Lead Queuer Volunteer Manual

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V26-27.1	Initial 2025-26 Season Release

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Overview

Roles Covered: Queuer, Pit Runner, Lead Queuer

Job Description

A Queuer's main responsibility at events is to help inform teams when their match will start soon and help them get from the pit area to the competition fields as needed.

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 arena and in areas where teams are actively working on robots.

Training and Certification

Read and complete all tasks listed in the `Pre-Event Training` section.

Any volunteer who applies to a role will be able to get into the Learning Management System (LMS) using the '*FIRST* Training' button. Roles with the training required will appear in the 'roles missing certification' area. For more help, you can read more about how to access your training.

If you have applied for a role but have not received access to the training, please email training@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.

***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.

Roles and Responsibilities

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 *FIRST* 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.

Before the Event

Lead Queuers are sometimes part of the event planning committee and help with event traffic flow planning for teams and robots. Unless you are specifically asked to do pre-event planning, there are no pre-event planning activities outside of training.

Pre-Event Training

Pit Runners and Queuers do not require any pre-event training.

Lead Queuers must complete the required reading in this section and pass a certification test before serving in this role.

Resources for training and certification:

Lead Queuer Pre-Event Training List	
Requirement	**Resource**
Required	Welcome to FIRST
Required	The Lead Queuer Volunteer Manual (this document)
Required	The Competition Manual – specifically: • Section 1 Welcome to *FIRST* • Section 13 - Tournament
Required	Review the Volunteer Handbook
Required	Field Operations Guide, which contains training and advice for managing the fields and related volunteers
Required	Complete the Lead Queuer Certification Test in the *FIRST* Learning System (For volunteers outside of North America without a *FIRST* Dashboard Account use the PDF to self-certify)
Encouraged	Competition Manual – specifically: • Section 5 - Event Rules
Encouraged	Complete Strategies for Inspiring Success for All modules.
Optional	Watch the game animation video for a general understanding of the game

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 on site, 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 *FIRST* Technical Advisor (FTA) 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 from 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.

Queuing 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 queuing 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 teams' responsibility to show up for their matches in a timely manner which does not impede match flow. It is also the teams' 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 that 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 stated they will not play in the match.
- The Lead Queuer will work with the FTA 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 been told queuing they will not attend the match.

Team Interaction and Support

When interacting with teams, please always consider the teams' 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 teams, and this can sometimes cause teams to push back on the match schedule.

Work with your Lead Queuer and the FTA 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.

Please do not share feedback about teams with the Judges or Judge Advisors. If you have questions or concerns about a team, please share them with the Lead Queuer. The Lead Queuer will escalate to the FTA when appropriate. Judges are not permitted to consider or deliberate awards based on feedback they hear from volunteers during an event.

Judges in the Pit Area

Some events will have unscheduled Initial Interviews in the pit area while matches are occurring. While the Judges will have copies of the match lists and will try to avoid doing interviews with teams right before, and during matches, a Queuer may find Judges in the pit area doing interviews. It is important for teams to make it to their matches on time. When there are Judges visiting a team that needs to queue for their next match, politely interrupt and let the team and the Judges know that it is time for the team to queue for their next match, or 'the team must queue for their next match in 5 minutes'. The Judges will expect this and will revisit the team to complete the interview if they need to.

Important Tools

Public Schedule

The Program Delivery Partner or the Event Director should publish the public schedule of events before the event. This schedule will have a high-level overview of all the activities for the event. It is important that everyone at the event does their best to stay true to the public schedule so that teams and volunteers who have planned their day around these times have a good experience.

Time	Agenda
7:15 am	Doors Open for Staff & Key Volunteers
7:30 am	Judges and Inspectors Report
8:00 am	Doors Open for Teams
8:30 am	Judging & Inspection Commences
10:15 am	Team Check-in Hard Deadline (Check the Competition Manual)
10:30 am	Match schedule is generated and distributed to teams. (Check the Competition Manual) *Note to Scorekeeper: 6 Matches* total (Check the Competition Manual)
10:40 am	Drivers' Meeting with Head Referee & Opening Ceremony
11:00 am	Qualification Matches 1 - 8 *Note to Scorekeeper: 7-minute cycle-time*
12:00 pm	Lunch
12:45 pm	Qualification Matches 9 - 45 *Note to Scorekeeper: 5-minute cycle-times*
3:50 pm	Qualification Matches Projected End
4:00 pm	Alliance Selection
4:20 pm	Double Elimination Rounds 1 - 4
5:10 pm	Award Ceremonies Start & Double Eliminations Round 5
6:20 pm	Projected End of Event
7:00 pm	Doors Close
Occasionally things that happen out of the event's control may impact the schedule. In these cases, work closely with the Event Director to understand the updated agenda.	

SAMPLE

Figure 1: Example Schedule for a 30 Team Event

Registered Teams List

The Program Delivery Partner may provide a list of teams registered for the event or the scorekeeper can export a report of all the registered teams for the event. Sometimes this list may change the day of the event based on which teams show up. The Scorekeeper report will have the most accurate information about who is competing at an event. Notes that teams may be competing only in the judging portion of the event and not have a robot present.

Test Event Teams

Number	Team Number	Name	Affiliation	City	State	Country	Rookie Year
1	1	Team Unlimited	PTC & FTC1 Team Unlimited 4-H Club	Sharon	MA	USA	2007
2	7	Tactical Sheep	TechBrick Education/DoD STEM&TechBrick Education	Aberdeen Proving Ground	MD	USA	2007
3	16	bigskyrobotics		missoula	MT	USA	2007
4	18	Techno Chix	Girl Scouts Heart of the Hudson	Port Chester	NY	USA	2007
5	22	100 Scholars	100 Black Men of Atlanta/Georgia Power/Johnson Research and Development/NCR/Lockheed Martin & 100 Black Men of Atlanta, Inc.	Atlanta	GA	USA	2007
6	25	Rock N' Roll Robots	Girl Scouts of Greater Los Angeles/NASA&Girl Scouts	Pasadena	CA	USA	2007
7	99990	Off-Season Demo Team	Off-Season Demo Team				1992
8	99991	Off-Season Demo Team	Off-Season Demo Team				1992
9	99992	Off-Season Demo Team	Off-Season Demo Team				1992
10	99993	Off-Season Demo Team	Off-Season Demo Team				1992
11	99994	Off-Season Demo Team	Off-Season Demo Team				1992
12	99995	Off-Season Demo Team	Off-Season Demo Team				1992
13	99996	Off-Season Demo Team	Off-Season Demo Team				1992

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Figure 2: Competing Team Report

Event Layout/Map

The Program Delivery Partner and Event Director should publish a map of the venue before the event. In some cases, details on the map might not be available until the day of the event.

The Event Layout / Map should detail the following:

- Load-In Path
- Parking for Personal Vehicles and Busses
- Team Check-in
- Volunteer Check-in
- Competition Area
- Pit Area (May include the `Pit Map`)
- Judging Room Locations (if applicable)
- Safety Details as available (Emergency Exits, AED, Shelter in Place Locations)

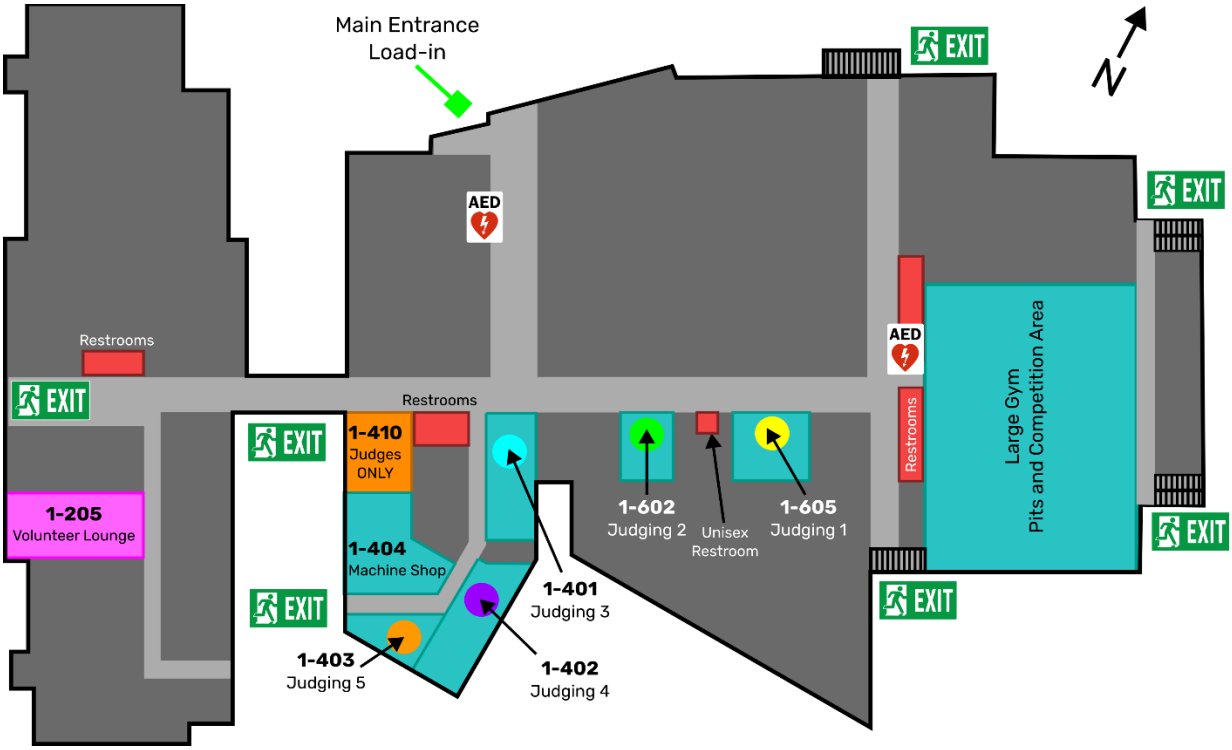


Figure 3: Example Event Map

Judging Schedule

	Panel 1 *Room 1605*	Panel 2 *Room 1602*	Panel 3 *Room 1401*	Panel 4 *Room 1402*	Panel 5 *Room 1403*
08:30 AM –	22077 Marcus Minions	8204 Blue Machine	–	27534 RoboChargers - Yellow	25783 Tech Titans
08:50 AM –	13542 RoboChargers - Blue	21171 ITKAN Robotics - M12	27532 RoboChargers - Orange	23344 Technical Turbulence	27536 RoboChargers - Gold
09:10 AM –	26300 Anomaly	27533 RoboChargers - Purple	20482 Wylie E. Robote	12430 Dub East	26693 Triad Robotics
09:30 AM –	23434 Cristo Rey Dallas Robotics	7172 Technical Difficulties	18871 RoboChargers - Green	18227 Area 52	19991 Chuckleheads
09:50 AM –	26542 Apex Genesis	13537 RoboChargers - Red	19564 ITKAN Robotics - MAS	19990 Marcus de-TECH-tives	13552 RoboChargers - Pink
10:10 AM –	27531 RoboChargers - Cyan	24563 Flower Mound Firewall	26722 Tech Support	27535 RoboChargers - Silver	20483 Wall East

Figure 4: Example Judging Schedule

Match Schedule

The match list will be generated on 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 times. Some events will have more than one competition field and/or more than one division, and each division will have its own schedule.

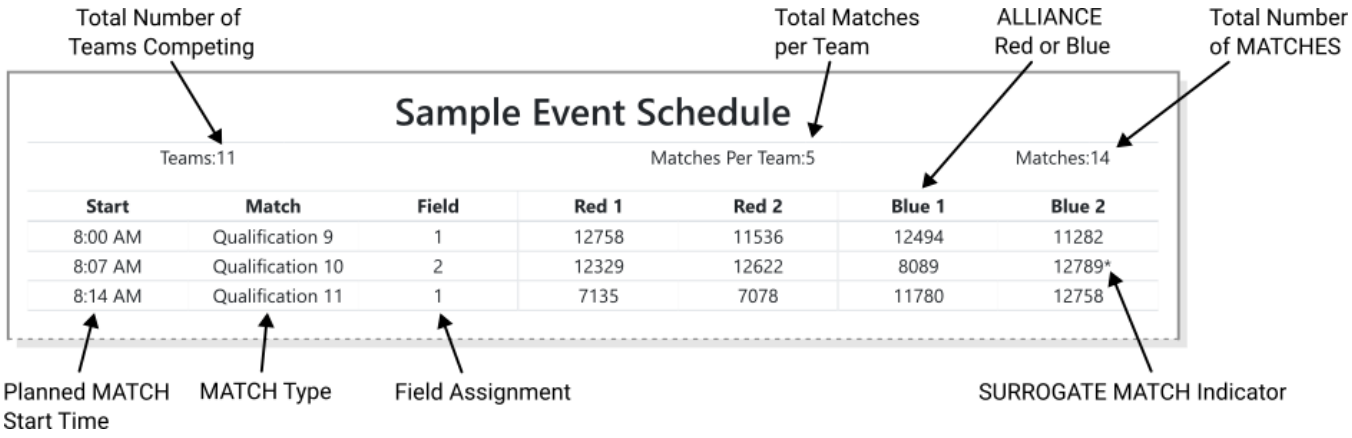


Figure 5: Example Match Schedule

Pit Map

Pit maps are typically provided by either the Event Director or by the Scorekeeper. Having a map of where each team is in the pit is key, as teams, parents or Queuers might need to find. Pit Maps created in FTC Scoring will appear on the FTC-Events page.

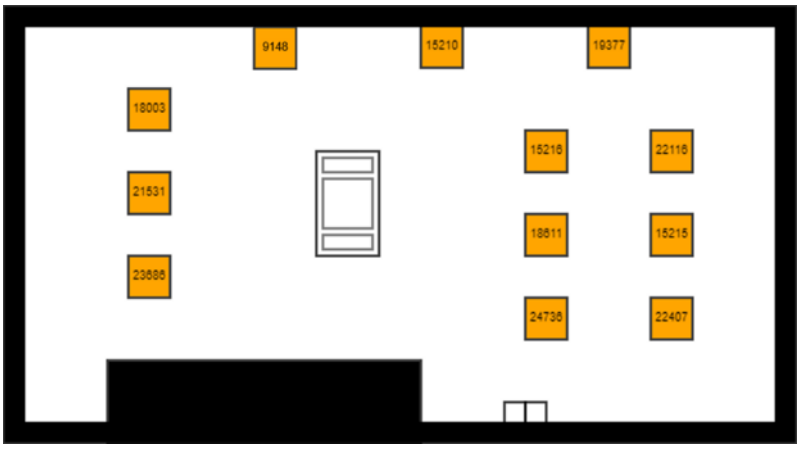


Figure 6: Example Pit Map for a small 12-team Qualifier Event

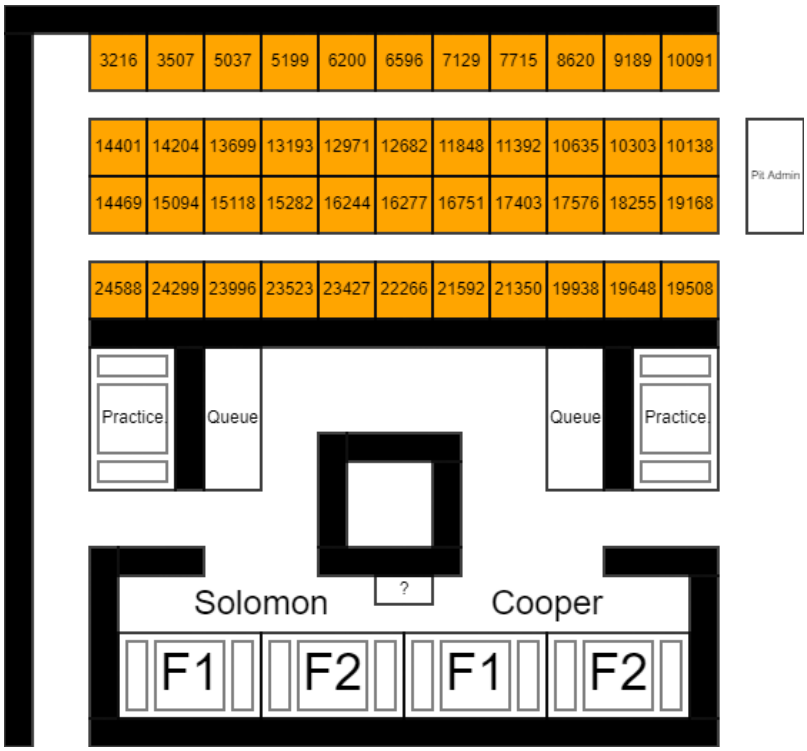


Figure 7: Example Pit Map for a Typical Regional Championship Event Match

Useful Links and Information

Pre-Event Support

Mon – Fri 8:30am – 5:00pm Eastern Time (UTC-4 or UTC-5)

Contact Support including live chat or email customerservice@firstinspires.org

Program Resources

Event Search

ftc-events.firstinspires.org

Game and Season Resources

ftc-resources.firstinspires.org/ftc/game

FIRST Tech Challenge Blog

Event Resources

ftc-resources.firstinspires.org/ftc/event

FIRST Tech Challenge Website

firstinspires.org/robotics/ftc

Volunteer Resources

ftc-resources.firstinspires.org/ftc/volunteer

Feedback

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