

## **Mobile Produce Truck**

The Food Bank of Eastern Michigan is the Food Source for the people in need. Partnering with organizations to feed the hungry, we build a community solution to a community problem. By leveraging an abundance of produce from a multitude of sources, we **“Change the Face of Hunger”**.

The Mobile Produce Program is one of the programs in which we are making a difference by delivering pallets of Fresh Produce in areas of the community with little or no access to healthy foods. The purpose of the Mobile Produce Truck is to ensure all low-income families living in high need areas across our service area have access to fresh produce.

## **Produce Trucks**

Produce delivered on a Mobile Produce Truck is “supplemental” and not intended to create full meals or all the necessary nutrients and /or calories. Rather it is intended to supplement family’s budgets by providing them with food items they might ordinarily buy, allowing them to divert financial resources toward items that WILL provide complete full meals.

Each Mobile Produce Truck will include:

Farm Fresh Produce- Produce received from a farm is typically distributed unpackaged and contained within a “tote”, which essentially is a large box. This produce is often received directly from the farm and may not be clean (i.e., soil and mud). In addition, agency host may see anomalies on produce that do not necessarily degrade the quality. For example, potatoes may have eyes and ears of corn may have small worms. However, the produce in these situations is still viable. The Food Bank expects that a minimum of 80% of the produce is viable. Agency MPT hosts and clients need to understand this and the Food Bank can provide guidance on how to work through this situation.

“Manager Special” Produce- This is produce that is received from retail stores and may be a little more distressed than the produce received fresh from a farm or other sources. The Food Bank expects that 60% of this produce is still viable. However, agency hosts may need to sort through this produce to identify that which is usable. In addition, the packaging of this produce may significantly vary. Imagine peppers in 3-pack quantities vs. a head of iceberg lettuce.

Supplemental Items – If we do not have enough produce on hand to completely fill the truck we will substitute alternate items from within the four categories of Bread/Bakery, Dairy, IQF Frozen Produce and Snacks upon availability.

Bags and or boxes will not be supplied for individual distribution.

### **Straight truck – 8 to 12 pallets**

On a Mobile Produce Straight truck delivery we will not send more than two items of the same product, and the truck could also have up to four “Manager Special” pallets of produce and supplemental items depending on the availability of “Farm Fresh Produce”

An example of a Straight truck is as follows:

- 2 – Pallets of Cucumbers
- 2 - Pallets of Potatoes
- 2- Pallets of Onions
- 2- Pallets of Sweet Corn
- 2 - Pallets of Zucchini
- 2 - Pallets of Manager Special

### **Semi – 18 to 22 pallets**

On a Mobile Produce Semi truck delivery we will not send more than three items of the same product, and the truck could also have up to eight “Manager Special” pallets of produce and supplemental items depending on the availability of “Farm Fresh Produce”

An example of a Semi truck is as follows:

- 3 - Pallets of Cucumbers
- 3 - Pallets of Potatoes
- 3- Pallets of Onions
- 3- Pallets of Sweet Corn
- 3 - Pallets of Zucchini
- 5 - Pallets of Manager Special

### **Registration**

- Step 1: We ask that agencies contact Austin Knight at FBEM (810) 396-0221 or [aknight@feedingamerica.org](mailto:aknight@feedingamerica.org) at least one week prior to the desired distribution date to determine if date is available. To secure the date, a **Mobile Food Pantry registration form must be received by the FBEM** (online <https://www.fbem.org/programs/mobile-food-pantry/register-mobile-pantry/>, email, or fax). FBEM will not reserve any date/time without a completed registration form. Once the form is received, FBEM staff will contact you to confirm requested date via email/fax within 48 business hours. In the event we are unable to accommodate the requested date, we ask that you submit two other date options for your distribution.
- Step 2: Choose a location in which you will be able to accommodate the expected crowd. We recommend that you have at least 10 six foot tables and 30 volunteers. This will ensure a smooth flow on the day of the event. Also, while choosing allocation, make sure there is ample amount of space for the truck to safely arrive and off load product. Make provisions for volunteers and recipients to park, ensuring a safe entrance and exit for the staff and recipients.
- Step 3: Recruit Volunteers. As event host you should plan on recruiting 20-30 volunteers.
  - Time commitment: volunteers should be prepared to make a four hour commitment. We recommend 1.5 hours for preparation work before the distribution, 2-3 hours for the distribution and **½-1 hours for cleanup**.

- Step 4: Promoting. Contact all partner Agencies and non-partner food programs within your area to enlist their assistance with getting the word out to their regular clients and also volunteering their services. Other suggestions for advertising event:
  - Radio Stations
  - Newspaper
  - Community Newsletter
  - Church Bulletins
  - Schools
  - Soup Kitchens
- Step 6: Ordering. The host is responsible for ordering any additional product desired for distribution above and beyond the five basic product categories. Orders must be finalized 10:30 am two business days prior to delivery.
- Step 7: Cancellations/Returns.
  - Cancellations made prior to agency cut off (10:30 am two days prior to delivery) will not be subjected to penalties.
  - Cancellations that occur after cut-off will be evaluated by Directors of Outreach and Operations for consideration of potential penalties.

### **Delivery**

FBEM will deliver the truck at a pre-determined time before the distribution is scheduled to begin. Deliveries <40 miles from Food Bank may be made up to 3:00pm, M-F. Deliveries 40+ miles from FBEM will be made between 8am and 12:00pm (Noon), M-F. Saturday deliveries may be possible and will be evaluated on a case by case basis. Drivers will unload and stage the product in a row in the agency parking lot with agency identifying explicit location to leave pallets. The truck must have direct access to location-truck must be able to park as close as possible to distribution area. Bear in mind a truck, and in particular a semi needs a lot of clear space to maneuver.

Please ensure that snow and other obstacles are removed from area designated for delivery. **Drivers may not unload product in buildings**, but may stage product in parking lot near an entrance. The Agency host will be responsible for moving product inside if desired, but will need their own equipment or volunteers to do so.

### **Cancellations**

1. Cancellations made prior to agency delivery cut-off (10:30am two days prior to delivery) will not be subject to penalties.
2. Cancellations that occur after cut-off will be evaluated by Directors of Outreach and Operations for consideration of potential penalties.
3. All Mobile Cancellations must be received in writing (Email, Mail, and or fax).

### **Returns**

**Product is to be received in *as is* condition, per 170 (e) (3) and, hence, product may not be returned to FBEM.** Agency host expressing concerns over product received should contact Austin Knight, Outreach Associate to discuss product concerns.

With each delivery, there may be additional equipment to return to FBEM. The following are circumstances describing equipment returns and procedures:

- Agencies returning trash to Food Bank may face a fee of \$100 for cleaning.
- It is the sole responsibility of the Agency to secure totes, pallets, banana boxes. Pallets that are broken down, totes and boxes that are cut and/or ripped will be considered “damaged” and applicable fees will be applied.
- After the event has taken place the Agency must contact the truck dispatcher to set an appointment for totes, pallets and banana boxes to be picked up.

### **FBEM Contacts**

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