The Official Publication of the California Landscape Contractors Association San Diego Chapter

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Cover Photo: 2021 Judges' Award winning project, Westfield UTC Mall, by Brightview Landscape Services.



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Plan to bring your holiday cheer, sporting your ugliest holiday sweater, and be ready for a really fun time. The ugliest sweater will win a cool prize! This year we'll also be accepting non-perishable food item donations for the San Diego Food Bank. Help us provide food for our neighbors in need this holiday season! Register online at www.clcasandiego.org.



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More Tough Competition Ahead, Are You Ready?

During a recent drive-by (oil change, not shooting!), I witnessed a very smooth-running operation. I mean really smooth, very slick, *no pun intended*. It was mostly run by 25-year-olds and under, tattoos and earrings included. If that stuff still bothers you, I'm writing this for you and me!

At this location, some noticeable changes had been made, some of which were structural. For example, when I pulled up, I noticed the infectiously likable, thirty-ish branch manager training a couple of techs in a corner of the garage. Never seen live training there before, and it was one of many new things I saw and felt. Before, they had you leave your keys and your car before having you walk inside. Now, you literally stay in your vehicle for the whole process. You drive-through while they do the oil change – and this is where the upselling begins, AKA enhancements. They used to leave you in a waiting room, while your anxiety built, and then brought you some (usually bad) news and tried to convince you that your money was the only answer to the bad news.

These guys really blew me away. The positive attitude and healthy esprit de corps was tangible. Completely



blown away by the service, I decided I had to interview the manager. I'll call him John Doe (JD) in this article. Now I've known him for years, but this time something was so different, my curiosity could not be denied. Here's what I found out:

His store is part of a 500+-unit franchise holding, and in combined metrics for performance it ranked number 8, with a location only slightly better than average. They measure everything you can imagine and use data every way you could think of and then some.

Here are some of the key takeaways from the interview: use fewer overstated and repetitive rules and regulations and you'll have less fear from new employees. Less fear increased the simplicity of the onboarding process.

In this case, the manager is so successful at this that the region uses his branch as a hub for hiring and development purposes. According to John Doe, he was not lowering any safety or training guidelines, he simply created a relaxed atmosphere that brought new employees into a much more relaxed environment than previous hiring methods. This allowed for much faster team assimilation by increasing comfort levels. To him, "team" meant something other than our traditional sense, more like insisting personal participation and fear reduction for all, no matter how long you've been there. The net result was higher comfort levels for all employees, customers, and onboarders.

One of the areas that made a big difference for the team was in the scheduling methodology. The corporate management wanted him to write work schedules solely to the company's staffing needs. He changed that. His belief was that the employees' needs should come first, and the company's needs second. In JD's store, 6 of 14 employees are enrolled in college (3 at MCCC and 3 at Cal State SM.), so scheduling needs vary considerably.

He told me he doesn't bat a thousand, but has really never had to fire anyone—the bad fits simply fade away by mutual agreement. I asked how he was keeping them, and here's what he said:

- Having fun in a supportive place to work.
- Refusing corporate systems or management styles that de-value people or customers.
- Give autonomy within the constraints given.
- Very respectfully and very important here, he told me, "It's not, JD's Oil Change here. This is EASY OIL CHANGE here."

He went on: I love my job and everything about it. I have Continued on next page...

President's Message

... continued from previous page

the highest social media metrics in the region because we do things right here for our people. Because of that, our customers return at a higher rate than any other store! Verifiably. To drive the point home, he told me: "Positive vibes are contagious."

In case anyone is wondering, the starting pay is minimum wage here, and while he is handcuffed on that one, he's allowed to promote rapidly – and not the ridiculous "new title with added responsibility and a little pay boost" tactic, either. We're talking thoughtful pay increases with quality improvement/performance and program participation. His charismatic vision removed the abundant common stressors from the environment, all while having wholesome fun.

Tough Conditions Remain

Labor markets remain super tight and extremely competitive. Regardless of whether a posted job is a highly-skilled position or at a lower training level, the recruiting methods need complete rethinking if we are to remain competitive. I've experienced other trades poaching our personnel if I let it happen. There's simply no time for complaining. We must adjust rapidly or lose out. Recent experience taught us that it requires more than a few increased dollars per hour to find lasting solutions that can meet growth opportunities. In fact, a real change in my attitude and thinking process was needed. I've already read up on a lot of recently published materials like "10 tips to hiring in the pandemic," "3 tips for employee retention," and articles with every number of tips in between. I'm not knocking those ideas - I need all the POVs I can get! - but I really saw nothing fresh in there. It was more of the same ideas with minor twists and variations.

Call me crazy, but being a thriving landscaper depends a tremendous amount on creative solutions! My takeaway, for the two cents it may be worth, is that my good friend JD intuitively increases trust at a rate that is not coming from a system or training—it simply comes from his core and from his heart, and his heart is a thriving place. As a result, he keeps proper order. In fact, there's even a book by Steven Covey: *The Speed of Trust: The One Thing That Changes Everything.* We can all see the takeaway here!

Thanks for your time, hope it was well spent! Best Always, Willie

CLCA's mission is to serve and protect the interests of its members, promote professionalism, and advance public awareness of the landscape industry. Learn more at www.clca.org



Chapter Supporter Spotlight: Sullivan & Mann

Sullivan & Mann Lumber Company started in the 1980's. The original focus was to supply tree stakes and lodge poles to nurseries and agricultural customers. As the company grew, they expanded their product offering to include tree ties, trellises, and tree boxes. In 2018, Sullivan was acquired by T&R Lumber in Rancho Cucamonga. The product lines for both companies complimented each other and allowed for continued growth going into 2020. Since the T&R acquisition, a lot has happened in a very short period of time.

In June 2020, Nova Cook was hired to service and expand the landscape and nursery market in Southern California. Nova has worked in many aspects of the landscape construction and maintenance industry over the last 20 years, as well as with commercial growers. Her experience has introduced a wealth of industry insight into the mix and allowed for continued growth in that territory.



San Diego Chapter Member Milestones

Congratulations to the following companies for reaching membership milestones this month.

24 Year Members Sun Valley Landscape Torrey Pines Landscape

3 Year Member Greenway Irrigation

18 Year Member Belle Terre Landscapes Lawn & Landscape **1 Year Member**

LandGraphics

In July 2020, T&R-Sullivan was acquired by Universal Forest Products. The merger was a perfect fit for both companies. UFP is a national wood processing entity bringing with it the resources needed to scale T&R-Sullivan's product lines nationwide.



August 2020 saw the addition of Katie Taylor to the team to service the agricultural market in the Central Valley of California. With a degree in Agricultural Communication and a lifelong background in the Central Valley agricultural arena, Katie's experience has raised the profile and reach of the company into this area.

As with other industries, supply chain issues have presented numerous challenges in the past few months. Despite these challenges, Sullivan & Mann has aggressively sought out new suppliers and diversified their product offerings. Their focus has been to provide exceptional service, thorough communication, and quality products to keep their customers growing.

Looking forward, new products lines such as nursery shipping racks, retail products, decking, and related product lines will be offered up and they're excited to see where these products will take them.

2020 was not without its challenges, but the same spirit that motivated the founders of Sullivan & Mann is still evident today. Times have changed, but service and commitment to the customer will never go out of style.

Visit www.sullivanandmann.com to learn more.

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The Offshoot is the official publication of the San Diego Chapter of CLCA. Opinions expressed within the context of this publication are not necessarily those of the CLCA or its members. The Offshoot is designed and printed by Eyescapes, P.O. Box 242, Beaumont, CA 92223. Email: Bronwyn@eyescapes.net, phone: (949) 466-1222.



2022 Annual Sponsorship Commitment Form

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Golf Tournament Player(s)	\$185	4	2	1	-	1
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**Contractor receives one entry into Beautification Awards competition in lieu of award plaque sponsorship.

Contact Bronwyn Miller at (949) 466-1222 with questions.

2022 CLCA San Diego Chapter Sponsor Form

- 1. Please complete and return this form by Jan. 14, 2022 with written sponsorship commitment to: CLCA San Diego, c/o Cecily Gordon - Grace Gordon Designs, P.O. Box 181271, Coronado, CA 92178
- Please remit your check* made payable to CLCA San Diego Chapter by Jan. 31, 2022 or sooner to: CLCA San Diego, c/o Cecily Gordon - Grace Gordon Designs, P.O. Box 181271, Coronado, CA 92178

We MUST receive your commitment by January 14, 2022 to put your name on the sponsor banner.

The San Diego Chapter of the California Landscape Contractors Association has my support. For the 2022 calendar year, I/we are committing to be sponsors at the following level (please check one):

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Please email your digital logo to Bronwyn Miller at bronwyn@eyescapes.net by Jan. 14!

Contact Bronwyn Miller at (949) 466-1222 with questions.

*If desired, payment may be divided into three equal payments due January 15, March 15, and May 31, 2022.

SD Members Celebrate at the 2021 Chapter Beautification Awards







































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2021 San Diego Chapter Beautification Award Winners

RESIDENTIAL CONSTRUCTION

Sponsor: Sullivan & Mann

First Place AAA LANDSCAPE SPECIALISTS Johnson Residence

Achievement Award AAA LANDSCAPE SPECIALISTS Riley Residence

RESIDENTIAL MAINTENANCE Sponsor: C.H. Currier

First Place BRADLEY LANDSCAPE DEV. La Noria

Achievement Award BRADLEY LANDSCAPE DEV. Karam Residence

Achievement Award BRADLEY LANDSCAPE DEV. Vista Del Mar

COMMERCIAL MAINTENANCE A

Sponsor: Ewing Irrigation

First Place MSE LANDSCAPE PROFESSIONALS Rancho Bernardo Village

COMMERCIAL MAINTENANCE B Sponsor: KRC Rock

First Place BRIGHTVIEW LANDSCAPE SRVCS Plaza La Jolla

Achievement Award BRIGHTVIEW LANDSCAPE SRVCS Summit Rancho Bernardo

MULTI-UNIT MAINTENANCE A Sponsor: Everde Growers

First Place LABAHN'S LANDSCAPING Village Pines

Achievement Award LABAHN'S LANDSCAPING Carlsbad Beach Estates HOA **MULTI-UNIT MAINTENANCE B** Sponsor: CLCA Insurance Solutions

First Place MSE LANDSCAPE PROFESSIONALS Cross Creek Apartments

> Achievement Award LABAHN'S LANDSCAPING Seahaus La Jolla HOA

MULTI-UNIT MAINTENANCE C Sponsor: Horizon

First Place MSE LANDSCAPE PROFESSIONALS Bressi Ranch Community

Achievement Award BRIGHTVIEW LANDSCAPE SRVCS La Costa Ridge HOA

> LANDSCAPE RENO SMALL Sponsor: ASLA San Diego

First Place COLUMBINE LANDSCAPE La Jolla Shores Retreat

LANDSCAPE RENO LARGE Sponsor: Simplot

First Place AAA LANDSCAPE SPECIALISTS Johnson Residence

Achievement Award AAA LANDSCAPE SPECIALISTS Riley Residence

COMMERCIAL CONSTRUCTION Sponsor: Sullivan & Mann

First Place MSE LANDSCAPE PROFESSIONALS Mission Bay Beach Club

WATERSMART LANDSCAPE CONSTRUCTION Sponsor: Hunter Ind./FX Luminaire

First Place SARITA LANDSCAPE Lawn Alternative Front Yard WATERSMART LANDSCAPE MAINTENANCE Sponsor: ASLA San Diego

Achievement Award BRIGHTVIEW LANDSCAPE SRVCS Summit Point

DESIGN/BUILD CONST. SMALL Sponsor: Ewing Irrigation

First Place MSE LANDSCAPE PROFESSIONALS Pacific View

Achievement Award MSE LANDSCAPE PROFESSIONALS Silver Stallion

DESIGN/BUILD CONST. LARGE Sponsor: Agri Service

First Place MSE LANDSCAPE PROFESSIONALS High Vista

> Achievement Award COLUMBINE LANDSCAPE Bonsall Ranch Estate

LANDSCAPE LIGHTING Sponsor: Hunter Ind./FX Luminaire

First Place AAA LANDSCAPE SPECIALISTS Riley Residence

Athievement Award AAA LANDSCAPE SPECIALISTS Marty's Playground

HUMANITARIAN AWARD Sponsor: CLCA San Diego Chapter

First Place MSE LANDSCAPE PROFESSIONALS Warrior Foundation Freedom Station

SEE PHOTOS OF THE WINNING PROJECTS AT WWW.CLCASANDIEGO.ORG

2021 San Diego Chapter Beautification Award Winners CONTINUED

JUDGES' AWARD Sponsor: Simplot BRIGHTVIEW LANDSCAPE SERVICES Westfield UTC Mall



PRESIDENT'S AWARD Sponsor: KRC Rock

SARITA LANDSCAPE **Beautifully Blue Backyard**



SWEEPSTAKES AWARD **Sponsor: CLCA Insurance Solutions OLD WORLD LANDSCAPE** Noerenberg Residence

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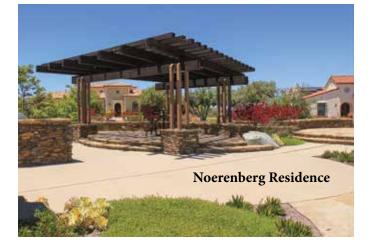
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San Diego Chapter Landscape Contractors are Recognized for



SWEEPSTAKES AWARD – Winning the award for best overall landscape project is Old World Landscape, John Noerenberg, James Colt, Luis Gonzalez, and Doug Livingston (right); presented by Rick Mandel (second from right) for sponsor CLCA Insurance Solutions.



PRESIDENT'S AWARD – Winning the award for best landscape installation project is Sarita Landscape, Sara Bendrick; presented by Ian Campbell for sponsor KRC Rock.



JUDGES' AWARD – Winning the award for best landscape maintenance project is Brightview Landscape Services, David Howell and Rosalio Tapia; presented by Carl Deertz for sponsor Simplot.



RESIDENTIAL CONSTRUCTION Winning both First Place and Outstanding Achievement in this category is AAA Landscape Specialists, David Silver (center) and Dan Lewis (right); presented by Nova Cook for sponsor Sullivan & Mann.



RESIDENTIAL MAINTENANCE Winning two Outstanding Achievement awards in this category is Bradley Landscape Development, Abimael Hernandez (center) and Mike Albo (right); presented by Julie Stockton for sponsor C.H. Currier.



DESIGN & BUILD CONST. LARGE Winning First Place is MSE Landscape Professionals, Raul Soto, Hugo Vasques, and Danny Jaramillo; presented by Stephanie Podue for sponsor Agri Service.



COMMERCIAL MAINTENANCE A Winning First Place is MSE Landscape Professionals, Gabriel Solache, Alberto Cruz, Marybeth MacNaughton, Jose Villaverde, and Raul Soto; presented by Rick Mandel for sponsor Ewing Irrigation & Landscape Supply.



COMMERCIAL MAINTENANCE B Winning both First Place and Outstanding Achievement in this category is Brightview Landscape Services, Heidi Smith; presented by Ian Campbell for sponsor KRC Rock.



WATERSMART LANDSCAPE MAINT Winning Outstanding Achievement is Brightview Landscape Services, Chad Dean; presented by Rick Mandel for sponsor ASLA San Diego.

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MULTI-UNIT MAINTENANCE A Winning Outstanding Achievement is LaBahn's Landscaping, Mayolo Gonzalez (center) and Max Maldonado (right); presented by Suzi Wiest for sponsor Everde Growers.



DESIGN & BUILD CONST. LARGE Winning Outstanding Achievement is Columbine Landscape, Francisco Gonzalez and Mark Sterk; presented by Stephanie Podue for sponsor Agri Service.



MULTI-UNIT MAINTENANCE C Winning First Place is MSE Landscape Professionals, Gabriel Solache, Marybeth MacNaughton, Mario Castro, and Raul Soto; presented by Ian Campbell for sponsor Horizon.



HUMANITARIAN AWARD – Winning First Place is MSE Landscape Professionals, Mike Seymour, Gabriel Solache, Marybeth MacNaughton, Raul Soto, Jose Villaverde, Lazaro Chacon, and Danny Jaramillo; presented by Ian Campbell for sponsor CLCA San Diego.



LIGHTING – Winning both First Place and Outstanding Achievement in this category is AAA Landscape Specialists, David Silver (center) and Dan Lewis (right); presented by Mike Madewell for sponsor Hunter Industries/FX Luminaire.



RESIDENTIAL MAINTENANCE Winning First Place is Bradley Landscape Development, Mike Albo (center) and Rodolfo Ramirez (right); presented hy Julie Stockton for sponsor C.H. Currier.



MULTI-UNIT MAINTENANCE C Winning Outstanding Achievement is Brightview Landscape Services, David Howell and Antonio Maldonado; presented by Ian Campbell for sponsor Horizon.



MULTI-UNIT MAINTENANCE A Winning First Place is LaBahn's Landscaping, Ruben Espinoza and Jessica Bird; presented by sponsor Everde Growers (not pictured).



COMMERCIAL CONSTRUCTION Winning First Place is MSE Landscape Professionals, Hugo Vasques, Jesse Hynd, Danny Jaramillo, and Raul Soto; presented by Nova Cook for sponsor Sullivan & Mann.

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Farm & Nursery Expo Set for November 4 in Escondido

San Diego County Farm Bureau's annual Farm and Nursery Expo will be held at the California Center for the Arts in Escondido on Thursday, November 4, from 9:00 a.m - 3:00 p.m. The expo is free and designed to support the diversity of Southern California agriculture.

In 2020, the direct economic output from agricultural production in San Diego County totaled \$1.8 billion. San Diego County ranks first in the nation in certified organic farms and first in the state in nursery product sales.

Attendees will have the opportunity to network with over 50 vendors, learn about the newest technology and equipment for their garden, farm, or nursery, and hear from top agricultural experts in the expo's seminar series. Seminar series topics will include: Invasive Pest Updates, Irrigation Management, Grant Funding for Farmers, Code Compliance and Zoning, and Evolution of Vineyards & Wineries in San Diego County. There will also be a social hour beginning at 3 p.m. where guests can enjoy a taste of San Diego wine.

Invest one day, get a year of solutions! Visit: www. sdfarmbureau.org/expo to pre-register for this FREE event.

The San Diego County Farm Bureau is a non-profit organization supporting the more than 5,700 farms within the county. The mission of the Farm Bureau is to foster San Diego agriculture through education, public relations, and public policy advocacy in order to promote the economic viability, sustainability, and community building of agriculture. For more information, visit www.sdfarmbureau.org.



CLCA's mission is to serve and protect the interests of its members, promote professionalism, and advance public awareness of the landscape industry. Learn more at www.clca.org

Green Industry Achievers to be Inducted Into the Green Industry Hall of Fame Nov. 13 in Yorba Linda, CA

The seven inductees will also be honored in second annual televised program

The honoring of the newest inductees into the prestigious Green Industry Hall of Fame on November 13 in Yorba Linda will spotlight some of the brightest and most dedicated individuals in the industry. The Green Industry Hall of Fame induction ceremonies will take place on Saturday, November 13, 2021, 6 p.m. at Black Gold Golf Club, One Black Gold Drive, Yorba Linda, CA 92886.

The dinner will be the backdrop for the second annual television extravaganza that will air 9AM, Saturday, November 27, on the award-winning PBS|KLCS television show, Things Green.

The following green industry achievers will be inducted that evening:



Chris Austin – Maven's Notebook Marty Gottlieb – M. Gottlieb & Assoc., Inc. Daryl Green – Green Product Sales Donald Hodel – UC Extension, LA Horticulturalist (ret.) Marty McPhee – Park West, Inc. Baxter Miller – BMLA, Inc. Robert Seat – Seatree Nurseries, Inc.

Green Industry Hall of Fame co-founders Richard Daigle and Charles Nunley list the following purposes of the Green Industry Hall of Fame:

- To honor individuals, past and present, for their significant impact on the green industry;
- To preserve green industry equipment from previous eras;
- To educate the public about the profound impact these individuals and pieces of equipment continue to have on the green industry today.

Don't miss the yearly event that draws scores of what many would consider the "Who's Who" of the green industry today. Dinner is \$105 per person.

Visit **www.greenindustryhalloffame.org** and follow the links for registration to make reservations online. While there, peruse the rest of the site to learn more about the organization and past Green Industry Hall of Fame inductees. You can also find information for supporting the non-profit group on their site!

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Thank you to the following Life Members for their continued support of the association.

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