



Shopping Cart Retrieval Program

Public Works Department

Safety, Wellness, and Youth Committee
January 17, 2024

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1

Shopping Cart Retrieval Program

Participating Retailers

- Retailers may elect to enter into an agreement with the City for the retrieval of abandoned shopping carts by City's contractor.
- Retailers pay a fee of \$20.00/delivery, regardless of how many shopping carts are delivered.
- Contractor proactively locates/collects shopping carts and responds to service requests from City's 311 Call Center.
- Per the agreement, Contractor is required to collect shopping carts within 24 hours of receiving service request.



2

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2

Shopping Cart Retrieval Program

Non-Participating Retailers

- Retailers implement their own program and retrieve their own shopping carts.
- If shopping carts are collected by City's contractor, they are taken to the City Corporation Yard.
- Retailers must retrieve their carts from Corporation Yard for a fee within 72 hours of notification from City's contractor.
- During COVID, this practice was stopped. Shopping carts were delivered directly to retailers for a fee.



3

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3

Shopping Cart Collection Data

- Jan. 1 – Oct. 31, 2023
- Service requests + Proactive collection
- 30 retailers, 68 stores
- 6,804 total shopping carts collected and delivered

Retailer Name	Total # of Deliveries	Total # of Carts Delivered
99 Cents Only Stores	66	192
Albertsons	231	327
ALDI	86	90
Best Buy	1	1
Big Lots	119	144
Cardenas Markets, Inc.	271	324
CVS Pharmacy	29	29
Dollar Tree	31	32
El Super	85	86
Food 4 Less Supermarket	271	305
Food Fiesta Market	2	2
Hobby Lobby Stores, Inc.	31	32
Home Depot	129	182
Lowe's	310	538
Marshalls	3	3
Maxi Foods	95	105
Northgate Market	55	63
Petco	28	29
PetSmart	167	228
Ralphs Grocery Company	563	962
Rite Aid	5	5
Sam's Club	33	34
Smart & Final	548	672
Sprouts Farmers Market	142	172
Staples	5	5
Stater Bros. Markets	806	935
Target	33	98
Trader Joe's	78	130
Vons Companies, Inc.	125	179
Wal-Mart	594	900
Total	4,942	6,804

4



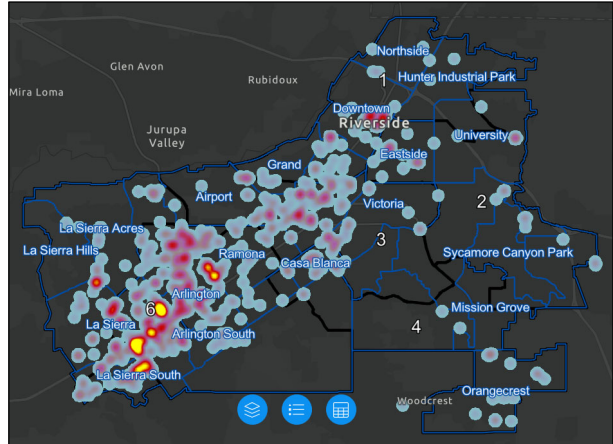
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4

Hot Spots

Shopping Cart Service Requests
January 1 – October 31, 2023

WARD	Dumping, Shopping Cart
Ward - 1	67
Ward - 2	25
Ward - 3	119
Ward - 4	47
Ward - 5	111
Ward - 6	370
Ward - 7	72
Blank	52
Total	863



5

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5

Plans to Improve the Program

- 10-Step Plan
- Engage with retailers to increase awareness and improve understanding of RMC
- Develop marketing materials
- Postcard Mailer
- Annual Agreement
- Annual Prevention Plans
- Audit payment history
- Evaluate City's retrieval service provider
- Engage with CAO regarding adjustments to RMC



6

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6

Plans to Improve the Program

- Identify Hot Spots
- Proactive education
- Focus education and outreach in high-volume areas
- Provide annual reports to retailers detailing carts retrieval data and reviewing Prevention Plan
- Proactive reporting by City employees (Field workers, RPD, etc.)
- Education to community
- Increase 311 reporting
- Awareness campaign for City employees and the community



7

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7

Moving Forward

Shopping Cart Agreement Expires June 2024.

Request for Proposal – Scope of Work to include:

- Collect carts on weekdays at minimum, with proactive collection 7 days a week preferred.
- Retrieve shopping carts within one business day of receipt of service request.
- Deposit shopping carts from non-participating retailers at City's Corporation Yard.
- Maintain records of all carts retrieved, detailing date, time, location of cart retrieval, and date/time the store was notified, among other things.



8

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8

Moving Forward

Shopping Cart Agreement Expires June 2024.

Request for Proposal – Scope of Work to include:

- Monthly reports must be provided to the City of Riverside on the 15th day of each month.
- Attend quarterly meetings with a designated representative of the City.
- Provide information on locations where carts are most commonly retrieved, and the percentage of carts retrieved for participating retailers versus non-participating retailers.



9

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9

STRATEGIC PLAN ALIGNMENT



Strategic Priority 6 – Infrastructure, Mobility & Connectivity

Goal 2.3 – Maintain, protect, and improve assets and infrastructure within the City's built environment to ensure and enhance reliability, resiliency, sustainability, and facilitate connectivity.

Cross-Cutting Threads



Community Trust



Fiscal Responsibility



Sustainability & Resiliency



Equity



Innovation



10

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10

RECOMMENDATION

That the Safety, Wellness, and Youth Committee receive a report and provide input on the Shopping Cart Retrieval Program.



11

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