



STATUS
Council Approved Y N
CAO Approved: Y N

TITLE: York Region Transit Lost and Found Policy	NO.: Approval Date: February 19, 2004 Last Updated: November 09, 2007
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POLICY STATEMENT:

York Region Transit (YRT), its employees and contractors are not responsible for the personal property of its customers that may be brought onto or left within YRT’s jurisdiction. Where a customer reports the loss of personal property, YRT, its employees and contractors will endeavor to locate and return such lost articles.

APPLICATION:

This policy applies to YRT customers, general public, contractors and employees.

PURPOSE:

This policy identifies the process for YRT, its contractors, and the public, with regard to items lost and found on YRT buses and at YRT facilities.

DEFINITIONS:

Lost articles are defined as:

- Currency in any legally recognized form
- Prescription medication
- Cards issued by financial institutions
- Government issued identification
- Electronic devices
- Any other item deemed of value
- Eyeglasses
- Musical instruments
- Keys
- Tools
- Jewelry
- Cell phones

Lost articles shall not include:

- Perishables items
- Beverages
- Bottled or canned goods
- Weapons of any type as defined by the Criminal Code of Canada
- Contents of lunch boxes
- Thermoses
- Illegal drugs as defined by the Controlled Drug and Substances Act

DESCRIPTION:

Weapons or illegal drugs shall be turned over to local police or a transit special constable, immediately.

York Region Transit will take possession of the following lost and found articles from the contractors within 24 hours to return to the owner, or to hand over to local police or to YRT's Finance Section:

- Currency
- Prescription medication
- Documents issued by a financial institution
- Bicycle
- Government issued identification
- Or any other form of personal identification

Currency that cannot be returned shall be held by YRT's Finance Section for a period of 31 days from the date that it was turned over to YRT. On the 31st day, the Region shall assert legal ownership of the currency and shall deposit it in a designated account.

York Region Transit will take possession of the following lost and found articles from the contractors after 30 days in order to dispose of them in the manner described below:

- Electronics
- Jewelry
- Instruments
- Eyeglasses
- Tools
- Keys
- Cell phones
- Any other item deemed of value

On the 31st day, all lost articles shall be handed over to the Region for disposal.

Disposal

YRT shall dispose of all unclaimed lost articles turned over to YRT as defined under “definition” under the direction of the General Manager of York Region Transit, or designate, after asserting legal ownership. Currency shall be deposited as instructed by YRT’s Manager of Finance.

RESPONSIBILITIES:

York Region Transit Operating Contractors

Contractors shall maintain a lost and found service from which lost articles may be reclaimed by the general public at the contractor’s premises. A public number is to be provided that will be published.

Hours of operations shall be Monday to Friday, 8:30 a.m. to 4:30 p.m. Contractor’s staff shall respond to the requests to retrieve lost articles within 24 hours of receiving the request. The exception will be calls received on a Friday and/or holiday, in which case the call shall be returned not later than the next business day.

All lost articles must be kept in an access-controlled, secured area.

All items found must be properly tagged with a lost and found tag.

When an employee comes into possession of a lost article they shall complete form OP0001(02/08), Lost and Found Tag, affix the tag to the item and shall turn it over to their lost and found area. Those in charge of the lost and found service shall then complete form OP0002(02/08), Registry of Lost and Found Articles, and take the appropriate steps to ensure that the article is secured in a locked facility.

Contractors shall turn over all items listed below to YRT’s Operations Enforcement Section within 24 hours of taking possession of the lost article or item:

- Weapons
- Currency
- Prescription medication
- Documents issued by a financial institution
- Illegal drugs
- Bicycles
- Government issued identification
- Any other form of personal identification

Contractors shall turn over all items listed below to YRT's Operations Section on the 31st day of taking possession of the lost article or item:

- Electronics
- Jewelry
- Instruments
- Eyeglasses
- Tools
- Keys
- Cell phones
- Any other item deemed of value

York Region Transit

In order to audit the contractor's adherence to Lost and Found policy as set out in the Performance Based Contract, Region staff may attend a contractor's facility to inspect/audit lost and found storage facility and records.

Articles lost and found at bus stops, stations and terminals and turned over to YRT employees, shall be returned to 50 High Tech Road, YRT's Operations Enforcement Section, who will attempt to contact the rightful owner and return the item. If the owner cannot be found, the item will be turned over to York Regional Police. In either circumstance, a lost and found occurrence shall be generated as documentation for the lost and found article. On the 31st day, currency will be turned over to the Manager of Finance for York Region Transit.

York Region Transit Ownership

On the 31st day following registration of an article, including currency, York Region Transit shall assert legal ownership. Currency shall be turned over to YRT's Manager of Finance.

YRT will make an effort to donate all unclaimed articles to a charitable organization. Monies earned by the sale of items will be donated to the York Region's United Way campaign and/or other Region supported charitable organizations.

Inquires

Customers who report lost articles to York Region Transit will be instructed to contact the appropriate contractor responsible for the operation of the bus route in which the article was thought to be lost. Calls concerning articles lost at bus stops, stations, terminals will be taken by Transit's Operations Dispatch Office.

YRT staff shall not indicate to any customer any knowledge of any whereabouts of such articles.

In cases of urgent need for articles(s) to be returned such as medical or financial, the Manager or Assistant Manager of Operations, or Enforcement Supervisor, may have YRT staff retrieve a lost article and return it to the owner. This shall be dealt with on a case-by-case basis, and shall not be considered as normal YRT practice for the retrieval of lost and found articles.

Time limit

Lost articles, including currency, found on the YRT/Viva system are declared “Found Property” as soon as the article(s) is registered at the contractor’s lost and found office, or at YRT’s office located at 50 High Tech Road. Articles will be held for a period of thirty (30) days from the date the article is registered. Currency will be deposited as instructed by the Finance Section of YRT.

During the thirty (30) day period, the original owner may reclaim his/her property by personally attending the Lost and Found Office, providing government issued identification, and signing the Lost and Found Tag. Should the original owner be unable to attend the Lost and Found Office, the owner shall submit, in writing, a request to: York Region Transit, Lost and Found, 50 High Tech Road, Richmond Hill, Ontario, L4B 4N7 for the article to be mailed at the owner’s expense and risk.

REFERENCE:

- GO Transit Lost and Found Policy
- TTC Lost and Found Policy
- Mississauga Lost and Found Policy
- Brampton Lost and Found Policy

CONTACT:

Manager of Operations, York Region Transit

APPROVAL INFORMATION

CAO Approval Date:

Committee:

Clause:

Report No:

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