



TRAFFIC DIVISION TRAINING



Spring 2025



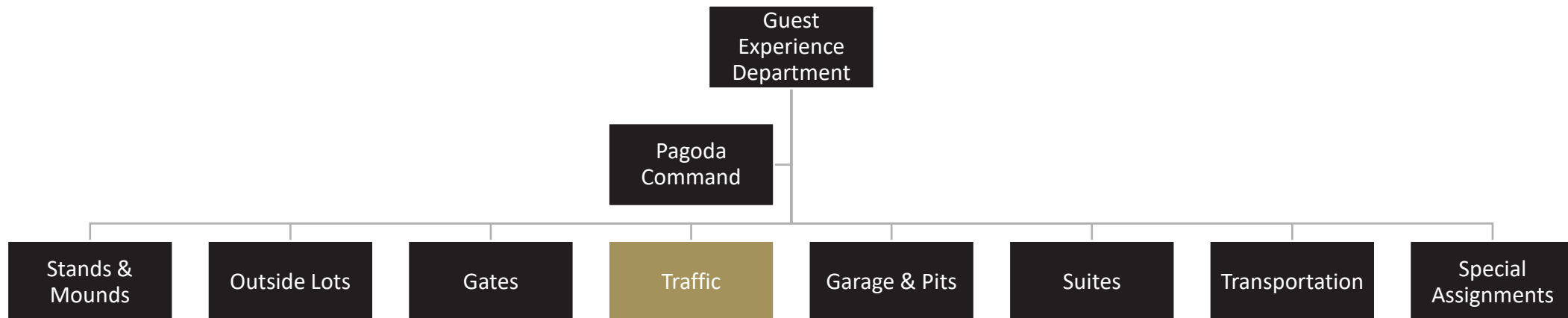
What is the Traffic Division?

Vehicle traffic direction, credential sorting, and parking support inside IMS gates.



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

- Direct vehicular and pedestrian traffic at intersections inside the IMS gates
- Sort parking credentials and enforce access into parking lots
- Ensure correct parking pattern in both paved and grass lots
- Answer guest questions and provide exceptional customer service



Traffic Division at a Glance



20

LOTS PARKED

25+

INTERSECTIONS MANAGED

5,000+

PARKING SPOTS



What Positions Are Available in Traffic?



1. Intersection Control

- Know parking credentials and where they are to be directed
- Control the flow of vehicle traffic by alternating and balancing ingress and egress
- Manage pedestrian crosswalks and the integration with vehicles

2. Parking

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

3. Stringing

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



Why is the Traffic Division Important?



1. The traffic division ensures that all guests driving or walking inside the Speedway are kept safe
2. Enforcing credentials for each parking lot helps make sure that there is enough capacity in the lot for the parking passes issued
3. Intersection control works to avoid collisions and prioritize efficiency in loading over 8,000 cars into parking lots inside the IMS gates
4. Traffic employees are directly responsible for the speed at which guests are able to enter and exit the Speedway



Traffic Division Areas



Traffic is divided into 4 functional areas:

1. South Area
 - Responsible for area between Tunnel 2 and 6th St
2. Central Area
 - 1. Responsible for area between 6th St and 7th St
3. Turn 3 / Turn 4
 - 1. Responsible for area between 7th St and Tunnel 10
4. North Area
 - 1. Responsible for area between Tunnel 10 and Gate 10



South Area Traffic Overview

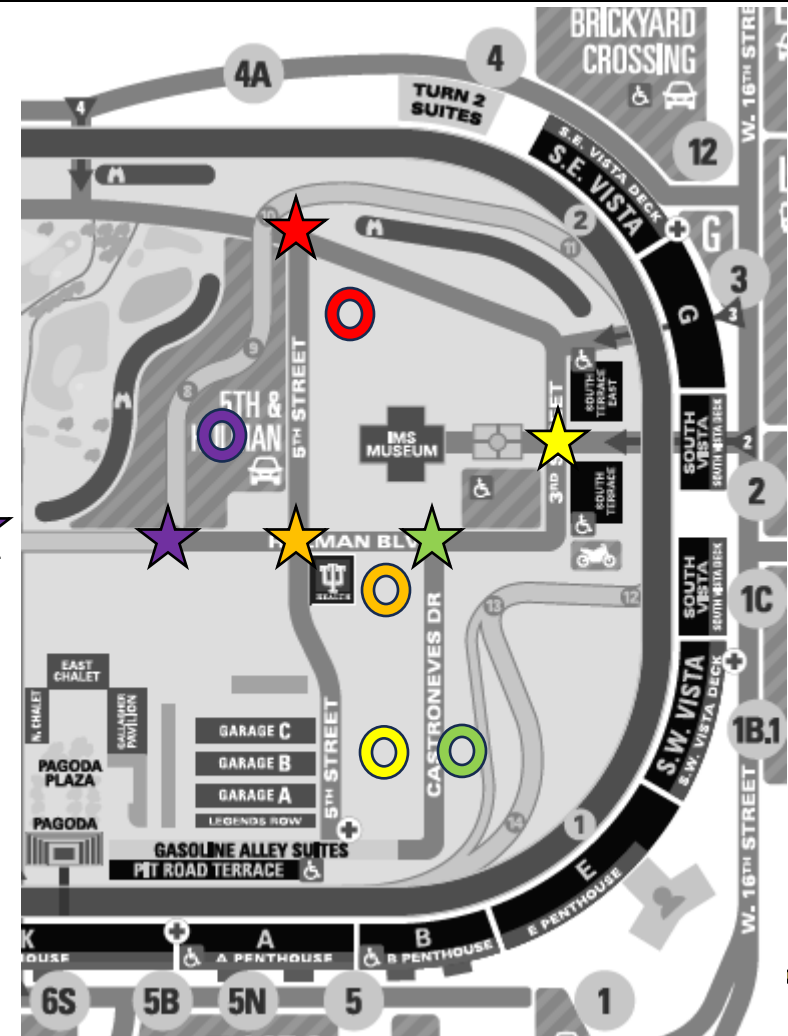


1. Key intersections:

- Tunnel 2 ★
- 4th (Castroneves) & Hulman ★
- 5th & Hulman ★
- 5th & Shaw ★
- 5th & Hulman (South Road Course) and Hulman ★

2. Key parking lots:

- East Museum ○
- 4th St South (Beach) ○
- 5th St South ○
- 5th & Hulman (South Road Course) ○
- Medical ○



Central Area Traffic Overview

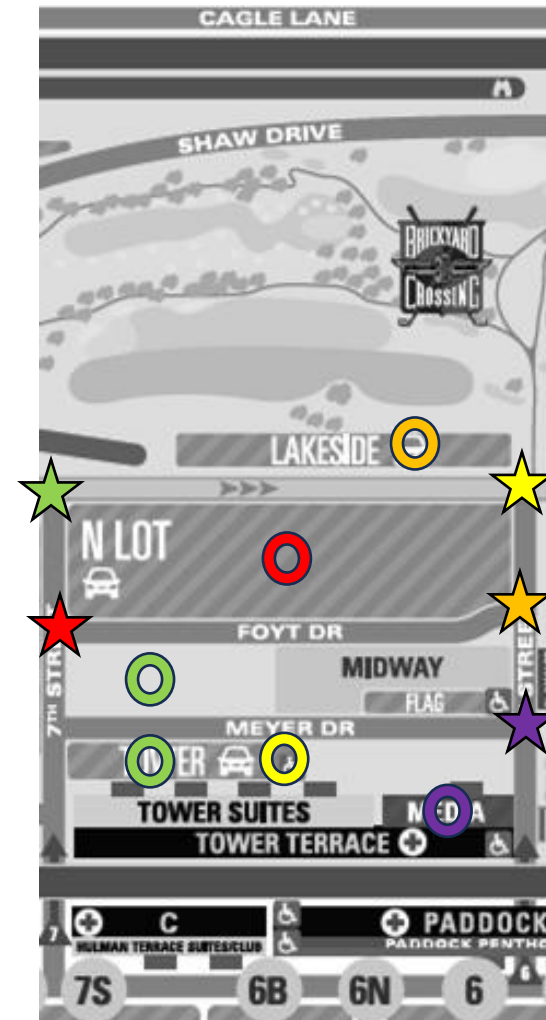


1. Key intersections:

- 6th & Hulman ★
- 7th & Hulman ★
- 6th & Foyt ★
- 7th & Foyt ★
- 6th & Meyer (Crop Circle) ★

2. Key parking lots:

- N Lot ○
- Tower East & West ○
- Tower ADA ○
- Pagoda Gravel ○
- Lakeside ○



Turn 3 / Turn 4 Area Traffic Overview

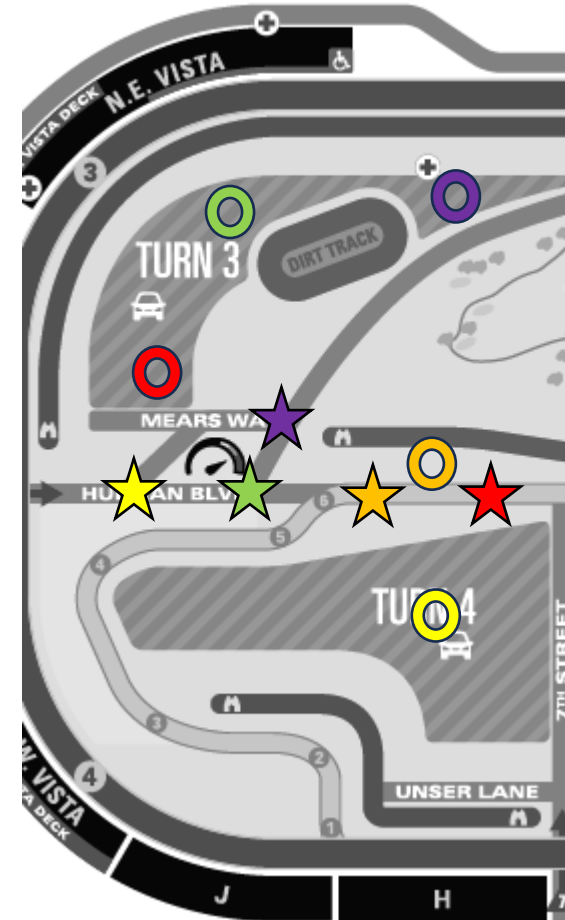


1. Key intersections:

- Hulman and Mears ★
- Mears and Shaw ☆
- Hulman and Shaw (Point 0) ★
- Hulman and Turn 4 Entry ★
- Hulman and Turn 4 Exit ★

2. Key parking lots:

- Turn 3 Lot 7 ○
- Turn 3 Lot 8 ○
- Turn 3 Lot 9 ○
- Turn 4 ○
- Brittany Lane ○



North Area Traffic Overview

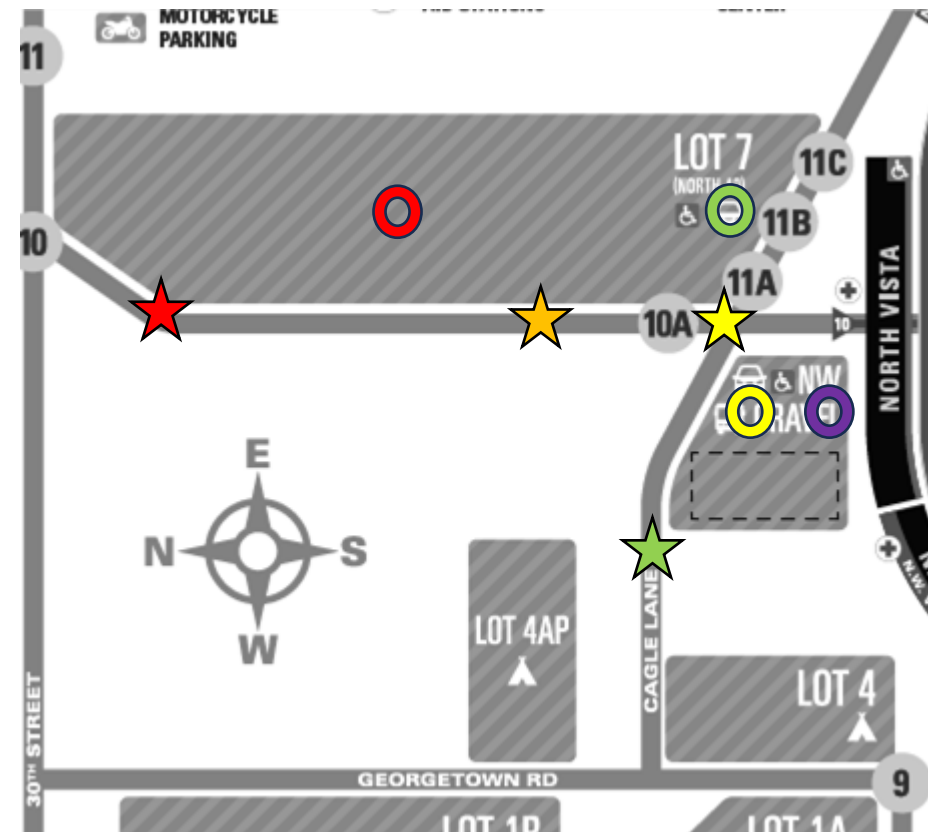


1. Key intersections:

- Hulman & Cagle ★
- Maintenance Road and Cagle ★
- Hulman & North 40 Entrance (South) ★
- Hulman & North 40 Entrance (North) ★

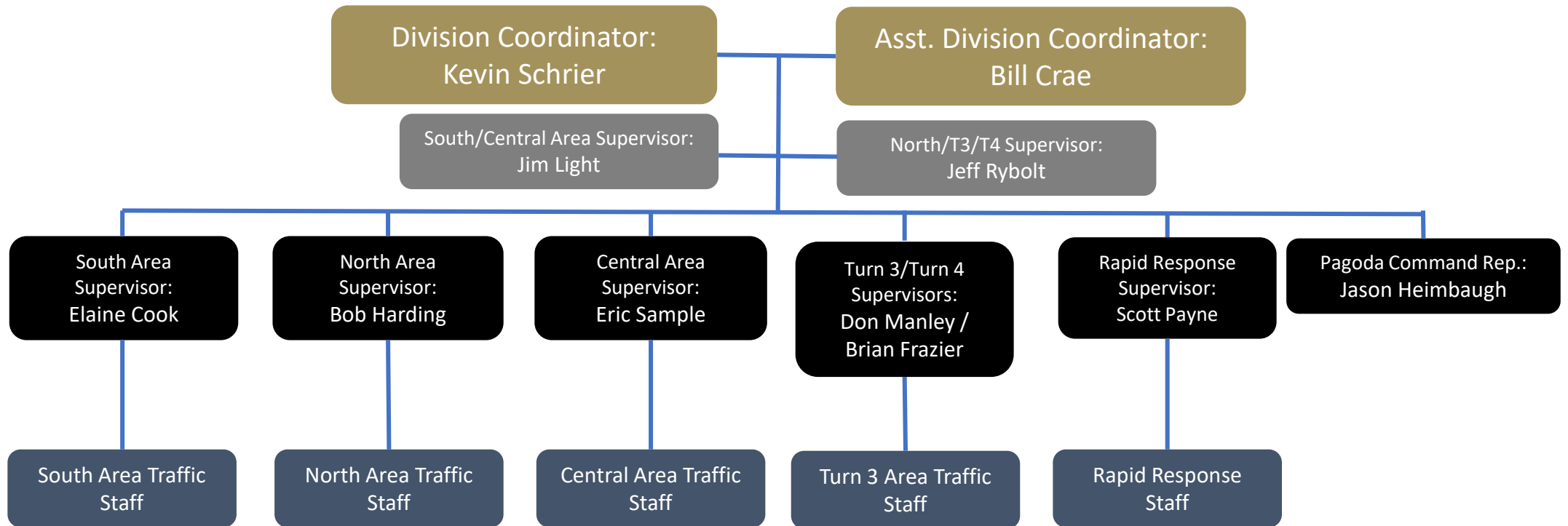
2. Key parking lots:

- North 40 ○
- North 40 ADA ○
- Northwest Vista Gravel ○
- Northwest Vista Gravel ADA ○



Traffic Division Leadership

Safety Patrol Hierarchy



Traffic Division Best Practices



1. Know where all credentials are parked, even if they are outside of your area
2. Know what is behind you, in front of you, and on both sides at all times – especially in a busy intersection
3. Understand the parking sequence and where to overflow if your lot fills
4. Always give priority to emergency vehicles and trams at intersections
5. Use large, exaggerated hand and arm motions when directing traffic
6. Listen closely to radio traffic for notices from supervisors and Pagoda Command
7. Plan ahead for large vehicles like trams or haulers to stop as it takes them longer to break
8. Never stop a car in the middle of an intersection
9. Understand the ADA parking requirements for the day and how to enforce



Parking Credential Overview



Traffic 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



Traffic Division Communication Channels



1. Pagoda Command:

- 317-492-5500 and press 5 to talk to a representative
- Jason Heimbaugh is the Traffic 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

