



City of San Luis Obispo Abandoned Shopping Cart Prevention and Retrieval Plan

Instructions

Unless otherwise indicated, please complete all sections of this form, and attach any necessary documentation. Plan (with documentation) must be mailed to the City of San Luis Obispo (919 Palm Street, San Luis Obispo, CA 93401) or sent via email to jmezzape@slocity.org by August 19, 2022, or alternatively, if your business opened after that date, then within 30 days after your business commences operations. This form is mandatory if your grocery store or retail establishment has **25 or more carts**.

Penalty for Failure to Submit:

Failure to submit a completed plan will result in a noncompliance penalty of \$100 per calendar month.

General Information

Date Plan Submitted:		
Business Name:		
Business Owner:		
Physical Address of Business:		
Business Registration Certificate Number:		Expiration Date:
Business Hours/Days:		
On-Site Manager's Name:		
Daytime Phone:		Email:

Exemptions

Any business owner may request an exemption from the requirements of this chapter if the owner provides written documentation and demonstrates to the satisfaction of the City that the business has less than 25 carts on the premises or has otherwise received approval for exemption from the Public Works Director.

Explanation of Request for Exemption:

My store has less than 25 carts on the premises Other (note below):

Cart Information & Identification

Please indicate the total number of carts on the premises for public use: _____

Every cart owned or provided by any business owner must have a sign permanently affixed to the cart that contains the following information in English and Spanish, in compliance with California Business and Professions Code Section 22345.1:

- 1. *The owner’s name, business address and phone number.*
- 2. *Notice of the procedure to be utilized for authorized removal of the shopping cart from the premises.*
- 3. *Notice that unauthorized removal of the shopping cart from the premises or parking area of a retail establishment, or the unauthorized possession of the shopping cart, is a violation of state law and Chapter 8.10 of the San Luis Obispo Municipal Code.*

>DOCUMENTATION: Please provide samples or photos of signs and other cart identification.

Signage

Every business that owns or provides carts for the use of its customers within the City shall post conspicuous signs at or near each entrance to its parking lot and the public entrance doors to its store notifying its customers that removal of carts from the premises is prohibited. Signs and shopping cart identification requirements must conform to state law and comply with applicable provisions of Chapter 8.10 of the San Luis Obispo Municipal Code.

>DOCUMENTATION: Attach an example of both the signage and shopping cart owner identification noted above to this document.

Containment System Installation

Has a physical or electronic containment system for the purpose of preventing shopping carts from leaving the property been installed? Yes No

If yes, is the system currently operational? Yes No

Please provide specific details on the type of system installed and/or **attach any vendor documentation** that will assist us in determining the sufficiency of the method used to contain carts. Also, **please attach photos as an addendum to this document.** If the system is not currently operational, please explain why not:

Community Outreach, Loss Prevention, Employee Training and Retrieval

Community Outreach: Please provide a description of the community outreach process under which the owner shall cause notice to be provided to customers that the removal of carts from the premises is prohibited, and a violation of state and City ordinance. This may include, but is not limited to, flyers distributed on the premises, warnings on shopping bags, signs posted in prominent places near door and parking lot exits, direct mail, announcements using intercom systems on the premises, website or other means demonstrated to be effective to the reasonable satisfaction of the Director. Any posting of signs must comply with applicable provisions of Chapter 8.10 of the San Luis Obispo Municipal Code.

Loss Prevention: Please provide a description of the specific measures used to prevent cart removal from the premises. These measures may include, but are not limited to, electronic or other disabling devices on the carts so that they cannot be removed from the premises, security deposit systems, modifications to the carts and/or the retail location, use of courtesy clerks to accompany customers and return carts to the store, use of security personnel to prevent removal, or other demonstrably effective measures acceptable to the City, likely to prevent cart removal from the premises:

Employee Training: Please provide a description of an ongoing employee training program that shall be implemented by the owner and that shall be designed to educate new and existing employees on the Abandoned Shopping Cart Prevention and Retrieval Plan and conditions contained therein at least annually.

Cart Retrieval: Please provide a plan for retrieval of abandoned carts by the owner within three (3) business days after knowing of a cart's removal from the owner's premises or after receiving notice from the City that the shopping cart has been abandoned, or a copy of a contract with a business registered to operate in San Luis Obispo and approved retrieval service. All contracts for retrieval must include language prohibiting limits on daily loads and/or limits on daily or weekly drop-off of abandoned carts.

Note: Persons retained to perform shopping cart retrieval services must carry written authorization from the owner to be presented upon request by the Director or designee. Vehicles used by retrieval services must bear conspicuous signs identifying the name of the cart retrieval service.

Other Attachments:

Please attach any supplemental photos or documents noted in the sections above to this plan prior to submission.

- Clear photos of cart containment system (if installed)
- Vendor documentation for cart containment system (order confirmation is also required)
- Clear photos of required signage
- Clear photos of cart identification