

## **Lost and Found Policy PVTA (Public policy)**

The Pioneer Valley Transit Authority is not responsible for items left behind on any fixed route or paratransit bus. However, PVTA staff will make reasonable efforts to locate an item but is not responsible for finding or securing lost items.

Items lost on Northampton area fixed route buses or Paratransit vehicles will likely be available at Valley Area Transit Company  
54 Industrial Drive  
Northampton 413-586-3548

Items lost on UMASS area buses will likely be available at  
UMASS Transit  
255 Governor's Drive  
Amherst 413-545-0056

Items lost in Greater Springfield will likely be available at  
Union Station  
55 Frank B. Murray St.  
Springfield MA 413-788-8630

Items lost on Holyoke area buses will likely be available at  
Holyoke Transportation Center  
206 Maple St.  
Holyoke MA 413-536-0694

Items lost on the Palmer Ware Circulator or the Nashawnnuck Express will be available at  
Hulmes Transportation  
15 Bridge St.  
Belchertown MA 413-323-6100

NEXT  
255 Liberty St.  
Springfield MA 413-739-7436

If you believe you lost an item on the bus, please call Customer Service in the appropriate area Monday through Friday between the hours of 9 AM and 4PM.

- Items lost on Friday, Saturday, and/or Sunday may not be available until Monday.
- Found items will not be transported to customer service until after 12 p.m. the following business day.
- If an item is lost on a day that falls on an observed holiday, then the items will not be delivered until the next business day.

Items will be held for up to fifteen (15) consecutive days from the date they are found unless the item meets the conditions listed below for immediate disposal.

In the event that the volume of items recovered exceeds the capacity of PVTA's established storage system, unclaimed items may be disposed of as outlined below after seven (7) days.

At the discretion of customer service staff items may be retained for a longer period of time provided the following conditions are met;

- The potential claimant has called customer service and identified an item that reasonably matches an item retained in the lost and found or found shortly thereafter
- The potential claimant identifies a reasonable cause for a delay in pickup, examples include;
  - Winter / Summer Break absence
  - Extended medical issue

### **Items of Critical Need**

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

- Keys
- 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.*

### **The following items will be disposed of immediately and will not be available for return**

- All Food and related items including Travel mugs/cups
- The following articles of clothing;
  - Undergarments
  - Obviously soiled clothes, uniforms,
- Toiletries, including brushes or combs, toothbrushes, shaving cream or razors, lip stick or makeup of any kind
- Any items that PVTA employees determine to be hazardous or potentially hazardous by virtue of its condition, function or purpose.
- Any items that are heavily soiled, has an offensive odor or is suspected to harbor insects or other vermin will be disposed of immediately.

- Drugs or drug paraphernalia will be disposed of or turned over to the appropriate authorities.

Please note that PVRTA receives Federal Operating Funds and is subject to Federal law. **Marijuana in any form is still considered illegal under Federal law and therefore cannot be kept on premises and will be disposed of immediately.**

### **Disposition of unclaimed items**

- 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.

PVRTA will make a reasonable attempt to identify the owner of recovered items. PVRTA staff are not responsible in any way for the condition of recovered items nor is PVRTA responsible for, nor do we assume responsibility for contents. If the owner of an item cannot be readily identified then ownership may be proven by any means which would convince a reasonable person that the claimant is the owner of the property (e.g., recent date of claim, detailed description, other personal identification, etc.).

### **Internal Procedures**

1. Drivers / Supervisors will tag items recovered with the approximate date and time the item was left, and the location it was left at (if known). If the above are not known the item will be tagged with that information listed as unknown.
2. Customer service staff in each location will make reasonable attempts to identify owners of recovered items, this may include a brief search of bags, pocketbooks, wallets etc. for Identification documents. Any such search should occur in an area with active video surveillance and another customer service employee, preferably a supervisory employee, present.
3. Recovered items will be returned to the appropriate facility, as outlined above for pickup on the next business day after 12:00 pm.