



2025 CPKC Women's Open Committee Post-Event Report

Committee: Player Transportation

Submitted by: Randy Hansuld

Responsibilities (in your words):

Responsible for organizing the resources required to effectively transport players, caddies, and VIPs to and from the golf venue from various locations - airport, hotel, and private residences.

What went well?

Volunteer Committee members were committed and dedicated leaving few gaps in daily scheduling. Committee Members stepped up and went well beyond the duties of their shift assignments.

Many of the committee members were repeat volunteers which very much contributed to our success. Positive feedback from players and caddies was strong. It was a treat to get to meet players and caddies alike in the PT Trailer.

The PT Trailer was generally fine for its purpose - a bit small, and loud, on occasion but mostly suitable. I understand that in previous years a trailer was shared with another committee and in my view this should continue to be avoided in the future if at all possible.

What could have gone better?

There was insufficient club member engagement on transportation. Without external volunteers we would have been short on volunteers putting the committee mandate at risk. Special Note: Marnie did an exemplary job recruiting her peers and friends - one of which was Liz Tyrell who was a rock star.

Staging the transportation vehicles was very problematic at peak times (first two days of tournament) due to lack of parking space. I think Golf Canada could have done a much better job assessing the parking space available, who it allowed access to the grounds, and/or established a cordoned off and designated space for all PT vehicles. This should not have been hard to figure out. The lack of parking spots, required unnecessary negotiations with other committees, and juggling parking spots both on and off site. This was unproductive. If one of the key services of this tournament is courtesy transportation, then ensuring sufficient "reserved" parking for staging vehicles should be considered mandatory.

There was a lack of communication between gated security and event organizers that PT vehicles were priority vehicles allowed access to the property. This was further exacerbated with security managing parking space availability at peak times. There were instances when PT vehicles were blocked from entering the property and this disrupted our schedule and put at risk meeting player and caddy pick up times.

There were some bumps with the transportation booking system, its form and feed into the scheduling system. In the end it worked sufficiently and got us through. Overall the booking system requires too many steps from receipt/input to confirmation of a scheduled ride. It would be a huge improvement to move the booking system to an App and require its use as the primary tool /only way to book a ride.

People are familiar with using apps and would very likely prefer this from the more cumbersome set up in use today.



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

I think Golf Canada needs to do a better job standing up who *their* key event volunteer (non members) personnel are assigned to various committees, why they are there, and their role/mandate. Co-Chair does not seem to be an appropriate term, given the outsized reliance placed on them. Thus it appeared to me that member Co-Chairs were more for engagement than operational puposes. Nonetheless it was a priviledge to be involved as a "Co-Chair" and to learn the transporation file, and how a national event comes together.

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?

Aside for improved role clarity, there were no surprises which is a testament to the experience, strength and organizational skills of the tournament teams responsible for putting this event on.

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

The commraderie and "do anyting to get it done" culture fostered within the committee. It was wonderful to work with a goup of dedicated and comitted individuals whose sole focus was to ensure the tournament was well served. I won't miss the the 5 AM shift, even if it was fun once the first ride pickup was dispatched.