

On-Track Services Volunteer Information

Detroit Grand Prix Association—Chevrolet Detroit Grand Prix presented by Lear



CONTACT INFORMATION

Voice:

(313) DET-TRAK (338-8725)

Email: trackservices@gmail.com

Website: <https://www.trackservicesdgp.com>

Text Reminders/Announcements:

<https://www.remind.com/join/ots-oss>

Follow us on Facebook:

Detroit Grand Prix Association On Track Services

Area Manager:

Eric Culling - OTS Area Manager

WELCOME TO OTS

WELCOME! You are a member of a volunteer team proud to provide On-Track Services (OTS) for the Chevrolet Detroit Grand Prix presented by Lear. Our team has existed for over 40 years. We all take great pride in the work we do and the relationships we foster.

Every DGP volunteer is evaluated at the end of the event by their management team. Following the guidelines in this document will ensure you receive a satisfactory evaluation and remain a DGP member in good standing.

REMEMBER: Every OTS team member is a VOLUNTEER.

SAFETY IS A PRIORITY

Working in this environment is full of hazardous energy. Do not attempt any activity that is unsafe or beyond your limitations. Beware of moving vehicles and machinery at all times. Stay out of areas where equipment could pinch or crush you. Stay behind concrete barriers and fencing whenever possible. Wear the proper Personal Protective Equipment (PPE). You are required to wear a high-visibility safety vest when building tire barriers on public roadways. Safety glasses and gloves are highly recommended. Notify OTS leadership of any safety concerns.

BE SOBER

Drug and alcohol use during volunteer working hours is not tolerated. Cover your volunteer shirt if you imbibe after working hours.

ALCOHOL/DRUG POLICY

ALCOHOL AND DRUG USE ARE PROHIBITED DURING VOLUNTEER WORK HOURS.

VIOLATION OF THIS POLICY WILL RESULT IN IMMEDIATE CREDENTIAL REVOCATION.

COMMUNICATE

OTS leadership takes great time and effort providing you with the most accurate and updated information. This information is broadcast via email (preferred), our webpage, social media posts, text messages, and sometimes telephone calls. Emails will contain quite a bit of information in order to prevent cluttering your inbox. Please read these communications, you are expected to be aware of the information contained.

Email messages may request a response. Your prompt reply is appreciated when needed.

We all understand that this is a volunteer position and life happens. If you will be late or are unable to make it to a work session or work shift, make sure OTS leadership is aware via email to trackservices@gmail.com.

FORMS / DOCUMENTS

Several forms/documents may be required from you. Please supply or complete them when requested.

- Photo to use for your OTS ID Badge
- GM Vehicle Driver Form
- Copy of a valid driver's license
- Pre-event parking pass

SIGN IN AND SIGN OUT

Signing in and out when volunteering is important. Work hours are documented and used for future decisions. If there is an emergency, leadership needs to account for all volunteers.

MEDICAL—INJURY—ILLNESS

If you are injured or become ill while working with us, please let one of the staff or OTS leadership know immediately. We will arrange treatment as necessary.

Drink plenty of water to stay hydrated!

If you regularly take medication for a condition, make sure you have an adequate supply on hand for the conditions.

If you have a medical condition or allergy that could pose a hazard to yourself or others, please consult in confidence with the OTS Area Manager.

ANTI-DISCRIMINATION & ANTI-HARASSMENT POLICY

OTS is proud to be a diverse group of volunteers. Conduct yourself in a respectful manner at all times. OTS is a professional organization that does not tolerate discrimination against and/or harassment of any volunteer, staff, or event guest. Notify OTS leadership to report a complaint.

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VOLUNTEER ORIENTATION

To remain a member in good standing, you must attend all DGPA orientation sessions.

MADATORY OTS ORIENTATION IS

THURSDAY MAY 15 6p-8p

OTS WORK SESSIONS

THE VOLUNTEER WORK SESSION CALENDAR IS PART OF THIS DOCUMENT. PRE EVENT WORK SESSION DATES & TIMES ARE SUBJECT TO CHANGE.

OTS works before the event, different from most other DGPA areas. Below are some expectations regarding pre-event volunteer work sessions.

You are encouraged to attend all scheduled work sessions but you are not expected to attend all of the work sessions. Our volunteers should attend at the bare minimum 1-2 pre-event sessions. If you have zero hours logged before credentials are distributed (especially without communications), you may not be issued your credential for event weekend.

Some work sessions may be cancelled. Our team can only progress when other construction activities have been completed. Work activity can be impacted by many factors, including weather. If a work session is cancelled, it will be communicated to the group as soon as the decision is made. Communications include email, website posts, and Remind group text messages.

Please check your email before work sessions for important updates.

OTS MUSTER LOCATION

All volunteer activities begin at the Operations Compound. You must always sign-in & sign-out under the tent.

OUT OF STATE VOLUNTEERS

Additional consideration regarding attendance is allowed if you are volunteering from out of state. Please inform OTS leadership of your planned event schedule. OTS can always use help during the days of event week.

CANADIAN VOLUNTEERS

Closer to the event, the DGPA Volunteer Coordinator will provide Canadian volunteers an official letter to present to U.S. Customs when making your border crossings. This should ease your entry into the U.S. Make it clear you are "volunteering" and not "working" the event.

PARKING

Pre & Post event week: Paddock or Lot next to the Operations Compound – directions will be emailed. Make sure you have a parking pass and display it in your windshield. Parking areas can change frequently.

Event Weekend: Volunteer Lot, you will be provided a parking pass and directions with your DGPA orientation.

OTS ID BADGE

You will be issued an OTS ID badge. This ID is required for access to the Operations Compound during pre-event construction. Please wear it at all times.

BE PREPARED / WHAT TO WEAR

Be prepared to work. Wear clothing appropriate for the job and the weather. Wear good footwear. Have rain gear, gloves, and sunglasses/eye protection with you.

For all event work sessions, wear clothes you can get dirty. You may want to bring a clean set of clothes with you if you have post-work session activities planned.

Never wear open-toed sandals or shoes. For safety reasons, we suggest that you wear long pants at all times. You must wear long pants or slacks during your shifts on event weekend, no exceptions. DGPA volunteer T-shirts for event weekend will be provided to you with your credentials.

MEALS

For pre-event work sessions and event weekend, lunch/dinner is provided by OTS at the Operations Compound. DGPA Food Services also provides lunches during event weekend. Additional information will be provided in the DGPA Orientation. Volunteers unable to abandon their post will have water and food delivered to them as required. If you are stuck somewhere and need food or beverage, contact OTS leadership. A refrigerator is available in the Operations Compound to keep a bag lunch or beverages if desired. Ensure your items are clearly marked with your name. We do our best to accommodate for dietary restrictions, but please plan ahead.

FOLLOW THE DGPA CODE OF CONDUCT & SOCIAL MEDIA POLICY

You are expected to follow the DGPA Code of Conduct and adhere to the DGPA Social Media Policy at all times. Be sure you read these documents. **BREAKING THE CODE OF CONDUCT COULD RESULT IN IMMEDIATE TERMINATION OF YOUR VOLUNTEER DUTIES.**

It is prohibited to use video recording equipment to shoot any portion of the live action, especially using fence photo holes. Posts to social media must not contain any prohibited content.

BE AN AMBASSADOR—REPRESENTING THE EVENT

In the eyes of the public, you are a representative of the event and the area. Conduct yourself in a respectful manner and treat your teammates with respect. Be professional, courteous, and helpful to everyone you encounter.

You are a volunteer member of the Detroit Grand Prix Association & are not an official representative of the Chevrolet Detroit Grand Prix presented by Lear. Direct media questions to the Media Center.

MISSING, STOLEN OR DAMAGED PROPERTY OR EQUIPMENT

The Chevrolet Detroit Grand Prix presented by Lear, Detroit Grand Prix Association, nor any other associated group are responsible for any missing, stolen or damaged personal property.

AVOID DAMAGE

Treat all property with respect. Avoid damage to structures, vehicles, tools, trees, or anything else around. If you damage something or witness damage, report it to leadership immediately.

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EVENT CREDENTIALS

All volunteers are provided with the necessary level of credential for the work that they will be performing. If you need to get to a restricted area, you will be provided with the appropriate credential upgrade on an "as needed" basis.

Pick up your event credentials before Friday of event weekend. Pay attention to DGPA Emails for credential pick-up instructions.

YOU MUST WEAR YOUR CREDENTIALS & WRIST BAND THE ENTIRE EVENT WEEKEND.

EVENT SECURITY SCREENING

You are subject to security screening upon entrance to the venue, which may include a weapons search of all patrons and volunteers including bag searches. Please plan accordingly and allow extra time when arriving to the venue to accommodate security checkpoints.

EVENT WEEKEND ASSIGNMENTS

BE FLEXIBLE—Event and DGPA management work hard to plan ahead. Changes outside of our control will occur, we must adapt and improvise to complete our tasks and be successful. Many of our duties are dictated by events that occur as the event evolves. There may be times when you will feel that you are not contributing because there is nothing to do. Your immediate availability is critical to react to assistance calls. You are welcome at the Operations Tent during scheduled volunteer hours, or anytime during event week.

TAKE OWNERSHIP—We expect you to complete tasks assigned to you in a timely manner. Our team is here to do a job, not attend the event for free. Take ownership. If you see a fellow volunteer working, jump in to assist. We are all one team.

SIGN-UP—Shift sign-up sheets will be available before the event. Please sign up for at least one shift per day. While we try to schedule every volunteer to their first choice of shift, OTS leadership may change your shift assignment based on needs. Some volunteers may be pre-assigned to certain areas.

Be sure to arrive at your shift location as close to the start time as possible (delays can occur if working two different shifts in a day). If working an afternoon shift, eat lunch before your shift starts.

There will be work assignments after the last scheduled event of the day. Please report to the Operations Compound before leaving for the night.

SHIFT DESCRIPTIONS—WHAT WE DO

Below is a brief description of some of the tasks we perform.

Pre Event Work—If you can work days during event week we always have a variety of tasks to complete such as tire barrier construction, traffic control, transporter staging, and more.

Transporter Staging and Display Services—If you can work days during event week, we will be coordinating the load-in of transporters and displays.

Car Corral—Located in the Beaubien Garage, check vehicle credentials for guests parking their Car Corral vehicles.

Call Center—Located in the DGPA headquarters in the Renaissance Center. Take phone calls for problems around the venue and coordinate assistance for guests.

Food Services—Work in the Operations Tent to make sure volunteers stay fueled.

Facilities—Respond to miscellaneous assistance and repair calls around the venue.

Track Truck 1—Track repair truck staged in T1.

Track Truck 2—Cleanup truck staged in T2.

Track Truck 4—Track repair truck staged in T4.

To work on a track truck, you must have previous tire barrier construction work logged.

COURSE KNOWLEDGE

All traffic on the racecourse proceeds anti-clockwise. You will be given a map of the course. Please keep it with you at all times. Many times we will give you directions based on course features (Turn 1, Driver's Left, etc.) Therefore, driver's right & left refers to the driver's view while driving on the course.

It will be helpful to you to memorize the names and locations of the streets within the venue: Atwater, Bates, Beaubien, Franklin, Jefferson, New, Renaissance Dr., Rivard, St. Antoine, Woodbridge.

MEET SOMEONE NEW—MAKE A FRIEND—HAVE FUN!

The success of our team relies on the friendships and relationships created working together in this unique environment. Take advantage of the opportunity to meet a new person or make a new friend. Most importantly, use this opportunity to **HAVE FUN** and **ENJOY THE EVENT**.

PRE-EVENT WORK SESSION SCHEDULE

Thu	5/15	2pm-6pm	Ops Setup
Thu	5/15	6pm-8pm	OTS Orientation
Sat	5/17	9am-1pm	Tire Work
Thu	5/22	6pm-9pm	Tire Work
Sat	5/24	9am-1pm	Tire Work (If Needed)

EVENT WEEK WORK SESSION SCHEDULE

Mon	5/26	12pm-6pm	Transporter Staging
Tue	5/27	8am-8pm	Tires, Displays, Traffic
Wed	5/28	8am-8pm	Tires, Displays, Traffic
Thu	5/29	8am-8pm	Tires, Displays, Traffic

EVENT WEEKEND SCHEDULE

Fri	5/30	6am-8pm	Event
Sat	5/31	6am-8pm	Event
Sun	6/1	6am-8pm	Event

Post event work needed. Report to Operations Compound for assignments.

FINAL WORK SESSION DATE

Sat	6/7	9am-1pm	Pack up
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2025 MAY— JUNE

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				May 1	May 2	May 3
May 4	May 5	May 6	May 7	May 8	May 9	May 10
May 11	May 12	May 13	May 14	May 15 2p-6p Ops Setup 6p-8p OTS MEETING MANDATORY	May 16	May 17 9a-1p Work Session
May 18	May 19	May 20	May 21	May 22 6p-9p Work Session	May 23	May 24 9a-1p Work Session
May 25	May 26 Memorial Day	May 27 8a-8p Event Week	May 28 8a-8p Event Week	May 29 8a-8p Event Week	May 30 6a-8p Event	May 31 6a-8p Event
June 1 6a-8p Event	June 2	June 3	June 4	June 5	June 6	June 7 9a-1p OTS Pack Up