



Title:	Lost and Found Policy
Number:	507
Effective:	October 15, 2019
Cancels:	8900.15
Prepared by:	Mike Ringgenberg, Operations Manager
Approved by:	Authority Board Resolution No. 2019-25

POL-507 LOST AND FOUND POLICY

This policy applies to all Mason Transit Authority (MTA) employees.

1.0 Purpose

The purpose of this policy is to reunite lost items with their rightful owner and to determine policy guidelines for disposing unclaimed Lost and Found items.

2.0 Policy

All items found by MTA employees on transit vehicles, at MTA facilities or in bus shelters shall be turned into an MTA office or designated location, tagged and held for a specific period of time, but no more than 30 days. Items found by others and turned into an MTA location will follow the same process for classifying and disposing of Lost and Found items. Staff will make a reasonable attempt to find the owner but will not be responsible for Lost and Found items that are left and/or unclaimed.

3.0 Items Found


Tags will be provided and available at MTA facilities to attach to found items. Any pertinent information to help identify the owner shall be listed on the tag, such as the route number, vehicle number, date and time the item was found. Once tagged, found items will be placed in an appropriate Lost and Found area or in a locked box.

4.0 Lost and Found Log

Upon delivery of found items, Communication Center staff or designated staff shall enter items in the Lost and Found Log Book kept electronically on the N/Drive.

5.0 Valuables and Medications

Any and all items of personal identification, monetary value (i.e. money, wallets, purses, ID cards, credit cards, jewelry, etc.) and medications shall be turned in to Communication Center staff. If found in Belfair, the Driver will contact Dispatch as quickly as possible by phone to describe the item and coordinate its transfer to the Shelton office or other designated location. During regular business hours, Communication Center staff will immediately notify MTA Administration staff that a personal identification or monetary item has been turned in. Communication Center staff will log the item and secure it in a safe location. Such items found in North Mason will be tagged and placed in a locked or secure

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location at the North Mason office until it is transferred to the appropriate office.

6.0 Customer Inquiries

When contacted by a customer regarding a lost item, the Communication Center Representative shall request a detailed description of the item, date when believed lost, contact name and phone number. The Representative will check the Lost and Found Tracking Log. If the item is not found in the log, the information will be added to the Lost and Found Tracking Log for contact, if the item is found. If the call comes in after hours, Communication Center staff will log the inquiry into the Lost and Found Tracking Log and e-mail the Communication Center and Transit-Community Center staff with a notification of the updated log description and contact information. If the person lost the item the same day as calling, staff will request the person call back the next business day to see if the item has been turned in.

All persons trying to claim an item will be informed of the standard claim hours and location of the Lost and Found office for identifying and reclaiming the item.

7.0 Locating Owner

Every reasonable effort will be made to contact the owner, if known, of each Lost and Found item. Staff initiating the effort will maintain documentation of the dates and times contact was made or attempted for each item in the Lost and Found Tracking Log. The documentation will be placed with items relinquished to local law enforcement.

8.0 Releasing Items

Before an item is relinquished to its owner, the item must be described to the satisfaction of staff. The individual receiving the item must show identification, if possible, and date and sign the attached tag.

9.0 Disposal of Unclaimed Property

9.1 Unclaimed item(s) will be reviewed by a designated Communication Center employee and disposed of properly. No item shall remain in Lost and Found for longer than 30 days.

9.2 An unclaimed item is to be tracked in the Lost and Found Tracking log and be disposed as follows:

- Public library books will be returned to the Public Library, and school books will be returned to the appropriate school.



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- Unsealed or open food and drink containers will be discarded immediately upon receipt.
- Soiled, wet, dirty clothing or clothing with an odor will be logged in the Lost and Found Log Book as “Discarded Due to Soiling” and discarded immediately.
- Money will be relinquished immediately upon receipt to appropriate law enforcement agency.
- Weapons/Illegal contraband shall be relinquished immediately upon receipt to local law enforcement.
- Medications (over the counter) will be discarded after 5 days, if not claimed.
- Medications (prescription drugs) not claimed within 30 days after notifying the owner will be deposited in Mason County Drug Drop Boxes located at: Mason County Sheriff’s Office, 322 N. 3rd Street, Shelton, WA and in North Mason, at Fire District No. 2, 460 NE Old Belfair Hwy, Belfair, WA or another location if boxes move.
- Personal identifying items not claimed within 30 days will be relinquished to local law enforcement.
- Wallets, purses, briefcases, luggage, other types of bags and backpacks and their contents will be relinquished to local law enforcement after 30 days.
- All electronic devices, such as cell phones, will be cleaned and donated or turned over to local law enforcement.
- All other items, except damaged bicycles, shall be donated after 30 days.

12.0 Retention for Lost and Found Log

Signed tags and printed log sheets will be kept for the retention length of (3) three years. At the time of destruction, the designated Communication Center representative will work with the MTA public records officer to move forward with destruction.