

January 10, 2014

MESSAGE FROM THE BOARD OF TRUSTEES

The Board of Trustees is not at all satisfied with the performance of TLC during the snowstorm of January 2-3, 2014. This was the first **major** storm since the contract was awarded to them in 2011 and we have scheduled a meeting with the TLC supervisor responsible for Heatherwood in order to discuss numerous issues such as prioritization, inadequacy of equipment, inadequacy of staff, and response times to Heatherwood's requests and concerns.

We fully realize TLC's staff was working under extremely difficult heavy snow and windy conditions; however, we are making every effort to ensure a much more satisfactory fulfillment of their contract in the future.