

Sydney Trains

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Media Release

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Lost property goes digital at Sydney Trains

Sydney Trains will modernise its lost property under a new digital system making it easier for customers to be reunited with the thousands of belongings left on trains and at stations every year Sydney Trains Director, Customer service Liz Ward said today.

“When customers leave important items behind, knowing immediately that it has been handed in can be very reassuring,” she said.

“We have always offered a lost property service, but the manual, paper-based processes were slow and cumbersome, meaning customers sometimes had to wait until their lost item was transferred to the Lost Property Office at Central Station before being able to reclaim it.

“From this month, all 167 staffed Sydney Trains stations will have access to the Lost Property Register - a computerised database created to record every item handed in to station staff throughout the network.

“With our new system customers can approach any of our customer service staff at any Sydney Trains station and access the Lost Property Register to see instantly if the item has been handed in and where it can be retrieved from.”

Thousands of items lost on the network are handed in each year and many remain unclaimed. To help clear the backlog, a public auction of the more valuable items will be held on 7 December.

Going under the hammer will be a large number of diverse items including:

- about 7,000 mobile phones;
- about 500 iPods and 400 cameras;
- about 100 laptops and assorted iPads and PCs;
- a large quantity of jewellery; and
- close to 400 bicycles, including a valuable Pinarello road race racing bike.

“It’s amazing to see the number and variety of items that customers leave behind on our trains,” Liz Ward said.

“Among the more unusual items up for auction this time are a Fender bass guitar, snowboards, a massive stuffed bear and even a wooden toilet seat.

“We obviously can’t store these items in the long term and have found that the auction system is the most effective way to dispose of the more valuable property as well as generating revenue which can be invested back into improving the transport system.”

The auction will be held at 10.00am on Saturday, December 7 at Pickles Auctions, Nancy Ellis Leebold Drive, Milperra.

As well as approaching station staff, customers can call 9379 3341 or submit a query online at www.sydneytrains.info/contact_us/lost_property if they have left an item on Sydney Trains property.

Sydney Trains Media: (02) 9219 1285

Editor’s Note:

If you would like to film or take photos of the items for auction there will be a media opportunity on Friday, December 6 at 11.00am at Pickles Auctions, Nancy Ellis Leebold Drive, Milperra. Sydney Trains Director, Customer Service Liz Ward will be available for interview. Please call 9219 1285 by December 5 if you would like to attend.