

GATES





REPORTING STRUCTURE

Gates Coordinator: Chris Hitch

Operational Area Supervisors

- North – Randy Barger
- Central – Lisa Bolander
- South – Linus Rude
- Bag Runner/Supervisor – Ralph Martin
- Pagoda Command – Jason Heimbaugh

Ticket Supervisors

- North – Jeff Rice
- Central – Vic Sochockl
- South – Dale Chadwick

Gate Supervisors

- Gate 1 – James Fung
- Gate 1B.1 – Nick Hayes
- Gate 1C – Flora Garrison
- Gate 2 – Dan Geraci
- Gate 3 – Ken Pierson
- Gate 4 – Matt Ferguson
- Gate 5N – TBD
- Gate 6 – Scott Molin
- Gate 6B – TBD
- Gate 7 South/7 Vehicle/7 North – Ellen Bristoe
- Gate 9 – Terry Cline
- Gate 9A – IMS Security
- Gate 10 – Charles Ratcliffe
- Gate 10A – Charles Ratcliffe
- Gate 11A/11B/11C – Josh Barger
- Gate 12 – Jeff Perry



EXPECTATIONS

- Focus on alleviating anxiety related to ticket/cooler/bag checks and where to go inside the gate
- Present a friendly and welcoming environment for all guests
- Understand every credential (pedestrian & vehicle) and the differences between them
- Understand the importance of scanning **EVERY** ticket and checking **EVERY** cooler/bag
- Understand which gates are open, how many lanes we are utilizing and how to direct traffic
- Know how to handle accessible hangtags and license plates at any vehicle gate
- Know your surroundings and where you are at all times. If you are confused, ASK!
 - Landmarks
 - Restrooms
 - Concessions
 - Display Areas
- Report **all** issues and/or concerns to a Supervisor
- Ensure incident reports are filled out immediately following the incident
- Ensure all processes are performed in a consistent manner to allow for a consistent experience
- Utilize What's Happening daily schedules
- Ask Supervisors or Pagoda Command if you do not know an answer to a question



TICKET CHECKING EXPECTATIONS

■ Definition of Terms:

- Ticket Scanning – the act of scanning the barcode on every ticket that comes through every gate
- Ticket Checking – the act of verifying a ticket to allow entry to the facility
 - This can be done by either marking or scanning a ticket.
- Ticket Marking
 - The act of marking the back of a ticket ONLY in the case scanners are not working



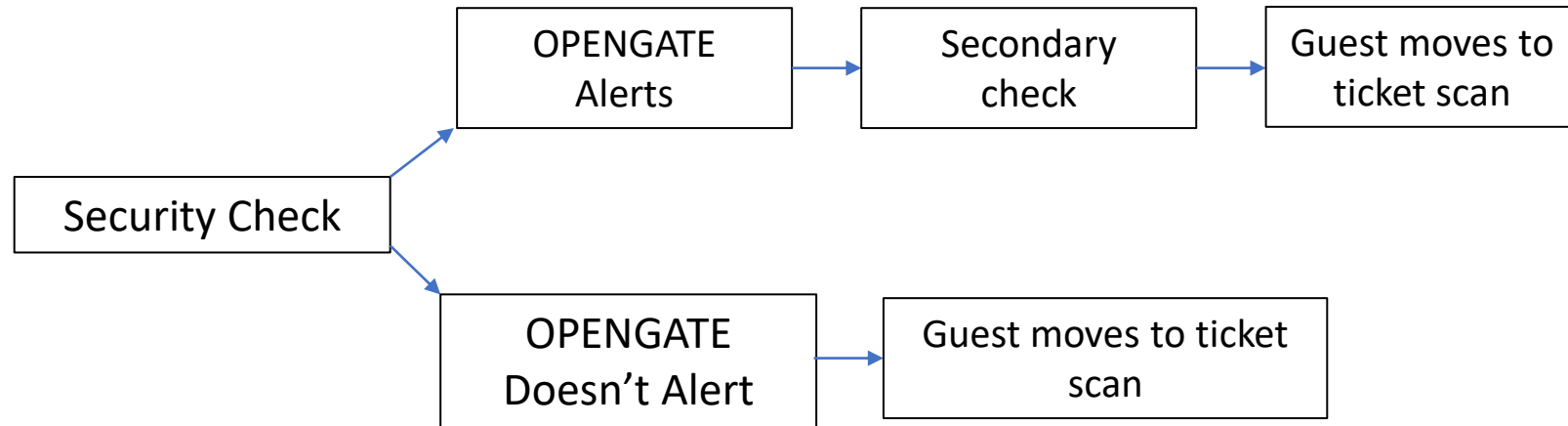
UPDATED SECURITY MEASURES

- In 2023, IMS will be implementing a new security check at all pedestrian gates that will include magnetometers (metal detectors)
 - All guests will walk through either an OPENGATE device or a traditional magnetometer
- If the OPENGATE or magnetometer alerts, guests will be directed to a secondary check that will include a bag search and additional screening
- The OPENGATE technology is advanced enough to detect prohibited items in bags and coolers, so we will not have a bag search at every lane as in the past





CUSTOMER JOURNEY W/ SECURITY CHECK





COOLER & BAG POLICY

- All coolers and bags must be no larger than 18"x14"x15" in size; coolers can be hard or soft sided. Bags and coolers will be checked by the OPENGATE system and additionally searched if the system alerts
- Only one cooler and one bag are allowed per guest. Coolers may not be left unattended. Unattended coolers are subject to removal by Safety Patrol and will not be returned.
- Guests may not leave any unauthorized coolers outside the facility; guests must return over sized coolers to their vehicles. Any coolers left at the gate may be confiscated by IMS for security reasons and will not be returned.
- The cooler size is pre-determined based on what can fit underneath seats in height, depth and length without disturbing any other guests.
- No glass beverage bottles are permitted into the facility.
- No fireworks, firearms or any other suspicious materials are allowed into the facility.
- Eclipse Security will conduct all primary and secondary security checks



2023 GATE RULES AND REGULATIONS

The following items are permitted inside the Indianapolis Motor Speedway:

- Coolers (restricted to no larger than 18"x14"x15", coolers may be hard or soft sided)
- Food and beverages
- Binoculars, scanners and cameras
- Camera stands (tripods, monopods, etc.) as long as they do not cause a safety hazard or obstruct the view of others.
- Strollers, lawn chairs and folding camping chairs
- Umbrellas as long as they do not obstruct the view of others. The umbrella's user takes sole responsibility for the safe use of the umbrella.
- Carts and wagons are allowed every day except Race Day. The use of carts and wagons may be restricted in some areas. Collapsible wagons are acceptable on Race Day.
- Mobility aids used by guests with disabilities. Guests are responsible for securing unattended wheelchairs and scooters. IMS reserves the right to prohibit any device based on size or other considerations.



2023 GATE RULES AND REGULATIONS (CONTINUED)

To ensure that all guests have a safe and memorable experience, the following items will NOT be permitted inside the Indianapolis Motor Speedway:

- Weapons of any kind, including, but not limited to, pocketknives, firearms, and ammunition
- Fireworks and Flares
- Unmanned Aerial Vehicles, e.g., drones, remotely piloted aircrafts, and similar remote-controlled devices
- Flag Poles
- Selfie Sticks
- Lasers
- Roller Blades, Skateboards, Skates, and Hover Boards
- Golf Carts, Scooters, and Segway's; mobility aid devices for guests with disabilities are permitted
- Scaffolding and Platforms
- Animals; service animals assisting guests with disabilities are permitted
- Coolers larger than 18"x14"x15"
- Glass Beverage Containers
- Aerosol Cans; medications prescribed by a doctor for guests with disabilities are permitted
- Permanent Markers
- Samples, Stickers, or Flyers for distribution
- Illegal Drugs or Drug Paraphernalia
- Professional Cameras (Concerts Only)
- Audio/Video Recording Equipment (Concerts Only)
- Any item that may pose a safety hazard to or diminish the enjoyment of the event by other guests.



PASS OUT POLICY

The pass out policy allows guests to leave and re-enter the facility at pedestrian gates while maintaining a system to ensure tickets are not used for more than one person on a given day.

- **How should employees handle a situation in which a guest would like to leave and re-enter the facility on the same day?**
 - Explain to the guest that re-entry is only for the same day.
 - Stamp the guest's hand with the stamp provided with the inkpads color designated for that day.
 - Explain to the guest that for re-entry to the gates, they must have their ticket for the day as well as the stamped hand with the correct color.
- **How does re-entry of a guest with a passes out stamp occur?**
 - When a guest shows a ticket that has already been scanned, each employee must verify that the guest also has a stamp of the correct color (designated for each day) along with the ticket before allowing re-entry to the gate
 - This process stresses the need for proper scanning of tickets when guests first enter the gates.



VEHICLE GATE PROCEDURES

- Gates such as 2, 7, 9A and 10 handle vehicles and pedestrian traffic at all times. The differentiation of credentials on a vehicle vs. credentials on a guest must be completely understood.
- The important phrase used to identify what allows/disallows guests in a gate is “Admission to the Grounds”
 - **Parking permits on a vehicle do NOT grant “admission to the grounds” by themselves.** Because an individual must operate vehicles, a vehicle is not allowed in the grounds without a credentialed or ticketed individual inside.
- The following chart helps describe when someone is admissible to the ground or not at Gates 2, 7, 9A & 10:

Scenario	Allow Entry to the Grounds
Guest arrives with a parking pass, but without a credential before public gates open	No
Guest arrives with a parking pass, but without a credential after public gates open	Yes, after selling them a ticket
Guest arrives with a credential, but without a parking pass before public gates open	Yes, if credential is valid for early entry, should be directed to public parking
Guest arrives with a credential, but without a parking pass after public gates open	Yes, but should be directed to public parking
Guest arrives with a parking pass and a credential before public gates open	Yes, if credential is valid for early entry
Guest arrives with a parking pass and a credential after public gates open	Yes