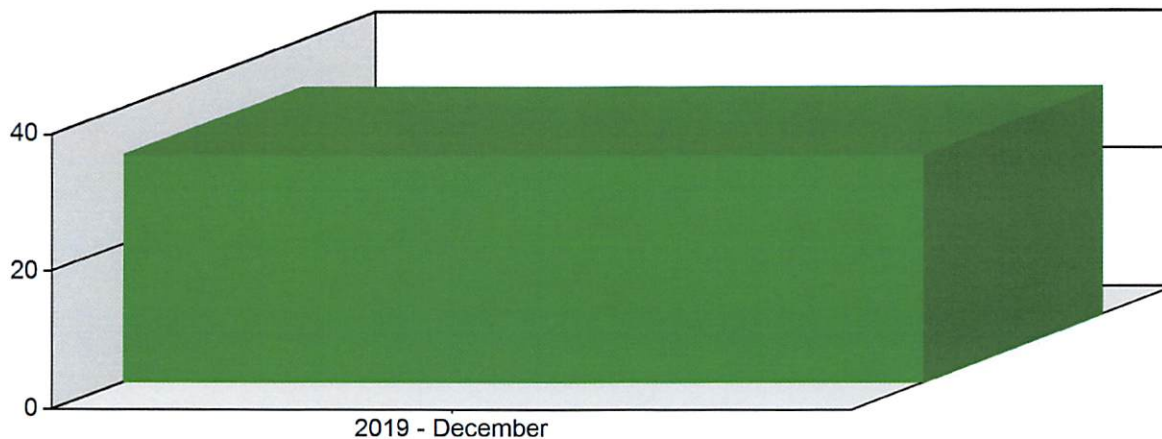
S Y S T E M

Call Volume per Month

From: 12/01/2019 00:00:00
 PSAP: PowerLocate, Undefined
 Line Group/Pool: LG - 9-1-1
 Class of Service: VOIP

To: 12/31/2019 23:59:59

Number of Calls : 33



<u>Month</u>	<u>Number of Calls</u>	<u>Percentage (%)</u>	<u>Cumulative (%)</u>
2019 - December	33	100.00	100.00
	33	100.00	

Lafourche Parish
Communications District

E-911



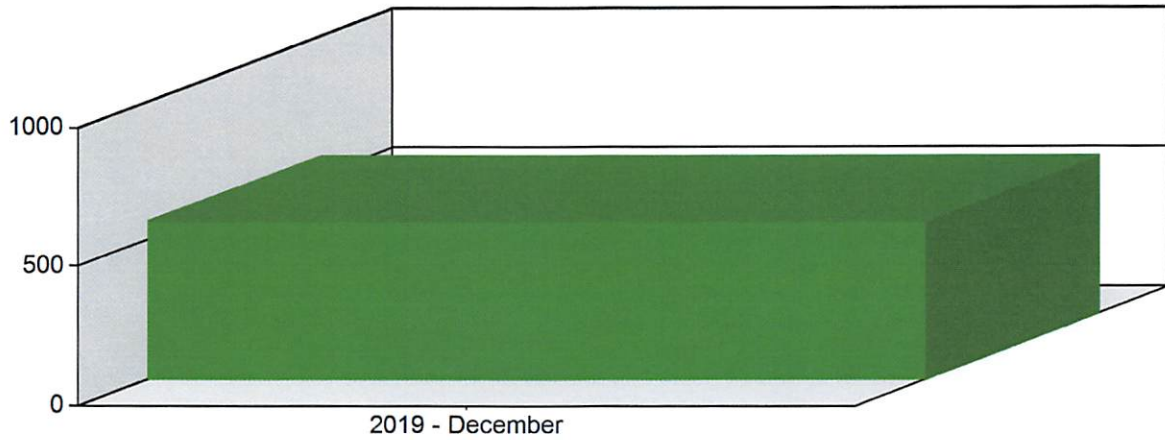
SYSTEM

Call Volume per Month

From: 12/01/2019 00:00:00
 PSAP: PowerLocate, Undefined
 Line Group/Pool: LG - 9-1-1
 Class of Service: WPH1

To: 12/31/2019 23:59:59

Number of Calls : 566



<u>Month</u>	<u>Number of Calls</u>	<u>Percentage (%)</u>	<u>Cumulative (%)</u>
2019 - December	566	100.00	100.00
	566	100.00	

Lafourche Parish
Communications District

E-911



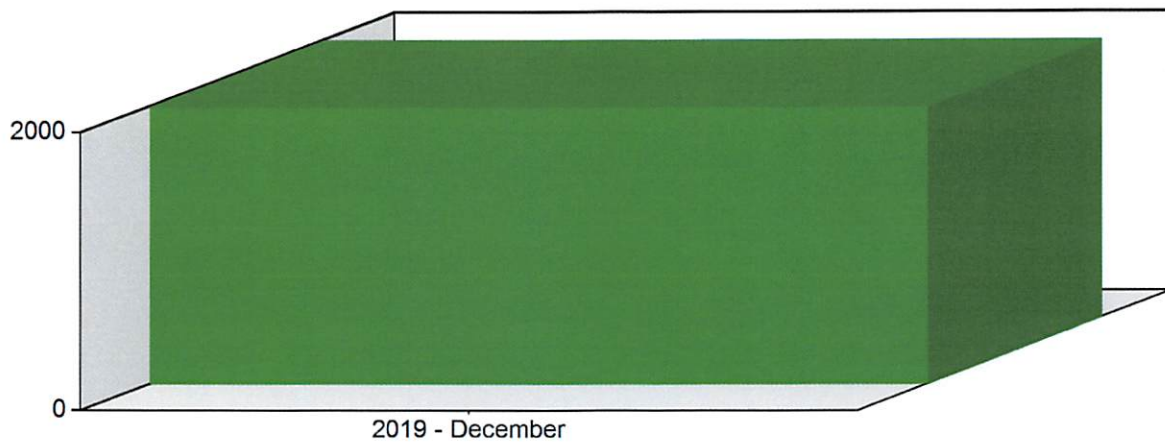
S Y S T E M

Call Volume per Month

From: 12/01/2019 00:00:00
 PSAP: PowerLocate, Undefined
 Line Group/Pool: LG - 9-1-1
 Class of Service: WPH2

To: 12/31/2019 23:59:59

Number of Calls : 1,983



<u>Month</u>	<u>Number of Calls</u>	<u>Percentage (%)</u>	<u>Cumulative (%)</u>
2019 - December	1,983	100.00	100.00
	1,983	100.00	

Lafourche Parish
Communications District

E-911



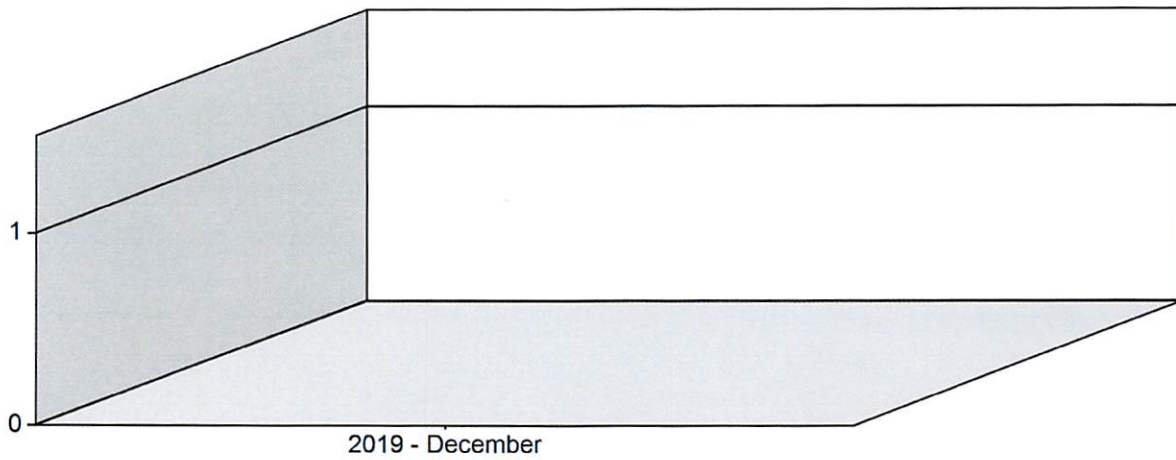
S Y S T E M

Call Volume per Month

From: 12/01/2019 00:00:00
 PSAP: PowerLocate, Undefined
 Line Group/Pool: LG - 9-1-1
 Class of Service: WRLS

To: 12/31/2019 23:59:59

Number of Calls : 0



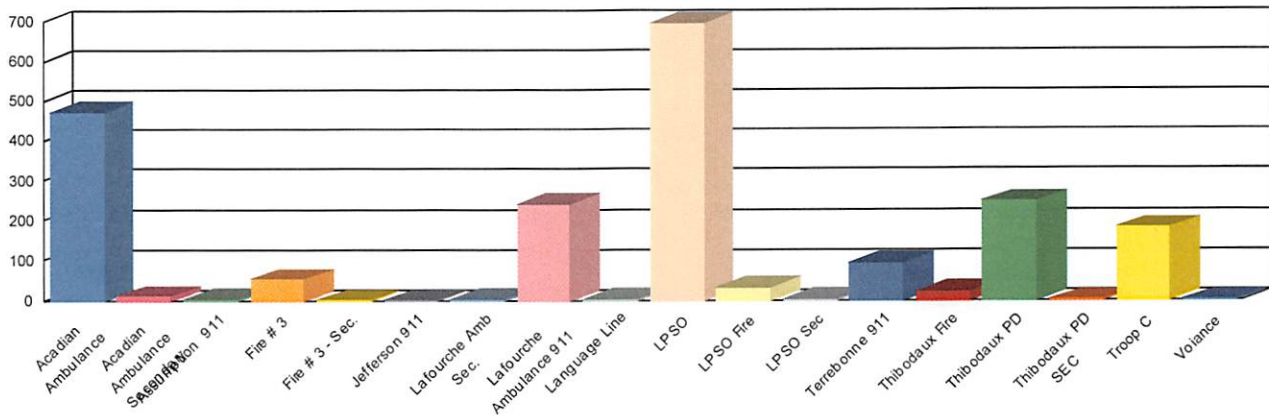
Month	Number of Calls	Percentage (%)	Cumulative (%)
2019 - December	0	0.00	0.00
	0	0.00	



Call Transfer Volume per Agency

From: 12/01/2019 00:00:00 **To:** 12/31/2019 23:59:59
PSAP: PowerLocate, Undefined
Agency: Acadian Ambulance, Acadian Ambulance Secondary, Assumption 911, Fire # 3, Fire # 3 - Sec., Jefferson 911, Lafourche Amb Sec., Lafourche Ambulance, Lafourche Ambulance 911, Lafourche Ambulance Sec, Language Line, LPSO, LPSO Fire, LPSO Sec, Port Commission - Harbor, SO Fire, St Charles 911, Terrebonne 911, Thibodaux Fire, Thibodaux Fire SEC, Thibodaux PD, Thibodaux PD SEC, Troop C, Troop C Secondary, Voiance

Number of Transfers : 2,061



<u>Agency</u>	<u>Number of Calls</u>	<u>Transferred</u>	<u>Percentage (%)</u>
Acadian Ambulance	470	473	22.95
Acadian Ambulance Secondary	11	11	0.53
Assumption 911	4	4	0.19
Fire # 3	53	53	2.57
Fire # 3 - Sec.	1	1	0.05
Jefferson 911	1	1	0.05
Lafourche Amb Sec.	2	2	0.10
Lafourche Ambulance 911	238	241	11.69
Language Line	2	2	0.10
LPSO	689	693	33.62
LPSO Fire	30	30	1.46
LPSO Sec	5	5	0.24
Terrebonne 911	86	93	4.51
Thibodaux Fire	22	22	1.07
Thibodaux PD	246	247	11.98
Thibodaux PD SEC	1	1	0.05
Troop C	180	181	8.78
Voiance	1	1	0.05
		2,061	

Lafourche Parish
Communications District

E-911



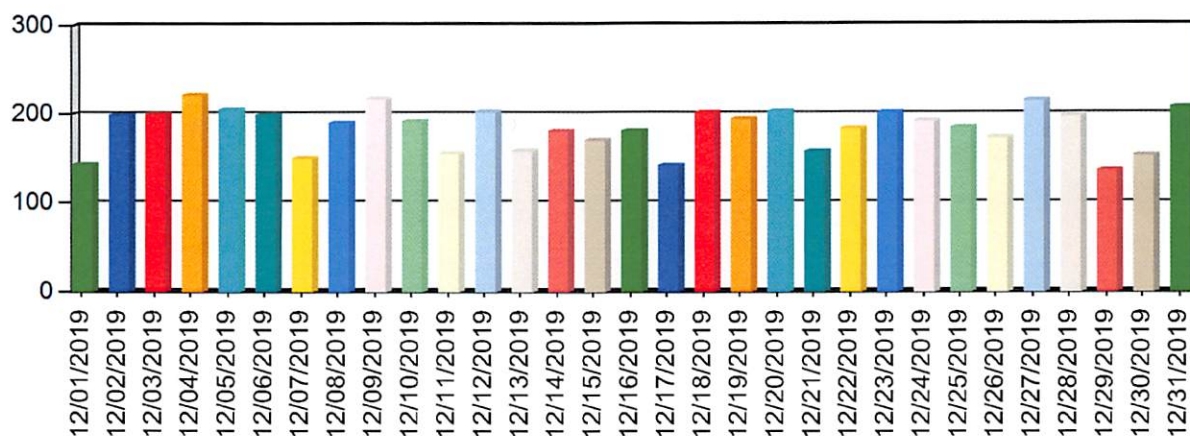
S Y S T E M

Call Volume per Day

From: 12/01/2019 00:00:00
PSAP: PowerLocate, Undefined

To: 12/31/2019 23:59:59

Number of Calls : 5,690



Day	Number of Calls	Percentage (%)	Cumulative (%)
12/01/2019	142	2.50	2.50
12/02/2019	198	3.48	5.98
12/03/2019	199	3.50	9.47
12/04/2019	221	3.88	13.36
12/05/2019	204	3.59	16.94
12/06/2019	198	3.48	20.42
12/07/2019	149	2.62	23.04
12/08/2019	189	3.32	26.36
12/09/2019	217	3.81	30.18
12/10/2019	191	3.36	33.53
12/11/2019	155	2.72	36.26
12/12/2019	202	3.55	39.81
12/13/2019	158	2.78	42.58
12/14/2019	180	3.16	45.75
12/15/2019	170	2.99	48.73
12/16/2019	180	3.16	51.90
12/17/2019	141	2.48	54.38
12/18/2019	201	3.53	57.91
12/19/2019	194	3.41	61.32

<u>Day</u>	<u>Number of Calls</u>	<u>Percentage (%)</u>	<u>Cumulative (%)</u>
12/20/2019	202	3.55	64.87
12/21/2019	157	2.76	67.63
12/22/2019	183	3.22	70.84
12/23/2019	201	3.53	74.38
12/24/2019	192	3.37	77.75
12/25/2019	184	3.23	80.98
12/26/2019	173	3.04	84.02
12/27/2019	215	3.78	87.80
12/28/2019	198	3.48	91.28
12/29/2019	136	2.39	93.67
12/30/2019	153	2.69	96.36
12/31/2019	207	3.64	100.00
	5,690	100.00	

Lafourche Parish
Communications District

E-911



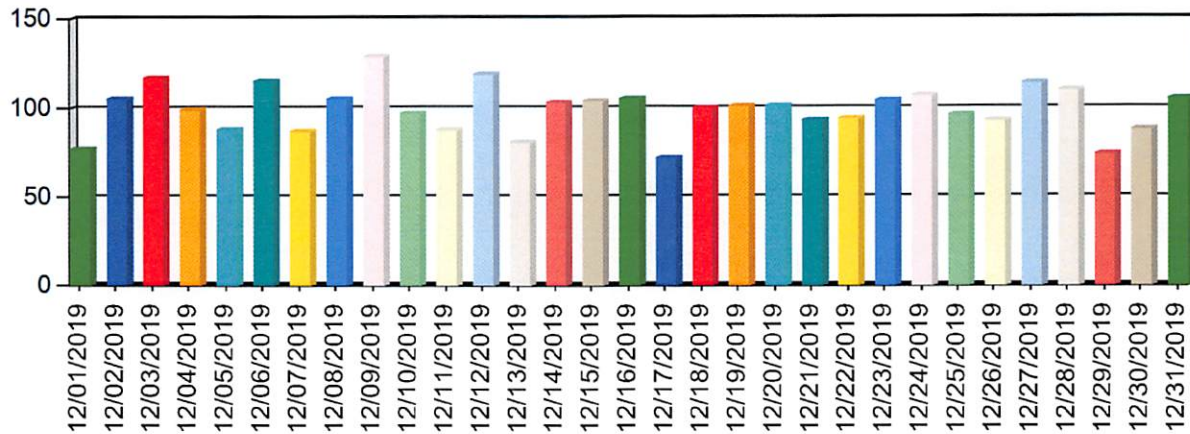
S Y S T E M

Call Volume per Day

From: 12/01/2019 00:00:00
 PSAP: PowerLocate, Undefined
 Line Group/Pool: LG - 9-1-1

To: 12/31/2019 23:59:59

Number of Calls : 3,071



Day	Number of Calls	Percentage (%)	Cumulative (%)
12/01/2019	77	2.51	2.51
12/02/2019	105	3.42	5.93
12/03/2019	117	3.81	9.74
12/04/2019	99	3.22	12.96
12/05/2019	88	2.87	15.83
12/06/2019	115	3.74	19.57
12/07/2019	87	2.83	22.40
12/08/2019	105	3.42	25.82
12/09/2019	129	4.20	30.02
12/10/2019	97	3.16	33.18
12/11/2019	88	2.87	36.05
12/12/2019	119	3.87	39.92
12/13/2019	81	2.64	42.56
12/14/2019	103	3.35	45.91
12/15/2019	104	3.39	49.30
12/16/2019	105	3.42	52.72
12/17/2019	72	2.34	55.06
12/18/2019	100	3.26	58.32

<u>Day</u>	<u>Number of Calls</u>	<u>Percentage (%)</u>	<u>Cumulative (%)</u>
12/19/2019	101	3.29	61.61
12/20/2019	101	3.29	64.90
12/21/2019	93	3.03	67.93
12/22/2019	94	3.06	70.99
12/23/2019	104	3.39	74.37
12/24/2019	107	3.48	77.86
12/25/2019	96	3.13	80.98
12/26/2019	93	3.03	84.01
12/27/2019	114	3.71	87.72
12/28/2019	110	3.58	91.31
12/29/2019	74	2.41	93.72
12/30/2019	88	2.87	96.58
12/31/2019	105	3.42	100.00
	3,071	100.00	