



Shopping Cart Retrieval Program Update

Public Works Department

Public Safety Committee

September 21, 2016

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BACKGROUND

- I. June 28, 2016 – City Council:
 - A. Approved a 3-year agreement with California Shopping Cart Retrieval Corporation for shopping cart retrieval services.
 - B. Requested a report to the Public Safety Committee in 90 days regarding service delivery.
 - C. Requested research on feasibility of retroactively requiring installation of disabling devices on carts.



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CURRENT PROGRAM

- I. RMC Chapter 9.58
 - A. Prohibits customers from removing shopping carts from a business premises.
 - B. Requires retailers to submit prevention plans or sign up with the City for cart retrieval services.
 - C. Allows the City to revoke prevention plans if more than 60 carts are retrieved in 6 months.
 - D. Requires retailers to install disabling devices and receive fines if they do not have an approved plan in place or contract with the City.



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PROGRAM PERFORMANCE

- I. Program Stores – 83 retailers
 - A. Contract with the City for cart retrieval services.
 - B. Agree to reimburse City for retrieval costs.
 - 1. Small volume \$3.50 per cart
 - 2. Large volume \$18 per load
 - C. Exempt from submitting prevention plan.



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PROGRAM PERFORMANCE

- I. Non-Program Stores – 21 retailers
 - A. Do not utilize City's cart retrieval services
 - B. Must submit a prevention plan
 - C. Abandoned shopping carts will be impounded
 - 1. \$13 impound fee if retrieved after 72 hours
 - 2. Carts destroyed after 30 days
- II. Carts with no identifying markers are destroyed immediately.



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PROGRAM PERFORMANCE

- I. 83 retailers signed up for City services
- II. 21 retailers have submitted Plans
 - A. 84 retailers had less than 10 carts per month retrieved in FY15-16
 - 1. 46 of these retailers had no carts retrieved
 - B. 92% of carts retrieved in FY15-16 belonged to 26 retailers



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PROGRAM PERFORMANCE

I. Ten retailers with the highest retrieval numbers

Retailer	Address	Carts	Ward	Locking Wheels	City Program
K-Mart 3106	7200 Arlington	366	5	Yes	Yes
Stater Bros. 22	4680 La Sierra	388	7	Yes	Yes
Albertson's 6572	2975 Van Buren	193	5	No	Yes
Lowe's 1048	9851 Magnolia	601	6	No	Yes
Stater Bros. 79	10370 Arlington	689	7	Yes	Yes
Smart&Final 514	5202 Arlington	716	3	Yes	Yes
Big Lots 4256	4022 Madison	777	3	No	Yes
Ralphs 609	5295 Canyon Crest	1,102	2	No	Yes
Stater Bros. 42	6160 Arlington	1,131	5	No	Yes
Wal-Mart 1028	5200 Van Buren	2,281	6	No*	Yes
Ralphs 144	6155 Magnolia	2,610	3	No	Yes



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PROGRAM PERFORMANCE

I. In FY 2015-16, CSCRC retrieved 15,808 carts which equates to 1,317 carts per month

Service Provider	Fiscal Year	Carts Retrieved
City	2005-06	11,000
CSCRC	2006-07	53,983
CSCRC	2007-08	52,468
CSCRC	2008-09	46,320
CSCRC	2009-10	46,696
CSCRC	2010-11	49,687
CSCRC	2011-12	51,089
CSCRC	2012-13	46,600
CSCRC	2013-14	33,473
CSCRC	2014-15	23,842
CSCRC	2015-16	15,808



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PROGRAM PERFORMANCE

- I. 15% of carts retrieved are in response to a call from 311, remaining 85% are retrieved proactively

Fiscal Year	Number of Calls 311
2007-08	754
2008-09	844
2009-10	779
2010-11	841
2011-12	745
2012-13	531
2013-14	1,339
2014-15	1,807
2015-16	1,355



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PROGRAM PERFORMANCE

- I. CSCRC provides 1 full-time driver and 2 part-time drivers daily
- II. Carts reported to Call Center before 3pm are to be retrieved the same day
- III. Carts reported after 3pm are to be retrieved the next day



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PROGRAM PERFORMANCE

- I. Service improvements due to concerns
 - A. CSCRC hired new drivers
 - B. CSCRC field supervisor performing more frequent field audits
 - C. City and CSCRC will meet quarterly
- II. Communication improvements
 - A. City 311 Mobile App Development for drivers



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POTENTIAL CHANGES

- I. Researched Disabling Devices
 - A. A well maintained device helps to reduce abandoned carts
 - B. Cost is up to \$15,000 for initial installation
 - C. \$50 per cart for wheel and battery
 - D. Annual maintenance up to \$5,000
 - E. Potential logistical issues
 - F. May not be the best solution for all businesses, particularly those with few carts



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POTENTIAL CHANGES

- I. Require Prevention Plan from all retailers;
- II. Require Plan to include a way to actively locate carts within 1 mile of retailer;
- III. Require an employee training program;
- IV. Require annual evaluation report if more than 24 carts retrieved;



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POTENTIAL CHANGES

- V. Require retailers to install disabling devices and show evidence of proper maintenance if plan is revoked 3 times;
- VI. Establish thresholds based on carts owned and carts retrieved to revoke Plan; and
- VII. Require new developments to install wheel locking devices.



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POTENTIAL CHANGES

- Should the Committee recommend pursuing changes, it is recommended that staff consult with the business community to develop them further prior to proceeding.



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RECOMMENDATIONS

That the Public Safety Committee:

1. Receive an update on the Shopping Cart Retrieval Program; and
2. Consider potential changes to Chapter 9.58 of the RMC relating to the retrieval, impound, and disposal of lost, stolen, or abandoned shopping carts.



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