

Role Description

Position: Volunteer

Committee: *Transportation*

Last Updated: 2026

General Description: The Transportation committee handles all off-site (outside of Sobeys Stadium) tournament-related transportation needs for the National Bank Open. The committee's key responsibility is to provide transportation for all tournament guests and a variety of off-site tasks such as pick-ups and deliveries, using vehicles from the tournament's vehicle fleet. Volunteer drivers must be 25 years of age or over with clean driving records, and must have superior knowledge of transportation routes throughout the city and to the airports. Volunteer drivers will strive to provide a safe, comfortable, timely and unobtrusive trips for all passengers regardless of traffic conditions. Volunteers will also assist with the positioning of tournament vehicles to ensure efficient operations as necessary.

Level of Authority: Volunteers report to the Committee Head of Transportation

Volunteer Responsibilities:

- Complete a volunteer application and waiver acknowledgment
- Be familiar with all information provided in this role description
- Follow all volunteer policies and procedures as outlined in the volunteer handbook
- 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 National Bank Open
- Complete the volunteer survey post-tournament in order for Tennis Canada to collect feedback and improve the program

Transportation Volunteer Responsibilities:

Dispatchers

- Coordinate driver assignments to drivers
- Manage driver's activities during shifts, including handing out meal tickets and assigning times for meals
- Manage the shuttle bus system
- Working with the Database Coordinator to enter requests into the computer. This will include managing the shuttle bus system.
- Scanning Passengers with RFID scanner prior to them getting in vehicles (fleet vehicle or shuttle bus, but not players teams driving themselves/player teams with private drivers)
- Manage the gas and car wash of vehicles (locations TBD)
- Answer phone calls and emails and other contact points related to transportation bookings
- Assist with parking location inquiries

Database Manager

- Database Coordinator prime role will be ensuring that reservations are entered into the computer system. This includes those using fleet vehicles and the shuttle bus system.
- Answer phone calls and emails and other contact points related to transportation bookings
- Assist dispatchers with their roles as necessary

Airport Greeters

- On designated days/times, the airport greeters will meet parties at the airport and bring them to a pre-determined meeting point to meet their assigned ride. Alternatively, they may assist them in picking up their pre-arranged ride from Canada Limo.
- Will work with Dispatchers/Database Manager to communicate requirements for airport pickups

Drivers:

- 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. 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 location TBD** 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

Private Drivers:

- Returning drivers may be assigned private driver roles.
- Private drivers will be assigned a player team for the duration of their stay in Toronto for tournament related transportation.
- Private drivers have the option of keeping their vehicles overnight.
- Private drivers will remain in contact with the dispatcher/committee head as to their day to day activities.
- Private drivers will be expected to follow the other listed roles for Drivers above, as appropriate.
- Private drivers who have their player teams for 4 days or less will be required to be available to assist on the final four weekdays.
- Private drivers who are not assigned player teams may be reassigned to other roles within Transportation or within the National Bank Open volunteer program