

November 2018 - Meeting Notes

Golf Joint Advisory Committee Meeting Agenda

Wednesday, November 14, 8:30 am at Country Club Boardroom

Attending: Rex Butler, Kim Carlson, Dean Collins, Mark Deihl, Pat Laury, Jason Loyd, Steve McKee, Darryl Muldoon, Susan Nuttall, Mary Riorden, Phil Spencer, Tom Judson, Rob Dreesen

Absent: Leia Bush, Keith Ihms, Bruce Portillo, David Whelchel

Important Decisions / Action Items

- APT Tournament will be moving to the Bella Vista Country Club. Tournament scheduled for June 10-15, 2019
- BVCC will be closed November 20th to allow the crane to move into place for the #11 culvert work
- #1 BVCC will be having drainage work & sod replacement work done. A temporary green will be set up.
- #13 Kingswood green sod replacement starts November 26. A temporary green will be established.
- Next Meeting: Wednesday, December 12 @8:30 am at the BVCC Board room.

Meeting Notes

Call to Order – Jason Loyd called the meeting to order

Committee Course Reports (See Appendix 1: Course Reports)

Staff Reports:

- **Golf Maintenance - Rob Dreesan**, see Appendix 2 for details
 - #11 BVCC Crossing Update: The crane will arrive on 11/20. The course will be closed for that day only. Cap & Bridge railings will be installed about 2 weeks later.
 - Compliance Updates : Compliance projects for wash racks and chemical storage are underway. These will probably carry into 2019 so we can have all of the specialty work done in the same time frame to save costs. See Appendix 2: Golf Maintenance for details.
 - Central Maintenance road has been resurfaced with asphalt, loading dock work is in progress
 - #1 Green BVCC report
 - A sprayer malfunctioned causing chemicals to be sprayed at a higher rate than planned for a single pass.
 - In the process of remediating the issue, it was learned that the drainage on the front of the green was crushed and water was not flowing into it as expected.
 - With nowhere to go, the chemicals stayed on the green, causing grass on the front of the green to die.
 - *Starting November 26th the drainage will be repaired and new sod planted. A temporary green will be set up in the interim.*
 - Proactive review of the drainage on other greens will be reviewed and compared to the standards.
- **Golf Operations – Darryl**
 - Golf Financials: See Appendix 3-Golf Operations
 - Proposed 2019 Golf Fees: The only proposed change is for Private Cart fees - increase of \$45 for the primary member and \$30 for the secondary member
 - APT Event Update - The APT Tournament will be moved to Country Club. We are hoping to attract more spectators and generate additional revenue in the restaurant. Other tournaments will not be impacted.
 - Highlands Pool Table - Rex Butler graciously donated a pool table that is being set up in the lobby at the Highlands Pub. This may provide an activity that will drive additional business in the pub.

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- Golf Group Round Table Update - 3 meetings are being set up to discuss topics of interest with Golf Group leaders. The purpose is to solicit ideas and explain changes planned prior to the schedules being finalized. Separate meetings will be held with the 4 POA Golf Associations.
- **General Management – Tom**
 - 2019 Budget Update
 - The POA Board will vote on the Budget in the meeting on Thursday, November 15th. The Golf budget is aggressive for revenue growth and tight on expenses.
 - As a follow up to decisions discussed in prior meetings, questions were asked if we saved the expected amount on Berksdale (150k), the \$80K for discontinuing Play Managers and the Operations Manager salary. It was not evident in the budget that these savings were realized. Concern was expressed that the revenue budget actual results based on our recent trends.
 - Will Berksdale North would continue to be open next year? Yes, as far as we know now.
 - BVCC Flood Mitigation Project
 - Master plan is due in a few weeks.
 - POA management will meet with the Hydrologist to discuss permitting process.
 - The goal is to get the permitting started so that work can be done in 2020.

Board Liaisons - none

Comments from the Public:

Tom Riorden thanks the Golf Ops staff for their help in the Veteran's Day tournament. \$7,800 was raised for the Fayetteville Veterans Home. 100% of the proceeds go directly to the Vets.

Old Business - none

New Business

- Golf Department to stop offering cart covers
 - The offering of getting a covered cart for \$5 was discontinued and announced in the Golf Update last week. This generated several letters from residents.
 - Darryl explained that the Golf Department did an evaluation related to the covers and found it was not economically feasible to continue offering the covers.
 - We were spending about \$7,200 a year for the covers and started seeing problems within a month.
 - Repair bills were about \$1,600 a year.
 - Revenue was about \$3,100 per year
 - No other courses in the area offer covered carts.
 - The biggest complaint was there wasn't enough of them on cold days.
 - If we raised the price, we would be spending even more to be sure all of the elements of the covers were in tip-top shape, negating the price increase.
 - The Pro Shops do have a cover for sale.
- POA 'Super Committee'
 - The 'Super Committee' has met several times and finalized a name "Strategic Joint Advisory Committee"
 - Golf Committee representatives are Jason Loyd and Phil Spencer. Jason is the Chair.
 - After the first of the year the Strategic JAC will finalize the projects they will work on.

Next Steps: none

Adjourn – Jason Loyd adjourned the meeting at 10:25 am

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APPENDIX 1: COURSE REPORTS

Berkshire/Kingswood

COURSE INSPECTION FOR KINGSWOOD-BERKDALE, November, 2018

Date of Visit: November 9, 2018	Name of Reviewer: Phil Spencer
Head Golf Pro: Gavin Smith	Course Super: Reed Holly
General Appearance of Club House: Clean and Tidy	
General Appearance of Course:	Very good but wet in areas.
Noted Safety Hazards :	Some damaged cart paths remain a hazard.
Golf Cart:	All carts are cleaned and ready for play.
Operational Opportunities:	1) Parking lot still needs stripes painted. 2) Still NO Handicap parking signs for golfers.
Maintenance Opportunities:	Waiting for 2019 budget approval. Asphalt laid behind #11 green. Collars on #13 green were installed with new grass to make the green size larger.
Comments and Notes:	Until golfers handicap signs installed they will continue to park in restaurant handicap parking.

Dogwood/ Brittany

COURSE INSPECTION FOR DOGWOOD, NOVEMBER, 2018

Date of Visit: 10/4/18	Name of Reviewer: Susan Nuttall
Head Golf Pro: Paul Gomez	Course Super: Scott Hanson

General Appearance of Club House (include Snack Bar and Bulletin Boards): Snack Bar update is almost, but not quite finished. Cabinetry is due this week, staining of woodwork needs to be done. The changes are a nice change and will provide some practical space.

General Appearance of Course: Excellent for a cold day
Noted Safety Hazards (overhanging and dead limbs, holes, etc.): none
Golf Cart (cleanliness, sand in container, sharp pencil): excellent
Operational Opportunities (per head pro or pro shop staff) limit to up to 3: none new
Maintenance Opportunities (per course superintendent) limit up to 3: none new
Comments and Notes:

For awareness only: Next year Dogwood will have one fairway mower, rather than two. This will result in a different mowing strategy which may or may not be apparent to the golfers. The second mower will be reallocated to Country Club to help bring the mowing pattern at CC more in line with original designs.

Paul is working with Tommy Lee on altering the offerings for beer sales. There is currently a risk that someone will buy only one 16 oz. beer and take it out on the course - which is a violation. Paul has been discussing options with the Beer Distributor. I appreciate his proactive approach to solving issues before a violation occurs.

An improved crossing is planned in 2019 on Jack Crabtree Road (between #7 & #8). This is currently in the capital budget of the Proposed 2019 Budget.

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Highlands

COURSE INSPECTION FOR Highlands, November, 2018

Date of Visit: 11/13/18 Name of Reviewer: Mark Deihl
Head Golf Pro: Alex Sanford Course Super: Greg Jones
General Appearance of Club House (include Snack Bar and Bulletin Boards): Very clean and in order.
Pro shop is well stocked and ready for the holiday season

Bar Area- Clean and well maintained.

General Appearance of Course: Covered in snow. Waiting on a quick melt this week and more normal weather.

Noted Safety Hazards (overhanging and dead limbs, holes, etc.): Areas in order.

Golf Cart (cleanliness, sand in container, sharp pencil): Carts are clean with score cards and pencils.

Operational Opportunities (per head pro or pro shop staff) limit to up to 3: Need warmer weather to keep up the merchandise sales and rounds. Alex has staff well organized and performing.

Maintenance Opportunities (per course superintendent) limit up to 3: Leaf removal, removing dead trees, and dead limbs are one of Greg's priorities in the coming weeks. During snow and cold they are and have been performing multiple tasks such as removing old signs and structures. Repairing them, and applying a new powder coated finishes, making them new again. There are numerous items that need attention and maintenance that Greg and maintenance is performing during the inclement days.

Comments and Notes:

We are all awaiting and hoping normal weather and temperatures will be back soon.

Scotsdale

Date of visit: Nov. 12, 2018-Oct. 31, 2018

Name of Reviewer: Dean Collins
Head Golf Pro: Alex Sanford
Course Super: Kyle Soller
General Appearance of Club House: Excellent
Golf Carts (Cleanliness, etc.). Very good

General Appearance of Course: greens are now temporary covered for freezing weather. However, prior to the covering of the greens the course was in excellent condition.

Operational Opportunities: Alex noted he is interviewing for a full time employ to replace Casey.

Maintenance Opportunities: Kyle has indicated that the new green covers are very substantial and he thinks they are a considerable improvement over our older covers.

Comments and Notes: To continue the ongoing efforts of keeping golfers aware of current course conditions, including closing and opening due to weather.

Tanyard Creek

COURSE INSPECTION FOR TANYARD, November 2018

Date of Visit: 11/6/18 Name of Reviewer: Steve McKee
Facility Supervisor and Teaching Professional: Hillery Sence
General Appearance of Club House (include Snack Bar and Bulletin Boards): Neat, clean
General Appearance of Practice Range: Good
Noted Safety Hazards (overhanging and dead limbs, holes, etc.): See notes

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Golf Cart (cleanliness, sand in container, sharp pencil): NA
Operational Opportunities (per head pro or pro shop staff) limit to up to 3: See notes
Maintenance Opportunities (per course superintendent) limit up to 3: See notes
Comments and Notes:

Follow-up to OCTOBER 2018:

First impressions about Tanyard upgrades? Status: new carpet, paint, and move counter in 2019 budget?

Tanyard is also on the new POA web page for Pro Shops. Suggest expanding more details and benefits about our new FlightScope (please note spelling). As well, once it is fully operational, we may want to do an email blast to members. Hillery will follow up with marketing.

For NOVEMBER 2018:

Potential new revenue source: FlightScope; virtual course, play Pebble Beach, etc; leagues.

Safety nets along the east side of Tanyard practice range are down and not working as intended. The nets serve two purposes. 1) Nets block golf balls from going into woods. The purpose is to prevent lost balls, reduce manual labor in retrieving balls, and reduce replacement costs. 2) Nets may protect the trail users from errant golf balls. With the increased popularity of the trails, this would reduce the potential for hurting a hiker. Properly installed safety nets could reduce POA liability. Start improvements with nets toward end of range where trails are closest.

STAY OUT DANGER sign at end of Tanyard range by trail is blocked by weeds. Needs clearing.

From golfer input, we discussed rotating grass and carpet play on alternating days (M-W-F grass T-Th carpet; M-W-F carpet T-Th grass). A change may create confusion about which day is which (where is placement) and may make it more difficult for maintenance. So, recommend no change.

APPENDIX 2 - GOLF MAINTENANCE REPORT

JAG COMMITTEE REPORT FOR NOVEMBER

November 14th 4pm @BVCC Board Room

- **Low water crossing #11 BVCC**

Crane scheduled for November 20th to set culverts, weather permitting

Course will remain closed that entire day to complete work uninterrupted

Cap and bridge railings to be completed within several weeks

- **Compliance projects (wash stations & chemical storage buildings)**

- a. Central Golf Maintenance – site work and pad completed for equipment wash station. Electrical work underway. Equipment is on order to complete project.
- b. Scotsdale Maintenance – site work on pad underway for equipment wash station. Equipment on site. Pad completed for chemical storage and building on order.
- c. Highlands Maintenance – site work for both equipment wash station and chemical storage are underway. All equipment on order.
- d. Bella Vista CC Maintenance – site work for equipment wash station scheduled for December. Equipment on order.

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All these projects will carry over into first of year 2019 in order to save money on vendor equipment installation and training.

- **Central Maintenance parking and loading dock**

Parking lot resurface (asphalt) complete

Site work and forming complete for loading dock

Completion of loading dock and final grade work to be completed in December

- **#13 green Kingswood**

Re-establishment of green surface square footage to begin week of November 26th

Temporary green will be utilized to complete removal of old sod, re-leveling and re-sod work

- **#1 green BVCC**

APPENDIX 3 - GOLF OPERATIONS

From: Darryl Muldoon, Director of Golf Operations
To: Golf Committee
Date: November 14th, 2018
Subject: Golf Financials and Rounds Report

In looking at the reports, I wanted to point out a few numbers that caught my attention.

- Total Member green fees compared to 2017 are down by \$76,825. The same can be seen in Member rounds trailing 2017 by 11,627.
- Non-member rounds are up compared to prior year by 1,980. At the end of October Guest Green fees revenue are still trailing due to the slow start this year by \$17,319.
- Beat the heat special that was run from July 1st to August 31st generated 5,819 rounds which equals \$14,475⁰s revenue.
- Merchandise revenue keeps growing showing a growth of \$43,246 over 2017 year to date. Get ready for some new Christmas promotions in December.
- Summery total rounds of golf trail by 9,647 and revenue \$46,215year to date over last year.

Rounds Report

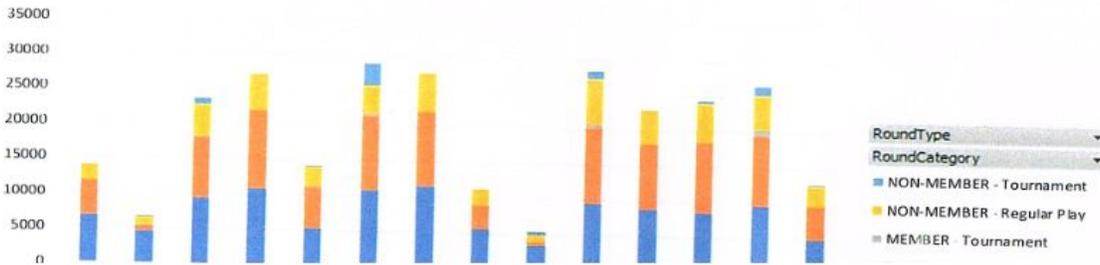
Month (Multiple Items)

January 2017 - Current

Round Type	MEMBER			MEMBER Total		NON-MEMBER		NON-MEMBER Total	Grand Total
	Regular Play	Regular Play (AGGF)	Tournament	Regular Play	Tournament	Regular Play	Tournament		
2017	58944	52401	896	112241	24806	4228	29034	141275	
BERKSDALE	6675	5042		11717	2037		2037	13754	
BRITTANY	4545	748	158	5451	1132	157	1289	6740	
COUNTRYCLUB	9352	8617	127	18096	4521	813	5334	23430	
DOGWOOD	10824	11072		21896	5067		5067	26963	
HIGHLANDS	5195	5986	98	11279	2695	1	2696	13975	
KINGSWOOD	10842	10408	513	21763	3811	3257	7068	28831	
SCOTSDALE	11511	10528		22039	5543		5543	27582	
2018	50459	48480	1675	100514	27435	3579	31014	131628	
BERKSDALE	5607	3471		9078	2259		2259	11337	
BRITTANY	3507	424	46	3977	975	566	1541	5518	
COUNTRYCLUB	9624	10547	611	20782	6379	1204	7583	28365	
DOGWOOD	8844	9220		18064	4836		4836	22900	
HIGHLANDS	8470	9970	108	18548	5375	437	5812	24360	
KINGSWOOD	9553	10045	879	20477	4740	1337	6077	26554	
SCOTSDALE	4854	4803	31	9688	2871	35	2906	12594	

Month

Round Totals



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2018 Golf Financials

GOLF FEES AND CART REVENUE ANALYSIS Year to Date October 2018

COMPARISON 2016, 2017 AND 2018			
	2016	2017	2018
Member Greens Fees *	\$1,194,788	\$959,191	\$854,066
Annual Greens Fees	\$751,172	\$841,662	\$869,962
Total Members Green Fees	\$1,945,960	\$1,800,853	\$1,724,028
Cart Rentals	\$612,801	\$696,617	\$729,083
Private Cart Registrations	\$165,785	\$148,202	\$136,187
Annual Seat Leases	\$443,826	\$443,755	\$428,084
Total Cart Fees	\$1,222,411	\$1,288,575	\$1,293,354
Guest Greens Fees **	\$662,734	\$629,488	\$612,169
Merchandise Revenue	\$404,077	\$392,755	\$436,001

Beat the Heat Special

July/August2018

Total round # 5819

Total Revenue \$ 145,475