

Role Description

Position: Volunteer - Driver

Committee: **Transportation**

Last Updated: 2019

General Description: The Transportation Committee is responsible for providing efficient transportation for the competitors, officials and designated VIPs, beginning Wednesday prior to the tournament and running through to the Sunday of the finals.

Level of Authority: Volunteers report to the Committee Heads of Transportation.

Volunteer Responsibilities:

- Complete a volunteer application and waiver acknowledgment
- Be familiar with all information provided in these task guidelines
- Follow all volunteer policies and procedures as outlined in the volunteer handbook/orientation material
- Attend any volunteer training or orientation that is applicable to your volunteer position (new volunteer training, committee specific orientation)
- Read, and respond to when necessary, all communication from Tennis Canada via the Volunteer Office or your Committee Head(s)
- Maintain a professional appearance and wear the tournament uniform when on duty including your official accreditation
- If unable to work an assigned shift, every effort must be made to find a replacement. If a replacement cannot be found, inform your Committee Head(s) as soon as possible.
- If you are going to be late for a shift, contact your Committee Head(s) or the Volunteer Office as soon as possible
- Complete the minimum requirement of 42 hours of volunteer service during the Rogers Cup
- Complete the volunteer survey post-tournament in order for Tennis Canada to collect feedback and improve the Volunteer Program

Transportation Driver Volunteer Responsibilities:

- Carry a valid driver's license while on duty and small amounts of cash for unseen issues (the funds will be reimbursed with receipt)
- Access to mobile telephone strongly encouraged while on shift
- Operate vehicles in accordance with all laws and regulations (speed limits, distracted driving rules, parking restrictions etc.)
- You are responsible for any speeding and parking tickets. If it is necessary to pay for parking, please hand in the receipt to the dispatcher on your return and you will be reimbursed
- If an accident occurs, report it to the police and immediately inform one of the Transportation Committee Heads
- Remain in designated area during shift unless advised otherwise by Dispatcher
- After every trip, both at the Aviva Centre or the Hotels, please check in immediately with the Dispatcher and hand in the keys to the car (or valet person if vehicle is stopped in the Downtown Hotel motor court). Return walkie talkie and any parking permits/signs. **Do not leave these in the car.**
 - When making trips to the hotel, check in with the dispatcher immediately and give them your car number
 - If a dispatcher is not available at the hotel, a driver should call the Transportation desk at the Aviva Centre for further instructions
- Ensure that cars are kept clean inside and out.
- There may be occasions when you are asked to make slight deviations from your route. Should this occur, **permission must be requested from the Dispatcher**
- **Do not socialize with the players and do not ask for autographs or pictures**
- Respect the wishes of the players and other passengers in the vehicle, regarding volume of radio, temperature, etc.
- Walkie talkies must be kept on at all times, but volume should be kept at an appropriate level so it does not annoy the passengers and any conversations on the walkie talkies is to be conducted in a professional manner
- Arrangements have been made with the **Shell station at Old Weston Road and Steeles Avenue** for cars/vans to be filled with gas. **Do not let the Gas get below a**

third of a tank. Please ensure that the car or van is filled with the recommended grade of gas

- Normally players/VIPs will be driven to and from the airport, the site and the hotels. On occasion, players/VIPs might request to go to another location, this **must be authorized by the Committee Head or Dispatcher on duty**
- When making an airport pickup, you must:
 - Know the correct terminal, and area of terminal (i.e. international or domestic)
 - Park in the proper area (make note of where you parked)
 - Stand where you can be easily seen and ensure provided tournament sign is visible
 - **Always call the Dispatcher before leaving the airport**

When a large number of players are arriving (i.e. during the first weekend), airport greeters will be located at the airport to assist with meeting the players.

- Wait in the designated holding area until the airport greeter calls you.
- The airport greeter will tell you where to meet your passenger

If you the people you are picking up do not show when expected, please have them paged. Call the Transportation Desk if there are any problems. When you return to the Aviva Centre, please hand in any parking receipts, parking meter expenses and any phone expenses.

- Ensure that the Driver Information Kit remains in the vehicle
- At the end of your shift, park car in designated area, hand in keys and walkie talkie
- Please remember:
 - Transportation opens at 7:00 a.m. and closes approximately an hour after the last match unless otherwise noted
 - Only transportation volunteers ON DUTY are allowed in the transportation area