

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT ADMINISTRATIVE CODE

TITLE I – ADMINISTRATION CHAPTER 4

LOST AND FOUND POLICY

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Article I  
General Requirements

1.4.101 Administrative Procedures

- A. The Santa Cruz Metropolitan Transit District (Santa Cruz METRO) maintains this Lost and Found Policy in compliance with *CA Civil Code Section 2080.6* to safe guard and properly dispose of found items that come into Santa Cruz METRO's custody. Items are kept at the Customer Service Office located within Pacific Station, 920 Pacific Avenue, Santa Cruz, California.
- B. With the exception of items that are purposely discarded (e.g., soiled clothing), lost items listed in Section 1.4.101.C (below) that are left on Santa Cruz METRO buses, bus benches, at transit centers, and /or which have been turned into Bus or ParaCruz Operators, Customer Service Representatives, or any METRO employee will be held at Customer Service for a 3-month period.
- C. Lost items can be claimed by calling Customer Service at (831) 425-8600 between the hours of 8:00AM and 5:00PM, Monday through Friday, to check on the status of the lost & found item in order determine if Santa Cruz METRO is in the possession of said item. If it is determined that Santa Cruz METRO is in possession of the item, the owner can then schedule an appointment with the Customer Service Department to pick-up the item from Pacific Station. Lost & found items will only be released during a scheduled appointment and the owner shall produce proof of their ownership. Items may not be claimed after normal business hours or on the weekends.
- D. Lost items will be stored according to the procedures outlined in this policy.
- E. ONLY the following intact items will be held by Santa Cruz METRO:
  - 1) Electronic devices (cell phones, laptops, iPods, etc.).

- 2) Wallets/purses and Drivers Licenses or Identification cards.
- 3) Keys, glasses, jewelry, credit cards, gift cards and cash.
- 4) Musical Instruments.
- 5) Skateboards and strollers.
- 6) Umbrellas.
- 7) Bicycles, bike helmets, and locks.

A.) To claim items in #7 listed above (Bicycles, etc.) the owner must be able to describe the item in full detail and then an on-site Security Guard will release the owner's property directly to them at Pacific Station.

8) Briefcases, portfolios, books and backpacks.

- F. Purposely discarded items and/or broken/non-functional items will be discarded at the end of the business day they are found.
- G. The following items will be disposed of immediately:
  - 1) Hazardous, perishable and unsanitary items.
  - 2) Items prohibited by law (as defined in State or Federal statutes), or items held as evidence, will be turned over to security or law enforcement.
  - 3) Drugs, knives, weapons, and prescription drugs-will be turned over to security for proper disposal.
- H. If it is after business hours, and a customer realizes that they have lost a personal item on the bus or at a transit center, the customer can complete a "Customer Service Report" on Santa Cruz METRO's website. To access this, go to the "Rider's Guide" tab on Santa Cruz METRO's website and then select "Lost & Found":  
<https://www.scmttd.com>.

## Article II

### Applicability of the Lost and Found Policy

#### 1.4.102

#### Purpose and Applicability

- A. As a public entity and recipient of state, federal and local funds, Santa Cruz METRO must follow the guidelines of the *CA Civil Code Section 2080.6* regarding Lost and Unclaimed Property. *CA Civil Code 2080.6* allows any public agency to elect to be governed by the provisions of this article with respect to disposition of personal property found or saved on its property subject to its jurisdiction, or may adopt

reasonable regulations for the care; restitution; sale or destruction of unclaimed property in its possession. (*CA Civil Code Section 2080.6 (a)*)

- B. The standards established herein shall apply to all activities associated with all Lost and Found items recovered by Santa Cruz METRO and its employees.

**Article III**  
**Unclaimed Items**

**1.4.301**      **Disposal of Unclaimed Items**

- A. Lost items, having a value of \$100.00 or greater and those having a value of less than \$100.00 that Santa Cruz METRO deems appropriate for auction, listed in Section 1.4.101.C. that remain unclaimed after the 3-month period will be sold at auction to the highest bidder. The auction may be conducted by Santa Cruz METRO or their authorized representative; Santa Cruz METRO may enlist the services of a professional auctioneer to conduct the auction on behalf of Santa Cruz METRO.
- B. Santa Cruz METRO shall publish a "Notice of Auction" to sell/dispose of any property found and stored by Santa Cruz METRO pursuant to the requirements of *CA Civil Code Section 2080.6*.
  - 1) Santa Cruz METRO shall publish the Notice of Auction in a newspaper of general circulation in the County of Santa Cruz at least 5 days before the time fixed for the auction.
  - 2) Any property remaining unsold after being offered at auction may be destroyed or otherwise disposed of by Santa Cruz METRO as the General Manager/CEO or designee may direct.
- G. Lost and unclaimed money in the custody of Santa Cruz METRO that is not claimed within the 3-month period shall be delivered to Santa Cruz METRO's CFO for deposit into Santa Cruz METRO's general fund.