



## Interview Questions for Play Equipment Vendors

### Organization/Company Information

- Does this company have a solid reputation and record in playspace design?
- Does the company have child development experts on staff who are aware of children's developmental needs and play patterns?
- How is their system of sales representatives and installers organized?
- How many playgrounds/skateparks does this company build each year? How many are community builds?
- Will they provide references/other clients that you can contact?

### Regional Expertise

- Are they licensed to work in your state?
- Are they aware of all local, state, and federal codes regarding playgrounds?
- Where do the nearest representatives and installers for your area live?
- Are there playgrounds nearby which this company has worked on that you can visit?
- Is this company recommended by the Parks and Recreation department, or by another group in your area?

### Communication

- Are they available and easy to contact?
- Are they thoughtful in soliciting and answering your questions?

### Cost

- What is their estimated range of playground costs?
- Are you clear about the fees they charge?  
*Note: ask about the fees they charge for their service and labor, shipping and freight, etc.*

### Product

- Does their equipment meet all Consumer Products Safety Commission (CPSC) guidelines, American Society of Testing Materials (ASTM) standards, and International Play Equipment Manufacturers Association (IPEMA) certification?
- What kind of warranties or guarantees comes with their equipment?

- Do they carry product liability insurance?
- If you live in an urban area that might be prone to vandalism, what recommendations can they make for vandal-proof play equipment?
- Do their designs adhere to ADA guidelines?

### Service and Installation

- What's their turn-around time for playground designs? How many options will they present?
- Can they explain ADA guidelines to you?
- What is their recommended timeframe for ordering equipment?
- How many people are needed to install/build a typical playground?
- Would a representative be able to help you with site evaluation and make recommendations and/or arrangements for site preparation?
- Do they sell playground surfacing, or can they recommend surfacing options?
- What kind of maintenance plan do they provide?

### Community-Build Experience

- Do they have their own community-build program? What does it entail/include?
- Are they scheduled to do any community/volunteer builds in your area that you could attend?  
*Note: Watching an installer and sales rep in action will give you a better idea of how they operate under pressure, how well they are able to work with volunteers, and how well they know their equipment.*
- Do they have a reference you can speak to about community builds?

### Notes to Self

- Have you explored possible ways of reducing their fees?
- Have you consulted all the right people in your community for their input before making a final decision?
- Do you get a good, comfortable feeling about working with this company and their representatives?