

Program Evaluation & Audit
Metro Transit Lost and Found Processing Review
Executive Summary

I. Control over bicycles moving through Metro Transit's lost and found process is fragmented and when they are the most vulnerable to loss and theft, control is the weakest. Customer Relations and Materials Management personnel and personnel from two third party couriers are involved in controlling the flow of bicycles through the lost and found process. Control over bicycles is lost from the time they sit in the finding facility, are moved to that facility's stockroom, loaded onto an in-house parts delivery vehicle and delivered to the Heywood lost and found facility. During that process, no one is held responsible, and in one case a bicycle was given to someone other than the rightful owner.

Recommendation: (Essential) Metro Transit should develop a formal procedure and process for maintaining control and responsibility of bicycles as they are stored in and transported between facilities.

II. Metro Transit does not have a procedure for processing lost computers and other high value devices. These unclaimed items are currently stored in the Customer Relations Department Manager's office awaiting a decision on their disposition.

Recommendation: (Essential) Metro Transit and Council personnel should develop a policy and procedure for identifying the owner of lost computers, electronic notebooks and other high value electronic devices

III. If an item is not claimed by the rightful owner, it can be claimed by the Metro Transit employee who found the item. Only one of eight peer transit agencies reviewed by Audit has an unquestioned policy similar to that of Metro Transit. In addition, Metro Transit has a less customer friendly policy regarding notifying customers of lost items, keeping lost items an equitable length of time and providing alternative customer reporting media than its peer transit agencies.

Recommendation: (Essential) Metro Transit should review its lost and found policy and revise it as appropriate, including donating all appropriate unclaimed items to local charities and providing for a more user friendly presence for the customer.