

Lost & Found Process

Personal items are often left on The HOP buses. This process has been developed to ensure we protect the lost items to a reasonable extent, and to protect employees from allegations of impropriety. The following points must be followed to reach these objectives.

1. Each item turned in must be promptly turned over to the FRS Dispatcher on duty, and the item must be logged on a Lost & Found log. This log must document the date the item was turned in, where it was found (bus number, driver etc.), and a description of the item. The item must be tagged as appropriate to ensure it corresponds to the log. The log must also have a space showing the final disposition of the item.
2. If someone calls to claim a lost item, the person must provide valid photo identification and must be able to reasonably describe the article so it can be claimed, and, the person claiming the item must have a copy of the identification or their name entered on the log so we can easily identify the person making the claim. People may seek to claim a lost item only during the hours of 8:30 AM until 4:30 PM in the administrative offices on regular business days. The person making the claim must remain in the front office, and wait for the staff to bring the described item up front - visitors are not allowed in dispatch areas, and cannot retrieve lost items on weekends or after hours.
3. All items will be kept in a secure area in the FRS Dispatcher office for no less than thirty (30) days. During the first week of each calendar month, the log will be reviewed, and any items that have been in the Lost & Found area for more than thirty (30) days will be disposed as specified herein.
4. Any bank cards, credit cards, social security cards, identification cards, drivers' licenses, and similar items must be securely maintained, and the administrative staff must check to see if an address or telephone number can be found to contact the person whose name appears on the cards. The person must be contacted by phone or by mail if reasonably possible, and a copy of the letter sent or a copy of some document verifying the person was contacted must be placed with the item. If these items are not collected within thirty (30) days after being turned in, the cards will be shredded and destroyed to protect the person and The HOP.
5. Any cash that has not been claimed within the thirty day period must be counted and deposited as a separate bank deposit and recorded appropriately. Anyone claiming cash must be able to describe the cash accurately enough to verify it truly belongs to them. We do not want to withhold the cash from its rightful owner, but we also do not want to give it to anyone else.

6. All other items not claimed within thirty days must be taken to the nearest Salvation Army located in Bell County. In the event no Salvation Army store is available for that purpose in Bell County, the items will instead be donated to the nearest Goodwill store.
7. No lost and found may ever be disposed of in any other manner than prescribed herein. Employees of The HOP may not have any unclaimed items, and the unclaimed items must be donated in accordance with this written process.

In all related matters, the receipt of, or the disposition of any lost and found items must be properly documented to protect the employee and the organization.