

Communications

RBC Canadian Open



Communications

COMMITTEE DESCRIPTION

The Communications committee is the nerve centre for the entire tournament and is the link for putting people in touch with others who require information. The committee is responsible for the operation of the Communications trailer. The main responsibilities include assigning mobile radios, monitoring communications between different groups of radios (a.k.a. "control"), and answering incoming phone calls. All of the mobile radios will be provided by Golf Canada; the Communications committee however is ultimately responsible for assigning, distributing, and the safe return of all the radios throughout the tournament.

CHAIRPERSON DUTIES

- Recruit volunteers for the committee. It is important the chairperson has a good knowledge of the duties of the committee prior to recruiting.
- Provide the volunteers with outlines of their duties.
- Establish schedules for the volunteers. Note that morning and evening shifts are the busiest times.
- With the assistance of the Golf Canada, provide orientation for the volunteers.
- Ideal # of Volunteers: 16

COMMITTEE ASSIGNMENTS

COMMUNICATIONS CONTROL CENTRE

During tournament week, the key role of Communication volunteers is three fold: radio distribution, radio monitoring/information transfer, and answering incoming phone calls. All volunteers will work inside the communications trailer. This trailer will have 2 rooms: one for phones and radio distribution, the second for radio monitoring and messages.

Communications is "on the air" (answering radio and phone calls) until at least one hour after completion of play. An announcement to all frequencies that, "Control is going off the air. Please return all radios to Communications" is made through all radios at that time. The closing person ensures that all writing paper, radio and telephone lists, pens and pencils are organized for the morning person; closing person also supervises the return and recharging of all radios.

During hours of operation the Communications volunteers will sign out / in radios and may answer incoming phone calls. Morning volunteers should ensure that a sufficient supply of daily pairing sheets, writing paper, radio lists, and telephone directories are on hand in the trailer.

PROCEDURES FOR RECEIVING AND RELAYING MESSAGES

- For all incoming messages, the name of the sender, location, nature of message and intended recipient are recorded.
- If the message is garbled or not completely understood, the sender is requested to repeat the transmission or parts thereof.
- The message is then relayed. The name of the responding person along with the reply are recorded and then relayed back to the original caller.
- For medical or security request, the exact location is required. The sender is asked to determine the location by facing down the fairway from the tee (i.e. as if he/she were playing the golf course).
- For a ruling request, the name of the player or players in the group as well as the exact location are recorded and passed on to the PGA Tour Rules Official.
- All requests for ice and water are relayed to the Grounds and Course Committee. You must confirm the location that is seeking ice or water and what their current supply level is to allow Grounds and Course to prioritize.
- All requests related to waste management (ie garbage boxes, bags) are relayed to Ecology.
- Incoming personal messages for spectators or volunteers relating to family emergencies only are relayed by telephone to Golf Canada Tournament Office. The Tournament Director will contact the PGA Tour and they will post a message on the Electronic Scoreboards throughout the course.

COMMON INQUIRIES FROM CALLERS

Communications volunteers will be answering public phone inquiries and must be familiar with each of the areas listed below:

- Directions to golf course and parking
- Ticket prices (weekly badges, any day passes, junior passes, etc)
- Where tickets can be purchased
- Prohibited items
- Details regarding "Family Day", Red and White Day or other special events
- Public transportation
- Tee times and pairings (Pro-Am's and tournament play)
- Player information and scores
- Handicap requests

Note: Most of this information is contained in the Communications Binder and handed out to the Committee Chair prior to the Tournament. The Communications trailer is provided with a copy of this binder, as well as other information produced by Golf Canada. Contact the Tournament Office if more information is required. (Information as to where a player is staying or phone number is **NOT** given out to any caller.)

MOBILE RADIOS

All of the mobile radios will be provided by Golf Canada. The Communications Committee however is ultimately responsible for distributing, and receiving all of the radios throughout the tournament. Golf Canada assigns all radios. This is not the responsibility of the Communications Committee. A sample radio assignment sheet is attached for reference.

INSTRUCTIONS FOR RADIO USE

- This instrument is vital to the communications effort and to the overall success of this event. Please take care of the radio. If it rains, please try to protect it under a jacket or other clothing.
- Your radio will be set to the proper frequency when you receive it. Please do not disturb any switches or buttons except the on-off/volume button to control the loudness of reception.
- When transmitting, make sure no one else is transmitting when you are. If you "over-ride" another person, no one can be heard. This will be particularly important on the reporting network because 18 holes are on the same frequency. Please be patient and wait for "your time".
- When you wish to talk, depress the talk button on the left side of the radio and speak directly into the receiver on the front of the radio. When you are finished, release the button; be sure the button is not depressed unless you wish to talk.
- If you are using the earplug, make sure it is firmly seated into the jack on the top of the radio. It will not work properly unless this is done.
- Please be courteous and turn down your radio near play.
- Should a scorer, marshal or standard bearer approach you with a request for a ruling, or should a player request one directly from you, you should get all the information possible before transmitting. An example of a ruling request:

| |
|---|
| Radio Operator: "Control, I have a request for a ruling". |
|---|

| |
|-------------------------|
| Controller: "Go ahead". |
|-------------------------|

| |
|---|
| Radio Operator: "A ruling is needed for John Doe, Hole 10, left side of green". |
|---|

| |
|---|
| Controller: "Ruling for John Doe, Hole 10, left side of green". |
|---|

| |
|----------------------------|
| Radio Operator: "Confirm". |
|----------------------------|

At that point, Control will notify the Rules Officials of the request, and an Official will be sent immediately. The Official will verify that they are in fact heading over to make the ruling and once completed, the Rules Official will notify Control that the ruling has been taken care of. **NO ONE MAY GIVE RULINGS TO PLAYERS OTHER THAN RULES OFFICIALS.** Please be patient in waiting for an Official. Please notify caller that a Rules Official is attending the matter.

Only in this instance should you attempt to "break through" another transmission with yours. Golf Canada must be notified as quickly as possible, so this has top priority on the airwaves.

- The same procedure will hold true for any emergency situation requiring first aid or medical attention.
- 80% of all radio problems result from operator malfunction. If you seem to have a problem with a radio, check the following:
 - a) Check the on-off volume button to make sure the radio is on.
 - b) Hold the radio so the antenna is pointing straight up.
 - c) Move to higher ground near your assigned post to transmit.
 - d) Be sure you aren't depressing the talk button.
 - e) Check the earplug to be sure it is securely seated in the jack or remove it and transmit without it.
 - f) Low battery indicator is when the radio beeps while you are attempting to push the talk button.

ALWAYS BE CAREFUL WITH YOUR RADIO AND BE SURE TO RETURN IT AT THE END OF THE DAY.

HOURS OF OPERATION

| DAY | TIME |
|------------------|-----------------|
| Monday – Tuesday | 6:30am – 7:00pm |
| Wednesday | 5:30am – 8:00pm |
| Thursday | 6:00am – 8:00pm |
| Friday | 6:00am – 8:00pm |
| Saturday | 6:00am – 8:00pm |
| Sunday | 6:00am – 7:00pm |

GOLF CANADA SUPPLIES AND EQUIPMENT CHECKLIST

Golf Canada will furnish and supply the following items the Friday preceding tournament week. Please ensure that all the supplies have arrived and are accounted for.

- Radio Allocation Sheets
- Quick Reference Guides
- Table and Chairs
- Multi Function Printer/Copier
- Radios and Chargers
- Radio Sign out sheets
- Telephones with extension #
- Office Supplies (pens, note pads, tap, etc.)
- Garbage bags and bins
- Tournament Directory

AGENDA

FRIDAY PRIOR TO CHAMPIONSHIP

- Get Communications trailer keys from Golf Canada Operations Office
- Reconcile radios and headsets received plus set up charger banks with radios

SUNDAY PRIOR TO CHAMPIONSHIP

- Stop by the Golf Canada Operations Office Trailer to pick up Communications trailer keys.
- Check and ensure that all the supplies/equipment have been delivered to the Communications trailer and are operational.
- Set up the Trailer and post relevant tournament information.
- Close and lock Communications trailer.

MONDAY

- Unlock and open Communications trailer at 6:30 a.m.
- Be present at Communications trailer to check out radios, answer phone inquiries, and coordinate communications.
- Tidy up and prepare trailer for next day.
- Ensure all radios are returned for charging.
- Close and lock Communications trailer at 6:00 p.m.

TUESDAY

- Unlock and open Communications trailer at 6:30 a.m.
- Be present at Communications trailer to check out radios, answer phone inquiries, and coordinate communications.
- Tidy up and prepare trailer for next day.
- Ensure all radios are returned for charging.
- Close and lock Communications trailer at 6:00 p.m.

WEDNESDAY

- Unlock and open Communications trailer at 5:30 a.m. (Pro-Am registration).
- Be present at Communications trailer to check out radios, answer phone inquiries, and coordinate communications.
- Obtain pairings and tee times from Tournament Office for Thursday/Friday.
- Tidy up and prepare trailer for next day.
- Ensure all radios are returned for charging.
- Close and lock Communications trailer at 8:00 p.m.

THURSDAY

- Unlock and open Communications trailer at 6:00 a.m.
- Ensure Official Pairing sheets have been delivered to trailer (1st Round).
- Be present at Communications trailer to check out radios, answer phone inquiries, and coordinate communications.
- Tidy up and prepare trailer for next day.
- Ensure all radios are returned for charging.
- Close and lock Communications trailer at 8:00 p.m.

FRIDAY

- Unlock and open Communications trailer at 6:00 a.m.
- Ensure Official Pairing sheets have been delivered to trailer (2nd Round).
- Be present at Communications trailer to check out radios, answer phone inquiries, and coordinate communications.
- Caddies/Players/Officials/Volunteers will be calling in the evening to obtain cut and tee times for Saturday.
- Tidy up and prepare trailer for next day.
- Ensure all radios are returned for charging.
- Close and lock Communications trailer at 8:00 p.m. (cut night).

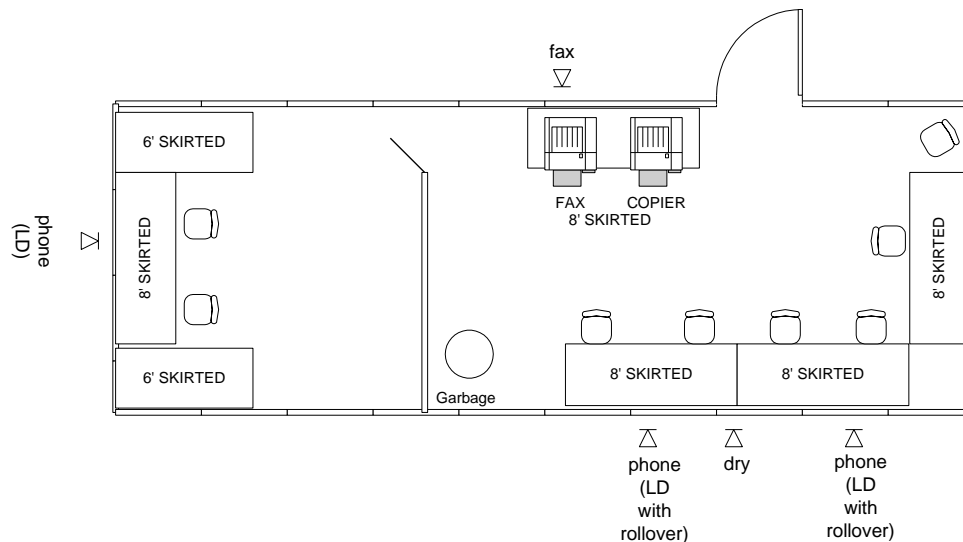
SATURDAY

- Unlock and open Communications trailer at 6:00 a.m
- Ensure Official Pairing sheets have been delivered to trailer (3rd Round).
- Be present at Communications trailer to check out radios, answer phone inquiries, and coordinate communications.
- Tidy up and prepare trailer for next day.
- Ensure all radios are returned for charging.
- Close and lock Communications trailer at 8:00 p.m.

SUNDAY

- Unlock and open Communications trailer at 6:00 a.m.
- Ensure Official Pairing sheets have been delivered to trailer (4th Round).
- Be present at Communications trailer to check out radios, answer phone inquiries, and coordinate communications.
- Ensure all radios are returned.
- Clean up trailer, remove any personal items and prepare equipment for pick up.
- Close and lock trailer following play.
- Return Communication trailer keys to Golf Canada Tournament Office.

SAMPLE COMMUNICATIONS TRAILER LAYOUT



↑
This room is used to monitor radio transmissions and relay messages between groups

↑
This room is used to store, charge and sign out / in the radios

SAMPLE RBC Canadian Open - Radio List

RBC Canadian Open

| -GROUP RADIOS (A,G,E & M) all channels | | |
|--|---|-------|
| Brent McLaughlin | 1 | multi |
| Kris Boomhouwer | 1 | multi |
| Russell MacKay | 1 | multi |
| Paige Ottaviano | 1 | multi |
| Intern 1 | 1 | multi |
| Intern 2 | 1 | multi |
| Pro Champs Coordinator | 1 | multi |
| Jane Smith | 1 | multi |
| Business Development (Dave) | 1 | multi |
| Business Development (Jeff) | 1 | multi |
| Business Development (Craig) | 1 | multi |
| Business Development (Marianne) | 1 | multi |
| Admissions (Andrea) | 1 | multi |
| Admissions (Garrett) | 1 | multi |
| PGA TOUR | 1 | multi |
| Spare | 3 | multi |

| GROUP "A" RADIOS (CH 1) + CH2 spare | | |
|--|---|---|
| CEO | 1 | A |
| COO | 1 | A |
| Golf Canada Accreditation Centre | 1 | A |
| (tournament vice chair) | 1 | A |
| (Tournament Chair) | 1 | A |
| Media 1 | 1 | A |
| Media 2 | 1 | A |
| Furnishings (Gary Evans) | 1 | A |
| Bunting (Phil Samek) | 1 | A |
| Workshop Lead Hand | 1 | A |
| Tents (Advance Tent Rental) | 1 | A |
| Electrical (Jon Gourlay) | 1 | A |
| Phone Tech | 1 | A |
| Closed Circuit TV & AV (Dave Campbell) | 1 | A |
| Security (Rob MacLean) | 1 | A |
| CBS Television (Bob McGaha) | 1 | A |

| GROUP "G" RADIOS (CH 1) | | |
|----------------------------------|----------|-----------|
| Golf Carts Chair | 1 | G1 |
| Security Chair | 1 | G1 |
| Security vice chair | 1 | G1 |
| Security 1 | 1 | G1 |
| Security 2 | 1 | G1 |
| Security 3 | 1 | G1 |
| Security 4 | 1 | G1 |
| Corporate Hospitality Chair | 1 | G1 |
| Corporate Hospitality Vice Chair | 2 | G1 |
| Ambassadors 1 | 1 | G1 |
| Ambassadors 2 | 1 | G1 |
| Ambassadors 3 | 1 | G1 |
| Ambassadors 4 | 1 | G1 |
| Medical Chair | 1 | G1 |
| Medical Tent 1 | 1 | G1 |
| Medical Tent 2 | 1 | G1 |
| Medical Tent 3 | 1 | G1 |
| Medical Mobile 1 | 1 | G1 |
| Medical Mobile 2 | 1 | G1 |
| Medical trailer/base | 1 | G1 |
| Spectator Services Chair | 1 | G1 |
| Spectator Services | 1 | G1 |
| Spectator Services | 1 | G1 |
| Spectator Services | 1 | G1 |
| Spectator Services | 1 | G1 |
| Spectator Services Vice Chair | 1 | G1 |
| Player Security Chair | 1 | G1 |
| Player Security 1 | 1 | G1 |
| Player Security 2 | 1 | G1 |
| Player Security 3 | 1 | G1 |
| Player Security 4 | 1 | G1 |
| Player Security 5 | 1 | G1 |
| Spare | 2 | G1 |
| Control | 1 | G1 |

| GROUP "E" RADIOS (CH 1) | | |
|-------------------------|----------|----------|
| Evacuation Chair | 1 | E |
| Evacuation Area 1 | 1 | E |
| Evacuation Area 2 | 1 | E |
| Evacuation Area 3 | 1 | E |
| Evacuation Area 4 | 1 | E |
| Spares | 3 | E |
| Control | 1 | E |

| GROUP "M" RADIOS (CH 1) | | |
|-----------------------------------|----------|----------|
| Marshals Chair | 1 | M |
| Marshals Vice Chair | 1 | M |
| Marshals Vice Chair | 1 | M |
| Marshals Vice Chair- Registration | 1 | M |
| Marshals Hole 1 | 1 | M |
| Marshals Hole 2 | 2 | M |
| Marshals Hole 3 | 1 | M |
| Marshals Hole 4 | 1 | M |
| Marshals Hole 5 | 1 | M |
| Marshals Hole 6 | 1 | M |
| Marshals Hole 7 | 1 | M |
| Marshals Hole 8 | 1 | M |
| Marshals Hole 9 | 1 | M |
| Marshals Hole 10 | 1 | M |
| Marshals Hole 11 | 2 | M |
| Marshals Hole 12 | 1 | M |
| Marshals Hole 13 | 2 | M |
| Marshals Hole 14 | 1 | M |
| Marshals Hole 15 | 1 | M |
| Marshals Hole 16 | 1 | M |
| Marshals Hole 17 | 1 | M |
| Marshals Hole 18 | 1 | M |
| Spares/Area Captains | 7 | M |
| Control | 1 | M |

| | | |
|------------------------------------|---|---|
| Signage Team (Ken) | 1 | A |
| Spectrum Catering | 1 | A |
| Security Chair | 1 | A |
| Standard Bearers | 1 | A |
| Caddies Chair | 1 | A |
| Range Chair | 1 | A |
| Pro-Am Caddies (Mon - Wed) / Spare | 1 | A |
| Pro-Am (Mon - Wed) / Spare | 1 | A |
| Course Superintendent | 1 | A |
| PGA Tour Security | 1 | A |
| PGA Tour Media | 1 | A |
| Spare | 2 | A |
| Control | 1 | A |

| GROUP "G" RADIOS (CH 2) | | |
|--------------------------------|---|----|
| Washrooms 1 | 1 | G2 |
| Washrooms 2 | 1 | G2 |
| Washrooms 3 | 1 | G2 |
| Washrooms 4 | 1 | G2 |
| Ecology 1 | 1 | G2 |
| Ecology 2 | 1 | G2 |
| Ecology 3 | 1 | G2 |
| Ecology 4 | 1 | G2 |
| Workshop 1 | 1 | G2 |
| Workshop 2 | 1 | G2 |
| Workshop 3 | 1 | G2 |
| Workshop 4 | 1 | G2 |
| Grounds & Course 1 | 1 | G2 |
| Grounds & Course 2 | 1 | G2 |
| Grounds & Course 3 | 1 | G2 |
| Grounds & Course 4 | 2 | G2 |
| Grounds & Course Chair | 2 | G2 |
| Spare | 4 | G2 |
| Control | 1 | G2 |

| | |
|--|------------|
| Total Multi-Channel (Default to A) Radios: | 18 |
| Total A Radios (2 channels): | 30 |
| Total G Radios (2 channels): | 60 |
| Total E Radios (1 channel): | 9 |
| Total M Radios (1 channel): | 33 |
| Total Radios: | ### |

Notes:

- we will need 60 spare batteries
- multi radios have access to all 6 channels
- Total number of channels is 6:
(A- ch1&2, G- ch1&2, E- ch1, M- ch1)

Delivery & Return:

- 10 radios to be delivered June 16, 2014 and picked up July 31, 2014
- All other radios to be delivered July 17, 2014 and picked up July 28, 2014