



Broadlands Golf Course Advisory Board

*Minutes of the Meeting of
May 25, 2016*

Meeting Summary

Roll Call

Present: Rob Dittmer, Earl Franz, Terri Lay, Tim Schwartz, Chris Lewis, Nancy Harrold

Agenda Minutes

Approval of Minutes

After a motion by Rob, the minutes of the April 27, 2017 meeting were unanimously approved.

General Manager Update - Tim Schwartz

- April was a bad weather month contributing to 40 rounds less than last year and 2100 rounds less YTD.
- Daily Average rounds up 12/day
- With revenue down, staff hours and other expenses are mitigated; doing well considering.
- Corporate Leagues, Men's and Women's Leagues all began last week; some were rained out
- Staff in place; may still add more in May
- Continuing to work on ways to set the golf course apart from others by offering parking lot service and golf club washing by 2 cart staff
- Services provided Friday, Saturday, and Sunday, may add other days.
- Have received very positive feedback
- Landscapes in in favor of the increased payroll expense these services require.
- Kenji, manager of starters and course marshals, is spearheading the customer service efforts. Golf Course Staff were encouraged to engage with guests and offer coupons.
- Kenji assisting with pace of play; sending groups out in better time increments and keeping target to 4.5 hours. When groups arrive at green, the starter advises when they may begin play.

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- Starters on course every day except during Tournaments and are providing direction and golf course tips as well as informing guests of expectations.
- Tournaments lower right now but should begin to increase
- Foot Golf groups in May included two birthdays and two groups

Superintendent Update- Chris Lewis

- Course is in excellent condition with wet Spring; already at Summer mowing height.
- Working on consistency with ball rolls
- Performing preventative maintenance with seed heads
- Tees and Fairways looking good, taking care of details
- Growth regulator being used to slow growth; looking at costs of use to reduce amount of clippings
- Mowing takes 4-5hours when no one on course, all day to mow when players on course. Currently, most experienced mowers on course.
- Two bridges replaced, two others on 8 and 9 will be done in off season
- Foot golf cups will be replaced
- Wash pad at shop working well
- Weed control on back nine complete, front nine will be next week
- Plan to make landscape changes to front entry with addition of more stone to look nicer and require less maintenance
- Bathroom locks replaced
- Currently fully staffed
- Noble Energy to remediate soil on #4 where gas well is located. The work will require removal of portion of Blue Tee and is a smaller area than before
- Noble Energy has contacted Broadlands HOA to get approval on dates to begin. Last year, the HOA asked that they not begin until Clubhouse was closed.

Committee Comments:

Earl asked what the status was of Christina's efforts with the new Courtyard by Marriott at 144th and Huron. Tim responded that it was going well; they came to play Foot Golf and have a meeting next week to discuss possibility of partnering on a Stay and Play offer.

As part of the grass roots efforts, Tim will continue to work with businesses by offering lessons at company location; recently worked with Polycom offering lessons in their courtyard.

Rob asked what became of the visit by the New Regional Food and Beverage Manager and if any improvements would be made. Tim stated that they have added some new menu items and that Sean reports to Chef Michael and is

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reviewing systems with him. Tim mentioned that Nine and Wine went well; they had 28 people play and a BBQ dinner was served. They also hosted an 8" Cup Tournament and appetizers were served.

Rob asked if rain checks were given for players holding up course by not meeting pace of play. Tim said that they haven't had to do this yet and if it happens, they are very fair to guests. Terri stated that her experience at the course has demonstrated fairness to the guests. Tim added that one exception to giving rain checks is when players show up when weather is not looking good.

Rob asked if Tim was able to check into using the GPS signal on carts to help drivers to know to stop at the stop signs. Tim replied that this is an option and he's considering implementing.

Chris asked about the status of the Yield signs and the City's involvement and if Nancy had any information. He explained that the signs had been moved when the street was resurfaced but were not replaced. Nancy asked for clarification of the location of missing signs and will check with Streets Department.

Nancy shared an email she received from a citizen about a concern he had on recent visit to Broadlands Golf Course when he asked if the golf course offered a military discount. The citizen said that the staff member was rude and said they did not offer a discount and asked if he wanted to go somewhere else. Tim said he would discuss incident with staff member. Rob asked if a military discount could be considered and Tim said he would consider.

Old Business

Chris provided an update on homeowner who inquired into turf management practices. She filed a complaint with the Department of Agriculture who promptly paid a visit to the golf course. Soil samples were taken and detailed audit of the golf course's turf management practices was done. Chris was able to supply everything asked for along with detailed application records. When asked what he needed to do going forward, he was told that he is doing everything correctly and not to change anything. Tim explained that they have discussed the situation with Landscapes attorneys. Chris mentioned that the homeowner's children trespass on the course quite frequently to the point that there is a worn foot path from the home to the course. They will begin to document the trespassing and send written notice to the homeowner when it happens.

New Business

Nancy let the board know that her retirement date is September 1, 2016 and the Director of Recreation position has been posted. She is hoping that the City has a replacement hired by 10/1/16.

The date of the next meeting was confirmed changed to 6/22 instead of 6/29/16.

Adjournment

The meeting was adjourned at 1:15 p.m.

Approval

Minutes Prepared by Angela Kochevar

Approved by _____

A handwritten signature in blue ink, appearing to read "Robert D. [unclear]", is written over the line for the "Approved by" field.

And the Broadlands Golf Course Advisory Board on _____