Pit Admin Supervisor Volunteer Manual

	Description
V26-27.1	Initial 2026-27 Season Release
V26-27.2	Updated links in “Useful Links and Information” section
V26-27.3	Added reporting structure

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Overview

Roles Covered: Pit Admin Supervisor, Pit Administrator, Team Check-in, Volunteer Check-in

Job Description

Pit Administrator is a customer service role that collects and relays information about the event for the various stakeholders attending a *FIRST* Tech Challenge event including teams, parents, and volunteers. They manage all activities in the pit, along with pit area operations including coordination of the Pit Administration station, and team interface and assistance.

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

Time Commitment

Pit Administrators should expect to spend 8-10 hours at a full-day event and 3-4 at a league meet. 1-2 hours of pre-event training is required.

Attire

- Most of the time will be spent sitting inside, bring a sweater or jacket if you might be cold.
- Comfortable closed-toe, closed-heel shoes, some of the day will involve moving from one place to another.
- ANSI Z87.1 certified safety glasses are required in the pit areas.

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.

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.

Pit Administrators are required to complete the *FIRST* Data Protection and Privacy Training for volunteers, which is accessible through the Volunteer Dashboard. This training provides information about how to properly handle personally identifiable information that may be received at events.

Pit Administration volunteers should speak to the Volunteer Coordinator or Event Director to find out if there are any additional requirements, such as meetings before the event or tours of the space 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 for 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.

Core Responsibilities

Pit Administration volunteers play a vital role at events. They are usually stationed at a table in the team pit area and end up answering many questions throughout the day from teams, coaches, mentors, and spectators. This role is a fast-paced, customer service role, rather than an administrative role. The event's Pit Administrator is responsible for making sure the event attendees have all the information they need about the event, resources, schedule, and timing. Responsibilities of the Pit Administration volunteers may vary from region to region, so it is important to check with the Event Director about specific responsibilities on event day. At minimum, this will include:

Responsibilities
Greeting teams as they arrive at the event.
Greeting Volunteers as they arrive and checking them in
Check in teams and confirm they have their consent and release forms and team rosters.
Reporting any medical or non-medical incidents in the *FIRST* Reporting Portal.
Collect/return lost and found items
Assistance with general inquiries from teams, coaches, mentors, and spectators.
Collecting resources such as portfolios from teams.

An accurate answer is more important than a fast answer. If someone asks a question and you are not sure about the answer, take a note and tell them when they can come back for an update. This is especially important if the question relates to the competition rules. Teams who have questions about the rules should be directed to the Question Box near the field as the Head Referee is the only one at the event who can give a conclusive answer to a rules question.

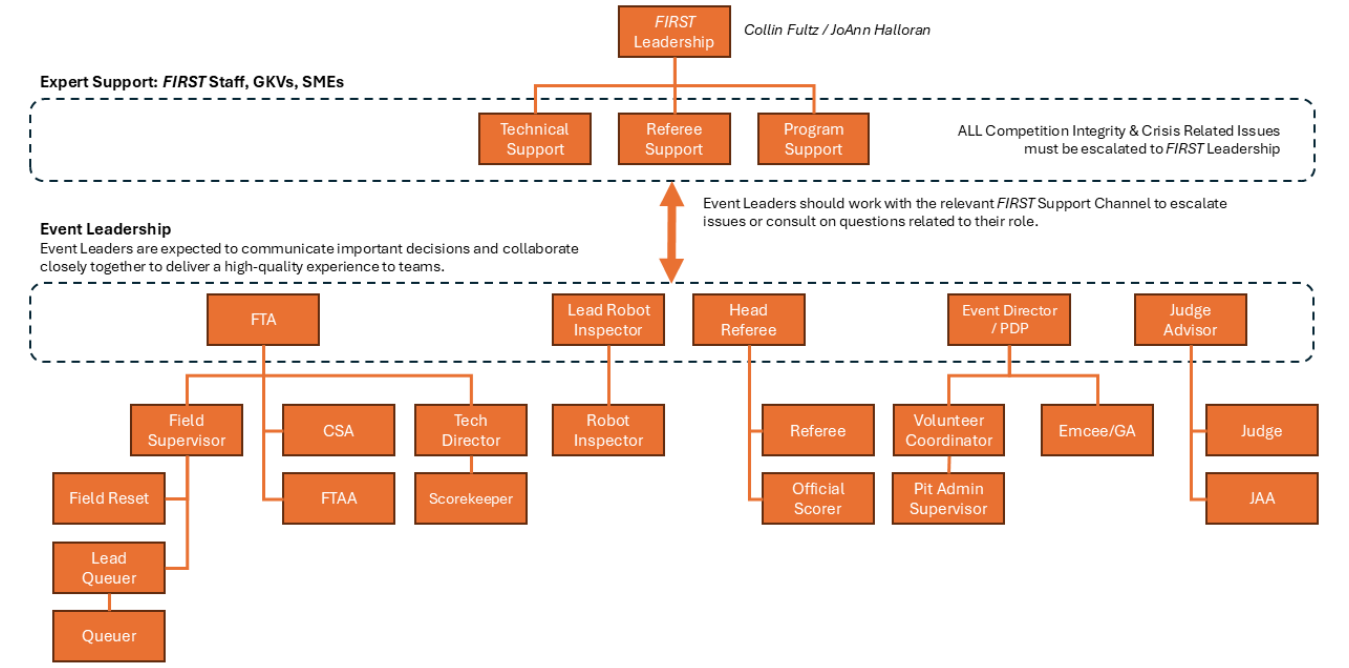
Prerequisites for Pit Admin Role

To serve as a Pit Admin Supervisor, no previous experience is required, but the volunteer must complete the required PII training before the event as they may handle sensitive information.

Reporting Structure

The Pt Admin Supervisor reports to the Volunteer Coordinator.

FTC 2026-2027 Decision Authority Matrix



Before the Event

The Pit Amin Supervisor may or may not be asked to be included as part of the event planning committee. Confirm with the Event Director if there are any administrative duties required before the event such as printing forms, assembling packets, or organizing files.

Pre-Event Training

The Pit Administrator, Team Check-in, and Volunteer Check-in roles do not require pre-event training.

Pit Admin Supervisor must complete the required reading in this section and are required to pass a certification test prior to serving in this role.

Resources for training and certification:

Pit Admin Supervisor Pre-Event Training List	
Requirement	**Resource**
Required	The Pit Admin Supervisor Volunteer Manual (this document)
Required	The Competition Manual – specifically: • Section 8: Game Overview
Required	Complete the FIRST Data Protection and Privacy Training
Encouraged	**Welcome to FIRST** https://training.firstinspires.org/courses/welcome-to-first

Pit Admin Supervisor Pre-Event Training List	
Encouraged	Competition Manual – specifically: • Section 3: Competition Eligibility and Inspection (I) • Section 4: Advancement • Section 5: Event Rules (E) • Section 6: Awards (A)
Encouraged	Complete STEM for Everyone Optional Training and Resources
Optional	Watch the game animation video for a general understanding of the game
Required	Complete the Pit Admin Supervisor Certification Test in the *FIRST* Learning System (For volunteers outside of North America without a *FIRST* Dashboard Account use the PDF to self-certify)

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, pit admins will be expected to arrive before the venue is open for teams to help set-up and prepare for team check-in.

When you arrive onsite, check in with the Volunteer Coordinator and let the Event Director know you have arrived.

Pit Admin Table Set-up

After checking in, proceed to the Pit Admin area and begin to set up your space, so you will be organized when volunteers and teams arrive. You should have a filing system and a lockable storage box for Private Identifiable Information (PII) you will receive at check-in in your area. Confirm with your Event Director what will be provided to you at the event.

Large events may have more than one Pit Admin volunteer, discuss with your partner(s) how you want to organize the space and if you want to have specific lines for teams and volunteers at check-in. Confirm what system you will use to make Pit Announcements and check that you know how it works.

Review all the event documentation so you are familiar with the answers to the most common questions. Recommended printouts for Pit Admin and who typically provides them:

Print Out	Provided by	Qty
Team List for Team Check-in	Event Director or Program Delivery Partner	1-2
Volunteer List for Volunteer Check-in (as applicable)	Volunteer Coordinator or Program Delivery Partner	1-2
Lost Item Form (mostly for larger events)	Program Delivery Partner	0-15
Walk-on Volunteer Policy and Form	Program Delivery Partner	5-10
Public Schedule*	Volunteer Coordinator, Program Delivery Partner	1 per team, plus extras

Print Out	Provided by	Qty
Pit Map*	Scorekeeper or Program Delivery Partner	1 per team, plus extras
Judging and Inspection Schedules*	Scorekeeper or Program Delivery Partner	1 per team, plus extras
Event Layout/Map*	Scorekeeper or Program Delivery Partner	1 per team, plus extras
Match Schedule* (available about 30 mins before matches are scheduled to start)	Scorekeeper	1 per team, plus extras

***Best Practice:** Take one copy each of the Public Schedule, Pit Map, Judging and Inspection Schedule, Event Layout, and Match Schedule and tape them to the table or message board at Pit Admin. If there are not enough printouts or teams lose their copies, they can take pictures of each to share with their team.

Team Interaction and Support

When interacting with teams, please always consider the team's perspective. The teams have put significant time and effort into preparing for this event and may be feeling incredibly stressed about everything working out as they have planned. **Today is a very big deal for the team, and we are here to help!**

While it is our job to help guide the teams to a successful event, it is their responsibility to follow the rules and be on time for judging and matches.

If you feel there is an issue with an individual or several individuals from a team that warrants specific intervention beyond just a kind reminder, please ensure the correct stakeholders for the team are aware. Here is a generally acceptable process when working with a student or team who you need to change their behavior:

The ABCs of Managing Team Behaviors	
Ask for an Adult	Do not directly reprimand a student one-on-one without an adult from their team to present. Ask the student to bring an adult responsible for the team to meet you before discussing the concerns at hand.
Be aware of the Environment	Is the environment conducive to the feedback you are about to give? Is it loud in the area where you are? Are there other teams around that may hear the reprimand? Moving the conversation to a quieter, more private space than needed can be helpful.
(Offer a) Clear Explanation	Explain the concern to the team and offer clear examples of the concerning behavior.

Discuss any Questions	Offer the opportunity for students and adults to ask clarifying questions
Explain Next Steps	Outline with the students and adults what the next steps are if the issue is not corrected. Certain behaviors may include the risk of yellow cards

> **Note**: the only person at an event who can give an official warning or issue a yellow/red card is the Head Referee. Please refer to these more severe issues to the Head Referee and notify the Event Director.

Error! Reference source not found. Focus on maintaining a supportive environment by keeping team feedback strictly between you and your Lead Volunteer. Sharing team observations with other volunteers or participants is discouraged, as full context is rarely known.

If a team's behavior impacts your ability to perform your duties, or if you observe repeated or serious issues, report it directly to the Lead Volunteer for your role. They will ensure the situation is addressed appropriately through the standard escalation path to the Program Delivery Partner.

Teams may only be completely disqualified from awards consideration for exceedingly rare egregious actions and only with approval from *FIRST* HQ. The Event Director and/or JA should call the on-call number to discuss the issue.

Check-in

At most events teams and volunteers are directed to Pit Admin to check in when they arrive at the venue. In some cases, there is another table set-up closer to the venue entrance for check-in. Confirm with your Event Director or Volunteer Coordinator for expectations of your role with check-in at the event.

Team Check-in

The Event Director or Scorekeeper should give you a list of teams registered to attend the event. At some events they use the electronic check-in feature built into the FTC Live scoring system. If you use the electronic system, you will most likely be provided with a tablet and some basic instructions on how to use the check-in function.

You are likely the first official person to speak to the team that day, be ready to take a moment to greet them and set the tone for having a great day!

Within a short time of the team's arrival an adult (non-students over the age of 18) with the team should report to the team check-in area. They should present you with papers showing each member of their team has completed the annual consent and release form.

The specific forms provided may vary outside of the United States so confirm with your Event Director what you should be checking and what to do if a team is missing their forms.

Important: All documents with Personal Identifying Information (PII) such as team rosters and consent forms must be stored in a secure location at pit admin. A locking file box is a common solution.

After the team has checked-in you should provide any team-packets with information needed for the day (if available), if packets are not available, please take a few minutes to provide the team adult with important information they will need for the day such as the general layout of the space and published schedule. Encourage them to take pictures to share with their team members if you have a printed copy posted at your station. If the team has an assigned judging or inspection time, ensure they are aware of when and where they need to report.

Volunteer Check-in

Either Pit Admin or the Volunteer Coordinator will assist with volunteer check-in. If you are not responsible for volunteer check-in, confirm what you should tell volunteers to do when they arrive if they come to you first.

If you are tasked with volunteer check-in, you will be given a list of volunteers assigned to the event. When the volunteer arrives, ensure they have completed the proper paperwork including the annual consent and release and any background screening required by *FIRST* Headquarters and/or your local region.

Provide the volunteer with a welcome packet if available and make sure they are aware of the event layout and public schedule. Check off on your list that the volunteer has arrived and is ready to support the event, then ask them to go check-in with the other volunteers in their area.

Emergencies

The Program Delivery Partner, Event Director and the event site host organization are responsible for having safety and security plans in place for each event. Included in the plan should be topics such as:

- A map of all the emergency exits
- Knowledge of where on-site medical support is located
- Shelter in place plans in the case of severe weather
- Evacuation plans

Teams should have their own safety plans before attending the event. Here are some team-focused recommendations for Preparing to Safely Attend a *FIRST* Event.

Lost Children

FIRST Tech Challenge events can be very hectic, and it can be easy for a child to get lost amongst the shuffle of a busy event. Ensure you have a plan prior to the event in the instance of a lost child.

In some cases, the team roster will list Coach phone numbers which can be used to reunite team members, in some regions they collect “Day-of” cell phone numbers from each team at check in. Coordinate your plan with your Program Delivery Partner.

Code Adam Guidelines (www.missingkids.com/CodeAdam) are also a great resource.

Medical Incident Reporting

Event volunteers are not responsible for diagnosing student injuries, handing out medication, or first aid equipment. You and other event volunteers should refer medical issues and emergencies to a medical professional on site, such as an EMT. If an incident or illness occurs at an event, the Event Director, Pit Administrator, or another trained delegate should do the following:

- Call 911 if there is any question whether the injured person/persons require urgent medical attention.
- Respond to the scene immediately. Bring a clipboard, pen, or an electronic device to complete the incident report on the *FIRST* Reporting Portal.
- Complete the incident report for the injured party.

www.firstinspires.org/report

The Event Director or Pit Administration volunteers are responsible for completing incident reports. The incident reporting person should follow the best practices for incident reporting:

Best Practices for Incident Reporting	
Be Calm	Anyone handling incident reporting should have a calm demeanor. They should be able to collect information and talk to witnesses without assessing fault.
Be Concise	In all conversations with the injured, witnesses, spectators, and/or media always say "the incident is being investigated" without any further comment. It is not the job of the report collector to provide any opinions on the situation at hand.
Be Risk Conscious	Do not imply liability or any payment, as no one knows for sure until all the facts are collected.
Be Prepared	Those taking in incident reports should be able to communicate with the insurance company if necessary. They should also be aware of who they need to share incidents with, including the local Program Delivery Organization or the Event Director.

Although most incidents will not result in a claim, it is better to act on the side of caution and report them. Should an incident result in a claim after the event, the documents will be on file, complete with witnesses and a written report.

Youth Protection Reporting

Issues that are non-medical but are of concern to a participant/participants should also be reported. Anything that happens during an event that made a youth volunteer, team member or spectator feel uncomfortable or threatened should be addressed.

As appropriate and if you feel safe doing so, speak directly with the offending party and try to quickly and calmly defuse the immediate issue. Call the Event Director and/or the Program Delivery Partner and inform them of the issue and seek assistance as needed with any immediate remediation of the issue.

www.firstinspires.org/report

Ensure all issues are reported in a timely manner using the *FIRST* Reporting Portal. Youth Protection Concerns encompass a wide variety of one-time or ongoing issues such as suspected abuse, bullying, harassment, discrimination, questionable behavior, or violation of the *FIRST* Code of Conduct.

Reporting Other Issues or Concerns

Feedback about issues such as game play, rule changes, awards, and event management (other than medical/safety issues) are considered program related concerns and not youth protection issues and should be shared with FIRST via customerservice@firstinspires.org or by contacting support.

Please note that match results and award results are final and that we will not review match videos.

help.firstinspires.org/s/contactsupport

Safety

An important priority for all volunteers is to observe their event areas to help promote a safe and orderly space for all the participants. It is likely that various volunteers and event participants will bring concerns to your attention, but you should also be proactive in identifying areas of concern.

Prioritize working with the teams to help identify and correct potential safety issues in the area. Please review the section about Team Interaction and Support for the best ways to work with teams on making changes.

Safety Glasses and Closed Toe Shoes

All volunteers, teams, coaches, and spectators are required to wear closed toe shoes and wear safety glasses or safety rated glasses with side shields (ANSI-approved, UL Listed, CE EN166 rated, AS/NZS certified, or CSA rated) while in and around the playing field and in the pit area while the robot is being worked on. Specific rules governing what teams can have and do in their pit space are covered in the Competition Manual, but the Event Directors may add additional restrictions which must be published before the event based on limitations set by the venue.

Common areas where teams need help to stay safe and within the rules:

- No open flames or sparks.
- Power tools are permitted if they are not causing damage to the venue.
- Aisles, walkways, and doors should be clear of obstructions.
- Teams may set up practice spaces if they are fully within their designated space.
- No structure may be taller than ten feet.

Pit Announcements

Pit Admin is sometimes tasked with making general announcements that are relevant to most of the participants at an event. At some events there will be a speaker system set-up, but other events may use other methods like a dry erase board or a display monitor in the pits to distribute this information.

These announcements are for critical information needed by the event participants. Please be thoughtful of not diluting the important information being conveyed by including non-critical announcements such as birthday celebrations and 'thank you' shoutouts.

If the announcement system being used is a speaker, please be extra aware of the volume and frequency of announcements to not overwhelm participants with too much audio congestion. Focus on quality announcements which are timely, short, and actionable for teams.

Quality Announcements

Low	High	Why
Hello teams, we are excited to have you at the event this morning! Reminder for all teams to check-in at pit admin. After everyone is checked-in we need the drivers with their drivers' pins to go to the stands for the drivers' meeting at 10:30am.	The driver's meeting will be at 10:30am in the bleachers.	Keep announcements as **short** as possible, so people are more likely to listen to them.
This afternoon we will have a lunch break from 12:30-1pm. We will know which the last match is to play before lunch in a few hours when it is closer to the break.	This is the last match being played before lunch. Matches will resume at 1pm	Announce this just before the last match before the lunch break to ensure it is **timely**.
Reminder safety glasses are required in the pit area!	Do not Announce	Announcements must be ***useful*** - if it is not new information, do not post it. If specific people are not wearing safety glasses, go tell them directly.
Happy 17th Birthday to Sarah from team 12345!	*Do not* Announce	This is not ***useful*** or ***widely*** applicable for teams at the event.
In case of fire please evacuate the building using the marked exits	*Do not* Announce	Only post ***non-urgent*** announcements. Use other mediums to communicate urgent information.

End of the Day

Collect any paperwork containing any participant/volunteer PII and give it to the PDP to ensure PII is handled safely and in accordance with the Privacy Policy | *FIRST*.

Lost and found items are usually kept in the pit administration area at events. Please do your best and try to match up the lost items with their owner. Take inventory of what has been turned in and try to match items with lost item sheets that have been filled out throughout the day. Any items not claimed should be given to the Event Director.

Once qualification matches are completed, and alliance selection has taken place, teams will often begin to tear down their pit areas. The pit volunteers can begin to tear down their area at this time.

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 schedules are 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-time*
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.	

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

Volunteer Roster

The Volunteer Coordinator or the Program Delivery Partner will have access to a list of applied and assigned volunteers for the event.

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)

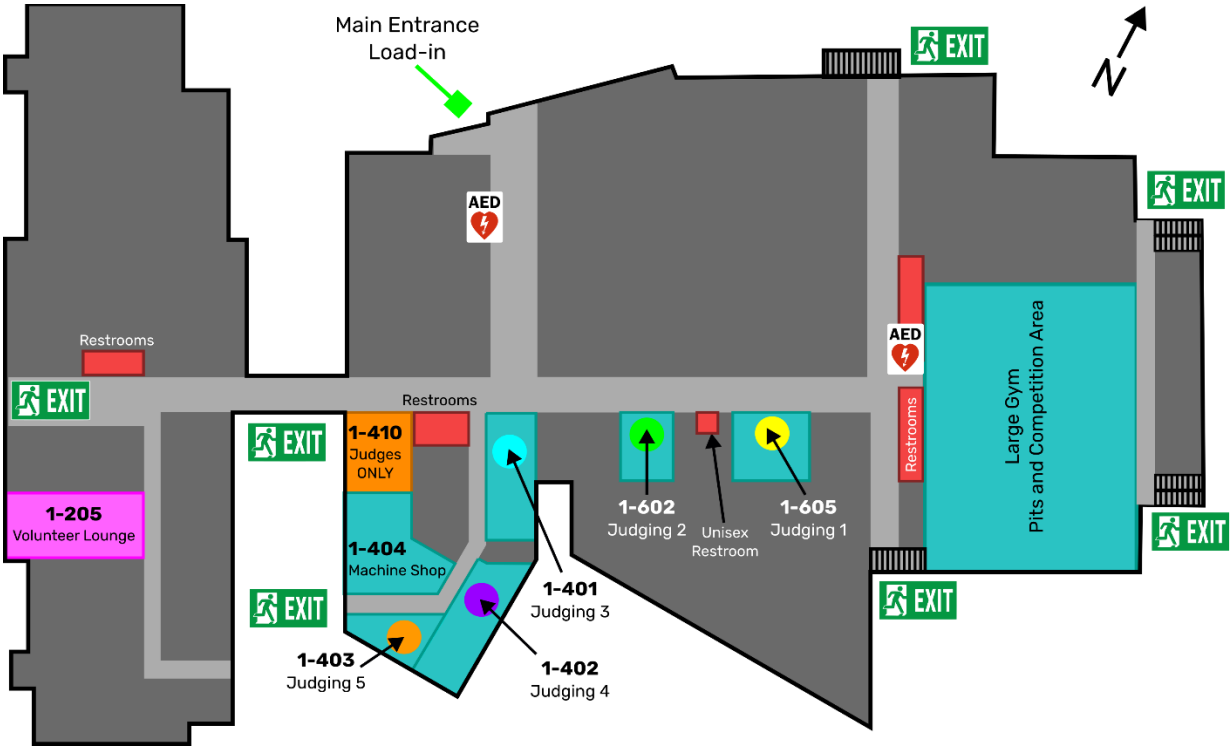


Figure 3: Example Event Map

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 time see Figure 5. Some events will have more than one competition field and/or more than one division, and each division will have its own schedule.

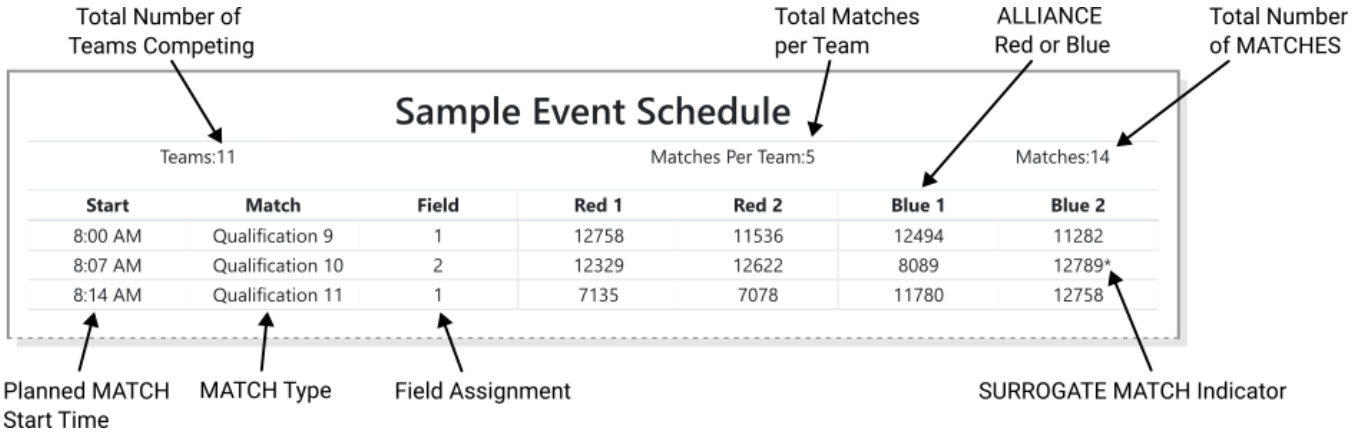


Figure 5: Example Match Schedule

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.

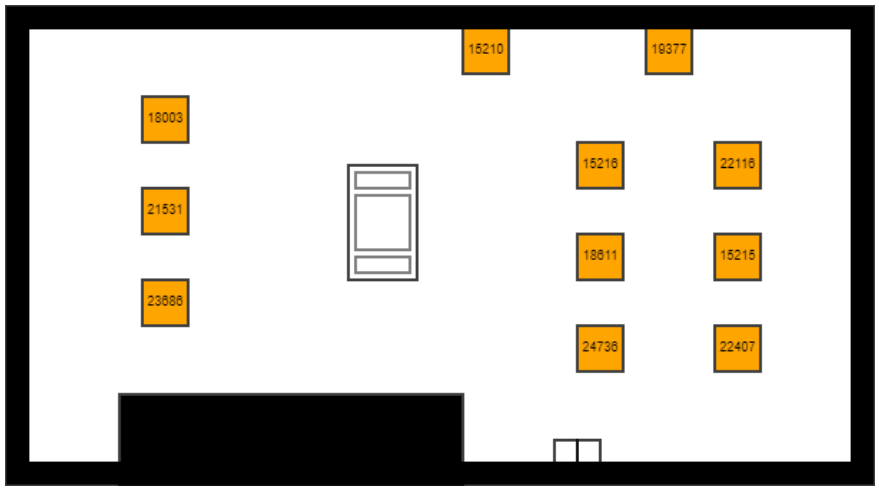


Figure 6: Example Pit Map for a small12-team Qualifier Event

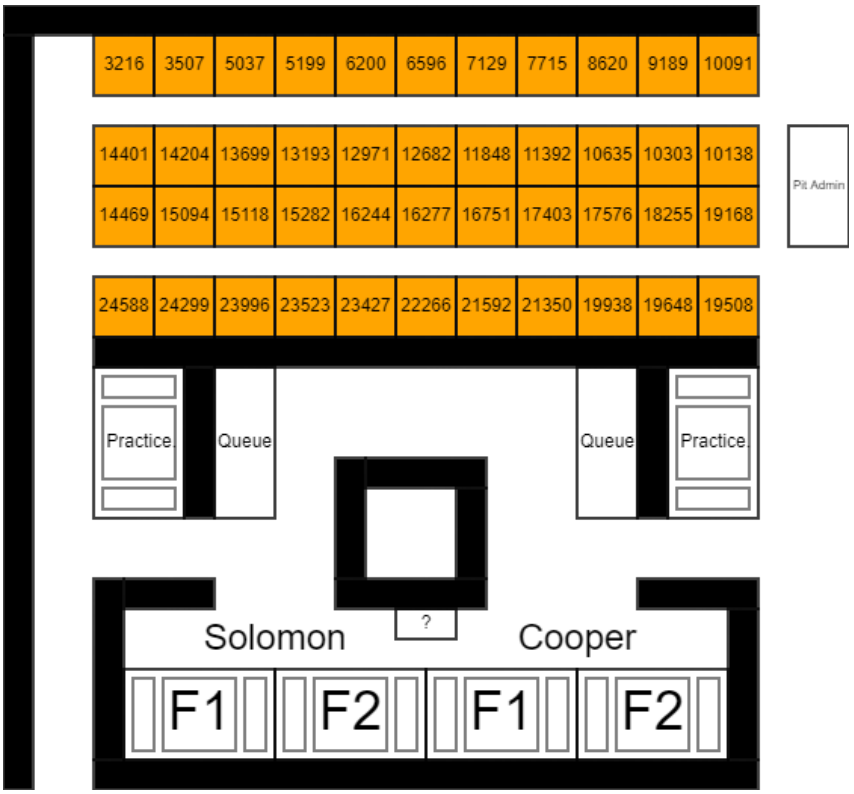


Figure 7: Example Pit Map for a Typical Regional Championship Event

Useful Links and Information

On-Call Support Numbers

These numbers are for *volunteer support only*. Teams should not use these numbers to call about rulings or technical assistance.
Administrative, Judge, Referee and Non-Technical Issues:
(603)206-2412
Scoring System (FTC Live) or other Technical Issues:
(603)206-2450
Call or use the **built-in chat feature on FTC Live** available for events with internet access

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