



Program Evaluation and Audit

Metro Transit

Lost & Found Processing Review

June 1, 2012

INTRODUCTION

Background

Metro Transit provided 80.9 million rides on buses, the Blue Line (Hiawatha) LRT and the Northstar Commuter Rail line in 2011. In 2011, riders left 21,938 articles including umbrellas, cell phones, wallets, keys, backpacks, mittens and hats on those vehicles. Only 18% of these items were claimed. In addition 903 bicycles were processed with only 36% of these being claimed by their owners, although a new process introduced in the last quarter of 2011 has increased the bicycle return rate to about 65%. Those items not claimed are either given to charity, given back to the employee who found the item or used as an incentive item within the Customer Relations Department.

Metro Transit's Customer Relations Department includes a supervisor and five (a sixth will be added this year) customer relations representatives located at the Heywood garage who are responsible for, in addition to processing L&F items, receiving and responding to all customer inquiries and complaints, of which there were 89,830 in 2011. The department is part of the Customer Services and Marketing Division that reports directly to the Metro Transit General Manager.

The Heywood L&F Department receives a daily bag from each of the service garages and rail facilities containing the lost articles from the previous day and an inventory listing of those items. The articles are crossed-checked against the inventory listing, all money counted and the articles stored in their appropriate place in the Heywood Customer Relations office.

Lost articles remain in the Heywood office for a minimum of 14 days (bikes are held for only seven days). Valuable articles, articles that a customer has called to claim or articles belonging to customers that Metro Transit personnel have contacted are stored for up to 30 days. The remaining articles, except those listed on Exhibit I, are returned to the employee who found the item. Items not claimed by the employee may be claimed by Customer Relations staff when a commendation is received. Those items not returned to their owner or the employee, are disposed of as indicated at Exhibit II.

Assurances

This audit was conducted in accordance with the Institute of Internal Auditors' *International Standards for the Professional Practice of Internal Auditing* and the U. S. Government Accountability Office's *Government Auditing Standards*.

Scope

This review was limited to an evaluation of Metro Transit lost and found processing activities, the policies and procedures guiding those activities and an understanding of how similarly sized transit agencies across the United States operate a similar function.

Methodology

To gain an understanding of the processing practices conducted by L&F personnel to receive, account for and dispose of lost items left on Metro Transit vehicles, Audit:

- Interviewed Metro Transit personnel.
- Observed daily and weekly processing practices.
- Researched the lost and found practices of peer transit agencies.
- Reviewed applicable Metro Transit policies, procedures and work instructions.

OBSERVATIONS

Standard Processing

Audit observed lost and found processing on three separate occasions. On each occasion, Customer Relations Department personnel complied with the following written procedures for receiving, storing and disposing of L&F items:

- **Incoming Processing:** Each morning a courier drops off a bag from each of the service garages and rail facilities containing the lost items turned in from the day before. The articles are crossed-checked against the accompanying log and the item identifying tag. All money is counted, the lost article tag is annotated and initialed and the garage manager is immediately informed if a shortage occurs. At the end of the day, all items are placed in appropriate boxes, identified as to date processed and placed in queue for easy identification and later disposal.
- **Control Logs:** All items are entered onto a log at the finding facility. That log is used to verify receipt of lost and found items from the finding facilities at the Heywood facility. When reunited with the customer, the customer signs the log and the tag attached to the item, indicating receipt. Separate logs are maintained for those items returned to employees. Both of these logs are retained, both at the finding facility and within the Customer Relations Department for one to two years, in compliance with Council record retention procedures.
- **Retention Time:** All L&F items remain in the Customer Relations Department for at least 14 days, except bicycles, which are removed for disposal after seven days. Valuable articles, articles that a customer has called to claim or that Metro Transit has contacted will be held for 30 days.
- **Customer Calls:** When a customer calls for a lost item, the description, date and route are requested and if found, the customer's name and phone number. The item is placed in "will call" for later pick-up.
- **Customer Pick-up:** The most common way for customers to obtain their lost items is to pick them up at the lost and found window at the Heywood facility. However, if the item can be easily mailed and the customer requests that be done, Metro Transit will mail the item. Customers can also pick-up items at a garage if the customer contacts Metro Transit before the item has been transported by courier to the Heywood facility. Least common is picking up an item from the bus itself. This can be accomplished by calling the Transit Control Center, locating the bus and telling the customer where to meet it, but only with discretion and for high value items.
- **Disposition Processing:** Each Wednesday, the applicable items (those that remain unclaimed after 14 days) are processed for disposal or return to the employee who found the item as noted in Exhibits II and I. Items requested by but not claimed by operators may be claimed by the Customer Relations staff upon receipt of customer commendations.

Special Processing - Bicycles

Vehicles used by the courier service that delivers mail and lost items between the garages and rail facilities are not large enough to transport bicycles. Therefore, bicycles are transferred from the other garages and rail facilities to the Heywood garage Customer Relations Department by personnel from the Materials Management Department. Materials Management operates a parts delivery service from the Central Warehouse to garage and rail facility stockrooms and has grudgingly accepted the task of assisting Customer Relations in transporting lost bicycles. However, neither Materials Management nor Customer Relations management personnel are satisfied with the current process.

Transporting lost bicycles is not a priority for Materials Management personnel and is done as a “courtesy and in the guiding principle of ‘teamwork’.” They have stated that they “have no procedures or responsibilities for lost and found items,” that “Materials Management’s responsibility is to move parts, not lost and found items,” that they “do not sign for bikes,” nor “take responsibility for bikes either financially or systematically.” Although Materials Management personnel do not prioritize transporting bicycles, the Manager has developed procedures to ensure that bicycles are delivered daily to the Customer Relations Department, to notify that department when the delivery will be made and to notify the Customer Relations Department if deliveries cannot be made. However, this procedure is not always followed. Customer Relations Department personnel are not always notified when bicycles will be delivered and they are not notified if scheduled deliveries cannot be accomplished.

Customer Relations personnel reportedly have looked for ways to partner with Materials Management personnel for a more efficient process of storing and tracking bicycles, including storing them at the garage and rail facility stockrooms at the facility to which they were initially deposited and using Txbase as a tracking mechanism. Discussions with the five garage dispatchers disclosed that bicycles are currently stored in or around the garage stockroom until the Central Warehouse delivery driver picks them up for transport to the Heywood Garage.

Bicycles are logged in on the garage or rail facility lost and found log. When they arrive at the Heywood Customer Relations Department, they are logged into a master bicycle log, which is signed by the courier when the bicycle is placed in his possession. As indicated in the *Background* section, above, since September 2011, new processes have increased the recovery rate of bicycles from 36 to 65 percent. Currently, when a customer calls regarding a lost bicycle, Customer Relations Representatives attempt to obtain a detailed description of the bicycle along with when and on what route it was lost. Sometimes the customer can provide this information, but often, he/she can provide only partial data. The bicycle log is checked and the customer is called back when the bicycle is found. In the past, the customer was asked to call back tomorrow; Metro Transit had previously not taken a proactive approach to reuniting the customer with the lost bicycle.

All bicycles are brought to the Heywood garage and stored in unlocked bike racks along a wall in the open garage parking area. The lost and found tag is attached to the bicycle

for identification purposes. This tag has some identifying information that a person claiming the bicycle at the lost and found office would most likely know in order to do so. This process has generally worked in assuring that bicycles are given to their rightful owners. However, in June 2011, a rightful owner called to claim his bicycle only to find out that it had been claimed by someone else earlier.

During periods of heavy bicycle use, a contracted courier makes weekly stops at the Heywood garage to pick up unclaimed bicycles. Those initially turned in at the Ruter, South, Nicollet and Heywood garages and the rail facilities are brought to the Minneapolis Police Department for auction. Bicycles turned in at the East Metro garage are first brought to the Heywood garage. They are then picked up and transported by another courier to a St. Paul non-profit bicycle shop that provides internships for individuals in preparing them for bicycle repair certification and operating their own for-profit business. The refurbished bicycles are sold within the bicycle shop with the proceeds used to support its mission.

Special Processing – Computers and High Value Items

Computers, electronic notebooks and other high value items not claimed by the owner are also not returned to the finding employee (see Exhibit I). In addition, no one within Metro Transit currently attempts to identify the owner of such items. Customer Relations personnel have requested that personnel from the Council's Information Systems Department return to their prior practice of a couple years past of searching such devices to identify the owner. However, information Systems management personnel have declined. Due to liability, security and virus issues, it is not in the best interests of the Council to do so. These items are also not donated, discarded or otherwise disposed of. They are currently stored in the Customer Relations Department Supervisor's office, awaiting a decision from a knowledgeable and authoritative source within Metro Transit and the Council regarding disposition.

Peer Transit Agency Lost & Found Practices

Audit compared Metro Transit lost and found practices to those of eight similarly sized peer transit agencies (see Exhibit III). All peer agencies and Metro Transit allow customers to report lost items over the phone. In addition, all peer agencies identify the length of time items will be held prior to disposal, ranging from 10 to 30 days (10 - 20 days for bikes); the most common being 30 days. Metro Transit retains items for 14 days (seven days for bikes). However, valuable items, those for which the customer has been notified and those items that a customer has called to claim, will remain in the department up to 30 days.

Seven of the eight peer agencies plus Metro Transit either send a letter, postcard or call the customer if the item is found, although one of the peer agencies does so for only emergency items. Metro Transit also notifies either the University of Minnesota or the customer's employer regarding lost U-Pass and Metropass cards, respectively. In

addition, six peer agencies and Metro Transit include a liability disclaimer regarding lost items.

Similar to Metro Transit, the lost and found departments of seven of the eight peer agencies also have other than lost and found responsibilities and all but one employs a centralized walk-in claim service. In addition, six of the peer agencies and Metro Transit use a courier service for transporting items to a central site. Finally, half the peer agencies use a database (Metro Transit does not) and three of them have adopted storage system similar to the one in use at Metro Transit.

Four peer agencies dispose of unclaimed items and seven donate them to charity (three do both depending upon the item, as does Metro Transit). In addition, five peer agencies and Metro Transit shred sensitive documents. Finally, two peer agencies and Metro Transit give unclaimed items back to the employee that found them. However, one of these agencies is reviewing the appropriateness of this policy. Some examples of peer agency practices follow:

- Peer Agency B: Customers can call or email an electronic lost and found form to notify the agency of a lost item. If the electronic form is used, a confirming response is sent immediately and agency staff follow-up within a few days. Customers are called if their item is found. In addition, if the lost item contains contact information the agency will call or send a letter. For lost cell phones the contacts information is reviewed and a call made if a mother, father, husband, or wife is listed (Metro Transit tried this, but due to the time it consumed, stopped the practice).
- Peer Agency C: Each of five divisions individually enters lost and found information into a database daily. Items are then placed into locked duffel bags and brought to a central location by the mail courier the following day. At the central location, the item logs are verified and as the items are claimed, they are so noted on the log. A separate basket is maintained for each day. Except for large and special items such as keys, backpacks, purses and wallets, they are sorted by date. Except for using a database, this practice is similar to Metro Transit.
- Peer Agency H: The customer is mailed a letter if the address is known, and if an emergency item like medication or a wallet, the customer is called. Emergency items are granted special status as bus operators are called immediately to help unite customers with their lost emergency items.

Returning Lost Articles to Metro Transit Employees

Under Metro Transit policy, except for those items listed on Exhibit I, any item not claimed by the customer within the retention times stated above, can be retained by the employee. This is also included in the *Operator Rule Book & Guide, Section 49: Lost & Found Procedures* as follows:

“If the lost item is not claimed, it is returned to you providing you checked the “return” box on the lost and found tag. Personal identity items will not be returned

Any items not claimed by operators may be claimed by the Customer Relations staff via the prize drawer/shelf. When Customer Relations staff receives a commendation they are allowed to retrieve an item from the drawer/shelf.”

Audit contacted eight peer transit agencies to determine their practices. Six of the eight do not return unclaimed articles to the employee who found them and one other agency is reviewing its practice for doing so.

CONCLUSIONS

In general, lost and found processing of the majority of items found on Metro Transit buses and trains is conducted in a controlled manner and according to appropriate written policies and procedures. However, the controls and procedures regarding processing of bicycles, computers and other high value devices, and the policy of giving employees unclaimed lost and found items need to be strengthened as indicated below:

1. Metro Transit does not have an effective procedure for processing lost bicycles that ensures accountability and control while in Metro Transit's possession.

Because Metro Transit's mail/lost and found courier uses small delivery vehicles, bicycles are transferred from the other garages and rail facilities to the Heywood garage Customer Relations Department in larger vehicles operated by personnel from the Materials Management Department. However, the primary responsibility of Materials Management is to move parts from the Central Warehouse to, from and between the 12 other stockrooms. Materials Management has only grudgingly accepted the task of assisting Customer Relations in transporting lost bicycles and has stated that it has no responsibility for such items. Neither Materials Management nor Customer Relations management personnel are satisfied with the current process. In addition, there is one known incident of a bicycle having been given to someone other than the rightful owner.

2. Metro Transit does not have an effective procedure for processing lost computers, electronic notebooks and other high value items.

Computers, electronic notebooks and other high value items that are not claimed by the owner are not returned to the finding employee (see Exhibit I). In addition, no one within Metro Transit or the Council currently attempts to identify the owner of such devices. They are also not donated, discarded or otherwise disposed of. These devices are currently stored in the Customer Relations Department Supervisor's office, awaiting a decision from a knowledgeable and authoritative source within Metro Transit and the Council regarding disposition.

3. Metro Transit lost and found practices can be improved to be more effective and efficient in identifying and returning lost items to customers.

Metro Transit retains items 14 days (bikes for seven days) when most peer agencies retain items for 30 days. Four of the peer agencies provide an email reporting procedure for customers to report lost items. Four peer agencies also log lost items into an electronic database for easy access and identification. Metro Transit does neither of these.

4. Metro Transit and one other peer transit agency are the only agencies among nine that unquestionably returns unclaimed articles to the employee that found them.

Only 18% of the items that customers lose on Metro Transit vehicles are claimed by the owner. Except for those items that are prohibited from being returned to the employee who found the item (Exhibit I) all other unclaimed items are given to that employee, if that is the employee's desire. Items desired by but not claimed by the finding employee are then available to Customer Relations Department employees upon receiving commendations. Those items not claimed and not returned to the finding employee are donated to charity, within certain limits (Exhibit II). Two peer transit agencies also return unclaimed items to its employees; however, one of those agencies is rethinking that practice.

RECOMMENDATIONS

Program Evaluation and Audit recommendations are categorized according to the level of risk they pose for the Council. The categories are:

- **Essential** – Steps must be taken to avoid the emergence of critical risks to the Council or to add great value to the Council and its programs. Essential recommendations are tracked through the Audit Database and status is reported twice annually to the Council’s Audit Committee.
- **Significant** – Adds value to programs or initiatives of the Council, but is not necessary to avoid major control risks or other critical risk exposures. Significant recommendations are also tracked with status reports to the Council’s Audit Committee.
- **Considerations** – Recommendation would be beneficial, but may be subject to being set aside in favor of higher priority activities for the Council, or may require collaboration with another program area or division. Considerations are not tracked or reported. Their implementation is solely at the hands of management.
- **Verbal Recommendation** – An issue was found that bears mentioning, but is not sufficient to constitute a control risk or other repercussions to warrant inclusion in the written report. Verbal recommendations are documented in the file, but are not tracked or reported regularly.

1. (Essential) Metro Transit should develop a formal procedure and process for maintaining control and responsibility of bicycles as they are stored in and transported between facilities.

Currently Customer Relations and Materials Management personnel and personnel from two third party couriers are involved in controlling the flow of bicycles through the lost and found process at Metro Transit. A control log is used when the couriers accept possession of bicycles for delivery to disposition sites in Minneapolis and St. Paul. In addition, bicycles are listed on the control logs submitted by the finding facilities. However, control over bicycles is lost from the time they sit in the finding facility, are moved to that facility’s stockroom, loaded onto an in-house parts delivery vehicle and delivered to the Heywood facility. During that process, no one is held responsible for bicycles found on Metro Transit buses and trains.

With numerous people handling bicycles, none of which has “official” responsibility for their safety, and bicycles being stored in an unlocked open area, loss and theft are possible as realized in June 2011 when someone other than the rightful owner claimed a bicycle. As the number of people using bicycles to get to and from transit stops continues to grow, the risk of customer complaints regarding bicycles becoming lost within the Metro Transit lost and found processing system will only increase.

Management Response: *Customer Relations along with Creative Services is working on having a third party courier pick up bikes from each facility just as they currently pick up our lost and found items. Currently each facility, typically dispatch, logs all lost items including bikes but after bikes are logged they are taken over to the stockroom while the regular items wait at dispatch for the courier. We are proposing that bikes remain at dispatch along with the regular items so that all items on the log are taken by a courier and transported in one delivery directly to Customer Relations. Normal Customer Relations daily procedure is to inventory those lost items received that morning thus if a bike was on the log but not delivered we would be able to track it down right away. Creative Services is finalizing the Scope of Work and Contract Initiation Memo for courier services. The new contract will cover the next three years. Until we receive bids and award these services to a vendor, Customer Relations will continue to have Materials Management staff pick up bikes from each garage.*

As it relates to the securing of the bikes once they arrive at the Heywood garage Customer Relations Department, Engineering and Public Facilities personnel will work with the Customer Relations Supervisor to develop an interim solution for securing bikes while they wait to be claimed. This will be completed by December 31, 2012. Long term, the Engineering and Public Facilities Division has applied for a State of Good Repair Grant that would allow for an expansion of the Customer Relations Department that includes a separate secured room (530 square feet) just for bikes. If Metro Transit receives 100% of the grant monies that it applied for the renovation of the Customer Relations Department may take up to two years with an estimated completion date of December 31, 2014.

Staff Responsible: *Customer Relations Supervisor, Creative Services Supervisor, Engineering & Public Facilities Assistant Director for Engineering*

Timetable: *December 31, 2012; December 31, 2014 for facilities expansion*

2. (Essential) Metro Transit Customer Relations staff should work with Metro Transit Police Department and Council Information Services personnel to develop policies and procedures for processing recovered electronic devices and other high value items.

These unclaimed items are currently stored in the Customer Relations Department Supervisor's office awaiting a decision regarding their disposition. If it is possible to identify the owner of such devices, Metro Transit should attempt to do so. In one instance under previous practice, when the device was opened to identify the owner, a stolen computer was reunited with its rightful owner. Reuniting a computer, electronic notebook or other high value items with its owner is a practice that aligns with Metro Transit's Service Excellence core value. In addition, reputational risk can be lessened by proactively trying to identify the owner of these devices. However, the process of identifying the owner should not add to Council liability, security or virus risks.

Management Response: *Metro Transit's Customer Relations Department will hold items of high value for 30 days. Metro Transit's Customer Relations Supervisor, Metro Transit Police personnel and the Council's CIO have agreed and approved the following process.*

- *Upon receipt of an item of high value Customer Relations staff will make every effort to identify its owner which may include powering on electronic devices and searching files as we currently do with cell phones, iPods and kindles.*
- *If the owner is identified Customer Relations staff will make every effort to contact the owner.*
- *If the owner suggests their item was involved in a crime then we would contact Transit Police for additional follow-up with the customer.*
- *If the owner is not identified an email will be sent to Transit Police after 30 days to see if the item has been reported as stolen and/or lost.*
- *Transit Police will then check the National Crime Information Center (NCIC) for a report of the item.*
- *If a report is found Transit Police will contact the reporting agency. The reporting agency will then contact the victim to get the item returned and removing it from the NCIC marking the report as recovered.*
- *If Transit Police does not find a report, Customer Relations staff will contact the Information Services Service Desk to take custody of the item to have it destroyed.*
- *Customer Relations staff will log items of high value and their status throughout this process to provide a record of the items even after they've been disposed of.*

Staff Responsible: *Customer Relations Supervisor, Information Services Service Desk, Council's CIO & Transit Police personnel*

Timetable: *Complete as of Friday, May 18th, 2012.*

3. (Essential) Metro Transit should review its lost and found policy and revise it as appropriate to provide for a more efficient and effective service for the customer.

The current policy provides for returning applicable unclaimed property to the Metro Transit employee who initially found the item. This unfairly rewards those employees who are in a better position than others to find a lost item. In addition, only one of the eight peer transit agencies has an unquestioned policy similar to that of Metro Transit that allows such a practice. Compared to the eight peer transit agencies, Metro Transit can also improve the effectiveness and efficiency of its processes for keeping lost items an equitable length of time, providing alternative reporting media for the customer to notify Metro Transit of the lost item and for recording lost items in a shared electronic database.

Metro Transit is guided by its core values, one of which is Service Excellence, of "going beyond the expectations of our customers to deliver convenient, comfortable and reliable service; we don't accept today's best as tomorrow's limitations." However, giving lost

items to employees and using less effective and efficient lost and found practices than its peer transit agencies is not a positive reflection of that core value.

Management Response: *Metro Transit as an agency will continue to return lost items not claimed by customers to operators that specified the item be returned to them. Metro Transit's Senior Management contends that this practice provides for ultimate customer service and is very valuable to the agency.*

Most unclaimed items returned to operators are of low value i.e. under \$5.00. These items typically are hats, mittens, gloves and sunglasses. Further, in 2011 Metro Transit's Customer Relations Department received a total of 21,938 lost items with 72% of those items being unclaimed and given to charity, 18% claimed by customers and 10% returned to operators.

In response to the recommendation of providing a more efficient and effective service to the customer keeping items longer as some of our peer agencies do, Metro Transit's Customer Relations Department has significant space constraints. The department currently has 1,100 square feet containing nine employees and the Customer Relations Supervisor's office is located inside the small locked room where lost of found items are stowed. Engineering and Public Facilities Division personnel have applied for a State of Good Repair Grant that would allow for an expansion of the Customer Relations department to 2,140 square feet for offices and another 530 square feet for bikes. If Metro Transit receives 100% of the grant monies that it applied for the renovation of the Customer Relations Department may take up to two years. The length of time we keep items cannot be expanded due to existing space constraints and conditions.

In the interim, by December 31, 2012, the Customer Relations Supervisor will provide for a more efficient and effective service to the customer by logging items lost by customers but not yet located so that we may contact them if the item turns up as well as providing an online form for those to contact us for their lost item. Once and/or if the Customer Relations Department is renovated we will review and may very well expand the length of time items are kept.

Staff responsible: *Customer Relations Supervisor, Engineering & Public Facilities Assistant Director for Engineering*

Timetable: *December 31, 2012; December 31, 2014 for facilities expansion*

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**Exhibit I: Items Not Returned to Employees or Returned after
Processing**

Items Not Returned to Employees

- Bikes
- Cell Phones
- Pagers
- Computers/Laptops/Notebooks
- Cigarettes
- Alcohol & Medications
- Pornography
- Credit Cards
- ID Cards
- Social Security/Medicare Cards
- Passports
- Library & School Text Books
- Any item with personal information that could be used for identity theft
- Food & Beverage
- Flash drives

Items Returned to Employees after Processing

- Cameras must be cleared of photos before returning to Operator

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**Exhibit II: Disposition of Lost & Found Items Not Claimed by
Customers/Employees**

| <u>Lost & Found Item</u> | <u>Disposition</u> |
|---|---|
| ● Bikes (Minneapolis) | Donated to Minneapolis Police for auction |
| ● Bikes (St. Paul) | Donated to non-profit community bike shop |
| ● Cell Phones | Donated to a cell phone recycling firm |
| ● Pagers | Discarded |
| ● Computers/Laptops/Notebooks | Stored in Customer Relations Department |
| ● Cigarettes | Destroyed |
| ● Alcohol & Medications | Destroyed |
| ● Pornography | Destroyed |
| ● Credit Cards | Destroyed |
| ● ID Cards | Destroyed |
| ● Social Security/Medicare Cards | Mailed to the Social Security Administration |
| ● Passports | Mailed to US Dept of State, Passport Services |
| ● Eyeglasses | Donated to Lions Club |
| ● Keys | Recycled |
| ● Library & School Text Books | Mailed to the library or school |
| ● Any item with personal information that could be used for identity theft. | Destroyed |
| ● Flash drives | Discarded |
| ● Food & Beverage | Trashed |
| ● All other items | Donated to charity |

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Exhibit III: Transit Agency Lost & Found Practices

| | Metro Transit | Agency A | Agency B | Agency C | Agency D | Agency E | Agency F | Agency G | Agency H |
|----------------------|--------------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|
| Items Retained | 14 days | 30 days | 30 days | 10 days | 30 days | 30 days | 14 days | 30 days | 30 days |
| Bicycles | 7 days | X | X | 20 days | X | X | 14 days | X | 10 days |
| Jewelry | (2) | X | X | 30 days | X | X | 90 days | X | X |
| Cell Phones | | X | X | 20 days | X | X | X | X | X |
| Electronics | | X | X | 30 days | X | X | X | X | X |
| Statute | | | X | | X | | | | |
| Call In Report | X | X | X | X | X | X | X | X | X |
| Agency Call Back | | | X | | | | X | X | (1) |
| E-Mail Report | | | X | | X | | X | | X |
| On-Line Reporting | | | X | | | | X | | |
| E-Mail Confirmation | | | X | | | | | | |
| Liability Disclaimer | X | X | | X | X | X | | X | X |
| Any other tasks | X | X | | X | X | X | X | X | X |
| In-Person Claim | X | X | X | X | X | (3) | X | X | X |
| Courier | X | X | X | X | X | | | X | X |
| Use of Database | | | | X | X | X | | | X |
| Dated Racks | X | | | X | X | | | X | |
| If Not Claimed | | | | | | | | | |
| Disposed of | X | | X | | X | X | | X | |
| Recycled | X | | | | | | | | |
| Donated | X | X | X | X | X | | X | X | X |
| Auctioned | | | | | | | | | |
| Give to employee | X | X | | X | | | | | |
| Give to Police | | | | | X | | | | |
| Shred Important docs | X | X | X | X | X | | X | | |
| Send Letter if Found | | X | X | X | | X | X | | X |
| Agency call if Found | | | X | | | | X | X | (1) |

Note 1: The agency notifies customer of any emergency items that are found.

2: Metro Transit holds items up to 30 days if the customer calls for retrieving the item outside the 14 day limit.

3. Lost and found items are picked up at the location where they were found.