



STANDS & MOUNDS DIVISION TRAINING



Spring 2025



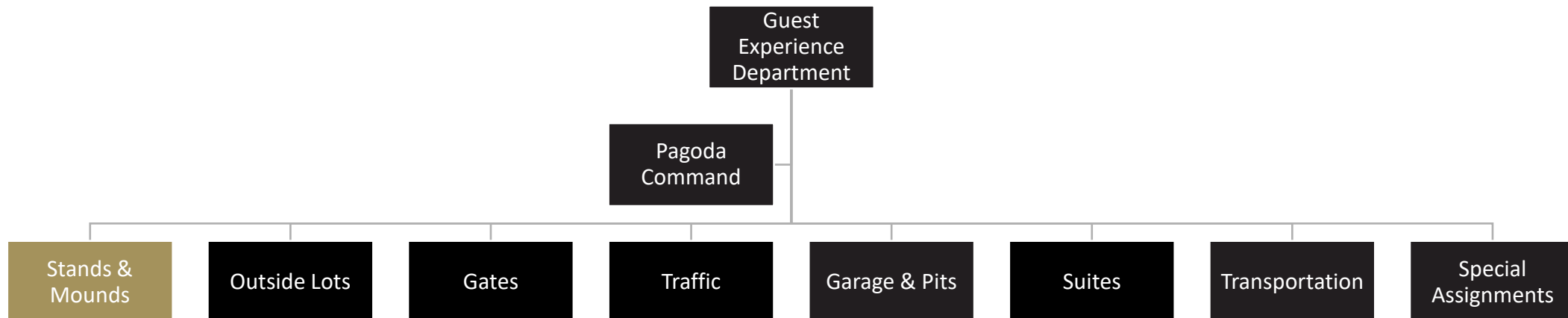
What is the Stands & Mounds Division?

Checking tickets into grandstands and providing customer service to all seated in stands and on mounds.



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

- Checking tickets into grandstands on reserved seat days
- Helping guests to find their seats and resolving seating disputes
- Provide general customer service to all guests in your area
- React to emergency situations and manage the area for medical or emergency personnel



Stands & Mounds Division at a Glance



24

GRANDSTANDS & MOUNDS

230

GRANDSTAND OPENINGS

230,000+

PERMANENT SEATS



What Positions Are Available in Stands & Mounds?



1. Ticket Checking

- Check and enforce the correct tickets in each grandstand areas
- Provide wayfinding assistance for guests to find the correct seating area

2. Ushering

- Assist guest with finding their seats inside the grandstand
- Resolve seating disputes and other conflicts between guests in the stands
- Act as the host in your area and provide exceptional customer service
- Assist guests with disabilities to their seating location



Why is the Stands & Mounds Division Important?



1. Guests at IMS spend the most time in their grandstand seat or on the mounds – your interaction with them will make the most lasting impression
2. On reserved seat days, staff in the grandstands are the gatekeepers of their stand and ensure that everyone who bought a ticket has a seat
 - It is very important that we maintain the integrity of a reserved seat stand and do not allow GA guests to sit in aisleways or in someone else's seat
3. Staff in the Stands & Mounds are critical to emergency response, especially when it comes to medical issues and behavior problems



Stands & Mounds Area Definitions



1. Grandstand

- Permanent or temporary seating either on bleachers or seats located on the inside or the outside of the oval

2. Mounds

- Grass hills on the inside of the oval that are always general admission seating

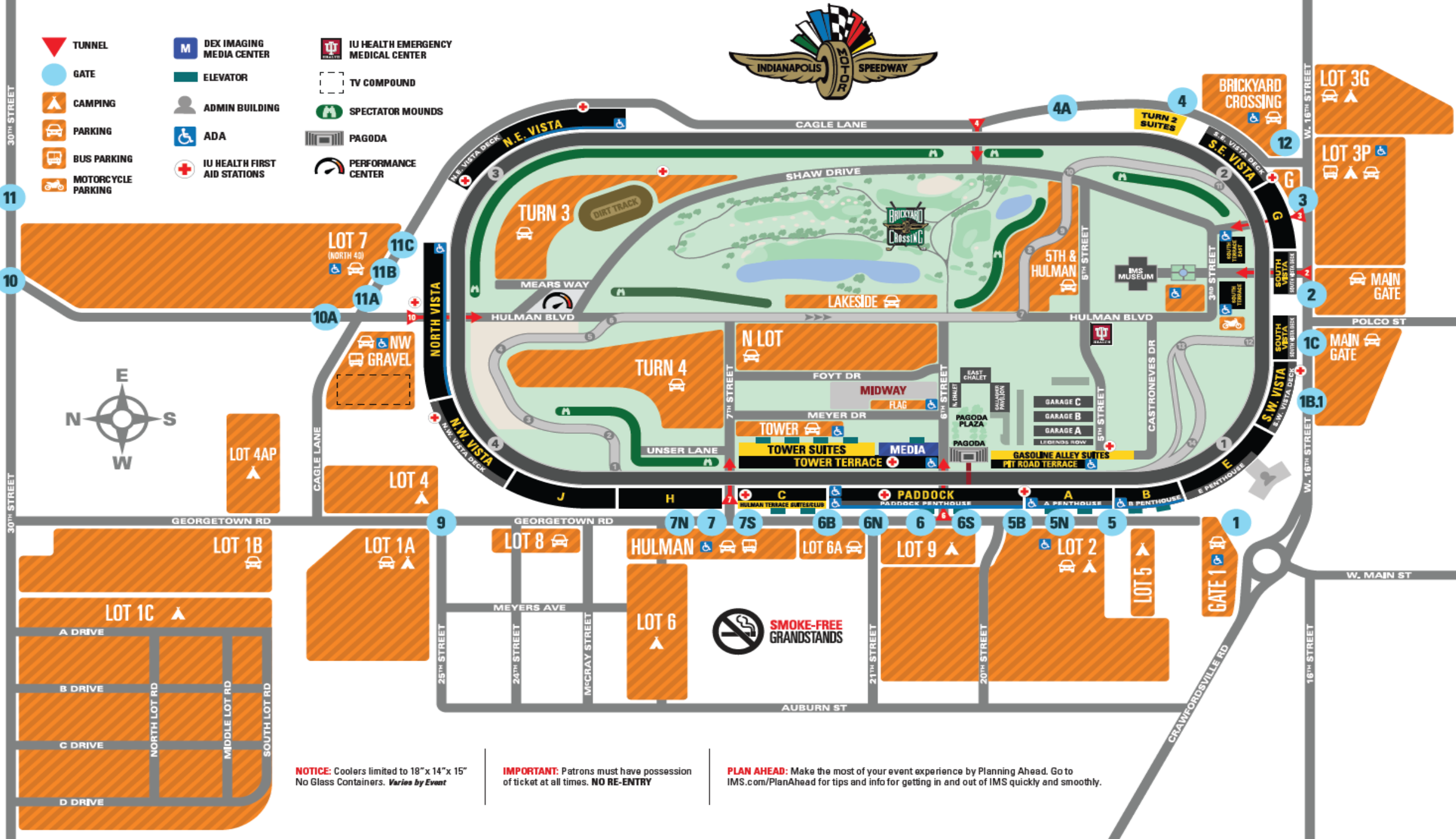
3. Companion Seating

- A seat that has been purchased next to a guest with ADA accommodations

4. Flex Seating

- Ticket that allows a guest into a grandstand, but not designated to a specific seat
- Guests with these tickets can sit in any of the flex areas





Stands & Mounds Division Areas



Stands & Mounds is divided into 5 functional areas:

1. South Outside Area
 - Responsible for SE Vista through B Stand
2. Central Outside Area
 - Responsible for A Stand through C Stand
3. North Outside Area
 - Responsible for H Stand through NE Vista
4. Infield West Area
 - Turn 4 Mounds through South Terrace
5. Infield East Area
 - Responsible for South Terrace East through Turn 3 Mounds



South Outside Area Overview



1. Grandstands/Mounds included:
 - Southeast Vista/Deck
 - G Stand
 - South Vista/Deck
 - Southwest Vista/Deck
 - E Stand/E Penthouse
 - B Stand/B Penthouse
2. ADA Seating available:
 - B Penthouse



Central Outside Area Overview



1. Grandstands/Mounds included:
 - A Stand/A Penthouse
 - Paddock/Paddock Penthouse
 - C Stand
2. ADA Seating available:
 - A Penthouse
 - Paddock
 - Paddock Penthouse



North Outside Area Overview



1. Grandstands/Mounds included:
 - H Stand
 - J Stand
 - Northwest Vista/Deck
 - North Vista/Deck
 - Northeast Vista/Deck
2. ADA Seating available:
 - North Vista
 - Northeast Vista



Infield West Area Overview



1. Grandstands/Mounds included:

- Turn 4 Mounds
- Tower Terrace
- Pit Road Terrace
- South Terrace
- Hulman North Mounds (Road Course Only)

2. ADA Seating available:

- Tower Terrace
- South Terrace



Infield East Area Overview



1. Grandstands/Mounds included:

- Turn 3 Mounds
- Family Mounds
- Turn 2 Mounds
- South Terrace East
- Hulman South Mounds (Road Course Only)



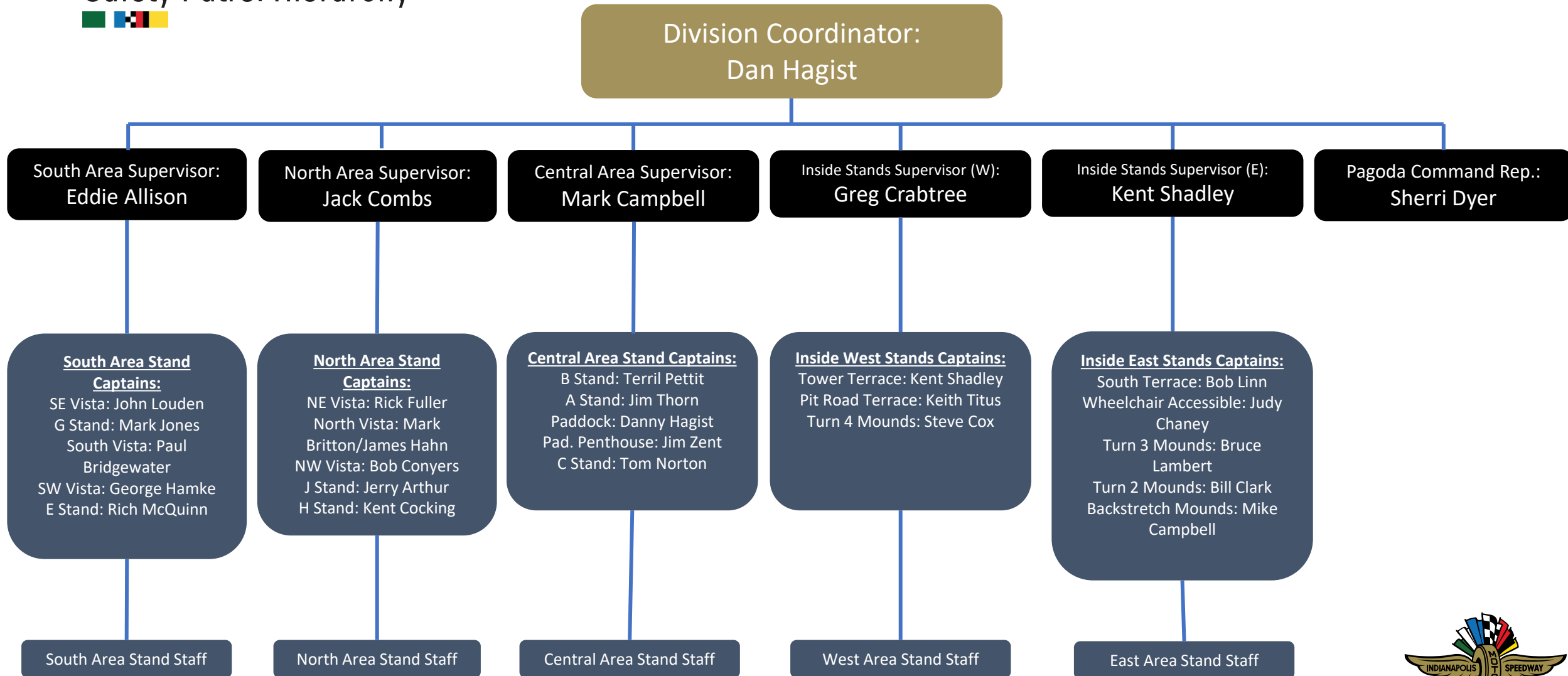
2. ADA Seating available:

- Tower Terrace
- South Terrace



Stands & Mounds Division Leadership

Safety Patrol Hierarchy



Stands & Mounds Division Best Practices



1. If a guest is repeatedly non-compliant with your instructions, remove yourself from the situation and find a supervisor to assist. You are not alone in dealing with difficult situations.
2. Green chairs should stay where they are placed. Especially for Race Day, do not move or remove green chairs that have been placed. If you need additional chairs, call Pagoda Command
3. Understand where each grandstand is located and utilize the map in your staff guide to help give directions.
4. Utilize Pagoda Command to resolve any ticket disputes. Sherri will work with the ticket office to find a solution.
5. Your responsibility during track activity is to monitor the crowd, not the race.
6. On major event days, IMS partners with area non-profit organizations to staff the grandstands and mounds. Work to integrate these groups into the culture of your stand and remember – many of the fundraisers have never been here before!



Ticket Overview



Paper Ticket



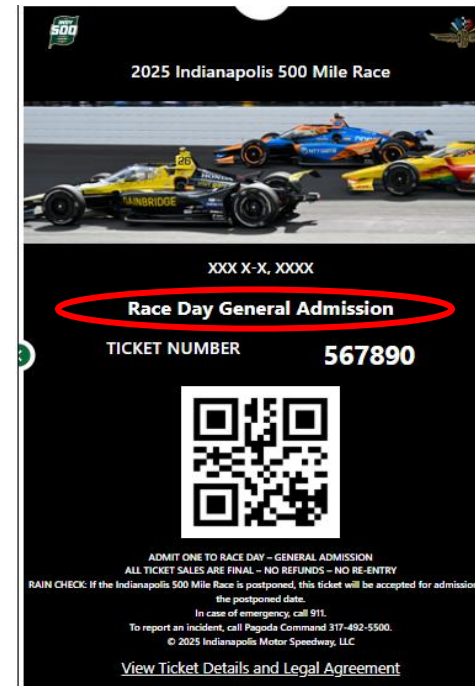
Stand Name

NORTH VISTA

SEC 22 ROW G SEAT 1

Section,
Row, and
Seat
Numbers

Digital Ticket



Race Day General Admission

TICKET NUMBER 567890



ADMIT ONE TO RACE DAY - GENERAL ADMISSION
ALL TICKET SALES ARE FINAL - NO REFUNDS - NO RE-ENTRY
RAIN CHECK: If the Indianapolis 500 Mile Race is postponed, this ticket will be accepted for admission on the postponed date.

In case of emergency, call 911.
To report an incident, call Pagoda Command 317-492-5500.
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[View Ticket Details and Legal Agreement](#)



Stands & Mounds Division Communication Channels



1. Pagoda Command:

- 317-492-5500 and press 5 to talk to a representative
- Sherri Dyer is the Pagoda Command rep for Stands & Mounds and can be reached at 317-492-5333

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

