

The Lost & Found @ SEA 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



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



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.



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.
- Comprehensive reporting
- Requires Stringent Operational Controls



The SEA Lost and Found team (Hallmark Aviation Services)

SEA Lost & Found

Business & Contract Requirements

- Contract Term: 3-year, + two, one-year options = **5 years**
- Anticipated Contract Start Date: **April 2024**



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.