

MINUTES OF MEETING
VIERA EAST
COMMUNITY DEVELOPMENT DISTRICT

The regular meeting of the Board of Supervisors of the Viera East Community Development District was held on Wednesday, November 28, 2018 at 2:00 p.m. at the Faith Lutheran Church in the Multi-Purpose Room, 5550 Faith Drive, Viera, Florida.

Present and constituting a quorum were:

Paul McCarthy	Chairman
David Bedwell	Vice Chairman
Jo Walsh	Treasurer
Melinda Thomsen	Assistant Secretary

Also present were:

Jason Showe	District Manager
Tim Melloh	General Manager
Lane Burney	General Pro
Scott Eberly	Golf Course Maintenance
Ed Grasser	General Maintenance

FIRST ORDER OF BUSINESS

Roll Call

Mr. McCarthy called the meeting to order at 2:05 p.m. All Supervisors were present.

SECOND ORDER OF BUSINESS

Public Comment Period

Mr. McCarthy: No public are present.

THIRD ORDER OF BUSINESS

Organizational Matters

A. Administration of Oaths of Office to Newly Appointed Supervisors

Mr. Showe, a Notary Public of the State of Florida and duly authorized, administered the Oaths of Office to Mr. Bedwell and Mr. McCarthy.

B. Election of Officers

C. Consideration of Resolution 2019-01 Electing Officers

Mr. Showe: Pursuant to Florida Statutes, every time there is an election, the Board must re-elect their officers. Since the Board did not change, you could use the same slate or we can open it up for discussion to rearrange the Chair and Vice Chair. We request that Ariel Lovera in

our office be designated Treasurer or Assistant Treasurer and myself, Mr. Melloh and George Flint as Assistant Secretary for the purpose of signing documents. Other than that, the Board can decide how to fill that slate.

Mr. Bedwell: I propose keeping the same slate as the prior year.

Ms. Thomsen: I second that.

Mr. Showe: We don't need a motion. I can read the slate and the Board can make a motion to approve the resolution as read. We have Paul McCarthy as Chairman, David Bedwell as Vice Chairman, Jo Walsh as Treasurer, Ariel Lovera as Assistant Treasurer, Bill Oakley as Secretary and Melinda Thomsen, Jason Showe, Tim Melloh and George Flint as Assistant Secretaries.

On MOTION by Mr. Bedwell seconded by Ms. Walsh with all in favor Resolution 2019-01 Electing Officers as stated above was adopted.

FOURTH ORDER OF BUSINESS

Approval of Minutes of the October 24, 2018 Meeting

On MOTION by Mr. Bedwell seconded by Ms. Walsh with all in favor the Minutes of the October 24, 2018 Meeting were approved, as presented.

FIFTH ORDER OF BUSINESS

Consideration of Eleventh Modification and Amendment to Duda/District Canal System Drainage Easement

Mr. Showe: There was a lot of legal jargon going back and forth between District Counsel and Counsel for A. Duda & Sons, Inc. (Duda) and I finally received the final version. Essentially Duda reached agreement with the Viera Stewardship District (VSD). They are essentially setting up a new company and transitioning their responsibilities to the other company. It doesn't change anything from our perspective or the Drainage Maintenance Agreement that we pay the quarterly invoice for.

Mr. Melloh: So our water is allowed to go through their property, more or less, through their canals to the St. Johns River.

Mr. Showe: Correct. All this does is to change one of the entities as part of the agreement. It's been through our Engineer and Counsel. I'm just waiting for final confirmation from the Duda Counsel that there are no other issues.

Mr. McCarthy: Okay.

Mr. Showe: If everyone is comfortable with it, there's nothing in here that is a concern on our part. We just have to sign off on changing one name because we are a part of the agreement. If there are no other questions, it would be appropriate for the Board to approve the agreement in substantial form, with authorization for the Chairman to execute the final document.

Ms. Thomsen: Is it the VSD or Central Viera Community Association (CVCA)?

Mr. Showe: Duda is giving their part of the agreement to the VSA and CVCA.

Ms. Thomsen: So it's going to both of them.

Mr. Showe: Yes. Those two organizations are going to assume Duda's responsibilities under the original agreement. I'm fairly sure the principals in those organizations are the same people. They are just moving it under names.

Mr. McCarthy: Should we vote on this now?

Mr. Showe: If the Board is amenable, we need a motion to approve the amendment in substantial form and authorize the Chairman to execute it when it's in final form.

On MOTION by Ms. Walsh seconded by Ms. Thomsen with all in favor approving the Eleventh Modification and Amendment to Duda/District Canal System Drainage Easement in substantial form and authorizing the Chairman to execute the final document was approved.

Mr. Bedwell: So we are basically changing who our drainage easement is with.

Mr. Showe: Correct. It doesn't change any of the District's responsibilities.

Mr. McCarthy: So they didn't sneak in any extra charges?

Mr. Showe: No.

Ms. Thomsen: Nor a new percentage or how much water they think is going through there now.

Mr. Showe: Correct.

• **Consideration of Audit Committee Recommendation and Selection of #1 Ranked Firm to Provide Auditing Services for Fiscal Year 2018**

Mr. Showe: I know this is not on the agenda, but we would like the Board to make a motion to accept the Audit Committee's recommendation to select Berger, Toombs, Elam, Gaines & Frank as the number one ranked auditor.

On MOTION by Ms. Walsh, seconded by Ms. Thomsen, with all in favor accepting the Audit Committee's recommendation of selecting Berger, Toombs, Elam, Gaines & Frank as the number one ranked firm for auditing services was approved.

Mr. Showe: We will bring back an agreement at the next meeting for the Board's approval.

Mr. McCarthy: How long is it going to take to make the corporation change?

Mr. Showe: I received it from our counsel this afternoon and I'm expecting it to be made in the next day or two.

Mr. McCarthy: So it's in the final stages?

Mr. Showe: Yes. We are almost there.

Mr. Bedwell: Will the audit be completed in the spring?

Mr. Showe: Yes. In fact, we may even get it started before you sign the agreement.

SIXTH ORDER OF BUSINESS

Staff Reports

A. General Manager's Report

Mr. McCarthy: Tim is going to go through his report and each department head will make a statement. Then the Board will have an opportunity to question them.

Mr. Melloh: We invited each department head today. First is the CDD maintenance department. Mr. Ed Grasser is here today to give an update.

Mr. Grasser: In general, we are trying to finally get some more of the scrub burn completed. The burn contractor wants to burn 52 acres; however, there is an eagle's nest, so it's probably going to get limited to 30 acres. The environmentalist is talking with the burn contractor. They also have correspondence that the Forestry Department will help back them up. That should be happening soon, within the next month or so.

Ms. Walsh: That would be nice.

Mr. Bedwell: Who gives you the go or no go?

Mr. Grasser: There are certain areas that they have to use and wind speeds and humidity have to be right.

Mr. Bedwell: Who is that?

Mr. Grasser: I believe that the Forestry Department has to approve what the burn contractor says.

Ms. Walsh: Right.

Mr. Bedwell: The state Forestry Department.

Mr. Grasser: Yes. They monitor that because they don't want too much wind blowing as the burn will jump fire lines. They will also start the back fire so it starts burning to where the head wind will catch up with the existing burnt material.

Ms. Thomsen: So we have a contractor that will be in touch with the Forestry Department?

Mr. Grasser: Yes.

Ms. Thomsen: On the morning of a possibly scheduled event, do you give notice of it?

Mr. Grasser: Yes. We send out letters to homeowners that back up to the conservation area so they don't freak out and then its word of mouth. The Forestry Department and the burn specialist notifies the local fire departments so when they receive calls, they will know there is a prescribed burn. Generally, Rockledge will show up in the neighborhood just to comfort homeowners, which is partly their job and gives security extra protection. The Forestry Department usually has bulldozers.

Mr. Bedwell: Coincidentally, I just turned on my phone and The Weather Channel has a fire warning for this area.

Ms. Walsh: That's because of the humidity.

Mr. Showe: It's coming back up. By Sunday it will be up.

Mr. Grasser: So we are continuing with our 2019 fire prevention behind the homes. There is 14,000 feet planned. This year we are going to start by Templeton and Bennington to Osprey Ridge and Osprey Landing. We started one in Fawn Ridge and it will be completed in a year. We try to do that early in the year while it's still dry because as soon as it starts getting wet, most places are impassible.

Mr. Melloh: Is there a 35-foot-wide fire line behind the homes?

Mr. Grasser: Yes. We try to get 35 feet behind the property line. Some places are a little narrower. This is the fourth year that we've been doing this. A lot of the work is more mowing per se than cutting down heavy bushes or trees. Palmettos normally grow back 3 to 4 feet versus the 8 foot ones. We are continuing our shoreline restoration. We have enough money for 2,000 feet. We have a few lakes picked out that we are going to be doing, but nothing is set in stone. Sometimes there may be something that we need to prioritize, other than the original plans by doing the most important spots that are needed first.

Mr. Bedwell: Do you still have those banks color coded?

Mr. Grasser: Yes.

Mr. Bedwell: When I was in Hospitality, Cliff Collier came up to me to complain about somebody on a flow way in Grand Isle. Did he ever call you about the vegetation?

Mr. Melloh: Yes.

Mr. Grasser: He was at the meeting. We took care of it and he's happy.

Mr. McCarthy: Ed, can you explain what you do when a hurricane is imminent and what your crew does to make sure the system works?

Mr. Grasser: Our only concern is to make sure that the drains are clean. The fish grates are removable. We monitor it. That's the only time we are allowed to get any overtime. We come in on the weekends and monitor it and remove debris. Generally, the roads are designed to hold water. That is part of the retention area too. Most places over by Hole #7 get flooded. If the water flows over, the bank is cut out to where its roughly a foot to a foot and a half lower than the foundation of the home. The homes are all built higher than the street. Just because the streets flood, don't mean that the homes do. All of the water over time, takes a while to slow down. There is no plug that we can pull to flood somebody else south or west of us.

Mr. McCarthy: So the main idea is checking the flow ways to make sure they are clear and removing grates off of the top of the drains.

Mr. Grasser: Yes.

Mr. McCarthy: Okay. Thank you.

Ms. Walsh: How is the PVC working out?

Mr. Grasser: Very good except for having golf balls in them. That happened over on Hole #11, but they are easily removed and simple to replace. It's just a half inch of PVC with a male or female adaptor. All of them are different lengths because some boxes are deeper than others.

Ms. Walsh: So those are detrimental to the system.

Mr. Grasser: The grass doesn't stick to them, like they do to the metal bars and start corroding. That's a big plus.

Mr. Melloh: Are there any other questions for Ed? Hearing none, next is the Golf Course Maintenance Report, which will be presented by Mr. Scott Everly, our Golf Course Superintendent.

Mr. Everly: Overall, the maintenance of the golf course is doing fairly well. I just want to discuss a few projects that we have on the golf course starting with the greens. This past

summer, we had an outbreak of goose grass, but the cooler weather is helping to take care of it. In the month of November, we put down a pre-emergent. We will be doing another one the first of the year. We had an additional one in the springtime. With those three applications, we should be able to take care of any goose grass. Moving forward, all of the greens should look healthy. This winter, in talking with Tim, we put down dry sand. I don't think anyone noticed when we did it, especially through the wintertime when the grass slows down, but I think it's going to improve the smoothness of the greens. Hopefully that will work out well for us. Our mowers have groomers on them. Through the summertime we groom a lot, but in the wintertime, we will groom them and leave them along for a few days. I think the greens in the wintertime look nice so hopefully we will have a good winter with those. This past year we aerified the tee boxes three times. We are taking extra care with them. Around the same timeframe that we do the greens, we will be working on the tee boxes. We will add a top dress with a peat mix to help the grass grow. Adding more fertilizer to the tee boxes paid dividends. Through the summertime we are talking about aerifying the fairways twice. We will start that in the springtime and work backwards. We will clean up as we are going along. Five or six years ago, before I started here, the golf course was a mess. You can make a mess, but you need to be able to clean up that mess in a timely fashion. The problem is that we don't want to get so far ahead of ourselves to where we are making a mess and then we can't clean it up.

Ms. Walsh: How much are you cutting it?

Mr. Everly: On the fairways, they cut an inch, but we will come back and drag it with a mower. For the most part, I don't know if we want to have people roll their ball into one of the aerification holes. That would be the only disruption.

Mr. Bedwell: Didn't we get a piece of equipment to mow the greens?

Mr. Melloh: We did get a sweeper for the greens, but the standard practice for the fairway is to mulch them. To sweep up the fairway, you are talking about 40 acres versus 3 acres of greens.

Mr. Bedwell: How do you mulch them?

Mr. Everly: We will blow off big pieces of mulch so there will be minimal disruption.

Ms. Thomsen: Do you use mulch as fillers for spaces? I remember at one point, you collected excess mulch so that you could use it for fill.

Mr. Everly: If there was spot here or there where we wanted to harvest clumps on a particular fairway or two, that's where we would mulch.

Ms. Thomsen: Do you do that as a general rule?

Mr. Everly: As a general rule, we don't. As far as weed control, our newest employee, Justin has been doing a good job controlling the weeds. This past year, we had a lot of rain in the springtime, which lessened our weed control. Typically, if you put down weed control and get 15 to 20 inches of rain, you are okay. We were in the 30-inch rainfall range, which took away some of that weed control. If we have that problem again, we will re-treat afterwards. We won't do wall to wall, but we will do the main areas of the fairways.

Ms. Thomsen: Does Justin stay busy in the winter?

Mr. Everly: Absolutely. He will do weed control.

Ms. Walsh: We will be back up in the 80s in another couple of days.

Mr. Everly: First thing this morning, I took some soil temperatures. The air temperature was 41 degrees, but our soil temperature on the greens was about 51 degrees. By this afternoon the temperature increased to 55 to 56 degrees, so it. Bermuda grass typically grows nicely above 52 degrees. There may be a couple of days here and there where it slows down for the most part.

Ms. Thomsen: Weeds grow.

Mr. Everly: Absolutely. In February, we put in our new pump station and a few months before that, we put irrigation around the slopes. I think that's made a big difference. Beforehand, there were areas that we wanted to water, but it wasn't watered very much; however, now that we have sprinkler heads hitting those areas, those areas improved. On the bunkers, we put Capillary Concrete on Hole #18. We like it and it should keep the sand white. It's always a big problem in Florida. Your sand always goes back to the native soil because of the way that the ground works. It's going to come up, but the Capillary Concrete should keep it fairly white for us. We will know within a couple of years how that works.

Ms. Walsh: Does it require maintenance?

Mr. Everly: As far as maintenance, we rake it where beforehand we had to push the sand up.

Ms. Thomsen: So far, the equipment is working out?

Mr. Everly: Yes.

Ms. Thomsen: Good.

Mr. Everly: Lastly, I wanted to discuss all of our landscape projects, like around the #1 tee. The presentation of that area looks a lot better by the #9 tee box and on #14.

Ms. Thomsen: Hole #9 looks great.

Mr. Everly: Thank you. We ripped out all of the hedges along the Boulevard. It's taking us a little longer to do. We don't have to rip up the irrigation and redo it, but we have to change a lot of the heads to make it function. Hopefully in the next couple of days we will start putting some shells around the trees. We want to complete the project by the wash station for the carts first and then we will bring in all of the sod for the areas, the St. Augustine and Bermuda.

Ms. Thomsen: Is that plain grass that you are putting on that curve, next to the wash station?

Mr. Everly: We will be putting in some landscaping, but we are not sure what type. We need something to break up that corner.

Ms. Thomsen: I'm hoping that we can cut back some of the grasses. We have a lot of it.

Mr. Everly: Duly noted.

Ms. Thomsen: I would like to have something different.

Mr. McCarthy: Scott, I think it's interesting that we spent \$220,000 on a high-tech pumping station to water the golf course. No one knew about it and the \$750 we spent on #14 when the General Manager had two dozen people come in and say how wonderful it looked. That is an important aspect of the golf course.

Mr. Everly: We put in Poinsettias by the first tee and five or six people commented already on that. That cost even less, about \$150.

Mr. McCarthy: That program is going to sell a lot of tickets for Lane.

Mr. Melloh: The corner that we are talking about, Scott, Wes and I decided that we want to bring in someone. We asked someone at Landscape Depot to come and give us some ideas.

Ms. Thomsen: Great.

Mr. Melloh: It is such a high-profile area and at some point, you have say, "*Well, we can only take it so far,*" and we need somebody else to say, "This is really good there." Again, we need something that doesn't cost Scott and his crew headaches to maintain it. It has to look good, but maintenance free.

Ms. Thomsen: Silver Buttonwood is nice for that.

Mr. Everly: We want to get some general ideas of what we can do.

Mr. Bedwell: Who take soils samples?

Mr. Everly: Tom Trammell takes soil samples. We pretty much do soil sampling whether it's on tees, fairways, etc.

Mr. Bedwell: There are a few tee boxes where the light blue tee box is by itself, like on #5 and #17. The over seeding is not even going through. It has to be something with the soil.

Mr. Everly: I want to do some drainage tests. Several of those tees were built with builders sand. What happens with that builders sand is that everything you put on it, goes straight down, like on #9 where we had the problem. We changed the soil profile. You don't have to change the entire profile when you go 8 to 9 inches, but you can change the top 2 or 3 inches, just to give it something that the root system and nutrients can hold.

Mr. Bedwell: I would just like to fix those light blue tees sometime this year.

Mr. Everly: Yes. We will look at that.

Mr. Melloh: We identified 10 tee boxes that need to be re-sodded in the springtime. Some of it has to do, like Scott said, with drainage and some of it has to do with coverage from irrigation. On #9, he had to change out some heads and nozzles because the position of the heads had water more or less blowing over the top of the tee box and very little water was getting in there. So, if you combine that with sand, it perks through. A perfect example is the sky-blue tee box on #5, which everyone is familiar with. It's not a very good tee box because the entire around that tee box floods.

Ms. Thomsen: That's absolutely true.

Mr. Melloh: The water on the tee isn't getting enough water or whatever water its getting is percolating down through there too quickly.

Mr. Bedwell: I've just never seen overseeding not growing.

Mr. Melloh: We haven't received any rain.

Ms. Walsh: That's part of the reason what you are putting on the tee box isn't working.

Mr. Everly: Obviously that's not a one-time fix. This year we did it three times. It looks like we are starting to get some benefit out of it, but on several of the problem tee boxes, we are going to have to add it more and get it worked into the soil to make a difference.

Ms. Walsh: If we just spray sand it will be gone.

Ms. Thomsen: Now would not be the time to do it, right?

Mr. Everly: Now is not the time. What we can do, is re-seed some of those areas. We have enough seed for some of the weaker areas.

Mr. Melloh: Regarding the tee boxes that you just talked about, David, the plain and simple fact that the reason why the seed hasn't grown is because it hasn't had enough water, but

there is plenty of seed in the ground. It's crazy how it all works with all of those popping at one time once you start getting some rain.

Mr. Bedwell: What's strange is #17 is patchy. Either nothing would grow or it will all grow. It has a disease in spots.

Mr. Everly: Yes, it's kind of spotty. When they originally built the golf course, they mapped out the irrigation to accommodate the existing tees, but not any tees that were added later, like on #9 where we put a sprinkler head close by and re-nozzled three other heads. Just adding a pile of dirt isn't the problem solver that people think it is. You have to do a lot more work to make sure it's going to work out the way you want it to.

Ms. Thomsen: Kind of like golf where too many details that have to come together to make it work.

Mr. Melloh: The only other thing that I wanted to add is all of the tee boxes are overseeded now and a lot of them are growing in fantastic, but some of them take longer to take, only because we haven't had enough rain. Rain is necessary for 100% germination more or less, but its looking pretty good out there. We had a lot of compliments, which Lane can talk about, on the golf course with the rounds of golf. Does anyone have other questions for Scott?

Mr. Bedwell: No. Thank you for a great job. It shows on the bottom line.

Mr. Melloh: Next is the Golf Operations Report, which will be presented by our Head Golf Professional, Lane Burney.

Mr. Burney: Good afternoon. The numbers say a lot. I have been here eight years and the improvement equates a lot to Scott's crew and this Maintenance Department. At the end of the day, it is refreshing for myself and my staff to be able to answer a phone and hear, "*Yeah, its rolling out here. Its good.*" That's something that is super important. It's not just a commoner statement, it's a belief. I went through the rollercoaster ride, as a lot of you on the Board have as well from being here so long, where we had good greens for a short amount of time, but then something would go wrong. So, we just kept going up and down. People don't trust you if you can't be consistent with what you provide.

Ms. Thomsen: Work just started now.

Mr. Burney: I agree 100% and I honestly think that the numbers are showing that. The people who played other golf courses around this area are realizing that there isn't anybody better than us. I played Duran three weeks ago in a Pro-Am Event and our greens are five times better. In a Pro-Am Event for the Melbourne Chamber, there were big dollar sponsorships.

Their idea is different than ours and that was definitely something that I wanted to talk about. I have one contract out for a January tournament and there's nothing after that until April. The contract is for the Children's Hunger Project of Brevard. They have been playing at Duran for the last five years and they approached me about playing at Viera. I cannot keep my rate higher than where I used to have to bend a little bit more. The events that I want are The Harris Corporation and Children's Hunger Project, which are big groups in the community. They have players from Cocoa Beach, Titusville, all the way to Palm Bay and Vero Beach. They play our golf course and see our golf course for what it is. That can make a big difference. Word of mouth is everything. We spent a lot of money on radio and marketing the last few years, but it doesn't make a difference because the people that listen to those radio ads, come out and see how great our golf course is.

Ms. Thomsen: Right.

Mr. Burney: We've been extremely consistent, thanks to Scott, over the past three years. My first year here the greens here were awful.

Ms. Thomsen: Are you talking about the emerald greens?

Mr. Burney: Yes, the emerald Bermuda. When I was first hired, for the first 14 or 15 months after they put the Bermuda in, the greens looked great, but six months later they started having problems. Then as we got into our winter season and overseeded, but when we came out of the winter season, the overseeding was an issue. The residents that live in those big houses, remember it. We have a lot of members play our golf course and they want to hold events. That's going to be their MO for the future until something drastic changes, so I think we have to go the opposite way with it and realize that every time there's a full field event, all of the players are going to want to come here. That's super important. I'm not going to stop having events, because at the end of the day, I'm actually getting more and more people calling me to have their events here. I am just being careful with the dates that I book them in correlation with other events. The biggest factor is the rate. I used to have to be aggressive to the point of giving it away, to get them to come here, where now it's the opposite. For example, I sent a contract out for an April event to be held the second to last Friday of April. Our public rate is \$41.50, but I told them that I would give them a rate of \$39 because I know Duran charges \$45. I gave them a \$2.50 discount for 80 players, but at the end of the day, that's what it should take to come and play an event at our golf course. I have enough staff to do the backdrop, the cart signs, all of the contests, etc. They don't have an issue. They just show up and everything is done. That is part

of my decision when I'm scheduling events. So, I'm not going to say that we are not going to do events, but I'm going to make sure that we don't have too many in a row. Last April, we got a little bit carried away with having events a couple of Fridays in a row and a Saturday, but at the end of the day, we still made good revenue. I want to push us to be the golf course that has available tee times, not the golf course that has an event every single week.

Ms. Thomsen: It's kind of a double-edged sword.

Mr. Burney: You have to take a little bit of a hit to get those revenues. I started telling them, *"Look, I'm not going to be the cheapest golf course that you call. I'm not going to give you a rate based on the fact that I need you here, because I actually don't need you here."* We would love to have them, but we don't need them. We need for you to understand that it's going to take those extra few dollars.

Ms. Thomsen: As long as you tell them *"No"* in a way that complements them because they are part of the community. Maybe as a government agency we can't give away the farm and promote the charity as much as it would be nice to do, but we certainly don't want to hurt their feelings.

Mr. Burney: I'm not saying no. That's the biggest difference. I'm saying, *"You can come here and we would love to have you, but this is what it's going to cost you to get here."* Just because it's a good cause that's just not the way we work with them. I'm concentrated on the online rates rather than events because if I have 12 guys who want to play every Monday, I can squeeze a dollar or two out of the rate so I can get them every single week throughout 52 weeks of the year. I'm not just talking about a January or February group or a snowbird. I'm talking about groups that we have all year long so we have busy tee sheets. To be honest, I'm willing to take a small risk on the fact that I may have a resident wonder why they didn't get the same exact tee time that they have had for the past couple of years. Like I said, I'm not taking all tee times away. There are plenty of available tee times, but I moved a couple of groups in December that haven't committed to anything more than other groups that have been here for the past six months, all the way through the summer playing every Monday and every Wednesday. The groups of 12 to 16 players. I would say that 80% of the people that play in these groups are associate members that don't live here, so they are already on the discount level. I still have to be a little aggressive trying to squeeze in some spots, as I noticed in past years that we had some holes on the tee sheet. So, somebody may have to play at a different time, whether 15 or 30

minutes later. That's something I have been a little more aggressive with for December. I'm trying to figure out if it works and if it doesn't then I would change it.

Ms. Thomsen: How about the GPS? When we first got the GPS on the carts, the purpose was that to be able to better monitor the play. Obviously, that's a double-edged sword, as far as having a lot more people. We've had this for quite a while now. Are we keeping up with what we need to do so we don't get a bad reputation?

Mr. Burney: I know exactly where you are going.

Ms. Thomsen: I just don't want to be the old folks neighborhood golf course where you have to wait to get a tee time.

Mr. Burney: Right. You can't necessarily win on everything.

Ms. Thomsen: No.

Mr. Burney: The week after Christmas is a good example of when people who don't play golf on a regular basis come out here. Since we are going to be very busy, I have two player assistants on Fridays, Saturdays and Sundays; one from 9:00 a.m. to 3:00 p.m. and another from 12:00 p.m. to 6:00 p.m., as well as a cart barn staff person on Friday morning, Saturday morning and Sunday morning to work with the person that is already there. When I started eight years ago, there weren't two cart barn staff members.

Ms. Thomsen: That had a lot to do with the fact that we had tee times blocked out in the beginning of the day. It was all residents. No one was getting a tee time until after 11:00 a.m.

Mr. Burney: Exactly. So, if you don't have the public out here and the same people are playing your golf course every single time, but we don't have a play problem and that's not what we are turning into. What we are turning into is the opposite of that. We are going to be a busy golf course. On a normal basis that's not an issue, but during these holidays it's going to be hard. We had 230 players on Black Friday. I was here until 4:00 p.m. and it was crazy. It was 2 hours and 20 minutes a turn and 4 hours and 40 minutes for a run. We gave out very few rainchecks, but I had a player assistant on the front line and one on the back line. It was beautiful weather. People not playing every week were playing because they were visiting family that day so I told pro shop staff, *"Look, it's a very busy day and this isn't a day that our regulars play. This is a day that we are really busy because all of the outside people who were in town for Thanksgiving are here and when their wives go shopping, all of the men play golf."* I heard 20 people talk about how they hadn't hit a golf ball in two years.

Ms. Walsh: We had a \$5,000 day the day before Thanksgiving and a \$6,000 day last Friday.

Mr. Burney: We did an 8:00 a.m. shotgun on Thanksgiving morning. I was here for that. We have the same 30 to 40 players that we do every single year.

Mr. Grasser left the meeting.

Mr. McCarthy: A long time ago, I used to come to Florida and Myrtle Beach and Hilton Head to play golf and we would always play 36 holes with a group of guys. We expected to be on the golf course to take a four-and-a-half-hour round. When you come from the northeast that's what people assume that are golfers. The issue we have is educating our own general public or convincing them that when you start putting 200 people on a golf course, it's going to take longer. You can have all of the things in place and all of the resources available, but it's going to take longer to play.

Mr. Burney: Disney does a great job. If you play Disney Palm or Disney Magnolia, they are going to tell you that it takes 4 hours and 30 minutes to play. Based on our GPS, our basic play time is 4 hours and 22 minutes. The biggest problem with this county is that we have a lot of bad golf courses and people get to play golf courses that aren't full because they are not in good condition. If you play Baytree, it will take you only 3 hours to play, but there are only 120 people out there all day long. There's a huge difference and I agree that people from the northeast understand that. Our public players who live here need to pace themselves better.

Mr. McCarthy: Exactly. It's our task to re-educate them.

Mr. Burney: Exactly.

Mr. McCarthy: When we have 200 people on a golf course, it's going to take time to play.

Mr. Burney: Right. That's why we work hard on trying to pair people up and get them into foursomes. Twosomes come up and ask if they can go, but that doesn't work. I told Tim that I had a couple that bought a membership last year under the idea that they could play on Saturday mornings as a twosome at 7:15 a.m. and play in three hours. I told them from the beginning that wasn't going to work. Guess what? I ended up having to give them a full refund on their membership because he went out there and tried to strong arm the staff into the idea that he gets to do this when I told him no from the beginning. He came back this year and I said, "You understand that you can't play as a twosome at 7:15 a.m. on a Saturday morning. That's not going to happen". He wanted to know, "Is your guy going to give me a hard time?" And I

was like, *“Stop right there. The bottom line is my guy didn’t give you a hard time. You were giving him a hard time because you wanted what you wanted after I told you that wouldn’t work.”* So that is a big issue for sure. The busier we get the more public play we have and the less room for error that we have. We can’t afford to allow things like that to happen.

Mr. Showe: I agree, 100%.

Mr. Melloh: To answer your question, which Lane could back me up on, we absolutely do not have a reputation for a slow golf course because we have the GPS, which nobody else in the county has. Lane has put on extra players to keep play moving. We even have stickers on the golf carts saying, *“The pace of play is everybody’s responsibility. Please keep pace with the group ahead of you,”* but if everyone is keeping pace with the group ahead of them and it ends up taking 4 hours and 30 minutes, it affects all of the play. When the PGA Tour is out there playing twosomes and it takes them five hours to play golf, it doesn’t do us as a golf industry, any favors, but we are visible and I think we do everything necessary to keep the pace of play going as fast as we can. I don’t see any problems based on feedback.

Due to interference with lawn equipment, portions of Mr. Burney’s discussion could not be heard.

Mr. Burney: Every once in a while, we will get a complaint, but those are perception issues. If someone complains to me that the pace was slow, they don’t realize that I can access their information. I go back to the tee sheet to figure out when they played, what day and what time and then it all makes sense. This guy played as a twosome in 3 hours and 51 minutes. He acted like it took 4 hours and 15 minutes to play. It was a perception issue. We privately said, *“We took a look at your tee time and this is your approximate time and we apologize if it ran slow, so what we can do to help you?”* We try to do the best we can.

Mr. McCarthy: Does anyone have any questions for Lane? In my opinion, we have the best golf course in Brevard County. I don’t know if it’s true or not, but that’s the way I feel. People come up to me when I wear a shirt that says, *“Viera East Golf Course”* and say, *“You are lucky. Do you play there?”* That makes you feel good.

Mr. Burney: That makes me feel great. It’s definitely made my job to sell tee times and not having to put fires out like we used to by not telling the truth about the condition of the golf course and the players coming in and having to deal with it after the fact. I did my share of that. Now the golf course is in great condition, but I can’t take all of the credit. At the end of the day, I focus on the tee sheet to see where the holes are, what we can do, etc. When I come in at 1:00

p.m. to 2:00 p.m. and the course is wide open, the first thing that I do is to take \$8 off the rate. Does anything happen? Sometimes it does, but sometimes it doesn't, but that's part of the game and we just have to continue to get better and better. I will say that there is definitely room for improvement, but the same times are never filled, which is from 10:30 a.m. to 11:00 a.m. and 1:00 p.m. to 2:00 p.m. That's where I slid a couple of the groups onto the tee sheet because those are the least desirable tee times that are hard to sell. I'm giving them an 11:00 a.m. Associate Rate for 16 players, but to me that's a home run.

Mr. Melloh: Thank you Lane.

Ms. Thomsen: You are an asset. How are your lessons going?

Mr. Burney: I haven't been teaching as much. Its slow in the summer, but I'm going to pick that up. My PGA work is going well, but I'm slightly behind from where I want to be because my family is my number one priority. The PGA is still very important to me, but it's a lot of work. I wish I started it seven or eight years ago, but unfortunately, I wasn't put in a position to have help from the Board and there wasn't anyone telling me that I should do this. It was the opposite. They were telling me that I didn't need to do it. Unfortunately, I oversee 40 employees and haven't been able to spend as much time on it.

Ms. Thomsen: You will find a good balance.

Mr. Burney: Exactly. My assistant had some family issues, which has taken some of my time over the past two months, but it is what it is.

Mr. Melloh: That's the end of my report.

SEVENTH ORDER OF BUSINESS

Treasurer's Report – Consideration of Financial Statements

A. Approval of Check Register

On MOTION by Ms. Walsh seconded by Ms. Thomsen with all in favor Checks #3459 through #3498 from the General Fund totaling \$232,620.16 were approved.

On MOTION by Ms. Walsh seconded by Ms. Thomsen with all in favor Checks #26147 through #26270 from the Golf Course Fund totaling \$382,828.25 were approved.

B. Balance Sheet and Income Statement

No action was required by the Board.

EIGHTH ORDER OF BUSINESS

Supervisor's Requests

Mr. McCarthy: Joe?

Ms. Walsh: I'm good.

Mr. McCarthy: Melinda?

Ms. Thomsen: I'm good.

Mr. McCarthy: David?


Mr. Bedwell: I'm good.

Mr. McCarthy: On behalf of the Board, I think we are very fortunate to have Ed Grasser, Scott Everly and Lane Burney as department heads. Tim, please convey that to them.

NINTH ORDER OF BUSINESS

Adjournment

On MOTION by Ms. Walsh seconded by Ms. Thomsen with all in favor the meeting was adjourned.


Secretary/Assistant Secretary


Chairman/Vice Chairman