



## CART REMOVAL PREVENTION PLAN / CART RETRIEVAL SERVICE INFORMATION SUBMITTAL

### REQUIREMENT

Every business providing shopping carts to its customers *shall develop and implement a specific plan, herein called the "Cart Removal Prevention Plan"* to prevent customers from removing shopping carts from the business premises. For details, see [Milpitas Ordinance, Title V, Chapter 13](#).

### EXEMPTION

Any Owner that agrees to enter into a contract with a City-designated retrieval service to provide for retrieval of abandoned carts, or, *individually or as part of a consortium of businesses, enters into a retrieval contract with a retrieval service that is satisfactory to the City*, must fill out this form EXCEPT Section 3.

### INSTRUCTIONS

Complete the form and attach any required documents such as signed contracts for consortium and / or cart retrieval vendor and related documents. Return to the City by email, mail, or in-person.

- **By email:** [Code\\_Enforcement@milpitas.gov](mailto:Code_Enforcement@milpitas.gov)
- **By mail or in-person:**  
City of Milpitas – Building Safety Department  
Abandoned Shopping Cart Program  
Attn: Anthony Fantozzi  
455 East Calaveras Blvd  
Milpitas, CA 95035

### 1. BUSINESS NAME, ADDRESS AND CONTACT

Business Name \_\_\_\_\_

Store Address \_\_\_\_\_

Name of store representative \_\_\_\_\_

Title / Phone / Email \_\_\_\_\_

### 2. CART INVENTORY

 # of Carts Provided \_\_\_\_\_

### 3. SIGNAGE AND PHYSICAL MEASURES - DO NOT FILL IN SECTION 3 IF YOU HAVE A CART RETRIEVAL SERVICE

#### 3a. Required signs on carts- all required

- Owner of the cart or business name, or both; and
- Procedure notification for authorized cart removal from business premises; and
- Notification that unauthorized removal of cart is in violation of State law; and
- Telephone number or address.

#### 3b. Required signs on property

How will you inform the public that removing or being in possession of a shopping cart off the store premises is a violation of State law? One or more must be included.

- Signs posted near entrance doors or
- Signs posted near parking lot exits or
- Other - Please describe (attach a sheet if needed): \_\_\_\_\_

3c. Physical measures - identify all measures used at this location to aid in the prevention of carts being removed from the premises. One or more must be included.

CHECK ALL THAT APPLY.

- Carts have wheel locks or another disabling device; or
- Carts are not allowed outside the building; or
- Security personnel is used to monitor parking lot; or
- Employees assist customers to vehicle and return cart to store; or
- Security deposits required for use of all carts; or
- Other, please describe \_\_\_\_\_.

#### **4. EMPLOYEE TRAINING**

Describe the annual method of employee training on the store's Abandoned Cart Prevention Plan.

CHECK ALL THAT APPLY.

- Staff meetings
- Employee orientation
- Other - Please describe: \_\_\_\_\_

#### **5. MANDATORY RETRIEVAL**

Carts found off-premises will be impounded by the City of Milpitas. The owner of the properly identified cart will be notified of how to reclaim the cart. A cost recovery fee will be collected for each cart not picked up at the impound lot after the third day following notification. Carts not retrieved within 30 days will be recycled or destroyed.

Do you have a cart retrieval service?

- Yes If yes, please complete section **6. Cart Retrieval Service**.
- No If no, name of store representative to contact for cart retrieval.

Name \_\_\_\_\_ Phone \_\_\_\_\_ Email \_\_\_\_\_  
 Billing Address/State/Zip (for charges/citations) \_\_\_\_\_

#### **6. CART RETRIEVAL SERVICE**

Name of service provider \_\_\_\_\_ Contact \_\_\_\_\_  
 Phone \_\_\_\_\_ Email \_\_\_\_\_  
 Billing Address/State/Zip (for charges/citations) \_\_\_\_\_

SUBMIT COPIES OF ALL DOCUMENTS LISTED BELOW:

- Signed contract with the cart retrieval service
- Cart retrieval service provider's general liability insurance
- Cart retrieval service provider's auto insurance
- Cart retrieval service provider's Milpitas business license

#### **7. CONSORTIUM OF BUSINESSES** – two or more businesses with a contract agreeing to retain a cart retrieval service

- Yes. If yes, provide copy of signed contract.
- No.

**I ACKNOWLEDGE THE FOLLOWING (all boxes must be checked):**

- To the best of my knowledge, the above information is true and accurate
- The City of Milpitas has the authority to impound carts and destroy carts in accordance with Title V, Chapter 13 of the Milpitas Municipal Code

**SIGNATURE** (Store Representative) \_\_\_\_\_

**PRINT NAME** \_\_\_\_\_ **TITLE** \_\_\_\_\_

**DATE [MM/DD/YEAR]** \_\_\_\_\_