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1. FIRST CONTACT INFORMATION

You can reach FIRST via phone, fax, mail, email or the web. The offices are open Monday through Friday from 8:30am to 5:00pm, EDT. Please keep the time zone in mind when you place a call. Refer to the sections below for help with specific problem areas. You will find individual names and extension numbers listed. **PHONE NOTE:** *When calling into FIRST, please remember to press the # key before the extension number.*

E-mail may be the best way to leave a message since Engineers and Team Coordinators can answer your questions before or after work hours. It saves all parties precious time.

For specific regional competition questions, please contact the designated Team Coordinator for that site. Refer to "Team Coordinators" section. If you get a voice mail, please leave a short but detailed message, including your team number and phone number, so that the coordinator can research the problem before returning your call. A voice mail like, "call me, I have a problem" invites phone tag and does not provide you with the customer service you need.

1.1 Mailing Address and Telephone / Fax Numbers

FIRST	(800) 871-8326
200 Bedford Street	(603) 666-3906
Manchester, NH 03101	(603) 666-3907 Fax

1.2 Robotics Customer Service Phone Line--(800) 871-8326

CONTACT NOTE: Especially during the autumn and winter months, FIRST robotics competition employees work long hours preparing for the competitions and answering questions via phone, fax, and e-mail. You may have trouble getting through by phone. So we can best serve all teams, please visit the web site to see if the information is there. If not, please contact the Robotics Customer Service for general questions. Please focus the conversation on the question or concern. *Press the pound key, then their extensions.*

1.3 Technical And Judicial Hotlines

See "CONTACT NOTE" above in Section. Use the following contacts if you have technical difficulties or need rules clarifications. *Press the pound key, then their extensions.*

- **CONTROL SYSTEM AND SPEED CONTROLLERS**

Contact INNOVATION First Inc. for help with items such as: Operator Interface, Robot Controller, Radios, Speed Controllers, or Relay Modules.

Phone: (903) 454-1978
Web site: www.innovationfirst.com.

- **GENERAL RULES, KIT PART TECHNICAL QUESTIONS**

Questions and answers about rules may be made public in a periodic series of updates on the FIRST web site (www.usfirst.org). The identity of teams submitting the questions will not be made public unless they are posted by the team on the web.

Contact the Engineering specialists listed below for Rules and Kit Parts questions. Please do **NOT** contact FIRST if you are having technical problems with the Innovation First components. Their contact information is listed above.

Eric Rasmussen
Engineer
ear@usfirst.org
(800) 871-8326, ext. #key 107

Andrea Calvo
Engineer
acalvo@usfirst.org
(800) 871-8326, ext. #key 110

Ron Rioux
EngineeringTech Support
ron@usfirst.org
(800)871-8326,ext. #key 109

- **PLAYING FIELD CONSTRUCTION**

Contact the Engineering Technical Support specialist listed below for field construction concerns.

Ron Rioux
EngineeringTech Support
ron@usfirst.org
(800) 871 8326, ext. #key 109

- **KIT REPLACEMENT PARTS & SHIPMENT**

Contact the Engineering Assistant listed below for questions regarding replacement of defective or missing Kit parts.

Tammy Trimble
ttrimble@usfirst.org
(800) 871 8326, ext. #key 111

1.4 Team Coordinators

See “CONTACT NOTE” above in Section 1, “FIRST CONTACT INFORMATION.” Please contact the Team Administrator designated to the regional you will attend and limit your questions to administrative or team concerns. Please notice that each coordinator handles separate Regional Competitions to help them balance the load and provide you with efficient, knowledgeable customer service.

LORI RAGAS

Sr. Teams Coordinator
lori@usfirst.org
800 871 8326, ext. #key 433

**Kennedy Space Center Southeast
Regional**
(Kennedy Space Center, FL)

**NASA Langley / VCU School of
Engineering FIRST Robotics
Competition**
(Richmond, VA)

Philadelphia Alliance Regional
(Philadelphia, PA)

SBPLI Long Island Regional
(Long Island, NY)

UTC-New England Regional
(Hartford, CT)

New York City Regional
New York, NY

ERICKA-LEIGH SMITH

Teams Coordinator
ericka@usfirst.org
800 871 8326, ext. #key 432

Great Lakes Regional
(East Lansing, MI)

Mid Atlantic Regional
(New Brunswick, NJ)

Lone Star Regional
(Houston, TX)

Motorola Midwest Regional
(Chicago, IL)

Silicon Valley Regional
(San Jose, CA)

**Southern California
Regional**
Los Angeles, CA

West Michigan Regional
Grand Rapids, MI

1.5 Mentoring & Team Organization

Please contact Ericka Leigh Smith, (800) 871-8326 X 432 or e-mail ericka@usfirst.org for answers to questions regarding organizing your team and/or the Mentoring Program. You can download the *Mentoring Guide* from the FIRST web site.

1.6 Corporate Sponsorship

Please contact the persons listed below for answers to questions regarding corporate sponsorship.

Dia Stolnitz

Director of Development
dia@usfirst.org
800 871 8326, ext. #key 406

Lynn Zuccarelli

Regional Manager
lynnz@usfirst.org
800 871 8326, ext. #key 435

2. FIRST WEB SITE

You can visit FIRST at its World Wide Web site at <http://www.usfirst.org/> We strongly suggest that you utilize the web site to access periodic post-rules updates and find answers to rules, travel, or administrative concerns. FIRST also recommends that each team designate one team member to daily review the special competition area: located at <http://www.usfirst.org/2001comp/>

The web site also provides links to home pages set up by teams involved in the FIRST Competition. If you have a school, company, or team-related web page that is not listed, please notify FIRST by e-mail to webmaster@usfirst.org.

3. PHOTO / VIDEO RELEASE STATEMENT

Photographs and video footage will be taken at all the FIRST Robotics Competition '2001' events, including the National Championship. By choosing to attend or participate, you grant FIRST permission to use the photographs and/or video footage.

4. FIRST LOGO USAGE

FIRST strongly encourages you to develop and wear team uniforms, including identifying hats and T-shirts displaying company and high school team names and/or logos. This will help the audience, announcers, and judges, to identify your team and your robot. The FIRST Logo is a trademark item and teams must observe the following guidelines if they wish to use it:

- Use the FIRST Logo for activities, promotions, fundraising, T-shirts, newsletters, identification on their robot, web pages, etc.
- Use the FIRST Logo in a manner that is positive and promotes FIRST.
- Use the FIRST Logo without modification. Show it in its true form, including its trademark colors. A black and white representation is acceptable.
- Submit a request and receive written approval from FIRST for a personalized FIRST Logo.
- Sponsors (corporate, university, etc.) must obtain written approval of FIRST before using the logo in local or national advertising.

5. HOW TO VOLUNTEER FOR FIRST

Each Competition event depends on an abundance of volunteers to support operating needs and competition demands. For information about volunteering at a regional competition or at the National Championship, please contact:

K.C. Connors

800-871-8326, ext. #key 434
email kc@usfirst.org

6. AVAILABLE VIDEOS

Videos are valuable tools for obtaining corporate sponsorship or volunteer recruitment for your team. There are limited quantities of videos, available on a first come, first served basis. Teams may obtain videos by calling their Teams Coordinator. (Refer to “Teams Coordinator” Section to determine your Team Coordinator)

FAVORITES: **Tower Power** - 1994 / For students (Dean’s favorite)
 FIRST Corporate Video - 2000 / For corporations and sponsors
 ABC 20/20 -1993 / Good overall tape
 DOUBLE TROUBLE WRAP - 1999 / Good material
 2000 Wrap

- **DOUBLE TROUBLE MOVIE** - 1999 / This is a ½ hour show produced by Dennis Lofgren Productions and profiles Team 248 - Philadelphia Girls High School, Philadelphia, PA and Team 45 - Kokomo High School, Kokomo, IN. Currently not available.
- **NEW ENGLAND CABLE NEWS** - 1999 / This is an excellent biography on Dean Kamen and a brief description of FIRST. This is good for high-level executives interested in knowing more about the FIRST founder.
- **FIRST CORPORATE VIDEO** - 1999 / This 5 minute, 36 second piece shows footage from the Double Trouble Competition. It also features executives from the corporate world. This is an excellent marketing tool for presentations to high-level industry and educational institutions.
- **DOUBLE TROUBLE WRAP SHOW** - 1999 / This is a short piece covering Double Trouble at Epcot. It is very short but lively -- a very good opener for a presentation.
- **LADDER LOGIC** - 1998 / This is the ½ hour show developed for ESPN from the 1998 Competition. Because it is dated, it is best suited for those who have seen Tower Power and Rug Rage.
- **FIRST STUDENT VIDEO - THE COMPETITION** - 1997 / Features the student’s perspective of the competition Great marketing tool for student recruitment
- **FIRST CORPORATE VIDEO - THE COMPETITION** - 1997 / This short piece Features executives from industry. It is an excellent marketing tool for presentation and distribution to high-level executives or administrators.. **Also available in PAL.**
- **TOROID TERROR WRAP SHOW** - 1997 / This short piece focuses on the action-packed scenes from Toroid Terror at Epcot. It is very short but very energetic -- a very good opener for a presentation.
- **HEXAGON HAVOC - WRAP VIDEO** - 1996 / Footage of the Hexagon Havoc Competition at Epcot. It is short in length, but very effective and lively --a very good opener for a presentation.
- **CBS EYE ON AMERICA** - 1996 / Focuses on the shortage of skilled American workers. This tape introduces FIRST as a solution to the problem. It is an excellent marketing tool for presentation or distribution to high-level industry. (3 minutes long)
- **PROCTER & GAMBLE - AIKEN HIGH SCHOOL** - 1995 / Features segments of the 1995 Chairman’s Award submission from the Aiken High School team from Cincinnati, Ohio. It illustrates an insider’s view of what being on a FIRST team is all about

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- **RAMP N ROLL ON C/NET CENTRAL** - 1995 / This tape contains footage from the 1995 Competition at Epcot and gives a short description of the program. *C Net* is a weekly show on USA Network. The show aired twice in May, 1995.
- **RAMP N ROLL WRAP SHOW** - 1995 / This two-minute piece captures the action from the Ramp N Roll Competition at Epcot. It is very short but very lively—a very good opener to a presentation.
- **FIRST COMPETITION MARKETING TAPE** - 1995 / Footage of the Competition at Epcot. Features interviews with participants. It is designed to motivate schools to participate in the FIRST Program—a great presentation starter.
- **CNN PINNACLE** - 1994 / A ½ hour show featuring Dean and FIRST with some footage of the Competition. The video conveys the message of FIRST and gives an excellent portrayal of the program. Because of its length, we recommend it for those who have already developed some interest in FIRST.
- **XEROX (MAKING ALL THE DIFFERENCE)** - 1994 / The Xerox Corporation professionally produced this documentary film depicting their experience as a FIRST Team, 1994.
- **TOWER POWER** - 1994 / A ½ hour show developed for ESPN from the 1994 Competition. This one will get the students excited—A great motivator!
- **ABC 20/20** - / 1993 This tape features Dean and FIRST—THE COMPETITION (Brief interviews, 11 minutes long.)
- **RUG RAGE** - 1993 / ½ hour show developed for ESPN from the 1993 Competition. Because this piece is dated, we recommend it to those who have seen Tower Power.