

The role of the transportation team is to ensure that all transportation requirements are performed as required throughout the event including airport arrivals and departures, the shuttle system and transportation desks. The goal of the team is to create a positive atmosphere for athletes and the rest of the skating family while performing these duties.

As the Transportation Supervisor, it is best if you do not assign yourself a specific role in the volunteer schedule, as your role will be to oversee, delegate and assist in this area where required, in addition to being on-site for most of the duration of the event. You should plan to be onsite and available for the first day of arrivals, through to the last day of departures (dates to be confirmed with Skate Canada staff contact).

The Transportation Supervisor should have an assistant, as well as the Airport Coordinator, designated as a backup or alternate to relieve you from your post to ensure reasonable hours throughout the event.

Principle Duties

- ◆ Lead the airport transportation volunteer team.
- ◆ Act as the primary point of contact with the Skate Canada staff contact for transportation.
- ◆ Participate in Skate Canada-LOC planning conference calls as required.
- ◆ Ensure that transportation volunteers are dressed in the appropriate uniform
- ◆ Recruit, schedule and supervise volunteers for Transportation Team.
- ◆ Organize meal requirements for drivers/transportation desk attendants.
- ◆ Organize, manage and staff Transportation Desk(s) at the rink and/or hotel (TBC).
- ◆ Liaise with Airport Coordinator on all airport related items including meals for Airport Greeters.
- ◆ Schedule drivers and vehicles to meet needs of the airport arrival and departure schedule.
- ◆ Coordinate special transportation requests (between the hotel(s) and arena) as required.
- ◆ Liaise with shuttle bus company as directed by the Skate Canada staff contact for transportation.
- ◆ Distribute a gas allowance to the drivers and track expenses on the spreadsheet provided by the Skate Canada staff contact for transportation, as well as keeping and submitting gas receipts to them.
- ◆ Coordinate rental vehicle pick-up/return with Skate Canada staff contact for transportation.
- ◆ Complete the “rental vehicle information” form once all vehicles are picked up and provide to Skate Canada staff contact for transportation. This includes collecting the VIN #, license plate #, year, make and model of the vehicles as well as the names and driver license #s of all volunteer drivers. Note: Driver’s license numbers must be collected prior to the start of the event.
- ◆ Liaise with Airport Coordinator to inform taxi companies that the event is taking place.
- ◆ Coordinate the pick-up of event results at the end of each competition day and post to hotel information desk. Support Skate Canada staff with load and go’s at the end of each competition day.
- ◆ Must attend LOC conference calls and trainings, and volunteer training sessions.

*Duties subject to change according to transportation contracts.

Supporting Documents

The following documents will be provided in the planning process to assist with volunteer scheduling and duties:

- ◆ Arrivals & Departures schedules
- ◆ On-Site Transportation Schedule including any pre-arranged requests and requirements
- ◆ Event Shuttle Schedule
- ◆ Rental Car Pick-up / Drop-off Plan
- ◆ Vehicle Driver Information Sheet
- ◆ Gas Expenses Reconciliation Sheet
- ◆ Results Posting Guidelines for postings at hotels

Additional Information

- ◆ When picking up the rental vehicles, it is important to note volunteers should **not** purchase or agree to any insurance or gas plans. Skate Canada's insurance covers the vehicles and any volunteer who has completed and signed their volunteer application form.
- ◆ Vehicles should be returned with the same amount of gas as when it was picked-up, unless otherwise indicated.
- ◆ Drivers should not transport groups for meals, shopping or other social outings unless event related or approved by Skate Canada staff contact for transportation. Trips not related to the event are not covered by insurance.
- ◆ Volunteers should be scheduled to cover the majority of the peak days for the arrival & departures and can be adjusted accordingly when the schedules are finalized. Information will be provided to the Transportation Supervisor and the Airport Coordinator as it becomes available to assist in the planning and scheduling.
- ◆ The arrival schedule will not be finalized until the week leading up to the event.
- ◆ The departure schedule will be finalized throughout the week of the event.

Volunteer Requirements

It is the responsibility of the Transportation Supervisor with the assistance of the Airport Coordinator to schedule volunteers according to the needs of the event. The Skate Canada staff contact for transportation will provide a preliminary volunteer schedule template to assist with the scheduling of volunteers.

Set-Up

The Transportation Supervisor and Airport Coordinator along with two or three other people will be required to set-up the Transportation Desk (Venue and/or Hotel) and all transportation related signage including the results boards and signage allocated for the hotel(s) and airport. Rental vehicles will need to be picked up as well if not done in advance. Signage and parking passes will also be provided for each rental vehicle.

Transportation Desk

At least one person starting one hour prior to the first practice/competition, to meet the first bus arriving at venue until the last bus departs the venue or the building is clear following the last practice/competition.

Main Duties of the Transportation Volunteers:

- ◆ Answer Transportation Desk phone and during arrivals field calls from delegates en route advising of changes in pre-communicated travel plans, adjusting pick-up schedule accordingly.
- ◆ Answer questions and provide information regarding transportation and other inquiries about the event.
- ◆ Assist in coordinating and scheduling special transportation requests and dispatching drivers accordingly.
- ◆ Ensure Bus Shuttle is arriving at scheduled time and proper location throughout the event and occasionally ride bus shuttle to monitor access to bus (check accreditation and bus passes).
- ◆ Collect results and information to be posted at hotel(s) by drivers (Information available for pick up from the Operations/Printing room at venue).
- ◆ Collect and adjust departure transportation changes with delegates
- ◆ Support Skate Canada staff with load and go's at the end of each competition day

Drivers

Drivers starting one hour prior to the first practice/competition each day until the last bus departs the venue or the building is clear following the last practice/competition. Three to four drivers needed per six-hour shift for the duration of the event.

Main Duties of the Volunteer Drivers:

- ◆ Operate vehicles in a courteous, professional and safe manner while always abiding by the laws (cell phones, speed limits, parking restrictions etc.).
- ◆ Post/deliver results and information to hotel(s) and ensure results boards are updated and organized regularly.
- ◆ Ensure vehicles are kept clean.

- ◆ Monitor fuel levels and inform Transportation Supervisor when low.
- ◆ Track mileage and fill out log book (if applicable).
- ◆ Volunteer drivers must be at least 25 years of age with a valid driver's license.

Arrivals and Departures – Airport Greeters

Airport greeters will be scheduled and supervised by the Airport Coordinator.

Skate Canada Staff Contact

Skate Canada staff contact information will be provided to you in the planning process.