

EXHIBIT L

WMATA Lost and Found Policies and Procedures



POLICY/INSTRUCTION: 14.1/1

LOST & FOUND PROCEDURES

SUPERSEDES: 14.1/0

APPLICABLE TO: All Metro Employees and Contractors

1.00 PURPOSE

This policy/instruction (P/I) establishes how personal property recovered on Metrobus and Metrorail, as well as in Metro-owned facilities will be receipted, safeguarded and returned.

2.00 SCOPE

This policy is applicable to all Metro employees and contractors.

3.00 DEFINITIONS

- 3.01 **Owner** – Person having last legal or determinable ownership rights to the property recovered.
- 3.02 **Primary Finder** – Finder of record of the lost property.

4.00 RESPONSIBILITY

- 4.01 The Department of Customer Service, Communications and Marketing, Office of Customer Service is responsible for the management of the Metro Lost & Found Program.
- 4.02 The Office of Bus Transportation and the Office of Rail Transportation are responsible for the recovery of lost property from Metrobus/Metrorail and preparing lost items for transport to Metro Lost & Found.
- 4.03 The Metro Transit Police Department (MTPD) is responsible for the disposition of dangerous or suspicious items recovered on Metro property, including weapons, contraband or any item deemed hazardous.
- 4.04 The Department of Human Resources Operation Services (HROS) - Mail Services staff is responsible for the transport of lost and found items to Central Lost & Found, located at 6505 Belcrest Rd, Ste. 500, Hyattsville, MD 20782.
- 4.05 The Office of the Treasurer (TRES) is responsible for the monthly collection of unclaimed cash and coin from Central Lost & Found.

5.00 POLICIES AND PROCEDURES

- 5.01 Metro will make reasonable efforts to return lost articles to their rightful owners and maintain a uniform system for the intake, processing, safeguarding and return of found property.
- 5.02 Metro employees are not eligible to claim lost property unless they are the rightful owners.
- 5.03 Items recovered that include weapons, contraband or any item deemed suspicious, dangerous or hazardous will be immediately reported and turned over to the MTPD.

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<p style="text-align: center; font-size: 2em; letter-spacing: 0.5em;">A P P R O V E D</p> <hr/> <p>By General Manager & Chief Executive Officer Paul J. Wiedefeld</p>	2/24/2016	CUST	CSCM	1 of 5



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- 5.04 Holding facilities within Metrorail, Metrobus and the MTPD will provide sufficient safety and security for recovered property until it can be expeditiously transferred to Central Lost & Found for processing.
 - (a) All property recovered by Metrobus and Metrorail employees will be immediately transferred to Central Lost & Found no later than the following business day after the property is recovered.
 - (b) The MTPD will retain items referenced in 5.03 above or transfer items in accordance with MTPD General Order 410. For any item that has a cash equivalent of \$250 or more, MTPD must be contacted immediately to arrange for transportation of the item to Central Lost & Found.
 - (c) Perishable items will be disposed of at the holding facility where received.
- 5.05 In cases where Metro is easily able to verify ownership and contact details (e.g., item marked), the Office of Customer Service (CSVC) will notify the owner that his/her property has been recovered.
- 5.06 All items recovered and processed will be held for claim for a maximum of 30 days for retrieval by owner. After 30 days, the recovered item will be assumed abandoned, unless there has been contact by the owner to advise of a sufficient reason why the item cannot be collected within 30 days.
- 5.07 For items for which ownership is legally controlled (e.g., passport, driver's license, credit card), CSVC will return them only upon demonstration of legal ownership with a valid, government-issued photo ID.
- 5.08 After 30 days, CSVC will transfer unclaimed cash and Metro-issued fare media to the Office of the Treasurer (Disbursing Office).
- 5.09 After 30 days, CSVC will transfer unclaimed property with remaining use or resale value as surplus property to the Office of Supply Chain Enterprise Services (SCES) for reuse, donation to charity or disposal in accordance with the SOP for Surplus Property.
- 5.10 Item Handling & Recovery/Turned in at Divisions or Locations:
 - (a) An authorized Metro employee (generally, the division clerk) will prepare the lost item for proper entry and safeguard by completing an Article Tag Form, which will include specific location information on where the lost item was found, the ID of the employee(s) who took control of the lost/found item that s/he was given or found, the name of the finder (if non-Metro employee), the item and a description of the item. An authorized Metro employee will then prepare the item for pick up by mailroom staff. This item will be placed in a lockable bag provided by Lost & Found, and a full inventory list must be placed in the bag before collection.

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<p style="text-align: center; font-size: 24px; margin: 0;">A P P R O V E D</p> <hr style="width: 80%; margin: 5px auto;"/> <p style="font-size: 12px; margin: 0;">By General Manager & Chief Executive Officer Paul J. Wiedefeld</p>	2/24/2016	CUST	CSCM	2 of 5



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- (b) Metro mailroom couriers will collect lost/found items at each division daily and transport them to the Metro Lost & Found Office on the same day. If items are not delivered to the Lost & Found Office on the same day, the Metro mailroom must secure the items in a locked office.
- (c) No customer is permitted to enter the division location at any time to retrieve lost property.

5.11 Cash Handling – Divisions or Other Property Locations:

- (a) Two authorized Metro employees within each division will be present when verifying the amount of cash that has been recovered.
- (b) The division clerk (or other responsible employee) will assign an Article Tag to lost item containing cash (e.g., wallet, purse or bag) which will remain on the item for the duration of time that Metro houses the lost item. The Article Tag will also include the amount of cash recovered.
- (c) The division clerk (or other responsible employee) will place the funds and/or item in a locked bag or safe located in the clerk's or service operations managers' office until collection by the mailroom courier for transport to the Lost & Found Office.

5.12 Cash Handling – Central Lost & Found Location:

- (a) When the funds are delivered to the Lost & Found Office, two assigned Lost & Found Office technicians will be present to count and log cash and lost items into the inventory tracking system, which will generate a unique identification number that will be assigned and attached to the item (wallet, purse or bag) and funds for the duration of the time the lost item is housed.
- (b) The technicians will place the lost items in the appropriate storage location, and at least two technicians must be present when the cash is placed in the Lost & Found Office safe, which must always be locked.
- (c) All employees with access to the safe and who are responsible for cash handling must complete cash handling training provided by Metro's Office of Treasury (TRES) annually.

5.13 Item Collection – Retrieval by Customer:

- (a) Customers retrieving found items will be required to present a government-issued ID to a Lost & Found representative prior to the release of any item.
- (b) For items with a unique identifier available to verify ownership (e.g., ESN or IMEI number), the owner/customer will be required to verify ownership prior to release of the item (for example, a customer may provide the number as a means of verification).

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- (c) Customers will be required to sign the Lost Article Tag verifying their receipt of the found item. In the event the found item includes cash, the customer will be required to count and confirm the amount of cash received before leaving the Lost & Found Office.
- (d) If a customer wishes to send a representative to collect an item on their behalf, the customer must provide a signed property release form, as well as a copy of a government-issued ID prior to the release of the item to the representative. The release form is available by calling 202-962-1195.
- (e) Customers may opt to have items returned via shipping, but they must pay for the shipping. Prior to mailing the item, the customer must provide a signed property release form to the Lost & Found Office, as well as a copy of a government-issued ID. The release form is available by calling 202-962-1195.

5.14 Collection and Reconciliation:

- (a) TRES will collect funds from the Lost & Found Office at regular intervals, at no less than a monthly basis.
- (b) For the collections, a member of TRES, an MTPD officer and a lockable transport bag must be available. In the event that all three are not available, CSVC management will refuse to allow the transport of funds.
- (c) At the time that funds are transferred to TRES, two members of CSVC management will retrieve funds from safe and reconcile these against uncollected amounts as indicated by the CRM system.
- (d) As part of the reconciliation process, CSVC management employees must list all cash on the Cash Count Sheet and include the list in the transport bag, along with the funds.
- (e) TRES will sign a Collection Release Form, which will remain with the CSVC supervisor to confirm that the funds were picked up (note: this form will not include the dollar amount of the funds enclosed in the transport bag).
- (f) The CSVC management employees who perform the reconciliation must report any unexplained/unresolved variances to the Director of Customer Service. The Director of Customer Service must report all discrepancies in excess of \$20.00 to TRES.
- (g) The CSVC supervisor will include in the transport bag a Direct Receipt of Lost and Found Cash Memorandum to be signed by a TRES staff member and returned to the CSVC supervisor for filing (note: this memorandum will include the reconciled dollar amount, and TRES will confirm these funds by signing this form and returning it to the CSVC supervisor for filing).

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6.00 ENFORCEMENT

This policy will be enforced by the Assistant General Manager (AGM), CSCM or his/her designee.

7.00 EXCEPTIONS

- 7.01 Only the AGM of CSCM can grant exceptions to this policy, which will be issued in writing and signed by the AGM, CSCM.
- 7.02 This P/I is not applicable to items recovered on MetroAccess vehicles. Items found on MetroAccess vehicles are secured and tagged with the day and date, the contractor's name, vehicle operator's name, vehicle number and MetroAccess customer's name (if known). The contractor makes the necessary arrangements to return or make available the return of articles that were found.

8.00 RELATED POLICIES, REGULATIONS & RESOLUTIONS

- 8.01 Metro Transit Police General Order 410
- 8.02 Supply Chain Enterprise Services SOP #10

9.00 LIST OF APPENDICES, ATTACHMENTS OR FORMS

- 9.01 Lost Article Identification Tag
- 9.02 Property Release Form

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NOTICE TO OPERATORS

LOST AND FOUND ITEMS



NTO #13-22

Each time you get to the end of the line, you are required to do a visual inspection of your bus to inspect for damage, trash and lost items. This is especially important at the end of your run. Any lost items that you find on your bus are to be turned in to the Depot Clerk immediately. Do not wait until the following day to turn items in. Lost items are sent to the Lost & Found office every weekday and customers should inquire with Lost & Found staff to retrieve their items.

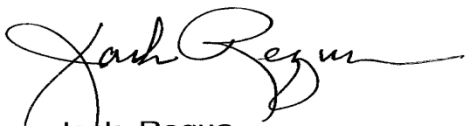
If customers come to you and ask about a lost item, you may inform them of the following procedures to try to find the item they lost:

- 1.) They can use our online Lost & Found form by going to www.wmata.com, clicking on the **Lost and Found link located at the bottom** of the WMATA home page. This is the easiest and most efficient way to report lost items.
- 2.) If the customer has lost **keys** or **eyeglasses**, they must visit the Lost & Found office because these items are too numerous and non-descriptive to determine ownership without visual confirmation. During walk-in hours (M-F, 11-6), **key** and **eyeglass** bins are available for customers to search through. The customer does **not** need to complete a Lost & Found form for these items.
- 3.) The customer can also report their lost item by phone. The number is (202)962-1195 and hours are: **Tuesday-Friday 11 AM - 5 PM**, excluding national holidays. A customer service representative will record your information and provide you with a case number. The Lost & Found Office also has walk-in hours Monday-Friday 11:00AM - 6:00PM, excluding national holidays.
- 4.) **Confirmed** lost item matches can be picked up at:

Metro Lost & Found Office
6505 Belcrest Road
Suite 500 West (5th Floor)
Hyattsville, MD 20782

(Conveniently located near the Prince George's Plaza Metro station – directly across from PG Plaza Mall.)

If you have any questions regarding the lost & found procedures, please see your Superintendent or an Office Manager for clarification.


Jack Requa
Assistant General Manager
Office of Bus Service

Issued: July 25, 2013

Posted: July 25, 2013

Remove: **PERMANENT**