



THE NEWSLETTER

February 2019

of the **Golf Course Superintendents Association of New England, Inc.**

Sponsors and administrators of the Troll-Dickinson Scholarship Fund – Awarded yearly to deserving Turf Management Students.

Thoughts From Your Executive Director *by Don Hearn*

This month was the one where many of our members traveled to San Diego to attend the Golf Industry Show (GIS). Below are a few of our members who attended.



Tom Fox



from left, Dudley Darling, Bob Cullen



Jim Murray



Steve Carr



from left, Walt Lankau, Keith Tortorella



Rodney Hine

Personally, the GIS is where I connect with long-time friends, GCSAA staff, industry representatives and it helps me stay in tune with the industry.

My key mission is to attend the Chapter Managers Session where I interact with those I have met during my time as the Executive Director of the GCSA of New England. It's also where I learn about GCSAA updates and programs and engage in roundtable discussions with my associates from other parts of the country.



At the Chapter Managers Session one of the topics presented was the First Green program that has been added as a GCSAA program. Ryan Kraushofer, Superintendent at Westminster National Golf Course made a detailed presentation on his successes with multiple visits of schoolchildren to the course. He and the schools involved have received a lot of recognition for participating in this program. Locally, Russ Heller, Superintendent at the William J. Devine Golf Course in Boston sponsored a First Green program last summer and the turnout was encouraging. I believe Russ and those involved had a good time and all learned something from each other. I also learned about the value of this program to expose children to what is good about golf and turfgrass management of golf courses. Please consider getting involved with this program. GCSAA Regional Staff representative Kevin Doyle will provide whatever you need to begin the process. He can be contacted at kdoyle@gcsaa.org.

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Thoughts From Your Executive Director *by Don Hearn (cont.)*



Tom Tanto



Ted Horton

The equipment show floor was packed with all types of equipment. Some unveiled for the first time, some updated and some improved versions of existing. Regardless of your equipment brand preference, there was something for everyone.



The two Col. John Morley Distinguished Service Award recipients were in attendance to receive their well-deserved recognition. Both have connections to New England. Ted Horton is a graduate of UMass and one of the most respected and admired superintendents in golf. Tom Tanto founded Tanto Irrigation. This company has installed many irrigation systems throughout our area and Tom is well known for his generous and friendly spirit. Tanto Irrigation is also a top-level supporter of the Association as a PLATINUM level donor in the Partnership Promotion Program (PPP).

The recent membership survey conducted had a meaningful response with 75 people taking time to help the board of directors in their efforts to make the GCSA of New England a progressive and responsive Association. All Association members have been sent the results of the survey. While it was a brief questionnaire, we did gather a lot of useful information to help determine future activities dealing mostly with meetings, formats, locations and related specifics. Thank you to all who participated.

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Spring Irrigation Pump Station Service *by Matt Faherty*

In the Northeast, we have completed painting tee markers, benches, etc. ... only a month away from getting out and cleaning up the course from a long winter—and we can't wait. But what about the pump station?

Avoiding the pump station service, because of its complexities, can be a crippling mistake. Yearly preventative maintenance can save money by avoiding costly breakdowns.

The most common mistake that a superintendent can make is not to contract an authorized service technician to perform annual check-ups, diagnostics and preventative maintenance. A preventative checklist of pump station data may insure that the station is ready for the spring with the records available for comparison to prior year's services. Are the pumps producing similar flow to past years? Motor winding insulation value and resistance can be tested with an meg-ohm meter to insure that it is not degrading.

It is a good idea to have a qualified technician conduct an efficiency audit to ensure that money is not being wasted on electricity in these trying budgetary times. The audit can help determine expected service life of the system and may present opportunities to optimize efficiency.

Inexperienced and untrained service may result in costly mistakes for the goal of saving money, such as not cleaning filters. Same with any mechanical device. You would not think of skipping oil changes in your truck till 30,000 miles for the "savings". Preventive maintenance is good, done wrong can be more harmful than helpful.

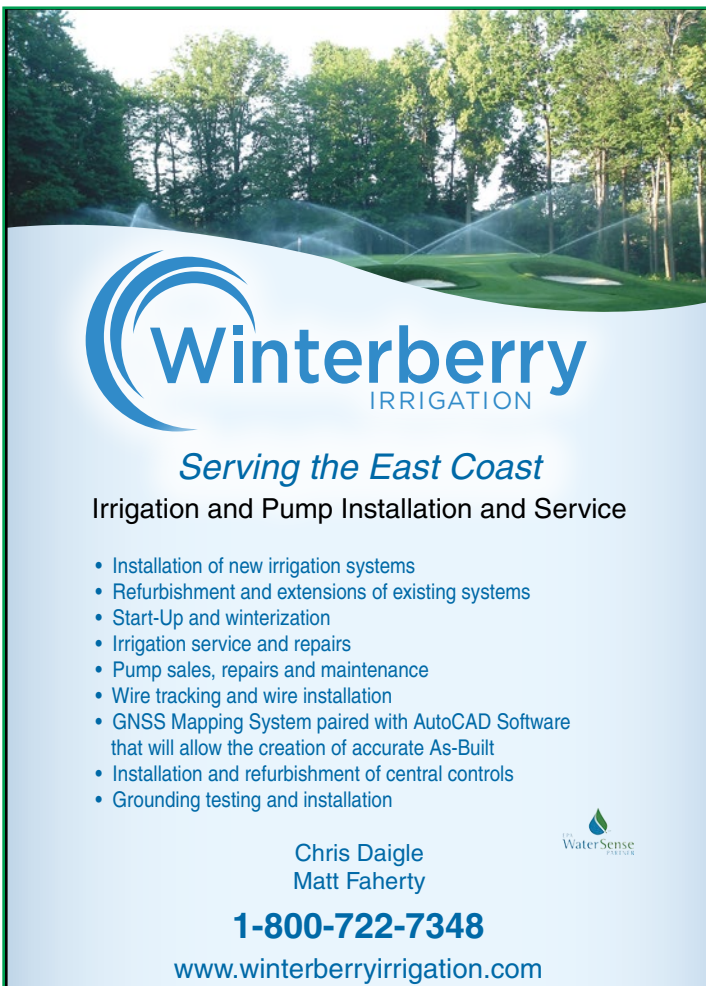
The importance of regular service should not only be Spring or Fall, but once a week a visit to the pump house to observe the pump and motor vibrations, leaks and smells that differ from the norm. An early inspection of the balance of hours on motors, a decline in pumping capacity of the pumps or excessive vibration on the motors may literally save your position. Keep notes and a checklist of power, performance, electrical inspection and test data. Seasonal events such as algae blooms will affect filter maintenance.

Motor and pump controls should be upgraded before they fail, technical advances in PLC's and electrical components may make upgrades a smart decision. Keep the pump station clean of debris and wildlife to insure proper cooling, extending service life.

You cannot afford to have your system fail during the hot summer months – when you need the water without interruption. Spring startups and services to insure the pumping equipment is ready for the hard summer months and saving money by increasing efficiency in water usage, motor and control upgrades.

A list of services provided by that are performed and reported back to the superintendent includes:

- Vibration test on each pump
- Lube bearings
- Inspect and tighten any leaking joints
- Test, adjust pressure relief valves
- Change oil in wet sump motors only
- Meg test on each motor
- Test and review PLC operation; make corrections and updates
- Check manual valves
- Pump packing adjusted
- Inspect, clean component filters
- Control cabinet inspection, including tightening of any connection points
- Inspection/cleaning of cooling components
- Test all fuses and circuit breakers
- Dynamic flow test
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Bring Joy To Others And You Will Be Doing A Service To Yourself by **Don Hearn**

While the following text provides some great ways to live your life, it isn't meant to convey that this is the way I live my life, but I know there is a chance for improvement. Some of what follows I believe are the correct way to conduct our lives. Some of you may live your lives in a very giving way, similar to the examples. Regardless of who you are, these are goals to help make others happy, which, in turn, can reap huge happiness for you.

While this is not something new, look for the good in others. You can find good in virtually all people.

Whether you realize it or not, there is only one way to be happy, and that is to make another person happy. All other happiness is short lived. You may be happy because you moved into a new home, were hired at your dream position at the club or course where you believe your dream has become reality, or bought a new car, but this happiness will wear off. Real happiness comes from bringing happiness to others.

If it's your birthday and others don't recognize it, don't be unhappy. Go to your local library and place dollar bills in the pages of children's books to be found by them.

Give a friend a call, ask them how they are and offer to give them a hand if it sounds like they could use it. The bottom line is: Always leave people feeling better than you found them.

Stay away from the three C's: criticize, condemn and complain. If you ordered a meal and it's not perfect don't make a big

deal out of peas rather than broccoli being on your plate. Ask politely to have the mistake corrected and it will be taken care of. If the service is slow it can be aggravating. But keep in mind there's a specific reason for this. Maybe the establishment had a rash of employee sick calls. You're not being picked out as the only one who will have to wait. Give others a break.

It has been said that everything happening in our lives is the result of the choices we made in the past. Ask yourself: "What did I do or say to make that person react in that way?" Sometimes what we say is taken the wrong way and misunderstood completely. So, start with yourself and try to see things from their point of view.

Life is about communication, what you say, how you say it – your tone of voice, your facial expression – these are very important. Remember that the written word has no personality. Good communication is leaving the other person feeling good for having spent time with you and wanting to be with you again.

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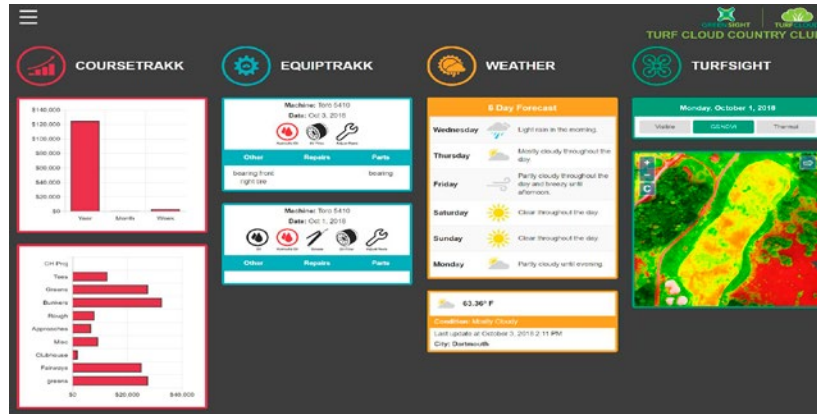
Auction Dates: April 15-22, 2019





by: Jeff Urquhart, Turf Sales Representative
@TurfCloud @GreenSightAg @TurfCloud5

Have you ever wondered if you could run your crew from anywhere in the world, input all of your agricultural practices, record your equipment maintenance, check the weather and see your property 5-7 days a week from 200'+ feet in the air? That can all become a reality if you join the digital dashboard revolution known as “TurfCloud powered by GreenSight”. What started as a way to manage your daily operations from anywhere in the world has evolved into a mobile responsive data harnessing monster that encompasses everything that occurs on your property. Jason VanBusKirk began his journey into the tech world at Stow Acres while managing the 36-hole property and joined up with another Superintendent Stephen Ohlson, formerly of Country Club of New Bedford, to make TurfCloud a reality to golf courses around the world. The dashboard currently includes CourseTrakk, AgTrakk, EquipTrakk, WeatherTrakk, AgendaTrakk and TurfSight (drone imagery).

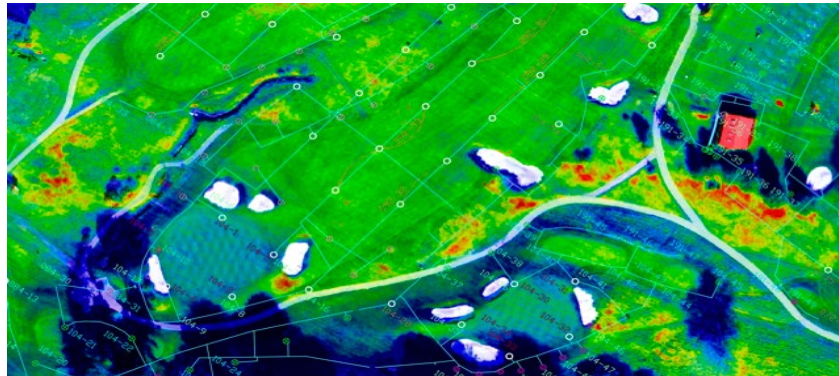


Your course's dashboard shown here. TurfSight in place of Ag Trakk.

The digital job board is accessible from anywhere so you can make changes on the fly or when your elbow deep in a hole and can't make it back to the shop. Set the schedule days or weeks in advance so your other managers can see what's planned for the property or even go back to see how you set up for that special event. It tracks everything so you can see where time and money are being spent and possibly make adjustments accordingly based upon the players or members needs. It is “Plug N' Play” as it comes with a TV, Chromebit and keyboard that we send to you, simply enter your TurfCloud credentials and off you go!

Above is your daily job board as displayed on the flatscreen TV, you choose the size (50" common).

Most recently TurfCloud joined up with GreenSight Agronomics who specializes in daily drone monitoring using High Resolution, NDVI and Thermal imagery to help you manage your property. We are 1 of 15 companies in North America that have a BVLOS (Beyond Visual Line of Sight) permit so that we can monitor the fully autonomous flight from our office in Boston. All you need is a drone license and we do the rest, walk it out, press a button and off it goes. Once it lands all you do is plug it in and the images are sent to us for processing. Less than 2 hours later you have them for review through your dashboard called TurfSight. Having the ability to see your property through high resolution, NDVI and Thermal imagery is priceless. With the imagery you can make adjustments to your irrigation system, tweak your Fertilizer/PGR/Chemical application timing, monitor shade patterns, cart path traffic control and unlimited fine tuning that you can't do just from ground level.



Your irrigation map can be overlayed on your imagery. Thermal imagery is shown here.

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February 2019





Having the opportunity to hear so many great speakers at events and meetings through the winter season is exciting. It also feeds the mind during long drives between engagements. One particular presentation, that by Henry DeLozier at the GCSA of New England Annual Meeting, sent me back to my days as a superintendent, trying

my best to lead using what DeLozier referred to as servant leadership. We have all had the opportunity to work with and or lead individuals. Occasionally, one stands out for positive or negative reasons. For me it was an employee I will call "Eddie", and I'd like to share his story.

Eddie showed up at the golf course in early spring looking for a job during the very beginning of clean-up. At that point, the course was not open, and staff numbers were kept very low. He was asked to return later in the spring. Two weeks later, Eddie showed up again, filled out an application, and an interview was scheduled. Eddie's platform was simple; he needed work, will show up on time, and will work all the hours I could give him. I hired him.

It became clear early on that Eddie would be a project. Eddie, in his own words, was "not the brightest bulb on the tree." Learning course routing was more of a work in progress than usual. Every training took longer than with most. Straight

lines were optional, holidays were a given, and it was again determined that the trailer that did not fit across the bridge on 17, still did not fit across the bridge on 17. Among all this daily chore chaos, there was an employee who showed up early, worked hard, had a great attitude, and was proud of the need to put another notch in his belt because he had lost weight.

He knew his work was indeed a work in progress, but as he made progress, everyone on the staff gave Eddie his due! Mowing directions fell into place, lines straightened, no more skips, and subtle changes to the norm were taken in stride. By the middle of the season Eddie was doing good work, a key individual for an in-house project, and spending some time outside of work with some of the staff. Eddie's positive attitude was infectious, he was extremely proud to be a member of our team and thrilled to need a new belt.

As a facility with a small crew, I had to let Eddie go early in the fall. I reached out to a colleague and got Eddie a spot for the remaining part of the late-season. It didn't work out.

Late December of that year I ran into Eddie at the local Market Basket bagging groceries. He was smiling wide, talking to all the customers, doing what Eddie does! He was incredibly thankful for the opportunity to work at the golf course and for giving him the chance to fill a spot at another course. I expressed to Eddie my thanks for all the effort he put in and for the positive impact he had on each member of the staff. I told Eddie I would never forget him, and despite the fact that we lost touch, I haven't.

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Not every staff member learns at the same rate, brings the same attitude to the job, or works out quite as we may have envisioned. I will never forget Eddie or the joy he brought to me as I watched him (slowly) succeed in his work with a smile on his face and genuine concern for assisting others. If you have had an "Eddie" in your career, please let me know your story and the impact that employee made on you. With the hardships shrinking labor pools brings to us these days, it is refreshing to reminisce about the positive impact others have had on our past!.

GCSAA Resources and Deadlines you Get Cool Stuff from your Association Already

Kendrick B. Melrose Family Foundation donates \$1 million to EIFG

The gift is the second such contribution from the Melrose Foundation and will support professional development for golf course equipment managers. Check out the GCM Online link below for details of this wonderful gift to our industry.

Did You Miss GIS?

Not to worry! GCM has you covered. To catch up on all the highlights, visit GCM Online [here](#)!

Did you take a seminar at GIS?

Don't forget to fill out your GCSAA seminar survey. Go to GCSAA.org, log into your account and visit "My Learning Hub". There you will find the link to your GIS seminars. The deadline is fast approaching, so act fast!

Upcoming Webinars

Feb. 26 @ 10 a.m.: [Poa on Bermudagrass Greens presented by PBI Gordon.](#) Jay McCurdy, Ph.D.

Mar. 5 @ 10 a.m.: [Combining Sustainability and Results in Fertilizer Applications presented by Koch Turf and Ornamental.](#) Chris Derrick

Mar. 13 @ 10 a.m.: [Watching Your Grass Grow: Using Clipping Volume to Make Management Decisions.](#) Doug Soldat, Ph.D.

Mar. 21 @ 10 a.m.: [Efficient Control of Warm-Season Weeds with Cooling Degree Days.](#) Matt Elmore, Ph.D.

Apr. 3 @ 10 a.m.: [Bermudagrass, Bulbs, Blooms, and Bees.](#) Mike Richardson, Ph.D.

Apr. 10 @ noon: [Off to a Good Start.](#) John Fech

Again, if I can be of any assistance, please feel free to contact me.

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Our Condolences To

Dave Johnson on the loss of his sister, **Kelly Sanders**, on February 10, 2019. Kelly fought a valiant battle with cancer.

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