TEXANS FOR SAFE AND DRUG-FREE YOUTH

Community Alcohol-to-Go Research Tool (CART)

Report Data | October 2024

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Background

Due to concerns that the alcohol-to-go law would increase youth access to alcohol, Texans for Safe and Drug-Free Youth (TxSDY) hired a researcher to help us develop the Community Alcohol-to-go Research Tool (CART).

CART Development

Any customer who purchased alcohol for pick up or delivery in Texas could complete the survey. Additionally, local communities were trained by TxSDY's researcher to complete the CART and helped us collect data throughout the state.

TxSDY also conducted six focus groups to better understand how delivery drivers and staff at bars, stores, and restaurants implemented the alcohol-to-go law.

The CART is an observational instrument.

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- We made no assumptions

- This was not a sting operation

- Researchers from communities throughout Texas participated in the study

- Participants were 21 and older

- Participants were trained on how to complete the CART

CART Numbers

352
CART Surveys

11
Different Regions of the State

116
Delivery

73
Curbside

100
Walk-In

63
Drive-Thru

Our research focused on five questions:

1 After ordering an alcoholic beverage via an e-commerce platform, how often is an ID requested when the beverage is delivered or picked up?

2 Does the age of the person picking up an alcoholic beverage influence whether an ID is requested?

3 After ordering an alcoholic beverage via an e-commerce platform, does the receiving option affect how often an ID is requested?

4 Does ordering an alcoholic beverage in an area identified as rural affect how often an ID is requested when an alcoholic beverage is delivered or picked up?

5 Does the frequency of ID requests change when ordering an alcoholic beverage from a restaurant or bar with its own delivery drivers compared to a third-party driver?

QUESTION 1

After ordering an alcoholic beverage via an e-commerce platform, how often is an ID requested when the beverage is delivered or picked up?

Of 352 orders, an ID was requested only 35.2% of the time. **Therefore, the failure rate was 64.8%, which means ID was NOT required for 228 of 352 orders.**

1 OVERALL ID CHECKS

ID Checks for All Orders

Customers were asked for ID only 35.2% of the time.

64.8% of the time, ID was NOT requested.

ID Required

35.2%

Staff made contact but no
ID was required

60.2%

No contact or ID check upon
pick up or delivery

4.6%

Does the age of the person picking up an alcoholic beverage (i.e., over or under age 30) influence whether an ID is requested?
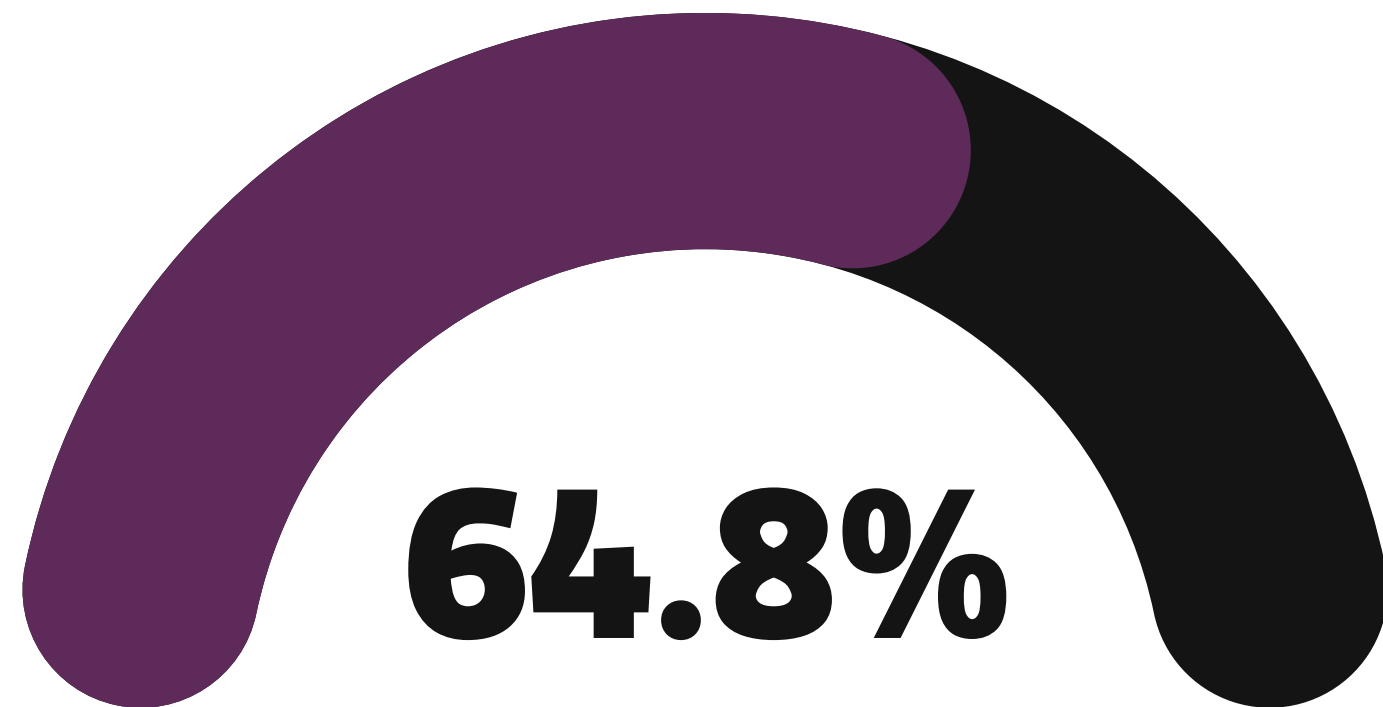
There was a non-significant difference between ID checks for individuals aged 30 and younger vs. those aged 31 and older. **Therefore, the age of a person receiving the alcoholic beverage did NOT affect whether the person's ID was requested.**
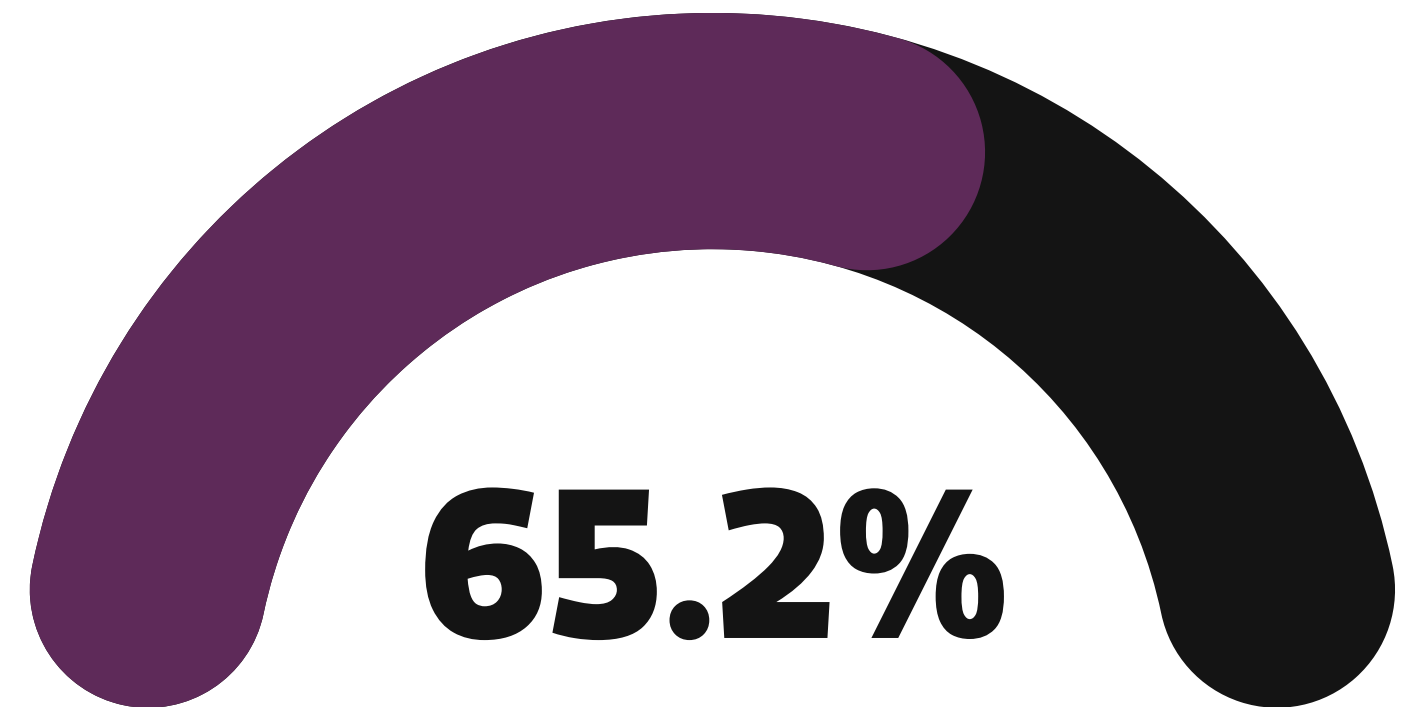
2 AGE

ID Checks by Age

64.8%

ID check failure rate for orders placed by individuals aged 30 or younger

65.2%

ID check failure rate for orders placed by individuals aged 31 or older

After ordering an alcoholic beverage via an e-commerce platform, does the receiving option (e.g., curbside, walk-in, drive-thru, or delivery) affect how often an ID is requested?

3 RECEIVING OPTION

There was a statistically significant difference between ID checks for the different options for receiving a beverage. **Therefore, the receiving option DOES affect how often an ID is requested.**

QUESTION 4

4 RURAL VS. NON-RURAL

Does ordering an alcoholic beverage in an area identified as rural affect how often an ID is requested when an alcoholic beverage is delivered or picked up?

There was a non-significant difference between ID checks in rural and non-rural areas. **Therefore, ordering an alcoholic beverage in an area identified as rural does NOT affect how often a state-issued ID is requested.**
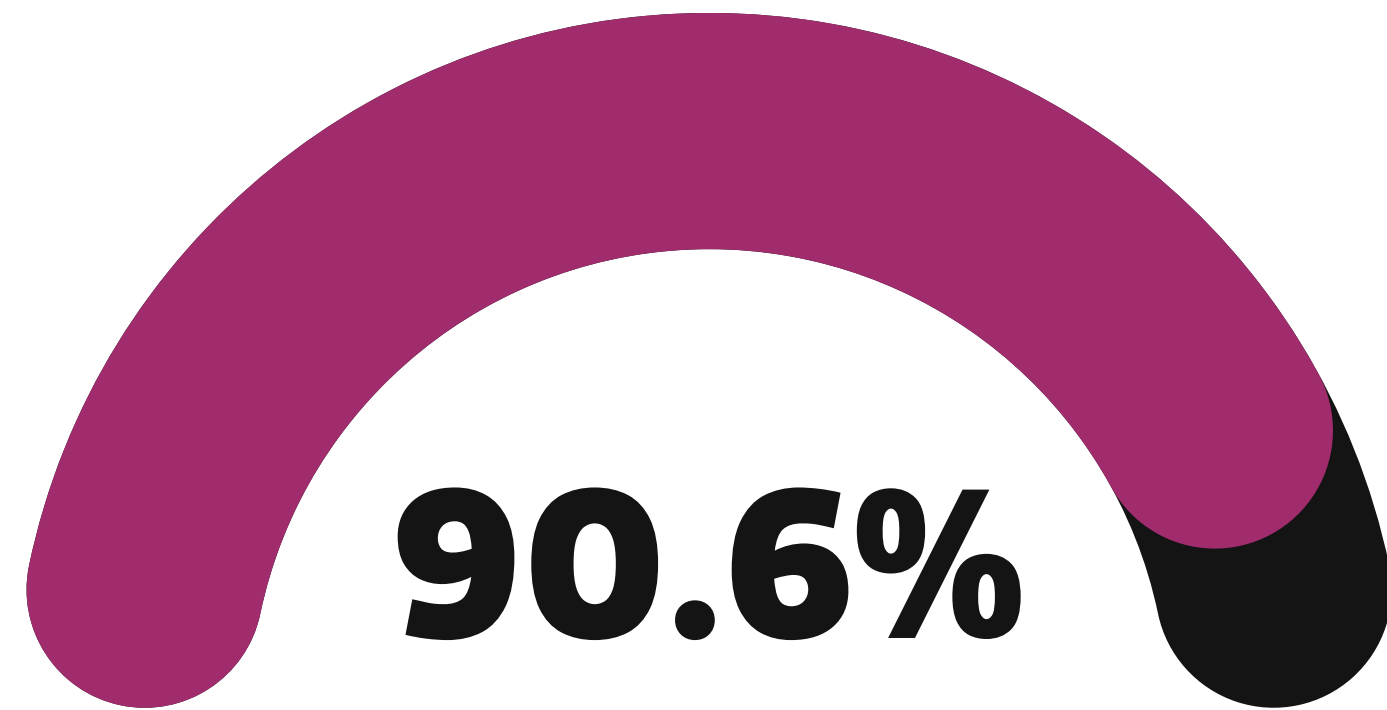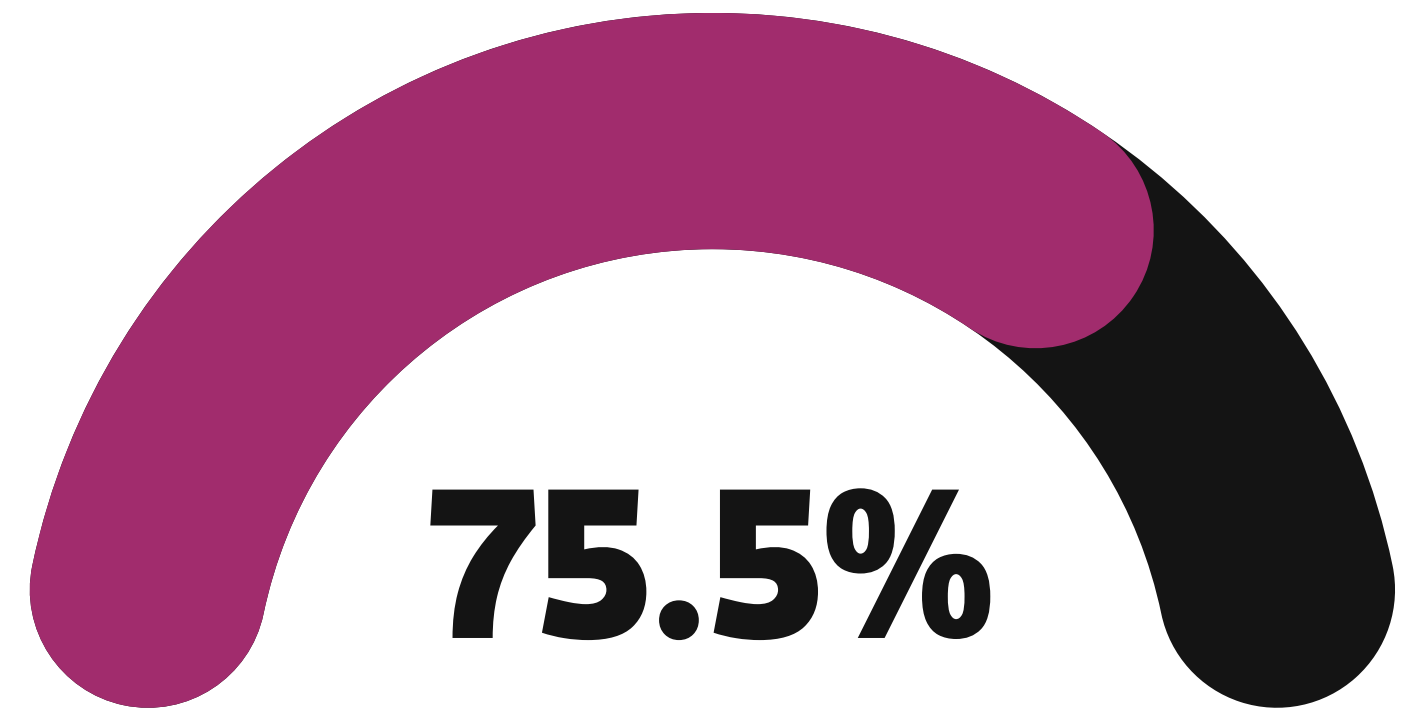
ID Checks - Rural vs. Non-Rural

90.6%

ID check failure rate in
rural areas

75.5%

ID check failure rate in
non-rural areas

Does the frequency of ID requests change when ordering an alcoholic beverage from a restaurant or bar with its own delivery drivers compared to ordering an alcoholic beverage via a third-party driver (e.g., Uber Eats, DoorDash, etc.)?

There was a significant difference between ID checks for delivery from a third-party delivery driver vs. restaurant or bar employees. **Therefore, the frequency of ID checks DOES change when ordering from a restaurant or bar with its own delivery drivers compared to ordering from a third-party driver.**
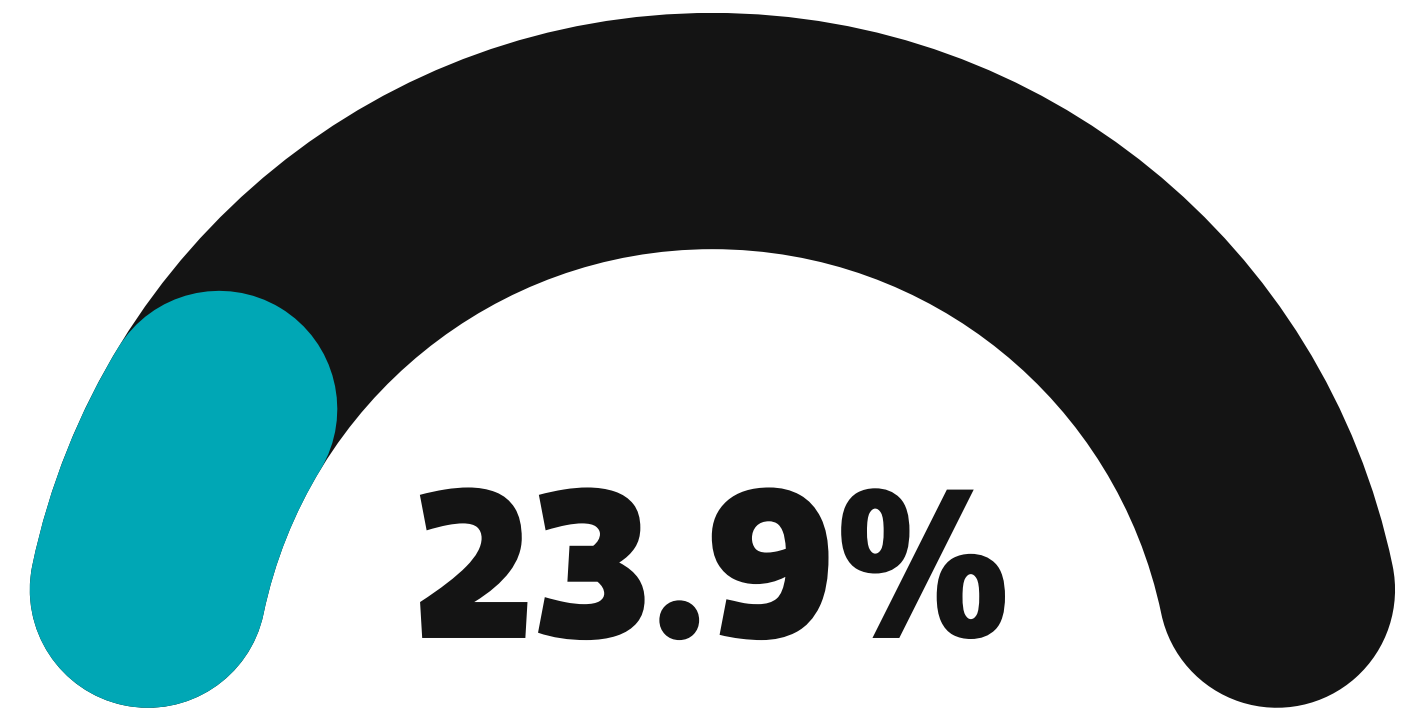
5 BAR/RESTAURANT VS. THIRD PARTY

ID Checks - Bar/Restaurant Staff vs. Third Party Delivery
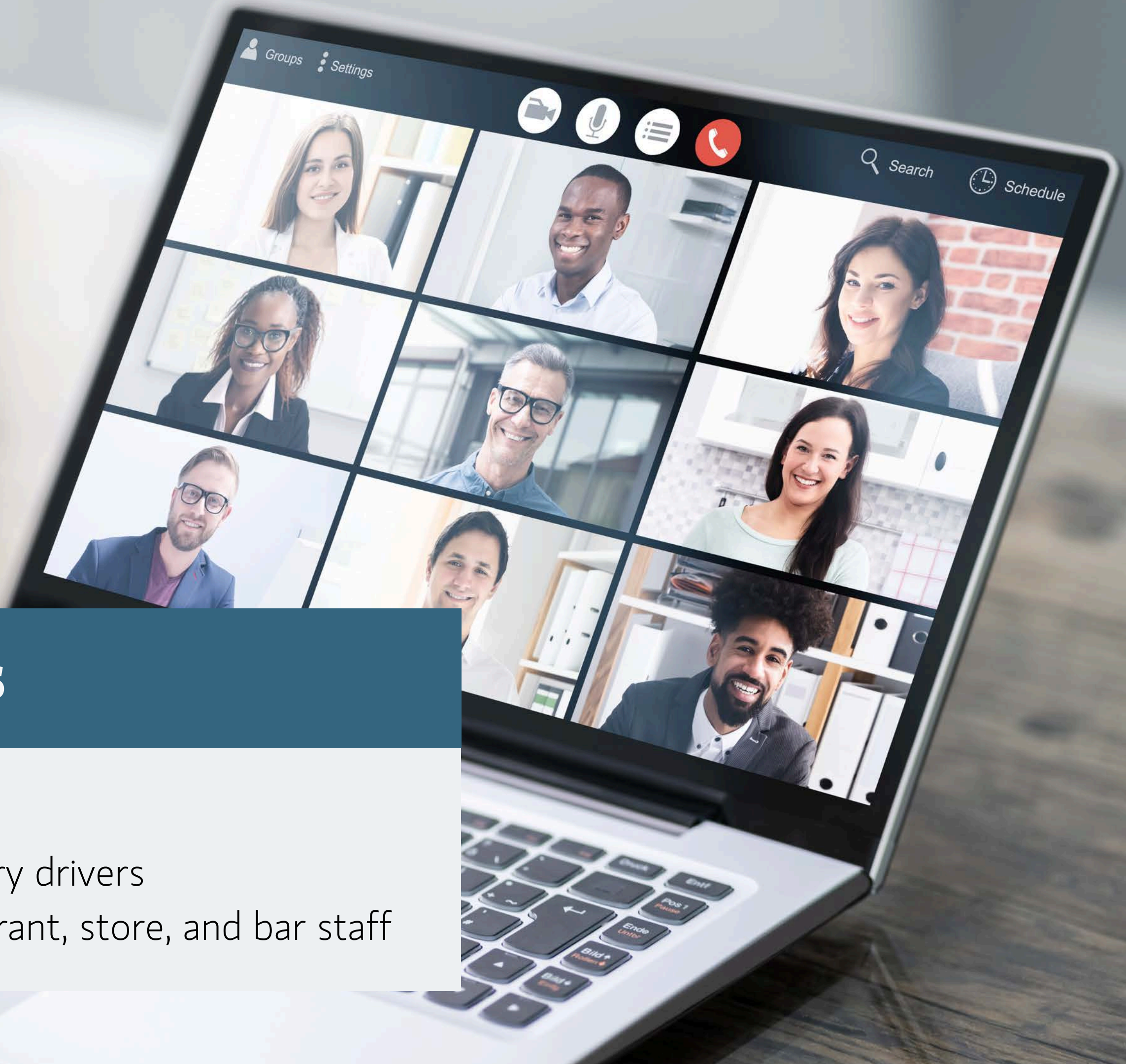
50%
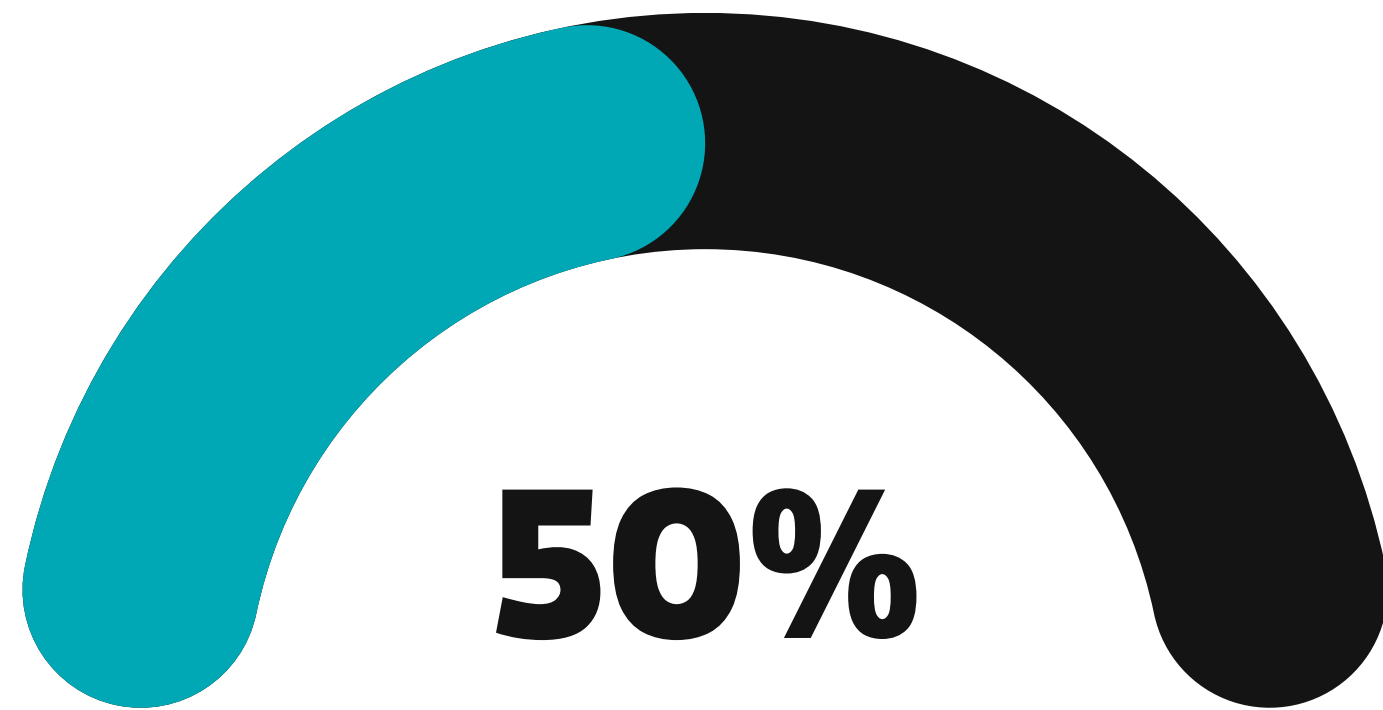
ID check failure rate for
restaurant or bar staff delivery

23.9%

ID check failure rate for
third party delivery

Focus Groups

- Six focus groups
  - Four with delivery drivers
  - Two with restaurant, store, and bar staff

Focus Group Findings

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- Many restaurants and bars had no clear policies and procedures related to a chain of command when it came to ensuring that orders were only delivered when a state-issued ID was verified.

- The limited policies and procedures that did exist seemed to disappear whenever restaurant or bar staff became busy.

Focus Group Findings

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- Third-party delivery drivers have technology that bar and restaurant staff lack or have limited/no access to — this appears to be another reason why third-party delivery drivers had a higher compliance rate with ID checks.

- "Manual overrides" on some delivery systems could explain why some third-party delivery drivers were able to complete orders without requiring ID checks.

- Third-party delivery drivers noted training and fear were the main reasons they had higher compliance rates with ID checks.

REGARDING TECHNOLOGY FOR ID CHECKS

"...all I have are my eyes and fingers."

-Restaurant Delivery Driver

3RD PARTY DRIVER TRAINING & FEAR

"...if you provide alcohol to a person who is underage, there are fines, or jail time, civil suits, and lawsuits."

-Third Party Delivery Driver

IF A PARENT FINDS OUT ALCOHOL IS DELIVERED TO THEIR UNDERAGE CHILD

"...it can go back to you, and you can get in trouble for that, and that's my extra money and I don't want to lose that."

-Third Party Delivery Driver

Recommendations

01 All deliveries of alcoholic beverages should be allowed only when staff/delivery drivers have access to a device that can verify the authenticity of the ID and the age of the person receiving the order.

02 All manual overrides or "workarounds" for entering a person's birthdate for an order containing an alcoholic beverage should be prohibited.

03 Increased compliance checks by an agency with the legal authority to conduct such checks should be initiated, including compliance checks related to curbside, walk-in, drive-thru, and delivery.

04 For all alcohol-to-go orders, whether for curbside, walk-in, or drive-thru, only a TABC-certified staff person should be allowed to hand an alcoholic beverage to a customer.

05 Future studies are needed to assess the impact of alcohol-to-go laws on compliance with open container laws.

TEXANS FOR **SAFE** AND **DRUG-FREE YOUTH**

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Contact us if you have any questions.

Thank you!