

Welcome to the Transportation Committee for the 2019 Rogers Cup!

We are excited to welcome the best female tennis players back to Toronto for the 2019 Rogers Cup presented by National Bank from August 3-11th at Aviva Centre. We're certain that this will be a phenomenal tournament and are glad to have you as part of the Transportation Committee. Volunteers play a pivotal role in many facets of our operations, and we could not continue to put on this event without your involvement.

Attached to this email is the role description for Transportation Drivers, taking you through the responsibilities of this specific role. Dispatchers and database managers will be given separate training on that specific assignment as needed. Please review these as they do change from year to year and they will provide the groundwork for the rest of your training as we build towards the tournament.

Your Committee Heads are Lucia Graziano, Wanda Restivo and Jason Tsang. They can be reached for any and all committee related inquires at transportationshifts@tenniscanada.com.

NEW VOLUNTEERS

All new Transportation volunteers must attend the new volunteer training session listed below. At this session we will take you through a training program designed to teach you what it means to be a Rogers Cup volunteer, as well as distribute your volunteer package (complete with your uniform, parking pass, accreditation, tickets, etc.)

Please note, you will be required to show a form of identification in order to pick up your package.

Orientation Date: Saturday July 6th

Orientation Time: 1:00pm – 5:00pm

Orientation Location: Aviva Centre – 1 Shoreham Drive, Toronto, M3N 3A6

*** It is MANDATORY that new Transportation volunteers attend **this specific** orientation session above to find out more about the event and their role and responsibilities. Transportation specific training will not be offered any other day/timeslot. We appreciate your understanding and help with this important process. ***

RETURNING VOLUNTEERS

All returning volunteers will receive the digital volunteer handbook later in the summer that will take you through all relevant and new information that you will require for this year's event. In order to receive your volunteer package you therefore have to visit the Aviva Centre during one of our volunteer package pickup windows. As with last year, we will no longer be offering alternate uniform pickup and exchange dates as you will be able to exchange clothing for sizing during these four windows. We also apologize in advance but all volunteers must pick up their own package and cannot have someone else do it for them.

Please note, you will be required to show a form of identification in order to pick up your package.

VOLUNTEER PACKAGE PICKUP DATES:

Saturday July 6th from 9am – 5pm

Sunday July 7th from 9am – 5pm

Tuesday July 9th from 1pm – 9pm

Thursday July 11th from 1pm – 9pm

SHIFT REQUEST PROCESS

We have implemented an online scheduling process to better suit the needs of our volunteers. **We will provide the link in a separate email, so please keep an eye out and have the shift request schedule completed by June 12, 2019.**

Please note that all volunteers must give a minimum of 12 shifts of availability for the event. From this, we will assign seven shifts, or more if you indicate that you are willing to do more shifts.

Transportation operates over 12 days, as such, all volunteers are required to have availability over a minimum of 6 days. Additionally, you will not be permitted to give availability for three shifts within a day.

Any volunteer who does not provide availability that meet these constraints will be asked to revise their availability, unless there are extenuating circumstances.

RETURNING VOLUNTEERS, PLEASE NOTE: This year's Volunteer Pin Ceremony will take place on Friday August 9th at 9:30am. If you are a 5, 10, 15, 20, 25 or 30 year volunteer, please do not select a shift for this time, so you can attend the ceremony. Formal invitations will be distributed at the volunteer package pickups.

DRIVER INFORMATION FORM

All drivers are required to provide their driver license information. Please visit the Driver Information Form and provide your driver license info

<https://forms.gle/RK74ifnCSrhNKEoR9>

(If you have trouble accessing the above link please copy and paste it into the address bar)

If you are no longer able to volunteer this year, please let us know as soon as possible at volunteers@tenniscanada.com

Please remember that all questions or concerns that are specific to your role as a Transportation Committee volunteer should be directed to your Committee Heads at transportationshifts@tenniscanada.com

Thank you, and we look forward to having you on our Rogers Cup volunteer team!

Regards,

Lucia, Wanda and Jason
Committee Heads, Transportation