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OPEN



2024 Farmers Insurance Open **GALLERY MANAGEMENT AMBASSADORS**

WELCOME VOLUNTEERS!

GALLERY MANAGEMENT TEAM STRUCTURE

- **Chair: Gregg Lawless**
- **Co-Chair: Mark Ward**
- **Side Captains: Manny Martinez (South), Don Pascetta (North)**
- **Player/Caddie Evacuation Team Lead: Brenda Scarth**
- **Roving Ambassador Team Lead: Todd Benjamin**
- **Gallery Management Transportation Team Lead: Gary Young**
- **Hole Captains (36)**
- **Gallery Management Office: Chris Baldwin & Mark Rosales**

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FARMERS INSURANCE OPEN ORGANIZATION

- **PGA TOUR: Sanctioning Body**
- **Farmers Insurance: Title Sponsor**
- **Century Club of San Diego: 501 (c) (3) Host Organization**
 - **Marty Gorsich — Chief Executive Officer and Tournament Director**
 - **Andy Harmatys — Chief Operating Officer**
 - **Nick Schling — Director of Operations**
 - **Erica Monzon — Tournament Services Director**

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GALLERY MANAGEMENT KEY INTERFACES

- **Century Club of San Diego**
- **PGA TOUR Management and Security**
- **EES Security**
- **San Diego Police Department**
- **Competition Support Committee**

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GALLERY MANAGEMENT COMMITTEE REGISTRATION & ASSIGNMENTS

- **How do we make assignments?**
 - **Priority-based**
 1. Volunteers who register early – 1st week or two after registration opens
 2. Volunteers who are willing to work all 5 days
 3. Volunteers who are willing to work Tuesday, Wednesday & Thursday
- **We do our best to honor requests. Register early as some sub-committees fill up fast**
- **Potential reassignments may happen as we have volunteers withdraw due to day-to-day life issues – work, family, etc.**

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GALLERY MANAGEMENT RESPONSIBILITY

For the Player:

- **Help Players by assuring fair play and pace of play schedule**
- **Assist Players/Caddies in making their way from hole to hole**
- **Assist Players and Competition Support staff by identifying ball position and, if the ball is outside the ropes, locating and protecting the ball, clearing space for access and next shot**
- **Drop ropes/stakes only when needed or specifically requested (mark location of stakes for re-placement)**

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THE BEST WAY TO CONTROL THE GALLERY

- Interact by FACING the gallery
- Get to know your crowd, be friendly and courteous
- Talk to the spectators, let them know what needs to be done —**SET EXPECTATIONS**
- Look around before you speak or give commands
- Make direct eye contact, especially with someone disruptive
- Use firm loud commands, but be polite – **STAND PLEASE** or **QUIET PLEASE**
- The magic word is always “**PLEASE**” !
- Promote physical safety and enjoyment of play

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PURPOSE OF GALLERY MANAGEMENT

- **Primary duty is safety and gallery control – noise and movement**
- **Act as on-course ambassadors**
- **Gallery Management is there to allow the golfers to play without interference from the gallery**
- **Gallery Management is in the middle of the action, not to just watch golf but to watch fans, anticipate and control the situation**
- **Spectators are there to watch golf and have a good time**
- **Some spectators can go overboard by drinking too much, becoming troublemakers or acting inappropriately**

ROLE OF GALLERY MANAGEMENT

Remember you are Tournament “Eyes & Ears”

- You are **NOT** the Police!
- Know how to contact your Hole Captain before you need them – cell phones – text messages
- Know who in your vicinity has a Tournament Radio
 - Hole Captains, EVAC Drivers, GM Leadership, Walking Scorers
- Common sense and patience will go a **LONG WAY!!**

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PROHIBITED ON THE COURSE

This applies to both Volunteers and Patrons:

- **No Cameras (Wednesday – Saturday)**
- **Autographs can only be obtained at designated Autograph Zones**
- **Radios**
- **Noise producing devices**
- **Spectator coolers**
- **Weapons**
- **BAGS for an Umbrella or Chair**
- **Other items as specified on website**

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TWO COURSES – NORTH & SOUTH – Different Responsibilities

NORTH

- Gallery Management on Entire Hole
- Tee Area Spotting, Ball Marking
- Landing Area Spotting, Ball Marking
- Green Area Spotting
- Staffing Ropes at Crosswalks and Gates

SOUTH

- Gallery Management on Entire Hole
- Landing Area Spotting – Outside Ropes
- Assist Comp Support with Ball Spotting – Inside Ropes
- Staffing Ropes at Crosswalks and Gates

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TEE BOX DUTIES

- **Clear walkways for players transitioning from previous green**
 - Transition should be clear before the final putt drops
- **Keep rope gates closed at all times except when players and caddies are entering or exiting the tee**
- **Always keep Gallery outside the ropes and off the tee**
- **News Media, with the proper credentials, may enter the Tee Box but should remain one (1) arms length from the rope**
- **Control background noise/movement before a ball has been teed**
- **Do not stand behind a Player on the tee (you may be asked to move or re-position by a Player or Caddie)**

LANDING ZONE DUTIES – Outside the ropes

- **Locate balls that are hit off the fairway and outside the ropes**
- **Do not touch or pick up a ball or any surrounding debris**
- **Mark the ball position with a flag placed between the ball (a foot or two behind the ball) and the approach path of the player/caddie (NOT between the ball and the green)**
- **Protect the ball location and begin to clear spectators around the ball's location**
- **Stand near the ball and point out the location of the ball to the caddie or golfer as they approach**

LANDING ZONE DUTIES – Outside the ropes

- Do not communicate with Player or Caddie unless they ask a question. **DO NOT** offer advice or a ruling.
- If a player or caddie requests a ruling, direct that request to the Walking Scorer
- If a caddie/player asks a question regarding the flight of a ball and you did not see it clearly, say so.
- Spectators **WILL** attempt to crowd around the ball for a front row position to watch the Player
- Move spectators back allowing the Player access to the ball and a clear shot

LANDING ZONE DUTIES – Outside the ropes

- Be prepared to drop the rope line to avoid interference with the shot, but only if the Player requests the ropes be dropped
- If a post needs to be removed (Player/Caddie requests it), be sure to mark the hole it was in to make replacement as easy as possible
- Under no circumstances touch the ball or cause the ball to move
- Mark the ball with a flag or stand near the ball until the Player/Caddie arrive. If asked location of the ball, point to the ball or flag marker
- Keep the Gallery quiet and motionless before the shot by **FACING** the Gallery and requesting “**QUIET**”

DUTIES AT THE GREEN

- Prepare the spectators for the approaching Players –remind them about silencing their electronic devices & the need to be quiet
- When Players are on the Green, face the crowd
- Keep spectators outside the ropes, quiet and still
- Do not stand in front or directly behind a Player
- Do not rake sand traps or reposition rakes
- **NEVER WALK ON THE GREEN AT ANY TIME FOR ANY REASON, or allow unauthorized persons to access the green (Players, Caddies, Rules Officials, Tournament Officials, Security are OK)**

DUTIES AT CROSSWALKS AND GATES

- **Gates are to remain closed at all times except:**
 1. **The gates should only be opened when the crosswalks are closed**
 2. **Gate at the green should be opened and crosswalks closed just before the last putt drops. You may be asked to do so earlier for premiere player groups**
 3. **Crosswalks to remain open except when gate is open**
 4. **Gate at the Tee should be opened just before a Player leaves the green of the previous hole**

SECURITY

Our Goal is the Safety of our Volunteers, Players and Spectators

- All volunteers and spectators will be scanned with magnetometers upon entering the course
- Please check the [website](#) for permitted bags and items, as well as bags and items to leave in your vehicle. A Pre-approved clear drawstring backpack will be provided for all volunteers
- Please be aware of your surroundings for suspicious objects –unattended bags or packages, suspicious spectators, etc. If you see something suspicious, report it to the nearest hole captain so he/she can contact security

APPROPRIATE DRESS

- **2024 Tournament Credentials are required to enter course**
 - May be deactivated for cause
- **Official polo shirt, jacket and head gear only**
- **Khaki/tan pants, knee-length shorts, skorts or capris (No Cargo or Denim)**
- **Closed-toe shoes (No Metal Spikes, Sandals or Flip-Flops)**
- **Umbrella/Rain Gear – w/o cover**
- **Folding umbrella type chair – w/o cover**
- **Non-uniform shirt for “after duty”**
- **Be prepared for changing weather – cold, warm, wet. Dress for warmth & layer. White Long Sleeve shirts underneath your volunteer polos are OK**

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VOLUNTEER DINING

Food & Beverages for Volunteers

- Continental breakfast, grab and go snacks and beverages in the Volunteer dining tent (Volunteers Only)
- Box lunches & beverages will be delivered to holes around mid-day
- Bring your own food and snacks, in a clear container if desired
- Outside beverages are not allowed on course (water excluded)

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ALCOHOL & SMOKING POLICY

Alcohol Policy

- **Consumption of alcoholic beverages while on duty is PROHIBITED. Volunteers are discouraged from drinking in public areas while in uniform/wearing volunteer credential.**

Smoking Policy

- **As an event on City property, smoking (including but not limited to: cigarettes, cigars, vape devices) is not allowed at any time.**

SUSPENSION OF PLAY

- If play is suspended for weather or darkness, you will hear a prolonged blast on an air horn, repeated once, indicating that tournament play has been suspended
 - See next slide for spectator notification relative to weather conditions.
- In the event of a suspension of play, Gallery Management volunteers must wait to hear from their Hole Captain on how, when and where to proceed
 - Hole Captains are to coordinate communications and meeting locations
- When play is resumed after a suspension, you will hear two short blasts of an air horn, repeated once.

PGA TOUR WEATHER ALERT SCALE (NEW)

To be posted on Tournament scoreboards and other locations:

Inclement Weather - Spectator Statement

Observe the electronic leaderboards throughout the golf course for weather warnings displayed using a color-coded alert scale. Spectators should take precautions upon observing any weather warnings and be ready to seek safe shelter if appropriate, which may include exiting the premises.

In the event of Dangerous Weather - Avoid the following: Hilltops/high places; Golf Carts; Temporary Structures; Trees; Wire Fencing.

WEATHER ALERT SCALE

	WEATHER POLICY WEATHER POLICY IN EFFECT OBSERVE ON-COURSE SCOREBOARDS FOR WEATHER UPDATES
	BE AWARE INCLEMENT WEATHER POSSIBLE OBSERVE ON-COURSE SCOREBOARDS FOR FURTHER UPDATES
	BE PREPARED INCLEMENT WEATHER APPROACHING PREPARE TO TAKE SHELTER OR EXIT THE PREMISES OBSERVE ON-COURSE SCOREBOARDS FOR FURTHER UPDATES
	TAKE ACTION INCLEMENT WEATHER PLAY SUSPENDED. SEEK SAFE SHELTER IMMEDIATELY OR EXIT THE PREMISES
	COURSE CLOSED PLAY SUSPENDED FOR THE DAY. EXIT GRANDSTANDS, TEMPORARY STRUCTURES, AND EXIT THE PREMISES

MOBILE DEVICES - Spectators

- **Devices must be ON SILENT AT ALL TIMES; flash may not be used**
- **Devices may be used to capture video, audio and photos (content)**
- **Content may be used for personal purposes (e.g., personal social media); NO COMMERCIAL USE**
- **No live streaming or real-time coverage (i.e., no shot-by-shot coverage)**
- **Data use (i.e., texting) permitted**
- **Phone calls allowed only in designated areas**
- **Please be respectful of play and do not interfere with Players, Caddies, Officials or media**
- **All posted signage and instructions from tournament staff must be observed**
- **Failure to comply with this policy may result in the revocation of your Credential**

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AUTOGRAPHS

- **DO NOT APPROCH PLAYERS OR CADDIES**
- **Volunteers may NOT ask for or receive autographs or selfies/photos when on duty or while in uniform**
- **No autographs on uniform items**

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FIRST AID AND POLICE

- **First aid, security and police personnel are available on the course. If a need arises, please remain calm and contact the nearest Hole Captain or Leadership**
- **Please provide the Hole Captain with details of what is needed so he/she can relay that info to the proper personnel**
 - Reason for the request
 - Where assistance is needed –i.e. 4S fairway, Player’s left, etc.
 - Be specific and give as much detail as needed
- **First Aid/Medical is located on the South Course at 14S Green**

ALLOWED INSIDE THE ROPES

Wednesday – Saturday

- Rules Officials
- Media with Credentials
- CBS Personnel
- Credentialed Honorary Observers
- Gallery Management Volunteers
- Competition Support, Scorers & Standard Bearers
- Other credentialed personnel with “IR” designation

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PLAYOFF / EVENT OF A TIE

- In the event a playoff appears imminent, GMA volunteers from other holes are asked to report to the main 18 South tee area (forward cart path that crosses fairway) to assist in crowd control along 18 South
 - A minimum of 30 additional volunteers are required
- Gallery Management volunteers on 16, 17 and 18 shall remain in place until a winner has been determined –your Hole Captain will inform you when you can be released
- Playoff will be sudden death, beginning on 18
 - If still tied, re-play 18 a second time
 - If still tied, remaining Players will play 16, 17 and 18 until a winner is determined

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GENERAL INFORMATION

- Prepare for heavy weekday traffic
- Parking:
 - Tuesday: Gliderport (for working volunteers)
 - Wednesday - Saturday: Westfield UTC Shopping Center Parking Lot (map and info in packet)
- Entering the course – see “Tournament Information” on the volunteer website
- All volunteers must pass through metal detectors upon entry
- Go To Volunteer Dining Tent – drinks, eats
- Catch Gallery Management Transportation shuttle outside of Volunteer Dining Tent to your assigned hole
- Meet your Hole Captain at the tee/green, as they instruct

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GENERAL INFORMATION (continued)

- **Pro-Am: All Players tee off on 1st tee North and South at 7:00 am (No Public access to courses)**
- **Tentative Tee Times: 8:50 am Wednesday and Thursday, 9:15am Friday and Saturday**
- **Your Hole Captain or Lead will provide instructions as to your daily reporting time and location**

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GENERAL INFORMATION (continued)

- **Bring umbrella chairs (no bags), binoculars, snacks, rain gear, etc.**
- **Your Volunteer Packet includes:**
 - Uniform items (shirt, jacket, headgear)
 - Credential
 - Tournament pin
 - Guest Ticket (1 per day from Wednesday – Saturday and will be emailed)
 - Parking and Shuttle Information
 - Meals and Snacks
- **Tools provided –irrigation flags (mark ball location), colored straws (mark rope stake removal locations)**
- **Wear your credential at all times**

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THANK YOU



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JANUARY 23-27, 2024

