



Event Troubleshooting

"Take responsibility for what you can control."

Troubleshooting begins by preparing for "pinch points" and problems - avoiding them wherever possible.

You have the most control in your preparation for events with your crew, trucks, supplies and a tool kit you develop.

CREW

1. Have enough crew to work smoothly and quickly while setting units before the event and servicing units during an event.
 - Don't make a single driver fight a crowd with a truck.
 - Don't make a single driver problem-solve alone, maybe in a crowd.
2. Small events may only need oversight from a single team member, during the day.
 - Who is your back up? What if that reliable staff person's child gets sick or they have an accident the night before the event? Who will cover?
3. If you need temporary staff for an event, how do you prepare them?
 - Have a plan in place for making "seasonal" or "temporary" help successful.
 - Provide truck orientation.
 - Have extra keys to units.
 - Provide them with t-shirts to identify them as members of your team.
 - Make sure paperwork is in place so that help is paid promptly after the event.
4. Make sure your crew is nourished and hydrated.
 - Make it clear that crew members are expected eat and take breaks required by law.
 - Leaving the event site for meals is often not practical.
 - Realize that event vendors often are not prepared to give receipts to crew members who buy food on site. Be prepared to reimburse, at event prices, your staff for lunch/dinner.
 - Consider keeping a cooler of water or other drinks on the truck.
5. Provide your crew with headlamps for early morning and late night work.
 - Flashlights are impractical. Your crew needs hands-free operation and should not be holding a small light in their mouth.





TRUCK PREPARATION

1. Has the truck been serviced and checked?
2. Has the pump system been checked? Pump Oil? Belts? PTO U-joints? Tires?
3. Are the truck fuel tank and the pump engine full before the event? How about the fuel can for the pump engine (assuming non PTO)?
4. Do you have a spare water hose, spray nozzle, hose washer, and 3" gasket on the truck?
5. Does the truck have basic supplies - enough to support two or three crew members working from it?
 - Additional trash bucket or pair of tongs
 - Broom
 - Graffiti cleaner
 - New long and short handled brushes
 - Separate wands and brushes for cleaning toilets and sinks.
 - A spare wand is a good idea too. They snap or become clogged; being able to just switch to a new wand saves time.
6. Do you have a back up for the truck?
 - Even if you only need one truck, how close is your back up? The larger the event and the greater the potential the event has to have spikes in attendance the greater your need to have a back up truck waiting and on site.



SUPPLIES

1. How much toilet paper do you have available?
 - Is it where it needs to be for the event?
 - Is it stored such that rain and weather won't be an issue?
2. Do you have enough paper towels for the hand wash stations?
3. Do you have paper towels and quick-dry polyester towels for cleaning/drying?
4. Do you have adequate liquid and spray soap for hand wash stations? Enough sanitizer?
5. Do you have enough trash bags/trash can liners?
6. Do you have extra locks?
7. Do you have spare parts?
 - Door latches
 - Toilet seats
 - Toilet seats
 - Nuts and bolts
 - Toilet paper rods



8. Do you have chemicals appropriate for the planned service schedule?
 - Be sure to match the strength and duration of the product to the length and use pattern of the event. It is not economical to use the strongest, most costly products intended for a week in the hard sun if you will be servicing the toilets daily or multiple times per day.
9. Do you carry bolt cutters to remove broken locks and personal locks festival attendees may use to "claim a private toilet?"
10. For large events it is a good idea to bring two or three combination locks that you can put on gates to allow your team in (double lock system - allows you in and avoids concerns about giving out key or combination for promoter or venue locks). A section or two of chain is also not a bad idea. You make it easy for organizers to accommodate requests for access on your time schedule if you have locks and chains available.
11. If you will have restroom trailers do you have the special supplies needed for these units?
 - Air scents
 - Broom
 - Toilet cleaning supplies
 - Device to open stopped toilets



BASIC TOOL KIT

You should carry a basic tool kit. It should contain not only common tools but "spares" your team will appreciate when you are able to produce them during an event. These spares should probably include:

1. 3" screw caps for holding tanks
2. 3" cap for dump port on truck
3. Headlamp to loan to the team member who forgot one
4. Extra shirts to replace ones that become unexpectedly soiled
5. Insect repellent, sun screen, and related items for crew safety and comfort
6. Wire nuts
7. Volt meter/continuity tester
8. Jumper cables
9. 2" and 3" male caps for hoses
10. Hose clamps
11. Paper/note pads/pens
12. Bleach for hand wash stations
13. Zip-ties
14. Rivet gun and rivets
15. PVC glue and cutter