

## 1. PURPOSE AND SCOPE

The purpose of this standard operating procedure is to provide instruction on how to safely manage lost bags or backpacks found on a Community Connector Bus.

## 2. SAFETY KEY POINTS

- Drivers should not open the bag or backpack and attempt to find identification of the owner.
- Drivers should gently pick the bag or backpack up by the handle or straps. Never shake or throw the bag.
- If a person is claiming a bag, ask if there is anything inside the bag that could hurt you before you open the bag to verify contents.
- Never reach into the bag to verify the contents.

## 3. PERSONAL PROTECTIVE EQUIPMENT

- Nitrile Gloves

## 4. Procedure

- 4.1. All bags or backpacks left on the bus will be brought into the Community Connector building and given to management.
  - 4.1.1. Gently pick the bag or backpack up by the handle or straps. Never shake or throw the bag.
- 4.2. Management will attach a tag onto the bag or backpack and place it into a clear garbage bag and add it to the “Lost & Found” in the Trackit System. The bag will be placed in storage for 14 days or until someone claims it. The following information will be written on the tag.
  - 4.2.1 Date
  - 4.2.2 Bus Route
  - 4.2.3 Name of Driver
- 4.3. If someone contacts the Community Connector to report they have lost a bag or backpack while riding the bus, ask that person for a description of the bag, bus route and the date they lost the bag.
- 4.4. If there is a bag or backpack that matches the description, ask that person to provide a description of the contents.
- 4.5. Put on a pair of Nitrile Gloves.
- 4.6. Place the bag on a table, unzip the zipper and carefully spread the bag open.
  - 4.6.1. Never reach into the bag to verify the contents.
- 4.7. If the description of the contents is accurate, arrange a time to have the owner pick-up the bag.
- 4.8. If no one claims the bag or backpack within 14 days, bring it to the Bangor Police Department and drop it off at the front desk for processing.