

KNOXVILLE AREA TRANSIT

Lost and Found Public Policy

Purpose

The purpose of the Lost and Found Policy and Procedures is to provide a system for receiving, holding, and distributing items lost by passengers who ride Knoxville Area Transit buses. This policy is designed to eliminate problems associated with being custodians of lost items.

General Description

Knoxville Area Transit is not responsible for lost or stolen items belonging to persons using our system. However, Knoxville Area transit does receive items which have been forgotten or lost on buses. It is our intent, through specific procedures, to intake lost items and return items to rightful owners or to donate useable unclaimed items to local charities or social service agencies.

Intake and Logging of Lost Items

A Bus Operator and/or Service Employee will inspect his or her bus daily for lost items. Any items found will be brought to the Customer Service Counter at Knoxville Station office no later than 12pm the following day. Items lost on Friday, Saturday, and/or Sunday may not be available until Monday. Items brought to the office will be tagged and logged in the Lost & Found Log Report with the date, description of the lost item, bus number, route, and bus driver name, then placed in the Lost & Found box.

Perishable items, such as food and drink will be discarded, without being logged, as Knoxville Area Transit does not have a location to store these items.

Illegal and/or dangerous items that are prohibited from being on Transit buses/property will be immediately turned over to the Knoxville Police Department or the closest law enforcement. Owners can inquire there about claiming their items.

Items of Critical Need

If you have lost the following, we will do our best to locate your item as quickly as possible:

- Key
- Phone
- Medication
- Wallets or Purses

We cannot contact drivers on routes while they are in service if your item is not considered an "Item of Critical Need" as listed above. We apologize for any inconvenience this may cause you.

Claiming Items

If a passenger calls regarding a priority item just lost, (phone, wallet, purse, medicine, etc.), Knoxville Area Transit will do the best to locate missing items. If the item is considered non priority, the passenger will be instructed to call the following day to see if the item was turned in.

An attempt will be made to contact the owners of lost items (such as wallets or purses) that are identifiable by name, address, telephone number, etc.

In an effort to return items to rightful owners, Knoxville Area Transit will note claimant's name, phone number, full description of the item, date lost, location of where passenger boarded the bus and their destination; personnel will compare claimant's details to the item and log information. If the item is sufficiently described, the person claiming the item can pick up the item at the Customer Service Counter and sign the item out in the Lost and Found Log Report (print and sign name, and list their telephone number). A verification by identification card is to be made of the person claiming an item having an estimated value of more than \$25.00.

Knoxville Area Transit is not responsible for items returned to someone other than the owner.

Items Not Claimed

Lost items not claimed will remain in the Customer Service holding area for a period of 15 days. Items not claimed within 15 days will follow the following procedure:

- Personal documents such as ID/Credit/Social Security cards, Driver's Licenses, etc. will be Shredded.
- Items of no apparent value or use will be discarded.
- Items in good condition will be donated to a charitable organization.

General

The hours for the public to claim items from Lost and Found are 8:00 a.m. to 4:30 p.m., weekdays. Call 865-637-3000 to make an inquiry.

All items taken in through the lost and found process are to be considered the property of Knoxville Area Transit until claimed by the owner or donated to a charitable organization or social service agency for distribution.

Knoxville Area Transit is not responsible for items lost on buses. It is the policy of Knoxville Area Transit to be good stewards of items taken into the lost and found system, and to be able to track each item from intake to its final distribution. Each employee whose job function is associated with the lost and found system will follow the guidelines as described in this policy.