

STANDS & MOUNDS





STANDS & MOUNDS REPORTING STRUCTURE

Stands & Mounds Division Coordinators: Dan Hagist

Area Supervisors

- Infield West – Greg Crabtree
- Infield East – Kent Shadley
- Outside Central – Mark Campbell
- Outside North – Jack Combs
- Outside South – Eddie Allison
- Pagoda Command – Sherri Dyer

Stand Captains

- A Stand– Jim Thorn
- B Stand– Terril Pettit
- C Stand– Tom Norton
- E Stand– Rich McQuinn
- G Stand – Mark Jones
- H Stand– Kent Cocking
- J Stand– Jerry Arthur

- Southwest Vista – George Hamke
- Southeast Vista – John Louden
- South Vista – Paul Bridgewater
- Paddock – Danny Hagist Jr.
- Paddock Penthouse – Jim Zent
- Northeast Vista – Rick Fuller
- North Vista – Mark Britton / James Hahn
- Northwest Vista – Bob Conyers
- Tower Terrace – Jeff King
- Pit Road Terrace – Bill Powers
- South Terrace East – Judy Chaney
- Turn 2 Mounds – Bill Clark
- Turn 3 Mounds – Bruce Lambert
- Turn 4 Mound – Steve Cox / Charlie Cones
- South Terrace – Tom Dellinger / Bob Linn
- Backstretch Mounds – Michael Campbell



STANDS & MOUNDS EXPECTATIONS

- **We are the hosts of our assigned grandstand.**
 - Employees working in the stands/mounds are often one of the first and last people each guest speaks to in the facility.
 - Each spectator with a ticket for the assigned grandstand is our guest.
 - Spectators from other grandstands should be treated as courteously as we treat our own spectators and directed to their grandstand.
 - It is important to greet guests in a friendly and inviting manner in both the morning and evening hours of the day.
- **Greetings set the stage for the day for guests when entering the facility and shows guests we are here to help when they need us.**
 - A simple morning greeting we will use is: “Welcome to the Indianapolis 500” or “Welcome to the Indianapolis Motor Speedway”
 - After track activity has concluded for the day, we can simply greet guests by saying: “See you on Race Day” or “See you next year!”
- **Employees in the Stands & Mounds division are charged with creating a fun and welcoming environment in the facility on event days. Please remember to:**
 - Smile while greeting guests 😊
 - Inquire about what a guest may need
 - Assist in relaying information that guests may need



STANDS & MOUNDS EXPECTATIONS

- YOU are the Start/Finish Line. You are the first and last impression we have on guests and this is your chance to shine.
- Focus on alleviating anxiety concerning seating arrangements
- Present a friendly and welcoming environment for all guests
- Understand every ticket/credential and the differences between them
- Understand the importance of rejecting oversized coolers in the stands
- Understand the importance of checking tickets at each stand entrance
 - Strict enforcement of access control procedures in a kind manner
- Know how to assist guests with disabilities in the stands
- Know your surroundings
 - Landmark Map
 - Restrooms
 - Concessions
 - Display Areas
- Report all issues and/or concerns to your 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 Schedule
- Communicate to your direct supervisor and follow the chain of command
- Ask Supervisors or Pagoda Command questions you do not know the answer to



TICKET CHECKING OPERATIONS

Expectations

- Do not tear ticket stubs. Simply check and verify each entering spectator's ticket.
- Tickets of late arriving spectators after the beginning of the race must be checked to ensure correct and proper grandstand seating.
- Inform each guest that if they leave the grandstand, they may have to present their ticket for inspect again to reenter the grandstand.
- Know which grandstand & section you are in order to give accurate directions
 - Get each guest to the correct seat the first time
 - Any guests with tickets for other stands must be turned away and shown, with the map on the back of each ticket, where they should go instead.
 - There are no stands that allow General Admission tickets on Indianapolis 500 Race Day and Brickyard 400 Race Day
 - There is no infield General Admission on the mounds – all mounds are closed on all days

Reserved Seating vs. General Admission Grandstand Schedule

- Non-Indianapolis 500 Race Days = **general admission seating in all open stands**
 - On these days, any guest may enter any open stand regardless of the ticket or credential they possess.
 - Refer to the stand openings list in What's Happening for days other than Race Days to know what stands are open.

Indianapolis 500 Race Day = **ALL stands tickets are sold as reserved seats.**

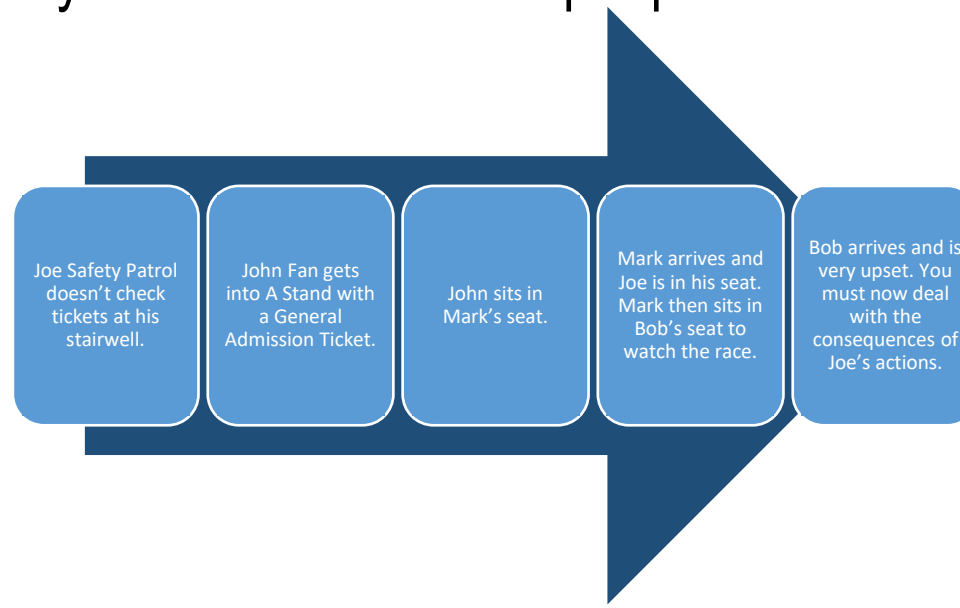
- Each guest entering a grandstand must have a ticket for a seat in that grandstand.
- **Contact Sherri in Pagoda Command at 317-492-5333 when a seating dispute occurs**



TICKET CHECKING

Guests who enter a stand that do not have a proper ticket cause several problems:

- Whose seat are they sitting in? Will this be a dispute we have to solve?
- Who does this person know? Will it get back to management that their ticket was not checked?
- Why should they buy the proper ticket next event if we did not keep them out this event?
- Guests lose confidence in our ability to control who enters the reserved seat stands.
- Decreases the monetary value of the ticket if people without tickets are being allowed in.





COOLER POLICY

All coolers are checked for size and content each pedestrian gate as well as each stand entrance for size.

One cooler allowed per guest. Coolers must be 15"x14"x18" or smaller to be allowed into any stand

- This size is pre-determined due to the fact that a cooler this size can appropriately fit underneath seats in height, depth and length without disturbing any other guests.
- Guests may not leave any unauthorized coolers outside the stand, but IMS is not responsible for the cooler or the contents of the cooler. Coolers must also be placed under seats and not left or piled in stairways or on the ADA deck.
- Guests may also take any unauthorized cooler back to their vehicle due to our passes out policy at any gate.

Coolers or bags that contain any glass receptacles of any kind are not allowed inside the facility or stand until the glass has been discarded.

- Other items not allowed inside the facility include fireworks and firearms as well as any devices that may cause an explosion.

All staff at stand entryways will be supplied a piece of foam, cut to size, that will be used to measure cooler dimensions.

- All coolers must be measured before guests enter the stand.

If you see coolers larger than the specifications come from a specific gate, please inform your Supervisor so that the gate can be notified of the issue and it can be resolved.



YOUR RESPONSIBILITY

We have the responsibility to show guests to their seats after tickets are checked. This process of ushering guests is essential and requires that all employees know the location of stands and sections throughout the facility. Maps showing stands will be provided in the Safety Patrol manual.

After track activity begins, the primary purpose of Stand & Mounds employees is to oversee the guests in the stand, this process consists of the following:

- Stand at the bottom of the stand facing the guests while scanning the crowd for anyone who may need assistance.
- All employees working in a stand must walk from the base of the stand to the top and back every 15 minutes during the shift while on the lookout for any guests who need assistance.
 - This enhances the presence of Safety Patrol in the stands so that guests understand we are near and can be contacted whenever needed.

Employees must adhere to the following rules while overseeing a stand:

- No employee may block a guest's sightline while overseeing a stand.
- The primary focus of oversight in a stand is the guests. There may be times it is relevant to watch track activity depending on the situation, but all eyes should be on the guests the majority of the time.
- Do not leave a guest without either answering a question/concern or going to find the answer you do not already have.



STAND SAFETY

Stairway/Ramp Safety

- Keep stairways, aisles and entrances clear of garbage.
 - Although we are not sanitation works; cups, cans, etc. on the stairways and ramps are obstacles.
 - Many of our guests leaving/returning to their seats do not pay attention to where they are walking or what they are walking/tripping on.
- Keep stairways, aisles and entrances clear of loitering spectators.
 - Do not allow spectators to congregate at stairway/ramp deck entrances.
 - Direct spectators to keep moving to their destination.

On-Track Catastrophe

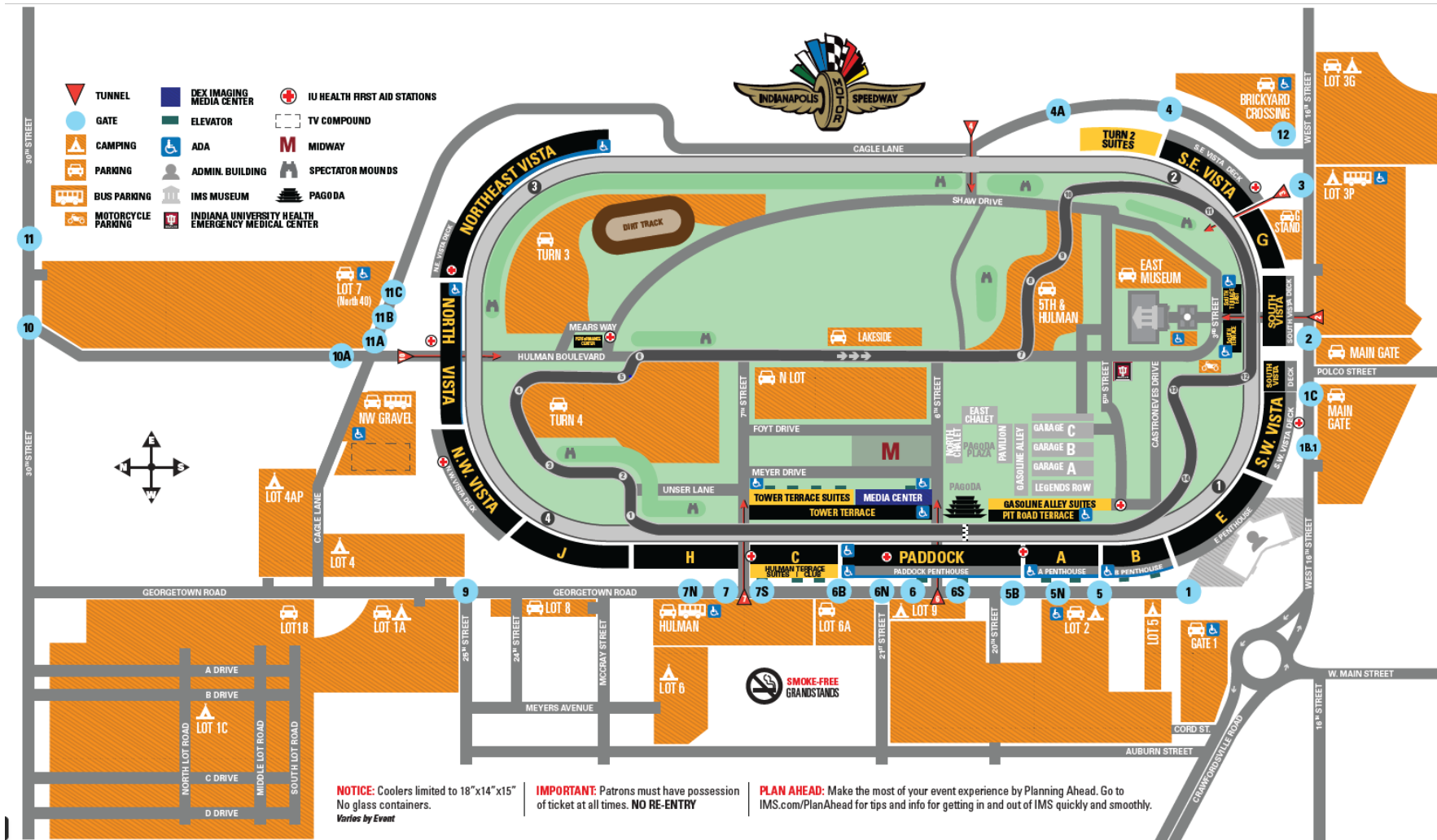
- Protect yourself first
- Notify your Supervisor and Pagoda Command with details of the situation
- Take direction from Pagoda Command
- Check on the welfare of guests in the grandstand

Spectator Behavior

- Monitor the stand guests for any type of inappropriate behavior (unruly, disruptive, or illegal in nature)
 - No objects of any kind may be hung from the fence
 - Intoxication or other signs of alcohol impairment that results in irresponsible behavior
 - Foul or abusive language or obscene gestures
 - Interference with track activity (including throwing objects toward the track)
 - Failing to follow Safety Patrol instructions
 - Verbal or physical harassment of guests



MAP OVERVIEW





STAND LOCATIONS

■ Northeast Vista/Northeast Vista Deck

- Turn 3
- Northeast Corner
- Near Employee Parking
- Closest Stand: North Vista
- Closest Gate: Gate 11C
- Across From: Turn 3 Viewing Mounds
- Notes: No seat backs, no covered seats

■ Northeast Vista Turn

- Sections: Section 1 next to North Vista, Section 25 toward the backstretch
- Rows: A - RR (Section 1-10), B - QQ (Section 11-25)
- There is a break between Section 10 and 11

■ Northeast Vista Backstretch

- Sections: Section 25 in Turn 3, Section 50 on the backstretch
- Rows: B - QQ (Section 26-28), B - S (Section 49-50)
- Wheelchair Platform: Row A

■ North Vista

- Between Turn 3 & Turn 4
- North End
- Near the Tram Pickup/Drop-off & Seasonal Employee Parking
- Closest Stands: Northeast Vista & North Vista
- Closest Gate: Gate 10A
- Sections: Section 21 at the west end, Section 68 at the east end
- Rows: B - Z, AA - QQ (Section 21-56), B - Z, AA - FF (Sections 57-58), B - S (Sections 59-60), B - M (Sections 61-68)

- Wheelchair Platform: Row A

- Notes: No seat backs, no covered seats

■ Northwest Vista/Northwest Vista Deck

- Turn 4
- Northwest Corner
- South of the Employee Check-In Area
- Closest Stands: Stand J & Northwest Vista
- Closest Street: Georgetown Road
- Closest Gate: Gate 9
- Sections: Section 1 at the west end, Section 20 in the short chute
- Rows: A to RR
- Notes: No seat backs, no covered seats and no disabled platform

■ Stand J

- Turn 4
- Northwest Corner
- Closest Stands: Stand H & Northwest Vista
- Closest Street: Georgetown Road
- Closest Gate: Gate 9
- Sections: Section 1 at the south end, Section 30 at the north end
- Rows: A - Z, AA - LL (Sections 1-2), A - Z, AA - JJ (Sections 3-30)
- Notes: No seat backs, no covered seats and no disabled platform



STAND LOCATIONS

■ Stand H

- Front Stretch (between Turn 1 & Turn 4)
- West Side
- Closest Stands: Stand J & Stand C
- Closest Street: Georgetown Road
- Closest Gate: Gate 8
- Sections: Section 1 at the south end, Section 24 at the north end
- Rows: A - Z, AA - LL
- Notes: No seat backs, no covered seats and no disabled platform

■ Stand C

- Front Stretch (between Turn 1 & Turn 4)
- West Side
- Near Front Stretch Tunnel
- Closest Stands: Stand H & Paddock
- Closest Street: Georgetown Road
- Closest Gates: Gate 7, 7 South & 7 North
- Across From: Tower Terrace
- Sections: Section 1 at the south end, Section 18 at the north end
- Rows: A - Q, AA - QQ
- Notes: Seats are benches with backs, covered seating begins at Row E, railing behind Row Q enter single letter rows from bottom of the stand, enter double letter rows from the back

■ Paddock

- Front Stretch (between Turn 1 & Turn 4)
- West Side
- Closest Stands: Stand C & Stand A
- Closest Street: Georgetown Road
- Closest Gates: Gate 6, Gate 6A & Gate 6B
- Across From: Start/Finish Line, Tower Terrace, Pagoda & Victory Circle

- Box Sections: Section 69 at the north end, Section 1 at the south end
- Paddock Sections: Section 33 at the north end, Section 1 at the south end
- Notes: Seats are benches with backs, cover starts at Row Q, Start/Finish Line at Box 20/Section 11-12
- **Paddock Penthouse**
- Seats are benches with backs, cover starts at Row D, all penthouses are connected to each other, has concessions & restrooms
- **Paddock Press Penthouse**
- Seats are chairs with backs under cover, Start/Finish Line at Box 1
- **Paddock Penthouse Upper**
- Stadium seating; Rows AA-CC

■ Paddock Platform – ADA

■ Stand A

- Front Stretch (between Turn 1 & Turn A 4)
- Southwest Corner
- Closest Stands: Paddock & Stand B
- Closest Street: Georgetown Road
- Closest Gates: Gate 5 & Gate 5A
- Across From: Pit Road Terrace & Gasoline Alley Suites
- Sections: Section 1 at the south end, Section 31 at the north end (Rows B-T), Section 32 at the south end, Section 45 at the north end (Rows AA-VV)
- Notes: Seats are benches with backs, cover starts at Row Q - connected to the Paddock, Gasoline Alley across from Box 30/31 (Box 45 upper)
- **A Penthouse**
- Seats are benches with backs under cover, concessions & restrooms, Gasoline Alley across from Box 27-28
- **A Penthouse Upper**
- Stadium seating; Rows AA-CC
- **A Penthouse Platform - ADA**



STAND LOCATIONS

■ G Stand

- Between Turn 1 & Turn 2
- Southeast End
- Closest Stands: South Vista & Southeast Vista
- Closest Street: 16th Street
- Closest Gate: Gate 3
- Across From: Hall of Fame Museum
- Sections: Section 76 at the west end, Section 87 at the east end
- Rows: A - U

■ Southeast Vista/Southeast Vista Deck

- Turn 2
- Southeast Corner
- Near Turn 2 VIP Suites & Brickyard Crossing Clubhouse
- Closest Stand: G Stand
- Closest Street: 16th Street
- Closest Gates: Gate 12 & Gate 4
- Across From: Turn 2 Viewing Mound
- Sections: Section 17 at the west end, Section 32 at the backstretch
- Rows: A - RR
- Notes: No seat backs, no covered seats and no disabled platform

■ Tower Terrace

- Front Stretch (between Turn 1 & Turn 4)
- West Side of the Infield, North of the Pagoda
- Near the Start/Finish Line & Pagoda
- Closest Stand: Pit Road Terrace
- Across From: Stand C
- Sections: Section 79 at the north end, Section 37 at the south end
- Rows: A - MM (Sections 79-49), A - NN (Sections 48-37)
- Notes: Seats are benches with backs, covered seats begins at Row FF in Sections 49-79 although some seats are not covered (Section 49, 53-54, 58-59, 63-64, 68-69, 73-74 Rows FF-MM Seats 5-10), Sections 49-79 people can turn around and see part of the road course, NASCAR pits go to Section 76, IndyCar pits go to Section 70

■ Pit Road Terrace

- Front Stretch (between Turn 1 & Turn 4)
- West Side of the Infield, South of the Pagoda
- Near the Start/Finish Line & Pagoda
- Closest Stand: Tower Terrace
- Sections: Section 42 at the north end, Section 1 at the south end
- Rows: A - H
- Across From: Paddock & Stand A

■ South Terrace

- Short Chute Inside (between Turn 2 & Turn 3)
- South Side of the Infield, South of the Hall of Fame Museum
- Closest Stand: Wheelchair Accessible Stand
- Closest Gate: Gate 2
- Across From: South Vista
- Sections: Section 1 at the west end, Section 13 at the east end
- Rows: A - K
- Notes: Seats are benches with backs, no covered seats

■

■ Wheelchair Accessible Stand

- Short Chute Inside (between Turn 2 & Turn 3)
- South Side of the Infield, South of the Hall of Fame Museum
- Closest Stand/Mound: South Terrace, Turn 2 Mounds
- Closest Gate: Gate 2
- Across From: South Vista



NON-PROFIT GROUP INTEGRATION

The Stands & Mounds division will utilize nonprofit groups to help fulfill staffing needs in most stands for Race Day for the Indianapolis 500.

We have identified the stands that can be staffed with nonprofit group members with minimal on the job training. All Stand Supervisors will be expected to properly train nonprofit groups to meet the needs of the stand.

- It is much better to have staff that we need to train on the job than be understaffed.

All staff should help nonprofit group members when needed to ensure we provide a consistent experience in the Stands and Mounds.



NEED TO KNOW

Common Content To Be Included on What's Happening:

- What stands/sections of stands are open today?
- What time does track activity start?
- What activities are happening within the facility?

Where are the vending and display areas or merchandise trailers?

- Answers to this question will be supplied on a map in the Employee Check-In Area

General Questions:

Where do I go if I have hospitality tickets?

- The Pagoda Plaza, a Safety Patrol employee should be able to answer the question.

Where can I purchase tickets?

- The ticket office at the Administration building located at 16th & Georgetown, the

Pagoda Plaza or the ticket trailers located at Gates 3, 6, 9 and 10A.

Why is a particular area closed when it used to be open in the past?

- We chose the best options to both ensure several views of the track surface while ensuring we do not open more stands than necessary to manage expense for retail, food and beverage and staffing purposes. However, we can open sections if needed. I will notify my Supervisor and try to help get the proper area opened.

What are the Hall of Fame Museum hours?

- Public gate hours

If I leave the facility, can I get back in?

- Yes, a Gate Attendant will issue you a hand stamp for the passes out policy.