

**2018 MGCSA
Champion
Matt Lindgren**

Hole Notes

The Official Publication of the MGCSA

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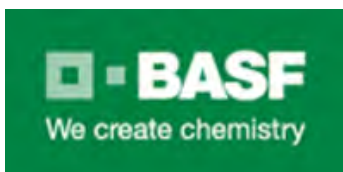
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Special Interest

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DSA and MN HOF Revisions

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September 26, Southwest Golf at Dakota Ridge
Host Aaron Johnson CGCS

October 1, The Wee One at Brackett's Crossing CC
Host Tom Proschek

October 8, The Scramble at Medina Golf & Country Club
Host Erin McManus

November 15, Golf Centric Pesticide Recertification at Mendakota CC
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On the Cover
A great score of 75 at The Jewel, earns Matt Lindgren the 2018 MGCSA Champion the coveted trophy

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Presidential Perspective

by Brandon Schindele, Superintendent Edina Country Club

How many of us have let out the collective sigh of relief since the Labor Day weekend? It feels as though the “change” has occurred: cool nights, lower humidity, but still warm enough days to create conditions suitable for recovery and growth of our sensitive grasses. Throughout my conversations over the past few weeks it is my understanding that this has not been the easiest summers for many across the state. Long winter, virtually no spring, coupled with bouts of heat, humidity, and periods of dry conditions can be a difficult venture of trying to get any grass to recover let alone poa annua. I am hopeful that mother nature will be kind to us with a warm fall that lets everyone, no matter what type of grass you have, get some coverage and density back and sleep easy going into winter.

As the golf season begins to head into the final stretch our Association begins to kick up a little bit with an increase in our events. The Wee One Event is less than a month away at Brackett’s Crossing on October 1st and there is no better cause than to help a fellow colleague and their family. Please consider taking a well-deserved day to play in the event and if you can not make it that day, send a group of your staff members; we all know they have had a tough summer too. The Wee One could not be done without all the work done by our local Wee One Committee (Dale Parske, Tom Proshek, Paul Diegnau, Darren Redetzke, and Jack Mackenzie). They put in all the effort and time to make sure it is a great event, including lining up the prizes. This event would also not be possible if not for all the industry support from a wide range of vendors and affiliates. They

donate to this cause because they know how important we all are to each other when times get tough. Thank you to everyone that is supportive of this incredible cause.

I know these events are pushed right up against one another and it is really tough to make it to two Monday events in

The next event on the calendar is our annual Scramble event at Medina Golf and Country Club on October 8th. This is another great opportunity to sneak away from your course and support Scholarship Opportunities for our offspring, as well as support Turf Research at the University of Minnesota. Once again if you can't sneak away please consider sending some of your staff. Even if it is just one or two people, they can always be paired up with another group of professionals.

Please consider participating or supporting our fall events, “They wouldn’t be the same without you.”

a row, but we at the Board level have gone around and around on this to book golf destinations that allow us to keep costs low at venues that will drive attendance numbers, based on when we are able to get specific golf venues and

when people tell us they are able to attend the events.

Every year we discuss how to get more of us to these events and support the association and I constantly hear excuses as to why people can't go or can't

send their staff. As you consider participating in one of these events or hopefully in both, try coming up with excuses for not missing the event as opposed to the excuse you have for not coming. This is everyone's association and we need everyone's participation.

As the year begins to wrap up I want to remind everyone about two other opportunities that show support and gratitude for different levels of turf professionals in our industry. The Great Lakes Turf Scholarship is taking applications until December 15th. This is a great opportunity to steer that diamond in the rough towards the turf industry and get them more education so that they can be that much more valuable to your operation.

Secondly, the nomination process for the DSA award is ongoing up until November 15th. As previously communicated the Awards and Arrangements committee has re-vamped the

nomination criteria and process and laid out a point system to better help identify worthy individuals for this award. All of us have had mentors in our careers or know of a neighbor Superintendent or had that stellar affiliate that would bend over backwards to help anyone out. Take a minute and think about who has stood out over your time in the industry and match up their accomplishments with those that are listed on the MGCSA website under the News column and consider submitting a nomination to Jack or the Awards/ Arrangements Committee. Our last winner was Kevin Clunis, CGCS back in 2014.

That is really all I have for now as we start the final push of the season. Take a moment after a tough season, participate in some fun events and by taking the time to jump start a future professional's career or honor a professional who has done some great stuff in their career.

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Wednesday September 26th, 2018

AWESOME VENUE:

Dacotah Ridge Golf Course

Morton, MN

Registration with coffee and donuts between 9:30 and 9:50

Shotgun Start, mixer, two-man scramble, at 10:00/ box lunch

Host Superintendent: Arron Johnson CGCS

\$25 per player includes lunch, golf, cart and prizes

RSVP NEEDED by September 18th

***MGCSA and Non-MGCSA Area Superintendents
and staff are welcome and encouraged to attend this event***

Contact Jack MacKenzie, Executive Director MGCSA

jack@mgcsa.org

651-324-8873

Please use Registration Form available at: mgcsa.org

It wouldn't be the same without you



derek stendahl rush creek gc

interviewed by matt cavanaugh

adjective

insensitive to criticism or insults.

“you have to be thick-skinned to work in the turf industry”

synonyms: insensitive, unfeeling, tough, hardened, callous.

The human race has a way of dividing people up into “us” versus “them”. Just look at the political divide we currently have. There is no better place to see the “us” versus “them” human condition then on Twitter where there is a never ending battle.



In high school I played several sports and my “them” was Totino Grace. I even had cousins that attended Totino Grace that I wouldn’t talk to. I was unlucky enough to have to take my ACT exam at Totino Grace. I was so unhinged that I got a 19 on my ACT and to this day I still blame Totino Grace that I could only get into two state schools. I almost didn’t hire a high school senior this summer because he went to Totino. He only lasted five days, typical.

It is very difficult to see the perspective of the “them” whatever the topic may be, but the fact remains, we don’t know what we don’t know and we may need to be thick-skinned to hear it.

The one simple thick-skinned question:

Derek, you have visited with and have had many conversations with golf course superintendents and assistants. Based on the current facts, research and knowledge, what is one thing you see that we as turfgrass managers could change to help improve turfgrass decisions?

Derek: *“I think turfgrass managers can gain a lot out of looking at the golf course from a players perspective especially the perspective of how the course plays at 7am and how the course plays at 7pm. I’m not talking about bunkers looking the same or ropes and stakes not getting run over, but how consistent can the greens be throughout the day. Is the player getting a similar product at 7am and at 7pm? As a general manager, if I know we are trying to provide consistency at the course, then I’m comfortable with the product we are providing. Take a look at fairways, they can be full of divots, but what practices can we do to eliminate the impact of player clubs to reduce divots which in turn will provide more consistency throughout the day.”*

thick-skinned: I understand what you are saying, but a golf course does not exist in a vacuum. Take away the golfer initially, grass grows through the day, the course dries out during the day or it can become more wet with rain. So many

things, just from a nature standpoint can easily break the consistency of a golf course. It's the main reason why during the first two days of a tournament you have a morning pairing and an afternoon pairing. Now, add on top of that 200 to 250 golfers each day and you have an issue. All of this together makes it nearly impossible to provide consistency throughout the day. The first person out can really impact the rest of the day, especially if they take a divot right next to the cup.



Derek: *"I understand, but if you have a chance to play Pebble Beach and you happen to play at 3:30 and the place stinks, you are going to be disappointed. You have a romantic image of what it should be and it turns out to be something different. We have to try to not have that."*

thick-skinned: Do you think there is a correlation between green fee and customer complaints based on conditions?

Derek: *"Yes, you will have more complaints based on conditions with the higher price you charge. If you buy a Saturn and you have lots of repair issues you'll probably say, well it's a Saturn"*

that's going to happen. If you purchase a Mercedes and you have a lot of repair issues you'll probably say, what is going on, I purchased a Mercedes."

thick-skinned: As I'm sitting here I had an idea that may stink (nothing new there). Would it work to have a sliding pay scale throughout the day based on conditions and thus not have the issues with complaints based on conditions or at least reduced complaints?

Derek: *"I don't think so, we used to have a lot of different rates not even based on conditions and that did not work too well. In this case, you would have people complaining that the group teeing off ten minutes after them is getting a better price. What would we say, "the course is looking worse so they get to pay less." The biggest problem from complaints comes from the people that play the most as they tend to only see the bad and forget how great the course is."*

thick-skinned: I'll be honest, I'm guilty of that. After being here for sixteen years I find it very hard to see anything that I like. I so wish I could see the course again for the first time. We certainly are our own worst critics.



thick-skinned: The readers are going to cringe at what I'm going to ask next. Let's focus on greens, the one way to possibly provide increased consistency would be to roll the greens, let's say at 12:30. Would you be willing to stop tee times for 30 minutes to allow us to get out in front and roll greens for evening play?

Derek: *"It may work in baseball like the 7th inning Bernie Break to change out bases and smooth the infield, but I don't see it working in this situation."*

thick-skinned: Who the heck is Bernie?

Derek: *"The Milwaukee Brewers mascot." (It is then I realize that this is the fourth Wisconsin native that I've interviewed, I need to rethink my choices).*



thick-skinned: Okay, so maybe that wouldn't work on a daily basis, but there is potential to do it after a morning shotgun and before the afternoon/evening tee times.

Derek: *(A look of interest comes over his face).*

thick-skinned: Many turfgrass managers try to educate golfers on the practices they do and how it helps their golfing

experience. Do you think there is value in this or don't golfers care?

Derek: *“For the most part, I think golfers know what they should do, but they just choose not to do it. They throw trash on the ground, drive where they know they shouldn’t, don’t fix ball marks...Even the most novice golfer can see that they are leaving tracks in a bunker and they know they should rake it, they just choose not to in many cases.”*

thick-skinned: Would you see value in general managers spending a few mornings a month going with the grounds crew to see what goes into providing the conditions we do?

Derek: *“Absolutely. There are so many things that happen on a golf course that no one has a clue about. Any general manager, if they haven’t, would gain a great deal of perspective on what it takes to get the course ready and thus be able to better understand what the whole operation is trying to provide.”*

thick-skinned: Maybe I’ll join the golf shop staff one day (gulp).

thick-skinned: I generally think the relationship between golfers and superintendents can be similar to democrats and republicans. Golfers always wreck the course and superintendents always impact course conditions through maintenance practices. However, after this article I realize there is really only an “us”, the superintendent, in this equation. The golfers don’t know who we are, they aren’t out

to get us. Yes, they may be stupid and inconsiderate at times, but mostly they just want quality conditions and we are here to provide it. We are not a “them” to them. We shouldn’t deny the golfers perspective just because it may differ from ours or what we think is right. We can only be better at what we do if we look at and try to understand what our customers need and want. If a golfer walks on a green and no one sees it does it still make a spike mark? Yes, and we will be there to fix it in the morning.



Derek Stendahl is the General Manager at Rush Creek Golf Club. Derek can be reached at Derek@rushcreek.com. If you can't reach Derek, he can be found playing a round at Rush Creek.

Matt Cavanaugh is an Assistant Superintendent at Rush Creek Golf Club in Maple Grove, MN.



Non-retouched client photo: GreenJacket System coming off in the spring!



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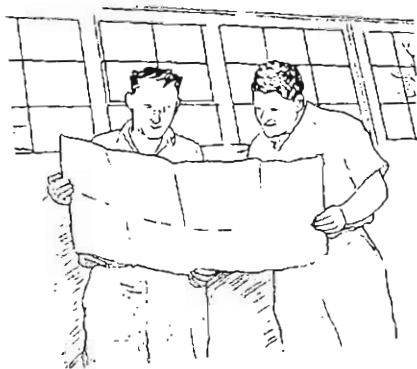
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THE RYAN STORY





1946

This was the year that Gordy and I became partners and founded the K & N Machine Works. I suppose it was our post war desire to strike out on our own that prompted us to set up shop in the 12 x 28 garage in Gordon's back yard. Originally, this building had been a chicken coop. But after we gave it a thorough clean-up and paint job, I can remember, we were quite pleased with the results. We had a warm, snug little building that was adequate for our needs and the overhead was low - three gallons of fuel oil lasted twenty-four hours!

This first year, our company established itself as a general machine shop, specializing in tool and plastic mold making, and as time went on, our small enterprise made progress and flourished.

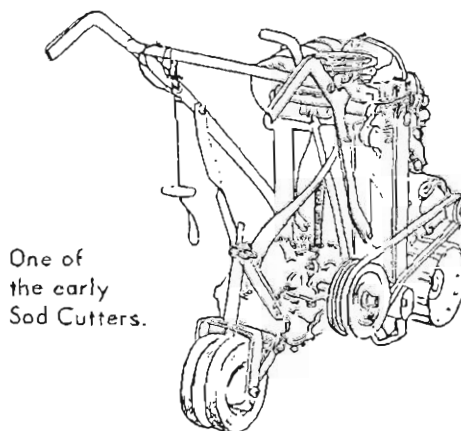
I can still remember K & N's first Christmas when we set up a little tree in our shop and decorated it with shavings from the lathe.

1947

Our success, especially in plastic mold making, our willingness to work around the clock in order to complete a job by a certain deadline, and our reputation as precision machinists, enabled us to acquire several accounts which were to remain faithful to us until years later when the demands of our own manufacturing processes forced us to drop the jobbing part of our business.

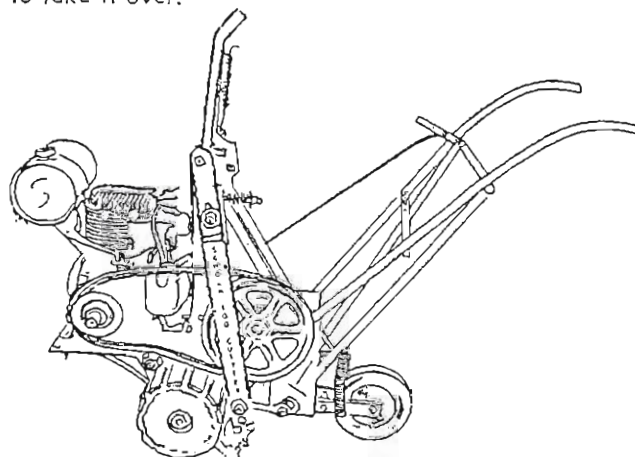
By this time, K & N had two more employees. Sam Kindlien, Gordy's father, was a retired mechanical superintendent and was our first employee. Then there was Pete Pfenning, a former railroad engineer who had been injured in a serious railroad accident and was looking for different employment. He was a very fine mechanic and came to work for us as a machinist.

By Christmas, 1947, we had purchased additional machine tools and were firmly established in our business.



One of the early Sod Cutters.

Early this year, we had an opportunity to purchase the manufacturing rights for the Ekholm sod cutter. Steve Ekholm, owner of a small manufacturing company, and Art Ryan, a commercial landscaper, incorporated a number of their own good ideas with developments already in use on sod cutters in this area. The Ekholm sod cutter had a good basic design, but it just would not stand up mechanically and they were looking for someone to take it over.



We bought out Ekholm and Ryan in the spring of 1948 and Gordon Kindlien, assisted by Sam, Pete and I, re-engineered the sod cutter. In one clean sweep we made it into the machine that was to give so many years of trouble-free service. Even today, some of our oldest models are still in use.

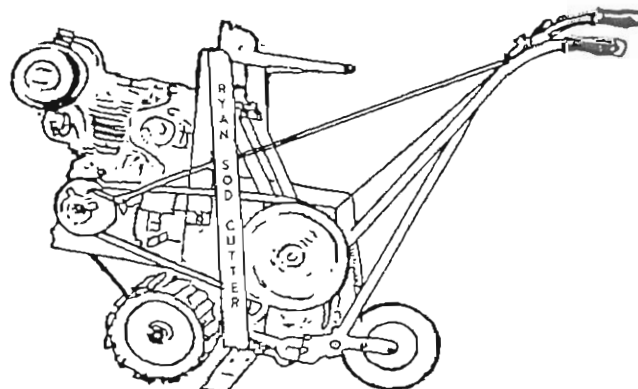




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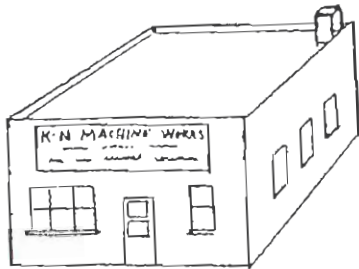
THE SOIL EXPERTS.



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I remember the day when we tested our first sod cutter. We decided that it must have a name. Art Ryan happened to be with us at the time and he suggested "Ryan Sod Buster". We agreed that Ryan would make a better trade name than the initials K & N and we decided on "Ryan Sod Cutter". Today, we have over a dozen products and they all carry the brand name "Ryan".

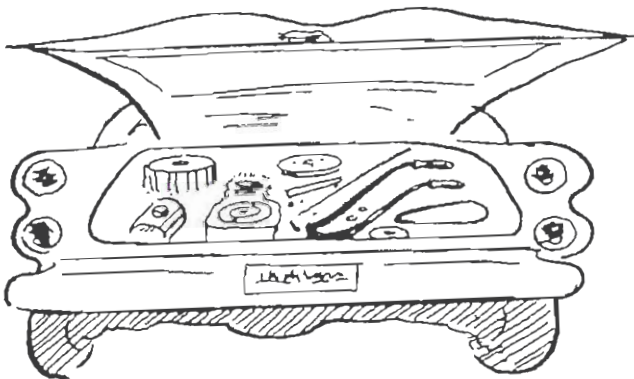
How well I recall the first manufacturing process on the sod cutter. It consisted of making six of everything. Soon our small shop was overflowing with sod cutter parts and we were forced to store them outside. We decided to move to larger quarters and we built our first shop, a block building 30 x 40, on Edgerton St. in St. Paul.



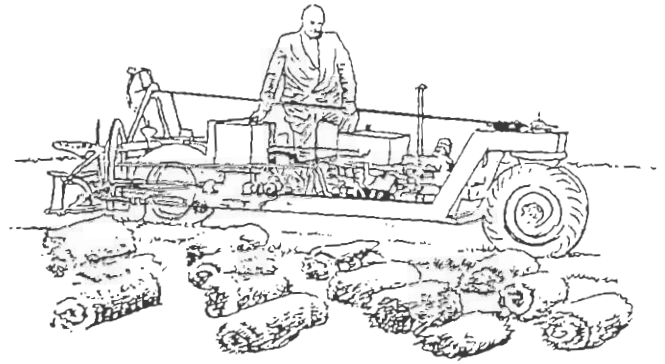
That fall, Lee Christensen, now our very capable Plant Supt., came to work for us and by the end of the year, we had made eighteen sod cutters. One was sold to R. J. Bauer, Baltimore, Md., one to Crist Sod Co., St. Louis, Mo., and fourteen were sold to men in our own area.

Christmas, 1948, found K & N in their first new building, with five employees, busy manufacturing the Ryan sod cutter - - the machine destined to revolutionize the sod business throughout the world.

1949



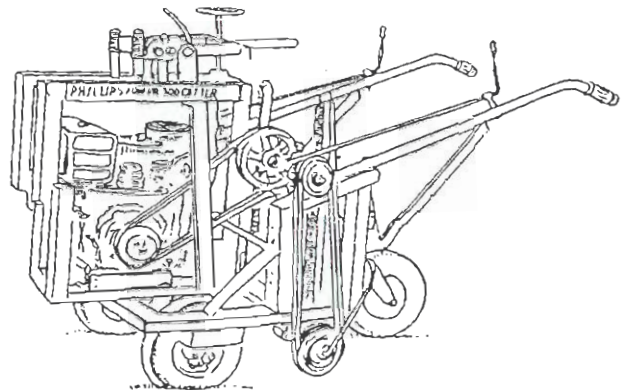
This was the year that Pete Pfenning went out on the road for us selling Ryan sod cutters. In his travels about the country, Pete had in the trunk of his car a take-down model of a sod cutter that he could assemble in a few minutes. Pete had many unusual experiences



in demonstrating this little gadget because it was hard for anyone to believe that it would cut sod. After all, many people had tried to make a successful sod cutter at one time or another and they had failed. Their machines had been large and clumsy. So, when Pete gave a demonstration with this compact model and it worked, people said it was the most amazing thing they had ever seen.

Direct mailing, which we had started in 1948, was our first means of introducing our Ryan sod cutters on a national market. Gordy and I obtained our first mailing lists by frequent visits to the public library, where we copied names from the telephone directories until we had writer's cramps. Our wives, Florence and Betty, had the job of addressing envelopes and mailing.

Now, this direct mail program furnished Pete with many of his prospects. When Pete was on the road, he also spent his evening hours peering into telephone books for names of prospective customers.



This was the year we were to discover that a Frank Phillips of Lafayette, Ind., had been granted a patent on a sod cutter in 1944. We already knew that a Minneapolis man, Frank Peterson, had figured prominently in the development of the earlier sod cutters and that during the period 1935 - 1940, he made sod cutters for a number of local commercial landscapers, including Percy McGowan, Dale Green, Martin Donley and E. Grant Perl.

So, in an effort to protect our own interests, we thought it might be a good idea to talk to Frank Peterson. Then we learned that he was now deceased and his family had moved. Finally, we found his widow living with a daughter in Bellingham, Wash. At last all our good detective work paid off because we learned from her that both Phillips and Peterson had made application for patent at the same time and, to settle the matter, Peterson had agreed to withdraw his patent application and let Phillips obtain a patent and Phillips had agreed to give Peterson a non-exclusive transferable license. Now, this Peterson license could give us the protection we desired for our sod cutter. It was a good day when the license, which was to provide the widow Peterson with a nest egg beyond her fondest dreams, was found in an old piece of furniture stored away in the attic.

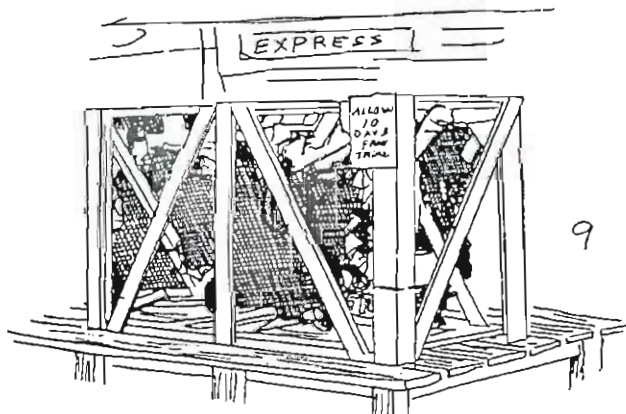
In the fall of 1949, Philadelphia Toro became our first distributor. Frank Shuman and I still laugh about our first letter in answer to their inquiry. We offered them a \$100 discount on our sod cutters. (Some of our early distributors are no longer with us and since all distributors, past and present, would be too numerous to mention in this short story, we shall only cite those that are with us now.)

We managed to sell 59 sod cutters this year. Clearly, our market was expanding, for we sold sod cutters in 33 cities in 14 states. We needed more manufacturing space again, so we built an addition to our building. Our employees numbered nine.

Yes, there was much to be thankful for this Christmas. Sod cutter sales had increased over 300%, we had weathered the storm which threatened to take away this part of our business (now giving us our greatest volume), Pete was proving to be a good man on the road, and we had appointed our first distributor.

1950

With Pete on the road and our direct mail program working for us, this year we sold 162 sod cutters in 54 cities



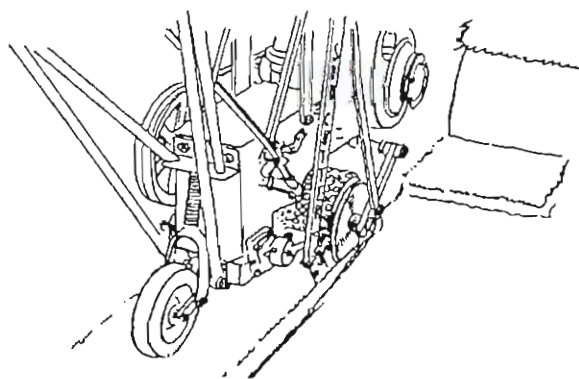
in 18 states. Now we were starting to attract distributors and the following companies joined our sales organization: C. E. Anderson, Atlas Lawn Equipment, Gustin's Baltimore Toro, Jacobsen Power Lawn Mower (Columbus), Kruckemeyer Machine & Pts., Toro Power House, Inc.

We offered a ten-day free trial on our sod cutters and, believe it or not, not one sod cutter was ever returned after the free trial period! Louis Stoecker, a commercial landscaper from Collingswood, N. J., is a good example of how this worked. He ordered a sod cutter on the ten-day free trial basis and then, not only kept the sod cutter, but purchased two more!

There were many letters from satisfied customers, too. We still have the letter that says, "Your sod cutter will do everything you said it would do - - and more!"

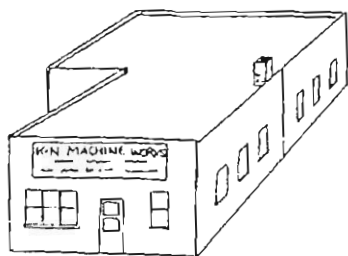
In these early days, one of the difficulties we encountered in the field was brought about by the tremendous advantage the Ryan sod cutter offered over the competition! For example, in the Milwaukee area, men were employed as professional sod cutters. One man, using a hand spade, could cut about 200 sq. yds. a day, but with our Ryan sod cutter, he could cut 5,000 sq. yds. per day. As a result, early purchasers of our sod cutters would remove all identification marks from the machines so that their competitors could not find out where they came from. One morning, I remember, we came to work and found a Milwaukee commercial landscaper waiting for us at the door. He told us he had a sod cutter on order and thought that since he was one of our first customers, we should do him a favor and not sell another sod cutter in the Milwaukee area for at least sixty days.

In addition to our 12 in. sod cutter, we started making an 18 in. machine. We also came out with a coulter-type attachment for the sod cutter. It had rolling coulter discs to cut the sides of the sod.



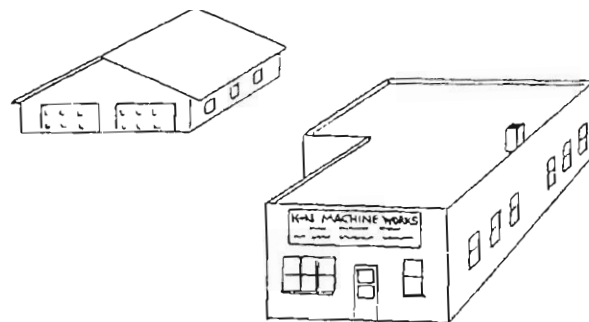
On Sept. 8, 1950, K & N Machine Works was incorporated and Gordon Kindlien became its President and I was named Secretary - Treasurer.

This Christmas, 1950, K & N Machine Works, Inc., had twelve employees, our business was tripled, our first addition was made to the building and we had a start of a fine distributor organization.



1951

Two more distributors joined our organization this year - - Turf Equipment Co. of Kansas City, Mo., and National Capital Toro Co. of Silver Spring, Md. Whenever we speak of Maryland, it reminds us of the time Pete came back from a trip there and we asked him if his demonstration had been successful. He threw up his hands and said, "We'll never sell many sod cutters there. The ground is just too rocky." He went on to say that while the sod cutter had cut the sod, every two feet or so the machine would strike a rock and he would have to lift the sod cutter out of the ground. "Perhaps," he added, "we should be making a rock picker instead!" We think it is interesting that despite this rocky soil, Maryland has become one of our top sod cutter territories, having taken over 500 heavy duty sod cutters to date. Incidentally, it also ranks tops in sod cutter blade sales. We think we know why!



In 1951 we enlarged our working area by erecting a storage building on our grounds. In these early times, we found ourselves expanding our quarters almost every year, partly, of course, because of the increased production and more employees, but also because we were acquiring new machine tools for production as we went along. Having purchased almost all of our machine tools new and the best available, today we have one of the finest machine shops to be found.

By Christmas, 1951, we had fifteen employees and a business increase of 200%.

1952

Eight of our present distributors joined our organization this year - - Agri-Tech, Inc., The Clapper Co., Cleveland Industries Ltd., Geo. A. Davis, Inc., Duke Lawn Equipment Ltd., Kenney Machinery Corp., Minnesota Toro Co., Spartan Distributors.

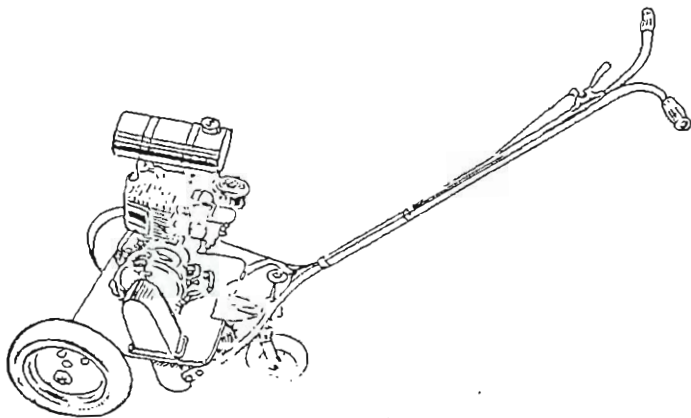
Although this was the first year we had Canadian distributors, we did have earlier sales in Canada. I remember that the Thompson Jones Co., golf course architects in Toronto, purchased a machine back in 1949. All told, I believe we sold 36 machines in Manitoba and Ontario in 1949 and 1950, which was prior to our establishing distributorships there.

By now, we were developing a very fine repair parts business. Our previous experience as precision machinists helped us here, for our parts were made with jigs and fixtures and they always fit. We prided ourselves on having proper parts and service manuals and on making prompt shipments. I believe these things contributed a great deal to our success.

Another important policy that we adopted then, and which still holds true today, is that whenever important improvements are made on any product, if it is at all possible to do so, we design the improvement so that it can also be adapted to the older machines in the field.



By now we were starting to attend important national conventions. We have been a steady exhibitor at the Golf Course Supts. National Turf Conference ever since these early days. I remember the first time we showed the sod cutter to the golf course supts. They were all very much impressed, but almost to a man, decided that it was just too expensive a machine to be purchased for a golf course. But, we finally convinced them and today a sod cutter is standard equipment on almost every 18-hole golf course, as well as on many of the smaller ones. Now these golf course supts. say, "It's the best piece of equipment we ever bought. We can't wear it out!"



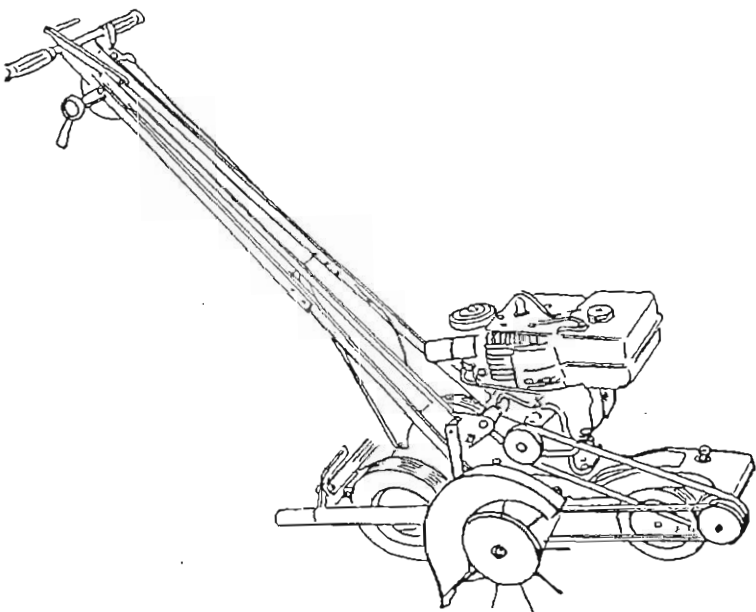
This was the year we made the Ryan power cross-cutter, which utilized the principle of a power driven coulter blade to cross-cut the sod in desired lengths.

John Erickson, our present Comptroller and one of our most dedicated employees, joined our organization this year.

By Christmas, 1952, business had increased 50%, we had eighteen permanent employees and our growing distributor organization was beginning to say nice things about us.

1953

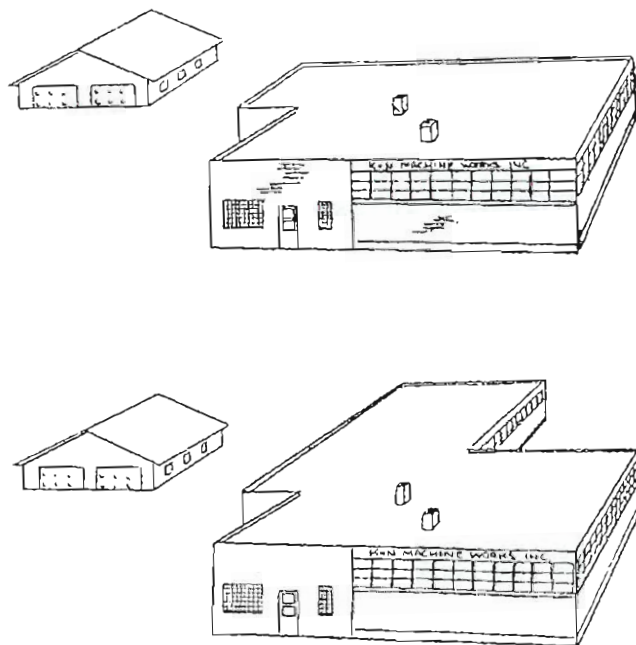
Our new distributors this year were California Turf Equipment Co., Dakota Turf Supply Co., Eaton Equipment Corp., Golf & Tractor Equipment Corp., R. L. Gould & Co., Pacific Toro Co., E. J. Smith & Sons Co., Tri State Toro Co., Zaun Equipment, Inc.



We began to realize there was a need for new products and we introduced the Ryan Lawn Groomer. This was a heavy-duty type of edger and trimmer and featured a unique flexible spring blade for edging. At the time, there were several inexpensive edging machines on the market. So, when we engineered our Lawn Groomer, we were particularly interested in producing the best machine that it was possible to make. Good proof that we succeeded in making the best is that the U. S. Government awarded us a contract for 100 of these units. However, while some distributors did exceedingly well, others could not beat the competition of the cheaper machines and, in 1958, we discontinued their manufacture. Just last year, the Government asked us if we would be willing to manufacture another 100 Lawn Groomers for them because the other edgers on the market were not as acceptable as ours!

Ray Rothi, our Chief Engineer, came to work for us. From that day to this, all Ryan products have had a touch of his genius because it has been his job to make our prototypes.

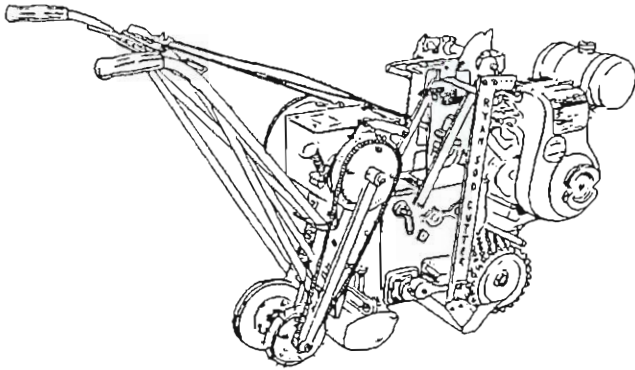
Jerry Ogren started with us as a Jr. Draftsman. He also spent some time in the shop. Now, Jerry's importance to Ryan can best be pointed out by the fact that while his title is Purchasing Agent, he also works in production management and is in charge of our warranties.



By Christmas, 1953, there were 21 permanent employees, we had substantially added to our floor space with two more additions to our building, our business showed a 7% increase, we had another new product to sell and nine more distributors to help us.

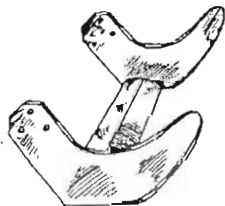
1954

Four more distributors joined us this year - - Z. W. Credle Co., L. B. Turf Equipment, Turf & Toro Supply, Yeilding's, Inc.

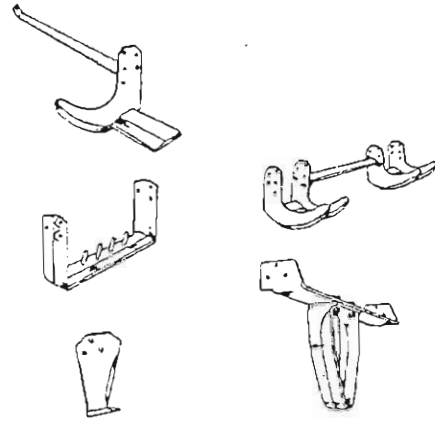


This was the year we were to engineer our automatic cut-off attachment for the heavy duty sod cutters. The basic idea for our new unit was from an attachment designed by the Warren's Turf Nursery in Palos Park, Ill. Automatic cross-cutting of sod was not entirely new. The Phillips sod cutter patent had several claims drawn on this feature, but these had not been available to us with our Peterson license. Frankly, we did not think the Phillips principle was very good. On the other hand, Warren's machine utilized a principle similar to that of a punch press, which we thought was good and one that we could use.

The landscape business was revolutionized even further by this automatic cut-off because in some areas the turf is cut into pieces as short as one ft. and cross-cutting the sod is almost as big a job as the cutting of it. Southern Florida is a good example of this. L. B. Turf Equipment, the first distributor to go into business for the express purpose of selling Ryan products, was established here. His success was, in some measure, immediately assured because of the automatic sod cutter device.



Our design of a Super Kut blade at this time was also an important contribution to the landscaping industry and it made obsolete the rolling coulter attachment that was used to cut the sides of the turf. Now we had a sod cutter blade that would do a perfect job of cutting very tender turf and the many creeping types of grasses.



We also developed other sod cutter blades and attachments to make the sod cutter more versatile. These included an edging blade, tilling blade, aerating blade, a special three-inch stripping blade, and a trenching blade attachment for installing flexible pipe sprinkler systems. Also, numerous blades were made for special uses.

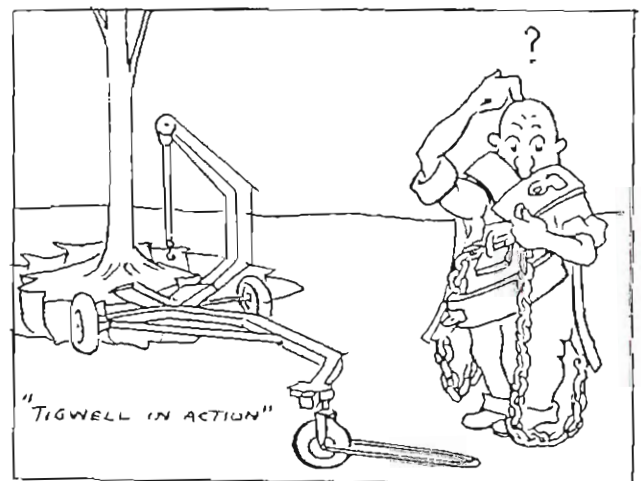
Likeable, capable Grant Tigwell came to work for us as sales representative. Those who knew us then will remember the snap he brought to the sales department. Do you recall the contest in which we gave away Lady and Lord Elgin watches as prizes to the salesman selling the most Lawn Groomers?

By Christmas, 1954, there were 25 permanent employees, business had increased 11%. There was the feeling that we were shifting into a higher gear as we made our plans for the coming year and we were more optimistic than ever.

1955

Two more distributors joined us this year -- Tennessee Turf & Toro Co. and Yerxa's, Inc.

Our first issue of RYAN RUMORS was published January 1, 1955. Perhaps you will remember the tree moving cartoon shown here, which is a reproduction from our issue of December, 1955.



This is the year we purchased the rights for manufacturing tree moving equipment from H. F. Beseler, the inventor. The equipment consisted of a versatile trailer unit which could be towed by any vehicle, or maneuvered independently into areas not accessible to heavy truck-mounted equipment. We also manufactured tree slings, which were made in four sizes to handle tree balls up to 78 in. in diameter. How many of you remember the tree moving demonstrations? Grant pulled that equipment into almost every state and all the way up into Canada.

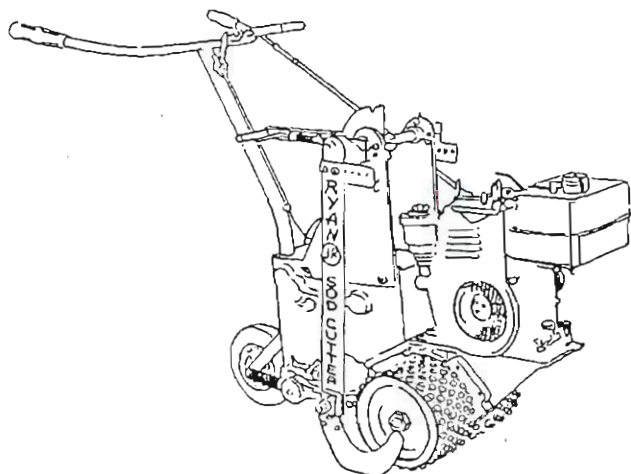
We became more physically fit and picked up a few calluses because we had to dig and ball the trees before they could be moved. I remember the first tree we moved. The temperature was 100° above, but we couldn't postpone the job even another day because Grant was leaving to attend the National Shade Tree Conference. Gordy, Pete and Grant were paid off with cold beer and hamburgers for the nice white birch that was moved to my yard. The other extreme in tree moving was the day when a buddy and I moved an apple tree and it was 12° below zero. Now, I still have a complete tree moving outfit but only move trees under ideal weather conditions!

We no longer sell tree moving equipment because, although we had many satisfied users, we just couldn't bring our volume up to where it would pay. While there was a great deal of interest in tree moving equipment, it still had not come into its own. But even now I don't think there is a better way of handling a large balled tree than with these patented slings.

We were happy this Christmas because there were 32 permanent employees, a business increase of 33% and we had another good product to offer.

1956

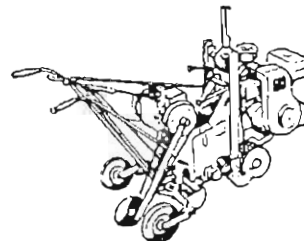
There were several new distributors again this year - Colonial Motors, Inc., Consolidated Toro Sales Ltd., Theo. H. Davies Co. Ltd., Drake - Scruggs Equipment, Inc., Krigger & Co., Inc., Watson Distributing, Inc.



1956 was perhaps one of our most important years because it was then that we introduced our famous JR sod cutter. We had been thinking about this machine for a number of years, but had been somewhat reluctant to come out with it because we didn't know what impact it would have on our heavy duty sod cutter sales. However, our taking the advice of turf equipment leaders such as Orville Ciapper in this case really paid off for Ryan. While the JR sod cutter did, in fact, drop our heavy duty sod cutter sales at the time, today our total sales are twice what they were before we introduced the JR.

The name "Junior" is somewhat misleading because this machine is an extremely well made unit. In many areas today, our Ryan JR sod cutter is available as a rental item and rental stores claim it is one of their best rental tools. We have some interesting letters telling us of the different uses for the Ryan sod cutter. For instance, a roofing company uses a sod cutter to tear off old roofs prior to re-roofing. They say the sod cutter blade does a fine job of cutting through the nails and tar. And then there is a park supt. who uses a sod cutter to shave the bumps off a skating rink!

An important milestone in 1956 was our re-engineering of the heavy duty sod cutter. We came out with the "V" model, which we are still making today. This machine features a two-speed transmission, quick adjustment of the blade angle and depth, as well as construction of the finest quality, which makes it as trouble-free as a machine can be.



Along with these significant changes in the heavy duty sod cutter, by now we were using the C5 automatic cut-off, which has been so dependable, and not until this year superseded by another model.

By Christmas, 1956, there were 32 employees and a 22% business increase. With the fine acceptance of our new sod cutter models, we were extremely satisfied with what we had accomplished during this year.

1957

We welcomed seven new distributors - Brady-Holmes Co., Dayton Distributing Co., Hector Turf & Garden Co., Horwood (Romford) Ltd., Jacobsen Power Lawn Mower Co. (Cuyahoga Falls), Norton Corp., Orag Inter Ltd.

This is when we established distributors in continental Europe and England. Up until this time, we had been

selling a few machines here and there all over the world. Now we were happy to have our own interested distributors in Europe. During the following year we shipped over 100 sod cutters to England alone - - and most of them the heavy duty automatic cut-off type. It was interesting to note that most of them were sent by air. On each heavy duty sod cutter, the air freight bill alone was over \$300.

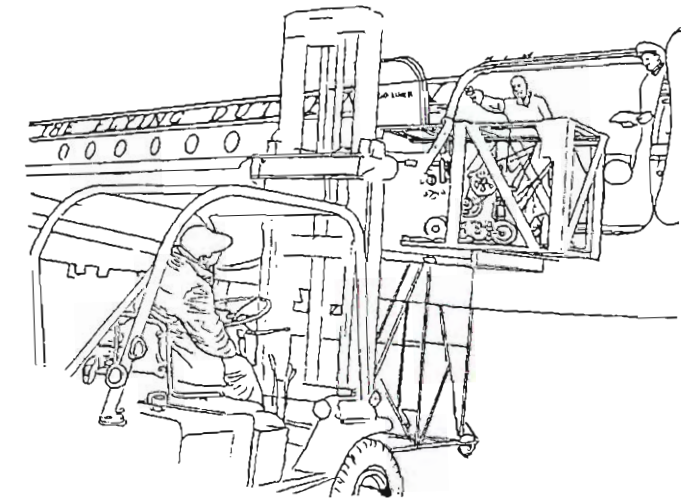
1958

Our ever growing distributor organization now included Barteldes Seed Co., Century Toro Distributors, Ernest Hardison Seed Co., Haverstick Toro Sales Corp., Horst Engineering & Equipment Sales, K & K Distributors, O. O. Mallegg, Inc., Frank Svehla, Reinders Bros., Wisconsin Turf Equipment Co.

Our export business was given a nice boost with the appointment of O. O. Mallegg as our export agent for areas throughout the world where we didn't have representation. Some of our very early sales through Mallegg were to Japan. (The Japanese have been good customers ever since.) It wasn't long after we sold our first JR sod cutter to Japan that we received a brochure in which there was an exact copy of a Ryan JR sod cutter! Later we were to find they also copied our Ryan Greensaire.

This has not caused us any great concern because, with our world-wide distributor organization, our sales volume is large enough on this rather low volume type of specialty landscaping equipment to enable us to build the best quality into our equipment and still have a reasonable selling price. Another factor in our favor is, of course, that we are continually re-engineering and improving our products.

Our machines are being copied elsewhere, too. For instance, a JR sod cutter is made in England.

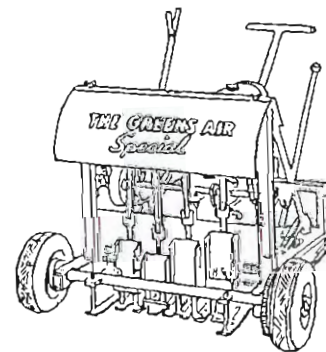


But the Ryan sod cutter was so revolutionary that once the English commercial landscapers found out about it, they could not afford to wait the thirty days it took for delivery by steamer, especially if their competition had the machine. In a letter from our distributor in England shortly after they received their third machine, they wrote, "We can only say your machine is a wonderful cutter . . . Everybody who has seen the cutter working is sure to want one. It will sell itself."

While continental Europe got off to a slower start and only a few machines were sent by air, their volume of sod cutter sales today is greater than that of any other distributor's. Ryan sod cutters were used in preparation for the Brussel's World Fair Grounds. Hans Hirschi of Orag Inter Ltd., has sold Ryan equipment throughout all of Europe, even behind the Iron Curtain in Czechoslovakia.

We started our profit sharing plan and trust agreement for our employees. The money is invested in common stocks and bonds and when it is distributed to the employees upon their retirement or separation from the company, the Government will allow them long term capital gains. The average shop employee who has participated in this plan from the beginning has over \$7,000 credited to his account. We started with 16 employees as participants and now there are 30.

By Christmas, 1957, we had 34 employees and a business increase of 7%. Certainly our new important distributors and our new profit sharing trust ensured us of a very Merry Christmas.



One of our most important products was acquired this year when we purchased the manufacturing rights for the Greensaire Special from the Greensaire Aerification Co. of Hopkins, Minn. (We promptly renamed it "Ryan Greensaire".) This machine does an outstanding job of aeration on fine turf areas, such as golf course greens, without disturbing the surface. Because the purchase agreement was not reached until late spring, we were unable to make any significant changes that year except for a higher quality in the machine work. We did find it necessary to make one important improvement which cost us several dollars per unit and which we immediately made available at no charge to all the former purchasers. Even with our late start, we managed to sell substantially more machines than had been sold by the former company.

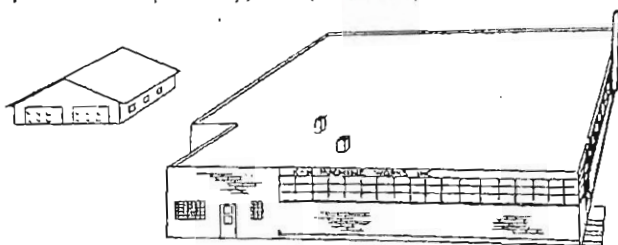
With the Greensaire Special, came additional distributor problems. Some, but not all, of our distributors were already selling the Greensaire Special and when we took over this machine, we inherited a number of new distributors as well.

Alice Miller and Bob Kosanke joined our company this year. Alice is well-known to our present distributors and she is a real asset to our company. Bob Kosanke came to work as a draftsman. He has a lot of experience now and is one of our key men.

In 1958, there were 37 employees and we had a 9% sales increase. Again this Christmas, we had much to be thankful for. We had distribution in almost every part of the world and, with the acquisition of the Greensaire Special, we had taken our first step into the field of turf aeration.

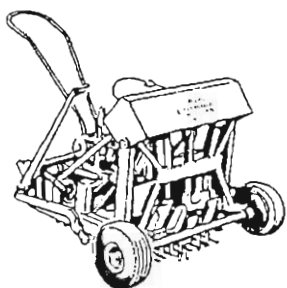
1959

We welcomed five more new distributors this year - - Columbia Equipment Traders Ltd., Link's Nursery, Myers Co., Southern Specialty, Inc., Turfaid, Inc.



With a substantial increase in sales, we again enlarged our building. It became rectangular in shape and we removed the unnecessary walls so that we could have as much area as possible under one roof. Later, when we had this building appraised, we were quite surprised to find that it had an assessed evaluation very close to its actual cost, which is remarkable considering that it was built with so many separate additions.

This is the year we completely redesigned the model E Greensaire. Our increased manufacturing cost on this model was about \$100, but we offered it for sale at the regular list price. With these improvements at no extra cost, the Greensaire sales grew by a whopping 400%.



To be a leader in the turf equipment field, we have to be able to promote new ideas and our Greensaire is an outstanding example. The manufacturer who was the

leader in the turf aeration field at this time, had over a ten-year head start and was given the first opportunity to purchase the Greensaire Special. Now, with our purchase of the Greensaire Special, we were projected into the aerification field and it was our job to promote a new method of aerifying greens, which the other manufacturer of this type of equipment had already rejected!

Our marketing of the Greensaire with its new principle for aerifying greens has been so successful that the former leading manufacturer has built three different models in an attempt to re-enter this particular market.

Helen Lynch joined our company. Helen is our capable Sales Department secretary and enjoys her work of keeping excellent records regarding our distributors and their territories.

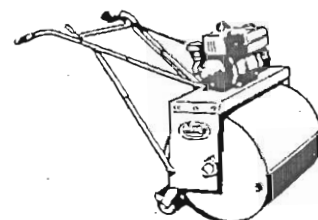
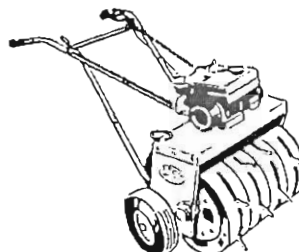
By Christmas, 1959, we had 39 employees, more manufacturing space for our operation and there was a 31% increase in sales. Surely our new model Ryan Greensaire contributed a great deal to this sizable increase.

1960

Again there were new Ryan distributors - - Foulis Engineering, Ltd., Jack Gormley, Kent Trading, Inc., McGowin-Lyons Hdwe. & Supply, Boyd Martin Co., Richmond Power Mower Co.

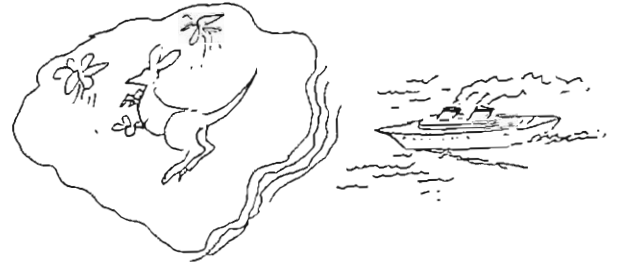
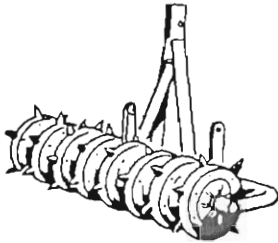
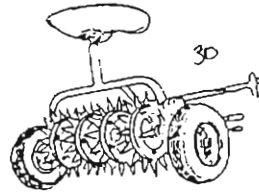
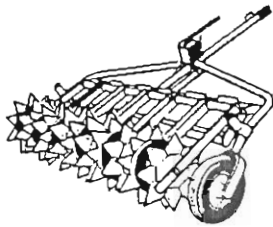
This was a very important year because we purchased the Soilaire Industries from Ken Goit, one of the most pleasant persons with whom we have ever had business dealings.

In taking over Ken's Soilaire products, we acquired several pieces of turf equipment. There was a hard soil aerating tool called the Mechanical Earthworm. There was a Motoraire, which was a self-propelled coring machine for general aerating and which could be converted into a power roller called the Rollaire. Also, a Renovaire which was a tractor-drawn machine that would cultivate, slice, renovate and aerate large turf areas. The Lawnaire was similar, but a smaller machine with a riding sulky and could be used behind a lawn mower. The Tracaire was a lift-type cultivating, renovating and aerating machine. It was tractor-drawn and designed for use on large turf areas. The Ren-O-Thin was a machine similar to a power lawn mower. It featured vertical cutting knives which would renovate, slice, or thin the heavy, matted turf.

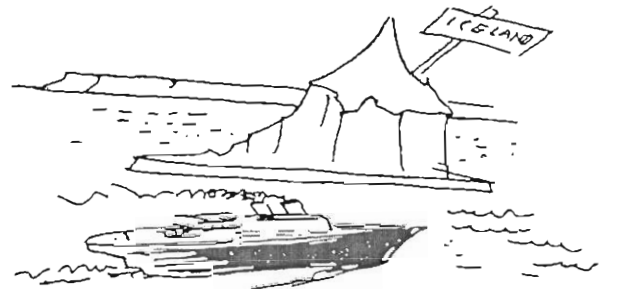


1961

There were seven fine new distributors this year - - Deveson-Jahn (Aust) Pty. Ltd., Equipos y Hidraulicos, Halco Chemical Co., Inc., Magovern Co., Inc., Outdoor Equipment Co., Evans Implement Co., Totem Supply & Equipment, Inc.



Our new distributor in Australia found large markets for our Greensaires, sod cutters and Ren-O-Thins. While Australia doesn't have many golf courses, they do have many bowling greens on which they use our Greensaires. Dave Shoobridge, Director of Parks and Gardens in Australia, visited with us this year and told us how the little JR sod cutter transformed the huge War Memorial Grounds just before their National Commemoration Ceremony. Dave said he took delivery of a JR sod cutter just a few days before the observances were to be held and lo and behold, by the morning of the commemoration, the grounds were completely renewed. Dave has quite a bit of Ryan equipment now and is a real Ryan booster.



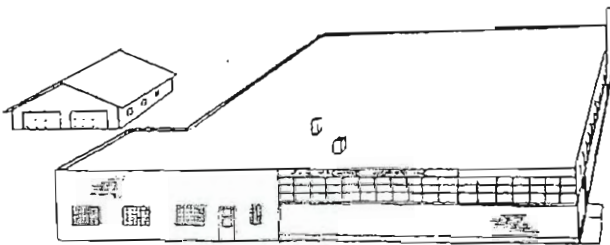
Noting that we now have a distributor in Alaska reminds us of the sod cutter we sent to Iceland a few years ago. (Yes, sod is cut in Iceland, too!) In order to expedite this shipment so that it could make the last sailing before winter set in, the machine was shipped to New York by air cargo before we received our Letter of Credit. Later we discovered there was no way we could be paid for this sod cutter because Iceland had import restrictions and no provision had been made to import sod cutters. Believe it or not, a special bill had to be passed by Iceland's parliament when they met the following year before we could receive payment for the sod cutter.

This is the year Grant started a direct mailing program for our distributors. In this program there were mailing lists set up and then processed on certain specified dates throughout the year. Almost all of our distributors participated and it turned out to be an excellent program, which has been continued each year since.

Very few changes were made in these products the first year. Nevertheless, our sales increased substantially over Ken's previous year, no doubt because of our larger sales organization and, perhaps to some extent, our Ryan name, which spelled a more aggressive future. Ken Goit, respected as he was, had been more or less in semi-retirement for a number of years.

Again we inherited additional distributors, which meant it would be some time before the whole Ryan line could be consolidated with one exclusive Ryan distributor in each territory.

Russ Rose came to work for us. Formerly employed by a printing company that made up much of our literature, naturally Russ is delegated with many responsibilities along these lines. He makes a very conscientious and able assistant to me in the Sales Department and we alternate our traveling in the field.



This year we found it necessary to double our office space and four private offices were added to our building. These were the first private offices that Gordon and I had had since going into business.

By Christmas, 1960, there were 46 permanent employees and business had increased a whopping 44%. Our sales went over the million dollar mark and Gordy and I didn't feel that we had been too extravagant in building our nice new offices.



One Cause. One Goal. One Percent.

One Cause: *Help golf course management professionals and their dependents that are having trouble paying medical bills due to the lack of comprehensive insurance or adequate financial resources.*

One Goal: *Raise \$10 million in 10 years to support these families.*

One Percent: *Donate 1% of your 2014 revenue, maintenance budget, or salary over the next 10 years in 10 payments.*

Example Contribution:

2014 Salary = \$70,000

1% = \$700

Donation = \$70 per year for 10 years

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WEE ONE MINNESOTA GOLF OUTING AT BRACKETT'S CROSSING COUNTRY CLUB

Supporting those in need



MONDAY, OCTOBER 1, 2018

Lakeville, Minnesota HOSTS:
Tom Proshek, Superintendent
and the MGCSA



\$140 per Player / \$560 per Team

Four Person Scramble only one MGCSA member per team necessary

Great Golf Prizes. On course refreshments. Lunch on the course. Heavy hors d'oeuvres immediately following golf with cash bar reception.

Enter Early. Field is limited to 30 teams (120 players).

Taco Bar @ Brats to go (lunch included in registration fee)

Country Club Attire – Collared Shirts. Soft spikes only.

10:00 - 11:00 a.m. Registration – Driving Range available

11:00 a.m. GOLF - Shotgun

4:00 p.m. Prizes and hors d'oeuvres reception (cash bar).

Contests: Must be present at the reception to win.

Pro Shop Certificates 1st Place \$500, 2nd Place Draw \$300, 10th Place Draw \$160, 18th Place Draw \$160, 24th Place \$160 Draw

Gross Skins Game - \$20 per team The Rock "Go-Pro" Challenge Giant Putt Contest prior to shotgun for \$100

Mulligan Purchase: 4 for \$20 or 8 for \$40

Closest to the pin winners on the Par 3's will draw down for a set of irons.

Featured Raffle Prizes – \$5 for 5 tickets or \$20 for a LONG arm's length.

Green Egg Outdoor Grill, Golf Clubs and MUCH MORE.

----- PLEASE FILL OUT COMPLETELY - THE DINNER COUNTS ARE IMPORTANT -----

Name: _____ Course/Company _____

Name: _____ Course/Company _____

Name: _____ Course/Company _____

Name: _____ Course/Company _____

REGISTER: ___GOLFERS @ \$140 per Player / \$560 per Team (Golf, prizes, refreshments, lunch, hors d'oeuvres) Dinner only \$ 100

TOTAL ENCLOSED: \$ _____

Make check payable to MGCSA and mail to: MGCSA, 10050 204th Street N., Forest Lake, MN 55025

Or, pay upon the website using Paypal

REGISTRATION DEADLINE:
SEPTEMBER 24, 2017

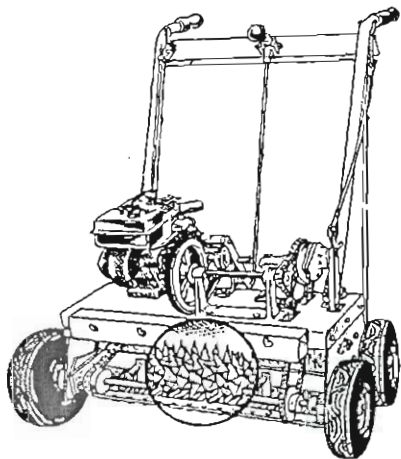
We introduced a much improved Soilaire line. Significant changes were made on all the products. The new blades and tines we designed for these machines were heralded when we introduced our new line at the Golf Course Supts. Show in Toronto. These improvements, along with our promotion of some new ideas such as the slicing knives we designed for our Renovaire, made us the leading manufacturers in the aeration equipment field.

By Christmas, 1961, there were 53 employees, there was another nice business increase of 20% and Ryan products were being used from Iceland to Australia.

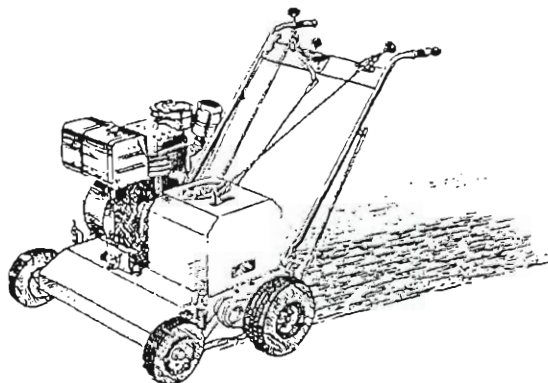
1962

This was the saddest year in our company's history because before the year was over, within two and one-half months of each other, Peter Pfenning and Grant Tigwell succumbed to heart attacks. Pete had a known heart condition and had had previous heart problems, but as far as is known, Grant had never had any heart trouble.

Pete's job as Director of Research and Development was taken over by Gordy because the engineering department has always been his specialty and it is the work he likes best. For the same reasons, I assumed Grant's job as Sales Manager. There were additional responsibilities for all of us and when Ryan withstood the loss of these two key men, it certainly indicated the depth and strength of the entire organization.



In keeping with our policy of developing new products for our continued growth, we introduced two brand new tools, the Spikeaire and the Matoway. The Spikeaire is a self-propelled machine that cuts nearly invisible slits in the ground for the purpose of aeration. The Matoway, also self-propelled, is a heavy duty vertical slicing machine for thatch control on larger turf areas. These two tools helped round out our line of turf aeration and renovation equipment.



This year Betty and I visited our European distributors, Horwood (Romford) Ltd. and Orag Inter Ltd., the two distributors who made the Ryan name as well-known in Europe as it is in the U. S. Although this was our first visit to our European distributors, we were by no means strangers, for we had had the pleasure of a visit from Arnold Woollard two years previously and, also, Otto and Max Richei and Hans Hirschi had been frequent visitors to the U. S. and to our company. We at Ryan enjoy a fine personal relationship with all of our distributors, which makes it possible to conduct our business in a friendly, informal atmosphere.

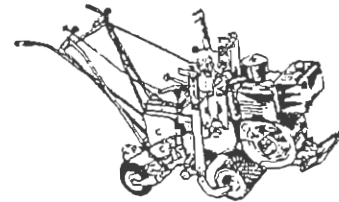
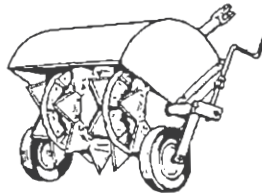
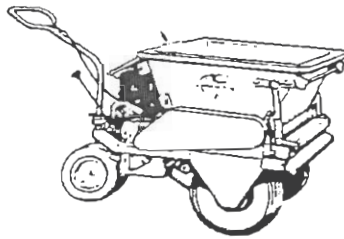
Oregon Toro was our one new distributor this year. We had 60 permanent employees, business increased 27%, and although Christmas found us saddened by the loss of two fine men, we were more resolute than ever.

1963

New distributors for us to welcome this year were American Turf, Inc., Taylor Pearson & Carson Ltd., Wait Mfg. & Marine Sales Co., Midland Implement Co.

This was a very eventful year for Ryan. To say that we had been busy would be putting it mildly. For instance, we traveled a great deal of the time, making over 100 personal visits to our distributors in the field, spending anywhere from one to several days working with each one of them. We attended 24 national and regional conventions and other important field days. We wrote twelve issues of RYAN RUMORS (a total of 60 pages), and our office turned out 30 product information sheets to go along with them. We reworked all of our Ryan literature and space ads for next year. (The literature will be presented in catalog form with an attractive cover.) We compiled a book containing parts and service manuals for all products since 1956, which delighted our distributors.

A 40,000 sq. ft. plant and office building was constructed on a former 16-acre turf grass farm. We built a golf course green on the grounds, which will help us to manufacture and sell better products because we will be able to adequately test and demonstrate our equipment.



In September, we held our annual Ryan Field Days at our new plant site. It was a two-day event and almost every one of our U. S. and Canadian distributors was present. We showed our complete new line at the field days, which was something we had been striving to do for many years. We introduced two new products. One was our Spread-Rite Top Dresser, which has been a huge success, and the other was a completely new Lawnaire. We also introduced the C8 automatic cut-off for the Ryan sod cutter, the result of six years of engineering and field testing. There were important new design changes on other equipment models, too, and we showed a very superior new model of one of our machines for the future.

On July 1st, we changed our corporate name from K & N Machine Works to Ryan Equipment Company. At the end of our corporate year our sales were 12% over last year and we had 63 permanent employees.

Now, as we reflect on the years gone by, we can sincerely say the progress we have made has been the result of real team effort and our policy of giving our customers the finest products we can make. Because we continue to re-engineer and make product improvements, with never a compromise on quality, we produce the finest quality landscaping equipment in the world.

We are deeply grateful for all the good friends we have made during these past years and to all of you who have played a part in this, our Ryan story. All of us at Ryan would like to send our greetings and best wishes for a very Merry Christmas and a Happy New Year.

Sincerely yours,

Earl W. Nystrom



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MGCSA

Great Lakes School of Turfgrass Science Online

(4) Program Reimbursement Coupons

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10050 204th Street North
Forest Lake, MN 55025
Phone: (651) 324-8873

Application Deadline: December 15th

\$495 Class fee immediately reimbursed upon providing Certificate of Completion

General

In order to enhance the educational opportunities of our existing membership/staff and promote the Golf Course Management Industry, the MGCSA is offering a new Reimbursement Program for the Great Lakes School of Turfgrass Science Online. (4) Reimburse coupons will be offered annually to approved applicants who complete the Online program and submit their Certificate of Completion. Applications will be reviewed by the Scholarship Committee. All decisions of the committee will be final. Applicants will be notified by December 15th prior to the School's Registration deadline. Applicants will still need to register/pay for the Online School as if they were attending on their own. The Reimbursement check of \$495 will be issued to the individual or company paying the initial Class Fee following the completion of the course.

Eligibility

1. Applicants must either be a MGCSA member or sponsored by a MGCSA member to apply.
2. Completion of the program and providing Certificate of Completion is necessary for reimbursement.

Criteria for Selection

1. (4) Applicants shall be selected based on employment history, recommendations and personal statement essay.
2. Financial need is not a factor in the selection
3. Any Scholarship Committee member with a conflict of interest must remove him/herself from the process. (family member or current employee applying)

How To Apply

Applicants must complete the attached application form and supply the following under one cover:

1. Personal Statement Essay
2. All applications must be post marked by Dec. 15th of the year submitted.
3. Send applications or email to:

MGCSA
10050 204th Street North
Forest Lake, MN 55025

jack@mgcsa.org

Application Form

Name _____ Date _____

Home Address _____

Phone _____ Email _____

Current MGCSA Membership Classification _____ Member Since _____

Or

MGCSA Member Sponsor/Employer Signature _____

Phone _____ Email _____

Work Experience

Current Employer/Position _____

Past Employment History _____

Personal Statement

Attach a one page statement that tells who you are, explains when and how you became involved in Golf Course Management and why you are interested in the Great Lakes School of Turfgrass Science.

**RETURN THE COMPLETED APPLICATION AND PERSONAL STATEMENT NO LATER THAN
DECEMBER 15th TO:**

**MGCSA
10050 204th Street North
Forest Lake, MN 55025**

jack@mgcsa.org

MGCSA/UMN Member Driven Research

On-site Application of Site-specific Irrigation Using Sensor and Mapping Technologies

**By Chase Straw, Ph.D. and Brian Horgan, Ph.D.
University of Minnesota Turfgrass Extension**

The golf industry is under increasing public pressure to improve environmental impacts by reducing management inputs, particularly irrigation water. The concept of site-specific management (also referred to as precision turfgrass management) is a viable strategy to achieve reductions by making applications only where, when, and in the amount needed. Many golf course superintendents already make site-specific irrigation applications, to a certain degree; for example, programming individual heads within fairways to irrigate more or less often than others based on perceived dry or wet areas. This answers some of the where question, but when water should be applied and how much to apply remain unanswered. Evapotranspiration (ET)-based irrigation scheduling (i.e. uti-

lizing weather data to replace water lost from surface evaporation and turfgrass transpiration) is a proven method to reduce water use and can be an answer for the when and how much questions; however, it is difficult to account for small-scale spatial variations, which lead to “blanket” applications over entire fairways although certain areas may not require any water at all.

In-ground soil moisture sensors are currently available that measure soil moisture in real-time. The majority of these sensors are wireless and installed a few inches below the surface. Placing multiple sensors in designated areas throughout a golf course and monitoring the data can aid in irrigation scheduling once soil moisture values reach a threshold.

GPS-equipped soil moisture sensors (mostly handheld) are also currently available and capable of obtaining georeferenced (i.e. identifying latitudinal and longitudinal location) point data for creating maps to identify soil moisture variability across a golf course. These maps can be utilized to determine soil moisture classes within management zones, where zones with the same class have comparable soil moisture values and can be irrigated similarly. Combined use of these technologies may assist in more precise, site-specific irrigation applications that could lead to sig-

nificant reductions beyond the ET-based scheduling method.

With all of this in mind, we have started a new research project to encourage the adoption of site-specific irrigation through on-site application and demonstration of water savings using sensor and mapping technologies. This is the first year of a three-year collaborative study between the University of Minnesota and the United States Golf Association. The study is taking place at Brackett's Crossing Country Club in Lakeville, MN (Figure 1). To date, three course surveys have



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Figure 1. Brackett's Crossing Country Club Head Superintendent Tom Proshek (right) and Assistant Superintendent Nick Ryan (left) having a conversation with University of Minnesota Turfgrass Scientist Chase Straw (center).

been conducted using the Toro Precision Sense 6000 (a mobile, multi-sensor data acquisition unit) to simultaneously measure thousands of georeferenced soil moisture (i.e. volumetric water content), penetration resistance (i.e. soil compaction), and normalized difference vegetation index (NDVI; i.e. turfgrass quality) data points (Figure 2).

The surveys were representative of values following a rainfall, a five-day dry down after rainfall,

and an irrigation event. From the surveys, nine fairways (eight par 4's and one par 5) have been selected for use in the study. The nine fairways are currently being placed into similar groups of three based primarily on soil moisture data, where each group is considered a replication in the study. One of three irrigation treatments will eventually be applied (in 2019 and 2020) to fairways within each group:

1. soil moisture sensor-based ir-

rigation scheduling

2. ET-based irrigation scheduling
3. traditional irrigation scheduling (i.e. the superintendents decide when they feel it is necessary to irrigate)

The remainder of 2018 will focus on creating irrigation man-

agement zones, determining upper and lower soil moisture limits, and auditing the irrigation system within the three fairways that will receive soil moisture sensor-based irrigation scheduling. A GPS on the Precision Sense 6000 has been used to georeference irrigation head lo-

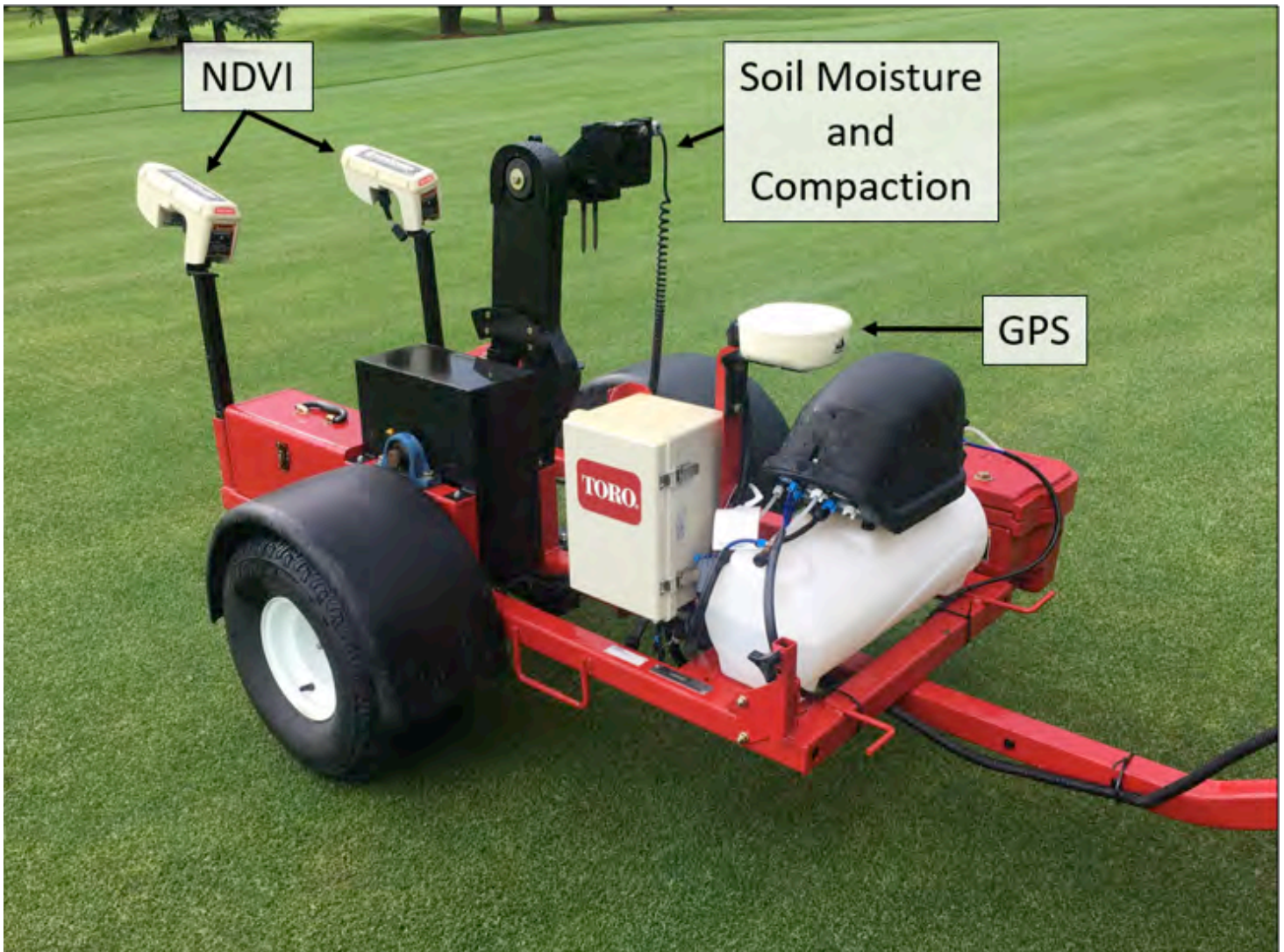


Figure 2. The Toro Precision Sense 6000 and its components relative to this study. This unit attaches to the hitch of a utility vehicle and serpentine an area while simultaneously collecting georeferenced data. The black arm in its center rotates as it moves forward. The two tines insert the soil surface (4 inches) and measure soil moisture and compaction with a capacitance and load cell sensor, respectively.

cations within the fairways. Irrigation management zones have been delineated around each irrigation head. Survey data from the Precision Sense 6000 has been used to generate spatial maps of soil moisture variability across each fairway. We are currently at the stage of using the soil moisture maps to determine average values within each irrigation management zone and classifying the zones into one of three soil moisture classes (e.g.

high, moderate, and low soil moisture) using a method referred to as Jenks natural breaks (Figure 3).

Toro Turf Guard in-ground soil moisture sensors will then be installed within the fairways (top tines at a depth of 2.5 inches) and each soil moisture class will receive at minimal one sensor. Next, dry downs will be initiated where soil moisture is monitored using both the in-ground sensors and the Pre-

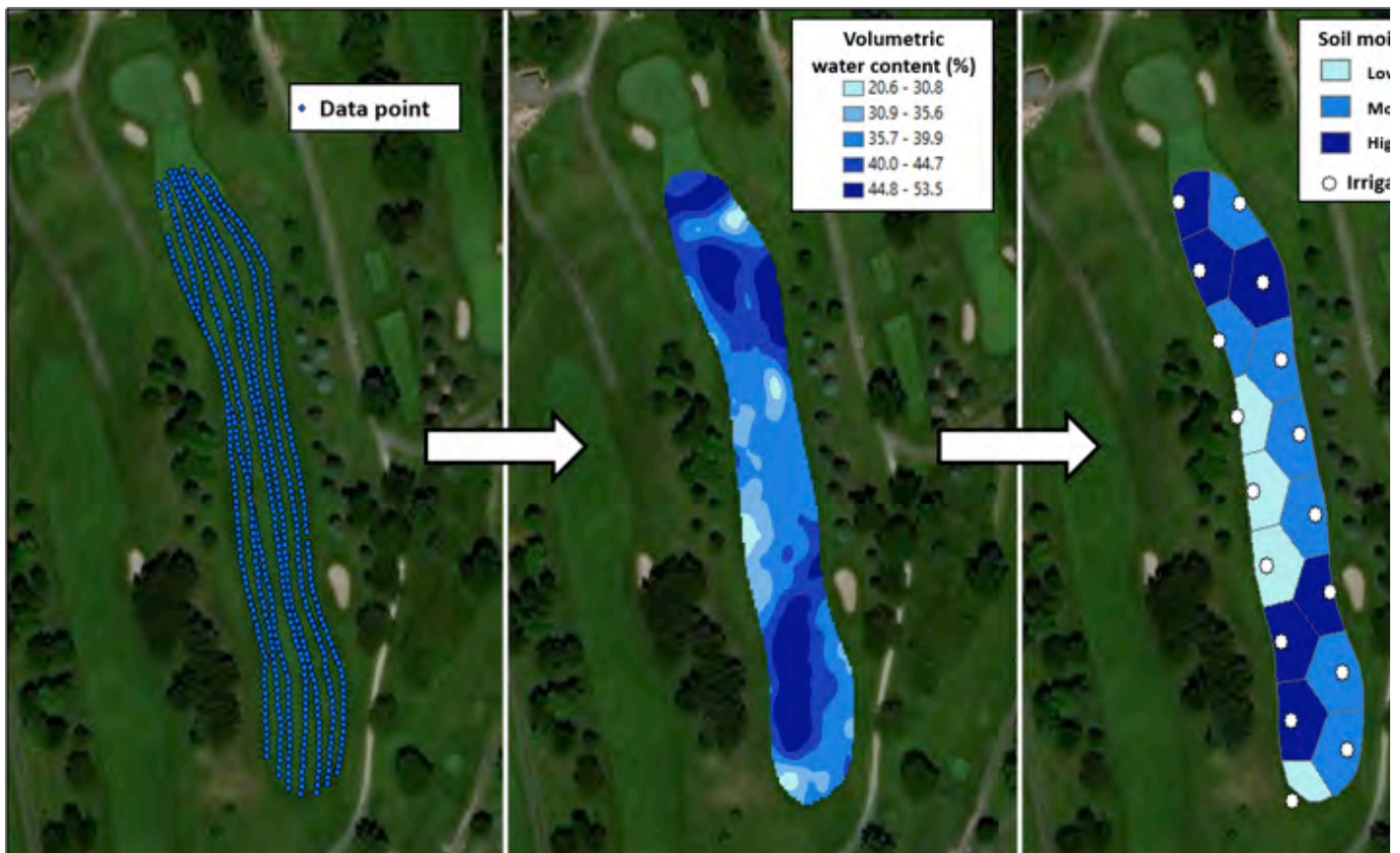


Figure 3. Soil moisture classification process within a fairway: georeferenced soil moisture data points obtained from the Toro Precision Sense 6000 (left), spatial map of soil moisture generated from georeferenced data points (center); soil moisture classes within delineated management zones around individual irrigation heads (right).

cision Sense 6000. Soil moisture values corresponding to field capacity (i.e. the stable soil moisture value following a saturating irrigation or precipitation event, but before significant ET-driven decline) and permanent wilt point (i.e. the soil moisture value at which wilt becomes apparent, NDVI values begin to decline significantly, or the superintendent feels that we have reached the limit) will be determined for each in-ground sensor.

The difference between field capacity and permanent wilting point will be used to calculate the plant available water for each sensor. This process will be repeated multiple times to ensure representative values for field capacity, permanent wilting point, and plant available water. Several catch can irrigation audits will also be con-

ducted and spatial maps of above ground irrigation distribution will be created for each fairway. These results will assist in understanding the influence of run-time on irrigation depth applied and soil moisture

values within each soil moisture class after an irrigation event.

In 2019 and 2020, we will apply the knowledge gained from 2018 in order to compare soil moisture sensor-based, traditional

ET-based, and irrigation scheduling methods. For the three fairways receiving the soil moisture sensor-based treatment, the valve-in-head sprinkler control will be used to schedule individual heads in each soil moisture class to run together (e.g. all heads that are located in the low soil moisture class will run together; all heads in the moderate soil moisture class will run together; etc.). Irrigation



will only be allowed within a soil moisture class once the plant available water has been reduced by 50% (as measured by the soil moisture sensor associated with that soil moisture class). When irrigation is allowed, the applied depth will be the lesser of 1) the total forecasted ET before the next forecasted rain event, or 2) the amount required to return the soil moisture to 75% of total plant available water. For the three fairways receiving the ET-based scheduling treatment, we will take a deficit irrigation approach and apply 70% of reference ET every three days. Finally, for the three fairways receiving the traditional irrigation treatment, we will ask the superintendents to irrigate as they usually would, taking into account any information that would typically be used. Simple corrections to irrigation heads (clogged nozzle, head doesn't rotate properly, etc.) will be made throughout the study on all fairways. During the 2019 and 2020 growing seasons, total depth of irrigation applied will be recorded for each of the three irrigation treatments and totals will be quantified and compared on an area basis. NDVI measured from the Precision

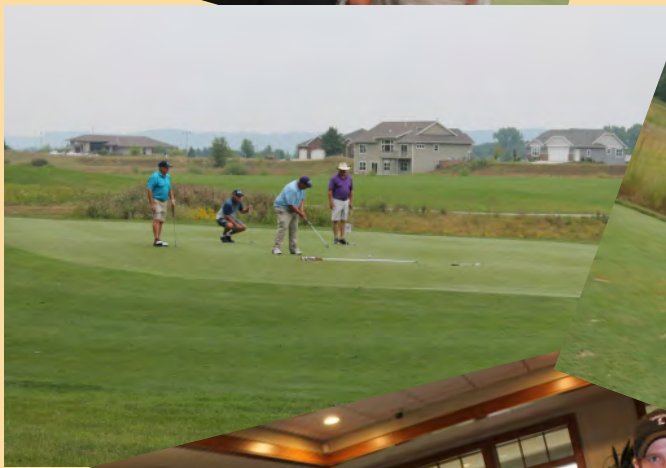
Sense 6000 will also be utilized to evaluate turfgrass quality between treatments.

Long-term goals of this research are to encourage adoption, acceptance, and regular application of sensor and mapping technologies to reduce irrigation. As of 2014, only 4% of golf courses reported using in-ground soil moisture sensors (according to the Golf Course Superintendents Association of America), and it is likely that even fewer use mapping technologies.

We hope to demonstrate how information from these technologies can provide meaningful data for superintendents to make actual changes in their irrigation program. Additionally, this study is the first on-site application of sensor and mapping technologies; therefore, knowledge gained will further improve practical protocols for their use in implementing site-specific irrigation.

Member Driven research helps to fund this initiative. The MGCSA extends a "thank you" to Dr Chase Straw and Dr. Brian Horgan for their support.

2018 The Championship At The Jewel Thank You Host Doug Mahal





6 Things the Most Successful Business Owners Do First Thing in the Morning

Allie Johnson, The Hartford SmallBiz Ahead, photos web search

As a small business owner, you want to be productive, but you just have so much to do it's hard to plan for when to do what. Front loading your day with the most important activities on your to-do list can have a huge impact on your small business and your effectiveness as a leader. Here are six activities you can do at the start of your day to improve your life as a small business owner:

1. *Scan your email quickly—but don't get sucked in.*

Some productivity experts urge you to avoid checking your email first thing in the morning. But, for many small business owners, that advice isn't realistic. So, how do you avoid getting sucked into your inbox for the best two or three hours of your day?

Julian Barkat, principal and co-founder of Egg to Apples, a marketing and e-commerce agency near Philadelphia, recommends using

filters and folders so lower priority emails don't go to your main inbox. Each morning, take two minutes to scan your inbox for important emails that require immediate attention, then schedule a block of time later in the day to respond to less urgent messages. For example, Barkat responds immediately to client emails, then waits to answer sales inquiries from vendors. "There's a lot of stuff I want to give attention to, but it's not going to impact our business mission," he says.

If you skip checking your email until later in the day, you might be less able to focus because you're wondering what's in your inbox, writes management consultant Dorie Clark, who contends that when business people ignore emails, "it often gnaws at their consciousness."

If you're ready to invest a little more time into boosting your personal productivity, get our free eB-



ook: 21 Days to Be a More Productive Business Owner Without Losing Sleep or Sanity today.

2. Get your blood pumping.

If you exercise in the morning, you're more likely to fit physical activity into your day. In fact, one study found that the tasks you do during the workday can zap your willpower, making you less motivated to get to the gym later in the day.

But the good news is that you don't need to squeeze in a long, strenuous exercise session before work. Just 20 minutes of jogging on a treadmill or a 45-minute brisk

walk can reduce your anxiety and boost your "executive functions" like decision-making, problem-solving and planning, according to Josh Davis, director of research and lead professor for the NeuroLeadership Institute. Even better news: these exercise benefits kick in pretty much instantly.

A short burst of exercise in the morning is key for Barkat, who rides his bike just a little over a mile to work each day. During the five- or six-minute ride, he pedals hard to up his heart rate, he says. The ride gives him time to decompress and also increases his energy levels. "Biking to work has had a big impact on how I tackle the day," he

says.

3. *Fuel up your body.*

Your mom always told you not to skip breakfast, and she was right. It turns out what you eat actually affects your productivity. That's because food gives your brain the energy you need to stay on task. Stick with foods that allow for a slow, steady stream of glucose to enter your body.

In the morning, Barkat drinks kombucha and water and eats a big

bowl of berries with coconut milk on top for healthy fat, he says. Eating whole, unprocessed foods helps keep him focused at work. "My energy levels stay steady all day long," he says.

4. *Follow Mark Twain's advice.*

Every small business owner should heed Mark Twain's famous advice to eat a live frog first thing in the morning.

Checking a dreaded item off your to-do list gives you a lift and a



feeling of accomplishment that carries you through the rest of the day. And, it prevents a dreaded to-do from taking up mental space, stressing you out all day and even keeping you up at night later.

The eat-a-frog technique helped Michael McDevitt, founder and CEO of Tandem Legal Group, become much more productive in running his business and law advisory firm. Before he discovered the technique, some onerous task always kept getting moved “from one day’s to-do-list to the next.”

To make sure you actually accomplish the distasteful task each day, he recommends using the IRS (Identify-Rank-Schedule) method. To do this, simply read your to-do list aloud, rank the item that makes you feel worst as No. 1, then block off time in your daily schedule to focus only on that task. McDevitt’s advice: “You have to eat the frog or the frog will eat your whole life.”

5. Take some morning “me” time.

Many successful small business owners swear by morning rituals.

For example, Christie Summervill, owner of BalancedComp, a consulting firm with nine employees that serves credit unions and banks, says she listens to a spiritual audio book during her morning commute.

“I need to fill my cup each morning, because I know as soon as I get into the office, I’m going to start giving to others,” she explains.

Her listening material helps to calm her, put life in perspective and give her confidence to face the challenges of the day, she says. “I know as soon as I get into office I’m going to get hit with product development decisions, marketing decisions and meetings.”

“I’m much more in the saddle if I make sure I get my personal needs met first.” And Barkat also counts on a quick morning ritual to set the tone for his day. When Barkat gets to the office, he puts some peppermint, eucalyptus and tea tree oils into an aromatherapy diffuser. That “creates a Zen-like atmosphere” in his office, he says. And Tim Ferris, author of “The 4-Hour Work Week,” starts the day by making the bed, drinking tea and jour-

aling.

His theory: a morning ritual helps you “win the day.”

6. If you must meet, don't sit.

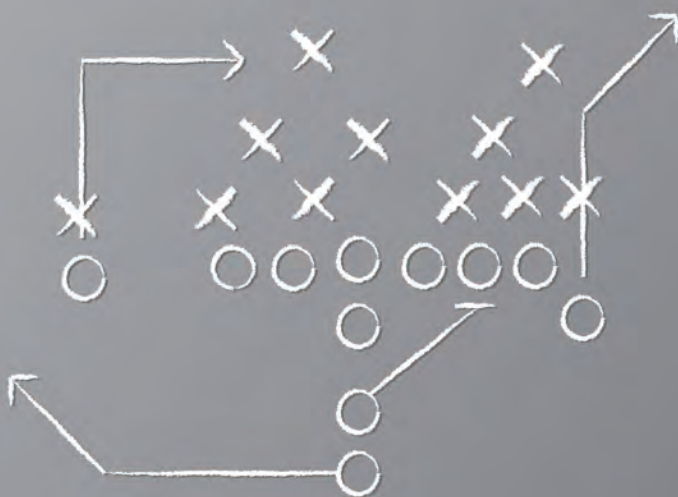
Meetings can be a drag and a big time suck, but you need to touch base with your employees. So, consider quick stand-up meetings or walking meetings.

When Summervill gets to the office each morning, she makes the rounds, quickly stopping at each employee's desk. “I check in with everyone, and not because I'm a social butterfly,” she says. In each two- or three-minute meeting, she

asks the employee if they are facing any obstacles, need advice on anything or if are waiting for information needed to make progress on a task. These mini meetings help get her employees off to a good start, and they prevent interruptions from employees knocking on her office door with questions. “I can sit down and move on with my day quickly,” she says.

Following these tips should get your day off to a bright start. To get more innovative tips and business advice delivered straight to your inbox, sign up for the Small Biz Ahead weekly newsletter.

A Page From Our Play Book ...



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Presents "The SCRAMBLE" AT Medina Golf and Country Club



Monday, October 8, 2018

Medina, Minnesota

HOST SUPERINTENDENT:

Erin McManus

This is a combined scholarship/research fundraising event. Proper golf attire required. \$145 entry fee (per person) includes buffet lunch, donation, range balls, cart fee, and a fun and simple high-end BBQ dinner. The format is a scramble and open to all members with emphasis placed upon inviting your club officials to join in the fun.

Prizes from the Pro Shop will be based upon participation.

Join the fun, it won't be the same without you!!!

FORMAT: FOUR-PERSON SCRAMBLE

10:30 - 11:45 a.m.	Registration – Driving Range open, buffet lunch service at 11:00
12:00 p.m.	GOLF - Shotgun
4:30- 6:30 p.m.	Reception and heavy appetizers/BBQ (Dinner tickets available for \$85 ea. -- includes donation.)

----- REGISTRATION FORM -----


PLEASE FILL OUT COMPLETELY. THE DINNER COUNTS ARE IMPORTANT.

Scan and email form to jack@mgcsa.org and he will return a Paypal invoice

NAME	CLASS	GOLF COURSE / COMPANY	GOLF - \$145 ea.	DINNER ONLY - \$85
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

Or, make check payable to MGCSA and mail to: MGCSA, 10050 204th Street North, Forest Lake, MN 55025

Registration Deadline September 30, 2018



Medina Golf and County Club Host of the 2018 Scramble

BY ERIN MCMANUS, SUPERINTENDENT

Located 20 miles west of downtown Minneapolis, Medina Golf & Country Club offers a championship 18-hole golf course which has been host to numerous amateur golf tournaments sponsored by the Minnesota Golf Association, including the 2013 MGA State Amateur, plus a six-hole executive par-3 course ideal for junior golfers and beginners. Medina is currently expanding its practice facility to include a Wedge Range, which will include a 11,000 square foot putting green, 6,600 square foot Chipping green and 2 practice bunkers. Amenities also include: a 45,000-square-foot clubhouse with casual and upscale dining and a Grand Ballroom overlooking the golf course, four Har-Tru clay tennis courts and large pool with a diving board, slide and zero-depth entry kids' section with water spouts. During the snowy season, Medina also offers two powder trails for cross-country skiing and snowshoeing.

“Rolling Green Country Club” was built in 1968 by Architect Charles Maddox. The Championship course has gone through several renovation projects starting with a new Clubhouse in 1999 and a drainage and bun-



ker renovation in 2003-2004. Hartman Companies completed the bunker and drainage renovation in 2004 and in 2006 the membership voted to change the name of the club to Medina Golf and Country Club.

In 2017, ClubCorp announced the acquisition of Medina Golf & Country Club. This is the first club in Minnesota for ClubCorp, expanding the company's presence to 28 states. Since buying the club, ClubCorp spent more than \$2.5 million to reinvent the club bringing new contemporary dining and lifestyle features to the clubhouse and patio, plus improvements to the golf course, golf practice facilities and aquatics.

Medina Golf & Country Club is a first rate country club with all the golf components. The Championship 18 hole course features larger than normal, undulating greens that challenge golfers of all abilities. We are able to set up a very challenging course extending the length to over 7300 yards but will probably play the "Scramble" at closer to 6500 yards. The golf course is pretty straight forward off the tee with the front being a little more open than the back nine. The large undulating greens can be a challenge if you are left with a putt of over 100 feet. There are several greens that are 40 yards deep and can present some double breaking difficult putts. The bunkers are flat bottomed and generally guard both the



front right and front left of the green complex. Playing your approach shot to the middle of the green can help you avoid some of the sloping areas of the greens.

I have been at the club since the spring of 2004 and became Superintendent in 2009. Kurt Wacker is the Assistant Superintendent and Trent Bestge is the Second Assistant Superintendent. Jeff Hall has been the Equipment Manager for 4 years.

The “Worker BEES” at MG&CC



Distinguished Service Award and MN Golf Hall of Fame Revision

In an effort to make the Distinguished Service Award meaningful to the recipient and the Association, the 2018 Awards Committee has created the following set of guidelines. Any member can be nominated, but greatest consideration will be given to those who have distinguished themselves sup-

porting the Minnesota Golf Course Superintendents Association. Date for submission is November 15th.

The required point total necessary to be considered for the MGC-SA Distinguished Service Award

can be a combination of any of the following. The minimum number of points necessary for the DSA Award is 25.

The Minnesota Golf Hall of Fame nominee must have previously attained the MGCSA DSA Award and fulfilled an additional 15 points beyond those previously acquired. DSA recipients prior to the establishment of the

new criteria will require 15 additional points in any category based on Committee suggestion.

The Board of Directors and Awards Committee will be responsible for final decisions.



- Terms on the MGCSA BOD = 2 points per term, including officer position, 4 maximum
- Officer Position = 1 point per office elected
- Audubon Certification and re-certification = 2 points, 4 maximum
- ESI Award = 2 points maximum
- Support of the University of MN research plots = 2 points, 4 maximum
- Support of the GCSAA committee members = 2 points, 4 maximum
- GCSAA, MTGF and Allied Association BOD or committee role = 1 point per year, 3 maximum
- MGCSA Membership = 1 point per decade
- Certification 2 points then = 1 per renewal, 5 maximum
- MGCSA event participation = 2 maximum
- Civic Community Service points = 1 point for each position 3 maximum
- Mentor potential = 1 point per professional through superintendent class, 3 maximum
- Any MGCSA, GCSAA or industry Presentations = 1 per presentation, 4 maximum
- Any MGCSA, GCSAA or industry articles written = 1 per article, 3 maximum
- Completion of any MGCSA Environmental Initiative Packet = 3 points per packet
- Contribution to golf that can't be anticipated = 5 points maximum
- *** The Committee can assign any number of points to those individuals who do not have access to this point system due to placement in our industry. For example, educators and affiliate members.

Please provide your nomination to the Awards Committee through jack@mgcsa.org. Include a list of nominee accomplishments and statement of recommendation. The award will be presented at the Annual Meeting during the Service Award presentation.



In Bounds

by Jack MacKenzie, CGCS

Isn't it perplexing? Your world is in balance, scheduled projects are going off with only an

average number of "hitches", you are comfortable that the health and success of your golf course is better than good and those things beyond your control are at least somewhat manageable because of proper planning. Some would look at the seemingly smooth and fluid outcomes of your management, a style you have been working on and will continue to finesse, were a simple fluke. But you know the truth, hard work and solid anticipation pay off big rewards.

It was with a great surprise that I received an email recently questioning the cost of events, the recent increases in fees, sponsorships, advertising and soon membership

rates. No, I am not taken aback by the inquiry; rather I am disappointed in my apparent inability to provide background and reasonable justifications for the bumps in our association costs.

Here is the conversation:

"Jack, I wanted to play in the Championship on Monday, but at \$110 it seemed a little steep for me. I wanted to ask a question at last year's annual meeting.

It was voted and passed to increase membership dues and event entry fees. I didn't hear why these were necessary when the Association has around \$300,000 in cash reserves. The bottom line showed a profit last year also. At golf clubs cash reserves are utilized for capital expenditures, yet the association doesn't have physical "capital" that would need to be replaced. Is there a large project the associa-

tion is saving up for? How many months of expenses are needed in reserve?

To me it seems that each event is looked at as a profit generator over membership participation. Case in point: one of my favorite events is the shop tours. The entry is \$35, yet the only expenses are donuts, coffee, and pizza. Additionally vendors sponsor the event to further reduce the expenses. I don't see why this event should seek a profit.

Just my 2 cents. I asked my vendors about this and usually they get quite worked up. They mention that they also give money to sponsor the events and consider stopping. This is why more of them are putting on their own outings. One mentioned that the field days cost like \$25 and only a simple box lunch was provided. About 10 people showed up.

Thought you should know what is being talked about."

There is nothing like a deer walking into the road on your drive to work to wake a person up is there? You know they are there, you think you are ready, mental evasive maneuvers are in place and, just in case, you have insurance.

Well, quite honestly, I was astonished that the financial health and business model of the Minnesota Golf Course Superintendent Association was so misunderstood, as historically the Board of Directors, Finance Committee and I have tried to be very proactive and transparent in the business of managing your assets efficiently and effectively. Upon reflection, my quick and curious response was tremendously unreasonable. The inner workings of the MGCSA are *always* in motion and up for debate by all of the paying membership.

It is YOUR organization and you have every right to question all that is done. As individuals you are not privy to the day-to-day decisions, nor should you need to be, as you

have a golf course to manage. You trust the BOD and me to do what we feel is right for the Association in a responsible manner. Reconsideration of the ego bruising email twisted my thoughts 180 degrees and I responded fast and easily:

Thanks for the question, it is a good one.

The MGCSA does carry a cash reserve as most non-profits do. At one time the MGCSA was saving up to support a pathologist position at the University of Minnesota. Also, we have provided start-up support for several other educational positions such as Drs' Watson and Orshinsky. Likely, we will also provide start-up dollars for the position that Sam Bauer vacated. Currently, the cash reserve, roughly \$180K, is invested in the stock market and dividend/interest proceeds are expected to support several scholarships for the Great Lakes School of Turfgrass Science (in conjunction with the PBI one-time

fund injection) as well as send our Grass Roots Ambassadors to Washington DC in the spring to visit with state legislators. Also, the BOD has been kicking around the idea of investing in digital billboard promotions during the seven years of the TPC Tour event, like the MGCSA did for the Ryder Cup. And the BOD is partnering with the WGCSA and GCSAA doing additional Dollar Spot research using matching funds. The savings are working for the Association and providing support for Board initiatives.

Since becoming your ED six and a half years ago, and through thrift management practices, the MGCSA has yet to run in the red. However, in the August 2017 budget projection we dipped below anticipated revenue for the first time, this due to increasing costs of operation. Rather than cover the loss with one large membership dues increase, the BOD chose to split the anticipated deficit over three years and three revenue streams. Each

stream to provide an average of about 2.8% annually: 2017- advertising and sponsorship, 2018 - participation fees and 2019 - membership dues. These assessments would be evaluated by future boards for their effectiveness. In effect, the MGCSA saw less than a 10% annual budget increase spread over the last seven years and through 2020, effectively less than a one percent annual bump.

Event fees pay for themselves and the other events subsidized by the association. For example, the Championship is costing (per The Jewel) the MGCSA \$106 per player. We actually lose significant money by charging \$110 per player, as most of the prize purse is subsidized. Fees charged at our money-making events (Shop Tours) go toward offsetting the subsidized events. We provide a free social opportunity at the Northern Green on an annual basis too. Our out-state events break even as we make money on the winter education endeavors and lose money at

the golf course summer events. Our fundraisers are just that, fundraisers, and should have a premium associated with the initiative. Proceeds go directly to support the UMN, Wee One and Scholarship funds.

FYI, vendors do not sponsor the Shop Tours directly as it is charged through annual association support... a paid advertisement (this is a complicated idea as often our members think that sponsor dollars go to specific events. With the exception of The National expense deferment, they do not. Sponsor dollars are an advertisement opportunity for the affiliate members and not a vehicle to reduce the cost of the event. It is offered to them as such, a promotional opportunity).

As you have been in the industry for a while and appreciate how budgets work, you will understand that our 'perceived overage' in the last year was due to automatic Dues billing and a request by our

affiliates to early-bill for services provided in the following year. Our year runs from January 1st through December 31st. Historically, prior to 2017, we charged membership fees to our association after the 15th of January. Thus we were always “catching up”, sometimes until mid-summer. Auto billing made this cycle impractical and invoicing began in mid-December, as explained to the members at the Annual Meeting. Many clubs paid their annual fees in December. Also of note, it is a rarity for an individual member to pay for their own membership, as their employer typically covers it.

An impressive pre-pay boost in advertising and sponsorship also made for a perceived overage. However, we are budgeted to allocate all the dollars generated through membership fees, sponsorships, event expenses, fundraisers and association initiatives.

Please consider that when compared to all peer chapters in the

GCSAA, the MGCSA gets a big bang for their dollar through representation at the State Campus (legislators and agencies), private organizations, amongst our allied golf associations, the creation of BMP manuals, educational support in and outstate, over 20 different functions each year and membership services and membership recruitment challenges.

A quick comment on Field Day; hosted by the MTGF, it was exceptional and worth \$25 bucks in education alone for those who were interested in learning something new. Great lunch too. The \$25 helped to pay for parking, transportation, donuts, coffee, biffys, a giant tent, water, promotion and support of the event. \$25 was a steal as I know the cost of the amenities necessary to pull off a program of this magnitude... but this is in my humble opinion. MGCSA attendance was disappointing but the program brought in over 200 “other” interested parties.

Hopefully I have answered your questions. If more have been generated, I encourage you to give me a call. Thanks for your letter; I have included MGCSA President Brandon Schindele in the conversation as well.

The MGCSA is a well run organization. Annually the Board reviews short term and long-range budgets, reflecting on immediate needs and costs associated with those projections. We are classified as a non-profit and take in about \$300K each year and expend about \$300K each year. Some initiatives are extremely successful and others peak out and fizzle quickly. Costs of operating the organization, like insurance, support, supplies and various other fees, do increase, especially during times of economic growth. Event expenses continue to creep upward.

Until our membership base numbers, and the associated revenue generated through memberships and participation fees grow, the MGCSA will need to occasionally

assess modest increases on the current membership and those who use the association services. Not unlike the expenses at your course, inflation must be reflected in any business model or the business will soon cease to exist.

Embarrassed as I was that one of our prominent members had these questions (and likely many of you as well) because I thought the business model of the association was transparent, my response was rapid and succinct, as the story of our association is so very simple and a great one to tell. Not unlike you explaining to your inquiring players why aerification needs to be done, I am at the ready to answer any questions about the MGCSA you may have, even those I had always thought obvious.

Thank you all for your continued support. Keep those questions coming.