

COUNTY OF SACRAMENTO

Department of Regional Parks - Golf Division

Policy and Procedures Manual

- ❖ Ancil Hoffman Golf Course
- ❖ Cherry Island Golf Course
- ❖ Mather Golf Course

Revision Date: August 2019

Prepared by: Greg Blik, Golf Division Manager

Approved by: Liz Bellas, Director

SACRAMENTO COUNTY GOLF DIVISION

Policy and Procedures Manual

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County Golf Division – Policy and Procedures Manual Revision Log

<u>Revision Date</u>	<u>Page(s) Revised</u>	<u>Section Revised</u>	<u>Description of Revision(s)</u>
January 2015	All	All	Position updates, Fees, PAP
May 2016		D1-D6	Fee increases
August 2019	All	Any related to addresses or position changes	

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General Information

1.1 Introduction

Interest in golf has increased in Sacramento County, as it has throughout the United States. There has also been a tremendous increase in competition for golf rounds between various daily fee and municipal golf course operators. Those who use the County's golf courses may desire information about our policies and procedures. This manual will assist in clarifying questions and concerns. It will become necessary to periodically examine the golf course manual to ensure that it meets the diverse needs of all those who use our facilities.

1.2 Our Vision

"To offer the highest quality public golf course facilities and services to the widest range of County residents and visitors to the region, at affordable prices."

1.3 Our Mission

Sacramento County managers and staff strive to provide quality golf experiences for customers and Sacramento County residents by:

- A. Assessing reasonable rates
- B. Providing well operated and maintained facilities
- C. Hiring and training employees whose attitude and skill level enhances the recreational experience for our customers
- D. Improving facilities consistent with capital improvement goals
- E. Applying sound management practices in the operation of the golf courses
- F. Providing equal access to all
- G. Growing the game of golf as called for by the United States Golf Association (USGA)
- H. Insuring that the Golf Fund remains self-supporting (as directed by the Board of Supervisors)

1.4 Purpose of This Manual

- A. The purpose of this manual is to establish uniform policies and procedures to govern the operation, maintenance and use of Sacramento County owned and operated golf courses. This manual provides information of a directive nature for members of the Sacramento County Department of Regional Parks staff, fee managers, and concessionaires operating each golf course.
- B. In order to keep the manual up-to-date, Department staff will attempt to review and revise the manual every two years. However, the manual should be reviewed and revised as necessary to remain an effective tool in managing County Policy. Suggestions for clarity of content are welcome and should be submitted, in writing, to the Golf Division.

Greg Blik, Golf Division Manager
 Department of Regional Parks
 Golf Division
 10361 Rockingham Drive, STE 100
 Sacramento, CA 95827

1.5 Updates and Revisions

The manual has been designed so that changes, additions, and revisions can be distributed and inserted into the manual without altering the page numbering system. A log sheet should be maintained by each designated “holder” of the manual to insure that it is kept up to date.

A. Golf Policy Procedures Manual Holders – Distribution List

Position	Holder
<i>Agency Head, Robert Leonard</i>	<i>Exec. Secretary</i>
<i>Parks Director</i>	<i>Liz Bellas</i>
<i>Golf Division Manager</i>	<i>Greg Blik</i>
<i>Ancil Hoffman - Golf/Park Maintenance Golf Shop Manager Food & Beverage Manager</i>	<i>Greg Blik Asa Jenning Derek Smith</i>
<i>Cherry Island - Golf Shop Manager Golf Course Superintendent Food & Beverage Manager</i>	<i>Marcus Patterson Craig Strong Jeff Stevens</i>
<i>Mather - Golf Shop Manager Golf Course Superintendent Restaurant Manager</i>	<i>Curt David Moody Ayeb Daniel Fuchino</i>
<i>Fee Managers - CourseCo Inc. and Empire Golf Inc. merged in 2019. Empire will dissolve at expiration of agr.</i>	<i>Mike Sharp Rod Metzler</i>
<i>Sacramento County Recreation & Parks Commission (5)</i>	<i>Commissioners</i>
<i>Sacramento Golf Council, All Members (26)</i>	<i>Members</i>
<i>Course Affairs Committees, All Members (15)</i>	<i>Members</i>

1.6 Golf Division Contact List

Automated Tee-Time Reservation System 368-PUTT (7888)

NOTE: The area code for all numbers is 916 unless listed.

<u>Administration</u>	<u>Work</u>	<u>Fax</u>	<u>Email</u>
Greg Blik, Golf Division Manager	875-6757	875-6050	blikg@saccounty.net
ASO III – Adriane Rosemond	875-5925	875-6050	rosemonda@saccounty.net

Ancil Hoffman Golf Course

Maintenance

Greg Blik, Park/Golf Maintenance	482-9792	482-9796	blikg@saccounty.net
Johnny Galvan, Park Maint. Worker	482-9792	482-9796	
Jay Nilan, Park Maint. Worker	482-9792	482-9796	

Golf Shop

	482-3284	482-1206	
Asa Jennings, Golf Shop Manager	482-3813	482-3089	ajennings@golfancilhoffman.com
Kyle Metzler, Head Professional	482-3813	482-3089	kmetzler@golfancilhoffman.com

Restaurant

Derek Smith , F&B Manager	481-1701		dsmith@golfancilhoffman.com
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Cherry Island Golf Course

Maintenance

Craig Strong, Superintendent	991-7659	991-0771	cstrong@golfcherryisland.com
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Golf Shop

	991-6875	991-6512	
Marcus Patterson, Golf Shop Mgr	991-7293	991-6512	mpatterson@golfcherryisland.com

Restaurant

Jeff Stevens, F&B Manager	991-2451		jstevens@golfcherryisland.com
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Mather Golf Course

Maintenance

Moody Ayeb, Superintendent	364-4361	364-4360	mayeb@playmather.com
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Golf Shop

	364-4354	364-4360	
Curt David, Golf Shop Manager	364-4354	364-4360	cdavid@playmather.com

Restaurant

Daniel Fuchino, F&B manager	364-4354	364-4360	dfuchino@playmather.com
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Campus Commons Golf Course

Dale/Wendy Arinno, Maint./Operations	922-5861		wendyarinno@msn.com
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Description of Facilities

2.1 Ancil Hoffman Golf Course

- A. Ancil Hoffman Golf Course is a nationally ranked (top 75 public golf courses by Golf Digest), 18-hole, championship golf course, par 72 for men and par 73 for women. The course ratings are as follows:

Gold Tees (Men)	Rating 73.3	Slope 131	7,009 yards
Blue Tees (Men)	Rating 71.3	Slope 126	6,538 yards
White Tees (Men)	Rating 68.8	Slope 120	6,016 yards
White Tees (Women)	Rating 74.8	Slope 132	6,016 yards
Black Tees (Men)	Rating 66.6	Slope 116	5,517 yards
Black Tees (Women)	Rating 71.5	Slope 125	5,517 yards
Green Tees (Men)	Rating 64.7	Slope 113	5,107 yards
Green Tees (Women)	Rating 69.1	Slope 117	5,107 yards

- B. The course was designed by William Bell Jr. and opened for play on May 15, 1965. The facility includes a 2186 square foot full service golf shop, a 2163 square foot restaurant with a full service bar, a tournament room in the clubhouse, and the Ancil Hoffman Trophy Room building, which is now used as the performance studio for the teaching academy. The golf course has a driving range, two practice putting greens and a practice bunker available for instruction and individual use. (See attached location map at Appendix G)

2.2 Cherry Island Golf Course

- A. Cherry Island Golf Course is an 18-hole, championship golf course, par 72 for men and par 72 for women. The course ratings are as follows:

Blue Tees	Rating 71.9	Slope 129	6,562 yards
White Tees	Rating 70.8	Slope 124	6,201 yards
Gold Tees	Rating 71.8	Slope 121	5,556 yards
Red Tees	Rating 70.0	Slope 117	5,163 yards

- B. The course was designed by Robert Muir Graves and opened on June 1, 1990. The facility includes a 2603 square foot full service golf shop and a 4231 square foot restaurant with a full service bar and patio area. The golf course has a driving range, practice putting and chipping greens for instruction and individual use. (See attached location map at Appendix G)

2.3 Mather Golf Course

- A. Mather Golf Course is an 18 hole, championship golf course, par 72 for men and par 74 for women. The course ratings are as follows:

Blue Tees	Rating 71.8	Slope 125	6,734 yards
White Tees	Rating 70.3	Slope 123	6,436 yards
Red Tees	Rating 72.4	Slope 119	6,028 yards
Forward Tees	Rating 71.7	Slope 123	5,811 yards

- B. The course was designed by Jack Fleming and built by the U.S. Air Force. The first nine holes opened in 1958 with the second nine opening in 1963. The County purchased the golf course from the Air Force and opened it for public play in May 1994. The facility includes a 6,700 square foot clubhouse including a full service golf shop and restaurant with covered outside seating. The outside facilities include a driving range, practice bunkers, putting and chipping greens as well as a reservable practice and teaching area. (See attached location map at Appendix G)

2.4 Campus Commons Golf Course

Campus Commons Golf Course is an “Executive” 9-hole golf course located within the American River Parkway. The golf course was designed by William C. McDowell and was built in 1973. This County-owned, nine-hole golf course is currently under a long-term lease to independent contractor CAMPUS COMMONS GOLF COURSE PARTNERSHIP for development, operations, clubhouse, and parking area. Maintenance and operation of the golf course is performed solely by the private operator, with limited County involvement. As a result of the lease provisions, this course is excluded from these policies and procedures. The Campus Commons lease term expires April 30, 2012, with a ten-year option for extending the agreement.

Responsibilities

3.1 Course Operation & Maintenance

The following golf courses are owned by Sacramento County and managed by the Department of Regional Parks, Golf Division.

	Golf Course	Maintenance Responsibility
A.	Ancil Hoffman	County
B.	Cherry Island	Empire Golf Inc.
C.	Mather Golf Course	CourseCo Inc.
D.	Campus Commons	Campus Commons Golf Partnership

3.2 Security and Law Enforcement

The Sacramento County Sheriff's Department and the Department of Regional Parks's Ranger Unit provide enforcement of laws and ordinances within the park/golf course.

3.3 Golf Shop and Restaurant Operations

Agreements are publicly bid and awarded by the Sacramento County Board of Supervisors. Negotiation, supervision, control and monitoring of the contracts are responsibilities of Golf Division staff.

A. Ancil Hoffman Golf Course

1. The Golf Shop at Ancil Hoffman Golf Course is operated under a fee management agreement with Empire Golf, Inc.
2. The Restaurant at Ancil Hoffman Golf Course is operated under a fee management agreement with Empire Golf, Inc.

B. Cherry Island Golf Course

All facilities at Cherry Island Golf Course are operated under a fee management agreement with Empire Golf, Inc.

C. Mather Golf Course

All facilities at Mather Golf Course are operated under a fee management agreement with CourseCo Inc.

D. Campus Commons Golf Course

All complete facility at Campus Commons Golf Course is operated on a long term lease between the County of Sacramento and CAMPUS COMMONS GOLF COURSE PARTNERSHIP.

3.4 Player Assistant Program

Player Assistants are volunteers whose services are used by the County of Sacramento to serve the public good. Their duties include regulating pace of play and coordinating emergency services on the golf course as may be necessary. Managing Player Assistant services is the responsibility of the Fee Managers. Services are required during peak periods of play, tournaments, and at other times, as needed, to reduce slow play and maintain orderly play on the golf course. See Appendix E for a detailed list of the duties and responsibilities of Player Assistants.

3.5 Course Affairs Committees

A. A Course Affairs Committee has been established at each golf course and serves as an advisory body to the Director. The Committees are typically involved in green fee evaluations and course condition reviews. The composition of the Committee is described in this manual in Appendix A. An organizational chart that depicts the relationship of golf course organizations and agencies to the Golf division is included in Appendix B.

B. The Department encourages 'Home Clubs' from each golf course to provide representation on the Course Affairs Committee at each course. Organizations currently recognized as 'Home Clubs' are identified in Section VII of this manual.

3.6 Sacramento Golf Council

The Sacramento Golf Council is a non-profit, non-political, voluntary organization composed of a maximum of 26 members who are residents of the City and County of Sacramento. The Golf Division Manager, County Golf Division and the City of Sacramento Golf Administrator jointly appoint individuals to the Golf Council for two-year terms. (See Appendix C, Council By-Laws)

3.7 Equal Access Provision

The County of Sacramento prohibits discrimination on the basis of race, color, national origin, age or disability in their programs or activities. If anyone believes he or she has been discriminated against in any recreation activity, program, or facility, a complaint may be filed with the Department of Regional Parks, 4040 Bradshaw Road, Sacramento, California 95827, or call (916) 875-6961.

Facilities and Services

4.1 Golf Course Public Access Information

Sacramento County golf courses are scheduled to be open for play each day of the year. Play is normally permitted on each golf course, seven days a week, from sunrise until dark. In the event a golf course becomes unplayable, the Golf Course Superintendent, Golf Shop Manager, or his/her designated representative may close the golf course. These individuals, for each golf course, are listed on page 2-3. In the event the Golf Course is closed, the Superintendent or the Golf Shop Manager must notify the Golf Division Manager.

4.2 Golf Shop

The golf shops are operated under a fee-for-service management agreement with the County. Hours of operation are from sunrise to dark, seven days a week. Services provided:

- A. Starter and reservation services
- B. Player Assistant services
- C. Golf merchandise sales, services and repair
- D. Golf instruction
- E. Driving range
- F. Equipment rental
- G. Golf cart rental and maintenance
- H. Tournament booking
- I. Participation with course affairs committee activities
- J. Minor facility improvements

4.3 Driving Range

The driving range is open to the public during golf shop hours. The golf shop is responsible for all driving range operations and up-keep. The Golf Course Superintendent is primarily responsible for maintaining the turf on the range and determines when use is allowed.

4.4 Restaurants

The restaurants are operated under contract with the County. Services consist of restaurant food and beverage sales, on-course food and beverage cart sales, and catering services. Hours of operation may vary but are typically from sunrise until dark, seven days a week during peak periods, unless the course is closed earlier due to inclement weather. Restaurant hours may

vary with the season, as well as, differences in operating hours spelled out in each operating agreement.

4.5 Alcohol Policy

Restaurant managers and serving staff will abide by the laws of the State of California when serving alcohol. Responsible sale of alcohol is the primary responsibility of the restaurant manager, but all staff must use good judgment when serving alcohol. Alcohol certification training is required by all restaurant managers and is recommended for all serving staff.

4.6 Tournament Room

The Ancil Hoffman Tournament Room is located in the clubhouse for use by recognized tournament groups. There is no fee for its use. Empire Golf Inc. staff is responsible for keeping the bulletin boards clean and organized.

4.7 Ancil Hoffman Trophy Room (Oak Room)

The Ancil Hoffman Trophy Room, now called the Oak Room, has 1,149 square feet of floor space. The building was opened in 1976 and named in honor of the late Ancil Hoffman, who was a member of the Sacramento County Board of Supervisors. The room is now used by the teaching academy as an indoor teaching and fitness room as well as offices for instructors. A netted hitting station and putting surface were installed in 2013. Empire Golf Inc. is responsible for up-keep and care of this room. The room contains men and women's restroom facilities. There are no kitchen facilities.

4.8 NCGA Computer- Policy/Procedures

The Home Clubs at each golf course are responsible for the maintenance, upkeep, reporting of errors and problems, and upgrading of the NCGA Computer at each golf course. The golf staff will determine where the computers are located.

4.9 Ancil Hoffman Picnic Area Policy

The Ancil Hoffman Restaurant Manager is allowed to use the Picnic Area adjacent to the Ancil Hoffman Golf Course for catered events, both golf and non-golf related (see attached map at Appendix G). The Restaurant Manager will be the only person allowed to reserve this picnic area, other than those events designated by the Department and handled internally by Department Staff. As part of the responsibility for reserving this area, the Restaurant Manager must coordinate with the Department's Ranger Unit to advise them of the reserved use of this area. The following procedures must be followed for events where the Ancil Hoffman Restaurant Manager is using the designated picnic area.

A. Informing the Ranger Unit

The attached form to Section 4, contains information listed below that is required by the Ranger Unit. The Restaurant Manager must complete and fax this form to the Ranger Unit at 875-6632 at least one week in advance of a scheduled event.

1. Date and time of the Event

2. Name of the group using the picnic area
3. Whether the event is golf or non-golf related

B. Golf Related Event Procedures

These are events that precede or follow a golf outing where the participants are having the food catered by the Ancil Hoffman Restaurant Staff.

1. The Ranger Unit must be notified so they can advise the kiosk personnel with the name (and location) of the event so the participants will not be charged for parking and can be given directions.
2. The event participants need to be advised to tell the kiosk operator that they are there for the event (by name) so they will not be charged for parking.

C. Non-Golf Events

Events that are strictly catered by the Ancil Hoffman Restaurant Staff with no golf involved.

D. Ranger Notification

The Ranger Unit must be notified so they can provide the kiosk personnel with the name (and location) of the event so directions can be given and to ensure the parking charges are handled in one of the following pre-arranged formats:

1. Pre-Paid Parking - Parking is paid in advance through the Restaurant Operator to the Ranger Unit and participants are provided with proof of payment chits to give to the kiosk.
2. Normal Payment Process - Participants in the event pay as they enter individually and are advised of the park fee in advance.
3. Post-Payment Parking - Arrangements are made in advance with the Ranger Unit to have the kiosk staff keep track of the number of participant vehicles so that a bill can be sent after the event to either the Restaurant Operator or to the group holding the event for payment.

E. Restaurant Operator Reservation Procedures

1. The Restaurant Manager will place a permanent sign in the picnic area stating "This area is reserved by the Ancil Hoffman Golf Course Restaurant for catered group events by calling (916) 481-1701."
2. The Restaurant Manager will insure the reserved area is identified the evening before the event to preclude a non-scheduled group from claiming

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it the morning of the event. This can be done with signs or by taping off the designated area.

3. The Restaurant Manager and Staff will insure that no vehicles are allowed to drive or park on the turf areas around the picnic area.

Ancil Hoffman Park Picnic Area
Event Notification Form

The following event is being catered at the Ancil Hoffman Park Picnic Area by the Ancil Hoffman Restaurant.

Date of Event: _____ Time of Event: _____

Name of Group & Event: _____

Contact Person: _____ Phone: _____

Estimated Number of Attendees: _____

Is this event part of a Golf Tournament?: **Yes:** _____ **No:** _____

Is this strictly a catered event?: **Yes:** _____ **No:** _____
(If yes, complete the following)

How will the Parking Fees be handled?

_____ **Pre-Paid (Payment in advance through the Restaurant Operator.)**

_____ **Normal Public Paying Process (Each vehicle pays at the kiosk.)**

_____ **Post Payment Parking (Make arrangements with Ranger Unit to have kiosk track the number of cars so one bill can be sent.)**

Billing Name & Address: _____

Form Complete By: _____

FAX COMPLETETED FORM TO: The Parks Ranger Unit @ 875-6632

Attn: Kathleen Utley

Course Play and Operation Policies

5.1 Etiquette and Rules for Golfers

- A. Golfers are expected to comply with all rules established by the United State Golf Association while playing golf
- B. Golfers are expected to use proper and accepted golf etiquette while using Sacramento County golf courses and adjacent facilities
- C. Golfers must conduct themselves in a safe manner
- D. Golfers must not be abusive to fellow players, the golf course, or course personnel
- E. When a golfer or group of golfers is playing too slow, compared to the golfers they are following, they must speed up their pace or move to the next forward set of tees in order to keep pace
- F. No golfer shall hit into other golfers playing in front of him/her
- G. Courtesy to fellow golfers must be practiced at all times

5.2 Removal of Golfers from the Golf Course

- A. The Golf Course Superintendent, Golf Shop staff, Golf Player Assistant, Park Ranger, and golf course maintenance personnel are authorized to request that golfers follow the rules published in this manual, printed on the score card, and posted at the golf course (SCC 9.36)
- B. If any golfer needs to be reminded of golf rules, etiquette, or accepted safety practices on more than one occasion, he/she may be asked to leave the golf course
- C. Under extreme circumstances a golfer may be asked to leave the golf course and the County property immediately and without warning

- D. In cases where property damage has occurred as a result of improper behavior, in addition to removal from the golf course, no refunds will be made and additional charges may be assessed depending on the extent of the damage.
- E. Normally, removal of a golfer from the golf course will be done only if the golfer has impaired the health, welfare, or safety of others, has damaged the golf course, or failed to comply with established rules, regulations, or policies
- F. Removal may be approved by the Golf Course Superintendent, Golf Shop Manager, Supervising Player Assistant, Park Rangers, Sheriff's Patrol or a combination of these individuals
- G. Removal actions shall be done firmly, politely and only after all the facts bearing on the situation have been ascertained
- H. When in doubt regarding a rule violation or situation that may warrant removal of a golfer from the course, contact should be made with either the Golf Course Superintendent, Golf Shop Manager, and/or Park Rangers before taking action
- I. If the Golf Course Superintendent or Golf Shop Manager cannot be reached and the Park Rangers are unavailable, good judgment must be exercised
- J. As soon as it is possible to do so, notify the Golf Course Superintendent and Park Rangers of action (s) taken
- K. Prepare a complete written incident report of the situation, including all names, dates, times and details of the incident, and actions taken, then submit this report to the Golf Course Superintendent, the Deputy Director, Golf Division, and the Park Rangers no later than 24 hours following the incident

5.3 Golf Carts

Golf carts shall be operated in a safe manner at all times. The minimum age for renting and operating a golf cart is 18 years of age. Carts that are operated in an unsafe manner or that risk bodily injury or damage to the cart or the golf course shall be confiscated from the offending golfers. The Golf Shop Manager, Player Assistants, and Golf Course Superintendent are all authorized to take appropriate action if improper operation of a golf cart is observed. Golfers must sign a rental agreement whereby they are held liable for damage to their assigned golf cart. All golf carts, both power and pull carts, must be kept 30 feet from greens and tees. All power carts must remain on cart paths from tee to green, unless advised otherwise. Wet turf conditions will determine whether golf carts will be permitted off of existing cart paths at each golf course, on a daily and even hourly basis by the Golf Shop Manager. Management staffs, or their designated representatives, are responsible for making this determination. Golf carts are required for Premium Shotgun Events and Weekend Special Events.

5.4 Disabled Golfer Golf Cart Policy

The purpose of the Disabled Golfer Golf Cart Policy is to provide guidance to Golf Shop Managers that insures that golfers with permanent and temporary disabilities are treated fairly and that reasonable accommodations are offered to all.

A. Cart Flagging Policy

1. Each golf course will maintain a sufficient number of approved disabled cart flags that can be attached to golf carts for customers with disabilities that require mobility assistance.
2. Customers requesting use of a flagged golf cart will be accommodated depending on turf conditions (see below) at that time. When turf conditions are appropriate, flagged golf carts will be allowed off the established cart paths using the 90-degree rule so long as they remain 30 feet from all greens and tees.

NOTE: The 90-degree rule permits a golfer to drive the golf cart on the cart path to a point even with their golf ball and then allows that golfer to drive out to their golf ball (across the turf) at a 90-degree angle to the cart path avoiding flooded areas and potholes in the turf. After their shot, they must then drive back to the cart path using the same course of travel before continuing on to their next shot.

B. Adaptive Golf Carts

At Sacramento County golf courses where adaptive golf carts* are available, the golfer is requested to notify the golf course at least one day in advance, preferably when they make their tee time, to reserve the adaptive golf cart. The cart will be rented out on a first come first serve basis. The rental rate for use of the golf cart on the golf course is one half the price of a full cart rate. The specific policies governing the actual use of an Adaptive Golf Cart are contained in Exhibit H, Adaptive Golf Cart Policies. Individuals that bring their own Adaptive Golf Carts and Equipment to the golf course must insure that their personal equipment is approved by the golf course staff prior to taking it out on the golf course. These individuals must also comply with Exhibit H, Section 1B.

*Specially equipped single rider golf carts for golfers who are not able to walk.

C. Golf Cart Restrictions

Wet turf conditions will determine whether Adaptive and/or Flagged Golf Carts will be permitted off of existing cart paths at each golf course, on a daily and even hourly basis by Golf Shop Managers, Management staffs, or their designated representatives, are responsible for making this determination. There shall be three (3) categories used to define golf course turf conditions. (see Para 5.5)

D. Medical Verification of Disabled Golfers

Golfers requesting accommodation for a disability generally are not required to present medical verification of their disability. However, the County reserves the

right to request medical verification if at any time there is suspected abuse of this policy.

5.5 Turf Condition Categories

- A. **Dry** - Use 90-degree rule. All carts may drive directly across the fairway at 90 degrees from the cart path to hit their ball and then return directly to the cart path.
- B. **Wet** - Only persons having special medical permission (Flagged or Adaptive Golf Carts) are permitted to drive directly across the fairways to their ball and then return to the cart paths.
- C. **Very Wet** - No golf carts will be allowed off the cart paths.
- D. As turf conditions improve (Changing from **Very Wet** or **Wet Conditions to Dry**) golf carts will be allowed off the cart paths (always using the 90 degree rule). The decision to permit golf carts to drive on turf areas shall be based on public safety and protection of the golf course.
- E. Each golf course will display a sign near the first tee, indicating the Turf Condition Category in effect at that time. Golf shop staff will update the sign as conditions change.

5.6 Golf Bags and Clubs

Each player must have his/her own golf bag and clubs. Two or more persons using one set of clubs is prohibited.

5.7 Number of Players

No more than four players per reservation time shall be allowed except when approved by the Golf Shop Manager at each golf course. This should be done to solve an operational problem for that day as an exception rather than the rule. When five players are allowed to play at one time, they must all ride power carts and if they delay the pace of play, they will be divided into two groups (of two and three).

5.8 Shotgun Starts

Shotgun starts are permitted on a limited basis. (See Section 8, Paragraph 8.8, Premium/Shotgun Tournament Policy).

5.9 Shoes

Only approved golf footwear or shoes with flat soles are allowed on the golf course. Bare feet or shoes with rubber cleats that are not intended for golf are not permitted (e.g. baseball, softball, football or multi-cleat shoes). Soft spikes are encouraged.

5.10 Dress Code

As a courtesy to other players it is recommended that appropriate golf attire be worn. Shirts must be worn at all times.

5.11 Rain Check Policy

Employees should recognize that rain checks are a customer service recovery tool. Customer service should be a foremost consideration when issuing rain checks

- A. Rain checks may be given to any golfer after he/she has started play (teed off). The following guidelines apply:
 - 1. There is a confirmation that the customer paid a green fee and at what rate (use the customer's receipt or tee sheet to determine this)
 - 2. The rain check is issued at the green fee rate the customer paid. For example: If a customer is playing at twilight, do not issue a rain check for peak rates.
 - 3. Golf cart rental should be based on the number of holes remaining in the customer's round
 - 4. Rain checks will be filled out completely by the Counter Staff
 - 5. Rain checks should be issued with an expiration date of 90 days from date of play

- B. Reasons to issue a rain check:
 - 1. Customer or member of the group has to depart due to an emergency
 - 2. Customer or member of the group has taken ill
 - 3. Customer or member of the group is asked to leave due to slow play
 - 4. The Course is closed for any reason (other than normal closure) after play has started
 - 5. If a customer requests a rain check due to inclement weather (unless otherwise posted)

5.12 Inclement Weather Closure

In the event of heavy rain or electrical storms/lightning the golf course may be closed. Rain checks may be issued in the event of an inclement weather closure, as determined by Golf Course Golf Shop Manager or his/her designated representative.

5.13 Frost Policy

- A. The purpose of the Frost Policy is to accommodate golfers that have been delayed due to frost conditions by getting as many golfers out on the golf course as soon as possible in an orderly and efficient manner. The frost policy will be implemented by decision of the Golf Course Superintendent or a designated representative. To compensate for the anticipated delays when weather forecasts indicate that frost is a possibility, each golf course should block out sufficient tee times, as determined by the Golf Shop Manager, between 12 noon and 1 p.m. to prevent the morning backups from delaying the scheduled afternoon tee times. The Golf Shop Managers and Staff will determine the manner in which play will commence from the following:

1. Delayed Start – Normally used when delays are short, less than one (1) hour. Move all tee times up to when play starts and send each scheduled group out in order off the #1 tee
2. 1-10 Start – Normally used when delays are more than one (1) hour. Start groups in the order of the scheduled tee times with the earliest times going off on holes #1 and #10. Send all 9-hole groups out on #10 while 18-hole groups start on #1. If there are no 9-hole groups or after all 9-hole groups have gone out on #10, then send alternating 18-hole groups with tee times out on #1 and #10 tees until tee times are caught up or groups start making the turn. Fill in any gaps with the remaining golfers.
3. Shotgun Start – Used only when delays are extremely long (two hours or longer) and a sufficient number of golfers are waiting. Start many golfers at the same time on different holes when you have enough golfers to fill out at least nine holes.

5.14 Cooler/Ice Chest Policy

Coolers (ice chests) are not permitted on the golf course except when obtained through the golf course restaurant. Sacramento County Ordinance 936 states that any food items, beverages or golf-related equipment not purchased from County golf course operations may not be distributed on or around the golf course. Any individual(s) that brings food, beverages or golf-related equipment for distribution will be asked to remove these items, and this individual(s) may be denied reservation for future tournaments at Sacramento County golf courses

Administrative Policies

6.1 Green Fees

- A. Except as otherwise provided in this Section, all persons playing golf on the Sacramento County golf courses will pay green fees. The Sacramento County Golf Course Fee Schedule of currently applicable fees is provided in this Manual (see Appendix D). The following administrative policies regarding age categories shall be used to determine which fee shown in Appendix D is applicable. Proper identification must be shown to the starter at the time of play or no age or low-income discount will be given.
1. Adult. A person who is eighteen years or older or who is under eighteen and does not have a junior etiquette card (See Paragraph 6.8) (except for members of a recognized high school), is defined as an adult.
 2. Junior. A person who is under eighteen years of age and who possesses and displays an etiquette card obtained by completing a required training course in golf rules and etiquette at a recognized golf facility is a junior.
 3. Seniors. A person who is sixty years or older and possesses a picture ID qualifies for the senior rate.
 4. Low Income Resident/Family. A person who possesses verification of low-income qualification from the County of Sacramento Department of Social Services.
- B. Types of low-income verification are:
1. Income Verification Printout (Provided by their social workers)
 2. A check stub verifying proof of their monthly aid
 3. Services Access Card (SAC) with current month's check stub
 4. Benefit Issuance Card (BIC)/Medi-Cal Card
 5. The Automated Food Stamp Issuance Card (FAIR)
 6. General Assistance Bus Pass Card (Photo ID)
 7. Aid in Kind Program (AIK) check stub for current month
- Low-Income Senior. A person who is sixty-five years or older and possesses one of the above forms of verification is considered a low-income senior.

6.2 Holidays

Holiday rates shall apply to the following holidays for the 2015 season.

<i>Ancil Hoffman Golf Course</i>	<i>Dates – 2015</i>
A. New Year’s Day	Thursday, January 1 st
B. Martin Luther King, Jr’s Birthday	Monday, January 19 th
C. Presidents’ Day	Monday, February 16 th
D. Memorial Day	Monday, May 25 th
E. Independence Day	Friday, July 3 rd
F. Labor Day	Monday, September 7 th
G. Veteran’s Day	Wednesday, November 11 th
H. Thanksgiving & Day After	Thursday, November 26 th and Friday, November 27 th
I. Christmas Week	Thursday, December 24 th through Thursday, December 31 st

<i>Cherry Island Golf Course</i>	<i>Dates – 2015</i>
A. New Year’s Day	Thursday, January 1 st
B. Martin Luther King, Jr’s Birthday	Monday, January 19 th
C. Presidents’ Day	Monday, February 16 th
D. Memorial Day	Monday, May 25 th
E. Independence Day	Friday, July 3 rd
F. Labor Day	Monday, September 7 th
G. Veteran’s Day	Wednesday, November 11 th
H. Thanksgiving & Day After	Thursday, November 26 th and Friday, November 27 th

I. Christmas Week	Thursday, December 24 th through Thursday, December 31 st
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<i>Mather Golf Course</i>	<i>Dates – 2015</i>
A. New Year’s Day	Thursday, January 1 st
B. Martin Luther King, Jr’s Birthday	Monday, January 19 th
C. Presidents’ Day	Monday, February 16 th
D. Memorial Day	Monday, May 25 th
E. Independence Day	Friday, July 3 rd
F. Labor Day	Monday, September 7 th
G. Thanksgiving & Day After	Thursday, November 26 th and Friday, November 27 th
H. Christmas Week	Thursday, December 24 th through Thursday, December 31 st

If a holiday falls on Sunday it is observed on the following Monday. If a holiday falls on Saturday, it is observed on the preceding Friday. Home clubs will not be granted preferred starting times on any recognized holiday as outlined in this Section.

The annual holiday calendar has been adopted by the Recreation and Park Commission for perpetual use. The annual holiday calendar will be posted at the golf courses by January 1 of each year.

6.3 Complimentary and Reduced Rate Play

- A. Except as noted below, complimentary and reduced rate play privileges apply only to weekdays. The following persons shall be allowed to play golf on the Sacramento County Golf Courses without paying green fees or for a reduced rate (as noted) under the circumstances listed: (Name and organization must be written on starter sheet, and the appropriate identification must be shown.)
 - 1. Visiting Golf Professional and Apprentices (to reciprocate for complimentary play privileges at their course) who are members of the Professional Golfers Association (PGA)

2. Visiting Class 'A' and Class 'B' members of the Golf Course Superintendent's Association to reciprocate for complimentary play privileges extended at other courses
 3. County Representatives include the Director of the Sacramento County Department of Regional Parks Director, the Deputy Director responsible for the Golf Division, and the Superintendent of Golf. These individuals may play any day their work schedule allows.
 4. The Head Golf Professional and Golf Shop Manager at each Sacramento County Golf Course and his Assistant Golf Professionals may play any Sacramento County Golf Course.
 5. The Golf Course Superintendent and the Assistant assigned to each of the Sacramento County Golf Courses, when inspecting the course conditions or planning maintenance activities may play any Sacramento County Golf Course.
 6. Retired Directors of the County of Sacramento Department of Regional Parks. (Limited to weekdays only).
 7. Friends of the County of Sacramento Department of Regional Parks - These persons shall obtain prior approval of the Director before playing and shall be either performing a service without a charge to Sacramento County or evaluating the course as a part of their job responsibilities.
 8. Sacramento Golf Council members, on weekdays only may play at a reduced rate. (At courses where tournaments are held only). The current reduced rate is \$6 for greens fee and \$4 for cart rental.
 9. Rating Committees from the N.C.G.A; P.W.G.A.; golf course consultants; Course Affairs Committee members; and visiting parks and recreation officials responsible for maintenance and operation of public golf courses.
 10. Golf Course Player Assistants will adhere to the Player Assistant agreement.
 11. Special Issuance - Complimentary or Promotional Passes issued under the authority of the Director of Regional Parks, Recreation and Open Space for special promotions or customer compensation. The days of the week play is allowed will be listed on the passes.
- B. Each golf course shall maintain a complimentary play binder (log) and shall ask each person playing under the complimentary play policy to sign the log sheet before playing.

6.4 Student Team Play

- A. All requests for authorization to play matches or tournaments at Sacramento County golf courses must be submitted in writing to the Golf Course Manager six weeks prior to the scheduled start of the league play. Team schedules must be submitted to the Golf Course Manager two weeks prior to the first scheduled match or tournament.
- B. Supervision of the various golf teams shall be the responsibility of the respective golf coaches. They shall supervise each of their school's scheduled matches and tournaments and see that play on the golf course conforms to all established rules. No play will commence without the supervising coach present. Failure to abide by this

policy may result in revocation of golfing privileges at the respective Sacramento County Golf Course for that school. Requests for practice rounds and match starting times must be made by the Golf Coach in charge of each team. High School rounds will not commence prior to 3:00 p.m.

1. **High School Schedule:**

The dates permitted under this policy for the high school golf schedule shall be from February 1st through April 30th, Monday through Thursday, excluding holidays and Premium Shotgun events. A maximum of five consecutive tee times (20 players) per day will commence at 3:00 p.m. for recognized match play.

- a. The Golf Shop needs a master schedule of all practice and league play by January 1.
- b. All schedules must be accompanied with a published C.I.F. (California Interscholastic Federation) league schedule.
- c. Failure to notify the Golf Shop of cancellations of scheduled times, including practice and match play, eight days prior to the scheduled date will result in revocation of golfing privileges at the respective Sacramento County golf course.
- d. Student Team Play fee rates are reflected on the fee schedule.
- e. The Inclement Weather Closures (Paragraph 5.9) also pertains to High School Play.
- f. Scheduling for team play will be considered on a case-by-case basis.
- g. Women's High School Team Play will also abide by these rules with the exception of scheduling. The scheduling of Women's High School Team Play will be handled with each golf course Manager on a case-by-case basis.

6.5 Nine-Hole Play

Only the first hour and one-half of tee times each day will be allowed to play the back nine holes (Sun up back nine). Nine hole players may be permitted to play the front nine holes during twilight golf time or if no golfers have requested 18-hole play.

6.6 Time of Day/Year Play

All times of day/year rates are outlined in Appendix D.

6.7 League Play

- A. Shall be accepted on a space available basis
- B. Available at all three County Golf Courses
- C. Available all year
- D. Shall be permitted on the front 9 holes only

- E. Considered to be tournaments and are subject to the same regulations regarding deposits, cancellation, and minimum number of players

6.8 Junior Golf Etiquette Classes

The staff of the Golf Shop shall conduct Junior Golf Etiquette Classes for persons under the age of 18. These classes shall be held at least twice a year. The classes shall be designed to teach young golfers golf etiquette and the rules of golf. A Junior Golf Etiquette Card shall be issued to all persons who complete a class. This card shall entitle the holder to play golf at the junior green fee rate at the County Golf Courses. Etiquette Cards issued by other golf courses will be accepted to meet this requirement.

6.9 Starting Times/Intervals

- A. As a rule, eight minute intervals between starting times shall be administered at each golf course for regular play. These intervals shall be used unless otherwise directed by the County.
- B. Persons with reserved starting times must check in at the starter's desk at least 15 minutes prior to their scheduled tee off time or they will lose their reservation.

6.10 Reservations for Starting Times

- A. All Weekday, Weekend and Holiday starting times will be available by phone or in person at the Golf Shop seven (7 ½) days in advance starting at 12 noon. (i.e. Friday at noon you may schedule for the next Saturday's tee times).
- B. The County may choose to implement an advance reservation procedure that will allow tee times beyond 7 ½ days in advance. If this is done, the procedures will be individually defined and policy will be distributed accordingly.

Home Clubs

7.1 General Description

A golf club designated as a home club enjoys a special relationship with its golf course. Both the club and the golf course benefit from this relationship.

7.2 Home Club Privileges

- A. Use of facilities as approved by the Golf Shop Manager and the Deputy Director, Golf Division.
- B. Preferred tournament starting times are available to home clubs.
- C. No tournament fees are required since they provide their own slow-play reduction program.
- D. They receive assistance from the Golf Shop Staff in running their events.
- E. The Golf Shop Staff provides educational programs at home club meetings.
- F. The Golf Shop Staff provides accounting and record keeping support.
- G. They receive added value pricing on prize fund purchases.

7.3 Benefits to the Golf Course

- A. Home Clubs represent the course through the Northern California Golf Association (NCGA) or Pacific Women's Golf Association (PWGA).
- B. They promote the course by carrying its name into the golf community when they compete in tournaments at other courses.
- C. Home Clubs support the course by purchasing tournament prizes at the golf shop and food and beverages items at the golf course restaurant.
- D. They have a vested interest in assuring the quality of course maintenance and operations. As such, they help improve the course by assisting in the formation of

policies and procedures as part of their representation on the Course Affairs Committees, and donations of services or materials.

- E. Their familiarity with course policies makes it easier for staff to support their tournaments. Less staff time is required for home club tournaments than for non-home club tournaments.
- F. The Home Clubs provide members who represent the Clubs and the Golf Course on selected advisory committees.

7.4 Designated Home Clubs

The following listed golf organizations shall be considered home clubs at their respective courses.

A. Ancil Hoffman Golf Course

Ancil Hoffman Golf Club
Ancil Hoffman Tuesday Women's Golf Club
Ancil Hoffman Parkway Ladies' Golf Club (Disbanded 2008)
Ancil Hoffman Business Women's Golf Club

B. Cherry Island Golf Course

Cherry Island Golf Club
Cherry Island PWGA Golf Club

C. Mather Golf Course

Mather Golf Club
Mather PWGA Golf Club

Tournament Procedures

8.1 Home Club Tournaments

Dates for home club tournaments must be requested by the individual clubs by November 1st of each year for two years out. Example: Home club dates must be submitted by November 1, 2004, for tournaments to be held in 2006 (January through December 2006). The requested schedules are to be sent to the Golf Shop Manager for the respective golf course. Conflicts in requested tournament dates shall be resolved by the Golf Shop Manager at that golf course. In the event of inclement weather (see Paragraph 5.9) a tournament may be cancelled and released from the Tournament Agreement. Frost, resulting in a delay of one hour or more from the tournament's first scheduled tee time, will exempt that tournament from the 90% rule. The tournament may be cancelled if there is insufficient daylight to allow the tournament to finish.

- A. Ancil Hoffman Golf Club
The Ancil Hoffman Golf Club shall be permitted 16 weekday and 21 weekend tournament dates distributed as equally as possible throughout the year. The starting time for these tournament dates shall be 8:00 a.m.
- B. Ancil Hoffman Tuesday Women's Golf Club
The Tuesday Women's Golf Club shall be permitted 50 tournament dates per year with a standard starting time of 8:30 a.m. on Tuesdays only.
- C. Ancil Hoffman Friday Parkway Ladies' Golf Club (Disbanded in 2008)
The Friday Parkway Ladies' Club shall be permitted 45 tournament dates with a standard starting time of 8:30 a.m. on Fridays only. The standard/applicable weekday rate will apply to Friday play by the existing club membership.
- D. Ancil Hoffman Business Women's Club
The Business Women's Club shall be permitted 40 tournament dates with a standard starting time of 8:30 a.m. on Sundays only.
- E. Cherry Island Golf Club
The Cherry Island Golf Club shall be permitted at least 30 tournament dates distributed as equally as possible throughout the year. The starting time and number of tee times must be presented to the Golf Professional 8 days prior to the tournament date.

- F. Cherry Island Monday Club (PWGA)
The Cherry Island Monday Club (PWGA) shall be permitted 47 Monday tournament dates (Holidays excluded -- 5 per year) with a standard starting time of 9:00 a.m.

- G. Mather General Golf Club (NCGA)
The Mather General Golf Club (NCGA) shall be permitted 42 tournament dates, distributed as follows:
 - 1. Up to 26 weekday dates annually, with a standard starting time of 8:00 a.m.
 - 2. Up to 16 weekend dates, with a standard starting time of 8:00 a.m.

- H. Mather Club (PWGA)
The Mather Golf Club (PWGA) shall be permitted 51 Thursday tournament dates (Thanksgiving Day omitted) with a standard starting time of 8:00 a.m. Holidays are an optional play date without transfers (Holiday rates apply).

8.2 Special Tournaments

The master calendar for tournaments opens on January 1st of each year for the next year. For example, on January 1, 2011, the master calendar for tournaments opens for calendar year 2010. The following organizations are granted the privilege of booking annual tournaments prior to the master calendar opening on January 1st each year. Tournaments may be held on the respective courses by the recognized home clubs and outside organizations as listed:

- A. Sacramento County Department of Regional Parks
- B. United States Golf Association
- C. Northern California Golf Association
- D. Sierra-Nevada Golf Course Superintendents Association
- E. Pacific Women's Golf Association (two tournaments)
- F. Sacramento Golf Council
- G. Ancil Hoffman Golf Shop
- H. Cherry Island Golf Shop
- I. Mather Golf Shop

8.3 Tournament Reservation Deposits- Home Clubs

The following policies and procedures apply to Home Club tournament reservations:

- A. A \$100.00 refundable tournament security deposit may be required from each home club for the purpose of reducing the number of cancellations and no-show golfers within each home club's play date schedule.

- B. Each home club may be required to submit to the Golf Shop the \$100.00 tournament security deposit before the calendar year's first scheduled play date and must maintain the deposit at the \$100.00 level throughout that year to maintain this privilege.

- C. Each home club must have at least 90% of the players who have reserved starting times pay green fees. Failure to maintain a 90% show rate could result in the home club being charged a security deposit.
- D. Continued no show problems could result in the home club privileges being revoked.
- E. Each home club is responsible for and must reimburse the security deposit, when required, for any expenditure before the next scheduled play date in order to maintain the \$100.00 deposit balance.
- F. Each home club is responsible for and must notify the Pro Shop eight days before a scheduled play date of any starting times that will not be used. The Pro Shop is responsible for and must release those starting times to the general public and must recalculate that Home Club's 90% no-show number.

8.4 Other Tournament Groups

The following policies and procedures apply to outside groups conducting tournaments at the Sacramento County golf courses.

- A. Groups of 20 or more players shall be classified as a tournament group and shall be allowed to reserve time in advance of the normal weekend or weekday sign-up policy.
- B. Other than special tournaments for groups listed in 8.2A above, the master calendar for tournaments opens for events two years out on January 1st each year. Advance Tournament Application Forms may be submitted on or prior to December 31st annually, but will not be processed or confirmed prior to January 1st annually for events during the following year. Example: Turn in applications for tournaments on or before December 31, 2009, for January-December 2011 tournament dates; thereafter, applications will be accepted anytime on or after January 1st for January-December 2011 events.
- C. The Golf Shop Manager will provide the Golf Course Superintendents an updated schedule of group events.

8.5 Sacramento Golf Council

- A. The Sacramento Golf Council shall be permitted to conduct tournaments with a standard starting time as early as 7:00 a.m. at the County golf courses. Distributed as equally as possible throughout the year.
- B. The number of SGC tournaments allowed is at the discretion of the County.
- C. Tournament Contracts and dates for the following year's tournament must be completed within 30 days of the current event that's being conducted.
- D. The first starting time for all 1st tee starting events will be dependent on the number of players estimated to be in the event. Each venue will work with the Tournament

Director at each course on an appropriate event start time that will allow for public access play prior to the event when the course is not needed for the entire day.

- E. Tee time intervals that deviate from the venues standards in the contract will result in additional green fees being charged to the tournament to offset lost revenue of the hosting course. Contact each facility for standard tee time intervals. Adherence to the selected tee time intervals must be maintained or additional charges may be warranted based on the number of additional tee times that are required to tee off the field.
- F. Final confirmation of the expected number of players in the event is required **9** days prior to the date of the event, 90% of that final 9 day number will be charged to the event if any cancellations should occur. Any additional entries maybe added at the end of the event if space is available.
- G. A pace of play standard must be agreed upon by the Tournament Directors for each event and the operators of each course. It is our belief that a pace of play policy must be strictly enforced to enhance the enjoyment of all the participants. This pace of play policy must include:
 - Adherence to the 8 or 10 minute starting times must be enforced by Golf Council first tee starters.
 - A pace of play/rules team must be created for each event. The number of officials must be sufficient to ensure rounds of golf that meet the following standards:
 - Under 4:45 hours - Straight Start Tournaments
 - Under 5:15 hours – Shotgun Tournaments
 - The course operators will also assist by making the volunteer Player Assistant staff available for events in needed.
- H. All tournament prizes and tee prizes must be purchased through the hosting golf course. Competitive pricing for selected goods will be offered.
- I. All tournament food and beverages for participants must be purchased through the hosting golf course
 - Exception: bottled water and ice may be purchased from an outside vendor for distribution **on the course only**.
- J. A F&B contract must be signed by the Sacramento Golf Council Tournament Director and returned to the golf course operator

8.6 Tournament Booking and Cancellations

The following policies and procedures also apply to outside groups holding tournaments at all Sacramento County golf courses.

- A. Each group must also submit a \$100.00 tournament deposit to the Golf Shop before the calendar year's first scheduled play date for that group (one \$100.00 deposit per group is required and must be maintained at the \$100.00 level for subsequent tournament bookings during that calendar year).
- B. Each tournament group must submit a fully completed tournament contract (which will be mailed by the Golf Shop to the requesting group) to the Golf Shop for each date requested.
- C. The tournament date(s) requested will be considered committed when the Golf Shop has received the signed tournament contract and the group's initial tournament deposit; failure to submit one part without the other will classify the request as incomplete and non-committed.
- D. The maximum period of time a date will be "held" by the Golf Shop without payment of the deposit and submission of the tournament contract is two weeks (14 days).
- E. A tournament must be cancelled no less than ninety (90) days prior to the tournament date to receive a refund of the \$100 tournament deposit.
- F. One hundred percent (100%) of all tournament fees, less the \$100 deposit, must be received by the Golf Shop fourteen (14) calendar days prior to the requested tournament date, or the tournament shall be canceled. For Tournament groups using Sacramento County Golf Courses more than three (3) times per year, the two week (14 day) pre-payment policy will be waived by the golf course so long as the tournament group pre pays for 100% of the tournament fees on the day of the tournament at least 1 hour (60 minutes) before the first tee time. For a group to be granted this exception to the policy, they must also remain in good standing with the golf course by continuing to meet their 90% player requirement and have not cancelled or not shown for a tournament date inside the 14-day window. The tournament group's deposit and event fees are to be made payable to the respective course, as follows:
 1. Ancil Hoffman Golf Course
6700 Tarshes Drive
Carmichael, CA 95608
 2. Cherry Island Golf Course
P.O. Box 1388
Elverta, CA 95626

3. Mather Golf Course
4103 Zinfandel Drive
Mather, CA 95665
- G. A tournament group shall have a minimum of 20 players. If over 20 players have been confirmed 14 days in advance of the play date, at least 90% of the confirmed player count shall pay green fees in order for the group to receive full credit of the tournament deposit. The amount of the deposit credited will be the \$100 deposit, less the amount of green fees used to bring the tournament group to the 90% minimum.
1. Tournament groups that notify the Golf Shop 14 days prior to the requested tournament date will be allowed to reduce the number of players to a minimum of 20 players without forfeiture of any part of the security deposit. They may increase the number of players if the golf course can accommodate them.
 2. Tournament assistance or special equipment arrangements are to be made with the Golf Professional 14 days prior to the scheduled date of the tournament.
 3. A tee-times/pairings list of participants (grouping participants by foursomes) must be turned in to the Golf Shop not less than 24 hours prior to the first scheduled tee-off time.
 4. Golf cart reservations shall be made in advance through the Golf Shop.
 5. At Sacramento County golf courses, tournament tee-time scheduling will be as follows due to seasonal daylight restrictions:
 - a. For the first tournament of the day, and no-shows will delay the start of that tournament by the appropriate number of starting times. This will help keep multiple tournaments blocked together and general play isolated from tournament play.
 - b. Each player must check in with the starter not less than 15 minutes prior to tee-off time.
 - c. Starting services and control of the first tee shall remain with the starter's desk. The Golf Course Golf Shop Manager must approve any exception.
 - d. All tournament groups must follow any course-designated pace-of-play policies and procedures currently in effect at the facility.
 - e. The Golf Shop and Restaurant Staffs are able to supply any and all services required by tournament groups.
 - f. Sacramento County Ordinance 936 states that any food items, beverages or golf-related equipment not purchased from County golf course operations may not be distributed on or around the golf course. Any individual(s) that brings food, beverages or golf-related equipment for distribution will be asked to remove these items, and this individual(s) may be denied reservation for future tournaments at Sacramento County golf courses.

8.7 Tournament Start Policy

- A. Standard tournament start times are not earlier than 9:00 a.m. on Monday through Thursday and not earlier than 10:00 a.m. on Friday, Saturday and Sunday. However, those tournaments that reduce the number of paid players must reduce their tee times from the start of their tournaments, thus starting the tournament at a later time.
- B. Weekend Special Events and Home Club Tournaments are allowed to start prior to standard tournament start times.
- C. Golf Shop personnel at each course have the authority to adjust tournament starting times for large tournament groups to accommodate the completion of 18-hole tournament play based on pace of play and course capacity on the tournament day.

8.8 Premium Tournament (Shotgun Tournaments)

A. General

Any individuals or organizations may request shotgun tournament events at Ancil Hoffman, Cherry Island or Mather Golf Courses for tournament play. Morning or afternoon bookings allowed. [Note: Public Play will be scheduled at the opposite end of the day's schedule (morning or afternoon starting time)]. Premium (Shotgun) Events are allowed at all County golf courses (Monday through Friday only). The County may restrict the number on Premium (Shotgun) Events held at each golf course. Advance reservation is required with a \$500.00 non-refundable deposit required 14 days after booking the event. The deposit will apply to the green fee portion of the package price. A reservation can be made up to twenty-four months in advance. Balance of fees due 14 days in advance of the group event date. Golf carts are required for Premium Shotgun Events.

B. Guidelines

A non-refundable \$500 deposit is required within 14 calendar days of booking a Shotgun event. The deposit is forfeited if reserving party cancels tournament. The forfeited deposit shall be credited to the County of Sacramento Department of Regional Parks as golf revenue.

1. Start times may be adjusted to accommodate seasonal daylight time changes and weather conditions on the date of the event.
2. Returning shotgun tournament groups will be given first consideration for same date future bookings.
3. The Golf Shop Manager will notify the Restaurant Manager of any scheduled Shotgun Tournaments within five days of receiving the non-refundable deposit, and no later than nine days in advance of the event date.
4. Inclement Weather Policy: Events will remain scheduled during inclement weather at the discretion of the Golf Shop Manager.

5. A \$500.00 advance cart deposit may be required to protect against damage.

8.9 Weekend Special Events (Tournaments)

Weekend Special Events may be held at the golf courses as standard tee time tournaments (not shotgun tournaments) that start earlier than 10:00 a.m. These tournament fees will be at a higher rate than other tournaments since they start during peak golf times. The fees for these events are listed in the table at 8.12. Golf carts are required for Weekend Special Events.

8.10 Allocation of Fees

Tournament fees are divided into different revenue categories: Green Fees, Cart Rental, Merchandise, and Food and Beverage. Please refer to the table shown in Section 8.12 for the allocation of fees required for Premium (Shotgun) Events & Weekend Special Events.

8.11 Booking Procedures

- A. Premium Tournament requests shall be handled by the Golf Course Golf Shop Manager (or Tournament Coordinator if one is assigned) in the Golf Shop of the requested golf course.
- B. Upon booking the Premium Tournament, the tournament director shall be notified that a \$500 non-refundable deposit is due at the golf course to hold the date.
- C. Within 5 business days of receiving the \$500 deposit, the Golf Course Golf Shop Manager shall insure the tournament director and Restaurant Manager receive a copy of the written contract.
- D. Full payment of Premium Tournament fees, less \$500.00 deposit, must be received by the Golf Shop 14 days prior to the tournament date, or the tournament shall be cancelled and deposit forfeited. Within 3 business days of receipt of full payment by the Golf Shop Staff at Ancil Hoffman, a check for \$1,008 shall be made to the Restaurant Manager.
- E. A Shotgun Tournament Report will be completed by each Golf Course Golf Shop Manager and submitted to the Department in conjunction with the starter sheet for golf course statistical reporting purposes.

1. **DEPARTMENT CONTACT:**

Greg Bliet – Golf Division Manager
Department of Regional Parks
4040 Bradshaw Road
Sacramento, CA 95827
Phone Number - (916) 875-6757

2. **GOLF COURSE CONTACTS:**

- a. Ancil Hoffman Park Golf Course/Golf Shop Manager
6700 Tarshes Drive
Carmichael, CA 95608
Contact: Asa Jennings (916) 482-3813
- b. Cherry Island Golf Course/Golf Shop Manager
2360 Elverta Road
Elverta, CA 95626
Contact: Marcus Patterson (916) 991-7293
- c. Mather Golf Course/Golf Shop Manager
4103 Zinfandel Drive
Mather, CA 95655
Contact: Curt David (916) 364-4354

Club House/Maintenance

9.1 Club House Maintenance Guidelines

It is important that the Club House at each golf course be maintained in a clean and attractive manner. The policies and procedures listed below shall be followed.

9.2 Ancil Hoffman Golf Course Club House Maintenance

- A. The Golf Course Superintendent and Golf Shop Manager will furnish all cleaning supplies.
- B. The Golf Course Golf Shop Manager will arrange all janitorial service, including window washing and maintenance of refuse containers, and shall keep the club house areas used and occupied by them in a neat, clean, and sanitary condition at all times.
- C. The Restaurant Manager shall be responsible for cleaning the restaurant area, including the tournament room, and the Trophy Room (Oak Room).
- D. The golf course maintenance crew shall clean the clubhouse grounds, including the breezeway, on weekdays. On Saturday and Sunday it shall be the Golf Shop and Restaurant Staffs responsibility to clean the areas located adjacent to their facilities.

9.3 Cherry Island Golf Course Club House Maintenance

- A. The Golf Course Golf Shop Manager will arrange all janitorial service, including window washing and maintenance of refuse containers, and shall keep the club house areas used and occupied by them in a neat, clean, and sanitary condition at all times.
- B. The area within approximately 150 feet of the club house building on the golf course, to include turf areas, parking areas and walkways, shall be cleaned of all trash and refuse on a regular basis by Golf Shop Staff.
- C. The golf course maintenance crew shall clean the clubhouse grounds, including the breezeway, on weekdays. On Saturday and Sunday it shall be the Golf Shop

and Restaurant Staffs responsibility to clean the areas located adjacent to their facilities.

- D. Area maintenance shall take place at least once per day.

9.4 Mather Golf Course Club House Maintenance

- A. The Golf Course Staff shall supply their own janitorial service, including window washing and maintenance of refuse containers, and shall keep the all areas in a neat, clean, and sanitary condition at all times.
- B. The golf course maintenance crew shall clean the clubhouse grounds, including the breezeway, on weekdays. On Saturday and Sunday it shall be the Golf Shop and Restaurant Staffs responsibility to clean the areas located adjacent to their facilities.
- C. Area maintenance shall take place at least once per day.

Equipment at Sacramento County Golf Courses

10.1 County Owned Equipment

Sacramento County golf courses are operated and maintained by the Department of Regional Parks, Recreation, and Open Space. The Ancil Hoffman Food and Beverage Operation is contracted to a concessionaire. All Golf Shop Operations, the Cherry Island and Mather Food and Beverage Operations, and the maintenance operation at Mather are operated under fee management agreements with private operators. Interruption of the operations at the facilities or the services rendered by minor malfunctions of equipment shall be minimized. It shall be the Golf Course Superintendents' and Operation Managers' responsibility to determine whether the equipment repair needed is minor or major, the amount of time needed for the repair, and what is the best method to accomplish the repair. The following guidelines shall be followed in order to make a proper decision if the situation arises:

- A. Equipment owned by a Concessionaire or Fee Manager that is operated at the facility and the Golf Course Superintendent determines is important in generating revenue for the County and/or it provides a service to the public may be given immediate emergency attention by County personnel for minor repair. The repairs shall be made only when they are of a minor nature, when time is available without interrupting other important regular work required to be done by County personnel, and when the repair task does not require an extended period of time. All such repairs shall be approved by the Golf Course Superintendent before the repair work is started. When approved, equipment repairs made by County personnel shall be done on site, using County tools and minor parts.
- B. Concessionaire and Fee Managers shall be allowed to park mobile equipment in the corporation yard when the equipment is not in use. A specific parking space may be assigned by the Golf Course Superintendent for their use if space is available.
- C. All County owned equipment will be repaired in the most economical and expeditious manner available. Use of County personnel must always be considered as the first option for repairing County owned equipment.

- D. All major, non-emergency, time-consuming repairs on Concessionaire or Fee Manager -owned equipment shall be the owner's responsibility. Whether these repairs will be done on-site or off will be determined by the nature of the repair. If a repair requires an extended period of time to complete, it will be done off-site. It shall be the Concessionaire's/Fee Manager's responsibility to have their equipment transported to a shop or other site to complete the needed repairs. However, repairs requiring only a short period of time using normal "in-field" repair tools may be done on-site, if the repair work does not interfere with normal use of the facility or with normal County employee-related work and does not create an unsightly situation.
- E. The Concessionaire/Fee Manager shall pay for any repair work done on Concessionaire/Fee Manager-owned equipment or for any County-owned equipment loaned to the Concessionaire/Fee Manager in an emergency situation. Rates to be used in all billings shall be those labor and rental rates current at the time repair work is accomplished or equipment loaned. Any parts purchased by the County and used for repair of a Concessionaire/Fee Manager-owned piece of equipment shall be billed to the Concessionaire/Fee Manager at the actual cost of the parts. Immediately after making any repair or loaning any County-owned equipment to a Concessionaire/Fee Manager, the Golf Course Superintendent shall make a report on the incident to the Deputy Director, Golf Division. The report shall include:
1. The number of County-employee hours spent on the repair job.
 2. The labor rate(s) applicable to the hours spent on the job.
 3. A list of the parts used on the job with the cost price of each.
 4. Rental costs involved, if applicable.

SECTION
11

Emergency Procedures

11.1 Emergency Procedures

It is expected that all County employees and golf course staff involved will handle all emergencies occurring on the Sacramento County golf courses appropriately, quickly and smoothly.

A. Phone numbers for emergencies The following table provides the telephone numbers for emergencies at each Sacramento County golf course.

Agency	Ancil Hoffman	Cherry Island	Mather
Emergency	911	911	911
Sheriff	874-5128	874-5128	874-5128
Fire Department	228-3035	228-3035	228-3035
Ranger Unit	875-6672	875-6672	875-6672
Carmichael Water Dist.	483-2453	---	---
Citizens Utility Company	---	481-7350	---
Mather Water -Sac County	---	---	875-5555
Effie Yeaw Nature Center	489-4918	---	---
Maintenance	482-9792	991-0603	364-4361
Water Quality	875-7000	875-7000	875-7000
Water Quality (After Regular Hours)	875-5000	875-5000	875-5000
Golf Shop	482-3813	991-7293	364-4354
Restaurant	481-1701	991-2451	364-4354
County General Services (Building Maintenance)	875-6221	---	---
County General Services (After Regular Hours)	875-5000	---	---
County Phone Repair	875-6611	875-6611	875-6611

B. Irrigation Sprinkler and Water Main Problem
If sprinklers are found operating when they are not supposed to be and the regular maintenance crew is not on duty, take the following actions:

1. Try to contact the Superintendent or Assistant Superintendent for instructions.
2. If you have staff trained in turning off the water, have them do so and notify the maintenance personnel as soon as possible.

C. Broken Water Line

If a broken water line is found when the regular maintenance crew is not on duty, take the following actions:

1. Contact the Superintendent or Assistant Superintendent immediately for instructions.
2. If you cannot reach any maintenance personnel, call the following agencies on the telephone and explain the problem and what actions you have taken:
 - Ranger Unit - 875-6672
 - Water Quality - 875-7000
 - Water Quality - 875-5000 (after regular hours/County Central)

D. Vandalism

If vandalism damage to any buildings or grounds is found, take the following actions:

1. Notify the Ranger Unit at 875-6672 or Sheriff's Office at 874-5128 and request that a damage report be taken.
2. Inspect the vandalized area.
3. Make an assessment of immediate needs:
 - a. Take immediate action if safety or a life-threatening situation is involved.
 - b. If immediate repair is not needed, make a report on the situation to the Superintendent or Supervisor and Deputy Director, Golf Division on the next regular working day.
4. Complete and turn in the standard accident/incident report form

Note: A copy of the Accident Report form is attached as Appendix F.

SECTION
12

APPENDICES TO POLICY AND PROCEDURES MANUAL



Course Affairs Committee Guidelines

A-1 Introduction

The Department of Regional Parks wants to enhance current mechanisms to involve the golfing public in the decision-making process utilizing Total Quality Management principles and thereby improve the quality and playing experience at each golf course. The objective is to harmonize the effort of the customer and supplier in such a way that everyone participates in improving how the work gets done. Through Total Quality Management, the Department hopes to enhance the relationship between the customer and supplier.

A-2 History

- A. The Course Affairs Committee at Ancil Hoffman was first formed in 1990, at Cherry Island it was formed when the golf course opened in 1990, and at Mather it was formed when the County purchased the golf course in 1994. The purpose and responsibilities of the Course Affairs Committee at that time was to act as a communication link between the organized golf clubs and Department administration on such items as tournaments, course maintenance, operating procedures, and fee increases. Each course was represented by a Course Affairs Committee made up of one member from each club, one member from each concessionaire and the golf course superintendent.

- B. In February of 1994, the Director of Regional Parks recommended to the Board of Supervisors that the County formally redefine and expand the role of the Course Affairs Committee at each County course. The Committee would advise the Director on all golf course related issues and provide quarterly written comments on current maintenance conditions.

A-3 Committee Composition

- A. Ancil Hoffman Course Affairs Committee – 9 Voting Members
 - 1. One Representative from each Home Club
 - Ancil Hoffman Golf Club 1
 - Ancil Hoffman Women’s Golf Club 1

GOLF POLICY & PROCEDURES MANUAL

	Hoffman Park Business Women's Golf Club	1
2.	General Manager or Operations Manager	1
3.	Park Maintenance Worker I or II - Selected by maint. personnel	0
4.	Golf Course Superintendent	1
5.	Sacramento Golf Council Representative (if available)	1
6.	Two At-Large Appointees (by the Supt. of Golf)	<u>2</u>
		8

B. Cherry Island Course Affairs Committee Members – 10 Voting Members

1.	Two Representatives from each Home Club	
	Cherry Island Golf Club	2
	Cherry Island Monday Golf Club (PWGA)	2
2.	Operations Manager	1
3.	Park Maintenance Worker I or II - Selected by maint. personnel	0
4.	Golf Course Superintendent	1
5.	Sacramento Golf Council Representative (if available)	1
6.	Two At-Large Appointees (by the Director)	<u>2</u>
		9

C. Mather Course Affairs Committee Members – 11 Voting Members

1.	Two Representatives from each Home Club	
	Mather Golf Club	2
	Mather PWGA Golf Club	2
2.	General Manager or Operations Manager	1
3.	Golf Course Superintendent	1
4.	Sacramento Golf Council Representative (if available)	1
5.	Two At-Large Appointees (by the Director)	<u>2</u>
		9

A-4 Purpose

The purpose of the Course Affairs Committee is to facilitate communications throughout and between the golfing community, the golf course employees, concession operators or fee managers, the Golf Division Staff, and the Director. The Course Affairs Committee shall provide a forum whereby golfers of all ability levels can participate in matters of importance and, as a result, help improve the overall quality of operations and the recreational experience.

A-5 Committee Member Appointments

- A. Consideration shall be given in all appointments to level of ability and background/population diversity.
- B. Members shall serve for a term of two years beginning on January 1.
- C. It is recommended that members serve only two (2) consecutive terms, but may serve beyond that length with the approval of the Golf Division Manager.

- D. Appointments are made in the following manner:
1. Club Representation
 - a. Ancil Hoffman – Each home club (4) shall appoint one member to the committee.
 - b. Cherry Island – Each home club (2) shall appoint two members to the committee.
 - c. Mather – Each home club (2) shall appoint two members to the committee.
 2. Concessionaire/Fee Manager
 - a. The General Manager or Operations Manager will be a member of their course's committee.
 - b. In the absence of either manager, another member of their staff will attend to provide their oral report.
 3. Superintendent
 - a. The Superintendent of each course will be a member of that course's committee.
 - b. Will provide an oral report at all meetings
 4. Park Maintenance Worker
 - a. One full-time maintenance worker shall be elected by the other full-time maintenance workers at each golf course to represent them at that course's committee if needed.
 5. Sacramento Golf Council Representative
 - a. If a Sacramento Golf Council Member is available to sit on this committee, they are invited to do so. If no SGC Member is available, this position may be used as an additional at-large position.
 6. At-Large Appointments
 - a. The Golf Division Manager shall appoint two members at-large from the golfing public for each golf course. Appointees are selected from volunteers who either:
 - i. Apply directly to the Golf Division Manager , or
 - ii. Are nominated by the Director of Parks and Recreation

7. Special Appointments – The Golf Division Manager may appoint other individuals to sit on the Course Affairs Committees to meet the needs of the County.
8. The County Board of Supervisors may appoint representatives to sit on one or all the Course Affairs Committees.

A-6 Duties of Officers on the Committees

A. Officers

1. Chairperson
 - a. Conduct meetings and coordinate with the Golf Division Manager or designated representative for preparation of the agenda for each meeting.
 - b. Represent the committee at meetings of the Board of Supervisors and Recreation and Parks Commission when needed.
 - c. Schedule special meetings as requested by the Director or other committee members.
 - d. Assist in preparation of an annual report.

2. Vice-Chairperson

In the absence of the Chairperson, the County Representative or the Golf Shop Manager will perform those duties.

3. Recorder
 - a. Take notes and produce minutes from all meetings.
 - b. Forward minutes to the Superintendent or designated representative for distribution to committee members.
4. Superintendent or Golf Shop Manager at Mather
 - a. Coordinate with the Chairperson and/or County Representative in advance to provide information for the meeting agenda.
 - b. Coordinate the scheduling of the quarterly golf play day.
 - c. Insure the minutes are provided to the Golf Staff for distribution.
 - d. Superintendents at Ancil Hoffman and Cherry Island shall act as the liaison to the Golf Division Manager and shall serve as staff to the committee.
 - e. Assist in preparation and presentation of all reports for the committee

5. Golf Division Staff

- a. Will insure distribution of agendas, minutes, and meeting reminders as needed.
- b. Will prepare all necessary reports on committee activities.

A-7 Duties of the Committees

A. Golf Course Maintenance

1. The Committee assists in gathering information, identifying problems, and making recommendations regarding maintenance standards at each golf course.
2. The Committee provides recommendations to resolve problems and helps develop recommended operational priorities.
3. The Committee compares maintenance practices and course conditions to other similar facilities in the area.

B. Golf Shop Services

The Committee provides suggestions regarding merchandise, special promotions, improvements in service, or any problems encountered by golfers in dealing with the Golf Shop.

C. Food and Beverage Services

The Committee forwards golfers comments regarding special menu promotions, pricing, opening hours, and on-course availability of food/drink or any problems encountered by golfers in dealing with the staff.

D. Administrative Policies

1. The Committee reviews and comments on current golf-related administrative policies, provide advice on new policies, and give feedback as to how policies are received by golfers.
2. The Committee provides input as to the best way to implement new policies.
3. The Committee periodically reviews Department administrative golf policies and advises the Deputy Director, Golf Division of any proposed modifications.
4. The Committee identifies issues and helps develop a plan of action that may lead to improving the County Golf Program.
5. The Committee makes recommendations to the Deputy Director, Golf Division on policies and practices with regard to golf course operations.

E. Review/Updating Golf and Golf Course Policies and Procedures Manual

The Committee reviews the Golf Course Policies and Procedures Manual periodically and recommends modifications to the Deputy Director, Golf Division.

F. Fees

1. The Committee recommends fee adjustments at the County golf courses, according to its review of current maintenance levels at the County golf courses and at comparable area courses.
2. The Committee shall review the relationship of expenditures and maintenance costs to golf revenues.
3. The Committee makes fee recommendations based on their cost and revenue comparison, golfer comments, maintenance goals, and equipment replacement.
4. The Committee annually reviews green fees of similar type golf facilities in the area and uses this information to make fee recommendations.

G. Improvements

The Committee periodically reviews and prioritizes needed improvements to facilities at its respective course.

H. Public Education

The Committee recommends, as needed, a public education program to deal with items of concern to all golfers such as slow play, capital improvement program, and others.

I. Other Matters

1. The Committee addresses other subject matters not included in the general scope of responsibility; and in such case, submits a proposal to the Deputy Director, Golf Division for review. The proposal shall:
 - a. Identify the issue
 - b. Provide the method of investigation
 - c. Site reasons why the Committee should involve itself in the issue
 - d. Address effects that may result if the Committee does not address the issue
2. The Deputy Director, Golf Division or Director may request the Committee, from time to time, take on special golf related projects and report back findings of the Committee.

A-8 Course Evaluation Guidelines

Golf Course Evaluations need to be completed by all participants of the Course Affairs Committee Evaluation/Play Days. The guidance and forms (listed at Appendix I) need to be provided to the golfer by the Golf Shop on the day of play. The forms must be completed in full and handed in to the Golf Shop or Superintendent on the day of play. Evaluations will be

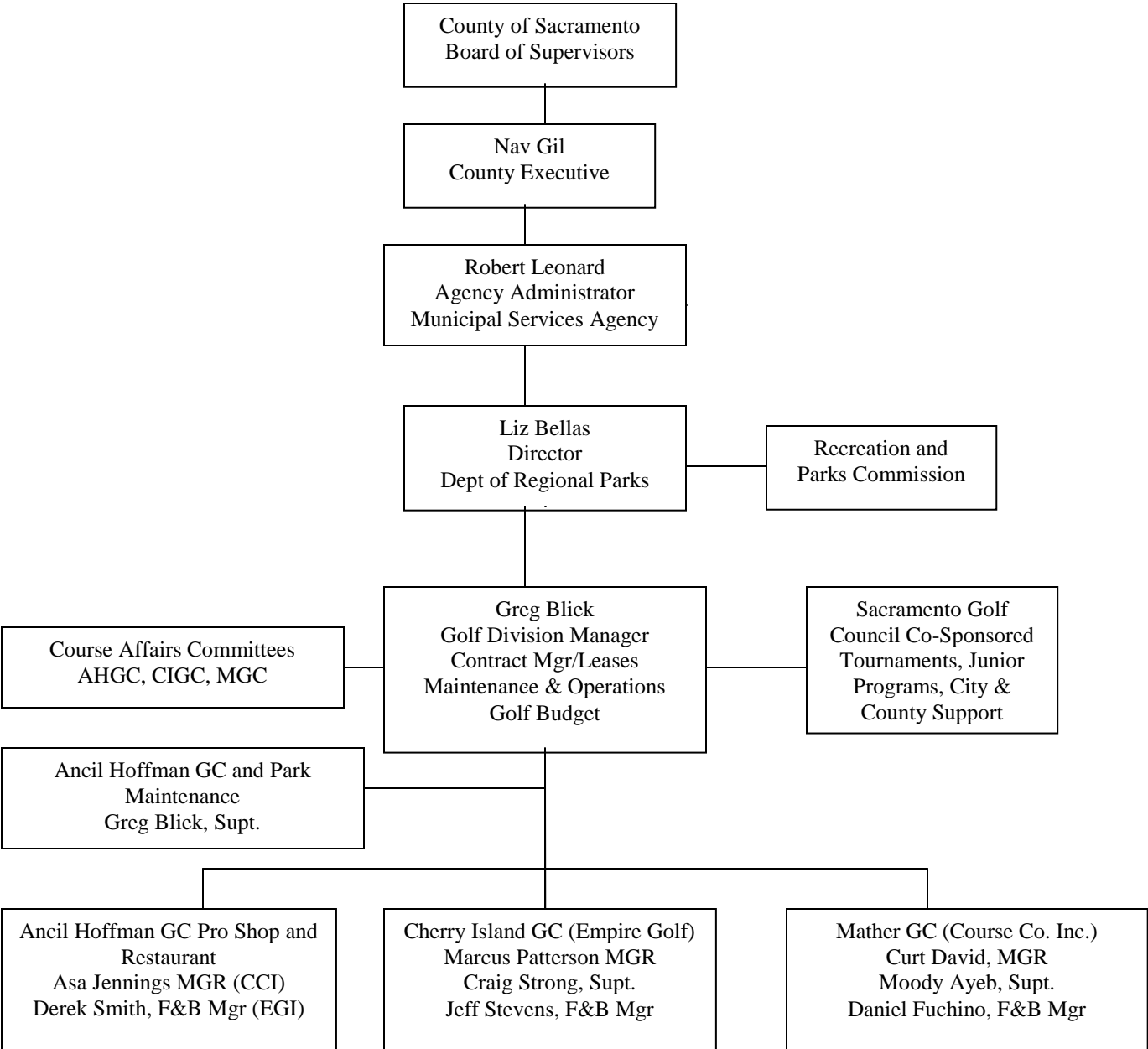
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reviewed and compiled into a spreadsheet that will be provided back to the Course Affairs Committee at the next meeting. The golf course staff will forward the evaluation forms and compiled spreadsheet to the Golf Administrative Officer of the Golf Division who will route this information through the Deputy Director, Golf Division and the Director. The Golf Administrative Officer will maintain these documents for use in completing Division reports.

**Sacramento County
Department of Regional Park
Golf Division**



Organizational Chart



Appendix

C

Sacramento Golf Council By-Laws

AMENDED & ADOPTED FEBRUARY 2, 2004

SACRAMENTO GOLF COUNCIL (SGC) BY-LAWS
AMENDED & ADOPTED FEBRUARY 2, 2004

ARTICLE I
NAME & DEFINITIONS

Section 1 There is created a non-profit, non-political, voluntary organization known and designated as the Sacramento Golf Council (SGC).

Section 2 As used in these by-laws, unless a different meaning clearly appears from the context:

- A. "Council" shall mean the Sacramento Golf Council (SGC).
- B. "Member" shall mean a member of the Sacramento Golf Council (SGC).
- C. "Regular meeting" shall mean the monthly Council meetings held on the first Monday of every month. If the first Monday of the month falls on a Holiday, the following Monday shall be the Council meeting day.
- D. "City" shall mean the City of Sacramento, California.
- E. "County" shall mean the County of Sacramento, California.
- F. "City Director" shall mean the Golf Manager, Capital City Golf, City of Sacramento, California.
- G. "County Director" shall mean the Director, or approved representative of the Department of Regional Parks for the County of Sacramento, California.

Section 3 The Council's fiscal year shall coincide with the calendar year (January through December).

ARTICLE II
OBJECTIVES

Section 1 To coordinate, conduct, and promote annual Sacramento golf tournament events at City and County golf courses, as approved by the City and County, and on behalf of the City and County.

Section 2 To promote the game of golf in the Sacramento Metropolitan Area.

Section 3 To act as a coordinating body for and among organized golf clubs of the Metropolitan Area of Sacramento. To establish a calendar of SGC events in the Sacramento Area.

Section 4 To represent the City and County golf programs in a positive light.

Section 5 To maintain and promote a high standard of sportsmanship among golfers, and to promote a closer bond and fraternity among those playing the game of golf.

Section 6 To receive and consider all proposals for innovations, material changes or improvements to establish procedures surrounding Sacramento Golf Council (SGC) events.

Section 7 To adjudicate matters of conflict affecting all golfers participating in Sacramento Golf Council (SGC) events.

Section 8 To support junior golf organizations, such as the non-profit 501© 3 organization known as the Sacramento Area Youth Golf Association (SAY Golf) and other approved youth golf organizations.

Section 9 To coordinate the efforts of volunteers to the Sacramento Golf Council events.

Section 10 To maintain a strong relationship and cooperation with City and County golf courses and their staff members. (Amended & Adopted 2/2/04)

ARTICLE III

MEMBERS

Section 1 The Council shall consist of a maximum of twenty-six (26) members with efforts to achieve equal representation between City and County residents, each of whom shall be appointed by mutual agreement between the City and County (Amended & Adopted 2/2/04).

Section 2 The members of the Council shall represent a broad segment of the golfing public involved in the use of public golf courses in the Sacramento area and persons who are knowledgeable and experienced in one or more of the following areas: conducting quality golf tournament events; fundraising; junior golf programs; media, marketing, finances, public relations; and volunteer coordination.

Section 3 Request for membership to the Council must be submitted to the City or County using the appropriate Sacramento Golf Council (SGC) Membership Application Form. Vacancies on the Council will be filled from candidates submitting their SGC Application Form and successfully participating in a personal interview conducted by City and County Directors or their designees.

Section 4 Honorary life Members shall be designated by a plurality vote of the Council and must meet with the approval of the City and County Directors. Honorary Members shall have no vote in the affairs of the Council, nor receive any benefits or privileges as a result of this designation.

Section 5 The Council Treasurer shall be selected and appointed by City and County Directors. The Council Treasurer position is not subject to the Council term limit provision and serves at the pleasure of the City and County Directors. (Amended & Adopted 2/2/04)

ARTICLE IV

MEMBER TERM OF OFFICE

Section 1 The terms of office shall be two years for each Member of the Council. Members may be re-appointed after their initial term, but in no event shall any Member serve more than

four consecutive two-year terms on the Council. Members who have served four consecutive two-year terms are eligible for re-appointment after one year has past. (Amended & Adopted 2/2/04)

Section 2 In order to maintain continuity on the Council, the City and County Directors will endeavor to select and appoint Members such that their term limits do not expire all at one time. (Amended & Adopted 2/2/04)

Section 3 Serving any portion of an unexpired term shall not be counted as service of one term. A Member who is not eligible for reappointment may continue to serve until his/her successor is appointed.

Section 4 The terms of office for Council Members shall terminate on the first Monday in December.

Section 5 The members of the Council shall receive no compensation for the performance of their duties, unless expressly provided by the City and County Directors.

Section 6 Appointments to fill vacancies on the Council shall be handled in the same manner as original appointments. When a vacancy occurs during a term, the appointment to fill such vacancies shall be for the unexpired portion of the term.

Section 7 Members of the Council may be removed from Council by the appointive authority. Members of the Council may be impeached by a two-thirds majority vote of the Council membership. Impeachment proceedings require that a notice be provided each member at least ten (10) days prior to meeting at which a vote is taken. Listed below are some examples of reasons for removal of a Member from the Council:

- A. Absence from three consecutive meetings without official permission expressed in the official minutes.
- B. Incompetence, malfeasance, misfeasance, neglect of duty, or conviction of a crime involving turpitude.

Section 8 It is the responsibility of each Member of the Council to know the dates of regular meetings. If a Member knows that he or she will not be able to attend a regular meeting of the Council, it is his or her responsibility to so notify the Council Secretary at least 24 hours before the meeting. If this procedure is followed, the absence will be recorded in the Council minutes as an excused absence. Two successive excused absences, or two unexcused absences in a calendar year, will be reported to the City and County Directors. Decisions regarding removal of Council members due to poor attendance will rest with the City and County Directors.

The Council Secretary, or presiding officer, will take roll call for attendance purposes at the beginning of each meeting. The minutes of each meeting shall list the names of Members in attendance, those who are excused, those who are unexcused, and those who arrive late to a meeting or leave a meeting prior to adjournment.

ARTICLE V

OFFICERS & THEIR DUTIES

Section 1 Council officers shall consist of President, Vice President, Secretary, Treasurer, and Media/Marketing/Public Relations Coordinator.

Section 2 The office of President, Vice President and Secretary shall be elected by the Council Members for a term of one-year, and may serve no more than two consecutive terms. These offices shall be elected by the Council members during the Annual Meeting which is usually the first meeting in December. The Annual Meeting may be the first regular meeting after the City and County Directors confirm appointments and re-appointments of Members to the Council.

Section 3 The City and County Directors shall assign staff to assist the Council, within the limits dictated by fiscal constraints.

Section 4 The duties of the Council officers shall be as follows:

- A. President - The President shall preside at all meetings and appoint all Committees of the Council. The President shall ensure that the Council by-laws, rules and regulations are enforced. The President shall prepare and distribute in a timely manner all meeting agendas. All agendas will be reviewed by the City and County Director designees prior to distribution. The President shall be an ex-officio member of all Committees. In the absence or incapacity of the Treasurer, the President may sign checks written from the Council funds. The President shall be invited to participate in interviews for appointment of Council Members. The President shall ensure the completion of the Council's Annual Report to be submitted to the City and County Directors by January 15th each year outlining Council activities of the previous year.
- B. Vice President - The Vice President shall assist the President in carrying out his/her duties and in the absence of the President shall perform all duties usually performed by the President. The Vice President shall assist in the recruitment of potential Members to fill vacancies on the Council.
- C. Secretary - The Secretary shall record the minutes of all Council meetings, Committee reports and ensure that minutes are distributed to Members and City and County Directors, or their designees, in a timely manner. The Secretary shall ensure that the official approved minutes of each meeting are given to the City and County Directors, or his/hers designees, within ten (10) days after each meeting. The Council Secretary shall submit an attendance report in January of each year for the preceding calendar year to the City and County Directors. The Secretary shall ensure that the SGC tournament dates are reserved with City and County golf courses each year, and shall assist in the preparation of the Council's Annual Report.
- D. Treasurer - The Treasurer shall be charged with the responsibility of collecting all moneys for Council events and keeping accurate records of all moneys

received and expended by the Council. The Treasurer shall be responsible for preparing and presenting a monthly financial report and distributing it to Members and City and County Directors, or their designees, in a timely manner. Payment of all Council expenses, other than tournament expenses shall be authorized by majority vote at any regular meeting of the Council. In the absence or incapacity of the Treasurer, signature cards will have been prepared allowing duties to be performed by the President or Secretary as second alternate. Upon request of the Treasurer, and approval of the President, all items other than Council tournament expenses of less than \$50.00 may be paid without authorization of the Council. The Treasurer shall be responsible for preparing the financial report to be included in the Council's Annual Report.

- E. Media/Marketing & Public Relations Coordinator - shall be charged with the responsibility of; 1) creating the master copy of each Council tournament flyer and delivering to City and County Directors for printing; 2) maintaining the Council's website; 3) maintaining the Council's participant computerized database and provide mailing lists to Council members; 4) publicizing and promoting all Council events to ensure maximum participation; 5) working with tournament directors, creating an annual SGC tournament calendar, and ensuring that the calendar is distributed to appropriate agencies such as NCGA, etc.; 6) standardizing and ensuring quality control of the Council tournament registration flyers, news releases and sponsorships; 7) maintaining the SGC handbook, Reference Book, Tournament Book, SGC tournament brochure racks and SGC photo plaques; 8) acting as a liaison between the media, sponsors and Council; 9) preparing Council marketing, media and public relations activities to be included in the Council Annual Report; and 10) assist with Council events as a co-director, he/she is not required to direct a Council event. (Amended & Adopted 2/2/04)

ARTICLE VI

MEETINGS

- Section 1 Regular meetings of the Council shall be on the first Monday of every month at 7:00 p.m.
- Section 2 A majority of all the Members shall constitute a quorum for the transaction of business at any regular meeting. A motion shall carry upon the affirmative vote of the majority of the Members present at any regular meeting.
- Section 3 A quorum being present, the order of business at all regular meetings of the Council shall be as follows:
- A. Roll Call
 - B. Introduction of Guests
 - C. Approval of Minutes & Secretary's Report
 - D. Treasurer's Report
 - E. City Report
 - F. County Report

- G. Media Marketing/Public Relations Coordinator's Report
- H. Tournament Reports
- I. Unfinished Business
- J. New Business
- K. Comments from the Public and Guests
- L. Adjournment - Next Meeting Date

Section 4 Approved minutes of all Council meetings shall be kept and filed with the City and shall be sent to the County Director.

Section 5 The Council shall promulgate such Rules and Regulations for its conduct, as it deems necessary.

Section 6 All adopted rules shall be promptly filed with the City and shall bear the signature of the presiding officer.

Section 7 The Annual Meeting shall be the first meeting after the City and County Directors have confirmed the appointment or re-appointment of members.

Section 8 A Special Meeting may be called by the presiding officer of the Council, or by a majority vote of the Council members.

ARTICLE VII

COMMITTEES

Section 1 The President shall appoint Committees. The President may appoint special committees and Ad-Hoc Committees as needed.

Section 2 The President shall be an ex-officio member of all Committees.

Section 3 Committees shall consist of less than a quorum of the entire Council.

ARTICLE VIII

COUNCILS ANNUAL REPORT

Section 1 The Council shall prepare and deliver their Annual Report to the City and County Directors and their designees by January 15th outlining the Council's activities for the previous year. The Council's Annual Report may include new recommendations, and shall include the following:

- A. The full name of the Council.
- B. The Council's annual goals and objectives.
- C. The summary report of all Council events, including but not limited to, event participation, event finances, event sponsorship information and recommendations for improving the event in the future.
- D. A record of Member's meeting attendance.

- E. A summary of Council correspondences and public input received, as well as the Council's response.
- F. The number of meetings held.
- G. The amount of money, if any, expended in support of the Council.
- H. A list of the City and County staff who regularly assist the Council.
- I. A summary report from each of the Council Officers regarding their activities; including but not limited to the Council's Annual Financial Report prepared by the Treasurer, and the Media/Marketing/Public Relations Coordinator's Report.
- J. A summary of Council actions taken as prepared by the Secretary.

ARTICLE IX
AMENDMENT OF BY-LAWS

Section 1 These by-laws may be amended at any regular meeting of the Council by a majority vote of the Members present, provided that notice of such amendment shall have been given at the previous meeting.

Section 2 The by-laws and future amendments shall be subject to the final approval of the City and County Directors.

* * * * *

Sacramento County Golf Course Fee Schedule

Effective May, 2016

D-1 Golf Fee Schedule

A. Fee Adjustment Authority

A consolidated schedule of golf fees for Ancil Hoffman, Cherry Island, and Mather Golf Courses is attached to this schedule. These fees will be adjusted, as necessary, to immediately respond to extreme weather conditions or extraordinary circumstances (such as course repair/construction activities), or significant shifts in peak-play time periods, or other market conditions that may require fee rate changes which correspond to play demand. The time of day schedules and user fee categories may also be adjusted to correspond to changing market conditions or play demand as needed.

The County Board of Supervisors is the authority that governs fee changes at the County of Sacramento golf courses. On April 23, 2009, the Board delegated authority to the Director of Regional Parks to approve fee changes within certain limits. The Director has the authority to approve fee changes up to a ceiling of \$43.00 (which is adjusted annually by the U.S. Department of Labor's Consumer Price Index (CPI) for February of each year) and downward to not less than 10% of permanent pricing levels. Based on two years of CPI adjustments, the new maximum green fee ceiling in March 2011 is \$45.00.

B. User Fee Categories (Descriptions)

The user fee categories and rate structures (listed on the attached rate schedule) established at Cherry Island, Mather and Ancil Hoffman Golf Courses are unique to each individual course and are based on time-of-day course utilization, as well as day of week (Weekdays, Fridays, or Weekends and Holidays) usage. All schedules are subject to seasonal adjustments due to daylight restrictions. The following provides a general description of each user fee category.

1. **Sun Up-Back 9** (First 1-1/2 hours)
 2. **Weekend Premium/Holiday** (Weeknd primetime and approved Holiday)
 3. **Standard** (Daily prime-time user fee rate)
 4. **Midday** (Standard Midday rate)
 5. **Twilight** (Reduced Twilight rate)
 6. **9-Hole** (Standard 9-hole rate)
 7. **Senior** (Picture ID required, 60 years or older)
 8. **Junior** (Junior etiquette card issued in the County of Sacramento required, under 18 years)
 9. **Low-Income Family** (County of Sacramento identification card required)
 10. **Low-Income Senior** (Proof of eligibility required, 60 years or older)
 11. **Tournament** (Weekend tournament rate)
 12. **Premium Event** (See subsection #4)
 13. **Weekend Special Event** (See subsection #6)
- C. Tournament reservation security deposit: \$100.00, per tournament group. Deposit due upon submission of tournament application(s).
1. Deposit is applied to green fees (of last scheduled tournament date) if up to 90% of reserved slots are used; deposit is otherwise forfeit and shall be credited to the County of Sacramento Department of Regional Parks as golf revenue.
 2. Deposit is refunded only in the event the requested tournament date is unavailable and cannot be assigned to reserving party.
 3. If requesting group requests more than one date, a single deposit is required per course. After each scheduled tournament, the security deposit will be applied to the next scheduled tournament.
- D. Premium Event Tournament Fee
1. Check with the Tournament Director at each course for fees, terms, and availability
 2. Special Conditions: Each golf course will be allowed to schedule 20 premium event dates per calendar year. Each golf course may schedule two premium events per date; however, premium events may only be scheduled at two of the three County golf courses on the same date. Any exceptions to these conditions must be approved by the Golf Division Manager.
- E. Premium Event tournament reservation security deposit \$500.00, per date requested (deposit applied to green fees). Deposit due upon submission of premium event tournament application.
1. Deposit is forfeited if the reserving party cancels the tournament. The forfeited deposit shall be credited to the County of Sacramento Department of Regional Parks as golf revenue.

F. Weekend Special Events

Weekend Special Events may be held at the golf courses as standard tee time tournaments (not shotgun tournaments) that start earlier than 10:00 a.m. These tournament fees will be at a higher rate than other tournaments since they start during peak golf times.

1. Weekend Special Event Rates: Check with the Tournament Director at each course for fees, terms, and availability

G. Golf Cart Fees

The fees charged for the rental of power golf carts is established by the Director. The fees are established at each of the golf courses separately. The golf cart rental fees for each golf course are listed on the attached fee schedule. All courses do charge a standard rate of \$16.00 - \$18.00 per person for the use of a power golf cart for persons with disabilities.

H. Golf Course Marketing & Promotional Programs

The Director shall have the authority to approve golf course marketing and promotional programs and applicable fees subject to the following conditions:

1. The program is for a limited period of time, not to exceed 12 calendar months duration;
2. The program is designed to encourage play during off-peak periods (as determined by the Director);
3. The program is designed to increase overall usage and revenue of the affected golf course(s) [to include, but not be limited to, programs designed to immediately respond to extreme weather conditions or extraordinary circumstances, such as course repair/construction activities, or significant shifts in peak-play time periods or other market conditions which may require (as determined by the Director) fee rate changes which correspond to play demand];
4. The fees charged for the marketing or promotional program do not exceed the rate ceiling approved by the Board of Supervisors for "Standard" 18-hole play at each County golf course.

I. "Value-Added" Preferred Customer Programs

The Director shall have the authority to implement "Preferred Customer" program offerings and establish corresponding fee rates for new "value-added" benefits, which may be made available to the golfing public at the County golf courses, subject to the following conditions:

1. The program is designed to increase customer loyalty by offering added benefits and services available at the County's golf facilities.
2. The program is designed to increase overall revenue at the affected golf course(s).

J. High School Play

1. An annual green fee charge for high school teams which covers practice rounds and league or non-league match play during the February 1 through April 30 league play season: \$750.00/team (limited to three High School teams per golf course). Fee includes high school players and one supervising golf coach who are members of an organized golf team from a high school in Sacramento County. The fee also includes the opposing team's green fees for play within the same league. For any practice or non-league match, the visiting team must pay the current nine-hole junior green fee; however, practice or non-league match rounds with teams assigned to other golf courses with reciprocal play privileges within Sacramento County boundaries are allowed at no additional charge.
2. The dates for the high school golf schedule shall be from February 1st through April 30th, Mondays through Thursdays, excluding holidays and premium shotgun event days. For practice and league/non-league match play between two schools, a maximum of five consecutive tee times (20 players) per day will commence at 3:00 p.m. League or non-league match play between three schools will be allowed to be scheduled only by omitting a previously scheduled two-school league or non-league match. For recognized match play between three schools, a maximum of six consecutive tee times (24 players) will commence at 3:00 p.m.

K. Miscellaneous Fee Provisions

1. By resolution of the Board of Supervisors adopted on January 9, 1996, the Standard (Monday-Thursday) golf fee rate will apply to Friday play by the Ancil Hoffman Friday Parkway Women's Golf Club membership.
2. By resolution of the Board of Supervisors adopted on January 9, 1996, the Standard (Monday-Thursday) golf fee rate will apply to play by groups booking "Incentive Tournaments" on Fridays (groups booked on the opposite end of Friday Premium Shotgun Events).
3. The "Weekend Tournament" fee category applies to all Friday, Saturday, Sunday and Holiday tournament play.

Attachment A- 2019 Rate Schedule

GREEN FEE RATES	Ancil Hoffman	Cherry Island	Mather
STANDARD RATES:			
Weekday Sun-up-Back 9	\$ 22.00	\$ 17.00	\$ 15.00
Mon-Thurs 18-Hole	\$ 31.00	\$ 32.00	\$ 32.00
Weekday Tournament (Mon-Thur)	\$ 35.00	\$ 35.00	\$ 34.00
Friday 18-Hole	\$ 38.00	\$ 35.00	\$ 34.00
Weekend Sun-up - Back 9	\$ 26.00	\$ 21.00	\$ 18.00
Weekend 18-Hole Standard	\$ 41.00	\$ 39.00	\$ 41.00
Weekend Tournament (F,S,Su,H)	\$ 48.00	\$ 44.00	\$ 46.00
Weekend 18-Hole Holiday/Premium	\$ 45.00	\$ 44.00	\$ 44.00
Mon-Thurs 9-Hole	\$ 24.00	\$ 19.00	\$ 20.00
Friday 9-Hole	\$ 29.00	\$ 23.00	\$ 21.00
Weekend/Holiday 9-Hole	\$ 29.00	\$ 24.00	\$ 23.00
SENIOR WEEKDAY RATES:*			
Mon-Thurs 18-Hole	\$ 28.00	\$ 26.00	\$ 28.00
Friday 18-Hole	33.00	\$ 26.00	\$ 28.00
Mon-Thurs 9-Hole	N/A	N/A	N/A
Friday 9-Hole	N/A	N/A	N/A
JUNIOR RATES:**			
Mon-Thurs 18-Hole	\$ 17.00	\$ 15.00	\$ 15.00
Friday 18-Hole	\$ 17.00	\$ 15.00	\$ 15.00
Weekend/Holiday 18-Hole	\$ 17.00	\$ 15.00	\$ 15.00
Mon-Thurs 9-Hole	\$ 12.00	\$ 10.00	\$ 10.00
Friday 9-Hole	\$ 12.00	\$ 10.00	\$ 10.00
Weekend/Holiday 9-Hole	\$ 12.00	\$ 10.00	\$ 10.00
MIDDAY RATES:			
Mon-Thurs Play	\$ 24.00	\$ 19.00	\$ 25.00
Friday Play	\$ 27.00	\$ 24.00	\$ 26.00
Weekend/Holiday Play	\$ 27.00	\$ 24.00	\$ 26.00
TWILIGHT RATES:			
Mon-Thurs Play	\$ 18.00	\$ 16.00	\$ 20.00
Friday Play	\$ 20.00	\$ 17.00	\$ 20.00
Weekend/Holiday Play	\$ 20.00	\$ 18.00	\$ 21.00

*Senior Rates apply all day Mon-Thurs and on Friday prior to 10:00 a.m.

**Junior Rates apply Mon-Thurs and after 12:00 (noon) on Fri, Sat, Sun and Holidays

GREEN FEE RATES CONT'D	Ancil Hoffman	Cherry Island	Mather
Premium Events:			
Mon-Thurs	\$37.00	\$32.00	\$34.00
Friday	\$43.00	\$39.00	\$40.00
Saturday	N/A	N/A	N/A
Cart Rates:			
Golf Cart (Full)	\$36.00	\$34.00	\$36.00
Golf Cart (Single)	\$18.00	\$17.00	\$18.00

*Senior Rates apply Mon - Thurs, and Fridays prior to 10am

**Junior Rates apply Mon - Thurs and after 12:00 (noon)
on Fri, Sat, Sun, & Holidays.

Time of Day Schedules

Ancil Hoffman Golf Course

Rate/Time Schedule	Weekend Premium & Holidays	Standard	Midday	Twilight
Nov. thru Feb.	Open till 11:00 am	Open till 1:00 pm	1pm - 3pm	After 3:00 pm
March and Oct.	Open till 12:00 pm	Open till 2:00 pm	2pm - 4pm	After 4:00 pm
April thru September	Open till 1:00 pm	Open till 3:00 pm	3pm - 5pm	After 5:00 pm

Cherry Island Golf Course

Rate/Time Schedule	Weekend Premium & Holidays	Standard	Midday	Twilight
Nov. thru Feb.	Open till 10:00 am	Open till 12pm	12pm - 3pm	After 3:00 pm
March and Oct.	Open till 11:00 am	Open till 1:00 pm	1pm - 4pm	After 4:00 pm
April thru September	Open till 12:00 pm	Open till 2:00 pm	2pm - 5pm	After 5:00 pm

Mather Golf Course

Rate/Time Schedule	Weekend Premium & Holidays	Standard	Midday	Twilight
Nov. thru Feb.	Open till 11:00 am	Open till 1:00 pm	12pm - 2pm	After 2:00 pm
March and Oct.	Open till 12:00 pm	Open till 2:00 pm	1pm - 3pm	After 3:00 pm
Sept., April, Aug.	Open till 1:00 pm	Open till 3:00 pm	3pm - 5pm	After 5:00 pm
May thru July	Open till 1:00 pm	Open till 4:00 pm	4pm - 5pm	After 5:00 pm

Player Assistant Program

E-1 Program Overview

- A. Golf Shop Managers are responsible for the administration, daily supervision, monitoring, and management of the Player Assistant Program at each Sacramento County golf course. Player Assistants (also known as course guides, marshals or pace directors) shall be volunteers selected from local area seniors, retirees, and experienced golfers wishing to provide these services. Player Assistants must be at least 18 years of age and possess a California Driver's License before they are eligible to serve as a volunteer in this capacity. Their knowledge and tact will contribute to the effective management of daily golf rounds and on-course emergency situations. Full-time coverage by Player Assistants will be provided on a daily basis throughout the year, seven days a week, from one hour after the course is opened to dark, subject to change due to inclement weather or during slow play periods with prior approval of the Director. One Player Assistant will be scheduled for routine coverage, except as modified during the off-season or during inclement weather. One additional Player Assistant will be provided for full-time coverage when 60 or more tournament players are on the course. The Golf Shop Manager will provide on-going training for all Player Assistants and will provide each Player Assistant a copy of this Player Assistant Policy and will have each Player Assistant sign a statement that they received a copy of this policy.
- B. The policies and procedures for the Player Assistant Program are as follows:
1. The Player Assistant is to have a two-way radio with him/her at all times in order to maintain contact with the starter and the Golf Shop. A radio is necessary to better monitor the speed of play, to handle security and safety issues, and for the protection of players, the golf course and equipment. The Player Assistant will be provided with transportation in the form of a golf cart, which is clearly marked as "Player Assistant" (or "Golf Marshal"). All Player Assistants will wear shirts or jackets with nametags identifying them as a Player Assistant.
 2. The Player Assistant is responsible for maintaining pace of play consistent with tee time intervals for that course. Pace of play on the County's three golf courses should be two hours fifteen minutes for nine holes.
 3. The Player Assistant shall check on tee times with the Golf Shop to find out when a particular group started in order to judge their pace of play.

4. It is important for the Player Assistant to monitor the pace of play of early groups especially on busy days. One slow group will result in slow play for the rest of the day.

E-2 Slow Play Policy & Implementation Procedure

Slow play will not be tolerated. It is not fair for one or two slow groups to ruin the day for the rest of the players.

A. FIRST WARNING:

1. Group is warned they are playing at a pace of more than two hours fifteen minutes per nine holes, or;
2. They are not keeping pace with the group(s) ahead of them.

B. SECOND WARNING:

If a group falls one hole behind, the group will be approached and told they must catch up to the group in front of them within two holes.

C. THIRD WARNING:

If the group has still not caught up to the group in front of them (within two holes), they will be asked to pick up their ball(s) and proceed to the next hole to close the gap.

D. REMOVAL FROM GOLF COURSE:

1. If the first three warnings have been given and the group obviously cannot (or will not) maintain the required pace of play, the following steps should be initiated:
 - a. The group should be approached and politely told that they are in violation of the County's Pace of Play Policy and then escorted to the Golf Shop, where a FULL REFUND for green fees and carts (as applicable) will be offered to them.
 - b. Suggest that they try playing at an "off peak" time when the course is not full, such as late afternoons or evenings.
2. If the customer has further comments or concerns after discussing the County's slow play policy with the Golf Shop Manager, they may call the Sacramento County Department of Regional Parks (Monday-Friday 9AM to 5PM) at 875-6961 and ask to speak to the Golf Division Manager.

E. WRITTEN NOTIFICATION TO DEPARTMENT

The Golf Shop Manager and staff should document in the daily log any incident where the removal of a golfer or golfers occurs. In cases where a removal does occur, the incident should be described in writing (letter, memo, or email) to the Golf Division Manager.

E-3 Additional Player Assistant Duties

The Player Assistant shall perform the following duties while guiding pace of play:

- A. Pick up litter and trash from course.
- B. Replace towels on ball washers AS DIRECTED.
- C. Refill ball washers, and other miscellaneous duties that may be requested by course management or superintendent.
- D. Keep necessary records and complete patrol logs in a legible manner.

E-4 Enforcement Of Course Rules

The Player Assistant shall enforce the following on course rules as specified by the County of Sacramento and Golf Shop Manager:

- A. Enforce all operational rules for motorized golf carts.
- B. No personal ice chests or coolers will be allowed on premises.
- C. Remind golfers TO USE proper golf etiquette and enforce the rules of golf and the local rules of the course.
- D. Remind golfers to repair ball marks and replace divots.
- E. REPORT EMERGENCY OR UNSAFE CONDITIONS TO GOLF SHOP IMMEDIATELY.
- F. COORDINATE EMERGENCY RESPONSES TO GOLF COURSE LOCATIONS AS DIRECTED.

E-5 Observed Misuse of Golf Course

Any Player Assistant observing groups or individuals misusing the golf course shall approach the individual(s) and inform them of what they are doing wrong. If they do not discontinue the described behavior, they will be asked to leave the golf course without a refund. The types of offenses that require this type of action include:

- A. Blatant disregard for posted golf course rules.
- B. Misuse of golf carts.
- C. Intentionally damaging golf course turf areas, equipment, or other County property.
- D. Use of loud or abusive language or profanity.
- E. Conducting themselves in an inappropriate manner, unfitting in a public place.

E-6 Non-Golfers

Player Assistant procedures for dealing with non-golfers on the golf course:

- A. Walkers and joggers: People walking or jogging on the golf course should be approached and politely informed that they must leave the area, and then escort them from the course.
- B. Bicyclists, skateboarders, and rollerbladers: They should be approached and told that at **no time** are these activities allowed on the golf course. They should be escorted immediately off the course.

- C. Unauthorized golfers: Individuals, many times local residents, will walk onto the golf course and hit balls or play without checking in with the golf shop. These individuals should be politely approached and asked if they started on the first hole, paid their green fee, and have a receipt. If they do not have a receipt and did not pay the appropriate fee, they should be escorted from the course. If in doubt, contact the Golf Shop for verification of authorized individuals. If they decide to leave, attempt to get their names for the daily report sheet.
- D. Uncooperative Trespassers: If under any of the preceding circumstances the individuals confronted become defiant, abusive, and unwilling to cooperate, the Player Assistant shall radio in to the Golf Shop for directions. UNDER NO CIRCUMSTANCES SHOULD THE PLAYER ASSISTANT GET PHYSICAL OR VERBALLY ABUSIVE IN ENFORCING ANY POLICY OF THE COUNTY! If the individual(s) confronted are uncontrollable and the situation cannot be handled by additional Golf Shop staff, the Manager shall contact the Park Rangers or Sheriff's Department for assistance.

E-7 General Guidelines

- A. The Player Assistant will be required to travel the golf course in a reverse pattern to the flow of play. This will allow the Player Assistant to see and resolve problems before they escalate.
- B. The Player Assistant will carry a limited supply of emergency medical equipment that may include, but is not limited to, a first aid kit, blanket, and small pillow. He/she should also try to carry a limited supply of water at all times. He/she will also handle emergency situations as described in the accident report procedure. The Player Assistant is to be courteous, but firm, at all times. If a situation arises whereby an individual doesn't want to abide by the rules, the golf shop shall be radioed for assistance. **THE INTENT OF THESE PROCEDURES IS TO MAKE THE DAY ENJOYABLE FOR ALL CUSTOMERS. WE DO NOT WANT TO ALIENATE ANYONE. HOWEVER, IT IS BETTER TO ALIENATE ONE GROUP OR INDIVIDUAL THAN IT IS TO ALLIENATE OUR LOYAL CUSTOMERS PLAYING BEHIND THE SLOW PLAYERS.**

E-8 Player Assistant Benefits

- A. Assistant Passes (Sample posted at the end of Appendix E)
Player's Pass will be provided to each Player Assistant for each six hours of volunteer service.
- B. Golf privileges (one round of golf per pass)
Player Assistants may use the Player Assistant Pass as follows:
 - 1. Home Course Player Assistants
 - a. Anytime (Monday through Friday) at their home course.
 - b. On weekends (Saturdays, Sundays and Holidays) at their home course on a stand-by basis only (non-reserved time slot) when no other paying customers are waiting to play.

- c. Permitted for weekday home club tournament play only and only if the Player Assistant is a member of the home club.
- 2. Visiting Player Assistants
 - a. Midweek (Monday through Friday) after 12:00 noon.
 - b. On weekends (Saturdays, Sundays, and Holidays) after 12:00 noon on a stand-by basis only (non-reserved time slot) when no other paying customers are waiting to play.
- C. Complimentary Carts [one ride (half cart) per pass]
Golfers sharing a cart with a Player Assistant are subject to a half-cart fee.
- D. Driving Range Usage (one small bucket of range balls per pass)
Player Assistant's may use this privilege without using the total Player Assistant Pass by having the pass punched by the Golf Shop when they use the Driving Range only. (The Golf Shop will punch out the **R** on the pass.)
- E. Player Assistant discount on Golf Shop merchandise
Player Assistants who have been volunteering their services at one of the County golf courses for 90 days will be allowed to purchase non-sale merchandise at their home course for the discounted rate of cost plus 20%.

Notes:

- 1. Player Assistant passes are non-transferable and shall be used by the person they are issued to.
- 2. Player Assistant passes shall expire one year from the date issued.
- 3. Player Assistant passes shall expire 30 days from the date the Player Assistant has ended service in the program.

Sample Player Assistant Pass

Sacramento County Golf Division	A-10001
<div style="text-align: center;">  <p>Player Assistant Pass</p> <p><i>One pass may be issued for each 6 hours of volunteer service</i></p> </div>	<p>Name _____</p> <p>Date Issued _____</p> <p>Issued by _____</p> <p>Player Assistant is entitled to: One (1) Round of Golf One-half (1/2) Golf Cart Rental One (1) Small Bucket of Range Balls R <i>(Pass expires one year from date ISSUED)</i></p>

Appendix

F

Sacramento County Liability Incident Report

Send original to Risk Management Office within 24 hrs. of incident. Fax: (916) 876-5156, Mail Code 58-600

AGENCY _____

Liability Incident Report

Risk Mgmt. File Number (Dept. use ONLY)

DEPARTMENT _____

Please: PRINT or TYPE

DIVISION _____

In case of serious accident, call 9-1-1 for FIRE, POLICE, and AMBULANCE services.

SECTION _____

This form is NOT to be used for accidents involving County vehicles or drivers.

Person Involved (use separate forms if more than one person)

_____ **Date of Birth** _____
Last First M.I.

_____ **Street (or P.O. Box) City State Zip Code**

_____ **Phone Number** () _____ () _____ () _____
Home Work Other

Date/Time of Accident / Incident / Loss (MM/DD/YYYY) _____ **Time** _____ pm/am

Location of Accident / Incident / Loss _____

How Did This Accident / Incident / Loss Occur? _____

(Please use the back of this form if more space is necessary)

Describe Damage / Injury / Loss _____

(Please use the back of this form if more space is necessary)

Witnesses

_____ **Name Address Phone Number**

_____ **Name Address Phone Number**

Preparer's Information

Name (please print) _____ **Title** _____

Phone Number _____

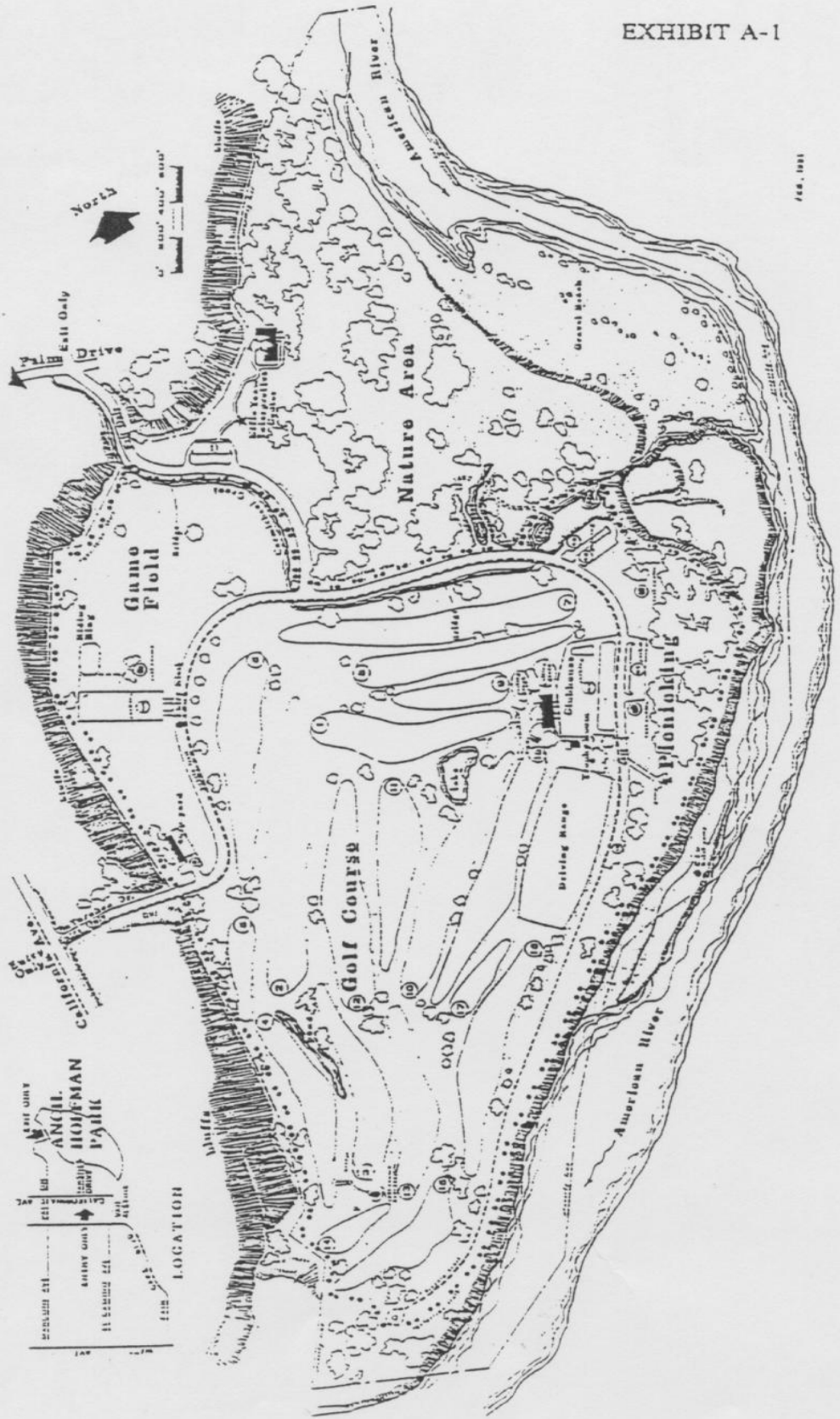
Signature of preparer _____ **Date** _____

COPY TO: County Safety Office Mail Code: 58-600
Workers' Comp. Mail Code: 58-600 (ONLY if County employee was injured)
For general questions, call the Risk Management Office at 876-5251

Revised: 06/01

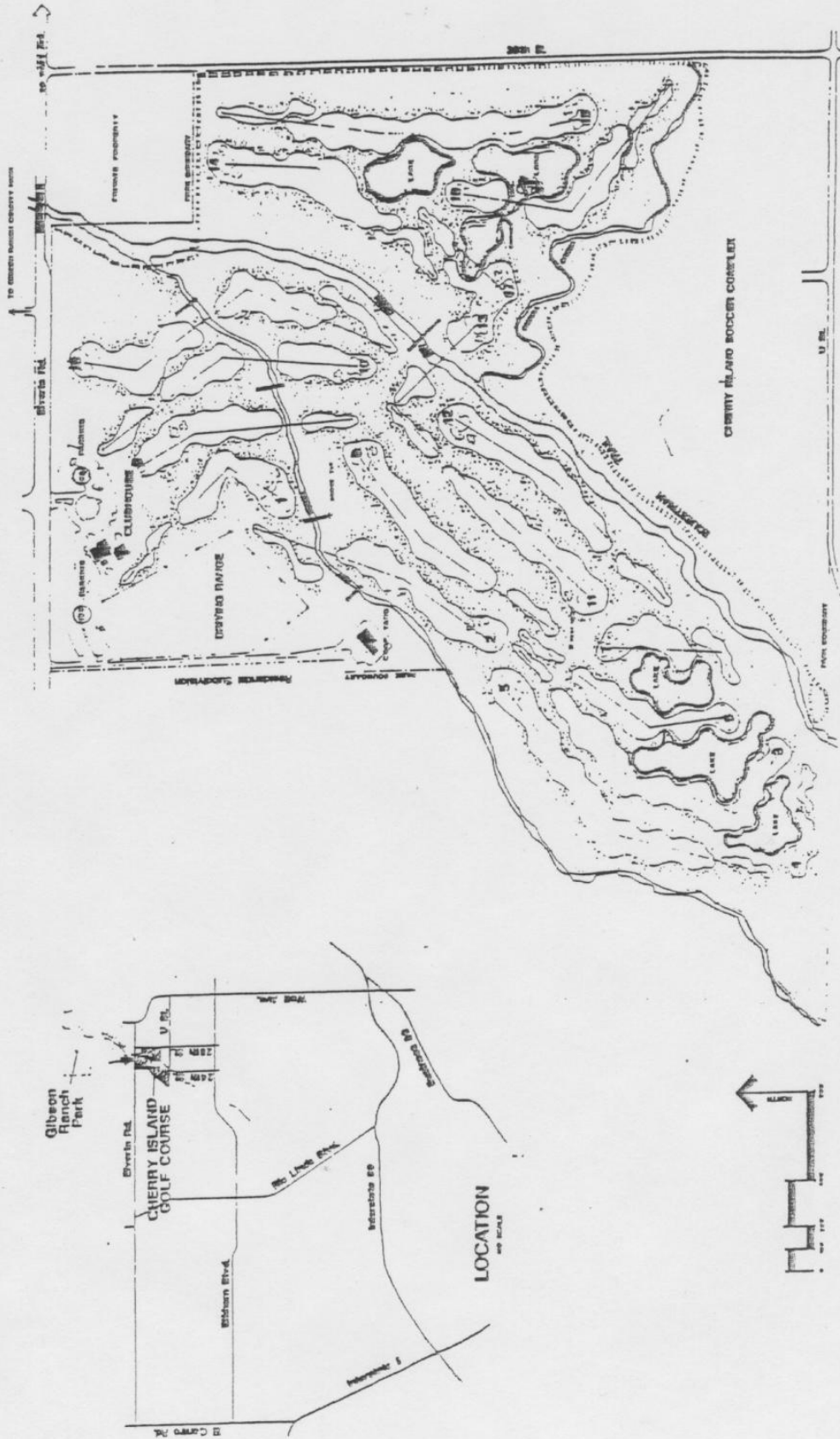
Location Maps

ANCIL HOFFMAN COUNTY PARK



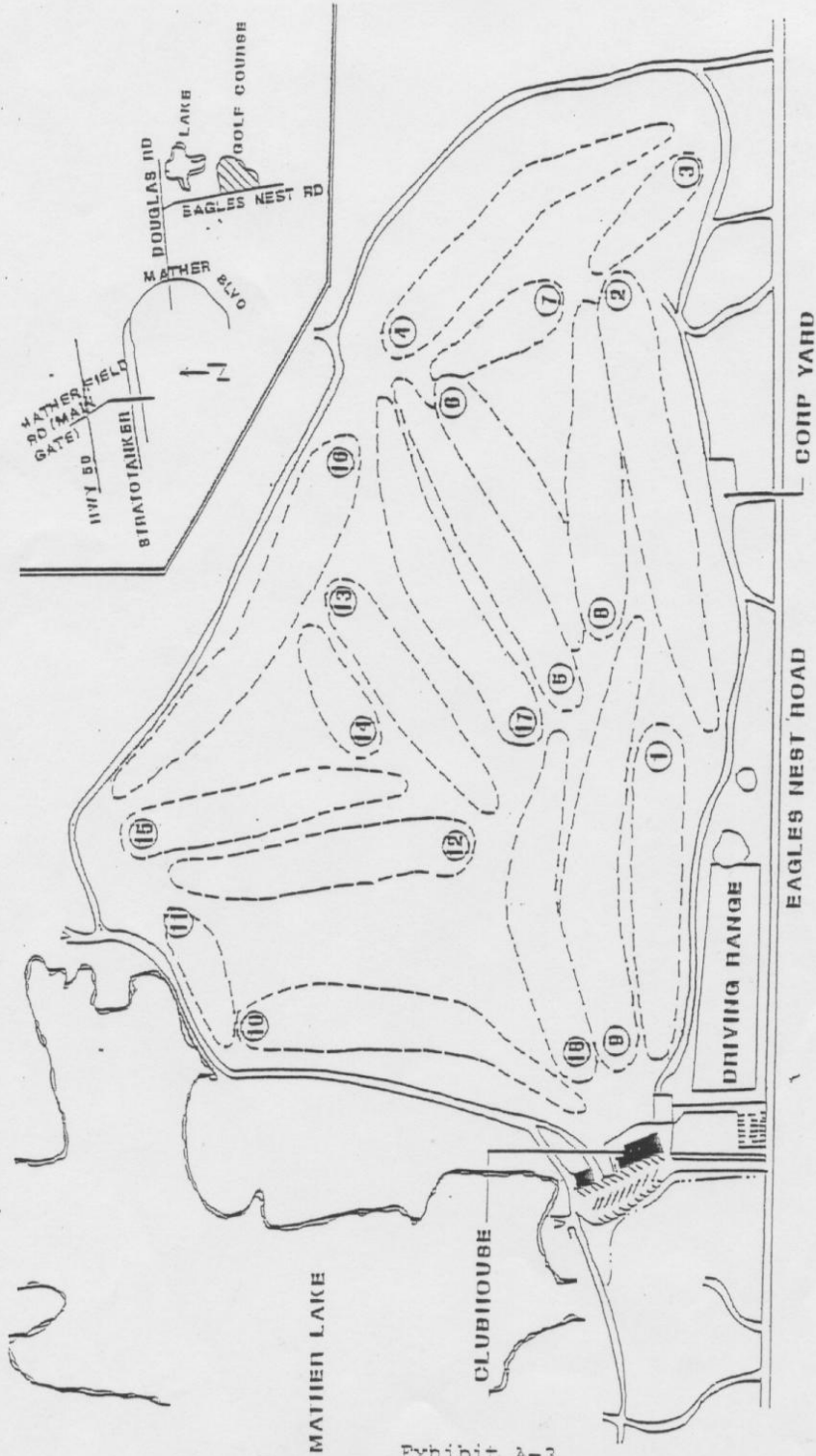
CHERRY ISLAND GOLF COURSE

COUNTY OF SACRAMENTO



MATHER GOLF COURSE

Site Map #3



MATHER GOLF COURSE

1" = 800'



1107111

Exhibit A-3



Adaptive Golf Cart Policy

H-1 Use of Adaptive Golf Carts

A. Eligibility Requirements

1. Any Disabled Golfer who is unable to use a standard golf cart as determined by the Manager or Head Professional at the golf course.
 - a. The disabled golfer must be certified on the operation, etiquette and safe usage of the adaptive golf cart by the Head Professional or his/her designated representative.
 - b. The disabled golfer must sign the Adaptive Golf Cart Liability Waiver.

B. Knowledge Requirements

1. All Disabled Golfers will be provided with a copy of the United States Golf Association's Pamphlet on the Modification of The Rules of Golf for Golfers With Disabilities. The Golfers will adhere to these rules during their play. Golfers must conduct themselves in a safe manner and must not be abusive to fellow players, the course, or course personnel. Golfers must maintain pace of play at all times. When a golfer or group of golfers is playing too slowly in comparison to the golfers following, they must speed up their pace or move to the next forward set of tees in order to keep pace. No golfer shall hit his/her ball into the area where another golfer is playing. Courtesy to fellow golfers must be practiced at all times. The Golf Course Superintendent, Pro Shop staff, Golf Marshal, Park Ranger and maintenance personnel are all authorized to request that golfers follow the rules published in this manual and printed on the score card. If any golfer needs to be reminded of golf rules, etiquette, or poor safety practices on more than one occasion, he/she may be asked to leave the golf course. Normally, removal of a golfer from the golf course will only be done if the golfer has impaired the health, welfare, property or safety of others, or has failed to comply with established rules, regulations, or policies. Removal may be done by the Golf Course Superintendent, Head Professional, Golf Course Marshal, Park Rangers, Sheriff's Patrol, or a combination of these. Removal actions shall be done firmly, politely and only after all the facts bearing on the situation have been ascertained.

2. All Disabled Golfers are required to use their best judgment while safely operating the Adaptive Golf Cart to avoid personal injury and damage to the golf course. This includes:
 - a. Approaching and climbing all slopes including tee boxes and greens at a 90-degree angle.
 - b. Avoiding flooded or muddy areas anywhere on the golf course.
 - c. At no time will the cart be driven into a bunker or within 15 feet of any water hazard or ravine.
 - d. Complying with all special instructions provided by the golf course at the time of play concerning areas unable to accommodate the cart.

C. Equipment Requirements

1. Disabled golfers may use their own golf equipment or can use the equipment made available at the golf course for their use.
2. The equipment provided on the golf cart will include:
 - a. Golf Clubs (if the golfer doesn't have their own)
 - b. 1 Ball retriever to retrieve their ball from unplayable areas (i.e. bunkers)
 - c. 1 Floatation Cushion for emergency use
 - d. 1 Copy of the USGA Pamphlet on the Modification of The Rules of Golf for Golfers With Disabilities

H-2 Cart Availability

The Adaptive Golf Cart must be reserved in advance through the Golf Shop at the time the golfer's tee time is reserved. Reservations will be on a first come, first serve basis.

- A. The use of the Adaptive Golf Cart on the golf course on the day of play is at discretion of the Golf Shop Staff in coordination with the Maintenance Superintendent, with the final authority on whether course conditions can allow it's use being with the Maintenance Superintendent.
- B. Training on the use of the Adaptive Golf Cart will be scheduled through the Golf Shop. There is no charge for the cart during training and practice. Range balls will be provided by the Golf Shop to the golfer during training.

H-3 Cart Fees and Revenue Breakdown

- A. The fee for use of the Adaptive Golf Cart during course play will be one half the price of a regular two-person golf cart.
- B. All revenue produced by the Adaptive Golf Cart rental will be retained by the Golf Shop to cover expenses required for the maintenance of the golf cart and the costs incurred while training the disabled golfers.
- C. All green fees generated through this program will be calculated and paid in the same manner as regular green fees. If a disabled golfer is either asked to discontinue his/her round of golf due to slow play or if for a physical reason, they are unable to complete their round, the Golf Shop will issue the Golfer a rain check to cover the unplayed holes.

Golf Course Evaluation Guidelines and Form

I-1 Evaluation Guidelines

The following guidelines should be used to determine the ratings while evaluating the County Golf Courses. The ratings should not be based on how the golfer played, rather on the conditions of the golf course. Exaggerated ratings are discouraged in order to get a fair assessment of the golf course. If any category is not observed, leave it blank or write N/A. Comments are requested to help clarify the ratings and to assist in improving the conditions noted. Please insure the golf course played is marked on the form and that the name of the golfer is legible.

1. Greens Possible 5 points

The greens on a golf course are the most commonly discussed by golfers and the hardest part of the golf course to maintain.

1. **Quality and Playability:** 100% turf cover, smooth, well drained, consistent, and uniform in texture – firm but not too hard and of suitable speed. Greens hold approach shots hit correctly. Cups are cut cleanly and in proper location, in accordance with USGA recommendations. Generally free of weeds, insects, rodents and turf diseases. Flagsticks are of good quality, standing straight, and are uniform on all greens.
2. **Appearance:** Turf is uniform in color and mowing direction. Collars and aprons have definition and are cut to uniform standard.

2. Practice Greens Possible 5 points

This includes all practice putting and chipping greens. The Practice Greens should also meet the same standards as the 18 greens on the golf course. They should also meet the following standards:

Expectations: Practice greens should be clearly defined and properly posted as to being open or closed. There should be a sufficient number of practice holes to handle the traffic, within the limits of the practice green.

3. Tees/Amenities Possible 5 points

Tee areas provide the first impression of each hole and can add or detract from the complete golfing experience.

- a. Tee Quality: 100% turf cover with smooth, firm, and level surface. Generally free of weeds, disease, or rodents. Uniform mowing, adequate top dressing and seeding program is evident. Tees drain well with no mud buildup.
- b. Perimeter Areas Around Tees: Area between cart path and tees is uniformly mowed and smoothly turfed. Generally free of identifiable traffic patterns and worn areas on the tee. Ball washers are clean and filled with treated water and have a clean towel. Benches and signs are in good condition and properly placed. All surrounding landscaped areas are in good condition and adequately maintained. Tee markers are properly placed.

4. Fairways Possible 5 points

The fairways are important visually and for play conditions at the golf course.

- a. Quality and Playability: Turf is firm, but not hard, well defined and properly supports the ball for play. Irrigation systems must be used to deliver sufficient water to provide coverage to all turf areas, trees and shrubs without impacting on the playability of the course due to dry areas or wet areas.
- b. Appearance: Fairways are smooth with a uniform turf color. Generally, irrigated turf should look uniform whether on greens, fairways, roughs, slopes, sunny areas or shaded areas. Yardage markers and other courses markers are well placed, visible, and in good repair. Valve boxes, sprinkler heads, and time clocks are level with grade and adequately trimmed for function and appearance.

5. Roughs Possible 5 points

Rough areas have a direct affect on the playability of the golf course and the pace of play.

Expectations: Rough areas are properly mowed to a predetermined height. The rough areas throughout the golf course are maintained consistently and safely. Course markings are visible and well maintained. This includes distance markers, hazards, out-of-bounds areas, and all other staked areas.

6. Irrigation Possible 5 points

This is not an evaluation of the irrigation system. Rather, an evaluation of whether the system is being used to properly irrigate the golf course.

- a. **Quality and Playability:** Irrigation must deliver sufficient and uniform watering to provide coverage to all turf areas (greens, tees, fairways and roughs), trees, and shrubs throughout the golf course, parking lots, and buffer lands, without impacting on the playability of the golf course due to dry areas and wet areas.
- b. **Appearance:** Generally, irrigated turf should look uniform whether on greens, fairways, roughs, slopes, sunny areas, or shaded areas. Valve boxes, sprinkler heads, and time clocks are level with grade and adequately trimmed for function and appearance.

7. Lakes

Possible 5 points

Lakes are environmentally important to each golf course. They affect the condition of the golf course and are the habitat for many forms of wildlife.

- a. **Appearance:** Water is generally clean, clear of weeds or other growth, foul odor, or floating litter or debris. Banks are trimmed except for natural areas identified as a “hazard” or “out-of-bounds”.
- b. **Perimeter Areas:** Shorelines and the ground around the lakes and streams are well defined, attractive, mowed, trimmed, and have a smooth and clean surface; generally free of debris—except in areas identified as a “hazard”.
- c. **Support Equipment:** Pumps, well areas, and electrical panels are properly fenced and maintained to provide a neat, clean, and generally quiet and unobtrusive appearance.

8. Bunkers

Possible 5 points

Bunkers directly affect the playability and definition of the golf course.

Expectations: Sand surface is uniform and raked smoothly throughout, with adequate depth for play. Sand is of a consistent texture throughout the golf course. Rakes are adequate in number, in good condition, and evenly spaced throughout the course. Traps are edged, generally free of weeds, rocks, or debris.

9. Trees and Shrubs

Possible 5 points

Trees and shrubs directly affect the play and visual aesthetics of the golf course.

Expectations: All trees and shrubs must be maintained in a safe, healthy, structurally sound, and aesthetically pleasing condition. All pruning shall be in accordance with ISA standards. Trees and shrubs shall be pruned to maintain cart, mower, and pedestrian traffic clearance for a minimum of 7 feet. All automobile, service, and delivery traffic areas shall be pruned to a minimum of 14 feet. Tree bases are neat and

clear of stumps, sucker growth, or downed limbs. Staked trees shall be properly tied to promote good health for the tree or shrub needing support.

10. Cart Paths

Possible 5 points

Cart paths provide visual definition to the golf course and their condition effects the golfing experience. Golf cart longevity can also be impacted by the cart path conditions. Paths should be smooth with no raised surfaces due to root damage or buckling.

- a. Quality: The condition of the cart paths should be relatively smooth with no raised surfaces due to root damage or buckling. Any cracks, holes, or breaks should be repaired. Curbs should be properly edged. Paths should be free of weeds, excessive dirt, debris, and litter.
- a. Traffic Control: Ropes, stakes, and other traffic control devices are clean, in good condition, and repaired as necessary.

11. Entrances/Parking Lots

Possible 5 points

Entry areas and parking lots provide the most important first impression of the golf course.

- a. Entrances: Entrance areas are attractively landscaped and well maintained with healthy plants suited for the area. All planter areas are generally free of weeds, litter, and debris. Entrance signs are in proper locations, attractive, and informative.
- b. Parking Lots: Parking lots have good traffic flow and directional signs. Parking lot surface is clean and smooth, generally free of potholes, cracks, or signs of excessive wear. Striping is bright and clearly evident with special logos for handicapped parking in good condition and repair.

12. Fences

Possible 5 points

Fences on and around the golf course provide definition and security to the facility.

Expectations: Perimeter and protective fences and screens are generally free of holes, tears, and splits and are stretched to the original design. Support posts are in place, straight, properly anchored, and tied tightly to all fence material. Fence lines are maintained clean and clear of weeds and other growth. Signs or warning notices are clear and easily readable.

13. Clubhouse/Grounds

Possible 5 points

The clubhouse and grounds is a major contributor to the successful image of the golf course.

- a. Clubhouse: The clubhouse area, breezeways, public restrooms, patio areas, utility enclosures, walkways, and refuse containers are clean, orderly, well maintained, and in good repair. The exterior and interior surfaces are well maintained, painted surfaces are clean and in good repair, signs are also in good condition. Employee areas are clean and in good condition. Signs and bulletin boards are neat and

orderly with current information only. Walkways are clean, edged and generally free of litter and debris. Windows and floor coverings are also clean and in good repair.

- b. Landscaped Areas: Turf and shrub beds around the clubhouse shall receive the same level of attention as does the rest of the golf course. Landscaped areas should enhance the clubhouse and be an integral part of it.

14. Restrooms Possible 5 points

Restrooms are commonly the hardest areas to maintain at a public facility.

Expectations: Restrooms are consistently cleaned, stocked with paper products, and well maintained. All fixtures are operational. Interior and exterior areas are clean and orderly. Restrooms are properly identified for men and women. Restrooms should be attractive to the public.

15. Food/Beverage Services Possible 5 points

All restaurant and snack bar operations are of the highest quality. Are customer needs being met.

Expectations: Food items must be served at the proper temperatures and in an attractive and appetizing manner. Food is well prepared and meets customer expectations. Employees are well groomed and courteous to customers. Both snack bar and restaurant services operate adequate hours as posted and spelled out in contracts. There is adequate staff to maintain excellent service. The alcoholic beverages meet all code requirements and are served responsibly and professionally.

16. Food/Beverage Areas Possible 5 points

All food service areas and bar are clean, orderly, and receive adequate and continuous cleaning in order to insure that food items are stored and served in the most sanitary of conditions. Food service operations are to be well organized and properly displayed.

Expectations: All food service areas are maintained to the highest possible standard and meet health code requirements. Refrigeration and cooking equipment are also clean and operate at the proper temperatures.

17. Mobile Food Service (On-course beverage cart) Possible 5 points

If the on-course beverage cart was operating during your round, did the cart sufficiently meet your needs.

Expectations: The on-course beverage cart is required to meet the same standards as the restaurant for service, quality, cleanliness, courtesy, selection, etc. with the understanding that the cart has limited capabilities as to menu. Did the cart service your group a sufficient number of times during your round?

18. Golf Shop/Professional Services Possible 5 points

The Golf Shop oversees all golf operations at the golf course, including starter services, merchandise selection and sales, cart rental, and lessons.

Expectations: The staff is courteous, knowledgeable, helpful, presenting a clean and neat appearance, and is in appropriate attire.

19. Golf Shop Area/Merchandise Possible 5 points

This item involves the physical aspects of the golf shop.

Expectations: The Golf Shop is clean, visually attractive, in good repair, and has a good selection of merchandise. All required signs are prominently displayed and contain correct information. All windows, walls, ceilings, and floors are clean. The exterior of the Golf Shop is in good repair.

20. Golf Carts Possible 5 points

The condition, availability, and management of the golf cart fleet.

Expectations: The golf carts are sufficient in number to meet customer demand. Seats are in good repair. Golf carts are cleaned throughout, including floor mats. Carts work properly. Cart storage area(s) are clean and orderly. Carts are clear of trash and graffiti. Maintenance area is clean and orderly and meets state and local employee safety standards.

21. Pace of Play (Marshaling) Services Possible 5 points

The Pace of Play Program is imperative to maintaining pace and control of play on the golf course. Courtesy is an important aspect of this program.

Expectations: The marshals are visible and assertive in maintaining the pace of play on the golf course. Marshals are well trained and professional in moving slow play along. Marshals should take action to deal with rowdy behavior. Marshals must report unsafe conditions to the Golf Shop or the Maintenance staff. Marshals should be appropriately dressed and easily identifiable as a course marshal.

22. Driving Range Possible 5 points

The driving range should receive the same level of attention as the rest of the golf course.

Expectations: Turf areas are well maintained, ball dispensers, baskets, driving range mats, and yardage markers are well maintained and appropriate for the golf course. Walkways are clean and properly maintained. Balls are generally in good condition, free of cuts or loose covers, and clean. Practice areas, including bunkers, are in good shape and afford proper protection for other golfers.

23. On Course Signage

Possible 5 points

Signage is important to maintaining safety and keeping the golfers informed on the golf course.

Expectation: The signage on the golf course and around the clubhouse is informative, legible, in good repair, well located, and sufficient for conveying the messages intended.

I-2 Evaluation Form

The Evaluation Form listed below will be used to evaluate the County Golf Courses.

COUNTY OF SACRAMENTO
 Department of Regional Parks, Recreation, and Open Space
 Golf Division

Golf Course Evaluation Form

Date of Inspection: _____ **Time of Play:** _____

Golf Course: Ancil Hoffman Cherry Island Mather

Quarter
 1st 2nd 3rd 4th
 [] [] [] []
 1/1 – 3/31 4/1 – 6/30 7/1 – 9/30 10/1 – 12/31

<u>Area/Facility</u>	<u>Rating (Circle One)</u>				
	Low	←-----→			High
1. Greens	1	2	3	4	5
2. Practice Greens	1	2	3	4	5
3. Tees/Amenities	1	2	3	4	5
4. Fairways	1	2	3	4	5
5. Roughs	1	2	3	4	5
6. Irrigation	1	2	3	4	5
7. Lakes	1	2	3	4	5
8. Bunkers	1	2	3	4	5
9. Trees and Shrubs	1	2	3	4	5
10. Cart Paths	1	2	3	4	5
11. Entrances/Parking Lots	1	2	3	4	5
12. Fences	1	2	3	4	5
13. Clubhouse/Grounds	1	2	3	4	5
14. Restrooms	1	2	3	4	5
15. Food/Beverage Services	1	2	3	4	5
16. Food/Beverage Areas	1	2	3	4	5
17. Mobile Food Service (On-course beverage cart)	1	2	3	4	5
18. Golf Shop/Professional Services	1	2	3	4	5
19. Golf Shop Area/Merchandise	1	2	3	4	5
20. Golf Carts	1	2	3	4	5
21. Pace of Play (Marshaling) Services	1	2	3	4	5
22. Driving Range	1	2	3	4	5
23. On Course Signage	1	2	3	4	5

1 = Poor 2 = Fair 3 = Standard 4 = Good 5 = Excellent

COMMENTS ON OVERALL CONDITION OF INDIVIDUAL AREAS OR GENERAL AREAS/PROBLEM AREAS.

(Please be as specific as possible – e.g. Tee Area on hole #12 is wet)

(Continued on Reverse)

Safety Concerns:

Overall Impression:

Customer Services:

Suggested Improvements:

Reviewed by (Print Legibly): _____

<input type="checkbox"/> Official Use	<input type="checkbox"/> Pro Shop	<input type="checkbox"/> Food & Beverage	<input type="checkbox"/> Maintenance
<input type="checkbox"/>	Quarterly Customer Survey Results (Attached)		
<input type="checkbox"/>	Public Comments (Attached)		
<input type="checkbox"/>	Department Staff Comments (Attached)		

Form Revision Date: 5/1/04

Golf Course Maintenance Standards



DEPARTMENT OF REGIONAL

Golf Division

Golf Course Maintenance Standard

Introduction

Over 250,000 rounds of golf are played annually on golf courses owned or managed by Sacramento County. There are over 100 public and private employees that help to maintain the golf courses, work in the golf shops or restaurants, or teach golf lessons. There are nearly as many golf marshals that interact with customers in order to maintain pace of play, answer questions, handle emergencies, and enforce golf course rules and regulations.

This entire workforce is driven by customers willing to pay green fees in order to play golf. The purpose of these guidelines is to communicate to all employees, directly or indirectly involved in the maintenance of our golf courses, how often and to what standard maintenance activities shall be performed.

By providing a systematic approach to maintenance, customers can expect a product that offers good value and reliable service. By meeting or exceeding these maintenance standards, the golf courses can achieve our mission, which is:

“To offer the highest quality public golf course facilities and services to the widest range of County residents and visitors to the region, at affordable prices.”

The Recreation and Parks Commission and joint Course Affairs Committees support these Maintenance Standards. Course Affairs Committee members are invited to play each golf course on a quarterly basis to evaluate course conditions against these standards. Results are shared with the Recreation and Parks Commission on an annual basis. Through these combined efforts volunteers and paid staff alike share a common understanding of golf course conditions and the tremendous effort it takes to produce a quality product for our customers.

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County of Sacramento

Golf Course Maintenance Standards

1.

Golf Course Maintenance

These Golf Course Maintenance Standards have been established as guidelines to be used to manage the maintenance activities at our three golf courses. The implementation and scheduling of the maintenance tasks required to meet these Standards is the responsibility of the Superintendent of the golf course. Adjustment will be necessary to accommodate changing weather conditions, play, and other maintenance practices. Budget constraints were considered when defining these Standards. The County Golf Manager must approve variations from these Standards should budget reductions become necessary. These Standards have been adopted with the support of the Recreation and Parks Commission and the Course Affairs Committees.

The areas maintained shall include:

- A. The 18-hole regulation golf course
- B. Driving Range
- C. Clubhouse and Grounds
- D. Golf Course Maintenance Yard and Storage Areas
- E. Miscellaneous Structures
- F. Landscaped and Slope Areas
- G. Environmentally Sensitive Areas

2.

Greens Maintenance

Maintain all greens according to accepted playability and industry wide standards, observing the following minimum requirements:

- A. Change location of cups and repair ball marks daily.
- B. Mow greens daily March through October and a minimum of five times per week (Saturday, Sunday, Tuesday, Thursday, and Friday) November through February. Greens shall be mowed with a reel-type mower with no less than nine (9) blades per reel. Mower shall be designed specifically for mowing golf greens and shall be of the type, make, and model accepted by the golf industry.
- C. Verticut and topdress all greens monthly March through November as controlled by the Superintendent based on severe weather conditions.
- D. Core aerify greens at least two (2) times per year or more frequently, if needed, and remove plugs the same day. Top dress material as to type and quantity following each aerification of greens. Overseed after each aerification with ½ to 1 pounds, per thousand square feet, with creeping bentgrass. Other means of aerification including hydrojecting, spiking, or solid tine aerification practices will be employed by the Superintendents as needed.
- E. Apply a very light amount of topdressing sand to all greens at least once each month, including practice greens, during the growing season (March through November)¹.
- F. Have the soil analyzed at least once per year.
- G. Apply fertilizer and amendments in the quantity and type recommended by soil analysis in a manner to provide uniform growth of turf.
- H. Treat greens with proper chemicals to control insects, disease, weeds, and other pests incorporating Integrated Pest Management (IPM) practices.

¹ Unless other wise indicated “Growing Season” shall be March through November.

3.

Tee Maintenance (Including Driving Range Tee)

Maintain all tees according to industry wide standards at all times, observing the following minimum requirements:

- A. Service tees daily by moving tee markers, benches, and ball washers as applicable. Change tee towels weekly and keep ball washers cleaned and filled (daily) to the proper level with water and an appropriate cleaning agent.
- B. Mow tees three times weekly with reel type mower to the specified height of $\frac{1}{2}$ " to $\frac{5}{8}$ ".
- C. Verticut tees as needed for thatch removal.
- D. Aerify tees at least two (2) times per year or more frequently if needed and top dress and overseed at least once per year (Over seed in September or October).
- E. Repair worn and damaged turf areas as they occur by overseeding or resodding to ensure playable tees at all times. (Sand and seed containers, if used, shall be maintained daily on all par 3 tees as a minimum).
- F. Treat tees for control of insects, disease, weeds, and other pests as necessary to maintain healthy turf.
- G. Apply four to six pounds of actual Nitrogen per 1000 square feet of turf per year. Applications shall be timed to turf conditions, weather and fertilizer formulation.

4.

Fairway Maintenance (Including Driving Range Area)

Maintain all fairways according to accepted playability as determined by industry wide standards at all times, observing the following minimum requirements:

- A. Mow fairways with a reel type mower three times a week during the growing season at the height of $\frac{1}{2}$ " to $\frac{3}{4}$ "; once or twice per week during the remainder of the year.
- B. Mow the Driving Range once a week during the growing season to a height of 1" to 1 $\frac{1}{2}$ ". Maintain that mowing height during the remainder of the year.
- C. Verticut fairways as necessary for turf health and acceptable playing conditions. (Optimal item based on equipment and budget allocations.)
- D. Aerify all fairways at least two times per year (Spring and Fall).

- E. Over seed and top-dress (or re-sod) worn or bare areas of fairways as necessary.
- F. Treat turf to control weeds, diseases, insects, and other pests as necessary to maintain weed free and healthy turf.
- H. Apply four to six pounds of actual Nitrogen per 1000 square feet of turf per year. Applications shall be timed to turf conditions, weather and fertilizer formulation.

5.

Bunker Maintenance

- A. Bunkers shall be raked daily on weekends and at least every other day (as a minimum) during the weekdays.
- B. Bunker rakes shall be inspected on a weekly basis and replace as needed.
- C. Bunkers shall be edged twice per month with a power edger or string trimmer during the growing season, and monthly during the rest of the year.
- D. Sand shall be replaced twice per year (spring and fall) and more often if necessary to insure proper playing conditions.

6.

Maintenance of Other Turf Areas – Roughs, Mounds, Collars, and Aprons

Maintain turf and landscaped lawn areas at an acceptable level, observing the following minimum requirements:

- A. Mow roughs at least once per week May through October and as growth requires November through April at heights between 1” and 2”.
- B. Mow collars and aprons at least twice per week at heights between ½” to 5/8”.
- C. Verticut as necessary to promote healthy growth.
- D. Aerify at least two times per year (spring and fall).
- E. Over seed and top dress (or resod) worn or bare areas as necessary.
- F. Treat turf to control weeds, disease, insects, and other pests as necessary to maintain a healthy turf.
- G. Apply four to six pounds of actual Nitrogen per 1000 square feet of turf per year. Applications shall be timed to turf conditions, weather and fertilizer formulation.

7.

Maintenance of Nursery

Maintain at least one (2-3,000 SF) sod nursery for greens at all times:

Greens - Bentgrass.

1. Maintain according to greens Maintenance specifications as specified in Section 2, herein.
2. Following removal of sod, replace soil and reseed.

8.

Maintenance of Accessory Equipment

Maintain all golf course accessory equipment in a clean, safe, functioning, and aesthetically pleasing condition at all times, replacing with County approved equipment and /or materials as necessary, including but not limited to the following:

- A. Signs.
- B. Tee Benches.
- C. Tee markers and mats.
- D. Ball washers, including tee towels and soap.
- E. Out-of-Bounds markers.
- F. Directional flags and poles.
- G. Distance markers (150 yards, etc.)
- H. Green flags, poles, and cups.
- I. Practice greens markers and cups.
- J. Trash receptacles.
- K. Cleat brushes.
- L. Sand and seed bottles.

9.

Irrigation

Irrigate as required to maintain adequate moisture for growth rate and appearance. Adequate soil moisture shall be determined by visual observation, plant resiliency, turgidity, examining cores removed by soil probe, moisture sensing devices, and programming irrigation controllers accordingly:

- A. Consideration must be given to soil texture, structure, porosity, water retention, capacity, drainage, compaction, precipitation rate, run off, infiltration rate, percolation rate, evaporation and transpiration rates, seasonal temperatures, prevailing wind conditions, time of day or night, type of grass plant and root structure. Additional syringing and watering during the day may be required dependent on weather conditions.
- B. Turf areas should be firm to promote good playing conditions but moist enough to promote healthy turf conditions without saturation. During periods of overseeding, moisture must be maintained for proper germination of seed.
- C. A soil probe or tensiometer may be used to determine the soil moisture content in various areas.
- D. In the event of a reduction of the volume of water supplied to a golf course during peak demand periods, or periods of drought, the priority of water distribution shall be as follows:
 1. Greens
 2. Tees
 3. Fairways
 4. Other turf and landscape areas

10.

Irrigation System Maintenance

Maintain the entire water delivery and irrigation system in good repair, functioning properly and conforming to all related codes and regulations at all times, including but not limited to: backflow prevention devices, gate valve assemblies, main lines, lateral lines, valves, sprinkler heads, controllers, and communication devices and systems.

- A. Monitor the water delivery and irrigation systems on a regular basis (daily), provide for appropriate coverage, adjusting when and where necessary by clearing clogged lines and removing obstacles.

- B. Check system daily in order to adjust and/or repair sprinkler heads causing excessive runoff, including slope areas, or those heads which spray directly onto roadway paving or walks within a right-of-way or need to be raised because of settling of the head or heightened turf areas.
- C. All controllers shall be inspected and adjusted on a weekly basis or more frequently as needed; or when circumstances warrant.
- D. When repairs are made that require holes being dug, priority will be given to these projects to ensure public safety. All areas where holes are dug must be marked or barricaded to prevent unauthorized personnel from entering.

E.

11.

Tree Maintenance

Maintain all trees on the premises in a safe, healthy, structurally sound, and aesthetically pleasing condition. Maintenance practices shall employ acceptable arboricultural practices approved by the International Society of Arborists (I.S.A.).

- A. Prune trees to maintain and stimulate proper health and growth by cutting out dead, diseased, weak, insect-infected, and damaged limbs.
- B. Regularly prune trees to maintain a clearance of seven (7) feet in all areas of pedestrian traffic and areas accessible to golf cart traffic. Maintain a clearance of fourteen (14) feet in all areas of vehicular traffic such as parking lots, driveways, and tree extensions over and through fence lines and into roadways and adjacent streets. Such pruning shall provide safe vehicular and pedestrian visibility and clearance in order to prevent or eliminate hazardous situations.
- C. Trim and shape trees to provide a symmetrical appearance typical of the species and to a height that allows for adequate irrigation coverage.
- D. Remove and dispose off site, any downed trees whether caused by natural causes or otherwise. Stumps shall be removed to twelve (12) inches below grade and wood chips removed and the resultant hole back fill to grade.
- E. Keep surrounding turf mowed and sprayed around tree bases to a maximum width of 24”.
- F. Leaves will be removed from fairways and roughs as much as possible to eliminate lost balls and slow play.
- G. No live trees may be removed (cut down) without the expressed permission of the Director of Parks and Recreation.

12.

Maintenance of Non-Play/Riparian/Natural Areas

Maintenance of non-play, riparian, and natural areas.

- A. Riparian and Natural Areas shall be maintained by restricting access to the areas by maintenance of signs and fencing.
- B. IPM (Integrated Pest Management) shall be used in these and other areas of the golf course.
- C. Riparian and Natural areas shall be managed to promote the establishment and preservation of natural habitats.

13.

Drainage

Maintain and keep in good repair the major storm drains and creekways that take storm water and runoff away from the golf course and all drainage swales and structures that traverse the golf course. All surface drains and swales shall be kept clear of debris so that water will have unimpeded passage to their outlets. All inlets to sub-drains shall be kept clear of turf, plant material, leaves, paper, and other debris to ensure unimpeded passage of water.

14.

Fence Lines

Maintain, replace, and repair the County owned golf course fence lines within and around the golf course including but not limited to, those golf course fences designed to control the flight of the golf balls, those golf course fences separating the premises from private property and structures, and public streets.

15.

Landscaped Areas Around Buildings

Maintain the flowerbeds and planters surrounding the clubhouse, golf shop, and other buildings. The flowerbeds must be kept weed-free and cultivated on a frequency of at least twice per month. All shrubs and hedges must be kept in a neat appearance at all times. Adequate amounts of water fertilizer and pesticides must be applied to ensure healthy growth and development of all plant materials. All trees must be kept free of sucker growth and tree branches and limbs kept trimmed and thinned out. All plant

materials are to be maintained in order to promote healthy growth, and to maximize their aesthetic appearance.

16.

Lake Maintenance

Keep the water and shorelines free of litter and debris. The lakes shall be kept free of algae and undesirable aquatic weeds. Chemical use shall be in compliance with all Federal, State, and Local laws, including those rules and regulations imposed by the County Agricultural Commissioner and following IPM Standards.

17.

Building Maintenance

Keep all buildings located on the golf course and buildings and structures that directly serve golf course needs in good condition and on a regular schedule of cleaning and routine maintenance. This can be done by concessionaires, fee managers, County Park staff, or other County agencies, as is the current policy with the Department of General Services, Facilities Management Division. Rest rooms should be cleaned and sanitized daily. Food service areas should also meet current health code standards for cleanliness and upkeep.

18.

Parking Lots and Road Maintenance

- A. Maintain parking lights, fencing, service road areas, and driveways in a safe, clean, and weed-free condition at all times.
- B. All golf course parking lots, walkways, interior paved and/or unpaved service roads shall be maintained in a clean and safe condition at all times.

19.

Other Required Duties

Other duties are required of the maintenance staff to keep the golf courses maintained in the proper condition at all times.

- A. Remove all litter daily from golf course grounds including the golf course proper, areas of natural vegetation, golf course maintenance yard, service roads, perimeter fence lines, parkways, landscaped areas, and driving range. Remove all trash and debris daily resulting from golf course maintenance as it

occurs. Clean, repair, and replace trash receptacles daily as necessary to maintain clean, safe, and sanitary conditions at all times.

- B. Maintain shrubs, ground cover plantings, and lawn areas in a manner to promote proper health growth and an aesthetically pleasing appearance at all times. Shrub beds shall be maintained monthly to control weeds, cultivate soil, and maintain appearance.
- C. Take whatever preventive steps are necessary to protect all slope areas from erosion, fire, and rodent damage at all times.
- D. Control rodent and other animal pests as necessary to prevent erosion and destruction of plantings on golf course property.
- E. Maintain and repair, as necessary, surface flow lines, swales, catch basins, grates, sub-surface drainage system, and other drainage structures in clean, weed-free, and properly functioning condition at all times.
- F. Observe all legal requirements and safety regulations in the use and storage of chemicals, hazardous materials, supplies, and equipment at all times according to Federal, State, and Local government standards.
- G. Maintain golf maintenance storage building and yard in a clean, orderly, and safe condition at all times, conforming to all applicable laws and regulations.
- H. Protect the golf course from damage during periods of frost, rainy weather, and other unusual conditions.
- I. Maintain bridge abutments and approaches in a safe, stable condition at all times.
- J. Maintain walkways, steps, and handrails on walkways, header boards, and cart paths in a safe, clean, edged, weed-free condition at all times.
- K. Maintain and repair all fencing, driving range netting, and fence lines in safe, secure, and aesthetically pleasing condition at all times.
- L. Maintain the following systems on a daily basis and repair as needed:
 - 1. All area lighting systems for safe and functioning condition.
 - 2. All golf course buildings and accessory structures for clean, safe, and secure condition.

Remove all debris and clippings from sidewalks and gutters daily.

20.

Equipment Maintenance

These standards shall apply to the care and servicing of golf course maintenance equipment as well as the general care and upkeep of the equipment shop:

- A. Routine preventative maintenance shall be performed on assigned maintenance equipment by the equipment operator and/or the Shop Mechanic. Work shall be performed based on the following:
 - 1. Work shall be done in accordance with manufacturer's recommendations, including frequencies, hours of use, or visual inspection and wear patterns.
 - 2. Under no circumstances shall safety protections, lights, warning devices, or shrouds be tampered with or removed.
- B. Proper records shall be maintained on all assigned equipment. Records shall accurately log hours of use, actual service performed, repairs made, and parts used. In addition, scheduled maintenance shall be logged on equipment maintenance boards (as applicable) and service date and hours written on all filters.
- C. Shop areas shall be kept clean, well organized, and free of hazards. Established "Codes of Safe Practices" for the equipment shop shall be adhered to and followed by all employees working on equipment or working in the Shop Area.

21.

Safety

All personnel must comply with the Department of Parks, Recreation, and Open Space Injury and Illness Prevention Program (IIPP), including the adherence to established codes of safe practices, and all Federal, State and Local laws and regulations.