



The Big Pop Up Participant Frequently Asked Questions

Are there bathrooms available?

All participants are required to remain in their vehicles at all times during this event. The facility bathrooms are not available for public use during this event. However, there are a few different gas stations in the area with bathrooms you can use.

How long will it take to drive through the line?

It depends on when you arrive. We are aiming to get 250 cars through our pop up event every hour. This theoretically means you won't be in the line for more than 30 minutes. However we cannot guarantee how quickly you'll make it through.

What if I need baby supplies?

We have a limited number of diapers available for distribution. We will do our best to provide you with diapers, but we can't guarantee we will be able to. When you join the line you will be asked if you need diapers and given a small sheet to indicate what size. If we have your size we will give you one box. But again, we have a limited number of diapers to give away so there's a chance you will not receive diapers.

Can I change the items in my box?

Although we would love to be able to cater the items in the boxes to your needs, we cannot do so. With so many people to help and limited volunteers and staff, we can only give you what we have available. All of the boxes are pre-sorted and cannot be added to or changed.

Can I request more items?

All of the boxes are pre-sorted and cannot be added to. We do not have surplus of any items, or the time or staff to allow us to find and add more items to your box.

My neighbor and I both need help, but she doesn't have a car. Can she come with me to pick up a box?

Unfortunately, we only have the capacity to provide product for one family per car, regardless of how many families are represented in the vehicle. We understand that this makes it difficult for many people in need to get help, but we just don't have the time or staff capacity to make adjustments at this time.

What can I expect to receive?

Thanks to the generosity of our sponsors and supporters, we are excited to have collected nearly \$1 million in supplies for The Big Pop Up drive-through donation distribution! However, what we receive is what we have, and many of the items have been donated in small quantities. We are unable to predict what will be in the box you receive. The best we can say is that each participant will receive food and an assortment of household supplies, which may include kitchen items, medical and cleaning supplies, bedding, beauty and cosmetics, or more.

What if I don't need something I receive?

Should you receive items that you cannot use, we kindly ask that you pass them on to others who may be in need.

We don't have a car, but I can take the bus. Can I still get boxes of food and products?

Unfortunately, to ensure the safety of all participants, we are not allowing walk-up traffic for this event. All participants must be in a vehicle and remain safely in that vehicle while at this event.

I'd like to volunteer, but I also need a box. Can I do both?

The donations are available for all on a first-come, first-served basis. We have a small number of spots available for volunteers who also need to receive help. Please contact info@nccaa.net to see if you can also receive help and volunteer.

Can you deliver a box of goods and food to my home?

Unfortunately, NCCAA does not have the capacity to delivery items from this event to individual homes. Should you be in need of supplies, please reach out to your local community action agency for assistance <https://www.nccaa.net/our-agencies>

Where are you holding future events and when?

Please keep checking back at our website at nccaa.net/big-pop-up

How many people will be served?

We are serving the first 1,000 families on a first come first serve basis.

Can I sell or barter items that I don't want?

Our sponsors and partners have strict no selling or bartering rules for their products. Please help us ensure we can continue to have these organization's support by not selling or bartering your items. If you have an item you don't need please donate it to another community member who does need it.

How can I thank the volunteers and organizations for helping me?

During the event we ask that you keep your window rolled up to help prevent face-to-face contact. If you would like to send a special thank you note to our staff or volunteers there are a few ways you can reach us: please leave a Google review, message us on social media or email us at info@nccaa.net. We will pass on any thank yous you send our way.