



## Departmental Standard Operating Procedure (DSOP)

DSOP No. 13-05

Effective: 12-26-13

### SUBJECT: Procedures for Processing and Disposing of Lost and Found Items

**PURPOSE AND SCOPE:** To establish a Departmental policy and procedures for securing, processing and disposing of unclaimed items found at Miami International Airport.

#### I. AUTHORITY

- A. Operational Directive No. 00-01 – Departmental Standard Operation Procedures
- B. Operational Directive No. 99-03 – Aviation Written Directive System
- C. Chapter 25-2.16 – Code of Miami-Dade County, Aviation Department Rules and Regulations – Lost Articles
- D. Florida Statute 705.182 – Disposal of Personal Property Found on the Premises of Public-use Airports

#### II. DEFINITIONS

- A. Cash Items – legal tender in the form of currency and coins (both domestic and foreign)
- B. Electronic Devices - cellphones, computers, tablets, and photographic equipment
- C. MDAD – Miami-Dade Aviation Department
- D. L&F – Miami-Dade Aviation Department's Lost and Found facility
- E. Operator – the entity contracted to acquire, for payment, Lost and Found items at the Miami-Dade Aviation Department
- F. TSA – Transportation Security Administration

#### III. POLICY

- A. Employees that find passenger or visitor belongings left behind at Miami International Airport's common use areas are required to either report the item's location to Terminal Operations or bring the item to L&F for safekeeping. Miami-Dade Aviation Department employees observed keeping found items will be subject to disciplinary actions which can include dismissal. Unattended bags are to be brought to L&F after following established security protocols.
- B. All found items will be recorded and safeguarded by L&F for 30 days (60 days for jewelry) pending claim by the owner.

- C. Unclaimed items maintained beyond 30 days, or 60 days for jewelry, will be removed from L&F and sold "as is" on a monthly basis to the Operator (see IV.H.1, for exclusions).

#### IV. PROCEDURES

- A. Unattended items are brought to L&F for processing.
  - 1. The office is open from 8 a.m. to 6 p.m., seven days per week.
  - 2. Items found after hours are left with the Senior Terminal Operations Agent on duty.
    - a. This Senior Agent has access to secure items in L&F office, for further processing during normal business hours.
- B. The L&F area is a restricted space, accessible by a key lock to the following designated Terminal Operations employees:
  - 1. Senior Agent
  - 2. Agent
  - 3. Specialist
  - 4. Two Customer Service Supervisors
- C. Each item that comes into L&F is processed as follows:
  - 1. Items are searched for cash, wallet, purse, and identification with the assistance of the person turning in the item.
  - 2. A Receipt for Found Item (Receipt) is given to the person turning in the item to validate submission into L&F. The receipt will include date items were turned in, finder's name and address, employer, item(s), location found at and signature of MDAD representative.
    - a. A copy of the Receipt is filed with Found Item Report (See Exhibit A). See IV.D.4. below.
  - 3. The item is searched for the owner's contact information.
  - 4. Documented efforts are made to contact the owner, both by telephone and (e)mail.
  - 5. Perishable items found in bags are disposed of immediately.
  - 6. Items not permitted aboard aircraft and confiscated by checkpoint personnel (knives, flammables, etc.) are considered contraband and cannot be accepted at Lost and Found

or the Information Center. Instead anyone bringing these items should be referred to the airlines' lost and found or baggage departments which will dispose of the items, or transfer the items to TSA personnel at the airport as appropriate.

- D. Information regarding the items is entered into the Lost and Found application program.
  - 1. Name of Owner (if known)
  - 2. Detailed description of item(s) including the type, color, size, contents, owner's name (if available), finder's name, and any other pertinent information available. In cases where items have no form of identification, indicate the city, state or country the contents, souvenirs, brochures, etc. are from.
    - a. Airline tickets are not entered into the system, instead they are immediately returned to the appropriate airline.
      - i. If tickets are found with a passport, in a book, purse, etc. all are recorded and the airline is contacted to advise them that L&F has items and tickets belonging to one of their passengers.
        - a) All actions taken must be recorded in the Found Item Report.
  - 3. A sequential number is assigned to each item, beginning new each month (i.e. if a jacket is lost in mid-January it might be given the number Jan 105, the next item would be assigned Jan 106, etc.) All items contained in a piece of luggage or other bag is given the same number for correlation purposes.
  - 4. Found Item Report is generated for each item turned in and is filed in item number order for each month.
- E. On a daily basis the Found and Displaced Items Log is printed from the system. It lists all items received for the current month (See Exhibit B).
- F. When the owner comes for their item they sign the Found Item Report (Exhibit A) and a copy of their picture identification is attached.
  - 1. If anyone besides the owner comes for the item, signed authorization from the owner to collect the item is required; a copy of both the owner's and the person claiming the item's picture ID must be attached.
  - 2. Upon request, if shipping of an item is required, L&F will conduct an identification process, and once the rightful owner is identified, items will be sent to the owner via independent shipper free of charge. The item must fit in a standard envelope or box and be shipped to a domestic address only.

3. For larger items or international shipping a credit card number or independent shipper's account number must be provided with proper identification before L&F will ship the item(s).
  4. L&F maintains a manual shipping log with the date shipped, tracking number, destination, and description of item. When the independent shipper's invoice is received, the amount is verified by L&F staff and entered on the log. It is then forwarded to Terminal Operations for approval of payment.
- G. When cash is found, whether in a wallet, bag or luggage, two L&F employees must handle the funds. **Monies in excess of \$5,000 should be reported to the Terminal Operations Supervisor.**
1. The following information is recorded to the L&F "Unclaimed Money in Safe" manual log:
    - a. Date.
    - b. Item Number.
    - c. Description or denomination of funds.
    - d. Total amount of cash counted by both L&F employees.
    - e. Initials of L&F employees verifying the total receipt of cash.
    - f. After 30 days, funds will be transferred to MDAD Finance for deposit, verified and initialed by two L&F employees.
    - g. If funds are claimed the following must be recorded:
      - i. Date of claim.
      - ii. Owner's signature and picture identification number.
      - iii. Initials of the L&F employee that disperses the cash to the owner.
  2. Once counted, all cash items are stored immediately in the combination safe within the L&F office, by item number and date order.
    - a. Employee access to the L&F safe must be restricted to reduce theft exposure.
    - b. The safe has a night drop to safeguard cash when access to the safe is unavailable.
  3. Found cash is also to be recorded into the Lost and Found computer system. Disbursements to owners are also entered into this system.
  4. A Report of Cash Found will be run each month from the Lost and Found computer system to reflect monthly cash on-hand totals. The cash in the safe is reconciled on a monthly basis to the Report of Cash Found.
    - i. The Cash Custodian with the L&F Senior Agent will do the cash count and confirm totals to the Report of Cash Found, this reconciliation of the Cash on Hand amount will be evidenced by both employees signatures on the report.
    - ii. Unclaimed cash should be held by L&F until the end of the subsequent month and then deposited with the Department's Cashier's Office. For instance, unclaimed funds from February should be deposited April 1.

- iii. The unclaimed cash for the period reconciled should be hand carried to the Department's Cashier's Office in Building 5A. All deposits will be recorded into PeopleSoft as speed type MIAULF.
- 5. Any credit cards found are shredded by Lost and Found personnel. At no time shall credit cards be copied or numbers retained for L&F files. At most, the number of cards found and type of cards (i.e. VISA, AMEX, etc.) that were shredded will be noted. Shredding should be observed by two employees and initialed by both.
- H. The Department has an Agreement with an Operator for the acquisition of unclaimed lost and found items not claimed by an identified owner in 30 days.
  - 1. On a monthly basis Operator will purchase and transport all items "as is" in one lot for a fixed payment with the following exclusions:
    - a. Cash, securities, and other monetary instruments.
    - b. Firearms, explosives, and other dangerous substances.
    - c. Illegal and prescription drugs.
    - d. Mobile phones and mobile internet Devices and all related accessories.
    - e. Contraband (such as goods that evade duty or are prohibited by law from being taken into or out of a country).
    - f. Computer, office and photographic equipment that has functional ability for MDAD.
    - g. All jewelry items will be retained for an additional 30 days (for a total of 60 days), and if not claimed by its owner will be provided to the Operator.
  - 2. Computer, cellular devices, office and photographic equipment that have no functional ability to MDAD or their security agencies may be sold to the Operator as contracted.
  - 3. The Terminal Operations Division will coordinate and schedule with Operator for the monthly pickup.
  - 4. The Revenue Section of Finance and Strategy will invoice the Operator on a monthly basis in accordance with the Agreement.
    - a. As indicated on the invoice, payments should be sent directly to the Finance Division of the Aviation Department.
- I. After 30 days unclaimed items are transferred to Operator.
  - 1. Items to be picked up should be set aside for pickup by Operator.
  - 2. Items should only be transferred to the Operator when payment for the period has been confirmed.

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3. The disposition should be entered into both the computer system and the Lost and Found Log for each numeric item transferred.
  4. When the items are picked up the signature of the Operator representative should be obtained on a listing of all the item numbers that are being transferred.
- J. After 30 days unclaimed cell phones, computers, tablets and photographic equipment are separated from the other items.
1. The remaining electronic devices will be inspected by the Information Systems and Telecommunications Division (ISTD) for possible functional use for MDAD employees.
    - a. A list of those items without functional use to MDAD will be made available to the Operator for an additional agreed upon fee.
    - b. Devices deemed functional for MDAD use will be transferred to ISTD, entered into their internal inventory system and the Finance and Strategy Division will be informed of the transfer in order for the items to be recorded to the Fixed Asset Ledger.
    - c. Fixed Assets will affix an inventory tag to each transferred item.

REVOCATION: None

CROSS REFERENCE: DSOP 02-03 Computer Resources and Telecommunication Systems

Approved By:

  
Emilio T. González, Aviation Director

Date: 12/26/13