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John Gurke CGCS and Virgil Range capture the Dom Grotti Championship at Elgin Country Club, site of the June Monthly Meeting.

FRONT COVER

Seven Bridges Golf Club par 3 15th green complex pictured from the adjacent bridge. Seven Bridges was the site of the MAGCS January meeting in 2010, hosted by Don Ferreri. Photo credit: Luke Cella

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Education Recap



The Midwest Association of Golf Course Superintendents (MAGCS), founded December 24, 1926, is a professional organization whose goals include preservation and dissemination of scientific and practical knowledge pertaining to golf turf maintenance. We endeavor to increase efficiency and economic performance while improving and enhancing the individual and collective prestige of the members.

The MAGCS member is also an environmental steward. We strive to uphold and enhance our surroundings by promoting flora and fauna in every facet in a manner that is beneficial to the general public now and in the future.



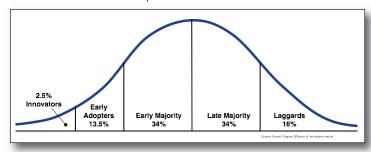
DIRECTOR'S COLUMN Luke Cella. MAGCS



Early Adopter

I ordered an Apple iPad the first day I could. I'm not sure why, but I did (a reason that socioeconomics professors call irrational behavior). I even ordered the 3G model (which allows me Internet access over 3G cellular networks around the world) and had to wait an extra month for it to arrive. I'll admit it was a painful month, because my brother-in-law brought his iPad to the house every chance he had while I waited for mine to ship. When my 3G Apple iPad finally arrived, I wasn't disappointed.

This action of ordering an iPad the first day I could placed me in a group known as early adopters. When any type of innovation is introduced, not everyone jumps on the bandwagon at the same time. It first starts with the innovators. Those that create something and put it out there – then the early adopters get a hold of it and put it through the mill, followed by the early majority, late majority and finally the laggards. This whole process was put into terms in 1962 by an innovator, Everett M. Rogers in his textbook *Diffusion of Innovations*. It is a theory of how, why and at what rate new ideas and technology spread throughout cultures. The theory is of interest as an innovator because it helps to explain why it seems to take so long for innovations become accepted.



Adoption of any innovation roughly follows this curve.

Each golf course superintendent is an innovator. Some more than others, but each of you have tried something new on your property, streamlined an operation, or made a task more efficient. An innovator is a person who is the first to do something that may open a new area for others and achieves an innovation. An innovation can take on many different forms, but in a general sense, it brings about a positive change. Innovators are willing to take risks, often youngest in age, very social and have the closest contact to scientific sources and interaction with other innovators. An innovator is often linked to a pioneer, no matter what the field of study. These people are responsible for the application

of innovation and start the whole process of change.

The early adopter is the second fastest group who grab onto an innovation. They are usually young in age, are social, have advanced education and have a high degree of *opinion leadership* among the rest of the adoptee categories. Opinion leadership is defined as "leaders who are influential in spreading either positive or negative information about an innovation (Rogers, 1962)". The next category, the early majority adopter will wait a significant amount of time before putting their arms around an innovation. They pay attention to innovation, but need reassurance before adoption from the early adopter, and this happens after time has passed. The late majority are often very skeptical and adopt after the average member of society. The laggards, often the oldest of any group, are the last to adopt an innovation. They are focused on tradition and are not often social beyond family and close friends.

Understanding this concept of innovation diffusion can be important when trying to roll out a new idea, concept, plan or process because it can help you identify the key players. Most agree for an innovation to take off, the first two groups (innovators and early adopters) are the most important ones. The innovators must be willing to try new ideas and not fear failure or setbacks, and not be afraid of stepping out of a comfort zone within social networks. Early adopters put the word out about the innovation, whether good or bad, and because of this are respected within their realm of peer networks. Early adopters are "the ones to check with" before using a new product or idea. If the innovation doesn't get past the early adopter, it is dead and won't make it any of the next categories. This day in age the time gap between the early adopter and the early majority taking hold of an innovation is lessened because of our advanced methods of communication.

Adoption of an innovation is a five step process that takes time. One must first have *knowledge* of the innovation or be exposed or aware of it. In the second step the person is

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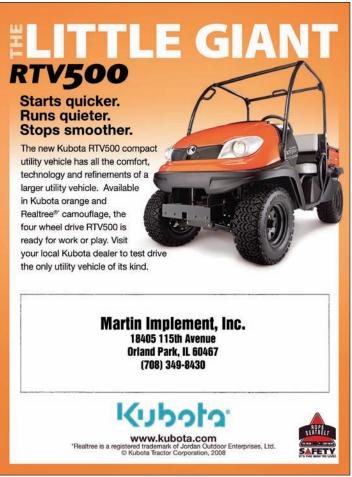
persuaded to actively seek out information about it. Next the adopter must decide whether to adopt or not adopt weighing the entire pros and cons of the innovation. If accepted, the adopter will begin to implement the innovation through use followed by confirmation to continue to use the innovation to its fullest potential.

As a golf course superintendent/innovator you can understand the importance of the early adopter and their reach to those within their realm. It is important to educate the early

adopter and to let them form their own conclusion so they may share it with others. The greater acceptance they have of your innovation, the quicker and easier it will be for you to make positive changes at your property.

Sent from my iPad. - Ic -OC







FEATURE | Colin White, *Gruenmann Turf*

Quality Used Turf Equipment: Creating Options for Superintendents

In a perfect world, every Superintendent would have a blank sheet and sufficient budget to develop a capital plan that assures the highest of standards, regardless of cost. However, for most, the world is not perfect.

Our present reality, of having to do more with less, requires another look at some practices that may not have been desirable in the past, including the purchase of used machinery. Equipment prices have increased at a dramatically higher rate than inflation for many years. Machinery prices are up at a time when the industry is awash with economic challenges. Something has to give, and quality used turf equipment is an increasingly viable option for many.

On the positive side, Superintendents who consider

used equipment have a wider array of choices than in the past. For this, we can thank the ever helpful banking industry. Thanks to financial innovation and favorable tax treatment, courses in many parts of the country have transitioned from direct ownership or capital leasing (ex. dollar buy-out at end of lease term) to operating leases. An operating lease works similarly to a car lease. Equipment ownership reverts to the leasing company or dealer at the end of a three to five year term. Most

of these machines find their way back to market at the end of the lease. In comparison to the past, when used machines were found mainly in bone yard operations, we now have a steady supply of machines of all shapes, sizes, and conditions, usually with about four or five seasons of use.

While it is correct to assume that many of these machines have been reasonably maintained, a minority are gems, and a few lemons are hiding among the rest.

How to get the best and avoid the rest? A few basic steps can help greatly.

Inspection: The course equipment technician should be very involved in establishing three standards: proper operation of every system and control; confirming that the machine had

routine lubrication and servicing; and confirming the integrity of the most costly components: frame, engine, and drivetrain.

Among operational checks, function of safety interlocks is often overlooked.

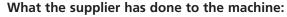
For past maintenance practices, wear should be appropriate for machine age and hours of use. Is the wear and tear consistent with proper maintenance practices? Are lift arm bushings tight? Are there signs of abnormal or abusive wear? Do lift arms carry a static load? Do hydraulic lines appear in good condition, etc?

Engine and drivetrain tests can range from simply checking for proper operation to engine compression and pump pressure tests.

While it is difficult to check every single facet, a good inspection will lead to a decision on whether the machine has been reasonably maintained and on whether the major components are in good shape.

Cosmetics: Does the machine look its age? Foot beds rarely lie. A 200-hour machine does not have

the paint wear in foot beds of a 3000-hour machine. Heavily sun faded surfaces may indicate prolonged outdoor storage. Many reputable resellers make a practice of repainting entire components, but selective spot repainting may be an attempt to conceal rust or other damage.



The supplier should have a rigorous inspection process that documents in detail what has been done to each machine. The technician can then verify the supplier's report. Vague answers from the supplier are a red flag. Some of the industry jargon can be misleading. For instance, 'reel and roller bearings have been gone through' only means that they have been

(continued on page 7)







checked and are working, it does not mean they have all been replaced. 'Refurbished' means something different to nearly every supplier. Each can answer differently when ask what it means in relation to their machines.

Support after you buy: Do you have a strong sense that the supplier will stand behind the machine and you after you buy it, whether through a written warranty, a handshake agreement, or their reputation? Do they provide customer references you can talk to and trust? Does the 'national' reseller in the trade magazines have as much stake in supporting you as local

suppliers do? While many of the national resellers are very reputable, it may be difficult to get timely service from someone hundreds of miles away.

Next is how much to pay. As with cars, turf maintenance machines depreciate most rapidly during their first few years. A rule of thumb for a machine in good

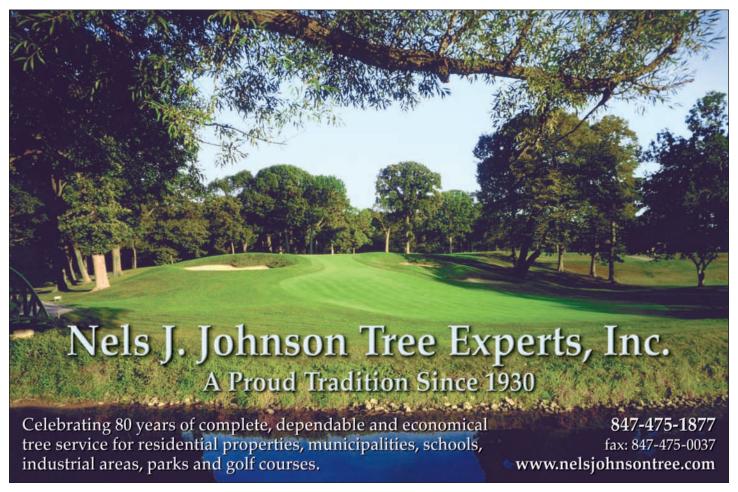
condition is that about 40-60% of the original value is lost after four to five years and 1200-1500 hours of use. Then depreciation slows. Once the hours exceed 2000, and particularly beyond 3000 hours, depreciation accelerates again. In our climate, with 300-400 hours of use per season, good quality four-year machines can be purchased at about half the price of new.

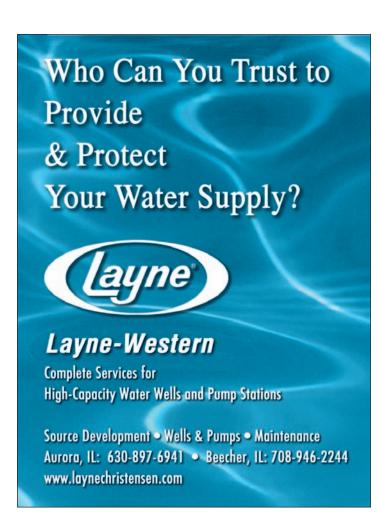
How does this add up? The math works differently for every club and situation. What is common to all is that good used equipment can create options for the Superintendent and his club. For example, a Superintendent may contemplate a budgeted capital purchase of \$25,000. He may buy a new machine for \$25,000. But if he decides to spend only half of that on a used machine, he now has new options: additional capital purchases to reach \$25,000; or redeployment of some of the \$12,500 saved into operating expenses; or simply not spending the money saved. In our present reality, creating

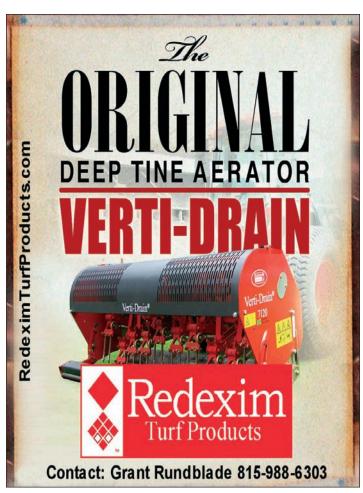
options can be critically important.

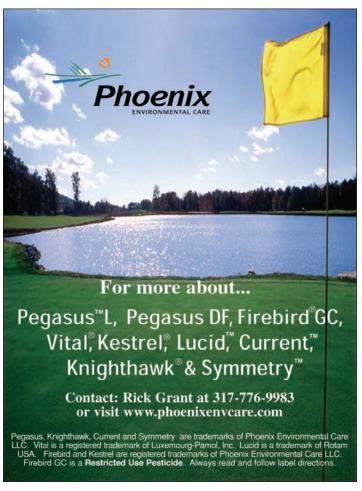
Whether used turf machines are right for you is your decision alone. Equipment resellers provide you with a middle ground between paying for a new machine and being unable to purchase what you need. Concerns about machine quality and support can be addressed by evaluating both the machine and

the supplier. In the end, quality used equipment is another option for Superintendents and their clubs to consider when economizing in today's business environment. **-OC**





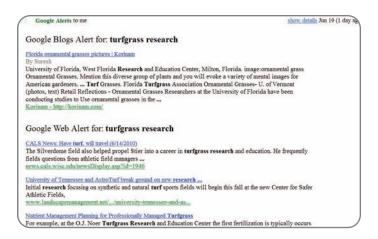






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If having your company's name added to the English dictionary isn't enough, Google has also earned recognition from Fortune magazine as the best place to work in the United States. Google is best known for its informal corporate culture that creates a healthy environment for creative minds to succeed. High employee morale is achieved through offering amenities including rock climbing, foosball tables, and a workout gym all at the corporate office. But all this pampering has paid off because Google employees have produced some very innovative web tools. Tools that benefit everyone from the Craigslist bargain shopper to search engine optimizers – and you can use them all for free.



Google Alerts

Google Alerts is a tool that gives you email updates on the latest relevant Google results (web, news, blog posts, etc.) based on your choice of query or topic. Alerts allow you to know instantly when any content hits the web containing the keywords you select. Use Google Alerts to monitor a developing news story, keep current on a competitor and/or industry, get the latest on a celebrity or event, and keep tabs on your favorite sports teams.

I also think it is smart to use your name or your business name as a search term. By doing this you will be the first to know when anything on the web is created about you or your organization. If you are interested in search engine optimization – aka ranking higher in a Google search – then you can use alerts to see how aggressively competing websites are targeting keywords that you are interested in.

To get started using Google Alerts visit google.com/alerts.



Google Analytics

Google Analytics is another free tool that gives statistics and other useful information about the visitors to your blog or website. It is easy to setup and you only need a Google email account to get started. There is an education section filled with videos and seminars on how to get started, but in reality, the statistics and user interface is pretty self explanatory.

For anyone that uses reciprocal linking as a means of search engine optimization – Google Analytics can be used to see if your reciprocal links are active and also how much traffic is driven from sites that refer to your site. For example, through Google Analytics I found out that the Greens Department at Naperville Country Club linked to the CDGA Turfgrass website on their blog – www.napervilleccgrounds.blogspot.com – Dap to Tim and Steve! Google Analytics also informed me that the largest website to drive traffic to www.cdgaturf.com is our twitter account (twitter.com/CDGATurf). Seeing this statistic was very reassuring to me because I sometimes feel like Twitter is a waste of time.

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