

# Player Transportation

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RBC Canadian Open



# Player Transportation

## COMMITTEE DESCRIPTION

The Player Transportation committee is responsible for providing transportation to players and officials to and from the airport, and between the golf course and host hotels.

All volunteers must be 25 years of age and have a valid drivers' licence. Golf Canada vehicle insurance requires that provincial driver records ("drivers abstract") be supplied and Golf Canada will request these from the authorities on behalf of all volunteers.

Ideal number of volunteers: 125

## COMMITTEE FUNCTIONS

### Chair Duties

An important responsibility is to assist in recruiting volunteers for the committee; it is important that the chairperson has a good knowledge of the duties of the committee prior to recruiting. When establishing schedules for the volunteer base it is vital to provide the volunteers with outlines of their duties (note: morning and evening shifts are the busiest times). Chairs are expected to remain on site until the last pick returns.

Carefully review all attached sample material and forms, and tournament week agenda below, to become familiar with committee procedures.

Source out and copy specific local maps for dispatch desks to have on hand for drivers when required, i.e. to/from tournament hotels, airport/s, downtown, etc. Check with city for any construction plans and schedules and identify any road closures. Initiate contact with local airport(s) to discuss pickup, greeting and parking arrangements. Attend a walk-through orientation visit to airport with selected dispatch and greeter groups.

Select key group of capable and reliable individuals to work closely with Chair and Vice Chair as dispatchers and greeters. See appendix A & B for a summary of duties and guidelines for each job within the committee.

## HOURS OF OPERATIONS

### Pre-tournament

Saturday (prior)	10:00 A.M – 4:00 P.M. (vehicle set-up and staging)
Sunday (prior)	9:00 A.M. – 2:00 A.M.*

### Tournament Week

Monday - Sunday	5:00 A.M. – 9:00 P.M.**
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### Post-tournament

Monday	5:00 A.M. – 12:00 P.M. ** (departures & return of last vehicles)
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\*Hours may vary depending on the arrival of the charter from the British Open.

\*\*Hours may fluctuate according to flight times

## EVENT CHECKLIST – PLAYER TRANSPORTATION CHAIR

### **Pre-Tournament**

- Send each volunteer a follow up email including a Time Request Sheet for completion and job descriptions for greeters and dispatchers
- Golf Canada to arrange for fleet of approximately 25 transportation vehicles and evacuation vehicles
- Arrange for an airport dispatch location (if required) and desks at appropriate tournament hotels.
- Golf Canada will make payment (account) arrangements with selected gas stations
- Golf Canada to order numbered identification stickers for all vehicles
- Determine security requirements, if any
- Establish pick-up and return location for vehicles
- Arrange for delivery of baby seats with Golf Canada Operations
- Complete Vehicle Allocation list for Committee
- Update all necessary forms for the current year
- Source out and copy required local maps for dispatch desks to have on hand for drivers when required, i.e. to/from tournament hotels, airport/s, downtown, etc.
- Golf Canada staff to record player airport pick-up requests and supply Committee with completed requests. Calls will be forwarded to golf course dispatch desk as of noon on the Sunday prior to the championship.
- Assist Golf Canada with orientation meeting and prepare: agenda, speakers, credentials, shift assignments, etc.

### **Saturday Prior to Tournament Week**

- Pick up trailer keys, and vehicle keys
- Ensure that all supplies have been delivered to the trailer
- Ensure all phones in trailer are working
- Assign volunteers to organize keys. One set to hold labeled key tags with ID number corresponding to ID sticker on vehicle windshield, and hung on keyboards.
- Before vehicles are moved, ensure the following:
  - Ownership and insurance papers are placed in glove compartment of each vehicle
  - Logo'd decals are placed on all vehicles (driver and passenger doors)
  - Numbered ID stickers are placed on front and back windshields (top right)
  - Local map placed in each player vehicle
- Gas up vehicles if necessary. Know location of gas station and car wash.
- Move vehicles to designated parking area (usually at golf course)
- Supplies to be stored in storage box under desk
- Lock up trailer when finished for the day

### **Sunday Prior to Tournament Week**

- Open HQ desk at 9:00 am
- All volunteers sign in upon arrival
- Drivers are assigned pick-ups on first in-first out basis
- All drivers return to HQ after each assignment, unless otherwise instructed
- Central dispatch (HQ) is the nucleus and will maintain ongoing contact with other dispatch desks throughout the day to forward pickup requests
- All courtesy vehicles are returned to golf course HQ at end of day
- On-site dispatch will do a final sweep of range / clubhouse at end of day to ensure all players are secure
- Lock up trailer at end of day

## **Tournament Week**

### **Monday and Tuesday**

- All desks open and volunteers in place by 5:00 a.m.
- All volunteers sign in upon arrival
- Drivers are assigned pick-ups on first in-first out basis
- HQ immediately assigns first drivers to hotels for player pick-ups
- All drivers return to HQ after each assignment, unless otherwise instructed
- Central dispatch (HQ) is the nucleus and will maintain ongoing contact with other dispatch desks throughout the day to forward pickup requests
- All courtesy vehicles are returned to golf course HQ at end of day
- On-site dispatch will do a final sweep of range / clubhouse at end of day to ensure all players are secure
- Lock up trailer at end of day
- Designate 2-3 volunteers per shift to shuttle players from the parking lot to the clubhouse and back (electric player shuttle carts will be supplied by Golf Canada).

### **Wednesday**

- Daily duties same as above
- After last pick-up, pack up airport dispatch desk and return all supplies and forms to Headquarters
- Designate 2-3 volunteers per shift to shuttle players from the parking lot to the clubhouse and back (electric player shuttle carts will be supplied by Golf Canada).

### **Thursday, Friday, Saturday**

- Daily duties same as above
- Headquarters on-site – prepare for players who will leave for airport after cut Friday
- Designate 2-3 volunteers per shift to shuttle players from the parking lot to the clubhouse and back (electric player shuttle carts will be supplied by Golf Canada).

### **Sunday**

- Daily duties as above
- Players will begin to book their planned departure times.
- Drivers will take players to airport either in the player's vehicle or courtesy van, as per player request
- Chairs to develop plan for drop-off of vehicles to designated lot after return from airport and instruct drivers accordingly
- Pack up supplies from hotel dispatch desks and return to trailer
- Designate 2-3 volunteers per shift to shuttle players from the parking lot to the clubhouse and back (electric player shuttle carts will be supplied by Golf Canada).

### **Monday after Championship**

- Transport any remaining players to airport
- Return all remaining vehicles to designated location and take final count to ensure ALL vehicles are accounted for
- Ensure all baby seats are stored in trailer
- Pack up all supplies, forms and logs in trailer and return to Golf Canada Tournament Office
- Return both sets of vehicle keys and trailer keys to Golf Canada Tournament Office

## EQUIPMENT CHECKLIST

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

- Table & skirting with chairs
- 3 Telephones with ext. #'s & directory
- Numbered ID stickers for all vehicles
- Office supplies (pads, clipboards, etc.)
- Vehicle keys (from supplier)
- Player vehicle list
- Key tags for master set of keys (for ID #'s)
- Tournament logo decals for all vehicles
- Vehicle Insurance Slips & Ownerships
- All applicable forms
- Key board for HQ dispatch (hanging and numbering keys)
- Garbage bins & bags

## APPENDIX A: SAMPLE DUTY SUMMARY SHEET

**Dear Volunteer,**

Following are descriptions of Driver, Dispatcher and Greeter duties to allow you to better determine if you have an interest in volunteering for one or all of these positions. Please respond by completing and returning the attached Time Request Sheet. Your response will be used in creating your individual assignment schedule for the Canadian Open. Depending on numbers and overall interest, not everyone may be accommodated.

**As a Driver you:**

- are comfortable driving
- have knowledge of the area and a good sense of directions
- are timely and cordial
- require reasonable physical strength for possible assistance with luggage
- require patience while waiting for all passengers

**As a Dispatcher you:**

- need to be prepared for flexible shifts
- will be working as a team
- need to be comfortable and confident speaking on the telephone
- need to be good at problem solving quickly and efficiently
- will need to be prepared to work at the airport, or at the golf course
- need to be comfortable using a cell phone
- need to be organized and keep others organized (ie. drivers)
- maintain various forms and logs
- need to be prepared for irregular meal arrangements
- need to be prepared for periods of inactivity

**As a Greeter you:**

- need to be prepared for long late hours
- will be working as a team
- should have a pleasant personality
- will be standing for long periods at a time
- must be comfortable in crowds
- require reasonable physical strength for holding a small sign and possible assistance with luggage
- require patience while waiting for all passengers and dealing with last minute changes and no shows
- need to be comfortable reading flight boards
- need to be comfortable using a cell phone
- will start your shift at the airport and may drive directly or be dropped off at the airport with no transportation until your shift is complete
- will find familiarity with the golfers an asset
- will be eating / drinking as time permits

Greeters are needed from Sunday to Tuesday only.

## APPENDIX B: SAMPLE DUTY GUIDELINES SHEET

### DRIVER, DISPATCHER & GREETER GUIDELINES

#### General Description

The Transportation Committee is responsible for providing transportation to contestants and officials, to and from the airport, and between the host hotels and the golf course.

#### Dispatcher Information

##### INFORMATION FOR DISPATCHERS (GOLF CLUB, HOTEL)

1. The dispatchers are responsible for the orderly dispatch of vans from the Golf Course, Hotels and Airport.
2. Transportation Headquarters is operated out of a trailer located in the player parking lot adjacent to the Clubhouse main doors. It is the nucleus of the transportation committee. Players are instructed to call this number for airport, hotel and general pick-ups throughout the week.
3. HQ Dispatch will assign drivers to the hotels each morning to be on hand for players needing transportation to the course.
4. Hotel Dispatchers will communicate with HQ as required to advise them of their driver status.
5. In order to maintain rotation order, each driver must sign the 'Driver Log-in Sheet' when he first reports for duty, and again when he returns from an assignment. This allows dispatchers to send drivers out on a "first in – first out" basis.
6. Dispatchers should ask unfamiliar passengers their affiliation to the tournament. This ensures that the individual is entitled to courtesy transportation. Those entitled to tournament transportation are: players and their guests; PGA Tour officials; Golf Canada staff and officials; and media. Caddies will be provided drives to and from tournament hotels only, based on available drivers.
7. Tour Media Guides will be provided at each desk. They contain photos, biographical information and performance records of the professional golfers. Since our drivers like to know the golfers they are transporting, we ask that you try to identify the golfer as often as possible and introduce him to the driver.
8. Copies of area maps will be provided at each dispatch desk and in some instances, preferred routes will be outlined. As most drivers are local, they will likely be aware of alternate routes in case of heavy traffic. As the drivers check in, dispatchers should try to find out if they encountered any traffic difficulties so this information can be channeled to other drivers and transportation desks.
9. Hotel dispatchers working the last shift of the day are responsible for safely storing supplies under the desk and calling HQ to report that he is leaving and closing up for the day.

## Dispatcher Task List:

### INFORMATION FOR DISPATCHERS (GOLF COURSE, HOTEL)

1. Receive request for pick-ups
2. Assign drivers
3. Complete appropriate forms
4. Maintain contact with other dispatchers as required
5. Maintain communication with drivers to determine traffic flow
6. Ensure safekeeping of vehicles, keys and supplies at day's end
7. In case of Driver shortages, headquarters will contact spare drivers
8. Attempt to anticipate need for standby vehicles at hotels, golf course, etc.

## **Driver Information**

### INFORMATION FOR DRIVERS (GOLF COURSE, HOTEL)

1. Take the time to familiarize yourself with the courtesy vehicles so you become comfortable with the location of all controls (trunk release, automatic door locks, air conditioning, hand brake release, etc.)
2. Official transportation vehicles are to be parked only in specified areas at the golf course. Volunteers will park personal vehicles in Lot B and will be shuttled on site.
3. The drop-off point for players at the golf course is at the Transportation Trailer.
4. Vehicle keys are kept under the custody of the dispatcher. Drivers may not be assigned a specific courtesy vehicle for their entire shift, therefore, personal belongings should not be left in the vehicles.
5. Do not ask players for any favours – tickets, autographs, clothing, etc.
6. Drivers will advise HQ dispatch when they notice a vehicle is below half full and may be asked to take the vehicle to the tournament gas station for fill up. Receipts are always returned to HQ dispatch. Drivers will not gas up vehicles while transporting a passenger.
7. Drivers will advise HQ if a vehicle is in need of a car wash. Vehicles will be washed on an as-needed basis, at a TBD location.
8. In the event of an accident or car trouble, please notify Transportation Headquarters. Carrying of personal cell phones is encouraged and appreciated in the event of emergency or delays. HQ will keep a list of all personal cell phones in the event a driver needs to be contacted while on the road.
9. Do not drive players in your own vehicle.
10. Please report to your designated workstation at least 15 minutes prior to your shift. It is critical that drivers be on time. Players late for their tee times are penalized.

11. Do not under any circumstances allow yourself to get into a confrontational situation with your passengers. If a conflict should arise, contact the Transportation Chair as soon as possible to resolve the issue.
12. It is important that after each drop-off, drivers verify that no personal belongings (both driver and passenger) have been left in the vehicle.

#### Driver Task List:

Report to HQ at the golf course (unless otherwise advised) 15 minutes prior to time noted on the shift schedule provided.

1. Sign in upon your arrival & upon return from each assignment
2. Receive assignments
3. Always return to HQ, unless otherwise instructed
4. Inform dispatcher of any notable driving / traffic conditions
5. Inform dispatcher if vehicle is low on fuel or needs washing
6. Notify dispatcher if you have encountered any mechanical problems with your vehicle

#### GREETER INFORMATION

1. Your shift starts at the airport so please allow travel time
2. You will receive a flight schedule from the dispatcher at the airport
3. If you're not familiar with your passengers, check the Media Guide if available and this may help you recognize them easier
4. You will be driven to your terminal by one of our drivers – confirm your return transportation with the Dispatcher
5. On arrival at your terminal, get acquainted with your partner and set a game plan
6. You may also want to familiarize yourself with the exits, driving post for the drivers, flight boards, snack bars, etc.
7. When flight arrival is confirmed, position yourself in a visible location and hold your sign up high
8. If you recognize your passenger, approach them so they don't have to come to you
9. Introduce yourself and offer assistance with their luggage but let them handle their own clubs
10. They may ask you to mind their luggage and if so, it should not be left unattended for any reason
11. Introduce the player to the driver
12. Always try to have a vehicle for each passenger. They do not always like to travel together. On the other hand, if two players insist on doubling up, contact dispatch immediately to ensure a driver is not already on the way.
13. Wait as long as possible before declaring a no show and check with airport officials for customs delays, lost luggage, delays due to several flights arriving together, etc.. Also, departure desks can sometimes check flights for you to confirm whether or not they were on the flight (but only if they are not busy)
14. Contact the Dispatcher for any updated last minute changes and inform them you have a probable no-show
15. Please respect their privacy as far as conversation and autographs as they will be tired after traveling and will be ready for some quiet time

#### **Be prepared:**

- Wear comfortable footwear
- Bring a pen and notepad
- Have your copy of the flight schedule for your terminal

- Reading material for slow times
- Make sure cell phone works
- Bring a small amount of cash for snacks, drinks, phone in case the cell doesn't work, etc.
- Have all necessary phone numbers – airport dispatch (XXX-XXX-XXXX), and Transportation HQ (XXX-XXX-XXXX)

Tournament Week Information:

1. The volunteer uniform must be worn at all times when you are on duty. It designates your official function. Wear comfortable shoes. Your volunteer badge provides grounds admission all week, but not clubhouse access. When not on duty, you are asked not to wear your volunteer uniform or access the volunteer tent.
2. In case of inclement weather or any other emergency that might affect tournament play, Transportation Headquarters will call volunteers to advice of any shift changes.

Above all, have fun and enjoy being part of one of the world's premier golfing events!

## **APPENDIX C: SAMPLE COMMITTEE RESPONSIBILITY HANDOUT**

### **Transportation Committee**

#### ***What We Do***

#### **Hotel Shuttle**

- On demand shuttle service between the hotels and the golf course for players, players' families, Media, Officials, and Golf Canada guests
- Occasional special pickups will be made from non hotel locations
- Man dispatch desks at tournament hotel/s

#### **Airport Pickup/Departure**

- Arrivals take place anytime from Sunday to Wednesday at ANY time from 6:00 am to midnight
- Player departures are typically directly from the golf course after a player's final round (Friday and Sunday). Some departures occur on Monday morning after the tournament

#### **On-Course Shuttle (if required)**

- Possible need for a shuttle for players for long walks between holes

#### **Manage Fleet of 50 Vehicles**

- Our fleet consists of approximately 15 cars and 35 vans provided by our vehicle supplier
- Prior to the start of our player related activities, we need to prepare the vehicles by applying the event logo and ID decals, gas fill-ups if required, and positioning the vehicles in preparation for our first shifts
- Subsequent to the conclusion of play, we must return the vehicles to a pre-selected drop-off area in preparation for pick-up by our vehicle supplier on Monday.