



COAST Lost & Found Policy

COAST vehicles, bus shelters, and bus stops are public spaces. On occasion, people using these public spaces leave personal items behind. COAST has developed the following policy to define how lost or neglected personal items will be handled, once found.

- **COAST is not responsible for any lost or stolen personal property either on COAST vehicles, or at COAST bus stops/shelters.**
- Should a personal item (or items) be found by or turned over to a COAST employee, the found item(s) will be reported to COAST Dispatch as soon as possible and secured on the vehicle until the vehicle returns to COAST's base.
- Lost and Found items are inspected, catalogued, and placed in sealed plastic bags by COAST staff.
- Items that appear to be contaminated or hazardous may be disposed of immediately, at the discretion of COAST staff.
- Items of significant value (for example: cell phones, keys, wallets, valuable jewelry) will be promptly turned over to the Dover Police Department.
- Items of lesser monetary value (for example: umbrellas, gloves, sunglasses, etc.) will be held at COAST's Administrative Office for a total of 14 calendar days.
- If an item has not been claimed after 14 days, it will then become the property of COAST and be disposed of at COAST's discretion.

Inquiring About and Retrieving Lost Items

If you believe you have lost or misplaced your personal belonging(s) on a COAST vehicle or at a COAST bus stop or shelter, please do the following:

- Call or text COAST at 603-743-5777 during normal business hours and provide a detailed description of the missing item(s).
- Once you confirm COAST has your lost item(s), schedule a day and time to collect your item(s) from COAST's Administrative Office.
- Be prepared to show photo ID when retrieving your item(s).

All Lost and Found items must be picked up from COAST's Administrative Office located at 6 Sumner Drive, Dover, NH 03820. 603-743-5777, Option 3. Lost items will not be sent back out on vehicles for retrieval.

Policy Effective Date: June 1, 2020