

Standard Operating Procedure
For
Transportation Department

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1.0 Purpose / Applicability

The purpose of this document is to describe the procedure for general operations within the Transportation Department. This SOP applies to volunteers that are involved with the operation of the Transportation Department.

2.0 Responsibilities

These are the positions vital for operation of the department:

Department Head – This individual is responsible for ensuring the day to day operations of the department. The department head is responsible for recruiting drivers prior to Gulf Wars, confirming that drivers are educated of the protocols for driving a golf cart and that they understand and implement the protocols, coordinating with the deputy, dispatcher, and wagon master.

Deputy – This individual is a back-up to the department head, they are trained to complete all the responsibilities of the department head. This individual typically will take over the department (with autocrat's approval) once the department head's term is completed.

Dispatcher – This individual is responsible for communicating with golf cart drivers via radio, answer questions of attendees, and scheduling for shifts.

Drivers – These individuals are responsible for operating the golf carts in a safe and efficient manner as they transport passengers on their designated routes.

Shift Lead – This is the individual who is responsible for specified shift in the department. They communicate with volunteers, departments, and attendees. They ensure that the department is functioning properly during their designated shift.

3.0 Procedure

The Transportation Department plays a vital role at Gulf Wars. The majority of the tasks are completed during the event, however there are tasks that need to be completed before and after the event.

The procedure section will encompass the steps needed to ensure the department operates efficiently and in a safe manner.

3.1 Pre-Event Prep

The Transportation Department does require some tasks to be completed prior to the event. These tasks will ensure that the department is well staff and prepared.

3.2 Recruitment

Volunteers are a vital role for the Transportation Department and recruitment should take place no later than 2 months prior to the event. Recruitment is typically done by making posts on social media sites of all of the kingdom's appropriate social media pages and social media pages associated with Gulf Wars.

The posts should be appropriate in content for each social media page and in some cases may need permission from moderators prior to creating the posts.

The department has created a sign-up genius account that is utilized to log volunteer's shifts and used to manage alerts and reminders. The sign up genius account generates an email with a list of the rules and requirements for operating a golf cart and volunteering for the department. The email also includes the volunteer point sign up link, this allows volunteers to enter their information that is used by Volunteer point.

The sign up genius account allows volunteers to sign-up and cancel shifts up to 3 days prior to the event, any changes after that need to be emailed to transport@gulfwars.org or made in person at the Transportation Department.

A copy of the sign up genius schedule is printed out and exported to google sheets. Print outs are brought to war and utilized at the Transportation Department.

3.3 Pre-event inventory

The department maintains a small inventory, the inventory should be checked and verified everything is in good condition before the beginning of the event. The department inventory is stored in a medium sized plastic storage container. The inventory will be outline in section 3.6.

3.4 On-site Setup

Setting up the department needs to be completed before the event opens. The following items need to be completed in the setup process:

3.41 Golf carts inspection and setup

The golf cart keys will be stored in the Watch Department. The golf carts should all be visually inspected and driven to determine there are no issues. If there are any mechanical or physical issues with the golf carts, the Wagon Master needs to be contacted as soon as possible.

The transportations routes are all identified by colors. The department maintains flags of corresponding colors to be placed on the golf carts. Two flags should be affixed to the back of the cart with zip ties. A map of the transportation routes is taped to the windshield of the golf cart so passengers and drivers can verify they are traveling on the correct route. A printed sign with the route name is taped to the windshield of the golf cart. The printed signs of the route name is utilized for individual who have red/green color blindness and can't recognize the difference in the red and green flags.

A battery powered amber blinking light is placed on top of the golf cart with double sided tape. Rope lights corresponding to the color of the route line, shall be affixed to the golf cart with zip ties. The lights should be affixed in a manner that can be easily reached to turn on at night and not to damage the golf cart.

Care should be taken when making any modifications to the golf carts to prevent any damage. Zip ties, clear packing tape on the windshield, and double stick tape for the blinking light have proven to not cause any damage to the golf carts during past events. Any items that are affixed to the cart shall be removed during the post war tear down process.

3.42 Route Inspection

It is imperative to travel each route in a golf cart prior to the beginning of the event. The department head and deputy should travel the routes together and make any notes of issues that would cause any problems traveling the routes.

If there are any issues that need immediate attention, the Autocrat(s) should be notified as soon as possible.

If route changes need to be made, even if temporary, this should be communicated with all volunteers, dispatchers, and any applicable departments.

During heavy rain events, the department head or deputy should travel each route to ensure there are no issues that would cause areas to be impassable. If there are temporary issues, route changes should be communicated to drivers and the dispatcher.

3.43 Transportation Department set-up

The Transportation Department is typically housed in the metal shed next to the sanitation trailer located at five points. In some cases the department may be housed elsewhere, this should be kept in mind when preparing the pre-event supplies.

When utilizing the metal shed, the department will need a minimum of 2 tables and a minimum of 30 chairs. The tables and chairs need to be picked up from the designated area by a Transportation Department representative.

A banner with the phrase "Transportation" shall be displayed outside of the Transportation Department, this can be affixed to the wooden porch of the shed. Flags that correspond to the route colors are maintained in the inventory and can be used to display outside of the Transportation Department.

When attaching the flags and transportation sign, use zip ties or other means that do not cause permanent damage to structures or tents.

3.5 Transportation Operations

The core hours of the Transportation Department are 7am to 9pm. These hours may change due to inclement weather, mechanical issues with golf carts, or on nights when event activities result in extended hours.

3.6 Opening procedures

The Transportation Department opens at 7am, this means that volunteers begin driving the routes at 7am, the shift leader opening the department should arrive no later than 6:45 am. The golf cart keys are stored at the Watch Department. The shift lead will retrieve the golf cart keys and 6 walkie-talkie radios from the Watch department.

The volunteer sign-up sheet for the corresponding day should be placed on the desk so the volunteers have access to log their volunteer hours. The Shift Lead is responsible for confirming that volunteers log their hours correctly.

The shift lead will place a key and radio in each golf cart and a radio shall remain in the Transportation Department. The radios are used to communicate with the drivers of each cart, all of the radios need to be set to the designated radio channel.

Typically a tent with no walls is placed outside of the Transportation Department. During the set up process a minimum of 25 chairs shall be placed under the tent, to serve as a waiting area for attendees.

3.7 Closing procedures

The department typically closes at 9pm, however the department may stay open later depending on need.

When closing down the department, the golf carts need to be parked in the designated area, the golf cart lights need to be turned off, keys and radios removed from the cart. The chairs need to be folded and stored inside the building in an orderly fashion.

The volunteer sign-up sheet needs to be reviewed for correctness and initialed.

Turn off the lights and close the door of the department.

Place the volunteer sign-up sheets in the designated Volunteer Point box. The golf cart keys and radios need to be returned to The Watch.

3.8 Operation Reminders

The Transportation Department has a responsibility to operate safely at all times. A copy of the golf cart rules for drivers and passengers should be maintained in the department. It is very important to ensure that the driver's meet the criteria for driving and that they are educated on the golf cart rules.

If a driver is a new volunteer to the department, the shift lead should ride with the new driver to show them their designated route and observe that they operate the golf cart in accordance with the rules.

There are times that the weather causes dangerous driving conditions; if these conditions occur the department head or deputy will make a determination of operation procedures. The shift lead or dispatcher needs to contact the drivers via the radio, informing them to return back to the Transportation Department or relay other instructions. Weather conditions need to be monitored continuously by staff, it is important that the safety of the drivers and passengers are a priority.

There are times that an emergency may occur and emergency vehicles need to enter the site. Watch Staff will communicate with the Transportation Department on instructions if this occurs. It imperative that the Transportation Department communicate these instructions to the drivers immediately. When communicating this information to drivers either in person or via the radio, ensure that the drivers respond that they understand and will follow the outlined instructions.

3.9 Transportation Department Shut-down

Once the last shift is complete for the event, department shut-down can begin. The tables and chairs need to be returned to the designated area. All golf cart keys and radios should be returned to watch. Volunteer sign-up sheets should be placed in the Volunteer Point box or delivered directly to the Volunteer Point Department.

All items that were attached to the golf carts need to be removed. Any items left in the golf cart should be removed.

All items that belong to the Transportation Department should be placed in the designated plastic storage container.

The Transportation Department building and the area around the building should have any trash or debris removed from the area. The building should be swept, lights turned out, and the door closed. Remember to leave the building and surrounding area in a clean condition.

4.0 After event preparation

The flags will get dusty and muddy from the conditions of the site. The flags need to be washed in accordance with the washing instructions on the flags.

Batteries should be removed from the amber flashing lights and rope lights. If batteries are left in the lights, they will leak.

The lights and flags should be placed into the inventory storage container. The storage container is housed at the Department Head or Deputy's residence.

4.1 Transportation storage container

The Transportation Department inventory is maintained in a medium plastic storage container. The following inventory needs to be stored and maintained:

1. 3 green flags
2. 3 red flags
3. 3 yellow flags
4. 3 White flags
5. 3 blue flags
6. 5 amber flashing lights
7. 5 sets of rope lights
8. Multiple laminated transportation route maps
9. Transportation sign/banner
10. Fire extinguisher
11. Transportation Department binder with various maps and information
12. Zip ties
13. Clear packing tape
14. Double stick tape
15. Blunt tip scissors
16. Assorted office supplies

5.0 Maps

The Transportation Department utilizes a map that has routes displayed on a map of the Gulf Wars site.

The Transportation Department map is created by an individual who is responsible for creating the site maps for Gulf Wars.

If there are any route or information changes that need to be changed to the transportation map, those changes are to be communicated with the individual in a timely manner. Due to the time it takes to communicate changes and review drafts of the map, it is suggested to request these changes no later than 2 months from the start of the event.

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