



OUTSIDE LOTS DIVISION TRAINING



Spring 2025



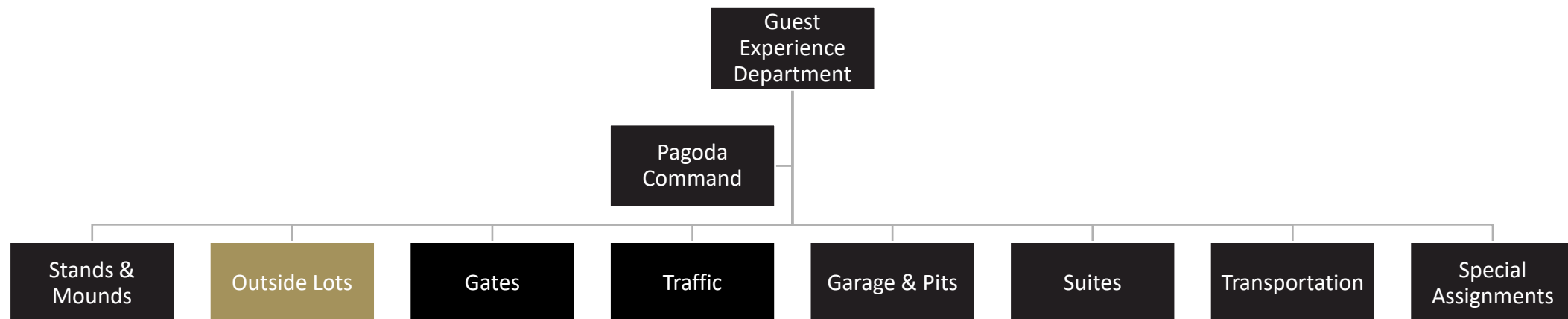
What is the Outside Lots Division?

Operating and selling parking & camping in the lots outside of the IMS gates.



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

- Parking cars in both paved and grass lots
- Overseeing camping of both powered and primitive camping lots
- Selling parking and camping to guests who do not already have access to the outside lots
- Managing vehicle traffic ingress and egress to lots



Outside Lots Division at a Glance



16

PARKING & CAMPING LOTS

2,800+

CAMPING SPACES

8,500+

PARKING SPACES



What Positions Are Available in Outside Lots?



1. Parking

- Understand the design of the parking lot and how to align cars efficiently and effectively

2. Stringing

- Work with parking crew inside the parking lot to line up cars for efficient parking

3. Selling

- Greet guests as they enter the lot and sell parking or camping passes if necessary, using a credit card reader

4. Camping Host

- Monitor the entrance of a camping lot and assist guests with finding their camping site, maintaining order inside the lot, and answering questions



Why is the Outside Lots Division Important?



1. Outside Lots is the first interaction that our guests have with the Indianapolis Motor Speedway
 - This interaction sets the tone for the whole day for the guest
2. It is important for the staff in Outside Lots to work efficiently to clear back-ups on the roadways and ensure that all guests are able to reach their final destination
3. Camping is a huge part of IMS culture and the staff in the Outside Lots work to set a welcoming and fun culture for all who stay with us
4. At the end of the event day, staff in the Outside Lots are also the last interaction our guests have with us
 - Leaving our guests with a positive last impression is the best way to keep them coming back



Outside Lots Division Areas



Outside Lots is divided into 3 functional areas:

1. South Area (Orange Zone)
 - Responsible Lot 3G to Main Gate
2. Central/West Area (Green Zone)
 - Responsible Gate 1 Parking to Lot 8
3. North Area (Red Zone)
 - Responsible for Lot 4 – Lot 1C



South Area (Orange Zone) Lots Overview



1. Parking Lots:

- Lot 3P
- Lot 3G
- Main Gate

2. Camping Lots:

- Gate 4
- Gate 12
- Gate 2



Central/West Area (Green Zone) Lots Overview



1. Parking Lots:

- Gate 1 Parking
- Lot 2
- Lot 6A
- Hulman
- Lot 8

2. Camping Lots:

- Lot 2
- Lot 5
- Lot 6
- Lot 9



North Area (Red Zone) Lots Overview



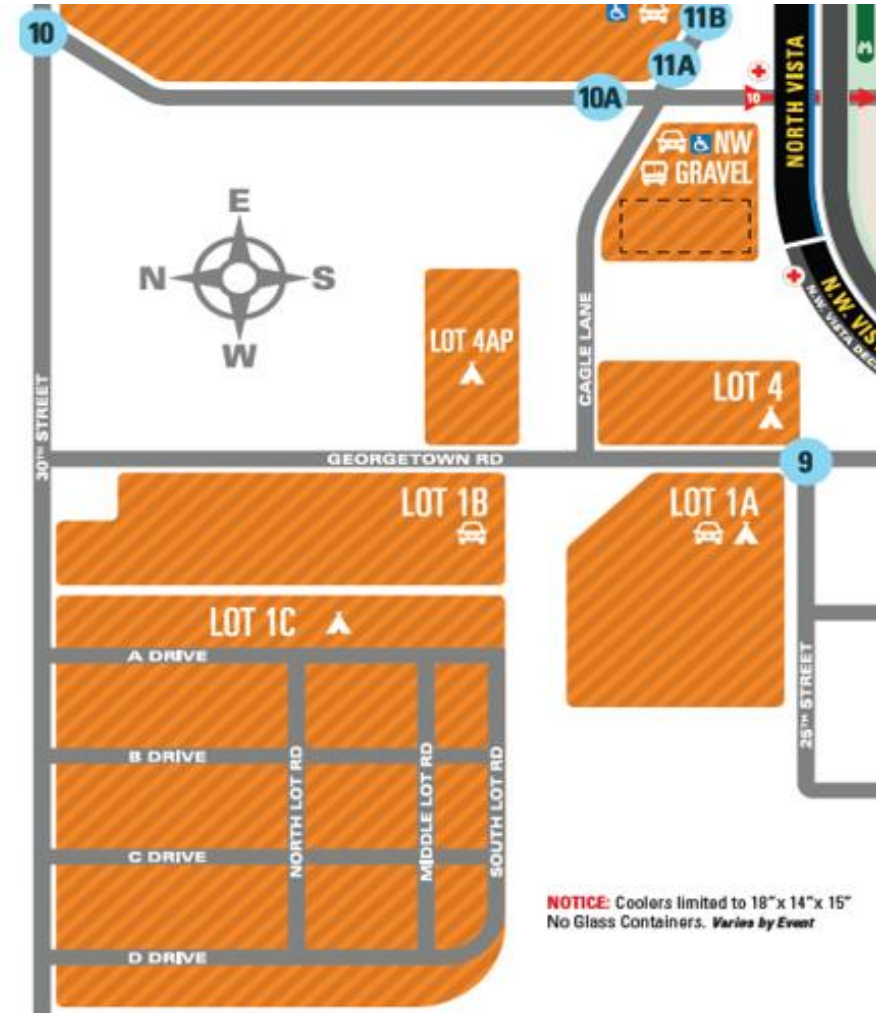
1. Parking Lots:

- Lot 1A
- Lot 1B

2. Camping Lots:

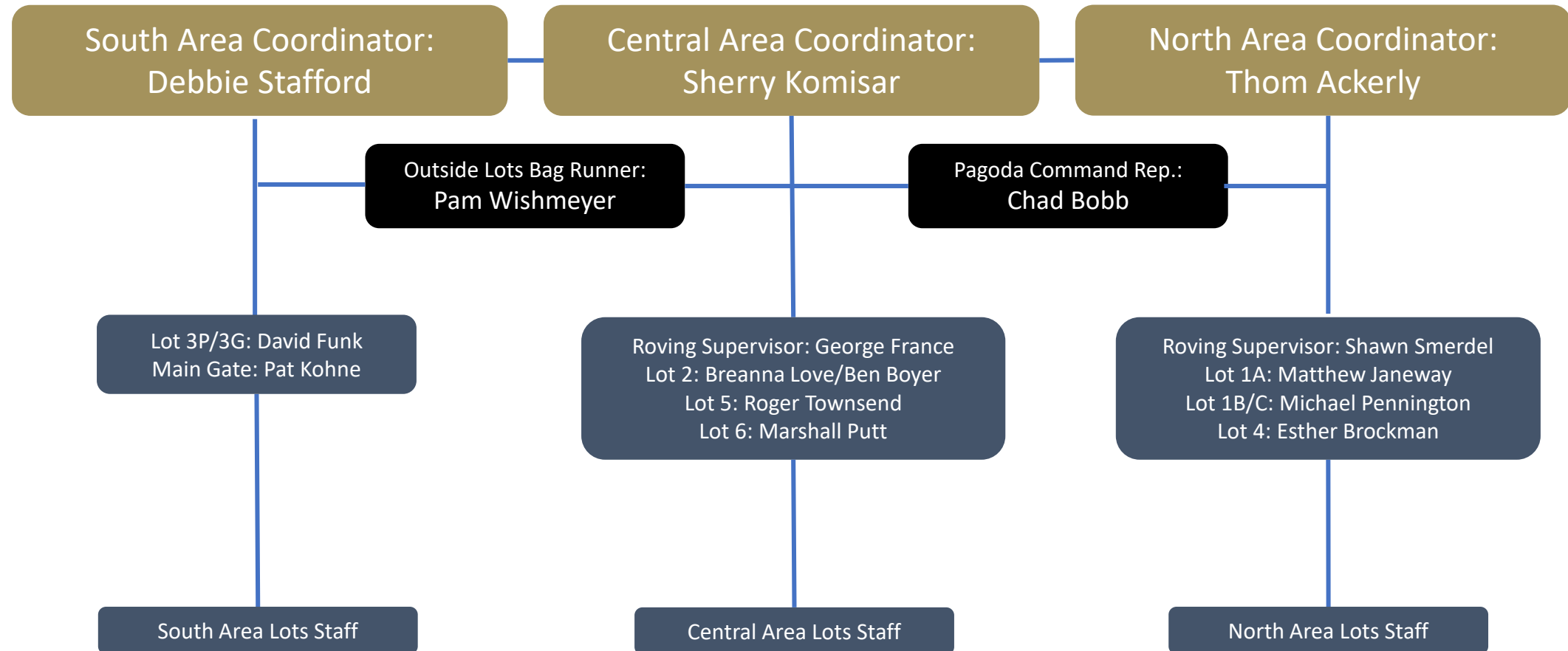
- Lot 1A
- Lot 1C (Coke Lot)
- Lot 4
- Lot 4AP

**North 40 and NW Gravel are covered by Traffic since they are inside the IMS gates.*



Outside Lots Division Leadership

Safety Patrol Hierarchy



Outside Lots Division Best Practices



1. Every car and camper in the parking or camping lot must have a credential or paid for parking/camping before exiting their vehicle
2. Utilize exaggerated hand and arm motions to direct vehicles on where to park
3. Always give priority to emergency vehicles if they need access inside the lot
4. Keep conversations and instructions brief and friendly to avoid back-ups into the lot
 - A 30-second conversation can easily become a 1 hour wait on the busiest days
5. Encourage and enforce guests to set-up inside their camping space only – encroaching on others' spaces is not allowed
 - A tent space is 20'x20' and an RV space is 20'x40'
6. Be aware of ADA parking in your lot and ensure that only those with the correct passes park in these areas
7. Understand the parking credentials allowed inside your lot and the location of other lots near your location



Types of RVs & Power



- Class A RV



- Class B RV



- Class C RV



- Pop-Up



IMS sells three types of powered camping:

1. 50-amp generated power
2. 30-amp generated power
3. Primitive camping (no power)

Power and power-related issues are all serviced by United Rentals. IMS staff should not attempt to solve power-related issues.



2025 Camping Policies



CAMPING AREAS:

- a. Between the hours of 1:00 a.m. and the time public gates open, campers must remain in their assigned campsite.
- b. **ONLY in Lot 1A and Lot 1C on May 23, 24, 25 & 26:**
 - i. WRISTBANDS REQUIRED
 1. An RV Pass comes with 6 wristbands; a Tent Pass comes with 4 wristbands. Only the passholder can purchase up to 10 additional wristbands for \$15 per wristband through the Indianapolis Motor Speedway Ticket Office, www.ims.com or at the Lot 1A or Lot 1C entrance upon initial arrival, between the hours of 6:00am – 6:00pm.
 2. The wristband must be worn the entire race weekend. Any person in the lot who does not have a wristband will be considered a trespasser subject to expulsion and prosecution.
- c. Guests may be relocated to an alternative location at IMS's discretion.
- d. Daily parking is limited to vehicles that hold no more than 15 passengers and fit in a standard 10x20 parking spot (this includes motorcycles).
- e. Camping requires a RV (20x40) or Tent (20x20) Pass.
- f. A vehicle that pulls a pull-behind or fifth wheel travel trailer does not require a separate Vehicle Pass, however the vehicle and the pull-behind or fifth wheel trailer must fit in the purchased 20x40 spot.
- g. Class A and Class C RVs may purchase Vehicle Passes (standard 10x20 spot) for up to one towed vehicle. Each vehicle(s) must fit in the purchased 10x20 spot, respectively.

Campfires are NOT allowed except in appropriate elevated devices such as a fire pit or grill. Do not leave camp fires unattended and properly dispose of ashes or coals. Digging into the ground to create a fire pit is not permitted.



2025 Camping Prohibited Items List



The following is a non-exhaustive list of **PROHIBITED** items and/or behaviors:

- a. weapons of any type, including knives, fire arms, and ammunition.
- b. fireworks and flares.
- c. DRONES, or unmanned aerial systems.
- d. illegal drugs and substances, or drug paraphernalia (including without limitation marijuana).
- e. trampolines, skateboards, pogo sticks, roller skates, and swimming pools.
- f. scaffolds and platforms.
- g. box trucks, box trailers, and trailers with golf carts.
- h. golf carts, ATVs, scooters, and mini-bikes.
- i. excessive noise (as defined by [Speedway Municipal Code Section 9.12](#)).
- j. selling of merchandise (e.g., tickets, food, alcohol, firewood, ice) or services.
- k. sampling or passing out flyers.
- l. entering another customer's parking/camping spot, unless specifically invited.
- m. saving spaces (space is assigned on a "first-come, first-served" basis).
- n. dumping waste or wastewater.
- o. any items not mentioned that may pose a safety hazard or diminish the experience of other guests as determined by IMS.
- p. early arrival.



2025 Camping Amenities



1. RV water fills and waste dumping

- Service Sanitation provides all pumping and dumping services at the customer's expense. The customer will need to call and set up an appointment at 1-800-909-5646

2. RV generated power-related issues

- United Rentals provides service for all power-related issues that IMS provides. They can be contacted through Josh Chastain at 828-216-5805

3. Shower trailers

- Shower trailers are provided for Indy 500 Race Weekend, Brickyard Weekend, and IMSA Weekend
- Showers are located in Lot 2 and Lot 1A for Indy 500 and Brickyard Weekends and Lot 2 and Infield for IMSA Weekend.



Parking Credential Overview



Ticket Overview



Paper Ticket



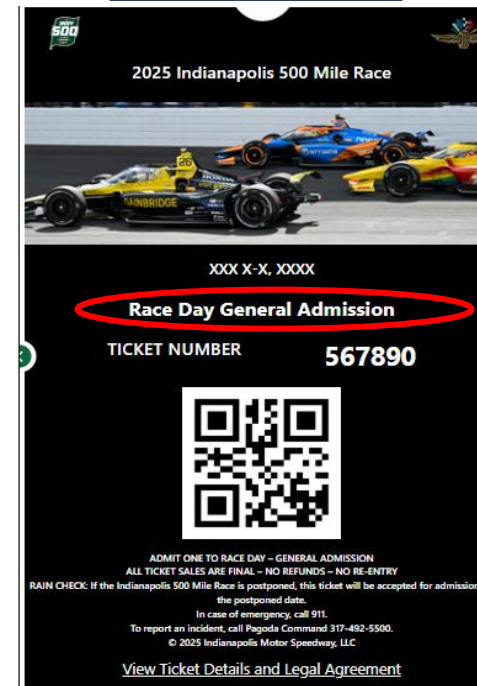
Stand Name

NORTH VISTA

SEC 22 ROW G SEAT 1

Section, Row, and Seat Numbers

Digital Ticket



DO NOT SCAN TICKETS IN THE OUTSIDE LOTS. ALL TICKETS WILL BE SCANNED AT THE GATE.



Outside Lots Division Communication Channels



1. Pagoda Command:

- 317-492-5500 and press 5 to talk to a representative
- Chad Bobb is the Outside Lots 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

