

3.8 TROLLEY COLLECTION

Overview

The Shopping Trolley Bylaw, enacted in October 2025, introduced a structured process to reduce abandoned trolleys across Rotorua. Under the new system, Council staff collect abandoned trolleys every Tuesday and Thursday and transport them to a central holding location for retailers to retrieve.

Any trolleys not collected by the following Monday are returned to the retailer at a cost, encouraging timely uplift and shared responsibility for asset management.

Analysis

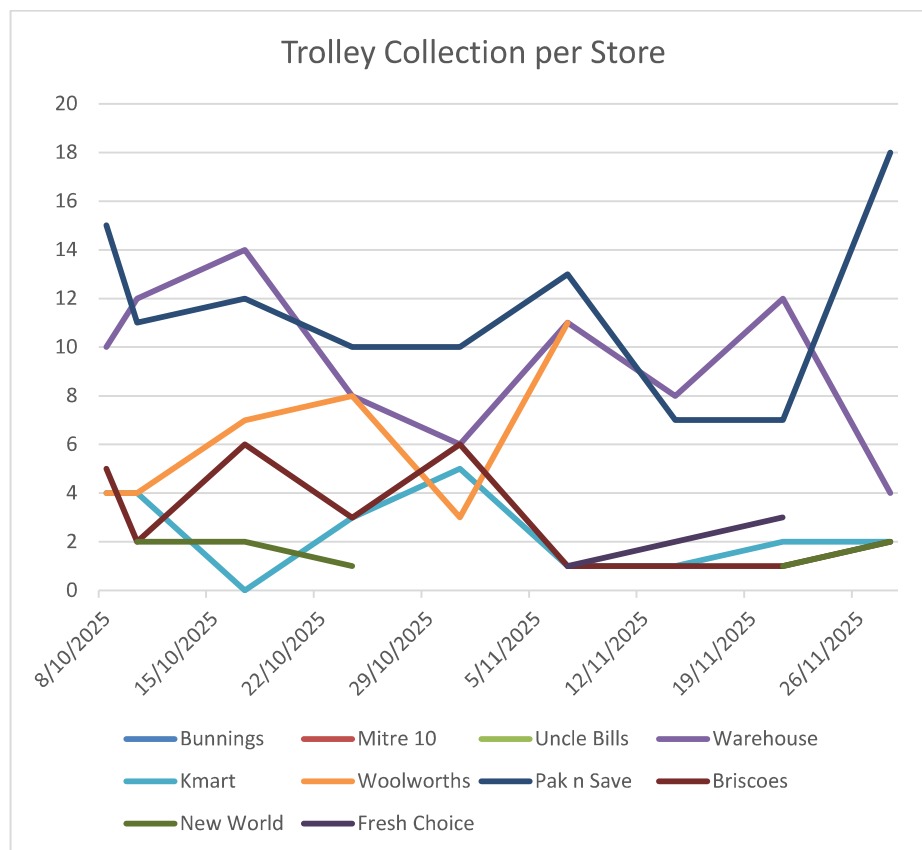
Since implementation of the bylaw (via the Waste Management and Minimisation Bylaw 2025), the number of trolleys requiring collection has steadily declined, indicating positive behavioural change.

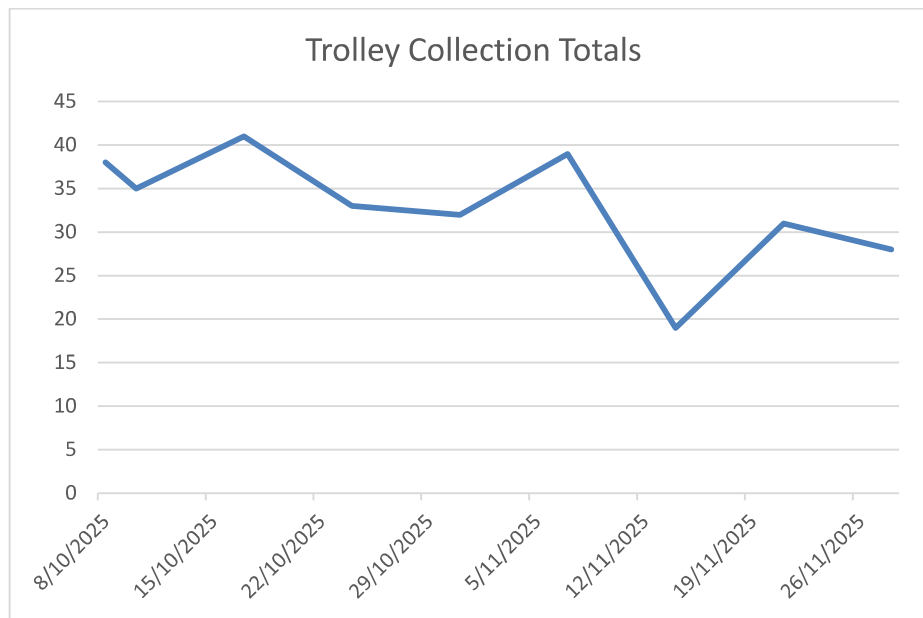
Key points include:

Pak'nSave and The Warehouse continue to account for the highest number of recovered trolleys, reflecting their larger customer base and trolley fleet.

Woolworths has introduced its own trolley retrieval service, contributing to a noticeable reduction in their abandoned trolley numbers.

Overall, the bylaw is demonstrating early success, with fewer trolleys being left in public spaces and improved visual amenity in affected neighbourhoods.





3.9 INNER-CITY LEAD

Inner-city Lead Role

The role has been vacant since August and will not be recruited until the new financial year.