



London Transit Commission Lost and Found Policy

1. London Transit is not responsible for items lost on its vehicles (on conventional and specialized services) or property (including bus shelters). London Transit stores lost items for **one business day**. To inquire about a lost item please call 519-451-1347 between 8:30am - 10:00 pm Monday to Friday, 9:00am – 4:00pm on Saturday and Sunday.
2. For all found items with identification, attempts will be made to contact the owner i.e. wallets and medication. (Customer Service for items of lesser value, Treasury Dept. staff for items of value).
3. For the purpose of definition only, the following items only, including their contents, will be classified as items of value. These are cash, gift cards, purses, wallets, cameras, jewelry (including watches) and electronic equipment (i.e. cell phones, laptops, tablets) as well as medical equipment and/or medication. All other items will be considered items of lesser value.
4. Items of lesser value turned into the Ticket Office or Dispatch will be sent to/held in Customer Service Dept. for **one business day** prior to being donated to a Corporate Charity. Items of value turned into the Ticket Office or Dispatch will be sent to the Treasury Dept. on the next operating day of the Main Office and will be held for a period of 14 days prior to being donated to Corporate Charities.
5. Bicycles left on buses are held at London Transit for a one week period. Following the one week hold, bicycles that have not been recovered by the owner are given to London Police Services.
6. The Treasury Dept. will have the discretion to hold items longer in certain circumstances.
7. All found passes (London Transit passes or Smart Cards, Western, Fanshawe, SOGS) will be processed in the Customer Services Dept. (Fraudulently used passes will be processed through the Treasury Dept. Also, any knapsacks, lunch boxes, etc. which are searched and in which fraudulent LTC fare media is found will also be processed through the Treasury Dept.).
8. Found individual credit/debit cards, SIN cards, Health cards and Drivers Licenses will be sent to the Treasury Dept. on the next operating day of the Main Office and will be held for a period of 14 days prior to being destroyed. The destruction will be witnessed and recorded.
9. All items of value and lesser value found will be claimed by customers at the Main Office (450 Highbury Ave N.). Items will not be transported between offices at the customer's request. Customer Service Staff, including Dispatchers and Ticket Clerks, will advise customers that lost items will be available the next business day after 10:00 am, during the posted hours of operation of the Customer Service Dept.
10. All found passes may be claimed by the customer at the Main Office (450 Highbury Ave N.) only. Passes will not be transported between offices at the customer's request.
11. Passengers finding an item of value and turning it in to Lost & Found may request to claim the item should it not be claimed by its owner within the timeframe of the Policy. Employees may not request to claim items turned in.
12. Buses in service will only be searched when the lost item is an item of value or a personal medical needs item.
13. Once an item is deemed to be unclaimed following the stated timelines for items of value and lesser value, the item will be destroyed or given to Corporate Charities as deemed by the policy.