



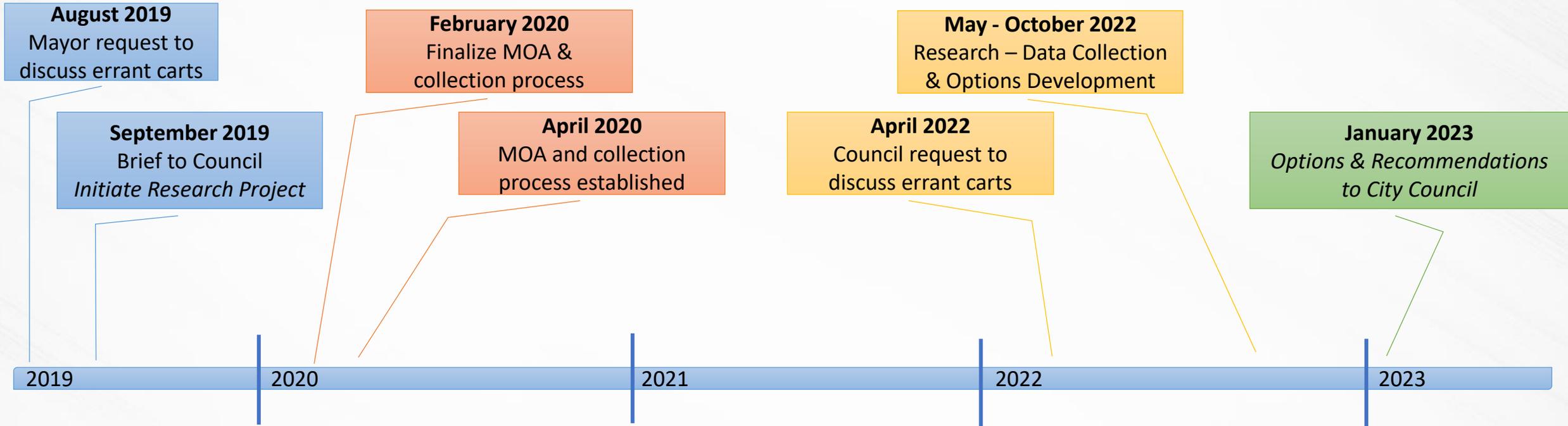
Errant Shopping Carts

Brook Redding, Special Projects - CMO

- Background
 - 2019 Research Project
 - Memorandum of Agreement
 - City Process
- Frequency and Cost of the issue
- Options
- Direction from Council



Background and History



20 Day Research Project Summary

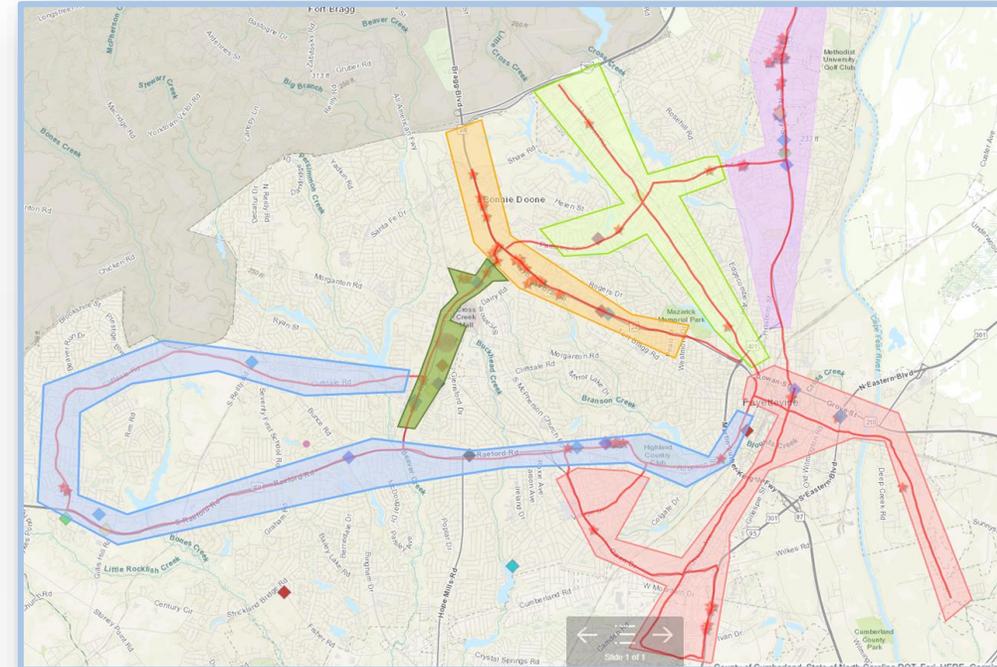
Timeline: September 11, 2019 to 1 October 2019

Research Question

How often and where are shopping carts removed from merchant premises and left errant along major roadways in the City?

Key Findings

- There are over 112 vendors in the city that provide shopping carts
- There were 143 errant carts along routes during the research project
 - Walmart – 43 errant carts
 - Harris Teeter – 7 errant carts
 - Dollar General – 3 errant carts
 - Save A Lot – 6 errant carts
 - Sam's Club – 2 errant carts
 - Food Lion – 2 errant carts
 - Sprouts – 1 errant cart
 - Unknown – 79 carts where listed as unknown or not identified in the survey.



Research Method

1. Data collected using ArcGIS
2. Multiple Departments participated in data collection
3. Identified all vendors with carts in the city (2019)
4. Research route established for uniformity in data
5. Research was limited to six corridors for the study

Summary of the MOA

- April 2020 – Council Approved to enter a Memorandum of Agreement with the NC Retail/Merchant Association and its members within the city.
- The MOA listed best practices for the City of Fayetteville and the Retailers/Merchants/Vendors of the NCRMA
- The MOA was a 12 month cooperative agreement starting in May 2020 and ending in April 2021

City of Fayetteville Best Practices

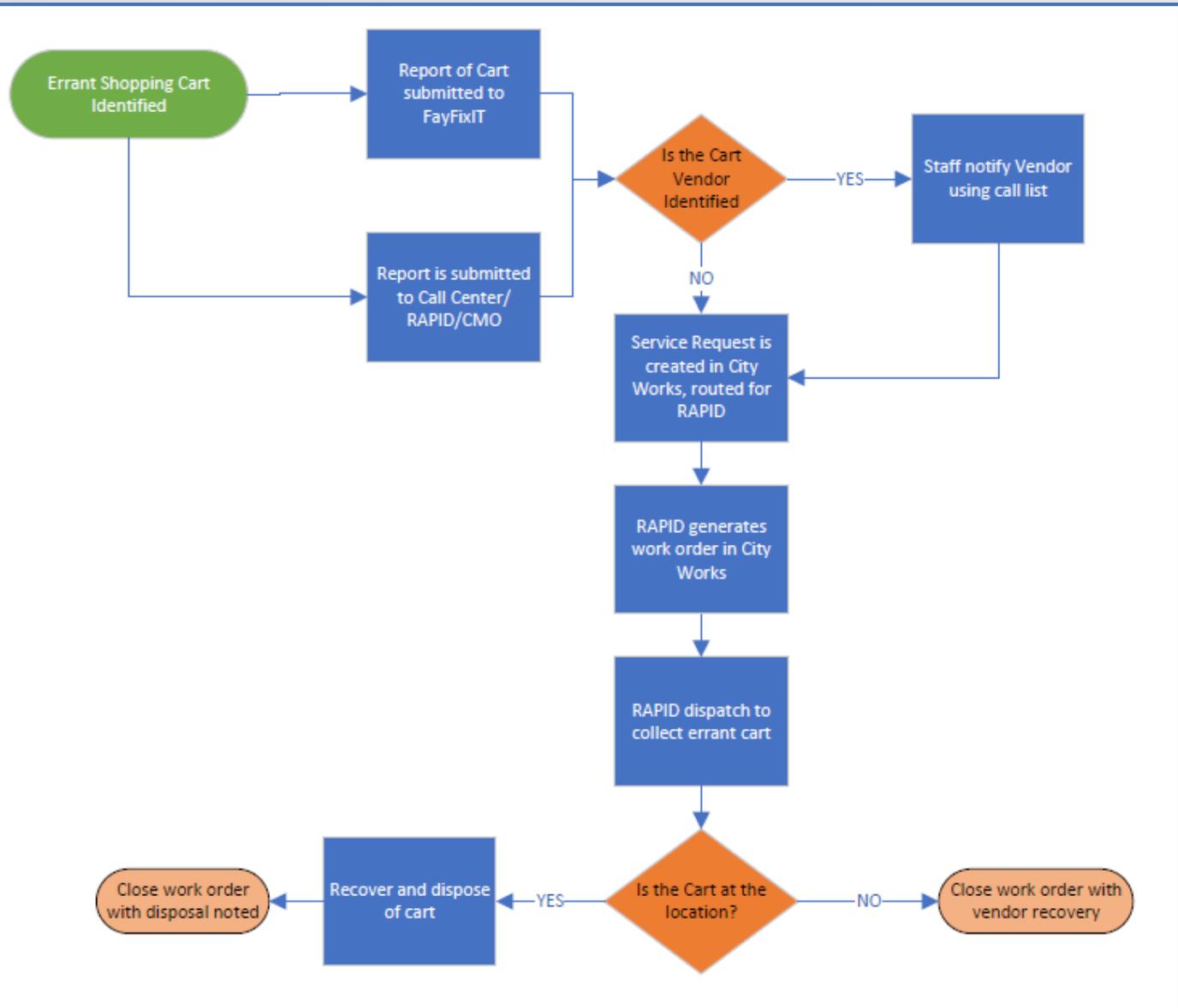
1. Educate the public through signage
2. Report the location of errant carts to merchants
3. Regularly inform and engage citizens
4. Promote media coverage of errant carts and their impacts
5. Collect and dispose of unidentifiable errant carts

Retailer Best Practices

1. Post signs where feasible
2. Patrol off site to gather abandoned carts
3. Conduct a quarterly inventory of carts
4. Make bags or other means of transporting purchased items available for sale
5. Make customers aware of any delivery or curbside options available
6. Send retailer employees to bus stops located close to store to retrieve errant carts
7. Each merchant will designate a contact person for the City to contact to retrieve errant carts

2022 Cart Collection Process

From May 2020 through October 2022, city staff have encountered over **1,000 errant carts**. This is an exponential increase from the original research project conducted in 2019



Recovering and removing shopping carts has detrimental impacts on the city departments involved. To better understand these impacts, staff created a simple model to calculate the time and financial implications of errant cart recovery.

- Labor Costs - This value was created using the average salary and benefits of the employees involved in errant cart recovery operations. Staff estimate that one hour of labor equals \$39.
- Identification, Collection, Removal, and Disposal - Staff estimate the collection and recovery of shopping carts take a minimum of two employee work hours which equals \$78 per errant cart recovery

Using the simple cost model, the City has spent over \$78,468 since May 2020 to recover shopping carts.

	2020	2021	2022	Total Cost
RAPID	-	257	249	\$39,468
P&R	-	84	75	\$12,402
Solid Waste	58	22	21	\$7,878
Transit	50	98	92	\$18,720
TOTAL	108	461	437	\$78,468

The removal of a shopping cart from its premises is illegal according to North Carolina Law. There are no cities or counties in North Carolina that have passed ordinance to manage shopping cart issues.

N.C.G.S. § 14-72.3. Removal of shopping cart from shopping premises.

1. It is unlawful for any person to remove a shopping cart from the premises of a store without the consent, given at the time of the removal, of the store owner, manager, agent or employee.
2. Violation of this section is a Class 3 misdemeanor. (1983, c. 705, s. 1; 1994, Ex. Sess., c. 14, s. 3.1.)

Most shopping cart ordinances fall into three categories:

- A retailer must have a plan to contain and collect errant shopping carts
- The City imposes fines and penalties for abandoned or errant shopping carts
- A retailer must have a system in place to contain shopping carts and prevent them from being abandoned.

Direction from Council

1. City Council directs staff to generate ordinance recommendations to address errant shopping carts.
2. City Council takes no further action regarding errant shopping carts.





 **FAYETTEVILLE** ^{NC}
AMERICA'S CAN DO CITY

FayettevilleNC.gov