Waterville Estates Village District
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*WEVD Commission DRAFT Meeting Minutes
February 18, 2026 – 6:00 PM

Attendees in physical location: Commissioners Mark Canfield, and Gerry Panuczak, General Manager (GM) Helen Chatel, Administrative Assistant Allison Smith, Finance Administrator Lisa Magerer, and Treasurer Denise Aguiló.

Attendees on Zoom: na

Members of the Public in physical location: Please refer to the sign up sheet.

Members of the Public on Zoom: Please refer to the Zoom Webinar attendance report.

Members Excused: Maureen Patti

Call to Order: Commissioner Panuczak who was chairing the meeting called the meeting to order at 6:00 PM.

Pledge of Allegiance: The meeting began with the Pledge of Allegiance.

Roll Call of Commissioners: Mr. Canfield and Mr. Panuczak were present at the physical location.

If remote attendance, reason & vote: na

RCA – Public Apology

Mr. Panuczak noted that there was the following statement from Allison Smith along with the Request for Commission Action in the packet:

"At the February 4th, 2026, Commissioner's meeting, a discussion ensued during the General Manager's report regarding staffing levels at Campton Mountain. Staffing challenges are nothing new, but what is new is the message that current staff -- meaning full-time District staff from other departments -- do not work hard enough, should be willing to take on overtime to run Campton Mountain to "deliver the experience people expect" while still doing their regular work, and that staff are "working here because of the people that want all of this stuff." This message of entitlement is disrespectful to staff and their humanity. That simply because we are employed by the District, we should be willing to do things well outside of our job roles, and that we're not entitled to having time off because the District can't meet its staffing needs. I watch my coworkers go above and beyond regularly, but it's clear from this discussion that it's not enough. The relationship between District staff and owners should be one of mutualism – a symbiotic relationship that is mutually beneficial to different groups - not parasitism. The problems facing Campton Mountain were not unknown or unexpected. Perhaps a real and honest conversation

about the realistic future of Campton Mountain is the discussion that should be happening in place of the one currently being had. I would also like to be clear that while not all Commissioners made these comments, none spoke up to say they were wrong, and that silence was noted. Thus, I am requesting a public apology from the entire Board of Commissioners, not just to me, but to all District staff, for the insinuation that we are just a means to your end."

Mr. Canfield spoke about his comments at the previous meeting and read his own statement with the apology into the record. Mr. Canfield asked that his statement is made an attachment to the minutes of this meeting.

He also read into the record Ms. Patti's statement as follows:

"Dear Allison and all WEVD staff,
I profoundly apologize for my silence at the last meeting during the discussion regarding staffing at the Mountain and the lift. It was an error in judgement on my part. I do not take for granted the commitment, application of resources, and deduction of District staff. I do not expect employees to compromise their work-life balance. I sincerely apologize and have the utmost respect for each of you."

Mr. Panuczak said that he did not have an official statement but that he agreed with his colleagues and suggested to the General Manager to look into including the additional expectations from staff (in cases when it is needed) into their position descriptions so that it is clear upon hiring.

Approval of Minutes

February 4, 2026

*Mr. Panuczak moved to amend **February 4, 2026** draft minutes according to the 16 amendments (two of which are to include emails as attachments) Ms. Patti proposed in the packet. Mr. Canfield duly seconded, and motion carried with a 2:0 roll call vote: Mr. Panuczak – aye, Mr. Canfield – aye.*

*Mr. Panuczak moved to approve **February 4, 2026** amended minutes as official minutes. Mr. Canfield duly seconded, and motion carried with a 2:0 roll call vote: Mr. Panuczak – aye, Mr. Canfield – aye.*

GM Report

Ms. Chatel spoke about the following:

Campton Mountain Operations

Staff has now been fully trained on lift evacuations, and the management continues working to secure certified Ski Patrol Officers. With the community's help, the management was able to open the Mountain for night skiing on the rope tow this week. The District will have the chairlift operating during the day on Saturday.

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On Saturday, February 7, 2026, Mr. Pelchat's staff, along with several community members, assisted in getting the chairlift up and running. Their support and responsiveness are greatly appreciated. Ron Beard has also recommended that the District explores establishing a program to train community members and residents of surrounding towns as Ski Patrol Officers at no cost to them, in exchange for a two- to three-year commitment to serve at Campton Mountain. Management plans to evaluate the viability and interest in such a program, as it could strengthen long-term staffing stability and deepen community involvement.

Base Camp Restaurant – March Operations

As the District is moving into mid-February, the Management is preparing to transition the Base Camp Restaurant to a **Thursday–Saturday schedule for the month of March**. Sundays have not been as strong without football or ski traffic, and the Management would like to evaluate whether there is community interest in a Thursday evening menu option instead. The goal is to grow our customer base and build greater consistency in the District's offerings for the spring season.

Ski Lights – Chairlift Side

In February, the ski lights on the chairlift side went down due to a break in the electrical line. Since locating and repairing the break will already require excavation and labor, Buildings & Grounds and Management recommend upgrading the system at the same time. The current lights are designed to operate at 277 volts but are running on 110, reducing efficiency and performance. Updated pricing shows materials at approximately $3,000, with labor around $2,000 and an additional $200 in supplies, for a total project cost of $6,000. Management recommends adding this project to the **2026 B&G budget under ski maintenance** to restore full lighting capability and support night skiing.

Mr. Panuczak provided a historical background to the ski lights issue.

Mountain Manager – Fall 2026

Looking ahead to next fall, management would like to secure a Mountain Manager by August to ensure proper staffing, preseason preparation, and operational readiness for late fall 2026. The job description has been updated and now clearly outlines the essential duties for the position.

Buildings & Grounds

Mr. Pelchat has directed Mr. Kennedy and Mr. McDonald to clean and reorganize the storage areas in the Recreation Center. Their task is to determine what can be safely discarded and what items require additional handling or disposal procedures. The goal is to better organize the facility and remove any potential hazards to staff or patrons. There have also been a few leaks at the ski lodge due to ice dam buildup. Buildings & Grounds staff are evaluating the situation and determining the best approach for repairs.

Administration

The Finance Director is working diligently to create improved workflow organization to streamline reporting. The intent is to maintain accuracy while increasing the timeliness of financial information. Over the next several weeks, the administrative team will also be assessing inventory

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throughout the building and identifying items that are no longer in use, no longer usable, or may be repurposed. Mr. Chatel also met with Ms. Smart, the District Front Desk Supervisor, to discuss opportunities to enhance our offerings and overall presentation in the front lobby. She has identified several older or unused items that are no longer beneficial to the space, and she would like to remove these prior to the summer season. This effort will help create a cleaner, more welcoming, and more functional lobby environment for residents and guests.

Communications

Over the last few weeks, several community members have reached out with questions regarding meetings and how to locate information on the District website. In response, Ms. Smith and Ms. Chatel have been reviewing the site and evaluating options to improve accessibility and ease of use. We have also begun speaking with other towns that use alternative vendors to CivicPlus. While these vendors offer similar services, Management has seen a steady increase in CivicPlus charges, particularly as they continue acquiring other companies. As part of our research, Ms. Smith and Ms. Chatel have engaged with **Civally**, a platform currently used by several smaller towns in New Hampshire, as well as communities in Vermont and upstate New York. Civally appears to offer the same core products as CivicPlus at a more reasonable and predictable cost. Management will continue evaluating whether this option may be a better fit for the District.

Water & Roads

Mr. Baert and Mr. Bennett continue to maintain district roads and address water system needs, including locating and repairing leaks. With warmer days and cold nights, Mr. Baert anticipates that additional leaks may begin to surface. He will continue monitoring the system closely and responding as needed throughout the District.

Ms. Chatel and Ms. Magerer then answered questions about the website administrator vendors mentioned in the GM report.

CONSENT CALENDAR

Committee/Board reports

Planning Board

Planning Board will meet February 19 at 4 PM.

Water and Roads

Water and Roads Committee will meet on Friday at 9 AM.

Budget Advisory

Committee has not met since the 2026 Budget Opinion has been written.

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Records and Retention

Committee is trying to schedule a meeting and working with Laserfiche in the meantime to work out a deal on the $4,000 service that has been left out of the quote. So far it looks like it will be provided to the District at no cost.

CIP Committee

Committee will be activating in March and start meeting in April.

Manifests

Mr. Panuzcak called for a vote to accept the manifests as presented in the packet. Motion carried with a 2:0 roll call vote: Mr. Panuczak - aye, Mr. Canfield – aye

Committee/Board reports

There were no written reports.

GENERAL CALENDAR ITEMS

RMA

Mr. Panuczak said that there was a two-page synopsis of where WEVD stands in negotiations with the WEA Board. He read it into the record as follows:

Community Update – Recreation Management Agreement (RMA)

February 18, 2026

Status of RMA Negotiations

- After months of meetings, work sessions, and extensive discussion, the Commissioners and the WEA Board have reached a full stop in negotiations.
- Despite significant time invested, there is still no signed Recreation Management Agreement (RMA) for 2026.
- The District dedicated over 30 hours across 22 meetings attempting to negotiate in good faith.
    - 17.5 hours in fall 2024
    - 13 additional hours from the restart of negotiations in spring 2025 through

January 2026

- These efforts represent a sustained, documented attempt by the District to reach an agreement.
- Throughout the process, the District has remained consistent in its goals:

- Transparency,
- Fiscal responsibility, and
- A sustainable recreation model that protects taxpayers while supporting community amenities.

Interim Pass Honor Policy

- To avoid disruption for residents and guests, the Commissioners and the District have agreed to honor all existing passes through June 30, 2026.
- This commitment is contingent on the District receiving the final two payments owed by WEA under the current arrangement.
- This approach ensures continuity while also protecting the District's financial position.
- Addressing the Budget Shortfall
- Without a signed RMA, the District must independently address the resulting budget gap for the 2026 season.
- To do so, the District will continue to offer:

    - Member-Owner passes, and
    - Daily passes.
    - Pricing for these will be announced once finalized.

- Additionally, the District will expand public pass options, including:

    - Individual public passes,
    - New family pass options, and
    - Multiple purchase tiers to increase accessibility and revenue.
    - Pricing details will be released soon. 2026 Recreation Programming

- Despite the challenges, the District is committed to delivering a full, vibrant, community-focused recreation season.

- Planned events for 2026 include:
    - Kentucky Derby Celebration-5/2
    - Fishing Derby-5/30
    - Memorial Day Weekend Activities-just the fishing derby usually and food service
    - Kids Day – Last Weekend in June 6/27-still deciding on what events we will
    - have, usually lawn games/crafts
    - Hawaiian Luau-8/15?
    - Trunk or Treat-10/31
    - Homeowners Craft Fair-11/14?
    - Additional events to be announced throughout the season

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- These events reflect the District's commitment to community engagement, family-friendly programming, and maximizing the use of our amenities.

Closing Message

- The Commissioners remain committed to transparency, fiscal responsibility, and delivering high-quality recreation services for all residents.
- While the lack of an RMA is disappointing, the District is prepared, organized, and ready to move forward with a strong 2026 season.
- The District continues to believe that a modern, sustainable agreement is in the best interest of the entire community.
- If the WEA Board wishes to reopen negotiations, they can initiate that process by contacting the Commission Chair, Maureen Patti, in writing.
- The Commissioners remain open to future collaboration should WEA choose to reengage in a constructive and timely manner.

Mr. Canfield seconded the statement sentiment about the need for the District and WEA officials to work together and the importance to get this done.

2026 Draft Budget

Ms. Magerer noted the three items that are still being worked out: Laserfiche service amount of $4,000 that needs to be worked out with the vendor, annual meeting costs, and adding a dollar to the consulting line.

Then the commissioners discussed the potential shortfall of the RMA funds (at least for half of 2026).

It was also noted that there are emails between Ms. Patti and Ms. Magerer that are the packet with questions answered about the budget. They will be made part of the minutes for February 4, 2026 and also put into the budget footnotes.

Schedule bond hearing re: snowplow financing (over $100k)

Mr. Panuczak made a motion to schedule bond hearing re: snowplow financing (over $100k) for the meeting in March 7 at 9:00 AM with a snow date of March 8 at 4:00 PM. Mr. Canfield duly seconded, and motion carried with a 2:0 roll call vote: Mr. Panuczak – aye, Mr. Canfield – aye.

Website migration

Ms. Smith noted that the quote from Civally was in the packet. She explained the cost difference between the current vendor CivicPlus and Civally, which will be an increase for the first year due to migration costs and then be significantly lower annually going forward. She then spoke about the new vendor and her inquiry to other NH towns which use Civally already.

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Discussion ensued about the cost to migrate which will raise the website line item for this year but then the maintenance cost will drastically decrease compared to current CivicPlus annual cost that is also going to be rising e by 5 percent every year.

Mr. Panuczak made a motion to put $6,400 in the website budget line item instead of budgeted $3,900 for 2026.

Ms. Smith said that she needs to check with CivicPlus on their billing cycle timeline to make sure the District does not pay for both vendors. Commissioners agreed to wait until she gets the answers, and the motion did not get a second or a vote.

Migrating Emails from Gmail to Outlook

Ms. Smith explained that she needs to gather more information on what that migration would cost. She added that migration was recommended by the records committee.

Appoint D. Rose as alternate to Water & Roads Committee

Mr. Panuczak made a motion to appoint D. Rose as alternate to Water & Roads Committee. Mr. Canfield duly seconded. Motion carried with a 2:0 roll call vote: Mr. Panuczak - aye, Mr. Canfield – aye.

Next Meeting: March 4, 2026 @ 6 PM – Public Hearing for unanticipated revenue

Budget & Warrant & Snowplow Bond Hearing: March 7, 2026 @ 9am
Snow date: March 8, 2026 @ 4 PM

Mr. Panuczak said that this is the day for people to ask questions about the budget.

Mr. Canfield explained that the budget worksheets for the budget are in the packet for everyone to review.

Public Comment Period

- Scott Sallaway - 110 Snowood - talked about how pleased he is with District staff, and he thought that there was no indication of any commissioner implying that the staff were not doing their job. He also asked about guest passes for renters and if this was going to be included in the budget. He made a recommendation that there are no family passes to be sold to homes in the Estates who are not part of the Village District members. He then asked about the $600,000 shortfall from the loss of RMA and how that would be made up.

Mr. Panuczak said that the goal is to not put that into the tax structure, but it is still being worked out. Ms. Smith provided the timeline for the Annual Meeting and the budget adoption dates.

- Mr. Sallaway asked what the holdup was during negotiations with WEA on the RMA.

Mr. Panuczak referred to the statement that was in the packet.

- Dave Ketcham read a statement from the HOA as follows:

  "On behalf of the Waterville Estates Association Board of Directors... As Association treasurer, I have participated in the 1.5 years of RMA discussions including three different general managers, referenced in the Commissioners update, and also served on the District Budget Advisory Committee for the current District budget cycle. The Association Board is committed to continue its role in oversight of amenity access, protecting the homeowner experience and sustaining community property values. It is our belief that the proposed changes to the RMA by the District Commissioners will negatively impact all three areas. We strongly support responsible approaches to increasing revenue through sound business practices and operational efficiencies. We do not believe the potential business opportunities, specifically Campton Mountain Ski Area, have been leveraged nor prioritized. As a member of the Budget Advisory Committee, I have seen and documented opportunities to improve expense management. The Board has offered concessions and is willing to extend the current 2024-25 RA for another year while we work through challenges. We have demonstrated, throughout this process, a consistent willingness to compromise and to find solutions that support the long-term health of the community. At the same time, the Board will remain steadfast in its responsibility to protect the investments, property values, and quality of life of every Waterville Estates homeowner. Dave Ketcham"

- Heather Harris - 37 Marvin drive - talked about July 4th fireworks date that was missing from the District calendar. She also asked about the local lake that has been quite low recently and said that she was concerned about its health. She noted that renters were using it and she was worried that septic systems could be leaching into it. She did not want the association to be exposed to any legal issues. She asked that testing the lake water be budgeted for the next season.

Mr. Panuczak thanked Ms. Harris for her observation and asked staff to look into this.

There was a discussion about the public versus private ownership of the land around the lake and the lake itself. Ms. Smith said she will pull the deed for the land on which the lake is located. Ms. Magerer noted that all the bodies of water in NH are owned by the state of NH.

- Jack Zinini - 39 Holland Trail - said that he was speaking as a private homeowner although he is on the WEA Board. He said that 100 percent of the homeowner s can vote in the WEA board elections whereas only 20 percent of homeowners who live here full time can vote for the District commissioners, therefore the WEA board is a more representative body for the community. He asked that all minutes and notes of negotiations on the RMA be made public now that the negotiations are over. He also said that $600,000 dollar budget hole is clearly not the issue.

There was a brief internet connection issue and the end of Mr. Zanini's statement was not heard.

- Melinda Provencher via Zoom chat - asked about weekly/weekend pool pass for the summer when coming in with a guests pass. and whether it were possible.

Ms. Chatel said she would take note of that.

Mr. Canfield said that the RMA regulated the passes' structure, and the RMA would need to be in place for the District to consider this as an option. Mr. Panuczak noted that IF there is an RMA, of which there is currently none.

- Richard Mayo - 42 Taylor drive, via Zoom - talked about the negotiations and that both bodies spent a significant amount time on those. He agreed with the previous speaker about the representation of the community by the WEA board and the Commissioners. He asked for transparency as to what the sticking points were in negotiations as he did not see many specifics in the statement provided in the packet. He stated that he is speaking as a homeowner and that WEA does not want this either.

Mr. Panuczak referred to the statement about the RMA negotiations, which lists some revenue generating venues which he noted were the sticking points in the negotiations.

Mr. Canfield added that the language in the agreement was discussed to be altered, so as to make it clearer and make it acceptable to both bodies. He added that going back to the original agreement was not an option.
Mr. Canfield then talked about some of the negotiation issues like:

- the public pass policy provision. The WEA Board wanted to black out 20 percent of the year. The district wanted less blackout days making the pass more sellable;
- hold harmless provision the language of which was not acceptable to the District;
- some effort from the Commission to ask for the cost-of-living adjustment (COLA) from the association in the amount of $50,000 but that wasn't agreed upon;
- There were other sticking points like new negotiation points being brought up in the middle of the process.

Mr. Canfield agreed that everything has to be transparent. Mr. Panuczak said that the District will work towards that.

Commissioners also disagreed that they only represent 20 percent of the community as they work for the community as a whole and the budget they create is covered by everyone in the District.

- Mr. Mayo asked if WEVD considered negotiating further. He also asked if signing the current agreement as is and working for another year on negotiations is an option.

Mr. Panuczak said that the Commission considered all the options.

- Linda Ivers via Zoom - had issues with an echo and could not speak.
- Elizabeth Ellinwood- via Zoom - said that they are a condominium community first and foremost and asked whether the WEVD is cross-checking the covenants before any action is taken. She also asked if there was a discussion about a recreation commission?

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Mr. Panuczak said that Recreation Department was voted on in 2006 with the establishment of the Recreation Fund. He added that the Commission has been reviewing any action with Legal counsel.

- Ms. Ellinwood asked if that fund was the one created for the Ivers' donations.

Mr. Panuczak said he believed it was the Friends of Campton Mountain trust fund and it has since been closed.

- Ms. Ellinwood asked about making the negotiations transparent so that everyone is aware of what the issue are.

Mr. Panuczak said that the Commission will look into releasing this information.

- Linda Ivers via Zoom – due to Ms. Ivers' inability to speak on Zoom, Ms. Smith read her statement from the Zoom chat into the record: "The money is there for this year to work out those sticking points. It is not transparent to say the District had no choice without an RMA but that is a District choice."

- Roberta Ketcham- via Zoom - spoke about her concerns about allowing total access to the outside of community members to the community center for the cost of a pass whereas the community members have to pay for a pass and also pay taxes. She asked what the benefit in living in the estates was if they get the same thing but for a bigger cost.

- Jack Zinini – via Zoom - clarified his statement about representation as he only meant the elections.

Mr. Canfield noted that the Commission meetings are open to anyone who lives in this community.
Mr. Panuczak explained that voting rules are set by the state of NH and not the Commission.

- Melinda Provencher – via Zoom - spoke about the fact that people feel like they are paying more money for when they get a daily pass vs a weekly or weekend pass. She suggested that people who get a weekly or a weekend pass may not use those every day and that should be better than daily passes.

Mr. Panuczak said that the General Manager took that comment and will bring that up to the Recreation Department.
Mr. Canfield noted that current access to the facilities and payment for their use is set by WEA.

- Ms. Smith reread Linda Ivers' comment from the Zoom chat to correct it. "I want to stress Dave Ketchams statement that WEA has worked tirelessly towards an RMA agreement, and although there are a couple of sticking points, we have committed $600k to renew the RMA and work collaboratively towards the next contract"
- Ms. Smith read an anonymous comment from the Zoom chat: "We all recognize and appreciate all of the hours that have been invested with the RMA however sometimes a new negotiator needs to be introduced when talks stall. Have you discussed someone else taking over? How far apart was the WEA Board with the WEVD Commissioner when talks on the RMA broke down? How do we get transparency on that instead of dealing

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with the $600K shortfall by opening up the amenities to the general public and risking the experience that we bought into when choosing to purchase in WE (Waterville Estates)."

Mr. Panuczak said that WEVD did suggest a mediator for the negotiations. Mr. Canfield corrected him by saying that it was suggested to him by WEA and he brought it up to the Commission and they agreed. Mr. Panuczak agreed with the correction and said that the idea of a mediator still got stalled.

Mr. Canfield also acknowledged that WEA Board spent as much time as the Commission on these negotiations.

- Ms. Smith read a statement from Linda Ivers explaining the mediator issue: "WEA suggested to bring in a mediator, it was agreed upon, due to jobs and schedules the time hasn't been finalized."

Mr. Canfield explained that the person who was suggested was not able to facilitate the required negotiations by the end date of February 18th.

There was nobody else in person, online, via phone or email to address the Commission.

Non-Public Session

Mr. Panuczak motioned at 7:33 PM to enter non-public session for the purposes described in RSA 91-A:3, II (c) and (e). Mr. Canfield duly seconded. Motion carried with a 2:0 roll call vote: Mr. Panuczak - aye, Mr. Canfield - aye.

Non-public session was entered at 7:35 PM, Commissioners Canfield and Panuczak were present in person. Also present was General Manager Helen Chatel.

Resumption of Public Session.

Mr. Panuczak motioned to exit non-public session. Mr. Canfield duly seconded. Motion carried with a 2:0 roll call vote: Mr. Panuczak - aye, Mr. Canfield - aye.

Public session was entered at 8:17 PM. Commissioners Canfield and Panuczak were present in person.

Adjourn Meeting

Mr. Panuczak made a motion to adjourn the meeting. Mr. Canfield duly seconded. Motion carried with a 2:0 roll call vote: Mr. Panuczak - aye, Mr. Canfield - aye.

Meeting adjourned at 8:18 PM.

Minutes prepared by Alvina Snegach

Attachments: RCA statement from Mark Canfield.
Regarding the RCA included in the agenda

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"I feel it is necessary for me to comment about the statements I made at the last meeting concerning the staffing challenges at Campton Mountain.

Let me begin by saying that as a member of this community for the past 9 years, I have seen many changes. One of the most important changes has been with and among our employees who are our number one asset. WEVD delivers essential and recreational services because of them. Our employees are dedicated individuals who clearly have a commitment to serving our community. I see this in the interactions and discussions held with many of them. I believe the work environment here has improved, which encourages everyone to do their utmost best, and Waterville Estates is now a place known for its commitment to its employees.

What I said during the last meeting regarding expectations of employees, about their primary duty being to serve the community, and that extra effort may be required at times, was in no way meant to imply I have a belief the district is entitled to unreasonably demand more from our employee community. With a primarily a full-time employee workforce, I failed to acknowledge that additional capacities may be limited or unavailable from our staff. What may have made my comments especially hard for an employee to hear is the fact they often receive stinging criticism from some owners in the community. Hearing what was perceived as a commissioner's criticism may have be a blow to morale.

As I was the most outspoken about the issues facing staffing at the ski mountain, I am taking responsibility for responding to the RCA before us. If, for any reason, any employee of WEVD felt I was being disrespectful or uncaring of their work and commitment, or as a person, I sincerely apologize. We do ask much of our employees and are delivered much in return, for which I, and I know the other commissioners, are truly appreciative."

Mark S. Canfield

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