

2019 Annual Report to the Board of Directors

Golf Advisory Committee

SECTION I. Committee members and status of terms:

Larry Davies – Chair	1 st Term ends 12/2019
Olga Novy	1 st Term ends 12/2019
Geraldine Fasulo	1 st Term ends 3/2021
Frank Biancaniello	1 st Term ends 12/2019
Joseph Lynch	1 st Term ends 12/2019
Bob Long	1 st Term ends 2/2022
Ann Shockley	
Don McMullen	1 st Term ends 2/2022
Les Purcell	1 st Term Ends 8/2020
Frank Daly – Board Liaison	

There are currently no openings for new committee members.

SECTION II. Summary of Major Activities During Reporting Period

1. The golf course finished its second year under the management of our Director of Golf, John Malinowski.
2. Course financials: 2018/19 the course showed an operation loss of \$108,354.00. YTD 1920/21 the course expenses are higher by \$27,930.00. Revenues are not comparable due to the changes made in reporting for the monthly P&L.
3. Total membership numbers for 2020/21 are 110 including 16 lifetime members.
4. Membership trending - Membership numbers continue to decline:

OPGC Annual Membership Three Year Trend	
2017-2018	141
2018-2019	127
2019-2020	110

5. Total golf rounds through 2018-19 were 26583. Rounds data by type:

	Type	19-May	19-Jun	19-Jul	19-Aug	19-Sep
FY 20-21	Member	970	1011	945	917	765
	Resident	1004	859	554	1006	626
	Public	2495	2217	2543	2100	1785
		4469	4087	4042	4023	3176

	Type	18-May	18-Jun	18-Jul	18-Aug	18-Sep	18-Oct	18-Nov	18-Dec	19-Jan	19-Feb	19-Mar	19-Apr	TOTAL
FY 19-20	Member	1103	1199	1235	1073	846	983	412	234	138	147	398	862	8630
	Resident	993	904	1297	1045	622	565	195	51	40	74	199	562	6547
	Public	1768	1786	1709	1567	1309	1266	192	169	26	24	161	1429	11406
		3864	3889	4241	3685	2777	2814	799	454	204	245	758	2853	26583

	Type	May	Jun	Jul	Aug	Sep	Total
Difference	Member	-133	-188	-290	-156	-81	-848
	Resident	11	-45	-743	-39	4	-812
	Public	727	431	834	533	476	3001
		605	198	-199	338	399	1341

6. Non-member golf rounds totals have steadily increased over the past five years.
7. The Golf Members Council, Ocean Pines Ladies Club and Ocean Pines Men's Club have permanent membership positions on the committee.
8. Both of the "on course" bathrooms were updated and maintained to acceptable standards.
9. Fans were installed on holes #8 and #14.
10. Contributions by the Ocean Pines members through their membership organizations:
 - Awarding of \$7000 in scholarships in the spring of 2019 and the raising of over \$11,000 to be presented in 2020.
 - Raising \$3600 to support Diakonia and the WC Humane Society through the Ernie Stiles Bavarian Hops Scramble.
 - Raising \$1800 to support the AGH Foundation through the OPLGA Pink Lady initiative.
 - Filling divots and carrying out minor maintenance on the course throughout the year by the *Sand Dawgs* under Nelson Fenwick's leadership.
 - New cart sign (return to path) thanks to the effort of Dana Cooper with materials paid for by the OPMGA.

SECTION III. PROBLEMS ENCOUNTERED AND ASSISTANCE REQUIRED

1. **Problems Encountered:** Off season and early season efforts by the golf course maintenance staff improved bunker edging, ruff shorting, some tree removal, reseeding in some areas, typical green/fairway plugging and top dressing and additions of two fans for air movement on #8 and #14 resulted in improved course conditions over the previous year. Unfortunately, when the summer heat and humidity arrived the course suffered severe damage to some greens, loss of most green aprons, damage to many fairways, damage to the majority of tee boxes and the continued encroachment of the "goose grass". While this was taking place the golf course maintenance staff was significantly impacted by the loss of the course superintendent due to health problems and the loss of the assistant superintendent. The DoG had to shoulder the many duties of the superintendent while pulling together a make-shift staff to deal with the course issues on top of running the golf course with temporary facilities due to the club house demolition.
2. **Assistance Required:** John Malinowski has recently reached out to local golf course consultants to get input regarding our turf problems while dealing with the deteriorated course conditions. Their report points to a lack of maintenance practices that are either not being applied or improperly applied relevant to our type of grass(s)/turf. This report has been shared with management and the OPGAC. Given the uncertainty of the golf course superintendent availability and the extensive turn over in maintenance staffing the committee recommended to John Malinowski that he request that the consultant service be further retained to: a.) Oversee that the recommendations made were executed upon, b.) Assist in establishing a documented program for execution proper turf management for the OPGC and c.) Retain their service to periodically monitor the ongoing turf management procedures in to next year.

These poor course conditions impact our ability to a.) Attract HOA members and outside locals for membership play and b.) Impact the feedback (negative) from the outside golf package play which could impact outside bookings. There were many negative comments posted on line regarding our poor playing conditions for the past spring season. This is the third year in a row that the course turf conditions have suffered from the high heat and humidity. As previously outlined in last year's committee report the financial health of the golf course depends significantly upon our ability to sell to the outside market as well as hopefully grow the local membership. The course reputation both locally and with the outside golf package play has suffered from the poor course conditions that we have not been able to eliminate.

Steps need to be taken immediately by management to establish best practices and oversight to maintain our golf course turf conditions that prevent the problems that we have been faced with for the past three years.

SECTION IV. REQUESTS FOR ITEMS TO BE INCLUDED IN THE NEXT OPA BUDGET

1. Take the necessary steps to create and finance a plan that addresses our needs to accomplish course excellence that can be maintained throughout the year.
2. Hire an Administrative Assistant/Assistant Pro for John Malinowski that would help attend to the day to day operations and free John up so he can spend more time managing Golf Operations. A second option if adding permanent head count is an issue would be to hire a Golf Course Management intern from UM for the summer months to assist in the pro shop.
3. Create a **new** membership marketing program that reaches in and outside of Ocean Pines that incorporates rates that target filling our daily lower play times. This needs to happen before the upcoming spring golf season begins.
4. Create an OPGC employee Code of Conduct and training manual for all course employees. Customer Service can be improved and is as important as course conditions when servicing both member and outside play. Improve pro shop staff training on the existing software program.
5. Provide club wash stations on the driving range.
6. Provide divot mix on the driving range.
7. Provide better course markings on all holes where golf carts are directed off of the fairways.
8. Add to the golf pro shop inventory with more women's selection.
9. Make sure that OPGC is in compliance with the World Handicap System and that handicap terminals are installed and running when the new clubhouse is opened.
10. Staff Training and General Course/Club Suggested Improvements:
 - Answering phone – etiquette
 - Take messages when necessary and follow through with same
 - Know what is going on (course conditions, outside play)
 - Down-time: work on inventory, clean up pro shop
 - Name tags for employees
 - Uniform shirts for employees
 - Customer/member friendly
 - AED in pro shop (Colby Phillips will train) non-insurance issue – Good Samaritan Law
 - AED Tern Grill
 - Bag personnel: furnish with list of member who are storing their bags so they know whose clubs to get out when members are playing (Assistant Pro or Adm. Assistant's job duty)
 - Carts – kept clean
 - Cart Signs (we have asked for same the past 2 years-they are all set to copy for carts)
 - **Ice/Water Machine outside** pro shop so players do not have to use the Tern Grill to fill up water containers (charged \$1.00 per cup last season). This would also

help Pace of Play. Members and outside play should not have to stop and come into the clubhouse for water.

- New score cards – larger to inform players of our **new local rules**.
- Pencils with erasers

SECTION V. RECOMMENDATIONS FOR BOARD ACTIONS

1. Provide a plan and the necessary funding to bring our Robert Trent Jones Sr. golf course back to exemplarily condition.

Respectfully Submitted,

Larry Davies

OPGAC Chairperson