



## 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.

## **LOST & FOUND PROCEDURES**

### **Items of Value**

For the purposes of definition only, the following items only will be classified as items of value. These are:

- Cash.
- Purses and contents
- Wallets and contents
- Cameras
- Jewelry (including watches)
- Electronic equipment (cell phones, laptops, tablets).
- Medication, medical equipment

### **Procedures:**

1. When an item is turned in at the Ticket Office or Dispatch Office, the Ticket Clerk or Dispatcher will complete a lost and found tag (and complete an Incident Report) with the pertinent information and attach it to the item.
2. The item and tag are forwarded to the Treasury Dept. should it be turned in at the Ticket Office; the Ticket Clerk is to fax a copy of the lost & found tag to Treasury Dept. to notify Treasury Dept. that an item is being sent.
3. Treasury Dept. is to search the item for identification and, if found, attempt to contact the individual.
4. The item is to be held in Treasury Dept. for a minimum 14 days, unless claimed, however, Treasury Dept. has the discretion to extend the timeframe.
5. Treasury Dept. staff should ensure that the customer clearly identifies the found item before allowing the customer to claim the item.
6. Customers will claim items of value at Main Office only during regular business hours. Appropriate identification will be required and the customer will be required to sign a document stating that London Transit has turned the item over to the customer, as the customer represented to London Transit ownership of the item.
7. If an item of value is found on a bus and turned over to an Operator, the Operator is to contact Dispatch to have the item picked up from the bus as soon as possible. Dispatch will make arrangements to have the item picked up by an Inspector or by a Ticket Clerk if the bus travels through the downtown area and there is a Ticket Clerk available.
8. If the item remains unclaimed, Treasury Dept. will be responsible for disposal of the item through the Corporate Charities.
9. Buses in service will only be searched when the lost item is an item of value or a personal medical needs item.

## Items of Lesser Value

### Definition:

For the purposes of definition only, items of lesser value are any items not shown in the list of items of value.

### Procedures:

1. All bags, coolers, knapsacks, etc. will first be emptied of any perishable items found by Dispatch who will determine if the item is carrying illegal or valuable items and handle same as appropriate.
2. Found credit cards, SIN cards, health cards, etc. are considered items of lesser value but are to be forwarded to the Treasury Dept. by Dispatch and held for 14 days.
3. An item of lesser value will not be tagged.
4. The item of lesser value is to be forwarded to Customer Service for storage of one day.
5. Customer Service staff will be responsible for searching the item for identification and, if found, attempting to contact the individual.
6. If contact is made with the owner of an item, the name of the owner should be attached to the item and the item should be set aside for pickup by the customer in the Customer Service Dept.
7. Items of lesser value are to be claimed in the Customer Service Dept only. No transporting of items between offices at customer's request will take place.
8. Customer Service employees should ensure that the customer clearly identifies the found item before allowing the customer to claim the item.
9. If the item goes unclaimed by the end of the next business day, the item is to be forwarded to the Corporate Charity with Dispatch dropping the items in the donation bin.

### Medical:

For the purposes of definition only, personal medical needs items are medications, prescription glasses, keys and mobility devices. These items will be treated as items of value and stored in Customer Service for 14 days.

### Passes:

1. Customer Service staff will attempt to contact owners of any found London Transit passes.
2. Passes may only be claimed at Customer Service during Main Office business hours. No transporting of passes between offices at customer request.
3. Any monthly London Transit passes, including identification, will be destroyed when pass is no longer valid.
4. Western, Fanshawe and SOGS passes will be sent to their respective university or college. A log should be maintained for these passes and is to be updated upon disposition of any pass.
5. Fraudulently used passes will be forwarded to the Treasury Dept.

## **BICYCLES LEFT ON BUSES**

If a passenger leaves a bicycle on a bus the following procedures are to be followed:

1. Operator calls in to report a bicycle left on a bus, 720 is advised and asked to bring the bicycle to 450 OR the bicycle is returned to 450 Highbury at end of shift with the bus. If the bicycle is returned to the Wonderland Garage, 720 is advised and the bicycle is transported to 450.
2. The bicycle is tagged with the following information; route/run/date/time and make/model/description of the bicycle. The bicycle is locked up for storage for one week in the designated room near to the paint shop.
3. Information for the bicycle is logged in an Excel spreadsheet on the S Drive so that anyone can access it.
4. If a customer calls in, and correctly describes bicycle, the bicycle is returned to them, the tag is signed, and the spreadsheet is updated.
5. If the bicycle is unclaimed after the one week hold, McKenzie's Auction is called and bicycles are picked up and taken to the police auction. The spreadsheet is updated accordingly.
6. If a customer calls in after a bicycle has been picked up by police, they are then referred to the LPS department.

## **CONTACTING BUSES FOR LOST ITEMS:**

If an item of value or personal medical needs item is reported lost by the owner, Dispatch will advise the Operator accordingly. The Operator will search the bus when time allows. If the item is found, an Inspector should retrieve the item and bring it to the Main Office. Exceptions will be made to allow a customer to pick up a personal medical needs item after hours so as to avoid medical hardship.

If the item being reported lost is an item of lesser value, the bus is not to be searched while in service and the customer is to be advised to contact Lost & Found after 10:00 am the next operating day of the Customer Service department.

## **ILLEGAL ITEMS:**

If an illegal item (drugs, weapons, pornography, etc.) is found on a bus, the Operator is to immediately contact Dispatch. The bus will be required to go out of service to allow the Police to meet the bus and take the item.

## **MAINTENANCE DEPT:**

Should a Maintenance Dept. employee find an item on a bus, the item is to be taken to the Dispatch Office along with the bus number. For any items of value, the Dispatcher will complete the lost & found tag. For all items, the Dispatcher will determine the route number and the last Operator driving the bus and provide the information to the Manager of Operations Administration for follow-up with the Operator.