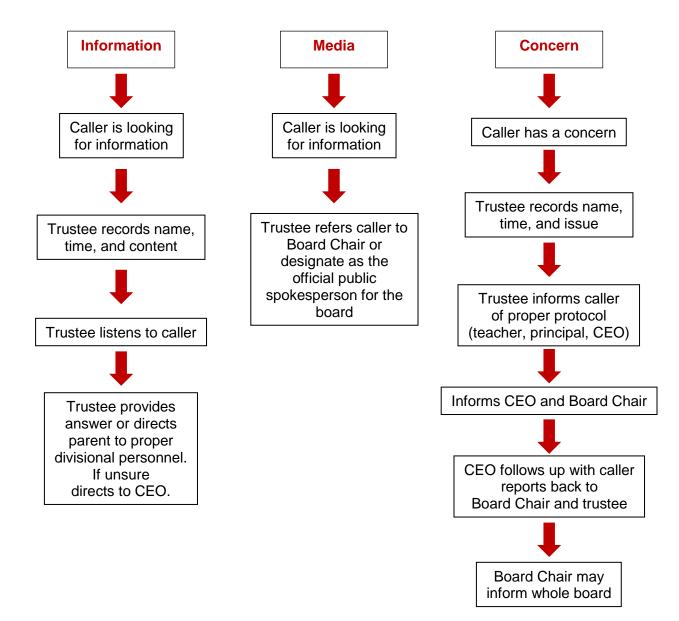


Individual Inquiries Process Guide

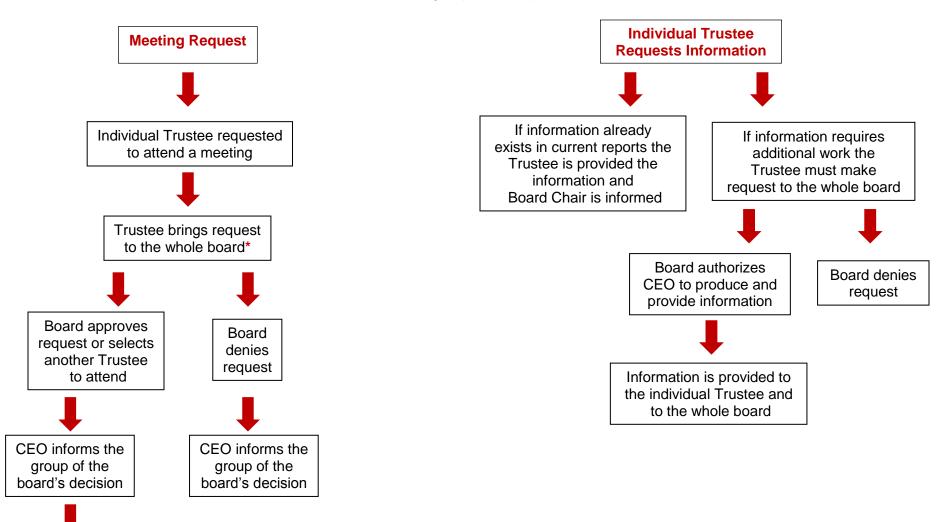
Individual Trustee receives inquiry and decides if it is for information or specific concern.





Individual Inquiries Process Guide

Individual Trustee receives meeting request or requests information from CEO.



*Board Chair and Vice-Chair may make decision if time is a factor

Trustee attends the

meeting and reports back to the board