

18/19 Member Advisory Committee

Tuesday, May 7th 6:00 PM

- Membership update from Amanda Dunn
 - Current status -225
 - April sign ups- 12 new members and 2 so far in May
 - Survey Results – Targeting more specific areas of concern – 88% reply that they are satisfied. Pulled feedback on communication. #1 reason is course condition and staff. Great feedback from service, tournaments and events.
 - Membership Billing Portal
 - Live and invitations have been sent to the membership
 - Website – Consolidation
 - More efficient means of communication to membership
- Maintenance
 - Course updates
 - Andy Maguire provided feedback on course conditions and upcoming projects.
 - Aerification and fertilization on 5/28
 - Greens transplant begins on 5-14 starting on #9 and #15 then phasing of #4 and #6 and then #10 and #14 Goal is to have completed before aerification in July
 - Description of the process
 - Herbicide will be applied to intrusion, after 7 days all areas sprayed will be cut out and replaced with new sod
 - Communication to membership
 - Letter to all members this week
 - Letter posted through Clubhouse
 - Announcement on how to proceed with abnormal ground conditions on each golf cart.
 - New greens mowers
 - Increased mowing frequency
 - All mowers will have New Groomers to reduce the grain on the greens
 - New equipment arrival through the next 30 days
 - Equipment to include
 - 2 Greens Mowers
 - Deep Rough Mower
 - Greens Brush
 - Turbine Blower
 - Fly Mowers for bunker faces and lake banks
- Golf
 - Local rules for handling the greens transplant process
 - Jonathan Dick
 - All sod areas will be played as abnormal ground conditions
 - Staff will be available to communicate rules
 - Communication of the rules – posted around clubhouse and on the golf carts
 - Member-Guest review
 - Comments and feedback

- Pat O'Neil feedback – his best member guest in 11 years. Liked the tee gifts, first time we paid other things than first in history. Advertise what the pay outs are.
 - Concern about the decline in participation in recent years, only 44 teams this year.
 - Jonathan Dick feedback
 - Pleased with staff's performance
 - Scorecard issues on both days need to be addressed moving forward. Errors with teams against Par during Round 1 and for Round 4
 - Adjustments for 2020
 - Ben Pasquith and Jonathan Dick suggest the holding a Member-Guest meeting with the membership in the fall to discuss adjustments for 2020.
 - Items to be discussed – pricing, tees, rules, food and beverage amounts
 - Women's Member-Member
 - Comments and Feedback
 - Ginny Kavanagh, Kathleen Surber, and Karen Hunnicutt provided great feedback gathered from participants that included pace of play, satisfaction, food and beverage, and tournament logistics
 - Golf Operation needed more detail on the second day during announcements and communication of rules for the event.
 - Highest turnout ever for the Women's Member-Member
 - Jonathan Dick Feedback
 - Improved accuracy of score cards
 - Needs more consistency in rules and announcement communication
 - Future adjustments?
 - Communication of outside events
 - The Golf Operation can become more consistent in communication in advance of events that adjust our weekly member games
 - Club staff will work on building stronger relationships with local courses to help with reciprocation.
 - This Wednesday marks the 1st time this season that a game was relocated.
 - F&B Renovation
 - Phasing and construction timeline
 - Phasing plan is to complete the event lawn, banquet hall, and patio first and then complete the dining room and foyer.
 - Logistics of the turn
 - Discussion on how to service Members at the turn
 - May utilize the starter building as a halfway house
 - Dining room will remain open throughout