

This document is a text-only reovery of the original PDF file. Any graphics that were in the original PDF are not included here.
If you need the original document, please contact the Commission Clerk at the Port of Seattle.

Item No. 8d_supp

The Lost & Found @ SEA Meeting Date: June 13, 2023

Operational Highlights
& Business Requirements
Port of Seattle Commission
June 13, 2023

SEA Lost & Found

Operation Overview

- A centralized one-stop location
- Open Daily, 8 a.m. to 6 p.m.
- The Lost & Found accepts items from all over the airport including
 - TSA checkpoints, Police, Terminal Areas
 - Rental car busses, USO, Employee Screening, Tenants
- High volume, 77,000 items since 2019

2

SEA Lost & Found

Operation Overview (continued)

- High Customer Contact
 - In person
 - Telephones
 - Web/email
 - A service that matters to customers!
 - 86% Recovery Rate (2019-2022)
 - Positive Customer Feedback
 - Media Interest
 - 2023 features on National Geographic, KING-TV, KIRO-TV
- June 13,

3

2023

SEA Lost & Found

Operation Overview (continued)

- Unclaimed items are donated to local registered charitable organizations.
 - Seattle Children's Hospital
 - Lions Eye Institute (glasses)
 - Highline School District
- High value, unclaimed items are transferred to Port Police for auction, proceeds go to Port's Airport Development fund.

June 13,

4

2023

SEA Lost & Found

Business & Contract Requirements

- Supports the Century Agenda to create new business opportunity and good job creation.
- Maintain compliance with WA RCW 63.21

Lost and Found Property

- Utilize a software management platform to reunite owners with lost items.
- Adhere to established policies and procedures.

The SEA Lost and Found team (Hallmark Aviation Services)

- Comprehensive reporting
- Requires Stringent Operational Controls

June 13,

5

2023

SEA Lost & Found

Business & Contract Requirements

- Contract Term: 3-year, + two, one-year options = 5 years
- Anticipated Contract Start Date:

April 2024

June 13,

6

2023

Commission Request:

Authorization for the Executive Director to execute a contract for up to five years for the management and operation of the SEA Lost and Found, with an estimated value of \$7M.

June 13, 2023 7