

TOWN OF BERLIN
Timberlin Golf Commission
230 Kensington Road • Berlin, CT 06037
Thursday, June 15, 2023
6:00 p.m.

Location for in person: BOE Conference Room

Topic: Timberlin Golf Commission Meeting June 15, 2023

Time: June 15, 2023 06:00 PM Eastern Time (US and Canada)

Join Zoom Meeting

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Meeting ID: 848 6951 4628

Passcode: 429793

Commissioners Present: Nancy Berger, Peter DeFazio (left at 6:50 p.m.), Jim Green, Gale Lemieux, Jim Norton, Bill Richards, Seb Senia

Commissioners Absent: Joe Pulcini

Staff Present:

Sol Guerrero – Director of Golf

1. CALL TO ORDER

Chairman Norton called the meeting to order at 6:01 p.m.

2. AUDIENCE OF CITIZENS

Fran Mazzerella, 362 Lower Lane

Ms. Mazzerella said I'm the President of the T-Cop Foundation and we have some of the board members and committee members present. We were a topic on your agenda at the last meeting and there were a lot of things said that we want some answers to. We have never been informed of any of the things that were mentioned in your meeting last time. One of them was that you never received a deposit. I personally drove to Timberlin on March 3 and handed in the deposit check to 2 women who were in the Golf Pro's office. Golf Pro Bayram and I correspond all of the time and he never called me to say that he did not receive my \$250 check. I think it was misplaced. If somebody made a phone call, we would have been happy to come back up for that check. There were a lot of things said in the meeting and we want to know why we were the center of the discussion. We were not able to rebuttal to anything.

Ms. Mazzerella said in 7 years, nobody has ever once said there were any issues with our tournament. One of the issues that was brought up was that we had more than 144 golfers and we rented golf carts. Golf Pro Bayram has been aware that we rented golf carts. In the contract it says that we are able to have more than 144 golfers, but the Town of Berlin is not required to provide those carts. We have a huge tournament and don't want our tournament to go someplace else because we want to support the Town of Berlin. We have done that over the past 8 years. We have given the Town of Berlin close to \$100k in this tournament between par for the course and the actual golf course. There was also a comment made that maybe we should take our tournament down the street, but we did not know what that meant and why it was said. There was a lot of stuff brought up that really didn't sit well with us. Golf Pro Bayram said with the cart issue we rented

them and paid for them out of our funds to provide the golfers with carts. If we allowed them to walk, it would have taken 10 times longer for the tournament to run with walkers. We chose to do that and our time on the course, we are probably close to 5.5 hours for 172 golfers.

It was also mentioned that we are taking up too much time on the course. We were never told there was a time limit. Remzi does not have any issue with us coming in to have dinner at either 5:30 p.m., 5:45 p.m. or 6:00 p.m. Is there a time limit? It does not say in the contract. It was also said that Robin Cop gets whatever she wants. Robin is one of the most compassionate people I know and when she wants something to get done she pursues it. She does not get it because of who she is. We have done a lot of things in this town with the funds raised through this tournament. The reason that we started this tournament was because they lost their son Tyler in 2015 and this is a great way to remember him. The people in this room and the 172 golfers, plus the other 50 or so people that come for dinner, come to support this family. Because they deserve it and are wonderful people who have gone through a horrible loss. This tournament is in their hometown and they want to keep it here. We are really baffled by what was said at the last meeting. We have never had any issues on the course. I don't know if somebody else thinks that we did. We have never been disrespectful or damaged anything. There was a lot of stuff said that was uncalled for.

Robin Cop, 65 Division St., East Berlin

Ms. Cop said she is saddened by the way the Golf Commission ran its meeting. People in town had to tell me about it and then I watched it and it was very disheartening. I have been a citizen my entire life and have done better for this town in a lot of different ways. I'm respected by a lot of different people and companies in town. For you to bash us and not have the ability to sit here and come back. I would think the commission's goal is to better the golf course and have better monetary outcomes for the golf course and to bring in taxpayers that can golf on the course. I was disheartened because Billy Pajor has been by my side since this happened and you brought up that is a conflict of interest. He is passionate about that golf course and what it looks like and how it is run. Everyone that has a tournament there says that the course is unbelievable because of your grounds crew. To single his name out because he is on my committee to support me is very sad. I don't feel that you guys supported me and my son's efforts and what I do in this town, or our tournament by not having the dignity to tell us that we could sit here. We have never had a complaint. Shuttle Meadow and other facilities have meetings with people that have tournaments. I'm lucky if I can even get a word in. I have to go find Golf Pro Bayram on the driving range. I find him wherever I can find him. He is never in the Pro Shop. Ms. Mazzerella deals with him via emails, so a lot of the communication does not fall on us. We ran this tournament and were never told that we were doing anything wrong. We were never told that we could not do carts or have 172 people. Everybody told us our tournament runs smoothly. Alcohol was mentioned. When I ran it by Remzi, he said he had absolutely no problem with us. We have never been disrespectful. The course looks beautiful when we are done. I don't understand where these complaints came from. Yes, I get what I want when I want it because I pursue it and work hard. I don't have people go against the rules to do things for me. I fight for what I believe in. It is about how the commission handled yourselves. We did not have the respect to sit here and say this is what we see, this is what happened to us.

Chairman Norton said one of the things that has been missing is lack of communication. A lot of problems could be solved with simple communication and just sitting down to talk. Every tournament should have at least one meeting for 30 minutes, before and afterwards. The debriefing would discuss what worked and didn't work. What could we change for next year.

T-Cop showed up on the agenda, but I did not make up that agenda. Ms. Mazzerella said Golf Pro Bayram and I talk constantly, if he did not have a contract from us he should have told me the contract is missing. Chairman Norton said he was told there was communication asking for the contract. Ms. Mazzerella said there was no email from Golf Pro Bayram asking for a contract.

Ms. Cop added that whomever told me to go move it down the road has no empathy for what I've been through and how much money I give to this town. I wanted to give to Timberlin, but after I saw that I said no. Chairman Norton said I wouldn't even know what you went through, but you have my condolences. Ms. Cop said she would like an apology. We were not present to back ourselves up. You guys sat there for 20 minutes and bashed us. Chairman Norton said I have no involvement in that, but others that have been involved brought up issues that they observed what had happened in the past. Whether it was communicated to you or not, I don't know. Ms. Cop said it was not communicated to us. This is the first time we had an issue in 7 years. It is the first time it was brought up by the commission. If you told me there was a problem. Chairman Norton said I have never had an issue. Ms. Cop said someone said the T-Cop Foundation thinks they are above the law. Ms. Mazzerella added that we are citizens that live in this town and care about this family.

Chairman Norton said the number of carts in the contract says 144 because that is the number of carts that we have. If you need more, then you have to rent them. If someone brings in their own carts that is a liability and that is why everything has to go through the protocol. Ms. Mazzerella said we paid for the rentals. Chairman Norton asked how many more carts above the 144 can we handle? This year there are 85 carts and 5 need to be for volunteers. We have a contract for 144, but what can we handle in one outing? You want to do the one time outing vs. break it up. Ms. Cop said we want to do the one time. It will be 172 this year. Chairman Norton said where is the cutoff to make it two if you had to go that route? What can the course handle? The lack of communication in how many people are coming is part of the issue. Ms. Cop said Golf Pro Bayram knows how many are coming. Ms. Mazzerella said there is no surprise with that, he has been running it for 8 years. Not once were we told you can't go over this number. Ms. Cop said that everything Golf Pro Bayram said at the meeting, we had already gone over with him and he was bashing us. I think he is part of the problem.

Chairman Norton offered to sit down with Director of Golf Guerrero and go through some of these items. It was not our intent to offend you. Ms. Cop said we felt blind sighted. You made our tournament sound like we were losers, which we are not. We have doctors, State Troopers, Fireman and high-level Executives participating. We have never done anything wrong to the course. If there was something that the course did not like, not once were we asked to sit down and talk about it to fix it. Ms. Mazzerella said we would be happy to do that if that were the case. Chairman Norton said we are all from this town and would rather have you stay here. Ms. Mazzerella said someone from this committee made that comment. Chairman Norton said we don't agree with that comment. Ms. Cop said for it to be said in general shows that you do not really care about us. Chairman Norton said there were things that should not have been said. Ms. Cop thanked Chairman Norton for acknowledging it. Chairman Norton said our apologies to you if you were offended. Better lines of communication have to be opened up going down the road. Ms. Cop agreed and said if there are issues, we can make it better. Chairman Norton said if you would like to sit down with Director of Golf Guerrero and discuss what to change or make different, we would be happy to work with you.

Bill Pajor, 128 Westview Terrace

Mr. Pajor asked if Director of Golf Guerrero was advised by the Golf Commission to put the T-Cop outing on the agenda? Director of Golf Guerrero said I'm sorry for the last meeting. Whatever I put on the agenda, I put on there because concerns were raised and I need to talk about it with the Golf Commission. Mr. Pajor asked if the Golf Commission told you there were concerns? Director of Golf Guerrero said someone on the Golf Commission brought it up. Mr. Pajor said so you have to put it on the agenda, but you said that you did not know anything about it. Chairman Norton is in charge and has to tell Director of Golf Guerrero what he wants on that agenda. Chairman Norton said all of the commissioners have input on the agenda. I ask them for their comments on what they would like to discuss. I forward their items to Director of Golf Guerrero who puts them on the agenda. Chairman Norton said we are adults and can't censor anybody. It does not matter who put it on the agenda. It did not come from the commission itself. Director of Golf Guerrero said someone on the golf commission raised concerns.

Mr. DeFazio said this is a bad situation and we apologize for the offense. We learned a lot from it and moving forward there will be a discussion of coming up with a procedure with guidelines, deadlines, checklists and everything else.

James Mazzerella, 362 Lower Lane

There was a check that was dropped off on March 3. We do not know where that check ended up because the course was not even open on March 3. That check was not handed to anybody. Mr. Pajor said my wife brought it down to the Pro Shop and handed it to the two girls that were there. Maybe she has the date wrong, but yes, she did do it. Mr. DeFazio said that is not what we heard and we may have been given false information. Communicating amongst all parties is critical moving forward. This happened and it is unfortunate. T-Cop is a big tournament. You are looking for as much participation for your fundraising efforts as possible. We get it. I hope everyone learns from this. We need to do better and this tournament need to do better as far as communication lines. We have to make sure that everybody is on the same page from day one. The day that you give a date for that tournament to the time you pack your stuff up from the tournament has to be communicated. It is unfortunate what happened, but let's move forward and make it the best it can be.

Rich Kureczka, 129 Lamentation

Mr. Kureczka asked if Golf Pro Bayram would be coming to the meeting? Chairman Norton said that he had another commitment. Mr. Kureczka asked if the Golf Commission is not the "cooler police"? Chairman Norton said you have to go through Remzi on alcohol. Mr. Kureczka said I don't see anyone checking other coolers. Chairman Norton advised that no one is going to check the coolers. Ms. Cop said they did check our coolers. We were singled out. Mr. Kureczka said if it happens to us, it should be happening to other tournaments too. Chairman Norton said that he wants a checklist of what is required for all tournaments that has to happen for everybody. We have to treat everybody the same – we can't have 2 sets of rules. We have to protect the town and protect the golfers, which is why we have the contracts. Mr. Kureczka said you need some type of checks and balances. Chairman Norton said technically you can't bring alcoholic beverages in. Ms. Cop asked how would you know where the alcohol is coming from, it could be from the cart girl or the bar. Chairman Norton said you are right. The cart girl and Remzi should know when to cut people off. Ms. Cop added that if we see something wrong on the course, we usually say something about it. We have not had a problem in 8 years. All of a sudden our tournament is singled out. I have been to other tournaments and people are doing the same thing. Yes, we need to learn from this, but a majority of this was not the T-Cop Foundation, it was a lack of communication and lack of organization. What was said was completely unfair. As the mother of

my son Tyler, you bashed his tournament for no reason. Chairman Norton said I apologize, it was not meant to be like that. It comes down to communication.

Ms. Mazzerella said if Golf Pro Bayram said you need to have a meeting with us, we would of. We meet once a month with our tournament. Ms. Cop said now that Director of Golf Guerrero is here, maybe things will be different, but Golf Pro Bayram never had enough time. He is doing lessons and this and that. He is not even in the Pro Shop when you go to buy stuff from the Pro Shop. I was trying to give money to put back into the town for my raffle. He is very inaccessible. Chairman Norton asked what about the assistants? Ms. Cop said that his assistant told me that you can't buy anything unless one of the Pro's is down there. The only guy there was answering phones for tee times. Nobody could buy anything in the Pro Shop. That is not a good business. Director of Golf Guerrero said I think there is a lot on my side to learn from this experience. First is communication, because with communication a lot of this would have been figured out.

Mr. Mazzerella said you guys keep bringing up this communication thing. I don't know where it came from, they have been doing this for 7 years. It is not from lack of communication from us. It is from you guys. Director of Golf Guerrero said that we dropped the ball. Mr. Mazzerella said that we never heard a thing for 7 years and then all of sudden this thing happened last month. When we sat down after we found out about things, we jotted things down and went through the whole thing. We know every single person that said everything that was said. People said some things that should not have been said. They are not horrible things, but like Ms. Cop had said, this is for their family. They lost their son and we are all town people, born and raised here. Most of the people on the commission are probably not even from this town. I hear that this thing is run like a country club and not a public golf course. Chairman Norton said we have to treat everyone the same. Mr. Mazzerella said if we were sent emails and were notified of things that happened in the past and had meetings and then we disregarded it. That is one thing, but for us to not get one thing said in over 7 years. For somebody to bring up that we don't like the way this is going with the T-Cop Foundation. How could that even be brought up if to our knowledge in 7 years we didn't know we were doing anything wrong? That is blind sighted. How could somebody say that we need to bring this to the commission to discuss T-Cop Foundation? Golf Pro Bayram comes to almost all of the commission meetings, I'm just wondering why he is not here. He is your problem.

Chairman Norton said if there are any future problems to work with Director of Golf Guerrero. Ms. Mazzerella said she has no problem dealing with Director of Golf Guerrero, or with Golf Pro Bayram. I just never knew all of this other stuff existed. If we had known there were any issues, we would have been happy to sit with whomever to talk and we will do that. Ms. Cop added that Director of Golf Guerrero did a great job this year. Ms. Mazzerella said if we could improve on that in future, we would be happy to do that.

Director of Golf Guerrero said one of the things that I learned from your tournament a couple of weeks ago is that we can handle your outing. Chairman Norton asked if you turn people away? Ms. Cop said yes, we have a waiting list. Chairman Norton said we are trying to figure out how many people we can handle. Ms. Cop said the feedback she received was that the only people who should be mad at this tournament are the people golfing if they are 3 deep to tee-off, but we come here and we wait 3 deep and it is not that long because we want to be here. It was 5.5 hours. Mr. Mazzerella asked if there is a time restriction? Chairman Norton said no. Mr. Mazzerella asked what does it matter how long our tournament takes if there is no end time? As long as Remzi is okay with us having dinner. Chairman Norton said it is all about the money. Mr. DeFazio said there are a couple of leagues on Fridays. Director of Golf Guerrero added that when you bring 172

golfers, the course is yours. We are not doing anything else after. Chairman Norton said but you don't have it from dawn to dusk. Mr. Mazzerella said we try to push people on and get it done, 5.5 hours for 172 golfers is not bad. Director of Golf Guerrero said there are some outings where leagues will follow after and we would be more concerned about pace of play, but that Friday was yours.

Ms. Cop said I would think you would make more money off a tournament than you would off a league. Chairman Norton said the leagues are all pre-paid for the year. We will sit down and try to figure out what is the right number. Ms. Cop said that Ms. Mazzerella runs this unbelievably as my President and we feel that 172 is our top max.

Ms. Cop asked if the commissioners need to be there when there is a golf outing? Chairman Norton said no. Ms. Cop asked who are the volunteers that are supposed to be there using those 5 carts? Chairman Norton said you need to have runners. Director of Golf Guerrero said when I went over how many carts we could provide with Ms. Mazzerella, I said that we could give you 80 carts. Because I need 5 in case I need to go out on the course for emergencies, etc.

Mr. Mazzerella said I heard in the past that commissioners would drive around and take pictures, it happened last year. Ms. Cop said our PR person would need to make sure the people you're taking pictures of are okay with that. We have our own photographers. It would be a legality if you took their picture and they did not want it taken. I feel that we were unfairly targeted for all of this stuff. We spoke with other tournaments and none of them had a commissioner out there riding around on a golf cart. I thank you for your apologies and there are a lot of opportunities for improvement and I will not take this out of Berlin. I would take this to somewhere else in Berlin if I needed to. I feel that you should be passionate about us being there. We are good people. Ms. Mazzerella said we have supported Berlin High School scholarships, some of the athletic fields, basketball and tennis courts. We also support those whose homes have burnt down and help people that are dying of cancer and their kids have nobody. We give to the Food Bank, you name it. We give back to this community. We are currently working with the town to put up a digital sign to alert the community of events that are going on. To hear this really put us over the edge. Chairman Norton said there are issues that we will take care of and we will have sit downs. Ms. Mazzerella said that Remzi asked to have sit downs with us, but Golf Pro Bayram has never asked. Ms. Cop said you have a weakness. Ms. Mazzerella added that we would be happy to sit down with you.

Mr. Mazzerella asked who's in charge of the tournaments now? Director of Golf Guerrero said Golf Pro Bayram is in charge of them, it is in his contract. Ms. Cop said maybe that contract needs to be looked at. Director of Golf Guerrero said I learned more good about your outing than the opposite. I was happy to work with everyone that day. Give us a chance to learn about what our faults are and give us a chance to get better. I should not have put T-Cop on the agenda. I just want to make sure we are not taking it all out on one person, we are a team and doing this together. We are looking to be better. I see Billy every day and he works hard for me. He is a big part of my team. I don't agree with some of things that were said in that meeting. It is an open forum and folks are just saying what they are thinking and feeling, maybe without thinking too much. I'm sorry for the things that were said that you did not agree with. That is a learning experience for us.

Ms. Cop added that there is one piece of input that she hears around town and that is that taxpayers can't get on the course because there are so many leagues for tee times. I've heard a multitude of people say that.

Mr. DeFazio said he is a little disturbed that somebody from the commission was checking coolers. If that is true, then that is absolutely wrong and that is none of our business to do any of that. We are not involved in that in any way. That is despicable. Commissioner Lemieux said let's confirm that is true. Commissioner Richards said I'm not sure that they know everyone who is on the commission. Commissioner DeFazio said I was going to ask who, but did not feel that was appropriate. Commissioner Lemieux said that Director of Golf Guerrero can follow up privately with Ms. Cop. You need to clarify with Remzi, because it does say on our website that no outside alcohol can be brought in. Director of Golf Guerrero said Remzi told me that he had a problem with them early in the year. Commissioner Lemieux said a small group of you should meet on a small level, face to face. Chairman Norton said it comes down to a communication issue. Commissioner Green said they brought the check into the golf course to give to the girl and there was nobody there. Chairman Norton said I think we might have the wrong date. Commissioner Richards said the major discussion was about the number of carts and number of players. Because we did not know if we had enough carts. Chairman Norton agreed.

3. APPROVAL OF MINUTES: May 16, 2023

Commissioner Senia moved to approve the May 16, 2023 meeting minutes.

Seconded by Commissioner Lemieux.

Those voting in favor: Commissioner Berger, Commissioner DeFazio, Commissioner Green, Commissioner Lemieux, Chairman Norton, Commissioner Pulcini, Commissioner Richards, Commissioner Senia

4. OLD BUSINESS

None.

5. NEW BUSINESS

1. Golf Cart Chip and Programming Update

Director of Golf Guerrero said I had my first training session with E-Z-Go. We are in the process of mapping up our course for normal play barriers and handicap barriers. Superintendent Salvio and I will review the map. We are trying to control where everything goes around the greens. Chairman Norton asked how long will that take? Director of Golf Guerrero said it will be a couple of weeks to get our map, review it and then another week to finalize it. With that technology we can figure out pace of play, where the carts go and designate carts to be handicaps. How do you show people that you are handicapped? Ms. Berger said that you need a note from a Dr. Commissioner Lemieux said to use the one that they have from their car. Director of Golf Guerrero added that we would need to use judgement if they do not have that. Chairman Norton said there is a policy already in place.

2. Golf Course Update

Director of Golf Guerrero said we had some hiccups with our irrigation technology. We are trying to catch up with things around the golf course and clubhouse. We added flowers around the golf shop. The back of the clubhouse entranceway needs trimming. I pass along any comments that I receive to Superintendent Salvio and we try to find time for the staff to do it.

Our course is good, but our greens need to get a little quicker. We need to find a way to incorporate rolling and make sure Superintendent Salvio is on the same page. There is a concern of the greens burning out. Next week will cut a little more and see where it goes.

Chairman Norton asked about bunkers. There are courses putting sod in there and it is low cost. Wethersfield CC and Hartford CC have them. Director of Golf Guerrero said he is aware of this new practice where they put sod under the sand. Chairman Norton said the issue is that grass starts to come through on the edges. An edger is needed to do the edging. Director of Golf Guerrero said they will visit a couple of those courses in the fall to see how they did after a year.

Commissioner Senia asked if we are treating the ponds? Director of Golf Guerrero said yes.

3. Divots on Golf Course

Chairman Norton asked about how the divot mix is working on the course. Director of Golf Guerrero said the Men's Club is donating the mixed buckets for each par 3 and a divot mix bottle holder by hole 1 and 10. We will fill up the bottles and put it in the holders. I don't think it is used as much. No one is using our divot mix at the par 3. Chairman Norton asked if this is a learning process? Director of Golf Guerrero said yes. We want to remind everyone that it is the patron's duty to refill their divots. In my last few newsletters we discussed it and we can make a video as well. We are asking everyone to re-fill. Mr. Richards asked if the mix has grass seed in it? Director of Golf Guerrero said yes. The next step is for the Starter to re-engage that message before they tee off. Our par 3 tee box is not getting re-filled. We will see how it goes and pass the message along.

4. Commissioner Berger's Questions

Commissioner Berger asked what proof does a Starter have that someone signed up? Director of Golf Guerrero said it shows on the iPad. Commissioner Lemieux said you can get a cart without a receipt. Commissioner Berger said that she went through the express line and signed in. Commissioner Lemieux said if you are signing in on paper, I sign my name and rip off the top and give it to the Starter. My name is there and you know to charge me. Director of Golf Guerrero said he will ask his Starters.

Commissioner Berger said since you sign in and get punches on your receipt, are they just going to take the carts from your account? Would they take one cart at a time, or take the \$135? Director of Golf Guerrero said if your account is low on funds I was planning to let you know that you ran out, but I'm no longer the one who rings it up. My staff will need to communicate to the customer when they are running low, or out. I'm hoping to have an iPad there to answer questions next year.

5. Timberlin May FY23 P&L

Chairman Norton asked are we sure that our numbers are right? Are we accounting for rounds correctly? Rounds are down by approx \$2,500. Revenue is up, but only because we had increased prices. Greens fees are up almost \$40k. We should think about tightening the belt next year. People are feeling the pinch. We are down rounds and it is something we have to be cognizant of. Commissioner Green added that you can get a tee time, but what time do you want? The leagues are money that you get up front. Commissioner Senia said we need to do a better job next year when it comes to scheduling the Men's Club and

Women's Club. We need to look at the entire picture. Chairman Norton added that we have to hit the revenue number according to the Ordinance.

Commissioner Lemieux said she is concerned that we have one month left for the financials. Chairman Norton said it is more like 15 days due to year end closing procedures.

Commissioner Lemieux said as of the end of May we are at \$246k with only one more month of expenses. We need to spend some of this money because last year we left \$120k on the table. Chairman Norton said if we don't spend it, it gets returned to the General Fund.

Commissioner Lemieux asked are there things that you don't need capital for, operational things? I would encourage you to buy those so we are not leaving that money. Did we get the dump truck and Kubota? Director of Golf Guerrero said yes we bought the dump truck, but it will take a while to get here. Nothing yet on the Kubota. Commissioner Senia asked if we need anything for the clock? Commissioner Lemieux said we don't have a plaque yet for the clock. Director of Golf Guerrero said we are already transferring funds that we have not used to pay for what happened in the pump house. They hit a town line. I would like to look at revenue per round. There is a big discrepancy from 2022 to 2023. Chairman Norton asked if we are plugging in all of the season pass holders? Director of Golf Guerrero said we could be down in rounds. Our revenue per round is \$55 are we comparing apples to apples? Normal rounds are down, but the clubs and outings are full. Chairman Norton added that it does not appear to be as crowded as it used to be.

6. Open Discussion

Director of Golf Guerrero said I welcome feedback from the commission, but don't take it upon yourselves to police policy, bring it up to my attention. If you see something wrong on the course, let me police it. Commissioner Lemieux said that a kid had driven a cart across the 9th green and I told Golf Pro Bayram. Director of Golf Guerrero said if you tell my staff, we can do something about it. Commissioner Lemieux said it happened about a month ago. Director of Golf Guerrero said if you let myself or Superintendent Salvio know that is the quickest way. All of you have my contact info. It does not have to be the person at the desk. Text or email me.

The commission discussed if you need a driver's license to drive a golf cart. Director of Golf Guerrero said that rule can vary from course to course, but age 16 is the common rule.

Chairman Norton said the staff is doing a great job. Director of Golf Guerrero said he gives kudos to his staff and to Golf Pro Bayram's staff.

Commissioner Berger asked if the speed of signing in is improving? Director of Golf Guerrero said yes. If you're a season pass holder and getting mad because you are in line, you should be signed up for the express line. The only reason that we did the express line is because we are thinking of the season pass holders.

Commissioner Richards said the course looks better than last year. The bunkers are raked. There are flowers in the front when you drive in to improve the entrance. I called Public Works to do trimming. When you come on to Southington Rd., it is tough to see right and left. In the past I have trimmed the ones on the left. Director of Golf Guerrero said that is out of the golf course legislation. I would get with Parks and Recreation Foreman Wood. Commissioner Green said we were told that is a state road and must be done by the state. Director of Golf Guerrero said Parks and Recreation Foreman Wood has a channel to get in touch with the state.

Director of Golf Guerrero said the high school golf teams wanted to put a sign in the front of Timberlin to commemorate all of their championships. The Lady Niner's said they would look into donating to it. I started a conversation with Planning and Zoning to see if we could get it up there. Banners have been denied in the past. I'm trying to see where we could put it and what kind of donations we could get. Hopefully we can figure something out. Commissioner Berger said the Booster Athletic Club would probably donate.

Commissioner Richards said he heard that the Starter likes to keep receipts, but some people like to keep their receipts. Is it possible to print out two receipts? Director of Golf Guerrero said yes, just ask them, but it is not the standard to give out two receipts. Commissioner Richards said they print two receipts at Stanley. Commissioner Green added that you could take a picture of the receipt with your phone if needed.

7. Account Balances:

- Tee sign account (\$5,578.56)

Director of Golf Guerrero said that a down payment was made for the clock.

Chairman Norton asked who oversees renewing the tee sign accounts? Director of Golf Guerrero said there is a sign up at the golf shop. Commissioner Lemieux said about six holes do not have signs. We talked about re-upping early on when we first developed the program because we thought they would all sell out. We could say if you do not re-up we will take it down. It has been 4 years now. Chairman Norton said it is all documented somewhere on how long it is good for. Commissioner Lemieux said for the 50th anniversary sponsorship there were levels. If you were a certain level you received a foursome. We still owe those people, except for one sponsor. I hope to give those to them at the dedication.

- CIP Budget balance (\$35,363.86), encumbrances (\$13,202.13)

Chairman Norton said we have about \$22k to play with. The fiscal year is over and they are closing the books. The 15th is usually when you start closing things off. We have to prioritize what we are going to do. Chairman Norton asked about the bridges. Director of Golf Guerrero said the bridges would come out of capital, but it has to get put back in. They got cut in the final budget, but it is a tier one item and one of the first things we get back when they re-do capital.

8. Reports:

- Directors Report, to be given at meeting

Director of Golf Guerrero said the range is doing alright, we have had a busy month. It did not rain, or close for one day.

Chairman Norton said congratulations to the Berlin High School Girls Golf Team for winning a state championship and kudos to Golf Pro Bayram and his staff.

Director of Golf Guerrero said pace of play will be pushed. Self-awareness is needed. Commissioner Senia said it would be nice to go on the other side occasionally. The Men's Club can decide what side they want to play on if that is an issue with them. It would be nice to have a set over on the other side.

- Golf Pro Report, to be given at meeting (see below)
- Superintendent Report

6. ADJOURNMENT

Commissioner Green motioned to adjourn at 7:52 p.m.

Seconded by Commissioner Lemieux

Those voting in favor: Commissioner Berger, Commissioner Green, Commissioner Lemieux, Chairman Norton, Commissioner Richards, Commissioner Senia

Vote being: 6-0. MOTION CARRIED.

Submitted by,
Alina Brown

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2023 JUN 28 PM 2:06

Kathryn Gleason

BERLIN, CT.

Golf Pro Report



To: Golf Commission

From: Marc S. Bayram, PGA

June 2023

30-Day Recap of Operations and Benchmarks

- The Golf Course was open all 31 days in May.
- Revenue comparison 2022-2023 is attached with this document. Rounds seem a little off, checking in with Sol about the new system reporting being accurate for rounds played.
- We hosted 2 new outings in May which both had over 100 players. To date we have hosted 5 outings of over 100 players or more in 2023. All 5 were successful. We have 3 or 4 new outings throughout the rest of the year scheduled. The reason we have so much success with outings is simple, solid course conditions mixed with keen attention to detail and organization, along with a great food and beverage experience included. Great work by the team.
- Mixed golf events continue to be popular with 32+ players each event.
- Our Summer Junior Programs have been finalized. We have 88 total PGA Jr. League players in our 13U and 17U programs including many who belong to other clubs who come to us because of the experience. We have multiple programs for all ages and skill levels throughout the summer. We have one of the largest youth programs in the northeast and because of this we are seeing success year after year with our boys and girls high school teams. Great for our community.
- The Berlin High School Girls Golf Team won the CIAC State Championship for the 6th time in the last 12 years. I have been at Timberlin long enough now to see some of the junior players who started when they were 5 or 6 years old in our junior program now winning high school state championships and aspiring to play in college. I expect this to continue with the growth of our junior program in my 13 seasons.
- The Golf Shop is fully stocked and cleaned and organized on a daily basis by my staff.
- Aeration was successful and the greens have recovered nicely. I recently got out to play 18 holes at the course and was impressed with how healthy the greens were. Also a lack of blemishes and ball marks so customers are doing a nice job taking care of the course.
- The pace of play at the golf course has been good. Most rounds are under 4 hours and 15 min. League nights are the exception, however with more traffic, comes more traffic jams. An acceptable pace in my opinion for league nights is 2 hours and 20 minutes for 9-holes.
- Our program for St Paul Middle School was successful. While the kids participated in the program, the parents supported Remzi's restaurant and most stayed for dinner following each week's program. I expect the same to happen on Fridays and Sundays with the help of PGA Jr League.
- Our Women & Wine Clinics on Mondays have averaged 30 participants each week. I have seen many of the same participants practicing on their own as well. Always great helping create new golfers.

Successes and Challenges

- Our lightning detection system is working properly.
- Having 85 carts has been a home run for daily play and outings. We needed the extra 10 carts.

Customer Satisfaction

- Customers were pleased we communicated our aeration schedule along with the discount in greens fees. This is a practice other courses do not do from what I understand, and it goes a long way with our customers.
- I get a lot of compliments on our communication and social media posts. Great job by our marketing guru Deirdre for setting us up for success. She goes above and beyond her duties. Example, when

someone makes a hole in one I get a picture of them and send to her and she posts it immediately. We are fortunate to have her on our team!

Staffing Report

- Golf Shop Staff and Town Shop Staff have been working together great!

Looking Ahead/Goals

- Continue advertising for Summer Junior Programs as well as other instructional programs offered.
- Promote Mixed 9 & Dine league.
- Coordinate and work together with Remzi to ensure a successful outing month.
- Monitor staff and adjust their daily routines as deemed necessary.
- Begin practice for our 8 PGA Jr League teams.
- Make more instructional videos on Instagram.
- Continue to keep the tee sheet organized daily with the number of leagues, organizations, outings, and regular play traffic we get each day.