

Lost/Stolen Replacement Policy

Purpose

This policy defines a process for replacing annual permits and products if the item is lost or stolen.

Definition

- **Stolen permit/bus pass/bike locker key:** a permit, bus pass or bicycle locker / cage key unlawfully taken or removed from a vehicle. All items reported to UW Transportation Services as stolen must include a copy of the police report or provide the case number.
- **Lost permit/bus pas/bike locker key:** a permit, bus pass or bicycle locker / cage key that is missing, destroyed or for any other reason irretrievable by the customer.

Policy

- The permit holder or department representative must complete a lost/stolen form and submit the form to UW Transportation Services to purchase a replacement permit or bus pass.
- Department limited permit number must be identified by the department.
- A permit reported to UW Transportation Services as lost/stolen is not valid on campus.
 1. Vehicles are subject to towing and impoundment if the vehicle is parked on campus with a permit reported as stolen. All citations and towing fees due to the University must be paid and the permit returned to the towing company prior to the vehicle being released to the registered owner.
 2. UW Transportation Services will notify UW Police if a vehicle is found on campus with a stolen permit.
 3. Vehicles parked on campus with a permit reported as lost will be cited and may be towed. The permit must be returned to UW Transportation Services.
- A bus pass reported to UW Transportation Services as lost/stolen is no longer valid for use on Metro buses.
- An administrative replacement fee will be charged for a bicycle locker or cage key reported as lost/stolen or not returned at the end of the rental contract.
- An administrative replacement fee will be charged for all items reported as lost or stolen, except for the following:
 1. Motorcycle permit – replaced at annual pro-rated cost.
 2. Moped permit – replaced at annual pro-rated cost.
 3. Night permit – replaced at annual pro-rated cost.
- Administrative replacement fees must be paid by check, cash, credit card or department billing number at the time the replacement permit is issued. Administrative fees cannot be paid through payroll deduction and are not pro-rated.
- UW Transportation Services will refund the administrative replacement fee to the customer if the stolen permit/bus pass is recovered and returned to UW Transportation Services prior to the expiration date. A copy of the police report must be provided to UW Transportation Services before a refund will be issued.
- Administrative fees for lost items are not refundable.

- Base lot permit holders who have temporarily misplaced their permits may receive a maximum of three (3) free temporary parking permits per parking year or choose to purchase a daily permit until they can recover their annual permit.
- Failure to follow UW Transportation Services policies including the use of lost or stolen permits on campus may result in your parking privileges being revoked.

Related References

- Payment/Refund/Cancellation Policy
- Permit rates available on Transportation Services website

Policy Information:

Policy Number	TS-50
Date Approved	7/2003
Revision Dates	<p>6/2003 – New policy added.</p> <p>3/2004 – Citation Policies added</p> <p>3/2005 – Require Police report prior to refund of administrative fee.</p> <p>3/2006 – Smart Card replacement fee added to policy.</p> <p>3/2007 – Define lost/stolen status for permits; clarify replacement cost for permits.</p> <p>3/2008 – Remove Restricted Permits from list of permits replaced at full cost.</p> <p>3/2011 – Department Service permits added</p> <p>3/2012 – Bicycle locker/cage lost/stolen key replacement fee</p> <p>3/2013 – Administrative fee for replacing lost/stolen department or vendor service permits & added night permit</p>