



**Policy:** Lost and Found Articles

**Issuing Dept:** Customer Service

**Effective Date:** 1-24-14

**Approved By:**

  
1/10/14  
John M. Lewis, Jr.  
Chief Executive Officer

## SCOPE

This policy applies to all employees and users of the LYNX system.

## POLICY

All LYNX employees are agents of LYNX and required by law to turn in any lost or abandoned property found on LYNX property to the Lost & Found Department in the Customer Services Division. Upon receiving such property from its employees, LYNX will then make a reasonable attempt to find the rightful owner of any property turned into LYNX. Should LYNX be unable to find such owner after reasonable attempt, the title of the property is vested in LYNX, and the property becomes property of LYNX after 90 days. The handling of lost property is based on Chapter 705, Florida Statutes (1996).

## DEFINITIONS

*Emergency property* -- defined as any property that a customer may need immediately and contains personal information such as purses, wallets, prescriptions, keys, bicycles, smartphones, android tablets, iPods, iPhones or any other item deemed appropriate by the Lost and Found Representative.

*Property Not Easily Removed* – defined as any property which a customer has locked on LYNX property which would require outside services to remove.

*Easily Removable Property* – defined as any property that a customer can carry or roll such as money, luggage, strollers or any other such items.

*Drop Box* – defined as a locked structure located throughout LYNX property, to place found items for Lost and Found to retrieve.

## PUBLIC NOTICE

LYNX will publish a notice of the Lost and Found Policy and information on how to obtain a lost property on cards in each bus, LYNX schedules, LYNX Planner and the website as they are updated.



## **DISCIPLINE**

- A. Employees are required to turn in all found property to the Lost and Found Department or drop boxes immediately. Employees who do not turn in found property as required will be subject to disciplinary action up to and including termination.
- B. If an employee loses property while in his/her possession, he/she may be responsible for reimbursement of the property to the owner.

## **INCENTIVES**

Any employee, who turned in a found article to Lost and Found, may be eligible for a random drawing for a Gift Certificate with a maximum of \$25.00. Employees may only win no more than once a quarter. Winners will be notified and a posting of winners will be found on InLYNX.

## **PROCEDURES**

### A. LOST ARTICLES

#### 1. Weapons/Illegal Contraband

If any weapon or illegal contraband including alcohol and cigarettes is found on LYNX property by a LYNX employee, the employee shall contact the Lost & Found Department immediately. The item will be logged and discarded the same day by contacting the Safety/Security Division or appropriate law enforcement agency if deemed necessary (depending upon the location of the found property) to remove the property.

#### 2. Emergency Property

- A. Upon finding an emergency item, the employee will be asked to keep the item in a safe place until he/she can take the item to Lost & Found or to a drop box.
  - a. If the owner calls looking for the lost item:
    - 1. If the item was lost on a bus, the representative is to call dispatch inquiring about the lost item. Once verified the owner may meet the

bus at a stop on the normal route path. The owner will be given a time and location to retrieve the item.

2. If the emergency property has already been dropped in the locked drop box at the LYNX Central Station and the customer is present, the CSR on duty or Customer Service Supervisor may open the box to see if the property was found. If item is there the representative will follow the returned procedures.

### 3. Property Not Easily Removed

The Lost and Found Representative shall place a notice on the property for the owner. After five (5) days of such notice being posted on the property and no claim being made by the owner, LYNX may dispose of the abandoned property as provided under section 705.103(2)(a), Florida Statutes.

### 4. Easily Removable Property

Any other property found on LYNX property by an employee, is to be deposited by the employee in one of the lost and found drop boxes on the same day it is found.

Drop boxes are located in the driver's lounge at LYNX Central Station (LCS), LYNX Operational Center (LOC), LYNX Osceola Satellite Facilities (OSF), and in the bus wash areas at LOC Division. All LYNX employees have access to these areas.

The employee is required to fill out the form attached to the drop box, indicating dropped date, a description of the item, route number and employee number. Those with employee number will be entered into the drawing.

### 5. Perishable Property

Perishable Property received such as food products and/or open Liquids will be logged and discarded the same day. Any salvageable containers will be donated in accordance with LYNX' standard disposition policy.

## 6. Bicycles

As buses return to the LOC or OSF facilities with unclaimed bicycles at the end of day, the bike is to be removed from the bus and taken to the designated bike area to await pick-up from Lost & Found.

## 7. Wallets or Purses with Money

All found wallets or purses with monies will be placed in the safe located in Lost and Found for 90 days or until owner claims item. Money will be deposited at the customer service window with amount printed on the receipt. The receipt is placed in the wallet or purses for the owner to claim money from the customer service window. (See Point Of Sales procedures for Customer Service.)

## B. FOUND ARTICLES

The Lost and Found Representative or designee from the Customer Services Division will retrieve all items from the drop boxes and bikes on a daily basis. Each item will be logged into the Lost and Found database system. It will include an identification number, the date the item was found, the amount of money, if applicable, a detailed description of the condition of the item, and if any information to identify the owner of the item is available. All items will be physically tagged with the assigned article identification number.

Should the found item have identification, the Lost and Found Representative shall send a letter to the owner notifying them that the item has been found by LYNX. The letter will include when and where the owner can reclaim their item from Lost & Found.

Bicycles will be initially placed on to the storage racks at the LCS loading dock. Bicycles which have not been claimed after two to three weeks may be transferred to the surplus warehouse at OBT by Material Control. The representative may arrange for bicycles to be moved or picked up by Material Control by completing a "Delivery Request Form". The Delivery Request Form will include property record numbers and descriptions where available. Completed Delivery Request forms are emailed to the Material Control Supervisor, Coordinator and Property Officer to schedule moves or delivery.

Upon delivery, the representative verifies receipt of requested property and signs Delivery Request Form for accuracy.

### C. RETURNING ARTICLES

1. If a person is inquiring by phone the caller should be directed to the Lost and Found Representative extension, if calling during normal business hours. If the representative is not available, a recorded voice mail message will inform the caller to leave a message such as when, what route, what was lost and contact information. The representative will contact the caller as soon as possible.
2. If the person lost the property the same day, the person will be requested to call back the next business day after 10:00 a.m. to see if the lost property has been turned in. When the person calls back, and the property has been found, the representative should inform the owner the hours of operation, location for retrieving the property and a Photo ID must be shown to receive the item. If the property has not been found, the Representative should offer the owner the option of calling back in the near future to inquire if the property has been found at a later date.
3. When an owner comes to claim the found property, they must present a Photo ID and sign a Lost and Found log sheet, indicating the owner has received the property.
4. If the owner calls during closed hours and indicate that the lost property is an emergency the Customer Services Department will handle the call by following emergency property procedure.

### C. HOLDING AND DISPOSITION OF FOUND PROPERTY

1. After remaining unclaimed for ninety (90) days, a list of unclaimed property will be generated by the Lost and Found Representative and give to the Property Officer for disposition accordance with LYNX' standard Disposition Policy.

**Reference:**

Chapter 705, Florida Statutes



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**REPLACES:** Lost and Found Policies and Procedures dated October 1, 2001.