

Edmonton Transit Service

Lost and Found FAQ

Edmonton

I lost an item on the bus or LRT. What information does Lost and Found staff need to identify it?

If you can provide the following information, we will have a better chance of identifying your lost item and returning it to you:

- A detailed description of the item itself, including the colour, brand name/product number, and any other identifying features that make your item distinct from other like items
- Date you lost your item
- Route or vehicle number you lost your property on (example Route 9 or vehicle 4279).
- Your contact information

I called but my lost item wasn't there. Where is it?

Items that are found on Edmonton Transit property and turned in to Transit personnel are brought to the Lost and Found office the next business day. The best time to call is after noon, when all items from the previous day have been received and entered into our database. If your item is not at Lost and Found on your first attempt, try again the next business day.

I lost my article on Friday evening. What can I do because Lost and Found office is closed?

The Lost and Found office is closed on the weekends, so you will have to wait until noon of the first working day of the week if you lose an item Friday, Saturday or Sunday.

I lost my article long ago. How long do you keep items?

ETS will make every effort to connect found property with its rightful owner but all unclaimed articles will be held for no longer than 30 days.

What should I bring when picking up my item?

You must provide a piece of ID, preferably photo ID. If your only piece of ID was in the item you lost and please let the customer service associate helping you know that your ID is located in the item you are claiming.

I can't pick up my item, can I send someone to get it for me?

Once we have confirmed we have your item and have provided you with the claim information, you can designate someone to pick up your item for you if you are unable to come to the **Edmonton Service Centre**. A designate must bring a piece of photo ID, claim information and a signed note from you that authorizes them to pick up the item in question on your behalf.

Why do I have to provide my name, address and phone number, as well as a piece of photo ID?

The information, collected under Section 33 C of the Freedom of Information and Protection of Privacy (FOIP) Act, is used to determine the rightful owner of the found article being claimed and to contact you in the event of a discrepancy. This personal information is protected by the privacy provisions of FOIP. For more information about the Freedom of Information and Protection of Privacy Act, please contact the Lost and Found Operations Manager located on the 2nd floor, 10111 104 Ave, Edmonton or call 780-496-1622.