

RIO VISTA INSIDER

YEAR IN REVIEW

VISION FOR SUCCESS

IMPROVEMENTS BENEFIT
GOLFERS AND THE COMMUNITY

MAKING MEMORIES

THE MONARCH GRILL
MAKES THE GOLF CLUB
A CENTRAL GATHERING PLACE



THE RENAISSANCE

BIG CHANGES ARE UNDERWAY

The Golf Club at Rio Vista originally opened for play inside the Trilogy at Rio Vista Community in 1996. The current back 9 was the first nine to open and what is now the front 9 opened for play in 1998. By the late 2010's however, homeowners witnessed the rise and material fall of course conditions yet were powerless over decisions made about the once beautiful golf course, the centerpiece of their homes.

was a huge undertaking, however CourseCo was up for the challenge. They began with a 90-day transition plan allowing an appropriate timeframe to evaluate the operation, buildings, equipment, and golf course infrastructure. During this initial transition period innumerable accomplishments were achieved including major irrigation pump repairs, clubhouse roof repairs, installment of a new point of sale

quickly as possible, it was an immediate priority for CourseCo to hire all existing Rio Vista staff, add additional team members and provide ongoing, scheduled training in the CourseCo service and hospitality program 'SWEAT'. 'SWEAT' stands for - Smile, Welcome, Enthusiastic, Ask, and Thank - this proprietary service model includes an interactive employee training program as well as a continued focus of guest service as part of daily operations.

golf course, approving the go-ahead to resume capital plans. Additional funding was then approved by the Board in July, increasing the initial scope of the scheduled projects. Deemed a 5 year project from the onset, year one laid the foundation of the renaissance in Rio Vista.

RENAISSANCE IN RIO VISTA

The Story Begins

After working tirelessly to acquire the golf course, the Trilogy at Rio Vista Master Association (TRVMA) purchased the golf course through bankruptcy court proceedings in August of 2019. Just two weeks later CourseCo was selected as the operating partner to provide oversight and management of the golf course and restaurant.

Assuming responsibility and performance management of a property in such a state of disrepair with no confirmed historical data

system, procurement of a maintenance equipment lease package, a new golf cart fleet, renaming of the restaurant, and creation of annual membership plans. These achievements aligned with the unique business plan CourseCo developed for The Golf Club at Rio Vista encompassing golf operations, retail golf merchandising, food and beverage, agronomy, marketing, and capital planning.

In the interest of building a culture of sales and service as

Improvements continued into 2020 and golf and restaurant operations were gearing up for a busy spring and summer when the COVID-19 pandemic drastically altered the operations of the club.

While the inevitable shelter at home order delayed progress of golf course projects, the new kitchen equipment replacement moved forward including all cooking units, refrigeration and freezer units, and the kitchen exhaust system motor.

In May, The TRVMA Board reconfirmed with CourseCo their commitment to the 2020-21 fiscal year projects scheduled for the



the MONARCH GRILL



MAKING MEMORIES IN THE MONARCH

Meet Your Neighbors Here

CourseCo's vision for the restaurant includes delivering quality food, exceptional hospitality and service, consistent hours of operations, and rich programming. In the initial 90 days of operational oversight, achievements included formalizing sales and service training, rehiring former high-performing employees, creating a new menu, and assessing kitchen equipment to develop an immediate capital equipment replacement plan. The rebranding of the restaurant officially launched with the apt renaming of what is now known as The Monarch Grill.

The monarch butterfly coincides with the golf course layout being in the shape of a butterfly, but even more impactful is the symbolism of transformation, creativity and endless potential that portrays the renaissance of the Monarch.

Community inclusion is one of CourseCo's four guiding principles and they have focused on making the Monarch Grill the home of rich programming that invites all the community out to use the facility.

In the preliminary Townhall meeting in August 2019, CourseCo President and CEO, Michael Sharp committed to making the necessary changes to the restaurant but emphasized that to be successful, the community would have to show up to support it. And show up they did - on Tuesdays for Trivia, Thursdays for Bingo and for lunch, dinner, music and more! The Monarch Grill became the ideal spot to meet neighbors and friends in a relaxed, fun atmosphere.

Some of the events that took place in 2019-2020 included Saturday Scrambles, The Hair of the Dog Open, Party Like a Pilgrim, BBQ & Blues, The Sweetheart Dinner, and The Leap Year Party. Music nights also resumed several times a month, "There is so much talent in the area but especially right here in Trilogy," said Scott Gaston, Assistant General Manager. "We've enjoyed working with the local bands to offer live music."

Saturday Scrambles include 9-holes of golf followed by dinner.

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Each month's event has a different scramble format or theme and players have the option to bring a non-golfing guest for dinner in the Monarch Grill.

Party Like a Pilgrim was hosted the week of Thanksgiving to kick off the holiday season. The night featured a light bites buffet followed by live music provided by local band Solid Gold. "Since we started hosting events in the Monarch, attendance continued to increase each month and the support from the community has been outstanding," Gaston said.

Heading into 2020, The Hair of the Dog Open on New Year's Day started with a bloody mary bar followed by 18 holes of golf, lunch, and prizes. BBQ and Blues rounded out the month of January offering a buffet dinner of tri-tip and barbeque chicken and the night topped off with music from The Blues Mechanix.

The Sweetheart Dinner on Valentine's Day featured a carved prime rib and steamed shrimp buffet with a champagne toast and strawberry cheesecake desert to complete the evening. Later in the month, the Monarch celebrated Leap Year including a dinner buffet and a



live performance from Afterglow.

The Monarch was certainly gaining momentum in producing and hosting memorable events until the pandemic resulted in all events in March being postponed, including the St. Patrick's Day Dinner & Dance and Pasta with The King, a dinner show with an Elvis impersonator.

"We had the full year planned out including dinners, dances and other special events," said General Manager Kandace Clatterbaugh. "I'm extremely proud of the events our team provided to the community before the pandemic. While we're unsure of exactly when events will return, undoubtedly they will, and all of us at CourseCo look forward to that day."

ANNUAL MEMBERSHIPS

Many golfing residents of Trilogy at Rio Vista expressed great interest in what annual membership programming would be presented under CourseCo's management. Understanding the significance of this offering to the most loyal golfers within the community, CourseCo recognized the importance of evaluating the market and providing a value-based offering as soon as reasonably possible. Membership sales commenced on October 21, 2019 and 84 memberships were sold within the first two days. In the interest of generating maximum commitment from the onset, CourseCo incentivized early commitments by extending the opportunity to purchase a 2020 membership while receiving the remainder of 2019 included with purchase.

The annual membership program features unlimited green fees and cart fees with options for both Trilogy at Rio Vista residents and non-residents. Additional benefits include advanced tee time bookings of 14 days, member-exclusive events, and guests of members receive the resident daily fee rate instead of the non-resident rate. "CourseCo priced the memberships to provide a great value for our golfers," said Lynn Traver, Chair of the TRVMA Golf Advisory Committee. "Membership makes it affordable to play golf more frequently and members provide dependable revenue to help ensure a successful operation."

Annual Membership offerings include 5-day and 7-day options for singles as well as couples. Golfers who play 18 holes twice a week or 9 holes three times a week for as few as 36 weeks a year save money by taking advantage of the annual membership.

Annual memberships are valid for one year from the date of purchase. The 2021 annual membership drive will launch in October, at which time incentives will once again be extended for those eager to capture the best value for their buck!



COURSECO COMMITS TO SAFETY FIRST

COVID - 19

The unprecedented pandemic of COVID-19 has posed new challenges to all businesses, including The Golf Club at Rio Vista. The golf course reopened for play on May 4, 2020 after a 6 ½ week closure during the Solano County Shelter at Home order. When the order took effect, golf was considered by the county to be a non-essential business. To comply with the county's order, CourseCo was directed to perform only minimum maintenance practices, meaning only essential staff could work to protect the asset from March 19 through May 1.

The Monarch Grill closed for dine-in service on March 18 and began offering to-go meals with curbside pickup, a service remaining in place today. On-site dining resumed on the patio June 6, with the addition of modified indoor dining on June 12. On July 1, indoor dining was closed again as part of the Governor's order for watch list counties. Patio dining continued and additional seating was added while still maintaining the proper social distancing requirements of the health orders.

CourseCo moved quickly in the early days in designing safety and health protocols. Safety measures were implemented and enforced to include the development of COVID-19 specific safety manuals and training materials designed to meet and exceed all local, regional, and state health orders. This safety training was provided to all employees as was the proper Personal Protection Equipment (PPE) including masks, gloves and sanitizing products.

Safety "ambassadors" were implemented, and safety signage was professionally produced for multiple locations around the facility. Per the County mandate, golf carts were limited to single rider only

(unless from the same household), all cups were placed in the greens to reduce touch points and flagsticks were temporarily removed from all cups. Lastly, all items publicly accessible such as ball washers, water coolers, and sand/seed containers were removed to reduce touch points.

CourseCo also implemented new facility HVAC maintenance standards, equipment cleaning and sanitizing procedures, and transitioned all food & beverage service to single use, disposable containers and utensils.



WE ARE OPEN

Here's what you need to know

- Single rider carts
- Pay with credit card
- Cups set to reduce touch points
- Limited outdoor/patio dining only, Reservations recommended. Dining Hours: 11:30am - 7:00pm, last seating at 6pm.
- To Go Food Service available 12pm - 5pm

Here's what we are doing (click to learn more!)

TO HEALTH ✓ TO SAFETY ✓ TO YOU

VISION FOR SUCCESS

Partnership Between CourseCo & TRVMA Delivers Results



Big changes are underway at The Golf Club at Rio Vista with the agronomic plan in place and projects in progress on the golf course. The partnership between TRVMA and CourseCo includes a shared focus on transforming the golf course with the understanding it will take several years to address the deteriorated conditions and deferred maintenance.

At the start of this partnership, CourseCo immediately addressed water delivery issues with major repairs of both irrigation pump stations. They also identified the necessary maintenance equipment to provide consistent mowing and standardized agronomic practices.

The greens are arguably the most important part of a golf course and one of CourseCo's primary goals is to provide the best possible putting surfaces for golfers. "The greens are critical, they're the heart of the course," said Rio Vista Golf Course Superintendent Brendan Soika. "Our plan has been to work on improving the greens first, moving out to the other key play areas next - green surrounds, fairways, tees and rough and then to the outlying areas."

Irrigation challenges have certainly been a focal point of the first-year improvements to the golf course. With over 2,500 sprinkler heads on the property and hundreds of miles of underground valves and pipe-work; irrigation assessments, repairs and replacements are time consuming.

"It takes about two hours to dig out and replace a faulty sprinkler head," said Soika. "Heads are just one part of the irrigation system. When there are breaks underground, we sometimes first have several hours of excavation to determine the exact issue, it could be a valve or sometimes a line."

More capital irrigation replacements are upcoming this year with satellite controllers to be installed across nine holes of the golf course. These satellites allow for control of the irrigation system to be operated from a central computer.

Bunkers are another impactful improvement for the golf course. With additional funds approved by the TRVMA Board in July, all greenside bunkers will be completely rebuilt with new drainage, liners and sand.

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Included in the 2020 capital project plan are five new solar-powered aerators for the ponds on holes 1, 2, 6, 11, and 12. The natural drainage areas on holes 4 and 15 will also be addressed with cattail, bulrush, and aquatic weed removal.

A hybrid bermuda grass trial will sod approximately 6,500 square feet of tee boxes with the remaining tee boxes scheduled to be reseeded with a cool-weather grass in the fall. "Unfortunately, we lost our time window to reseed tees this spring when we were shut down due to the pandemic. We will complete that project as soon as the weather is conducive for the seed to germinate," Soika said.

With many accomplishments in year one, CourseCo's commitment to continuous improvement moves forward as the renaissance progresses into year two.

