ATTACHMENT 1 – LOST AND FOUND PROCEDURE

INTRODUCTION

Lost and found items are defined as personal property left on ART buses, in vehicles, at bus stops, or at ATN facilities. It is ATN’s intention to recover the lost personal property of our customers in a timely manner, and handle their belongings with great care.

All CONTRACTOR personnel are required to turn in items found at any ATN facility, bus/vehicle or bus stops.

*It is UNLAWFUL to use, borrow, or keep any of the items unless you are the rightful owner.*

Contractor bus operators are required notify radio dispatch upon discovery of lost items. Radio dispatch will provide further instruction. NO EXCEPTIONS.

FOUND ITEMS THAT ARE UNSAFE OR ILLEGAL

Should there be concern for safety; radio dispatch will notify Anaheim Police for further instruction.

Illegal drugs and/or paraphernalia should be reported immediately to radio dispatch. Radio dispatch will contact Anaheim Police.

FOUND ITEMS TO BE DISPOSED OF WITHOUT TURNING IN TO LOST AND FOUND

The following items will not be required to be logged and prepared for transport to lost and found. These items will be discarded at the base:

- Food (containers or bags)
- Liquids (Fast-food cups, water bottles, cans)

FOUND ITEMS DEEMED AS SAFE

Should the item not be a danger to passengers or operator safety, the operator shall bring the item to window dispatch at the end of his/her shift. The window dispatcher will log all items upon arrival.

A lost and found tag/card is attached to the item, date turned in, description of the item, and location of where the item was found. Depending on size of item, it should be placed in the lost and found bag and locked for transport.

Items of acceptance for transport to lost and found are the following:

- Clothes
- Jewelry
- Books
- Bicycles/skateboards/scooters
- Bookbags/purses/totebags
- Cellular phones/computers
- Audio equipment(radios, headphones, mp3 players)
- Cameras/Video equipment
- Cash/Checks (see instructions for cash and checks below)
- Miscellaneous items (keys, umbrellas, prescription medication, etc.)

**FOUND CASH OR CHECKS**

Lost items will be picked up by the ATN courier and delivered to the Lost and Found facility for storage.

All cash shall be counted and verified with the courier prior to transport. Courier shall verify items to be transported against items listed on the log sheets.

Cash or items containing cash are to be verified by counting the amount in the company of a witness upon arrival, prior to logging and being placed in the lost and found lock bag.

A lost and found cash confirmation slip is to be completed for cash over $10.00. Lost and Found copy of cash confirmation slip shall accompany cash in bag.

**PASSENGERS LOOKING FOR LOST ITEMS**

Instruct Customers to phone ATN Dispatch at 714 563 5287 and ask for Lost and Found for instructions on how to retrieve their property.

After customer has verified via telephone that property has been received into the lost and found system, they may retrieve their property at the ATN offices located at:

1280 S. Anaheim Boulevard
Anaheim, CA 92805