

CITY OF LONG BEACH, CALIFORNIA
DEPARTMENT OF PARKS, RECREATION and MARINE



GOLF OPERATIONS MANUAL

DEPARTMENT OF PARKS, RECREATION AND MARINE
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PURPOSE

The purpose of this Golf Operations Manual is to establish uniform rules, regulations, procedures, and operating policies for the City of Long Beach golf facilities.

It is intended to provide direction, outline responsibilities, and provide valuable information regarding golf course operation and maintenance.

All parts of this Manual are of prime importance to all personnel associated with golf operations, and they should know the contents of this Manual and where to find various information that is essential to the operation of their golf course facility.

This Manual supersedes all other golf course manuals for the operation of golf facilities within the jurisdiction of the City of Long Beach, Department of Parks, Recreation and Marine, but if any discrepancy between this Manual and City Ordinance shall arise, said City Ordinance shall prevail.



Revised October 28, 2009

Approved as to form by City Attorney's Office, October, 2009

Approved by Director of Parks, Recreation and Marine, October, 2009

In March of 2013, minor clean ups were made including alterations to the Free Play Policy as mandated by the City's Ticket Use Policy, and removing references to the Municipal Golf Commission, the Lease with Choura Venue Services as a separate concessionaire, and the So Cal Public Links Golf Association. In May of 2013, changes were made to the policy on Spectators. In March of 2014 the Tournament Policies were revised and in June of 2013 a Cancellation Fee Policy was adopted. In November of 2015 a Dangerous Weather Policy was approved.

PREFACE

Golf courses are unique, as both recreational facilities and park open spaces, and lend an important value to the community.

The game of golf is now within the income bracket of a majority of the public, and is recognized as a lifetime sport for all age groups, including male and female, juniors and senior citizens, as well as the handicapped.

When President Dwight Eisenhower began playing golf in the 1950's and television exposed golfing greats like Arnold Palmer, Jack Nicklaus and Gary Player, the popularity of golf increased by leaps and bounds, and municipalities were at the forefront of a tremendous growth in the game. The emergence of Tiger Woods – who began playing the game at Long Beach's own Heartwell Park Golf Course – has only increased the exposure and popularity of the game. Many people who had been spectators are now participants, since golf offered them a new outlet and a new means of expressing their identity and demonstrating their latent talents.

The need for public golf courses has long been recognized by forward-thinking officials of the City of Long Beach, and by the Department of Parks, Recreation & Marine. The City has arguably the world's busiest public golf course system, comprised of 5 golf courses, with approximately 440,000 rounds of golf being played annually.

The Department of Parks, Recreation & Marine, is responsible for overseeing the maintenance and management of all City golf course facilities. All of these facilities are contracted-out to the private sector under long-term management leases with American Golf Corporation. However, all policies, fees, and guidelines for play, are subject to the rules and regulations set forth by the Department in this Manual.

It is our pleasure to present this important Manual for your information and use.

Marie Knight
Director of Parks, Recreation & Marine



RULES AND REGULATIONS

A. GENERAL

1. The following activities are prohibited on Long Beach golf course grounds or facilities, except as approved by the Director of Parks, Recreation & Marine (or in the case of concessionaires, by their contract):
 - a. Storage of personal or private property.
 - b. Solicitation of any kind.
 - c. Circulation or posting of handbills, petitions, advertising matter, promotional material, and literature.
 - d. Selling any goods, wares, or merchandise.
 - e. Carrying or discharging of any firearm, air gun, slingshot, or fireworks of any kind.
 - f. Trespassing on golf course property, or fishing on a golf course.
 - g. Use of golf course for any purpose other than to play golf in an accepted manner.
2. Alcoholic beverages or soft drinks may only be taken on the golf course in paper cups or aluminum cans, and must be purchased from the authorized concessionaires.
3. Throwing trash anywhere on the golf courses is prohibited.
4. It shall be unlawful for any person to loiter, linger, or loaf on the premises of any City golf course, and unauthorized persons are not permitted on any facility.
5. Dogs, cats, or other animals shall not be brought on the golf courses under any circumstances.
6. Picnicking or recreational play, other than golf, is prohibited.
7. Cars must be parked in designated parking areas only, and overnight parking in lots is prohibited.
8. If necessary, local law enforcement agencies may be called upon for assistance in enforcing these regulations.
9. The following definitions will be used to identify persons allowed on City owned golf courses:
 - Players - persons paid, registered and playing golf.
 - Caddies - persons performing the duties of a caddie as defined in the USGA Rules of Golf.
 - Galleries - persons, other than players and caddies, allowed on the golf course during a particular event that has been sanctioned by the Golf Course Concessionaire, Course General Manager or the City of Long Beach.
 - Spectators - Spectators are persons on the course not defined above. Based on concerns for safety, speed of play, liability, and convenience for our guests, the following are the policies by which spectators may access the golf course.
 1. **Spectators Accompanying Public Play** – One spectator (minimum age eight or older) per golfer may access the golf course to accompany regular public play*. All spectators must ride in a cart and

pay the posted ½ cart rental fee. In order to operate the golf cart, spectators must have a valid driver's license and sign both the Cart Rental Agreement and Spectator Agreement in the Pro Shop before accessing the course.

2. **Adult Chaperones / Caddies Accompanying Junior Play** – One adult spectator accompanying a junior golfer (age 17 and under) as a caddy or chaperone may access the golf course free of charge, provided they sign the Spectator Agreement in the pro shop before accessing the course.
3. **Special Events** – Occasionally the golf courses may host tournaments with spectator policies that differ from the general provisions listed above. In these cases the Event Director must work with Course Managers to determine the spectator policies before play begins. Course Staff will then apply and inform guests of those policies for the duration of the event.

*Subject to cart availability.

Exceptions to the above policies must be approved by the Course General Manager (or his/her designee), Regional Director, or the City of Long Beach, and meet any specific guidelines as determined by the person approving the exception. (this section changed in May 2013).

NOTE: Caddies and Galleries are part of the tradition of golf and are permitted during events that are sanctioned or approved in advance by the Course General Manager, Regional Director, or the City of Long Beach.

B. GOLF PLAY

1. United States Golf Association (USGA) Rules of Golf and posted local rules will govern play at all times.
2. All players must be registered with the starter before playing any part of the golf course.
3. Practicing anywhere on the golf course at any time is prohibited. Players must use the designated areas for practice.
4. Junior golfers under the age of fourteen (14) years, may play on City golf courses only when accompanied by an adult, unless they have demonstrated to the course General Manager an appropriate knowledge of golf etiquette and play, or are certified members of the Long Beach Junior Golf Association, or the SCGA Foundation "Youth on Course" program.
5. Unless prior permission is given, golfers will tee off only between tee markers.

6. Holes must be played in sequence, and a golfer in the wrong fairway must give way to the players playing the proper hole.
7. No more than one golfer shall play out of one bag. Each player must have his/her own set of clubs.
8. It is the responsibility of each golfer to replace divots, rake and smooth traps, and repair ball marks or other damage on greens.
9. In the interest of all, players must play without delay, and all groups must keep their place on the course or allow following players to play through.
10. The Department of Parks, Recreation & Marine, or the Regional Director of American Golf, with Department approval, reserves the right to cancel the playing privileges of any individual or organization using City golf course facilities if at any time, conditions justify such action.
11. Golfers may be refused privileges, or they may be removed from the golf course by the General Manager, Customer Service Representative, and/or course Marshal for:
 - a. Submitting false information for the purpose of securing golf privileges.
 - b. Playing without purchasing a green fee or registering with the starter.
 - c. Obvious inability to play golf and to maintain their position on the course.
 - d. Intoxication, disorderly conduct, use of abusive or profane language, or other behavior detrimental to the normal orderly operation of the golf course.
 - e. Failure to comply with the existing rules and regulations governing golf play, practice, operation of electric or hand carts, personal conduct, or appropriate dress.

C. INTERNET ADVANCED RESERVATIONS POLICY & OBSERVED HOLIDAYS

Long Beach Residents who have purchased a valid Resident or Senior Resident Card may book tee times online 8 days in advance, beginning at 6:00 AM. **Cardholders must present card at check in. No more than one time per day may be reserved per card.**

To purchase a Long Beach Resident or Senior Resident Card, a resident (cards are for residents only, and are not available to property owners or business owners) must present a government-issued ID card along with a utility bill with a Long Beach address that matches the ID. Cards must be renewed on an annual basis, and are purchased at Recreation Park 18 Golf Course. Cards may be purchased at any time the Golf Shop is open.

Non Long Beach Residents who have purchased a valid Non-Resident Reservation Card may book tee times online 8 days in advance, beginning at 6:30 AM. **Cardholder must present card at check in. No more than one time per day may be reserved per card.**

Golfers who have NOT purchased either type of card, but have registered into the Reservation System may book tee times online 8 days in advance, beginning at 10:00

AM. Computer terminals have been provided at each golf course pro shop for those persons who do not personally have access to a computer. Reservations can be made in person or via phone beginning at 12:00 Noon, five days in advance of the desired day. A group must check in at least 15 minutes prior to their scheduled time or the reservation is subject to cancellation.

When reserving a tee time a person will be asked to guarantee the reservation by providing a valid credit card.

CANCELLATION: To cancel a reservation, the person with the reservation must call the Golf Shop at the course at least 48 hours before the scheduled tee time. If a time is not cancelled 48 hours prior to the tee time, a Cancellation Fee of \$10 per player will be charged to the credit card provided at the time the reservation was made. (Revised 6/30/13).

Note: When tee times, not filled by reservation cardholders are released to the courses for reservations 5 days in advance, the tee time may also be released by AGC course General Managers to websites to offer as part of City-approved advertising promotions. This should in no way be interpreted as the ability to “double book” tee times.

RESTRICTIONS RELATIVE TO RESERVATIONS

There are to be no tournaments scheduled prior to 8:00 AM on weekdays, or 10:00 AM on weekends. There are to be no additional tournaments or groups of tournaments to exceed 80 players on these days. All twelve months are to maintain the same tournament restrictions.

D. OBSERVED HOLIDAYS

Reservations for holidays will be taken eight days in advance just like for all other days. The following are observed holidays for Long Beach golf courses:

New Years Day	Memorial Day	Friday Thanksgiving Day
Martin Luther King, Jr. Day	July 4 th	Friday after Thanksgiving
President’s Day	Labor Day	Christmas Day
Good Friday	Veteran’s Day	

NOTE: For any holidays falling on a weekend, the National Day of Observance will be holiday rates. If July 4th, Christmas Day or New Year’s Day falls on a Tuesday or a Thursday, then the adjacent Monday or Friday will be considered a holiday for rate purposes. Retired or active military with valid ID shall receive 50% off of the green fee they would otherwise pay (resident or non-resident) on Veteran’s Day (rev. 8/2014).

E. WAITING LIST

1. Those players who do not have a reserved starting time may register with the starter on the waiting list. Those golfers who are ready to play may register as a single, twosome, threesome, foursome or fivesome.
2. On the day of play, unreserved, cancelled, or otherwise open starting times may be filled by phone or from the waiting list only if the starter is on time. These open times will be filled on a first come, first serve basis.
3. Those players who registered as a group will be called for play as openings become available for the number of players in that group, but only if the starter is on time.
4. If there are a sufficient number of golfers on the waiting list, every group will be a five some, except those who reserved as a foursome and register as a foursome.
5. If fewer than four people are available to play, the starter may send out groups of only three or two. A single player may be sent out alone only if it appears no other golfers are available and if it appears none will be available within a reasonable time.
6. The golf course starter on duty is responsible for assigning groups from the waiting list, and for scheduling and starting all players in accordance with Reservation/Waiting List rules and regulations. Only those players who are properly registered and who are called by the starter will be allowed to start play.
7. The golf course starter may switch or interchange starting times if, in his/her judgment, such a change would prevent delays, eliminate confusion, correct a problem, or be of general benefit to the players and to those following.
8. The starter will call players to the tee by name. The starter will call three groups to be ready to begin play, and all three groups shall report to the tee, ready to play. The group fourth up shall then be called to check-in. Check-in is at least 15 minutes before the scheduled starting time, or the reservation will be cancelled in accordance with Section C (Advanced Reservation Policy).
9. Throughout the day, the starter shall make announcements that encourage quick and courteous play.

F. ELECTRIC AND HAND CARTS

1. All electric golf carts shall conform to specifications in the concessionaire's lease.
2. Electric golf carts shall be capable of completing two 18-hole rounds per day.
3. No vehicle other than golf carts, electric hand carts, and/or pull carts (except as required for maintenance or emergency purposes) shall be permitted on the golf course without the express permission of the General Manager, Golf Course Superintendent or Superintendent of Golf Operations.
4. The use of power-driven golf carts, owned or operated by concessionaires, shall be restricted to such times and areas as authorized by the Director of Parks, Recreation & Marine or by concessionaires' contract.
5. The Course Superintendent, or his/her designated representative, may restrict or prohibit the use of any type of golf cart when such use would be detrimental to the condition of the golf course.
6. It is the responsibility of the General Manager and pro shop staff to ensure that patrons are informed of rules and regulations governing the use and operation of electric and hand carts. Permanent written instructions shall be attached to all electric carts.

7. Electric and hand carts must be operated in accordance with rules and regulations and in a manner designed to protect the golf course, speed up play, and ensure the safety of all players.
8. No more than two bags and two riders are permitted on an electric cart.
9. Electric carts must be driven on cart paths except where otherwise authorized. Posted signs for control of carts must be observed.
10. When not on a paved path, electric carts must be kept at least 30 feet from greens and tees and at least ten feet from sand bunkers, or outside of posted ropes.
11. Hand carts must not be taken over aprons, greens, tees, bunkers, or those areas around the greens, which are between bunkers and greens.
12. Carts of any kind should not be driven or pulled through wet or muddy areas.
13. The golf course pro shop staff has been instructed to issue a "Blue Flag" electric golf cart to any person requesting one. Golfers using a flagged golf cart will be permitted to drive their golf cart within ten feet of the greens, tees, and bunkers. Each Course shall have a sufficient number of blue flags to identify those carts allowed to follow special rules for cart operation.
14. Golf Course Lessees will be responsible for training their staff regarding the Cart Flagging Policy (described above in paragraph 13) and the Americans with Disabilities Act (ADA) of 1990 and the Americans with Disabilities Act Accessibility Guidelines (ADAAG). Lessee will keep records, as required by the Department of Parks, Recreation & Marine regarding the usage of flagged golf cart.
15. In adherence to the Federal ADA Act, Pro Shop staff have been instructed to: assist golfers in unloading and loading of golf clubs; assist golfers by carrying their range balls to the driving range; provide assistance in posting golf scores; assist customers at food and beverage service areas; and provide any other customer service which may be appropriate. Golfers who may have difficulty in accessing course drinking fountains and ball washers will be provided portable drinking water and ball washers FREE of charge; HOWEVER, a fully refundable deposit may be required to encourage the return of these items. Lessee is required to provide sufficient staff and supplies in the pro shop at all times, in order to handle the above mentioned services and assistance.
16. It is the responsibility of every golfer to be familiar with, and comply with, the rules and regulations covering the use and operation of golf carts. Failure to observe such rules could result in the denial of golf cart use and/or playing privileges. **Customers & golf course employees must have a valid drivers license in order to operate an electric golf cart.**
17. Request to ride as a single golfer is an additional \$5.00 charge, and may be accommodated at the decision of the course General Manager; this decision may be based upon the total number of available carts.

G. CLOSING GOLF COURSES

1. The Golf Course Superintendent, or his/her designee, is responsible for decisions concerning temporary or all day closing of any City golf course. In making such decisions, due consideration must be given to the welfare of the

- general public and to potential revenue losses for the City and the operating concessionaires.
2. The Golf Course Superintendent, or his/her designee, will notify the starter on duty to delay opening, or close the course temporarily or all day. If possible, this notification should be made prior to dawn. It is the responsibility of the starter to notify the public and concessionaires of any decision to close the golf course.
 3. If the course has been closed temporarily, the Golf Course Superintendent, or his/her designee, shall remain in the area until the course is opened, or until final determination has been made to close the course all day.
 4. If the course is left open during or after a rain or other inclement weather, the Golf Course Superintendent, or his/her designee, will advise the starter as to whether or not golf carts and/or hand carts are to be permitted on the golf course.
 5. If for any reason the course is closed the entire day, all reservations that day will be cancelled. If the course is closed only temporarily, as with frost, the reservation due at the actual time of opening will be honored first, with the others following in the order listed. Players whose reservations were cancelled may inform the starter that they wish to be placed on the waiting list in the order of their original reserved time. While remaining punctual, the starter shall make every effort to get those players on the course as soon as possible. These efforts may include starting players on holes #2, #3, and/or #4, or on the back nine. Before paying green fees, these players shall be informed that they may play only from their starting hole through hole #18. It will be up to the discretion of the General Manager to offer any reduction(s) to fees for such groups.

DANGEROUS WEATHER POLICY

If a storm has been forecast, or the weather is looking threatening, designated Co-Workers will monitor the weather using a weather website or television (Doppler RADAR) for any weather warnings. If a "severe weather warning" is broadcast and/or lightning has been witnessed, the course should be cleared immediately. The following guidelines will be followed by the club:

- Blow an emergency horn one prolonged blast, to notify golfers that the course is to be cleared for a dangerous situation.
- Club staff will not to go onto the golf course to clear patrons. If rangers are already on the course, they should inform any patrons that they encounter to discontinue play and return to the clubhouse or to seek the nearest shelter.
- Upon hearing the horn, all maintenance staff should return to the clubhouse or maintenance building immediately.
- Play should be suspended until it has been deemed safe by the designated Co-Worker, and a horn has sounded the "All Clear" signal with three short blasts.

If lightning or other inclement weather causes a tournament or event to be canceled, the course will work with the client to reschedule the event for the first available mutually convenient date. If an event that has already commenced is suspended due to lightning or inclement weather, and it is determined that the event cannot be safely resumed and completed on that date, the General Manager of the club will work with the client to

determine an equitable adjustment to the cost of the event, based on the number of holes completed. (*The Dangerous Weather Policy was approved in November, 2015*)

H. DRESS CODE

1. Shirts and shoes must be worn on the golf course at all times. Men's shirts should have sleeves.
2. Bathing attire, cut offs, short shorts, halter-tops, tube tops, tank tops, and similar types of recreational wear are not considered proper dress on the golf course.
3. Shoes worn on the golf course must be appropriate for golf, as determined by the General Manager or Course Superintendent.
4. This dress code is suggested to all visitors, golfers and employees.

I. GREEN FEES

1. Patrons using City golf courses will be charged green fees in compliance with the fee schedule approved by the City Manager, or Designee.
2. As of July 1, 1994, residents and senior residents **must** purchase a golf photo discount & reservation card in order to receive the resident & senior resident discounts and benefits. See Section C.
3. Each golf course shall prominently post prevailing rates for green fees and carts.
4. Holiday rates will be in effect on the days listed under Section D. These dates are subject to change and a list of all observed holidays shall be prominently posted at each golf course.
5. With the exception of recognized Twilight Rates, a full 9- or 18-hole green fee must be purchased by all golfers, regardless of number of holes actually completed.

J. SENIOR GREEN FEES

1. Senior refers to residents of Long Beach who are age 61+1 day, or over, and have proof, in the form of a valid Long Beach Senior Resident Card. Senior discount rates for each course are listed on the annual list of fees and charges.
2. On weekdays, senior residents prior to 7:00 a.m. shall play \$5.00 for a back nine round of golf only.
3. On weekdays, resident seniors will receive the senior discount from 7:00 AM to 11:52 AM and the super discount prior to 7:00 AM and after 12:00 Noon. Senior residents may make a reservation or come off the wait list to receive these rates. (Due to issues of demand, the ability to make reservations for the senior rates between 7AM and Noon was allowed beginning in 2008).
4. On weekdays for starting times before 7:00 AM, seniors shall be allowed to rent electric or hand carts for 1/2 the regular price.
5. There are no senior discounts on weekends or holidays.

K. JUNIOR GREEN FEES

1. Junior refers to anyone under the age of 18.

2. Juniors who play after 1:00 p.m. on weekdays shall be charged the prevailing junior rate. Before 1:00 p.m. junior rates are to be the same rate as adult resident rate.
3. Juniors playing at reduced fees under the provisions herein cannot make advanced reservations, except for qualified members of the Long Beach Junior Golf Association (LBJGA). Juniors must register on the waiting list on the day of play.
4. City of Long Beach Golf Courses participate in the SCGA Foundation's "Youth on Course" Program, and will pay the fees agreed upon by the City and the SCGA Foundation, with re-imbusement to American Golf, with such re-imbusement being subject to rent percentages for fees found in the Lease Agreement.

L. COMPLIMENTARY GREEN FEES

1. Upon presentation of proper identification, the following persons will be granted complimentary golf play on City golf courses:
 - a. City Manager, Director and Business Operations Manager for Parks, Recreation and Marine, and Superintendent of Golf Operations
 - b. Class "A" Members of the PGA of America
 - c. Class "A" Golf Course Superintendents
 - d. Employees of the American Golf Corporation
2. The Course General Manager or AGC Regional Director may implement such policies as deemed necessary regarding limitations on categories b, c and d.
3. The Director of the Department of Parks, Recreation & Marine, the Regional Director of American Golf, or General Manager, may allow complimentary play to someone not listed in Section L-1, if it is deemed appropriate, and approved by the City Manager or his/her designee.
4. All complimentary play golfers will sign their name and reason for complimentary play to the "Complimentary Sheet" prior to teeing off. *(Revised March, 2013)*

M. REFUNDS/RAIN CHECKS

1. The Department of Parks, Recreation & Marine, the Regional Director for American Golf, or the course General Manager, reserves the right to eject any player, for cause, without refunding green fees.
2. There are no refunds, fee adjustments, or "rain checks" at any City golf course after play has commenced.
3. If it is raining or a player has an emergency prior to the start of play, the starter may return any fees paid.
4. A standard of reasonableness shall be used to determine whether a tournament – including a Men's or Women's Club event – should be required to play. In general, if the rain is or was such that the vast majority of starting times on the day in question would be filled by paying public, then the tournament should play. Conversely, if the course would likely be empty because of the amount of rain at the start or prior to the start of the tournament, or amount of rain likely for the period in which the tournament is scheduled, a re-schedule or refund (within other parameters or agreements) should be attempted.

N. HIGH SCHOOL AND COLLEGE PRIVILEGES

1. High School/Junior College/University Team Play

- a. The City of Long Beach, along with the American Golf Corporation, will permit high school and junior college, and university golf teams to play practice rounds and scheduled league matches on Long Beach City owned golf courses. Schools located in the City of Long Beach or within the Long Beach Unified School District will be given opportunity to apply for privileges in accordance with specific rules and regulations for school team play as well as certain guidelines set forth by American Golf Corporation and the City of Long Beach.
- b. Each school authorized for team play must submit a team roster to the Golf Course General Manager at least two weeks prior to the opening of the season. The students on the roster will be the only students allowed to use times set up for practice or match play. A school ID will be required each time a player utilizes the facility. Any changes to this roster must be made in writing to the Golf Course General Manager. All play requests must be submitted and approved by the course General Manager two months prior to the start of the season.
- c. Prior to the onset of each season, each team and respective coach will be required to go through Conduct and Etiquette Training set up with the Course General Manager and/or Head Golf Professional. This training will include, but not limit itself to, course requirements of behavior, dress code, ethics, speed of play, inappropriate behavior and supervision.
- d. School golf teams will not be allowed on the golf course unless accompanied at all times by the golf coach or other designated faculty representative and these must be identified at the start of the season. Golf coaches are limited to two coaches per school. Coaches and/or faculty member will be held accountable for the conduct of the team. Any inappropriate behavior will be expressed to the coach and if it is not handled properly the Course General Manager will have such authority to remove and/or suspend individual or team privileges.
- e. The golf coach or designated faculty member will pay the prevailing fee when not playing in a scheduled team practice. No times will be set aside specifically for coach's play.

2. High School Team Play

- a. Each regulation City golf course will be assigned two of the six public high schools located within the Long Beach Unified School District boundaries. Currently, Avalon does not choose to use any of the golf courses, which leaves one course with only one school. The schools are designated as follows:

Skylinks - Lakewood and Jordan

El Dorado – Millikan and Cabrillo
Recreation Park 18 - Poly and Wilson

- b. Team practice and/or league play will be permitted Monday through Thursday, excluding holidays or holiday seasons. The hours available for scheduled team practice and/or matches are the hours of 2:00 p.m. and 3:00 p.m. The Course General Manager must approve any changes.
- c. The boys' season will run from January 15 through May 31. The girls' season will run August 1 through November 30. The Course General Manager must approve any changes in the league season.
- d. Each participating school is allowed a maximum of five foursomes per day for a maximum of three days per week. These times will be filled only by those students listed on the course roster and/or coaches belonging to the respective school. Should the team not fill all the times, it is the responsibility of the coach to make the golf course aware at least two days prior so the public can be accommodated during these times. Should the team fall short or not show completely, the Course General Manager can suspend future times up to and including removal of those times which have yet to be played. Should a scheduled match require extra times, the course General Manager must approve a written request at least three weeks prior to event.
- e. Each high school authorized for team play must submit a team roster to the Golf Course General Manager at least two weeks prior to the opening of the season. The students on the roster will be the only students allowed to use times set up for practice or match play. A school ID will be required each time a player utilizes the facility. Any changes to this roster must be made in writing to the Golf Course General Manager.
- f. The surcharge is set at \$1,000 per team per season for a maximum of four times. Should a school desire a fifth time, the surcharge will become \$1,300. This is reviewed yearly by the City of Long Beach. Should a team request more times than have been assigned; a fair market price will be set at that time. At the current time, the girls' teams are not a full field and do not require as many times as do the boys. Should this continue, we would make certain that we reduce the fee dependent on how many times they are requesting. Should the girls field a full team, and then they will be required to conform to the same pay guidelines, as do the boys.

3. Long Beach City College

- a. At the current time, Long Beach City College is the only college within the boundaries of Long Beach that requests privileges at our facilities. Should another public college within the Long Beach boundary request privileges then we would need to revisit our policies to be fair and equitable.
- b. Long Beach City College must submit a team roster to the Course General Manager at least two weeks prior to the opening of each academic season. This list shall include those participants who are employed by American Golf Corporation and shall indicate this association. The students on the

roster will be the only players allowed to use the times designated. A school ID will be required each time a player utilizes the facility. The number of golf team members should not exceed fifteen (15).

- c. The Long Beach City College Golf Team and two coaches shall be allowed the use of three City of Long Beach golf courses for practice rounds. Unscheduled team practices, or practice rounds, will be permitted Monday through Thursday, excluding holidays or holiday seasons, after 12:00 p.m. on a space available basis no more than three times per week. Space availability means when the student would not be displacing a paying customer. Three official team practice times may be set aside each week between 12:00 noon and 1:00 p.m. to accommodate not more than fifteen players including coaches. Scheduled team practices must be submitted in writing to the course General Manager at least 2 months prior to the beginning of the season.
- d. The scheduling of matches, conference, and non-conference mini-tournaments shall be limited to five (5) events annually which shall be approved and scheduled with the course General Manager as to the available times at least thirty (30) days in advance of the desired dates. Any change instituted by the college conference office which affect the playing format for matches shall be reported the City Golf Division at least three (3) months prior to conference play.
- e. The men's season will run from August 10 through May 10, or until the end of the men's season. The women's season will run August 1 through November 30. Any changes in the league season will need to be approved the Golf Course General Manager. Team members will be allowed privileges only during the length of the season.
- f. Only those students listed on the course roster and/or coaches belonging to respective teams will fill tee times. Should the team not fill all the times, it is the responsibility of the coach to make the golf course aware at least two days prior so the public can be made aware of the availability. Should the team fall short or not show completely, the Golf Course Manager can suspend future times up to and including the removal of those times which have yet to be played. Should a scheduled match require extra times, the course General Manager must approve a written request.
- g. The fee is \$4,500 for the men's and \$1,500 for the women's team. Should the women begin to increase their field and/or play, the fee would go up in accordance with the men's fee. This fee will be reviewed annually by the City and should a change be necessary, all parties will be notified prior to the effective date. Carts for coaches who are coaching or otherwise facilitating a practice or match are included in the yearly fee. Carts for coaches who are playing, must be paid for by the coach.

School golf team members, golf coaches, and faculty representatives will be expected to observe and adhere to the rules of conduct, dress, and golf play prescribed by the City of Long Beach. The City of Long Beach and American Golf Corporation reserve the right at all times to cancel individual or team play if conditions justify such action.

O. TWILIGHT AND SUPER TWILIGHT STARTING TIMES FOR REGULATION 18-HOLE GOLF COURSES ONLY:

- 1. October 1st through the end of March:
Twilight Rates will begin at 1:00 p.m.
Super Twilight Rates will begin at 3:00 p.m.
- 2. April 1st through the end of September:
Twilight Rates will begin at 4:00 p.m.
Super Twilight Rates will begin 6:00 p.m.
- 3. Reservation Card holders get twilight rates one hour earlier than those without the card.

NOTE: Heartwell golf course does not offer twilight rates, since this facility has night lighting on the course.

P. SPECIAL RATES AT RECREATION PARK 9 GOLF COURSE (9-HOLE):

- 1. Discounted rates will be offered to residents and non-residents Monday through Thursday for a maximum of 9-holes of golf played during the following months:
October 1st through the end of March:
Special Discounted Rates will begin at 3:00 p.m.
April 1st through the end of September:
Special Discounted Rates will begin at 4:00 p.m.

NOTE: SPECIAL DISCOUNTED RATES AT RECREATION PARK 9 GOLF COURSE WILL NOT BE APPLIED TO ALREADY EXISTING SENIOR RESIDENT DISCOUNTED RATES.

Q. DISCOUNTS AND SPECIALS

In an attempt to properly utilize the golf course assets, each course General Manager may request from the City Manager or his designee, the ability to offer discounts or special deals. In general, specials and discounts shall not be equal to or below the rates afforded to Resident Reservation Cardholders, and efforts should be made to offer similar price reductions to residents as well as nonresidents. Specials must be pre-approved in writing by the City Manager or designee, before implementation.

R. POLICY FOR LONG BEACH JUNIOR GOLF ASSOCIATION (LBJGA)

In addition to the fees and regulations regarding junior golfers, outlined in Section K above, the following policy will be in effect for members of the Long Beach Junior Golf Association (LBJGA):

1. Course Access: For one hour each weekday, one of the City of Long Beach Golf Courses will designate a junior hour. During this hour, advanced reservations will only be given to LBJGA qualified members, and on the day of play, LBJGA members will have preference over the general public in making reservations and in playing from the waiting list.
2. Advanced Reservations: Members of LBJGA may sign up to reserve a time during the junior hour at El Dorado, Recreation Park 18-hole, Skylinks, Heartwell or Recreation Park 9 Golf Course with the LBJGA Coordinator by calling 562-570-1272. Juniors making advanced reservations must adhere to all applicable reservation policies outlined in Section C of this manual.

3. Designated Junior Hours: *Starting February 1, 1993

	COURSE	STANDARD TIME	DAYLIGHT SAVINGS TIME
Monday	Rec. Park 18	3:00-3:52pm	3:00-3:52pm
Tuesday	Skylinks	" "	" "
Wednesday	Rec. Park 9	" "	" "
Thursday	El Dorado	" "	" "
Friday	Heartwell	4:00-7:00pm	4:00-7:00pm

4. Junior Fees: Qualified members of the LBJGA will pay the junior fees in effect plus any approved surcharges. The LBJGA may schedule a tournament or competition during a particular course's junior hour without paying a tournament surcharge.

*For more information about Long Beach Junior Golf call the Long Beach Junior Golf Academy at 562-570-1272.

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SECTION TWO

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- Emergencies
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Miscellaneous Procedures:

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- Lost and Found
- Public Relations
- Maintenance

AGC STAFF AND EMPLOYEE RESPONSIBILITIES

A. REGIONAL DIRECTOR

The Regional Director shall:

1. Be responsible for the direction and supervision of all golf course administrative, operational, procedural and maintenance activities, and the personnel assigned to those activities.
2. Guarantee the submission of required monthly and annual financial reports to the Department of Parks, Recreation & Marine, as required by the lease agreement.
3. Work with the Superintendent of Golf Operations in the preparation of an annual Capital Improvement Program for discussion by the Golf Advisory Committee.
4. Ensure that golf carts are maintained in accordance with the lease agreement.
5. Report any emergency or unusual condition to the Director of Parks, Recreation & Marine or his/her designee.
6. Serve as an Ex-Officio, non-voting member of the Department of Parks, Recreation and Marine Golf Advisory Committee .
7. Be responsible for the submission, to the Department of Parks, Recreation & Marine, of requests for increases in the fees charged on City golf courses.
8. Generally ensure the compliance of all provisions of the lease agreement.

B. GENERAL MANAGER/HEAD PROFESSIONAL

The General Manager or Head Professional shall:

1. Devote their time, attention and energies to the performance of their duties as general managers or golf professionals. They shall conduct themselves, at all times and in all matters, in accordance with the rules, regulations, and standards accepted for Golf Professionals and established by the Long Beach Department of Parks, Recreation & Marine.
2. Cooperate with the men's and women's clubs and their various committees, and render professional advice, opinions, and services, as required.
3. Administer and train staff, as necessary, to perform duties and meet requirements for sales, rentals, and other services which are necessary to carry out all provisions of the lease agreement.
4. Operate and maintain a golf shop for the sales, and renting of golf equipment, carts, and related items.
5. Agree to be available, as necessary, to attend regular and special meetings of the City and/or clubs, to discuss areas within the realm of their professional duties.

6. Supervise, when applicable, the starting of play by golfers, and the proper charging of green fees and other fees as necessary or required.
7. Operate and supervise a Speed of Play Program as required by the lease agreement.
8. Assist in any way possible in the conduct of golf tournaments including, but not limited to, arranging golf carts, and the posting of promotional materials.
9. Cooperate with the Department of Parks, Recreation & Marine in the promotion of golf throughout the City golf course system.
10. Ensure that golf be taught only by qualified professional instructors.
11. The Golf Professional and/or General Manager is authorized, and required to sell, rent, store, and/or repair golf equipment, clothing and supplies, to sell instructional services in golf play, rent golf carts, and operate a driving range.

C. STARTER

1. Starters shall be on duty 30 minutes before the first start time, and shall remain on duty until 30 minutes past dusk. The starter counter and phone will be staffed during the hours scheduled.
2. Starters will not engage in personal pursuits while on duty.
3. Starters on duty at a City golf course are representatives of the Department of Parks, Recreation & Marine, and as such must be friendly, courteous, and firm--but impartial-- in all contacts with the golfing public. Special privileges will not be granted to any person, including relatives, friends, co-workers, etc., under any circumstances.
4. Starters should be capable of answering questions concerning policies and procedures, golf rules and etiquette, course maintenance operations and requirements, green fee schedules, other public courses in the area, and golf organizations such as the USGA, PGA, LPGA, SCGA, etc.
5. All starters shall be familiar with this Golf Operations Manual, and must perform their duties in a standard manner in accordance with the regulations and procedures found therein.
6. Periodically during the day, the starter will inform golfers to retain their position on the course, to replace divots in the fairways, and/or fix ball marks on the greens.

D. FOOD AND BEVERAGE CONCESSIONS

1. Food and Beverage concession hours will be at least equal to those of the starter unless superceded by other Lease requirements, or agreements approved by the City Manager or designee.
2. The golf course General Manager will read and be familiar with concession agreements in effect at their course, and will notify the concessionaires of upcoming extraordinary events.
3. Concessionaires will keep leased premises clean and sanitary at all times.

SAFETY AND ACCIDENTS

A. SAFETY PROCEDURES

1. Personal safety and safe working conditions will be given primary consideration in the operation of City golf courses.
2. Managers, supervisors, and employees are responsible, individually and collectively, for the proper application of safety procedures and for the performance of their duties in a safe manner. Golf Shop staff shall be trained in the use of City purchased AED devices.
3. If a golf course patron is injured or has a problem (such as a seizure, etc.) on the golf course, actions will be taken in accordance with the following procedures:
 - a. The injured person should be made as comfortable as possible, if he/she requests an ambulance, one person should call immediately. If the injured person does not request an ambulance, but golf course personnel are of the opinion that one is needed, the 911 emergency number should be called and emergency personnel will be requested to arrange for the ambulance service.
 - b. All accidents involving a golf patron will be immediately reported to the Regional Director, who will in turn report the incident to the Director of Parks, Recreation & Marine, or his/her designee, as soon as possible.

B. EMERGENCIES

1. In an emergency at a City golf course, the safety of golfers and golf course personnel is of primary importance. The security and protection of City property is secondary.
2. The General Manager at each City course will post a list of emergency phone numbers in a conspicuous location near appropriate golf facility phones. The list should include the following agencies and/or individuals:
 - 911 Emergency
 - Hospital
 - Long Beach Fire Department
 - Park Patrol
 - Long Beach Police Department
 - Ambulance Service
 - Department of Parks, Recreation and Marine

C. LIABILITY

1. Players shall be liable for any accident, injury, and/or property damage caused by their actions. Players will be required to report such incidents to the Golf Course Manager or starter, giving their name, address, telephone number, and a brief description of the incident and any other pertinent information.
2. Golf course lessee shall, at its cost, maintain \$1,000,000 (one million) public liability and property damage insurance, as required by lease agreement.

3. Golf course lessee shall ensure that all of its employees who handle cash, or are authorized to sign checks or other documents of withdrawal from lessees bank accounts, shall be bonded by obtaining a comprehensive blanket crime policy ensuring agent against the loss of money or other property which may result from dishonesty or fraudulent acts of officers or employees of lessee.

AUDITING

A. GENERAL

1. Tenant shall keep at each course, full and complete books of accounts, and other records reflecting the results of all business transactions conducted in, on, or from each City golf course. Such books and records shall include a daily record of gross receipts.
2. Any consolidated books and records shall reflect only those transactions conducted in, on, or from each of the City's golf courses and shall not be maintained on a consolidated basis with other corporate activities or with those of any other corporations.
3. All accounting records and books will be maintained in accordance with generally accepted accounting principles.
4. Duly authorized representatives of the City shall have access to said records and books of accounts at all reasonable times for the purpose of examination, and if necessary, auditing.
5. The City shall be entitled once during each lease year to commence a special audit of all records and books of account. Said audit shall be conducted during usual business hours.

MISCELLANEOUS PROCEDURES

A. TELEPHONE

1. All golf course personnel, when making or receiving telephone calls, are representatives of both the golf course and the Department of Parks, Recreation & Marine, and as such must handle calls in a friendly and business-like manner.
2. Telephones should be answered promptly, and personnel taking the call should identify themselves and the golf course. The caller should then be given immediate and full attention.
3. Slang words and expressions should be avoided in phone conversations, and vulgar or profane language will not be tolerated.
4. Personal calls of any kind are prohibited, and friends or acquaintances shall be discouraged from calling employees on personal matters.

B. LOST AND FOUND

1. Neither the Department of Parks, Recreation & Marine or the lessee will be responsible for any personal property, which is lost, stolen, or missing at any City golf facility. Signs stating this policy will be posted prominently in the vicinity of the clubhouse or pro shop.
2. As a service, each golf course will keep a lost and found. Items should be kept for at least two weeks, then if not claimed, they may be discarded.

C. PUBLIC RELATIONS

1. Good public and community relations are an important ingredient in the successful management and operation of City golf courses and facilities.
2. All golf course personnel are representatives of the Department of Parks, Recreation & Marine, and as such, they must conduct themselves in a manner designed to provide top quality golf play conditions, generate good will, and make every golf patron feel that he/she belongs, is important, and is welcome at any City golf course.
3. Actions for the enhancement and continuance of good public relations should include, but not be limited to:
 - a. Golf course personnel shall be pleasant, courteous, cooperative, and understanding in their contacts with the public. Every customer should be given as much personal attention as possible.
 - b. Golf course staff will accept questions, reasonable and warranted criticisms, and genuine recommendations with an open mind, and with the sincere intention of taking action or providing a satisfactory solution, if possible.

D. MAINTENANCE

1. Golf course premises shall, at lessee's expense, be kept free of all rubbish, debris and litter.
2. All equipment and improvements shall be kept in good condition, normal wear and tear expected.
3. No alterations or improvements that require a building permit may be undertaken without prior written consent of the City Manager or his/her designee, and then only in accordance with provisions of the lease agreement.
4. Maintenance activities (mowing, watering, changing of cups and tee markers, etc.) should be scheduled to minimize interference to golf play.
5. All maintenance specifications found in the lease agreement shall be strictly observed.

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SECTION THREE

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- List of Long Beach Golf Courses: Names, Addresses, Phone Numbers, Facilities Available

Exhibit B

Golf Tournament Policies:

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- Recognized Men's and Women's Club Tournaments

Exhibit C

- Schedule of Golf Course Fees and Charges

EXHIBIT A – GOLF COURSE & GOLF OPERATIONS CONTACT INFORMATION

Name and Location	Facilities Available
<p>El Dorado Park Golf Course 2400 Studebaker Road Long Beach, CA 90815 (562) 430-5411 - 18-Hole, Par 72</p>	<p>Clubhouse, pro-shop, cart rentals, driving range, restaurant, banquet facilities, group and individual golf lessons, and golf club rentals.</p>
<p>Heartwell Park Golf Course 6700 E. Carson Street Long Beach, CA 90808 (562) 421-8855 - 18-Hole, Par 54</p>	<p>Clubhouse, pro-shop, cart rentals, lighted driving range, coffee shop, golf club rentals, group and individual golf lessons, lighted golf course. Open until 10:00 p.m.</p>
<p>Recreation Park 18 Golf Course 5001 Deukmejian Drive Long Beach, CA 90804 (562) 494-5000 - 18-Hole, Par 72</p>	<p>Clubhouse, pro-shop, cart rentals, lighted driving range, restaurant, banquet facilities, wedding gazebo, group and individual golf lessons, and golf club rentals.</p>
<p>Recreation Park South Golf Course 5000 E. 7th Street Long Beach, CA 90804 (562) 438-4012 - 9-Hole, Par 31</p>	<p>Pro shop, snack bar, cart rentals and golf club rentals.</p>
<p>Skylinks at Long Beach Golf Course 4800 E. Wardlow Road Long Beach, CA 90815 (562) 421-3388 - 18-Hole, Par 72</p>	<p>Clubhouse, pro-shop, cart rentals, lighted driving range, coffee shop, banquet facilities, group and individual golf lessons, and golf club rentals.</p>
<p>Long Beach Department of Parks, Recreation and Marine Administration Building Bob Livingstone, Superintendent of Golf Operations 2760 Studebaker Road Long Beach, CA 90815 Golf Operations Phone (562) 570-3122 FAX: (562) 570-3154 Website: www.cityoflongbeachgolf.com</p>	
<p>Long Beach Junior Golf Program Heartwell Golf Course 6730 E. Carson Street Long Beach, CA 90808 (562) 570-1272 FAX: (562) 570-1274</p>	
<p>Long Beach Golf Festival Office 6730 E. Carson Street Long Beach, CA 90808 (562) 570-8163 FAX: (562) 570-1274 Website: www.lbgolfestival.com</p>	

EXHIBIT B - CITY OF LONG BEACH GOLF TOURNAMENT POLICIES

- A. SHOTGUN TOURNAMENTS**
- B. STRAIGHT START TIME TYPE TOURNAMENTS**
- C. LEAGUES**
- D. RECOGNIZED MEN'S AND WOMEN'S CLUB TOURNAMENTS**
- E. EXCEPTION REQUESTS**

REVISED AND APPROVED: March 1, 2014

CITY OF LONG BEACH GOLF TOURNAMENT POLICIES

Philosophy: The goal of these policies is to balance the desire of the residents of Long Beach to have access to the City's courses at a reasonable rate and during preferred times, and the desires of various groups wishing to conduct events on City of Long Beach Golf courses at reasonable rates, but with the understanding that the privilege of booking events may include certain day and time restrictions and a premium fee for the right to reserve such events.

A. SHOTGUN TOURNAMENTS:

Shotguns or Modified Shotguns are defined as a golf tournament of at least 60 players if starting at 8AM or before, and at least 80 players if starting at 10AM or after, where all groups start at the same time using consecutive holes.

For morning Shotguns using less than the entire course, the groups will start on #1, #18, #17 #16, etc., going backwards with two groups on par-4 and par-5 holes, and one group on par-3 holes (unless the course General Manager determines that there should be three groups on par-5 holes or two groups on par-3 holes). Starting times may be issued to the general public prior to the start of the Shotgun at the discretion of the course General Manager so long as those groups do not impede the play of the participants in the shotgun, and will be made available to the general public after the last group goes thru the 1st hole.

For afternoon Shotguns using less than the entire course, the groups will start on #1 #2, #3 etc., going forwards to accommodate the necessary groups, with two groups on par-4 and par-5 holes, and one group on par-3 holes (unless the course General Manager determines that there should be three groups on par-5 holes or two groups on par 3-holes). Starting times may be issued to the general public prior to the start of the Shotgun at the discretion of the course General Manager, such that the last reserved group will have completed the holes necessary to not interfere with the lead group in the Shotgun. Based on the total number of players/groups in the Shotgun, the General Manager may issue starting times after the shotgun, provided the first and subsequent groups in the Shotgun will be able to go from hole #18 to hole #1 without interruption, to continue their round.

Ideally, however, Shotguns will have at least 120-140 players and will tee off at 7:00 AM or 1:00 PM. Whenever possible, a "Double Shotgun" (including a publicly-filled shotgun) will be booked so as to maximize the use of the particular course and avail the other two regulation courses to the general public.

For historical purposes there are several shotgun tournaments that were approved before 1990 and are thus "grandfathered" without having to abide by certain day, time and location restrictions found in this policy. These shotguns are as follows: Wilson High School; St. Anthony High School; Century Club; Community Hospital; Long Beach Special Olympics; Long Beach Little Linksters.

These Grandfathered events may start at 7:00 AM or 1:00 PM and pay the resident rate in effect at the time of the event for 120 players or the actual number of players if greater than 120, or start later than 7:00 AM by paying for 40

players per hour for each hour between 7:00 AM and the start of the event. Beginning in January of 2015, if these shotgun tournaments do not meet the player minimum of 120 during their 2014 event, they will be placed on "probation" for one year and will not automatically secure a date for the following year. Tournaments placed on probation will be required to go before the Director of Parks, Recreation and Marine for a future shotgun tournament date. Grandfathered Charity events must submit a form informing the City of the charitable purpose of the shotgun, the number of players participating, and the amounts raised for the charity.

Each regulation course may book one Shotgun event per week on a weekday or weekend, provided that the other two regulation courses have no tournaments reserved, except that one of the other regulation courses may have a tournament provided it does not start prior to 9:00 AM on a weekday or 10:00 AM on a weekend. Shotguns may not be reserved on City of Long Beach Holidays unless approved in advance by the Director, however, to accommodate more players at popular times, a course General Manager may arrange for a shotgun-type start for multiple groups on Easter and Thanksgiving (this would not be a "tournament" so carts would not be mandatory, and there would be no premium fee).

1. REQUESTS FOR SHOTGUN TOURNAMENTS AT RECREATION PARK 18-HOLE, SKYLINKS AND EL DORADO WILL BE SUBMITTED TO THE COURSE GENERAL MANAGER OR AGC TOURNAMENT OFFICE AND SHALL COMPLY WITH ALL POLICIES AS OUTLINED BELOW:

- a. A group may buy the course for the entire day by paying for 40 players per hour from sunrise to the start of the tournament (resident green fee + tournament surcharge rate and any other surcharges) AND for 40 players per hour for 5 1/2 hours of the tournament proper (resident green fee + tournament surcharge) however, the course General Manager may at his or her discretion negotiate or approve a lesser rate or fees in instances where the market environment or system-wide course utilization and revenue can be maximized while still protecting the ability of residents to have access to the City's courses. . If there is any question as to the propriety of negotiating or approving a lesser rate or fees, the course General Manager should consult with the Superintendent of Golf Operations.
- b. For shotguns not buying the course for the entire day, the cost will be determined by charging the resident rate, tournament surcharge rate and cart rate in effect at the time of the tournament. However, the course General Manager may at his or her discretion negotiate or approve a lesser rate or fees in instances where the market environment or system-wide course utilization and revenue can be maximized while still protecting the ability of residents to have access to the City's courses. If there is any question as to the propriety of negotiating or approving a lesser rate or fees, the course General Manager should consult with the Superintendent of Golf Operations.
- c. No outside food or beverages will be allowed without the consent of American Golf Regional Vice President and the City of Long Beach Superintendent of Golf Operations. Absolutely no outside alcohol will be allowed. Tournaments must adhere with all Alcohol Beverage Control (ABC)

- regulations. The Tournament Director must provide help in cleaning up any debris left on the golf course as a result of their tournament.
- d. Carts are mandatory for all shotgun tournaments.
 - e. Yearly shotguns sponsored by the recognized Men's or Women's Clubs (including the Annual Women's Invitational) or the Long Beach Golf Festival are exempt from the tournament surcharge and mandatory cart fees.

2. REQUESTS FOR SHOTGUN TOURNAMENTS AT HEARTWELL AND RECREATION PARK 9 GOLF COURSES:

- a. Groups requesting Shotguns shall negotiate with the course General Manager who will consult with the Superintendent of Golf Operations prior to confirming the specifics of the Shotgun.

B. STRAIGHT START TIME TYPE TOURNAMENTS

1. REQUESTS FOR STRAIGHT STARTING TIME TYPE TOURNAMENTS AT RECREATION PARK 18-HOLE, SKYLINKS, EL DORADO, HEARTWELL and RECREATION 9 MUST MEET THE FOLLOWING REQUIREMENTS AND MUST COMPLY WITH ALL POLICIES AS OUTLINED BELOW:

- a. All requests for tournaments at City of Long Beach Golf Courses must be made to the AGC Tournament Office or the General Manager at each golf course.
- b. All reservations requested by the recognized Men's and Women's clubs, Long Beach City League, Long Beach Golf Festival Tournaments, any events required by the Lease Agreement, and any USGA, local SCGA, or local Public Links sanctioned events will be given priority, and will be booked by December 13 months before the year in question.
- c. All starting time tournaments must have a minimum of 12 players. No straight starting time tournament, other than that course's Men's or Women's club may start before 9:00 AM on weekends or 8:00 AM on weekdays. All tournaments will use one cart for each two players. Carts are required for all events except those listed in "e" below, or when the General Manager determines that waiving the use of carts is warranted (e.g. junior golf or high school events, or when scheduling the event without mandatory carts would be in the best interest of maximizing the utilization of a particular course). Carts will not be mandatory for tournaments at Heartwell or Recreation Park South. Except during multiple closures from events listed in "e", at least one regulation course must be open at any time for public play every day (e.g. if one regulation course has a Club event from dawn to 11:30 AM, another regulation course may have a tournament beginning at 9:00 AM; if that event ends at 10:30 AM, then the other regulation course may have a tournament starting at 10:30 AM).
- d. Fees and charges are subject to change without notice. Fees charged for tournaments will be based on Standard daily fees in effect on the day of play + tournament surcharge + any other surcharges + cart fees, however, the course General Manager may at his or her discretion negotiate or approve a lesser rate or fees in instances where the market environment or system-wide course utilization and revenue can be maximized while still protecting the ability of residents to have access to the City's courses. If there is any

question as to the propriety of negotiating or approving a lesser rate or fees, the course General Manager should consult with the Superintendent of Golf Operations.

- e. Events sponsored by the following organizations are exempt from the tournament surcharge, the mandatory cart requirement, and shall pay the resident rate in effect at the time of the tournament plus any other City surcharges: All recognized Long Beach men's and women's clubs (including the Skylinks Business Women's Club), SCGA, WPLGA, City League, USGA, city-wide Championships, Long Beach Golf Festival events and any other events required by the Lease Agreement. .
- f. If on the day of the tournament, the course is closed or deemed unplayable by the course General Manager, the greens fees will be refunded, if no players have commenced play. If the course is closed due to rain once the tournament has commenced, only the greens fees of the players who have not commenced play will be refunded. (See also Section I, G5 on closures).
- g. Tournament participants must observe all prevailing rules and regulations covering the use of golf courses, personal conduct, dress code, and golf play.
- h. Tournament sponsoring organization is liable for any personal injury, property damages or repairs resulting from tournament play.
- i. Tournament sponsoring organization must agree that during use of City of Long Beach facilities, no person will be excluded from participation, denied any benefit, or otherwise be subjected to discrimination because of his/her race, creed, color or national origin.
- j. Prior to the issuing of Internet Advanced Reservations, all scheduled tournaments will be listed on the City of Long Beach Golf Website.
- k. Any tournament, which does not otherwise conform to these guidelines, may appeal to the Regional Director for American Golf, who may, with the advice and consent of the City Manager's designee, over-rule any provision of this policy. The Golf Commission should be apprised of, and make a recommendation on, any such decision.
- l. No outside food or beverages will be allowed without the consent of the food and beverage concessionaire and the City of Long Beach Superintendent of Golf Operations. Absolutely no outside alcohol will be allowed. Tournaments must adhere to all Alcohol Beverage Control (ABC) regulations.
- m. The General Manager of each course, in consultation with the City Manager's Designee, may alter the tournament surcharge as warranted to fill unused tee times on the City courses. (November, 2009)

C. LEAGUES

- a. At this time, there are no restrictions on, or privileges granted to, Leagues.

D. RECOGNIZED MEN'S AND WOMEN'S CLUB TOURNAMENTS

1. CLUB MEETING DATES AND LOCATIONS

GOLF COURSE	CLUB	DAY	TIME	LOCATION
Skylinks	Women Men	1 st Wednesday 3 rd Thursday	2:30 p.m. 7:30 p.m.	Banquet Room Banquet Room
Recreation 18	Women Men	1 st Tuesday Last Thursday	2:30 p.m. 6:30 p.m.	Banquet Room Banquet Room
El Dorado	Women Men	1 st Friday 2 nd Tuesday	2:30 p.m. 7:00 p.m.	Restaurant Garden Pavilion Tent
Recreation 9	Women Men	1 st Friday 1 st Tuesday	1:30 p.m. 7:00 p.m.	Bruin Den Restaurant
Heartwell	Women Men	1 st Monday 1 st Sunday	7:30 a.m. 10:00 a.m.	Restaurant Outside Tent

2. RECOGNIZED CLUB TOURNAMENT POLICIES FOR RECREATION PARK 18-HOLE, SKYLINKS AND EL DORADO GOLF COURSES:

- a. One tournament per week will be allowed for each recognized Women's club. Excluding annual couples tournaments, Women's club tournaments shall not be scheduled on weekends or holidays. Clubs will not be allowed to schedule tournaments on holidays. Recognized Men's clubs will be permitted one weekend tournament per month and one weekday tournament per month. The Men's club weekend tournaments shall include one month of two consecutive weekends for a club championship, and two full weekends for member-guest and member-member format. The Men's club weekday tournaments shall coincide with the particular club's regular monthly meeting day and in keeping with the City golf course system's concept of assisting senior golfers, this tournament should consider emphasizing members of the respective clubs that are senior citizens.

All recognized Men's and Women's club tournaments are exempt from the tournament fee and shall pay resident rates for all players.

- b. There is no limit to number of starting times allowed for a particular Men's or Women's club tournament, but all unused times that were reserved and not returned to the golf course at least 2 full days before the tournament, will be paid by the respective club, unless completely filled from the standby list. Clubs may leave a voice message, however the clubs are responsible for making sure that the General Manager or a member of the Golf Shop staff receives their message for returning unused starting times.

- c. Starting in 2014, the recognized Men's clubs from El Dorado, Skylinks and Recreation 118 will be allowed to hold a "Quad Club Tournaments" (with the 4th club being Lakewood) on a weekend date to be determined by the City of Long Beach and American Golf Corporation. The tournament will be held in a rotating venue between the four courses. To secure such an event, the Long Beach based clubs agree to donate \$250 each, for a total of \$750 to the Long Beach Junior Golf Program. These funds must be forwarded to the Superintendent of Golf Operations within one month after the date of the event. The Quad Club will be allowed to start at 8:30 AM, can have up to 25 groups, will pay resident rates, will not be required to have carts, and will be conducted under a format conducive to quick play (i.e. no format that requires putting out on every hole).
- d. SCGA Team Play will be allowed up to ten starting times for each scheduled regular or playoff match, up to two practice matches, and up to three starting times for visitor practice matches. All unused reservations must be returned to the course General Manager as soon as possible, or any preference for the succeeding year will be forfeited. Team play is exempt from the tournament fee.
- e. Each recognized Men's and Women's Club at the regulation courses, shall be entitled to a year-end shotgun. Women's Clubs shall have their shotgun on the day of the week that they normally play, and men's Clubs will play on a weekend day. For a full shotgun, the Club will be charged resident fees for 5 ½ hours, and shall have the course for the entire day. For a Back-9 or mini-shotgun, the Club shall be charged for the number of players playing. The Annual Women's Invitational shall rotate between the clubs in place of the weekly event for the host club, and follow the pricing structure for the year-end shotgun, but shall not have exclusive access to the course for the remainder of the day. Carts are not mandatory for these events, but strongly encouraged to facilitate administration and pace of play of the event.

3. RECOGNIZED CLUB TOURNAMENT POLICIES FOR HEARTWELL AND RECREATION PARK 9 GOLF COURSES:

- a. One tournament per week will be allowed for each recognized Women's club. Excluding annual couples tournaments, Women's club tournaments shall not be scheduled on weekends or holidays. Clubs will not be allowed to schedule tournaments on holidays.

Due to issues of supply and demand, at this point in time the recognized Men's clubs will be permitted one hour of early morning starting times, for either a 9-hole club tournament or simple play day, every Saturday and Sunday. However, club tournaments shall not be scheduled on holidays. The men's club weekend tournaments shall include one month of two consecutive weekends for a club championship, and one full weekend for the President's Cup Tournament. To receive the reduced replay rate at Rec Park South, the fee must be paid in advance, and is not refundable except under the provisions for rain out or course closure for the second round.

The Men's club weekday tournaments shall coincide with the particular club's regular monthly meeting day, and in keeping with the City golf course

- system's concept of assisting senior golfers, this tournament should consider emphasizing members of the respective clubs who are senior citizens.
- b. All recognized Men's and Women's club tournaments are exempt from the tournament fee.
 - c. There is no limit to the number of starting times allowed for a particular Men's or Women's club tournament and the Heartwell Men's and Women's Clubs will also be permitted one shotgun per year. All unused times that were reserved and not returned to the course, at least 2 days before the tournament, will be paid by the respective club, even if filled from the standby list. The Heartwell Women's Club may use its annual shotgun to host the Par 3 Association Tournament, and may utilize a Friday event within the shotgun pricing structure outlined in the Golf Operations Manual, paying resident rates, with no per-person cart requirement. Rate shall not include a fee from dawn to the start of the tournament. The clubs are responsible for making sure that the course General Manager receives their message for returning unused starting times. Clubs will be billed for any unused starting times not returned.
 - d. Starting in 1993, the recognized Men and Women's clubs will be permitted to conduct an annual fundraising event to benefit Long Beach Junior Golf or another Long Beach based charity. To secure such an event, the club must generate \$300.00 for a weekend tournament and \$100.00 for a weekday tournament. The funds must be forwarded to the Superintendent of Golf Operations within one month of the date of the event.
 - e. To encourage younger players and the general growth of the game, the Recreation Park South Golf Course Men's and Women's Clubs shall be permitted, one away tournament at each of the three regulation 18-hole golf courses per year. These events may be held on a weekend day, may not be booked during June or July because of the Long Beach Golf Festival, may start as early as 9:00 AM, will pay resident rates, may play in groups of four or five and will not be required to use carts.
4. **REQUESTS FOR EXCEPTIONS:** The AGC Tournament Office or the General Manager at each course may request an exception to any policy listed here by contacting the Superintendent of Golf Operations, who will submit the request to the Director for final determination.

This policy was revised and approved on March 1, 2014

EXHIBIT C

SCHEDULE OF FEES AND CHARGES as approved each year, is available on the City of Long Beach Golf Website:

www.cityoflongbeacgolf.com

EXHIBIT D

TIPS FOR SPEEDING-UP PLAY

INDIVIDUALS:

1. Select playing companions who like to concentrate on playing golf, not talking, eating and drinking.
2. Arrange the match and/or bets in the clubhouse, or pro shop, do not wait until you are on the first tee.
3. Carry a spare ball or two.
4. Take no "mulligans," or practice shots.
5. Decide on what club to use before reaching your ball.
6. Be prepared to hit when it is your turn--select your club, line-up your putt, or make your practice swing while others are playing. When it is your turn to play, be ready to play!
7. Walk briskly, don't dawdle.
8. Don't stop with your playing partners while they hit... go to your ball and prepare for your shot.
9. Watch where you hit your ball and prepare for your shot.
10. Be realistic when waiting to hit a green, or from a tee.
11. When out of the hole or heading for triple bogey, pick up.
12. Play the ball as it lies at all times; no winter rules...unless turf conditions warrant it.
13. Repair pitch-marks or divots while others are playing, not while it is your turn.
14. Mark your score while walking to or upon reaching the next tee--not while you're still on the green.
15. Only the player who has a lost ball should look for it--other players should hit.
16. Do not give a playing lesson to a playing partner.
17. Learn and understand the rules of golf.

GROUPS:

1. Forget honors--first player to reach the tee, or shorter hitter should hit as soon as possible.
2. Whoever is ready should putt first, no matter who is out.
3. If the group behind you is pressing you, wave them to play through, and then speed-up your own play.
4. Only one player should look for lost balls, which other players hit.

EXHIBIT E

GOLF COURSE ETIQUETTE

In the interest of all golfers using City golf courses, certain rules of etiquette are of necessity for the golfers, relative to protecting and preserving the quality of golf courses in order to ensure the enjoyment or the best playing conditions. All golfers will have the opportunity of making play more pleasant for other patrons by willingly honoring the following suggestions:

1. All fairways, tee and rough divots should be replaced by the golfer; roots should be placed down and then lightly pressed down with the foot, so that the grass may grow again and prevent a poor lie for following players.
2. Ball pitch-marks or bruises on greens will be repaired by players, by lifting and bringing together the turf with a tee, or acceptable device.
3. High heeled shoes or rubber-cleated shoes will not be allowed on the golf course or practice putting greens at any time.
4. Players will mark a ball on the green with a coin or other acceptable marker, and will not scratch or dig into the green. Golfers should walk carefully on greens, to prevent scuffing of the grass with spikes.
5. Extreme care should be exercised when removing or replacing the flagstick, so as not to damage the turf around the cup. The flagstick should be laid carefully and gently on the green while putting.
6. Only a putter will be used to putt on the green; golfers will not intentionally drop, toss, or throw a putter on the green or lean on their putters on the green.
7. After putting out, the golfer will not use his/her putter to remove the ball from the cup. Players will not drop their bag on the green or apron.
8. Players will not lay or toss lit or unlit cigarettes, cigars, or matches on the green or apron.
9. Players should not step within 12" of the putting cup.
10. A ball hit to the wrong green must be picked up and dropped off of the wrong green before the next stroke is taken.
11. Practice on tees, fairways, and greens are prohibited at all times; practice pitch shots to practice putting greens are not permitted. Golf practice shall be limited to the driving range, or designated practice area.
12. Players shall not walk through sand bunkers, and if a player's ball is in a bunker, they should enter the bunker at the lowest point that is near their ball.
13. After playing a bunker shot, the player should carefully smooth and rake the footprints and divot with the rake provided, and the rake should be replaced outside the bunker.
14. Players are not to pull handcarts, or drive electric carts through bunkers, or within 30 feet of greens or bunkers. Paved paths are to be used whenever possible.
15. Golfers should help keep the golf course free of debris. No person shall throw, discard, place or dispose of any garbage, refuse, cans, etc., on the course in any place other than a receptacle maintained for that purpose.
16. Players should leave the course in better playing condition than they found it.

TABLE OF CONTENTS

SECTION FIVE

Exhibit F

- Department of Parks, Recreation & Marine Recognition Policy Guidelines for tree dedications
- Department of Parks, Recreation & Marine Recognition Policy Guidelines for memorial bench dedications

Exhibit G

- Complimentary Play Policy

EXHIBIT F

POLICY REGARDING TREE DEDICATIONS and BENCH DEDICATIONS

TREE DEDICATIONS:

- A. Individual tree(s), or groves of trees, may be donated to the City in loving memory of individual(s); however, no signage will be permitted, except for a grove, as determined to be necessary by the Parks and Recreation Commission.
1. If signage is determined to be necessary, a small-engraved bronze plaque may be permitted (10" x 12" -- or larger if required to list all donors) on a concrete base at ground level.
 2. Signage inscription to be approved by staff upon recommendation of Parks and Recreation Commission.
 3. Letter or Certificate of Appreciation will be sent to donor by the City and/or Parks and Recreation Commission.
 4. Any dedication ceremony, cost of signage, and future upkeep shall be done by donor.
 5. Single tree(s) - Donation value to be included in Department's monthly City Council donation letter.
 6. Grove of trees - Requires full City Council letter process.

MEMORIAL BENCH DEDICATIONS:

- A. Providing all existing criteria are met for the Department of Parks, Recreation and Marine's Memorial Bench Dedication Policy, a Memorial Bench may be placed at an approved spot on a City Golf Course, upon a positive recommendation from the PRM Golf Advisory Committee that meets the following criteria:
1. There is existing concrete sufficient to withstand the weight of the bench or there is sufficient room to allow the creation of a suitable concrete/cement pad that does not diminish the golf course or impede foot or cart traffic
 2. Is next to or very near to a tee box
 3. Is within 100 feet of an access road that can withstand the weight of the delivery vehicle

Note: These golf course-specific dedication policies shall be in accordance with any policies of the Department of Parks, Recreation and Marine, and may change accordingly.

EXHIBIT G

POLICY REGARDING COMPLIMENTARY PLAY and RESERVATION TIMES

- A. The City of Long Beach Ticket Use Policy precludes every City elected or appointed official from receiving free golf, unless such free golf is directly related to carrying out that person's official capacity or job. This policy also precludes the use of free golf carts for elected or appointed officials.
- B. The City's Ticket Use Policy allows the City Manager, Director and Business Operations Bureau Manager from the Department of Parks, Recreation and Marine and the Superintendent of Golf Operations to play the City Golf Courses for free at any time, including a free golf cart for him/herself.
- F. The General Manager of a course may approve an advanced reservation to be booked prior to the availability of times to Reservation Card Holders, when deemed appropriate by the Director or designee.

Revised: March, 2013

DEPARTMENT POLICIES Department of Parks, Recreation & Marine Policy for Golf Course Monitoring and Auditing

Department of Parks, Recreation and Marine Park and Golf course Tree Trimming Policy

Department of Parks, Recreation and Marine Park and Golf Course Lake and Pond Management Policy

ATTACHMENT A Golf Operation Leases in effect

CITY OF LONG BEACH, DEPARTMENT OF PARKS, RECREATION AND MARINE GOLF COURSE CONTRACT MONITORING AND AUDITING POLICY AND PROCEDURE

The City of Long Beach Department of Parks, Recreation & Marine is responsible for the operation of five (5) Municipal golf courses. They are as follows: Recreation Park 18-hole, Skylinks, El Dorado, Heartwell, and Recreation Park South 9-hole Golf Courses.

In 1984, the City of Long Beach decided to contract out the operation and management of all five City golf courses. The lease agreements include all aspects of golf course operations (i.e., Pro Shop and Merchandise Sales, Lessons, Cart Rentals, Driving Range, Maintenance, and Restaurant). The City of Long Beach has hired a Superintendent of Golf Operations to monitor the lease agreements for all five City golf courses to ensure contract compliance. The Superintendent of Golf Operations reports directly to the Director of the Department of Parks, Recreation and Marine, within the Business Operations Bureau.

The City of Long Beach receives revenue from the five City golf courses in the form of minimum rent and percentage rents.

1.0 PURPOSE

- 1.1 The Golf Course Contract Monitoring and Auditing Policy has been developed in accordance with the requirements of the City Auditor's Office and the Director of Parks, Recreation & Marine.
- 1.2 The City of Long Beach collects various percentage rents from the golf course contract agreements. The master lease, Contract #17448, with American Golf Corporation includes minimum rent, as well as percentage rents. The original Lease Agreement has been modified several times.

2.0 POLICY

- 2.1 The objective of the Golf Course Contract Monitoring and Auditing Policy is to ensure the proper operation and maintenance of the five City golf courses. The policy is designed to set standards and guidelines for monitoring and auditing the golf course revenues, as well as the physical condition of the golf course properties and the level of service being provided to the golf course patrons and surrounding community.
- 2.2 The Superintendent of Golf Operations is directly responsible for implementing this policy, along with the assistance of the Department of Parks, Recreation & Marine's Accounting Division and the City Auditor's Office.

3.0 SUPERINTENDENT OF GOLF OPERATION'S RESPONSIBILITIES

- 3.1 The Superintendent of Golf Operations is responsible for conducting an annual inventory of all City owned equipment and property at each of the five courses.
- 3.2 The Superintendent of Golf Operations conducts monthly inspections of each of the five City golf courses and submits a written report to the Director of Parks, Recreation & Marine, the Regional Director for American Golf, and the General Manager and Superintendent of the inspected course. The courses are also observed for customer service. Observations as well as required action items are included in a standardized Monthly Inspection Report as well as a Summary Letter.
- 3.3 The Superintendent of Golf Operations serves as a non-voting, Ex-Officio member of the Department of Parks, Recreation and Marine Golf Advisory Committee. The Golf Advisory Committee meets quarterly. Within budget constraints, the Superintendent is responsible for providing staff support for the Committee and preparing an information packet which includes the following:
 - Minutes from the previous meeting
 - Capital Improvement Reports
 - Committee Reports as required

The Golf Advisory Committee has four Standing Committees. These are the Policies and Procedures Committee, Capital Improvements Committee, Fees and Charges Committee, Maintenance and Environmental Best Practices Committee. As allowed by budget and other duties, the Superintendent of Golf Operations is responsible for staffing the Standing Committees and any Special Committee meetings.

- 3.4 The Superintendent of Golf Operations works with the Department's Golf Advisory Committee and American Golf Corporation in developing golf course policies, which are approved by the City Manager or Designee and listed in the Golf Operations Manual.
- 3.5 The Superintendent of Golf Operations ensures contract compliance by American Golf through the daily monitoring of the Lease. In conjunction with the Accounting Division of the Department of Parks, Recreation and Marine, the Superintendent establishes procedures for, and monitors the collection and accounting of, all golf course fees and charges and ensures the correctness of all financial gross receipts reports submitted by the golf course concessionaires. This includes necessary follow-up correspondence in order to correct mistakes in reported revenues.
- 3.6 The Superintendent ensures that all concession operations operate safely and in accordance with all local, state and federal guidelines.
- 3.7 The Superintendent is responsible for the development of a five-year Capital Improvement Plan for each of the five City golf courses. The Superintendent works with American Golf to improve and upgrade the golf course facilities in accordance with all contract and lease agreements.

- 3.8 Assists in approving all plans, specifications, and operating procedures.
- 3.9 Investigates and responds to all written and verbal correspondences regarding golf course facility maintenance, fees, and customer comments within the golf course system. The Lease specifically prohibits City involvement with American Golf Personnel issues, but the Superintendent does have the responsibility of ensuring American Golf addresses legitimate customer complaints.
- 3.10 Speaks to community, governmental, and professional groups regarding City golf programs and in maintaining a positive public image for the Department.
- 3.11 Markets public information about City golf operations to ensure maximum usage and awareness of City golf facilities.
- 3.12 Ensures the conservation of water is practiced at all City golf course facilities.
- 3.13 Coordinates the recycling program at each golf course for paper, glass and aluminum.
- 3.14 Assists American Golf in the coordination of the Long Beach Junior Golf Program and the Little Linksters Golf Program.

4.0 MONITORING PROCEDURES

- 4.1 Each month, the Superintendent of Golf Operations prepares a written inspection of all of the City golf course facilities and submits it to the Director of Parks, Recreation & Marine; Manager of the Parks Bureau; the Regional Director for American Golf, the General Manager and Superintendent of the inspected course. The Superintendent also inspects the golf facilities on a random basis and visits are unannounced.
- 4.2 The Superintendent of Golf Operations responds to all written and verbal complaints received regarding Long Beach golf operations. The Superintendent works with American Golf Corporation's staff in order to resolve any problems or issues regarding complaints that are filed.
- 4.4 The Superintendent of Golf Operations ensures that American Golf fulfills all contract requirements.
- 4.5 The City Auditor's Office is currently responsible for auditing the golf course facilities. The golf course audits include: cash counts; starter sheet verification; reservation and tournament audits; Capital Improvement Project audit; and auditing of past records and books of account. The golf course contracts differ in the frequency in which the City can conduct audits of the golf operations, please see specific contract for this information. Copies of the golf course contracts are available through the Department of Parks, Recreation & Marine.

- 4.6 The Superintendent of Golf Operations works with American Golf on all plans and specifications prior to the start of Capital Improvement Projects, and presents the proposed plan to the Director for approval before work may begin. The Superintendent monitors the Capital Improvement Projects during construction to ensure adherence to approved plans and specifications. The Director of Parks, Recreation & Marine signs off on the Capital Projects upon completion, giving American Golf Corporation credit for the Capital Improvement Project, or approving re-imbusement from the CIP Fund, in accordance with the contract.

5.0 FORMS

- 5.1 All forms used in monitoring and auditing golf operations are available through the Department of Parks, Recreation & Marine.
- 5.2 All forms will be reviewed and updated annually by the Superintendent of Golf Operations.

6.0 REVIEW AND REVISION

- 6.1 This policy will be reviewed annually by the Superintendent of Golf Operations and the Director of the Department of Parks, Recreation & Marine.

**CITY OF LONG BEACH CALIFORNIA
DEPARTMENT OF PARKS, RECREATION AND MARINE
PARK AND GOLF COURSE TREE TRIMMING POLICY**

1.0 PURPOSE

- 1.1 To provide guidelines and procedures for the trimming of any and all trees exclusively in or on the parks and golf courses in the City of Long Beach.

2.0 BACKGROUND

- 2.1 The Department of Parks, Recreation and Marine (PRM) is obligated to trim trees in City parks and on City golf courses for the safety of the public and the protection of property. In order to provide proper environmental stewardship, tree trimming will be conducted in an environmentally friendly manner and in accordance with all environmental recommendations, as generally determined by the California Department of Fish and Game (DFG).

3.0 POLICY

- 3.1 Department Policy requires that all tree trimming conducted in City parks and golf courses adhere to the procedures outlined in this document.

4.0 PROCEDURES

- 4.1 During nesting season (January 15 to September 1), unless a situation hazardous to the public exists, no tree trimming may be conducted within 100 feet of any tree containing an active nest or the presence of nesting activity.
- 4.2 The presence of active nests or nesting activity shall be determined by an ornithologist, prior to any trimming.
- 4.3 Nesting activity is broadly defined as commencing with courtship activity among adults and ending when all fledglings have become juveniles and are able to fly. The nesting period generally falls between January 15 and July 15. As a matter of course, City will extend this period through September 1 as to our trimming period. It must also be noted that juvenile or adult birds occupying a nest do not automatically constitute nesting activity.
- 4.4 Whenever possible, annual tree trimming shall be scheduled between September 2 and January 14.

- 4.5 Trimming of selected trees by hand for the removal of fruit may be conducted during the period from January 15 to September 1. The City will consult with an ornithologist to assure that the Federally required standoff distance is maintained and that adjacent nesting birds are not distressed.
- 4.6 Where possible, trimming shall be conducted in such a way as to avoid damage to existing nests. In those cases where structurally unstable nests or the unstable limbs on which they are located pose an imminent danger to the public, trimming may be conducted to protect the public.

5.0 REVIEW AND REVISION

- 5.1 It is the responsibility of the Manager of Maintenance Operations to review and update this policy and procedure on an annual basis or when City policies and procedures change.

AUTHORIZED ON:

November 19, 2009

Maintenance: TREE TRIMMING POLICY

**CITY OF LONG BEACH CALIFORNIA
DEPARTMENT OF PARKS, RECREATION AND MARINE
PARK AND GOLF COURSE LAKE AND POND MANAGEMENT POLICY**

1.0 PURPOSE

- 1.1 It is the goal of the Department of Parks Recreation and Marine (PRM) to utilize preventive as well as ongoing maintenance practices that encourage the proper health of various ecosystems. Further, it is the goal of PRM to maintain or enhance existing habitats with practices that minimize the necessity of chemical use and the need for manual or mechanical means to maintain all waterways in City parks and golf courses.

2.0 BACKGROUND

- 2.1 PRM and its various contractors are obligated to maintain the lakes, ponds, streams and waterways in its parks and golf courses in such a way as to ensure public health and safety while maintaining a commitment to environmental stewardship. The following policies are designed to sustain and enhance the various water-based ecosystems in a safe and both environmentally and fiscally prudent manner that follows all applicable recommendations and guidelines of the California Department of Fish and Game and US Department of Agriculture.

3.0 VEGETATION MANAGEMENT

- 3.1 It is the goal of PRM to utilize preventive as well as ongoing maintenance practices that encourage the proper health of various ecosystems. Further, it is the goal of PRM to maintain or enhance existing habitats with practices that minimize the necessity of chemical use and the need for manual or mechanical means to maintain all waterways in City parks and golf courses.
- 3.2 EMERGENT VEGETATION
- 3.2.1 Outside of nesting season (September 2 to January 14) there shall be no restrictions on spraying for or removing cattails, bulrushes or tules, as proper maintenance practices during this time enhance the ultimate habitat areas during the actual nesting season.
- 3.2.2 During nesting season (Jan 15-Sept 1) if it is determined that there is a need for spraying or removing emergent plants, the impacted area will be inspected by an ornithologist or biologist for evidence of nesting.

3.2.3 Should an active nest be found, unless there are public health or safety concerns, there shall be no activity within 100 feet of the nest, and that activity shall be conducted by either the use of manually operated machinery or by hand. If there is no nesting activity, the emergent plants may be treated or removed including by automated or mechanical means.

3.3 SUBMERGED VEGETATION

3.3.1 Generally, nesting activity is not to be expected in areas impacted by submerged vegetation, therefore there shall be no restrictions on spraying for submerged vegetation, except those listed in Section 4.2 relating to spraying. Certain amounts of this type of vegetation will be encouraged to reduce nutrient levels thus lowering the need for the use of other chemicals.

3.3.2 If it is determined that removal or treatment of submerged vegetation is warranted said treatment will be sensitive to aquatic wildlife.

3.4 SPRAYING OR REMOVAL OF VEGETATION

3.4.1 To ensure proper water flow and quality in all of the channels, streams, culverts, shoreline areas and island areas, monitoring must be continuous, and treatment(s) applied as necessary.

3.4.2 Annual thinning of cattails, bulrushes, and tules is necessary for the proper spacing between emergent plants to increase the diversity of species and to enhance environmental stability.

3.4.3 Any growth shall be properly identified as to species, so as to determine the proper course of treatment or removal, and to ensure the use of proper types and amounts of chemicals.

3.4.4 Once identified, the treatment or removal method chosen will be the course of action that provides the lowest toxicity of chemicals and least amount of chemical necessary to treat the particular growth.

3.4.5 Within the above parameters, ideal application must be done at the beginning of the growth cycle and prior to the onset of the dormancy period, as this provides the best long-term control results, and best facilitates the proper health of the various ecosystems and maintains or enhances existing habitats.

4.0 WATER QUALITY AND MAINTENANCE

- 4.1 As with other maintenance practices, the goal of PRM with regards to water quality will be to utilize preventive as well as ongoing maintenance practices that encourage the proper health of various ecosystems and maintain or enhance existing habitats with practices that minimize the necessity of chemical use and the need for manual or mechanical means to maintain all waterways in City parks and golf courses.
- 4.1.1 The monitoring of algae and vegetation shall be continuous throughout the year. During nesting season, (as defined above) should spraying be necessary for the control of algae and/or vegetation or to ensure proper water flow, the area in question shall be inspected by an ornithologist or biologist. Should an active nest be found, there shall be no activity within 100 feet of the nest, and that activity shall either be conducted by the use of manually operated machinery or by hand. If there is no activity, there shall be no restriction on the treatment, except as may otherwise be found in this policy with relation to chemical application or use.
- 4.1.2 As necessary, water quality parameters can be obtained to determine any critical levels of O₂, pH, salinity, clarity and nutrient levels.
- 4.1.3 It shall be the common practice to continually monitor water quality so as to ensure that levels of algae or vegetation do not reach a point that would necessitate treating more than 1/3 of the coverage area of any lake at one time.
- 4.1.4 Pondweed shall be encouraged to certain levels, until it is deemed invasive, as this will reduce nutrient levels thus lowering required chemical use. These weeds should be allowed to grow within 2 feet of the water level.
- 4.1.5 Spraying or chemical use may be warranted by changes in water clarity or color, or the recognition of undesirable materials. Treatment shall be initiated when the surface level of filamentous algae reaches 10-20%.
- 4.2 **SPRAYING OR CHEMICAL USE**
- 4.2.1 All chemicals shall be EPA rated for aquatic use and comply with pesticide regulations as determined by the Department of Agriculture.

4.2.2 Chemicals shall only be applied by trained and/or qualified applicators and only in compliance with label instructions and MSDS.

4.3 RUNNOFF

4.3.1 All efforts will be made to prevent runoff or erosion.

4.3.2 In the event of runoff (including but not limited to chemicals, fertilizer or soil) or erosion, an action plan for diversion or mitigation will be implemented. Every effort will be made to be sensitive to nesting activities, therefore all ecosystems will be taken into account in the creation of the plan for diversion or mitigation, with all reasonable efforts made to balance each ecosystem.

4.4 MECHANICAL EQUIPMENT AND DEVICES

4.4.1 Lake equipment (including but not limited to re-circulators, fountains, aerators and pumps) will be continually monitored and maintained to ensure proper operation, and to maximize water movement through the water column.

4.5 DEBRIS

4.5.1 Regular and continuous inspections for and the removal of debris (including trash, fishing lines, deceased fish, water fowl and/or other animals, green waste and sediment) will occur in all waterways.

5.0 **HABITATS AND WILDLIFE**

5.1 Every effort will be made to maintain an ecosystem compatible and acceptable to wildlife, therefore species diversification and ecosystem sustainability will be a high priority.

5.1.1 Of particular importance, is the concern of over population of certain species (including but not limited to ducks, geese and coots). High levels of fecal matter from such species negatively impact water-quality and the natural cycle of interaction between O₂, bacteria and plants.

5.1.2 The City shall strive to encourage habitat and wildlife education and the facilitation of proper ecosystems (i.e. natural vs. human-enhanced or human-impacted) through all available means, including but not limited to signage, websites, Task Forces, etc.

5.1.3 When possible or feasible, the City will provide facilitation devices and/or containers that promote sustainability or recycling options (including but not limited to fishing line, plastics, paper, etc.).

6.0 REVIEW AND REVISION

6.1 In keeping with PRM goals of sustainability, best maintenance practices with regards to habitat restoration, the use of native plants, ecosystem encouragement and a minimum footprint, it is the responsibility of the Manager of the Maintenance Operations Bureau to review and update this policy and procedures on an annual basis or when City policies and procedures change.

AUTHORIZED ON:

November 19, 2009

ATTACHMENT A

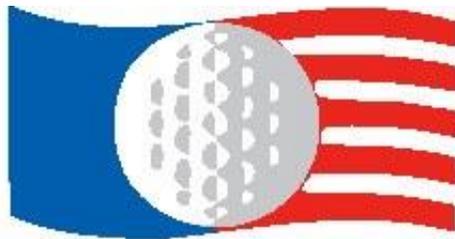
The City's golf courses, buildings and food & beverage operations are currently managed and operated by the following concessionaires:

A. Contract #17448 - American Golf Corporation

American Golf Corporation is currently operating the pro shops, driving ranges, and maintenance for all five (5) City golf courses. American Golf is also operating the food and beverage concessions at Heartwell, Recreation 18, Recreation 9, Skylinks Golf Courses.

B. Lease # 25092 – Choura Venue Services

The Choura Venue Services Lease was assumed by American Golf thru action of the City Council in March of 2010. Until such time as an Amended and Restated Lease can be presented to the City Council, the provisions of this Lease for the operation of food and beverage operation at El Dorado Park Golf Course restaurant (including functions conducted in/under the permanent tent by the South Parking Lot) will be in effect.



American Golf®

Notes on Revisions made March of 2013

With the City Council's decision to eliminate the Municipal Golf Commission in lieu of a Department of Parks, Recreation and Marine Golf Advisory Committee, all reference to the Commission and/or any of its sub committees, have been removed. Where input from the public is sought, references to the Commission have been exchanged with references to the Committee or Sub Committees thereof.

With the assumption of the Choura Lease by American Golf, references to concessionaires have been replaced simply by reference to American Golf.

Reference to the Annual fee Schedule has been replaced by a link to the City's Golf Website (www.cityoflongbeachgolf.com) where an updated copy of the current year's fees can be found.

In referring to "Grandfathered" Shotguns, the Goose Invitational has been removed, and reference to a Grandfathered event being on probation needing to go before the Commission for recommendation of continuation of status, has been replaced by reference to the Director.

With the merger of the SCGA and the SCPLGA, references to the PLGA in the Tournament sections have been removed.

Changes have been made to Exhibit F, to include Complimentary Play to all staff within City Manager Departments that have responsibility to manage or oversee the American Golf Lease.

Exhibit G has been modified. This policy is subject to review and approval by the Director of Parks, Recreation and Marine.