

Numbers to Know

Lost & Found
713-658-0854

METROLine
713-635-4000

METROLift Information
713-225-0119

Comments, Compliments &
Complaints
713-658-0180

Hearing & Speech Impaired
713-635-6993

METRO STAR (Vanpool/Carpool)
713-224-RIDE (7433)

Crime Prevention Programs
713-615-6400

METRO Police
**713-224-COPS (2677) or
#MPD (#673) on your cell
phone**

METRO
Going Places 
Visit our Web site at www.RideMETRO.org

We're Here to Help!

LOST & FOUND



METRO
Going Places 

Lost & Found Quick Tips

✓ **Has your item been found?**

Call before you go.

- METRO's Lost & Found Phone Line
713-658-0854
Monday – Friday
7:30 a.m. – 5:30 p.m.

✓ **Describe your item.**

The Customer Service Representative will need the following information:

- Bus route name and number
- Date and time when the item was lost
- Description of the item

✓ **Take a number.**

If your item has been found, the Customer Service Representative will provide you with a claim number

✓ **Give us a few days.**

After receiving your claim number, allow a few days for the item to be processed and transferred to the Lost & Found

✓ **Pick up your item!**

- Lost & Found:
METRO Administration Building
(inside the METRO RideStore)
1900 Main, Houston, TX 77002
- Monday – Friday
8 a.m. – 5 p.m.

Remember – call before you go!

Q How do I claim a lost item?

Call the Lost & Found phone line to see if your item has been found.

- 713-658-0854
- Monday – Friday 7:30 a.m. – 5:30 p.m.

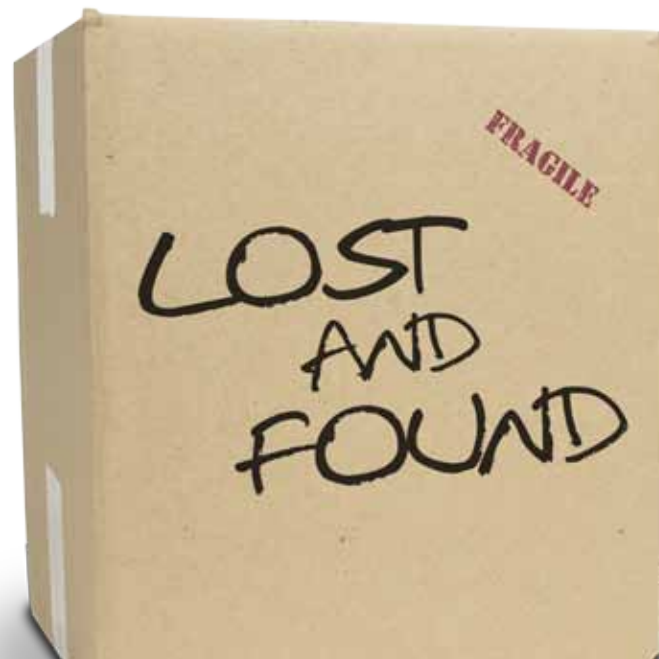
Once you confirm your item has been found, a Customer Service Representative will give you a claim number. Pick up your item at Lost & Found:

- METRO Administration Building (inside the METRO RideStore)
1900 Main, Houston, TX 77002
- 8 a.m. – 5 p.m.

Q When can I get my item back?

Each recovered item must be transferred and processed before it is received by METRO's Lost & Found. This typically takes a few days. PLEASE NOTE: Not all items are recovered.

For urgent or high-dollar items such as medication or laptop computers, the Lost & Found staff will attempt to locate the items so that they are quickly secured. Your patience is appreciated during this process.



Q Can I be reimbursed for a lost item or a METRO Q® Fare Card?

METRO is not responsible for items left on vehicles and is unable to consider reimbursement for lost items. Lost METRO Q® Fare Cards may be replaced at the METRO's RideStore (1900 Main Street) if the card was registered.

Q Can you transfer the existing balance from my lost METRO Q® Fare Card if I lose it?

Yes, but your lost METRO Q® Fare Card must have been registered. METRO cannot transfer an existing balance from a METRO Q® Fare Card which has not been registered.

If your METRO Q® Fare Card was registered, METRO's RideStore (1900 Main Street) can issue you a new METRO Q® Fare Card and transfer your existing balance. Your lost METRO Q® Fare Card will be listed as "HOT" and will not function. To transfer the balance, you must have a valid government ID to prove your ownership of the METRO Q® Fare Card.

Q How long does METRO hold items?

Unclaimed Lost & Found items are considered abandoned property as outlined in the Texas Code of Criminal Procedures, Article 18.17. This code requires METRO to hold items for 30 days from the date of receipt by Lost & Found.

Q Where do unclaimed items go?

Due to space restrictions, items in usable condition are donated to area charities after the 30-day hold period. Damaged or perishable items are discarded. Cash and items of significant value such as computers, watches, etc., are subject to Texas Code of Criminal Procedures, Article 18.17 [332a] and are disposed of by METRO Police through the Harris County court system.

Q What does METRO need to know to help find my item?

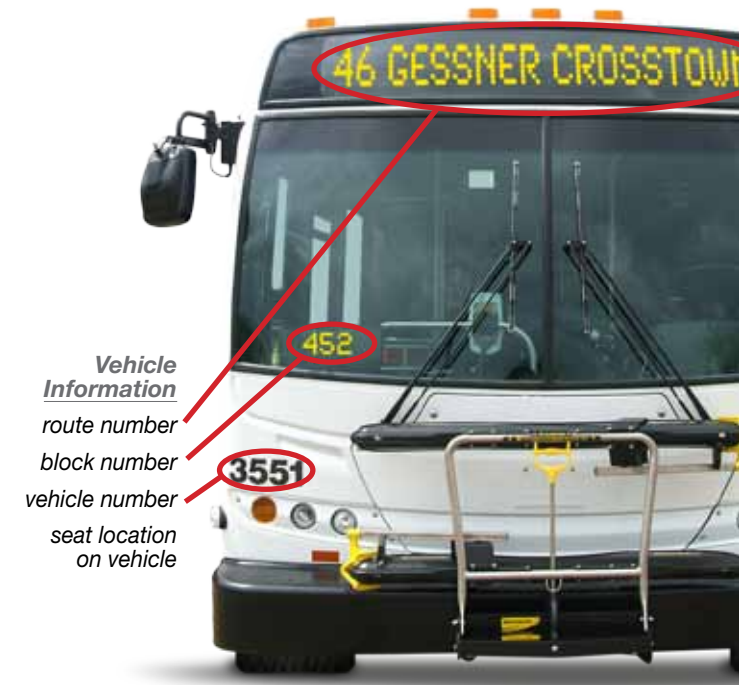
To save time, please be prepared to provide the following information when contacting METRO about a lost item or METRO Q® Fare Card:

Lost Articles

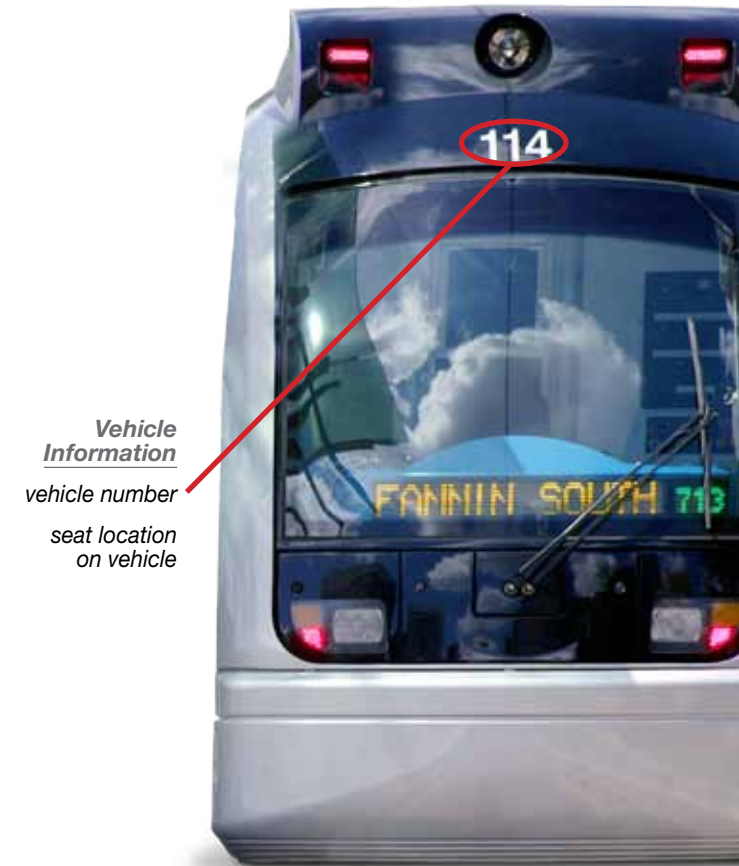
- Item Description:
Color, size, contents and/or distinguishing characteristics
- Date and time when the item was lost
- Route number, vehicle number and seat location if the item was lost on a bus
- Vehicle number and seat location if the item was lost on the METRO Rail

METRO Q® Fare Card

Bring a valid government ID as proof of ownership for your registered METRO Q® Fare Card to the RideStore (1900 Main Street). If your METRO Q® Fare Card has not been registered, METRO cannot transfer your balance.



Vehicle Information
route number
block number
vehicle number
seat location on vehicle



Vehicle Information
vehicle number
seat location on vehicle