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TRANSFORMING LOST & FOUND

Shaping the Future of Item Recovery in Dubai

WHY LOST AND FOUND IS A CHALLENGE GLOBALLY

Losing personal belongings is a frustrating and common experience for many people. In the United States alone, **Americans spend an estimated $2.7 billion annually to replace lost items[1].** The lost and found industry has traditionally been plagued by inefficient manual processes, making it difficult for owners to recover their lost items.

KEY STATISTICS

More than

20%

of residents in urban areas **report losing personal items** annually.

A significant percentage of these items are never recovered, indicating a major issue within the lost and found systems[2].

Research indicates that only about

50%

of lost items are successfully **matched and returned** to their owners.

This low recovery rate is attributed to inefficiencies in current lost and found systems[2].

Surveys reveal that only

40%

of individuals believe their lost items **would be returned.**

This lack of trust in lost and found services further complicates the recovery process for lost belongings[2].

WHAT DOES IT LOOK LIKE IN DUBAI?

Dubai has implemented a comprehensive system to manage lost and found items, including a law that requires found property to be handed to the police within 48 hours, with finders eligible for a reward of up to AED 50,000.

Dubai Airports and the Dubai Police app provide streamlined platforms for reporting and recovering lost items. Due to human errors in labeling these objects (e.g., a kandora labeled as a shirt), **it can be challenging for the Dubai Police or Dubai Airport system to match found items with reported ones.**

HOW WILL AI SOLVE THIS CHALLENGE?

The introduction of AI and machine learning is **revolutionising the lost and found industry.**

AI algorithms can analyse and recognise specific features of lost items, such as color, shape, or unique markings, from images uploaded by users. This capability dramatically increases the likelihood of a correct match, with some platforms reporting accuracy improvements of over 50% compared to traditional methods.

Machine learning (ML) algorithms can also analyse patterns and trends in data to predict where and when items are most likely to be lost, allowing for preemptive measures to prevent potential losses. For example, ML can identify high-risk areas and times for losing items, such as crowded events or public transport during rush hour, and alert users to be extra vigilant during these times.

50% Accuracy Improvements

THE IMPACT OF USING AI FOR DUBAI

Implementing an AI lost and found system in Dubai could serve as a model for cities worldwide, addressing common challenges in item recovery and enhancing public trust in law enforcement. By leveraging technology, urban centers can significantly improve their lost and found processes, ensuring more items are returned to their rightful owners and fostering a sense of community responsibility.

AI solution integrated within Dubai Police, or any other entity will revolutionise the lost and found experience for citizens and tourists as well. This solution will include **an advanced search engine capable of accurately matching lost items automatically based on text descriptions or images with the reported lost item in the database.** It will ensure a seamless recovery process, even for items that are mislabeled or described inaccurately. This will triple the number of returned items and reducing phone inquiries by 30% and reduce the response time on every report.

300%

Increase

in the number of **returned items**

CITATIONS

[1] Simple Flying, "AI to Reconnect Passengers with Lost Items," www.simpleflying.com/ai-reconnect-passengers-lost-items/, accessed 2024.

[2] Computer Science Zone, "Virtual Lost & Found," www.computerscienceone.org/virtual-lost-found/, accessed 2024.