



10-84 (Found Item) Procedure

1. Call base with a 10-84.
2. Wait for acknowledgement **before** giving description of item to ensure base is ready to receive the information.
3. Give brief description of the found item. If there is a name on the item, use **LAST** name only, and give location you found name (you may need to spell the name).
4. Document the item on the WAI Card "Lost and Found" section.
5. Place found item in Driver's Box.
6. If the item is retrieved, notify dispatch and update the WAI card.
7. Unclaimed Items remain on bus until the vehicle returns to the shop.
8. When you 10-90, Operators turn in any unclaimed Lost & Found items.
9. Place each Lost & Found item in the appropriately sized bag, fill out a label identifying the service date, operator name, and bus number, and place **inside** bag. Place bags in the drop box at the bottom of the stairs in Bay 1. **Do not place perishable foods or liquids in the box.**
10. If a passenger tries to retrieve an item that is not on the bus, have the passenger call the front desk at 540-443-1500. Office hours are 8am-5pm, Monday through Friday.