

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 Thursday, January 27, 2022 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
Tim Melloh	General Manager
Michelle Webb	Marketing Director
Residents	

**FIRST ORDER OF BUSINESS**

**Roll Call**

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

**SECOND ORDER OF BUSINESS**

**Pledge of Allegiance**

The Pledge of Allegiance was recited.

**THIRD ORDER OF BUSINESS**

**Public Comment Period – Items on Agenda**

Mr. Showe: The next item we have is public comment period. We will take the Request to Speak Forms in the order in which they were received. We will remind everyone that you get three minutes. Please state your name and address for the record. We will start with Ms. Susan Pinette.

Resident (Susan Pinette, Woodhall Circle): On Friday January 14<sup>th</sup>, Mr. Colasinski responded to a concern regarding wait times in Hook & Eagle by saying to the effect that the

lower cost items go towards the bottom of the list for service. Now, you did deny this and you could also negate it by saying it's he said/she said, but there were way too many people who heard that that outside of the Viera community. This statement is in direct conflict with the statement by Mr. Spencer, the restaurant manager at the December 2<sup>nd</sup> meeting, which in essence was, *"A person who comes in and orders soup gets the same service as a person who orders a steak on Friday night."* Is it now recommended practice that the cost of food items determines customer service? Does gross sales override customer service? Are you as a Board Member representing the manager? Approximately 12 to 15 people present on January 14<sup>th</sup>, most likely will not be patronizing the restaurant, as well as the people who do not live in the Viera East community. It appears, unfortunately, that you as a Board Member do not want Viera East golfers to patronize the restaurant. Finally, though not less significantly, is the firing of a dedicated employee of the golf course due to conflict of interests as he is on the HOA. What has that got to do with his employment? Was it because of an article in the January Resident Times, which absolutely has no relevance at all to any conflict of interest? It's the management company that receives and approves the articles that are published. I have the article with me for reference by the way or was it because he was in the group of people where a concern was raised about the Hook & Eagle. No matter what the reason, it is blatantly wrong and raises a serious concern about rights. Thank you.

Mr. Showe: The next thing we have is from Mr. Allen Pinette.

Resident (Allen Pinette, Woodhall Circle): I'd like to mention a few observations that the Viera East Men's Association (VEMA) experienced today at the Hook & Eagle. We have over 40 golfers that went into the restaurant for food and drinks. What we encountered was one waitress, one person behind the counter and a cook. We sat down for over 15 minutes with no service. We had to go up to the counter to order drinks. What we did see however, was a waitress, the poor lady, working by herself, serving walk-in customers. They were served before the VEMA men that were there well before the customers came in. After 45 minutes of not getting service, 95% of the men in the league went to Beef O'Brady's because they couldn't get a meal or a drink. Our table of six were the only ones left. We can't believe that's just Mr. Spencer's policy of not serving golf members before walk-ins. What was lost today was revenue and a lot of dissatisfied customers. One other note, going back to the firing up the employee for a conflict of interest. My question is, is that the Board's decision or can one person on the Board

go up to Mr. Tim Melloh and say, "*We want him fired?*" Am I worried that being here tonight, I may lose my \$5,000 membership to play golf because I disagree with some of the decisions that are being made? I hope whoever felt so much power to fire a part-time employee, feels satisfied.

Mr. Dale: Next up is Mr. Greg Kurr.

Resident (Greg Kurr, Canterbury): Thank you. Just a couple of things. The first is, Rob, congratulations. The second is thanks for starting to pull together some of the dark part of your expenses. That's very, very helpful. The other commentary that I want to make is on the CDD letter that went to the Viera East Association. In that letter, it calls for a request for retraction of the letter or the commentary that was put in the newsletter. I'm not sure that I see the merit in that. If you do a true read at that, I don't think that there's anything that's not factual in that it states such things as a potential \$750,000. It doesn't say potential, but it says up to \$750,000. Do you guys have an estimate? Granted that you don't have an RFP, but you do have an estimate. There are other things in there. The way that I read it and others, there's really nothing that's not factual. So, I don't see that retraction. I do see the benefit of the CDD expressing their opinion, any rebuttal and any enhancements. That to me is valid, but a retraction, I don't think that's right. It's better to be understanding as far as the community is concerned as to what's being anticipated or at least considered, versus informing a community after the fact, after something is approved. Thanks.

Mr. Showe: Thanks. Ms. Sonya Kopliner.

Resident (Sonya Kopliner, Woodhall Circle): First of all, I would like to thank the Board for whoever is responsible for the improvements to the recording, the records, the accounting, the labeling on the Check Register. I see a great improvement and I'm happy that it has been taken seriously and the records have been updated. My second comment is about Survey Monkey. Last year, we hired Survey Monkey. It was never used. We spent, I'm not sure how much money now for 135 postcards. Then more people signed up. The last count was 145. We thought that was a good enough sample, yet it was never used at all. However, now you have renewed the contract for another \$1,260 dollars when you never used it last year. So, I think that's a waste of money. The last thing is, I have the letter that Ms. Faith Shaw wrote to the Board. She has allowed me to read it and it states, "*Dear Mr. Showe, I would like to inform the Board of an incident that occurred on January 14<sup>th</sup> after a group of 10 of us golfers went to the Hook & Eagle for a light lunch. None of us are big eaters, so we each ordered either a cup or a*

*bowl of soup. A couple in our group sat at a different table because they had colds and wanted to keep distance from us. They came in after us. Each ordered an appetizer, which came out in the appropriate amount of time while we were still waiting for our order. We didn't give it much thought at the time, since they were a smaller group, but as time passed, I noticed waitresses were cleaning tables and staying busy with other things. We asked our waitress about our order and told her that they couldn't serve it until it came out of the kitchen. Sometime later, it was too cold since he got up from his chair and approached the counter. By then, we were there for nearly an hour and still no food. I approached Mr. Colasinski to introduce myself, asked if he was a Board Member and his reply was yes. I informed them of our long wait and he said nothing in return. I asked him if he thought an hour was an appropriate time to wait. His response was yes, I do. Then he started to say something about us ordering too little food. I knew then that I was speaking to someone who has no regard for the golfers and was not an approachable person."*

Mr. Showe: Thirty seconds.

Resident (Sonya Koplner, Woodhall Circle): *"Shortly after that, he exited the restaurant, passing our table without a work or acknowledgment. On December 2<sup>nd</sup>, Mr. Jeff Spencer did say that person who comes in and orders soup should receive the same amount of services as the person who comes in and buys a steak. I'm not asking for an apology for myself. If our group or other groups are spending too little and are not welcomed, then so be it, but we are not the only group that's reluctant to turn to the rest because of attitude. Services is not a reflection on the wait-staff. They couldn't be nicer. I appreciate your time, Mr. Showe.*

Mr. Showe: That's three minutes.

Resident (Sonya Koplner, Woodhall Circle): *"I hope things change in the near future."*

Mr. Dale: Thank you for your comment. Do we have any others?

Mr. Bedwell: Excuse me. I didn't get the name of the people. Repeat that please.

Resident (Sonya Koplner, Woodhall Circle): It was Ms. Faith Shaw.

Mr. Showe: I received that late this afternoon. I did send that out to the Board, but it was late. The last comment is from Ms. Janet Helms.

Resident (Janet Helms, Golf Vista Boulevard): I have the same concern about Survey Monkey, which has already been talked about. I don't have any complaints or anything like that, but I hope that you're going to discuss the Lifestyle Coordinator. If she stays, it is for part-time.

Is there going to be someone else full-time? I didn't know if you were going to discuss it tonight or not.

Mr. Showe: That's all we have. Is there anybody else that would like to make a public comment? Hearing none,

**FOURTH ORDER OF BUSINESS**

**Approval of Minutes of the December 2, 2021 Workshop Meeting and Approval of Minutes of the December 16, 2021 Board of Supervisors Meeting**

Mr. Showe: The next item we have is the approval of minutes of the December 2<sup>nd</sup> workshop as well as the December 16<sup>th</sup> minutes. I know we had a couple of requests from different Board Members about the minutes for the workshop, so we did include those just for correction purposes.

Mr. Bedwell: On Page 3 of the December 2<sup>nd</sup> minutes, "*Mr. Steven Matecki*" should be "*Ms. Stephanie Vitaket.*"

Mr. Showe: Okay.

Mr. Bedwell: Four lines down, "*Three times a day*" should be "*Three times a week.*"

Mr. Showe: Okay. Got it.

Mr. Bedwell: Four lines from the bottom, "*wake*" should be "*work.*"

Mr. Showe: If there are no other changes, we need a motion to approve.

On MOTION by Mr. McCarthy seconded by Mr. Colasinski with all in favor the Minutes of the December 2, 2021 Workshop and December 16, 2021 Board of Supervisors Meetings as amended were approved.

Mr. Dale: I going to break from the agenda briefly. I want to remind the audience that we're in the business portion of the meeting now, so I'd appreciate shoutouts not being made. For the purpose of the minutes, I want to remind the audience that complaints for the restaurant do not come to the Board. The things that come to the Board are systemic problems that you are saying. You're able to talk about whatever you want, but if it's an individual issue, what's going to happen is it's going to get referred to the Restaurant Manager. In this case, the Golf Course Manager looked into it. I have no desire at all to spend any Board meeting time on what is an in-

house incident with regards to food service. Mr. Colasinski, I don't know if you want to say anything.

Mr. Colasinski: Sure.

Mr. Dale: I feel like your integrity has been stripped.

Mr. Colasinski: I'm not too worried about it because it was a very brief conversation. Unfortunately, the capture of the events that occurred was incorrect. I was approached by the individual who indicated that they waited nearly an hour for a cup of soup and also asked if an hour was long enough. I asked her if she knew what Little's Law was. At that point, she just turned around and walked away. We didn't have a conversation. I said nothing else that was mentioned in his letter whatsoever. Now the concept of Little's Law basically says that your wait time is dictated by the length through your queue, the number of people in line, divided by the throughput, which in this case is the kitchen. There were actually eight groups that came into the restaurant within a 10-minute period. The individual that wrote the letter was in the last group and it was a large group. So, the thing is, with that formula in place, you're going to be waiting a while until you get your food. Now, the letter also indicated that it was nearly an hour wait. I believe Tim, that was much shorter than that, correct?

Mr. Melloh: Yeah. When Nicole took the order to when it was serviced, was 31 minutes.

Mr. Colasinski: Yeah. So, right there's a significant discrepancy in the information as actually indicated in the letter. With that perspective, you can't move people ahead of a queue just because you want to move them there. They have to wait just as well as everyone else. Now with that size group in that period of time, I don't think the timeframe was that unreasonable to wait. It had nothing to do with what you ordered. I agree with what Jeff said about whether you order steak or anything else, it's still the same. That's basically what happened. I'm surprised to hear some of the distortions that occurred along the way, especially considering that only three people were involved in that conversation.

Resident (Sonya Koplner, Woodhall Circle): You're lying.

Mr. Dale: I would appreciate comments not being made from the audience like that.

Mr. Colasinski: I mind. How do you prove that?

Mr. Dale: I don't want to get into a back-and-forth. This is not going to turn into a three-ring circus.

Mr. McCarthy: Rob, I would like to say something, please. That's the group that I play golf with and I have for the last five or six years and we've had some bad situations, two out of three Fridays. I wasn't there at this last meeting and I requested a meeting with the General Manager, Mr. Tim Melloh and Jeff, and we sat down.

Mr. Dale: Which I think is very reasonable. I appreciate you doing that on the side like that, Paul. That is the way it should be handled.

Mr. McCarthy: Yeah. That's what we're trying to get across that it was handled. Jeff realized there was an error there. The food should have come out quicker. I said fine, and we go on to the next thing. Thank you

Mr. Dale: Thank you very much. I just want to stress for the purpose of the minutes again. If you have any problem with service, the complaint goes to the Restaurant Manager. If you have a problem with something going on in the course, if you need to clarify something going on, that's what Mr. Melloh is sitting in his office for. He's there 40 hours a week and he's available to answer questions. There have been just all sorts of rumors going on out there. I was really hopeful that after the December meeting, we had a lot of this stuff nipped in the bud, but I do just want to stress for everyone's edification, I am not going to spend time as Chairman of the Board who gets to run these meetings, entertaining individual complaints that people have about the restaurant. That is not the purpose of this Board. So, with that said, let's move on in the agenda.

Resident (Allen Pinette, Woodhall Circle): Excuse me.

Mr. Dale: We are in the business portion of the meeting and I am not entertaining comments from the audience right now. Thank you. I'm not turning this into a three-ring circus.

Resident (Allen Pinette, Woodhall Circle): You haven't even answered the question.

Mr. Dale: If I have to say it one more time, sir, I'm going to pause the meeting and I'm going to ask you to leave. Thank you.

**FIFTH ORDER OF BUSINESS****New Business****A. Consideration of Letter to Viera East Golf District Association - ADDED**

Mr. Dale: The next order of business is the consideration of the letter to the Viera East Golf Association.

Mr. Showe: We provided this to you after the agenda went out, so you have a copy of it. You got the electronic copy and we also handed out a copy as well as the original article for reference. Obviously, there are some things in there that might not be fully accurately stated, so we wanted to go ahead and discuss that letter based on some comments I received from Board Members in order for that to go out. A letter of the Board would need to be considered and approved by the Board to go out. So, we want to take any comments and see if there are any changes and if the Board will be amenable to sending that letter out.

Mr. Dale: Okay. Now one of the things I do want to start off on this with is first, this is an area where I do want to thank you audience. Because over the course of the past year, there probably have been about 10 times that we've addressed this issue. We addressed this issue being the professional putting course. We addressed it extensively at the December 16<sup>th</sup> meeting. It's all in the minutes. It went on ad nauseum about how there is no plan. All we've done is just kick the tires. We got a proposal and an artist rendering and there was nothing there. I thought we had it all fixed, but then right after that, this article comes out in the HOA newsletter. It was not factual. What it talked about was utilizing bond money for the putting course and increasing tax assessments and quite a number of things. It's essentially an article that's there to get people riled up over an issue that we asked people to not get riled up about because there's nothing there right now. There's no RFP. An artist's rendering of an idea is what we've entertained. It was not appropriate in my opinion, for the HOA to put that out in terms of a letter. Greg, I appreciate your comments. I thought you reasonably put that forth. I disagree with you in terms of some of the things that were in the article. Some of the beginning part, yes, it's perfectly within people's rights to attend the meetings and everything. I'm not trying to discourage that, but whoever wrote that article knew that we addressed this issue at these meetings numerous times and yet still decided to try and get people riled up. So, yeah, that does upset me and I do think it's very appropriate to ask for a retraction of that letter per what Jason has put together. Those are my comments on the letter. Does anybody else have anything they would like to say?



Mr. Bedwell: If I may. I've talked to Mr. Vinny Amarante and Ms. Betty Whitman, who were on the Board for 12 years. First of all, we addressed it to Mr. John Gates. Mr. John Gates is no longer there. He is not an employee.

Mr. Showe: I got that address from Sunbiz. He's listed as the registrar.

Mr. Bedwell: I have the information on the new Cam if you want to see it.

Mr. Showe: Absolutely.

Mr. Bedwell: I understand that there are people here from Viera East. The most important thing is that this is not an HOA newsletter. This is the resident newsletter put out by residents. In talking to two people who have been on the Board for 12 years, when they first see a newsletter, it comes in the mail. That's when they know what's in the newsletter. Ms. Betty Whitman and Mr. Vinny Amarante are not involved in this newsletter at all. I think it's dangerous that you put out stuff without Board approval. I told Vinny, *"Maybe you ought to talk to your lawyer."* I want to understand this. I understand, but I may be wrong.

Mr. Dale: That's a good point.

Mr. Bedwell: This is a resident newsletter. The Board has nothing to do with this. I disagree, that's kind of silly. That's what it is. So, if that's true, the Cam is very new. She doesn't even know what's going on. A suggestion from Ms. Betty Whitman, is on the outside of the envelope, address the outside letter to Mr. Vinny Amarante.

Mr. Showe: Okay.

Mr. Bedwell: Inside address it to the Resident Newsletter Committee. I should've asked who the current Chairman of the committee was when I talked with Vinny, but I didn't. So, just address it to the Resident Committee or the Resident Newsletter Committee, is my suggestion and he will take it to whomever. Mr. John Gates comes in three days a week if you want to send it to Mr. John Gates. He was involved as far as coordinating the articles and making sure it's printed, but no one proofread what's in there. So, that is my suggestion. Let's understand, if what I'm saying is true, this is a resident newsletter. As I said, two people who have been on Board for 12 years don't know what's in that newsletter until it arrives in their mailbox. I told Vinny today, *"You ought to call your lawyer and see what the risk is."* People put out stuff that hasn't happened, so it's fine. I asked three people and they don't even read the newsletter. So, I don't know. Give it to somebody who is on this committee. I'm not sure that committee is going to retract it.

Mr. Dale: But I do think it needs to be called out because there's been no discussion about utilizing any bond money. There's been no discussion about increasing tax assessments.

Mr. Bedwell: If you wanted to send it to the new Cam, I have her name. Whatever you want to do. Ms. Betty Whitman just told me what to do with the letter.

Mr. Dale: Right. I found that highly irresponsible on the part of whoever sent that out.

Mr. Bedwell: Anyway, whatever you want to do. I don't know. Maybe somebody here knows more than me.

Mr. Dale: Paul, do you have anything to add?

Mr. McCarthy: Yes. I had the same conversation with Mr. Vinny Amarante and Ms. Betty Whitman that David had, completely independent. Everything he said in my view is correct.

Mr. Bedwell: I was just trying to get to a fact. I didn't know anything.

Mr. McCarthy: The other thing is, the new Cam that was hired, is in a learning curve trying to figure things out and so forth. We all understand that. We've been through that. Plus, the fact that she's seven months pregnant. So, you might want to get a letter out to them very quickly.

Mr. Showe: Whatever the Board decides. If they approve sending the letter, it will go out tomorrow.

Mr. Colasinski: Assuming we send it to the right person or persons, whatever it is.

Mr. Bedwell: So, we need to decide if we are going to send it to Mr. John Gates, who comes in the office three times a week and is a consultant or send it to the new Cam.

Mr. Showe: Mr. John Gates is still listed as the Registered Agent. He is registered with the State if you send them letters to receive it. That's why we used his name.

Mr. Bedwell: I guess we ought to do something with it.

Mr. McCarthy: Why don't you carbon copy Mr. Vinny Amarante who is the Chairman of the Board. Vin we'll get it to other people. John is very sick and doesn't need this.

Mr. Dale: Jason, it sounds like from what I'm hearing, it's more an issue of who to send it to that we're concerned about.

Mr. Bedwell: Who we send it to knows who to take it to.

Mr. Dale: Okay.

Mr. Carnasale: We want to make sure that the HOA is not being held by us responsible for something that other people are doing.

Mr. Dale: Right. Jason, does that require a vote?

Mr. Showe: Yes, a motion for the Board to send out the letter. I will address it to both Mr. John Gates and Mr. Amarante and then I can title it to the Resident Newsletter Committee.

Resident (Greg Kurr, Canterbury): Mr. John Gates is retired. He's gone. He's no longer involved so you know.

Mr. Dale: Thank you for the info. We'll work out the address.

Mr. Bedwell: On the outside of the envelope that we put it in, you might want to put Mr. Vinny Amarante.

Mr. Showe: I'm going to do both.

Mr. Dale: Let's leave Mr. John Gates. We will work that out.

On MOTION by Mr. Colasinski seconded by Mr. Bedwell with all in favor authorization for staff to send a letter to the Viera East Golf District Association in care of Mr. John Gates and Mr. Vinny Amarante requesting a retraction to an article published in the resident newsletter was approved.

Mr. Dale: Thank you. Again, for the audience, I do appreciate everybody not bringing up the putting course again tonight. I'm really tired of beating my head against the wall on that one. I will share a little nugget with you all. We did get a second estimate and rendering. That one was also very expensive. I can't speak for the Board on this, but what I can tell you is I personally do not anticipate seeing the putting course on the agenda anytime in the near future at minimum. I think it would be quite a while before that happens.

Mr. Bedwell: Can I make a suggestion? On the page that people look at when you send out the blue book, there's a section for projects. Instead of ongoing, let's put the putting course on hold.

Mr. Dale: Dave, that's a wonderful idea.

Mr. Bedwell: Say something like, "Until we figure out the financing" or something like that. I don't know what you want to say, but let's put it on hold.

Mr. Dale: I like that because I'm tired of beating my head against the wall.

Mr. Showe: It's on hold right now.

Mr. Dale: Thank you, Jason.

Mr. Carnasale: Well, he's given his opinion. My opinion right now is that we do not have the funding available for a return on investment to be within a reasonable timeframe considering the bids that we have. So, from my perspective, unless we actually have something much lower than what we've got, I would not be for it.

Mr. Colasinski: What do you mean that we don't have the funding?

Mr. Carnasale: I've checked with Tim, in terms of how much we had in the way of funding available from the bond because that's where everybody's claiming that these funds are coming from. That could be placed towards one. His answer was \$300,000 max. That does not mean that money couldn't come from elsewhere, but if we're talking about bond money, that's all that's available for that particular type of work. If we're looking at a bid over \$700,000, then the funds would not be there now to be able to authorize it.

Mr. Colasinski: Well, how much is there then?

Mr. Carnasale: I said \$300,000.

Mr. Colasinski: No. You said for that one activity. How much after that is potentially available?

Mr. Carnasale: Any additional monies would have to come out of the regular budget.

Mr. Dale: Gentlemen, we don't even have this on the agenda for tonight. There are so many dynamics to this entire conversation. It's pretty much dead right now, so I don't want to beat a dead horse. We all seem to be in consensus and everything is on hold. I just don't want to keep talking about it.

Mr. Showe: The on-hold category is really for things that are likely to come back up. If the Board is not even going to discuss it at this point, we can just take it off.

Mr. Colasinski: It may not be within our term.

Mr. Showe: Right. So, I think we should just take it off the Action Items List.

Mr. Bedwell: That's fine.

Mr. Carnasale: That's fine with me.

**SIXTH ORDER OF BUSINESS****Old Business****A. Brevard County Lake Planting Grant Update**

Mr. Dale: Moving on. We got our lake planting. Peter, why don't you give us a quick update on that? I know you did a nice video. Tell us about how it.

Mr. Carnasale: We did a piece of a video on the stormwater education project. The focus group for the stormwater education project now has many Viera supporters on it. Ms. Terry Mott is the Viera Resident Coordinator. We use focus groups as opposed to using committees because committees fall under the same regulations as the Board does and can't talk to each other if they are a committee. Okay. Therefore, we've got focus groups where the people on the Board are not in charge of the individual focus group. However, they can be members of. Let's clarify why we're using the focus groups. In this particular case, Ms. Terry Mott is the Viera East Resident Coordinator for this particular project. Key members of the group are the Brevard County Natural Resources, St. Johns River Water Management District (SJRWMD), Brevard Zoo, the Marine Resources Council, and myself from the VECDD. In addition to that, we have about 15 others. From the University of Florida, it goes through a whole slew of very, very qualified individuals. Basically, what we're looking for down the road, is an education grant request for \$25,000. That has already been prepared and is ready to be sent to the State, but the normal time frame for that to be submitted is in the form. It's already written and ready to go. Okay. The test site across from Suseda Park to park is growing nicely, but still needs time to mature. That is basically the piece that Rob is talking about. Okay. Me and the marketing coordinator basically went down there and actually did a video of an area at that we will be using as part of an ecology video. Right now, we're waiting until the cold weather lets up and for new cost estimates on the other two properties that are located behind houses. One is on Wexford Drive in Rockledge and the other one is on Tiburon Lane in Melbourne. Okay. The reason that the new cost estimates are necessary is because both sites have deteriorated substantially since our review. I discussed that at the last meeting. I said that from 3 to 4 feet of land has actually disappeared between last year and now. That's the reason we're doing this whole project in the first place. We're trying to prevent erosion. Okay. These testings are designed to try and find that out, exactly what can be done or can't be done. It may turn out that we can't do anything, but we want to at least try. So, that's where we stand on that.

Mr. Dale: Thank you, Pete.

**B. Action Items List**

Mr. Showe: I can go through these quickly.

Mr. Dale: Please.

Mr. Showe: Tim, you can jump in if you want to give any updates. I know that you are still working on the fire breaks.

Mr. Melloh: Yeah. We're going to start the fire breaks probably in the middle of February. We have some another projects. We are just kind of waiting for things to dry out.

Mr. Dale: Do we have a written schedule? I understand it's all-weather dependent and everything like that, but something that we can get on the CDD sites, so all of the different HOAs would know a ballpark. Osprey will maybe get it in April and Fawn Ridge in May. Something along those lines.

Mr. Colasinski: More of a timeframe.

Mr. Dale: Yeah, more of a timeframe.

Mr. Colasinski: With a range of dates.

Mr. Melloh: Yeah. In the past where we had a three-year schedule, we had something similar to that. I'll have to have Ed work on that.

Mr. Dale: I know it's a little extra work.

Mr. Melloh: Well, the bigger things are. It is like where can they get to.

Mr. Dale: I understand. What we can start doing is prepping the HOAs as to the ballpark.

Mr. Carnasale: We are basically sometime between as guidelines even though some of them will overlap. You may get further and start the next one and you may not get to that one. Alright. So, brackets would probably be more acceptable I think to the HOAs in order for them to tell their people, "*Expect to see this machine going down doing this clipping and it will be sometime between here and here.*" At least they will know why.

Mr. Dale: Thanks, Tim.

Mr. Melloh: Sure.

Mr. Bedwell: Tim, will this piece of equipment that we bought work in the wet period of summer or do we have to do this in the dry season?

Mr. Dale: Mostly dry.

Mr. Bedwell: I'm glad we bought the equipment. I just read where the State Legislature was thinking of outlawing birds.

Mr. Dale: You are ahead of the curve.

Mr. Showe: They have been outlawing our birds for quite a few years.

Mr. Dale: Yeah, exactly.

Mr. Showe: The next item are the fountains. I think Tim is still working on that. He is waiting on the electrical capacity.

Mr. Melloh: Yes. We are waiting for the irrigation system to be put in at Woodside Park and then we'll figure out where we are with that.

Mr. Showe: We are still waiting on the cart path extensions.

Mr. Melloh: For the cart path extensions, we did have the contractor come out.

Mr. Dale: Can I go back to the fountains really quick because we have a representative from Bayhill tonight. I did have a chance to speak to him before the meeting. As I see it, the main thing we're just waiting on is the electric. I don't remember if it is for Lake 41 or 43.

Mr. Melloh: It is for Lake 43, but this fountain is for Hammock Lakes.

Mr. Dale: I understand.

Mr. Melloh: We are still waiting on somebody.

Mr. Dale: If we get somebody to step up from Bayhill for electric, we're all ready to do something there.

Mr. Melloh: Well, not only electric, but access to the lake. They need to have the generator put out there. It wouldn't be on the CDD property, but we still have to make them aware that there's going to be a generator there.

Mr. Dale: So, It would be in the 10-yard range.

Mr. Melloh: Yeah.

Mr. Showe: Obviously, can let them know that we need maintenance. There's going to be maintenance. There could be people walking through to service it. There are some considerations.

Mr. Melloh: We have no access to that lake. It's just completely surrounded by homes all packed together.

Mr. Dale: Right.

Mr. Melloh: So, we would need to have access through somebody's yard.

Mr. Dale: So, you talking about what kind of a box?

Mr. Showe: It's a pedestal that has a box on it.

Mr. Dale: Two-by-two or something like that?

Mr. Melloh: Yeah.

Mr. Dale: It sits up a ways. The reason why we have that easement is because as things flood.

Mr. Melloh: Yeah. Absolutely.

Mr. Dale: Alright, Mac. I guess that's part of the equation too.

Mr. Melloh: I'll look and evaluate whether or not there are any easements back there that you can cross. If not, I'll look to see if I can get a homeowner to give the access.

Mr. Dale: Thank you.

Mr. Bedwell: Jason, is this the Action List that we talked about?

Mr. Showe: Yeah.

Mr. Bedwell: Because people look at it and people are against this putting course, let's not remove it. They will think there is something devious going on. Let's leave it there and just say, "*cancel*" or something.

Mr. Showe: Whatever the Board wants to do.

Mr. Bedwell: I'm telling you what is going to happen.

Mr. Dale: I've seen it.

Mr. Bedwell: Just say, "*Cancel.*"

Mr. Dale: Conspiracy theories abound.

Mr. Bedwell: Let them see the word, "*Cancel.*" Maybe it's better to say, "*Delayed.*" I don't know.

Mr. Showe: Alright. Regarding the irrigation project, we've been in contact with the vendor. They ordered all the material. They are procuring all the payment and performance bonds. So, they will be submitting their first requisition, which goes with that for those bonds.

Mr. Colasinski: Are you talking about the irrigation of the golf course versus Woodside park?

Mr. Showe: Correct. Yeah. The materials have been ordered. They are making progress. They ordered it. You'll probably see your first requisition on that project next month for the payment and performance bond as part of that. They are going to start getting with Tim as soon as they have a schedule.

Mr. Bedwell: Are they still good with the dates?



Mr. Showe: As far as we know.

Mr. Bedwell: I know.

Mr. Showe: There's a lot of flexibility in the market time right now.

Mr. Colasinski: Tim, that was the start of May, correct?

Mr. Melloh: Well, initially, I requested May 15<sup>th</sup>, but we can move it up to the 1<sup>st</sup> of May.

Mr. Dale: I thought that's what we had done, start on May 1.

Mr. Showe: I know that Tim was looking at the sand traps.

Mr. Melloh: Yeah. The sand traps are just going to be a project that we broke apart from the irrigation system. We plan on doing that starting in May of 2023. So, between now and then, we'll come up with a scope of work and find out what it is that we want to do with the sand traps.

Mr. Colasinski: There were some people at the show today providing information on capillary bunkers.

Mr. Melloh: Well, that's what we have on #18, capillary concrete. That is what we put in. That is the state of the art, the most invoke thing that's going on now. It was maybe two and a half years ago that we put the capillary concrete in on #18. It is very expensive.

Mr. Colasinski: That's why they weren't many people at their booth.

Mr. Showe: The last thing I have is, under the putting course, it will say, "*Cancelled.*"

Mr. Bedwell: You might want to re-look, Tim, because some sand traps really get flooded. We might want to try to put 1, 2, 3 capillaries in those locations. It's just an idea. I don't know. I know it's expensive.

Mr. Dale: Did we ever get the band-aid approach down that we approved a few months ago?

Mr. Melloh: Actually, I just approved an invoice today for some of that extra sand. They've done it on #16 and #15. They are more than halfway done with that right now.

Mr. Bedwell: It looks a lot better, especially along Murrell Road. It's nice when people drive that they see the white sand.

Mr. Dale: Right.

Mr. McCarthy: Tim, at some point, we were talking about you can actually do the 66 bunkers for about \$40,000 just filling them. Am I correct about that?

Mr. Melloh: Well, not \$40,000. One of the options is to remove the current sand that's there, remove the current drainage, re-contour the floor of the bunker and just add sand to it

without a liner. Okay, but what that would require is for us to make a commitment to each year freshen up the sand so that it's nice and white. Because one of the things about our sand is that if you leave it unchecked like it is now, they become grayish, dirtiest looking bunkers. In most of the bunkers now, we're using, T-angle sand, an angular sand, which helps keep above the sand in the bunkers, keeps it from compacting but keeps it soft enough where people can get their wedge through it. It's something that they use on the PGA Tour.

Mr. Dale: I thought that you weren't supposed to go in the bunkers.

Mr. Melloh: Exactly.

Mr. McCarthy: Tim, after we put the initial money into it, it's going to be much less to refurbish it.

Mr. Melloh: I think Paul maybe I misspoke, it's probably more like \$400,000 maybe \$500,000. It just depends on where we are and what the scope of work is going to be. We talked about eliminating some bunkers. We talked about reducing the size of some bunkers. Even that comes with a cost. If you're going and eliminate a bunker totally, you still want it to look like a bunker was never there, so you've got to bring in a lot of field dirt, sod and make sure it's irrigated properly. We had some discussion about that, which I'm in the early stages of preparing discussion material for.

Mr. Dale: I appreciate that comment, Paul, because you've got the gear spinning right now. I'm going to want to look at that kind of scenario also.

Mr. McCarthy: The problem we have right now, Rob, is there are some very good bunkers out there and there are some terrible bunkers also. There's no consistency in the bunkers. So, if someone is looking for a top-notch golf course and that's what it's getting to, it's a distraction. I'm not embarrassed to say that. I'm happy to say it.

Mr. Dale: We were ranked number 15 in the State of Florida and the best in Brevard County.

Mr. McCarthy: That's a good thing. That's going to generate more and more revenue.

Mr. Colasinski: It gives us room for consistency.

Mr. McCarthy: Consistency. We don't have that now, Steve.

Mr. Bedwell: To keep increasing revenue and get more customers, you have to eliminate the negatives. We have a few negatives and that's what we got to work on.

Mr. Dale: Right.

Mr. Bedwell: Don't give them a reason to say, "*I don't want to play Viera East.*"

Mr. Melloh: One comment that I want to make about the bunker renovation is that the bunker renovation really starts with the installation of the irrigation system. Because as you know, as many people here that play golf know, the edges of our bunkers collapse. There's not a lot of really good grass around the edges of the bunkers and it's because they are not irrigated properly. So, for us to be able to come in and do a bunker renovation and corral all of that stuff out, because some of it will come back in and re-soil the edges of these bunkers, it doesn't do us any good to re-soil the edges at the bunkers if we don't have proper irrigation. If we have proper irrigation and we're able to grow the grass in on the edges that helps keep the sand inside the bumpers, especially when we have windy days and what have you. So, the new irrigation system will go a long way in helping us renovate these bunkers properly when the time comes. It is long overdue. They are 27 years old and not a whole lot has been done to them through the years.

Mr. Colasinski: You were also mentioning about cart path extensions. You were starting to say something about that because I think we wanted to do those before we did the bunkers.

Mr. Melloh: Yeah. I want to do the cart path extensions after we do the irrigation system, but that can go concurrent with the bunker renovation if that's what we do. As a matter of fact, we can start that much earlier.

Mr. Colasinski: We have to see what kind of money we have available. Also, there's only so much change per unit of time also that we can usually do as well.

Mr. Showe: Well, timing-wise, we want to do the irrigation first because you don't want to put new sidewalks in and then have to tear it up.

Mr. Melloh: Right.

Mr. Colasinski: There was one guy who, after a tour of that said he could probably work with them to determine a method in which they can do it synchronously.

Mr. Melloh: I understand.

Mr. Colasinski: Do you listen to your experts or don't you?

Mr. Showe: No.

Mr. Colasinski: It's worth a conversation and if it's not effective and we can't believe it, then we don't do it.

Mr. Melloh: Right. The cart path extensions are what they are. They are not wall-to-wall car paths.

Mr. Colasinski: Right.

Mr. Dale: But the kind of extensions we're talking about are extensions that potentially could buy us another 10 days of open course during the rainy season.

Mr. Melloh: The major one we had, we fixed a couple of years ago, which is the one on #2, but that was a 200-foot pore. Most of these pores or extensions, if you will, are adding flares to the end of the cart paths to get us to ridges and to areas where they can get through the low areas and what have you. So, in most cases, we're talking about a 100 to 150 feet per end of cart path, either coming off the T-box or coming to the green.

Mr. Dale: Right.

Mr. Melloh: So, as long as the irrigation system is put in, we can go ahead and pore in the cart path extension on Hole #15. We could even start that this year. We do have \$175,000 in the bond budget for cart path extensions.

Mr. Showe: Yeah.

Mr. Melloh: In bunker renovations, we had \$1,080,000.

Mr. Showe: We used about \$350,000 towards the irrigation system.

Mr. Melloh: What does that leave us?

Mr. Showe: I've got about \$730,000 right now.

Mr. Melloh: So, we have \$730,000 for bunker renovations. I'm going to say that's not going to buy us capillary concrete, but that will buy us a really good bunker renovation.

Mr. Colasinski: We will have to talk about whether we want to spend that much.

Mr. Melloh: No, I mean, again, like anything you just don't know until you develop a scope of work and have somebody give us a quote, at which time we are going to need to go out with an RFP.

Mr. Dale: But those cart paths, there is a direct correlation there to ROI. Like I said, just hypothetically, 10 days, 15 days, what do we make in a day?

Mr. Melloh: Well, this time a year, \$7,000 to \$8,000.

Mr. Dale: That's what I'm saying. You are talking anywhere from an additional \$50,000 to \$75,000 in revenue if we're able to eke out just a few extra days. I know you've already had the discussion initially with some potential people. What do you need to put together a plan for this Board to move forward?

Mr. Melloh: Mr. Dave Bell toured the course and he was going to get back with us as far as quote. Because there are a few moving parts on this that isn't desirable. For instance, in order for us to pour the cart path extension on Hole #3, we have to park the cement truck at the tee box on #2 and then use the Georgia buggies to go all the way out to #3.

Mr. Dale: And hope that it doesn't harden.

Mr. Melloh: Yeah, exactly, in the meantime. I think Dave is trying to figure all of that out. To do that, you want to run a team of maybe four Georgia buggies, so he is going to have to get quotes on renting those and for how long and what have you.

Mr. Dale: I guess, for lack of a better way of putting it, here is what I would consider my guidance. I don't know how the rest of the Board feels, but as soon as you can put together a game plan, bring it to the Board. We want to hear about it.

Mr. McCarthy: The other thing with the cart path extension is you can keep the golf course open when it's raining.

Mr. Dale: Right.

Mr. Carnasale: That's exactly where Rob's coming from.

Mr. Melloh: Let's have a small conversation about that. When it rains like 4 inches and the entire golf course has got an inch and a half water on it, these extensions aren't going to do anything. Whereas at Duran and Baytree, they have wall-to-wall cart paths, they can run the people out there. They just have to come up, park, walk over to the ball and come back. My experience has been with that, even so you do more walking doing that than if you were to just walk the golf course yourself. So, a lot of people, if they hear that, they think it's cart path only today. We called the other day when we were closed down and Duran was cart path only. I drove by there and they had six cars in their parking lot. It just wasn't really something I was going to do. So, this will help us out just like the cart path most people are familiar with that we poured off of the #2 tee. That was a really bad area. When it rained a lot, you couldn't get people through there, so it shut the front nine down totally. Now we're able to keep the front nine open six or seven more days than normal because of that one 200-foot cart path that we put in. But there are going to be days when we are going to have so much rain, we are going to have to shut it down for half a day or whatever, but we've been fortunate, except for the last week. We've been fortunate that we haven't really had to do that.

Mr. Dale: This week might be a good example of the light rain.

Mr. Melloh: There are several areas. Two years ago, when we came up with this project, I have drawn out a sketch of every hole and every cart path where we want the extension, how we are supposed to do the flare. So, we just need to now go back in and prioritize those areas. Then hopefully, we can coordinate it with the irrigation system. When the irrigation system goes in, it's going to be amazing to a lot of people on how this is done. But when they're done with Hole #15, then we can go back in and pour cart path extensions right there. So, we can do that probably as soon as this summer, some of them. We don't have to do them all at one time.

Mr. Dale: Right. We don't have to do them all, but I do think that we need to have a playable nine.

Mr. Melloh: Right.

Mr. Dale: I don't want to do like #5 and #16. That doesn't do us any good.

Mr. Colasinski: I think part of it is also getting on people's calendar. We've got the commitment for the irrigation system, but we also want to get on people's calendar that we have a timeframe in which we'd like to have this done. That's all. It's just a synchronizing issue.

Mr. Melloh: Exactly. With that, Rob, it's a great idea. Traditionally, if we have rain and we can open one nine, it is going to be the back nine. Only because that's the nine holes that was built first, the greens are larger, there just is more cart path there as a matter of fact. If you go out to the golf course and you got onto the cart path at the green on #12, you are on the concrete cart path until you exit the cart path on Hole #14. That is typical of a wall-to-wall cart path except we can't do it wall-to-wall there since Hole #14 is typically a hole that drains extremely well and there's no people getting down the fairway there. The only issue we have on the back nine is that I don't know, I think it was like five years ago, it might have been Irma or Matthew, one of the two, it flooded it so much that we were shut down on the back nine for five or six days. We couldn't get through what we call the bunny trail, which is from the #16 green to #17 fairway. So, we have an idea on how to fix that. That would probably be one of the larger pours of this project.

Mr. Dale: Right. It does get nasty squishy in there, right near that one bunker on the right.

Mr. Melloh: So, I'll get you some information and get back with Mr. Dave Bell and see where he is as far as getting us a quote, price on concrete, you know how it all goes.

Mr. Dale: It's been a long time since I looked at the rain days and added everything up, but the recollection that I had, from when I looked at that, all of that, was it would be reasonable

to squeeze out an extra 10 to 15 days a year. That was roughly the metric that I came up with. Then in looking at that if we were to drop whatever it is, couple of \$100,000 in extensions, the ROI on that is three years.

Mr. Melloh: Got you.

Mr. Dale: It is smart business the way I look at it.

Mr. Bedwell: So, what I'm hearing, which would be good for the Board and for the residents, Tim, is whenever the irrigation company says what holes we're going to do first, second, third, fourth, if you get the concrete and the bunker guys to coordinate, we can do #15. Then we can do #17, if that could be coordinated.

Mr. Melloh: Well, when it comes to the irrigation, they are going to do one of two things. They are either going to start at the pump house and work out or they are going to start from all the way out like #5 and work their way back.

Mr. Bedwell: Well, once you get the holes and the sequence, you can get with the concrete guy and the bunker guy.

Mr. Melloh: Yes. We will know what it is and once Landirr is able to determine a project list of how they're going to proceed, then we can figure that out from there and come in behind them and pour the cart path extensions.

Mr. Dale: Okay, good.

Mr. Melloh: And then do the bunker renovations the following year.

Mr. Dale: Alright.

Mr. Carnasale: I'm sure the people that have been using the course for any length of time, basically know just how bad the water was at Hole #2 before you did that.

Mr. Melloh: Yeah.

Mr. Carnasale: So, I'm just saying, what we're trying to do here is, do that in more areas.

Mr. Melloh: Exactly.

Mr. Dale: Do we have anything else on the action items?

Mr. Showe: No.

### **C. Restaurant Update**

Mr. Dale: Tim, are you going to handle the restaurant update?

Mr. Melloh: Yeah. I thought Jeff was going to do that.

Mr. Dale: Jeff texted me and shared that he is coming down with something which is why he's not here tonight.

Mr. Melloh: Okay. Alright.

Mr. Dale: Essentially, what he shared with me via text was that right now, I might be off just a hair, but month to date, we're at \$35,000, I believe, in gross revenues. We've still got the weekend in this mix, but he's hopeful that we will be somewhere around between \$40,000 and \$43,000 for the month, which would actually, to my knowledge, be the largest month we've ever had for the restaurant.

Mr. Melloh: Right now, through yesterday, we are at \$32,287.

Mr. Dale: He must have had some sales in there today. It might've been \$34,000 or \$35,000.

Mr. Melloh: If he's going to add today's sales in there, then it's probably a little bit closer to where he is. It just depends on what he does over the weekend and what have you?

Mr. Dale: Right. Last month, we were at \$38,000, which again, comparing that to the previous year, is 2.5 times the gross revenue that we were producing at the restaurant.

Mr. Melloh: Right. The revenue part portion of that was much greater to that degree.

Mr. Dale: Alright.

Mr. Bedwell: I got an action item for Jeff. I'm a numbers guy. Based on the margin he's doing on liquor and beer and salaries, what is the revenue we got to get to break even? I don't know if that's \$50,000, \$55,000 or \$60,000. I know the cost is way up. It's more than what he ever anticipated, but if he can just provide the revenue based on the current margin.

Mr. Colasinski: I think we have enough information right now.

Mr. Bedwell: Well, you can just take the last month and use that as the margins. The first month and two is out of whack.

Mr. Colasinski: Yeah, but there's also a number of things too like we spent \$2,500 on liquor last month. That's an amortized cost too. That's going to be spread out because we are not going to use that budget amount. I don't disagree with you.

Mr. Bedwell: Take December or January or if you want to wait until January, for a smoother month and then use those margins, I understand that.

Mr. Dale: I hear where you're at, David. I've asked that question probably in 50 different ways.



Mr. Bedwell: Do you know what I'm saying?

Mr. Dale: I agree.

Mr. Bedwell: Are we close or are we six months away?

Mr. Colasinski: It says five.

Mr. Bedwell: I told Jeff to be honest with us. I don't know how you can prove the margins based on inflation and all of this crap very long.

Mr. Dale: Right. The short answer that I've gotten is that he believes we're in the black right now in a lot of the expense that we encountered in the process. I think we are still breaking things out Tim with regard to the first couple of months, the stuff that was capital improvement.

Mr. Melloh: We've already broken it all out.

Mr. Dale: The revised financials that we sent out and you have in front of you, I think it is coming in better.

Mr. Melloh: It's all clean. Inez and I have poured over that for hours with a fine-tooth comb. We've reviewed the invoices, so it's all clean right now. Unfortunately, in December there was a \$10,000 loss. So, we got to continue to get better. Jeff and I've had this conversation.

Mr. Colasinski: That's cash flow, though, not the overall amortized cost.

Mr. Dale: Right.

Mr. Melloh: As far as?

Mr. Colasinski: You spend a lot of money on things that you're not consuming in that month, supplies, etc.

Mr. Melloh: But when we do a cost of goods sold, the formula is beginning inventory plus purchases minus ending inventory. So, it does reflect what was used for that month.

Mr. Dale: What I am going to want to see is things like the booths that we just ordered.

Mr. Melloh: Yeah. That's in the \$50,000 that you approved from the bond. That never even hit the financial statements.

Mr. Dale: Then there were a ton of repairs that we had Pete doing in there.

Mr. Melloh: We moved that out. If you'll recall, there was nearly \$4,000 worth of computers under IT that we moved out. Steve, we do the normal day-to-day items, unless there's a better way to do it, but that's the way I've always done it at any golf management company that I've ever worked with. It is just the beginning inventory plus purchases minus ending inventory. Same thing with the golf shop.

Mr. Dale: I understand.

Mr. Melloh: As far as figuring cost of goods sold. There are a lot of things that could be in error there. That's what we've been trying to go over. Even down to the point where Jeff does his inventory on his computer and there's an error in how it adds it up. We've been looking at formulas. We've been digging into it pretty hard to make sure that we're all set and seeing if there isn't something there. You have to add October and November together, but then he did an inventory at the end of November which was also December's beginning inventory. Then he did an inventory at the end of December, which will be the inventory at the end of every single month. That will be the ending inventory for that month and the beginning for the next month. But the good news, is that according to the financial statements, the clean one that we have, sales are going up in overall costs. The overall profitability is coming down, getting closer to break-even. But again, like I've said before, part of the loss that we had in December, was the fact that it's labor and what we have to pay people to have them come here that do not make enough money in tips, so they leave. So, we've had to give them extra money. I was just telling you the other day that I go on Craigslist where we post our job postings. For a toll booth operator, there is a \$1,000 sign-on bonus. People are desperate to get employees. I'm certainly not here to say anything about what we previously spoke about, but one of the issues that we have is what do you do? Do you put enough staff on, to begin with, to serve the amount of people that we get? Because we get people that all come in at one time and you need to have three or four servers on the floor. So, do we put three or four servers on the floor, hoping we get that kind of a business? There are certain days like on a Friday that we need to have probably three possibly four servers on the floor, but then that spreads the tip pool way out. So, it's a tough thing to calculate there for Jeff.

Mr. Colasinski: Today at the restaurant at 4:30 p.m., there were over 15 people in there. By 5:30 p.m., they were all gone.

Mr. Dale: Yeah.

Mr. Colasinski: There was only one server, though. So, what do you do? Because an hour later, there's no one hardly. You just kind of have to work through those things.

Mr. Melloh: Right. That's our issue. We've all seen, everybody's advertising to hire servers and hiring cooks. This type of thing is very difficult. It's a very difficult time right now in the hospitality business for labor. That's all I'm saying.

Mr. Dale: My understanding also is something like 80% to 90% of our business comes after 3:00 p.m.

Mr. Melloh: Yeah.

Mr. Dale: So, that's maybe something I want you to have further.

Mr. Melloh: We can run software will give us sales by hour. We can look at that further as a tool that will help us analyze where our business is coming from, even by day. Monday, Tuesday, Wednesday, Thursday, maybe different than Friday, Saturday, Sunday as far as that goes. That's a tool we have that Jeff can utilized to help figure out how to schedule people. It's going to get better and I think it is getting better. There's a lot of effort going on over there. We've failed on a few things and I apologize for that.

Mr. Dale: I'm not getting squishy feet at this point. We knew a lot of this was going to happen at the beginning.

Mr. Melloh: Right.

Mr. Dale: That's what happens when you start a new endeavor. Are any further questions of the Board?

Mr. Bedwell: Is he have any turnover problems with the waiters because of tips?

Mr. Melloh: Not right at the moment. It's just finding some people. We did lose one server. Apparently she went to further her education somewhere else out of the industry. Then there was another one that was just not working out personality-wise. The ones that we have are really good and we just need to find more.

Mr. Bedwell: Some restaurants are struggling. My son is in this business. He doesn't get enough tips because it's a low-end breakfast, lunch kind of thing. The pay is \$15 an hour. There is constant turnover. Turnovers are expensive. Jeff can figure that out if we've got a turnover problem. He will come up with something.

Mr. Dale: That's part of the equation right now. Perhaps the labor costs have been exceptionally high. Otherwise, things would look a little better at the onset.

Mr. Carnasale: The other pieces, according to Jeff, we've had one person out sick and one person on leave, so he's down been two people and it's a small place. Okay. Even he was saying that they should be both back on the job within the next week to two. You can't go out and hire two people to fill in for a two-week period or a three-week period when you have a shortage. If you've got somebody out sick, there's no way you can plan on when they will be sick.

Mr. Dale: Paul, do you have something?

Mr. McCarthy: Yeah, a couple of things. I had a group meeting, as I said earlier, with Jeff and Tim. That's the way that I handle things. I wouldn't talk to Jeff by myself. I go into Tim's office, close the door and Jeff says what he wants to say and I say what I want to say in terms of things. I think we've got some issues here and I would like to bring them up. According to the St. Johns Bulletin, Walt Disney is now hiring with a \$1,000 to \$1,500 hiring bonus. Now, if Disney's having a hard time and they're advertising in Brevard County, Jeff is going to have a horrible time hiring people. The worst thing that's happened, we've driven people away from the restaurant, in my view, because of the poor service and we've got to get that under control. David makes a good point. Maybe we should be paying more money so we can keep people there. I went through this with Jeff. The one girl there, Nicole, we had a terrible service with her, we had 11 people. She brought the food out before the drinks. She had forgotten the French fries. She didn't know what salad dressing we had and so forth. My heart went out to that young woman. She was quite intelligent. She was trying her best.

Mr. Dale: She was very new.

Mr. McCarthy: And very new. Jeff said, *"I had to throw her out there. She didn't have enough training or wasn't trained well enough."* I went to pay the bill, but she didn't know how to run the computer. My heart went out to her and I said to her, *"Nicole, hang in there, things are going to get better. You're going to be able to pick things up."* I talked to Jeff about it. Now she's doing a wonderful job, but what happens is, until they get trained, we're losing customers. We've lost that Friday group with 12 to 14 people. Potentially, the other Friday group that I'm involved with that has 10 to 12 people, I don't know what's going on there. We may not be coming back. So, when you lose a customer, you're doing so much damage because the customer tells somebody else that they had a bad experience and so forth. I think Jeff is limited. He can't hire an additional cook. Jeff should be out there watching what's going on and talking to customers. That's not an ideal situation, I realize, but the way we're going, we're at a \$43,000 loss at this point. I understand all of the capital improvements that we put in and all of that, but we are on a seesaw here, in my opinion. The girls or the men who are working, will go where they can make more money. No one can blame anyone for that. Tim alluded to it and he knows a great deal about it in the food industry. They are not getting the tips. If you put too many waitresses in there, it's going to create more problems. I liked the idea of what David said, maybe pay more

money per hour. We got to get that straightened out where it's running smoothly because it is not running smoothly now. I'm sad to tell you that.

Mr. Dale: Part of the equation also maybe, this is going to be applicable to the course manager and the restaurant manager to decide, but it may also entail focusing on particular hours. I hate to say it, but it's like in my business, 90% of my profit comes from 10% of my customers. It doesn't mean that I don't want to help them all. I do, but that's seems to be exactly what's going on with the restaurant right now also. After 3:00 p.m., that's where all our profit is. Maybe we should cut the morning hours to just drinks or something like that because there's no profit in that. We're making nothing on the brunches. The brunches are actually costing us money.

Mr. McCarthy: The danger when you lose customers, they don't come back in most instances. That's the problem we have. Just my opinion.

Mr. Dale: Thank you. Tim, do you have anything else on the restaurant?

Mr. Melloh: No. That's it.

Mr. Dale: Okay. Thank you.

## **SEVENTH ORDER OF BUSINESS**

### **Staff Reports**

#### **A. General Manager's Report**

Mr. Dale: Back to you, Tim.

Mr. Melloh: Alright. In front of you, is a quote that I received from Dow Plumbing. The A/C unit that services the pro shop in the CDD office side, basically needs to be replaced along with a 30-gallon water heater. So, what we have here for their quote is to replace two air handlers, one compressor outside and a 30-gallon water heater that needs to be replaced. They typically only give a five-year warranty on parts. For major components, they are giving us a 10-year warranty. They do our quarterly servicing of all the A/C units. I feel that this is a pretty good price, \$17,500 for that. In our minds, we did say that this was part of the Clubhouse renovation. We knew that this thing was old and was going to need to be replaced like the one we did in the Maintenance Department. So, this isn't unexpected. This is also the perfect time of year to at least do it. It's better to wear a jacket when it is cold then to have a 95-degree August when it completely blows out. If you approve, then we will have to vote on it. Right, Jason?

Mr. Showe: It would be my recommendation if the Board is okay moving forward, that you just add this to the requisitions. This would be Requisition #80 on the list of requisitions we have. You can approve it as a requisition to the clubhouse line item, which is where it was intended to be purchased anyway. That way we can just process it now and you can make it a part of your requisition approval this evening. We can get the check cut and get them working on getting that repaired.

Mr. Dale: Did you get any other quotes?

Mr. Melloh: No, this is the only one we got.

Mr. Carnasale: Basically, the only thing that we are doing is moving up the timeline for the purchase because we were going to do that anyway in terms of the air conditioning system. We are not changing the amount we're spending. We're just moving up the timeline.

Mr. Dale: It's tough for me to say this because my commercial unit that I did a couple of years ago, I did through Dow. It was a five-ton unit though, a little smaller. I get that it was in COVID times, but I paid \$8,000 for a rooftop unit. This isn't even a rooftop unit.

Mr. Melloh: It kind of is. It inside of the cart barn up way up on a platform. It is not on a rooftop.

Mr. Showe: To address your concern, if you wanted to do it that way, you know this quote is \$17,500. You can approve a not-to-exceed.

Mr. Dale: Right.

Mr. Showe: You can just say, "*We also approved that this would be a requisition when it's purchased.*" Tim can secure another quote too.

Mr. Dale: I like that idea.

Mr. Showe: He can just execute it.

Mr. Dale: I think a not-to-exceed is what I would prefer to see, but I would like to see maybe one other quote because something isn't sounding quite right on that one. I'm saying that as a customer of Dow. I use them.

Mr. Melloh: I know. Again, this has two air handlers, not one. It includes the water heater as well.

Mr. Dale: That's a \$1,000.

Mr. Colasinski: It's still a request for another quote.

Mr. Melloh: Absolutely, we can do that. That's not a problem. We will definitely do that. We had an A/C go out last year. We had two air handlers and all that and it just didn't seem like that was that high of a deal compared to what I got. Maybe I got ripped off, but I'm just saying.

Mr. Dale: Actually, you scared me because I need one for my house.

Mr. Melloh: I get you. Anyhow, we will most definitely get another quote.

Mr. Showe: I think the motion for the Board on that would be just to approve a not-to-exceed of \$17,500 for the A/C repair, which would be a requisition upon execution.

Mr. Bedwell: Is this a capital improvement?

Mr. Showe: It would be coming out of the bonds. This was part of what Tim already anticipated as part of the Clubhouse repairs.

Mr. Carnasale: That's why I was saying that what we're doing is just moving the date.

Mr. Bedwell: Okay.

Mr. Melloh: The truth is that we have Dow Plumbing out there all the time because this thing breaks down. That's why I'm saying it's at the end of this rope. We called him too many times to come out and fix it and the repair cost has got to be getting up there for us. Most definitely we will get one more quote for the AC unit.

Mr. Dale: That quote was again, \$17,500?

Mr. Melloh: \$17,500 even.

Mr. Dale: Okay. I will entertain a motion.

On MOTION by Mr. Bedwell seconded by Mr. McCarthy with all in favor the proposal from Dow Plumbing to repair the air condition in the Clubhouse in a not-to-exceed amount of \$17,500 and including as a requisition when executed was approved.

Mr. Melloh: I just have the rounds and revenue through January. Well, up until this past week, we've had a really good month. Being closed two days and having other days where it was 39 degrees starting off the mornings and what have you, with about four to five days left, we're sitting at budget, which is pretty darn good. So, we are \$141,514. We probably did another \$7,000 today, so we are going to be at \$148,000. Saturday, Sunday and Monday are going to be probably not two good days. So, let's call it maybe \$155,000 in the month. The budget is \$142,000 and last year we did \$162,000.

Mr. Dale: Correct me if I'm wrong, but fiscal year-to-date, we're still in the black, something like \$90,000.

Mr. Melloh: Yes, we are.

Mr. Dale: I shouldn't even say in the black. I should say ahead of budget.

Mr. Melloh: Yeah. Ahead of the budget.

Mr. Dale: That was what I was focused on. It was a pretty nice number.

Mr. Melloh: Yes. We're doing pretty well for the first quarter and in January, we're doing really well.

Mr. Dale: Wonderful. We can't get too upset about the rainy days, but when you look at the overall picture, it's still a very good one.

Mr. Melloh: I don't want to be the dead horse, but yesterday was an example of how we conduct business. We had heavy rain in the morning. So, I talked to maintenance and they recommended that we do an assessment at Noon to see if we could get an afternoon crowd out. We had just called in our afternoon cart barn staff and were taking some tea times. We also had a ladies nine hold group, but at 11:00 a.m., it rained again. A big cell came through and for 45 minutes it rained. We were closed the rest of the day because the ground was so saturated. Unfortunately, this time of year, it takes longer for the water to percolate through the ground because the grass isn't growing. Anyway, that's how that worked yesterday. We try not to really say the course is closed. We try everything that we can to say we want to open it up. We'll open up just the back nine and have them play it twice if we have to. So, there are a lot of things that we try to do without having to put the word "Closed" down on this list, but if we have to close it, there's a reason. Chris and I, Jim and Wes are always in contact about that together.

Mr. Dale: Okay. Do you have anything else?

Mr. Melloh: Nope, that's it.

## **B. District Manager's Report**

### **i. Consideration of Requisitions #56 - 79**

Mr. Dale: I want to start speeding this up a bit.

Mr. Showe: I'll be really quick. We've got Requisitions #56 through 80, when we add the A/C unit one. The only change from what you have in your agenda package, is we did hand out a revised Requisition #58. There was a charge for food for the volunteers. Because it's food, it's



just not a reimbursable expense under the bonds. Obviously, it will still get reimbursed out of the General Fund. We just can't put that as a capital expense.

Mr. Dale: I Understand.

Mr. Showe: Other than that, everything is the same. These are largely just expenses for the dog park, Hook & Eagle as well as the playground. So, we would recommend a motion to approve Requisitions #56 through #80, which would be the new one as presented.

On MOTION by Mr. Colasinski seconded by Mr. McCarthy with all in favor Requisitions #56 through #80 were approved.

### **C. Lifestyle/Marketing Report**

#### **1. Farmers Market/Craft Fairs at Woodside Park**

Mr. Dale: Lifestyle? Mrs. Dale.

Ms. Webb: I'm still Mrs. Webb at work. We have the grand opening as the Certificate of Occupancy has been approved for the playground. Today, we got the all clear for Brevard County, so the show will go on. Saturday, it's going to be a little cold, but a coffee and hot chocolate truck that will be out there. So, if anybody wants to come out and watch the nature playground open, it's going to be open. Brevard Zoo is going to be out there doing some nature play activities with the kids, face painting, balloon art, a lot of fun for kids. I know it's going to be cold, but that's the best time for the kids to go out and get them on those hills. Once they run around with some light jackets, they won't even know it's cold. We have a good sign-up for there. We are also going to have Imagine Our Florida. It's the first-time that they are going to be joining us. They are going to do a whole area about the waterways of Florida and things like that for what kids can do on the waterways. So, we're hoping that we'll have a good relationship with them and get more things at the park with them as well. So, we are going to be reaching out to them. We did have six new vendors at the market. Unfortunately, I wasn't at the market in January. The good news is that we will have fresh farm eggs and produce at February's Farmer's Market. *(Applause)*

Mr. Dale: Nice.

Ms. Webb: I got a vendor for vegetables and the fruit guy that I've been chasing around Brevard County said "*Okay, I'll be there.*" He didn't sign my form, but we're hoping to have that. So, that's exciting. We have a pretty full calendar at Hook and Eagle coming up. They are now

doing karaoke twice a month on Friday nights. So, that's going to be on the February 4<sup>th</sup> and February 18<sup>th</sup>. It was actually pretty crowded the other day. Skootch & Skoot is coming on February 5<sup>th</sup>. They have a music by Keychain. If you haven't been in there, those ladies are really nice. They do a piano very calm, but it's very nice calm atmosphere. They are really nice the other day when I was in there. They're going to be here on the 19<sup>th</sup>. Ms. Michelle Wood is also coming back the last part of February. So, they do have some events scheduled at Hook & Eagle. Then once we get this children's playground open, I will be asking you guys about starting the music playground for the kids. I think I actually have a sponsor for a large part of that. By the way, we do have three big sponsors for the dog park. We received two \$1,000 donations and one of them wants to do more. She's been really great. She said once we get going we should need to contact her. She wants to be a big part of the parks. You will see the big banners up there. They are very happy with the banners. They want to make an annual commitment with us. It looks like we'll always have some good support for the parks. I had three more requests come through my email about sponsorship. So, I sent them applications. I'm not asking for any more \$1,000 ones right now because those guys are pretty big supporters and I don't want to lose them. I've actually had one person ask for sponsorship for the children's playground, but I'm not there yet because I'm also coordinating with Brevard Zoo. Hopefully by summer and fall, they will do a lovely event at the major playground for families as well. So, we're working on coordinating something with them. PSAs went out on the Hometown News, Florida Today, Space Coast Daily, Viera Voice and Everything Brevard. I started a relationship with them. I don't know if everyone knows them, but they sponsor a lot of things in Brevard County. So, I've reached out. We've talked to them about a meeting time to sit down with her. I will see what kind of other support we can get through them. So, I've been busy. I did some videoing for Pete. We're going to get a video together about what you guys do for waterways in Viera. I am working on another golf course video as well so we can get those videos out. We are doing a video for the high luck volunteer day at the Muscle Car Museum so that everybody has a little memory of how much work it was and we will be able to share that video with them.

Mr. Dale: Thank you. I do want to remind the Board that 11:00 a.m. is the ribbon-cutting on Saturday. Vendors will be arriving around 10:00 a.m. If you get an ice cream, it's already going to be about 40 degrees out there, so you'll have no trouble with it staying nice and cold.

Ms. Webb: The coffee truck will be there at 9:00 a.m. I ask that you come a little early.

Mr. Dale: But we do have Florida Today, Space Coast Daily and Viera Voice. Everybody's coming again, so we'll get a lot of nice PR out of it again. Michelle, do you want to touch on the Space Coast Living best in Brevard?

Ms. Webb: I sent you guys the Space Cost Living edition. Now, they don't put it out there until the end of January because people do buy the subscription to the magazine. Did you guys go through and see that we were voted the best in Brevard and our little article in there about the best of Brevard? Now everything that we put out in a PSA, especially for the golf course, we can use, their logo as the best in Brevard. Actually, the best in the Space Coast. So, that's great. It was a nice article if you guys didn't flip through and see it. I also sent you the Space Coast Discover. It's a magazine that is put out once a year to all of the hotels. Realtors get them to put in their real estate packets. So, a lot of marketing gets done for new residents and when people want to know what's going on in the Space Coast. So, we had a really nice article about us and an ad in there. They listed us as one of the nicer golf courses and then of course doing ads in there for the Hook and Eagle as well as the golf course. It was a very nice publication. So, if you want a copy, you can go to Tim's office and get a hard copy, but I did send you all a digital copy.

Mr. Dale: Thank you very much.

## **EIGHTH ORDER OF BUSINESS**

### **Treasurer's Report – Consideration of Financial Statements**

#### **A. Approval of Check Register**

Mr. Dale: Treasurer's Report.

Mr. Showe: Yes. We presented the Check Register for the General Fund, Capital Reserve Fund and Golf Course Fund. Those total of \$3,378,875.65. Although that sounds like a large number, the majority of that is the transfer of our assessments, as we started getting our tax receipts in. Over \$2.5 million of that represents just transfers of getting the funds in the right deposits. For that, it also represents the \$450,000 that we talked about transferring from the golf course to the capital. Unless there's any questions on that, we can take a motion.

Mr. Dale: I do for the purpose of the minutes. I want to stress again because I know a lot of people read these minutes, that the \$450,000 is the profit from the golf course last year. That money has been moved into the capital reserve account for this golf course. It is a huge step towards making this golf course self-sustaining, so that we never have to issue bonds again in the

future. That is, financial-wise, the primary thing that this Board is focused on. I thought that was a huge step and I wanted that in the minutes.

Mr. Carnasale: Basically, we're talking about the Reserve Fund. Most people understand that if you're dealing with a household, you put money in the bank for emergency situations. That's a Reserve Fund. What we're doing here is we make money on the golf course and we're making a Reserve Fund for the golf course. Okay?

Mr. Dale: Right.

Mr. Carnasale: That's basically what he's saying. That's as simple as I can make it, so that it's purely understood. We're not taking anything away from the golf course. We're leaving the money it made there for emergency situations that occur. Let's say, we have a hurricane and damage was done to the golf course, you now have some money there to use down the road.

Mr. Dale: It is there for a multitude of reasons, but I don't want to get into that right now. Do you need an approval of the Check Register?

Mr. Showe: Yes.

On MOTION by Mr. Bedwell seconded by Mr. Carnasale with all in favor the Check Register for December 10, 2021 through January 20, 2022 in the amount of \$3,378,875.65 was approved.

## **B. Balance Sheet and Income Statement**

Mr. Showe: The only other thing that I will point out to the Board on the Balance Sheet and Income Statement is on the assessment tables. We've already collected approximately 90% of our assessments, so we're in great shape. That's outstanding.

Mr. Bedwell: Why did I get a new one?

Mr. Showe: That's part of what Tim was referring to where they were cleaning up some of the restaurant items. There's a lot of moving parts and it took a little bit of time.

Mr. Bedwell: Okay.

Mr. Melloh: We had come across some other things that needed to be moved out so we wanted to make sure we had clean statement for tonight.

Mr. Bedwell: I just didn't want to go through and compare both documents.

Mr. Showe: They are all focused on the restaurant. That's all that we have.

Mr. Dale: Thank you.

**NINTH ORDER OF BUSINESS**

**Supervisor's Requests**

Mr. Dale: We're going to move on to supervisor requests. Pete, do you have anything?

Mr. Carnasale: Not really. I think we've pretty much covered everything.

Mr. Dale: Alright. Dave?

Mr. Bedwell: Yes. Tim, I have a question. I asked people today of how wet the course was. They said it didn't have any water. Is Jim doing something different? Because all the years I've played after the rain yesterday, I would have water on the fairways. There was nothing.

Mr. Melloh: We just haven't had a lot of rain recently, so the water was able to percolate through.

Mr. Bedwell: I was just amazed. Yesterday you talked about shutting it down. Today, I talked to a guy who said it was raining.

Mr. Melloh: You know how it was yesterday. It literally just rained all day long. The good news is it percolated through the soil last night really well, and we were ready to go this evening. Now, if you get a two-inch rain and a two-inch rain and a two-inch rain and it accumulates, then it's harder for it to percolate through because the water table comes up. Right now, the water table is pretty low, so that stuff has some room to go.

Mr. Bedwell: I have a question for Jason.

Mr. Showe: Yes.

Mr. Bedwell: I need to get with the insurance company to see if there is a way to cover the golf course rather than just the building. If we have damage, I don't know if FEMA covers it.

Mr. Colasinski: We can't count on FEMA covering it.

Mr. Bedwell: No. I just don't know if you can even cover the tree damage and green damage.

Mr. Showe: I'll ask them.

Mr. Bedwell: We have money in reserves.

Mr. Showe: Right.

Mr. Bedwell: But if it's bad enough.

Mr. Showe: Typically, our insurance covers structures. They will not cover landscaping. We can ask if there is some additional policy because we're a golf course.

Mr. Bedwell: We used to have a line of credit. Unfortunately, we cancelled the line of credit. I wish we still had the line of credit that we could use, but we don't. It's probably a little

hard to get it again. I don't know. When we had nothing in reserves, they ran out and got a line of credit. Then they won the lawsuit with The Viera Company, put money into reserves, but they didn't want to spend the annual fee and cancelled it.

Mr. Dale: What was the final settlement on that lawsuit?

Mr. Bedwell: Was it was \$250,000?

Mr. Showe: That sounds about right. It's very fuzzy at this point, but I can track it down.

Mr. Bedwell: The Board got all excited over \$250,000 and cancelled the line of credit, which I think it was a mistake. I don't think a line of credit cost that much each year, but it's an insurance policy. It is a place to draw from because we are going to have many workers that we don't want to lose and we want to pay.

Mr. Dale: Right.

Mr. Colasinski: Well, it goes beyond just the golf course.

Mr. Bedwell: I know. I know the insurance is covering the buildings, but not the landscaping.

Mr. Showe: Right now, it's not. I can assure you that your policy now will not cover the landscaping. I can see if there's some additional policy.

Mr. Bedwell: I just want to know if the insurance company covers things like that?

Mr. Dale: I'm not as worried about the landscaping, but God forbid you had a bulkhead fail and it falls into the water.

Mr. Colasinski: I'm actually interested in the drains because if we're not draining effectively during a hurricane, that's when we start getting flooding. Flooding is number one cause of damage with hurricanes.

Mr. McCarthy: That's why Mr. Ed Grasser was probably the most important person in the organization.

Mr. Showe: Bingo.

Mr. Colasinski: I don't disagree. As a matter of fact, Tim and I talked a little bit about the drain between Holes #7 and #8 that needs to be repaired.

Mr. Melloh: Yes. That's all part of what Mr. Dave Bell is putting together quotes on that.

Mr. Colasinski: I remember in 2008 when they had all of the rain. On the Crane Creek golf course, they lost a whole bunch of greens.

Mr. Bedwell: There is a lot of salt in rainwater that kills the greens and that's a lot of money. So, I'm just a little worried about the financing.

Mr. Colasinski: We need to understand if we can do insurance versus building another reserve fund.

Mr. Bedwell: But self-insuring yourself is expensive. We have \$60,000, but it's not enough. That's all I have.

Mr. Dale: Most of that should be allocated towards future capital expenses anyway.

Mr. Bedwell: Yeah.

Mr. Dale: Paul?

Mr. McCarthy: None.

Mr. Dale: Thank you. Steve?

Mr. Colasinski: Yeah. In the last three days, I've had the opportunity to attend the PGA merchandise show. I had the opportunity to sit in on a few business sessions. They are very interesting. I'll give a little bit more detail on that in our workshop. I don't want to go through all that tonight, but there was one interesting statement made as a summary statement though. It says, "*If you want to beat inflation, you're going to have to get comfortable with uncomfortable rates.*" Because there's only so much we can accommodate with the rising costs that we may have to make changes potentially with what we charge, but that was an industry-wide thing by a group of industry panel experts. The other thing that I was looking at was what they called a Golf Management System. There's a piece of software that actually would give us significant upgrades as far as capabilities. It would actually take care of inventory both in the restaurant and the golf course. It would also provide us mobile capabilities so people could actually order food off an app on their phone. It could also provide a tablet for the beverage cart and also keep track the inventory on a beverage cart as well. So, you can actually order at the point-of-sale through a tablet that would update our inventory. It also will allow our servers to use a tablet. It provides some visual management in the kitchen as far as showing the number of orders that are up. It also has a timer on there too that shows just how long it's taking to prepare an individual order also. I thought that was very interesting.

Mr. Dale: Actually, that was very interesting because it addresses many of the issues that we were discussing at the beginning of the meeting.

Mr. Bedwell: We need that.

Mr. Colasinski: Yeah.

Mr. Bedwell: If you're not busy, you don't need it.

Mr. Colasinski: Right, but it could be a communication tool as well.

Mr. Bedwell: Yeah.

Mr. Colasinski: The name of the company is called Club Caddy. They have two representatives here in Orlando. They've offered to come out to provide a demo of this system on Monday, February 7<sup>th</sup> at 6:00 p.m. at the Hook & Eagle restaurant. So, if any of you who are interested in seeing that, it is at 6:00 p.m. on February 7<sup>th</sup>.

Mr. Dale: What kind of Sunshine issues do we run into?

Mr. Showe: Don't talk to each other, if more than one of you were there and stay as far away as you can from each other.

Mr. Dale: Or we wouldn't be able to do an extension of this meeting like we've done.

Mr. Showe: You can only continue meetings for items that are on the agenda. You really wouldn't be able to continue this one. We could advertise a special meeting. I think the safer thing is if more than one of you were there, you can say hello, obviously, but while they are doing the presentation, stay apart. Then at your next workshop, you can certainly have all of the conversation you want.

Mr. Dale: Because we need two weeks to advertise. Right?

Mr. Showe: When would you be doing that?

Mr. Dale: February 7<sup>th</sup>.

Mr. Showe: I don't know that we can get an advertisement in the newspaper.

Mr. Dale: We don't have two weeks.

Mr. Bedwell: As long as we stay with two people or less, we are okay.

Mr. Colasinski: That is correct. It really is intended to just be to show the capability.

Mr. Showe: If you're asking questions about the capabilities of the software, that's fine. Right now, it's not anything that would come up for a vote.

Mr. Dale: That's the operating criteria right there. It's my understanding of the law that it must be an agenda item that is before the Board. In this case, we're getting a briefing.

Mr. Showe: Correct.

Mr. Colasinski: Tim, it's intended for you and Chris and also, Jeff, Lilly and anyone else in the restaurant. It also integrates very well, the restaurant and the pro shop together and it



integrates with GolfNow as well. So, we would not be displacing our GolfNow agreement that we have currently. It gives us a lot more capabilities, but I think we're not going to be giving up anything along the way. It's something to see and ask questions about it. No decisions are being made. It's all informational. It's there for you to ask questions. I certainly hope that Chris can make it for that.

Mr. Melloh: Yeah. Is it on February 7<sup>th</sup>?

Mr. Colasinski: Yeah, at 6:00 p.m. at the Hook & Eagle.

Mr. Showe: So again, if more than one of you has questions, maybe let one of you ask the questions and then the others can submit questions maybe offline or directly to the vendor. That way keeps it super clean.

Mr. Dale: Can we just run that by the attorney? I'm good with everybody meeting. I've actually heard of scenarios of School Board Members meeting or County Commissioners meeting or whatever.

Mr. Showe: I understand. I'm urging extreme caution. Just sitting there and listening is not as Sunshine violation. The exchange of, "*Hey, I feel this way,*" is the violation.

Mr. Dale: That's the violation, but if we're asking questions of the presenter, that is not a Sunshine violation.

Mr. Showe: I wouldn't categorize that. I think the cost of getting an attorney is justifiable.

Mr. Dale: Just to be safe, can we contact the attorney and just pose the question to them?

Mr. Colasinski: I wouldn't need to be there since I had a demo with him for an hour-and-a-half this morning.

Mr. Dale: From my knowledge of the Sunshine law, I don't see any of that unless we were to say, "*Hey, I really want to buy that. What do you think, Pete?*" That's when it becomes an issue.

Mr. Showe: Again, I urge extreme caution. I will ask the attorney.

Mr. Dale: Thank you.

Mr. Carnasale: Ask questions, no opinions.

Mr. Showe: Correct.

Mr. Carnasale: Because that creates the dialogue.

Mr. Colasinski: I have one other item as well. Do we really need the role of Player Assistant at the golf course? Is that the central role? If it is, what value does it provide?

Mr. Dale: You are bringing up the same topic that Dave brought up at the last meeting. We started having a conversation about it. I've done some thought thinking about that.

Mr. Bedwell: It's a tough job, but there comes a time when you have to send somebody out there if you have an issue. As far as someone riding around, I have had a problem with that at every golf course that I've been at. I don't have the solution because it's a tough job. Mr. Steve Wing is a Player Assistant. It can deteriorate very rapidly unless you're very skilled.

Mr. Colasinski: Sure, but I'm just saying, is there real measurable value there?

Mr. Bedwell: There is a time when they are valuable, but it's intermittent and you need to solve a problem not driving around and paying them for eight hours.

Mr. Colasinski: Right. So, there's another way maybe of doing that. Tim, we've talked about potentially another person in the pro shop working. Is that something we could do? That way if here was an issue of people calling into the pro shop, you can send one or two people out there potentially.

Mr. Melloh: I mean, obviously that's something that can be done. The more staff we have in the pro shop, the easier it is to do that. If there's single coverage for the day, then it's not neither the quite so easy to do that. The Player Assistant job is difficult. The number one problem you have, the way you frustrate people at your golf course is through slow play. The number one job of the Player Assistant is to alleviate slow play.

Mr. Colasinski: But is it effectively resolved? That's what we don't measure.

Mr. Melloh: I can tell you that it used to be very frustrating as a manager. I know how staff is trained and I know what we say in our literature and what have you, but we have good ones and bad ones. This is just my opinion as we go along here, I think we have a pretty good staff, but typically your Ranger or Player Assistant can typically be categorized in one or two categories. They are either out ball hawking and not doing anything, or they're too militaristic and they're screaming and yelling at people. So, I don't know exactly what they're saying because I'm not there and I'm really not getting a lot of feedback. As a matter of fact, I can tell you that the only time I had really bad customer service at Disney World, was from one of their Player Assistants when I was playing the Lake Buena Vista Golf Course. Their General Manager doesn't know what that guy is saying to people out there and how he's saying it and the inflection in his voice and what have you. Yes, it's really a double-edged sword because again, people are saying, *"They don't have a Player Assistant out there and the place to play is terrible."* That

would be a bad rumor to get around to. Again, it's something to add to the pot, as far as if you're talking about why we need them and whether we would be better off eliminating the position, taking the money and adding more shop staff and then having those people go out and address the situations as they occur. It's definitely something to consider. I would like to talk to some of my buddies in the business and see if they have ever experienced that or if they have known any other courses that have experienced that. Because it's a position that you find in every golf course, technically.

Mr. Bedwell: I hate to bring it up because this is a touchy subject, but if we still had the GPS system, we could do what you said. Because they could see on the screen what the problems are and send somebody out there. Right now, they're blinded. We had a system that they could have done, not stood and drive the guy around.

Mr. Colasinski: They could.

Mr. Bedwell: I'm just saying that there was a way.

Mr. Colasinski: There was a way.

Mr. Bedwell: I tried at the other golf course to use a guy to fill divots on the tee boxes on golf course plus being a Player Assistant. Then he would be called and go, but he was doing something else. It didn't work out, but we tried something else.

Mr. Colasinski: Alright.

Mr. Dale: I put a lot of thought into this since you made the comment last month, Dave.

Mr. Bedwell: Yeah.

Mr. Dale: I've been hanging out at the course a fair amount. I've been watching the Players Assistants for the past month. I've seen a lot of driving around. I've seen a lot of twiddling thumbs. This was bizarre and I think more coincidental, but I actually received my first complaint about a Player Assistant where somebody was very upset that the Player Assistant was driving into their field of fire. They didn't like that. Then they were trying to waive him through and he just sat there. So, the next thing that I did was to have a chat with Tim about some of this and the issue of complaints, how we handle them and those kinds of things. What I'm primarily concerned about are the large complaints and I don't feel like our current staff is equipped to handle a very contentious issue. That is an issue that generally requires a manager of some sort: the pro, the course manager, one of the management people inside of the facility. One of the complaints I heard about from months ago that was fairly contentious, he actually had somebody

throw a ball back at another group and then it got weird. The Players Assistant didn't do anything. They wound up having to call the pro shop and then the pro shop went out and dealt with the issue. I guess my thinking of this is, if that's what we're doing, then why do we really need the expense of the Player Assistant? I can see that as being something that actually would annoy people more, when you got somebody hovering over you when you're on the tee box trying to get off a decent shot. So, I'm at the point, unless somebody can convince me otherwise, I don't see the value of the position. We are at a time where every penny counts and we're also at a point where we need personnel for other areas. I'm sure some of those people would be willing to work the pro shop.

Mr. Bedwell: The other side of the story, to be fair, is that slow play has caused people not to come back to the golf course.

Mr. Dale: I understand.

Mr. Bedwell: So how do you limit slow play? The traditional way is by having a Player Assistant.

Mr. Colasinski: If they're effective.

Mr. Dale: One of our biggest Google complaints is about slow play, but their complaint on Google has to do with the way the Players Assistant handle the issue.

Mr. Bedwell: The guys I've played golf with for 15 years, see the guy riding around and they say, "*What a waste of money.*"

Mr. Dale: Yeah. If we've got a real complaint, I want a management person to handle that complaint.

Mr. Bedwell: We can't have slow play because it will kill your business. So, you can't just say eliminate the Player Assistant. That's all I'm saying. We have to come up with something that addresses slow play.

Mr. Dale: You have the phone number and that's what you have the management personnel there for.

Mr. Bedwell: We don't know where the slow play is happening.

Mr. Dale: That's why the players all have the pro shop number and they call it. That's what happened in the case of the one where the guy threw the ball back and called up the pro shop.

Mr. Colasinski: I believe it's on the score card. Right?

Mr. Bedwell: A lot of people call the pro shop.

Mr. Dale: They call the pro shop when that happens and we send out a management person.

Mr. McCarthy: I played golf about four months ago with two PGA professionals and another guy at Baytree. It was very slow. It looked like it was going to be a 5.5-hour round. One of the guys got very frustrated. We were on about the 12<sup>th</sup> or 13<sup>th</sup> hole and he decided to leave. You have to follow the holes in you get back to the Clubhouse. He got on his phone and said that there were five holes open in front of him and no Player Assistant. So, you have 12 holes of people who are experiencing a 5.5-hour round. To Dave's point, maybe I won't come back here. There are two sides to every story, but that was a disaster. The people on the 12 holes, they had to be furious.

Mr. Bedwell: I have been off of the premises where people have come up to me, before Tim and said that there was slow play at Viera East. One, they couldn't get a tee time and two, there was slow play. The word spreads quick, so we can't let it happen.

Mr. Colasinski: So, I think what we need is an effective resolution to deal with.

Mr. Bedwell: I understand.

Mr. Colasinski: Whatever method that is.

Mr. McCarthy: The other thing, when I was working, we would go to Hilton Head, Myrtle Beach and Pinehurst, Florida. Our intention was to play 36 holes. I always realized that it was going to be a 4.5-hour round. I was not surprised by that.

Mr. Colasinski: Most resorts are that way.

Mr. McCarthy: Because when you start putting 200 to 250 people on a golf course, it's going to back up. There's nothing you can do. That's the sad reality.

Mr. Colasinski: At Pinehurst Number 2, right now it's 5 to 5.5 hours.

Mr. McCarthy: Well, that's even more.

Mr. Bedwell: There's nothing a Player Assistant can do to fix it.

Mr. Dale: That's why we have the management personnel in the Clubhouse available to respond to those. Because I think those complaints are going to be few and far between. You send them out on a cart and they go address the problem.

Mr. Bedwell: At my course, we started with a starter and with the Player Assistant and trained them to tell the people to keep up with the group in front of them. We didn't talk about

4.5 or 5 hours because it could be five hours because it's a difficult course. We tell them, "*Stay with the group in front of you*" and when they approach the people that's all they say. They don't get into, "*Hey, you are 27 minutes behind.*" You go downhill really quick with that.

Mr. Colasinski: I played courses in Chicago where they would come around if you did not meet their playing criteria time and threw you off the course. There are a lot of weird things out there.

Mr. McCarthy: That's how it was like in Pebble Beach. Excuse me, the good-looking man with the red shirt on, is a former Player Assistant. Would you allow him to speak briefly?

Mr. Showe: For 30 seconds.

Resident (Warren): David covered much of it. The only way you know there is slow playing now is when they turn nine and it's been 15 minutes since the last guy teed off on 10, if you don't have a Player Assistant. I think the problem is the Player Assistants need to communicate. They need to talk to the people on the tee boxes. They need to say, "*Hey guys, it's slow all up in front of you, be patient. Take your time.*" That calms them down a lot. When I was a Player Assistant for five years, that's what I did. I drove down and went out into fairways when they were waiting and talked to them while they were waiting for the guys on the green. I calmed them down by talking to them, not by telling them they're playing too slow, but just talking to them. If there was a hole open in front of them, I'll mention to them, "*There's a hole in front of you, you are doing okay, but if you can pick it up just a little bit, it will help you and keep everybody off of me.*" Communicating is what I think is the big role of a Player Assistant.

Mr. Dale: You are bringing up an excellent point. Thank you very much for that. You are almost an ambassador of the golf course. You're the customer relations guy. You go out there with attitude or you don't say anything and you're just driving around, which I saw a lot of.

Mr. Bedwell: I don't know what the cost is. What are we talking about?

Mr. Colasinski: I don't know that we as a Board are going to come up with a solution. Maybe we just have Tim make a recommendation at the next meeting,

Mr. Melloh: We've talked about it and I want to put together an analysis of it. Dave, to answer your question about how the guys are trained, we have a sticker on all 75 golf carts that says, "*Pace of play is everyone's responsibility. Please keep pace with the group ahead of you*". That's all you can do. As a matter of fact, it's easier to control pace of play when we have 250 people on the course than when we have 150 people on the course. The reason for that is that

almost everybody is a foursome and almost everybody is keeping the pace to play. Sometimes when things stretch out further and you got a foursome, foursome, threesome, foursome and threesome, those two threesomes are going to have a hard time. They can play 25% faster than the foursomes, so really pace of play is not really truly a pace of play problem. It is a perceived pace of play problem. Practically every time anybody's ever been in my office and said, "*Well, you know, pace of play was really slow out there today,*" the first question I ask was, "*Were you a threesome or a foursome*"? If you're a threesome, 4 hours and 20 minutes seems like 5 hours or five hours and 15 minutes. If you were a foursome like Paul said, you just know it's going to be 4.5 and a half hours. So, it's more of a perception thing than anything else. So yes, we can come up with a plan and see what the story is.

Mr. Bedwell: We have twosomes out there with foursomes.

Mr. Melloh: Well again, I think it's managing people's expectations. You're right, it does start very first from the starter. We tell them, "*Guys we're really busy out there today, please take your time. There's no rush,*" but there are some people that think that they're entitled to a 3 hour and 15 and around the golf. They say, "*We need to play through these people because we are just a twosome*", and you can't play through everybody. If there's not an open hole ahead of you, how can you allow people to play through? Technically, this is the time of year where we don't have that much trouble. So, we can come up with a plan. Like I said, I'd like to make some phone calls to some of my colleagues in the business and see if anybody else has come up with a plan and see what the story is.

Mr. Dale: Sure.

Mr. Carnasale: Based on what everybody seems to be explaining in terms of the problem, why can't we just change the title to Professional Ambassador?

Mr. Dale: Changing the title isn't going to change the issue.

Mr. Carnasale: It will change what they expect their job to be. When you hire them, the title that you give them is the way that they expect their job to be. If they expect to be an ambassador, then they expect to be in contact with and talking to the people. If they expect to be just the player, then the bulk of them, I'm not saying all, are going to think in terms of this as controlling play. You're right that the changing of the title doesn't change the actual operation, but it does change the attitude of the person in the job.

Mr. Colasinski: What are we trying to fix?

Mr. Carnasale: Well, if we're trying to fix the problem of the person being out there as he said, riding around and doing nothing or just watching the people and not saying anything to anybody. You wanted somebody that's going to be able to have the smarts to say the right things, not just go out and say the wrong things. The fact is that they need training as an ambassador as well as a professional.

Mr. Colasinski: That's individual behavior, not group behavior.

Mr. Bedwell: It's a hard subject.

Mr. Dale: I don't want to be the dead horse on this one, but I think the resolution that we just heard is to come up with a game plan and talk to a few of your contemporaries. Maybe the partial solution is maybe certain days you don't have somebody out there. Maybe it's at high traffic times.

Mr. Melloh: We will do some research on it. Pete, it used to be many years ago, that position was just called "*The Course Ranger.*" Then everybody came up with a warmer, fuzzier type approach called "*Player Assistant.*" If you look at how we talk to people, we use the very exact thing that you need to consider yourself an ambassador of the club. When it is slow play and there's nothing you can do about it, because they're technically are no gaps out on the golf course, then your job is to go up to the groups and say, "*Hey guys, I'm out here, I'm taking a look around.*" It makes everybody feel a little bit better. So, as I said, the problem I have with the issue or the issue I have with that position is, I don't know what they're doing or saying out there. I can listen to what the guys in the pro shop are saying to the customers. I can hear what the Starter is saying to the customers, but these guys are out roaming around 200 acres. I don't know if they're ball hocking. I don't know if they're out there screaming at somebody for having their cart 5 feet closer to the green than it should be. I don't know.

Mr. Colasinski: I've played at Disney and rode around and there are groups that are behind. The guy just drives by and waves. So, it goes along with what you're saying.

Mr. Dale: I wish we had a bunch of Warrens.

Mr. Bedwell: Warren is very good and I understand, but what you can't anticipate is how the person is going to react to what the players say because they all say something different. So, how do you train for that? You'd be in training forever.

Mr. Dale: You either have it or you don't.

Mr. Bedwell: Yeah, I know.



Mr. Colasinski: Are you ready to wrap this up?

Mr. Dale: Well, are you ready to wrap it up?

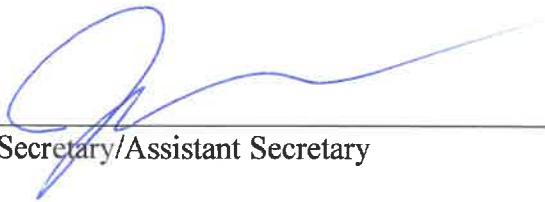
Mr. Colasinski: I'm done. I've been done.

Mr. Dale: Thank you for your time. I have no Supervisor Request. So, I will entertain a motion to adjourn at this point.

**TENTH ORDER OF BUSINESS**

**Adjournment**

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



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Secretary/Assistant Secretary



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Chairman/Vice Chairman

