



Shopping Cart Retrieval Program

Public Works Department

City Council
February 28, 2017

RiversideCA.gov

BACKGROUND

- I. June 28, 2016 – City Council requested a report to the Public Safety Committee regarding service delivery and research on feasibility of requiring disabling devices.
- II. September 21, 2016 - Public Safety Committee received update, considered potential changes to the RMC, and asked staff to solicit feedback from local businesses.
- III. January 18, 2017 – Public Safety Committee unanimously voted to recommend that City Council adopt an ordinance to amend Chapter 9.58 of the RMC.



2

RiversideCA.gov

CURRENT PROGRAM

RMC Chapter 9.58

- A. Prohibits customers from removing carts.
- 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 installation of disabling devices fines if retailers don't have an approved plan or contract with the City.



3

RiversideCA.gov

PROGRAM PERFORMANCE – FY15-16

- I. 83 retailers contract with the City for retrieval services
- II. 21 retailers have an approved plan
- III. Of 104 retailers, 84 had less than 10 carts retrieved per month
 - 46 of these retailers had no carts retrieved
- IV. 92% of carts retrieved belonged to 26 retailers



4

RiversideCA.gov

Retailers With Highest Retrieval Numbers

Retailer	Address	Carts Retrieved	Ward	Locking Wheels	City Program
Ralphs 144	6155 Magnolia	2,640	3	No	Yes
Wal-Mart 2028	5200 Van Buren	2,281	6	No*	Yes
Stater Bros. 42	6160 Arlington	1,131	5	No	Yes
Ralphs 609	5295 Canyon Crest	1,102	2	No	Yes
Big Lots 4256	4022 Madison	777	3	No	Yes
Smart & Final 514	5202 Arlington	716	3	Yes	Yes
Stater Bros. 79	10370 Arlington	689	7	Yes	Yes
Lowe's 1048	9851 Magnolia	601	6	No	Yes
Albertson's 6572	2975 Van Buren	493	5	No	Yes
Stater Bros. 22	4680 La Sierra	388	7	Yes	Yes
K-Mart 3106	7200 Arlington	366	5	Yes	Yes



5

RiversideCA.gov

CART RETRIEVAL

Provider	Fiscal Year	Carts Retrieved	311 Calls
City	2005-06	11,000	-
CSCRC	2006-07	53,983	-
CSCRC	2007-08	52,468	754
CSCRC	2008-09	46,320	844
CSCRC	2009-10	46,696	779
CSCRC	2010-11	49,687	841
CSCRC	2011-12	51,089	745
CSCRC	2012-13	46,600	531
CSCRC	2013-14	33,473	1,339
CSCRC	2014-15	23,842	1,807
CSCRC	2015-16	15,808	1,355



6

RiversideCA.gov

PROGRAM PERFORMANCE

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



7

RiversideCA.gov

POTENTIAL RMC CHANGES

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



8

RiversideCA.gov

RETAILER INPUT

- I. Stater Brothers made repairs to wheel locking system, implemented policy to test carts that are returned, and used City data to request a wheel locking system for their La Sierra Store.
- II. Ralphs shared ideas for outreach to UCR students, began locking up carts at night, will complete morning and evening cart inventory, will request wheel locking system for their Magnolia store.
- III. Albertson's (Safeway) will reinforce their current best practices including increasing parking lot sweeps, locking up carts at night, and inspecting and replacing signage.



9

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 (could include contracting);
- 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;
- V. Require disabling devices if plan is revoked 3 times in 4 years. If they already have disabling devices, then require proof of quarterly maintenance and repairs;



10

RiversideCA.gov

PROPOSED RMC CHANGES - CONT.

- VI. Require retailers with wheel locking systems to test carts retrieved before putting back in use;
- VII. Require carts to be pulled 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 with large retailers utilizing carts to install wheel locking devices.



11

RiversideCA.gov

RECOMMENDATIONS

That City Council:

1. Receive the update on the Shopping Cart Program; and
2. Introduce and subsequently adopt an Ordinance amending Chapter 9.58 of the RMC relating to the retrieval, impound, and disposal of lost, stolen, or abandoned shopping carts.



12

RiversideCA.gov