



TRANSPORTATION DIVISION TRAINING



Spring 2025



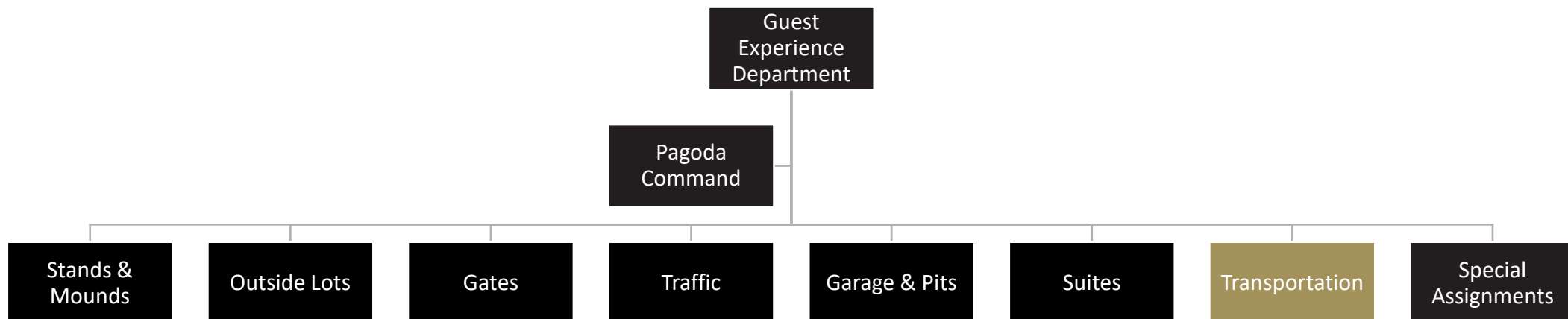
What is the Transportation Division?

Providing rides for employees, guests, vendors, and teams with carts, trams, and vans.



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

- Provide assistance to disabled guests through the use of access shuttles
- Move large amounts of people with trams along Hulman Blvd when in oval mode
- Drive pre-determined routes for specific populations including full-time staff, media, and suite guests



Transportation Division at a Glance



21

ACCESS SHUTTLE STOPS

60

DOUBLE TRAM CAPACITY

40

VEHICLE ASSETS



What Positions Are Available in Transportation?



1. Tram Driver

- CDL-certified drivers who drive trucks that pull trams down Hulman Blvd.

2. Access Shuttle Driver

- Golf cart drivers who pick up guests with disabilities in carts with and without ramps for wheelchairs

3. Van Driver

- Drive 13-passenger vans either on pre-determined loops for suite guests or on-demand for guests and staff

4. Cart Driver

- Help to transport IMS staff, media, and other groups in golf carts

5. Observer

- Ride on the back of a tram and ensure that all guests are safe while riding

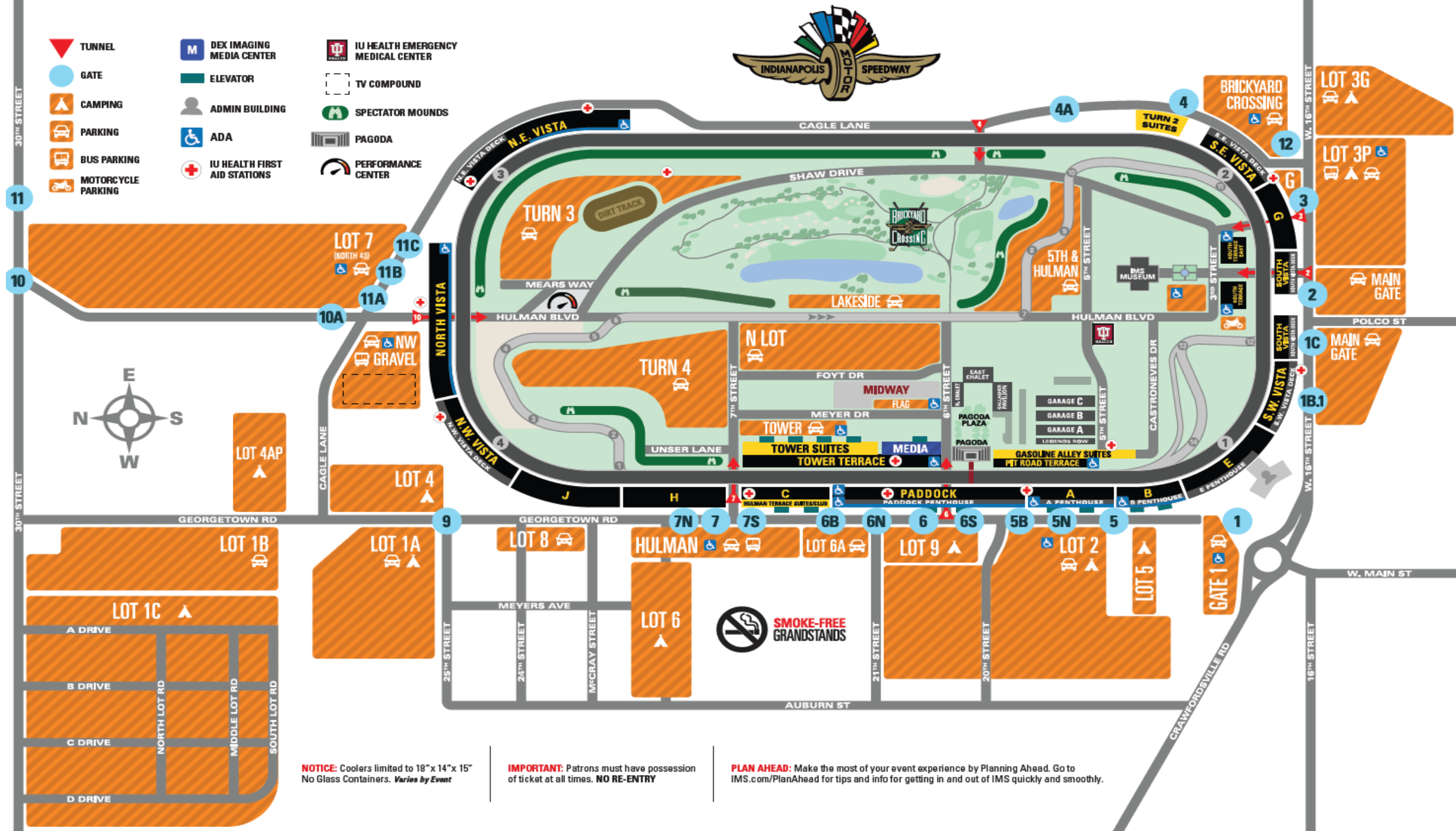


Why is the Transportation Division Important?



1. IMS is a big place, and the Transportation division ensures that all staff and guests are able to traverse the facility in a timely manner
2. The transportation division is critical to the ingress and egress operation of each event day
3. Assisting guests with disabilities on our Access Shuttles makes sure that all guests can enjoy everything that IMS has to offer



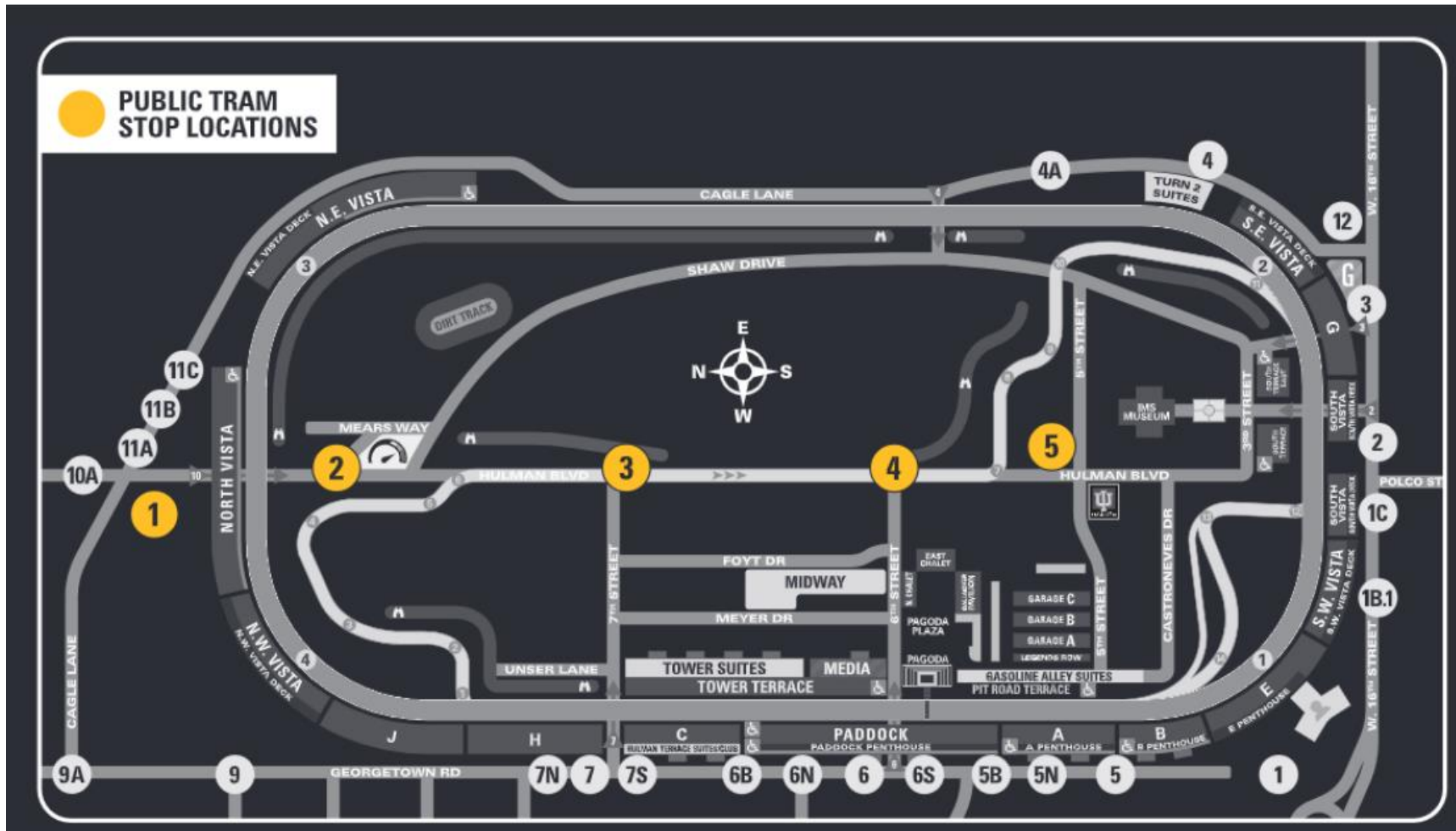


NOTICE: Coolers limited to 18"x14"x15"
No Glass Containers. *Varies by Event*

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.

Public Tram Route

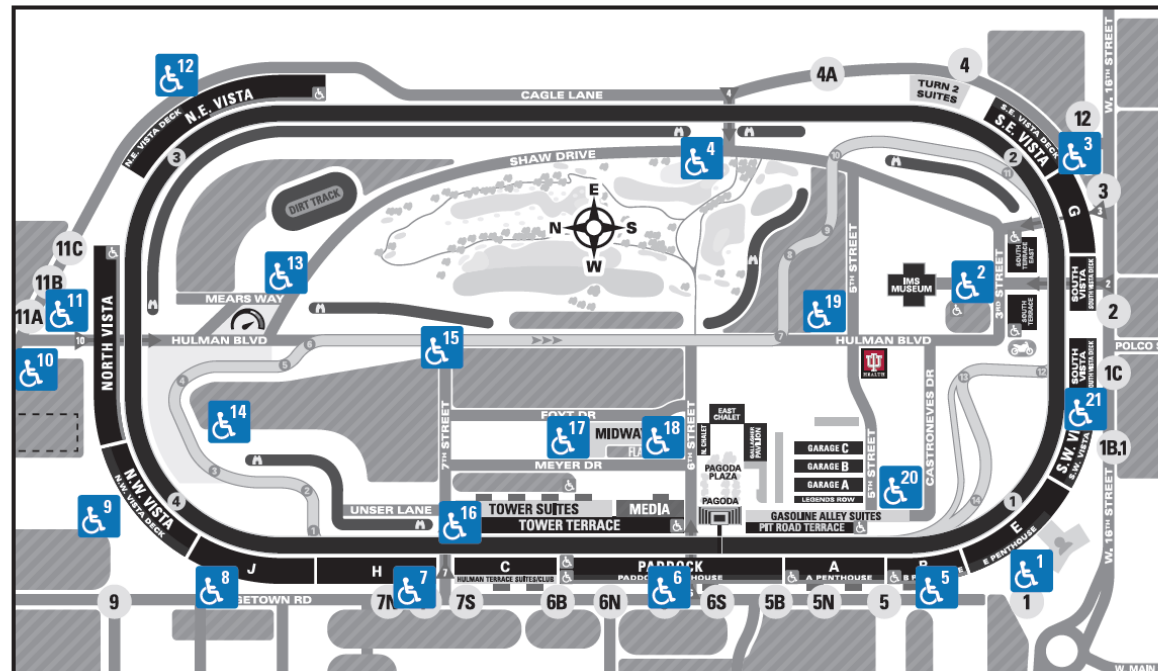


Access Shuttle Stop Map



IMS ADA SHUTTLE STOP LOCATIONS

ADA Carts will only pick-up at the below established ADA Shuttle Stop Locations



INFIELD	Stop #2 - Museum Fountain Stop #4 - Gate 4/Shaw Drive Stop #13 - Turn 3 Parking Stop #14 - Turn 4 Parking Stop #15 - 7th & Hulman Blvd Stop #16 - 7th & Unser Lane Stop #17 - Tower Terrace ADA Parking	INFIELD	Stop #18 - Flag Lot ADA Parking Stop #19 - 5th & Hulman Blvd Stop #20 - South Pit Gate	TURN 2	Stop #3 - Southeast Vista	TURN 4	Stop #8 - J Stand Stop #9 - Northwest Vista Stop #10 - Tram Turnaround
			Stop #21 - Southwest Vista		Stop #11 - Gate 11A Stop #12 - Northeast Vista		
		TURN 1	Stop #1 - Gate 1 Stop #5 - B Stand Stop #7 - Tower Terrace ADA Parking	TURN 3		FRONT STRETCH	Stop #6 - Gate 6 Stop #7 - Gate 7



Transportation Division Areas



Transportation is divided into 2 functional areas:

1. Access Shuttle Drivers
 - Responsible for the operation and coordination of access shuttle carts
2. General Guest Transportation
 - Responsible for operation of vans, trams, and shuttles



Access Shuttles



Ramp Cart



6-Seater



Vans & Trams



Vans

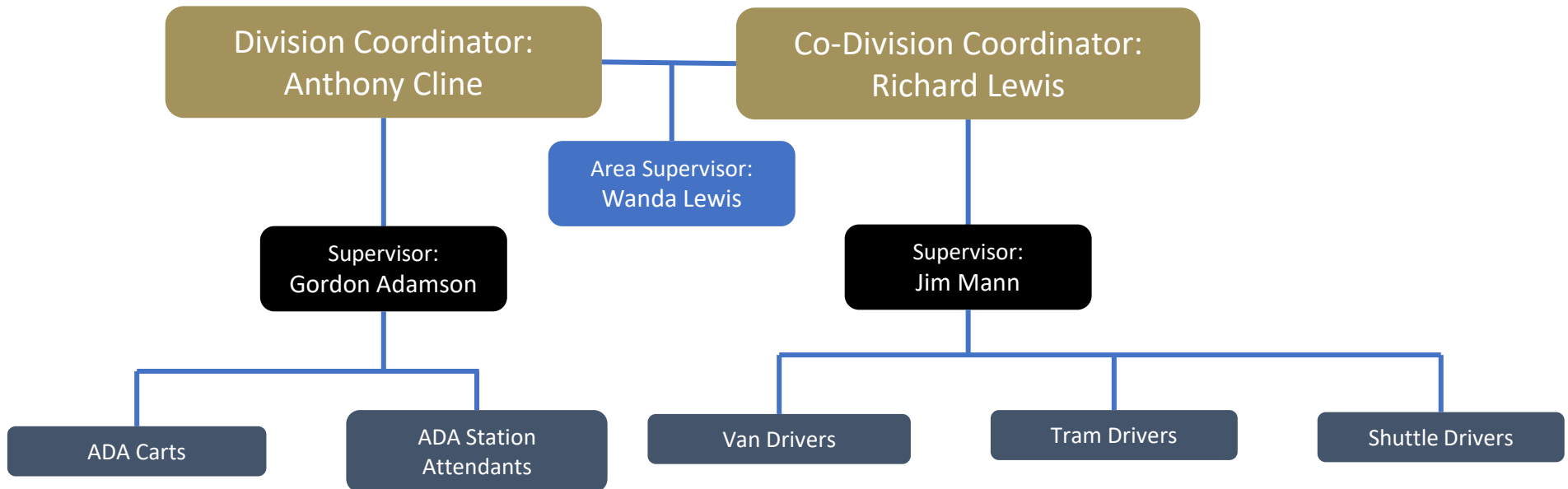


Trams



Transportation Division Leadership

Safety Patrol Hierarchy



Transportation Division Best Practices



1. Always drive slowly and obey the direction of traffic staff in the intersections
 - Especially in access shuttles when transporting a guest in a wheelchair you must be extra careful
2. Never use your horn unless to protect a guest from imminent danger. Instead, politely ask them to move aside when driving
3. Always ensure that guests are seated before driving away in any vehicle
 - Serious injury can occur if you start to drive before a guest is prepared
4. Transportation staff help to move employees to their work locations early in the morning and then transition to moving guests after public gates open
5. Keep an eye on your fuel levels and plan to refuel at the designated times if necessary
6. Never question a disability – even if one is not obvious to you
7. Never talk on the phone or text while driving



Transportation Division Communication Channels



1. Pagoda Command:

- 317-492-5500 and press 5 to talk to a representative
- Anthony Cline is the Pagoda Command representative for transportation on major event days

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

