

2025 CPKC Women's Open

Committee Post-Event Report – Volunteer Security

Committee: Volunteer Security

Submitted by: Deborah Vittie-Pagliaro and Suzanne Kernohan

Volunteer Security Co-Chairs (2025)

Responsibilities

- Access control to practice areas (range, chipping, and putting green)
- Player shuttle movements (range → 1st tee; 18th green → scoring)
- Inside-the-ropes player security for marquee players
- Real-time Volunteer Security Post assignment management and rapid re-deployment when situations changed

What went well?

- Overall experience: The committee had a wonderful experience. Morale remained very high even during trying and changing times.
- Rob MacLean, head of security was a consummate professional and was great to work with. His experience, and leadership was appreciated; Rob and his colleagues Brian on the field and Joe managing communications and cameras, went above and beyond to assist and answer any questions.
- Team strength: We had an amazing, blended team of active and retired officers handling player security with professionalism and calm demeanor. We had a wonderful, blended team of professionals and students assisting with the practice area posts. Our members of both segments were extremely positive and passionate about helping to make the tournament a success and a pleasant experience for all attendees.
- Auxiliary support: We're grateful for the compliment of auxiliary officers who augmented inside-the-ropes coverage and key access posts.
- On-the-fly adaptability: When regular security posts changed, we responded in real time—executing new deployments, communicating clearly, and filling gaps without disrupting play or guest flow.
- Player shuttles: Movements were efficient and respectful of player routines; escorts and staging were smooth at peak periods.

What could have gone better?

- Scheduling volatility: Tee times and pairings shifted late, which compressed scheduling and created last-minute coverage puzzles.

- Late cancellations: A few late volunteer cancellations stretched coverage in certain area. Building a bigger compliment would reduce risk.

Suggestions for future events

- Tee-time-driven playbook: Pre-build schedules tied to common tee-time scenarios so we can pivot with one call.
- Standby & floaters: Maintain a small pool of trained floaters (including auxiliary officers) on each shift for quick re-tasking.
- Auxiliary onboarding: Provide a brief pre-tournament orientation for auxiliary officers (practice area post map, comms protocol, VIP/player proximity etiquette).
- Comms readiness: Standardize radio checks and a quick escalation tree per hole/zone to accelerate red deployments.
- Final-round surge plan: Staff up afternoon shifts on Sunday and keep a playoff-ready perimeter plan.
- Player shuttle staffing: Assign experienced volunteers to shuttle posts given the visibility to players and impact on tournament flow

What do you wish you would have known prior to tournament week?

- Earlier clarity on tee-time volatility windows (e.g., broadcast/weather sensitivities) to pre-staff surge periods.
- Confirmed auxiliary officer counts/availability sooner to lock coverage on critical posts.
- Spectator flow hotspots expected for Sunday finish and potential playoff routing to size perimeters appropriately.

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

- Witnessing history as Brooke Henderson won—the atmosphere was electric, and our team was proud to support it safely and seamlessly.

Acknowledgements

- Heartfelt thanks to our active and retired officers, our auxiliary officer partners, and fellow committees whose collaboration made the week a success.