

Transit Lost and Found Policy

Approved By: Council
Approved On: March 21, 2024

Policy Statement

A policy to manage lost and found items on York Region Transit (YRT) buses and facilities.

Application

Applies to all YRT employees and contractors involved with lost or found items on YRT buses and at facilities.

Purpose

This policy outlines requirements and responsibilities for YRT employees and its contractors for items lost and found on YRT buses and at YRT facilities.

Definitions

Lost and Found Articles: Currency in any legally recognized form, prescription medication, cards issued by financial institutions, government-issued identification, electronic devices, eyeglasses, musical instruments, tools, jewelry, cell phones, and any other item deemed of value. Not included are perishable items, contents of lunch boxes, beverages, thermoses, bottled or canned goods, illegal drugs as defined by the *Controlled Drug and Substances Act*, and weapons of any type as defined by the *Criminal Code of Canada*.

Description

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 endeavour to locate and return such property.

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

YRT will take possession of unclaimed lost and found articles from its contractors after 30 days to donate, recycle, sell or dispose of as described in this policy.

Claims

The original owner may reclaim their property during the 30-day holding period by attending the applicable Lost and Found Office as outlined below, presenting a 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 must submit, in writing, a request to the following address that the article be mailed to the owner at the owner's expense and risk:

York Region Transit - Lost and Found
55 Orlando Avenue
Richmond Hill, ON L4B 0B4

Unclaimed Articles

Unclaimed articles will be donated, recycled, sold or disposed of as appropriate. This will be done under the direction of the Director of Transit Operations or their appointed designated after asserting legal ownership.

Currency that cannot be returned will be held by YRT's Transit Enforcement and Security section for a period of 30 days from the date it was turned over to YRT. On the 31st day, the Region will assert legal ownership of the currency and it will be given to the YRT Revenue Management Supervisor or their delegate to be deposited in a designated account.

Responsibilities

YRT Operating Contractors

- Maintain a lost and found service from which lost articles may be reclaimed by the general public at the applicable YRT operations, maintenance and storage facility. Hours of operation will be Monday to Friday, 8:30 a.m. to 4:30 p.m.
- Respond to requests to retrieve lost articles within one business day. All lost articles must be kept in an access-controlled, secured area and must be properly tagged with a Lost and Found Tag.

- When an employee comes into possession of a lost article, they must complete the approved lost article form, and affix a Lost and Found Tag, and turn it over to the lost and found area. Those in charge of the lost and found service will then complete a Registry of Lost and Found Articles form and take appropriate steps to ensure the article is secured in a locked facility.
- Turn over all lost articles as defined in this policy to YRT's Enforcement and Security Section on the 31st day of taking possession of the lost article.

YRT Staff:

- Post information on yrt.ca about how people can submit or claim lost and found items.
- Audit the contractor's compliance with this policy, as set out in the Performance-Based Contract, by attending a contractor's facility to inspect/audit the lost and found storage facility and records.
- Items found at transit stops, stations, or terminals are to be turned into the YRT Enforcement and Security Section at 55 Orlando Avenue, Richmond Hill. Alternatively, items may be turned into any YRT office, where attempts will be made to notify the owner.
- Complete a lost and found form for each item for record-keeping.
- Attempt to donate all unclaimed lost articles to a charitable organization.
- Funds earned by the sale of items will be donated to York Region's United Way campaign and/or other Region-supported charitable organizations.
- Advise customers reporting lost articles to contact the appropriate contractor responsible for operation of the bus route in which the article was thought to be lost.
- Lost articles, including currency, found on the YRT system are declared "found property" as soon as the article is registered at the contractor's lost and found office, or at YRT's office located at 55 Orlando Avenue in Richmond Hill. Articles will be held for a period of 30 days from the date the lost article is registered.

Reference

Legislative and other authorities

- [*Criminal Code of Canada*](#)
- [*Controlled Drug and Substances Act*](#)

Council approval

- Council Report, [Report 6, Clause 2 of the Transit Committee adopted by Regional Council on September 18, 2008](#)
- Replaces [Report 2, Clause 2 of the Transit Committee adopted by Regional Council on February 19, 2004](#)

Contact

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Branch	York Region Transit
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Approval

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