



Shopping Cart Retrieval Program

Public Works Department

Public Safety Committee

December 18, 2019

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BACKGROUND

- I. June 18, 2019 – City Council:
 - A. Approved a three-year agreement with Retail Marketing Services, Inc., dba CARTRAC for cart retrieval services.
 - B. Requested a report to the Public Safety Committee regarding service delivery.



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CARTRAC APPROACH

- I. CARTRAC patrols the City at least 12 hours per day, seven days per week, (6 AM to 6 PM), 362 days per year.
- II. CARTRAC can request assistance from drivers in the neighboring service areas when needed.
- III. CARTRAC understands that all cart locations reported to them by the CITY (SR's) must be picked up within the same day or the next morning (if received after 3 PM).



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CART RETRIEVAL

Provider	Fiscal Year	Carts Retrieved	311 Calls
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
CSCRC	2016-17	28,242	1,423
CSCRC	2017-18	16,695	1,526
CARTRAC (Name Change)	2018-19	9,087	1,550



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Retailers Cart Retrieval Numbers

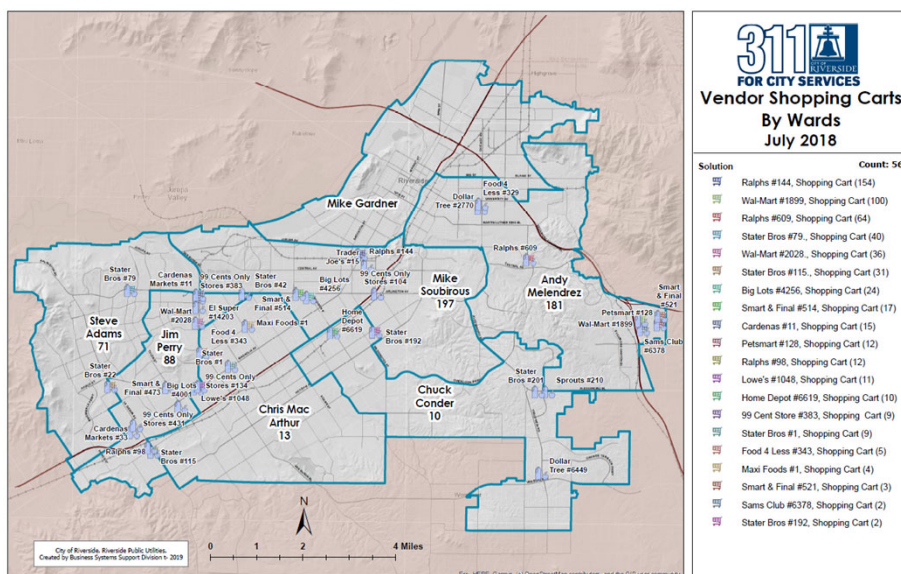
Retailer	Address	Carts Retrieved	Ward	Locking Wheels	City Program
Ralphs Grocery	6155 Magnolia	1,839	3	No	Yes
Ralphs Grocery	5295 Canyon Crest	1,073	2	No	Yes
Wal-Mart Supercenter	6250 Valley Springs	798	2	No	Yes
Cardenas Market	6350 Van Buren	566	6	No	Yes
Big Lots	4022 Madison	499	3	No	Yes
Stater Bros.	4680 La Sierra	427	7	Yes	Yes
Stater Bros.	10370 Arlington	391	7	Yes	Yes
99 Cents Only Stores	6230 Van Buren	352	6	Yes	Yes
Smart & Final Extra	5202 Arlington	351	3	Yes	Yes
Home Depot	3323 Madison	337	4	No	Yes



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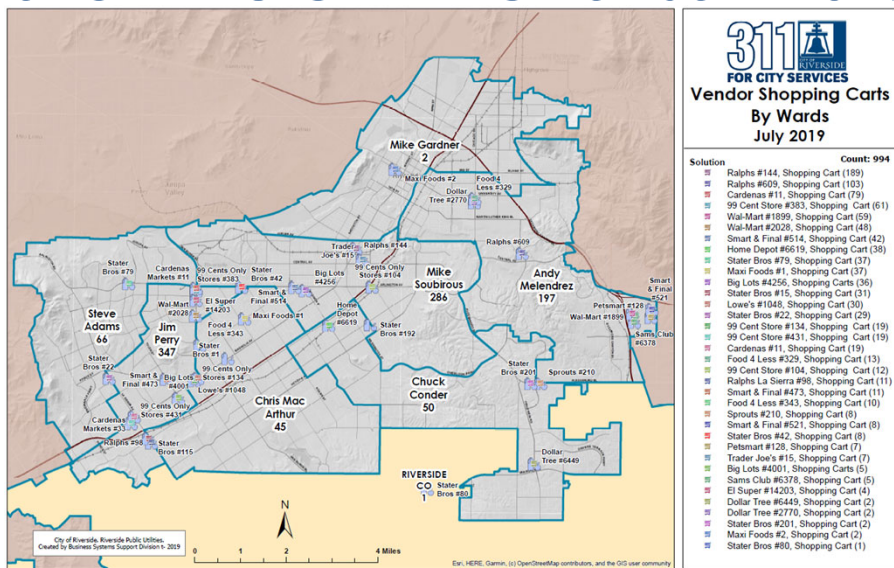
SHOPPING CART PICK UP JULY 2018



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SHOPPING CART PICK UP JULY 2019



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ACTION PLAN

- I. Carts retrieved July 2019 are up from July 2018. The City will reach out to the retailers with the highest number of carts being retrieved, ask for a copy of their prevention plan for review, and work with them to find solutions for improvements.
- II. Provide access to 311 phone application to CARTRAC for quicker access to cart retrieval requests. Phone app should be completed Spring 2020.
- III. Keep up with communication with CARTRAC to improve cart retrieval services.

Online reporting

- www.retailsolutionsus.com
- crmweb.riversideca.gov
- callcenter@riversideca.gov



By Phone

(888) 992-4778
(951) 826-5311
311

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THANK YOU



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