

UTAH TRANSIT AUTHORITY POLICY

UTA.06.02

LOST AND FOUND PERSONAL PROPERTY

1) **Purpose**

This policy governs the handling and disposition of Personal Property left on a Utah Transit Authority (UTA) vehicle or at a UTA facility. This policy does not detail how an individual may claim their Personal Property, which is the subject of Operations guidance.

2) **Definitions**

“*Charitable Organization*” means the same as defined by the Utah Charitable Solicitations Act.

“*Documentation Report*” means a report of found Personal Property that details the Personal Property that was found and the estimated value of the Personal Property.

“*Incident Log*” means the software system used to track and document communications between operations and the control centers.

“*Insubstantial Commercial Value*” means items with a reasonably apparent value of \$250 or less, excluding electronics.

“*Personal Property*” means the belongings of an individual, excluding real property.

“*Required Time Period*” means how long UTA will hold found Personal Property under surveillance at a designated secure location. The Required Time Period for found Personal Property with Insubstantial Commercial Value is 30 calendar days. The Required Time Period for found Personal Property with an apparent value higher than \$250 and all electronics is 90 days.

“*UTA Customer Service Centers*” means a designated location(s) where found items are stored and where owners may go to retrieve their items.

3) **Policy**

- A. UTA employees who find or receive Personal Property left on a UTA vehicle or at a UTA facility must report the Personal Property to a supervisor; dispatcher; or control center as soon as possible.
- B. The supervisor, dispatcher, or control center must document the found Personal Property by creating a Documentation Report by entering the information into UTA’s Incident Log.
- C. The individual who found the Personal Property will place the Personal Property in a designated secure location as soon as possible after the Documentation Report is completed. This will be reflected in the Documentation Report. In some cases, a customer may be allowed to claim an item before it has been placed in a secure bin or location after a Documentation Report has been completed.

- D. UTA will ensure that designated secure locations are under video surveillance, following the guidelines in UTA's Video Security policy, for the Required Time Period.
- E. The Required Time Period is based on the value of the found Personal Property as identified in the Documentation Report.
- F. After the Required Time Period has elapsed, UTA will donate the unclaimed Personal Property, if usable, to a Charitable Organization. The employee processing the Personal Property after the Required Time Period has elapsed will use their best judgment to determine whether or not the Personal Property is usable. If the unclaimed Personal Property is not usable, after the Required Time Period has elapsed, UTA will discard or destroy the unclaimed Personal Property. This will be reflected in the Documentation Report.
- G. Through the Documentation Report, UTA will track found Personal Property for the complete process. The Documentation Report will include identifying information, when and where the Personal Property was found, the identity of the UTA employee who found or received the Personal Property, the estimated value of the Personal Property, the designated secure location where the Personal Property was placed, who claimed the Personal Property, when it was claimed, if the Personal Property was discarded, when it was discarded, or, if the Personal Property was donated, when and where it was donated.
- H. The Lost and Found process is managed and documented by the Customer Service department.
- I. Violations of this policy and of Utah Code § 76-6-407 may result in disciplinary measures up to and including termination and criminal charges.

4) Review

This policy will be reviewed every four years.

5) Cross-References

- UTA Employee Handbook
- UTA.03.02 Video Security
- Utah Code § 76-6-407 Theft of Lost, Mislaid, or Mistakenly Delivered Property.
- Utah Code § 13-22-1, *et seq.* Utah Charitable Solicitations Act

This UTA Policy was reviewed by UTA's Chief Planning and Engagement Officer on 03/03/2026, and approved by the Executive Director on _____. This policy takes effect on the latter date.

Jay Fox
Executive Director

Approved as to form and content:

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 Counsel for the Authority

History

Date	Action	Custodian
4/18/2012	Adopted – Corporate Policy 1.1.26 Lost and Found	Customer Service Manager
8/12/2020	Reviewed, renumbered and revised	Customer Service Manager
6/23/2021	Board Consent – UTA Policy UTA.06.02 Lost and Found Personal Property	Customer Service Manager
6/24/2021	Rescinds – Corporate Policy 1.1.26	Customer Service Manager
6/24/2021	Adopted – UTA.06.02 Lost and Found Personal Property	Customer Service Manager
	Board Reviewed – UTA.06.02 Lost and Found Personal Property	Chief Planning & Engagement Officer
	Revised – UTA.06.02 Lost and Found Personal Property	Chief Planning & Engagement Officer