



## **Transportation Volunteer Handbook for the 2023 Charles Schwab Cup Championship**

Tournament Week:

November 6 – November 12, 2023



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 Baseball Hat



Volunteer Unisex Visor



Volunteer WOMEN Jacket



Volunteer WOMEN Polo



Volunteer MEN Polo



Volunteer MEN Jacket



Volunteer MEN Jacket – 3XL

## UNIFORM DISTRIBUTION



- ✓ Location: Phoenix Country Club - East Tennis Courts
  
- ✓ FRIDAY, OCTOBER 27
  - ✓ 12:00 PM - 5:00 PM
  
- ✓ SATURDAY, OCTOBER 28
  - ✓ 9:00 AM - 3:00 PM
  
- ✓ SATURDAY, NOVEMBER 4
  - ✓ 9:00 AM – 1:00 PM (Final Distribution/Exchange)



- ✓ In your account you received **two (2) digital weekly grounds tickets per day, 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 be receiving a **LOT 2 Weekly Parking Pass**. If you have issues with the parking pass, show your volunteer credential for LOT 2 Parking
- ✓ Please see 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**



## TICKETS – ADDITIONAL INFO



*\*If logging into your account for the **FIRST TIME**, please click 'New to Ticketmaster? Sign Up' near the bottom of the login pop-up and register for an account using the email above.*

*\*\*If you receive a message that says, 'It Looks Like You Already Have an Account,' please login with the email address above and your password (or follow the steps to reset the password, if needed).*

If you have any questions regarding the tournament or managing your digital tickets, please visit the **TICKET FAQ** section on the Account Manager website.

## PARKING (SAT – TUE, DEPARTURE MONDAY)

**VOLUNTEERS MUST SHOW THEIR LOT 1 PARKING PASS TO ACCESS PARKING (11/6 and 11/7 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)

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

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



## COMMITTEE DATES AND SHIFT TIMES (Schedule supersedes this slide)

**November 4 (Sat) – 1pm – 6pm** Vehicle Inspections

**November 5 (Sun) – Noon–11pm**

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

**November 6 - 11 (Mon-Sat) – 6am-7pm**

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

**November 12 (Sun) – 6am-9pm**

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

**November 13 (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>	11/02/2023 11:51 AM
<b>PICKUP LOCATION:</b>	Phoenix Sky Harbor	<b>Image:</b>			
<b>ADDRESS:</b>					
<b>AIRLINE – Flight/Tail:</b>	United	759			
<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>	Taking Uber to course				

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

Virtual Training

Thursday, 11/2/2023

6PM (MDT/PDT)  
9PM (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!!!

