



COTO DE CAZA GOLF & RACQUET CLUB

Embracing CotoPride in everything we do in order to provide the highest quality service and experience for our members, families and guests.

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Introductions

- ▶ Eric Boberg (Senior VP of Operations West Coast)
- ▶ Doug Miller (Senior VP of Golf Course Maintenance)
- ▶ Jay Abbott (Senior VP of Agronomy)
- ▶ Jon Maddern (Senior Director of Agronomy West)
- ▶ Kris Waagen – Director of Golf Course Maintenance Coto

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AGENDA

- ▶ We will talk about:
 - ▶ Personnel changes in 2018
 - ▶ Staff training & development
 - ▶ Operational challenges in 2018
 - ▶ Projects underway
 - ▶ 2019 capital plan
 - ▶ Golf course maintenance
 - ▶ The plan to improve course conditions
 - ▶ What is in store for the next few months and what you can expect
 - ▶ Q & A

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2018 Personnel Changes

▶ Leadership Transition

- ▶ New GM - Rick Crowder (6th GM in 7 Years)
- ▶ New Director of Course Maintenance - Kristian Waagen
- ▶ New Club Manager - Ryan Brown
- ▶ New F & B Director - Tom Blair
- ▶ 2 New Office Managers

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Staff Training and Development – with leadership change

- ***Overall culture has been of acceptance, not improvement***
- Daily Course Maintenance line-ups with training topics - Kris, Todd, Lupe
- Daily on-course training follow-up - Kris, Todd, Lupe
- Daily golf etiquette training during line-ups - Kris
- Monthly on-site corporate support - Eric Boberg, Jon Maddern
- Utilization of iAuditor tool - Currently in place
- Quarterly ALL EP meetings with training topics covered - Ryan

2018 Key Challenges cont'd

....just to name a few more

- ▶ GCM equipment issues
- ▶ We have received or are due to receive this spring \$275,000 in new equipment
- ▶ Driving range product and service not up to standards
 - ▶ *Added full time driving range attendant*
 - ▶ *Set-up has been turned over to Golf Course Maintenance*
 - ▶ *Increased maintenance levels (mowing frequency, divot repairs, over-sized poles, etc)*
- ▶ Contractor service issues (lakes, landscaping)
 - ▶ *New contractors hired for both lake and landscape maintenance*
- ▶ Nasty summer weather - nematodes disease (prevalent in the area) and high heat
- ▶ Member billing / transitions of new systems
 - ▶ *Company-wide issue that we are gaining on daily through feedback and understanding*

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2019 Improvements So Far

- ▶ **GPS with Geo-Fencing!!!**
 - ▶ *Protects sensitive areas of the golf courses*
 - ▶ *Allows us to set “cart path only” for non-member Monday tournaments*
 - ▶ *Allows Golf Genius interface for our MGA & WGA*
 - ▶ *Various scoring options*
 - ▶ *2 USB ports on each cart*
 - ▶ *Speakers for each cart have been ordered*
 - ▶ *Pace of play tracking*
- ▶ Brush removal throughout the courses
- ▶ 30,000 sq ft of fairway sod replaced
- ▶ North 1st tee sod replaced
- ▶ Mulch throughout parking lots & clubhouse grounds

Capital

- ▶ Capital slated for 2019
 - ▶ Maintenance Equipment - \$275,000
 - ▶ South Pump station - \$260,000
 - ▶ South Surrounds - \$250,000
 - ▶ Cart paths - \$200,000
 - ▶ GPS w/Golf Genius - \$300,000 commit for 4 years
 - ▶ Driving range laser level / sod, Turfhound - \$150,000
 - ▶ Bag room racks - \$60,000
 - ▶ 1st Tees Clock Tower - \$10,000
 - ▶ Resurface (slurry) the parking lot - \$100,000
 - ▶ Athletic Equipment - \$65,000
 - ▶ Wine lockers - \$50,000

Capital cont'd

- ▶ Snack Bar's - North and South - major upgrades - \$200,000
 - ▶ Complimentary hospitality station (snacks, water)
 - ▶ Draft beer station
 - ▶ Remodeled restrooms
 - ▶ Updated / upgraded equipment
 - ▶ Enhanced landscaping

Golf Course Maintenance

- ▶ Staffing hovered around 37. For 2019, we will grow our team to the 45 range, while adjusting compensation for key members of the staff for retention purposes
- ▶ We increased our budget for chemicals, fertilizer, seed/sod, soil/sand, etc. We **WILL** have the resources to do this right
- ▶ Equipment needs are being met through our requested capital plan. All equipment shall be on property prior to April
- ▶ Comprehensive training program for all maintenance staff
- ▶ Section maintenance accountability - trial run since November with good results

Driving Range Management

- ▶ We will “laser level” and sod the hitting area on the main range
- ▶ We will install a “Turfhound” hitting surface before summer (picture following)
- ▶ We will over-seed the tee in late September/October
- ▶ Added full time driving range attendant
- ▶ Set-up and rotation has been turned over to Golf Course Maintenance
- ▶ Increased maintenance levels (daily attention from Kris)
- ▶ We have gotten better and will continue improving the driving range experience throughout 2019

The South Course Plans

The focus and maintenance plans for the course will be broken into the following areas

- ▶ Fairways & Roughs
- ▶ Collars & Greens Surrounds
- ▶ Tees

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South Course Fairway & Roughs Plan

The focus and maintenance plans for the course will be broken into the following areas

- ▶ To improve the South fairways and roughs, we are implementing the new processes below
 - ▶ Turf Raking - standing the grass up, mow, top-dress
 - ▶ Verticutting program will be implemented
 - ▶ Fix drainage for the long term, not just sodding - #2 fairway is a prime example
 - ▶ Sod along cart path edges and other weak areas wherever needed

Verticutting, or vertical mowing, removes thatch buildup in the turf so it can breathe easier, better absorb nutrients, and soak in much-needed moisture. Thatch is a layer of dead stems and roots that forms between the grass and soil.



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South Collars and Greens Surrounds

- ▶ South Surrounds - We will sod with 419 Bermuda this summer
- ▶ We will continue inter-seeding the collars for optimum turf coverage

South Tee Management

- ▶ Over-seed all tees this winter 2019
- ▶ Lower cutting height on tees than 2018 - promotes better density
- ▶ Increased Verticutting on a regular basis to promote tight, upright growth
- ▶ Increased fertility program
- ▶ Institute a top-dressing program - monthly
- ▶ Daily divot repair program - started 4th quarter 2018
- ▶ Kikuyu eradication (chemically and re-sod)

South Roughs Plan

- ▶ Increased fertility to develop a thicker stand of turf
- ▶ Knife to improve density - get air to the roots
- ▶ Timely sod repair, mostly along cart paths and high traffic areas

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The North Course Plans

The focus and maintenance plans for the course will be broken into the following areas

- ▶ Please note, if this agronomic plan does not fix the Bandera fairways, we WILL over-seed this winter and re-grass next summer

The North Course Plans

The focus and maintenance plans for the course will be broken into the following areas

- ▶ Fairways & Roughs
- ▶ Collars & Greens Surrounds
- ▶ Tees

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North Fairways and Roughs Plan

The focus and maintenance plans for the course will be broken into the following areas

- ▶ This May, after the Women's Member-Guest (**changed from the Men's Member-Guest**), we will scalp the Bandera. This means we will mow the fairway down to the nub of the plant. During the re-growth of the Bandera fairway, we will be top-dressing, which will allow "rooting" to take place prior to its normal lateral growth. Weather permitting, this should cause us to be closed approximately three or four weeks. After the Bandera has grown in, we will go on a regular Verticutting program, which will continually stymie the lateral growth. This will train the Bandera to grow up and not out.
- ▶ For the roughs, we will over-seed this winter. In addition, we will knife (get air to the roots) as well as "feed" the roughs to really promote full coverage and density throughout the summer. This is an agronomic practice which is a difference maker in rough turf coverage

North Collars & Greens Surrounds Plan

- ▶ To improve surrounds consistency, we will implement an aggressive chemical program that will reduce unwanted grasses (not just cool season). We will over-seed the surrounds this winter
- ▶ We will continue inter-seeding the collars for optimum turf coverage

North Tee Management

- ▶ Over-seed all tees this winter 2019
- ▶ Lower cutting height on tees than 2018 - promotes better density
- ▶ Increased verticut frequency to promote tight, upright growth
- ▶ Increased fertility program
- ▶ Institute a top-dressing program
- ▶ Daily divot repair program - started 4th quarter 2018
- ▶ Kikuyu eradication (chemically and re-sod)

BANDERA - “THE MANAGEMENT PLAN”

- ▶ Scalp the Bandera after the Men’s Member-Guest
- ▶ Use spring rake prior to mowing to develop upright growth habit
- ▶ Topdress the fairways with 15 tons sand per acre (twice yearly)
- ▶ Mow minimum 3 x weekly at .375 of an inch running groomers
- ▶ Regular light Verticutting
- ▶ 3 core aerations returning cores as topdressing and removing thatch
- ▶ Increase fertility program to every two weeks
- ▶ Increase use of plant growth regulators using higher rates and closer intervals to control lateral growth
- ▶ Use a soil management program to control salts and bicarbonates
- ▶ Irrigation improvements including pilot valve adjustments, and scheduling adjustments

North Bandera Fairways

Maintenance and Cultural Management Plan

- ▶ Bandera can be found at several golf courses and has been managed successfully, providing exemplary playing conditions.
- ▶ Rolling Hills Country Club in Palos Verdes - Fairways & Roughs
- ▶ Aliso Viejo Country Club - Fairways
- ▶ Montecito Country Club - Fairways
- ▶ The Valley Club - Fairways
- ▶ It is also used extensively in sports turf at the Stub Hub, Angels Stadium, Dodgers Stadium and at the LA Coliseum due to its quick recovery ability

ITS SUCCESS IS DIRECTLY LINKED TO ITS MANAGEMENT

How Bandera Should Look

we just received this sod last week from the West Coast Turf



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Project Timelines

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Cart Path Repair	■	■	■									
Brush and Tree Clean-up	■	■										
Fairway Sod	■											
GPS Install	■											
Snack Bar's Upgrade							■	■				
On-Course Restroom Upgrade							■	■				
Pump Station 16 South					■	■						
South Surrounds				■	■							
Driving Range Tee (Laser-Level)					■	■						
Parking Lot re-coat (slurry)			■	■								
New Bag Storage Units		■										
1st Tee Clock		■	■									
New Athletic Equipment				■	■							
Wine Lockers								■	■			
Over-seed North Roughs									■	■		
Over-seed tees 36									■	■		
Over-seed North fairway (if needed)									■	■		

Thank you Questions and Discussions

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