



STAFF REPORT

AGENDA ITEM: 7

Report To: Parks and Recreation Commission

Meeting Date: February 1, 2022

Staff Contacts: Jennifer Budge, CPRP, jbudge@carson.org; David Navarro, dnavarro@carson.org; Scott Wackowski, scottw@dmgolf.net

Agenda Title: For Discussion Only: Presentation by Duncan Golf Management DBA TDS Golf at Eagle Valley LLC (“Duncan Golf Management”) regarding operations and management of Eagle Valley Golf Course.

Staff Summary: Carson City owns Eagle Valley Golf Course located in John D. Winters Centennial Park. In September 2021, the City extended the License Agreement through 2027 with Duncan Golf Management for operations and management of the course. This item will provide an overview of their operations, contractual items and review of capital needs.

Agenda Action: Formal Action/Motion

Time Requested: 20 minutes

Proposed Motion

N/A

Board’s Strategic Goal

Quality of Life

Previous Action

September 22, 2021: The Board of Supervisors (“Board”) approved a License Agreement between Carson City and Duncan Golf Management for operations, management, and maintenance of Eagle Valley Golf Course for a term through December 31, 2027.

March 1, 2018: The Board approved a 5-year License Agreement between Carson City and Duncan Golf Management for operations, management and maintenance of Eagle Valley Golf Course.

December 7, 2017: The Board selected Duncan Golf Management as the most responsive and responsible bidder as a result of Request For Proposal No. 1718-096 for operation, maintenance and management of Eagle Valley Golf Course. The Board also authorized the City Manager to sign on behalf of the City a Temporary Right of Entry Agreement and directed staff to draft a 5-year license agreement with terms consistent with RFP No. 1718-096 and the proposal submitted by Duncan Golf Management.

Background/Issues & Analysis

Carson City owns two 18-hole golf courses, situated in the foothills of Carson City, which collectively comprise portions of six separate parcels known as Eagle Valley Golf Course (“EVGC”). EVGC consumes approximately 25% of the total available effluent water in Carson City. The course was previously operated and maintained by Carson City Municipal Golf Corporation, a private non-profit corporation, through a lease agreement which expired December 31, 2017. Through a competitive Request for Proposal process, Duncan

Golf Management was selected as the most responsive and responsible bidder and the City has since entered into a License Agreement to operate and maintain the course through 2027.

Terms of the Agreement include:

- Full operations, maintenance and management of the golf course, with a 5-year renewal option, upon satisfactory evaluation; and
- \$90,000 annual investment by Duncan toward capital equipment to be owned by the City upon termination of the agreement; and
- Joint investment between the City and Duncan in capital improvements.

The Parks, Recreation and Open Space Department oversees the agreement on behalf of the City, works cooperatively with Duncan Golf Management to ensure that the course is well maintained, and provides fair and equitable opportunities consistent with the municipal golf market. Duncan Golf Management will provide an overview of their operations, contractual items and review of capital needs. The public has expressed that the most immediate capital needs are with cart path and bunker renovations, which have been incorporated into the Department's 5-year Capital Improvement Program Plan.

A copy of Duncan's PowerPoint presentation is provided.

Applicable Statute, Code, Policy, Rule or Regulation

N/A

2021 YEAR
IN REVIEW



2021 YEAR IN REVIEW

COVID IS Over....

Ok not really but Golf is revived!!!

2021 was a survival year operationally - meeting expectations was challenging with low staff levels

WE CELEBRATE A RECORD YEAR-
INCOME WAS AMAZING

OPERATIONS WERE A CONSTANT STRUGGLE



2021 YEAR IN REVIEW

We are going to take this month by month again
as this has been another crazy year!

2021 YEAR IN REVIEW

JANUARY

- Ended 2020 with growth all over the country in golf and Eagle Valley was no exception!
 - Weather started off in the 50's and for the first 21 days averaged almost 150 golfers a day
 - Winter hit 1/23 and little to no golf rest of the month
 - Even being closed for the last week of the month golf exceeded revenue budget and was at 160% and F&B at 143%, great start to 2021
 - Typical January weather and needed the moisture...little did we know that would be about the extent of moisture for the year

2021 YEAR IN REVIEW

FEBRUARY

- February started off cold and then held in mid 40's - to 50's for rest of month with only a couple weather days
- We were open for play 26 out of 28 days which is amazing for Northern Nevada Golf!
 - Averaged over 135 golfers a day throughout the month
- Golf and F&B budgets both at 148% and a continued great start to 2021!
- Last year February was mild too and had nearly 3000 rounds, 2021 we did over 3700 setting a new record since we have been in management at Eagle Valley!

2021 YEAR IN REVIEW

MARCH

- What a different March compared to last March although Covid uncertainties still surrounded everyone's business
- March is always an up and down month with weather, but the golf course was open for 30 out of 31 days
- March 2021 landslide any other March since we have been at Eagle Valley exceeding our previous record set in 2019 with just over 2600 rounds
 - NEW RECORD of 5200+ rounds!!!
- Golf budget finished March at 196% of budget and F&B at 142%
- Revenues hitting all time highs while available labor hits all time LOW - the struggle begins

MORE ON MARCH

- March and April are two of our largest months for hiring hourly staff that supports the club throughout the year
- As with many other industries, we struggled to find staff to accommodate the expectations of our guests
 - Try to hire, get through the onboarding process only to have employees either no show for their shifts or only work a day or two before quitting
 - Although we didn't know it at the time, but this would be the reoccurring theme of 2021 not only at Eagle Valley but across our region
 - This put a major strain on key staff having to do their best to cover the missing shifts

2021 YEAR IN REVIEW

APRIL

- Again, April was a HUGE difference to that of 2020
- The Masters PGA golf tournament is in full swing, and golf is booming!
- Only doing nearly 700 rounds last April due to the shut down, we set another ALL-time record of over 7300+ rounds for the month of April!!!
- Golf budget finished at 153% and F&B at 188% - People are golfing and enjoying themselves!!
- Staffing, at this point, becoming a major issue going into May as our hours of operation increase and we are at 60-70% staffing across all departments

APRIL- CON'T

- May right around the corner and the fight to survive unemployment benefits and getting hourly staff became quite the challenge
 - Covid protocols still in place. Although a moving target, we had to make adjustments
 - Going into May, when we are supposed to be at full staff and peak hours, we had to limit services
 - F&B, Golf Operations, and Maintenance staff were at all time lows so had to adjust hours of operations
 - Kitchen was limited to 5 days a week, sometimes less; maintenance team help with pulling carts and our maintenance team was reduced to primary mowing making it difficult to take care of the details
 - We began our survival mode with the hope that it would get better

COVID-19 RESPONSE

- PROPERTY SIGNAGE
- HAND SANTIZERS
ADDED TO CLUBHOUSE
- UPDATED SIGNAGE
BASED ON STATE
REQUIREMENTS
- BIO SEALED
STERILIZATION SERVICE



COVID-19 / RESPONSE

- We continued to stay up-to-date in changes to COVID-19 policies implemented by the Governor and/or Federal Government.
- Our management and staff supported the safety and concerns of all our guests during this time with respect to their personal feelings
- COVID-19 related policy of Unemployment benefits are extended through the main golf season (September) continuing the staffing challenges
- Implemented pre-paid tee time options to limit guest interactions in the golf shops

2021 YEAR IN REVIEW

MAY

- Another great month and golf tournaments started to return - Over 600 tournament rounds!
- Being in the 3rd year of drought, the amount of golf in 2020 (mostly single rider) and the great start to 2021, golf course conditions began to decline
 - No golf club in our region was without significant turf loss from the winter/drought, additional cart traffic from single rider and all-time low crew sizes to preform turf restoration projects regardless of economic status
- May ended with golf at 92% and F&B at 174% of budget
 - Felt like a slow month comparably and people are starting to travel as things open back up
- Weather was great and did just over 7,000 rounds

2021 YEAR IN REVIEW

JUNE

- June started off fast and furious and right back to setting records with rounds and revenue
 - Had a cool spell one week and then rebounded to our first 100-degree day of the year
- Tournament rounds were strong and hosted just under 900 tournament rounds
- June was another record month for us exceeding last year by nearly 2000 rounds
 - Hosted almost 7600 rounds in June!
- Golf budget finished at 95% and F&B continued to be on fire at 178% of budget
 - While F&B numbers are off the charts, we did budget lightly not knowing how post covid F&B would go
 - 2021 YTD June F&B total revenue was \$134K; 2020 YTD June was \$78K for reference
 - A 71% increase for a total of \$56K!

2021 YEAR IN REVIEW

JULY

- We are rolling good. Same story, exceeding previous years rounds and at all time low staffing levels in all departments
 - Big credit to the department heads that fought hard to maintain!
- July is the first month of the year that we did not achieve our revenue budget
 - Golf finished at 87% and F&B at 95%
 - We saw similar trend at our other clubs as local golf seem to find other things to do
 - Golf course conditions not only at Eagle Valley but across the region were close to at there worst ever since the drought turf conditions of 2013
- We did not meet our budgeted revenue goals BUT there is a silver lining - Our budget projections were higher
 - 2020 July total rounds were just under 5500, 2021 we well exceeded this number and finished above 7000
 - Total Golf YTD 2020 July was \$811K, 2021 same time was \$1.06M
 - Total F&BYTD 2020 July was \$107K, 2021 same time was \$172K

2021 YEAR IN REVIEW

AUGUST

- August - SMOKE AGAIN... really - Come ON MAN!
- Certainly, has been the trend with record setting droughts in the west comes record setting fires that destroy our local air quality
- This was not good for golf or frankly anything outdoors!
 - Numerous day of cancellations and no shows, tournaments cancelling from out of town
- Again, we did not meet our budgeted revenue goals
 - 2020 August total rounds were just under 5500, 2021 we well exceeded this number and finished above 7000
 - Total Golf YTD 2020 August was \$1.01M, 2021 same time was \$1.26M
 - Total F&BYTD 2020 August was \$138K, 2021 same time was \$209K
 - I prefer to forget the last couple Augusts and just fast forward to September
 - If unemployment wasn't difficult enough, those working outdoors began to call in sick and leave early due to air quality - FAST FORWARD PLEASE!!! August was a struggle on staffing and revenues
 - Some good news - We hired a new Golf Course Superintendent Nick Crum fist week of August!



2021 YEAR IN REVIEW

SEPTEMBER

- This was a major rebound month for Eagle Valley
 - Revenues returned closer to budget and golf course conditions began to improve
 - NEW Golf Course Superintendent, Nick Crum, through his leadership began to get the crew up to full staff for the first time all season - Things are looking up and we are hearing it from the customers!
- While we did not meet our budgeted revenue goals again the silver lining
 - 2020 July total rounds were just under 5500, 2021 we well exceeded this number and finished above 7000
 - Total Golf YTD 2020 September was \$1.19M, 2021 same time was \$1.46M
 - Total F&BYTD 2020 September was \$166K, 2021 same time was \$245K
 - **BACK ON TRACK FOR MAKING THIS A RECORD YEAR!!!!!!**

2021 YEAR IN REVIEW

OCTOBER

- This was the first month that was really off compared to 2020
 - Locals begin to travel for fall break, and we did get some much-needed weather which NO ONE on our team was complaining about!!!
 - Golf course continues to improve and as soon as we get to full staff, we start to prepare for winter hours
- While we did not meet our budgeted revenue goals and missed budget by biggest mark of the year
 - 2020 October total rounds were just over 6700, 2021 was only just over 5000
 - Total Golf YTD 2020 October was \$1.38M, 2021 same time was \$1.6M
 - Total F&B YTD 2020 October was \$187K, 2021 same time was \$270K
 - Still on track to set the annual income record since we have been in management

2021 YEAR IN REVIEW

NOVEMBER

- GAME ON!!!
 - November was gorgeous for golf and people are back out in record numbers
 - Only one poor weather day all month- Temperatures were in 50's and 60's all month
- We crushed our budgeted revenue goals and back where we were pre-August smoke
 - 2020 November total rounds were just under 3800, 2021 we well exceeded this number and finished above 4000 - Golf finished at 145% of budget and F&B finished at 190%
 - Total Golf YTD 2020 November was \$1.47M, 2021 same time was \$1.72M
 - Total F&B YTD 2020 November was \$195K, 2021 same time was \$285K
- COME ON BABY, ONE MORE MONTH AND WE FINISH THIS AMAZINGLY TOUGH YEAR BREAKING OUR ALL-TIME REVENUE GOALS!!!!

2021 YEAR IN REVIEW

DECEMBER

- What a year it has been with so many challenges- staff is exhausted!!!!
 - Weather hit during first week of December and was with us for the most part all month
 - Record setting snow in Tahoe and some of the earliest snow closures for us down here
 - Big relief for those front-line staff that have been crushing it all year
 - WE ARE NOT COMPLAINING AND NEEDED THE BREAK
 - We hosted just over 1500 rounds compared to all most 3000 rounds last year
 - Memberships were rolling in and we are already at our totals this year as we were all last year and it's only the second week in January
 - Hosted a few holiday parties and F&B ended month at 228% of budget for December
 - More to come on final projections for the year a little later in presentation.....

INSPECTION REPORT FOLLOW UP



GOLF COURSE INSPECTION REPORT

Location: Eagle Valley Golf Course

Licensee/Contractor: Duncan Golf Management (DGM)

TOTAL SCORE: 68/78

OVERALL RATING: ACCEPTABLE

Dates of Inspections: 2/6/18, 9/27/18, 11/20/18, 7/11/19, 1/24/20, 6/5/2020, 6/16/20, 7/7/20, 9/28/2020, 9/30/20, 8/20/21, 8/21/21

Inspectors: *Parks Department:* Jennifer Budge, David Navarro, Dan Kastens

Public Works Department: Jennifer Diamond, Andy Hummel, Jeff Bradshaw, Ron Reed

GREENS MAINTENANCE - General	Acceptable (A) = 4 points Unsatisfactory (U) = 3 or fewer	POINTS SCORED	4	RATING:	A
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Sec	No	Service	Points (Yes/No)	Comment	Action Required	Action Achieved
A	1	<ul style="list-style-type: none"> greens mowed 1-2 times a month (Dec-Mar) greens mowed 7 times a week (Apr-Nov) 		Greens of East & West course are receiving	No action required at	

MARKETING & GOLF PROMOTIONS REVIEW

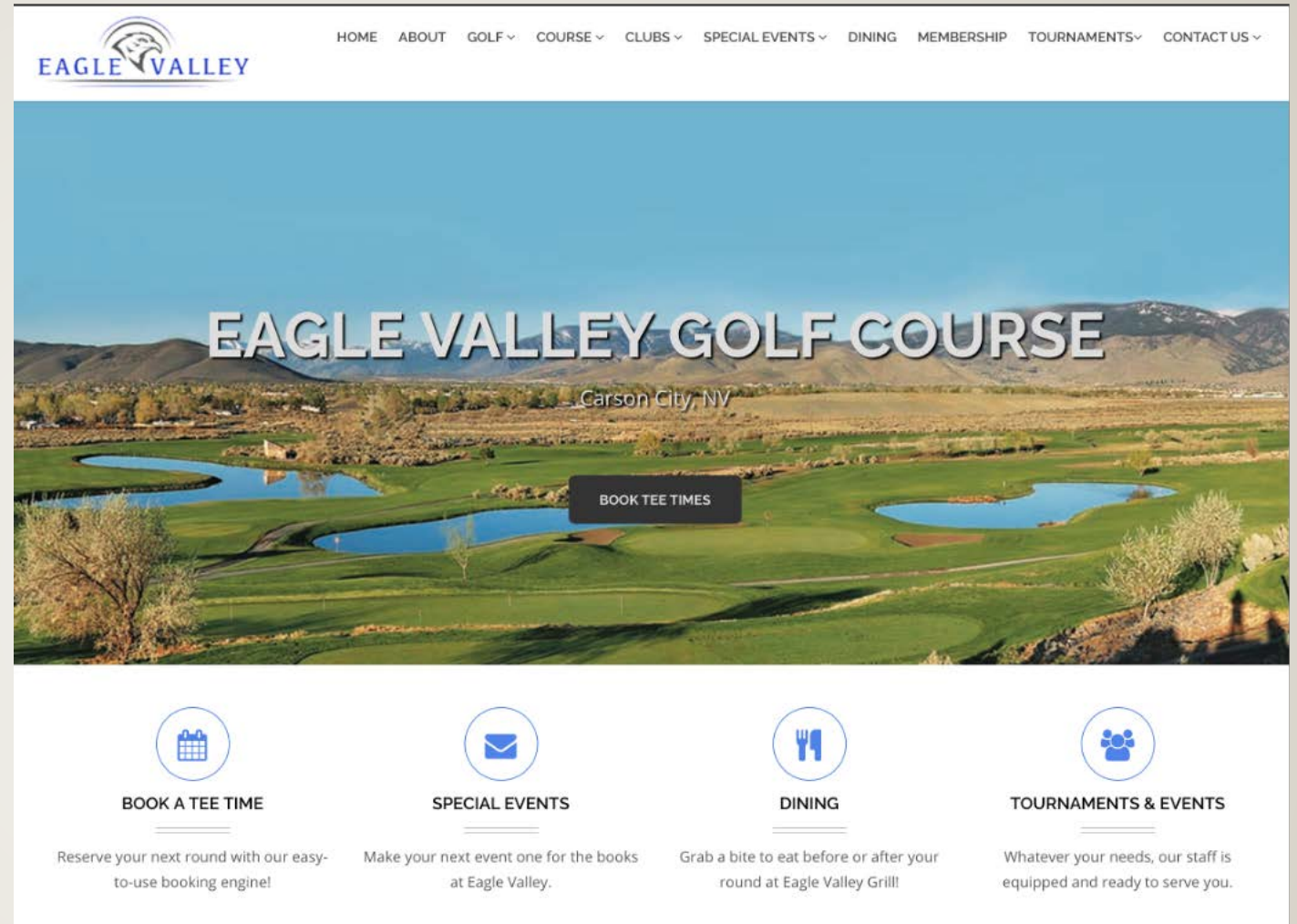
DGM has utilized these tactics, and many have changed or been cancelled due to COVID-19

- Eagle Valley Website
- Junior Programs
- 50 Mile Club
- New – Thirsty Thursdays / Oktoberfest
- Bully's Fathers Day
- Social Media
- Magazines
- TV
- Email marketing
- High School Sports / Local Club Sponsorships
- Aces Game Promotions
- Fred Alexander Clinic

2021 YEAR IN REVIEW

EAGLEVALLEYGOLFCOURSE.COM

- Implemented pre-paid tee times to limit number of golfers in the golf shop
- Over 20,000 website visits in 2021
- Adding Men's, Ladies and Senior club information to website
 - We anticipate an increase in club participation in 2022 due to the Silver Oak golfers coming to Eagle Valley



2021 YEAR IN REVIEW

JUNIOR GOLF PROGRAMS



Sold Out both events again!!

45 Juniors per session

90 total; great feedback from everyone involved

First Tee Nine Core Values

First Tee has established Nine Core Values that represent some of the many inherently positive values connected with the game of golf.

By participating in First Tee, kids are introduced to these core values which are incorporated throughout the program. Parents are encouraged to reinforce these behaviors by talking about them, what they mean and what these behaviors can look like at home.

1	Honesty	more ↓
2	Integrity	more ↓
3	Sportsmanship	more ↓
4	Respect	more ↓
5	Confidence	more ↓
6	Responsibility	more ↓
7	Perseverance	more ↓
8	Courtesy	more ↓
9	Judgment	more ↓



SECOND YEAR

A junior tour customized for all age groups and abilities!

Eagle Valley was popular once again with over 60 junior competitors

2021 YEAR IN REVIEW

50 MILE CLUB

- Sales up 405 from 2020
- 2021 sales – 1,725 - RECORD
- 2020 sales – 1,320
- 2019 sales – 1,145



2020
50 MILE CLUB
MEMBERSHIP

RECEIVE SPECIAL DEALS &
MEMBERSHIP BENEFITS

\$70
to Join

WHATS NEW FOR 2020
10 - \$45 Rounds at Toiyabe Golf Club
10 - \$35 Rounds at Dayton Valley Golf Club
10 - \$35 Rounds at Eagle Valley West Course
10 - \$25 Rounds at Eagle Valley East Course
Bonus Punch Card Provided

BONUS!
Also Receive 10 Special Discounted Rounds

BENEFITS INCLUDE:

- > 2 FREE Rounds at either Eagle Valley or Dayton Valley 4
- > FREE Drink Tokens (2 each at Eagle Valley & Dayton Valley)
- > Special Discounts
 - \$5 Lunch available 7 days a week at Eagle Valley
 - \$10 OFF Peak Season Rates only
 - \$5 OFF Twilight
- > Advanced Tee Times (14 days)
- > Member Guest Rates at all DGM Courses
- > Super Discounts on Green Fees & Other Benefits Year-Round At Eagle Valley Golf Course

Includes: 10 Discounted Rounds Certificates
(Rounds Valid November 1, 2019 to April 30, 2020)

Special Green Fee is \$25 on both Eagle Valley & Dayton Valley
5 rounds at each course
(Special Green Fee Rounds Do Not Include Lunch)

PRESENTED BY: Duncan Golf Management
www.duncangolfreno.com



2021 YEAR IN REVIEW

THIRSTY THURSDAYS

- 9-hole, 4-person scramble held at 5:30pm held in June & July
- Averaged 50 players a week
- Great prize fund each week



THIRSTY
Thursday

BEER LEAGUE
AT EAGLE VALLEY

**INCLUDES TWO
LONG DRINKS
BEFORE & ONE
DRAFT BEER AFTER
PER PLAYER EVERY
WEEK!**

**9 HOLE- 4 PERSON SCRAMBLE
5:30PM SHOTGUN START
72 PLAYERS PER WEEK**

2021 Schedule
June 3, 10, 17, 24
July 8, 15, 22, 29

EAGLE VALLEY

**WIN GREAT PRIZES
EVERY WEEK!**
*CLOSEST TO THE PIN &
GROSS LOW SCORE

LONG DRINK
Legend of 1952

TRADITIONAL 5.5% ALC./VOL.
Gin with natural grapefruit

ENTRY FEE: \$20 FOR DGM MEMBERS AND
\$35 FOR NON-DGM MEMBERS

RESULTS WILL BE EMAILED OUT FRIDAYS

SPONSORED BY: LONG DRINK

REGISTER IN THE GOLF SHOP OR CALL (775) 887-2380

Long Drinks, Hot Summer Evenings, Bluetooth Speakers & Thirsty Thursdays!!! Yes Please!!!



2021 YEAR IN REVIEW

IST ANNUAL OKTOBERFEST

- Over 60 players
- Good food / beer and prizes
- 4 local breweries and business participated



Oktoberfest

**4 PERSON
SCRAMBLE**

**SATURDAY, OCT. 16. 10AM SHOTGUN
\$50 PER PLAYER (\$5 TO PRIZE FUND)**

**BEER BRATS • OKTOBERFEST BEER
• RAFFLE TICKETS**

SIGN UP IN THE GOLF SHOP OR CALL 775-887-2380
VENDER BOOTHS AVAILABLE

EAGLE VALLEY

The poster is framed with a decorative border and features ornate scrollwork and leaf motifs. The text is primarily in bold, orange, and black fonts. The Eagle Valley logo at the bottom includes a stylized eagle head.

2021 YEAR IN REVIEW

BULLY'S BAR & GRILL FATHERS DAY PROMOTION

- Annual promotion with Bully's
- Promoted through Bully's Website, Social Media and each Bully's location
- Enter to Win a Round for FOUR at Eagle Valley, Lakeridge, Wolf Run and \$100 in Bully's Bucks
- Over 500 Entries!!!

Bully's Sports Bar and Grill is at Reno Tahoe. June 15, 2021 · 🌐

48 HOURS LEFT to enter to win our Ultimate Father's Day Giveaway! 🏌️

4 winners will receive:
\$100 in Bully's Bucks
A \$50 gift card to [Reno Tahoe Golf Headquarters](#)
And a round of golf for 4 at a beautiful Duncan Golf Management course.

ENTER NOW! ➡️ <http://bullyssportsbar.com/.../ultimate-fathers-day.../>

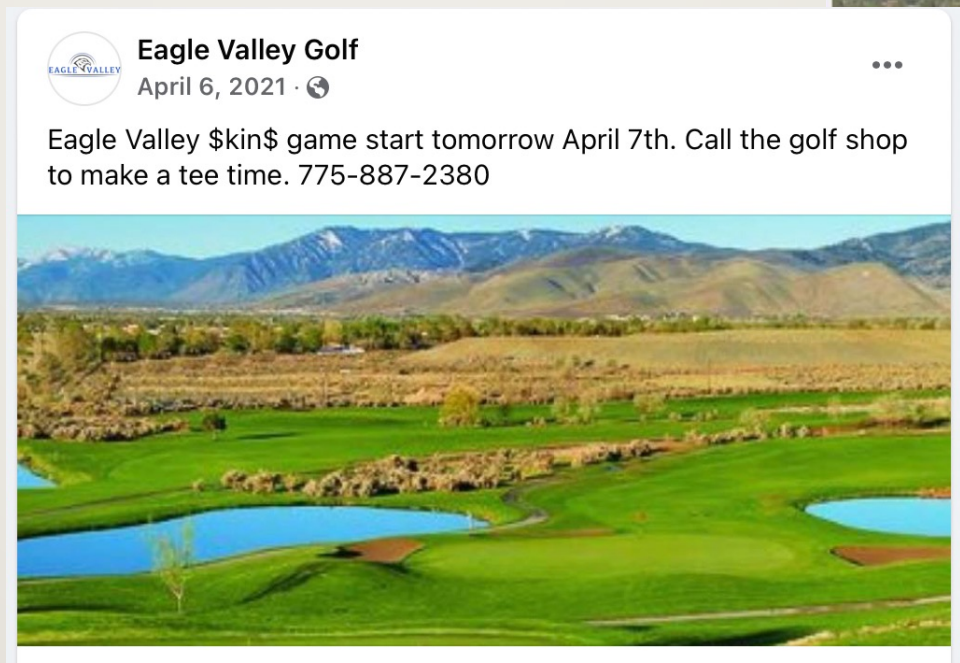
THE ULTIMATE FATHER'S DAY GIVEAWAY

Bully's | **GOLF HEADQUARTERS** | **DUNCAN GOLF MANAGEMENT**

2021 YEAR IN REVIEW

SOCIAL MEDIA

- Promoting:
 - Seasonal Rates
 - Membership details
 - Public special events
 - Golf instruction tips
 - News and updates
- Engaged a social media company for 2022 to increase awareness



2021 YEAR IN REVIEW

MAGAZINES & PUBLICATIONS

- DGM purchased advertisements featured in Golfing Nevada Magazine
- Golfing Nevada Magazine is the directory for the golf lifestyle for all Northern and Southern Nevada
- Profile page for Eagle Valley

EAGLE VALLEY GOLF COURSE



3999 Centennial Park Dr.
Carson City, NV 89706
775-887-2380
www.duncangolfreno.com

COURSE DETAILS
Designer: Arthur Jack Snyder
36 Holes, Par 72

Eagle Valley East
6,618 Yards from Back Tees

Eagle Valley West
6,851 Yards from Back Tees

PRACTICE FACILITY
Driving Range
Putting Green
Chipping Area

PROPERTY AMENITIES
Instruction
Junior Lessons
FootGolf

RESTAURANT/DINING
Eagle Valley Grill



2021 YEAR IN REVIEW

TV EXPOSURE

Commercials with Sinclair Media Group.
Seen on local channels 4, 11 & 21

2022 Commercial concept is to
promote the DGM Par 3 Tour



DUNCAN
GOLF MANAGEMENT

Ring the bell!



Book Now



2021 YEAR IN REVIEW

EMAIL MARKETING

- Consistently sent to entire database for each DGM property-
- Includes:
 - Upcoming events at courses
 - Weather updates
 - Current contests & promotions
 - Rate information



EAGLE VALLEY EAST COURSE OPEN (putting green closed)

West course planned to open tomorrow.



THIRSTY THURSDAYS are
new to Eagle Valley.

First date is June 3.

*Sign up in the golf
shop.*



THIRSTY Thursday

BEER LEAGUE
AT EAGLE VALLEY

9 HOLE- 4 PERSON SCRAMBLE
5:30PM SHOTGUN START
72 PLAYERS PER WEEK

2021 Schedule
June 3, 10, 17, 24
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**INCLUDES TWO
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EAGLE VALLEY

**WIN GREAT PRIZES
EVERY WEEK!**
*CLOSEST TO THE PIN &
GROSS LOW SCORE



2021 YEAR IN REVIEW

HIGH SCHOOL AND LOCAL SPORT SPONSORSHIPS

- ▶ Rounds of Golf Donations
- ▶ Banner sponsorship

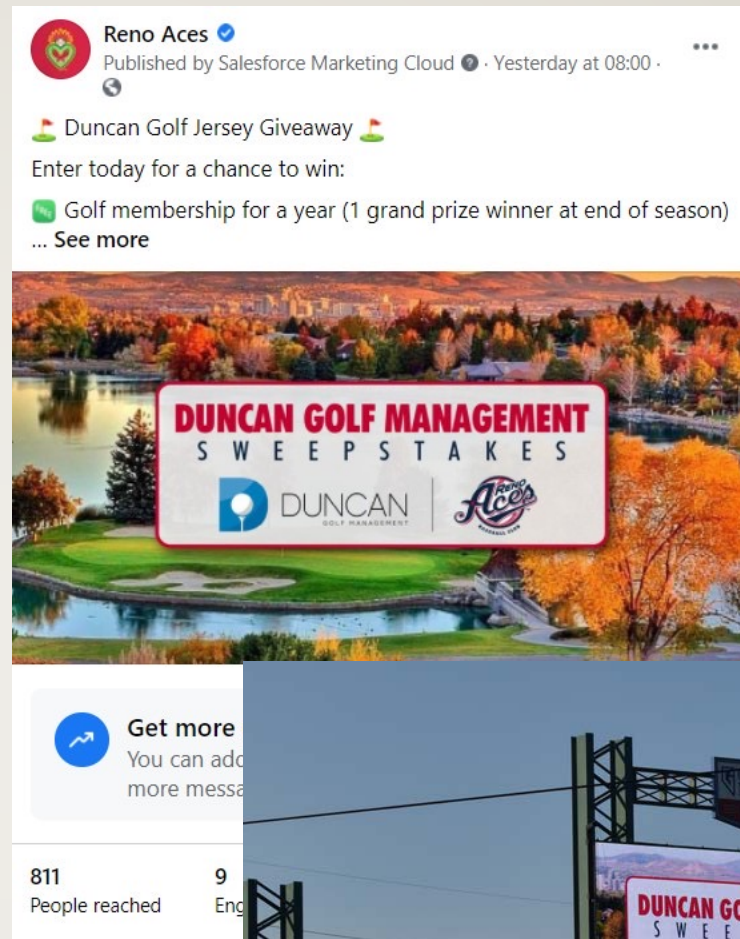


2021 YEAR IN REVIEW

ACES GAMES



- ▶ In game announcements about all DGM courses
- ▶ Database collecting and drawing at the end of the season for a DGM membership



2021 YEAR IN REVIEW

FRED ALEXANDER JUNIOR GOLF CLINICS

- ▶ Limited participation due to COVID-19
- ▶ Sold Out both sessions - 300 total children
- ▶ We had 3 stations, 50 children each
- ▶ Lessons from PGA Professionals on Full Swing and Short Game
- ▶ As always, free golf club for each child
- ▶ Normally over 1000 children participate



2021 YEAR IN REVIEW

ONLINE REVIEWS –

EARLY SEASON COMMENTS



Dennis White  recommends **Eagle Valley Golf**.

April 14, 2021 · 

this was my first time playing the course and it played a lot faster than I was expecting. I had to really slow down my putter on the greens.

to my surprise if you play on a Tuesday (like I did) they give you a free lunch which was delicious.

as I was new I wish they had a course map because it was an early challenge to know where to go next. maybe more signage. this should no deter you though from the course.

I had a lot of fun and look forward to playing this course again.



Phil T. 

Reno, NV

 348  274  340

     3/5/2021

 2 photos

It should be noted that I would give drastically different ratings to the East and the West course. The East course is flat, with lots of water hazards, and links style course. The West has elevation and a lot of character and sage brush. The course has improved under the management of Duncan Golf Management. I expect to see some improvements now that they have been managing it for more than a full season. Take the drive. Enjoy the rates. And bring plenty of balls.

2021 YEAR IN REVIEW

ONLINE REVIEWS –

JULY, MID-SUMMER COMMENTS

mrbigth1



Wet

Recommend

07/13/2021 - [Verified Purchase](#)

Handicap: n/a **Plays:** Once a week

The course is way to wet, puddles everywhere, cart paths need repair and bunkers are in awful shape. Doesn't cost much so that makes it easier to swallow.

u314159967197



07/17/2021 - [Verified Purchase](#)

Recommend

Handicap: n/a **Plays:** A few times a week

Course was in good shape bunkers need attention ,but learned not enough staff to maintain both courses

u000003210392



Everything great except for traps

Recommend

07/24/2021 - [Verified Purchase](#)

Handicap: n/a **Plays:** Once a month

Greens, tee boxes and fairways in terrific shape. The sand traps were In terrible shape, grass, weeds, rocks, very little sand. Looks like they have given up trying to maintain the traps. The course is very wide open and very forgiving.

2021 YEAR IN REVIEW

ONLINE REVIEWS –

SEPTEMBER COMMENT

Divvot



Golf

 Recommend

09/06/2021 - **Verified Purchase**

Handicap: n/a **Plays:** Once a week

Course was in great shape, we had a great day on eagle Valley east. Greens, fairways were awesome shape, bunkers and traps need some love, but I'm not complaining AWESOME!

2021 YEAR IN REVIEW

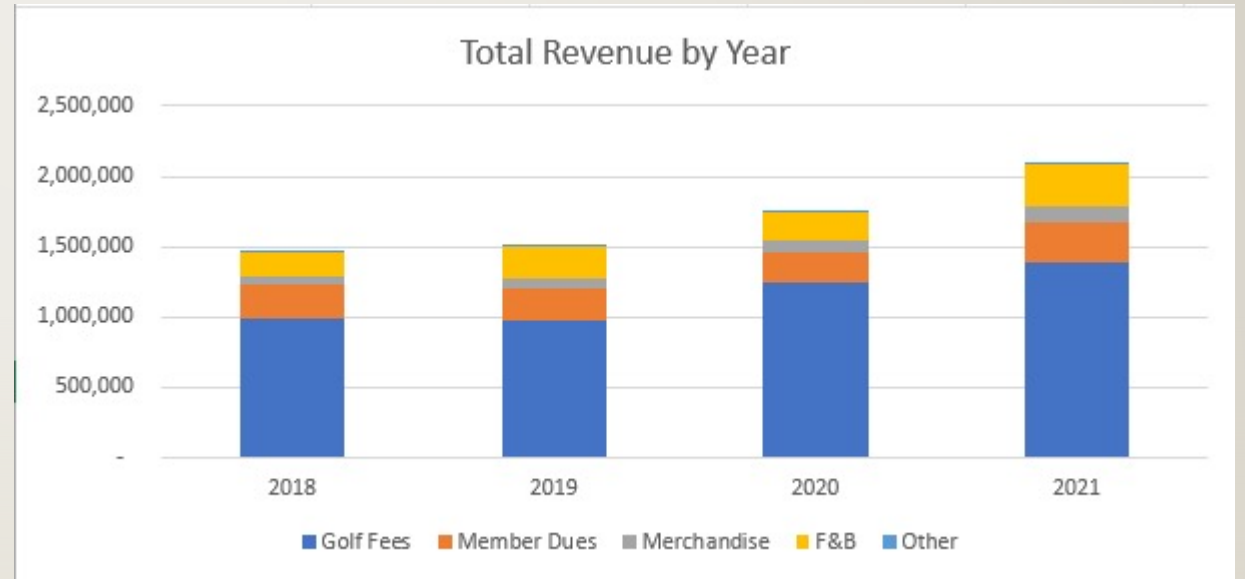
BY THE NUMBERS.....

- Green Fees were up 7.5% compared to 2020 and 51% compared to 2019
- Tournament Fees were up 62.7% compared to 2020 and 36% compared to 2019
- Range Fees were flat compared to 2020 and up 32.6% compared to 2019
- Merchandise sales were up 57.8% compared to 2020 and 64.3% compared to 2019
- Member Pass sales were up 23.5% compared to 2020 and 17.4% compared to 2019
- Total F&B sales were up 47.9% compared to 2020 and 33.4% compared to 2019



2021 YEAR IN REVIEW

FINANCIALS



Total Revenue by Year					
Revenue	2018	2019	2020	2021	Avg Yearly Growth
Golf Fees	990,534	969,856	1,241,465	1,387,145	11.88%
Member Dues	246,241	238,188	225,342	279,650	4.33%
Merchandise	50,569	72,187	75,147	118,600	32.86%
F&B	178,625	220,528	199,012	294,354	18.12%
Other	10,898	14,859	4,589	8,891	-6.56%
Total	\$ 1,476,867	\$ 1,515,618	\$ 1,745,556	\$ 2,088,640	12.25%

CONCLUSION

Although a tough year operationally....

Finished as a **RECORD-BREAKING
YEAR FINANCIALLY!!!**

EAGLE VALLEY IS ON FIRE!!!



GOLF COURSE INSPECTION REPORT

Location: Eagle Valley Golf Course
Licensee/Contractor: Duncan Golf Management (DGM)

TOTAL SCORE: 68/78
OVERALL RATING: ACCEPTABLE

Dates of Inspections: 2/6/18, 9/27/18, 11/20/18, 7/11/19, 1/24/20, 6/5/2020, 6/16/20, 7/7/20, 9/28/2020, 9/30/20, 8/20/21, 8/21/21

Inspectors: *Parks Department:* Jennifer Budge, David Navarro, Dan Kastens
Public Works Department: Jennifer Diamond, Andy Hummel, Jeff Bradshaw, Ron Reed

GREENS MAINTENANCE - General	Acceptable (A) = 4 points Unsatisfactory (U) = 3 or fewer	POINTS SCORED	4	RATING:	A
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Sec	No	Service	Points (Yes/No)	Comment	Action Required	Action Achieved
A	1	<ul style="list-style-type: none"> greens mowed 1-2 times a month (Dec-Mar) greens mowed 7 times a week (Apr-Nov) alternating pattern observed 	Yes	Greens of East & West course are receiving adequate mowing frequencies	No action required at this time	
A	2	<ul style="list-style-type: none"> cut height measured as between 1/8" and 1/4" or acceptable height given conditions bed knives sharp and adjusted 	Yes	Greens on East & West course are at an acceptable height given conditions	No action required at this time	
A	3	<ul style="list-style-type: none"> light vertical mowing completed every two weeks in growing season 	Yes/No	No evidence of vertical mowing or topdressing of greens. Appearance and playability of greens adequate.	Need to verify through maintenance records, but visual inspections were acceptable.	Completed as needed
A	4	<ul style="list-style-type: none"> heavy vertical mowing at 90° completed, penetrating 1/4" of thatch 	Yes/No	No evidence of vertical mowing or topdressing of greens. Appearance and playability of greens though adequate.	Greens feel a little soft and can see some thatch buildup around cups in greens.	Completed as needed

GREENS MAINTENANCE – Fertilization	Acceptable (A) = 1 point Unsatisfactory (U) = 0	POINTS SCORED	1	RATING:	A
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Sec	No.	Service	Points (Yes/No)	Comment	Action Required	Action Achieved
A	1	<ul style="list-style-type: none"> nitrogen fertilization of 4-8 lbs. a year as needed to support constant growth 	Yes	Color of grass is indicative of watering with effluent water which contains some available nitrogen for plant uptake. 15-0-0 Fertilizer was noted onsite assuming was going to be placed on course soon.	No action required at this time	

GREENS MAINTENANCE – Irrigation	Acceptable (A) = 3 points Unsatisfactory (U) = 2 or fewer	POINTS SCORED	3	RATING:	A
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Sec	No.	Service	Points (Yes/No)	Comment	Action Required	Action Achieved
A	1	<ul style="list-style-type: none"> greens moisture level acceptable and in good condition 	Yes	Some complaints re. over watering and saturated greens	Aging irrigation system needs to be replaced and is identified in CIP Plan	
A	2	<ul style="list-style-type: none"> evidence that irrigation and sprinkler heads have been inspected 	Yes	There is evidence that sprinklers have been replaced. In addition, sprinkler head issues were marked on course during our inspection.	No additional actions required at this time.	
A	3	<ul style="list-style-type: none"> service logs current for irrigation repairs (head replacements, lateral lines etc.) 	Yes/No	Did not see or inquire about log on irrigation head repair. Only obtained information from site visits and staff.	Make sure repair logs are current and updated.	All critical repair logs are in order with Commercial Pump

COLLARS – Mowing	Acceptable (A) = 2 points Unsatisfactory (U) = 1 or fewer	POINTS SCORED	2	RATING:	A
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Sec	No.	Service	Points (Yes/No)	Comment	Action Required	Action Achieved
B	1	<ul style="list-style-type: none"> collars mowed once a week. (Apr-Nov), once a month (Dec-Mar) 	Yes	Observed collars on site visits and seemed to be mowed at an adequate frequency.	No actions required at this time	
B	2	<ul style="list-style-type: none"> height of cut observed as 2"-3" 	Yes	Collars mow height seemed adequate given time of year.	No actions required at this time	

COLLARS – Irrigation	Acceptable (A) = 1 points Unsatisfactory (U) = 0 points	POINTS SCORED	1	RATING:	A
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Sec	No.	Service	Points (Yes/No)	Comment	Action Required	Action Achieved
B	1	<ul style="list-style-type: none"> collars irrigated appropriately, including hand watering if required 	Yes	Watering of collars seems adequate.	None at this time.	

APRONS AND SURROUNDS – Mowing	Acceptable (A) = 1 point Unsatisfactory (U) = 0 points	POINTS SCORED	1	RATING:	A
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Sec	No.	Service	Points (Yes/No)	Comment	Action Required	Action Achieved
C	1	<ul style="list-style-type: none"> mow to a height between ½" and 1", three times a week (Apr – Nov), and once a week in winter months weather permitting 	Yes	Mowing height of aprons and surrounds are adequate.	None at this time	

TEES – Mowing	Acceptable (A) = 4 points Unsatisfactory (U) = 3 or fewer	POINTS SCORED	4	RATING:	A
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Sec	No.	Service	Points (Yes/No)	Comment	Action Required	Action Achieved
D	1	<ul style="list-style-type: none"> Tees mowed 2-3 times a week (Apr-Nov) and t1-2 times a month, weather permitting (Dec-Mar) 	Yes	Mowing of tees seem adequate at this time.	None at this time	
D	2	<ul style="list-style-type: none"> Height of cut .4" in season; .55" off season 	Yes	Mowing height of tees seem adequate at this time.	None at this time	
D	3	<ul style="list-style-type: none"> Tee divots shall be repaired weekly in season and monthly off season 	Yes/No	Observed some tees, especially on par 3's where divots are not addressed with a divot mix or topdressing.	Would recommend addressing par 3 tees divots with a divot mix of sand and seed or topdressing to help fill divots. Carts did have sand and seed divot mix bottles for golfers to use.	Frequencies were increased when staff levels were restored
D	4	<ul style="list-style-type: none"> Tee markers will be moved daily with pace of play, turf conditions and pin placement all considered 	Yes/No	Some new tee markers being used are not move enough causing turf die back.	Recommend moving new tees (painted rocks) on a higher frequency and replace with better tee markers.	Frequencies were increased when staff levels were restored

TEES – Fertilizing	Acceptable (A) = 1 point Unsatisfactory (U) = 0 points	POINTS SCORED	1	RATING:	A
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Sec	No.	Service	Points (Yes/No)	Comment	Action Required	Action Achieved
D	1	<ul style="list-style-type: none"> 4-6 lbs of nitrogen applied to 1,000 sq/ft during growing season. Soil tests completed as necessary 	Yes	Course irrigation is effluent and is supplying adequate nitrogen for plant growth.	None at this time	

TEES – Irrigation	Acceptable (A) = 1 point Unsatisfactory (U) = 0 points	POINTS SCORED	1	RATING:	A
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Sec	No.	Service	Points (Yes/No)	Comment	Action Required	Action Achieved
D	1	<ul style="list-style-type: none"> tee boxes irrigated satisfactorily 	Yes/No	Dry areas: Blue tees # 4. Observed a tee on west course were so over watered to the point couldn't be mowed. A couple of tee surrounds looked a little dry	Please note these area for extra care	Irrigation issues resolved and ongoing monitoring

TEES – Furniture	Acceptable (A) = 1 points Unsatisfactory (U) = 0 points	POINTS SCORED	1	RATING:	U
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Sec	No.	Service	Points (Yes/No)	Comment	Action Required	Action Achieved
D	1	<ul style="list-style-type: none"> tee signs, markers and benches in good, clean condition and replaced if broken or missing 	No	Majority of hole markers on East course and some west course that were either faded, broken or missing. Some tee markers are in the process of being replaced or have been replaced with new tee markers (painted rocks). Old sponsorship signs are deteriorated as well.	Recommend repairing faded hole signs, upgrading broken signs to new ones per sign master plan. Replacement of all hole signs should be phased and done over time. Broken or faded hole sponsor sign should either be removed or updated if sponsorship is current. Most ball washers were absent, assuming still under COVID protocols. Old Tee markers are being replaced with painted rocks and should be reconsidered.	New tee signs and posts are in process for both courses

BUNKERS – Maintenance	Acceptable (A) = 3+ points Unsatisfactory (U) = 2 or fewer	POINTS SCORED	2	RATING:	U
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Sec	No.	Service	Points (Yes/No)	Comment	Action Required	Action Achieved
E	1	<ul style="list-style-type: none"> all sand bunkers raked 5-7 times a week in season, 1-2 times a week off season. Bunkers to be edged annually 	Yes/No	Only a few bunkers looked like they were regularly raked with equipment. Others were inundated with weeds and standing water.	See action description below.	Frequencies were increased when staff levels were restored
E	2	<ul style="list-style-type: none"> depth, size and shape of bunkers shall be maintained 	No	DGM received the course with undesirable bunker conditions; numerous complaints regarding the drainage and quality of the bunkers continue	Bunker conditions have not been addressed; however, DGM has identified over \$50k to start addressing these conditions in FY22 and it is identified in the shared CIP plan for improvements.	Capital improvement plan will start this spring and detailed plan submitted for review
E	3	<ul style="list-style-type: none"> sand shall not contain particles larger than 1/4" in diameter. 	No	Bunkers that were regularly groomed had rocks that exceeded the 1/4" diameter.	Recommend sifting bunker sand to remove larger rocks and adding sand to all bunkers.	Capital improvement plan will start this spring and detailed plan submitted for review
E	4	<ul style="list-style-type: none"> bunker edging must be maintained 	Yes/no	Some of the bunkers have been edged on the east and west courses. Edging has not been done on a regular basis. Observed a lot of overgrowth.	Recommend edging bunkers on a regular basis to avoid large overgrowth of turf into bunkers and maintain the edge of the bunkers.	Frequencies were increased when staff levels were restored

FAIRWAYS – Mowing	Acceptable (A) = 4 points Unsatisfactory (U) = 3 or fewer	POINTS SCORED	4	RATING:	A
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Sec	No.	Service	Points (Yes/No)	Comment	Action Required	Action Achieved
F	1	<ul style="list-style-type: none"> Mowing shall be 2-3 times a week (Apr-Nov) and 1-2 times a month in (Dec-Mar) 	Yes	Mowing at this time seems adequate given current conditions	No further actions required at this time	
F	2	<ul style="list-style-type: none"> fairways aerified once a year between the months of April and October, with 1/2" to 3/4" hollow tines or spoons 	Yes/No	No evidence of core aerification taking place on fairways	Incorporate a regular aerification program for fairways	Spot aerification will continue to occur and no full fairway aeration scheduled at this time
F	3	<ul style="list-style-type: none"> fairway turf coverage is acceptable 	Yes	Turf coverage is adequate given the current conditions	No further actions required at this time	
F	4	<ul style="list-style-type: none"> 3-5 lbs of nitrogen applied to fertilize fairway 	Yes	Course irrigation is effluent and is supplying adequate nitrogen for plant growth.	No further actions required at this time	

FAIRWAYS – Irrigation	Acceptable (A) = 2 points Unsatisfactory (U) = 1 or fewer	POINTS SCORED	2	RATING:	A
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Sec	No.	Service	Points (Yes/No)	Comment	Action Required	Action Achieved
F	1	<ul style="list-style-type: none"> fairways irrigation acceptable to keep grass growing subject to drought strategy and budget 	Yes/No	There are a few irrigation heads that seem to be leaking creating soft spots in the fairways. Most spots have been flagged for repair. There is evidence of recent repairs of irrigation heads in the fairways.	No additional actions required at this time.	<p>Irrigation issues resolved and ongoing monitoring</p> <p>Once irrigation is charged again for irrigation more problems will arise and delt with by priority of turf requirements</p>
F	2	<ul style="list-style-type: none"> irrigation controls and sprinkler heads monitored to promote even watering patterns and reduce standing water 	Yes	<p>Daily adjustments are done manually at each satellite on the course.</p> <p>An updated central irrigation system would improve irrigation efficiency.</p>	Irrigation system is dated and in need of upgrading. Added to CIP.	

ROUGHS AND PUBLIC AREAS – Maintenance	Acceptable (A) = 4+ points Unsatisfactory (U) = 3 or fewer	POINTS SCORED	3	RATING:	A- roughs U-weeds
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Sec	No.	Service	Points (Yes/No)	Comment	Action Required	Action Achieved
G	1	<ul style="list-style-type: none"> roughs mowed at least once a week as needed, 2" to 3" height of cut using rotary mower 	Yes	Mowing at this time seems adequate given current conditions	No additional actions required at this time	
G	2	<ul style="list-style-type: none"> greens and Tee banks twice a week with Triplex trim mower, 1 1/2" to 2" height of cut 	Yes	Mowing at this time seems adequate given current conditions	No additional actions required at this time	
G	3	<ul style="list-style-type: none"> roughs shall be seeded as necessary to restore turf coverage 	Yes		No additional actions required at this time	
G	4	<ul style="list-style-type: none"> natural resource management (noxious weeds, erosion control etc.) 	No	Coordinates with City on buffer to park. On west course notice a lot of thistle around one tee box area and near ponds. Also noticed some sort of aquatic weed growth in ponds by #17 and #18 green on west course	Perennial Pepperweed present-continue to coordinate with City on treatment plan compliant with NRS 555 for buffer areas.	Still pending

TREES – Maintenance	Acceptable (A) = 3+ points Unsatisfactory (U) = 2 or fewer	POINTS SCORED	2	RATING:	U
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Sec	No.	Service	Points (Yes/No)	Comment	Action Required	Action Achieved
H	1	<ul style="list-style-type: none"> trees maintained in attractive manner 	No	Some trees need pruning of dead wood and overgrowth.	Incorporate routine pruning practices for trees around course	Hired tree company for removal of dead trees and pruned trees at clubhouse
H	2	<ul style="list-style-type: none"> leaves and needles removed from ground 	Yes		No additional actions required at this time	
H	3	<ul style="list-style-type: none"> mature trees trimmed to primarily ensure safety and secondly a pleasing aesthetic 	No	Trees around clubhouse and cart barn need to be trimmed off structures.	Branches leaning on or against structures should be trimmed back to create room between branches and structures	Hired tree company for removal of dead trees and pruned trees at clubhouse
H	4	<ul style="list-style-type: none"> dead or broken limbs removed within 7 days of problem noted 	Yes/No		One tree noted with large dead branch and instead of being removed, staff just mowing around.	Hired tree company for removal of dead trees and pruned trees at clubhouse

IRRIGATION SYSTEM – Maintenance	Acceptable (A) = 3 points Unsatisfactory (U) = 2 or fewer	POINTS SCORED	3	RATING:	A
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Sec	No.	Service	Points (Yes/No)	Comment	Action Required	Action Achieved
1	1	<ul style="list-style-type: none"> evidence of periodic inspection and timely repair, cleaning of system 	A	Irrigation filters on west and east coarse have been cleaned several times during the irrigation season.		
1	2	<ul style="list-style-type: none"> recycled water used in accordance with all applicable regulations 	Yes			
1	3	<ul style="list-style-type: none"> service log maintained (heads replaced, laterals, noting deficiencies etc.) 	Yes		Irrigation system is over 25 years old and warn due to caustic water chemistry. Include replacement plan in CIP to include controllers and plumbing infrastructure. Update logs timely.	

FACILITIES MAINTENANCE – Buildings	Acceptable (A) = 4+points Unsatisfactory (U) = 3 or fewer	POINTS SCORED	3	RATING:	U
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Sec	No.	Service	Points (Yes/No)	Comment	Action Required	Action Achieved
J	1	<ul style="list-style-type: none"> all buildings, walls, gates, fences, trash cans maintained in clean and safe manner 	Yes/No	Facilities would appreciate education to employees re. preventative maintenance practices. Ex. Clogged drain in kitchen resulted in water overflowing and leaking to downstairs and an afterhours response. A lot of trash, boxes, etc. inside gated area behind kitchen. Weeds, leaves and other debris noticed around clubhouse and main entrance to facilities.	All trash and debris in fenced area behind kitchen should be cleaned up and disposed of properly. Attention to detail for weeds and clean up near clubhouse needed. Broken split rail fencing needs repair.	Everything cleaned immediately and continued monitoring of area
J	2	<ul style="list-style-type: none"> cobwebs, trash and debris removed from all patio areas and drinking fountains 	Yes/No	Cobwebs around light fixtures on interior and exterior of building. Weeds, leaves and debris in cracks and crevices around clubhouse.	Clean up cobwebs, weeds, leaves and debris around clubhouse and cart barn.	Everything cleaned immediately and continued monitoring of area
J	3	<ul style="list-style-type: none"> broken or damaged surfaces repaired 	Yes/No	Multiple light fixtures in building have bulbs that are out and need replacing. Tile floor is showing wear and needs to be waxed.	Should come up with a consistent maintenance schedule for building to address concerns in comments	Mostly corrected but still need plan for tile floor

J	4	<ul style="list-style-type: none"> pro shop, cart barn, storage areas all clean and tidy and free of debris; no items stored in prohibited areas 	Yes/No	Proshop kept in good condition. Cart barn door damaged and not operational. Area around fuel tanks need to be cleaned up of old broken parts	In talking with staff, a service call for repair of garage door has been made. Should address exterior of cart barn for weeds, debris and overgrowth of trees and shrubs.	<p>Door has been repaired and area cleaned and restored to acceptable level</p> <p>Ongoing monitoring</p>
J	5	<ul style="list-style-type: none"> windows clean and updated displays 	Yes		No additional actions required	

EQUIPMENT – Maintenance	Acceptable (A) = 3 points Unsatisfactory (U) = 2 or fewer	POINTS SCORED	3	RATING:	A
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Sec	No.	Service	Points (Yes/No)	Comment	Action Required	Action Achieved
K	1	<ul style="list-style-type: none"> mowing equipment sharp and adjusted appropriately 	Yes		No additional actions required	
K	2	<ul style="list-style-type: none"> preventative maintenance (service logs available and up to date) 	Yes		No additional actions required	
K	3	<ul style="list-style-type: none"> carts (adequate amount, clean, in good working order) 	Yes		No additional actions required	

MAINTENANCE CREW–	Acceptable (A) = 2 points Unsatisfactory (U) = 1 or fewer	POINTS SCORED	2	RATING:	A
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Sec	No.	Service	Points (Yes/No)	Comment	Action Required	Action Achieved
L	1	<ul style="list-style-type: none"> staffing and training reviewed quarterly 	Yes		No additional actions required at this time	
L	2	<ul style="list-style-type: none"> all staff in clean, appropriate uniform and using appropriate safety equipment 	Yes		No additional actions required at this time	

LICENSES AND PERMITS – Current and In Good Standing	Acceptable (A) = 5+ points Unsatisfactory (U) = 4 or fewer	POINTS SCORED	6	RATING:	
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Sec	No.	Service	Points (Yes/No)	Comment	Action Required	Action Achieved
M	1	<ul style="list-style-type: none"> health Permits current (food safety training) 	Yes	Permits on file		
M	2	<ul style="list-style-type: none"> food Inspection Reports in good standing 	Yes	Confirmed with Health Department -rating of "A" and all corrections adequately resolved and timely		
M	3	<ul style="list-style-type: none"> business and liquor licenses current 	Yes	Permits on file		
M	4	<ul style="list-style-type: none"> performance bond and insurances current 	Yes	Current documents on file	Remove performance bond from renewal agreement	
M	5	<ul style="list-style-type: none"> Class A PGA professional as part of team 	Yes	Certs. on file		
M	6	<ul style="list-style-type: none"> GCSAA as part of the maintenance team 	Yes	Certs. On file		

Reclaimed Water System	Acceptable (A) = 4+ points Unsatisfactory (U) = 3 or fewer	POINTS SCORED	4	RATING:	A
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Sec	No.	Service	Points (Yes/No)	Comment	Action Required	Action Achieved
N	1	<ul style="list-style-type: none"> NDEP compliance: Effluent Management Plan, Groundwater Discharge Permit, discharge monitoring reporting; reclaimed water quality sampling reporting; spill reporting 	Yes	DGM has RCI on contract, at their expense for all reporting and monitoring; please see PW DMR submittals	Current EMP and copies of quarterly DMR submittals are required	
N	2	<ul style="list-style-type: none"> environmental control authority compliance: proper solid waste handling per permit and property maintenance of pretreatment equipment 	Yes			

N	3	<ul style="list-style-type: none"> provide record of preventative maintenance practices 	Yes	Some inconsistencies noted regarding lack of maintenance, and lack of understanding about operations of the reclaim system, which could have long term impacts on infrastructure/equipment;	City staff provided maps and other information to help educate DGM staff. City staff is committed to assist with this, but a preventative maintenance list and regular communication with City staff may assist with this aging and challenging system.	
N	4	<ul style="list-style-type: none"> support personnel to operate and maintain alarm notification system and program for timely response and repair 	Yes/No	Some issues maintaining pond levels, consistent lines of communication with the golf course operators, emergency call outs; City personnel has been contacted repeatedly on issues regarding alarm notification callouts	Regular communications/meetings to ensure water allocation, pond levels and other reporting is planned and consistent; contact a third party controls company to establish monitoring alarms remotely.	<p>Ongoing monitoring and new superintendent in place to have improved communications moving forward</p> <p>No issues since August</p>
N	5	<ul style="list-style-type: none"> operating and maintaining reclaimed water system from point of discharge (irrigation system, pump stations, diversion vaults, valves, air releases, filters, controllers, ponds and reservoirs to industry standards 	Yes	Pump expenditure approved for CIP contribution-item was essential to operation. Filters have been getting clean. There was standing irrigation water noticed on East and West Course.	Standing water on golf course should be minimized	

FISCAL REQUIREMENTS	Acceptable (A) = 3 points Unsatisfactory (U) = 2 or fewer	POINTS SCORED	3	RATING:	A
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Sec	No.	Service	Points (Yes/No)	Comment	Action Required	Action Achieved
O	1	<ul style="list-style-type: none"> contributed \$90,000 annually toward equipment purchases per contract and provided associated documentation 	Yes		Need updated copies of equipment acquisitions and agreements	
O	2	<ul style="list-style-type: none"> 10% net proceeds set aside for future CIP (upon city match) per contract 	Yes	FY22 \$52,244 -DGM \$82,756 - CITY	Identified for bunkers based on site inspections and customer feedback- City will need cost accounting for these improvements	
O	3	<ul style="list-style-type: none"> financial reports complete and timely 	Yes	All reports complete and on time		

SAFETY PROGRAM	Acceptable (A) = 5+ points Unsatisfactory (U) = 4 or fewer	POINTS SCORED	6	RATING:	A
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Sec	No.	Service	Points (Yes/No)	Comment	Action Required	Action Achieved
P	1	<ul style="list-style-type: none"> safety data sheets updated and available 	Yes			
P	2	<ul style="list-style-type: none"> fire alarms, fire extinguishers current 	Yes			
P	3	<ul style="list-style-type: none"> chemicals stored and labeled properly 	Yes			
P	4	<ul style="list-style-type: none"> staff training logs current 	Yes			
P	5	<ul style="list-style-type: none"> staff PPE readily available 	Yes			
P	6	<ul style="list-style-type: none"> first aid/AED stocked and current 	Yes			

MISCELANEOUS REQUIREMENTS	Acceptable (A) = 5+ points Unsatisfactory (U) = 4 or fewer	POINTS SCORED	6	RATING:	A
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Sec	No.	Service	Points (Yes/No)	Comment	Action Required	Action Achieved
Q	1	<ul style="list-style-type: none"> annual meetings with City (fee structure, member information, tournaments etc.) 	Yes	Exceeds requirements in agreement. Rates have not increased and some reduced.		
Q	2	<ul style="list-style-type: none"> annual presentation to Parks and Recreation Commission 	Yes	Presents annually in October		
Q	3	<ul style="list-style-type: none"> community youth engagement 	Yes	JR Golf program; free annual memberships for youth; CHS practices		
Q	4	<ul style="list-style-type: none"> non-golf community engagement; community partnerships 	Yes	Concert Under the Stars; non-golf reservations		
Q	5	<ul style="list-style-type: none"> marketing and advertising (multi-media platforms, website current) 	Yes	E-newsletter, website, social media, parks Activity Guide, Visit Carson City, rack cards etc.		
Q	6	<ul style="list-style-type: none"> signage complies with Signage Master Plan 	No		Need to work with the City on updating site signage, including entrance and access signage to better direct park users; many signs broken, warn	Pending
Q	7	<ul style="list-style-type: none"> develop draft Capital Improvement Plan (with City) for future consideration 	Yes	FY22 \$52,244 - DGM \$82,756 - CITY	Bunkers, cart paths, clubhouse carpet in FY22; irrigation controller etc. needs to be moved up due to recent irrigation issues and an aging system	
Q	8	<ul style="list-style-type: none"> Golfnow, Yelp and Google Reviews 	Yes	See summary report	Cart paths and bunkers biggest issues; many positive reviews especially about affordability; some comments re. need for customer service training	