



LOST & FOUND POLICY

Policy Number	Responsible Department	Effective Date	Approval
#LEG-14.01	Customer Service	April, 2023	 Chief Legal Counsel

I. PURPOSE

The purpose of this Lost & Found Policy is to provide customers with procedural guidelines regarding the handling of lost property and how unclaimed lost property is properly disposed of.

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.

II. POLICY

The Rhode Island Public Transit Authority (RIPTA) is not responsible for items left behind by passengers on our buses or property. RIPTA will maintain Lost and Found Offices providing a convenient method for assisting with the return of items to their rightful owner. These items include clothing, eyeglasses, 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. RIPTA assumes no responsibility for the care and/or protection of any items found.

Items are held for thirty (30) days from the date they are found. These items can be claimed by their owner at RIPTA's Lost and Found Office located at 705 Elmwood Avenue in Providence or RIPTA's Lost and Found Office located at 350 Coddington Highway in Newport. RIPTA's Lost and Found Offices are open Monday through Friday from 8:00 a.m. to 3:45 p.m.

III. PROCEDURE FOR LOST ITEMS

Passengers can call RIPTA's Lost and Found Office to report a lost item. A Customer Service Agent (CSA) may call Dispatch in an attempt to contact the bus operator. If the attempt is not successful, then the Customer Service Agent will log the report of the lost item and the CSA will provide details on how the passenger can meet back up with the bus to check for the lost item (when possible).

A log sheet will be made available at the Lost and Found Offices for passengers who report missing items. Passengers will have the opportunity to create a report, in-person or by phone, in either of the two offices. The passengers' report will list the 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.



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IV. PROCEDURE FOR FOUND ITEMS

Items found on RIPTA vehicles or property will be turned into the Lost and Found Office. Items will be recorded in a logbook at the time they are turned in. Documenting information in a logbook helps to ensure items are accounted for and returned to their rightful owners.

Items will be held for thirty (30) days while waiting for their owner to claim them. Items that are claimed will be documented and must be signed for by their owner or their owner's designee. After thirty (30) days, any unclaimed items will be disposed of in the following manner:

- All wallets and purses will be disposed of properly. Credit cards, IDs and any other sensitive documents will be shredded.
- All unclaimed cash will be delivered to the State of Rhode Island Treasurer's Office as unclaimed money.
- All unclaimed bicycles wheelchairs, scooters, etc. will be donated to a non-profit organization that repairs and recycles them. If RIPTA is unable to donate them then they will be disposed of.
- All unclaimed cell phones will be donated to non-profit organizations, if possible, if not they will be disposed of.
- All unclaimed electronics will be disposed of.
- All unclaimed medications will be disposed of pursuant to state law.
- Any remaining unclaimed items, not specifically listed here, will be disposed of.
- Any unclaimed alcohol will be immediately disposed of.
- Any illegal drugs or unknown substances will be immediately disposed of in accordance with State and Local Laws.

The Customer Service Manager will maintain all lost and found records, including disposal and donation information, for one year.