



## **Instructor Handbook**

*This collection of documents represents the ongoing effort to safely improve the overall guest experience by providing the best in-car instruction possible.*

*These "Best Practices" will be the standard at which all Instructors will be reviewed against. Any changes that will be made to this document will be done so by the Instructor Advisory Board. All instructors will be required to study and comprehend pages 3-21 before joining Xtreme Xperience at their first event. Xtreme Xperience typically runs three lap sessions with all guests. In the event that the track length is below 1.4 miles, we will run a 4 lap program.*

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## **Safety and Guest service**

While both are important and should go hand in hand, Safety is our #1 priority. If the



event is not safe, if cars are inoperable due to incident or failure, we have no product to offer. Likewise, if we're not friendly, helpful, upbeat, engaging, or providing the excellent entertainment the Guest is looking for, we also have no product to offer. Common courtesy, being genuine, establishing a good rapport, friendly interaction and professionalism will go a long way, in both safety and Guest service. In the event of an incident, we still need to remain positive and pleasant, allowing the event Directors to mitigate and deal with the situation. Keep your conversations positive and succinct, **do not** speculate or share information that may not be pertinent. Applicable fines will be discussed between the GM and the Guest. It is not part of your job to cover this, but yes, there are fines associated with **ANY** off or incident.

## Cones

**Yellow - Lift Zone:** two yellow cones together prior to braking zone = **LIFT**, have Guest lift off throttle.

**Red - Braking Zone,** Depending on the severity of the braking zone, individual Red cones in increments ranging from 40 to 180 feet will indicate **BRAKE**. If there is a braking zone that has four 100' markers, there will be four individual red cones. The greater the potential top speed, the longer the braking zone, the more individual red cones there will be. Instructors will have guests begin braking at the first red cone and continue through the final red cone.

**Orange - Turn-in:** Tall upright orange cone with a medium orange cone laying down next to it, indicates the turn-in point. The cone laying down is pointing in the direction of the turn. Instruct your guest to wait until you are next to the cone and turn in the direction it is pointing.

**Green - Apex:** Tall upright green cone on the inside of the corner is the **Apex**, the location where your Guest should be looking through the turn and coasting to. Instruct your guest near the Apex, prior to tracking out and beginning smooth acceleration.

**Medium Orange - Track out:** Medium orange cone on outside of turn exit is the **Track out** point. Instruct your guest near the track out cone and keep your Guest looking further ahead, as well as bring the vehicle to that side of the track after passing the apex.

## XX Flag System

### 1. Yellow



2. **Black**
3. **Red**
4. **Local Yellow**
5. **Meatball**

In lieu of physical corner workers, Xtreme Xperience communicates its flagging with in-car radio communications. In the event of any flag, the instructor is responsible for calling in the flag when safe to do so. Instructors should press and hold the mic trigger for 1 second before they begin speaking and continue depressing it until 1 second after their communication is complete. Instructors must ensure their radio and microphone are in an accessible and consistent position where it will not be accidentally turned off, switched to a different channel or triggering a “Hot mic”. A “Hot mic” occurs when an Instructor’s radio is accidentally queued and interrupts all other on-track communications. This is an incredible liability to our program and we must ensure that the “hot mic” does not occur. All radio calls should be clear, calm, and concise. If a flag occurs, the involved Instructor will not return to the right seat before a debrief with a Chief Instructor or Safety member is conducted. This debrief should be conducted forthwith and identify the cause(s) of the incident and what might be done differently to avoid further incidents. Always get confirmation of your radio transmission with regards to ANY type of flag. If an instructor witnesses a flag scenario that is not called in, they should secure their video and report it to the Chief Instructor or Safety Manager.

## **Yellow Flag:**

### **When Do You Call A Yellow Flag?**

- 2 wheels off track surface (grass, dirt, gravel, curbs less than 3” transition, rumble strip)
- **NO Contact** with foreign object (cone, sign, marker, wall, car, Wildlife, etc.)

### **How Do You Call A Yellow Flag?**

- Radio call is “**Yellow Flag, Crimson Ferrari**” (or whichever Supercar you’re in) to alert Pit Manager/Tech so that vehicle and video may be evaluated once returned to the tech area on pit lane.

### **What to Do If A Yellow Flag Is Called?**

- Complete remaining laps with Guest, but an **affirmative action** must be taken on the part of the Instructor. “We are going to need to settle down or we **WILL** be



going back into the pits early, do you understand?”. It is important to achieve verbal confirmation from your guest to ensure they will not repeat their errors.

- Upon returning to pit lane, have the Guest stop the vehicle at the Tech area to be inspected.
- Instructor and guest remain in the vehicle until advised otherwise by GM, Safety, Chief Instructor, or Chief Tech. Our guest will remain in the vehicle while the Instructor communicates with Technicians outside of the vehicle. Both the instructor and guest are to stay in the tech area until released by a Chief Instructor, Safety Manager, Chief Tech or GM.
- Video pulled for review/evaluation by Tech and incident report completed.

## **Black Flag:**

### **When Do You Call A Black Flag?**

- 2 wheels off with a transition **greater than 3”**.
- 4 wheels off track surface. (grass, dirt, sand, gravel, curbing, etc.)
- Running over aggressive gator curbing.
- Impact of any kind (cone, sign, marker, wall, car, wildlife, etc.)
- Unsafe or out of control driver.
- A driver that is experiencing motion sickness but is able to return to pit lane safely. (If it is unsafe then a red flag must be called)

### **How Do You Call A Black Flag?**

- Radio call is “**Black Flag, Crimson Ferrari**” (or whichever Supercar you’re in) to alert Pit Manager/Tech so that vehicle and video may be evaluated once returned to pit lane.

### **What to Do when a Black Flag Is Called?**

- Guests make an **IMMEDIATE** return to the pits regardless of what lap they are on.
- Instructor and guest remain in the vehicle until advised otherwise by GM, Safety, Chief Instructor, or Chief Tech. Our guest will remain in the vehicle while the Instructor communicates details of the incident with Technicians



outside of the vehicle. Both the Instructor and guest are to stay in the tech area until released by a Chief Instructor, Safety Manager, Chief Tech or GM.

- Video pulled for review/evaluation and incident report completed.
- Inform Safety team about potential issues that were observed/experienced in the current vehicle to ensure safety during potential re-drive.
- If you feel unsafe, allow XX senior personnel the opportunity to talk with this Guest that has shown the potential to overdrive or go off track.
- If we deem them unsafe or incapable of listening to achieve a safe and enjoyable drive, they will be parked. Instructors should not hesitate to black flag an erratic driver in fear of being reprimanded by their peers. The safety of our Instructors, the Guests, and everyone at the event is always our greatest concern. We will always support the Instructor who feels unsafe.

## Red Flag:

### When Do You Call A Red Flag?

- Anytime a vehicle stops on or off track (track hazard, spin, mechanical issue, impact or collision)
- Medical Emergency (on track or in Pit lane)
- Unsafe driving conditions (Weather, track hazard, degrading track surface, visibility, spectator in unsafe location, etc.)
- Spectator in an imminently dangerous location (on the hot side of track).
- If a vehicle has a system failure, malfunction or incident that renders that vehicle unsafe for operating condition (i.e. substantial mechanical issue, air-bag deployment, windshield bird strike, tire deflation, etc.)

### What to do in the event of a Red Flag?

- **Safe or Impact? There are two types of Red Flags, it is important to identify each of the protocols accordingly. Upon the Red Flag radio call, communicating "Impact" or "Safe" immediately is critical information to the pit manager.**

### \*IMPACT incident\*



- Stop Vehicle(s)- Assess Situation, Check for Fire
- Radio call including the term “**Impact**”.
- Stay in Vehicle unless **fire/smoke is present**
- If the vehicle is on fire, ensure it is safe for yourself and your guest to exit and head to a safe location away from the vehicle(s) and track surface.
- Relay information to the pit manager, look for any additional track hazards.
- Talk with your Guest, check for Injuries, avoid speculation or blame.
- Continue Guest Service, wait for Emergency Assistance to arrive.
- Remain calm, comfort your guest and continue recording video until back in the pit lane.

#### **How Do You Call A Red Flag**

- Radio call is: “**RED FLAG, RED FLAG, RED FLAG; ALL CARS STOP ON TRACK! IMPACT! RED FLAG, RED FLAG, RED FLAG; ALL CARS STOP ON TRACK! IMPACT!**” Radio silence from **ALL Instructors** not involved in the incident or Red Flag communication.
- If you are involved in an impact (with car, wall, barrier, foreign object or animal), and a Red Flag radio call has not been made, (and you are able to make the radio call) make the call immediately.
- If there is a vehicle stopped and a RED FLAG CALL has not been made, the first car to discover the scene will make the RED FLAG CALL. The Instructor(s) involved in the impact incident should focus attention on their Guest(s) while the safe Instructors continue radio communications.
- If the Instructor involved in the incident and another Instructor both call the red flag, the Instructor involved in the incident should tend to their guest while the other Instructor finishes radio communication.
- Pit Manager and/or Safety will dispatch Fire/Rescue/Med and Lead cars to the scene. \*Responding Lead car Instructors will follow Lead Car Red Flag Response SOP.
- Once a Lead Car Instructor or Safety Manager arrives on scene, responsibility for relaying information to the Pit Manager is their duty.
- Any Instructor has the authority to call a red flag, from any location, including outside of a car if they witness an unsafe condition on track. Instructors on track should also be aware that the radio transmission may not have communicated well throughout the entire track. Consider repeating the call to help relay it to those who are on the far side of the track, especially if you witness vehicles still in motion.

#### **\*Non-Impact Red Flag\***

**Example: Customer drives off track, has not hit anything, but cannot not ensure safe reentry to the racing surface.**



- Radio call is: “**RED FLAG, RED FLAG, RED FLAG; ALL CARS STOP ON TRACK! SAFE! RED FLAG, RED FLAG, RED FLAG; ALL CARS STOP ON TRACK! SAFE!**” Radio silence from **ALL Instructors** not involved in the incident or Red Flag communication. (*unless you see cars not stopping, repeat red flag call*) Instructor of the vehicle involved in the Red Flag incident relays information to the Pit Manager and awaits further Instruction.
- Pit Manager, Instructor calling **RED FLAG**, and **ALL** lead car drivers switch to channel 3, **all other instructors remain on Channel 2** and continue to interact with your Guest in the car. Keep calm, communicate with your Guest and stay alert for more information on channel 2.
- The Instructor Calling the Red Flag should relay calm, concise information to Pit Manager regarding details and location of incident: (“**Safe**” Vehicle and location)
- Pit Manager and/or Safety will determine if Fire/Rescue/Med and Lead cars are to be dispatched to scene.\*Pit Manager will dispatch necessary units.  
\*Responding Lead car Instructors will follow Lead Car Red Flag Response SOP.
- Involved vehicle(s) will have USB video pulled, Guest and Instructor will be evaluated by EMS, treated and transported if applicable.

#### **What to do when a Red Flag is called while you’re on track but you’re not involved in the incident.**

● **ALL CARS STOP IMMEDIATELY.** Ensure there is not another Supercar immediately behind you and then instruct your guest to a smooth, controlled stop on the right side of the track surface. Do not pull off the track surface unless necessary and avoid stopping in blind sections of the track including corners and crests. Remain stationary, foot off the brake, vehicle in Park if you can.

- Pit Manager will black flag all cars, all cars return to pit lane.
- Pit Manager will have **ALL** non-involved Guests and Instructors stay with their vehicle for re-drive. USB’s will be pulled and new ones issued for re-drive. If your Guest has another supercar drive on their USB, alert the Technician so they can transfer files.

#### **Local Yellow:**

##### **When Do You Call A Local Yellow Flag?**

- Changing weather conditions on/near track, an object (animal, blowing trash, rock(s), cone, vehicle part) that is in close proximity to the track surface and could potentially become a greater issue.



- Spectator(s) approaching an imminently dangerous location (cold side of track).
- Radio call is “**Local Yellow in turn # 4**”, or “**Local Yellow between turns 4 & 5**” and gives a **brief** description of the scenario, so as to make the other Instructors aware of location and concern.
- Pit manager takes note and dispatches Lead car to mitigate when applicable.
- Instructors monitor the situation each lap to assess the necessity of calling “**RED FLAG**” if the object becomes a safety hazard.

## **Meatball & Black Flag Meatball:**

### **When Do You Call A Meatball Flag?**

- A mechanical issue with the vehicle while on track.
- If you notice a change with the vehicle while on track (warning light, windshield chip, minor noise) the radio call is “**Meatball, Crimson Ferrari**”. If the Pit manager confirms that it does not affect the function and performance of the vehicle, finish the three laps and stop at the tech area at the end of your drive.
- If you notice a change with the vehicle that immediately affects the performance and/or function of the vehicle (engine noise, bad vibration, power steering failure), the radio call is “**Black Flag Meatball, Crimson Ferrari**” (or whichever car you’re in and Immediately pit next available time by.
- V-Box isn’t producing a solid blue light. Blinking occurs if GPS is intermittent.
- If the vehicle you are in becomes disabled and is unable to continue at a safe speed relative to the other vehicles on track, or becomes inoperable (flat tire, loss of engine/transmission), this is now a “**RED FLAG - SAFE**” situation and should be handled accordingly. When you switch to channel 3, inform the Pit Manager. that this is a “Meatball” red flag, your vehicle and your location on the track.

## **Passing**

Passing occurs **only** via Instructor to Instructor communication, via point by when necessary two-way radio. Instructors in both vehicles involved in a pass should have their left hand by the steering wheel at the 3 o’clock “**risk ready**” position **before** the pass begins & until it is entirely complete. This serves as both a visual signal/reminder to the guest that they are being passed/passing, and is a safety precaution to enable the Instructor to immediately control the wheel during the pass if needed. Passing is the singular most potentially hazardous maneuver that occurs on track and should be respected accordingly. The Instructor **MUST** make their Guest aware that the pass is occurring with advanced notice. Immediately after a pass has occurred, each Instructor must be on high alert as the faster driver may have felt held up, or the slower driver may overdrive to keep up.



## Communication for Passing

### Instructor to Instructor:

- Pit lane grid position is a critical decision to help mitigate excessive passing on track. (comfortable vs experienced/motivated). Safest pass *is* on pit lane.
  - **Watch your mirrors and listen to your radio!** If an Instructor is not checking their mirrors it can immediately result in compromised drive(s) behind them or even result in unsafe driving from a frustrated Guest. Ensuring that you check your mirrors every 3 to 5 seconds is a key part of instructing with Xtreme Xperience to keep all Guests safe and happy.
  - Preemptive preparations are a key component to any pass. The Instructor in the vehicle to be passed should set-up the pass in a safe and adequate passing zone and have their Guest lift off the gas, or even lightly apply the brakes to ensure a safe and efficient pass.
  - Passing should be initiated with an exaggerated wave pivoting from the shoulder, followed by a **clear and decisive point by signal using a stationary and sustained point-by, with the right hand remaining out of the window until the trailing car has passed.**
  - Verbal confirmation on the radio for multiple vehicles to pass **MUST** be given as well as the point-by. A separate stationary point must be given for each car to pass, which means your right hand **must break the plane of the window designating each pass individually.**
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- Ideally, the radio call is made ahead of time, **“Crimson Ferrari giving a pass for two after the next turn”**. The point-by(s) will not be given until the Guest in the leading Supercar is **COMPLETELY** under control.
  - If the two over-taking Supercars are not offered a pass in advance, either one can make a radio call, **“Crimson Ferrari we are requesting a pass for two after the next corner”**. In this case the Crimson Ferrari should confirm on the radio **“Copy, Crimson Ferrari pass for two”** and then give two individual point-bys as described above and **ONLY** when their Guest is in complete control and they are in a safe passing zone.
  - Left hand should be in the **Risk-Ready** position next to, or on the steering wheel at 3 o'clock.
  - The Instructor in the leading Supercar is **committed to honoring the pass/passes** once the wave is given, unless conditions have changed resulting in an unsafe condition. If the condition does change, (animal running onto track, vehicle failure, track condition change, etc...) the **VERBAL** command of **“STAND-BY”** or calling off the pass(es) over the radio **MUST** be given.



- It takes two Instructors to make a bad pass but It is **ALWAYS** the final discretion of the Instructor receiving the point whether it is safe to take the pass or not.
- It is the responsibility of the Instructor in the overtaking car to execute any pass safely. If the given point-by for the pass is not going to be taken, radio communication **must** be given to refuse/delay the offered pass.
- Radio communication is permissible when needing or giving any pass but is **MANDATORY** for all multi-car passing or “**windows up**” scenarios.

#### **Instructor to Guest communication:**

While on track, stay positive and proactive in your communications;

- **“There is a faster car coming, let’s set up a pass and let them by.”**
- **“There are multiple cars we’re going to allow to pass.”**
- **“We’re coming up on a slower car, let’s stay at least 3 car lengths from them and wait for my instruction to pass.”**
- **“As soon as the first car gives us the signal to pass, we’ll go with the car in front of us.”**
- **“Let’s lift off the gas and give them some space and then see if we can catch them again.”** (We refer to this as “fishing”)
- **“Since we are catching the lead car, let’s give them some room to teach their passengers and then we’ll go catch him again.”** (example of fishing)

#### **Passing Protocol and Safety tips:**

- **SAFETY is ALWAYS FIRST** and Instructors will always err on the side of caution!
- Passing can be greatly reduced with communicating with your Guest on pit lane by inquiring to what their personal objectives are for their drive.
- Ask if the Guest has done the Lead-car ride along. If they have not and appear nervous or apprehensive, you should stage at the rear of the field.
- If they have done the Lead-car ride, have driven on-track today, or have other track experience, please prioritize being staged towards the front.
- If you are the Supercar immediately behind the Lead Car, please **IMMEDIATELY follow them on track and match their speed**, then build a 3-5 car length after the first several corners.
- Producing a 5-7 second gap between the Supercars when exiting pit lane, helps mitigate passing, especially in the first few corners.
- Stay positive during a drive with a Guest that gets overtaken several times to help keep them from becoming embarrassed or frustrated.
- Exercise 360° awareness and avoid focusing solely on your Guest.
- Speak clearly and directly about the instructions you're giving.
- Use hand signals clearly and distinctly, both with your Guest and fellow Instructors.
- Prepare your guest for the upcoming pass regardless of position.

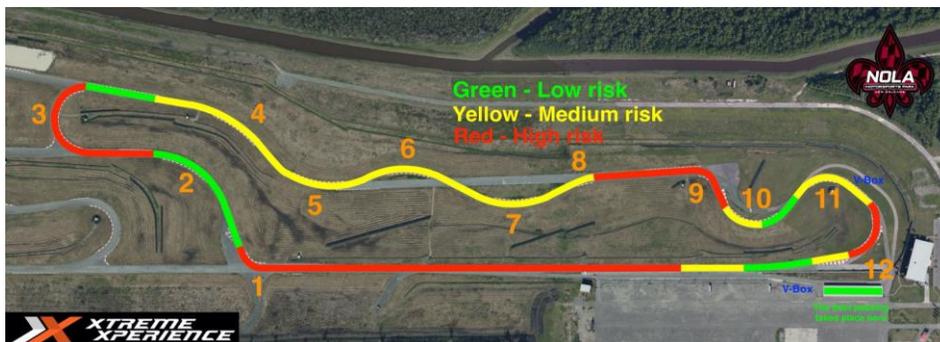


- If you're on your final lap with just a few turns to finish, go fishing.
  - Attempt to time and plan your pass or being passed, according to the aforementioned Passing Zones to minimize the disruption for both cars.
  - Passing should be accomplished in lower speed areas wherever possible vs the high-speed zones. Avoid passing in narrow sections or tight "esses".
  - Most of our Guests want to go as fast as they're comfortable or get the most out of their drive. Passing only becomes an issue if they feel they were not able to accomplish this. Following another car at a static distance of greater than 6 car lengths is totally acceptable and some Guests benefit from following someone else.
  - If your Guest is clearly faster and within 3-4 car lengths of another car, accomplish the pass quickly and safely. Upon completion of a pass, return the focus to driving the line and smooth inputs and avoid your Guest overdriving.
  - Most Guests do not have an issue with being passed, if their Instructor keeps it positive and it is accomplished quickly. Never dwell on the pass, instead refocus the Guests attention on driving the line, smooth inputs and positive reinforcement.
- 
- If your Guest is held up by another car, assess the situation. What can you do to reduce the frustration and increase the satisfaction? Is the car in front of you behind the Lead car? Are there multiple cars being held up? Is there a large gap to the car behind you? Are you the last car in the group? Does the Instructor in the car in front of you have his/her hands full with a difficult Guest? Has the Instructor in front of you seen you? Can you slow your Guest in one section of the track to allow them to finish on a positive note? Many times, the answer to your problem is the space available behind you.
  - Remember to **ALWAYS STAY POSITIVE!** It is up to you to change the dynamic in any situation that is within your control to safely do so.
  - **REMOVE ANY INSTRUCTOR EGO**, remember this is the Guests experience, not yours, this pertains to the right seat **and** ride alongs.
  - **Supercar colors:** as you review this handbook you will notice we referred to our **Ferrari as Crimson**. Our goal is to avoid the use of the word "**red**" for any reason other than a **Red Flag** at any point during the event. All calls will be in the **color/car** you are in at the time of the radio call using an alternate for "**red**". Therefore it is important that you always know the car you are in.

# XTREME XPERIENCE

## Passing Zones

The safest and best passing zone is on Pit lane ahead of your drive. Passing zones on-track are broken down into three levels of risk; Low, Medium, High and NO PASSING ZONES. Low risk areas are always the preferred passing zones but medium risk areas can be safe for passing so long as both Instructors are diligent to eliminate further risks. High risk passing zones should only be used in the event that the leading supercar is at a low speed (25 mph max) and the second car slows down to that speed before passing. Extreme caution should be used along with your best judgment to safely execute all passes.



### Low Risk:

- Low speed, wide and straight portions of the track.
- Low speed, increasing radius corners.
- Beginning of straightaway prior to acceleration.
- Track position/timing where verbal communication is easy.
- Flat and clear areas of the track with good visibility through corners.

### Medium Risk:

- Sweeping corners (track width minimum width of approximately 30')
- Short Straightaways (flat areas of track)
- Medium-speed, large radius corners.
- Early portion of straightaways ( $\approx$ 30-40 MPH Maximum speed)

### High Risk:



- Off camber areas
- Braking Zones
- Corners over 90 degrees
- Straightaway (minimal speed differential and under 40 MPH acceptable)
- Narrow portions of the track (straightaways or medium/large radius corners only)

### No Passing Zones

- Chicanes & hairpin corners.
- Blind corners or crests.
- Straightaway (no passing above 40 MPH)
- Up or downhill on approach to braking zones or corners.
- When in doubt, delay the pass!

### Considerations:

- Prioritizing safe passing prior to long straight (many Guests are here just for straight-away)
- Large speed differential on straight
- No passing should be done while near 7/10 limit
- Guest ability may be a limiting factor to consider **before** executing a pass.

## Morning Warm-Up

- Vehicles will be fully prepped and Teched each day prior to warm-ups. Technicians will confirm the following: Wheels torqued, Tire pressures, measurement of brake pad and tire depths, oil and brake fluids checked, windshields cleaned, overall vehicle condition, warning lights noted and adjustments made. Vehicles will be started and allowed to reach a proper operating temperature prior to warm-ups.
- On track vehicle warm-ups are designed to assess operating functionality of each vehicle. Warm-ups are also the time to familiarize yourself with the track layout, cone layout, escape routes for possible on track issues, areas of concern discussed in morning briefing, passing zones and nuances specific to current track.
- Only a qualified Instructor or Technician is to conduct vehicle warm-ups.
- Ride-alongs during warm-ups may be offered to Safety/Medical personnel, XX TEAM members, track personnel, and Family and Friends with prior approval. Helmets and any other safety gear deemed appropriate, must be worn during warm-ups. **All participants must sign waivers first.**
- Radio checks will be conducted prior to any vehicle going on track.
- Initial warm-up laps to be conducted at a reduced speed to get heat into tires/brakes and fluids.
- Additional laps will increase in speed, but **never** beyond 7/10.
- A 3 to 5 second gap between cars is **mandatory** on track.



- Warm-up laps will be a 4 to 5 lap session with an additional full or half lap cool down. Pit Manager will decide on the amount of warm-up laps.
- **Passing drills are to be conducted** (multi-car & windows up passing)
- A “RED FLAG” drill will be conducted during warm-up laps to ensure all Instructors are familiar with the proper procedures.
- **Lead and Senior Lead Instructors** may instruct Technicians to 6/10 during warm-ups. The Technician will drive the first session so that they are available to fulfill their responsibilities afterwards. Treat the Technician as a VIP Guest and ensure you are not promoting or allowing them to overdrive.

### **XX 7/10 Defined**

Our 7/10 program applies to **ALL** Supercars, Lead Cars, inclusive of the track surface, the Guest as well as the Instructor. This is always limited by the lowest common denominator.

- If the car is jumping or engaging ABS under braking, experiences understeer when entering a turn or the car experiences oversteer upon exiting a turn. If these conditions exist, the driver has gone beyond our 7/10 driving threshold and must immediately slow down below 7/10. Trail braking is never permitted, all vehicles will be operated in the approved modes only.
- 7/10 of the Driver includes showing signs of over-driving; “white knuckles”, “red mist” or any indication that they are not listening or are overwhelmed.
- 7/10 of the track includes keeping a 3’ distance from curbs, cones, grass etc.
- 7/10 of the track surface includes when conditions are variable and we may have to dial back to keep things safe. If weather conditions continue to worsen, the Safety team will acquire feedback from the Instructors and reschedule drives ahead of conditions that may cause an incident.
- 7/10 of the Instructor includes remaining cognizant that although the Instructor, Supercar and/or previous Guests were able to achieve certain performance levels, there is zero guarantee that the current Guest can achieve those same levels of performance safely.

### **Communication**

**Pit Lane:** While in the pit lane, Instructors are to follow the **B.E.S.T.** practice.

- **Buckle:** Ensure the Guest is buckled and has the proper seating position.
- **Explain:** Explain your hand signals, cone review, 3’ rule and passing.\*
- **Signal:** Signal to the Pit Manager that you have completed the essential communication needed and you are ready to stage.
- **Test:** Test the Guest on the hand signals and continue to talk about



what will happen on track.

\*If your Guest has prior experience, prioritize staging first and then review hand signals, etc. Staging first and then reviewing, will help to avoid being at the back of the field for the experienced Guest.

### What are the essentials to cover?

- **Intro-** *Ensure your V-box USB video is recording* and Introduce your Guest's name, your name, the Supercar you're in and the track you are on.
- **Wristband/Stamp-** Ensure your Guest has a stamped red wristband and has attended class.
- **Past Experience-** Determine if your Guest may have prior experience, or if they might be "comfortable". If they have driven other cars that day, begin tailoring the program to their goals. Look out for qualifying statements and clues to ego or disposition. Watch for the attitude signals that may lead to communication or flag conditions as the Guest gets more confident.
- **Hand Signals and Cone Review-** Covers most important information they receive on track
- **3' distance** from all curbs, cones, edge of track surface, etc.
- **Specific Verbiage-** Track specific, terms used (Your side, My side, Big Brakes, roll in the throttle, gently brake, etc.) Do not only say "apex cone", instead identify the apex by instructing them to the green cone and direct their attention to that side of the track. (Green Apex cone, Yellow Lift cone, Red Braking cone, Orange Turn-in cone)
- **Set Expectations-** Based on prior experience and their goals.

### Hand Signals Used:

In addition to verbal communication, Instructors are required to use hand signals in the Guest's eye sight (between the dash and rear-view mirror). The following are Xtreme Xperience's required hand signals. **All** hand signals must be done with the Instructor's left hand to ensure the Guest can see the hand signals clearly.

- **Brake** - A closed fist sustained **until** braking is complete, opening your hand only when the speed has been reduced adequately to safely enter the next corner. Explain that if you are pumping your fist it means you immediately require more brake pressure.
- **Your Side** - (Left) - Sweeping open hand to the left.
- **My Side** - (Right) - Sweeping open hand to the right.



- **Lift** - Upward motion with an open hand.
- **Accelerate** - Forward and *brief* rolling motion with an open hand. If you are accelerating onto a straight away, transition from a rolling motion to a stationary arm forward to avoid over-encouraging your Guest.
- **Pointing** - Index finger to point towards a particular cone or reference point.

### **In-Car:**

When on track, Instructors are to use the **B.E.S.T.** acronym for staying focused and on brand.

- **Breath:** Take big breaths, remain calm and focused, have your Guest take a breath if needed to calm them down.
- **Eyes Up:** Your eyes should be **well ahead** of your Guest adjusting for their reaction time.
- **Simple:** Keep your verbiage simple and easy to understand.
- **Tip:** Provide them with positive feedback on what they did well, a way to improve, then another thing they did well to keep things positive. It is important to remember this isn't an HPDE event.

Your Guest is here to have fun and we shouldn't expect them to be perfect. We never want to grab the steering wheel to fine-tune their line. As long as they are safe and having fun, then we are content with their performance. We encourage and congratulate our Guests on their own personal improvements and keep the Xperience about them.

### **Additional Communication:**

- **DO NOT** drive or push your Guest beyond where **they are comfortable**. Their 7/10 is vastly different from your previous Guest, certainly different from your 7/10. Allow your "comfortable" Guest to drive at their pace and enjoy **their drive**.
- When on your final lap, alert your driver well before you approach the pit lane entrance (**several turns ahead**) to avoid missing it.
- Communicate proactively to your guest that a pass will occur.
- Offer to join them again on their remaining drives when possible.
- Explain if you're going "fishing" that it is to maximize their experience.
- If you feel the need to redirect or regain the attention of your Guest, tapping their arm between the shoulder and elbow is permissible. At **no time** is touching or pressing on a Guest's leg appropriate or acceptable.
- If your Guest is not driving the "driving/racing line", but is still operating the vehicle in a safe and controlled manner, you may communicate to them how to better drive the appropriate line. Only take control of the wheel to avoid causing or allowing an incident such as going off track, contact, etc.
- Blend line - It is **imperative** that every single vehicle, driven by a Guest or Instructor is minding the blend line. Typically, we extend the blend line to the



apex of the first corner to ensure there is minimal risk. We also are mindful of the blend line when we are entering the pit lane. There is **zero tolerance** for not minding the blend line because it poses an incredible risk to our program.

### **Emergency Communication:**

- In the event there is an impact, the first vehicle to arrive on scene will be the communication link between the scene and the Pit Manager. The Instructor involved will aid the guest if possible. It is important for all Instructors to remain calm and professional during any emergency situations. The communication for this situation is as follows:
  - Stop Vehicle(s)-Assess Situation
  - Radio Call-Check for Fire
  - Stay in the Vehicle unless **ON FIRE!**
  - Talk with your Guest-Check for Injury
  - Relay Information-Look for any Additional Track Hazard(s)
  - Continue Guest Service and Wait for Emergency assistance to arrive.
  - **Runner** - If a vehicle begins an extra lap, they are known as a runner. This is a dangerous situation because we are likely releasing the next group onto the track and we now have to blend that car into the group entering the track. If you are unaware that you are a runner and hear the radio call, you need to have your Guest lift off of the gas and slow the vehicle down. The Pit Manager will advise you over the radio where you are to blend in. Never back up on track to go into pit lane and avoid stopping unless necessary. A Red Flag call can be made if the "runner" cannot be reached via the radio. Minding the blend line is imperative in case there is a runner.

### **Supercar Ride-along**

- A supercar ride-along occurs when a Guest chooses to have their experience with an Instructor driving the Supercar.
- Supercar ride-alongs will be split up amongst all qualified Instructors to allow for the shared enjoyment of driving with a Guest.
- Supercar ride-alongs will be positioned at the rear of the field, in front of any Rear Lead cars, to avoid interference with Guest drives on the first Lap.
- Instructors **will not pass any Guest drivers on the first lap**, unless the Guest ahead is so "comfortable" as to impede the Instructor/Rear Lead car from a 3/10 Instructional pace.
- Instructors conducting ride-alongs may increase the pace gradually with each lap. (4/10, 5/10, 6/10)
- Instructors may begin to pass Guest drivers on the subsequent remaining laps, but Instructors conducting Supercar ride-alongs will not exceed 6/10 at any point.
- Instructors should be especially mindful of their Guests enjoyment and ensure they are not becoming sick. If this occurs be proactive and slow down, otherwise the radio call is "**Black Flag, Crimson Ferrari sick guest**".



## Instructor off-track Responsibilities

- Instructors will be diligent to monitor their rotation schedule at an average of 3 sessions in and 1 out of the car. Instructors are to take their breaks in the Instructor tent.
- The Instructor tent should be kept organized and clean to help maintain a professional setting for our Guests, to ensure the security of our belongings.
- Instructors should consider checking water coolers to ensure there is water/ice for our Guests and teammates.
- Instructors should report any unsafe conditions, as well as things that may need attention, such as full trash cans or a bathroom needing cleaning.
- Instructors **will** avoid congregating at the junction of Pit Lane and Helmet Land where they can impede on the flow of traffic.
- Instructors should avoid congregating on Pit Lane and avoid prolonged conversations with Technicians that may result in them becoming distracted.
- Instructors should always be expediting while on Pit Lane. Not congregating.
- Instructors should always ask the Pit Manager if they can take a break so that they are able to ensure there is enough relief available when needed.
- Fueling is done by the Instructor team throughout the day by means of a drop-tank, an on-site pump and rarely at an off-site pump.
- Instructors should be mindful to contribute to fueling to avoid it always being the same Instructors fueling every time.
- Fueling should be done with the **engines off** in the Supercars and the fueling person should identify the position of the fire extinguisher before they begin dispensing fuel. \*Unless noted otherwise by a Technician/Pit Manager.
- **Fueling personnel should never leave fueling unattended.**
- Ensure that the fuel nozzle is returned safely and the pump in the off position.
- If any fuel spillage has occurred, please inform the Safety Manager immediately and do not allow fueling to continue until it has been properly mitigated.
- **Do not re-enter the vehicle while refueling.**
- **IN THE EVENT OF A FLASH FIRE WHILE FUELING, DO NOT REMOVE NOZZLE FROM THE VEHICLE. BACK AWAY, SHUT FUEL OFF, AND EXTINGUISH USING THE 20lb EXTINGUISHER. CALL A RED FLAG AND NOTIFY THE SAFETY TEAM.**

## MSRG Event Registration

[www.Motorsportreg.com](http://www.Motorsportreg.com) (MSRG) will be used for all official registrations for Instructors. Each Instructor is automatically placed ON HOLD when they register and will be confirmed if a position is available.

### How do I register?



- Once you have created a MSRГ profile, you will select the event that you would like to attend. Most events are listed 16-20 weeks out from the start of the event. When registering, it is most important to know the days you are available, if you will need lodging, your method of transportation, and the role you wish to fill. It is to every Instructor's benefit to sign up for any event they are interested in as soon as possible. The earlier the Instructor registers, the sooner they can be confirmed and the more affordable the travel expenses will be.

### **How do I know which role I will be filling?**

- If this is your first event with us, you will register as a New Instructor (NI). You will be assigned a mentor who will help you through the weekend as you learn our program. If you have completed at least 1 successful event with us, you will then register as a Professional Driving Instructor (PDI). Each Instructor will be asked to designate a "Home Track". If you are within 50 miles/90 min drive from your "Home Track", please do not request lodging as a PDI. This is defined as a Tier 2 designation.

### **How are instructors chosen for each event?**

- If more Instructors than slots exist for an event, several factors will be used to determine who will get each position. Considerations include; Instructional quality, safety record, attitude, registration date, tenure with the company, other events attending and more.

### **When will I know if I am chosen for an event?**

- Instructors will be sent a confirmation email if they have been selected. Instructors are usually confirmed 12-16 weeks out. Any instructor that is confirmed for an event is responsible for getting their travel info submitted a minimum of 4 weeks prior to the event. This travel information should be emailed to [Jim@TheXtremeXperience.com](mailto:Jim@TheXtremeXperience.com) as noted on MSRГ event page.

### **Free at-event transportation.**

- Transportation to and from the airport prior to 2100 hours, as well as to and from the hotel to track will be provided free of charge. (If you opt into the free at event transportation and then cancel within (1) one week prior to the event, a \$30.00 per day charge will be deducted from your event paycheck to cover the expense.

## **Drive the Fleet Xperience**

- Qualified Instructors (Senior, Lead, seasoned PDIs) are eligible to request a Drive the Fleet Xperience.



- The Guest will complete class, then a lead car ride and you will be introduced to them before/after the ride along. This is when you should discuss their motives and goals.
- The Instructor will remain with this Guest throughout their entire experience.
- The Shelby and Huracan should be driven at the beginning of their experience.
- Always work with pit service personnel to determine the ideal drive order as to consider lines/capacity. **DO NOT** take guests into any Supercars without consulting pit service personnel first.
- The drives are completed 2 in a row, a 1-2 session break, 3 more drives, another break, and the final 2 cars. Ideally this whole experience will be completed in under three hours.
- Some Guests may be overwhelmed after just one drive, and it is up to the Instructor's discretion if additional breaks are needed.
- **REMEMBER** that at **no time** should a DTF guest be allowed to overdrive the Supercars in our program. If this is a potential problem, consult with the Chief Instructor/Safety Manager.

\*If you wish to work with DTF guests, please discuss with Chief Instructor/Safety Team

## Lead Instructor Responsibilities

The following information must be well understood and competently executed to be considered a *Lead Instructor*. Lead Instructor training is not complete until a consistent high level of proficiency is achieved in all tasks required from a Lead Instructor. Lead Instructors are held to a higher standard of conduct and should always well represent the Instructor Corps and Xtreme Xperience at all times. This includes the race track, hotels, restaurants, Karting facilities and any other time the Xtreme Xperience brand is being represented. Lead Instructors are also the first to help work with our PDI squadron to set up tents, fill coolers with ice/water, and help keep the event tidy and safe.

## Xtreme Instructor Mentors Guide

### Who Needs a Mentor?

- New Instructors (NI) or Instructors who have not instructed with Xtreme Xperience in the past 18 months.



- All Instructors who have been assigned a mentor should do a “ride & drive”.

### **When You Get to the Event as a Mentor...**

Mentors will be paired up by the Chief Instructor several weeks ahead of the event. Chief Instructors will correspond via email including the New Instructor’s background and how they did with their completed mentoring quiz ahead of time. We will also send out a mentorship guide which covers everything you will need to review. Prior to the Instructor meeting on their first day, introduce yourself to the New Instructor you are mentoring. Confirm they have signed our waiver and acquire their Red wristband. Get them two Instructor shirts, one radio, headset and name tag. Accompany your mentee to set-up, meetings and warm ups, as well as answer any questions they may have.

### **Mentor Morning:**

- **Ride & Drive** - The XX Mentor will instruct the New Instructor for the warm-up session. They will demonstrate their Pit Lane Speech, hand signals used, the verbiage and constant communication, passing procedures, 360° awareness and video protocols. Upon returning to pit lane, the mentor drives and the NI will instruct them as though they were a Guest. During this drive the XX Instructor will demonstrate some common mistakes made by our Guests and see how the New Instructor responds.
- Mentee learns expediting and will practice in different Supercars. Expediting skills should be refined to be completed within 20 seconds.
- Have mentees attend the 9:10 classroom session to learn the expectations set for our Guests and to ensure a consistent experience.
- After attending class, the mentee will ride along in the Rear Lead car for additional training.
- Afterwards, the mentee will instruct an additional session to the Lead Instructor signing off the mentee. If the NI requires additional in-car instructional time, this should be accompanied with study/review time outside of the car.
- Once the New Instructor is ready for Guest drives, handpick 3 Guests that appear to not be a safety risk for the New Instructor. Review all in-car video with the Chief Instructor/Safety Team.

### **How Do I Complete a New Instructor Evaluation?**

- The New Instructor Evaluation is to be answered truthfully and thoughtfully by the Lead Instructor signing off the New Instructor. If the New Instructor struggles in an area it is important for us to know. This feedback helps us improve the onboarding process.



### **What to do During the Event?**

- Make sure you check in with your New Instructor frequently throughout the event to answer any questions they may have. Talk to them during lunch each day as well. After the first day, try to help them interact with our Guests as much as possible. If you are fulfilling a task that takes you from your mentee, ask another Lead Instructor to assist with New Instructor.

### **When the Event Ends.**

- Mentors should follow up with his/her mentored Instructor. Send a short email to find out how they enjoyed their time with XX and if they have any suggestions. Relay any important information back to a member of the Chief Instructor & Safety Team. The Chief Instructor will also send an evaluation to the New Instructor to have them review our program. This will help to improve training New Instructors or any improvements to the program in general.

## **One on One Classroom**

During a “One on One” classroom, a Lead instructor will be asked to teach the fundamentals of Xtreme Xperience’s standard classroom to the Guest(s). Acquire the “One on One” board from FOH and meet the Guest(s). Once the “One on One” class is complete, the same Instructor will join that Guest in their supercar drive(s) after their ride along (stay close and assist with expediting).

### **Mandatory Classroom Information For a “One on One”:**

- Introduction - Instructor/Guest/vehicle(s) being driven, check for red wristband.
- Seating position and how to get into gear, seatbelt, USB readily available.
- Hand signals and verbiage used, listen to the Instructor and be SMOOTH in ALL inputs.
- Vision - Eyes up, looking down track and through the turns.
  
- One thing at a time - Lift off the throttle, Hard straight-line braking, coast through apex (no gas, no brakes), Squeeze the throttle beyond the apex as they straighten the wheel, be SMOOOOTH.
- Utilize the width of the track, leaving 3 feet of edge for safety on either side of the track. (outside to the inside, to the outside)
- Describe “driving the line” and how the track is coned to navigate them in the safest and quickest way possible around the track.
- Passing and being courteous - describe the entire passing scenario and procedure from start to finish, from both perspectives.
- Explain how the driving experience will be more enjoyable if the Guest



and Instructor are working together. If the Guest is not listening to the Instructor, the session may end early.

- Warning of punitive repercussions from 2-off, 4-off or contact with a foreign object. (\$200, \$300 & \$500 plus Insurance deductible; STARTING at \$6000.00)
- Lead car is **mandatory** and will be charged. \*can be waived by Mgmt.
- Answer any questions they may have ahead of their drive.
- Escort the Guest to the pit lane area, get them a head sock, into the proper line, explain what will happen next.
- Join them in their supercar drive. The Instructor that teaches the “One on One” class **MUST** be the Instructor for that Guest **or** help accommodate multiple Guests being distributed to other Lead Instructors.

## Charger Rear Lead Car

- The Rear Lead Car will remain within the defined 7/10 pace required by Xtreme Xperience at all times, **no exceptions**.
- Lead/Chase cars are to focus on Safety first, Education second, Entertainment third.
- Safety and Education should **NEVER** be compromised in the name of fun.
- Remain vigilant for track safety issues such as: local yellow, changing track conditions, changing weather conditions, track hazards, flag calls of any type.
- Rear lead drivers should maintain 15 MPH through the first 2-3 turns to fully exemplify driving “the line”, cone definition, and hand signals. These low speeds will create a large gap, facilitating increasing speeds through subsequent turns and laps, gradually building up pace. Rear lead car drivers should exercise 360° awareness, be mindful of the position of the Front lead car. Rear lead should increase speed accordingly, so they will not impede on the Front lead cars successively increased speed.
- Maintain a proper distance (3-5 seconds) from the final supercar on track. Rear Lead begins at the very back of the field. Monitor the second and third cars (ahead of the final Supercar) determining the need to increase/decrease the gap on the final Supercar. This determines the likelihood of completing passes of the second and/or third car in line, based on current conditions.
- Lap #1: On the first lap, the Rear Lead should be focused on educating the individuals in this vehicle on the information presented in the Classroom session. Eyes up and looking ahead, hand signals, the track layout, meaning and placement of the cones, proper use of the driving line, proper braking, smooth inputs with hands and feet. Pace at the end of lap 1 should be 5/10.
- Lap #2: On this lap, the Rear Lead should be focused on additional education of the individuals in this vehicle. Maintain a proper distance (3-5 seconds) from the final supercar, unless the last Supercar(s) are “comfortable”, in which case



passing at the instructional lap speed is permitted. The pace at the end of lap 2 can be up to 6/10.

- Lap #3: On this lap, the Rear Lead should continue the educational presentation of our program, while not exceeding the 7/10 pace set forth in morning warm-ups. As long as the same 7/10 pace is being adhered to, passing is permitted.
  - At **NO TIME** is the 7/10 pace to be exceeded. Also, the Rear Lead car should not adversely impact the Supercar drives of the Guests in front of them. At the halfway completion point of your final lap, turn on your emergency flashers and no further passing should be planned on, nor requested.
  - The goal of a Rear lead car Instructor is to provide education to Guests, while requiring the least amount of passing possible, keeping in mind that the Supercars at the back of the field are likely driven by most timid drivers.
  - You are responsible for monitoring the fuel level, as Lead cars should **never** go below  $\frac{1}{3}$  tank and ideally are filled at  $\frac{1}{2}$  tank.
  - Lead Car Instructors should finish their stint by ensuring there is no trash or debris left behind and there is a full tank of gas. Driving the Lead car is one of the greatest privileges in the Xtreme Xperience program and it is important that we drive these cars responsibly to guarantee the safety of our Guests. We also do not want to overdrive these cars where it results in downtime at Tech for extra tire consumption or mechanical wear. Any Instructor who is reported to be showing signs of over-driving by the Tech team, may be removed from that role.
- 
- **Rear Lead cars are to be driven ONLY by Lead Instructors or qualified Instructors, unless approval is given by the Chief Instructor and/or a member of the Safety Team. Instructors that abuse this privilege will not be permitted to drive the Lead Car in the future.**

## Lead Car Red Flag Response

**Lead & Senior Lead Instructors are trained to respond to an incident in the event that they might arrive ahead of Track Emergency Services. The primary goal is to relay information to the Pit Manager so they can better inform the Emergency team.**

- When the “**Red Flag, Red Flag, Red flag, ALL Cars STOP on Track!**” call



goes out, the Pit manager, Safety Team and all In-Car Lead Car Instructors switch to Channel 3.

- In-Car Lead Car Instructors listen to information passed between the Instructor making the Red Flag call and the Pit Manager.
  - Once the Impact vs Safe determination, Vehicle type and Location have been relayed to the Pit Manager, the Pit Manager will dispatch Lead cars to the incident if applicable.
  - Lead Car Instructors should then confirm to the Pit Manager that they are proceeding to the incident location at a moderate and **SAFE** pace. Be alert for parked Supercars or Emergency Vehicles on track in potentially blind areas.
  - Do NOT drive through a debris field or past the incident, but rather stop 100 feet short of the Incident. Turn the Lead Vehicle facing **entirely** away (180 degrees away) from the incident and leave ample room for Safety Vehicles to pass through, when parking near the edge of track surface.
  - Expedite communication with Pit Manager on channel 3 upon your approach to the scene, the radio call is: “**On scene, Impact or Safe**”. Keep all communications clear, calm and concise.
  - Ensure that the scene is safe for you to approach and that you will not be making the incident worse by endangering yourself.
  - Ask Guests (if any) to “please remain in the vehicle. No photography or video of this sensitive situation”. **Release trunk latch**, exit vehicle, acquire Fire Extinguisher from trunk. Leave the trunk open and proceed towards the incident.
- 
- Approach incident Vehicle(s) from passenger side (if possible) and at a 45-degree angle. Never approach the vehicle straight-on from front or rear.
  - Look for signs of precarious placement, smoke, sparks or active flame as you approach. If you perceive imminent danger to your personal well-being, stay back at a safe distance and wait for the Safety Teams to arrive. Relay any pertinent information to the Pit Manager on Channel 3.
  - If you deem it is safe to approach (no imminent danger to yourself) and smoke or flame is noted, pull the extinguisher safety pin and continue at the 45-degree angle to the vehicle. Hold the Fire Extinguisher in a ready position with your dominant hand on the discharge handle and your other hand on the nozzle. Advise the Instructor(s) involved in the vehicle incident that you see a potential hazard (smoke/flame) and advise them to exit the vehicle if possible.
  - Once at the vehicle, insert nozzle in an open vent into the area involved with smoke/flame and release a 2 second burst of the dry chem ABC extinguishing agent. Do not breathe-in the agent. Stop agent release after the initial 2 second burst, remove nozzle from vent location and back away 6–10 feet with extinguisher.
  - Re-evaluate the current status of the vehicle and repeat the procedure if safe and necessary until the situation is mitigated or the extinguisher is exhausted.



Vehicle vent entry location for fire extinguisher nozzle may need to be changed according to accessibility, visibility, vantage point and/or successfulness of initial agent discharge.

- Relay only pertinent information to incoming Safety units on Channel 3.
- Never compromise personal safety and create an additional victim situation.
- Remain watchful for possible flare-ups and other compromising complications.
- Remain calm, composed and professional to the best of your abilities.
- If no smoke/spark/flame is noted upon arrival at the incident, assure no imminent threat is present to your personal safety and approach the vehicle (passenger side) in the same manner. Check with the Right Seat Instructor as to the current condition of occupants and relay information to incoming responding units. DO NOT attempt to extricate individuals from the vehicle. Allow Medically trained personnel to evaluate, extricate, treat and transport occupants.
- If the Instructor in the vehicle involved in the incident is incoherent, the responding Lead Car Instructor will relay the information from the incident until the Safety Manager arrives.
- If you are the Rear Lead Car Instructor and first on the scene of a non-flammable involved incident, act in accordance with the aforementioned procedures of relaying information to the Safety personnel. Once the Front Lead and/or Safety personnel arrive on scene, update them with the current status and return to your Lead Car, switch to Channel 2 and Stand-by. The Senior-most member on the scene becomes the communicating Instructor and takes control of the incident.
- Once Emergency and Xtreme Safety personnel have arrived on scene, the Lead Instructor(s) relays any pertinent information to responding personnel and returns to the Lead Car. Switch back to channel 2, inform Pit Manager that you are back on Channel 2 and await further instructions for returning to Pit lane. Do not speculate or provide false information about the possible causes of the incident or any actions that may have led up to it, with your guests.
- Once back in Pit Lane, if you discharged your Extinguisher, drop off your guests and Thank them for their patience and send them back to the front of the Lead Car line.
- Remove the Lead Car from service, remove the discharged extinguisher from the trunk and have Tech replace it with a fully charged one.
- If the extinguisher was not used, have Tech or Safety assure it is safety pinned and zip-tied properly, re-attached in the trunk securely and fully operational, prior to returning to Lead Car service once again.
- Inform the Pit Manager when you are back in-service and ready to resume your Lead Car duties.

## **Senior Lead Instructor Responsibilities**

### **Charger Front Lead Car**



- Front Lead cars will remain within the 7/10 pace for quick 1st and 2nd laps with experienced supercar drivers, as well as the entertainment/final lap.
- Lead cars are to focus first on Safety, second on Education, third on Entertainment.
- Safety and Education should **NEVER** be compromised in the name of Entertainment.
- Remain vigilant for track safety issues (local yellow, changing track conditions, changing weather conditions, track hazards, yellow flags, black flags, red flags)
- Maintain a proper distance (3-5 seconds) ahead of the first supercar on track.
- Monitor the second and third cars behind the first car for possible need to increase the gap on the first car, as to allow passing by the second and/or third car. As long as this pace does not impede the remaining cars in the field, it will be helpful to create the gap needed for the front lead car to increase its speed on the second and third lap.
- When released by the Pit Manager to begin the session and enter track, pause in pit lane and make a brief and succinct radio call. **“Instructors, blue lights on, mind the blend line, be smooth, stay safe, # of laps, have some fun!”**. **Be mindful to allow potential Runners to be called in.**

Commented [1]: Hey Vince, we should add a Lap #4 asterisk as well

- Lap #1: On this lap, the Lead car should be focused on educating the Guests in the vehicle as to the information presented in the Classroom session. \*(Eyes up and down track, the track layout, meaning and placement of the cones, proper use of XX “driving line”, braking, smooth inputs with hands and feet).
- Lap #2: On this lap, the Lead car should be focused on additional education of the individuals in the vehicle. Maintain a proper distance (3-5 seconds) from the first supercar behind you, monitoring the need to increase pace. On this lap, the Lead car should be focused on continuing the education from Lap #1.
- Lap #3: On this lap, the Lead Car radio call is **“Lead Car; Checker lap, Checker!”** to alert all on-track Instructors of starting the final lap. The Pit Manager will confirm this call, the Lead car driver should repeat if there is no confirmation. The Lead car should continue the educational presentation of our program, while not exceeding the 7/10 pace.
- Once the Front Lead car reaches the 2/3 completion point of the third lap, turn on flashers to make your intentions apparent.
- Leaving ample time before pit entrance, (to slow the guests behind you to safely enter pit lane) the radio call is **“All cars on your final lap pit, pit, pit”**.
  - If no cars were passed during the session, the radio call is **“all cars on lead lap, pit, pit, pit.”**
  - If there were any lapped vehicles, relay what vehicle(s) and # of lap(s) remaining to Pit Mgr. **i.e. “Crimson Ferrari has one more lap”**
- XX program is 3 laps, unless we run a small track (<1.4m) we will run 4 laps. Checker flag will be on the final lap and you will spread the pace of the program.



- At **NO TIME** is the 7/10 to be exceeded. The Lead car should not adversely impact the Supercar drives of the customers in front of them if lapping the field.

## Testing Track Surface Conditions

### If you are asked to check conditions:

- Track surface temperature needs to be at 42° F or greater, free of snow and/or ice. Ensure the thermometer is held the proper distance from the surface to achieve an accurate reading. Rain and/or standing water may be acceptable, depending on the track compound and grip level.
- Using a lead car with one additional instructor at a slow pace, drive the first lap to look for standing/running water. In a straight line, try an aggressive braking maneuver at low speed for an initial grip test. Roll in the throttle sharply through a slow corner as a final grip test. \*\*Consideration should be made to assess and protect the potential hazard of our theoretical most erratic Guest driving the least stable car, at the most dangerous part of the track amidst increasingly dangerous conditions. Using your enhanced skill set of knowing what it feels like just before control is lost, determine how broad that spectrum is, how much room for error there will be, and whether or not the event is safe to continue. The forgiveness of a lead car should be taken advantage of to produce a more thorough assessment than what can be risked in a supercar.\*\*
- Report all findings to the Safety Manager, Pit Manager and General Manager.
- If the grip level in the lead car is acceptable, a Sr. Lead, Chief Instructor or Safety Manager will take a RWD supercar with one additional Instructor at a slow pace. In a straight line, try an aggressive braking maneuver at low speed for an initial grip test. Use an aggressive acceleration technique to check for wheel spin. If neither happens, begin searching for the optimal rain line at a gradually increasing moderate speed. A grip level determination will then be made. \*\*Despite Guests being warned before their drives and coupled with the Instructor actively begging for their patience with the accelerator, it should be determined on the test drive what might arise if a Guest becomes erratic at a very inopportune time\*\*

## Classroom

The Classroom is a mandatory safety briefing that lasts no longer than 25 minutes. All drivers must attend a classroom briefing prior to driving. Classroom times are specified and must be adhered to. Obtain the start times for each class from the Event Memo or FOH. Once all guests are seated, introduce yourself and begin the classroom presentation. Use the slideshow as a reference to help with visuals throughout the class. The following items are what **must** be covered when teaching



class. The Classroom Instructor will be on channel 5.

- **INTRO: The Open Road slide is displayed until class begins, give a brief explanation of the program.** Introduce yourself and welcome the Guests to Xtreme Xperience. Speak briefly about Xtreme Xperience and our program. *“Real Supercars, Real Racetracks, Real Instructors”*
- **WHERE DO I GO?:** Explain to the group that first they must have checked in and signed the waivers. Check to ensure everyone has a red wristband. (If they do not have a red wristband, they must go back to FOH after class and sign the waivers to obtain their wristband prior to driving). From there, give a brief walkthrough of our program. “You are in class, next, head to the two lines in pit lane, get your head sock and helmet, go for a lead car ride, drive your supercar(s), check out, pick up some swag, go home and brag about your Xtreme Xperience.” Ask if anyone has pre-purchased the Lead car. Mention that it was a great decision and everyone in the room should “see the track before driving the track”.
- **SEATING POSITION:** Sit up nice and straight. Adjust the seat so there is a good bend in the knee with the brake pedal depressed, ensuring they have maximum control over the brake pedal. Hands at 9 and 3, ensure they have maximum control over the wheel.
- **GETTING INTO GEAR:** Briefly touch on the specifics on how to get paddle-shifting Supercars into gear.
- **HAND SIGNALS:** Thoroughly explain and demonstrate ALL of the hand signals that they will see throughout their experience, and what verbiage will be used to accompany the hand signals.
- **EYES UP:** Explain the importance of keeping their eyes focused ahead on where they want to go. Look as far as possible down track, through the corner, and keep an eye out for reference points. (Cones, brake markers, etc..)
- **DO ONE THING AT A TIME:** First Brake, then steer, then gas. Brake in a straight line. At the end of the braking zone, melt off the brakes. Patiently wait for the Turn-in cone and then turn into the corner, coasting through the corner until the apex, no gas or brakes, slowly accelerate as you unwind the wheel.
- **DRIVING THE LINE:** Use the slide *“Driving the line”* as a visual aid to walk the Guests through our cones. Start at the Yellow lift cones and instruct the Guests through our lift cones, brake zone, turn in cone, apex, and track out. Utilize the entire track width, less 3’. From outside, inside, outside, but ALWAYS leaving three feet of unused track surface on either side. **THE 3 FOOT BUFFER ON EITHER SIDE OF THE VEHICLE MUST BE MAINTAINED AT ALL TIMES!**
- **BE SMOOTH:** Be smooth with every input made when driving the supercar. Be proactive, not reactive. The further ahead we’re looking, the smoother we will be,
- **HOT LAP:** There will be a video in the presentation showcasing an Instructor driving at speed around the track. Instruct the Guests through the video.
- **SECOND LEAD CAR TEASE:** The track is very technical with many nuances



that a novice is not fully prepared to drive well. "If you want to drive the track well, like the Instructor just did, learn the track from the Lead car, before you drive the track in your Supercar".

- **PASSING:** Talk the guests through a passing scenario. Explain from both perspectives; the car being passed and the car passing. Explain the hand signals, both in the car (hand at three o'clock at the wheel) and the wave/point outside the car. Assure the Guest knows that **NO PASSING** is allowed without the Instructor's permission. Remind Guests about staying courteous.
- **LISTEN TO YOUR INSTRUCTOR:** Explain the importance of listening to the Instructor to have the maximum enjoyment during the experience. Inform the Guests that if they are being unsafe, the instructor **will** end their drive early.
- **MAJOR DRIVING ERRORS:** Cover the penalties associated with dropping 2 or 4 wheels off track, hitting the rumble strips, curbing, cones, another vehicle or any kind of dangerous driving. (Damage and Incident Report Slide)
- **RIDE BEFORE YOU DRIVE:** Discuss the benefits of adding a lead car to the Guest's experience. Elaborate on why going in the lead car is so beneficial to their experience: (Start towards the front of the group, will already have 3 laps under their belt before they drive their supercar, can take friends and family with them) This is the only time you will fully explain the benefits of partaking in the Lead car. The previous two mentions were just a tease to build interest in the purchase. Also mention that it is available to non-drivers as well, 12 and up, 52".
- **FAQ:** Cover a few of the most frequently asked questions (There is a slide to prompt the conversation) Answer any additional questions.
- **SUMMARY:** Recap key points and next steps, give a Classroom completion stamp to each driving Guest on the white portion of their red wrist and send them to the two lines on pit lane.
- **SOCIAL MEDIA** - "Post your videos/pics on YouTube, Insta and Facebook"
- **CLASS COMPLETION:** The radio call is "**Class is out**" on channel 2 alert them that the Guests are on their way to Pit lane.
- **NEXT CLASS:** Reset the presentation and chairs as needed, invite the next class in, and begin the presentation. Each complete classroom presentation, from the beginning of one class to the beginning of the next, should **NEVER** exceed 25 minutes.

## Pit lane

The Pit manager is responsible for **safely** releasing vehicles onto the race track and ensuring their safe return ahead of releasing the next group. Safety is always the greatest concern of the Pit Manager and should never be sacrificed. This includes tense moments when in an effort to complete drives or worrying about overtime. The Pit Manager will also work with the Chief Instructor to delegate positions such as Lead Car driver schedule and accommodating guests that require special attention. The Pit Manager should always maintain a calm demeanor while releasing cars onto the track and moreso in the event that any incidents occur. The Pit Manager should also keep an eye on Safety



hazards on pitlane such as Guests standing on or over the pit wall or ensuring Guests have a safe path to their car.

- In the morning, the Pit Manager will collect 3\* XX radio's and 1 Track/EMS Radio (If applicable) Check all radio frequencies (Channel 2 for track operations, channel 3 for Safety/GM, and the designated channel is for the EMS crew) Ensure all radios work and communicate properly. (\*1 spare)
- Meet with the XX Safety Manager and track safety to introduce yourself as the point of contact for the on-track operations. Discuss unique scenarios for our program (Red flag drill, recoveries, when and why safety may be dispatched, etc.). Determine the time that Track Safety will be in position to begin warmups.  
Inform the safety team on what times the program is scheduled to start and stop.
- Once on pit lane, go through all the cars and ensure they are 100% fueled.
- Make sure the fuel truck and drop tank are full and in place with the appropriate 20lb fire extinguisher and signage. Drop-tank should be grounded.
- Ensure the cooling fans are in the proper place for the Lead cars. They should be far enough down pit lane so there is room to park all the supercars within view of the expeditor's tents, but not so far that Guests are able to get lost when sent to the lead car.
- Keep the flow of the pit lane safe and efficient. Set up cars so Guests are not crossing pitlane to get into the Supercars.
- Discuss the car # assignments of front/rear leads with Pit Services.
- Ensure the pit box is in place and is appropriately stocked. (Sunscreen, Dramamine, wheel chocks, CO2 extinguisher, spare radio, etc.)
- Check in with the Tech team and familiarize yourself with any known issues, and potential problems with the fleet that need to be monitored throughout the day.
- Check in with the GM to get up to speed with what cars may be overbooked, and what cars need to be loaded first.
- Check in with the Chief Instructor and obtain the list for which Instructors are assigned what cars, and which NI's will be going through the mentor program. It is important for the Pit Manager to stick to the schedule as best as possible.
- Coordinate with the pit expeditor team and develop a plan to stay ahead.
- Warm ups are scheduled to begin 30 minutes before the first guest drives. Radio checks should be started 10 minutes prior to the designated start time of morning warm ups. (i.e. If first guest drives are 9:00, warm ups are at 8:30, with radio checks beginning no later than 8:20)
- 10 minutes prior to radio checks, the radio call is **"Instructors to cars, radio checks in ten minutes"**.
- Once Instructors are in cars, walk down the line giving each Instructor a verbal radio check, ensuring the radio's/headsets are working properly. Use this time to double check the proper Instructors are in the correct cars (Special



assignments, mentorship programs, etc.)

- Once radio checks are complete, stage a front lead car in the staging area. Send  $\frac{1}{4}$  of the field of super cars behind the lead car, and add the next lead car. Continue this process until all supercars are staged, with a lead car every  $\frac{1}{4}$  through the field. This allows the Sr. Lead and Lead Instructors to keep an eye on the mentorship, passing, pace and gives them the ability to relay important information back to the Pit Manager. (Sometimes there will be a vehicle driven by the Tech team for a shake down/brake-bedding. These vehicles will go out with their hazards on, at the very rear of the field)
- At the designated start time of warm ups, confirm with track safety that the track is clear and all proper personnel are in place.
- Warm ups will consist of 2 rounds whenever possible
- Allow ample time for the mentorship programs to take place.
- Once enough time has passed (4-5 laps, use your best judgment) Call a red flag over the radio. The radio call is **“RED FLAG, RED FLAG, RED FLAG, ALL CARS STOP ON TRACK, RED FLAG, RED FLAG, RED FLAG, ALL CARS STOP ON TRACK”**
  - Ensure that you have a visual on a majority of the cars so that you are able to see most of the field comes to a stop properly. Once all cars are stopped, The radio call is **“black flag all cars, return to pits”**.
  - Conducting a full red flag drill at least once/twice per event is ideal.
- As the cars return into pitlane, stage the first lead car for the 2nd round of warm ups. If guests are in the lead car line, load the lead cars at this time.
- Take any cars from the priority load list and set them aside to stay ahead.
- Load the other lead cars before doing the 2nd round of warm ups. This will allow the guests to do their ride along and then get in line for their drive.
- Once the appropriate driver changes are made (Mentors/New Instructors) release the 2nd round of warm ups. Typically, this is a standard session, i.e. the same number of laps (3 or 4) that will be run that day.
- If there are enough Guests in the lead car line you can load up to 3 lead cars at a time and get the first 3 sets of lead cars done.
- Be certain you have a front lead car available on pit lane during the 2nd session to lead the first Guest session. This can also include any Supercar ride alongs.
- Stage the single lead car and the priority Supercars behind it. You can release this group once all the 2nd session cars pass pit out on their checker lap.
- Once the 2nd session has returned to pitlane, move Instructors over to the right seat, and load the Supercars with Guests.
- The Chief Instructor will confirm that all required training has been completed successfully. If more training is needed, the Pit Manager will be advised as to who will be paired up (Mentor/Mentee) and what vehicles are needed.
- Any cars not being used that consume fuel rapidly, may go to fuel.
- Tech team will go through the fleet, checking tire pressures and collecting the USB's used during the morning warm ups.
- Advise track safety when morning warm ups have been completed, especially



if a red flag drill was done, and first Guest drives will be headed out on track.

- The number of cars that go out in each session should be limited to the following:
  - One Front Lead, 5-7 supercars, (based on capacity) & one Rear Lead.
  - Use your judgment and discretion, based on the length of the track and number of cars being run, to ensure there is enough open track for the Guests to Safely enjoy our program (consult with Safety if needed)
- When staging Supercars, ensure proper placement of Guests according to ability the in-car Instructor has ascertained (Experienced, motivated, comfortable). If the guest is “comfortable”, the Instructor will signal with a brief thumb rearward motion , or the Instructor will say **“Crimson Ferrari is comfortable.”** If “experienced”, the Instructor will say **“Crimson Ferrari, front of pack.”**
- As the cars come off track, unload/load as needed. Be sure the Instructors are expediting Guests into the cars to give the Instructor in-car as much time with the Guest as possible.
- Once the Guest is in the car, in gear, and ready to go, get the Guest staged behind the lead car as soon as possible.
- Once the track is clear, release the field and the radio call is **“Lead you are good to go, good to go.”** Ensuring the cars follow out the front lead, any Supercar ride alongs are placed at the rear of the field and followed by a rear lead car.
- Keep a close eye on the field of cars on track that should be pitting-in, as a car that misses pit-in becomes a **runner** and potentially hazardous to the cars entering the track.
- As the cars on track begin their final lap, the lead car will make the radio call **“Checker lap, checker”** A verbal confirmation should be given by the pit manager. The radio call is **“Copy checker, checker lap”** By this point you should have the next group staged and ready to go.
- As the Lead car on track pits in, they will call out **“All cars on lead, Pit Pit Pit”**
  - If no cars were passed the radio call is **“All cars on lead”**
  - If the lead car lapped vehicles, the lead car will announce what vehicle(s) and # of lap(s) remain. **i.e. “Crimson Ferrari has one more lap”**
- If all cars are on the lead lap, release the next group as soon as **safely** possible.
- If there are cars that are one lap down, wait for the last one to pass pit out, allow the lead car to get a good gap on that car, then release.
- Continue this practice through the morning while monitoring Instructor rotations and fuel levels in the car.
- Instructors should do no more than 3 sessions in the car, and 2 sessions outside of the car. Staying on top of rotations is critical so the Instructor group remains fresh and alert. Start announcing rotations at 9:30 and enforce as needed.
- Fuel levels should be monitored and checked regularly. Ideally fueling cars before they reach ½ tank keeps the Supercars from missing a session.
- Whenever a car is sitting with no Guests in line, this is the best opportunity to fuel the car without impeding the flow of the program. Fuel the Supercars as



often as possible when sitting, so they are able to make a stint of 3 hours.

- Tech (or fuel runner) will safely transfer fuel from the Ram to the drop tank.
- When the RAM needs to be sent for fuel, contact the Chief Technician/ or GM so they are able to dispatch the available personnel. (Tech/fuel runner)
- Fuel runs should be timed so all cars are able to be filled during lunch without running out of fuel on site. (Ideally 30-45 mins prior to lunch)
- One hour prior to the scheduled lunch break, monitor the number of Guests in line for overages. Work with the pit expeditor team to ensure the proper Guests are moved (if needed) to break for lunch on time.
- 20-30 minutes prior to lunch, check in with the Safety Team and let them know the projected end time and if you will be running late into lunch.
- Once you have a cold track, inform track safety what time you plan to go back to a hot track.
- Tech will pull any cars needed for maintenance and will fuel as needed.
- Fuel cars prior to breaking for lunch.
- 10 minutes prior to the scheduled start time of the afternoon, have Instructors return to the cars and repeat the radio checks that were done in the morning. (Allow ample time for the Chief Instructor to conduct debrief)
- Get the lead cars and supercars loaded and staged.
- Confirm with track safety that the track is clear and proper personnel are in position.
- If lead cars are loaded and supercars are not, you are able to send up to 3 lead cars out, just as was done first thing in the morning to get the lines balanced.
- Repeat running sessions as was done in the morning. Continue to monitor fuel and Instructor rotations.
- Continue to monitor the Guests in line for overages.
- 1.5hrs prior to the scheduled stop time, work with the pit expeditors to gauge how many drives are left for the day.
- If any O.T is likely to be required, the GM should be notified as early as possible, as well as Track Safety.
- 30 minutes prior to the projected stop time, inform track safety estimated time.
- As lines empty, fuel any cars that are not needed for the rest of the day. Confirm with pitlane services that the car will not be used for the remainder of the day.
- Once the final session of the day is loaded, confirm with pitlane services that it is indeed the final session.
- Once that session comes off track, inform track safety the "track is cold".
- Make sure all cars are being fueled.
- Ensure cars and pit lane are safe and operational for the next day.
- Return or retrieve any track radios that were issued to/from Track Safety.
- Monitor and acknowledge any flags (yellow, black, local yellow, meatball) as well as the RED FLAG procedures, all flags to be reported to Safety Team by E.O.D.
- Monitor Guests and/or XX staff for an off track emergency situation. This may include an incident that potentially would require the Emergency Services Team to respond. If an incident occurs that you or the Safety Team deems necessary



to dispatch safety, this becomes a red flag scenario.