

### WELCOME NCGA Club Representatives





### It's a New Era

### Our MISSION:



To **inspire** all to enjoy the **benefits** of **golf** by providing **innovative** programs and services

## **Our VISION:**



To **ensure** the game of **golf** is vibrant, inclusive and accessible

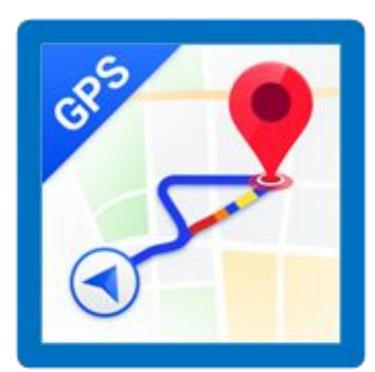




### Who we Serve:

- Over 220,000 members across
   Northern California of all ages, gender, ethnicity, and skill level.
- Over 1,350 golf clubs, more than half of which are not affiliated with a specific golf course.
- **Over 350 golf facilities**, more than half of which are public.
- The greater golf community, in partnership with the USGA, through support of the California Alliance for Golf, and in collaboration with NCPGA, CGOA, CGSAA, the SCGA, and more; all to support the game and engage other golfers we have yet to serve as members.

### Working Together: How do we get to where we want to go?





# Working Together:G Growth(Members)

- P Participation (Club Events; Other)
- **S** Satisfaction (Feedback helps us)

V VolunteerI InvitationP Poppy

(Club Reps/TO/CR) (Club Facility, Golfers) (Group Bookings)

### THANK YOU!!

### For stepping into the role of Club Representative!

### We look forward to a great partnership!



We have found that a high percentage of members are unaware of the breadth of our benefits and programs. Sometimes they don't even know they are NCGA members.

This is where you - our club reps - come in!



- The Club Rep is the Liaison between the NCGA and your Club's members.
- You're the first person we go to when there's something that's needed. You can then share this with your Club President, Handicap Chair, Treasurer, etc.



### Key Club Rep Role Attributes

- A good communicator who is engaged with the Club and the NCGA to help other members get the most out of their membership.
- Optimally, you are familiar with most of your avid golfers to know who might best benefit from the various NCGA benefits.



• The NCGA Club Rep should try to be "in the know" about NCGA member benefits.

 We want Club Reps to have the information to be regarded by their members as the expert on NCGA programs - a go-to resource.



# What is one of the easiest ways a Club Rep can stay "in the know"?

### Read the Club Rep Newsletter!!



### The Club Rep Newsletter:

- Is sent out only to you as the Club Rep
- Goes out in the first week of every month
- Has all the latest news and information on benefits, changes to policy, and important deadlines.



### In addition to the Club Rep Newsletter

- Monthly Bulletin
- Bi-Monthly Handicap Revisions
- Visit the Member Club Resources on NCGA.org



### Future Steps

- Continued Engagement with NCGA Communications (Email Open Rates, Form and Survey Submissions)
- Engagement through NCGA Club Events, Individual Events, Travel and Volunteering: Tournament Officials, Rules Seminars, Course Raters



### Why?

- We have learned that the more members are engaged, the higher their satisfaction is, and consequently, retention in their club memberships are strong.
- It is a lot easier to retain members than to attract new members.
- Clubs or Members that play together stay together!



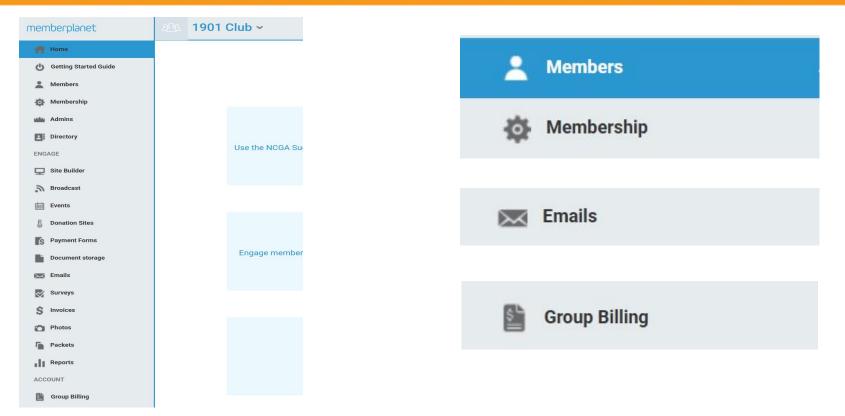
# Working Together:

# **G** Growth

- **P** Participation (Club Events; Other)
- **S** Satisfaction (Feedback helps us)
- V Volunteer (Club Reps/TO/CR)
  I Invitation (Club Facility, Golfers)
  P Poppy (Group Bookings)

- Memberplanet
  - Managing your club Roster
  - Has communication features to email your members keeping them engaged
  - All club billing is done through <u>Memberplanet.com</u>







- Memberplanet (Members and Membership)
  - Adding and removing members can be done manually or by using Membership Levels and Automation.
  - We have short step-by-step tutorial videos on adding and removing members on <a href="https://ncga.org/renewal-hub">https://ncga.org/renewal-hub</a>



- Memberplanet (Communications with Members)
  - Memberplanet allows you to build and send emails with full integration for formatted text, images, and custom hyperlink buttons.
  - Emails can be saved as templates for easy reuse.
  - When used in conjunction with distribution lists and Smart Lists, clubs can send trackable communication to their entire group or easily tailor their message to target a specific set of recipients.



### New Additional Communications Tool:

- New Marketing Materials
  - Marketing Material Templates that clubs can use to email prospective members or post around the facility.
  - Clubs can co-brand to market their clubs on-site/email. Includes NCGA benefits and a professional look/tone/feel.



- Memberplanet (Club Billing)
  - New invoices are generated at the beginning of each month and will include any new members added in the previous month

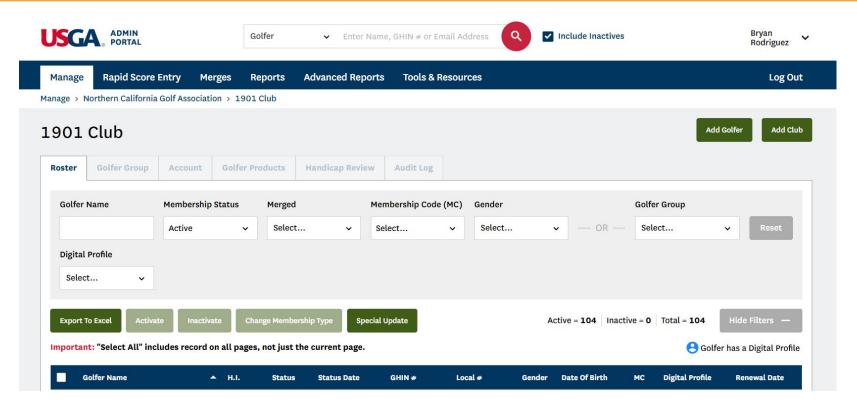


- Memberplanet (Club Billing)
  - What happens when a member is not active but the club forgot to remove them?
    - Memberplanet is set up so that if you lapse the member from your club roster in the month the club is billed, it will generate an auto-credit for your club.



- USGA Admin Portal
  - Digital Profiles
  - Handicapping and Score Editing
  - USGA Assessments and Quizzes
  - Login to your Club's Admin Portal at <u>https://adminportal.usga.org/auth/login</u>







- USGA Admin Portal (Digital Profiles)
  - One of the biggest NCGA benefits is access to a handicap
  - Members must have a digital profile set up to access their GHIN number.
  - This means having an up to date email address on file



- USGA Admin Portal (Digital Profiles)
  - Easily check your roster to view who does not have a digital profile set up.

| Nevarez, Paul      | 0 |
|--------------------|---|
| O'Brien, Caroline  | 8 |
| Orozco, Lupe       |   |
| Ow, Derrick        | Θ |
| <u>Owen, Gavin</u> | Θ |



- USGA Admin Portal (Score Editing and Handicapping)
  - The club's handicap chair is the go-to person at your club to make any edits to your members' scores or handicaps.



- USGA Admin Portal (Assessments & Quizzes)
  - The USGA will send out yearly assessments that only take a minute to complete.
  - Rules of Handicapping tests are sent out by the USGA every four years, when there is a new revision to the Rules.
  - Both the assessments and the tests are required for the club to be in compliance with the USGA.



### Partnering for Participation

### New Additional Benefits:

#### New Club Finder Tool

- Empowers prospective members to discover the best club for them.
- Gain insights into what other clubs offer, which can inspire new, innovative ideas for your club.



# Working Together:

(Members)

**P** Participation

**G** Growth

- **S** Satisfaction (Feedback helps us)
- V Volunteer (Club Reps/TO/CR)
  I Invitation (Club Facility, Golfers)
  P Poppy (Group Bookings)

### **Tools to Help Your Club Participation**

Bluegolf

- BlueGolf is an excellent tool to help your clubs generate more participation and improve the efficiency for club events. The NCA provides complimentary access to all NCGA Clubs.
- It has significantly improved in recent years. All NCGA events utilize this program.
- Bluegolf TM tournament software is available for free to all clubs to use for their own events.
- Bluegolf can help cut down your time working on running events and allows for higher participation from your members



### **Tools to Help Your Club Participation**

- Bluegolf
  - To login to your club's BlueGolf platform go to <u>https://tm.bluegolf.com/</u>
  - For webinars and training in Bluegolf please go to <u>https://bluegolf.supporthero.io/container/show/webinars</u>



### In addition to tools the NCGA has amazing benefits ready for your members to participate in!



### Partnering for Participation

NCGA Member Benefits:

- Official USGA Handicap
- Events for Everyone
- Everyday NCGA Member Rates at Participating Courses
- Member Rates for Hotels, Rental Cars, Golf Services
- All-New Poppy Ridge 18-hole Course
- Golf News, Information, and Content
- New FREE Fantasy Golf League
- ....And More!



## **Partnering for Participation**

### Official USGA Handicap

• FREE Access to the USGA GHIN Mobile App for score posting



- Track your stats
- Easy-to-use digital scorecard
- Apple Watch integration
- 3D Course Maps and GPS



## Partnering for Participation

## Events for Everyone!

- The NCGA administers over 650+ event days each year!
- Here is how our Operations Team does it



## Framework to Serve Our Members and Clubs

|                                     | Championships                        | Events &<br>Tournaments     | Recreational                                     | Development &<br>Education |
|-------------------------------------|--------------------------------------|-----------------------------|--|----------------------------|
| Individual<br>- Men/Coed<br>- Women | Women's Legacy                       | Senior Series               | Women's Single<br>Day Events<br>Outings<br>Trips | The Joy of Galf<br>NCGA    |
| Team                                | GOLF SINCE 1901                      | Senior Series               | Women's Single<br>Day Events<br>Outings<br>Trips | GOLF SINCE 1901            |
| Club                                | GOLF SINCE 1901                      | GOLF SINCE 1901             | Outings<br>Trips                                 | COLF SINCE 1901            |
| Junior                              | JUNIOR TOUR<br>OF NORTHEN CALIFORNIA | Junior Golf<br>Competitions | Youth on course                                  | youth on course            |
|                                     | NORTHERN CALIFORNIA                  |                             | Junior Golf                                      | NCGA Foundation            |

## **Operations Department &** Competition Involvement



The Operations department conducts or assists with events for every type of golfer in Northern California. In 2025, the NCGA will be involved with the following scope of events:

- City Championships
- Collegiate Championships
- NCAA Championships
- Senior Golf Associations Competitions
- NCPGA Qualifying and Championships
- USGA Qualifying and Championships
- CWAC Championships
- NCGA Qualifying and Championships
- California Amateur Championships
- Junior Tour of Northern California Championships
- CIF Championships

- Weekend Net Tour
- eClub Competitions
- Member Outings
- Member Trips
- Charitable Fundraising Competitions
- PGA Tour Qualifying and Championships
- PGA Champions Tour Qual. and Champ.
- Korn Ferry Tour Qual. and Championships
- Drive, Chip and Putt Qualifying
- NCGA Play Events
- National Amateur Championships
- Historical Private Women's Championships
- Historical Public Women's Championships
- Women's Open Days and Play Days



### Operations Department Other Responsibilities

The Operation Department assists the Governance Department with many other aspects of golf administration outside competitions, including the following responsibilities:

- Amateur Status
- Points Program Management
- Volunteers
  - Applications/Interviews
  - Training/Certification
  - Service Recognition/Retirement
  - Benefits/Awards
  - TOCR Day
  - Uniforms

- Rules of Golf
  - Rules Inquiries
  - Rules of Golf Articles
  - Rules of Golf Seminars
  - Club Seminars
  - Rules Resource website
  - Online Rules School
  - TOCR Website
  - Course Marking/Local Rules Review



## NCGA Club Events

Throughout the year, the NCGA hosts specific Club Events for both Type 1 Regular Clubs and Type 2 Associate Clubs. Our goal is to have every club play in at least one of these events during the year.

#### Regular Club Events

- Four-Ball Net
- Zone Championship
- Senior Four-Ball Net
- NCGA Team Match
- NCGA Players League

#### Associate Club Events

- Associate Club Four-Ball Net
- Associate Club Championship
- Senior Four-Ball Net

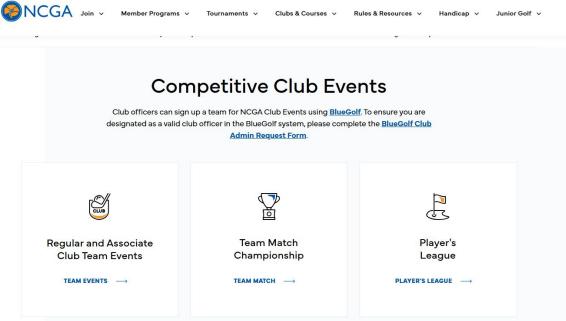
These events require a Club Admin to register your club's team. Have them reach out to us today to learn more!

On ncga.org, <u>navigate to the Member Club Resources page</u>



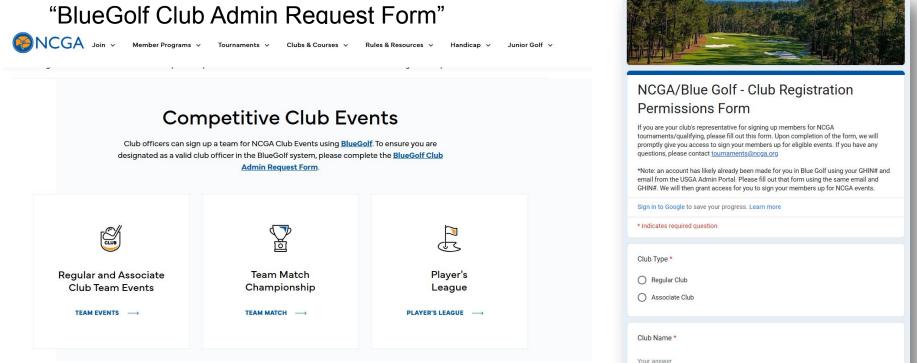


 Scroll down to find the Competitive Club Events section and click on the "BlueGolf Club Admin Request Form"





Scroll down to find the Competitive Club Events section and click on the





 Head to the NCGA Event Calendar to access the full list of events. Under the "Tournaments" tab, select the "Schedule & Registration" option. Then, click on the "View 2025 Master Calendar"

| Source A Join - Member Programs | ✓ Tournaments ∧         | Clubs & Courses 🗸 | Rules & Resources 🗸 | Handicap 🗸 | Junior Golf 🗸 |
|---------------------------------|-------------------------|-------------------|---------------------|------------|---------------|
|                                 | Tournament Information  |                   |                     |            |               |
|                                 | Schedule & Registration |                   |                     |            |               |
|                                 | Results                 |                   |                     |            |               |

#### NCGA Full Schedule and Registration

You can browse all upcoming events via our calendar. Click on an event for more details, including course, eligibility, format, and registration information.

VIEW 2025 MASTER CALENDAR -



• You can further filter down the calendar by selecting "Regular Club Events", "Associate Club Events",





|                 |  | Championships -                              |             |              |                  |
|-----------------|--|--|-------------|--------------|------------------|
| Full Schedule   | Championships Eligibility  | All Events                                   |             |              | Q 🏭 🖻            |
| Date            | Tournaments  | All Tournaments                              |             |              |                  |
| Jan 3           | Team Match - Saturday Registration   | All Seminars                                 | Leaderboard | $\heartsuit$ |                  |
| Jan 3           | Team Match - Thursday Registrat  | Associate Club Events<br>California Amateurs | Leaderboard | $\heartsuit$ |                  |
| Mar 24-26       | 26th NCGA Senior Four-Ball Char<br>Poppy Hills GC · Pebble Beach, C                          |  | Leaderboard | $\heartsuit$ | View leaderboard |
| Mar 31 - Apr 1  | 20th NCGA Women's Net Amateu<br>Poppy Hills GC · Pebble Beach, C                             |  | Leaderboard | $\heartsuit$ | View leaderboard |
| Apr 22 - Jul 26 | Team Match - Saturday  | Member Travel                                | Leaderboard | $\bigcirc$   | View leaderboard |
| Apr 22 - Aug 7  | Team Match - Thursday  | Mixed Team Series<br>Open Day (Women)        | Leaderboard | $\heartsuit$ | View leaderboard |
| Apr 24          | NCGA Four-Ball Qual - Corica Pa<br>PARK Corica Park - South · Alameda, C/                    |  | Leaderboard | $\heartsuit$ | View leaderboard |
| Apr 29-30       | PWGA Legacy Senior & Super Se<br>Madera G & CC · Madera, CA<br>Madera Municipal · Madera, CA | Regular Club Events<br>Senior Golf           | Leaderboard | $\heartsuit$ | View leaderboard |
| May 5-6         | 33rd NCGA Associate Club Four-<br>Poppy Hills GC · Pebble Beach, C                           |  | Leaderboard | $\heartsuit$ | View leaderboard |
| Apr 3           | Assoc Club Four-Ball Net Q<br>Paradise Valley · Fairfield,                                   | USGA Qualifying                              | Info        | $\heartsuit$ | View leaderboard |
| Apr 10          | Assoc Club Four-Ball Net Q   | Weekend Net Tour                             | Info        | 0            | View leaderboard |

GOI

|               | 1   | Associate Club Events | 5 -         |                       |
|---------------|---|-----------------------|-------------|-----------------------|
| Full Schedule | Championships Eligibility   |                       |             | Q Ⅲ- A                |
| Date To       | urnaments   |                       |             |                       |
| May 5-6 🧯     | 33rd NCGA Associate Club Four-Ba<br>Poppy Hills GC - Pebble Beach, CA                                   | ll Net L              | .eaderboard | 2 View leaderboard    |
| Apr 3         | Assoc Club Four-Ball Net Qua<br>Paradise Valley · Fairfield, C/   |                       | Info        | 2 View leaderboard    |
| Apr 10        | Assoc Club Four-Ball Net Qua<br>Coyote Creek GC - Valley · S  |                       | Info        | View leaderboard      |
| Apr 11        | Assoc Club Four-Ball Net Qua<br>De Laveaga · Santa Cruz, C/   |                       | Info        | View leaderboard      |
| Apr 16        | Assoc Club Four-Ball Net Qua<br>Boundary Oak GC · Walnut C  |                       | Info 🤇      | View leaderboard      |
| Apr 16        | Assoc Club Four-Ball Net Qua<br>Windsor GC · Windsor, CA  | I - Windsor           | Info 🤇      | View leaderboard      |
| Apr 17        | Assoc Club Four-Ball Net Qua<br>Ancil Hoffman GC · Carmicha   |                       | Info        | View leaderboard      |
| Aug 25-26     | 43rd NCGA Associate Club Champio<br>B & BH - Blackhorse · Seaside, CA<br>B & BH - Bayonet · Seaside, CA | onship ()             | Info        | ク 営 Register          |
| Jul 24        | NCGA Associate Club Qual - E<br>Del Monte GC · Monterey, C/   |                       | Info        | ) ≱ Register<br>\$855 |
| Jul 31        | NCGA Associate Club Qual - E<br>Baylands Golf Links · Palo Al   |                       | Info        | ) 営 Register          |

• Find the event that your members would like to compete in and click "Register". To find out more info on the event, you can click on the "Info" button. Then the system will confirm that you are a Club Admin by having you input your GHIN# and verify your info.

|                               | Tournaments Registration                                 |  |  |
|-------------------------------|--|--|--|
| Email address or Handicap Id: | NCGA Senior Four-Ball Net Qual - Metropolitan<br>TEAM #1 |  |  |
| Continue                      | Player #1: Select Clear                                  |  |  |
| Cancel                        | Player #2: Select Clear                                  |  |  |
|                               | TEAM #2  |  |  |
|                               | Player #1: Select Clear                                  |  |  |
|                               | Player #2: Select Clear                                  |  |  |
|                               | TEAM #3  |  |  |
|                               | Player #1: Select Clear                                  |  |  |
|                               | Player #2: Select Clear                                  |  |  |
|                               | Back Next Cancel   |  |  |



For some events, clubs are allowed to send up to 3 teams!

• The final page will have you input your payment information to confirm entry of your

team.

| Tournaments Reg           | istration                |                                  |  |
|---------------------------|--------------------------|----------------------------------|--|
| Click here to use Tou     | rnament Participant Nan  | ne.                              |  |
| Name on Credit<br>Card:   |                          |                                  |  |
| Address:                  |                          |                                  |  |
| Address(cont):            |                          |                                  |  |
| City:                     |                          |                                  |  |
| State:                    |                          | ~                                |  |
| Zip:                      |                          |                                  |  |
|                           |                          |                                  |  |
| Credit Card<br>Number:    |                          |                                  |  |
| Credit Card Id:           | •                        | (3 or 4 digits)                  |  |
| Expiration<br>Month/Year: | <b>**</b>                | mm/yy                            |  |
|                           | Save card for future     | euse                             |  |
| n order to complete r     | edistration the cardhold | er must, by law, be 13 or older. |  |



## New Additional Benefits to Grow Together:

- Free Fantasy Golf League
- Club Participation and Engagement Metrics



## Partnering for Participation

All new Fantasy Golf League

- Free Fantasy Golf League open to all members.
- Prizes for the top scorers in the league.
- The league runs throughout the year keeping members engaged



## Partnering for Participation

## New Additional Benefits:

- Club Engagement and Participation Metrics
  - Helps clubs see their engagement in the following areas:
    - Growth
    - Club Team Event Entries
    - Facility has hosted an NCGA event
    - Facility is a member benefit course
    - Club event held at Poppy Hills or Poppy Ridge
    - Percentage of Members that have Posted a Score
    - Tournament Official/Course Rater Participation



# Working Together:

- **G** Growth (Members)
- **P** Participation (Club Events; Other)
- **S** Satisfaction (Feedback helps us)

# Volunteer

# Invitation

P Poppy (Group Bookings)

# **V - Volunteer**





### BECOME A VOLUNTEER TOURNAMENT OFFICIAL WITH THE NCGA

Our incredible team of more than 300 volunteers make everything we do possible. We invite you to join us in our efforts and become eligible for fantastic benefits!

# V - Volunteer

- We would love to see all clubs have at least one Club member volunteer as a Course Rater or a Tournament Official.
- It is a great way for members to stay engaged in the game with a behind the scenes look!
- Go to <u>https://ncga.org/about/volunteer</u> to learn more and to register.

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   Invitation
   P Poppy (Group Bookings)

# I - Invitation

## **Opportunities to Include/Invite NCGA...**

- Invite the NCGA to host an NCGA Tournament or Rules Seminar at your facility
- To have your facility host a tournament or seminar please contact Bryce Leon at bleon@ncga.org

# Working Together:

(Members)

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- VVolunteer(Club Reps/TO/CR)IInvitation(Club Facility, Golfers)

Poppy

Most golf associations would love to have even one member-owned course available to their members. Our NCGA clubs and members are lucky enough to have three great courses available

- Poppy Hills
- Poppy Ridge
- The Ridge 9



We want to ensure that all our NCGA Clubs take advantage of this enormous benefit.

- Associate Clubs bring out your club to enjoy these outstanding courses at a great rate for one of your events.
- Regular Clubs come and join us during your facility's yearly aerification.



NCGA Club Member Benefit at Poppy Hills

At Poppy Hills, we pair legendary golf with fresh, contemporary cuisine and superior service to help you host a seamless and memorable golf event.

Our professional and dedicated Group Golf Ambassador can customize a package that's right for you.

<u>How to Book a Club Event</u> <u>https://poppyhillsgolf.ncga.org/group-outings</u> Contact Cassidy Young (831) 622-8239 or cyoung@ncga.org

## Partnering for Growth

### NCGA Member Benefits at Poppy Hills:

#### Non-member

Green Fees: **\$350** Cart Fees: **\$25 per rider** 

#### Non-member Twilight

Monday–Thursday: **\$100** Friday–Sunday: **\$120** Cart Fees: **\$25 per rider** 

### Member

Monday–Thursday: **\$95** Friday–Sunday: **\$125** Cart Fees: **\$25 per rider** 

#### Member Twilight

Monday–Thursday: **\$60** Friday–Sunday: **\$90** Cart Fees: **\$25 per rider** 



NCGA Club Member Benefit at Poppy Ridge

NCGA CLUB MEMBER BENEFIT

#### \*NCGA Club Bookings are one of the most valuable member benefits\*

#### Enjoy the Same Affordable Rates as Members do for Everyday Play

\$70 Green Fee Weekdays \$100 Green Fee Weekends \$25 Cart Fees (includes GPS on carts)

#### Single Point of Contact from Booking through Execution of the Event Experienced and Professional Staff Exceptional F&B Offerings 9-hole events available on The Ridge 9 (\$25 GF WD, \$35 GF WE)

#### HOW TO BOOK A CLUB EVENT

https://poppyridgegolf.ncga.org/host-an-event Contact Tiffani Lew, 925-456-8238 or <u>tlew@ncga.org</u>

## Partnering for Growth

### NCGA Member Benefits at Poppy Ridge:

#### Non-Member

Poppy Ridge 18-hole Course

Monday-Thursday: **\$150** Friday-Sunday: **\$175** Cart Fees: **\$25** per rider

#### Twilight

Monday-Thursday: **\$80** Friday-Sunday: **\$100** Cart Fees: **\$15** per rider



#### Member

Poppy Ridge 18-hole Course

Monday-Thursday: **\$70** Friday-Sunday: **\$100** Cart Fees: **\$25** per rider Seniors 60+ (M-TH only): **\$75** includes green fee & cart

Member Twilight

Monday-Thursday: **\$50** Friday-Sunday: **\$75** Cart Fees: **\$15** per rider

# **Poppy Ridge Renovation**



# It's a New Era

### **PROJECT OBJECTIVES**

#### Create the best 18-golf course

-Ability to host NCGA Championships

-Enjoyable for players of all skill levels

-Create a more walkable golf course

#### Support Player Development/Growth of the Game

-17,000 SF Putting Green

-6,000 SF Chipping Green with 2 bunkers

-New turf/irrigation on the driving range

-Shorter 9-hole standalone course

-Par 34

-1,900 to 2,800 yards

-Remove time and intimidation/barriers

-Options for those entering and exiting the game

#### Redesign features that help support ongoing excellent condition standards

-State of the Art Irrigation and Drainage System

-Santa Ana Bermuda Tees, Fairways, Surrounds

-Prestige Bentgrass Greens

-California Native Grasses

-Fairway and green topdressing and aerification programs

#### Keep green fees affordable and provide value to NCGA Members



## VISION

## **Ribbon Tees**



It's a New Era -Blend into the landscape and offer a wide variety of setup options Wide Fairways

-Allows players of all abilities to have fun, appropriate given the wind patterns, better players are forced to think about position off the tee

### Short Grass Around the Greens

-Players can use any club in the bag, harder for good players to determine which shot to play, easier for average golfers (can putt from off the green)

### Shorter Green to Tee Connections

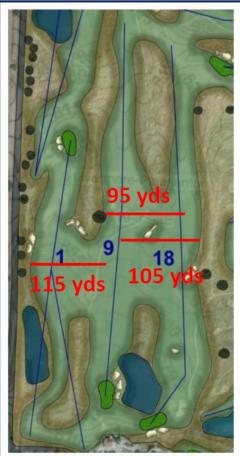
-Improves Pace of Play, Shorter Walk

### Variety of Playing Directions & Yardages

-Provides variety and takes you on a journey throughout the round -Use prevailing wind patterns to balance Par 3's, Par 4's, Par 5's

### PLAYABILITY ANALYSIS

#### Jay Blasi From July 2022



Strategically connecting fairways will give players much wider areas to play to without drastically changing turf quantities.





With these benefits, tools and most importantly you, our Club Reps, we know we can continue to grow this game we all love so much!





# **THANK YOU!**





# It's a New Era