



## LOST AND FOUND POLICY

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The purpose of this policy is to clarify Vine Transit's protocol for handling lost and found items. This policy provides direction for the proper safeguards, inventory, return or disposal of any items found at any Vine transit facility, bus stop, or vehicle. Vine Transit is not responsible for personal property left on transit facilities or buses. Personal items must not be left unattended in these locations. Any unattended items will be considered abandoned by the owner.

When an item, or multiple items, is located and the owner cannot be immediately identified, Vine Transit personnel will take the item(s) to the customer service center, located at the Soscol Gateway Transit Center at 625 Burnell Street, Napa, CA 94559. Staff will make an effort to reach out to the owner of a lost item if their contact information can be determined (including a phone number, email, mailing address, etc.). Vine Transit will store the misplaced items for a period of 30 days, and then will proceed to dispose or donate the unclaimed general items. After that period, all unclaimed items become the property of Napa Valley Transportation Authority. Perishable items, trash or debris, loose papers with no identifying information, personal hygiene items, non-prescription medication, and items deemed unhygienic or dangerous will be safely disposed of daily. Lost items of \$100 or more is turned over to the City of Napa Police Department after 15 days.

If you lost an item, you can either:

- 1) Call Vine Customer Service at (707) 251-2800 or 1-800-696-6443 and provide:
  - a. Your Name
  - b. A detailed description of the item(s) lost
  - c. Where you lost it (bus number, bus route, transit center, bus shelter, etc.)
  - d. When you lost it

If the customer service representative is able to locate your lost item, you will be contacted using the contact information provided, and the item may be reclaimed in person at the Soscol Gateway Transit Customer Service Window during normal business hours of 7:30AM – 5:30PM Monday through Friday and 10:00AM – 2:00PM on Saturdays. To claim the item(s) in-person, you must present proper identification to prove you are the owner of the item(s). Items will only be held at the Soscol Gateway Transit Customer Service Window for 30 days following notification that the item has been located and may be reclaimed.

- 2) Fill out Vine Transit's Lost & Found Form (located below) and email the filled form to [info@nvta.ca.gov](mailto:info@nvta.ca.gov). You can also mail the printed form to:

ATTN: Lost & Found  
625 Burnell Street  
Napa, CA 94558

After receiving the filled out form, staff will make a reasonable effort to locate your item(s) and will contact you after the attempt is made. If your item(s) were successfully located, you will need to visit the Soscol Gateway Transit Center Customer Service Window to pick it up during normal business hours of 7:30AM – 5:30PM Monday through Friday and 10:00AM – 2:00PM on Saturdays. To claim the item(s) in-person, you must present proper identification to prove you are the owner of the item(s). Items will only be held at the Soscol Gateway Transit Customer Service Window for 30 days following notification that the item has been located and may be reclaimed.

NVTA, Vine Transit, or Transdev are not responsible for condition or whereabouts of any misplaced or lost item.