



Board Report

File #: 2018-0561, File Type: Ordinance / Administrative Code

Agenda Number: 38.

EXECUTIVE MANAGEMENT COMMITTEE
SEPTEMBER 20, 2018

SUBJECT: CUSTOMER CODE OF CONDUCT AMENDMENTS - TRANSIT COURT

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

APPROVE amendment of Title 6, Chapter 6-05 of the Los Angeles County Metropolitan Transportation Authority ("Metro") Administrative Code (the "Code"), otherwise known as the Metro Customer Code of Conduct, as set forth in Attachment A. The amended Code will become effective October 1, 2018.

DISCUSSION

Proposed amendments to the Code are set forth in Attachment A to this Board Report to address:

Lost and Found

Items found on Metro facilities and vehicles are forwarded to Metro's Lost and Found. Hazardous materials or controlled substances may require other arrangements. The current policy provides that unclaimed items be discarded or donated to a charitable organization after 30 days. The amendments would change the retention period of unclaimed items to 90 days instead of 30 days, and provide that unclaimed items may be sold or destroyed in addition to being discarded or donated. The changes will make the Customer Code better aligned with Metro's current practices of retaining items for 90 days and California law which currently require retaining lost property for 90 days.

The proposed amendments will change section 6-05-130 of the Code to add the bolded and underlined language and delete the strikethrough language as follows:

6-05-130 Lost and Found

- A. Items found in a Metro facility or vehicle shall be turned in to a Metro operator or other authorized Metro representative, who will forward the items to the Metro Lost and Found **or other designated department or agent.**
- B. Items can be claimed in person at the Metro Lost and Found **or other designated location or agent** by providing proof of ownership. Items that remain unclaimed for ~~90~~ **30** days will be discarded, **sold, destroyed** or donated to a charitable organization, without liability for Metro **or its agents** to anyone.
- C. Metro is not responsible for items lost in a Metro facility or vehicle.

FINANCIAL IMPACT

There is no financial impact to this action.

NEXT STEPS


Following Board approval of the recommended amendments to the Code, Transit Court staff will continue to work with Metro Communications and Operations, as well as Transit Security, to communicate the Code including amendments to the public to promote awareness, compliance, and enforcement.

ATTACHMENTS

Attachment A - Code Amendments

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