



Questions to Ask Your Customer when Planning for Special Events

For ALL Events

- Name of the event
- Location of the event
- Type of event (race, wedding, art fair, etc.)
- Date(s) and time(s) of the event
 - Number of days
 - Hours each day for attendees
 - Hours each day for staff/workers
- Site contact information
 - Planning/prep name and cell number
 - Site/day-of name and cell number
- Is this a first-time event?
- Is this event open to the public?
 - If yes, ADA and other rules apply
- What is the estimated total attendance?
 - Attendees/guests (broken down by men/women/children)
 - Event staff/workers
 - Outside food vendors
 - Security/police
 - People with special needs (wheel chairs, etc.)
- What is the estimated peak attendance?
- How long do you estimate the average attendee will be present?
- How large is the area on which the event will occur?
 - Will there be multiple entrances/exits?
 - Are there likely to be places where attendees congregate?
 - Will you need facilities outside the main venue (e.g. in parking areas)?
- Describe the event schedule and how attendees will behave (e.g., are there certain periods when all attendees are likely to want to use the facilities at the same time? Will all attendees follow roughly the same path through the venue or will they be dispersed?).
- Will food and beverages – especially alcohol - be available? If so, will they be available throughout the event or only at certain times?
- Will you need any dedicated facilities for VIPs, staff, food vendors, etc.?
- Will you require all units to be unisex, or do you want segregated units for men and women?
- Is there any camping on site?
- What can you tell me about special circumstances or needs of which you may be aware?
 - Delivery/set up requirements (time restrictions, fencing, etc.)
 - Road restrictions, venue security or impediments to trucks arriving or departing the event site



Questions to Ask Your Customer

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- Terrain issues (lack of flat surfaces, need for ramps or other path of travel accommodations, mud in wet conditions, etc.)
- Nighttime use – need for lighting or security
- Need for power, potable water, or other ancillary services
- Are you willing to do an event walk through with us in advance to map out the placement of equipment and proactively address any issues we identify?

For Events with Prior History

- How many years (or times) has this event occurred?
- Describe your past satisfaction with the portable sanitation service you've received. What would need to happen for you to be fully satisfied?
- What equipment have you been renting in the past (# of restrooms, handwash stations, and other equipment)?
- Do you mind disclosing who your past portable sanitation company has been?

For Race Events

- How many registrants did you have last year?
- Was that more or less than prior years?
- Do you have a staggered start?
- Are there permanent restrooms available at the start/finish? If so, how many?
- Do you provide restrooms for your water/aid stations?
- Do you provide showers?
- Do you require more ADA-compliant units than the 5% (1:20) required by law?

For Concerts, Festivals, and Fairs

- How are your ticket sales progressing?
- Are there permanent restrooms available anywhere on site? If so, how many?
- Is there a beer garden?
- Are there any areas that will need to be barricaded/fenced?
- How many food vendors will be on site?
- Will your food vendors need to dispose of graywater?
 - Note that most states do not allow food vendors to dispose of their graywater on the ground so your bid may need to include holding tanks for graywater disposal.

