



2025 CPKC Women's Open Committee Post-Event Report

Committee: Player Transportation

Submitted by: Ray Dela Paz, Marnie Moran, Randy Hansuld

Responsibilities (in your words):

The Player committee is responsible for providing ground transportation Services for all Tournament Players and extended parties including caddies, agents, coaches, and their families, and other VIPs as defined by the CPKCWO

What went well?

the tournament was a huge success. We received nothing but positive feedback from all of our passengers. They said they didn't get this kind of "white glove" service anywhere else on the tour.

Effective partnerships with AVIS, GTAA and security, Golf Canada Pro Champs team, and MGCC Member leasershship.

What could have gone better?

More time to further develop the online ride booking process so it temporarily stores frequently used contact information for both the parties we transport and our volunteer drivers.

Suggestions for future events (this can be for your committee specifically or the event as a whole):

During practice round/pro-am days, organize to have a 'meet a pro' event in the volunteer centre.

Specifically for the Player Transportation Committee:

1. Head Phones for the telephone so you can hear the calls coming in, as the trailer is quite noisy.
2. Distribute cards so the caddies can put their name, phone number and email address on, so then we don't have to ask them the same questions everytime they come in for a ride. For a digital alternative, create contact records for those parties in the ride booking system.
3. Have all the drivers put their names and cell phone numbers on magnetic cards, then we can place and move these cards on the white board, making it easier for the dispatcher and drivers. The dispatcher can also then text the driver with their next ride,



avoiding parking in our lot, when there is a parking issue.

4. We experienced problems with the computer having as much as a two hour drag time delay, not just coming in but also with our reply. Our reply wasn't as much of an issue as the incoming requests, we could and did miss rides because we simply didn't get the request on time. It would be more efficient if all the requests came in by phone

5. Co-Chairs must be aware this job requires that they be available from 4:30am to 11pm and take individual responsibility to open and close on an agreed upon rotating basis. I recommend three people chair this committee.

6. There should be three keys for the transportation trailer so all co-chairs have a key to open and close the trailer.

7. There are two jobs most people don't think about when they volunteer for "transportation". The first is Greeter, this job should be done by a friendly person that can troubleshoot any problems that arises. This job is done by two volunteers, the first one has a sign identifying them at a CPKC representative, the second volunteer takes the player or other designated passenger to our waiting vehicle. I recommend this job be done by a member of the club hosting the tournament so they not only welcome them to the city but also their Club. The second job is one of dispatcher, and the same thing applies friendly person able to troubleshoot.

8. Lastly, there is often down time, it would be much appreciated if there was a TV that the drivers could watch the tournament while waiting. One of our drivers suggested this as he drives for the tennis tournaments and they provide this perk.

What do you wish you would have known prior to tournament week? Is there anything that Golf Canada could have done to better prepare you for the tournament?

What is your favorite memory from the CPKC Women's Open?

Too many great memories to list as we had amazing volunteers, many of whom went above and beyond. Probably the most memorable would be a Brooke's win.