

Blacksburg Transit Lost & Found Procedures

Objective: To create a clear and defined process to track lost and found items from the time they are found on the bus until they are either returned to the rightful owner or ultimately disposed of. Creating a defined process will help track items and help ensure those items can be returned to their rightful owner. **Note:** These procedures define the process from the time an item is found until it can be returned to owner. If items remain unclaimed our previously established disposal procedures will be followed.

Definitions

- **Drop Box** – There will be two drop boxes where lost and found items will be secured overnight. Front desk staff will retrieve the items the following business day and log all items.
 - **Operators:** The drop box for the operational staff will be installed at the bottom of the stairs at the edge of Bay 1.
 - **Maintainers:** The drop box for the maintainers will be installed beside the counters where the empty vaults are stored.
- **Service Date** – This is the date the bus was used on the road. For buses returning after midnight, please use the date the shift actually began as the service date.
- **Labels** – Front desk staff will pre-print labels for the Operators and Maintainers with the information that will be filled out, e.g. Operator/staff name, bus number and/or route number.

Bus Operator Process: When an operator finds an item they should do the following:

- Radio the item into Base, providing a clear description of the item in addition to the bus number, route, time, etc.
- Base should log the information immediately, documenting the same and assigning a sequential number to each item.
- Operator will keep track of all items found (including those returned to owner) on the walk-around card in the space provided, documenting if item was claimed or if being turned in later at Base.
- **Reclaimed items during shift:** As items are reclaimed, operator should radio Base referencing the earlier description.
- **Unclaimed Items at end of shift:** Leave on bus until vehicle returns to shop.
- **Unclaimed Items at end of day:** At 10-90 Base will remind Operators to turn in any unclaimed Lost & Found items. The walk-around card will provide a running list as to what items should be on that bus. All items will then be placed in one bag with a label identifying the service date, operator name, bus number and route number. The bag will then be placed in the drop box.
- Front Desk Receptionist will retrieve items the next business day, and continue the process described under “Front Desk Process”

Maintainer & Mechanics Process: If a maintainer or mechanic finds an item while cleaning/conducting maintenance on a bus they will:

- Maintainer/Mechanic will collect the lost and found item from each bus and place in one bag, so one bag of unclaimed items per bus.
- The bag will then be labeled with the service date (or if found at a later date e.g. during a PM, the date found) and bus number before being placed in the drop box.
- Front Desk Receptionist will retrieve items the next business day, and continue process described under “Front Desk Process”

Front Desk process: The Front desk receptionist will retrieve all lost and found items from the two drop boxes and then:

- **Update the “MASTER” list adding all lost and found items from the prior day.**
 - List will include all items returned to owner during the day, in addition to all items turned in to lost and found.
 - Every item should be labeled/tagged individually to prevent confusion.
- All items will be assigned a unique identification code; numbering should reflect the following format: ddmmyyxx, with xx representing the next sequential number.
- Item description will follow the following example to aid in searches: Type of Item – followed by description, if applicable. Consistency is important.
 - E.g. Hokie ID – John Doe
 - E.g. Jacket – Mens Large, Northface, black
 - E.g. Umbrella – compact, black
- If contact information can be found, list under Comments column.
- Crosscheck all items retrieved with items in Base log.
 - If an item is missing contact the Lead Dispatcher and request they attempt to locate.
- Items should be stored in closet according to day with a list of each item and the identification number of each.
- **Returning Item(s) to Owner:** Owners should present identification to retrieve items; ID should be scanned in and stored for 90 days.
- As items are returned to owners, they are logged in master spreadsheet and signed for (sheet to include id number).
- After 30 days items will be “logged out” and disposed of according to the Lost and Found Disposal guide at <http://www.blacksburg.gov/Index.aspx?page=1022>. This will be reflected on the master sheet for each item donated.

BIKES:

The existing chain system works well for long-term storage. Short-term storage (storage overnight or weekend) will be accomplished in the same area by the following:

- Five temporary bike locks will be purchased; the keys will be kept by the front desk staff in a secure location. The temporary locks will be stored *unlocked* in the bike storage area. **Note:** Locks will be clearly marked with “Property of Blacksburg Transit.”
- At the end of the day if a bike remains unclaimed, the operator will unload it and place by the bike storage area. Operator will secure the bike to the existing chain and place a tag on the bike identifying the service date, bus number and route found on.
- Front desk receptionists will follow up the next business day, remove the temporary lock and lock up for long-term storage.
- Bikes will also be logged on the master lost and found spreadsheet as described under “Front Desk Process”.