

The weather has been warmer than any year in recent memory. Not only have the days been warm, but night temperatures have been very high as well. As a result soil temperatures are very high for this time of year. The warm soil temperatures really impact plant activity, because even if the weather turns cold, the warm soil keeps plants active. Plants are about three weeks ahead of schedule.

Commissioner Miller said that algae blooms in the pond on the left side of hole #4 needs to be removed because it is very unsightly. Manager Pekarek will mention this to staff.

Forsythia is in bloom. This indicates that *Poa Annua* seed heads are about to form, telling turf managers that it is time to treat for this. Roughts are being mowed for the first time ever in March. A Commissioner mentioned that he observed some unusual blotches on greens. Manager Pekarek said that the CDGA turf advisor has reported several unusual turf issues on bentgrass in March. The patterns described on #16 green could be "fairy ring", a fungus that is primarily a cosmetic on the turf.

Manager Pekarek commended the grounds crew for aggressively getting the course open early in March, allowing the Links to take advantage of the superior weather. The grass seems good overall, and did not experience winter problems.

Reasonable progress is being made on the Facility Improvement Project. Manager Pekarek will send an e-mail update tomorrow (March 22). The building architect is creating an alternative to the building exterior plan based on feedback from the aesthetic guidance group. The alternative will add gables for a residential feel, and exchange the translucent canopies at the entrances with gabled canopies. The metal roof will be changed to a shingled roof for a less commercial look. The goal is to keep all the original elements and make it softer and more welcoming. The feedback was that the original plan looked "commercial". The updated plan is expected any time. Manager Pekarek is asking the guidance group to meet in two weeks to give further feedback. The architect has also met with the building department.

Financial Report

Commissioner Jourdan asked why the February miscellaneous income number was so high. Manager Pekarek said it was income from an insurance claim resulting from July 2011 storm damage.

March 21, 2012

Trustee Liaison Report

There was no Trustee report.

ANNOUNCEMENTS AND OTHER BUSINESS:

Commissioner Miller submitted a written statement (copy attached) to the Commission concerning customer service, courtesy and staff attitudes. He said that staff should be nice to customers, should smile, should address customers by name and should thank them for visiting. He said that he does not want the Director of Golf coming near his group, because they have not been happy with the way he has talked to them about slow play. He said that several such conversations caused his group to stop playing at the Village Links.

The Commission discussed the situation and agreed that, although there are individuals who do a good job, there could be overall improvement in those areas.

The Commissioners discussed the “keep pace” program. Perhaps it could be moved to another hole. Manager Pekarek noted that several suggestions regarding the management of slow play on Saturday and Sunday mornings have been implemented. In 2012 the Links will experiment with social media to communicate information on pace of play. Several suggestions were made that could possibly improve this effort, including always using easy pin and tee placements on weekends and putting suggestions on how to speed up play in the newsletter. The consensus is that timing at the 4th hole is helping.

There was general discussion concerning extending resident privileges to non-Village residents who reside in the unincorporated 60137 zipcode or perhaps using the park district boundaries instead of Village boundaries. There was considerable interest in doing this, with the goal of increasing rounds played. Manager Pekarek said that the decision to define a Village “resident” is a community decision for the Recreation Commission and Village Board. He said that staff’s only role is to explain the business impact of any format being considered. He said that the population in the 60137 zipcode is about 30% larger than the Village population, and would result in about 30% more “resident” golf sales and a decrease of a smaller percent of non-resident sales. He said that the current policy is to provide the maximum benefit to Village residents, but that could be changed by the Village Board. He said that the resident green fee discount would have to be lowered if the number of residents was increased significantly.

There was also discussion concerning how to fill the quiet times during the week, and if there would be a long term advantage to discounting those times.

Acting Chairman Cornwell said that he canvassed several golfers who told him that the beverage cart should be out by 10:00 am on weekends and that the Links should get an exception from the Village to sell alcohol before noon on Sundays. He said that the Commission should consider expansion of the resident boundaries and developing the right model to get the right players at the right time.

There was no other business. The next meeting of the Recreation Commission will be on Wednesday, April 18, 2012 at 7:30 PM at the Glen Ellyn Civic Center.

ADJOURNMENT:

Commissioner Miller moved to adjourn the meeting. Commissioner Jourdan seconded the motion, and it was carried unanimously. The March 21, 2012 meeting was adjourned at 8:53 PM.

Submitted by Karen Blake, Recording Secretary

Reviewed and Edited by Matt Pekarek, Recreation Director April 17, 2012

Approved by the Recreation Commission, April 18, 2012

***Comments presented by Commissioner Ward Miller at the March 21, 2012
Recreation Commission meeting:***

I would like to address what I consider to be a correctable concern regarding the operation of the Village Links.

When I visit other courses, I am greeted at the front desk with a friendly “welcome, glad you came out to visit us today” At the tee, the starter who will most often accompany the golfers to the tee, points out problem spots on the course, details tee locations, and tells the golfer “have a good round.” Even the bartender says “glad to see you”. Greens keepers will smile, wait, and wave us on...

Only Ed Posh takes the time to greet everyone he encounters.

I challenge Matt to make the change to a user friendly golf course. Everyone from the cook, greens keepers, and especially those in regular contact with the public need to be told that their attitude towards the public is not just something he would like to see, but a requirement of their job!

Whether Matt, you hire someone or ask Ed Posh to help, it is a task that you need perform. I say this because I feel that Jeff is the worst offender...

Jeff is a friend and my go to guy when I need a lesson. My own regular golf group have opted for other golf courses – with several telling me directly that Jeff is someone they don’t care to be around... This attitude came as a result of several run ins with Jeff where he was not the least bit kind in telling us to “hurry up”.

With the great spring weather, your \$175 unlimited play, and a good deal of begging on my part – our group is revisiting the Village Links. I expect that we will play well over 100 rounds in the next six weeks.

Last Friday in advance of our first round, I came out to the course specifically to visit with Jeff. His first comment was “I hope they keep pace”. I related that several in our group were not happy with his attitude, and that I would appreciate that he stay away...

He stopped by the ninth tee and greeted the group “well the bad seeds have returned”. All be it, it was with a smile and a handshake. Still it would have been better had he just said “welcome back, anything I can do to make your golf here at the Village Links more enjoyable, let me know”

Make a golf course wide change Matt - sooner or later the word will get around that the Village Links is a friendly place to play – as well as being an excellent golf course.

For instance... the cook might come out of the kitchen to greet a table. “Was everything okay... any suggestions on what items I might consider adding to the menu?”

The greens keeper waiting for a golfer might give him a smile and a thumbs up for a good shot.

The young person at the front desk seeing a golfer browse the pro shop might ask if he can have the pro show him some demo clubs or the new grips that came in. Always thank the golfer by name – “Thanks Mr. Miller”. Even the driveup teller and bagger at Dominicks thank me by name.

Those pros resting in the back room should be walking the practice tees, complimenting good shots, offering a struggling golfer one suggestion for change, helping a father with his youngsters visit to the range...