



THE NEWSLETTER

March 2004

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

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

With a vision centered on customer success, Turf Links earns its place in a tight market

By Michael Stachowicz,
Editor, *The Newsletter*

In the summer of 2000, while working for Turf Partners, Scott Mackintosh had an idea of how to make his contribution to the industry he grew up in more satisfying – start his own business. In three short years, Turf Links has grown from an idea in Scott's mind to a major player in the turf supply and turf services business.

His idea was to build a company from the ground up, a company that would be built on customer service and a strong commitment to its customers, and very importantly, remain small. He contacted Kevin Lyons, the former president and CEO of Turf Partners, Inc., whom he knew from earlier in his career at Turf Specialty, "to assess the potential viability and success of a possible new distribution company, selling fertilizer, seed and control products within the already crowded New England market." However, both agreed this new enterprise needed "a clearly defined vision, which centered on customer success". By October 17, 2000 Turf Links was born.

It started out as a company of four salesman (Jim Cohen and Rick Howe, two veterans of the turf industry had recently joined Kevin and Scott) and one product line, The Anderson's Inc. Then Milliken Turf Products, Emerald Isle Ltd., Aquatrols, Inc., and Sipcam USA offered distribution rights to Turf Links within a short period of time. In April 2001, just as they were putting the final coat of paint in the warehouse in Hudson, their first stock started to arrive. It seems amazing, but the company showed a profit after the first year, and has grown every year since. Quite a feat, since even the most successful businesses can take three to five years to make a profit.

In August of 2002, Jim Favreau, founder of SBI, joined the team to form Turf Links Environmental Services. The formation of the Environmental Services division added to the already growing staff that currently stands at 40 people.

Scott is quick to give credit to his staff for the growth and success of Turf Links. "I admire the people who work for us for taking such a big leap of faith, risking their livelihoods and coming to work for Turf Links. They are all risk takers and play a major role in our success."

The working environment at Turf Links is one of encouragement for success. If the employees are successful then the business

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Pictured above are (l. to r.) Jim Cohen, Rick Howe, Scott Mackintosh, and Jim Favreau of Turf Links, a turf supply/services business that in just three years has expanded to include a staff of 40 people.



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will be successful. This filters down to the end user, "if the customer is successful then we as a company are successful."

Every year since 2002 Turf Links has put on a highly regarded symposium at The International. It has grown so much in the past three years that this year they had to turn people away. Scott not only feels that this is a way to differentiate themselves from other companies, but feels this is giving back to the industry, "if we can help educate ourselves and our customers with nonbiased highly regarded speakers, we will all benefit."

In that spirit of differentiating themselves and giving back to the industry, Turf Links made two surprise announcements at this year's symposium. The first being the establishment of a scholarship, and second the donation of \$100,000 (\$50,000 from Turf Links and \$50,000 from Turf Links Environmental Services) to the University of Massachusetts Turf Research Facility.

CWS agency offers trained workers

(The following information was provided by Community Work Services.)

Community Work Services (CWS) provides highly trained and dedicated employees to local companies. We offer to train some of our best people to become dedicated grounds crew for your golf course. We can do this on an individual or group basis.

Our training program selects individuals willing to work diligently with dedication not seen in many employees. Work assignments may include grooming bunkers, filling divots, and general maintenance. Our organization has trained disabled individuals for over 127 years to ensure they are the best they can become.

We are targeting employees and golf courses in the metro-Boston area and others outside this area accessible by public transportation. Your members and players will be happy with the hard working, dedicated staff from CWS, as have many employers in the Boston area. In addition to helping someone into a good paying job, your organization could be eligible for significant tax credits. For information, please call Bill McCarriston at CWS (617-720-2233) or visit our website at www.cwsbos.org.

"UMass has always had a great educational program, but it's lagged behind when compared to other turfgrass research institutions. We want the turfgrass research program at UMASS to remain viable, grow, and in turn support the educational requirements of its students and industry professionals within the region. Although information from other research institutions has value, a local facility, easily accessible to the New England market, is worthy of our investment," said Mackintosh.

The philosophy Scott had in the summer of 2000 seems to have come true. What is in the future for Turf Links? "To remain a small New England supplier, continue customer service, and keep giving back to the turf community."

CALENDAR . . .

- | | |
|-----------|---|
| April 26 | GCSANE Monthly Meeting
Olde Scotland Links
Bridgewater, Mass.
Supt. - James Small III |
| May 17 | Scholarship & Benevolence Tournament
Pine Brook Country Club
Weston, Mass.
Supt. - Michael Iacono, CGCS |
| June 10 | GCSANE Monthly Meeting Joint Meeting with Golf Course Managers Association of Cape Cod
Woods Hole Golf Club
Woods Hole, Mass.
Supt. - Thomas Flaherty, CGCS |
| July 13 | GCSANE Monthly Meeting Team of Two Championship
The Meadow at Peabody
Peabody, Mass.
Supt. - Richard Duggan, CGCS |
| August 24 | GCSANE Monthly Meeting Individual Championship
Marlborough C.C. (permanent site)
Marlborough, Mass.
Supt. - Kenneth Crimmings |
| Sept. 20 | GCSANE Monthly Meeting Supt./Club Official Tournament
Tedesco Country Club
Marblehead, Mass.
Supt. - Peter Hasak |
| October 5 | GCSANE Monthly Meeting Stockbridge Fund Raiser Tournament
Hickory Ridge Country Club
Amherst, Mass.
Supt. - Robert Ruzsala |
| Nov. 1 | GCSANE Monthly Meeting Scramble
Bear Hill Golf Club
Stoneham, Mass.
Supt. - Richard French |

President Hermanson reports on San Diego, and efforts on behalf of Jim Fitzroy's candidacy

It was nice to see so many of you in San Diego. What a great show and what a great



city. Special thanks go to Bob Ruszala for once again running the Nor'easter Hospitality Room, and thanks to all the chapters for their financial support.

Candidate for GCSAA Director and GCSANE Past President

Jim Fitzroy, CGCS, and I had a chance to visit several other chapter hospitality rooms, and ours was second to none.

Congratulations to Timothy T. O'Neill, CGCS, from Connecticut upon his being

FROM THE PRESIDENT

selected GCSAA Vice President. Congratulations also to Michael Wallace, CGCS, also from Connecticut, upon the completion of his GCSAA board service as past president.

I had the pleasure, along with Matt Crowther, CGCS, to speak on behalf of Past President Fitzroy's candidacy for GCSAA Director. As is typically the case, Jim was not elected in his first run for national office. Jim did, however, receive 3797 of the 9187 votes cast. After the election, many delegates approached Jim and I to say that although they didn't vote for Jim this year, they certainly would next year in Orlando. There is still much work to be done, but I am confident that you will soon see Jim elected and serving at the national level for many years to come.

The following is a copy of the speech I made on Jim's behalf at the delegate's breakfast in San Diego.

Next month, I will talk about the Providence show and I will discuss some of the potential changes being considered by the Board of Directors based upon the recommendations discussed at the January Past President and Annual Meetings.

Sincerely,
Michael J. Hermanson
President, GCSANE

Text of Delegate's Breakfast speech:

"Good morning ladies, gentlemen, and fellow delegates.

"My name is Michael Hermanson, and I am president of the Golf Course Superintendents Association of New England, our second oldest chapter, founded in 1924.

"It is my great pleasure to speak on behalf of Jim Fitzroy, candidate for Director. I have known Jim for the past 30 years as both a superintendent, fellow basketball official, and friend. We have both served as board members of the New England chapter for the past 10 years. Jim has been a hard working, pro-active member of our Board.

"As New England President, Massachusetts Golf Association Board member, and a board member of the Francis Ouimet Scholarship Fund, Jim has earned the respect of all he has served with. Jim has also been active in local church and youth activities.

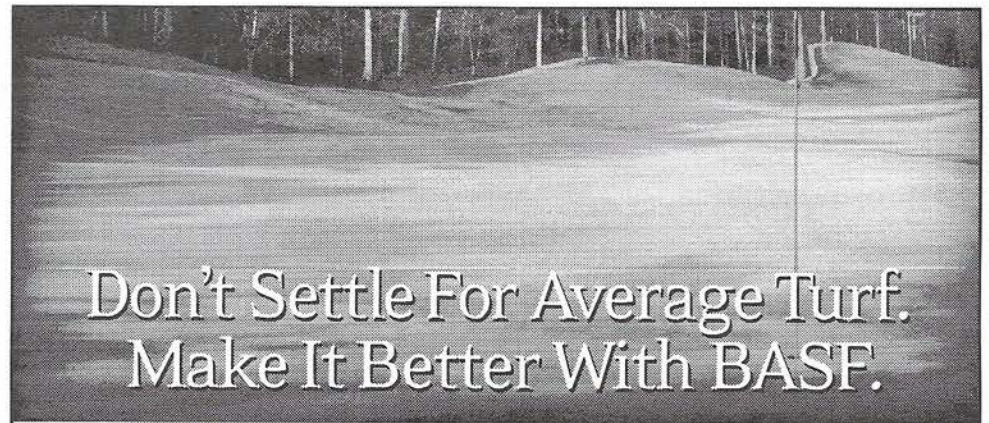
"Jim heads our Employment Advisory Committee, which visits New England

golf courses and helps clubs set up quality criteria in hiring their next superintendent.

"On the national level, Jim has been certified for more than 25 years. Jim has served on numerous GCSAA committees and is presently on the Member Communication Committee and the Headquarters Location Resource Group. To quote Jim, he will offer a mature, discerning, and judicious approach to GCSAA Board decisions.

"Past President Tommy Witt and his nomination committee thought enough of Jim to recommend him for this director's position. Delegates who know Jim or had a chance to speak with him at the September Delegates Meeting understand he is a very articulate and knowledgeable individual.

"In closing, I realize that directors are occasionally, but not typically, elected in their first run for office. That being said, New England is supporting Jim because we feel that Jim has proven that he is the best candidate to help guide our association forward in these difficult times."



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GolfWeek's Top 100 credits superintendents, then backs it up with editorial commentary

Every year *Golfweek* magazine (and many others for that matter) publish their top 100 course list. What separates *Golfweek* from the pack is the recognition they give to the superintendent of the listed courses. That being said, congratulations go out GCSANE members whose courses made the list. They include William Spence (#23, The Country Club), Kip Tyler, CGCS (#42, Salem Country Club), David Heroian, CGCS (#43, Myopia Hunt Club), and Leonard Blodgett Sr. (#60, Kittansett Club).

What follows is the reprinted editorial from that February 28, 2004 edition of *Golfweek*, "Give Superintendents Credit":

"The golf course you play needn't be a masterpiece for its architecture to be taken seriously. A variety of considerations – topography, budget, climate, environmental concerns, overall land plan (housing) – are part of the design equation. When golfers take the time to evaluate the strategic intent of each hole, the architect's skill in juggling those considerations typically is revealed.

"Design nuances, however, can be discerned only if the course is properly maintained.

"That responsibility falls to the course superintendent, whose job not only is to maintain quality turfgrass but also to uphold the integrity of the layout's design and to be a steward for its enhancement and preservation.

"In celebrating America's Best Top 100 Classic and Modern golf courses, *Golfweek* credits superintendents along with architects. Whatever the shape and character of the original design, it would lose some of its noteworthiness unless the superintendent protected and nursed its playing character. Sometimes that requires hard labor and attention to details that slow maintenance or add to its expense. If a course were designed solely to facilitate ease of maintenance, it would have no design character at all. It would be a plain, undistinguished tract.

"Differences in sites, soils, budgets, and markets contribute to a wide range of design motifs. Not all golf courses are exquisite works of art. But all have inherent elements

that define them and give them life. Superintendents, in collaboration with course owners, can do a lot to enhance those elements. They also can promote appreciation among golfers for those design traits.

GOLF MEDIA

"To ascertain whether your course is making an effort on that front, pay attention to the following:

Scorecard status. The scorecard should feature the architect's name, along with that of the superintendent and director of golf.

Is it firm and fast? Ground features and strategic slopes and swales will only be playable if the ground is kept relatively dry and water is applied sparingly. How are the greens mowed? They should be cut with

a walk mower. Triplex mowing is efficient, but can come at the cost of losing green perimeters and the most interesting "on the edge" hole placement positions.

Are bunkers hand raked? Mechanical rakes tend to break down the bunker edges and even out the interesting internal slopes of the bunker floor.

Tree management. There's a place for trees on the golf course, provided they are closely monitored for health, golfer safety, impact on turf, strategic playability and overall aesthetics.

Pride in history. Does your course display design plans and/or quality course photography in the clubhouse? Is the architectural motif used on placemats or other decorative items?

Who's minding the store? Have owners, green chairmen, or champion golfers been allowed to tinker with the design? Renovation should be left to a qualified golf course architect who has respect and understanding for your facility and who is willing to draw up guiding documents for the next decade.

"Let the movers and shakers at your course know you're paying attention. And give credit when credit is due – to your superintendent."

"And give credit when credit is due – to your superintendent."

– *GolfWeek*



Dr. Joe Troll (middle left) and Carl Teschke (far right) stand with two of the 2004 Troll-Dickinson Scholarship Award winners. On the far left is Jonathan Kinner and at middle right is Nathan Sullivan.

A selection of postings from the GCSANE Forum

From time to time The Newsletter reprints selected postings from GCSANE's web site forum in order to reach a wider audience.

Coyotes

(Peter Hasak, 2/25/04). I'm taking a long shot at this one, but here goes. Has anyone had to deal with coyotes? We had a pair start to approach two employees this morning before veering off upon seeing two individuals w/ dogs approach from another direction. Half hour later we get a call from local police that an abutter had a coyote exit our property and attack his dog. Police called in state environmental police and between them had one sighting but not close enough for a clear shot. Considering the hunt season on coyote ends the 28th, and the police can't camp here, does anyone have any suggestions? Police will probably allow continued hunt under "Public Safety. A special permit is required for "box trapping" but then what, it is illegal to move them to another location.

(Dave Comee, 2/27/04). Peter, I have many coyotes around out here along with everything else. Dogs and many cats have disappeared, but so far no problem with

people. People have tried to eliminate them since the early 1800s with no success at all. A bigger problem could develop with this Eastern Coyote. It is a slightly

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different animal than the more common Western animal. Perhaps it is a hybrid with the Red Wolf. Anyway, the Western Coyote is a solitary animal. The Eastern coyote has taken to more of a pack-type life. Hence they are more efficient, bold, and dangerous. They seemed to have lost all fear of humans. Do your best to deal with it as soon as possible before it becomes an issue. There are methods. Give me a call if you like. I wish I had that much knowledge about Bent Grass!!!

San Diego

(Russell Heller, 2/25/2004). . . . is a tremendous site. GCSAA needs to get us back there again. The weather was perfect every day, the golf championship courses were wonderful, the Gas Lamp district was nice. Drop Anaheim; bring back SD!

(Dave Comee, 2/16/04). Russ, Sounds like San Diego is even nicer than Dorchester.

(Scott, 2/16/04). For a change, I agree with Russ! Also the Nor'Easter Room was great. GOOD JOB!

2003 Pesticide Usage Reports

(Rick McHugh, 2/17/04). Wondering if anybody has received their report yet or is it me? Seems like they were out before this in years past.

(Dave Comee, 2/17/04). Also missing in action!!!

(Peter Hasak, 2/17/04). Rick, I have not received anything yet, but the report has been running late the last couple of years. I believe the due date is usually the end of March. I haven't looked yet, but the report is usually in downloadable form at the Mass. Dept. of Food and Ag web site.

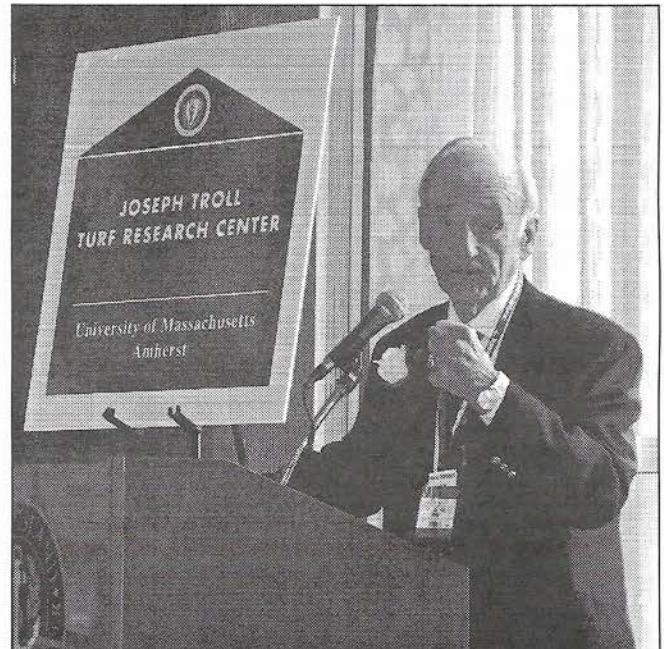
Outgoing President Fitzroy

(Ronald Dobosz, 1/27/04). I would like to congratulate outgoing President Fitzroy on a wonderful two-year run as our association president. People who are not

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UMass turf facility to be named in honor of Dr. Joseph Troll

In the photo at right, **Dr. Joseph Troll** expresses gratitude to the many friends and alumni who have made generous contributions toward the new turf building to be built at the South Deerfield turf facility. During a breakfast program at the 2004 N.E. Regional Turf Conference & Show, Paul Miller, CGCS, announced that the UMass-Amherst turf research facility is being named in honor of Dr. Troll. The campaign has raised nearly \$500,000, and the new building will be the cornerstone of a renewed program of teaching and research at the Joseph Troll Turf Research Center.



Pictured above at the **Dr. Noel Jackson retirement dinner** at the N.E. Regional Turf Conference are (l. to r.) GCSANE president **Michael Hermanson**, immediate past president **Jim Fitzroy**, and past president before Jim, **Bob Ruzsala**.

From the Forum . . .

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active in our association may not realize the time and effort that it is required to be our president. Jim represented our association with class, and dignity. As president he served on the MGA, Quimet, and AMGO boards and he never missed a meeting. Thanks, Jim, for all the hard work.

(Dave Comee, 1/27/04). It was indeed a pleasure Mr. Fitzroy. You responded to "all" situations in a very professional manner.

(Jason Adams, 1/28/04). Yes, thank you Jim for a great two years; it has been a pleasure to work with you. I would also like to thank you for your kind words about Norfolk in one of your last messages. I wouldn't use the word "perfect," but it was nice to

hear. I really enjoyed having everyone. Thanks again.

(Ted Horton, 2/19/04). Jim: Just a quick note to continue this thread. It is a real treat to see a classmate (we won't tell them how long ago) succeed in the fashion that you have. Congratulations for completing a great term with the New England GCSA. Keep it up. Ted.

DIVOT DRIFT...announcements...educational seminars...job opportunities ...tournament results...and miscellaneous items of interest to the membership.

ANNOUNCEMENTS

Condolences: This is a copy of a letter from Philip J. Tropeano, President, Larchmont Irrigation. "It is with deep regret that we inform you of the passing of Robert "Bob" Dalrymple, on Friday, February 27, 2004. Bob was a wizard at finding and fixing problems of an electronic nature. Repairing irrigation controllers, installing the panels that operate the irrigation pumping systems, or finding the break in a buried wire that affects the operation of an irrigation system, were all second nature to Bob. He will be missed as a valued fellow employee, but more importantly, as a decent human being.

Congratulations to Richard Gagnon on his new position as superintendent of Segregansett Country Club in Taunton, Mass. Richard was formerly assistant superintendent at Salem Country Club.

Wishing a speedy recovery to Frank Santos' wife, Irene, who is undergoing chemotherapy.

Our condolences go to Thomas Ackley, CGCS, on the recent passing of his close friend and companion Debi Cunningham.

Congratulations to Pat and Judy Daly on the birth of their son Nathan on March 15, 2004.

EDITOR'S NOTES

The Newsletter is offering a stipend of \$250 to any GCSANE member that does a lead article for us. The article has to be one to one-and-one-half pages single spaced. This is a great project for assistants who could always use a little more cash. It doesn't have to be perfect. *The Newsletter* staff can help you look like a pro.

Bob Ruzala, one of GCSANE's representatives to the NERTF Board of directors, is looking for research project ideas from the membership. Contact him at hrc40@aol.com.

UMASS NEWS

A very informative fact sheet entitled "Chemical Control of Turfgrass Diseases 2004" has been added courtesy of Dr. Paul Vincelli of the Univer-

sity of Kentucky. The fact sheet can be found at: http://www.umassurf.org/publications/fact_sheets/diseases.html. Also, Dr. Gail Schumann's popular fungicide chart was recently brought up to date with some minor edits. The chart is at: http://www.umassurf.org/publications/online_pubs.html.

TOURNAMENT RESULTS

Congratulations to Dennis Houle of Winchester C.C. and Karl Heintzelman of Thomson C.C. who finished in the top ten of the third flight at the 2004 GCSAA golf tournament.

Conratulations to the GCSANE team of Stephen G Cadenelli, CGCS; Ronald W. Kirkman; Richard McHugh; and Barrie B Robertson for placing fourth in the Net team competition.

Congratulations go out to Ron Kirkman for placing the field in the Super Seniors division.

CONFERENCE NEWS

The following is from *Golfdom* magazine's e-mail report on the GCSAA Conference & show:

Jim Nantz made superintendents a promise during his keynote address at the opening session of the GCSAA Conference and Show. Nantz told the several thousand superintendents in the audience that he has realized he hasn't done a good job of talking about the importance of golf course maintenance while broadcasting golf tournaments for CBS. Then Nantz said that needed to change. "I vow on this stage to do more," Nantz said. "I stand in awe of your profession and what you do."

Give the GCSAA credit for bringing Nantz in to speak. The GCSAA has tried for years to upgrade superintendents' image through television golf broadcasts. Now the association has a go-to man to do so. The 44-year-old Nantz, who played on the golf team at the University of Houston, seemed genuinely enthusiastic about speaking to the superintendents. In fact, the opening session ended at 11 a.m., 30 minutes later than it was supposed to, because Nantz was still talking. Nantz, a mainstay in the broadcasts of golf, football and college basketball, said he would rather broadcast one Masters championship than 20 Su-

per Bowls. When he was a student at Houston, Nantz dreamed of covering the Masters for CBS. He got his wish in 1986 when he was 26. That also happened to be the year that Jack Nicklaus mounted an incredible third-round run to win the tournament. Nantz said he often felt speechless during the final round, in awe of the 46-year-old Nicklaus' exploits. After Nicklaus birdied the 16th hole, Nantz announced one of his most memorable broadcasting lines, "The Golden Bear has come out of hibernation."

POSITION OPENINGS

Golf Course Superintendent, Whitinsville Golf Club, Whitinsville, Mass. Whitinsville G.C. is a private 9-hole Donald Ross gem, built in 1925, and rated in Top 20 9-Hole Courses in the U.S. by *Golf Digest* and *Sports Illustrated*. A new Toro double irrigation system was installed in 2003. Individual must be a high school graduate and have related degrees in agronomy or turfgrass management. A Mass. or equivalent pesticide license is required. Individual must have extensive knowledge and experience in the equipment, materials, methods, and standard practices of golf course grounds: extensive knowledge of agronomy, turfgrass management, irrigation systems, and golf facility construction principles. Must have organizational skills associated with management and supervision of staff and budget, and extensive knowledge of equipment repair and maintenance. Salary and benefits are negotiable and commensurate with experience. Position open until filled. Send resume to: Whitinsville G.C., c/o Arthur L. FitzGerald III, 390 Main St., Suite 542, Worcester, MA 01608; 508-756-3591; Fax: 508-756-5796.

EQUIPMENT FOR SALE

Irrigation components for sale, trade, or take away. All offers considered. We cleaned out our irrigation room after having a brand new system installed. I know I needed things to keep my old system alive and I'm posting this in case others are in need. Call Bob Matthews, Marshfield C.C., 781-837-3321; bmatt29@earthlink.net. A list is posted at GCSANE's web site, gcsane.org.

Please Patronize these FRIENDS of the ASSOCIATION

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Mike Cornicelli - (401) 826-2584

A.A. Will Materials Corp.

168 Washington St., Stoughton, MA 02072-1748
Top dressing & bunker sand, decorative stone,
landscape materials, wholesale nursery stock.
Charlie Downing, Ed Downing - (800) 4-AA-WILL

Accusolls

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Topdressing sand & mixes, divot mix, greens & tees,
root zone mix, bunker sand, cart path mix, stabilizer,
& greens care analysis.
Joe Farina, Frank Santos - (866) 222-6644

Allen's Seed Store Inc.

693 S. County Trail, Exeter, RI 02822
Specializing in quality seed and related
golf course maintenance supplies.
Gregg Allen - (800) 527-3898

Agresource, Inc.

100 Main St., Amesbury, MA 01913
Tim Gould, Guy Travers
(800) 313-3320, (978) 388-5110

The Andersons Technologies, Inc.

26 Waite Ave., S. Hadley, MA 01075
Manufacturer of fertilizer & control products.
Rick Forni - (413) 534-8896

Armstrong Golf Architects, LLC

76 S. New Boston Rd., Francesstown, NH 02043
Golf course design & renovation. (603) 547-3132

BASF Turf & Ornamental

12 Peterson Rd., Palmer, MA 01069
Emerald, Insignia, Pendulum AquaCap, Curalan, Drive,
Basagran, Iprodione Pro, Propiconazole Pro,
Bifenhrin Pro, Plateau, Sahara
Bob York - (413) 283-9675

Bay State Fertilizer/MWRA

100 First Ave., Boston, MA 02135
Manufacturer & supplier of dry organic fertilizers.
Kristen Patneade - (617) 788-4437

The Borden Company

114 Summer St., Maynard, MA 01754
Bulk limestone dealer.
Jack Borden - (978) 897-2571

Boston Irrigation Supply Company

60 Sturgis Way, Dedham, MA 02026
Distributor, irrigation supplies & accessories.
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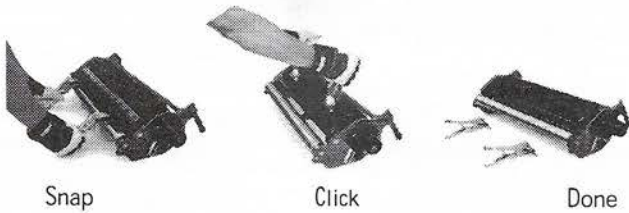
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