




**The Rhode Island Public Transit Authority
Administrative Policies and Procedures**

Subject/Title: LOST AND FOUND POLICY AND PROCEDURE	Effective Date: 5/7/2019 Supersedes: 11/16/2012
	Approval: 

I. INTRODUCTION

The Rhode Island Public Transit Authority (RIPTA) is not responsible for items left behind by passengers on our buses or property. However, RIPTA maintains a Lost and Found Office, providing a convenient method for assisting in the return of items to their rightful owner. These items include clothing, eye glasses, keys, wallets, bicycles, and other personal belongings.

RIPTA's Lost and Found Policy establishes a procedure regarding the handling and return of items found on RIPTA property and/or vehicles, the disposition of unclaimed items, and a method to track items reported lost.

Items are held for thirty (30) days from the day they are found. These items can be claimed by their owner at RIPTA's Paratransit Operations Center located at 705 Elmwood Avenue in Providence.

II. PURPOSE

It is the purpose of this policy to provide RIPTA employees and customers with guidance on the proper procedure for the accumulation, distribution, and disposal of Lost and Found items.

III. SCOPE

This Policy applies to all items lost and/or found on RIPTA property including its buildings and vehicles. This includes all RIPTA fixed-route buses, Ride vehicles and Flex vehicles.

IV. POLICY FOR FOUND ITEMS

Items found on RIPTA vehicles or property will be turned into the Lost and Found Office where staff will then record each item on a logbook sheet titled "Lost & Found Items" at the time they are turned in. Documenting information in a logbook will help to ensure items are accounted for and returned to the rightful owners. RIPTA staff is responsible for filling out the logbook

completely and accurately. Completed logbook sheets will be kept on file by the Customer Service Manager for up to one year.

Items will be held for thirty (30) days while waiting for the owner to claim such items. As a courtesy, a RIPTA staff member will make a viable attempt to contact the owner if sufficient identification is on the item. Items that are claimed will be documented and must be signed for by the owner or their designee. After thirty (30) days, the unclaimed items will be disposed of in the following manner:

- Wallets not claimed after thirty (30) days will be disposed of properly. i.e. shred ID's and credit cards.
- All unclaimed cash will be donated to a non-profit agency such as Amos House, Make-a-Wish, Home and Hospice, etc. At all times RIPTA will choose an incorporated and registered charity within Rhode Island.
- All unclaimed bicycles will be donated to a non-profit organization that repairs and recycles bicycles such as Redshed Bike Shop, International Institute of RI, Higher Ground International, etc.
- All unclaimed clothing will be donated to non-profit organization such as Little Sisters of the Poor, Salvation Army, etc. Clothing that is dirty, soiled or wet will be discarded.
- All unclaimed cell phones will be donated to non-profit organizations such as Women's Center of RI, Crossroads RI, etc.
- All unclaimed medications will be disposed of as prescribed by state law.

All donations will be documented and signed for by a representative of the agency. The Customer Service Manager will maintain all lost and found records, including disposal and donation information, for one year.

V. POLICY FOR LOST ITEMS

A log sheet will be made available at the Lost and Found Office for passengers who report missing items. A person may list a lost item along with their name, email and phone number. A staff member will contact the person if the item is turned in to the Lost and Found Office.