



Shopping Cart Retrieval Program

Public Works Department

Public Safety Committee
January 18, 2017

RiversideCA.gov

BACKGROUND

June 28, 2016 – City Council:

- A. Approved a 3-year agreement with California Shopping Cart Retrieval Corporation for cart retrieval services.
- B. Requested a report to the Public Safety Committee regarding service delivery.
- C. Requested research on feasibility of retroactively requiring installation of disabling devices on carts.



2

RiversideCA.gov

BACKGROUND

September 21, 2016 - Public Safety Committee:

- A. Received update on program and considered potential changes to Chapter 9.58 of the RMC to further address abandoned shopping carts.
- B. Committee requested staff return after soliciting feedback from local businesses regarding potential program changes.



3

RiversideCA.gov

RETAILER INPUT

- I. Public Works met with Chamber and retailers among the top ten with highest number of abandoned carts.
- II. Retailers were eager to meet with City.
 - A. Supportive of suggested RMC changes.
 - B. Appreciated opportunity to express concerns and provide input.



4

RiversideCA.gov

RETAILER INPUT

After meeting with City, Stater Brothers:

- A. Checked and made repairs to wheel locking systems.
- B. Implemented policy to test any wheel locking cart returned by City contractor and ensure it works properly prior to making it available to customers.
- C. Used City data to request and help justify wheel locking system for La Sierra location.



5

RiversideCA.gov

RETAILER INPUT

After meeting with City, Ralphs:

- A. Shared ideas for outreach to UCR students
 - 1. Look for alternative ways to transport items from shopping center
 - 2. Low cost travel carts for students
- B. Will lock up carts at night
- C. Will inventory carts at night and in the morning
- D. Will request wheel locking system for Magnolia



6

RiversideCA.gov

RETAILER INPUT

After meeting with City, Safeway(Albertsons):

- A. Will reinforce their best practices:
 - 1. Increase parking lot sweeps
 - 2. Lock up carts at night
 - 3. Inspect and replace signs if necessary



7

RiversideCA.gov

ADDITIONAL CITY EFFORTS

- I. Increase cart retrieval services in vicinity of retailers with high volumes of abandoned carts.
- II. Continue to communicate with retailers and provide cart retrieval data.
- III. Educate residents and businesses about rules.
- IV. Working to provide contractor access to 311 phone application to the cart retrieval contractor for quicker access to retrieval requests.



8

RiversideCA.gov

PROPOSED RMC 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 store with more than 20 carts has more than 20% retrieved in a year;



9

RiversideCA.gov

PROPOSED RMC CHANGES - CONT.

- V. Require disabling devices if plan is revoked 3 times in 4 years. If they already have disabling devices, then they would be required to show proof of quarterly maintenance and repairs;
- VI. Require retailers with wheel locking systems to test carts returned by City contractor before putting in use;



10

RiversideCA.gov

PROPOSED RMC CHANGES - CONT.

- VII. Require retailers to pull carts from use if disabling devices are not working;
- VIII. Allow City to revoke retailer plan and require more prevention measures if more than 25% of carts are retrieved in 6 months;
- IX. Require carts to be locked up at night; and
- X. Require new developments to install wheel locking devices.



11

RiversideCA.gov

RECOMMENDATION

That the Public Safety Committee recommend that City Council adopt an ordinance to amend Chapter 9.58 of the RMC relating to the retrieval, impound, and disposal of lost, stolen, or abandoned shopping carts.



12

RiversideCA.gov