



Metro

**GENERAL MANAGEMENT
Lost and Found Policy and Procedures**

(GEN 40)

POLICY STATEMENT

The Los Angeles County Metropolitan Transportation Authority (LACMTA) maintains a centralized lost and found location so patrons can retrieve lost articles found on any LACMTA bus or rail, Union Station, or other LACMTA property.

PURPOSE

The purpose of this policy is to outline the necessary procedures for lost and found services, with the objectives of: 1) reuniting any lost article with its rightful owner; and 2) ensuring compliance with state requirements for final disposition of any unclaimed property.

APPLICATION

This policy applies to all LACMTA employees, contractors, vendors and customers.

Cecelia G. Langston
APPROVED: County Counsel or N/A

[Signature]
Department Head

[Signature]
ADOPTED: CEO

Effective Date: 4/30/19

Date of Last Review: _____



Metro

GENERAL MANAGEMENT

Lost and Found Policy and Procedures

(GEN 40)

1.0 GENERAL

LACMTA will maintain a uniform system to manage and control found articles; provide patrons with a navigable system for retrieving lost articles; and dispose of unclaimed articles according to California Civil Code 2080.6 requirements.

2.0 PROCEDURES

2.1 LACMTA Bus or Rail, Union Station and other LACMTA Facilities

With the exception of weapons, illegal drugs, and drug paraphernalia (see Section 2.2), the following apply to handling and reporting lost articles.

- 2.1.1 Lost articles found on LACMTA bus or rail should be surrendered to their respective bus division or rail operations management. Articles found at other LACMTA facilities should be surrendered to appropriate management at the facility. Any lost articles found in LACMTA-controlled areas of Union Station will be taken to LACMTA's General Services' front desk in the Gateway building.
- 2.1.2 Each article will be tagged with a Lost Article Tag (Attachment 1) that has a bar code placed on it; scanned and logged in the Lost and Found computerized system and properly secured with a security bag tie in the Lost Article Mail Bag prior to pick up by mailroom services staff; and submitted to the Metro Lost and Found Office.
- 2.1.3 Mail Services will pick up Lost Article Mail Bags, and tagged bikes or large tagged items that do not fit into lost article bags, during Mail Services' delivery routes to the bus and rail divisions, and delivered to the proper Lost and Found locations.

2.2 Handling and Reporting of Weapons, Illegal Drugs and Drug Paraphernalia

Weapons, illegal drugs (as well as any substance(s) in an unlabeled prescription bottle, and other prohibited substances), and drug paraphernalia are not considered lost articles. Should an employee find, or believe they have found such an item while unpacking and separating lost articles received from Operations, the employee is to do the following:

- Set the item aside in a secure area, handling it as little as possible; and
- Immediately notify management and contact the following:
 - LAPD Transit Services – (213) 922-1411



Metro

GENERAL MANAGEMENT
Lost and Found Policy and Procedures

(GEN 40)

The employee is to give a copy of the Property Receipt to the Officer picking the item up; and scan the Property Receipt, filing it electronically, as appropriate.

Note: it is *not* the employee's responsibility to determine exactly what the item may be. That is the responsibility of law enforcement.

2.3 Lost and Found

2.3.1 A computerized lost and found system will be maintained to manage, control and track the articles.

2.3.2 Lost articles will be held for 90 days from the date the article was received by the Lost and Found Office. Unclaimed articles are disposed of accordingly (see §2.4.2).

2.4 Online Inquiries for Retrieving a Lost Article

2.4.1 Lost and found articles may be retrieved at:
Metro Lost and Found Office
3571 Pasadena Avenue
Los Angeles, CA 90031
Telephone No.: (323) 937-8920

Hours of Operation:

Walk-in services: Monday through Saturday (except holidays),
9:00AM – 5:00PM.

- The office is closed for lunch from 1:00-2:00PM, daily.

All bicycle retrievals are arranged through the Lost and Found Office. Bicycles may be picked up on non-holidays, Monday – Friday from 8:00AM – 3:30PM at:

Customer Relations
One Gateway Plaza
Los Angeles, CA 90012

Inquiries may also be filed online at:

http://lostandfound.metro.net/public/claims_inquiry.aspx.

2.4.2 An inquiring claimant must provide the following: the date the article was lost; a detailed description of the lost article; where the article was lost, such as the line number of the bus or the rail service used; and time of day when the loss possibly occurred.



Metro

GENERAL MANAGEMENT

Lost and Found Policy and Procedures

(GEN 40)

Claimant must present photo identification before recovered articles are released.

2.4.3 Claimants retrieving money in amounts of less than \$5.00 will be able to retrieve their item and money immediately from Lost and Found upon proper verification.

2.4.4 Claimants retrieving money in amounts greater than \$5.00 will be able to retrieve the money via a refund request process. Once the refund request is submitted by the Lost and Found Customer Service Agent, a check will be mailed to the Claimant within 30 days or less.

2.5 Disposition of Unclaimed Property

2.5.1 LACMTA complies with California Civil Code Section 2080.6, which defines appropriate actions a public agency may adopt with respect to the disposition of unclaimed personal property as follows: LACMTA will hold unclaimed property for 90 days from date the article was received by the Lost and Found Office during which time it may be claimed through the Lost & Found Office.

2.5.2 Property not recovered after 90 days will be sold at public auction to the highest bidder.

- State law precludes the giving of unclaimed property or cash to employees of a public agency.

2.6 Non-LACMTA Controlled Property

Customers should contact the applicable business if items are lost in/on non-LACMTA controlled property, such as:

- Amtrak and Metrolink trains, platforms, ramps and other property;
- Non-Metro buses and other vehicles;
- Retail vendor stores and kiosks.

3.0 DEFINITION OF TERMS

Claimant – Person who states to be the owner of a lost article.

Illegal Drugs – Any controlled substance that is illegal in the State of California to possess, use, and/or sell, including, but not limited to the following: cocaine, methamphetamine, heroin, LSD, “shrooms,” PCP, etc., or prescription drugs not obtained with a valid prescription. Illegality of marijuana possession is based on its weight, and the age of the possessor; so all marijuana will be turned over to the LAPD.



Metro

GENERAL MANAGEMENT

Lost and Found Policy and Procedures

(GEN 40)

Lost and Found Delivery Bag (Lost Article Bag) – A mail bag with a security bag tie is used to hold and transport lost articles from bus and rail divisions and Metro General Services to Metro Lost & Found Office.

Lost Article Tag - A 3-part serialized tag, which includes forms 32-51, 32-23 and 32-33; form 32-51 documents article description, including when, where and who found the article; forms 32-23 and 32-33 state the claimant's information, (i.e., name, address and claim date).

Lost and Found System – A computer system that documents and tracks items by category type, date, location found, status, and disposition; it facilitates customer inquiries and generates tracking reports..

Non-LACMTA Controlled Property – Any area of LACMTA property which is directly controlled by a third-party business. At Union Station, this includes restaurants, kiosks, Amtrak and Metrolink (and their ramps, lounges, etc.), other organizations, and similar.

Unclaimed articles – Articles that have not been claimed by the owner within a 90 day period from the date the article was received by the Lost and Found Office. Perishable food/drink items are discarded upon receipt.

Weapons – Firearms, imitation firearms, knives, explosives, dangerous chemicals, or other objects intended for use in harming anyone or damaging property.

4.0 RESPONSIBILITIES

Customer Programs and Services Department is responsible for communicating and administering this policy to all LACMTA employees and contractors/vendors who find lost articles that do not belong to them.

Director/Manager (or Designee) ensures that all policies regarding the disposition of lost articles in the possession of the agency are handled in accordance with established procedures to avoid any conflicts of interest and protect the agency against any unnecessary claims due to inappropriate handling of lost and recovered personal property.

Employees/Contractors must surrender any lost articles to the division or rail supervisors/managers for delivery to Metro Lost & Found for proper disposition. Employees/vendors may not retain or try to gain possession of any unclaimed property.

Lost and Found Customer Service Agent is responsible for receiving, filing, delivering, monitoring and disposing of all articles submitted to Metro Lost & Found. He/she is responsible for responding to telephone and over-the-counter inquiries.



Metro

GENERAL MANAGEMENT

Lost and Found Policy and Procedures

(GEN 40)

LACMTA Supervisors/Managers are responsible for making a good faith effort to maintain the integrity of all lost articles delivered to them and secure the lost and found articles that have been discovered aboard buses, trains or any LACMTA property until transferred to Metro Lost & Found.

5.0 FLOWCHART

Not Applicable

6.0 REFERENCES

- California Civil Code 2080.6
- Operator Rulebook

7.0 ATTACHMENTS

1. Lost Article Tag, forms 32-51, 32-23, 32-33

8.0 PROCEDURE HISTORY

- | | |
|----------|--|
| 10/01/89 | Former RTD procedures |
| 07/15/06 | Revised to reflect current practices. GEN 40 supersedes HR5.60 |
| 09/17/10 | Updated Metro Lost & Found hours of operation |
| 10/20/10 | Policy was revised to clarify that in addition to precluding LACMTA employees from being given unclaimed articles that do not belong to them, the same also applies to members of the public. |
| 04/02/13 | Retracted an additional sentence in §2.4.3, stating that any individual who turned in a lost/found property could not receive the item/cash that they turned into LACMTA personnel. |
| 04/21/15 | Biennial review: increased holding period from 30 to 90 days in compliance w/law; clarified Mail Services' procedures; updated Metro Lost & Found location; defined Metro responsibilities in non-Metro locations. |
| 02/28/19 | No changes at this time. |
| 03/20/19 | Added language about the proper handling and reporting of weapons, illegal drugs, and drug paraphernalia, in response to an OIG Audit. |



Metro

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(GEN 40)

ATTACHMENT 1

PREMIER BUSINESS PRINTING RESOURCE (817) 297-9999

MKTG - 8
Lost Article **403928** **20** **L.A.C.M.T.A.**
403928

Found on Vehicle No. _____ Line _____ Lost Article No. _____

Div. No. _____ Time _____

Description _____

Found by _____ Turned in by _____
 Passenger _____ Name _____

Address _____ Div. No. _____

Turned in by _____

Employee _____

City _____

LOST ARTICLE DEPT.

L.A.C.M.T.A.
DELIVERED TO

Date _____

Name _____

Address _____

Telephone No. _____

L.A.C.M.T.A.

Date _____ 20 _____

Claimed by: _____

Name _____

Address _____