



## **Transportation Volunteer Handbook for the 2022 Charles Schwab Cup Championship**

Tournament Week:

November 7 – November 13, 2022



Thank you for volunteering!!!

With your help we will have another great tournament!

Andreas Kraemer – Transportation Chairman

703-395-5856

[Transportation@golf-volunteers.com](mailto:Transportation@golf-volunteers.com)

## VOLUNTEER REQUIREMENTS & DUTIES



- ✓ You must be 25 years of age.
- ✓ You must provide a valid drivers license. The PGA TOUR will perform DMV checks for insurance purposes.
- ✓ Assist with transporting cars from / to various locations.
- ✓ Pick up and return golf professionals, family members, TOUR staff/officials and guests.
- ✓ **Additional Safety Guideline:**
  - ✓ Follow all PGA TOUR Vehicle Driver Conduct policies and procedures.
  - ✓ Report any vehicle issues to Andreas.
  - ✓ If in need of emergency services, call 911 immediately

**Please note – schedules are subject to change and flexibility on scheduling is highly recommended.**

# UNIFORM (PLEASE WEAR KHAKI BOTTOMS)



Volunteer Clear Tote



Volunteer Baseball Hat



Volunteer WOMEN Polo

Volunteer MEN Polo



Volunteer WOMEN Visor



Volunteer Unisex Visor



Volunteer WOMEN Jacket



Volunteer MEN Jacket

## UNIFORM DISTRIBUTION



- ✓ Location: Phoenix Country Club - East Tennis Courts
  
- ✓ FRIDAY, OCTOBER 28
  - ✓ 12:00 PM - 6:00 PM
  
- ✓ SATURDAY, OCTOBER 29
  - ✓ 9:00 AM - 3:00 PM
  
- ✓ SATURDAY, NOVEMBER 5
  - ✓ 9:00 AM – 1:00 PM (Final Distribution/Exchange)

# VOLUNTEER HEADQUARTERS

Location: Phoenix Country Club – Pool Area



## TICKETS



- ✓ In your account you received **two (2) digital weekly grounds tickets, Thursday – Sunday**. Share and transfer to friends and family. **NOTE THE CAN NOT BE PRINTED – DO NOT PRINT THESE – THEY WILL NOT BE ACCEPTED.**
- ✓ Your Volunteer Credential will serve as your PERSONAL “ticket” and grant you access to the tournament all week.
- ✓ Each Volunteer will NO LONGER be receiving a **LOT 2 Weekly Parking Pass** (this will not be in your account). Show your volunteer credential for LOT 2 Parking
- ✓ Please see attached tutorials on managing your tickets via desktop and smartphone for more instruction on how to transfer your tickets to family/friends

Your digital tickets are **MOBILE ONLY** and need to be accessed from a smartphone using an internet browser (i.e., Safari, Chrome, etc.).

Visit the tournament Account Manager web page to log in:

[Click here to view your mobile tickets](#)

OR

Copy and paste the site into your internet browser:

<https://am.ticketmaster.com/pgsrtc>

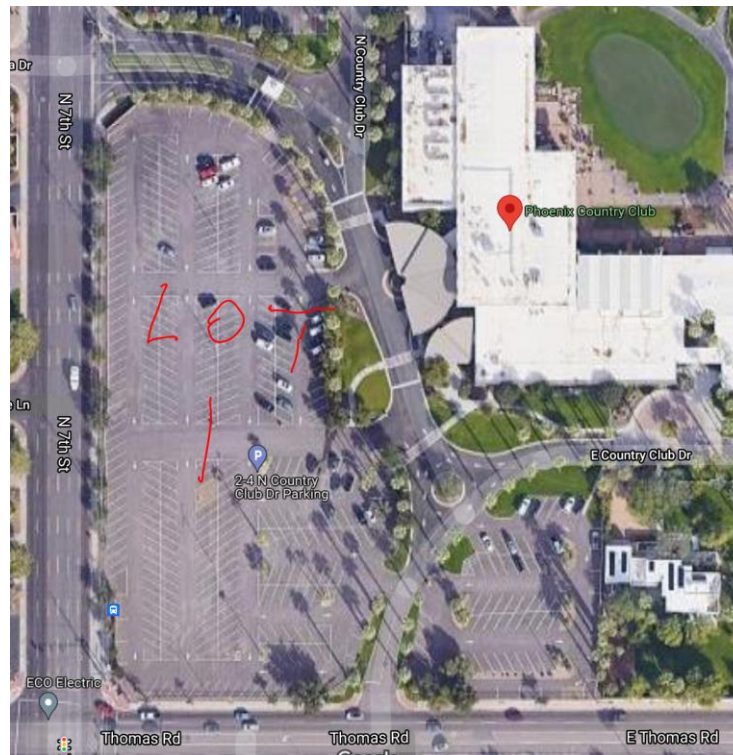
**USERNAME: EMAIL YOU USED FOR VOLUNTEER  
REGISTRATION**



## PARKING (SAT – TUE, DEPARTURE MONDAY)

**VOLUNTEERS MUST SHOW THEIR DIGITAL LOT 1 PARKING PASS TO ACCESS PARKING (11/7 and 11/8 only).**

Lot 1 Parking at Phoenix Country Club, 2901 N 7<sup>th</sup> Street, Phoenix, AZ 85014



## PARKING (WED - SUN)

**VOLUNTEERS MUST BRING THEIR CREDENTIAL TO ACCESS PARKING.**

✓ Volunteer Parking Location:

Veterans Memorial Coliseum

20th Avenue Lot

Address: 1951 West Encanto Blvd.

Phoenix, AZ 85009

Follow signs for “Lot 2 Parking”

**Volunteer should allocate extra time for travel.**

## PARKING (WED – SUN) – SHUTTLES RUN FROM 7AM to 7PM

Lot 2, [1988 W Encanto Blvd., Phoenix, AZ 85009](#)

- ✓ Shuttle Hours:
  - ✓ Wednesday: 5:30AM to 6PM
  - ✓ Thursday – Sunday: 7AM to 6PM



## DATES AND SHIFT TIMES

**November 5 (Sat) – 1pm – 6pm** Vehicle Inspections

**November 6 (Sun) – Noon–11pm**

**(Shift #1: Noon - 6pm, Shift #2: 5pm – 11pm)** Player / Officials / Guest pickups (only a few)

**November 7 - 12 (Mon-Sat) – 6am-7pm**

**(Shift #1: 6am-1pm, Shift #2: 12pm–7pm)** – Player / Officials / Guest rides

**November 13 (Sun) – 6am-9pm**

**(Shift #1: 6am-2pm, Shift #2: 1pm–9pm)** – Airport drop offs and retrieval of courtesy vehicles

**November 14 (Mon) – 8am-3pm (depending on departures)** – A few Airport drop offs and retrieval of courtesy vehicles

## WHAT TO EXPECT

- ✓ Total boredom followed by .....
- ✓ Total Chaos (or so it may appear).
- ✓ Bring something to read or do – we have a good bit of down time, but we also have WiFi and a TV.
- ✓ **Important** – Be available when needed.
- ✓ Stay near our office, ask before leaving.

## CONDUCT



- ✓ Your **MUST** wear the required uniform.
- ✓ You are the first (and often last) face of the tournament!
- ✓ Some guests are talkative, some are not. Follow the lead of the guest.
- ✓ **DO NOT – NEVER, EVER** ask for autographs and/or pictures while in uniform.
- ✓ We are volunteers, we do **NOT** ask for tips. We do not accept them either.
- ✓ Refer to the volunteer handbook and the volunteer website for more rules (Bag Policy, Mobile Device Policy).

## ABSOLUTE PRIORITY - SAFETY



- ✔ **Drive Safely!**
- ✔ Do not take risks.
- ✔ Seatbelts must be worn at all times.
- ✔ Ask guests to buckle up.
- ✔ Do not drive in emergency lanes or speed.
- ✔ No Texting – Pull over to a safe spot to text, if needed.
- ✔ Use hands-free talking, if available.

## CHECK IN



- ✔ Volunteers must park at the volunteer lot and ride the shuttle to get to the course.
- ✔ Sign in as soon as you arrive in the transportation office. We will be in the front part of the women's locker room.
- ✔ Assignments will be first-in / first-out. (Special assignments may alter the order and is at the discretion of PGA TOUR Staff and Andreas).
- ✔ Bring your cell phone. We may need to get a hold of you while you are working. Bring a charger as well, so you will not be without power at the wrong time.



## PROCESS




- ✓ Incoming reservations
- ✓ Trip Sheets (contain pickup/drop off details, contact info)
- ✓ Pickup/drop off (airports, hotels and course)
- ✓ For airport pickups:
  - ✓ Text passenger your name and a short message to contact you, once leaving baggage claim to let you know where they are waiting curbside (e.g. Door 2 North)
- ✓ Take your personal belongings out of the vehicle
- ✓ Keep vehicle clean
- ✓ Keep fuel level above  $\frac{1}{4}$  or 100 miles range

# TRIP SHEET



(For questions, call 703-395-5856)

## TRIP SHEET - DRIVER

<b>Passenger(s):</b>	Andreas Kraemer	<b>CONTACT #:</b>	703-395-5856	<b>TIME:</b>	11/06/2022 3:45 PM
<b>PICKUP LOCATION:</b>	Phoenix Sky Harbor	<b>Image:</b>			
<b>ADDRESS:</b>					
<b>AIRLINE – Flight/Tail:</b>	United	1330			
<b>ARRIVING FROM:</b>	LAX				
<b># ADULTS IN PARTY:</b>	1				
<b>NUMBER CHILDREN:</b>					
<b>CAR SEAT NEEDED:</b>	No				
<b>DESTINATION:</b>	Phoenix Country Club				
<b>ADDRESS:</b>	2901 N 7th St	Phoenix			
<b>NOTES:</b>	Pickup curbside and bring to course.				

**DRIVER:** \_\_\_\_\_ **CAR #** \_\_\_\_\_ **DRIVER CELL #** \_\_\_\_\_

Virtual Training

Sunday, 10/30/2022

1PM (MDT/PDT)

4PM (EDT)

TEAMS invite sent via email

## COMMITTEE COMMUNICATION

### COMMITTEE UPDATES

Phone calls

Texts

Email

### Email

Check inbox and spam folders for emails/newsletters from Andreas. Emails will be sent usually between 6PM and 8PM nightly throughout the tournament.

### Committee Webpage

<https://www.golf-volunteers.com/csc-transportation.html>

## STAY CONNECTED



Follow us on Twitter: [@Volunteer4Golf](https://twitter.com/Volunteer4Golf)



Follow us on Facebook: [www.facebook.com/GolfVolunteers](https://www.facebook.com/GolfVolunteers)



Follow us on Instagram: Golfvolunteers

#golffvolunteers  
#SchwabCupFinale

Q&A



THANK YOU SO MUCH FOR YOUR HELP!!!

Enjoy the tournament and all the great people  
you will meet!!!

We couldn't do it without you!!!

