

# Lost and Found, Policies and More

## Lost and Found

If you left an item on board a Foothill Transit bus, give us a call at 1-800-RIDE-INFO (743-3463) to report it. Please note the line number, bus number (which is displayed at the front of the bus, example: F1234), and the time of day when you might have lost your item.

Foothill Transit is not responsible for any lost or stolen items on our buses. All lost items, including bikes, are kept for a minimum of 90 days.

## Your Rights

Foothill Transit is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color or national origin as protected by Title VI of the **Civil Rights Act of 1964**, as amended "Title VI." If you believe you have been subjected to discrimination under Title VI, you may file a complaint through any one of these methods: [foothilltransit.org/yourrights](http://foothilltransit.org/yourrights), in-person, phone, mail. To request more information on Foothill Transit's Title VI Program, please call 1-800-743-3463.

In compliance with the **Americans with Disabilities Act**, Foothill Transit makes accommodations for persons with disabilities who wish to use any of our services. These include but are not limited to wheelchair accessible ramps or lifts on all buses, low-floor, kneeling buses, audio and visual on board bus stop announcements and safety messages, elevators and escalators at Transit Store locations, TDD/TTY access via the California Relay Service via 711 and braille-enhanced bus stop booklets to assist with correct boarding. If you have an ADA complaint, you may e-mail us at [ada@foothilltransit.org](mailto:ada@foothilltransit.org), visit [foothilltransit.org/ada](http://foothilltransit.org/ada) to download a complaint form, or visit any of our Transit Store locations to fill out an ADA complaint form.

## Questions or Comments?

As always, if you need directions or have general questions about our service; please call us at 1-800-RIDE-INFO (743-3463) or visit any of our Transit Store locations below. One of our friendly Customer Service Representatives can provide a detailed itinerary for your trip, including bus lines, transfer points, trip times and even landmarks to follow on your way.

## Foothill Transit Stores

### Pomona Transit Store

100 W. Commercial St.  
Pomona, CA 91768  
(M-F: 7 a.m. to 6 p.m.;  
First and Last SAT: 10 a.m. to 2 p.m.)

### El Monte Transit Store

3501 Santa Anita Ave.  
El Monte, CA 91731  
(M-F: 7 a.m. to 6 p.m.;  
SAT: 10 a.m. to 2 p.m.)

### West Covina Transit Store

100 S. Vincent Ave., 2nd Floor  
West Covina, CA 91790  
(M-F: 8:30 a.m. to 7 p.m.;  
First and Last SAT: 10 a.m. to 2 p.m.)

### Puente Hills Transit Store

1600 S. Azusa Ave., Suite 571  
City of Industry, CA 91748  
(M-F: 10 a.m. to 9 p.m.;  
SAT: 10 a.m. to 8 p.m.;  
SUN: 11 a.m. – 6 p.m.)

### 1 800 RIDE INFO Hours

M-F: 7 a.m. to 9 p.m.  
SAT: 10 a.m. to 8 p.m.  
SUN: 11 a.m. – 6 p.m.