LINE MANAGEMENT - BEST PRACTICES

Produce Plus Line Rules

- Produce Plus is a first-come, first-serve program while supplies last.
- Customers may not hold a space in line.
- Customers are asked to keep at least 5 ft of distance from the Produce Plus distribution table until they are called up to be served.
- Market Managers and Volunteers have the discretion to pause check distribution and/or refuse service to Produce Plus Customers who engage in physical violence or intimidation while waiting in line or while being served.

Queues

- Queues help Customers understand where they should line up in an orderly fashion to participate in Produce Plus.
- Use string, red tape, cones and/or chalk markings as physical markers for your queue.
  - Queues should be located at least 5 ft from the Produce Plus table for the physical safety and privacy of Customers while being served.

Numbers

- Numbers help keep track of the Customer order in line (to prevent skipping) and help track the number of total Customers your market can serve.
- Hand out numbers to each Customer in line 15-30 minutes before the market opens. Make sure your market chooses a consistent time to hand out numbers every single week.
  - Count how many checks you have to distribute at your market.
  - You should not hand out more numbers than checks available at the market.
- While handing out numbers...
  - Ask each Customer if they have their photo ID and/or eligibility cards.
  - Ask each customer if they are picking up for a Proxy.
• Proxies should receive numbers for each Customer that they are picking up checks for at that market (maximum of 2 numbers).
• If a Proxy is also a Customer, they can receive a number for themselves and additional number(s) to pick up as a Proxy for up to two other Customers (3 numbers max).

● Customers cannot receive a number for a friend or family member who is on their way to the market.
● Use a dry erase board or other visual feature, like a number board, to indicate which number is being served.
  ○ Visual cues help communicate information to large lines/crowds and to customers who are Limited English Proficient.

Environmental Conditions

● Provide water to Customers if available.
● Locate the Produce Plus queue as close to shade as possible.
● Consider setting up additional tents and seating adjacent to the distribution table to provide shade.

Accessibility

● Some Produce Plus Customers are on medication that requires them to avoid the sun, or have physical disabilities. Encourage Customers to set up Proxies, bring fold-out chairs, umbrellas and water.
● Offer water, shade and seating if space allows.
● Know where public bathrooms, water and seating near your market are located, and make sure all Produce Plus team members have that information to share.