May 24, 2005

United States Department of Justice
Civil Rights Division, Disability Rights Section
PO Box 1032
Merrifield, VA 22116-1032

To Whom It May Concern:

The National Golf Course Owners Association “NGCOA” www.ngcoa.org is a 501 c6 trade association. The NGCOA reaches 18,000 golf course owners and operators monthly through a monthly trade publication, Golf Business Magazine, and has more than 6,200 member courses. A primary function of the NGCOA is to provide tools to attract and retain more golfers to their respective facilities. Golfers with disabilities are customers at golf facilities. Effective accommodation, demand, economic burden/return on investment, safety, and risk management are among the factors that go into the business logic when developing any player development and retention programs.

The golf course market today is competitive. For close to a decade there has been an oversupply of golf courses and the number of rounds played has been relatively flat during this period (See http://www.ngf.org/cgi/whofiaqgrowth.asp). For more information refer to Golf 2020 at www.golf2020.com and the National Golf Foundation at www.ngf.org. Reasons given for the lack of increase in golf rounds include time compression for consumers (which has restricted their leisure time options), competition from other activities, and the changing demographics of our society. All these factors have caused a decline of customers per course, rate erosion (the cost that owners can charge to play the course has declined), and business instability for many golf facilities. Golf facilities are eager for more customers regardless of age or ability.

Invitation to Department of Justice

We hope our response generates as many questions as answers and that the Department of Justice “DOJ” will conduct further study on the issues before issuing final rules. The NGCOA supports the purpose of the National Alliance for Accessible Golf “Golf Alliance” www.accessgolf.com which is to facilitate the inclusion of persons with disabilities in the game of golf. We invite the DOJ to hold a forum on the golf questions within the ANPRM with the assistance of the Golf Alliance. Additionally, the 2006 National Golf Course Owners Association Solutions Summit and the Golf Industry Show www.golfindustryshow.com will be February 9-11 in New Orleans, Louisiana. Golf car manufacturers will be present along with a large number of golf facility owners and operators making for an excellent venue for a forum on these issues.

We submit this comment on the September 30, 2004 Advance Notice of Proposed Rulemaking “ANPRM” as proponents of making golf accessible to all.
Response to ANPRM Question 6: To what extent should golf courses be required to make accessible golf cars or single rider golf cars available to people with disabilities?

The NGCOA encourages the “DOJ” to:

- Define “accessible golf car”
- Determine under what circumstances, if any, golf courses should provide accessible golf cars, and
- Provide clear guidance to the public, owners and operators of golf courses, and manufacturers of accessible golf cars.

Furthermore within question 6, the DOJ uses different terms, which include:

1. On ANPRM page 58,774 in the second full paragraph of the left column, the phrase “specially designed or adapted golf cars” is used.

2. On ANPRM page 58,774 in the third full paragraph of the left column, the phrase “specialized golf cars” is used.

3. On ANPRM page 58,774 in the fourth full paragraph of the left column, the phrase “one-person cars” follows a slightly different description of “special golf car currently available is a one-seater…” is used.

4. On ANPRM page 58,774 in the actual question #6 in the left column, the phrase “accessible golf cars” is used.

5. On ANPRM page 58,774 in the actual question #6 in the left column, a different phrase, “one-person machines” is used.

6. On ANPRM page 58,774 in the actual question #6 in the middle column, the phrase “golf cars being manufactured that are readily adaptable” is used.

The NGCOA supports the Golf Alliance in recommending the DOJ narrow its choice of phrases to two: single rider golf car, and accessible golf car and other devices. Using consistent and defined terms will promote better understanding for golfers and golf course owners, allow for easier enforcement, and eliminate confusion. We do not offer a complete definition of these devices, but suggest that definitions for these include the characteristics below:

**Single Rider Golf Car:** a manufactured golf car with one seat, featuring hand controls, a swivel seat, adjustable seat height.
Accessible Golf Car and Other Devices: including, but not limited to, a manufactured golf car that features easy exit and entry, equipment within reach, hand controls and swivel seats. Golfers with disabilities utilize a variety of devices to play golf, including standard wheelchairs, sport wheelchairs with special tires, motorized standing wheelchairs and in several cases, specially adapted standard two person golf cars. Technological advances in the future will result in additional devices used on golf courses. For example, The Segway corporation (www.segway.com <http://www.segway.com>) has developed and is now marketing to golfers and golf facilities a new personal transporter called the Segway® Golf Transporter (GT) configured to give golfers an alternative way to navigate the course. It weighs 95 lbs., features extended-range batteries allowing for a range of 10-14 miles (more than enough to play two 18-hole rounds of golf), a golf bag carrier rack, and enhanced low-pressure pneumatic tires with PSI of between 15 and 20. It moves at a speed of two to three times that of normal walking speed.

It is anticipated that the future will bring even further mobility options for golfers of all abilities.

We believe that imposing a requirement that each of the over 16,000 golf courses in the United States purchase one or more devices of accessible transportation is premature for the following reasons:

1. The National Golf Car Manufacturers Association suggests that “the first issue is defining an ‘accessible’ golf car? The two seat golf cars manufactured by the overwhelming majority of golf car manufacturers and in use today on golf courses are designed and originally were intended as early as the 1940’s, to assist persons with walking disabilities to ride on the golf course and not have to walk 18 holes. These ‘traditional’ golf cars are accessible to all but a very few disabled persons and if manufactured by long established golf car manufacturers, comply with the safety design and performance standards set forth in ANSI/NGCMA Z130.1-2004 or its predecessors. Simply because the traditional golf car was sixty years ahead of its time does not mean it is no longer adequate for fulfilling the need for a personal assistive device for the predominant number of disabled golfers.” Therefore, the traditional golf car that has been evolving for sixty years fulfills the need for a personal assistive device for the predominant number of disabled golfers. ClubCorp, the largest operator of private courses in the US has had the following experience, “for 48 years we have provided standard two seat carts with ‘medical flags’ to golfers who have claimed a disability and needed better access to the teeing ground, fairways or greens. While some golf courses have limited the ‘medical flag’ use to qualified disabled golfers, others have provided them to individuals simply because they requested one for their two seat cart. No flag user has requested or required a single rider cart. We have permitted wheelchairs, having pneumatic tires, on our golf courses without any incident. We have provided drivers (caddies) in two seat carts to drive the disabled golfer through the golf course to their golf ball. The United States
Golf Association (USGA) has modified the ‘Rules of Golf’ to included ‘Rules for Golfers Requiring Wheelchairs’ in their golf rules to provide inclusion.”

Excluding the self-serving advocacy among the manufacturers of single rider golf cars there is no defendable data that demonstrates the demand for single rider or accessible golf cars at golf facilities in the United States.

2. Statistics from The National Center on Accessibility “NCA” appear to indicate that the maximum potential need for very specialized accessible transportation is relatively small, in comparison to the number of golf courses in the US. As an example, Project Gain “Golf: Accessible and Inclusive Networks”, a national inclusive golf program operating in five communities throughout the country (California, Utah, Illinois, Ohio, and Maryland), was created to determine best practices for persons with disabilities. Thirty-seven types of disabilities were documented among the program participants and only 10-15% of participants use or need accessible golf cars. Requiring golf facilities to provide a single rider golf car or a non-traditional golf car would not enhance accessibility for most people with disabilities who play golf.

Also, based on the analysis of the NCA, of the individuals who currently require a wheelchair or scooter for mobility, there is little demand beyond traditional golf cars.

3. Prior to the issuance of the ANPRM, the Golf Alliance Single Rider Car Task Force, “Task Force”, had started to survey single rider car manufacturers to identify golf courses that had acquired accessible golf cars from them. Single rider golf cars were commercially available as early as 1995. Through the NGCOA and the Golf Course Superintendents Association of America “GCSAA”, the Task Force conducted a survey to gather information on how single rider golf cars are used at golf facilities, best practices, and related issues for single-rider golf cars.

This information was gathered so the Alliance can develop communications tools and resources that will help owners and operators of golf courses provide outstanding customer service to golfers, ensure compliance with all accessibility requirements, and assist courses in possibly increasing revenue through the use of accessible golf cars.

The Task Force contacted all known manufacturers of single rider and accessible golf cars for names of golf courses that have purchased their products and then surveyed those golf facilities. Manufacturers identified 200 courses with single rider cars. The Task Force received 63 survey responses from 200 surveys distributed. The Task Force estimates fewer than 300 single rider golf cars have been sold to golf courses since they have been commercially available. It is interesting to note that at one time in the 1990’s the three major manufacturers of traditional golf cars had business relationships to promote single rider and accessible golf cars through their respective sales forces. Two of the three have severed these relationships primarily due to a lack of demand. The third company continues to have a business relationship
with a company that does not feel that “one size fits all” for persons with disabilities and notes that a minimal number of cars have been purchased.

The complete survey results are attached.

The argument has been made by the manufacturers of single rider and accessible golf cars and some advocates of this particular form of accommodation that once golf facilities purchase and promote these cars then disabled golfers will come play the game. The NGCOA clearly was interested in learning if this was the case and learning from any experiences golf course owners and operators have had with these cars. Another argument that has been made is that most of the cars in the market today were not purchased by owners and operators who sought to be proactive in reaching out to persons with disabilities and are therefore not effectively marketed, thus the lack of demand. Several statements can be drawn from the survey.

- A majority of cars was purchased to attract golfers with disabilities to the golf facility because it was good public relations or, in 10 cases, due to requests by a golfer. Most golf courses obtained single rider cars for market purposes or to gain new customers.
- Where single rider cars are found, they are used infrequently or not at all. The survey did not offer the option for course owners and operators to select no use in a year, however, in the comments a number of respondents wrote in that response.

Deep Cliff, an executive golf course in Cupertino, California has been cited by one organization as an example of a course that has purchased a single rider golf car and generated twice as much revenue from the accessible golf car than the purchase price. This is an anomaly as the course has no traditional golf cars and the single rider golf car is the only option other than walking for golfers.

In subsequent interviews with some multicourse operators who have a single rider golf car at one of their facilities or in an area where a single rider golf car can be shared among multiple golf courses their experience was that there was no demand over an entire year. American Golf is one specific example in Southern California. Kemper Golf, Troon Golf, Honours Golf, Marriott Golf, and the Robert Trent Jones Trail, among others, do not currently have single rider golf cars and have not had any demand from disabled golfers that they were not able to accommodate other than from an attorney and an advocate of a particular brand of single rider golf cars. ClubCorp, the largest owner of private golf facilities in the US, also does not own single rider golf cars. They noted, “We are a public accommodation and as such, during normal turf conditions, have never denied access to a qualified disabled golfer who has brought their own single rider cart or wheelchair the opportunity to play golf. They have had complete access to all portions of the golf course. We have found those individuals with wheelchairs or their own cart (as long as it is designed for golf
course use); prefer to use their own mobility device. Most qualified mobility impaired golfers would not leave their transportation units at home or in the car to use another that they have no or little experience in.” The Villages of Lake Sumter, a retirement community in Central Florida, is another example of where single riders were purchased to serve a community of retired persons and there has been very limited use.

4. We support the approach taken by the tennis industry, especially the United States Tennis Association “USTA” and the ski industry, especially the National Ski Areas Association “NSAA” which proactively promotes best practices for attracting persons with disabilities. Adaptive devices are not required in either industry. At tennis facilities tennis players with disabilities use their personal wheelchairs to play. At ski facilities skiers and snowboarders use their personal equipment and ski operators determine what equipment, if any is made available for rental. Staff is trained to insure that the appropriate fitting is done to avoid injury. We believe there is an analogy between tennis, ski and golf and contend that golf facilities should not be required to provide a particular form of adaptive device at their respective facilities.

5. **Safety Concerns.** In today’s litigious environment, golf course owners and operators must be vigilant about the safety of the goods and services they provide the public to ensure they have taken proper care and every reasonable measure to ensure the safety of their guests. The NGCOA has received evidence about the stability problems of some single rider cars. For this reason and others the NGCOA supports the position of the National Golf Car Manufacturers Association which states, “the referenced ANSI/NGCMA standards are the distillation of over 60 years of engineering refinement (and since 1979 of published consensus safety standards development) and derived from empirical data from use of the two seat golf cars for an extended period of years. It is submitted there is no reliable, demonstrated, empirical data available to determine whether single rider golf cars with swivel seats and other design differences from two passenger golf cars conforming with ANSI/NGCMA Z 130.1, (hereafter ‘traditional golf cars’), are safe for either their occupants or to justify the liability risk for the golf course owners and fleet car operators who may be required to furnish them.

One commenter states golf course single rider adaptive vehicles shall have a seat belt and a swiveling seat. This means the vehicle must also have roll over protection to help prevent the occupant from getting crushed, should the vehicle roll over. The addition of roll over protection, (‘ROPS’), will add cost and weight to the vehicle, as well as complexity since the roll over structure must be designed to avoid the swing of the club. The center of gravity of the vehicle will be raised, requiring the addition of more weight down low in the vehicle to act as a counterbalance. Further, nothing is said about sun protection, which would be required at approximately 90% of all golf courses. The sun protection would have to be mounted on the roll over protection, with further mechanical devices necessary to retract it for swing clearance. This will add even more weight to the vehicle and further affect the center of gravity. Raising the center of gravity gives rise to vertical stability questions which should be answered
and verified prior to allowing what otherwise is perceived as an unsafe vehicle on uneven terrain. Otherwise, golf course owners required to purchase these non-standard vehicles will be enhancing their risk liability potential to an unacceptable and perhaps uninsurable level.

Indeed, as cited in the ANPRM itself, 'Golf course operators have expressed concern in the past that the available one-person cars (i) tip over easily on steep terrain and (ii) are too heavy for green use. Producers of newer designs for one-person cars claim to have overcome these problems.' What published, objective and independent engineering data is available to support this claim? Is DOJ proposing to force a reckless risk on the golf course operator? Perhaps the Consumer Products Safety Commission (or the FDA) should be requested to investigate the proposal and proffered product before a fatal and final decision is rendered.

Accordingly, until and unless single rider so-called 'adaptive' golf cars are subjected to rigorous safety testing and are the subject of their own ANSI (or other recognized standards organization) sanctioned safety and performance standard, they should not be mandated by DOJ for either purchase or use on golf courses. The historical incidents involving golf cars resulting in serious injury and in some cases, death or permanent disability, should give pause to any mandate regarding newly designed 'adaptive' golf cars not conforming to ANSI/NGCMA Z 130.1-2004 or any other independently sanctioned safety performance standard.

ADA is about access; it is also about safety.”

The NGCOA believes that the safety of properly used single rider golf cars and accessible golf cars or other devices is imperative for users of those machines and golf courses in general.

The NGCOA recommends that the DOJ specify an ANSI standard, as recommended and developed by the National Golf Car Manufacturers Association, for golf cars, and encourages the DOJ to consider whether the elements of the current safety standard for golf cars are applicable for single rider golf cars and accessible golf cars or other devices and, if not, whether it could be revised to do so prior to the effective date of this final regulation.

7. The DOJ asked whether the "machines" on the market today are "stable, lightweight, and moderately priced". We believe that no one cares about how "lightweight" these machines are, but we do believe the pounds per square inch "PSI" applied per tire on these machines, to teebox surfaces, fairways, and greens, is very important. While some accessible golf car manufacturers claim there is no turf damage to putting greens and playing surfaces, this has not been verified by independent research to provide an objective PSI standard for persons with disabilities who use their own assistive devices (wheelchairs, crutches, personal cars, etc.), for manufacturers, and for course
owners and operators. We believe that an independent agency should conduct a PSI study to conclusively determine the effects of factors such as frequency of traffic, soil and moisture characteristics, and other agronomic issues that golf course facilities manage.

The NGCOA recommends the Department ask what are the PSI per tire that are applied when a single rider car, or accessible golf car or other device, is properly used, and whether that damages tee boxes, fairways, and greens. Furthermore, we recommend the DOJ commission research to provide golfers, owners and operators, and manufacturers with specific standards detailing supportable scientific or engineering criteria by which these vehicles may be measured to ensure they will not damage greens and other playing surfaces. Otherwise, confusion will continue in the marketplace, e.g., some narrow gauge wheelchair tires with high PSI’s do cause damage to greens and playing surface and some wider gauge wheelchair tires with low PSI’s don’t. According to sources, such as the United States Golf Association, the typical green costs $25,000 or more to build and approximately $10,000 or more per year to maintain. The condition of golf greens is arguably the primary marketing tool of any golf course. Owners and operators suffer economic consequences when they have damaged or diseased greens.

8. Economic burden/return on investment/cost

The cost of a golf car is made up of the acquisition cost, the cost of maintaining the vehicle, the disposition of the vehicle offset by the revenues generated by rental. The acquisition retail or list price is almost never the actual sale price in the competitive market for golf cars and single rider golf cars. Sale price is influenced by market forces, including the relationship between seller and buyer, availability of bulk discounts, regional availability, and ease of maintenance, personal experience with the product, incentives, and so forth.

The average acquisition cost of a standard two seat leased golf car is approximately one half the cost of a single rider golf car. Previously the Golf Alliance has provided a cost comparison chart to DOJ, which supports this statement. Golf cars, however, are generally acquired by lease, not purchase and provide a return on investment through frequent, if not daily use, from the payment of car fees from two golfers per car. Use of single rider golf cars is virtually non-existent and the golf car fee has to be the same as charged to all golfers, therefore yielding only one golf car fee per single rider golf car versus two golf car fees for a traditional golf car. Also, experience has not shown that golfers without disabilities will use single rider golf cars instead of traditional golf two seat cars.

To justify the cost of financing or leasing, golf courses factor in the anticipated and projected rental recovery of the golf cars in determining the number of cars to obtain and make available to their patrons. If an adaptive golf car receives little or no use it represents economic liability for the golf course owner and is an unfair, unreasonable, and unjustified economic burden to have to carry the adaptive golf car in the
owner’s inventory. If one or two single rider or accessible golf cars or devices vehicles are required this will divert funds from more pressing capital improvements or repairs.

The question was asked as to whether existing golf cars were manufactured so that they are readily adaptable with hand controls and swivel seats.

The NGCOA is not aware of any company that is currently retrofitting existing or traditional golf cars with hand controls or swivel seats. Private users have on occasion retrofitted their personal golf cars to accommodate their disability. Anecdotally, we have heard from entrepreneurs and some manufacturers that if there is demand then hand control “kits” will be developed, similar to the products that have been developed in the car rental business, to meet that demand.

The question was asked whether single rider cars or accessible golf cars can be maintained with the same tools and techniques that are used to maintain golf cars.

Golf courses in general do not stock parts for traditional golf cars and in many cases are serviced as part of the lease by the car distributor or factory direct representative. Golf courses would have to train existing staff to repair single rider golf cars and maintain an inventory of parts as the single rider golf car manufacturers in general do not have the distribution of staff to service individual course accounts. This would result in extra cost to the course.

The question was asked about the obligation of a golf facility to provide single rider golf cars or accessible golf cars with walk-up availability.

Providing that there is a requirement to provide such cars, the NGCOA believes golf courses should be allowed a reasonable notice period from a reservation in order to make available a single rider or accessible golf car. We believe golfers with disabilities don’t care whether the golf course owns, leases, or borrows the single rider car, or accessible golf car, just so long as it is at the course prior to the tee time. From a golf course perspective, advance notice helps golf courses better plan resources. It also would permit a golf course to obtain a single rider golf car or accessible golf car through pooling efforts, or sharing, with other nearby facilities. We believe successful pooling of cars is occurring in a number of areas of the country (Southern California, Chicago, Central Florida, Indianapolis, Las Vegas, etc.) and the DOJ should study their experiences to serve as a model for a phased implementation over a number of years.

It is questionable if there is sufficient manufacturing capability to go from less than 300 golf cars that have been sold over the last decade to courses to 16,000 (at a minimum) golf cars in a short period of time, if all golf courses were required to acquire one or two golf cars. Therefore, the NGCOA recommends the DOJ further study this issue, and consider how it would be applied in both Title II and Title III settings.

Response to ANPRM Question 44: An exception to the accessible route requirement on a golf course permits a golf course to use a golf car passage to assure access, avoiding a
flat and stable path through the golf course. The DOJ seeks information about the application of this requirement to existing golf courses.

Section 206.2.15 states that

“At least one accessible route shall connect accessible elements and spaces within the boundary of the golf course. In addition, accessible routes serving golf car rental areas, bag drop areas, course weather shelters complying with 238.2.3, course toilet rooms, and practice putting greens, practice teeing grounds, and teeing stations at driving ranges complying with 238.3 shall comply with Chapter 4 except as modified by 1006.2 Exception: Golf car passages complying with 1006.3 shall be permitted to be used for all or part of accessible routes required by 206.2.15.”

We feel that this causes no hardship or undue burden on the golf course in providing access to the various elements where it is achievable and safety is not compromised.

**Response to ANPRM Question 46:** What data source is recommended to DOJ for estimating the number of recreation facilities and sites in the various ADAAG requirements (golf courses)?

*Regarding golf courses, the Golf Alliance recommends* that the National Golf Foundation is the best source for estimating the number of golf courses www.ngf.org. Another source for this question is Golf 20/20 www.golf2020.com.

**Response to ANPRM Question 47:** What data source is recommended to DOJ for estimating the cost of making existing golf facilities comply with the ADA design guidelines?

The NGCOA recommends the Golf Course Builders Association of America “GCBAA”, American Society of Golf Course Architects “ASGCA”, and the Golf Alliance, the American Society of Landscape Architects, the Society of Golf Course Appraisers, and the Urban Land Institute.

The NGCOA recommends a series of case studies be conducted by the DOJ. The case studies could consider different regions, differently aged golf courses, and different techniques for modification.

Factors such as the variable costs of labor due to collective bargaining agreements, regional labor and material cost differences, seasonal labor and material differences, methods of renovation, access to water, permitting regulations, type of course, quality expectation for the course conditions, and original condition of the golf course being renovated, indicate differences in cost.

**Conclusion**
Effective accommodation, demand, economic burden/return on investment, safety, and risk management are among the factors that go into the business logic when developing any player development and retention programs. Inherent fairness and the desire, if not the requirement, to facilitate the inclusion of people with disabilities in the game of golf are other issues for consideration. We believe there are significant questions in all of these issues and most specifically those involving personal safety for persons with disabilities, legal liability, types of appropriate accommodation that require further study and analysis before the DOJ issues final rules. We look forward to providing input and assistance throughout the process.

Sincerely,

Mike Tinkey  
Deputy Executive Director  
NGCOA

American Golf  
ClubCorp  
Honours Golf  
Kemper Golf  
Robert Trent Jones Trail  
Troon Golf  
Brown McCarroll, L.L.P.
2004 Single-Rider Golf Car Survey Results

68 surveys were returned out of 200 mailed.

1. How many single-rider golf cars does your facility own or lease?
   - 1 [50]
   - 2 [8]
   - 3 [3]
   - 4 [4]
   - 5 [0]
   - Other [2]

2. When did you obtain the single-rider car(s)?
   - Within the last 6 months [1]
   - Within the last 12 months [1]
   - More than 12 months ago [66]

3. Do you plan to obtain additional single-rider golf cars? Please explain:
   - Yes [10]
   - No [57]

4. For what reason did you obtain the single-rider car(s)? Please check all that apply:
   - To attract golfers with disabilities to the golf facility [36]
   - As part of an overall risk management program [21]
   - It was requested by a golfer [13]
   - Required as a result of a legal action or settlement against the facility [5]
   - Advised to do so by legal counsel or consultant [9]
   - Good public relations [46]
   - Other [16]

5. What factors determined which single-rider golf car was purchased or leased? Please check all that apply.
   - Price [15]
   - Golfer recommendation [13]
   - Features (controls, functionality, tire PSI, etc.) [33]
   - Service and support from distributor or manufacturer [22]
   - Other [19]

6. How often is the single-rider golf car(s) used?
   - Daily [9]
   - Once per week [7]
   - Once per month [8]
   - Several times per month [4]
   - Several times per year [31]
7. Has demand for single-rider cars ever been greater than the supply at your facility? Please explain.

☐ Yes  [ 9 ]
☐ No  [ 59 ]

8. To whom is the single-rider car available for use?

☐ Anyone who requests it  [ 14 ]
☐ Only persons with disabilities or mobility impairments  [ 49 ]
☐ Other  [ 5 ]

9. Do you rent the single-rider car to single players when it is not in use by a person with a mobility impairment or disability?

☐ Yes  [ 4 ]  ☐ No  [ 64 ]

10. Is the single-rider golf car available on a walk-up basis? If not, please briefly explain your policy for reserving the car.

☐ Yes  [ 52 ]
☐ No  [ 15 ]

11. How do you make it known that your facility has a single-rider golf car(s)?

☐ Course Web site  [ 18 ]
☐ Course newsletter  [ 13 ]
☐ Through the Pro Shop staff  [ 47 ]
☐ Information at bag drop off location  [ 3 ]
☐ Information on scorecard  [ 1 ]
☐ Signage  [ 7 ]
☐ Through the tee time reservation system  [ 12 ]
☐ Other  [ 17 ]

12. Do you provide orientation on the features of the single-rider car for those who use it? If yes, please briefly explain what is covered in the orientation and how much time is spent on orientation.

☐ Yes  [ 49 ]
☐ No  [ 17 ]

13. Please tell us about the cart fee structure at your facility:

[ 43 ] Responded that cars rent for same price.
[ 3 ] Responded that cars rent for more than a regular car.
[ 7 ] Responded single rider car rental is free.
14. What impact has the use of single-rider cars had on the pace of play?

- No impact [45]
- Pace is faster [1]
- Pace is slower [3]
- Varies by player [15]

15. Has any damage to the course occurred as a result of use of a single-rider car? Please explain briefly.

- Yes [5]
- No [62]

16. Are there any areas of the course from which single-rider car traffic is restricted? Please explain briefly.

- Yes [26]
- No [41]

17. Would you like to receive information on ways to utilize single-rider cars to increase revenue at your facility?

- Yes [35]
- No [31]
Written responses to NAAG Single Rider Golf Car Survey

Question 1: Written responses
- Other- 6 cars
- Other- 6 cars

Question 2: Written responses
- 10 years or more

Question 3: Written responses
- The SRC purchased two years ago has never been used.
- Used only a handful of times a yr.
- So far, not necessary. We will if needed.
- At this point we have 1 extra cart to use if needed.
- If the demand increases we will purchase additional vehicles.
- Usage does not warrant any additional carts.
- The demand has been minimal since the carts purchase (once or twice over the last 4 yrs).
- We have had many occasions over the years where players had their own vehicles, which we allow.
- More than one is not needed for this facility.
- Not at this time.
- Our current supply meets our current demand.
- No - more than one not needed for this facility.
- No - not a huge demand.
- No - demand for it is short.
- No - very limited usage.
- Yes - If demand is there.
- Yes - if the need arises.
- No - one cart meets our needs for now.
- No - the cart is seldom used.
- No - no demand at this time.
- No - two is appropriate for the amount of use.
- No - we feel one is sufficient for our demand.
- No - it has never been used.
- No - no need.
- Yes, we have 92 physically challenged people every Monday night in a golf league. The league is 25 years old.
- No, not right now.
- No - not utilized.
- No - not used very often.
- Yes - when budget permits.
- No - not utilized.
- No - not used very often.
- No - units do not hold charge.
- No - not being used enough.
- No - not requested at this time.
- No - do not have the demand.
- No - currently no pending future demand.
- If needed.
- No - we have enough to satisfy need.
- No - minimal use of one we currently have.
- Yes - if the need is there.
- No - have enough.
- No - one we have gets very little use.
- No - not needed at this time.
- No - one handles our needs.
- No – very little use
• No – not presently, due to very little use
• No – they are not used often enough to justify investment
• Yes – if program becomes more popular

Question 4: Written responses

• Other - it was requested by landlord, acting upon a golfer's request.
• Other - it is the right thing to do.
• Other - new members w/disability.
• Other - we have a strong golfers w/disability program for which we needed the carts.
• Other - the right thing to do, to meet everyone's needs.
• Other - older clientele, lots of joint replacements.
• Other - make the course accessible.
• Other - we work closely with Marian Joy Rehab Facility.
• Other - cart was donated.
• Other - ADA requirements.
• Other - to serve disabled golfers.
• Other - Golf 4 Fun Program.
• Numbers of physically challenged golfers.

Question 5: Written responses

• Other - ClubCar was the only viable car on the market two years ago.
• Other - national account w/cart manufact.
• Other - car is made locally - we were offered a good deal.
• Other - cart was donated.
• Other - durability.
• Other -- national contract.
• Other - upper management decision.
• Other - national account.
• Other - availability.
• Other - City of San Clemente bought it!
• Other – safety, dependability

Question 6: Written responses

• Never
• Never N/A - never in 2yrs of ownership.
• Not once in 2004.
• Has not been requested by players.
• 0 in the past 13mon.
• Never used
• Not once.
• One time only in 9 yrs.
• Never
• Once or twice per year
• Only used twice that we can remember
Question 7: Written responses

- We had no requests for the cart in 2004.
- We are a private facility, so outside play is limited.
- We only have 2 golfers that make use of the cart & they play at different times of the day and week.
- It could increase as our programs continue to get more participation.
- Not on all occasions, but quite often.
- Have never had to use all (6) at once.
- But we are a university golf course and the constituency changes annually.
- Only on the days we host an EAGA event.
- Occasionally - not too often.
- No - we have not had a lot of input.
- No - it is rarely used.
- No - to date, no one has used.
- No - only used several times a year.
- No - regular carts help out.
- No - very little demand.
- No - short course.
- Yes - one day we had 2 requests.
- Yes - players reserve the cart and at times it is not available.
- Yes - for an outing.
- No - never been asked for!
- No - only 1 person uses it
- Yes – we have 92 physically challenged golfers every Monday night
- Yes – when two disabled golfers would like to play together

Question 8: Written responses

- At this time, anyone who requests it due to lack of use.
- Pro Shop staff uses it occasionally to keep batteries fresh.
- Anyone who requests it
- Only person w/disabilities
- Anyone who requests it
- Only persons w/disabilities or mobility impairments.
- Must complete use training

Question 9: Written responses

- We want to make sure they are available for golfers w/disabilities.
Question 10: Written responses

- At the course where it is located, we would make it available upon 72hrs notice at other courses in the area.
- 1st come, 1st served unless reserved.
- We require 24hr reservation to ensure cart is fully charged.
- They are reserved for specific members.
- Usually available, golfer can call & request when reserving a tee time.
- It is not used, and would require staff to ensure battery is changed often.
- 24hr notice - allows charging & weather conditions.
- We request 24hrs notice to make sure it is in good working condition.
- We ask that it be reserved when making a tee time.
- 24hr advance registration required.
- They must call 1 week before, the cart is not on property.
- We use it when requested by a golfer with a disability.
- No - requested in advance.
- No - call first for availability.
- No - 24hr adv reserv required.
- Yes - car can be reserved.
- Yes - or they can call ahead.
- Yes - first come first serve.
- Yes - you can call and have it held for you.
- No - We have gas carts. So when he needs it, he calls to make sure it is charged.
- Yes – we also have a trailer available to transport to other courses

Question 11: Written responses

- Other - we have the car visible each day in the staging area.
- Other - thru the City of Boulder EXPAND program.
- Other - the car is displayed in the stadium area on a daily basis.
- Other - most information given directly to players involved in our various programs for golfers w/disabilities.
- Other - local golf magazine.
- Other - university ADA accessibility site.
- Other - none of the above -- maybe this answers Question #3!! I will make suggestions to get the word out.
- Other - cart sets in front of Pro Shop.
- Other - it is not.
- Other - upon request.
- Other - Golf 4 Fun Program.
- Other - must be asked for.
- Other – basically upon request
Question 12: Written responses

- Explain operation of forward & reverse & brakes, 2min.
- We have designated staff that provide operating overview & safety information.
- Brief operational orientation.
- 5 min briefing on acceleration & stopping, seat adjusting, and caution on hilly slopes.
- Proper use (acceleration, braking system, etc.), and cart restrictions, 9-10min.
- Starter will go over all of the functions etc. until player is comfortable with the operation of the cart.
- We give hands on instructions through all of our programs.
- Free orientation, lesson, and practice; one hour more practice if needed and it will be.
- Unsure due to golf shop coordinates rental.
  It has never been asked for.
- Demonstrate and train for proper operation, Make sure the operator can operate.
- Pro shop personnel go over it.
- Operating procedures & concerns, Anywhere from 15 mins to 1 hr.
- Laminated placard provides brief 'how to', as well as course specific rules as to where it can't go for safety reasons. How to start/stop - avoid steep inclines - practice around clubhouse.
- Basic location of controls and features.
- Personal explanation of the car controls, a map showing areas of the course that are off limits (steep bunker faces, severe slopes, water hazards, etc).
- Safe use in the operation of the vehicle, familiarization of hand controls, areas of course to avoid, test driving - all total around 10-15 min.
- 5 min - how to operate given by the asst golf pro.
- Controls for forward/reverse, brakes and general safety instruction.
- Cart barn staff shows person how to operate.
- Normal operating procedures/safety issues.
- Basic operation & demonstration, 10 min.
- Yes - general use/misuse, 10min.
- Yes - video produced by manufactor.
- Yes - operation of cart, 5min.
- Yes - 5min during demonst.
- Yes - how to operate, 5min.
- Yes - general operation,safety,controls.
- Yes - if needed.
- Yes - just a quick review.
- Yes - brief overview.
- Yes - operation of vehicle.
- Yes - the pro shop staff gives a 20-30 min course.
- Yes - 5 min on what each handle does, switch does, emergency button does, and drive in parking lot prior to release. Yes - explanation of how cart operates and explanation of safe driving.
- Basic operation features, areas you can take cart.
- No - it's never been rented out.
- Seat rotation features, steering, braking and how to hit golf shots from vehicle. Operation on greens.
- Yes - We developed an extensive training program
- Yes – how to operate, given by starter
- Yes – a few minutes – depends on individual

Question 13: Written responses

- No charge for cart.
- N/A Included w/round.
- No charge during weekly golf league
Question 14: Written responses

- Allows all members access to the golf course.
- Golfer using these carts are very conscious about their pace of play, more so than everyday players.
- No problems when general golf etiquette is followed (let faster groups pass).
- We are primarily a walking course.
- Our primary user is a fast player that tries to spend minimal time on the greens.
- Not by use of cart, more so by player and the ability to play faster.
- No impact - not used enough.
- Most of the regular golfers "don't like" him on the course.
- It's never been out on the course!
- I have a pastor who plays very quickly and paid half of cart purchase. Others use cart.
- Not applicable – very little use

Question 15: Written responses

- We do not allow the cart on the greens if we have unusually wet conditions.
- Our members call GCM on days when usage may be questionable; too wet, too dry, ice/snow.
- Some greens turf "scuffing" with sharp turns.
- Cart generally does not go out in bad weather (rain, etc.) when damage would occur.
- Small course (80 total acres) walk paths.
- Golfers are very knowledgeable about use - we do not allow them if weather conditions are unfavorable.
- Even after rain on soft greens - we found no damage.
- The single-rider has in the past been very courteous of the course and conditions.
- Tire tracks on greens & in bunkers, complaints from other golfers.
- No major damage.
- Tires can work the greens a little.
- No, generally good; do not use under weather conditions because of safety considerations.
- Simple machine w/slick tires -- safe anywhere.
- No - again, used very little.
- No - no issues so far.
- No - not used enough.
- Yes - hit a car in parking lot.
- No - not even on the greens.
- No - limited use.
- No - players are very conscientious.
- It's never been out on the course!
- Only what you would expect when a cart drives on the greens, tees, and wet spots on the fairway.
- No – not in 25 years. Players are careful and respectful
- No – I (course superintendnet) played with our regular user and found the cart to be very well designed for impacting turf quality
Question 16: Written responses

- No- no restrictions.
- Cannot be driven between green and bunker.
- Single rider go out when cart's are off path.
- Severe embankments, bunkers, etc.
- Common sense areas.
- Near Bunkers, Trees, Greens.
- Only in unusual conditions where the cart will do significant damage.
- They travel anyplace a regular cart can go - we do have steep slopes that limit all cart travel.
- All carts and players are restricted from our ecologically sensitive areas.
- Bunkers, hard to get in and out of, constructed in 1970's.
- Steep areas for safety concerns.
- They may go on greens if it is not too wet. But no more than other cart restrictions - i.e. wet areas. Otherwise they can go wherever you would walk.
- Steep slopes, water hazards, native grasses.
- We ask that the player avoid certain areas of the course for their safety as well as others. We have a master plan in place to remodel the course done by a golf course architect. Course accessibility for the disabled was one of our objectives.
- Course is dedicated to the disabled.
- We have 2 holes that have severe elevation changes.
- Not allowed on greens & tees or in bunkers.
- Some bunkers are not safe to enter or exit.
- Only during extreme wet conditions.
- The lake - depends on playablity of course conditions.
- Yes - some green surround.
- Yes - bunkers.
- Yes - Sandtraps.
- No - not used.
- Yes - steep hills.
- No - wet, soft areas.
- Yes - steep lake edges and bunker faces.
- It depends on the weather.
- Yes – steep grades on one of our regulation nines (we have 27 regular holes and 9 executive)
- No – not necessarily restricted, we advise not to enter certain areas.
- Yes – only areas where the cart could get stuck—swampy areas
- No – however advise to use caution on slopes

Question 17: Written responses

- Are you kidding? You should visit us. We have conducted symposium on physically challenged golf on a national level

Additional Written Responses:

- With our location we don't get much call for the use of the cart we have - maybe it goes out 2 or 3 times per year.
- The course was pressured into buying this by some lawyers!
- We have held tournaments for 25 years with folks coming from many states and Canada.