

On the Grow

Volume 23 No. 3

June 2013



Will
2013
be the
year of
Weeds?

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For more information regarding articles and advertising
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June Presidents Message

Mike Meiers, IPLCA President



Hello to all. The season is under way, and it seems spring has finally sprung. I'm sure all of you are scrambling to get lawns done in hopes to catch up from a somewhat delayed start. In reference to Chris Jensen's article in the last newsletter, the "nuts" are calling.

I hope their lawns are looking great!

I would like to talk in this issue about some relatively easy and cheap applications on trees and shrubs. Most of you who have chemical programs most likely have a 'perimeter pest control' spray as an ad-on. For those who do not, a PPC spray is a broad-spectrum insecticide, like bifenthrin or other pyrethroid, sprayed around the foundation of homes and buildings. Depending in the equipment used for these applications, tree and shrub sprays may be as simple as purchasing a gun with the correct nozzle.

Starting with the equipment, some companies use electric pumps like a Delavan or HiPro, and others use a diaphragm-style pump driven by a gas motor. The latter is a better choice for most tree applications, but both will work for small scale spraying. I use a diaphragm pump supplying pressure to a TeeJet GUNJET, and work between 200 and 400 psi. The tip used is a DX14, which at 200 psi and 12 gpm will shoot a 48' tall tree.

If using an electric pump, I would suggest a Green Garde JD9-C spray gun. These guns are rated for a very high pressure, but I have found that at a lower pressure they still have good adjustability and work for most shorter ornamental-type trees and shrubs. The drawback to using this gun, or any gun for that matter under low pressure is penetration. In June/July when most insecticide spraying is done, trees are completely leafed-out and penetration may be an issue.

As far as chemicals go, start out with a broad-spectrum insecticide like the one mentioned earlier for the perimeter pest spray. Insecticide is easy to spray, easy to handle, and relatively inexpensive. Insect problems are easy to diagnose, and once you have a customer with an insect issue it is easy to say, "Yes, I can take care of that for you." The top two insect problems in Iowa,

in my opinion, are bag worms and Japanese beetles. Bifenthrin is labeled for both of these insects and many others. Remember though that spraying Japanese beetles is only a knockdown treatment – multiple sprays may be required.

As experience is gained with tree and shrub applications, it will become easier to diagnose and treat any issues that arise. I would encourage anyone who is getting into, or thinking about getting into the tree business to get educated about trees. The annual turf conference almost always has seminars about tree care. The International Society of Arboriculture would also be a great organization to get into. The ISA hosts many events throughout the year and throughout the Midwest. Their website is: www.isa-arbor.com

If you have any questions about anything in this article, or other general tree questions, feel free to email me or call anytime. If you do decide to start spraying, always remember that the LABEL IS THE LAW. Whatever product(s) you decide to use, read the label in its entirety before you open the container.

Mike Meiers
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IPLCA Dues Renewals have been sent!
Please return your dues no later than
Septmeber 30 to avoid a membership
lapse.

For any questions please contact Sarah at
sarah@iowaturfgrass.org or 515-635-0306

Teens in the Workforce: Know the Laws

Jeff Wendel, CGCS, Iowa Turfgrass Institute

The Department of Labor monitors child labor and enforces federal Labor laws. It is your responsibility to know the law, ignorance will not protect you from fines or judgments.

The US Department of Labor website has extensive information on employing workers less than 18 years of age, visit www.dol.gov/dol/topic/youthlabor/index.htm

State and Federal Laws

Every state has laws specifically dealing with child labor issues. When federal and state standards are different, the rules that provide the most protection to youth workers will apply. Employers must comply with both federal law and applicable state laws. You can view Iowa laws at: <http://www.iowaworkforce.org/labor/childlabor.htm>

Effective February 15, 2012, there was a change in the Iowa Child Labor regulations. Under certain circumstances, youth aged 16 and 17 will be allowed to drive golf carts even if the golf course spans a public road. To view the new language of the administrative rule, <http://www.iowaworkforce.org/labor/childlabor9758B.pdf>

A few other highlights of the laws and regulations:

- Employers may require a Certificate of Age for youth who are 16 and older. Having a valid Certificate of Age on file for each of your 16 or 17 year old employees protects both the employer and employee.
- Teens must be 17 to drive on the job and must have license and no moving violations
- 17 year old drivers cannot drive vehicle more than 6000 lbs and cannot tow other vehicles
- Driving cannot include route or urgent deliveries
- Minors cannot operate power-driven circular saws, band saws, guillotine shears, chain saws, reciprocating saws, wood chippers, and abrasive cutting discs.
- Minors cannot work in roofing operations and all work on or about a roof.
- Minors cannot work in excavation operations.

Additional information regarding Child Labor Law may be found at:

The Division of Labor Services web site: www.iowaworkforce.org/labor/childlabor.htm

Federal Child Labor Law: <http://youthrules.dol.gov/> and OSHA: <http://www.osha.gov/youngworkers/employers.html>

You may also find the Iowa Workforce guide to hiring teens helpful, visit: <http://www.iowaworkforce.org/labor/iowateens.pdf>



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Jeff Kjolhede: 515-201-4718
Central Iowa

Lawn Care Estimation

Dave Hardy, Spray Away

Hello, I'd like to introduce myself. My name is Dave Hardy and I live in Independence. I own Spray Away and we offer a variety of lawn and tree applications. I wanted to write an article today about lawn estimating. I find that estimating can be quite a hassle. It seems that in order to gain customers you must provide instant service. This requires you to have to take time away from your busy application schedule, and spend the labor and fuel expenses to go and measure a yard and hope that you get the bid.

I recently was shown a great time saving tip that has really helped me save money and increase sales. Every county has an Assessor Office website. These websites are very useful. Each county's website is different so you will have to spend time learning yours, but every website that I have used has some sort of address search. Once the address is found you can click on maps, and you will have options such as choosing real aerial photos, in which you can instantly view the customer's property and any obstacles they might have. You will also be able to measure the yard within seconds. I often do this while I am talking with the customer on the phone.

Perhaps you find yourself talking with a new customer on the phone and you cannot clearly hear their name. You hate to ask them to repeat it, or they have a name in which a dummy like me would never be able to spell correctly. Well back in the day I used to run over to the phone book and check for the customer's name. As you know land line phones are becoming obsolete and so is the phone book. I have found that using the assessors' website is also handy in identifying the property owners name and the correct spelling of their name.

A couple of tips I have learned using the websites: #1: Searching for an address can be a little tricky. One helpful hint I found in finding addresses in the data base is being very vague. For example if the address is 901 Aspen Road SE just type 901 or 901 A in the search and it will give you a list that contains those numbers and letters. #2: The assessors do not include the "right of way" when showing the customers perimeter, so be sure to include that when measuring.

Using this tool has been a great and free resource for me and I hope you will find it useful too. It surely doesn't take the place of going and meeting with your customers and personally evaluating a yard. But we live in a world where people want instant service, and using this tool might give you an edge.



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Is Your QCS Taking Root?

Dr. Bill Withers, Wartburg College

Dr. Bill Withers spoke at the 2013 Iowa Turfgrass Conference and Trade Show this past January. He is the assistant director of the Leadership Institute at Wartburg College and a full professor of communications there in Waverly, Iowa, where he specializes in the areas of public relations and customer service.

There are two things I'm pretty passionate about, as you can see in the photos submitted for this article. I love my yard, and as the U.S. Postal Service motto states, "Neither snow nor rain nor heat nor gloom of night" stop me from getting out there each week. I'm also a huge baseball fan, volunteering each summer as a "Diamond Dad" for the Waverly Shell-Rock High School baseball team in the area of field prep and maintenance on game days. Both passions allow me to be outdoors, doing what many of you are equally passionate about. So, when I was asked to lead workshops in the area of customer service this past January for many of you attending the conference in Des Moines, I jumped at the chance.

For those who may not have been able to attend, or have already been distracted by the "call of the landscape," I spent time differentiating between customer service, and something I referred to then as "QCS," *Quality Customer Service*. QCS is the value proposition or value-add, of exceeding



Dr. Withers passion for his yard prevails rain or shine

our customers' expectations. We looked at some of the best-practices of four-star and five-star service providers that day, and we connected that all to what YOU do in your profession, serving both internal and external stakeholders ("customers") as part of your work and service.

The key, of course, is doing your best to find out what your stakeholders expect from you, AND THEN determining how to exceed those expectations. So, given this is the June edition of *On the Grow*, and it's been nearly six months, I'm curious; for those of you who attended...

...has QCS taken root?

I know one organization that not only wanted to "seed" these ideas more permanently across their work culture after our session, but also better sustain and "grow" their internal and external relationships to new levels.

Shortly after I spoke in Des Moines, I was asked if I would consider leading a staff workshop for the Des Moines Golf and Country Club (DGCC) in West Des



The 'Diamond Dads' helping out at the baseball fields for the Waverly Shell-Rock High School Baseball team.

Moines. According to Jim Cutter, the club's GM/COO, Rick Tegtmeier, CGCS, course superintendent, was in the audience the day I spoke at the turfgrass conference, and he knew the principles we "workshopped" that day were in near perfect alignment with the team he worked with daily at the course. What I didn't fully understand was how customer-centric the staff at DGCC actually was until arriving there just prior to the course opening in April.

DGCC's mission statement, something they are appropriately proud of, clearly states they are, *"A progressive golf and country club committed to continuous improvement; we will provide exceptional quality service and facilities to our members families and guests."*

Who would not want to help QCS grow deeper roots at a place like that?! And they truly do live their mission.

As I shared with many of you that day in our workshop in Des Moines, anyone can do basic customer service, which is why a good portion of it is so terribly bad. But to *EXCEED* expectations, or as the country club states, *"provide exceptional quality service,"* or QCS, as I refer to it, requires an insatiable appetite to not only learn from those who do it so well, but also to truly make it part of your mission, vision, and values, as the.

So, how does QCS 'take root' deeper, to ultimately lead to a healthier organization, regardless of your size? Let's review a few of the points from that wintery January day in Des Moines.

1. The "four-star/five-star" organizations I've researched and served over the years put THEIR internal people first developmentally, long before they put them in front of customers. Knowing that you have both internal and external stakeholders to your organization, training, empowering, and enabling your customer-facing team is critical. Then, of course, that needs to be modeled at all levels, top-down. So, with respect to author Jim Collins' mantra, *"right people, right seats,"* do you have your very best QCS people at "front-of-house?"
2. Top QCS providers hire for attitude, or "Emotional Intelligence," as I refer to it. They know they can train for the rest. Here in my state we often refer to

that trait as *"Iowa nice."* And, it's harder and harder to come by, sadly... The degree, or "pedigree," isn't as important to QCS these days as a "high EQ."

3. Related to #1 above, *"You are what you do, not what you say you do."* If you don't make a long-term, deeply imbedded ("rooted") commitment to constant and continuous improvement, you will likely fail. I will have made my eighth trip to a regional vacation resort by the time you read this, and each and EVERY year, "QCS Training," especially for seasonal staff, is simply a routine part of their HR orientation, just like a "fire-drill" you would practice. It's the old, "walk the talk" thing... But, it must be a part of your overall culture and everyday practice. What training are you providing in the area of QCS now, and to what level is your team enabled and empowered to serve without worry of doing something wrong?
4. Make sure you and your teams are bringing some passion and 'urgency' to the customer experience. I can't overstate the value of eye-contact, a firm hand shake, and an infectious smile – yes, all "soft skills." And when you pledge to 'get back' to a customer, do so quickly. Today's social media and instant-messaging, *"get right back to you"* now means an hour or less....

We covered much more in our time together this past winter, but you get the idea. For Quality Customer Service to truly grow as part of your overall organizational health, like any yard, field, garden, or landscape, it must be seeded and allowed to "take root" over time – cared-for routinely. You know the rest already, because such caring enhances the "service landscape's" appearance and contributes to its environmental benefits, much like any healthy yard might.



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A Spring Walk Across Iowa Lawns: Expect More Weeds

Dave Minner, PhD, Iowa State University

The drought of 2012 thinned grass on many non-irrigated athletic fields and this is now “coming home to roost” as we are seeing increased weed invasion that started last fall and will continue through the spring and summer of 2013. Spring has finally sprung but not without a late blast of snow over western and central Iowa. For the first time in my 57 years of living it snowed on my birthday during the first week of May and this forced me to break a long standing tradition of fishing on that day. It has been a cooler than normal spring, and way cooler than last year, and I didn’t spot my first crabgrass in thin lawns until May 9, 2013 and this also coincided with the first big bloom of dandelions and a few not so common broadleaf weeds that are invading turf thinned by the 2012 drought. We’ll come back to the broadleaf weeds.

By the time you read this you have probably already mapped out a strategy for applying pre-emergence crabgrass herbicides for your specific field use. First decide if you need to reseed weak turf or high traffic areas anytime from April through July. If you don’t plan on reseeding then there are several pre-emergent herbicides that contain pendimethalin or dithiopyr that will give season long control of annual grasses and some annual broadleaf weeds. There is a trend to develop combination herbicide products that control both annual grasses and broadleaf weeds in a single application. Florasulam is a new active ingredient marketed as Defendax from Dow AgroSciences that is combined in a co-pack with Dimension 2EW to give control of both crabgrass and broadleaf weeds such as dandelion, white clover, common and mouse-ear chickweed, mustard, and shepard’s purse; expect 90% control for dandelion and clover for up to 80 days with a single application or 100% control with sequential applications.

If reseeding is part of your spring/summer program then you will need to consider using mesotrione (Tenacity) because it can be safely used at time of seeding and after turf emergence to control crabgrass and some broadleaf weeds post-emergent when the weeds are starting to compete with seedling turf. Carfentrazone (Quicksilver) is also a good choice in seedling turf for seedling broadleaf weed control. Quinclorac (Drive) has

been a popular product for post crabgrass control, but it has now been formulated with carfentrazone and the combination product SquareOne is labeled for and can be effectively used when establishing turfgrass from seed. In established turf quinclorac is being combined with other products to control both crabgrass and broadleaf weeds post-emergent; Quincept (2,4-D, dicamba, and quinclorac), Onetime (MCP, dicamba and quinclorac) and Q4 (2,4-D, dicamba, sulfentrazone and quinclorac).

I’ve received several pictures and samples this spring so here are a few identification tips to help you understand some of the weeds you are seeing this spring. Last summer turf thinned by drought was easily invaded by weed seeds moved onto and around your property by wind, water, birds and even equipment. Just think about all the weed seeds you see stuck under a wet mower deck or on an air intake screen. It doesn’t take many weed seeds blowing in from flowering plants along a fence row or unmowed area to get weeds started. In the heat and drought of last year, many lawn and athletic field managers justifiably stopped mowing but the result was brown turf with flowering weeds dropping lots of seed that germinated last fall and this spring. All broadleaf rosettes look somewhat alike when they are small and can be mistaken as dandelions. Prickly lettuce, Shepard’s Purse, Wild Mustard, and a variety of Thistles are some of the uncommon lawn weeds that have been reported this spring.

The good news is that these particular weeds are biennials and they will naturally die sometime within a two year period, but the reality is you should treat them as you see them so that the turf does not continue to be thinned by the living and dying weeds; otherwise the cycle of thin turf remains and weeds continue to invade.

Perennial weedy grasses such as Quackgrass, Smooth Bromegrass, and Tall Fescue are great survivors of drought that expanded their coverage after last year. Can you tell the difference between these three wide bladed weedy grasses in Kentucky bluegrass lawns?



The yellow flowered birdsfoot trefoil was prolific in dormant lawns during the 2012 drought. Used in animal pastures it is a perennial that will remain until it is remove. Picture taken August 2012.

Lawn areas damaged by drought in 2012 were more prone to weed invasion during the following fall and spring (left). The Kentucky bluegrass in this non-irrigated practice field died in 2012 leaving behind clumps of perennial ryegrass that recovered in the fall but the field is prone to weed invasion for the spring (right). Picture taken Aug 2012.



Above: A comparison of three common rosettes; shepard's purse (left), prickly lettuce (center), and dandelion (right). Picture taken 5-9-13.

Above: Shepard's purse is a white flowered winter annual that invaded a new fall seeded lawn that was renovated after the 2012 drought. Picture taken 5-9-13.

Close up of Shepard's purse showing distinct "purse shaped" seed pods. Picture taken 5-9-13.

Continued on Page 16....

A Spring Walk Continued...



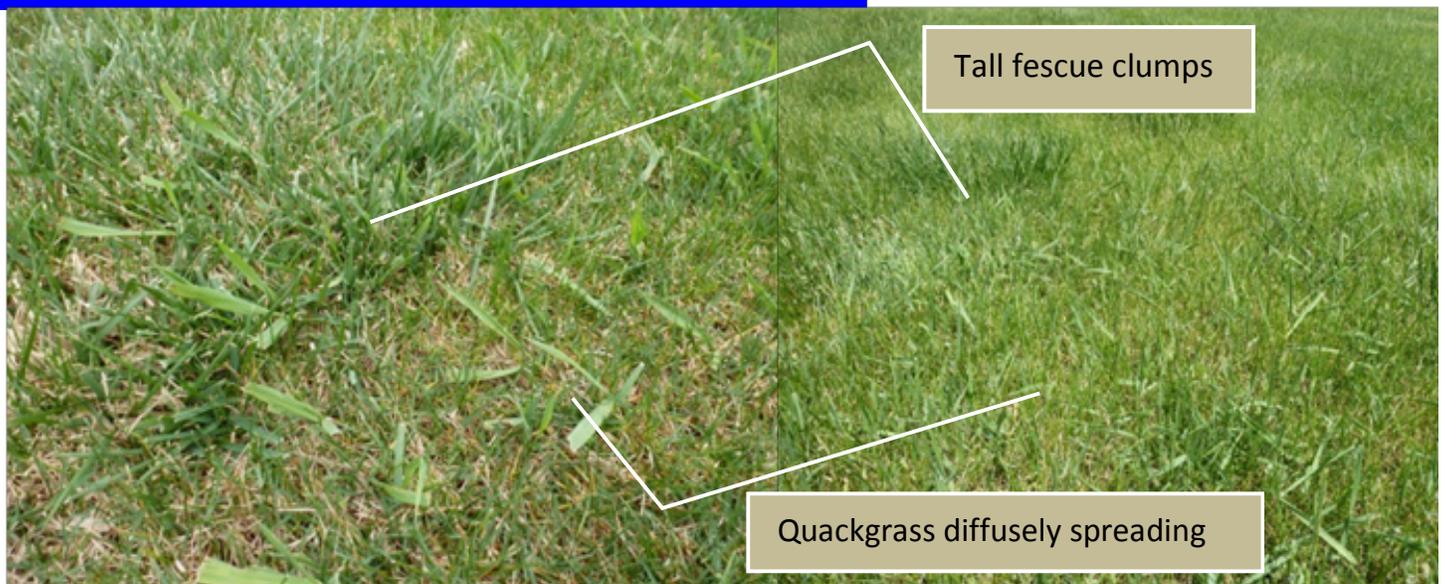
Left: Prickly lettuce is not usually an important lawn weed but following drought it has invaded many lawns. Notice the toothed edge of leaves and soft spines under midrib of young prickly lettuce leaves (right). As the plant matures and before flowering the leaves become more undulated and the spines stiffen so that gloves are needed to pull this weed (not shown).

Right: White milky sap from the base of prickly lettuce distinguishes it from other common rosette weeds in the lawn (left). A comparison of Prickly lettuce and Shepard's Purse rosettes. The small green weed that is just starting to show blue flowers is Corn Speedwell. Pictures taken 5-9-2013.



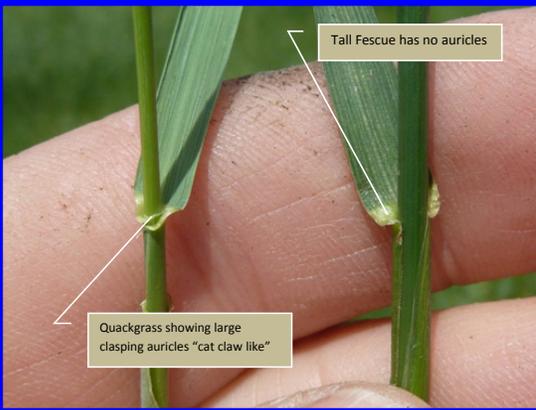
Left: Quackgrass is invading this Kentucky bluegrass lawn and it usually requires a closer look to get a positive identification. Picture taken 5-7-13.

Below: Tall fescue is a bunch grass that appears clumpier while Quackgrass spreads more diffusely amongst the lawn grass using a large aggressive rhizome.



Tall fescue clumps

Quackgrass diffusely spreading



Left: Grass blades of quackgrass and tall fescue can be confused so look for the auricles to tell the difference between them. Picture taken 5-7-13.

Right: Quackgrass can often be moved into a lawn from nursery stock that contains this weedy grass in the root ball. Picture taken 5-7-13.



Left: Quackgrass (left) and Smooth Brome grass (right) both have large aggressive rhizomes that make these perennial grasses difficult to control in lawns and athletic field. Picture taken May 2013.

Right: Quackgrass can be hairy (right) or smooth (right) and some grass blades are very wide (right). Look for the auricles that wrap around the stem for positive identification of Quackgrass. Picture taken 5-7-13.



Orchardgrass

Orchardgrass

Both of the pictures above are of the Orchardgrass. It is a bunchgrass that mostly appears with a much flattened crown (left) but sometimes early in the spring in a dense lawn the blades grow upright (right) and can be confused with other perennial wide bladed weedy grasses.



Above: Smooth brome is another wide bladed perennial grass that tolerates low mowing and will persist in lawns and athletic fields and it can easily be confused with Quackgrass, tall fescue, and sometimes Orchardgrass.

Below: Because Smooth Brome is widely used in Iowa for roadsides and non-mowed areas it provides a readily available supply of seed for contamination of adjacent managed turf areas. It tolerates mowing at most turfgrass mowing heights and once established it spreads by an aggressive rhizome. There are no selective herbicides to control smooth brome in cool season turf and it requires at least two applications of glyphosate for adequate control.



Left: Smooth Brome in a Kentucky bluegrass sod field (left) and a baseball field (right). Pictures taken April 2013.



Smooth Brome



Quackgrass



Tall fescue



Orchardgrass

Notice the “closed sheath” and no auricles of smooth brome (far left). Since the outside sheath is closed it actually tears the sheath tissue when the grass blade is pulled down to expose the sheath. Quackgrass with auricles (center left) and tall fescue without auricles (center right) have an “overlapping” sheath that is naturally split and the two halves pull apart without tearing the tissue. Orchardgrass (far right) has a distinctly flat stem with a very large membranous ligule and no auricles.

Iowa Turfgrass Field Day Program

August 1, 2013

2013 Turfgrass Field Day will be held at the ISU Horticulture Research Station in Ames, Iowa. Coffee, donuts and Lunch included. PAT will be offered at an additional cost.

Field Day Registration \$30

Field Day Registration plus PAT \$50**

** PAT is not offered at a stand alone rate of \$20. Must be purchased with a Field Day Registration

Student Registration \$10 with PAT \$30

8:00 am Registration (coffee & donuts)
8:45 am Introductions - Registration Tent

GCSAA Certification
Application has been made for GCSAA
Education points.
Check www.iowaturfgrass.org for details.

Time	RED- PAT	BLUE	WHITE
9:00	Please attend either Blue or White Tour. PAT will begin promptly at 10:00 You must sign in for the Pesticide Training!	NTEP Bluegrass & Ryegrass - Dan Strey	Pond Management - Allen Pattillo
9:15		Fertilizer Trial - Nick Christians, PhD	Summer Seeding - Dave Minner, PhD
9:30		Tee Complex Construction - Dan Strey	
9:45		Post emergence Crabgrass Control - Nick Christians, PhD	Turfgrass Insects - Donald Lewis, PhD
10:00	Safe Handling, Storage & PPE - Speaker TBA	Pond Management - Allen Pattillo	NTEP Bluegrass & Ryegrass - Dan Strey
10:15	Laws & Regulations - IDALS Speaker	Summer Seeding - Dave Minner, PhD	Fertilizer Trial - Nick Christians, PhD
10:30	Right of Way- Dr. Bob Hartzler, ISU		Tee Complex Construction - Dan Strey
10:45	Pesticide Stewardship - Neric Smith, Indian Hills	Turfgrass Insects - Donald Lewis, PhD	Post emergence Crabgrass Control - Nick Christians, PhD
11:00	Turfgrass Insect, Weed & Disease ID Tour		
12:00	LUNCH		

* Blue and White Tours repeat starting at 10:00am. Please feel free to switch from Blue to White at 10:00am or mix and match talks to fit your interest between 9 and 10 and join PAT at 10:00am. The Turfgrass Insect, Weed & Disease ID Tour will include Red, White and Blue Tours is required for PAT Credit

** To receive PAT credit an extra fee of \$20 will be applied to the \$30 registration fee for Field Day. Please attend the Blue or White Tour talks from 9 to 10 and join the RED-PAT tour at 10:00, you must attend the 11:00 Tour to receive PAT Credit.

For more information please visit www.iowaturfgrass.org or call 515-635-0306

Iowa Turfgrass Field Day

August 1, 2013 - Registration

Company Name _____

Address _____

City _____ State _____ Zip _____

Phone Number _____ Fax Number _____

E-Mail _____

Field Day Registration Fee Includes lunch	\$30.00
Field Day Registratin with PAT** <small>** PAT credit WILL NOT be given unless the extra \$20 fee is paid</small>	\$50.00
Student Registration Fee Includes lunch	\$10.00
Student Registration Fee Includes PAT &lunch	\$30.00

Field Day Registration: Please list names of all attendees.

Name	PAT? - Add \$20	Name	PAT? - Add \$20
	Yes No		Yes No
_____	Yes No	_____	Yes No
_____	Yes No	_____	Yes No
_____	Yes No	_____	Yes No
_____	Yes No	_____	Yes No
_____	Yes No	_____	Yes No

Register Online at: www.iowaturfgrass.org/events.htm

Number Attending _____

Donation to Turfgrass Research _____

Total Cost _____

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