




Caltrain Lost & Found Process

CAC
December 16, 2015
Agenda Item # 10



Lost & Unclaimed Property Policy

- **Definition**
Personal items; except when prohibited by law
- **Care and Restitution**
Central repository; No storage charges
- **Period to be Held**
Three month period by state law
- **Disposal**
Auction, Unsold or Items under \$100.00

2



Lost & Found Process

- **Item is left on Train or Station**
 - Train crew sweeps train at terminus or item turned in by other customer. (Day 1)
 - Item held in secure location over night; logged into chain-of-custody. (Day 1)
 - Item transferred by courier to San Carlos Lost & Found arrives after mid-day. (Day 2)
 - Item logged, tagged and categorized. (Day 2)

3



Lost & Found Process

- **Process Flow**
 - Items with Identification i.e. address, telephone, number, e-mail, etc. are contacted; via telephone, e-mail or post card. (Day 2)
 - Manifest is checked against electronic submittal log for item description/match. (Day 2 or 3 depending on volume)
 - At 7 and 14 calendar days from the initial electronic submittal we check the updated log for the lost item.

4



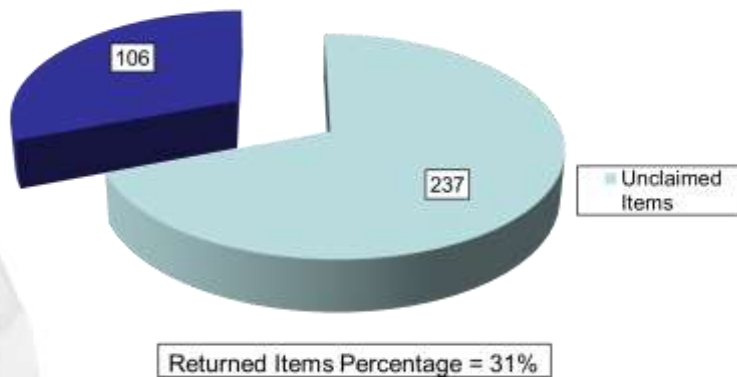
Lost & Found Process

- **Returning of Items**
 - We contact via telephone, e-mail, post card and provide an item number with location, hours of service and an identification tag number.
 - Walk Ins, we assist walk-ins if they come in during service hours; if we do not have the lost item we take down their contact information to compare with manifests.

5



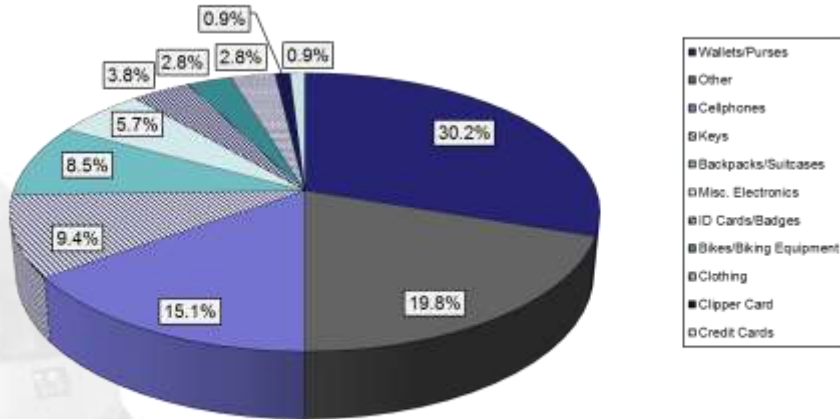
October 2015 Lost & Found Activity



6



October Returned Items by Category



7



Non-Profits (not complete list)

Clothing, Books, etc.

- ✓ Next Step Veterans Resource Center
- ✓ Blue Star Moms, Veterans of Foreign Wars
- ✓ Samaritan House
- ✓ Saint Vincent De Paul
- ✓ Puente Del Costa Sur

Bicycles

- ✓ Veterans Mobility Corp
- ✓ The Bike Kitchen
- ✓ Operation Elf
- ✓ Puente del la Costa Sur
- ✓ SFBC Community Bike Builds

8



Questions

