

## LLCC Greens Committee Meeting Tuesday, August 4, 2020

ATTENDEES: Vern Duggan, Robbi Alberts, Renie Dyson, Lance Levine, Jerry & Sheila Nokes, Mary Lou Trautmann, Gayle Wilcox, Gary Yando

STAFF: Elen Gaschet D'Lisle, Mark Hendricks, Jason Howerton, Roger Milliman

GUESTS: Bob/Susan Darling, Dean Dyson, Cindy Gainey, Dick Getchell, Joel Gray, Kim Hutchinson, Nancy Milliman, Steve Saylor, John/Kerry Torkelson,

Vern Duggan called the meeting to order at 2:00 PM. The committee welcomed Robbi Alberts as their new Secretary.

Vern offered thanks to staff for a job well done: Thanks to Mark & Elen, revenues are up during this pandemic. And Jason & his greens maintenance crew continue to keep our course in fabulous shape.

And Thanks to Jason, Lance L., Jerry N. & Gary Y., we are finally moving forward with the Navy!

**Minutes:** Sheila N. moved to: **ACCEPT THE MINUTES OF THE JULY 7<sup>TH</sup> GREENS COMMITTEE MEETING.**  
Mary Lou T. seconded, and the motion PASSED unanimously.

**Greens Report:** Jason H. provided the following report. The golf course is definitely getting its share of rounds in. The course is showing its wear areas from the mixture of HOT weather, and wind drying things out, and the amount of golf play – all of which are normal for this time of year.

One of the hardest things to manage this time of year is the irrigation. Knowing the forecast, planning how much to water, trying to not over-water but not burn up, knowing/catching when irrigation is out of adjustment, finding out what is tolerable when areas are getting too wet, sacrificing the areas that will dry up if we dial down the irrigation in that area – these are just a few things that keep us on our toes this time of year.

All of the Greens Maintenance staff would like to give a special thanks to members Bill Huston, Gayle Wilcox, Mary Lou Trautmann and Sharon Corrigan for taking time to make our staff an amazing lunch. We all certainly appreciated the thought, and enjoyed every bit of the great food!

As we continue to keep our maintenance environment safe by using face coverings in our morning meetings and sanitizing on a regular basis, we ask that members continue to keep their distance and not approach our staff or walk into the maintenance shop without an appointment.

- The Men's Lake Limerick Golf Tournament is scheduled for this Saturday. The course will be dialed in for that tournament, and the pins and tee markers will lean on the side of fair that day.
- Deciding to move Aerification of our greens to September 14<sup>th</sup> so it doesn't interrupt Lance's tournament and the busy golf days around Labor Day. *Thoughts??* [The **Sweep-N-Fill** machine acquired this past year from Capitol City GC will save time and labor, and quickly get the greens back up for play within 2-3 days.]
- The #5 restrooms are down again, but the porta-potty's are doing just fine for now since they are getting serviced twice a week. A contractor is set to make repairs this fall/winter.

Mary Lou T. said kids are swinging on branches above the rocks near the 1<sup>st</sup> Green. Perhaps they can be trimmed?

Some flag-stick adjusters are sticky. People use their putters to push them up & down, and they get bent. Some other courses have drilled out the holes, and that seems to help; Jason will look at doing that. When new players go out, they should be told how to operate these.

Jason said he and his crew don't mind dogs on the course, but someone is throwing their green bag of dog-waste on the 9<sup>th</sup> tee daily. That needs to stop.

Jason said golfers may find some standing water around the course; maintenance is doing their best to keep the course watered, and so this will occur in some places like tee-boxes.

Some have asked if their home water pressure is affected by watering on the golf course? No, these are separate systems. Homes are supplied with well water; the golf course has a pump-house on the lake.

**Pro Shop report:** Elen G. reported that children are getting to know the golf pro through lessons; they come up & say hi. This month, sales totaled \$40,422.23 – a 9% increase despite the pandemic.

Elen said Pro Shop Staff have developed some GOALS, most of which have been accomplished: **(1) Provide great customer service** (*feedback has been excellent*). **(2) Increase overall revenue by 10%** (*budget is 5%, increased 9%*). **(3) Increase Annual memberships by 10 over last year** (*18 new added in 2020, more than making up for the 4 who moved away*). **(4) Offer 3 more tournaments than last year** (*pandemic has cancelled many scheduled tournaments, but Pro Shop staff promoted new tournaments during June & July increasing revenues*). **(5) Offer entire package of lessons/clinics with sponsorships/fees that net \$7,000** (*earned \$7,149 to date; sponsored by Haigh Veterinary Hospital and realtor Brenda Bakken, Trusted Home Sales. Special thanks to Joe Long (our Golf Pro instructor), for providing successful golf lessons for Men, Women & Youth; plus the Marshals provided help*). **(6) Help raise money for Jason to purchase replacement trees** (*funded by Magpies*). **(7) Raise \$ to paint sport court once repaired, and begin checking out sports equipment at the Pro Shop** (*sponsor Brenda Bakken purchased sports equipment to check out, giving youth & families a healthy activity other than walking on the golf course*). **(8) Marketing** (*utilized emails, text messaging, Shelton Mason Journal, Chamber of Commerce, Tracing the Fjord, and Inside Golf publications to promote tournaments, special events, and to thank golfers*).

Cindy Gainey asked if anyone has calculated losses from damaged golf cart rentals, and people driving past the cart signs on the fairways? Elen said that carts have been set at the ‘slowest’ speed, and marshals aren’t always there to stop things. If marshals see bad behavior, they can remove the key from the cart. Also, Cindy said, some are letting their kids drive our carts. Elen said they are told the rules, but not everyone follows them. Staff depends on residents to call & report any bad behavior. Offenders can be banned from the course for a period of time. It was suggested they be provided with a **written set of rules**, requiring their signature (noting they are liable). And the Pro Shop should we retain their **driver’s license** while they use the cart. Elen will look at doing this.

Revenues for the variety of golf lessons & clinics (for 273 golfers) totaled \$3,130.10. Sponsors paid another \$4,019. Revenues from specials (Military, First Responder & Golf Coupon) totaled \$3,253.93.

**CAM Report:** Roger M. reported we obtained a **Sweep-N-Fill** machine from Capitol City. Jason said he had it on loan for 6 months; the board approved purchase and we got a discount off the retail price.]

Roger said the Sport Court repair is scheduled for mid-August. Nets & poles will be removed Aug. 18<sup>th</sup>. The cracks will be repaired, deep filled and resurfaced on Aug. 19-20. Next, Awnaroll Painting will paint the stripes (dependent on dry sealcoat before applying 2 coats). Then poles & nets are set to be reinstalled on Friday afternoon, August 21<sup>st</sup>.

Regarding the restroom issues on Hole #5, the septic pipe is broken in three places; and tree roots may be interfering. We’ll be asking an arborist for a professional opinion.

Solar-equipped speed monitors (with speed limit signs) have been installed at both ends of St. Andrews Drive. We were loaned the first two of six being offered; they are temporary. There are no cameras or picture-taking. They will record speeds, and ‘averages’. They will help provide data on whether we need a ‘crossing arm’ at the railroad.

**Ongoing Encroachment on Navy Property:** Roger M. reported our \$11,400 application fee (to start the application process) has cleared the bank, so we are finally moving forward. We’ll be seeking to retain the existing 7/10 of an acre. We need to update the Cadastral Survey of adjacent property owners. Our water main under the railroad tracks is also part of the lease. And Irrigation for the golf course is also on there. Lance thought we had just conducted that survey ~a year ago? Yes, but the Navy wants it done again for property ownership.

**Chairman’s Report:** Vern D. said it’s good to see the railroad issue moving forward. Revenues are up; there are a lot of new golfers on the course. We asked for them, and got them – now we need to educate them and enforce the rules.

Special thanks to Joe Long who has saved us thousands of dollars by putting on the clinics.

**Marketing:** Nancy M. said she wouldn’t change anything as far as what we are doing. We had 172 public golfers through the Military, First Responder and Golf Coupons. Advertising has been a boost for us. She encouraged everyone to keep taking photos and sharing them.

This hasn’t been the best year for the Chamber of Commerce. We picked up some business from the North Mason Chamber, even though there were errors in their publication. If anyone has recommendations for additional marketing for 2021, let Elen or Nancy know.

Should we include something in the coupon addressing “dress code”? Most people using the coupons are golfers who know golfer dress code. But we’re seeing younger golfers who don’t seem to know; and we need to educate them.

**Capital Projects:** (1) Remodel Pro Shop to provide better customer/member service. (Right now, staff can’t view what’s going on outside the Pro Shop). Vern suggested we appoint a committee to meet this winter and come up with something that will work. **(ACTION ITEM)**

(2) Electrical upgrade for maintenance yard and carts protection. (3) 10 parking blocks for Pro Shop parking lot. (3) Cart storage doors for the back shed and maintenance yard. (4) Sell two green carts and purchase one cart similar to new carts. (6) Asphalt/cement flooring for the cart station. (7) ADA cart shed door remote control.

It was noted the “cart path only” sign on #6 has been ripped off. We need a cart sign there.

Do we need better cart signs on #4? (People are driving past the signs and up around the green.)

We also need a sign on the log on #6, coming down the hill, saying “SLOW”, “DANGER”, “STEEP HILL”.

People also drive right up to the green on Hole #8 (between the bricks & the green). Jason said he could paint a RED line saying “Carts Don’t Cross” (maybe try it first on Hole #4, to see if it works).

Lance wondered why lessons (occurring 4 days a week for two hours) are requiring golfers who like to play in the afternoon “skip” a hole. Perhaps there should be discussion on whether we want to do that again next year? Vern D. said we can address that and come up with a recommendation for next year. **(ACTION ITEM)**

**Golf-Pro?** Vern said the Board wants to know why we recommend a Golf-Pro. We need to finalize a recommendation and job description. **[See ATTACHMENT 1 for Golf-Pro Recommendation]**

Lance L. moved that: **THE GREENS COMMITTEE RECOMMEND THAT THE BOARD HIRE A GOLF-PRO TO RUN OUR FACILITY.** Gayle W. (& Mary Lou T.) seconded, and the motion PASSED unanimously.

**Dress Code:** We have one, we just have to enforce it. *(Some courses have “loaner shirts”...but maybe not during the pandemic?)* Education is the key; staff and marshals are working hard at this.

Elen also noted every golfer needs golf clubs. Again, we have rules we need to enforce. We do provide rental clubs (for \$10), but it takes a lot of work to keep them sanitized between uses. Vern offered to find out what is charged at other clubs.

People from different households can ride in the same cart (with the same tee-time).

**Walkers (on cart paths):** Vern said the committee has been discussing this for more than 20 years. The problem is unique to LLCC because we allow walkers. And it has gotten worse this year, with the pandemic and more people home all day. Unless we plan to eliminate walkers on the course, you have to have rules and you have to get the walkers involved. The committee has drafted “Walker/golf course Rules”. Vern opened it up for more discussion.

Cindy G. raised the liability issue for golfers, especially regarding people walking with small kids and strollers. Roger M. confirmed, per our insurer, that the golfer is responsible for personal injury and golf damage. And our attorney has stressed the importance of signage on the course.

Susan D. said she’s not aware of any other golf course that allows non-golfing walkers on the paths. She felt we should highlight walker rules on our website; and keep them updated. Allowing walkers affects the whole game of golf.

Mary Lou T. asked if anything was going out in our next billing statement to inform homeowners about walker rules?

Roger M. suggested signage on the course, and copies of the rules in a plastic covered box. It should be posted on our website, in an email blast, and in the new homeowners’ information packet.

Kerry T. noted there are seven parks in our community. Do we really want walkers on the course? Should we have a policy?

Lance suggested we don’t have alternative routes for walkers, except on busy roads. Robbi mentioned the path between #4 tee & Penzance, & behind #8 from Dunoon to St. Andrews. But this still requires some walking on roads.

Vern said the issue is, DO we allow walkers? Or do we NOT allow walkers? Should there be time limits? (e.g., 6-8 AM, and 7-dusk?)

John T. asked, do we find a way, in the future, to completely close the course to walkers? Maybe come up with paths in the greenbelts? Perhaps a committee could come up with what it would take. Maybe build paths, and then cut off the walkers on the course. Steve Saylor agreed, we could look at what is the cost to provide alternatives?

Jason mentioned workers have raised issues with walkers who could get hurt.

Elen mentioned that the lessons being offered on the #2 green have golfers practicing strokes in both directions. But walkers continue walking down the path, now *with* the stroke instead of facing it.

Kerry T. noted the walker rules are pretty good, but what are the consequences for violators? Some walkers aren’t aware that golfers pay an extra trail fee to drive our carts on the cart paths. They pay greens fees/annuals, GHIN, cart-shed fees, all income for our HOA. Perhaps that information should be included so walkers have a full understanding.

Vern D. said we can’t solve this today. We need to come up with a list of walker rules and recommend them to the Board for now. And we need to come up with alternatives that will eventually remove walkers from the course and tell them where they can walk

Steve Saylor cautioned developing rules for approval that include walking on public roads; then who is responsible?

Vern suggested we **APPOINT TWO COMMITTEES:**

- 1) To develop **Alternative Paths for Walkers:** (Volunteers: Jason H., Vern D., John T., Jerry & Sheila N.)
- 2) To develop a list of **Rules for Walkers,** with the goal of eventually removing walkers from the course (Volunteers: Susan D, Kerry T., Robbi A. & Vern D.)

At 4:03 PM, Gayle Wilcox moved to: **ADJOURN.** Sheila Nokes seconded, & motion PASSED.

NOTES BY ROBBI

**(Attachment 1)****Golf-Pro for Lake Limerick?**  
*(from LLCC Greens Committee, 8/9/2020)***Do we need a Professional Golf-Pro?**  
**We feel the answer is yes.**

Two years ago, we lost our PGA Golf-Pro, Ron Stull. The following spring, we attempted to hire a Golf-Pro. **We could not find a qualified candidate to fill our needs.** We went forward with our current staff, Elen and Mark, with oversight and direction by our CAM, Roger.

The PGA Golf Pro we had was with us for two seasons. In that time, he rewrote the staff's job descriptions; developed guidelines for our marshals; and reestablished contacts in the community. He oversaw all training of staff, and provided golf lessons. He upgraded our Golf Home page and guided the Men's and Women's Clubs in rules of Golf and proper ways of holding tournaments. He was the arbitrator in disputes on rule interpretation. He brought in experts to give us ways to improve our golf Facilities and Grounds. He started promoting our golf course through lessons, advertising, *Golf Now* and new tournaments. He established an inventory system through our POS system, and set goals for our staff which helped increase revenue. His knowledge and history of the game of golf was invaluable. The teaching, how to play golf, how to market it, the understanding of golf's traditions, values and culture is what makes a PGA Golf-Pro valuable.

Our Staff has been great. The Staff has stepped up and continued with the goals and vision of what was established by the Golf-Pro. They have worked very hard at adding and promoting, with our marketing committee, to improve our Golf Course. We have increased revenues over last year. They have increased play. We have sold more annuals, and more youth are playing.

What's missing, to our current Team, is a Golf Pro. In the last four years we have improved the golf course, we have increased revenues, established good customer relations, upgraded equipment and brought new golfers to our golf facility. We have a good momentum to grow the Golf Course and improve revenues. A PGA Golf-Pro has gone through the education, certifications and training to run a golf course.

We have had a Golf -Pro for over 40 years. When we add a Golf-Pro to the team, we will strengthen the staff and improve our chance at growth.

**Greens Committee**