

MINUTES OF MEETING
VIERA EAST
COMMUNITY DEVELOPMENT DISTRICT

A workshop meeting of the Board of Supervisors of the Viera East Community Development District was held on Thursday, December 2, 2021 at 7:00 p.m. at Faith Lutheran Church in the Multi-Purpose Room, 5550 Faith Drive, Viera, Florida.

Present and constituting a quorum were:

Rob Dale	Chairman
Pete Carnesale	Vice Chairman
Steve Colasinski	Treasurer
Paul McCarthy	Assistant Secretary
David Bedwell	Assistant Secretary

Also present were:

Jason Showe	District Manager
Robert Robb	District Engineer
Tim Melloh	General Manager
Jim Moller	Golf Course Maintenance
Michelle Webb	Marketing Director
Jeff Spencer	Hook and Tavern Restaurant
Residents	

FIRST ORDER OF BUSINESS

Roll Call

Mr. Dale called the meeting to order at 7:00 p.m. and Mr. Showe called the roll. All Supervisors were present.

- **Restaurant Matters**

Mr. Dale: Paul, you have the floor.

Mr. McCarthy: Thank you. I want to discuss the situation that happened in the restaurant. I want to point out some things. What I'm concerned about is not what was actually said with the parties involved, but somehow the way it was handled, I'm not very happy about. I'm going to give you an example of what happens. Pete, you're here some place with your wife. Okay? A person comes up and they stand like this, right in your face, you're 6 inches apart. How's that going to make you feel?

Mr. Carnasale: Not so good.

Mr. McCarthy: Steve, same thing, six inches away from a person. Are you a little bit uncomfortable?

Mr. Colasinski: It depends on what they want.

Mr. McCarthy: Okay. Rob. Same question, a person leans into you 6 inches apart.

Mr. Dale: Unless you are full bird cuddle, it doesn't mean anything to me.

Mr. McCarthy: David, same situation. You're there with your wife and they're leaning in. Are you uncomfortable if they are 6 inches away?

Mr. Bedwell: It depends on what she says. That's always important. She might say, "*Happy Birthday*".

Mr. McCarthy: No, it wasn't, "*Happy birthday*." What I want to get across, is that what are we doing in terms of is this acceptable behavior? I don't believe it's acceptable behavior. I think it's inappropriate behavior. So, do you think that's a way you would want one of our employees communicating to you? Yes, no or abstain?

Mr. Carnasale: It would depend on the individual situation and just the size of the crowd. Sometimes when we have the music and it's very, very crowded, they have no option but to do that because you wouldn't be able to hear them over the music, otherwise.

Mr. McCarthy: We didn't have any music.

Mr. Carnasale: That's what I'm saying. It would depend on the situation. Under a quiet day with whatever, then I would prefer that they were away a little bit further.

Mr. McCarthy: You support that position that they were too close?

Mr. Carnasale: Yes.

Mr. McCarthy: Steve same thing?

Mr. Colasinski: I think it really has to do with what is being said.

Mr. McCarthy: Well, we have different things about what was being said and then that's another thing I'm going to get to also. But, you have no opinion about it one way or another?

Mr. Colasinski: No opinion one way or the other.

Mr. McCarthy: Okay. Rob?

Mr. Dale: It depends on the source. It depends on what the other person has had to say or what they were saying about and whether or not the incident even happened that way.

Mr. McCarthy: It is almost like being bullied, when someone's looking down at you.

Mr. Dale: If that's the way it went down, which I'm not saying it did.

Mr. McCarthy: I know.

Mr. Dale: I have that happen all the time. Michelle will come up and talk to me and she's just expressing something discretely.

Mr. McCarthy: I've been married 57 years, so I know that.

Mr. Dale: Yeah, you know what I'm talking about.

Mr. McCarthy: David, same question. Would you be uncomfortable with a person talking to you and your wife like that, leaning over you, 6 to 12 inches away?

Mr. Bedwell: No, I would not.

Mr. McCarthy: Let me get back to my notes here. I think that most of us are pretty much in agreement that it's a hostile position that that woman took in terms of thing. I don't want it to get into he said or she said, but these people that were involved it, the four women are impeccable in terms of their character, they are perfect ladies and so forth. I want to give you some examples of what happened. Mr. Stevie McTaggart has been here for 17 years. Tiny and Wilson Butler have been here for 23 years. Patti and Roy Wolfe have been here for 19 years. Joyce and Ray Shorts have been here for 17 years. Gladys and Marty Gillette have been here for 21 years. They all have different degrees of membership in order to play golf. The total amount of money, and money is important, but money is not an excuse, is \$20,035 a year that these four people had paid. They are in that restaurant three times a week. I think if Jeff had been out front if he had seen it, he would have resolved it two or three minutes, but it went on and on. Not only did Shanna come up to him once, but she also backed off and went back to the bar area and then came back again and went through it again. She just didn't want to let it go. What I did is I equated the average membership in the CDD golf is 19.4 years. As I said, it is \$20,035 dollars a year. If you equate that over 19.4 years, they have contributed \$388,679. That is a tremendous amount of money. These are good customers and we're giving them a hard time. I just think it just didn't go well. I had this conversation with Tim and him and I disagreed. I felt that the women should have been interviewed. Jeff waited nine days to contact Stevie. If I had a problem in a business that I had, I would try to solve it right away. I'm not going to wait nine days if there's a problem. We talked about repetitive questioning. That's caused by two things. A disease that's acquired called Global Transit Anemia. The other is not getting answers. People are looking to get answers when they ask a question. I know a great deal about that because I've

about 50 different things with the dog park and what's going on at Woodside Park. That's part of my job. I understand that. Because you're getting a question and you heard it once or twice before, there's no reason to just go after somebody. So, I'm very disappointed in how it happened. I think it could've been done in a completely different way. I think you've got some misinformation in terms of things. Were you aware that Jeff didn't call her for nine days?

Mr. Dale: Jeff was on a cruise.

Mr. McCarthy: Not that time.

Mr. Dale: This was around that time frame.

Mr. Spencer: If I can jump in for one second.

Mr. McCarthy: No not right now. We'll give you a chance at the end. As I said, it was 9 days. and he had requested Stevie's email or telephone. She forwarded him the telephone number and didn't hear from her until nine days later when we had the last Board Meeting. That is not the way to handle things. They did not ask for discounts. The only people who have been asking for discounts are the Viera East Men's Association and Viera East Ladies Golf Association (VELGA), and that's up to Jeff. That's his business. He can do whatever he wants to do. I don't have a problem with that. Here we have four women that have supported this organization for close to 20 years and their husbands as well. I think they got treated very poorly by the Board and I'm very disappointed. Go ahead Jeff say what you want to say.

Mr. Spencer: Excuse me. The thing I really want to say is, when I spoke to Stevie, we had a nice conversation. I apologized because she sent me her number, I saved in my phone and I reversed two digits. So, I was leaving someone three different voicemails. I don't know who they were, but apparently they got apologies over the phone and asking them to call me. Stevie, I apologized to you for that.

Resident (Stevie McTaggart, Aberdeen): I said that you and Tim did.

Mr. Spencer: No, but you didn't explain what I had said. It was my fault because I called that number and I made a mistake when I entered it my phone.

Resident (Stevie McTaggart, Aberdeen): Just like, Rob doesn't believe that it happened, I'm not too sure about that either. So, there are different opinions.

Mr. McCarthy: A simple thing like an apology would have done it and it would have been over, but it is going on and on.

Mr. Dale: Right.

Mr. McCarthy: I'm not happy with the way it went.

Mr. Dale: Well, here's the counter side. I would like to get a couple of things out. Number 1, what I'm very disappointed at, is the lack of patience by some of the people in the community right now. What they do not understand is we have had a complete flip of that restaurant. We're still in soft opening. What Jeff has done.

Mr. McCarthy: That's a completely different thing.

Mr. Dale: Let me finish.

Mr. McCarthy: It nothing to do with that situation.

Mr. Dale: It's not because what is happening is it's tied into some of the comments that I heard tonight, where people are going in there looking for certain things on the menu. Phil actually asked a very reasonable question. To answer your question, Phil, yes. On probably a weekly basis I'm at Beef O'Brady's. For a while, it was probably about twice a week. What I was extremely disappointed in, prior to Jeff taking over, was the number of times I would see tables of 10 to 15 people in the Beef O'Brady's. Those were people that we should have been capturing and we weren't capturing them with the previous restaurant. So, where I'm going with this is the Board decided to make a change. This change has been very hard, which is why I made the comment, "*Change is hard for some people,*" and it is. Some people were very happy with Terri in there for six years, but many people weren't. My problem is we are in a situation where we need to be expressing some patience. We got staff that we brought on. We are still short-staffed.

Resident (Stevie McTaggart, Aberdeen): It's it too bad.

Mr. Dale: Well, it's not just too bad. These people have lives too and they do not. I've heard numerous complaints from the staff where we've got people coming in and I'm going to call it what it is, "*Harassment.*"

Residents (Not Identified): Stop.

Mr. Dale: That's exactly what I'm calling it. I am going to point out that the only people that I generally hear some of these complaints from are many of the people in this room. It doesn't mean all of them are invalid. That's not what I'm saying, but I do need to point out, once again apparently, that the golf course represents about 13% of this community.

Resident (Stevie McTaggart, Aberdeen): And about 80% of the restaurant business.

Mr. Dale: Actually no. Because we will be getting into that portion here later in the meeting, but the restaurant actually is up about 20%.

Resident (Stevie McTaggart, Aberdeen): Yeah, because you raised the price 75%.

Mr. Dale: Where I'm going with this, some of this goes back to the campaign and I'm going to call it like it is. Sitting on my desk, is a letter that Ms. McTaggart sent out during the campaign that was full of half-truths and inaccuracies. So, I will consider the source on that. I do know Ms. Tiny Butler. I respect Tiny and Wilson. I actually served on the Board with Wilson at one point in time. I'm not saying that John was a complete saint in this scenario, but what I will tell you, Paul, is she did come to me after the event. The way she portrayed it is completely different than what I saw in that letter.

Mr. McCarthy: Yeah, that's fine.

Mr. Dale: So, I got two different stories here and what I also have to weigh this against, and again this is just me, there's five people on this Board, but what I also weighed this against is we have a staff that is very stressed with the amount of work that they're putting in right now. So, perhaps that contributed to some of this.

Mr. McCarthy: It's inappropriate behavior.

Mr. Dale: I'm not saying it was or wasn't inappropriate. She told me that that's not the way it went down.

Mr. McCarthy: If you have a woman glaring down at you, Rob, come on.

Mr. Dale: She told me that she wasn't even on the table. She told me she was over the table.

Mr. McCarthy: She's lying then.

Resident (Not Identified): She's lying.

Mr. McCarthy: They have four women. Here's the other situation. No one interviewed any of these women that had this problem. Why didn't the General Manager? Why didn't Jeff talk to them to see what happened? There's nothing in the letter. What we missed the boat on is we didn't interview these people about what happened in that restaurant. That's the sad reality.

Mr. Dale: Tim, my understanding is that you had two talks?

Mr. Melloh: Shauna came to me to explain the situation as to what happened before I received Stevie's email. So, I was a little familiar with what happened. Again, Paul, I can't believe that if I were to interview Joyce, Patty or Tiny, that they would say anything different than what Stevie had said in her email. I did apologize immediately. I sent an email immediately and apologized twice in it. I started off apologizing for our drop-in customer services that is not

typical. Shauna is one of our better employees or probably our best employee, but everybody has a drop-in service sometimes because of things like you talked about. Sometimes you're overworked, sometimes people just have a bad day. People are entitled to have a bad day once in a while and I apologized that that happened. Later on, in that very same email I said, "*I apologize to you Tiny, Joyce, and Patty.*" Now, I thought that they were copied on the email that was sent to me. That was my error I just figured that they had seen that. Paul, I told you that I'm sorry. I didn't think I needed to interview them because I didn't think that they would have anything different to say. I understood the situation. I did talk to Shauna about it.

Mr. Dale: I will share with you, Paul.

Mr. McCarthy: If you were to interview people, you would've gotten a different perspective on it in terms of things. It's like all of a sudden, we're listening to what Shauna has to say. You haven't talked to Stevie. You haven't talked to these other three women. They are loyal customers that supported this area for 19 years. It's a terrible situation as far as I'm concerned. Jeff had a problem. He had a wrong number. He mixed the numbers up. Jeff, in all honesty, I would've gone into his office and found out what her number was and called her right away. You let it go nine days and you had a problem. Look where we are now?

Mr. Melloh: I think Jeff and I both admit yes, we did not handle the situation properly and I apologize for that, but at the end of the day, what is the result that you would like from all this? I mean, what's the end game here? Are you saying that we should go in and terminate Shauna's employment?

Mr. McCarthy: No, what happens if Shauna does it again and she has a bad day? What are we going to do with it then? That's something to think about.

Mr. Melloh: Well, there's progressive discipline.

Mr. McCarthy: I hope so.

Mr. Melloh: Paul, I mean, come on I've worked here for seven years you know that I try to be reasonable.

Mr. McCarthy: Tim, I have you in the highest regard.

Mr. Melloh: I made a mistake, I apologize. I apologized to everybody else and I did respond to Stevie's email. Have you read my email to Stevie?

Mr. McCarthy: Yes, I did and it was excellent.

Mr. Melloh: Okay. So, I didn't figure that I needed to do anything further. I think that Jeff knew because I copied him on that. I think that maybe he thought that the situation was taken care of.

Mr. McCarthy: It was never taken care of, Tim. That's the sad reality.

Mr. Melloh: Well, I apologize. This is a learning moment for me. I'll do a better job the next time.

Mr. McCarthy: Rob, the things that you said were out of line.

Mr. Dale: No. I don't think so.

Resident (Stevie McTaggart, Aberdeen): Absolutely not.

Mr. Dale: In fact, I'm going to take it a little further. Because where we're at in my opinion here, and I guess Paul feels the contrary, what is unacceptable to me as a Board Member is four staff to perpetually be asked the same question on a weekly basis, "*Hey, we really want this on the menu.*" You don't go into Texas Roadhouse and ask them how come they don't have waffles on the menu all the time. The guidance that Jeff, forgive me Jeff, not John, was given by this Board, was put the menu together and put restaurant together. Jeff has exceeded every one of our expectations. In terms of time frame, he's two months ahead of where we thought he would be at this point.

Mr. McCarthy: We're not talking about that.

Mr. Dale: We are, because it becomes a morale issue to the staff if we've got people coming in asking for \$4 egg sandwiches and things that aren't in the menu and then getting upset. We had a woman last week that came at 3:30 p.m., half an hour after closing time on Sunday, and was upset that she wasn't being served.

Resident (Not Identified): Yeah, why not?

Mr. Dale: And went off on the waitstaff.

Mr. McCarthy: What does that have to do with Ms. Stevie McTaggart?

Mr. Dale: I'm talking about the bigger picture here.

Mr. McCarthy: I'm talking about four people that were insulted by the waitress.

Mr. Dale: Well, you know what? The waitstaff has been insulted on multiple occasions too. I'm not saying two wrongs make a right here. What I'm saying is perhaps everybody should just cool their jets a little bit and show a little bit of patience. You got staff that's working exceptionally hard right now and you guys are wanting to string this woman up.

Mr. McCarthy: Why are you saying, "You guys?"

Mr. Dale: Because I heard the comments at the beginning of the meeting.

Mr. McCarthy: There's people that are very happy with the restaurant. I enjoy going into the restaurant.

Mr. Dale: Thank you. That's what I'm saying. The vast majority of the people that I'm talking to are very happy with that restaurant and that restaurant is making money.

Mr. McCarthy: That doesn't make it right when there's an issue that went wrong that should've been corrected sooner. It didn't happen.

Mr. Dale: Well, what I'm saying is there are conflicting stories that I'm hearing from the Golf Course Manager, from the restaurant owner and from our waitstaff. What gives you a little bit of credence, is you're right, there were four people here. If there were just one person, I'm going to be blunt, based on that letter that was put out during the campaign last year, I wouldn't put a lot of credibility into what you say.

Mr. McCarthy: Why don't you print them out? What I'm saying is that it went too far. We didn't resolve it. It's a bad situation. I don't want to see it happen again.

Mr. Dale: Nor do I.

Mr. McCarthy: Everybody can learn something about this and so forth.

Mr. Colasinski: I do want to make one point. Customers duration at a restaurant and the amount of money they spend, has no correlation to a situation of who's right and who's wrong. That has nothing to do with that.

Resident (Stevie McTaggart, Aberdeen): It is a customer service issue.

Mr. Dale: Basically, a lot of what you said, the implication, at least some of the way I took it, was because these people are members of the golf course, their voices should carry more.

Mr. McCarthy: No. How can you possibly jump into that?

Mr. Dale: Because you went through a history and you did the math on all of these numbers.

Mr. McCarthy: They spent more than a quarter of a million dollars in here.

Mr. Dale: We don't know that.

Mr. Colasinski: Well, that's what I'm getting to. That number is irrelevant for the situation.

Mr. Dale: That's my point. That's where I'm going with it. It has no bearing on the situation.

Mr. McCarthy: I said that before. I brought that money into the situation.

Mr. Dale: Right.

Mr. McCarthy: That money had nothing to do with it.

Mr. Dale: Jeff, would you like to add anything to this?

Mr. Spencer: Yeah. If I can take like two minutes, I'd like to add a couple of things. First of all, thank you to the Board, to Tim, to everyone for being amazingly supportive. It's been a little bit of a trying journey. Also, Steve makes a phenomenal comment about the amount of money that someone spends has nothing to do with the level of service. The person who comes in who orders a cup of soup, should receive the same amount of service that someone who comes in and buys a steak on Friday night. So, if I go to Texas Roadhouse and I have an issue with the server and I have an issue with food, and I don't tell anybody about except for my server, I don't ask to speak to a manager, whose fault is it?

Resident (Not Identified): She's the manager.

Mr. Spencer: No one asked to speak to a manager. I was there. I could have corrected the situation on-site.

Resident (Not Identified): Why didn't you come out?

Mr. Spencer: Because I didn't know a thing about it until everything was long gone. If you go to Texas Roadhouse and you have an issue, a manager comes to the table and helps to correct the issue. So, I will agree with Rob, does it end the story? I'm with Tim. Tim, the story that you received was the exact same thing that I had received from Shauna, which is widely different than what I've received in the e-mail. Somewhere, there's always three sides to every story. I have a little bit on my plate right now, so I apologize for not getting back to you quicker. It was not my intention.

Resident (Stevie McTaggart, Aberdeen): It was a little odd that it happened in the morning.

Mr. Spencer: Well, I appreciate that you bring it up. That was a little odd with that and questioning my integrity. I'm a person of great integrity.

Resident (Stevie McTaggart, Aberdeen): What has Rob done?

Mr. Dale: What would you like to have happened here, Paul?

Mr. Spencer: I don't understand what Rob has anything to do with, but I would like to hear.

Resident (Stevie McTaggart, Aberdeen): He's called me a liar.

Mr. Dale: That's not what I called you.

Resident (Stevie McTaggart, Aberdeen): I have no integrity.

Mr. Dale: So again, there are multiple interpretations. Paul, what would you like to have happen?

(Indistinct Conversations)

Mr. Dale: All right, we're in the business portion of this meeting. We are not going to turn this into a three-ring circus. Paul, what would you like to have happen?

Mr. McCarthy: Let Jeff finish.

Mr. Spencer: There was some question about numbers. I'd like to share some numbers because I think our numbers in the restaurant have, in my opinion been very, very good. I worked closely with Tim with this, weekly, daily, monthly. I wasn't here last month so I didn't get the chance to share this. Year-over-year, October of the previous year to October this year, we were up 29%.

Resident (Not Identified): Due to COVID, you raised your prices 25%.

Mr. McCarthy: Keep going with the numbers please.

Mr. Spencer: So, currently this last month, we were up \$11,262, which equates to a 41.2% gain year-over-year. I figured that someone would go ahead and arbitrarily yell COVID, if you take the Year 2018 when the economy was booming well before COVID, we would still be up 15.5% over the numbers in 2018. We are happy to announce that we are getting close to fully staffed. We have extended our hours Wednesday through Saturday. In regard to Sunday, Monday and Tuesday, when we have the opportunity and we are fully staffed, as hiring employees has been difficult, we will continue to extend our hours. I'd also like to add that with our vast improvement of sales year-over-year for the past several years, we can also thank people who come in from 3:00 p.m. to the time we close, we are seeing the greatest increase in our total sales profit and overall revenue from 3:00 p.m. on, happy hour through dinner segments of our business.

Mr. McCarthy: I'd like to add to this, Jeff. The important thing is not the gross revenue. The importantly thing is the net revenue. I remember Tim helping me out for the first month and

I realized that was a start off thing and you're buying all of the liquor, a lot of expenses and it's not going to be normal like that. I understand that Jeff. Was it \$60,000?

Mr. Melloh: Well, that's what the expense was, but it was offset by...

Mr. McCarthy: The entire amount was approximately \$60,000, but we still lost \$40,000 that month.

Mr. Melloh: Well, then we have startup costs.

Mr. McCarthy: I understand that.

Mr. Melloh: We had startup inventory. You have to deduct the sales off of that. I understand that, but you also had what was it, almost \$23,000 in sales that month. Yes, it was a loss, but we're trying to take baby steps in getting it going there.

Mr. Spencer: No, there wasn't a loss.

Mr. McCarthy: If you could do a good job in terms of the amount of money we took in, we want to have the amount of money they spent. I know what's in the blue book. If we can keep it month-to-month, when we come into a meeting, we can see it and it's right in front of us. Is that something that you can generate?

Mr. Melloh: That's going to be generated. Remember we're only two months into this and we don't even have the financial statement from November. One of the things that I have in front of you is just a score sheet like I do for the golf operations for what the sales are. I separated out beer sales because it is so much greater than what it's been for the last four years, COVID included. If you'll notice down at the bottom, even though we were in a COVID year, let's say last year, we still produced 53,000 rounds of golf. The sales and the restaurant, we're just trying to show the growth. We are trying to show the good. We are not trying to show the bad. That's all I'm trying to say. After two months we have some good momentum. He is getting more staff on board. He's going to extend his menu. Right now, as Rob indicated earlier, we are in the soft opening where we don't want to throw a menu out there that's so large.

Mr. McCarthy: Because then we have to spend more money.

Mr. Melloh: Of course, in the beginning the thing is yes, you do tend to over staff.

Mr. McCarthy: You are training people.

Mr. Melloh: You want to be ready to go when the business starts to increase. The eyeball test shows that we are starting to get more and more folks in there and the numbers are starting to

show it. So, I think that what we want to see is this thing progress along, so that we can get to a point where we're doing a \$500,000 of sales a year. Then I think that's where we need to be.

Mr. McCarthy: I agree with you on that. I'm hopeful that the restaurant is going to be successful. I think Jeff is a phenomenal cook and I'm looking forward to it, but we have to balance things.

Mr. Melloh: Right. I understand.

Mr. McCarthy: When you have a problem, take care of the problem right away and I'll let it go.

Mr. Dale: That's where I'm in agreement with you, Paul. The one thing I'm not going to let stand though is perception. I heard this in the public comments last month and then I heard it for months prior to that, where actually people were running around saying that Terri made \$250,000 or \$230,000 on the restaurant. What people weren't understanding is exactly what you're talking about, the difference between net and gross revenues. What this Board was actually seeing out of the previous restaurant was roughly about \$10,000 on an annual basis, once you did all the pluses and minuses. What I heard last month and what I'm trying to bring attention to what you just said, is there's a commingling of operational and capital improvement costs. A lot of the costs at the restaurant to this point was money we were going to put into this thing, whether it was Terri or Jeff or anybody else. So, that's part of the capital.

Mr. McCarthy: I said that.

Mr. Dale: I want to make sure that's crystal clear because it doesn't appear to be for many of our residents. That's for the purposes of the minutes and the reason why I'm saying that. Steve, did you have a comment?

Mr. Colasinski: Yeah. I just want to mention that Jeff is much more than a cook and the role he has is very wide with regards to all aspects of the restaurant. He does a phenomenal job himself cooking food, but he also has to run the entire restaurant. I think he's doing a great job with that as well.

Mr. McCarthy: I hope he's very successful.

Mr. Colasinski: I think we'll do.

Mr. Bedwell: I don't think there's any capital expenditures in this P&L. I think this is operating cost.

Mr. Dale: I don't know which one you're looking at, but many of the things I heard last month were operational costs.

Mr. Bedwell: To get a handle for me and the Board. I'd like to ask Jeff a question. Were the \$59,000 to \$60,000 start-up costs? Going forward, what do you think the run rate on the expenses will be on average if you have a normal month on labor, food costs you have to buy, will it be like \$45,000 or \$40,000?

Mr. Spencer: It depends on the fluctuation of season. I haven't seen enough of that to be able to put a hard number on it.

Mr. Bedwell: I'm not asking for a hard number. Because we did \$27,000 in revenue this month, but if our run rate is \$45,000, we got a ways to go. I 'm trying to get a handle on what we got to achieve here.

Mr. Spencer: That first month is...

Mr. Bedwell: Forget the month. I'm asking you, what is the run rate on average on the expenses?

Mr. Spencer: What we want to run on expenses is 33% on food and about 35% on labor.

Mr. Bedwell: Yeah.

Mr. Spencer: Now granted with how things are going right now on labor, keep in mind, wholesale food costs me around 43%.

Mr. Bedwell: I understand.

Mr. Spencer: Anybody who has been to the grocery store in the last year knows things are getting really, really expensive. When we hear, "*We increase the prices by 2 %, well, we're still not to the 43% to make us whole,*" we are still underpriced and we're still lower than what everyone else in the county's markup is. You can shake your head at it, but it is true.

Mr. Bedwell: I'm just trying to understand how close we are to break even on the \$27,000 rent. Are you hearing what I'm trying to say?

Mr. Carnasale: Yeah. Well, basically because this is a soft opening, we still have things that are going to be done in improving the restaurant itself, which are still capital expenses. They are not related to the sales. Alright? A normal restaurant basically is closed. It goes for two to three months, does all of its work that it needs on the premises, gets all of its materials, gets everything ready to go and then opens up. We didn't do that.

Mr. Bedwell: I know.

Mr. Carnasale: Alright? So, a lot of those expenses that normally occur during that first three-month period when they're not open, is occurring each month and we can't consolidate those two sets of numbers.

Mr. Bedwell: Pete, I'm just trying to, on a typical month down the road, based on the revenue we got, trying to figure it out.

Mr. Dale: I think your question is what is it that we're able to do that's proactive, that's productive?

Mr. Bedwell: It's something we need to do. Does he need to get to \$40,000 or 45,000? That's all I'm trying to find out.

Mr. Colasinski: We just need some more time to get the numbers.

Mr. Dale: But let's throw that at Jeff.

Mr. Spencer: The only thing that I was really going to bring up is in a perfect world we want to run about 33% labor and we run about 33% food and about 35% labor.

Mr. Bedwell: I understand.

Mr. Spencer: The cook situation and labor situation is also a little artificially high in the market right now.

Mr. Bedwell: I know.

Mr. Spencer: And that presents a challenge. So, depending on the month, that's really what we want to look at. So, it can be adjusted by the amount of business we want to look at, give or take. We're looking at two-thirds to three-quarters of our business in the expenses.

Mr. Bedwell: I know, but do we have elasticity? Can you raise prices?

Mr. Spencer: We can always raise prices.

Mr. Carnasale: The question is how far can you raise them without losing the clientele? Okay?

Mr. Spencer: Correct.

Mr. Carnasale: It's a balancing thing.

Mr. Spencer: After looking at all the casual type of restaurants that fit in our segment, casual bar and grille real restaurant, we are about the lowest price of anyone in the area. A restaurant chain that I worked for that owns that casual segment is Long Doggers. We are about 20% lower than Long Doggers. Long Doggers is not The Chart House.

Resident (Stevie McTaggart, Aberdeen): A 100% we are.

Mr. Bedwell: I compare prices on the hamburger with what you get with it and you are cheaper versus Hemingway's. That's my experience pricing just to see where you are. I took actual menu prices.

Mr. Spencer: We know that. I have really looked at pricing. I don't want to go and make this so expensive that people are not able to go there. But we also need to ensure that we can be profitable and knowing that we're a little underpriced right now. We are behind the curve on pricing. I know that, but also for the sake of the community, we hadn't done that.

Mr. Dale: I have a question of the Board. Do any Board Members at this time wish to change any portion of the menu or change it to the point where a lot of the requests of the ala carte items that are being made of the waitstaff and of Jeff by multiple people, is happening, does anybody wish to put that requirement on Jeff or does the Board now fully support Jeff in leaving the menu as is?

Mr. Bedwell: My personal opinions based on the staffing, the problem we have with cooks, expanding the menu would be hard. It may need to be expanded. I'm not arguing that. I'm just saying I have two sons in the restaurant business and I know a little bit about this. You can overwhelm your cooks if you've got one or I don't know how many he's got. He's got him and another person.

Mr. Spencer: I have two.

Mr. Bedwell: Two, but you know what I'm saying. It would be nice. I mean, everybody wants more. I mean, I go to restaurants. I'm going to go to a bar and grille tomorrow and I'll probably think, "*Well, they didn't have what I want.*" I don't know if you can have a bigger menu right now. Do you agree with me?

Mr. Spencer: 100%.

Mr. Dale: Hold your thought on that, please. Paul, do you want to put that requirement on Jeff?

Mr. McCarthy: I don't want to put any requirements on Jeff. He is running the business. He's going to run the way he wants to run it and we're going to see what happens in a couple of months and we'll look at the figures.

Mr. Dale: Alright. Steve?

Mr. Carnasale: I was just looking at Beef O'Brady's menu and the prices.

Mr. Dale: Do you want to put that requirement on Jeff?

Mr. Colasinski: No. When we hired Jeff it was because we trusted him.

Mr. Dale: Pete, do you want to put that requirement on Jeff?

Mr. Carnasale: No, I do not want to put that requirement on him. He knows that because he's seen me and my wife quite a few times since he's opened.

Mr. Dale: Where I'm going with this and Jeff, what you've just heard from the Board is that the Board supports what you're doing with the menu and everything. It seems to me a lot of the complaints that I've heard from you, from customers, hell, from previous Board Presidents about some of the things that they would like to see on the menu. It seems one of the largest areas of contention is how you are running things and what you've got on the menu. What you've just heard from the Board is they want to empower you to keep the menu the way that you see fit with your growth cycle. Therefore, if in the future you have customers that have an issue with that, refer them to the Board.

Resident (Philip Blanchard): I think the Board is putting your heads in the sand. We all want the restaurant to succeed, all of us. Revenues are going down and it will continue to go downhill. I'm sorry. I wish it would change, but you're saying, you won't make any changes.

Mr. Dale: I appreciate your comment, Paul.

Resident (Philip Blanchard): I'm leaving the meeting now. That's it.

Mr. Dale: I appreciate your comment.

Mr. Bedwell: Jeff should listen to peoples request for other things.

Mr. Dale: I agree. I think any good restaurant owner would appreciate input.

Mr. Spencer: I always listen. The biggest thing that I always have to say is when we get folks to come that there is special pricing for us as a whole business, it's just a net loss.

Mr. Bedwell: We don't like to do that.

Mr. Spencer: Case in point is that the men's group on Thursday, and I understand they live someone else, but when they want an entrée and a beer, they want to have tax included and gratuity for \$8.

Mr. Dale: It's not realistic.

Mr. Spencer: It would be extremely irresponsible of me to say, "*Yes, we can do that.*" Because I know that I might as well give each one of them five bucks to go somewhere else to make more money.

Mr. Dale: Okay. What I don't want Jeff are the individual confrontations between staff and stuff like that. I know this a contentious issue, but it's on our shoulders now. You refer them to us is the way that I look at it. I'm not saying like Dave said, that you don't listen to people.

Mr. McCarthy: I'd like to see Jeff solve the problems.

Mr. Dale: Exactly. You listen to people, obviously. Some of these people had good ideas, but at the end of the day, if you have somebody that is not happy with the way things are going...

Mr. Spencer: Yeah. I agree 110%.

Mr. Dale: Michelle, please?

Ms. Webb: I noticed tonight when I went to use the bathroom at the Viera East Golf Course, there was a flyer up.

Mr. Dale: We are not going to into that. Don't. Let that go, please.

Ms. Webb: But I'm just saying.

Mr. Dale: Let that go.

Ms. Webb: It's something that need to provide. We've got to support what's there.

Mr. Dale: Yeah.

Ms. Webb: We're not supporting what's there. That's what I see on the outside because I hear it. I'm noticing it. I just can't. It's sad.

Mr. Dale: Alright. Thank You.

Ms. Lillian Spencer: Rob, can I say something on this 50%?

Mr. Dale: As part of the restaurant, yes.

Ms. Spencer: Yes, thank you. I'm Jeff's better half and I'm also 50% owner of the LLC that operates part of the Partnership Agreement. Some of you I've met in the restaurant on the days that I come in and work for free, taking care of you. So, we appreciate the residents of Viera East. We appreciate everyone that's coming in and supporting us. I know that there's a little bit of contention with, change is difficult with using that term. I remembered that there was once Mimi's Cafe, which had Louisiana-style, southern food. Then Mimi's Cafe left and it was Austin's Chophouse, which was totally different. I didn't expect to go into Austin's Chophouse and get the shrimp and grits that Mimi's Cafe used to have that me and my kids love. Austin's Chophouse left and it was Tequila Azul. I didn't expect to go into Tequila Azul and get that prime rib that was so good that Austin's Chophouse had. I understood that it was a different

business entity. It was a different restaurant. Now, Tequila Azul is Tuscany Grille. I'm not going to go in there and ask for their big Chimichanga plate because Tuscany Grille is not a Mexican restaurant. So, I think it's going to take some time. We are two months into it. We're super way ahead of schedule. I know we're excited about that. Change is hard, but it's a grille and tavern that is not just for the geographically close by. It's for all the Viera East and we really are trying to promote an eatery that anybody can come into. They don't have to feel like, *"Oh, I pay a membership here, so I'm entitled to a scoop of tuna salad on a lettuce leaf."* Because the restaurant doesn't get any dividends from the golf course memberships. So, regardless of whether there's a membership or not, we want to provide you with the best level of service and food that you would get, just like Jeff said, whether you're getting a cup of soup or you're getting the steak and spends on our Friday night specials. As far as people coming in and getting turned away, our hours are posted. They're on the door, and they are also online. We're not open on Sundays past 3:00 p.m., but we are open the rest of the days a lot later than the previous tenant.

Mr. Dale: And they will be changing as time progresses, given our waitstaff.

Ms. Spencer: Right, but as for right now, you are understaffed and our folks need a break. I know Rob mentioned it briefly. I won't touch on it because I feel like mama bear, but our staff is getting harassed. It's not just happening at Hook and Eagle Tavern. It's industry wide. Servers and waitstaff are getting harassed and people are losing their patience. I tell my kids, our number one rule in the house is love comes first. Jeff and I have three boys. Love comes first, and that means in actions, how we talk to people and how we listen. So, we just ask for kindness and patience because there's a lot of change. I took the kids in one night for dinner, and we were laying carpet. I said, *"Okay kids, I guess we're not eating in our own family business because there's stuff happening"* and the kids understand that. They're patient and they don't get upset. So, I think we're just asking for that. We're asking for patience, kindness and support. Change is difficult. So, remember when you into Tuscany Grille, try to ask for the Chimichanga and see how they react.

Mr. Colasinski: Well, but to your comment about patience. There's a very simple law that exists that discusses about the wait time. What more a lot of people get impatient about is having to wait longer, but that's all based upon the number of people who are waiting divided by the people working there. If the team is short-staffed, then your wait time is going to go up. Unfortunately, people don't understand with the short staff, they are going to have to wait longer.

That's what has been driving I think a lot of impatience with people across the country at this point in time. I'm hoping that will change because Jeff has been fully experiencing that hiring is difficult. People are not knocking on your door all the time.

Ms. Spencer: It is, I've been called into work, but it's not just wait time. I think for us, that the unique concerns and feedback we're getting from our customers, which is a small percentage of the customers that are unhappy versus the ones that are, is 95% versus a very small minority of 5%. I'm an engineer, so it's a squeaky wheel scenario. If you hear the squeaky wheel in the component, you're going to put more oil and attention to it because you don't want the whole system to break. With that being said, the patience is coming from not being okay with the change in the restaurant. Just think of Mimi's Cafe because that's where restaurants are going now. For years, we took the kids to Mimi's all the time, but they understand that it's a different restaurant. I have a nine-year-old who was in diapers when we took him there, he gets it. So, we're just asking the adults and the residents of the community to understand and get it like our children do, that change is okay. It's a different restaurant, you know and I understand that if you're used to one thing, that's okay, but this is a different business. We're so happy to be here, and again, appreciative of the people, the Board and the residents who are supporting us.

Ms. Webb: Thank you.

Mr. Dale: Thank you, Lilly.

Ms. Spencer: Thank you. I appreciate that.

Mr. Dale: We're kind of beating a dead horse and I don't want to be here all evening.

Resident (Not Identified): What you're misunderstanding, is the ladies, especially the golf ladies, want a lighter lunch. We don't want a big Philly cheesesteak thing.

Mr. Dale: I've heard them request. That is up to the restaurant manager and what he decides to do with the restaurant at this point. By the way, I want you all to know, I'm going to get in trouble with my Board Members for opening the floor and doing some of this stuff.

Resident (Not Identified): I just wanted to say, I've been involved with the golf course for 23 years now. So, I know what it was like way back when and pretty much until recently. I think part of the problem is the restaurant was always catering to the golf course. It was more of a breakfast and a lunch type of thing. Now, you're coming in and you're making changes. I'm not saying that I'm against the changes. I'm just trying to present to you what people have been used

to for a lot of years. Therefore, those of you who used to like coming for breakfast, it's changed and like you said, we've got to go with it. For so many years it catered to the golfers.

Mr. Dale: You're exactly right. Actually, I am going to explain. Thank you for those comments. I'm just going to expand on that a little bit because I have heard those comments multiple times. A previous Board Member who I know very well and respect very much, came to me and said, "*Rob. I just asked one thing. Sunday, I'd like to be able to have some breakfast on Sunday.*" I said, "*Look, I hear you. We have many of the things that we're talking about. We have staffing issues. We have concerns along those lines.*" We're not up and running yet. It's the main thing I'm trying to point out. I was washing dishes the last time Skootch & Skoot played along with Steve. That's how tough some of this stuff has been. So, we're asking people to have some patience. I think you will see some changes from the Sunday breakfast perspective.

Mr. Spencer: We're one person away.

Mr. Dale: Okay.

Mr. Colasinski: Are we getting back to our meeting?

Mr. Dale: Where I'm going with this is patience. Be kind, especially to the waitstaff. I think the incident that happened is unfortunate and I don't like how that went down. There will be further discussions about it. I think what Paul had to say and the way I'm going to end this, is he is exactly right. We are to be service-oriented in that restaurant. Nobody should be treated poorly as long as there's that reciprocal respect, is where I'm going with it. With that being said, we're going to move on to the playground and dog park update.

SECOND ORDER OF BUSINESS

Playground/Dog Park Update

Mr. Dale: Michelle, will you please enlighten us?

Ms. Webb: Alright, with the playground, there's a lot going on this week. The bridge is almost done. We are getting the spider net all put in. The swing set is up. We haven't put swings on because we don't want kids swinging on it until the mulch gets added. So, we are really pushing and trying to get to this December 12th opening. We've only advertised for the dog park because we need to have the Certificate of Occupancy (CO) for the playground before we open it. So, we're still waiting to get that, but the dog park should be good. For the dog park opening, we have three food trucks and probably about 10 to 12 vendors that will be there, including Santa Claus for dog pictures. Hopefully, the playground will also be open, but we need the CO until we

advertise that. So, it's rolling. This is crunch time right now. We are all out there. I go out there after work. Rob and Steve have been out there every day, so has John. I know that tomorrow is a big workday for everybody on top of their regular work time. So, it's coming along. It's very positive. The Prince of Peace Church has opened up their parking lot for us for Sunday.

Mr. Dale: If needed.

Ms. Webb: It will probably be needed. It's been put out everywhere. The Sheriff Departments is going to help with crossing the street, if we need that. So, there's a lot going on. The holiday event is going to be on Saturday and then the opening of the dog park is going to be on Sunday.

Mr. Colasinski: We have a lot going on that day. The actual leash cutting is at 11:00 a.m. I would like it to be known to others and I would like for the sake of law and order out there, that we don't start the pictures with the dogs and Santa until after the ceremony at Noon. What I'm saying is that Santa is not the big event.

Ms. Webb: Right. It is part of the event.

Mr. Colasinski: Yeah. If we start at noon to whatever for those pictures, that's fine. The other thing too is that we're going to need to keep the dog park locked also, based on John's experience.

Ms. Webb: Yes.

Mr. Colasinski: We will let no one in there until the leash cutting ceremony is done. That's for our own sanity as well. I appreciate everything you're doing too to get it done.

Mr. Dale: The offer is open to anybody in the audience, especially on Saturday starting at 9:00 a.m. for volunteers to do a lot of last-minute things, such as painting. I understand, not everybody can lift 100 pound six-by-six, but we have painting, we have tires, we have AstroTurf to be laid. I've been talking to Ed. We're going to get the weed barrier down. We got mulch coming next week. We've got all sorts of things going on with it. So, if you know of anybody that would be able to come out and help, that would be great.

Ms. Webb: I'm out there every Saturday. I won't be able to this Saturday, but I'm out there every Saturday. We repainted the dog houses because these guys out there want this park to look amazing in appearance. When we built the doghouses, we said we wanted to put sign on the dog houses. They have better shingles on the roofs. Every time they're adding all these perks, we're now changing things. Like now they want the doghouses to pop, so we decided to change

the color. A lot of this is donated materials and donated time. We have 13 amazing volunteers that come out every Saturday to help us. It sounds like a lot, but there's so much going on that we need at least two people at each little project to keep it going. So, we definitely could have that. I now have people in the community looking for sponsorships for the dog park. So, we are trying to get something together like that. Jason, I have to talk to you about that because I know that we're a governmental entity. There are a lot of people wanting to be part of this park, which I think is really great. It's turning out to be a wonderful place for people to go. I work a 40 hour a week job at the Brevard County School Board. When I go out on Saturdays, it's not really work, it's stress relief for me. So, I think it's great. The weather has been wonderful. So, I think if you come out and help out the community, you'll feel it too. I think, not this coming weekend, but the following weekend is going to be a very busy time.

Mr. Dale: The next two Saturdays we really could use people.

Ms. Webb: Yeah.

Mr. Dale: Thank you.

Ms. Webb: Next week is going to be a Saturday and Sunday event. Come out and enjoy it.

Mr. Dale: Tim, just as an FYI, because I may forget after the meeting. I've had a discussion with Ed. He's giving me the truck keys tomorrow.

Mr. Melloh: Okay.

Mr. Dale: Because we've got to go pick up blue AstroTurf for the simulated lake area.

Mr. Melloh: Okay.

Mr. Dale: I think he's given them to Inez, just so you know.

Mr. Melloh: Okay.

Ms. Webb: If you guys haven't been out there to the playground, it's not anything like Brevard County. It's going to be definitely a great addition to our community. So, if you haven't been out there, come out there and see it. It's great.

Mr. Showe: Thank you, Michelle.

THIRD ORDER OF BUSINESS

General Manager's Report

Mr. Dale: Tim?

Mr. Melloh: Okay. CDD-wise, we have just the normal day-to-day operations going on. The additional employee we hired seems to be working out well. I'm sure you interacted with him. He's going to be primarily responsible for the upkeep of the playground, dog park, Woodside Park and what have you. They will also do other projects within the District, as we move along. So, we're very happy about hiring him. I'm very happy with him as well. What you have in front of you is a quote from L.E.W Pipeline Integrity. We've had an ongoing issue with matted algae on the Bayhill flow way, which you'll see in the picture on the back of that quote. This has been going on. Jason and I have been dealing with some of the residents in Bayhill about this issue for quite some time. I have spoken to Ms. Jennifer Thompson who is a Brevard County Environmental Specialist. You can kill this matted algae. As a matter of fact, you can see that it's brown in color in this picture. It's dead, but it won't go away. The issue is, if we have a major storm event, this matted algae could possibly block that outflow.

Mr. Colasinski: The drain.

Mr. Melloh: The exit right there.

Mr. Colasinski: That goes underneath I-95, correct?

Mr. Melloh: Right. Well, it goes into the flow way that eventually goes underneath I-95.

Mr. Colasinski: Okay.

Mr. Melloh: It doesn't directly go under I-95.

Mr. Colasinski: But it can the clog the flow.

Mr. Melloh: It can clog. Then what it backs up upstream. We have 84 lakes and they are all interconnected, but they all hit one of our major floodways and then out to the St. Johns River.

Mr. Colasinski: Right.

Mr. Melloh: Anyway, to alleviate this problem, as a recommendation from Jennifer Thompson with Brevard County, is to have this matted algae racked out of this flow way. The flow way is roughly 1,300 linear feet long by 150 feet wide or something like that. We have an estimate here of \$24,000 to take care of this lake. So, I'm requesting that we do and not to exceed of \$30,000 because again, this is an estimate. They have to get in there with boats. They have to use a bulldozer. It has to be trucked away off-site. There may be other issues. The flow way is not very deep at all, so they can run into the issues of getting things stuck and what have you.

Mr. Colasinski: Do any of this problem in any other waterways?

Mr. Melloh: Our other major flow way to the north, we don't have that problem.

Mr. Showe: It seems to be a persistent issue. Obviously, it depends on the time of the year you go out. If you go out now, it probably looks great. If you go out during the summer, all this stuff would get knocked down if there was some rain, but for a lot of that season there's no algae.

Mr. Colasinski: It's good to get at it while it's doormat too.

Mr. Melloh: So, I asked Ms. Jennifer Thompson with Brevard County and said, "*If we ahead and spend the money to have this matted algae removed from the lake or from the flow way, is it going to come back?*" She said, more than likely it's going to come back. So, this will probably be an expense that we're going to have to look at either annually or every other year or every 18 months, as needed. It's never really been an issue before. It just seems that year after year, this matted algae has been building up there. We just haven't had any kind of a rain phenomenon that would raise the level of the water to have it go out the outflow structure. But now it's built up so much that you would probably choke off that outflow structure. So, what we're hoping is that we clear it out one time. Ecor keeps up with the algicide and what have you and maybe this only becomes a three or four-year outcome.

Mr. Colasinski: So, this is what our Ecologists are saying?

Mr. Melloh: Yeah. Well, the Ecologist with Brevard County, Ms. Jennifer Thompson. Our ecologist would prefer that we spend \$60,000 to \$70,000 to replant the littoral shelf and we don't feel as though we need to be able to do that at this point. There's a little bit of a difference there. He will be around to the write another report and I'll get that to you.

Mr. Colasinski: We just have to see how frequently we need to do this because at some point in time, we might say long-term. It's better to plant that shelf.

Mr. Dale: The way that I'm kind of looking at this is similar to the preserve where we have to do controlled burns. Now that we have the mulch, we go in and mulch it.

Mr. Colasinski: So, what do you want to do with this right now?

Mr. Melloh: We probably need to go ahead and do this. It would probably be easier to do it this time of the year instead of waiting.

Mr. Colasinski: Alright. You are asking up to?

Mr. Showe: We can't make any motions at this point. If the Board is okay, we'll just bring it back in the next meeting and have you approved it.

Mr. Colasinski: Is there any risk between now and the next meeting?

Mr. Melloh: I don't think so. I think we're very much out of hurricane season, although, we're technically not. I think they'll see the end of this month, but there hasn't been anything. Part of Ed's crew and their task is, if there is an approaching storm, in the manner of a tropical storm, hurricane or some other rain event, that's the first place they go to make sure that the outflow structure is open. It's part of what we do anyway, but this could be an overwhelming thing to be able to take care of.

Mr. Colasinski: Sure.

Mr. Melloh: The other part that we have to consider here is that we don't have the budget for this.

Mr. Colasinski: Understood.

Mr. Melloh: So, we'll have to take this out of reserves, unless we want to view this in lieu of lake bank restoration for this year.

Mr. Showe: There are several different options at this point of the year.

Mr. Dale: What about bond money?

Mr. Showe: It's hard to look at a line and go, "*Okay, we'll have it in that line or we're not going to do that,*" but there are options and you have the funding to cover it.

Mr. Dale: Jason, what about bond money?

Mr. Showe: Not for this.

Mr. Bedwell: Often, when I come around, there's a canal there.

Mr. Colasinski: Right.

Mr. Melloh: That's the header canal.

Mr. Bedwell: It's filled up with the same stuff. Is this the same place you're talking about?

Mr. Melloh: No. That's a different kind of weed also.

Mr. Bedwell: It's solid.

Mr. Melloh: Its alligator weed.

Mr. Bedwell: Are we going to have a floating problem?

Mr. Melloh: No, we don't have a problem with that. That canal is very deep. That's where like at Number 8, that's where it does go underneath the highway.

Mr. Bedwell: There's no drainage pipe or anything.

Mr. Melloh: Well, you see how big the drainage pipe is there. It's gigantic. So, there's no problem with that clogging up. Ecor does treat that quite frequently. That's just part of the nature of that flow way. We just haven't had enough rain to get things to flow through the flow way to go through to the other side of I-95. Look at that same flow way where you're talking about or especially down by Number 18, that's where it always accumulates there after a major rain event. Look at that area, it's clean as a whistle.

Mr. Bedwell: It was pouring from 11:00 a.m. to 12:00 p.m. Its solid.

Mr. Melloh: Yeah.

Mr. Colasinski: I wouldn't walk on it.

Mr. Dale: Effectively, I guess what I'm wondering is there generally a consensus from the Board at the next meeting when this issue comes up that we'll be able to vote up to \$30,000 for the clearing of the Bayhill flow way? Does anybody have a problem with that?

Mr. Carnasale: No.

Mr. Bedwell: No.

Mr. Dale: Steve?

Mr. Colasinski: No.

Mr. Dale: I would take it even a step further just for future guidance, Tim. Things like that and the controlled burns that we do in the nature preserve, that's the reason the CDD exists. I know everybody loves the golf course and everything, but the reason the CDD is here is primarily for this reason.

Mr. Colasinski: It is the primary reason.

Mr. Dale: It's the primary reason for the CDD. So, when issues like that come up, those in my book, have a much higher priority.

Mr. Melloh: Right. Like lake bank restoration, typically, how do you set aside for that? All we'll do is get the quote, bring it to you and have you approved the contract to do that. Going forward, we'll probably need to create a line item and a budget item for this type of work, which we have never done before. That flow way has never had this type of procedure done to it, but it's required now.

Mr. Colasinski: It's evolving.

Mr. Dale: Jason, do you have that for the agenda?

Mr. Showe: Yeah.

Mr. Carnasale: Basically, we're already doing the trial littoral shelves. Okay. So, we'll have at least identified the types of plants and the size of plants to do that down the road. I'm not talking about in lieu of. Okay, but if we're getting into the three years down the road or five years down the road, we may be able to save money by doing a chunk of littoral shelf along there. Because it's really not that expensive if we can get our own people to do it.

Mr. Dale: Right. That will be something that we will consider at a future meeting.

Mr. Carnasale: That's why I'm saying pieces because we don't have the staff to do 1,300 square feet of it.

Mr. Colasinski: Right.

Mr. Dale: Tim, do you have anything else under your report?

Mr. Melloh: I just provided you with the daily rounds and revenue. We finished up the month of November with \$126,404, which is roughly \$8,000 ahead of budget and \$19,000 ahead of what we did last year.

Mr. Dale: We got a couple of nasty rain days in there.

Mr. Melloh: Yeah. So, it was a very good month for November. That's all I have.

Mr. Dale: Since this is part of your report, do you have the restaurant numbers?

Mr. Melloh: Well, what I was going to add is that I did provide it. I had given this to Jeff and this is really something for Jeff. I've created a monthly scorecard for us so we can look at the sales that we have had this year compared to what we have done in the last four years.

Mr. Dale: We're going to keep doing that going forward.

Mr. Melloh: No matter who you are, a golf course, a restaurant, you're always going to be compared against other restaurants; Beef 'O' Brady's, Duran Golf course versus us, Turtle Creek. Everybody is looking at us and comparing. So, what we're just trying to do here with this is compare where we are, what kind of momentum do we have going forward, and that's the purpose of this.

Mr. Colasinski: I think part of that momentum too is to understand the expense decline as well. So, if we could get the expenses on here as well.

Mr. Melloh: Exactly. Well, the expenses, that's where the financial statement comes in because we can't shore that up. That has to come from our financial people.

Mr. Colasinski: That's okay. We're just trying to get an understanding of how much we are spending. Are we investing less?

Mr. Dale: Regarding what you're looking for.

Mr. Colasinski: Right.

Mr. Melloh: That's in the financial statement. There's a section in the book that shows the current one versus the prior one.

Mr. Colasinski: Maybe we should just take a quick review so we understand it.

Mr. Dale: Thank you, Tim.

Mr. Melloh: Sure.

FOURTH ORDER OF BUSINESS

Lifestyle/Marketing Report

Mr. Dale: Michelle, do you have anything to add to your report?

Ms. Webb: No. I did put a CDD email list out there. I am creating a generic email list for events. You can sign up over there and I just send it out. I probably have about 21 people right now that I'm sending it out to and the CDD. If they want to be part of that so they get the emails of what's happening, they can sign up over there. Other than that, I sent to the Board, all the things that are going out. Flyers are going up for Space Coast Living and Viera East Voice that's going out for the restaurant. So, you guys can share it as well. I sent it out to Fairway Management today, Omega Community Management, Key Property Management, Jim Real Estate Company, all of the ones that represent the HOA subdivisions. They got our flyers and if they want to share them, they can. We're trying to get it out as much as possible. So, we have a lot of people that are reaching out now.

Mr. Dale: Good.

Ms. Webb: We got a lot more members of Fawn Ridge too recently. That's great because they were hard ones to get them to.

Mr. Dale: That was a hard nut to crack.

Ms. Webb: It was.

FIFTH ORDER OF BUSINESS

Supervisor's Requests

Mr. Dale: Let's move on to Supervisor requests.

Mr. Bedwell: I don't have any.

Mr. McCarthy: Nothing.

Mr. Colasinski: I do. I'd like to request that in the future, we look at the activities across the District that we need to discuss and manage. I'd like us to avoid in bringing conflict resolution to the meeting only because I'd like us to focus on the bigger picture items. Maybe that was an issue that we needed to be brought up, but I'm hoping that we can have a better way to resolve that going forward than to bring it to a big meeting. Because it really turns into a show that takes a lot of time and not necessarily always getting the answers we're looking for. So, that's just my perspective.

Mr. Dale: Thank you, Steve. Pete, do have any requests?

Mr. Carnasale: No, I'm fine.

Mr. Dale: Thank you. I'll entertain a motion to adjourn.

SIXTH ORDER OF BUSINESS

Adjournment

On MOTION by Mr. Bedwell seconded by Mr. McCarthy with all in favor the meeting was adjourned.



Secretary/Assistant Secretary



Chairman/Vice Chairman