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
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)

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.
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.

October 2015 Lost & Found Activity

- Returned Items Percentage = 31%
October Returned Items by Category

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
Questions