

Queuer Volunteer Manual

Overview

Roles Covered: Queuer, Pit Runner, Lead Queuer

Job Description

A Queuer's main responsibility at events is to help teams get from the pit area to the competition fields on time so teams are prepared to play their scheduled matches, and the event can run smoothly and on schedule.

Requirements	
Technical	Low
Physical	High
Administrative	Medium
Communication	High
Pre-event Training	Low

Time Commitment

Queuers should expect to spend 6-8 hours at a full day event and 3-4 hours at a league meet.

Attire

- Comfortable closed-toe, closed-heel shoes, most of the day will be spent moving between the pit and competition areas.
- ANSI Z87.1 certified safety glasses are required in the competition and pit areas.

Training and Certification

Volunteers must create an account on www.firstinspires.org and apply to the role. If you apply to an event role requiring training and certification, the 'Roles Missing Certification' section will appear on your Volunteer Dashboard. Click on 'Review Outstanding Tasks', then click the 'Resolve' button. This will take you directly to the training site. Alternately, you may also click on the 'Trainings/Certification' button on the top right of the screen. If you have applied for a role but have not received access to the training, please email FTCTrainingSupport@firstinspires.org. A separate confirmation of the role assignment will come later.

Queuers should speak to the Event Director to find out if there are additional requirements, such as meetings before the event or run-throughs of the queuing path before the event. The approximate training time is one hour.

All volunteers are expected to read and comply with the [Volunteer Handbook](#).

Roles and Responsibilities

FIRST is fun for all. The most important role of a volunteer is to provide a safe, fun, and welcoming environment for all *FIRST* participants. When executing the duties of your role, always make decisions with the team experience in mind. Ask for help from event leadership if you feel your required duties conflict with the best team experience.

Queuer

Responsible for facilitating team traffic to and from the playing field to help ensure the event stays on schedule. Queuer responsibilities include:

Responsibilities
Ensure teams know their match times are coming up
Stage teams when they arrive at the queuing area to be ready to load in for their next match
Ensure a safe and orderly competition arena by confirming that all personnel in the queuing area are drive team members or authorized event personnel
Maintain an uninterrupted flow of teams to the field by ensuring teams are in the queuing area ahead of their match
Direct teams to the field and help teams depart from the field

Pit Runner

A Pit Runner is a type of Queuer that focuses on going to the pit area to inform teams that they need to report for their upcoming match. The key responsibility of the Runner is to interface with the Queuers and Lead Queuer to bring teams to the competition area. However, Runners should be aware of the key responsibilities and event day information for Queuers to successfully perform their role.

Lead Queuer

Lead Queuers manage the flow of teams to and from the competition arena by working with the Event Director, *FIRST* Technical Advisor (FTA), and Queuers. The Lead Queuer is one of the primary leads that works to make the flow of event traffic to and from the pit area and competition fields is safe, orderly, and timely. Key responsibilities of the Lead Queuer include:

Responsibilities
Work with the Event Director and the <i>FIRST</i> Technical Advisor (FTA) to create unrestricted paths to and from the pit area to the competition field
Ensure safe, orderly, and timely flow of robots and teams to and from the competition area
Manage the staging of teams in the queuing area
Maintain a proper number of teams in the queuing area
Direct the Queuers as needed to ensure that there is an uninterrupted flow of teams to the field

The Lead Queuer may also opt to assign some of the Queuers as Runners, depending on the size of the event and the distance from the pit area to the competition area.

Prerequisites for Lead Queuer Role

To serve as a Lead Queuer, previous experience as a Queuer or equivalent experience is required.

Event Day

Report Time

Your Event Director or Volunteer Coordinator will confirm the time you should arrive typically via email the week before the event. In most cases arriving at least 1 hour before matches begin is sufficient.

When you arrive onsite check-in with the Volunteer Coordinator and report to the Lead Queuer. The Lead Queuer should check-in with the Volunteer Coordinator and report to the Event Director and/or the Field Supervisor to see if there is any already established team traffic flow pattern from the pits to the queuing area and competition fields.

Match Flow and Timing

Many events use colored tape on the floor to indicate traffic patterns on the floor and/or folding tables to create staging areas near the competition field(s). Confirm with your leadership what is expected of your role at this event.

Consider the following when designing traffic flow patterns:

- Minimize crossing robot traffic
- Prioritize teams coming to the field over those departing the field
- Avoid mixing audience traffic flow with team traffic flow

The queueing staging area is where teams report with their robot ready to play before their scheduled matches. Typically, this consists of one or more tables that are identified as the next match up (Current Match +1) and two matches out (Current Match +2) and indicate where the Red or Blue Alliance should stand.

Queueing Depth Scales with Event Size

It is not a good experience for teams to always be required to be in queue so the depth of the queue (1 or more tables) should be based on the size of the events and the number of fields. The queueing depth should be as shallow as possible while still ensuring that the teams are ready and available before their match start time.

Match Participation

It is your responsibility to ensure the teams are aware of the match schedule, but it is the team's responsibility to show up for their matches in a timely manner which does not impede match flow. It is

also the team's right to decline to participate in a match. The competition manual is the only authoritative source for specific rules.

If a team says they do not plan to attend the match they are being queued for:

- Let the team know they will not receive any more reminders.
- Remind the team they should send a single drive team member as a representative or they will be ineligible to earn credit for the match.
- Inform the Lead Queuer that the team has stated they will not be playing in the match.
- The Lead Queuer will work with the field staff to start the match appropriately.
- If they are not delaying the match, a team may show up to play the match even after they have told queuing they will not attend.

Team Interaction and Support

When interacting with teams please always consider the team's perspective. The teams have put significant time and effort into this robot and want everything to be perfect before they show up to play a match. Trying to make a last-minute improvement or repair is a very stressful time for a team, and this can sometimes cause teams to push back on the match schedule.

Work with your Lead Queuer and the Head Referee if a team is consistently late to the queuing area to ask for more guidance. Only the Head Referee may issue any official warnings. The competition manual is the authoritative source for specific rules.

Important Tools

Match List

The match list will be generated the day of the event after the teams have been confirmed. This schedule will list which teams will play in which Alliance (Red or Blue) and it will also list a match start time see Figure 1.

Total Number of TEAMS Competing

Teams:11

Total Matches per TEAM

Matches Per Team:5

ALLIANCE Red or Blue

Blue 1

Total Number of MATCHES

Matches:14

Sample Event Schedule

Start	Match	Field	Red 1	Red 2	Blue 1	Blue 2
8:00 AM	Qualification 9	1	12758	11536	12494	11282
8:07 AM	Qualification 10	2	12329	12622	8089	12789*
8:14 AM	Qualification 11	1	7135	7078	11780	12758

Planned MATCH Start Time

MATCH Type

Field Assignment

SURROGATE MATCH Indicator

Some events will have more than one competition field and/or more than one division. Make sure you understand which division/field you are responsible for.

Pit Map

Obtain a pit map from either the Event Director or from pit admin. Having a map of where each team is in the pit is key, as Queuers might need to find teams that have upcoming matches but have not already reported to the Pit Queuers. Below are two sample pit maps in Figure 2: and Figure 3:

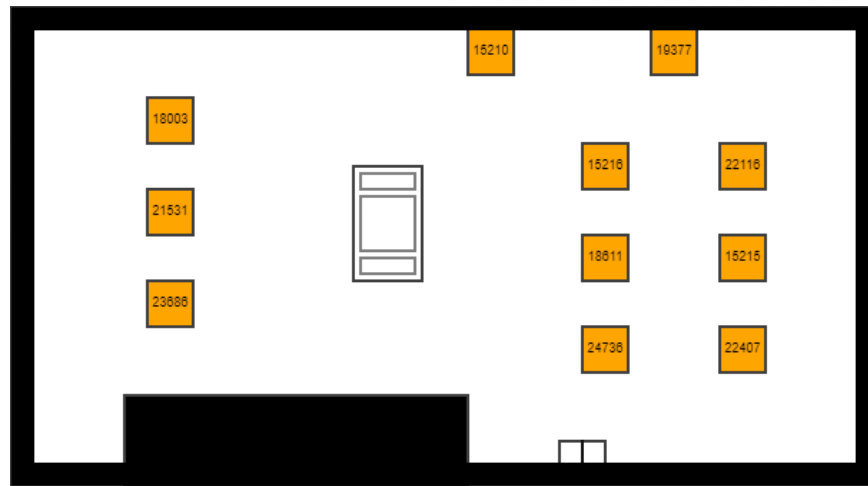


Figure 2: Example Pit Map for a small 12-team Qualifier Event

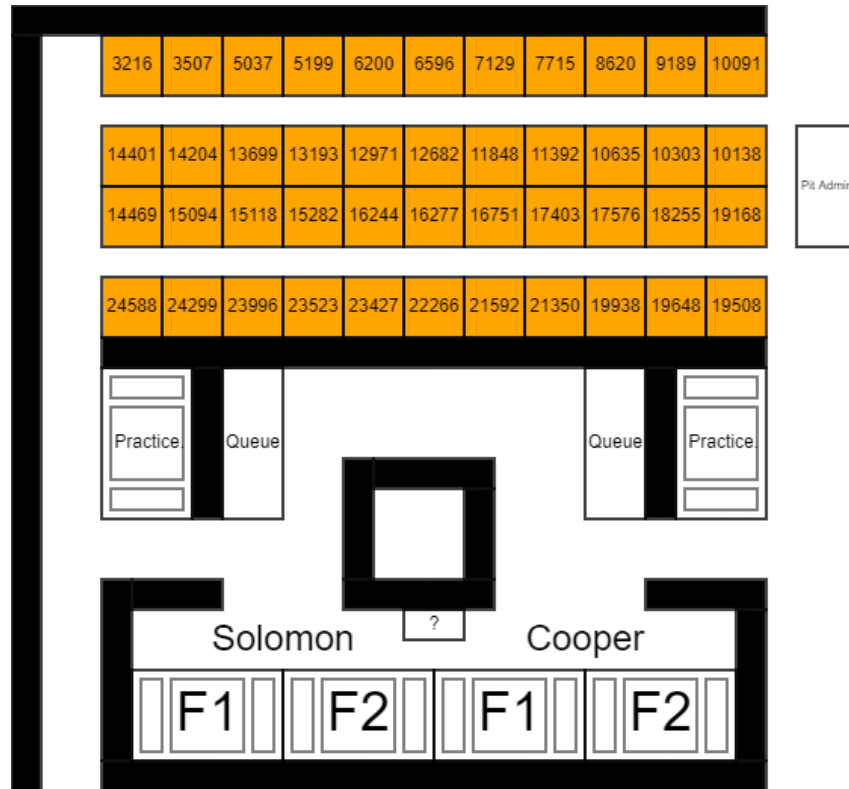


Figure 3: Example Pit Map for a Typical Regional Championship Event

Useful Links and Information

Pre-Event Support

Mon – Fri 8:30am – 5:00pm Eastern Time (UTC-4 or UTC-5)
Phone: (603)666-3906
Email: firsttechchallenge@firstinspires.org

Program Resources



[FIRST Tech Challenge Website](#)



[Event Search](#)



[Game and Season Resources](#)



[FIRST Tech Challenge Blog](#)



[Volunteer Resources](#)



[Team Email Blasts](#)

Feedback

We strive to create support materials that are the best they can be. If you have feedback about this manual, please email firsttechchallenge@firstinspires.org. Thank you!