

# The RIDE Policies



Massachusetts Bay  
Transportation Authority

## Lost and Found Policy

# The RIDE

# Policies



Massachusetts Bay  
Transportation Authority

## Table of Contents

Document Control .....	3
Document Management and Authoring .....	3
Document Review and Approval .....	3
Version History.....	3
Lost and Found .....	3
General Policies .....	3
Contractor Found Items.....	4
Customer Lost and Found Inquiries.....	4
Return of Items.....	4
Unclaimed Items.....	4

# The RIDE

# Policies



**Massachusetts Bay  
Transportation Authority**

## Document Control

### Document Management and Authoring

<b>DOCUMENT TITLE</b>	Lost and Found Policy		
<b>RELEASE DATE</b>	June		
<b>VERSION AND STATUS</b>	1.1		
<b>FILENAME</b>	OTA-Lost and Found Policy_REV1.1		
<b>PREPARED FOR</b>	OFFICE FOR TRANSPORTATION ACCESS		
<b>Action</b>	<b>Name</b>	<b>Title</b>	<b>Company</b>
PREPARED BY			
REVIEWED BY			
REVIEWED BY			

### Document Review and Approval

Date	Version	Name	Title	Company	Initials

### Version History

Version	Author	Reviewer	Comment	Status	Pub. Date	Exp. Date

## Lost and Found

### General Policies

The Contractor, including but not limited to all its employees and subcontractors, shall not use, borrow, or keep any lost and found items at any time.

# The RIDE Policies



**Massachusetts Bay  
Transportation Authority**

## Contractor Found Items

If the Contractor finds an item that belongs to a customer, the Contractor shall secure it, tag it and log a detailed description of the item, date and time found, Vehicle Operator ID, vehicle ID, and customer ID (if known) upon the vehicle's return to the garage facility. The Contractor shall enter this information into the MBTA's centralized log. If customer is known, the Contractor shall contact the customer to arrange for return of item. To ensure items are returned to the correct individual, the Contractor must have the customer describe the item as close as possible and verify the customer's identity.

## Customer Lost and Found Inquiries

All customers shall be directed to contact the MBTA to file a lost and found inquiry. The MBTA will review its centralized log and direct the inquiry to the appropriate service provider. Upon receipt of a customer lost and found inquiry, the Contractor shall review its lost and found log and, if a match is identified, contact the customer regarding lost item to arrange the item's return.

## Return of Items

Important items such as keys, wallets, cell phones, or medication shall be mailed via overnight shipping. Other items shall be returned by mail within 7 business days. All items returned shall be entered into the MBTA's centralized log.

## Unclaimed Items

Unclaimed items shall be held for 30 calendar days, after which:

1. Items with personally identifiable information (keys, IDs, credit/ATM cards, cell phones, medication, etc.) shall be destroyed.
2. All other items shall either be donated or destroyed.
3. Once donated or destroyed, the item's status shall be updated in the MBTA's centralized log.

Lost and Found Policy	June 3, 2026
Version 1.1	Page 4 of 4