



# GATES DIVISION TRAINING



Spring 2025



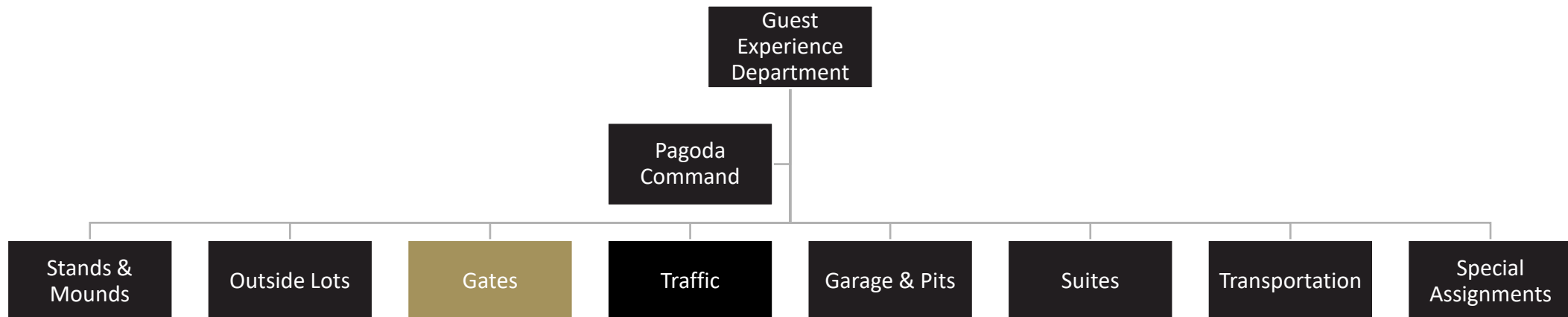
# What is the Gates Division?

Welcoming guests into the facility through pedestrian and vehicle gates



The gates division is one of eight functional areas in Guest Experience at the Indianapolis Motor Speedway. The primary responsibilities of this division include:

- Scanning guest tickets as they enter the Speedway
- Selling tickets to guests who do not already have one
- Enforcing credential entry to ensure the safety of guests, teams, and staff
- Managing vehicle traffic entry at all drive-in gates



# Gates Division at a Glance



24

ENTRY GATES

226

RACE DAY ENTRY LANES

300,000+

TICKETS SCANNED



# What Positions Are Available in Gates?



## 1. Ticket Scanning

1. Scan guest tickets and know which direction to send guests
2. Troubleshoot guest ticketing issues and provide customer service
3. Screen for personal credentials such as hard cards, badges, or wristbands

## 2. Ticket Selling

1. Sell tickets to guests who don't already have them
2. Make change and/or operate a credit card reader

## 3. Traffic Direction

1. Assist vehicle ingress to ensure safe and efficient processing at drive-in gates

*\*Operation of the OPENGATES (magnetometers) is handled by Eclipse Security and not a function of Guest Experience staff\**

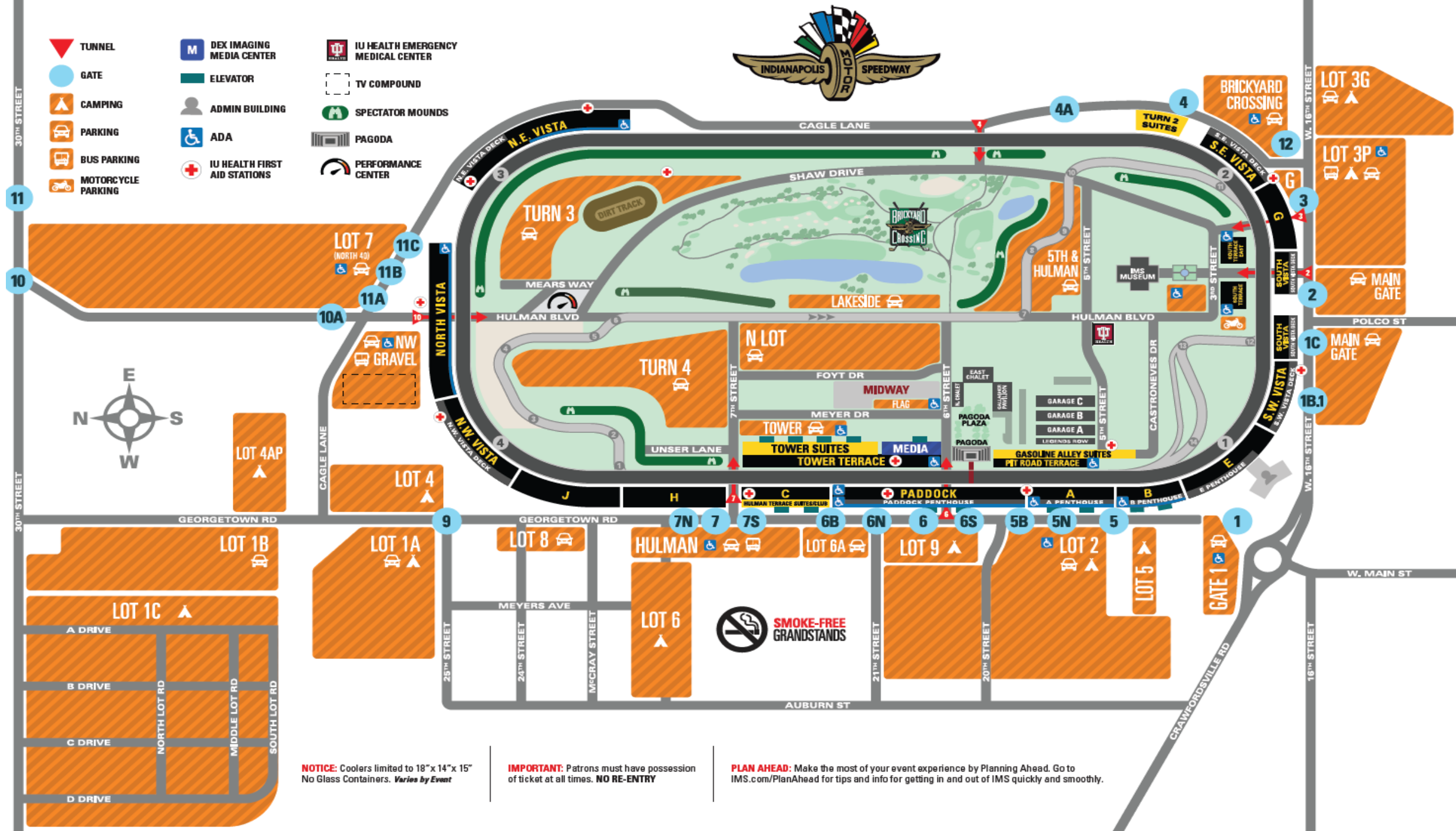


# Why is the Gates Division Important?



1. The gates division ensure that everyone entering IMS property is properly credentialed or ticketed
2. Ticket scanning is an important function to understand crowd sizes and capacities during event days
3. Ticket selling at the gates is an important revenue stream for IMS
4. Screening for vehicle credentials ensures that there is space in infield parking for those who should be in those lots
5. Eclipse Security and the operation of the OPENGATES (magnetometers) is essential for keeping our guests safe





**NOTICE:** Coolers limited to 18"x14"x15"  
No Glass Containers. *Varies by Event*

**IMPORTANT:** Patrons must have possession  
of ticket at all times. **NO RE-ENTRY**

**PLAN AHEAD:** Make the most of your event experience by Planning Ahead. Go to  
[IMS.com/PlanAhead](https://www.ims.com/PlanAhead) for tips and info for getting in and out of IMS quickly and smoothly.

# Gates Division Areas



Gates is divided into 3 functional areas:

1. South Area
  - Responsible for Gate 4 to Gate 1
2. Central Area
  - Responsible for Gate 5 to Gate 7N
3. North Area
  - Responsible for Gate 9 to Gate 11C

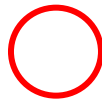




# South Area Gates Overview



## 1. Pedestrian Gates:

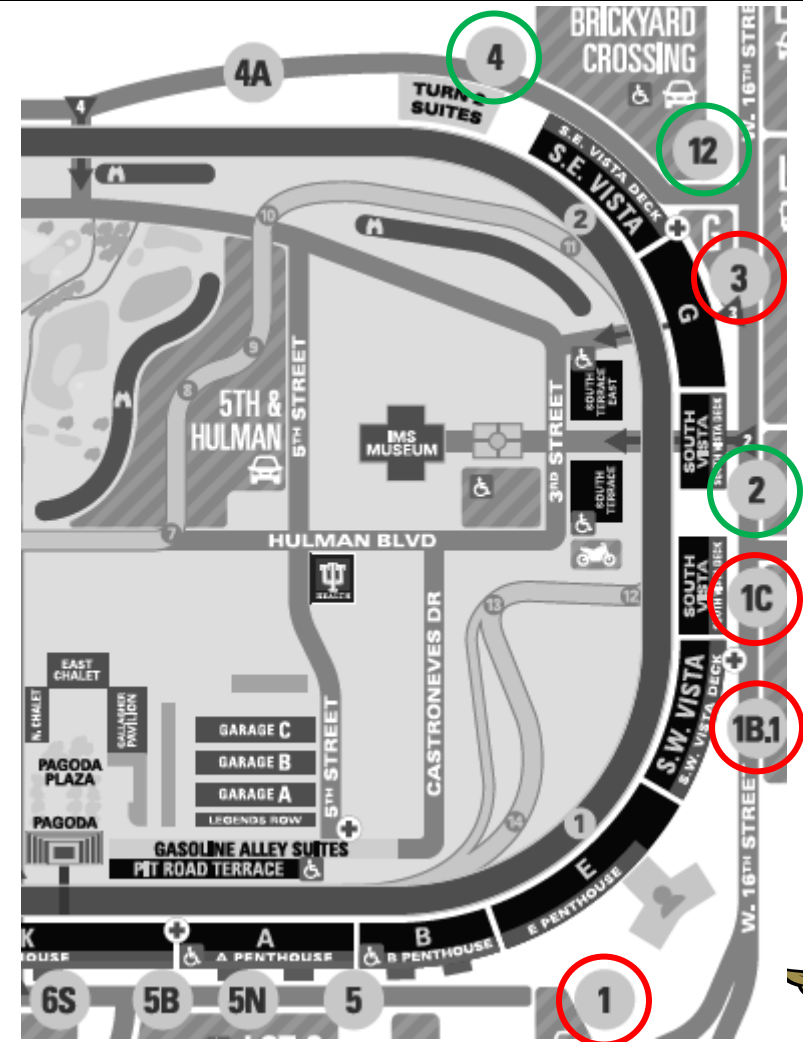


- Gate 4
- Gate 12
- Gate 3
- Gate 2
- Gate 1C
- Gate 1B.1
- Gate 1

## 2. Vehicle Gates:



- Gate 4
- Gate 12
- Gate 2

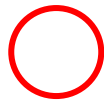




# Central Area Gates Overview

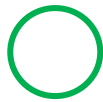


## 1. Pedestrian Gates:



- Gate 5N
- Gate 5B
- Gate 6S
- Gate 6N
- Gate 6B
- Gate 7S
- Gate 7V
- Gate 7N

## 2. Vehicle Gates:



- Gate 7V



# North Area Gates Overview

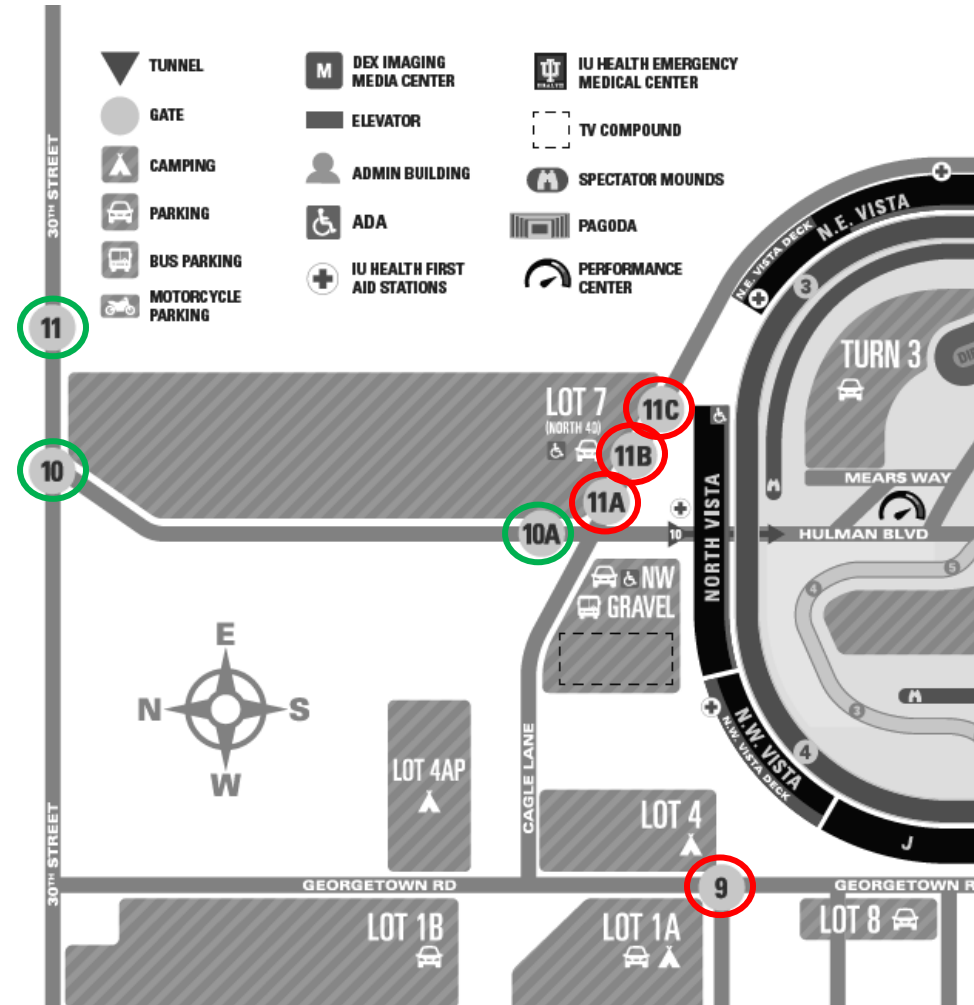


## 1. Pedestrian Gates: ○

- Gate 9
- Gate 10A
- Gate 11A
- Gate 11B
- Gate 11C

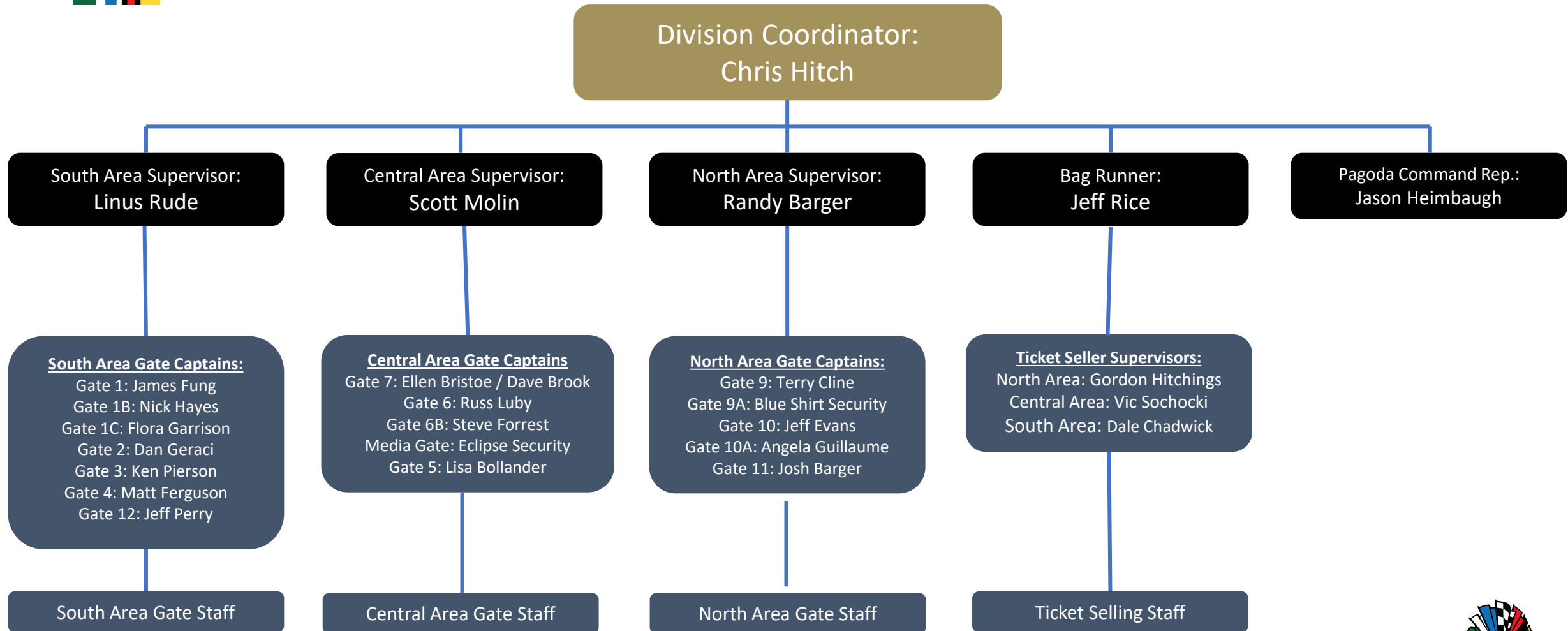
## 2. Vehicle Gates: ○

- Gate 9A (*not shown*)
- Gate 10
- Gate 10A
- Gate 11



# Gates Division Leadership

Safety Patrol Hierarchy



# Gates Division Best Practices



1. Every ticket must be scanned. This prevents guests from sharing tickets to those who haven't entered yet and keeps accurate data on who is in the venue.
2. Know the prohibited items list and be prepared to enforce before guests enter the venue
  - Most notable are no pets (service animals are allowed), no glass bottles, no weapons, and no bikes or scooters
3. Guests are allowed to bring bags and coolers into the venue. Coolers must be no larger than 18"x15"x15" so that it fits underneath them in the grandstand seat
4. We do allow guests to exit the facility and enter again. To obtain a pass-out, a guest must get a hand stamp before exiting the gate.
5. When a vehicle enters the facility, especially on Race Weekend, the car must have a parking pass and everyone in the vehicle must have a ticket or credential



# Security Screening Process



- In 2023, IMS implemented a new security check at all pedestrian gates that included magnetometers (metal detectors)
  - All guests walk through either an OPENGATE device or a traditional magnetometer
- If the OPENGATE or magnetometer alerts, guests will be directed to a secondary check that will include a bag search and additional screening
- The OPENGATE technology is advanced enough to detect prohibited items in bags and coolers, so we will not have a bag search at every lane as in the past
- Eclipse Security will manage the primary screening and secondary check process at every gate



# 2025 Prohibited Items List



## ***PROHIBITED ITEMS***

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.

The following items are prohibited through Indianapolis Motor Speedway admission gates:

- Aerosol cans (Sunscreen excluded)
- Animals (except service animals trained to do work or perform tasks for an individual with a disability)
- Bicycles (guests may use dedicated bicycle parking structures at Gates 1, 6, & 9)
- Coolers larger than 18" x 15" x 15"
- DRONES, or unmanned aerial systems
- Fireworks and flares
- Flagpoles
- Glass containers
- Golf carts, ATVs, scooters, minibikes, roller blades, skateboards, skates, pogo sticks, and hover boards
- Illegal drugs and substances or drug paraphernalia (including without limitation marijuana)
- Items restricted by local, state or federal law
- Lasers of any kind
- Offensive or obscene materials (e.g., flags, signs, clothing)
- Soliciting of any kind (including goods, materials, services, or ticket scalping)
- Scaffolding or platforms
- Selfie sticks
- Stickers
- Trampolines and swimming pools
- Weapons of any type, including knives, firearms, and ammunition
- Any other items not mentioned that may pose a safety hazard or diminish the enjoyment of the event by other guests may be refused at the discretion of security and management. These items are subject to change without notice. There are no provisions for checking and holding prohibited items. Prohibited items may not be left at or around the gates. Items left unattended will be removed and discarded



# 2025 Permitted Items List



## ***PERMITTED ITEMS***

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.

The following items are permitted through Indianapolis Motor Speedway admission gates:

- Binoculars, scanners and headsets
- Camelbacks
- Camera stands (tripods, monopods) as long as they do not cause a safety hazard or obstruct the view of others. Camera stands are not allowed within grandstands and concert areas
- Carts and wagons are allowed every day except Indy 500 Race Day (collapsible only). The use of carts and wagons may be restricted in some areas
- Coolers no larger than 18"x15"x15", coolers may be hard or soft sided
- Flags as long as they do not obstruct the view of others. Flags are not allowed within concert areas
- Food and beverages (i.e., water, soft drinks, beer, and wine in non-glass containers)
- Mobility aid devices used by guests with disabilities. Guests are responsible for securing unattended mobility aid devices. IMS reserves the right to prohibit any device based upon safety considerations
- Personal, non-commercial photo and video cameras. Video cameras and audio recording equipment are not allowed within concert areas
- Service animals (trained to do work or perform tasks for an individual with a disability)
- Strollers, lawn chairs and folding camping chairs. Strollers, regular height lawn chairs or folding chairs are not allowed in Concert Pit and VIP areas
- Umbrellas as long as they do not obstruct the view of others. The umbrella's user takes sole responsibility for the safe use of the umbrella





# Parking Credential Overview



# Ticket Overview



Paper Ticket



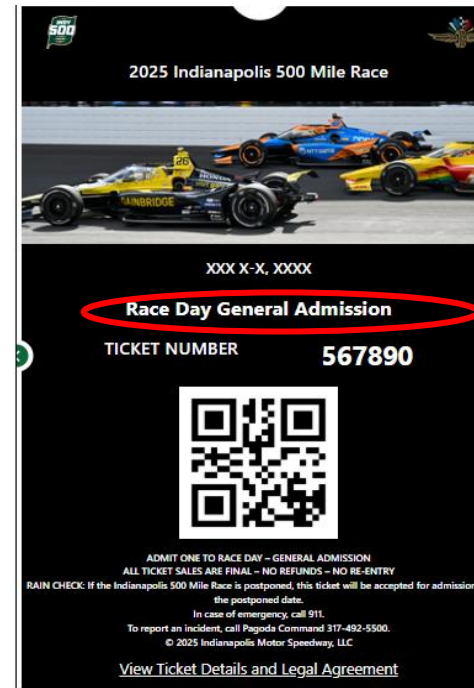
Stand Name

NORTH VISTA

SEC 22 ROW G SEAT 1


Section,  
Row, and  
Seat  
Numbers

Digital Ticket


















# Credential Board Examples






**GATE ENTRY**  **THIS IS MAY.**

VALID ALL DAYS INCLUDING RACE DAYS





     



IMS Credentials & INDYCAR Credentials  
Valid 3 Hrs Prior to Gate Entry

VALID ALL DAYS EXCLUDING RACE DAYS

VALID ONLY CURRENT DATE & ADMIT ONE



# Gates Division Communication Channels



## 1. Pagoda Command:

- 317-492-5500 and press 5 to talk to a representative
- Jason Heimbaugh is the Gates Pagoda Command representative

## 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

