


**RHGC BOARD MEETING
MEETING AGENDA
JULY 12, 2020, 2020 3:00PM
LOCATION: Skype Meeting**

ATTENDEES:

Name	Position	Attended?
Elected Officers		
Les Hertlein	President	Y
John-Paul Scallon	Vice President	Y
Jeff Meisner	Tournament Director	Y
Jeff Meisner (A)	Treasurer	Y
John-Paul Scallon (A)	Secretary	Y
Appointed		
Jim Platt	Facilities (Clubhouse & Pro Shop)	Y
Troy Thompson	Grounds	Y
Stephen Vezendy	Handicap & Rules	Y
Coby Long	Junior Golf	Y
Sally Lim	Ladies' Golf	Y
Bruce Waldner	Media	Y
Richard Reed	Membership	Y
Jane Kirk	Associate Membership Director	Y
Tamara Tahir	Social	Y
Richard Henson	Assistant to Treasurer	N


AGENDA ITEM	MEETING NOTES
1. MEETING CALLED TO ORDER by President	
2. GUEST (if planned)	No Guests Attended
3. APPROVAL OF PRIOR MEETING MINUTES  RHGC 2020 April Board Meeting 4.12.21	Prior Board MOM Approved.

4. NEW BUSINESS AND UPDATES BY OFFICERS AND DIRECTORS/COMMITTEES	
* Order covered may change; President will decide based on agenda or special requests	
President New Business	

<p>1. Appointment of new Board members and path forward. CLOSED</p> <p>2. New club communication gmail accounts. CLOSED</p> <p>Prior action items</p> <p>1. Starters into the Pro Shop (Jan) - complaints of Pro Shop availability for members – the President continues to push Recreation to make the move</p>	<p>1. Confirmation of the recently appointed board positions after Board vote:</p> <ul style="list-style-type: none"> ➤ Les Hertlein as President to replace Edward Devlin. ➤ JP Scallon as VP to replace Les Hertlein and acting Secretary to replace Jeff Hancock. ➤ Richard Reed as Membership to replace Mel Riveria. ➤ Jeff Meisner as acting Treasurer to replace Franck Bassett. <p>2. These gmail accounts have been set up. The intention of these accounts is to improve communication and remove email traffic on club activities from work email. CLOSED</p>
<p>Vice President</p> <p>New Business</p> <p>1. Availability of early morning tee times at weekends and complaints received from members. CLOSED</p> <p>2. Anomaly of the cost of one month green fees versus 12 month green fees without having to be a RHGC member. CLOSED</p> <p>Prior action items</p> <p>1. Business Ethics - Les set meeting with BUSINESS ETHICS to negotiate the 70/30 – 50/50 after Jeddah and CEO CUP. Tabled but will be revisited (Jan)</p> <p>2. Reach out to conflict of interest and ensure them that we are not doing any activities related to visitors, vendors etc. Tabled - ongoing (Feb)</p> <p>3. Work with Tamara to be a second/third set of eyes for the Golf Ball (March). CLOSED</p> <p>4. Status of CS create a barrier around the facility to keep trespassers out to the greatest possible extent? Request has been sent again to CS and will await their response. Security may get involved (Apr) CLOSED</p>	<p>1. Not discussed.</p> <ul style="list-style-type: none"> ➤ Prior to the meeting a number of Board members agreed to make an effort to limit the number of early weekend tee times they are booking in advance during the perceived primetime slots. CLOSED <p>2. This was deemed not an issue so not discussed.</p>

<p>Tournaments</p> <p>New Business</p> <p>1. Relaunch of 2020 Tournament Golf. OPEN</p> <p>Prior action items</p> <p>1. Cancellation of all tournaments through to the end of EID at the meeting. The uncertainty of the current situation leaves us no choice (April). CLOSED</p> <p>2. Merchandise - Reassess where we are and work with Jeff Meisner, Tamara, Jim, and along with Dina and Janice on next steps. Depending, we may want to think about ordering items for events this year with no dates/years on them to make sure if postponed, we can reuse in future years (March) – CLOSED</p> <p>3. Each postponed event (Oilman’s, boy scouts, European Tour) is jamming up our fall. Please have a look at the calendar and when you have time please share with the board what you believe to be the best dates moving forward (March). CLOSED</p>	<p>1. This is currently being updated considering the latest covid restriction advices and will be finalized in time for the next board meeting. OPEN</p>
<p>Treasurer</p> <p>New Business</p> <p>1. 2020 Finances and Budget update. CLOSED</p> <p>Prior action items</p> <p>1. None noted</p>	<p>1. Treasurer briefed the board on the current financial position of the club and advised that the backlog of unpaid invoices both incoming and outgoing has been cleared.</p>
<p>Facilities (Clubhouse and Pro Shop)</p> <p>New Business</p> <p>1. Clubhouse reopening. OPEN</p> <p>2. Clubhouse catering update. OPEN</p> <p>3. Cart Rental Update. CLOSED</p> <p>Prior action items</p> <p>Clubhouse</p> <p>1. If we can get hand sanitizers put in the clubhouse, pro shop, starter shack, outside on the deck and down at the range that would be the next step for getting us to “reopen the doors”. Jim if you need help please ask for it and I will get some of the other board members/regular members to chip in (Mar) CLOSED</p>	<p>1. An update was given on the current efforts and ongoing discussions with Community Services to have the clubhouse reopened and to reinstate the catering services.</p> <p>2. Both the reopening of the clubhouse and the reinstatement of catering services are prohibited by Community Services. The Board will continue to work with CS to have this resolved and services to be reinstated. OPEN</p>

<p>2. Phone line from starter shack not yet moved, and 220v outlet not yet installed (April) OPEN</p> <p>3. Safwa and Tarek – Would like to discuss recovery plan. Ongoing, Ed is working with Jeff M, Franck and Jim. (April) CLOSED</p> <p>4. Coordinate with Aziz and Ahmed about trash pick-up outside the clubhouse and the pro shop. It is going to pile up quick if people are brown bagging it (or if we can go boxes lunch and dinners with Safwa) (March) CLOSED</p> <p>5. Coordinate with Maintenance as we need the bathrooms by the pro shop looking perfect at all times? May even make sense to have a person stationed there (March) CLOSED</p> <p>6. No new news except new countertop/cabinet was delivered but not installed before the shutdown (March). CLOSED</p> <p>New Business – Pro Shop</p> <p>1.Pro Shop reopening for business update. OPEN</p> <p>Pro Shop</p> <p>1. Pro Shop on hold pending further announcements on re-opening of the course (April) OPEN</p> <p>2. Planned training was cancelled and will be re-scheduled (April) CLOSED</p> <p>3. Call with Janice and ForeUp leads to conclusion that the full F&B Module is overkill for our short / medium term needs. We can use current module to cater for the Club House requirements. Janice to review the current configuration to enable Club House use. This approach leaves some exposure for Club House staff to access Pro Shop inventory (April) CLOSED</p>	<p>3. An agreement to allow cart rentals has been reached and this service will now resume for all members who want to rent carts.</p> <p>1. Plans to re-open the clubhouse re ongoing and discussions are ongoing with Community Services to seek approval to reinstate this service. OPEN</p>
<p>Grounds</p> <p>New Business</p> <p>1. Course updates</p> <p>Prior action items</p> <p>1. Tree planting is apparently on hold as the contractor cannot get in – on hold, planting has begun in some areas. Troy has weekly meetings with Jason and Gardening (March) CLOSED</p>	<p>1. The Board were informed of the various ongoing maintenance issues on the course, most notably, the irrigation issues that has resulted in the need to 6 greens to be hand watered, the major piping blow outs and the leaking sprinkler heads due to the blockages. These issues have</p>

<p>2. From Secretary - Chemicals for Grounds - still on hold. Board will seek support from management on this issue. (April) OPEN</p> <p>3. They should be using this time to really focus on getting rid of the debris and making all of the edges look like the ones on 15 and 17. (March) CLOSED</p> <p>4. Jim and Troy, it possible please coordinate the lights issue, 1-7-9 especially (March). CLOSED</p>	<p>starved the course of water in various places and put a major strain on the maintenance crew.</p> <ul style="list-style-type: none"> ➤ We continue to meet with Gardening and have proposed a medium-term solution for these issues. However, none of our proposed solutions have been implemented. ➤ Tree Planting is on hold. The Board will be informed when this status changes.
<p>Handicap & Rules New Business</p> <p>1. Handicap Committee Update (discuss highlights of July standing report)</p> <div style="text-align: center;">  <p>Handicap Update 7-12-2020.pdf</p> </div> <p>2. GHIN Kiosks OPEN</p> <p>Prior action items</p> <p>1. Move Rules Committee back under Grounds Director?– needs board approval (April) – tabled until next meeting. July update: CLOSED. No need for action. Handicap & Rules Director has agreed to keep as-is. Grounds Director agrees and will be on Rules Committee.</p> <p>2. New Laptop needed (April). Treasurer noted to obtain a quote and put in 2021 Budget OPEN</p> <p>3. Rating system for club - Adam to research though current contact as well as lean on Royal Greens for possible assistance (Jan) June update: CLOSED Stephen addressed this in R&R document edits sent to Jeff M. on May 14th. Added in document the requirements for course rating and hole indexes per 2020 WHS</p> <p>4. Missing Score Reviews Jan 6-Feb 29 (April). June update: CLOSED Extensive research done with members and Foretees contacts on historical missing scores Jan-Mar at handover. A new process has been set-up for use going forward which started week of May 31.</p>	<p>1. An update was given on the July standing report.</p> <p>2. The planned GHIN Kiosks are now on hold until after Covid. OPEN</p>
<p>Junior Golf</p>	<p>1. Not discussed.</p>

<p>New Business</p> <p>1. Update on possibility of engaging Othman Al Mulla. CLOSED</p> <p>Prior action items</p> <p>1. None noted</p>	
<p>Ladies' Golf</p> <p>New Business</p> <p>1. None noted</p> <p>Prior action items</p> <p>1. None noted</p>	<p>Nothing to add.</p>
<p>Media</p> <p>New Business</p> <p>1. 2020 Golf Ball survey update OPEN</p> <p>Prior action items</p> <p>1. Getting information out will be key so we will be tapping into you quite a bit to make sure the message is out there (March) CLOSED</p>	<p>1. A survey to all members about the 2020 Golf Ball is being considered and the format will be shared for review before the next meeting. OPEN</p>
<p>Membership</p> <p>New Business</p> <p>1. Post Layoffs - Membership and Green Fee Refund update. CLOSED</p> <p>2. Post Layoffs – Cart Shed deposit refund, card shed list and reallocation updates. CLOSED</p> <p>Prior action items</p> <p>1. Jane: look at the shed list as a few folks are getting ready to go (March) CLOSED</p> <p>2. What should we be doing in preparation for the course opening? (April) CLOSED</p>	<p>1. An update was given on the status of refunds for all employees that were laid off.</p> <p>2. An update was provided on the transition of cart sheds from departing members to members on the waiting list.</p>
<p>Social</p> <p>New Business</p> <p>1. Golf Ball 2020, survey and revised plan. CLOSED</p> <p>2. Update on any other social event plans. CLOSED</p> <p>Prior action items</p> <p>1. None noted</p>	<p>1. A survey to all members about the 2020 Golf Ball is being considered and the format will be shared for review before the next meeting. Due to Covid, no social events are currently planned for the rest of the year. OPEN</p>

	2. No social events planned for the rest of the year.
4. OTHER BUSINESS 1. Secretary - Next meeting is scheduled for August 9th.	
5. MEETING ADJOURNED AT 1645	

**Handicap Committee Update
July 12, 2020 Board Meeting**

1. Committee Actions

1.1 Missed Score Postings

- New process.
- Starting with week of “Sun May 31 to Sat June 6”, on Mondays a new “Missed Score Postings Report” is sent out directly from ForeTees
- Allows weekend golfers extra day (due to interface) to post score after day of play
- Template used to explain policy and request member response why score not posted. After researching, Penalty “P” scores entered following Monday if not resolved
- Same process repeated weekly. See recap below

Week of	Missing Scores Sent	Penalty Scores Entered
May 31 - June 6	59	22
June 7 – 13	23	4
June 14 – 20	43	17
June 21 – 27	44	19
June 28 – July 4	50	

- During course shutdown in April and May, backlogged missing scores for Jan-Mar were researched and to set-up new process. See Learnings **Exhibit 1**.

2. GHIN Members

	New	Inactivated	Active
January 2020	10		465
February	3	-35	433
March	7		440
April	2	-26	416
May	1		417
June	2		419
July	10		429

3. Education

- July Newsletter (Booking 9-Hole tee times in ForeTees)- follow-on from June email to all members

Prior (April-June)

- June Newsletter (Entering Scores in GHIN Hole-by-Hole and WHS PPT presentations on RHGC website)
- May Newsletter (Entering Scores and Self-Review of Missing Scores)
- April Newsletter (Updated Handicap Program Document April 12th)
- April - Updated Handicap pages on RHC website

4. Other Updates

- Board Roles & Responsibilities document – updated for “Handicap Director” and sent May 16th to Jeff Meisner who is handling consolidation for President
- GHIN Kiosks: received a link to RHGC GHIN Kiosk set-up by USGA <https://kiosk.usga.org/x4d8q9>. Once we have equipment budgeted/funded, we can install in Clubhouse area which will allow members more flexibility for score entry (including entering for other players. (Deferred to post COVID, when we can safely share screens)

Exhibit 1 – Learnings during Research

ForeTees

- **No Post (NP) Box:** Option in ForeTees to check “No Post” box on tee time for non-acceptable rounds for handicap purposes. HC uses this feature to update ForeTees based on responses received.
- **30 day interface window:** During the research of the backlogged missing scores for Jan-Mar, we learned ForeTees daily “automated” download only pulls down scores from GHIN entered for the past 30 days. This caused some issues and peer review was probably pulling some false positives. Thankfully, ForeTees Corp Admin contacts were able to run the interface manually.
- **Individual 9-hole scores not passed from GHIN:** Foretees is still using the "Legacy API" which means during daily interface GHIN doesn't pass 9-holes to ForeTees until combined. GHIN is still supporting this API through October and COVID is the reason why they haven't been able to convert over any sooner. As a result, we will not report on missed individual 9-hole postings.
- **“OTH” and “SCR” tee times.** Since the change to WHS, the code that ForeTees wrote to leave “OTH” and “SCR” tee times off the Missed Postings Report is not working. We have to manually check it off as “No Post” or it shows up on Missed Posting Report.

GHIN

- **Playing Conditions Calculation (PCC):** Automated GHIN calculation, if actual scores are abnormally high or low versus expected scores on a given day. There were days where PCC kicked in for 2020 (all -1).
 - Feb 20
 - Mar 20, 22
 - Jun 16, 24
 - July 6, 9, 10
- **USGA TM did not pass hole-by- hole scores to GHIN.** We learned through research that hole-by-hole scores from USGA TM were not being pushed to GHIN during the interface; only total adjusted scores. As a result, some scores were not factored into the GHIN daily PCC process.
 - Example, Mar 20 weekend group (uses USGA TM App) event with 52 players, we did not see any PCC adj. in GHIN for these players. Why? USGA confirmed there was an integration issue with the USGA Course Rating System (CRS) system so TM couldn't pull the course info into TM.

This was resolved in July.