

2

YORK REGION TRANSIT LOST AND FOUND POLICY

The Transit Committee recommends the adoption of the recommendations contained in the following report, January 23, 2004, from the Commissioner of Transportation and Works:

1. RECOMMENDATION

It is recommended that:

1. The policy entitled 'Lost and Found' (*Attachment 1*) be adopted and that York Region Transit staff be authorized to communicate the policy to the local municipalities.

2. PURPOSE

The purpose of this report is to seek Transit Committee and Regional Council approval to formally adopt a York Region Transit (YRT) Lost and Found Policy. This will serve to clarify the responsibilities of Region staff and assist customers by explaining the procedures taken with items lost and found on YRT property.

3. BACKGROUND

Prior to York Region assuming responsibility for the delivery of public transit services, the local municipalities had in place their own procedures for lost and found items. Retention of the lost items varied between three to six months.

Currently, the transit operating contractors are required to hold lost and found items on their premises for a period of three months to enable customers to retrieve their lost item. These items are held in storage at YRT for a further three-month period. However, a formal policy on lost and found articles would be beneficial in assisting our customers and staff on this issue.

4. ANALYSIS AND OPTIONS

In accordance with the Performance Based Contracts, YRT Contractors are required to hold all lost and found items in their offices for a period of three months. During this period, members of the public are able to access lost and found items at the three contractors' premises Monday through Friday from 8:30 a.m. to 4:30 p.m. After this three-month period, any remaining items are moved to the YRT offices and stored for a further three month period. This is creating a significant storage problem for YRT.

Greater Toronto Area (GTA) transit agencies were contacted to determine their lost and found policies. Table 1 indicates the findings.

Table 1
Lost and Found Comparison

Transit Agency	Lost and Found Policy
York Region Transit	Hold all items for a six-month period of time (current)
Brampton Transit	Hold items for three months; donate unclaimed items to charity
Mississauga Transit	Hold items for one month; organize “Garage Sale” once a year to sell unclaimed items
Toronto Transit Commission	Hold items for 90 days; unclaimed items sold twice a year (May & November)
York Region Police	Hold items for three months; bank/health/id cards are destroyed; clothing given to charity; valuable items auctioned

Based on past practices at YRT and information from other GTA transit systems, it is considered reasonable to retain lost items for a three-month period and forward any valuable items (bank cards, identification, etc.) to York Region Police. Any remaining items could be disposed of through a “Sale” with proceeds benefiting a local charity.

4.1 Relationship to Vision 2026

YRT will continue to support the goals started in York Region’s Vision 2026, and will focus on the following action areas:

“Engaged Communities and a Responsive Region”

- Citizen satisfaction with regional government.

“Customer-Centred Service”

- Supporting service that is accessibly, timely, knowledgeable, competent, courteous, caring and fair

Increased customer satisfaction and customer service will be achieved through the clarification of the policy, along with donations to local charities.

5. FINANCIAL IMPLICATIONS

By limiting the retention period of lost and found items, YRT will minimize the space needs associated with holding these items.

6. LOCAL MUNICIPAL IMPACT

The introduction of the proposed YRT Lost and Found Policy will ensure consistency across all transit services operated in the Region and enhanced customer service in general.

7. CONCLUSION

It is recommended that the York Region Transit Lost and Found Policy be endorsed.

The Senior Management Group has reviewed this report.

(A copy of the attachment referred to in the foregoing is included with this report and is also on file in the Office of the Regional Clerk.)