



Bloomington Housing Authority

1007 North Summit, Bloomington, Indiana 47404
812-339-3491 fax 812-339-7177

Grocery Shuttle Policy and Registration

The BHA will operate the resident-based grocery shuttle service in accordance with this introductory policy effective May, 2025.

Grocery Shuttle Service

Rides can be scheduled by calling **812-269-4022** or emailing ltorres@blha.net anytime Monday-Friday from 8 am-4 pm of the week preceding the upcoming service run(s). If leaving a phone or email message, residents should detail the following:

- Name
- Address
- Callback Number
- Requested destination
- Number of riders (must be residents, no more than 3 people total)

The BHA grocery shuttle service will serve residents of Walnut Woods, Reverend Butler, and Crestmont on a first-come, first-serve basis according to the following interim set of rules:

- The grocery shuttle will primarily run routes to the following stores:
 - Kroger (Downtown): 528 S College Ave. Bloomington, IN 47403
 - Aldi (West): 2035 Liberty Dr. Bloomington, IN, 47403
 - Walmart: 3313 IN-45, Bloomington, IN, 47403
 - Sam's Club, 3205 W, IN-45, Bloomington, IN, 47403
 - Rides to additional stores will be allowed at the discretion of the BHA services team when feasible, relative to program demand/ridership.
- The grocery shuttle will provide rides to a maximum of 4 riders at one time.

- Any rider must register with the program before being allowed to receive rides. To register, the program participant sign the rider acknowledgment embedded in this document.
- Grocery shuttle services will not be available on holidays or BHA closings.
- The BHA Services team will prioritize all ride requests on a first-come, first-serve basis. Residents that are unable to receive a ride due to a full schedule, will be waitlisted and prioritized for the following week.

Rider Agreements:

- Riders must meet at the BHA Lindsey A Smith Community Center at the designated pick-up time communicated by the BHA Services Team scheduler.
- Riders may request to visit more than 1 of the designated locations (e.g., Kroger and Walmart); however, these requests will only be granted at the discretion of the BHA Services Team when feasible. Rider understands that they might be dropped off while other riders are being taken back home.
- Riders will be picked up from a designated location identified by the Shuttle operator. Failure to report back to the designated location within the allotted time can result in disqualification from future shuttle service use.
- Riders will be given a maximum of 1 hour to shop at their chosen designated location.
 - If more time is necessary, arrangements can be made upon request.
 - If a rider remains in the store longer than the allotted time given on three occasions, they may be denied access to future shuttle runs.

Code of Conduct:

- All riders must be of sound mind when utilizing the grocery shuttle service. This means that riders perceived to be under the influence of alcohol or illegal drugs may be denied service.
- Riders must agree to wear their seatbelts and always remain seated while on the shuttle.
- Riders must not cause any disruptions or interference to the operator of the shuttle.
- Riders must treat all other riders with respect and dignity, and they must refrain from escalating any conflicts between passengers or other patrons while visiting stores.
- Riders must agree to abide by all laws while utilizing the services of the grocery shuttle program.

Resident Acknowledgement:

I have received, read, understand, and agree to abide by this policy and terms of participation defined above. I further understand that any violation may result in loss of rider privileges, access to BHA services, and potential further action under applicable BHA policy governing code of conduct for Section 8 participant including up to termination of housing assistance (if applicable). I acknowledge that the program policies may be updated occasionally, and I agree to abide by the updated policies as soon as they are made available.

Name: _____

Address: _____

Phone: _____

Email: _____

*How many seats will typically you need in the van: _____

Signature _____ Date: _____