



SPECIAL ASSIGNMENTS DIVISION TRAINING



Spring 2025



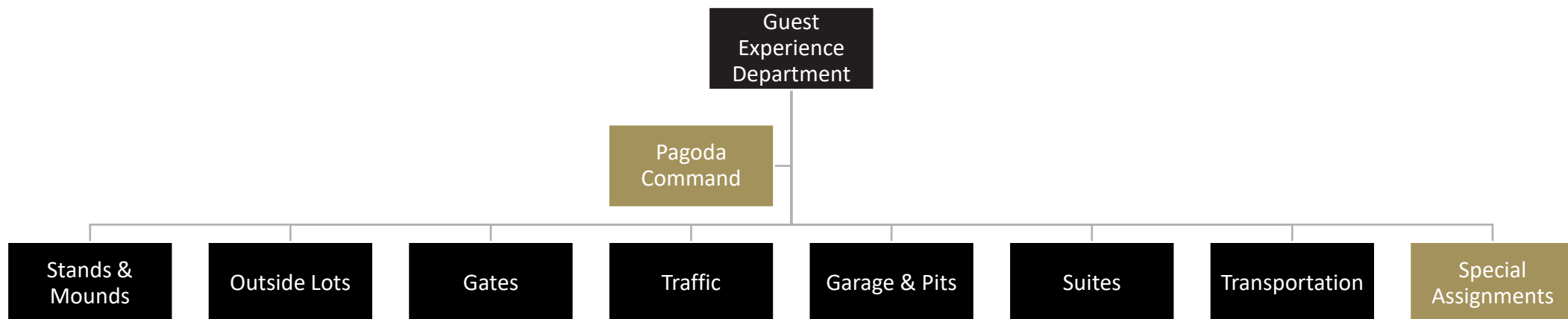
What is the Special Assignments Division?

Performing special duties such as employee check-in, logistics, Pagoda Command, and Night Crew



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

- Staffing the Pagoda Command call center
- Ensuring that employees are uniformed and checked in before starting their day
- Providing overnight security to key areas
- Coordinating venue set-up and tear-down of bike rack, barricades, and various other physical assets



What Positions Are Available in Special Assignments?



1. Pagoda Command

- Senior staff who work in the event command center on the 9th floor of the Pagoda

2. Employee Check-In

- Coordinate uniforming, timekeeping, and employee benefits from the check-in garage at 25th & Georgetown Rd.

3. Logistics Team

- Work pre and post event on venue set up and tear down
- Provide Ice and Water support to all staff during event days

4. Night Crew

- Work overnight to provide security to key places around the facility and ensure that day shift staff can go home



Why is the Special Assignments Division Important?



1. Staff in the Special Assignments division are the glue that hold all other divisions together
2. Without these key roles, the operation of our event would not be possible
3. While the work done by Special Assignments is largely in the background, their impact is invaluable to the overall guest experience



Pagoda Command



1. The nine staff members that work in Pagoda Command are responsible for the following:
 - Coordination with a designated division to answer questions and guide operations
 - Answering the Pagoda Command phone line – (317) 492-5500 – that is accessible by all staff and guests
 - Problem-solving with IMS full-time staff when issues arise



Employee Check-In



1. The six staff members that work in employee check-in are responsible for the following items:
 - Distribution and collection of employee uniforms
 - Management of employee clock-in / clock-out operations and time corrections
 - Distribution of employee tickets, parking, and Brickyard Bucks
 - Maintaining employee uniforms and coordinating laundry schedules



Logistics Team



1. The logistics team is critical to the readiness of the facility and management of employee welfare during an event day. These staff members are responsible for:
 - Placement of bike rack, light towers, barricades, and other physical assets needed to complete an event day
 - Distribution of ice and water to all employees during their shift
 - Collection of all assets at the conclusion of an event to ready the venue for the next event

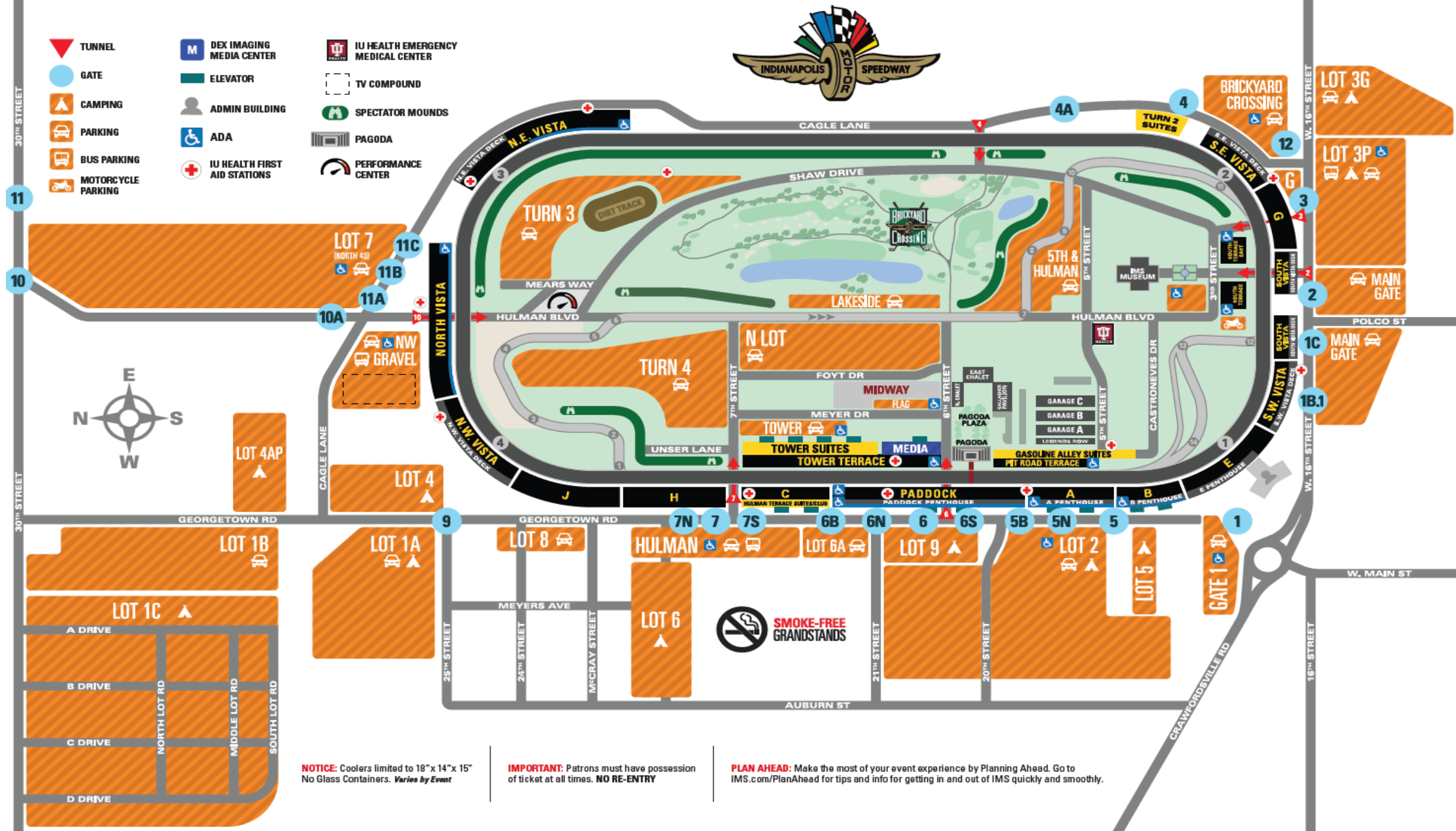


Night Crew Team



1. The Night Crew team works overnight to oversee the facility. This team is responsible for the following posts:
 - 24-hour gates such as Gate 2 and Gate 9A
 - Driver/Owner Lot and Garage Areas
 - Key IMS assets such as the Pagoda, Victory Podium, and the Plaza
 - Reaction to outside camping issues and providing oversight to contract security in these lots





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.

Special Assignments Division Best Practices



1. Night Crew

- Do not sleep while on post
- Maintain the integrity of overnight security – do not joyride with guests or enter restricted areas without prior approval
- Have your car close to shield from the elements
- Coordinate all overnight incidents with Patrol One

2. Pagoda Command

- Answer all calls in a timely manner
- Log all facility-related incidents in the 24/7 incident management system
- Immediately report all medical incidents to AMR for timely response

3. Logistics Team

- Work with IMS Management on timely set up of all functional areas
- Pre-stage ice and water assets before the day of the event
- React to issues around the facility during event days



Special Assignments Division Communication Channels



1. Pagoda Command:

- Pagoda Command is active every day throughout the Month and on event weekends overnight
- 317-492-5500 and press 5 to talk to a representative
- John McGee is the overnight Pagoda Command representative on the weekends
 - When Pagoda Command is not active overnight, Patrol One acts as oversight

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

