

Standard Cart Retrieval Plan

Standard Cart Retrieval and Containment Plan (“Plan”)

This Plan is provided as a convenience and may be used to satisfy the City of Torrance Municipal Code (TMC) Cart Retrieval and Containment Plan requirements contained in TMC Section 418.1.070 for all retail or wholesale establishments located within the City of Torrance and providing eleven or more shopping carts for customer use.

The Standard Cart Retrieval and Containment Plan, which includes this cover sheet and all sections must be completed and signed by the owner, manager or operator of the establishment, and returned to the City for review and approval.

To complete this Plan:

1. Fill in all applicable fields.
2. Print out two copies.
3. Sign and date each copy.
4. Return one copy with a signed dated copy of the Retrieval Service Contract, if applicable (See Section 5) to:
 City of Torrance, ATTN: Community Development – Shopping Cart Plan
 3031 Torrance Boulevard
 Torrance, CA 90503
5. Retain the other copy for initial and ongoing implementation.

418.1.070 CART RETRIEVAL AND CONTAINMENT PLAN “PLAN”.

Except as otherwise provided in TMC Division 4, Chapter 18, every Owner who provides shopping carts to customers for use on the premises of any retail establishment shall develop, implement and comply with the provisions of a written Cart Retrieval and Containment Plan “Plan” approved by the City to provide for the retrieval of lost, stolen or abandoned shopping carts that have been removed from the premises of the retail establishment, and to prevent customers from removing shopping carts from the premises of such business without authorization of the Owner. The Plan, at a minimum, shall include the following elements:

Owner/Business Information.

Name of Business:	
Business Address: (Physical address of store premises)	
Owner Name:	
Owner Address:	
Owner Phone Number	
Owner Email Address	

On-site and off-site manager information.

(Designation of the person to whom the City should give notices related to shopping carts).

	On-Site Manager	Off-site Manager
Name		
Address		
Telephone number		
Email address		

By signing this plan, I hereby agree to the terms and conditions defined herein and accept responsibility for ensuring they are met. I further acknowledge that failure to do so may result in the assessment by the City to administer fines.

PRINT NAME OF RESPONSIBLE PARTY: _____

RESPONSIBLE PARTY SIGNATURE _____ DATE: _____

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- 1) #__ **Cart Inventory.** A complete inventory of all shopping carts maintained on or in the store premises.
- 2) **Cart Signage** Every shopping cart made available for use by customers shall have a sign permanently affixed to it that identifies the Owner of the cart or the retailer or both, including: store name, store address, phone number, notifies the public of the procedure to be utilized for authorized removal of the cart from the premises, notifies the public that the unauthorized removal of the cart from the premises of the business, or the unauthorized possession of the cart, is a violation of state law, and lists a valid telephone number or address for returning the cart removed from the premises to the Owner or retailer.

Yes <input type="checkbox"/>	No <input type="checkbox"/>	Do signs affixed to carts include all requirements?
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- 3) **Premises Signage** It shall be the responsibility of a shopping cart Owner to maintain signage concerning cart removal posted on the store premises. Installed signage shall, at a minimum, meet the following requirements: (Please check mark the box your premise signage has the following requirements)

Select all that have been satisfied	Requirements
<input type="checkbox"/>	Each sign shall be not less than 18 inches in width and 24 inches in height with block lettering not less than one-half inch in width and two inches in height
<input type="checkbox"/>	Each sign shall be posted in a conspicuous place within two feet of each customer entrance and exit.
<input type="checkbox"/>	Signs shall be posted within parking lot(s)
<input type="checkbox"/>	Each sign shall state, at a minimum, as follows: "REMOVAL OF SHOPPING CARTS FROM THE PREMISES IS PROHIBITED BY STATE AND MUNICIPAL LAW (B&P §22435.2; TMC §418.1.050)". If sign states something else, please indicate what it says: _____ _____ _____
<input type="checkbox"/>	Each sign shall be in English, Japanese, and Korean.

Note: Shopping cart Owners engaging in business in the City on the effective date of this Chapter shall post signage on the store premises, in accordance with this Section, within 60 days of the effective date of this Chapter. If the Owner subsequently makes a change to the store premises signage in the City-approved Plan, the new store premises signage shall be installed or erected within 30 days of City approval of the Plan.

- 4) **Notice to Customers.** Customers shall be provided a written notice that removal of shopping carts from the premises is prohibited by state law in the following manner (Select one or more).

<input type="checkbox"/>	Printed flyers distributed on the premises
<input type="checkbox"/>	Warnings printed on shopping bags
<input type="checkbox"/>	Included in direct mail
<input type="checkbox"/>	Posted on establishment's website notices at: _____
<input type="checkbox"/>	If by any other means demonstrated to be effective, please indicate alternative notification method: _____

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5) Retrieval Personnel. The Owner shall provide personnel for purposes of the retrieval of lost, stolen or abandoned shopping carts. Such personnel may be either A) employees of the business or, B) one or more independent contractors hired by the Owner to provide shopping cart retrieval services or a combination of independent contractors and employees of the business.

Selected Indicate, with an X, which option(s) A, B or both, that you will utilize.

<input type="checkbox"/>	Option A – Employees of the Business
# _____	<ul style="list-style-type: none"> Identify the number of employees who will be assigned such cart retrieval duties.
# _____	<ul style="list-style-type: none"> Identify the number of total hours per week that each assigned employee will perform such services (in addition to any on-premises retrieval duties to which such employee may be assigned) and the training each of such personnel has received or will receive concerning the retrieval of lost, stolen or abandoned shopping carts
<input type="checkbox"/>	Option B – Service Contract
	Include a copy of each contract with a cart retrieval service (other than confidential financial information, which may be redacted from the contract). For purposes of Section 418.1.070, those persons identified in the Plan as providing cart retrieval services, whether employees of the business or independent contract services, shall be referred to as "Retrieval Personnel."
<input type="checkbox"/>	<ul style="list-style-type: none"> Name of Cart Retrieval Company is:
<input type="checkbox"/>	<ul style="list-style-type: none"> The local contact is: Contact phone number: _____

Note:

- A. The Owner shall provide written authorization to all Retrieval Personnel which authorization shall be carried by each such person while performing cart retrieval services on behalf of the Owner and shall be provided to any City Enforcement Officer upon request.
- B. Each vehicle used by Retrieval Personnel shall bear conspicuous signs on the vehicle identifying either the name of the retail establishment for which such retrieval service is being performed or, if applicable, the name of the cart retrieval service with which the retail establishment has contracted for such services.

6) Prompt Retrieval of Carts.

The Owner shall provide Retrieval Personnel in sufficient number to assure that all public streets within a minimum two mile radius of the premises of the retail establishment are patrolled no less often than every twenty-four (24) hours, and all bus stops within a minimum one mile radius of the retail establishment are patrolled no less often than every twenty-four (24) hours or twice every twenty-four (24) hours where required by the Planning Division, and each lost, stolen or abandoned shopping cart owned or provided by the retail establishment which is found as a result of such patrols is immediately retrieved and removed from any public or private property upon which the cart is found.

X	Please indicate, with an X that the plan has identified the following:
<input type="checkbox"/>	A. The streets and bus stops that will be patrolled, as required by this subsection. (Attach a map to this cart retrieval plan)
<input type="checkbox"/>	B. Patrol Description: The manner, frequency, and times of such patrols.
	<ul style="list-style-type: none"> The Manner: Frequency of patrols: Times of Patrols:
<input type="checkbox"/>	C. The procedures to be employed by the retail establishment to identify and retrieve any lost, stolen, or abandoned shopping carts. The Plan shall identify the number of trucks, hours of operation of the Retrieval Personnel, and such other information as reasonably required by the

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	City to assure that the Owner is devoting sufficient resources to cart retrieval operations to comply with the provisions of Section 418.1.070 and the approved cart retrieval plan.
	<ul style="list-style-type: none"> • Number of trucks:
	<ul style="list-style-type: none"> • Number of hours of operation of the Retrieval Personnel:
	<ul style="list-style-type: none"> • Other Information to assure that sufficient resources to comply with cart retrieval operations: _____ _____

7) Monthly Reports.

The Owner shall provide, or cause to be provided by each cart retrieval service under contract with the Owner, on or before the twentieth day of each month, a written report to both the:

- City’s Community Development Department at CDDinfo@TorranceCA.gov and
- Office of Economic Development at EconomicDevelopment@TorranceCA.Gov

The report will specify the number of lost, stolen, or abandoned shopping carts retrieved by Retrieval Personnel during the preceding calendar month period.

<p>Please indicate who will be responsible for submitting the Cart Retrieval Monthly Report as noted above. Please include name, phone number, and email address: _____ _____</p>

8) Physical Measures.

Please indicate yes or no, if you will provide Specific physical measures that shall be implemented and maintained by the Owner to prevent, deter, or impede the removal of shopping carts from the premises. Such physical measures shall be specifically identified in the Plan and may include, but are not limited to, the following: disabling devices installed and maintained on carts, maintaining one or more designated employees assigned the responsibility to deter or stop customers from removing shopping carts from the premises, preventing any shopping carts from being taken outside the confines of building exits unless accompanied by an employee of the business, physical barriers, including devices placed on the carts themselves, which effectively prevent transporting shopping carts into the parking area or off the premises while maintaining accessible paths of travel compliant with state Title 24, Part 2, California Building Code and federal Americans with Disabilities Act, requiring security deposits by customers for cart use, or rental or sale of carts to customers. If yes, please provide written approval of the property Owner that shall be provided to the City for any physical measures required by the plan to be installed on the property of the retail shopping center or multi-store complex in which the retail establishment is located.

Yes	No	If yes, what are the physical measures?
<input type="checkbox"/>	<input type="checkbox"/>	

9) "Daily Cart Confinement."

Please indicate you will do the following: All shopping carts located on the premises of the retail establishment (other than an establishment open for business twenty-four (24) hours per day) shall be collected at the end of each business day by employees of the retail establishment and shall be collectively confined in a secure manner at the cart containment area on the premises as designated in the Plan until the commencement of the next business day. All shopping carts located on the premises of any retail establishment open for business twenty-four hours per day, other than carts then currently in use by a customer or patron, shall be collected by employees of the retail establishment and returned to the cart confinement area on the premises as designated in the Plan at least once per calendar day between the hours of 9:00 p.m. and 11:59p.m. on each day the retail establishment is open for business.

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The provisions of this subsection shall not apply to any shopping carts located within an enclosed building.

10) Employee Training.

Please indicate you will do the following: The Owner of the retail establishment shall implement and maintain a periodic training program for its new and existing employees designed to educate such employees concerning the requirements of the Plan and the provisions of state law prohibiting the unauthorized removal of shopping carts from the premises of the retail establishment. The Cart Retrieval and Containment program shall expressly describe the employee training program.

Note: Collaboration with Other Businesses. Two or more retail establishments located within the same shopping or retail center or sharing a common parking area may collaborate and submit a single Plan.

11) Exemptions.

The requirements of Section 418.1.070 shall not apply to any retail establishment that provides a total of ten or less shopping carts for use by customers of such business or has physical measures included to ensure that shopping carts do not exit the building.

Yes <input type="checkbox"/>	No <input type="checkbox"/>	Please indicate if you are filing an Exemption. If so, please submit, in writing, how you satisfy the exemption requirements: _____ _____
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