

**Masthope Mountain Community
Board of Directors Meeting
January 21st, 2017**

Transcriber: Kelli Myers
Beach House

8:37 AM Meeting called to order and Pledge of Allegiance said.

Roll Call: Present –Bruno deVinck, Dan Clark, Ed McClary, Foster McCoy, Michele Torre, Peter Torchio, Cynthia Wyatt, Eugene Principe, Jim Fox and Gerhard Buhler.

Absent: James Graziano

Bruno asked for approval of the agenda. Bruno adds the nomination of Nicole Kulmazewski to the Strategic Planning Committee.
Agenda approved unanimously.

Bruno asked for the Approval of the Minutes from the November 19th, 2016 Board of Directors Meeting.
The Minutes were approved unanimously.

Treasurer's Report- for period ending December 31st, 2016. Foster McCoy-see attached.
Treasurer's Report approved unanimously.

Correspondence Report-Dan Clark -Mike Seyfried sent correspondence complimenting the new signage at the four corners. He also has ideas for enhancements at Remembrance Park.

Karen Spano sent a letter addressed to the board that will be discussed in New Business.

Property owner William Crayon sent correspondence that is being addressed by Karen Kilgallen.

Property owner Michael O'Connell would like to go before the Board to discuss a boating issue. An appointment was made for the February board meeting.

Bruno called for Committee Reports

- a. Ski & ATV-Sheldon-all slopes are open. Randy stated that it was a busy weekend for ski. Ski is going well.
- b. Audit-Maria Porter-They continue working on reconciling the ATMs with bookkeeping.

- c. Strategic Plan-Bruno deVinck-explained the process of the survey and how Sheldon set up MMC with Survey Monkey. It was very helpful and had a lot of useful information. There were 463 respondents. 57% of the community consist of 40-69 year olds. 15% are children from 5-15 years old. Most responses were positive toward amenities and staff. Security and activities were a plus to the community. On the negative side, was the food pricing and the overcrowding of the pool. A list will be made of potential volunteers for future events. Most responses were anonymous.
- d. ECC-Peter Torchio-see attached. First issue he wants to address is a property owner complained that the property next to theirs has many vehicles on site. ECC has cited them for several years and nothing has been done. Peter asks the Board if there is some course of action that can be taken. Secondly, there is a house on Andiron that has a bridge that was built without a permit. A fine was issued and ECC wanted to know if it was paid. Thirdly, there was a box on the side of the road that has Excel Homes name on it. He asks if he should write a citation for littering. Randy addresses the second issue first. The issue was that ECC wanted the property owner to tear down the bridge then they would issue the permit to allow the bridge to be rebuilt. Randy explained that that is irrational. A permit was issued and the property owner is still responsible for payment of the fine. The township approved the construction of the bridge. Dan contributed that lines of communication need to remain open between management, committees and the board. Discussion ensued. The garage issue was briefly revisited. Peter would like to add more restrictions to what can lead to or access the two-story garages. He would like to put no breezeways, bridges, etc. Dan and Randy responded that they cannot put this in the rules and regulations. The covenants do not extend that amount of authority to the ECC. Eugene added that a lot of the garages that Peter had taken pictures of are not even two-story garages.
- e. Westcolang Lake Association- Dan Clark-the last meeting was cancelled. They received 1 of 2 reports conducted by AquaLink. Water quality test results are still owed to the Association. All findings show that specimens found in the lake are indigenous to the area except the milfoil. We need to spray the lake every year. All three entities (Fawn Lake, the Village and MMC) need to spray the lake together. We would only have to apply for one permit to spray the lake. Skip asked if they will spray the pond again. Dan added that the overflow from the dam ends up in the snow making pond. People have noticed milfoil surfacing in the pond. Cindy asks if there is enough money in the budget to spray the additional ponds. Dan answered that if there is not, it would come from the contingency line. Bruno asked how big is the snow making pond. Randy answered 10 acres. Dan explained how Randy reached out to the state to ask for permission to draw water from the lake to fill the snow making pond. It was considered exercising the valve of the dam. Permission was granted. This was done for 96 hours, in 48 hour increments. Dam watchers and divers were in place while exercising the valve. The lake barely came down a quarter of an inch. Ice bridges can be a concern of people when drawing down a body of water. Randy explains that ice does not bridge as water decreases. It floats and the ice lowers with the water level. Randy explained how there are three locks in place on the valve. It takes two hours to fill the swamp before getting to the snow making pond. Jim asked if this was done in the past to fill the snow making pond. The answer was yes, many years ago. It is a privilege that they did not want to abuse. Jim asked about what feeds into the little stream near the

old Cuckoo's Nest. Randy answered that he believes that it is fed by Fawn Lake.

- f. Documents-Carl Harrison-The committee is still working on making the Adjacent Lot/Combination Packet more user friendly for property owners. The committee invited the head of ECC to a meeting to discuss the fine schedule for ECC. The Committee continues to analyze the covenants in hopes of making it one document.
- g. Fire Prevention-Jim Fox-spoke with Bill Dehling on Thursday in regards to getting 2 signs for the lower egress points. The company that made those signs are out of business and it is a copyright issue. Bill Dehling will do further research and get back to Jim.
- h. Beautification-Bruno deVinck compliments the committee and the new signage. There have been mixed reactions to the new signs. Dan states that change is difficult for people. Jim asked if the old walls are coming down. Randy said that they can; it is up to the board. Dan reminds everyone that Cindy Wyatt is not the chair any longer but is still an active member of the committee. The committee needs to find a chair. Cindy stated that most of the members are present at this meeting. She does not have time to organize and attend all of the committee meetings. Jim asked if we could do a miniature sign on the bottom of Masthope Plank Road. Randy responded yes and agreed that the sign currently in place needs to be updated.

President's Report-Dan Clark-not much to report, correspondence was already covered. The Summit was crazy busy and the employees have put in many hours in December. The Summit and Market are weather dependent businesses that make it difficult to project sales and profit. In 2009, when Recreation Management and Dan joined the board MMC was running on a deficit. The Summit is now operating in the black. It did take a few years of perseverance to get to that point. It is difficult to rely on the Summit to subsidize the community. Randy added that one of the biggest requests on the survey was to lower the food prices or give discounts to property owners. The Summit prices are comparable to other like restaurants however it is much less expensive when comparing food prices to other ski resorts.

Manager's Report-Randy Schmalzle-see attached.

Old Business

- a. Follow-up List-Michele:
Propane tank-Gerhard-see attached. He wanted to inform property owners on the basic maintenance of their propane tanks. He created a handout that will be included in a welcome packet that will be given out to new home owners.

Lake Fish-see attached-Bruno explains that the purpose of this test is to identify what species, sizes and quantity of fish are in the lake. This should be presented to WLA to see if there is any interest in pursuing this test. A discussion continued explaining the procedure as to how this test is done. They shock the water; the fish rise to the surface and they can collect data from the fish.

Gerhard-discusses the data collection policy that has been followed by the POC Office. He explains what information is collected, who has access to it, how it is stored and how it is destroyed. (see attached) Our attorney, Alan Young and Hemlock's property manager Mike Sibio have been consulted in regards to data collection. Mike Sibio suggests keep as little documentation as possible. Moving forward, Gerhard would like to see the office not keep copies of documentation such as birth certificates, marriage certificates, etc. The office could verify the documents and then shred or return to the property owners. Randy added that Tops is encrypted however there is no sensitive information in our Tops program.

The Appeals Committee has not drafted an SOP at this time. John Grandy would like the Committee and ECC/Public Safety to communicate after a verdict is decided, so the Committee can explain how and why they came up with their decision. Michele stresses that an SOP is very important to define the Appeals procedure. Dan intends to meet with Ted Cecchini about the Appeals procedure and SOP.

New Business

- a. Karen Spano sent a letter to the Board requesting more funding for the feral cat program and to get reimbursed for some prior expenses that she paid out of pocket. Dan explains that in the budget she receives \$3,000 and the proceeds from one 50/50 raffle. Bruno adds that there is a donation box in the POC for the feral cat program. The board agrees that she does a good service. However, the \$12,000 that she is requesting is unreasonable. Michele asks what type of accounting is done for money that is given to Karen. Randy explains that we receive receipts before reimbursement takes place. Michele was unaware that the cats were being fed. She thought it was for spayed and neutering. Randy informed Michele that the cats need to be cared for after their surgery. Randy also explained that there is no boundary for what she spends the money on. If the cat is injured and needs veterinary attention, Karen may decide to seek medical attention for the cat. The board agreed that the current budget will stay in place. We will keep a permanent ad in the weekly messages informing property owners about her program.
- b. Nicole Kulmazewski would like to join the Strategic Planning Committee.

MOTION 01:01:21:17

Whereas the Strategic Planning Committee is currently seeking additional members.

Therefore be it resolved that the Masthope Mountain Community Board of Directors approves Nicole Kulmazewski as a member of the Strategic Planning Committee.

FIRST: ED MCCLARY

SECOND: BRUNO DEVINCK

MOTION PASSES: FOR 10, AGAINST 0

Dan explains that there was an emergency executive session December 29th to discuss legal matters. It would have been done after the regular scheduled meeting however that meeting was cancelled due to weather conditions.

Randy handed out a proposed budget to the board for their review. He explains one major change is in Health Insurance. That line has been increased by \$30,000 with the cost of insurance to significantly increase. This may not be the final proposal for the Budget Board Meeting. He continues that this operating budget would not need to be voted on by the membership. It is this year's budget plus 1.7% cost of living which is lower. Management is comfortable with this budget. Dan asks what is the \$20,000 in capital landscaping. Randy explains that there is no specific plan for these funds. Prior to this meeting, James asked what was the \$10,000 in boats under capital reserves. Randy explained that there are only generalities and no specifics at this time. Ed explains that an emergency could occur and would need to use these funds. Dan reminds Foster and Bruno that a mailing will need to go out 30 days prior to the GMM. The items for the mailing needs to be completed in a timely manner for the POC office to complete the mailing. Randy explains that this budget is more conservative than last year's. Dan asked when we look at the new capital items will it be one line or itemized. Randy feels that it should be one line with an explanation.

Property Owners Time 11:06AM:

150MR Skip LaVigna-asks Randy if Westcolang is a township road because there have been many vehicles that run off the road in bad weather. Randy explains that yes, it is a township road. Randy asked Mike Mancino if MMC could maintain part of that road. The answer was no. Mancino is aware of the problems of the road and it is on their radar. Masthope Plank Road is another problem road. Plank Road is considered a 4th tier road that is not highly traveled. So, it is not a high priority road to maintain. Skip asked if we paid for all the materials for the new signage and if there is enough left over to make one smaller sign at the bottom of Westcolang Lake? Randy said yes, the materials were paid. Randy said that would be up to the Committee. Dan contributed that it would go to the Beautification Committee and then get Board's approval.

Leatrice Langer volunteered to be the Chair of the Beautification Committee.

458MR Leatrice Langer-highly recommends removing the old signage at the four corners. The property owner that owns the property on Plank Road with the stones that inspired MMC new signage has a chipped-up appearance. Randy said that is a natural face on those rocks. Dan stated how he likes the rusting appearance. Randy will look into the different finishes for the stone faces. Sheldon and Leatrice attend township meetings. They have a new work session from 6-7pm where anyone can get up voice their concerns. She compliments Cindy and Dan and all their hard work that they have done with the Beautification Committee.

6CM John Grandy-he stated that if the ice is thick enough it will create an ice bridge. He has observed trucks traveling on Paul Revere and wants to know if we could notify the companies that trucks are not permitted on this road during the winter months. Randy said yes, we will notify the companies. He also wanted to inform members that when the McCaskey lots were sold to MMC it was mentioned that the lots were not going to be resold but be used as a possible pool area. He further educated the members that with the feral cat program, when a litter is discovered they cannot be fixed until they reach a certain weight. Then after surgery, they need to be cared for for a certain amount of time.

919FW Mary Appuzzo-she said that Karen Spano complains that she does not get paid from the community. Randy explains that money is not handed to her until receipts are submitted to bookkeeping. This year over \$4,000 has been given to her to cover her expenses.

458MR Leatrice Langer-she wanted to know why the ski phone changed. Randy explained that they are using one number for both of their businesses, Ski Big Bear and Costas. She is being charged for a toll phone call when she calls Ski Big Bear from her home phone.

22FW Carl Harrison-he thanks Randy for allowing Kelli to sit in the Documents Committee Meetings. He continued that it is helpful getting feedback from staff that work with the documents on a regular basis. He enjoys the Perks Program that is offered from Ski Big Bear. He wants to know if it expires at the end of March.

919FW Mary Appuzzo-had her lots surveyed and the neighbor's driveway is 10 feet onto her property. She believes that they are selling and would like to get her property back. Randy recommends contacting a lawyer to advise her. She should also obtain the survey map from Gary Flood. Randy said he would come out and look at her property.

Dan Clark wanted to inform the members that Joyce Levine passed away last month.

MOTION: 02:01:21:17

Whereas the Beautification Committee requires a new chair.

Therefore, be it resolved that the Masthope Mountain Community Board of Directors appoints Leatrice Langer as the chair of the Beautification Committee.

FIRST: PETER TORCHIO

SECOND: CINDY WYATT

MOTION PASSES: FOR 10, AGAINST 0

Meeting Adjourned 11:35am.

Executive Session began 11:45am

Executive Session ended 11:55am

Treasurer's Report for Period Ending December 31, 2016

UNAUDITED

Collections

	<u>Dec 15</u>	<u>Dec 16</u>
Total	2,058	2,051
Billable	1,759	1,752
Paid in Full	1,560-89%	1,572-90%
Outstanding	199	180

Income and Expense- YTD-2016

<u>Operating</u>	<u>NOV YTD</u>	<u>DEC YTD</u>
Revenues to date	\$2,444,301	\$2,474,620
Expenses to date	1,634,404	1,847,844
Net Surplus (deficit)	809,897	626,776
<u>The Summit</u>		
Rev. to date	758,517	941,951
Exp. to date	742,902	882,362
Net Surplus (deficit)	15,615	59,589
<u>The Market Place</u>		
Rev. to date	265,365	305,054
Exp. to date	258,323	304,224
Net Surplus (deficit)	7,042	830
<u>Summit/Market</u> Net Surplus (deficit)		
	22,657	60,419

ECC Code Officer Monthly Report December 2016

Date	Type of Permit	Property Owner	Lot Number	911 Address	Permit #
12/1/2016	building-garage	Reyes	343FW	172 Pebblerock	20363
12/1/2016	building-home	Kalmikov	1059FW	380 Pebblerock	20364
12/1/2016	building-deck	Lyuboff	1048FW	117 Overlook	20365
12/2/2016	dumpster	Gervasi	619FW	209 FW Blvd	15148
12/5/2016	paint-stain	Hartman	364MR	155 Karl Hope	9655
12/5/2016	driveway-resurface	De Filippis	856FW	108 innow Ct	16960
12/13/2016	building-deck	Paliswait	1103FW	151 Rainbow	20366
12/13/2016	building-garage ext	Jacobs	210FW	176 Robin Way	20367
12/13/2016	tree	Abbatielli	229MR	250 Powderhorn	20551
12/13/2016	blasting	Ionic Properties	611MR	log cabin	7181
12/19/2016	dumpster	Hartman	364MR	155 Karl Hope	15147

Managers' Report

January 15, 2017

Projects:

1. Top of the Mtn development – Initial work has been well received.
2. Tennis Court Lights – Work will be done in the spring.
3. Loan refinance – Bank has all needed documents.

Public Safety

1. All is going well. Holiday parties went well.

Maintenance

1. Tiki – Final plans are being completed and submitted.
2. Road program being assembled.
3. Water main replacement will be done on heritage.

Summit

1. December was a good month with some new records.
2. New years party was a big success. Thank you to all volunteers.

Administration

1. Lake/fish study
2. MH property review.
3. ATV training, conditional use application being completed.
4. Aqua water tower work continues.
5. Abuse of amenity passes. Mountain pass system
epc4roi.com

Tank Maintenance Ideas

Wednesday, November 16, 2016 18:57

Aboveground Storage Tanks (AST)

- ✓ Routinely inspect the exterior of an aboveground tank and all accessible attached pipes and equipment. Check for corrosion, pitting, holes, leaking pipes, loose joints and fittings.
- ✓ Inspect tank legs (if applicable) and the ground on which the tank sits. Any erosion or settlement due to freezing and thawing during the year can render a tank unstable.
- ✓ Inspect the ground and all pipes and fittings for leakage. Apply the "Propane Sniff Test".
- ✓ Ensure that the tank is protected against accidental vehicle collisions. This could be caused by a delivery vehicle backing up against the tank, or a private car or ATV hitting the tank
- ✓ Ensure that the tank installation is obscured from sight consistent with the rules spelled out in the Masthope rules and regulations.

Underground Storage Tanks (UST)

- ✓ Routinely inspect the servicing dome of the underground tank and all accessible attached pipes and equipment. Check for any corrosion, pitting, leaking pipes, loose joints and fittings.
- ✓ Regularly inspect the inside of the servicing dome for any standing water, dirt, insects or critters that would have come through the lid.
- ✓ Inspect the ground and all pipes and fittings for leakage. Apply the "Propane Sniff Test".
- ✓ Ensure you know the tank location underground and the in which direction the tank was installed. Avoid any work that results in drilling, digging or otherwise disturbing the ground. A typical 500 gallon tank has a diameter of about 3 feet and length of about 10 feet, with the servicing dome sitting in the center.
- ✓ Ensure that the servicing dome is protected against accidental vehicle collisions. This could be caused by a delivery vehicle backing up against the dome, or a private car or ATV hitting the dome.
- ✓ Ensure that the tank is regularly monitored for Cathodic Protection by a certified technician. If necessary, replace the Magnesium bags buried alongside the tank during installation.



Innovative and Customized Solutions for Fisheries Management

SOLitude Lake Management's expert fisheries biologists combine advanced-level education and extensive in-the-field training with many years of experience and a deep-rooted passion for lake and pond management. From complete ecosystem management, fish surveys, fish stocking and fish removal to permitting and regulatory compliance, professional fisheries management is your ticket to a vigorous and sustainable fishery.

6 Key Reasons To Invest In SOLitude As Your Professional Fisheries Management Company

Personalized Fisheries Management

SOLitude's fisheries biologists work closely with you to design an individually tailored Fisheries Management Plan that is customized to your specific goals, budget and timeframe.

Long-Term "Big Picture" Management

SOLitude is staffed with experienced fisheries biologists and other degreed scientists who are well-equipped to assess the big picture of your fishery's vitality. They are intimately familiar with the complexity of the entire ecosystem, understanding the direct results of each aquatic solution they propose, as well as their long-term "ripple effects."

Comprehensive Services

SOLitude is your one-stop shop for fisheries, lake, and pond management. Whether you're in the market for a healthy lake or pond with a balanced fish population or a high quality trophy fishery, make sure you are working with the only the best and most qualified professionals, capable of providing you with the full array of expertise and service necessary to manage all aspects of your aquatic ecosystem.

Experts In Numbers

Fisheries management professionals understand the proper stocking ratios to create and maintain a healthy fishery. Our biologists have access to a wide variety of predator and forage fish species, and will only stock your lake or pond with the correct quantities, sizes, and species of fish necessary to help you meet your short and long term goals.

Access To Required Certifications & Permits

Many of the high-level fisheries management techniques necessary for your success are not available to the public. For example, certain types of herbicide treatments require state and federal licensing and permit compliance. Electrofishing and some fish stocking require state permits as well. SOLitude's biologists have the knowledge required to help you seamlessly navigate the regulatory aspects of this work.

Access To Specialized Equipment

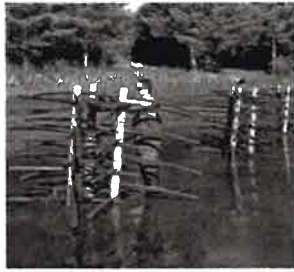
SOLitude has the specialized equipment needed to provide a variety of selective fisheries management strategies such as electrofishing, GPS surface and bottom contour mapping, water quality restoration and liming, water quality monitoring, fish stocking and much more. This equipment can be used for evaluating all aspects of your fishery, assessing fish populations, sizes, species, classes, and predator-to-prey ratios, as well as improving the habitat. Having access to these services will play a critical role in the success of your fishery and will help you achieve your goals.



>> Fisheries Management Solutions

Habitat Management

- Improving Fish Cover will help provide needed refuge for small fish and the desired hunting grounds for larger fish. This includes both natural and artificial cover.



- Water Quality Testing identifies if the ecosystem surrounding the fish is healthy and prosperous. This is key when looking to improve your productivity.

- Liming greatly influences fisheries productivity by restoring the pH and alkalinity to proper levels.



- Aeration is a great tool to manage and improve water quality while increasing productivity.
- Managing Aquatic Vegetation and Algae is essential to lake and pond management, and both beneficial and nuisance species can have a significant impact on the success of your fishery.
- Fertilizing to create plankton-rich ponds can help you produce and maintain up to four times the biomass of fish than would otherwise be possible in a clear pond.

Species Management

Depending on your goals, different predator species will play into your management strategy. When it comes time to implement the desired management program, whenever possible, let the forage base establish prior to introducing the predators. Your patience will be rewarded!



Supplemental Feeding

For those looking to establish a quality fishery, supplemental feeding in the form of stocking forage fish, fertilizing, or pellet fish feed will boost the biomass of predator fish within a lake or pond.

Electrofishing

- Electrofishing is a tool used to gather fish population data without harming the fish. Using the most advanced and versatile equipment in the industry, SOLitude's fisheries biologists are able to make accurate decisions to improve management techniques.
- Fish are tagged to monitor growth rates and to collect mark-release-recapture data to aid in population assessments and future planning.
- Fish age data is collected to provide insight on the fisheries history and current health.



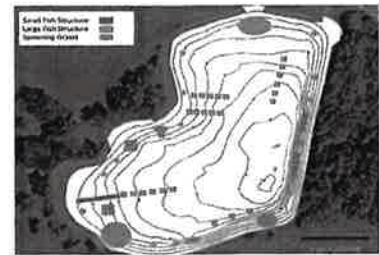
Trophy Management

We can design a fisheries management program that will take your experience to new heights by identifying and addressing the key limiting factors restricting fish growth and productivity, including cover, water quality, predator to prey ratios, fish species composition and genetics.



Lake Design

Including a fisheries biologist on the front end of the lake construction process will ensure that the fishery can produce the desired fishing experience while maintaining balance with minimal annual maintenance expenses. Our fisheries biologists provide consulting and lake design services to land owners looking to build or remodel waterbodies.



Get the professional fisheries management solutions you need to maintain a thriving, sustainable aquatic ecosystem.

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Call 888.480.LAKE (5253) to get a strategic conversation started with one of our experienced fisheries biologists.

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Data Policy Recommendations for the Masthope Board of Directors

The Masthope Board of Directors requested during the October 22, 2016, meeting to get a set of recommendations regarding the establishment of a formal Masthope Data Policy.

Team members:

Members of the MIPS (MASTHOPE INFORMATION PROTECTION SQUAD) team:

- Gerhard Buhler
- John Castellano
- Bruno De Vinck
- Kelli Myers
- Randy Schmalzle

We developed the following recommendations for review and further disposition by the BOD.

(A) Draft Masthope Data Policy

We have drafted a formal Policy to address the collection, use and protection of data for the operation of Masthope. In drafting the Data Policy, we

- reached out to Alan Young, our Counsel, and to other subject matter experts involved in the management of homeowners associations for their guidance. We also had Alan review the draft we submit for your review and decision.
- compiled a list of currently collected data and how it is being stored, secured, and accessed (see item (B) below for more information).
- researched data policy templates / recommendations and the actual data policies from different sources, such as HOA-USA, Google, workable, and the Better Business Bureau.

We are recommending your approval of the Data Policy.

(B) Compilation of Data currently used

We have compiled the data currently used for the operation of Masthope. The compilation is in the form of a spreadsheet file. This is the first comprehensive compilation of this type for Masthope, and there is interest in using this file as a business process and training tool in the office.

We recommend that the information in this file be kept current as the business process and requirements change, under the ownership of the Office Manager in Masthope.

(C) Specific recommendations

Based on the insights gained through the work in this team, we would like to provide to the Board a set of specific data related recommendations:

1. In keeping with an intent to limit the amount of information and documents we collect, we recommend that certain verification documents (such as, copies of marriage licenses, birth certificates, adoption papers and the like) no longer be retained in a file. Only the verification acknowledgement – for example through dual signoff in the office – would be retained and the document copies either returned or destroyed.
2. In order to reduce the amount of paper storage in the office, we recommend that only the minimum amount of documentation be retained, and that as much as feasible, the paper copies be digitized and stored electronically. This will also provide better protection of the information and potentially more useful access to the information through improved electronic searches. Further, in order to identify what “minimum amount of documentation” means, we should seek counsel on the expected life cycle of key documents, for example, meeting notes, approved and denied motions, previous versions of governance documents, etc.
3. Several steps should be taken to ensure that Masthope has an ongoing commitment to improve and adjust its data management and data governance:
 - a. In order to keep improving our digital data protection, we should institute a regular (for example, biennial, annual, quarterly) review of access controls in the office. This could be as simple as a review of access groups provisioned in the software.
 - b. As was pointed out through a review with our counsel, the policy will also require effective operation and testing procedures that validate compliance with the policy, and the presence of effective firewalls. This should be worked through our IT consultant.
 - c. The Board should also consider a regular revisit of the Data Policy and Masthope’s data management practices. This could either be done as an ad-hoc effort or through establishing a permanent committee.
4. Finally, the Board should consider a medium to long plan be set up to either invest in encryption of the data resident on Masthope’s servers, or to move to a secure cloud service that provides data protection and encryption as part of their service offering.

Sincerely,

Gerhard Buhler
John Castellano
Bruno De Vinck
Kelli Myers
Randy Schmalzle