



## STAFF REPORT

**Report To:** Board of Supervisors

**Meeting Date:**

**Staff Contact:** Jennifer Budge, Parks and Recreation Director

**Agenda Title:** For Discussion Only: Discussion and presentation by Duncan Golf Management dba TDS Golf at Eagle Valley LLC ("Duncan Golf Management") regarding operations and management of Eagle Valley Golf Course ("EVGC"). (Jennifer Budge, [jbudge@carson.org](mailto:jbudge@carson.org), David Navarro, [dnavarro@carson.org](mailto:dnavarro@carson.org))

Staff Summary: Carson City owns EVGC located in John D. Winters Centennial Park. In September 2021, the City extended a 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:** Other / Presentation

**Time Requested:** 20 minutes

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### **Proposed Motion**

Presentation Only

### **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 EVGC 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 EVGC.

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 EVGC. The Board also authorized the City Manager to sign on behalf of Carson 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 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 on 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 Plan.

Exhibit A: Duncan Golf PowerPoint presentation

Exhibit B: Eagle Valley Golf Course Inspection Report Actions

**Applicable Statute, Code, Policy, Rule or Regulation**

N/A

**Financial Information**

**Is there a fiscal impact?** No

**If yes, account name/number:**

**Is it currently budgeted?** No

**Explanation of Fiscal Impact:** N/A

**Alternatives**

**Attachments:**

[Exhibits A and B EVGC presentation.pdf](#)

**Board Action Taken:**

Motion: \_\_\_\_\_

1) \_\_\_\_\_

2) \_\_\_\_\_

Aye/Nay

\_\_\_\_\_  
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\_\_\_\_\_  
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\_\_\_\_\_

\_\_\_\_\_  
(Vote Recorded By)

# 2021 YEAR IN REVIEW

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# 2021 YEAR IN REVIEW

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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

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# 2021 YEAR IN REVIEW- THE GOOD

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- Record rounds for 6 months out of the year- Total rounds for year over 65K RECORD!
  - Last year record was just over 57K
- Record green fee revenue for 7 months of the year- All time high in green fee revenue in 2021!
- Record Member rounds for 7 months of the year- All time high by more than 1000 rounds!
- From the above- all other records were broken last year- So in the last two years Eagle Valley has exceeded all previous years since DGM has been in management
- 2021 was our highest grossing revenue since we took over in late 2017!
- Hired new golf course superintendent in August and golf course significantly improved thru the fall



# 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

## 50 MILE CLUB

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



The flyer features a background image of a golf course with a clubhouse and mountains in the distance. The text is arranged in several sections: a top header, a central benefits box, a 'What's New' section, a 'Benefits Include' list, and a bottom footer with contact information.

**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)

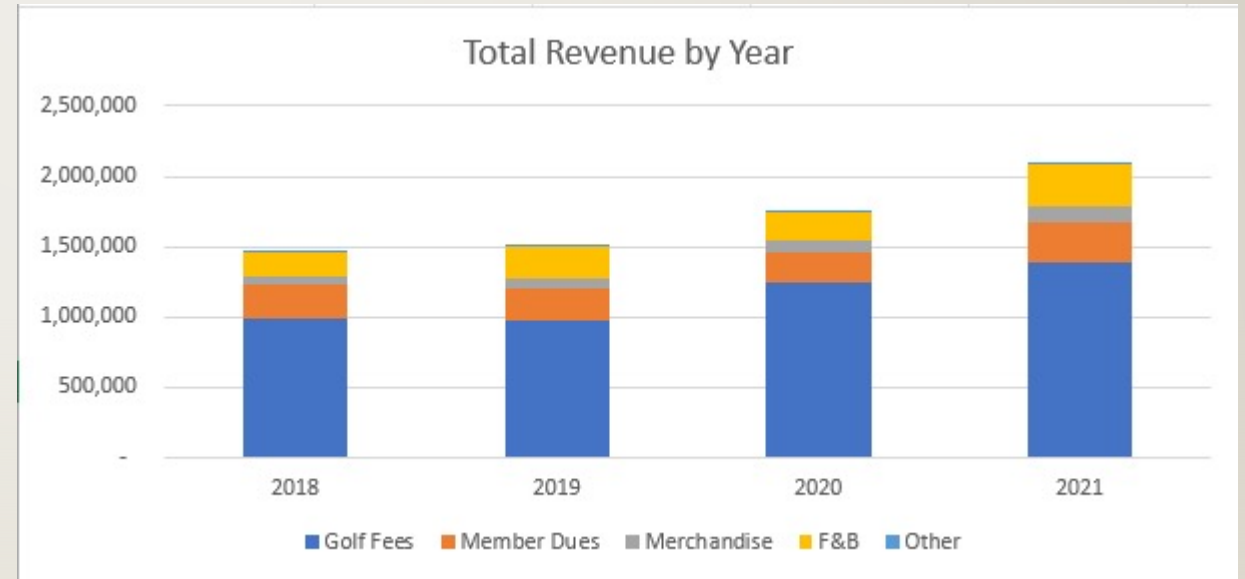
Special Green Fee is \$25 on both Eagle Valley & Dayton Valley  
5 rounds at each course  
(Special Green Fee Rounds Do Not Include Lunch)

PRESENTED BY: Duncan Golf Management  
[www.duncangolfreno.com](http://www.duncangolfreno.com)

 **DUNCAN**  
GOLF MANAGEMENT



# 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%

# 2021 YEAR IN REVIEW- THE CHALLENGES

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- Third straight drought year and significant turf impacts throughout both golf courses
  - Agronomic and atmospheric- Not economic
    - Turf loss was a regional issue regardless of economic status of the golf course
- Staffing
  - Key hourly staff levels were at their lowest since we took over Eagle Valley
    - Again a regional challenge especially when unemployment benefits were extended to September
    - Did not get fully staffed until the end of season- extended staffing hours through fall to compensate
- Fell short of our overall expectations for our customers
  - F&B hours were sporadic and limited due to staffing issues
  - Merchandise supply chains were challenging and didn't receive product in timely manner

# 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

<b>GREENS MAINTENANCE - General</b>	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"><li>greens mowed 1-2 times a month (Dec-Mar)</li><li>greens mowed 7 times a week (Apr-Nov)</li></ul>		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

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- 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

## THIRSTY THURSDAYS

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

**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*  
*July 8, 15, 22, 29*

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

**LONG DRINK**  
*The Finnish 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

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

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





## 2021 YEAR IN REVIEW

### INAUGURAL OKTOBERFEST

- Over 60 players
- Good food / beer and prizes
- 4 local breweries and businesses 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**



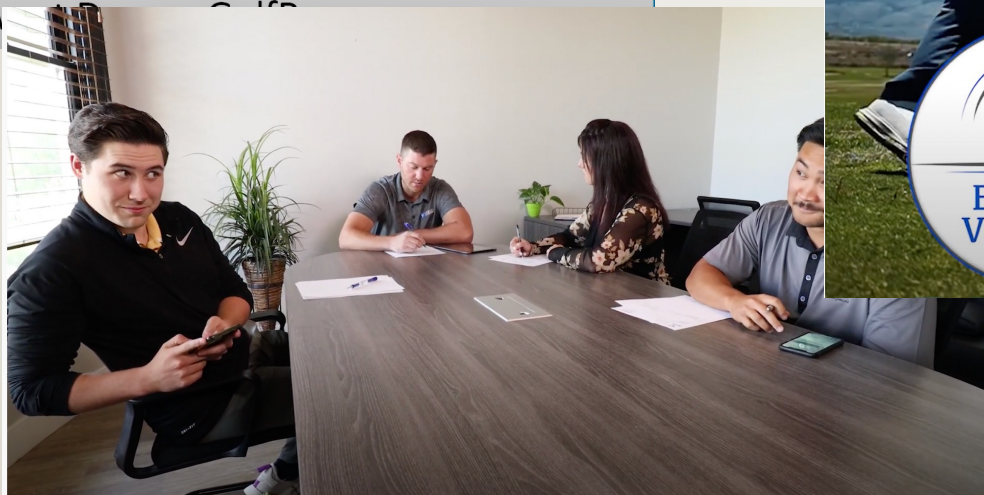
2021 YEAR IN REVIEW

# 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



# ON COURSE CAPITAL INVESTMENTS START THIS MONTH!!!!

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- The renewal of our contract triggered capital investment in Eagle Valley for DGM and Carson City
- DGM will be spending over \$95K in bunker renovations
- Carson City will be focusing on cart path repair

# OVERALL DGM CAPITAL INVESTMENT

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## 10% NOI Allocation to Capital

	2018	14,672.00
	2019	877.00
	2020	52,883.59
	2021	50,829.00
<b>Total Capital Reserve</b>		<b>119,261.59</b>

## Capital Projects

Commercial Pump - Invoice 11804	(3,472.56)
Commercial Pump - Invoice 11865	(4,569.21)
Commercial Pump - Invoice 12001	(4,362.14)
Commercial Pump - Invoice 12103	(5,648.78)
Commercial Pump - remaining 50%	(5,648.78)

<b>Remaining Balance</b>	<b>\$ 95,560.12</b>
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# BUNKER RENOVATIONS

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- We have built a phased plan to renovate bunkers starting on the West Course
  - We currently have 54 total bunkers all of which need to be renovated to meet expectations and be returned to an achievable maintenance level
    - We have estimated to renovate all the bunkers on the West course will cost over \$470K
    - Phase I is estimated to cost \$95K and accomplish 11 total bunkers being renovated or 20% of the project
      - Two green side bunkers #1
      - Three green side bunkers #9
      - Three greenside bunkers #17
      - Three green side bunkers #18
  - Future NOI performance of the property will dictate future phases

# CART PATH REPAIR BUDGET ESTIMATES

- \$82,756 allocated for FY '22
- \$75,000 requested for FY '23
- Estimated start late spring 2022

Estimated Cost For Asphalt Cart Path Replacement								
Cost per square Foot		Total Estimated Cost						
\$5.00		\$532,590.00						
\$9.00		\$958,662.00						
PLAN ONLY								
If the cost was \$5 a square foot - 8 year Replacement plan								
	FY22	FY23	FY24	FY25	FY26	FY27	FY28	FY29
Amount Budgeted	\$82,756.00	\$75,000.00	\$75,000.00	\$75,000.00	\$75,000.00	\$75,000.00	\$75,000.00	
How many square feet replaced	16551.2	15000	15000	15000	15000	15000	15000	0
Linear feet	3310.24	3000	3000	3000	3000	3000	3000	0
Total Linear ft. Remaining	17993.36	14993.36	11993.36	8993.36	5993.36	2993.36	-6.64	
If the cost was \$9 a square foot - 8 year Replacement plan								
	FY22	FY23	FY24	FY25	FY26	FY27	FY28	FY29
Amount Budgeted	\$82,756.00	\$75,000.00	\$75,000.00	\$75,000.00	\$75,000.00	\$75,000.00	\$75,000.00	\$75,000.00
How many square feet replaced	9195	8333	8333	8333	8333	8333	8333	8333
Linear feet	1839	1667	1667	1667	1667	1667	1667	1667
Total Linear ft. Remaining	19465	17798	16131	14465	12798	11131	9465	7798
These cost estimate based on replacing with a 5 foot width cart path								

# CAPITAL EQUIPMENT

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- The rent arrangement for the lease of the golf course was to secure a maintenance fleet that will remain with the property and owned by the city
  - The original lease of equipment will come to conclusion 3/23 when another capital equipment lease will begin
    - By this time next year we will have accomplished over \$400K in equipment now owned by the city with another \$400K+ in equipment on its way
    - What an accomplishment for DGM and City to secure sustainability for years to come for Eagle Valley Golf Courses!!!!



# CONCLUSION

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Although a tough year operationally....

Finished as a RECORD-BREAKING YEAR FINANCIALLY!!!

By this time next year \$400K+ in equipment will be fully secured and nearly \$250K in on course improvements will be completed!!!

Eagle Valley has come a long way since the fall of 2017

We are so proud of the collective efforts of DGM and Carson City to build a sustainable business model for Eagle Valley.

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

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

<b>GREENS MAINTENANCE - General</b>	Acceptable ( <b>A</b> ) = 4 points Unsatisfactory ( <b>U</b> ) = 3 or fewer	POINTS SCORED	4	RATING:	<b>A</b>
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Sec	No	Service	Points (Yes/No)	Comment	Action Required	Action Achieved
A	1	<ul style="list-style-type: none"> <li>greens mowed 1-2 times a month (Dec-Mar)</li> <li>greens mowed 7 times a week (Apr-Nov)</li> <li>alternating pattern observed</li> </ul>	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"> <li>cut height measured as between 1/8" and 1/4" or acceptable height given conditions</li> <li>bed knives sharp and adjusted</li> </ul>	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"> <li>light vertical mowing completed every two weeks in growing season</li> </ul>	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"> <li>heavy vertical mowing at 90° completed, penetrating 1/4" of thatch</li> </ul>	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

<b>GREENS MAINTENANCE – Fertilization</b>	Acceptable (A) = 1 point Unsatisfactory (U) = 0	POINTS SCORED	1	RATING:	<b>A</b>
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Sec	No.	Service	Points (Yes/No)	Comment	Action Required	Action Achieved
A	1	<ul style="list-style-type: none"> <li>nitrogen fertilization of 4-8 lbs. a year as needed to support constant growth</li> </ul>	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	

<b>GREENS MAINTENANCE – Irrigation</b>	Acceptable (A) = 3 points Unsatisfactory (U) = 2 or fewer	POINTS SCORED	3	RATING:	<b>A</b>
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Sec	No.	Service	Points (Yes/No)	Comment	Action Required	Action Achieved
A	1	<ul style="list-style-type: none"> <li>greens moisture level acceptable and in good condition</li> </ul>	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"> <li>evidence that irrigation and sprinkler heads have been inspected</li> </ul>	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"> <li>service logs current for irrigation repairs (head replacements, lateral lines etc.)</li> </ul>	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



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

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

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

<b>TEES – Mowing</b>	Acceptable ( <b>A</b> ) = 4 points Unsatisfactory ( <b>U</b> ) = 3 or fewer	POINTS SCORED	4	RATING:	<b>A</b>
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Sec	No.	Service	Points (Yes/No)	Comment	Action Required	Action Achieved
D	1	<ul style="list-style-type: none"> <li>Tees mowed 2-3 times a week (Apr-Nov) and t1-2 times a month, weather permitting (Dec-Mar)</li> </ul>	Yes	Mowing of tees seem adequate at this time.	None at this time	
D	2	<ul style="list-style-type: none"> <li>Height of cut .4" in season; .55" off season</li> </ul>	Yes	Mowing height of tees seem adequate at this time.	None at this time	
D	3	<ul style="list-style-type: none"> <li>Tee divots shall be repaired weekly in season and monthly off season</li> </ul>	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"> <li>Tee markers will be moved daily with pace of play, turf conditions and pin placement all considered</li> </ul>	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

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

<b>TEES – Irrigation</b>	Acceptable ( <b>A</b> ) = 1 point Unsatisfactory ( <b>U</b> ) = 0 points	POINTS SCORED	1	RATING:	<b>A</b>
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Sec	No.	Service	Points (Yes/No)	Comment	Action Required	Action Achieved
D	1	<ul style="list-style-type: none"> <li>tee boxes irrigated satisfactorily</li> </ul>	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

<b>TEES – Furniture</b>	Acceptable ( <b>A</b> ) = 1 points Unsatisfactory ( <b>U</b> ) = 0 points	POINTS SCORED	1	RATING:	<b>U</b>
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Sec	No.	Service	Points (Yes/No)	Comment	Action Required	Action Achieved
D	1	<ul style="list-style-type: none"> <li>tee signs, markers and benches in good, clean condition and replaced if broken or missing</li> </ul>	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



<b>BUNKERS – Maintenance</b>	Acceptable ( <b>A</b> ) = 3+ points Unsatisfactory ( <b>U</b> ) = 2 or fewer	POINTS SCORED	2	RATING:	<b>U</b>
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Sec	No.	Service	Points (Yes/No)	Comment	Action Required	Action Achieved
E	1	<ul style="list-style-type: none"> <li>all sand bunkers raked 5-7 times a week in season, 1-2 times a week off season. Bunkers to be edged annually</li> </ul>	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"> <li>depth, size and shape of bunkers shall be maintained</li> </ul>	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"> <li>sand shall not contain particles larger than 1/4" in diameter.</li> </ul>	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"> <li>bunker edging must be maintained</li> </ul>	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

<b>FAIRWAYS – Mowing</b>	Acceptable ( <b>A</b> ) = 4 points Unsatisfactory ( <b>U</b> ) = 3 or fewer	POINTS SCORED	4	RATING:	<b>A</b>
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Sec	No.	Service	Points (Yes/No)	Comment	Action Required	Action Achieved
F	1	<ul style="list-style-type: none"> <li>Mowing shall be 2-3 times a week (Apr-Nov) and 1-2 times a month in (Dec-Mar)</li> </ul>	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"> <li>fairways aerified once a year between the months of April and October, with ½" to ¾" hollow tines or spoons</li> </ul>	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"> <li>fairway turf coverage is acceptable</li> </ul>	Yes	Turf coverage is adequate given the current conditions	No further actions required at this time	
F	4	<ul style="list-style-type: none"> <li>3-5 lbs of nitrogen applied to fertilize fairway</li> </ul>	Yes	Course irrigation is effluent and is supplying adequate nitrogen for plant growth.	No further actions required at this time	

<b>FAIRWAYS – Irrigation</b>	Acceptable ( <b>A</b> ) = 2 points Unsatisfactory ( <b>U</b> ) = 1 or fewer	POINTS SCORED	2	RATING:	<b>A</b>
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Sec	No.	Service	Points (Yes/No)	Comment	Action Required	Action Achieved
F	1	<ul style="list-style-type: none"> <li>fairways irrigation acceptable to keep grass growing subject to drought strategy and budget</li> </ul>	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 system has been turned on for the season more problems will arise and be dealt with by priority</p>
F	2	<ul style="list-style-type: none"> <li>irrigation controls and sprinkler heads monitored to promote even watering patterns and reduce standing water</li> </ul>	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.	and turf location.



<b>ROUGH AND PUBLIC AREAS – Maintenance</b>	Acceptable ( <b>A</b> ) = 4+ points Unsatisfactory ( <b>U</b> ) = 3 or fewer	POINTS SCORED	3	RATING:	<b>A- roughs</b> <b>U-weeds</b>
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Sec	No.	Service	Points (Yes/No)	Comment	Action Required	Action Achieved
G	1	<ul style="list-style-type: none"> <li>roughs mowed at least once a week as needed, 2" to 3" height of cut using rotary mower</li> </ul>	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"> <li>greens and Tee banks twice a week with Triplex trim mower, 1 ½" to 2" height of cut</li> </ul>	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"> <li>roughs shall be seeded as necessary to restore turf coverage</li> </ul>	Yes		No additional actions required at this time	
G	4	<ul style="list-style-type: none"> <li>natural resource management (noxious weeds, erosion control etc.)</li> </ul>	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

<b>TREES – Maintenance</b>	Acceptable ( <b>A</b> ) = 3+ points Unsatisfactory ( <b>U</b> ) = 2 or fewer	POINTS SCORED	2	RATING:	<b>U</b>
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Sec	No.	Service	Points (Yes/No)	Comment	Action Required	Action Achieved
H	1	<ul style="list-style-type: none"> <li>trees maintained in attractive manner</li> </ul>	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"> <li>leaves and needles removed from ground</li> </ul>	Yes		No additional actions required at this time	
H	3	<ul style="list-style-type: none"> <li>mature trees trimmed to primarily ensure safety and secondly a pleasing aesthetic</li> </ul>	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"> <li>dead or broken limbs removed within 7 days of problem noted</li> </ul>	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

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



<b>FACILITIES MAINTENANCE – Buildings</b>	Acceptable ( <b>A</b> ) = 4+points Unsatisfactory ( <b>U</b> ) = 3 or fewer	POINTS SCORED	3	RATING:	<b>U</b>
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Sec	No.	Service	Points (Yes/No)	Comment	Action Required	Action Achieved
J	1	<ul style="list-style-type: none"> <li>all buildings, walls, gates, fences, trash cans maintained in clean and safe manner</li> </ul>	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"> <li>cobwebs, trash and debris removed from all patio areas and drinking fountains</li> </ul>	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"> <li>broken or damaged surfaces repaired</li> </ul>	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"> <li>pro shop, cart barn, storage areas all clean and tidy and free of debris; no items stored in prohibited areas</li> </ul>	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.	Door has been repaired and area cleaned and restored to acceptable level  Ongoing monitoring
J	5	<ul style="list-style-type: none"> <li>windows clean and updated displays</li> </ul>	Yes		No additional actions required	

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

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

<b>LICENSES AND PERMITS – Current and In Good Standing</b>	Acceptable ( <b>A</b> ) = 5+ points Unsatisfactory ( <b>U</b> ) = 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"> <li>health Permits current (food safety training)</li> </ul>	Yes	Permits on file		
M	2	<ul style="list-style-type: none"> <li>food Inspection Reports in good standing</li> </ul>	Yes	Confirmed with Health Department -rating of "A" and all corrections adequately resolved and timely		
M	3	<ul style="list-style-type: none"> <li>business and liquor licenses current</li> </ul>	Yes	Permits on file		
M	4	<ul style="list-style-type: none"> <li>performance bond and insurances current</li> </ul>	Yes	Current documents on file	Remove performance bond from renewal agreement	
M	5	<ul style="list-style-type: none"> <li>Class A PGA professional as part of team</li> </ul>	Yes	Certs. on file		
M	6	<ul style="list-style-type: none"> <li>GCSAA as part of the maintenance team</li> </ul>	Yes	Certs. On file		

<b>Reclaimed Water System</b>	Acceptable ( <b>A</b> ) = 4+ points Unsatisfactory ( <b>U</b> ) = 3 or fewer	POINTS SCORED	4	RATING:	<b>A</b>
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Sec	No.	Service	Points (Yes/No)	Comment	Action Required	Action Achieved
N	1	<ul style="list-style-type: none"> <li>NDEP compliance: Effluent Management Plan, Groundwater Discharge Permit, discharge monitoring reporting; reclaimed water quality sampling reporting; spill reporting</li> </ul>	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"> <li>environmental control authority compliance: proper solid waste handling per permit and property maintenance of pretreatment equipment</li> </ul>	Yes			

N	3	<ul style="list-style-type: none"> <li>provide record of preventative maintenance practices</li> </ul>	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"> <li>support personnel to operate and maintain alarm notification system and program for timely response and repair</li> </ul>	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"> <li>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</li> </ul>	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	



<b>FISCAL REQUIREMENTS</b>	Acceptable ( <b>A</b> ) = 3 points Unsatisfactory ( <b>U</b> ) = 2 or fewer	POINTS SCORED	3	RATING:	<b>A</b>
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Sec	No.	Service	Points (Yes/No)	Comment	Action Required	Action Achieved
O	1	<ul style="list-style-type: none"> <li>contributed \$90,000 annually toward equipment purchases per contract and provided associated documentation</li> </ul>	Yes		Need updated copies of equipment acquisitions and agreements	
O	2	<ul style="list-style-type: none"> <li>10% net proceeds set aside for future CIP (upon city match) per contract</li> </ul>	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"> <li>financial reports complete and timely</li> </ul>	Yes	All reports complete and on time		

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

<b>MISCELANEOUS REQUIREMENTS</b>	Acceptable ( <b>A</b> ) = 5+ points Unsatisfactory ( <b>U</b> ) = 4 or fewer	POINTS SCORED	6	RATING:	<b>A</b>
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Sec	No.	Service	Points (Yes/No)	Comment	Action Required	Action Achieved
Q	1	<ul style="list-style-type: none"> <li>annual meetings with City (fee structure, member information, tournaments etc.)</li> </ul>	Yes	Exceeds requirements in agreement. Rates have not increased and some reduced.		
Q	2	<ul style="list-style-type: none"> <li>annual presentation to Parks and Recreation Commission</li> </ul>	Yes	Presents annually in October		
Q	3	<ul style="list-style-type: none"> <li>community youth engagement</li> </ul>	Yes	JR Golf program; free annual memberships for youth; CHS practices		
Q	4	<ul style="list-style-type: none"> <li>non-golf community engagement; community partnerships</li> </ul>	Yes	Concert Under the Stars; non-golf reservations		
Q	5	<ul style="list-style-type: none"> <li>marketing and advertising (multi-media platforms, website current)</li> </ul>	Yes	E-newsletter, website, social media, parks Activity Guide, Visit Carson City, rack cards etc.		
Q	6	<ul style="list-style-type: none"> <li>signage complies with Signage Master Plan</li> </ul>	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"> <li>develop draft Capital Improvement Plan (with City) for future consideration</li> </ul>	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"> <li>Golfnow, Yelp and Google Reviews</li> </ul>	Yes	See summary report	Cart paths and bunkers biggest issues; many positive reviews especially about affordability; some comments re. need for customer service training	