

## Lost and Found Policies and Procedures

The following rules and guidelines provide a supplementary procedure for the administration of all property which is in the possession of Capital Area Transit.

Capital Area Transit is not responsible for items(s) lost on a bus, **Fixed Route or Share a ride**. Capital Area will make every effort to locate an item but it is not priority.

If a passenger forgets an item on the bus, they are to call the information office Monday through Saturday between the hours of 8AM and 4PM. They will no longer be able to call or pick up items after 4PM.

- **Service Man/Women will discard food and material items (any clothing) immediately! Such as blankets, hats, gloves, coats, jackets, scarves, lunch bags, book bags, glasses etc.**
  - **All Drivers will bring to the Dispatch Office the following items: Cash, Money orders, Wallets, Purses, Bank Cards, Credit Cards, Medication, Jewelry (of any kind), cell phones, keys.**
  - **Information Specialist will take the lost and found box to the locked room. Everything except Cash, Credit Cards, Money orders, Jewelry, Wallets with Cash in them, these items will remain in the dispatch office to be put in the safe. Each item will be placed in a zip lock bag with date, route and bus number written on the tag and listed on a log sheet with both dispatcher and driver's name.**
1. Any items found to contain cash or checks are to remain in the item in which it was found, example wallet, an envelope, etc. There should always be a 2 people, Driver and Dispatcher to attest to any count and the storage of these items. Both parties must initial the tag/paper and sign the collection sheet. Cash, wallets, purse, medication and jewelry will be kept in a locked room until claimed or 30 days have passed.
  2. Extra cash put in the fare box on fixed route bus will also be tagged and written on a collection sheet and put in the safe.
  3. The customer should be asked if they want to try to meet the bus or if they want to have the driver turn the item into lost and found. If the lost item is cash, wallet, purse, medication or jewelry, dispatch will be contacted to give them the information so they can radio the driver to secure the item if it is still on the bus. If the customer is going to meet the bus, give the caller the bus number, location, and time the bus will arrive. Also inform the driver that the customer will be meeting him/her out in the field at the location to retrieve the item(s)
  4. At no time will any items(s) be mailed to a customer except under very special circumstances such as living out of state or out of our service district. If an item is sent through the mail, the customer must be made aware that Capital Area Transit is not responsible for the item once it goes into the mail.

## Hazardous Items

1. Any hazardous, dangerous, or suspicious items left on a bus should be reported immediately to the Dispatch who in turn will notify the proper authorities.
2. At “NO” time is an item(s) to be handled, moved, or removed from the bus until the proper authorities arrive on scene and they have taken control of these item(s).

### Example:

- Syringes
- Drugs or drug paraphernalia
- Chemicals, paint, etc.
- Guns, knives or any type of weapon
- Boxes, luggage, bags, etc.

If suspicious packages are found, the driver is to evacuate the bus of all passengers until the proper authorities have arrived on scene. Also, driver will notify Dispatch of the evacuation and their location.

## Items That May Be Disposed of Immediately

When handling and disposing of any liquid or unclean items, make sure you are wearing a protective barrier such as gloves.

- **Food and related items**  
Travel mugs/cups
- **Clothes**  
Undergarments  
Soiled work clothes, uniforms, etc.  
Dirty baseball caps, hats, gloves,  
Jackets, coats, sweaters, scarves, (any clothing)
- **Toiletries**  
Brushes or combs  
Toothbrushes  
Shaving cream or razors  
Lip stick or makeup of any kind
- **Miscellaneous**

**Baby bottles**

**All bus passes/tickets that are either left on the bus or taken out of a fare box will be turned into Transit Administration with other lost and found items on a daily basis.**