



## 2022 CP Women's Open Post Event Reports

### Committee Name and Chairs/Vice Chairs:

*Player Transportation – Chair Kevin Gardiner  
Vice-Chair Ross Davey  
Vice Chair Dave Jackson*

### Responsibilities:

*The Player Transportation committees' primary function was the transport of players, family members, caddies, and tournament officials to and from the airport, club and the various hotels, billets and various other sites around the city. Other functions of the committee included the support of EVAC operations by vehicle and cart, and the delivery and recovery of 18 Courtesy Cars.*

### Highlights:

*For the 2022 woman's open Player transportation provided over 320 rides to 85 unique individuals or groups. Interestingly we only drove 39 golfers out of a field of 152. Our biggest customers were Shaughnessy and Jess Baker/father who both used our service 17 times. Our most visited locations were the Airport, Hilton Garden Inn, Fairfield Inn, and 336 Wabasso lane.*

*With a total of 67 airport pickups and drop offs the use of the airport commercial lane was indispensable and aided our pickup operations immensely.*

*In support of EVAC, our group moved the 6 evac vehicles on and off the course a total of 12 times and we participated in 3 evacuations for weather and one for night fall. These evacs had our drivers moving the on course evac vehicles and responding via golf carts.*

*During this year's event, we reported no accidents or damage to the vehicles or occupants. We did however have three issues with vehicles that were quickly resolved by AVIS, Problems included a flat tire (courtesy car), dead battery, and the loss of a rear side window to glue failure.*



*Courtesy Cars were available for 18 people. 15 courtesy cars were delivered and recovered this year. Interestingly, we didn't have to go and look for any courtesy car this year. Brooke Henderson. Alison Lee and Ali Ewing did not pickup their cars.*

### **What worked well:**

*This year the Player Transportation Committee was located in the Hunt Club pro-shop. This provided a nice, air-conditioned environment, with adequate space. Noise was a major issue as both the communication committee and ours had a lot of action and a lot of people. Also, we had no easy way to separate dispatchers from drivers which caused lots of commotion, confusion, and mistakes. A divided PT room would work better!*

*The parking lot was a much smaller issue this year. We were asked only once to move cars. Player Transportation provided a daily parking lot manager who worked closely with the bus company and Eric's team. Not only were we able to keep the parking lot flowing, we were also able to create more than enough parking spots and provide for the necessary space for our committee vehicles.*

*The driver credential and training process was a huge problem. First, as a chair I had no way of seeing who had completed what? This led to a tremendous amount of last-minute work for myself and Kendra at Golf Canada. In the future the chair needs to be kept aware of who has completed what process. Golf Canada should also provide a written notice that a driver has completed the process and is valid to drive.*

*The training for drivers was not appropriate for the level of interaction drivers had with the golfers or anyone else. The training and credentialing caused many, many drivers to quit an issue we did not experience at all in 2017. The training should be adjusted to reflect the real-world interaction of drivers and golfers.*

*Player transportation received many complaints from drivers about the intrusiveness of the Sterling identity check. This may be an issue for Canada's privacy laws, and it certainly put off more than a few people.*

*Driver's age should be more of a concern in future events. In my opinion 70 or 75 should be the cut-off for driving and/or there should be some kind of awareness and confusion test?*



### **Suggestions for future events:**

*The signup procedure for drivers is flawed. When registering, the drivers were only asked for work preferences from the 21<sup>st</sup> through the 28<sup>th</sup> of August. The player transport committee ran from the 20<sup>th</sup> through the 29<sup>th</sup>. We had no way of gauging driver preferences for those extra days. Also, the registering process asked drivers for their preference of AM, PM, Either or ALL. What does Either mean? The preference should be for Morning, Afternoon, Evening or All. There are three distinct shifts in player transportation, PM and Either are meaningless!*

*A dispatch software program that could help automate the booking process with golfers' names and an expanding list of addresses would be a dramatic aid to the player transportation committee. While we had very good dispatchers, noise, hearing issues and language slowed the booking process and caused more than a few mistakes.*

*The use of email for booking rides was a very large success. We had very few phone bookings and the email booking did help take language, noise and spelling out of the equation.*

*For a next event at the Hunt Club, the number of volunteers and cars should be reduced. Maybe 10 vans with 60 or fewer drivers. This reduction may not work at other clubs that do not share our proximity to the airport or hotels.*

*Golf Canada should have a better handle on golfer's intentions. Identifying those who need PT service and those who don't, would be a huge help. Also ensuring courtesy car recipients do not also get a parking pass would be a major help. Courtesy cars don't need a parking pass and most ended up on caddie cars or friend's cars.*

*Courtesy car recipients must be required to provide drivers licence, phone number and location before being given a Courtesy car. No recipient this year would provide location. Luckily, we did not have any courtesy cars abandoned at hotels like we did in 2017.*

*Player transportation should be put on the list of committees that have coffee, water and snacks delivered. The PT committee starts the earliest and finishes latest. There were no services for drivers on August 20<sup>th</sup> or August 29<sup>th</sup> or before 6am and after 7pm on all tournament days. Given drivers are asked to work extended hours and in support of all other committees this issue needs to be addressed.*



*Issues with connectivity with phones and computer were frustrating and difficult. Loosing the phone and computer systems at 7pm on the first few nights suggests a better solution is required in the future.*

*Understanding why many golfers do not use player transport would help in future planning. How did the other golfers get to the Hunt Club. Why don't they use the service? With only 39 golfers using the service this year, clearly there is an issue. Is service bad at other locations? Are the golfers not confident in the service?*

*Dispatching drivers in a first in first out manner isn't always best. Driver knowledge should be used more in the assignment process as googling for locations we have already visited can be a big waste of time and does not look professional.*

*Future committees should consider having three types of members as it is not just about driving. Dispatchers are the most important function covering 24 shifts. People with good computer, listening, writing and spelling skills are required. A parking lot manager, at least at the Hunt Club, is essential and required during tournament days, 14 shifts. Drivers are the heart of the operation but at the Hunt Club we can probably go with 60 or fewer drivers with 10 vans.*

## **Conclusion:**

*The Player Transportation committee successfully provided over 320 rides, supported evac operations and courtesy car delivery and recovery. This year's event was busy and required a lot of effort from 69 drivers and the three chairs.*

*We had many people comment on our service and how well our drivers performed.*

*While there were many issues, none were fatal, and most people were not even aware that issues existed.*

*I would like to thank my co-chairs Dave Jackson and Ross Davey for their efforts in a very successful PT operation this year. Their efforts helped make the Player Transport committee the success it was.*