

ECAT LOST AND FOUND

If you have misplaced an item on the bus or at the terminal, ECAT provides a process to reclaim items that are recovered and turned in. However, there are several ways to inquire and report an item that has been lost within the ECAT System.

How to report your lost item

You may report your lost item in the following ways:

- in person at the ECAT Rosa Parks Terminal
- call Customer Service at 850-595-3228,
- email ECAT@myescambia.com
- submit a comment form online at www.goecat.com



If possible, please have the following information available when submitting a claim:

- Description of item
- Route or bus number of the bus item was lost
- Date and time item was lost
- Where you were seated on the bus

A report or claim must be submitted prior to retrieving a found item.

Found Items can be picked up during Customer Service Hours at the Escambia County Area Transit (ECAT) Rosa Parks Terminal at 1515 W. Fairfield Drive, Pensacola, FL 32501.

Customer Service Hours:

- Monday- Friday 6 AM - 6 PM • Saturdays 8 AM - 3:30 PM

Items will be kept no longer than fourteen (14) days with the exception of perishable food, bicycles - ten (10) days due to storage restrictions, and medicine - five (5) days.

No employee of First Transit/ECAT can lay claim to a customer's personal property for any reason.

ECAT is not responsible for any lost or stolen items on ECAT buses or locations.