



GARAGE & PITS DIVISION TRAINING



Spring 2025



What is the Garage & Pits Division?

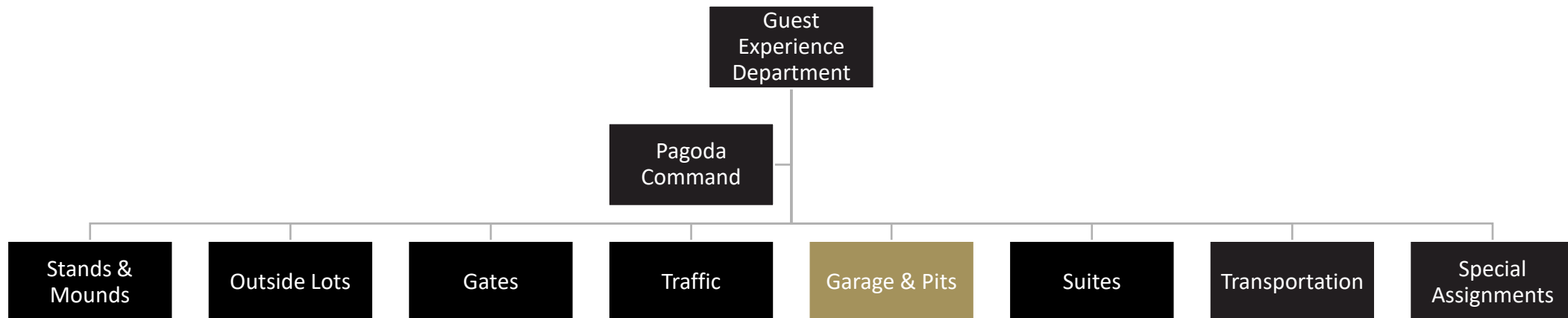
Providing security and customer service in competition-related and restricted areas.



The garage & pits division is one of eight functional areas in Guest Experience at the Indianapolis Motor Speedway.

The primary responsibilities of this division include:

- Check credentials into the garage area, pit lane, Driver/Owner lot, and other competition-related spaces
- Provide wayfinding and customer service to guests in the plaza, Media Center, and Pagoda
- Provide customer service and enforce track policies among all team members, vendors, and staff in the garage and pit areas



Garage & Pits Division at a Glance



20+

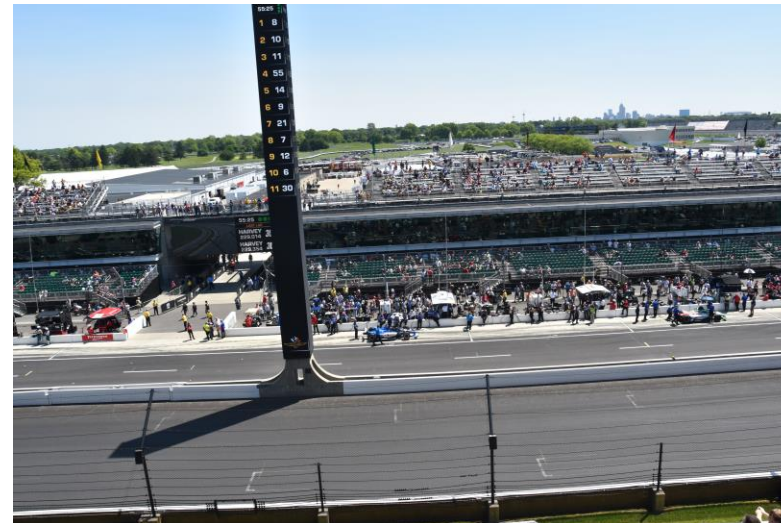
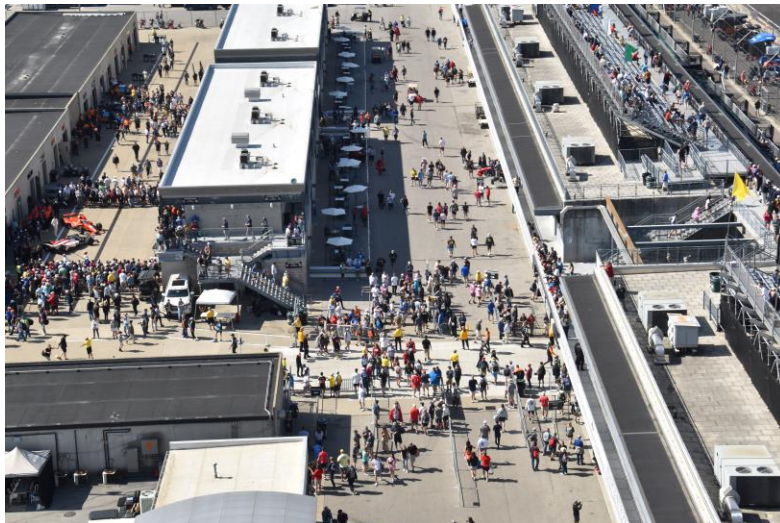
CREDENTIAL CHECKPOINTS

500+

RACE TEAM MEMBERS

15,000+

RACE DAY CREDENTIALS



What Positions Are Available in Garage & Pits?



1. Credential Checking

- Check and enforce the correct credentials for guests/teams/staff entering the garages, pits, and other restricted areas
- Provide customer service and friendly security at all checkpoints

2. Roving Support

- Answer questions and provide customer service to all guests in assigned areas
- Understand where key fan areas are located

3. Pit Lane Control

- Monitor foot traffic in pit lane and ensure that all guests, teams, and sponsors are kept safe and pit lane is accessible



Why is the Garage & Pits Division Important?



1. Garage & Pits employees have the most interaction with the racing series and leave the biggest impression on visiting sanctioning bodies and teams
2. Staff in Garage & Pits are critical to keeping everyone safe during an inherently dangerous event
3. Credential checking into restricted areas ensures that these areas are not overcrowded or overwhelmed
4. Employees in Garage & Pits are a part of the show of our events and contribute to the culture and prestige of the racing product



Garage & Pits Area Definitions



1. Hot / Cold Track

- Refers to whether there are cars still actively on the racetrack or not. A hot track is one that is still dangerous and active.

2. Hard Card

- The credential that is given to all people related to the racing series. It is different than other IMS credentials because it is provided by the series.

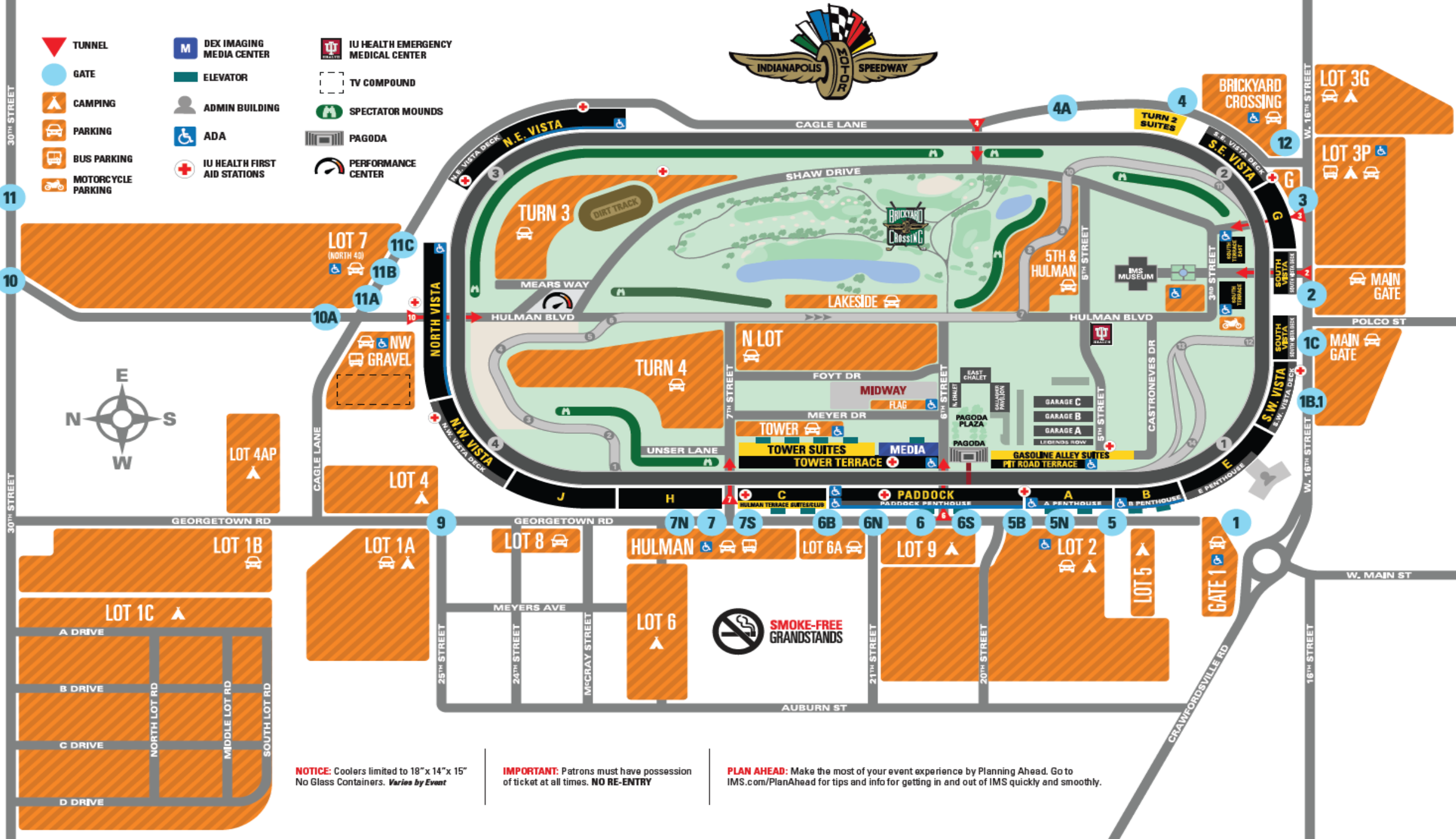
3. Bronze Badge / Silver Badge

- Credentials sold to the public. Bronze gives access to the garage area only while silvers give access to the garage and the pits. Not good on either Race Day

4. Race Mode

- A sticker added to the lanyard of an INDYCAR credential designating pit access during the race





Garage & Pits Division Areas



Garage & Pits is divided into 3 functional areas:

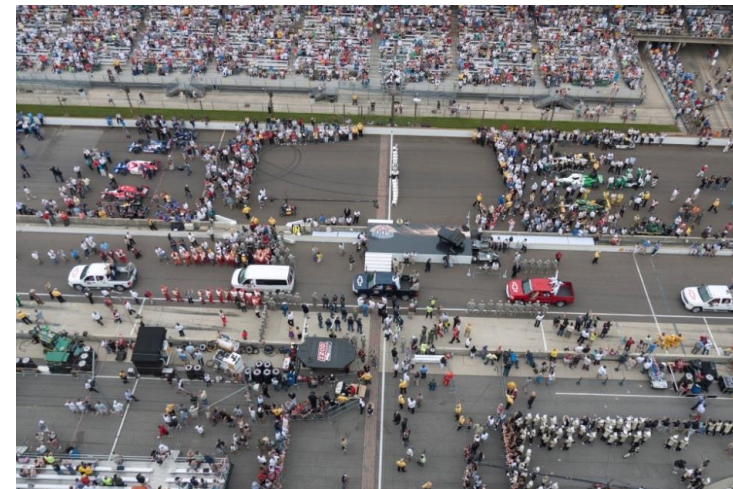
1. Pit Lane
 - Responsible for all access and traffic in the pits
2. Infield
 - Responsible for Media Center, Pagoda, Plaza, and Gasoline Alley
3. Garage Area
 - Responsible for each garage area, the Driver/Owner lot, transporter lot, and track access points



Pit Lane Area Overview



1. Pit lane extends along the front stretch of the racetrack and is where the teams maintain and make changes to the car during the race
2. There are four primary access points into pit lane
 - South Pits
 - Gasoline Alley
 - Start/Finish Line & Pagoda
 - North Pits
3. This is heavily restricted and inherently dangerous



Infield Area Overview



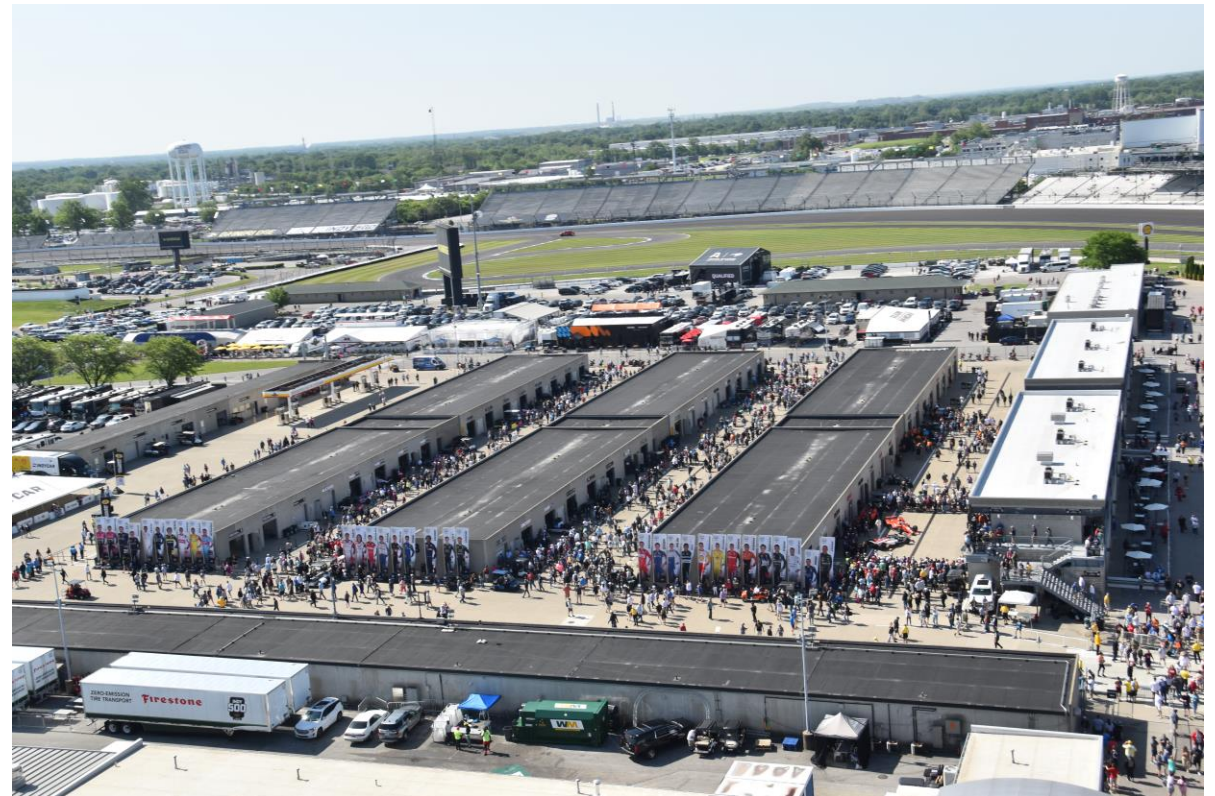
1. Area encompasses the following:
 - Gasoline Alley
 - Media Center
 - Pagoda
 - Pagoda Plaza
 - Plaza Hospitality (Pavilion & Chalets)
2. These are some of the most popular areas of the facility and attract the most attention



Garage Area Overview

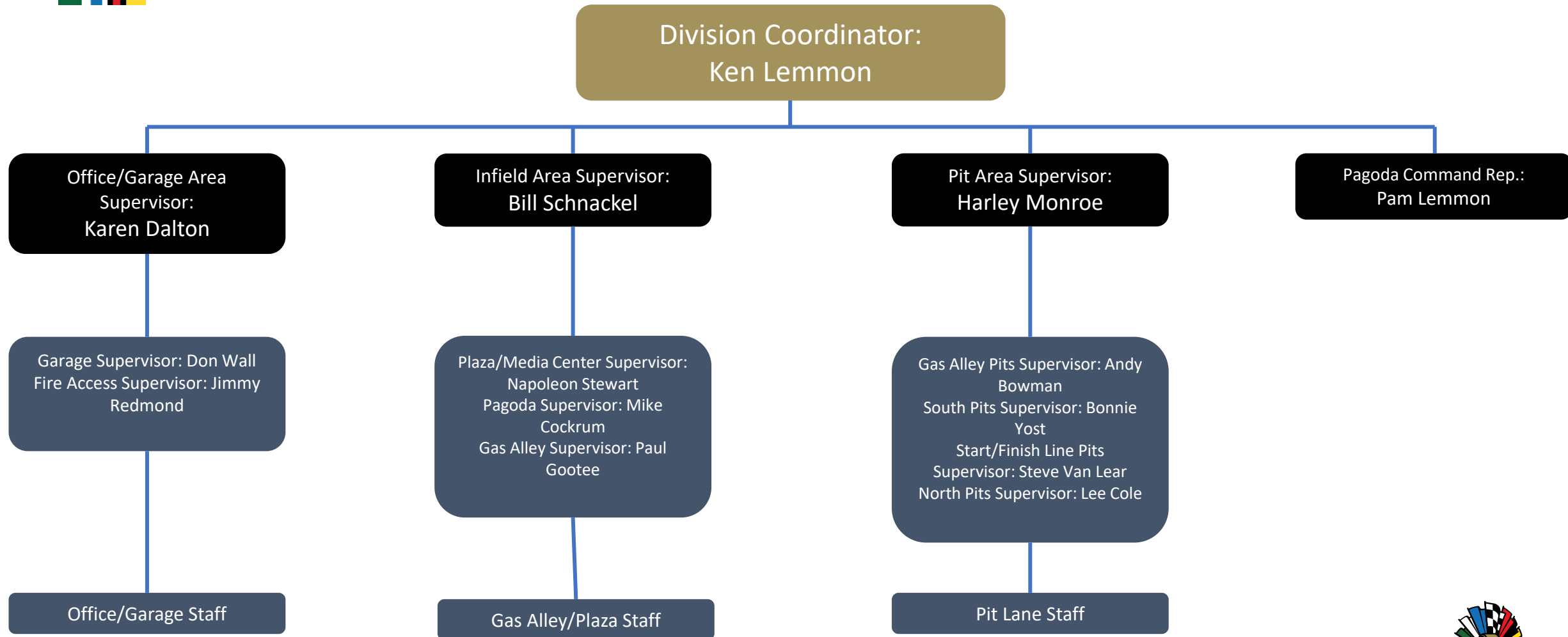


1. Access points include:
 - Cart Gate (northeast gate)
 - Fuel Gate (southeast gate)
 - Front Gate (northwest gate)
 - NASCAR Gate (southwest gate)
2. This area also include the Driver/Owner Lot – where drivers and other key team staff stay in motorcoaches
3. Additionally, the transporter lot (trucks that bring in the race cars) and fire access points (emergency track access points for medical and track rescue)



Garage & Pits Division Leadership

Safety Patrol Hierarchy



Garage & Pits Division Best Practices



1. Everyone entering a restricted area must have a credential. Refer to your credential board for correct credentials into your area
2. Never touch a guest, unless it is to save them from immediate harm. Utilize rolled-up paper or a whistle to get the attention of guests
3. Electric scooters are only permitted for drivers. All other team members must utilize credentialed golf carts or walk
 - Team members are allowed to utilize bicycles, credentialed scooters, and similar devices outside of the garage area only
4. Hot and Cold credentials are designated with red and blue lanyards to assist with easy identification
5. When enforcing credentials, it is always helpful to use phrases like “you don’t have the right credentials to come in here, but you can always go.....” to direct guests on next-best options



Garage Area Entry Policies



SUBJECT TO UPDATES AT ANY TIME WITHOUT NOTICE AND MAY VARY FOR EACH EVENT. ADDITIONAL RESTRICTIONS MAY BE IMPOSED BY IMS IN IMS'S SOLE DISCRETION.

Guests entering the garage and pit areas must adhere to all rules for entry including the following:

- Credentials must be worn at all times and remain visible
- No smoking
- No alcoholic beverages
- No coolers
- All bags must be searched prior to entering the garage area
- Shoes and shirts must be worn at all times
- Additional IMS and sanctioning body restrictions as applicable to each event



Garage & Pits Division Radio Etiquette



1. Code Words

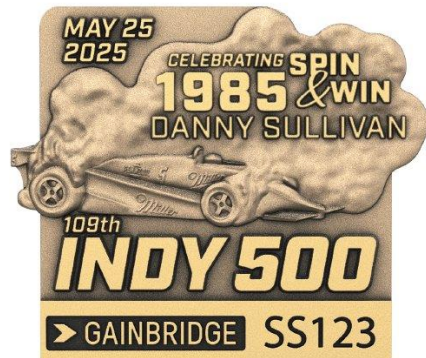
- Code 1: signifies a driver involved incident on the track that requires medical personnel
 - Pagoda Command will relay route of emergency vehicles and all intersections should give priority to these vehicles
 - Rapid Response will report to the infield medical center to assist with ingress
- Houston: signifies a catastrophic event
 - Pagoda Command will relay information as quickly as possible

2. Radio Best Practices

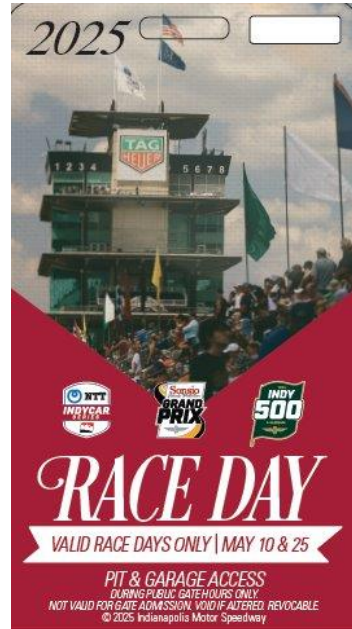
- Never interrupt an active transmission
- Give priority to medical calls over the radio
- Listen carefully for instructions from Pagoda Command



Credential Examples



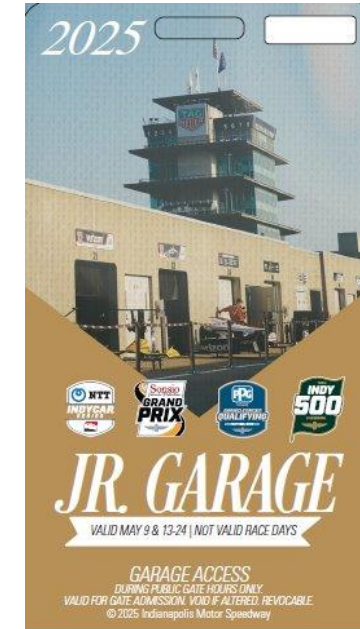
Bronze/Silver
Badge



Hot Pass



Cold Pass



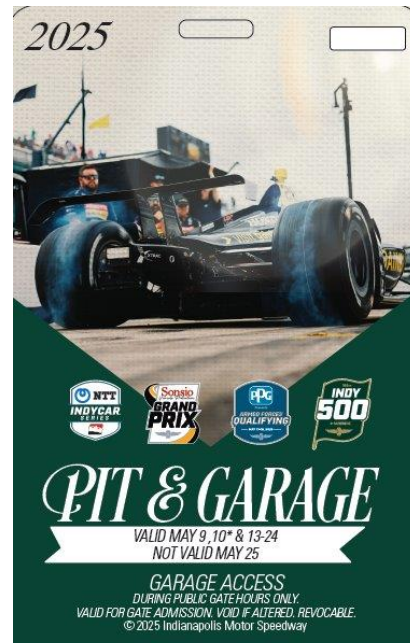
Junior Credential



Credential Examples



Hard Card



Transferrable
Credentials



INDYCAR SEC



Garage & Pits Division Communication Channels



1. Pagoda Command:

- 317-492-5500 and press 5 to talk to a representative
- Pam Lemmon is the Pagoda Command representative on major event days

2. Supervisor Communication:

- Make sure you know how to contact your supervisor either over the radio or with cell phone
- Radio communication can sometimes be difficult on major event days
- You should contact your supervisor first if you know you can't make it to work

3. Safety Patrol Line:

- 317-492-6534 for any employment questions
- Not monitored as readily during event days

