



**Southeast Colorado Enterprise
Development, Inc. (SECED, Inc.)
SE TPR / SETran**



I. INTRODUCTION

A. Purpose

This document presents operating policies and procedures/guidelines for SECED/SETran Transit. SECED/SETran Transit provides transportation for seniors, persons with disabilities and general public of all ages in and around Southeast Colorado, Six County Regions (Baca, Bent, Crowley, Kiowa, Otero and Prowers Counties)

Vehicles will be operated along the US Hwy 50, US Hwy 287/385, Colorado Hwy 71 & 96 corridor in our SE Colorado, Six County Region. Service is provided from 7:20 a.m. to 4:10 p.m. The service is provided for a deviated fixed route transportation.

B. Mission and Vision

The mission of the SECED/SETran Transit is to provide safe, reliable transportation for the general public, seniors and persons with disabilities that is affordable, cost effective and operationally efficient

We care about everyone. We want people to be able to go where they WANT to go as well as where they NEED to go. We want them to be able to do that safely, efficiently, and economically. We are especially involved with the elderly, financially disadvantaged, and people with disabilities; those who are often transit dependent.

With that basis, we work from a four-pronged approach: advocacy, coordination, education, and information.

We continually reach out into the community to offer our services. We are the Regional Coordinating Council (RCC) for Southeast Colorado, and as such bring the community together. We participate in and advocate with a wide variety of the region's work groups, task forces, and committees on human services and transportation needs and futures.

We bring agencies to the table to discuss who is doing what and how they can collaborate. Our monthly regional meetings have presenters related to transportation and mobility.

SECED/SETran is, and will continue to be, the bridge between multimodal transit users, transit providers, human services, local agencies, transit advocates, and the general public. We thank you for your interest, and hope that we can help you.

C. Goals and Objectives

Goals

Below are primary goals for SECED/SETran Transit:

- Provide service which is safe transportation for general public, seniors and persons with disabilities

- Provide service which is cost effective and operationally efficient
- Provide service which is affordable to users
- Provide services which respond to the transportation needs of others in the community, assuming those services: 1) do not negatively affect the existing senior/disabled services, and 2) contribute to a stronger overall organization

Objectives

Safety

- Provide formalized training to meet the everchanging needs of a rural transit service.
- Continue monthly training meetings and strengthen as necessary

Responding to Rider Needs

- Conduct annual surveys to identify successes and needed improvements.
- Review existing routes annually and change if needed.

Affordability

	Springfield	Lamar	Hasty	Fort Lyon	Las Animas	La Junta	Swink	Rocky Ford	Manzanola	Fowler
Fowler	\$ 22.00	\$ 13.00	\$ 10.00	\$ 8.00	\$ 7.00	\$ 5.00	\$ 4.00	\$ 3.00	\$ 2.00	\$ -
Manzanola	\$ 21.00	\$ 12.00	\$ 9.00	\$ 7.00	\$ 6.00	\$ 4.00	\$ 2.00	\$ 2.00	\$ -	\$ 2.00
Rocky Ford	\$ 20.00	\$ 11.00	\$ 7.00	\$ 6.00	\$ 5.00	\$ 2.00	\$ 2.00	\$ 1.00	\$ 2.00	\$ 3.00
Swink	\$ 18.00	\$ 9.00	\$ 6.00	\$ 5.00	\$ 4.00	\$ 1.00	\$ -	\$ 2.00	\$ 2.00	\$ 4.00
La Junta	\$ 18.00	\$ 9.00	\$ 6.00	\$ 5.00	\$ 3.00	\$ 1.00	\$ 1.00	\$ 2.00	\$ 4.00	\$ 5.00
Las Animas	\$ 15.00	\$ 6.00	\$ 2.00	\$ 1.00	\$ 1.00	\$ 3.00	\$ 4.00	\$ 5.00	\$ 6.00	\$ 7.00
Fort Lyon	\$ 14.00	\$ 5.00	\$ 2.00	\$ -	\$ 1.00	\$ 5.00	\$ 5.00	\$ 6.00	\$ 7.00	\$ 8.00
Hasty	\$ 12.00	\$ 3.00	\$ -	\$ 2.00	\$ 2.00	\$ 6.00	\$ 6.00	\$ 7.00	\$ 9.00	\$ 10.00
Lamar	\$ 9.00	\$ 1.50	\$ 3.00	\$ 5.00	\$ 6.00	\$ 9.00	\$ 9.00	\$ 11.00	\$ 12.00	\$ 13.00
Springfield		\$ 9.00	\$ 12.00	\$ 14.00	\$ 15.00	\$ 18.00	\$ 18.00	\$ 20.00	\$ 21.00	\$ 22.00

D. Organization of this Report

This introductory chapter provides background information and a service overview. Chapter 2 presents Service Guidelines. Chapter 3 presents other importation information.

II. SERVICE GUIDELINES

A. Base Service

The base transportation service in SE Colorado operates from 7:20 a.m. to 4:10 p.m. Monday through Friday and will be closed on recognized holidays. Eligible riders are general public. The service is a deviated fixed route system. Riders must get themselves to and from bus stop to bus stop for pick-ups and drop-offs. Drivers do not enter riders’ homes under any circumstances.

Fares are based on destination. Pre-paid rides will not be refunded if missed. There are no discounted rides. Payment is due at the time of ride, 3 missed payments will result in a suspension.

B. Trip Scheduling

Riders are encouraged to call 24 hours in advance to schedule a trip that is outside of the daily scope of duty and are still within the deviated fixed routes for any area in SE Colorado. Trip scheduling is currently done with verbal and automated dispatching software

Most of the current transportation service is provided between the hours of 7:20 a.m. and 4:10 p.m. Dispatch hours are 8:00 am -4:00 pm.

Current trip scheduling procedure will be continued. This includes the following:

- Telephone request received from client
- Automated Transit Trip Scheduling app and software
- Rider may board bus at any of the bus stops without calling ahead

C. Office Closure

In case of hazardous road conditions, SETran Transit Director, will make the decisions to close or delay the opening of the agency. Posting of closures will be on social media.

Agency staff will be paid for the normal working hours missed. This is only if the SETran Transit Director has made the decision to close or delay the opening of the agency. Otherwise, agency staff will need to use vacation for time missed due to inclement weather. In the event that the agency closes due to severe weather conditions or another reason, agency staff will not be required to report to work.

Agency staff will be paid for that day and it will not be counted as a vacation day.

D. Data Gathering and Performance Monitoring

Accurate data gathering and performance monitoring are critical to the success of the transportation program. Both are needed for internal program management and to communicate effectively to SECED and to funders as well as to the broader community.

Data Gathering

The following key data are needed to assess the system. These are nationally accepted data for transportation program management. Each should be collected and reported on a monthly, quarterly and annual basis.

Ridership (one-way passenger trips ... the equivalent of daily boardings for all vehicles in operation) - Ridership data should be obtained for total riders, elderly/disabled, and other (depending on the requirements of funding agencies)

Miles (total of all miles driven on all vehicles) – Total mileage should be collected by vehicle and for a system total.

Hours (total of all hours of service provided on all vehicles) - This is roughly the equivalent of paid driver hours. It is the number of hours vehicles are available to provide service, whether or not the vehicles are actually picking up clients. Total service hours need to be collected.

Cost (total operating and administrative expense). This should be collected monthly for the system as a whole. It can then be broken down by service type, based on the data acquired (see above) for service hours and miles.

Data on ridership, miles and hours need to be collected daily and accumulated into a weekly report for the program manager. Monthly and Annual Reports can then be developed based on the weekly data.

In addition to the raw data, a few key operating statistics need to be calculated and included in Monthly and Annual Reports. These include the following:

- Riders (ridership, trips) per hour
- Cost per hour
- Cost per rider

Project Monitoring

In addition to the data reporting identified above, rider surveys will be conducted. A complaint log is also kept. Goal is get 50% of all riders to return surveys

E. Vehicle Maintenance Management

Transit vehicle safety and performance are key to providing transportation services to your riders. Regular inspections are essential for maintaining passenger safety, service reliability, and increasing the life span of each vehicle. Preventive vehicle maintenance requires the commitment to a predictable and appropriate inspection program. Inspection at the time a vehicle is delivered, daily pre-trip inspections, post inspections and scheduled preventive maintenance inspections are all important. Elements of these inspections and forms can be tailored to specific operations and equipment, but the inspections must be completed consistently and correctly.

Delivery Inspection

For CDOT 5311 recipients, vehicles are usually procured as a fleet by the CDOT Program Manager. The specification and vehicle requirements have been developed to provide the most serviceable and affordable vehicles possible. The vehicles are inspected upon delivery from the vendor. However, you should complete an additional inspection when the vehicle arrives at your property to confirm:

- VIN Number, Make, Model, Manufacturer
- Visual check for any damage in route, such as cracks and dents

- Visual check of interior for any damage.
- Operational performance of all systems such as windshield wipers, mirror, lighting, driver controls windows, roof ventilator
- Labeling for ADA
- Lift operation if applicable
- Road test for braking, acceleration, climate control

Pre-Trip and Post-Trip Inspections

Being able to spot a potential problem with a vehicle can prevent roadside breakdown. Pre-trip and Post-trip inspections require little time and help prevent higher repair costs. Pre-trip and Post-trip inspections should be done daily, or if vehicles are not used daily, prior to each use. If a problem or malfunction is noted in the Pre-trip or Post-trip a Maintenance request form must also be filled out and turned in that day.

A Pre-Trip Inspection Log is attached. Appendix B – work order attached

Preventive Maintenance Inspection

1. This inspection is to be completed by a trained mechanic and needs to be conducted in intervals based on the Manufacturer’s Recommendations. All CDOT 5311 recipients agree to this provision by signing the Certificate of Compliance with Manufacture’s Maintenance Schedule. A Preventive Maintenance Inspection form is attached provided by Granada Auto & Alignment Inc. 306 W. Goff, Granada, 81041, CO The Company will utilize “Mitchell 1 ProDemand Suite” and automotive repair software and repair platform. Mitchell 1 is a division of Snap-on® Incorporated, and a member of the [Total Shop Solutions](#) family of Snap-on brands. Zo’s of Las Animas uses Invoice Fly to maintain vehicle maintenance records.

The interval and maintenance components should come from the manufacturer’s recommendations.

CDOT Vehicle Inspections

CDOT conducts the vehicle inspections, approximately every year for vehicles obtained through the 5311 program. These formal vehicle inspections do not replace any annual inspections required by the vehicle manufacturer.

F. Work Related Injury, Illness or Accidents

Setran’s goal is to provide a safe and healthy work environment. The biggest factor in ensuring your safety on the job is YOU. It is YOUR responsibility, to both yourself and those working in your area, to practice safe work habits. Report any unsafe practices and conditions to your Direct Supervisor so corrective action can be taken.

Employees involved in a work-related accident (vehicular or non-vehicular) resulting in any personal injury or property damage must immediately report the accident to their Direct Supervisor (and the proper law enforcement agency if a vehicular accident).

If they injury requires emergent care, the employee and Direct Supervisor should seek the nearest emergency care facility. Prompt reporting of the accident will help us to take steps necessary to reduce the possibility of future accidents.

If there is property damage, to your bus or any other property you must:

#1 STOP!

#2 Call Dispatch, if you have riders, dispatch will send another a bus.

#3 Notify Director or have dispatch notify the Director. The Director will notify law enforcement and meet them at the location. Law enforcement will decide if there will be a ticket issued or charges filed.

This is how it must happen. No question. Otherwise you will be wrote up and possibly terminated. I don't want anyone terminated because of a minor accident. So please follow the policy.

III. OTHER INFORMATION

A. Driver Qualifications -

1. Hold a valid driver's license, commercial driver's license if required
2. High school graduate or GED
3. Hold certificate in CPR, Defensive Driving, First-Aid and Passenger Assistance Techniques, Bloodborne Pathogens, Human Trafficking, Customer Service, or obtain within 60 days of employment.
4. Maintain a neat and clean appearance at all times.
5. Ability to read and write and follow directions.
6. Be able to use an I-pad efficiently.
7. Knowledgeable in the safe operation of equipment in all conditions.
8. Skillful in maintaining accurate and complete records.
9. Demonstrate a willingness to aid all passengers and dispatcher requests.
10. Maintain a positive attitude toward passengers and agency employees.
11. Take a physical examination if required and complete successfully.

B. Driver Responsibilities

Driver responsibilities include, but are not limited to the following:

- Driver works under the supervision of the Transit Director or designee.
- Driver performs and documents a thorough pre-trip and post-trip safety inspection of his/her vehicle and promptly completes and documents the required form for anything found defective. Drivers are required to initial each item listed and sign the appropriate form. The form is then signed and returned to the Transit Coordinator/Dispatcher. If a bus is transferred to a different driver during the day, the new driver needs to complete the same tasks as listed above.

- Driver safely, courteously and promptly transports passengers from their pick-up point to their destination as noted on the daily trip sheets from automated software (SPARE). Drivers are also required to return passengers to their requested bus stop.
- Driver operates wheelchair lift for passengers requiring the lift following the instruction sheet listed as Lift Procedures.
- Drivers do not start the bus until all passengers are seated and wheelchairs are secured properly. The passengers are not allowed to stand while the bus is in motion. The driver will assist passengers during boarding and departing the bus, if needed. The driver will NOT assist with packages, groceries, etc. Walkers, packages, groceries, etc. will be stowed in a safe and secure manner so as not to shift in normal bus operation.
- Passengers are required to be available for pick up when the bus arrives. Drivers do not leave the vicinity of the bus to assist passengers. The service is deviated fixed route service. Under no circumstances will driver provided assistance to passengers in loading or unloading at the bus stops. Nor will they help secure their bicycles to the front of the bus.
- The driver will not attempt to carry on conversation with nor allow passengers to distract his/her attention from driving. Questions will be addressed primarily during loading and unloading times.
- Driver keeps a close watch on all gauges and all vehicle functions during bus operation and promptly notifies the Transit Coordinator or Dispatch of any abnormal readings. Follows their instructions accordingly.
- The driver shall stop at all railroad crossings, the only exception being those controlled by a traffic light. Emergency flashers shall be activated at least fifty (50) feet before coming to a complete stop fifteen (15) feet from a crossing, look both ways and if clear, proceed. Deactivate flashers. Driver door should be opened to give driver a clearer line of vision.
- The bus driver will make every attempt to not stop the bus where passengers are required to go through mud puddles, snow banks, cross streets, etc. to board or unload passengers. The vehicle must be in Park position while loading and unloading passengers.
- Refer all passenger suggestions and complaints to the Transit Coordinator. Drivers must refrain from discussing other passengers or agency business.
- The driver will operate the vehicle with consideration for pedestrians and other vehicles. The driver must make a sincere effort not to block traffic during loading and unloading. Drivers must at all times be courteous to passengers.
- The driver will enter additional passenger names and addresses at the designated time on their tablets. Additional stops not listed on the designated route sheet must be verified through the dispatcher prior to making the trip. All additional records that are required will be completely filled out.
- At the beginning of a shift the driver will complete and document a thorough pre-trip safety inspection, including beginning odometer and ending odometer during post-trip inspections.
- Each driver is responsible for keeping the inside and outside of the bus clean. All supplies are located in the 532 Carson Ave, Las Animas, CO
- Driver is required to complete a bi-monthly time sheet. Signatures are required on all time sheets. Approved Leave Request Sheets must be accompanied along with Timesheets.
- When using the “Add a Rider” feature in the spare platform it is important to notify dispatch immediately so they can schedule a return trip.

New Hire Training

Minimum training suggestions for newly hired bus operators are listed below.

- SPARE
- Company overview – transit policies and procedures, driver handbook
- Pre-trip process
- Defensive driving (preventing accidents regardless of conditions or the actions of others)
- Emergency procedures
- Safe boarding and debarking of passengers
- Passenger assistance/safe lift operation and wheelchair/mobility device securement (required)
- Sensitivity and disability awareness
- Customer service
- First aid and CPR
- Bloodborne pathogens
- On the road and route training
- Drug (required) and alcohol (recommended) awareness training
- Assault awareness and prevention
- Responding to accidents and incidents
- Pedestrian awareness
- Other training that should be provided to all employees, not just drivers, such as workplace harassment, diversity awareness, general employee policies and procedures, and human trafficking awareness

Refresher Training

Experienced drivers can also benefit from training. Refresher training should periodically be provided for safety topics, other areas where drivers may need to update their skills, and emerging issues and service needs.

Every year

- System safety, including evacuation
- New policies and procedures
- New rules and regulations

Every two years

- Defensive driving
- CPR Certification
- Passenger assistance/safe lift operation and wheelchair/mobility device securement
- Bloodborne pathogens
- Security awareness

Every three years

- First aid
- Organization-wide topics including diversity awareness and workplace harassment
- Drug and alcohol policies

Additional training topics to consider for experienced drivers include winter driving safety reminders, problem-solving for customer service challenges, training on new equipment added to the fleet, and

basic Spanish phrases for frequent communications with passengers with Limited English Proficiency (LEP).

- Any other safety classes offered by the agency are required for continued employment.
- Agency employees are required to have a reliable means of transportation to and from work.
- Employees are required to have a phone or other reliable means of communication. Drivers are only to check personal phones at designated bus stops and the bus is in park.
- Dispatcher will text normal communication to iPad for drivers to read at designated bus stops and the bus is in park. If in an emergency Drivers and Dispatcher communicate via cell phones, Driver will pull over to a safe location and take the call.
- If Driver runs over an animal, the driver is to notify dispatcher (designated bus stops and the bus is in park) .of the incident and the Dispatcher will notify the correct authority of the damaged animal
- Employees must attend all staff meetings the first Tuesday of the month, at 7 a.m. either in person or phone it.

C. Driver Dress Code

- Employees must present a neat appearance at all times
- Close toed shoes
- No short-shorts. Shorts must be clean, hemmed and finger-tip length.
- No skin-tight (spandex) or revealing clothing.
- SETran shirts are provided
- Always remember that you represent SETran

D. Driver Training

Training will be held as listed below. The agency will provide this training at no cost to the employee

Training Process

Each new driver receives training on the above items prior to on-the-street operations. In addition, periodic refresher training is conducted. All driver training conducted is documented in driver files at SETran office.

E. Code of Conduct for Passengers

Passengers have a responsibility to conduct themselves in a manner which shows consideration for the comfort of other passengers. These procedures have been established for your protection and to ensure the safe operation of the vehicle and facilities for riders and employees for all who wish to connect with regional resources and community activities. SECED/SETran Transit has adopted the following Passenger Code of Conduct:

Riders who violate this code or any other SETRAN policy or reasonable direction by County employees are subject to suspension of service as outlined by the SETRAN Passenger Suspension Policy, which is available from any employee upon request.

1. No vulgar language, abuse, disorderly conduct, illegal activities, or harassment shall be directed at SETran employees or other passengers.
2. Priority seating for Disabled Passengers – Passengers in wheelchairs shall have priority over other persons seated in the wheelchair tie-down locations
3. Animals must be properly contained in a pet carrier when available. Service animals are not required to be on a leash, but must be under the control of the passenger 100% of the time.
4. Food and beverages may be consumed only if they are stored in closed containers.
5. Limit your carry-on material to what you personally can carry.
6. Graffiti – Any writing, spraying, scratching, or otherwise affixing of graffiti on or in facilities or vehicles is prohibited
7. No Shoes – No Service
8. No blocking the aisle of the vehicle.
9. Children under 12 are recommended to be accompanied by an adult. If an adult is not available, a parental or guardian waiver must be signed.
10. We encourage riders to maintain safe personal hygiene. Riders will not be allowed on SETRAN buses or SETRAN property if they have blood, urine, or feces on their clothing.
11. Seatbelts are encouraged while the bus is in motion. All passengers must remain seated at all times until the bus comes to a complete stop.
12. No open alcohol containers, consumption of alcohol, tobacco usage, smoking, vaping, or use of any other electronic smoking devices on SETRAN buses or SETRAN property.
13. Federal Transportation Regulations prohibit the transportation in any transit vehicle of any flammable/acids (i.e. gasoline, battery acid) or explosive materials, including any type of batteries larger than those for typical household uses. Batteries for mobility devices and oxygen tanks are exempt.

Notices.

- SETRAN buses and facilities are under video and audio surveillance.
- Drivers have the right to refuse service to intoxicated or disruptive riders.
- Be careful entering and exiting SETRAN buses.
- Report suspicious packages or behavior to drivers as soon as possible.
- Have exact change ready for your fares. Drivers do not have access to provide change.
- Be ready for your bus early if possible.

Failure to comply with these rules will result in two written warnings. The third violation will result in a written suspension of service as outlined by the SETRAN Passenger Suspension Policy, which is available from any employee upon request and loss of privilege to ride SETran buses for a specified number of days.

F. Rider Complaint Procedures

- A complaint must be made in writing within 10 working days to SECED/SETran Transit,
- The complaint will be filed with the Transit Coordinator and must clearly indicate what is being grieved and the remedy sought.
- Upon receipt of a complaint as listed above, the Transit Coordinator will interview the passenger, the employee and any witnesses to the incident
- The Transit Coordinator will respond in writing within 3 working days as to what action will be taken.
- If the patron is not satisfied with the results, they may take the next step which is to SECED Supervisor and SECED Board.
- Appeal Form and Passenger Suspension Policy is Exhibit E

G. Emergency Procedures

Traffic Accidents

1. Driver must call 911 immediately then notify dispatch by communication device/phone if possible.
2. The Dispatcher will ask you the following questions:
 - a. How are you involved?
 - b. Is anyone injured?
 - c. What is your location?
 - d. Please stand-by communication device.
 - e. Is insurance information in your vehicle? On clipboard or in vehicle kit.
 - f. Do you have a client aboard? (If yes, the dispatcher will ask if you want someone to pick up your client?)
 - g. Are you able to drive your vehicle?
 - h. Answer only questions posed by police or other authorities. Do not volunteer information.
 - i. Return any copies of police forms to the Transit Director
 - j. Note any eyewitness information, getting names, phone numbers and addresses.
 - k. When cleared by police, return to SETran office with the exchanged insurance information forms. Dispatcher will cover any of your additional pickups.
 - l. Accident report kits are in your vehicle bag.
 - m. Make sure insurance forms are completed after any accident.
 - n. Report any accident – no matter how slight.
 - o. All accidents must be reported and insurance forms completed within 24 hours.

Medical Emergencies

1. Driver should call into 911 immediately by communication if possible.
2. Driver will then notify Dispatcher
3. The Dispatcher will ask the following questions:
 - a. What type of emergency?
 - b. Accident or sudden illness?
 - c. What is your location?
 - d. Is the person conscious or unconscious?

- e. Is the person breathing?
- f. What is the person's age?
- g. What is the person's gender?
- h. Are there any known medical conditions?
- i. Has any 1st-aid been administered by the driver or other passengers?
- j. Do you need EMS?
- k. Stand-by communication device for instruction.

Extreme Heat

Please adhere as much as possible to the following guidelines:

1. Slow down and try to avoid strenuous activity.
2. Stay in air conditioning as much as possible, either in your vehicle or in a building.
3. Wear lightweight, light-colored clothing, which reflects away heat.
4. Drink plenty of water regularly and often. Drink plenty of fluids even if you do not feel thirsty.
5. Avoid drinks with caffeine since they make the heat's effects on your body worse.
6. Eat small meals and eat more often. Large meals and food high in protein actually increase metabolic heat.

Thunderstorms/Tornados

1. Dispatcher will notify vehicles with communication device of any watches or warnings.
2. Keep your communication device tuned to local news and weather for advisories and information.
3. Keep an eye on the sky. Look for darkening skies, lightning or increased wind. If you can hear thunder, you are close enough to the storm to be struck by lightning.
4. If severe storm happens, find shelter in a building or vehicle. Keep vehicle window closed. A building is much preferred if you can safely get to one.
5. After storm passes, keep tuned to local communication device stations and steer clear of any possible damaged areas.
6. Check in with dispatcher, if possible, for further instructions.

Flash Floods

If it has been raining hard for several hours, or steadily raining for several days, be alert to the possibility of a flood.

- A flood WATCH means a flood is possible.
- A flood WARNING means flooding has already started or will be occurring soon.

Please follow these guidelines for a flood watch or warning:

1. If a flood Watch is issued, you will be notified by the Dispatcher. Listen to local communication device and if told to evacuate a certain area, do so as soon as possible, making every effort to protect yourself and any passengers you may have with you.
2. If a flood Warning is issued, dispatcher will advise you to return to base immediately, if safe to do so.
3. If there is no time to return to base, move to higher ground away from rivers, streams, creeks and storm drains.

4. Do not drive around barricades since they have been placed to keep you out of a hazardous area.
5. If your car stalls in rapidly rising water, abandon it immediately and climb to higher ground, again making every effort to protect yourself and any passengers you may have with you.
6. Do not drive through floodwaters. They may look shallow, but looks can be deceptive. The swift current of even a few inches of water can sweep your car away and turn it over on its side or top, trapping you and any passengers inside.

Dust Storms

Dust storms are common in southeastern Colorado and can sometimes reduce visibility to zero. If you run into a severe dust storm, reduce the speed of your vehicle immediately and drive carefully off the highway or into a parking lot. Turn off your vehicle's lights to ensure other cars do not follow you off the road and hit your vehicles. Call into the dispatcher and let them know you have encountered adverse weather conditions. Wait until the dust storm has passed before getting back on the roadway. Dust storms carry a lot of flying debris that could be dangerous.

Chemical Emergencies

A major chemical emergency is an accident where hazardous amounts of chemicals are released into the air or water. These can happen underground, on railroad tracks or highways or at manufacturing plants. In the event of a chemical emergency, please follow these guidelines.

1. Listen to the communication device and follow the instructions. If you have a communication device linked to base, the dispatcher will issue instructions.
2. Get as far from the accident as possible and if necessary, find a safe place to take shelter.
3. If an area of the city needs to be evacuated, listen to communication device announcements for evacuation procedures and, if possible, stay in touch with base. Follow the evacuation routes broadcast and do not attempt to take a shortcut as this could put you in the path of danger.
4. If you have passengers, follow the procedures that would keep both yourself and your passengers safe.
5. Keep windows of vehicle closed and turn off all vents, heating and air conditioning systems.
6. Some of the symptoms of chemical poisoning, whether by swallowing, touching, or breathing are: Difficulty breathing; changes in skin color; headache or blurred vision; dizziness; irritated eyes, skin, throat; unusual behavior; clumsiness or lack of coordination; stomach cramps or diarrhea. If you think you have been exposed to a toxic chemical, call the poison control center, EMS, 9-1-1, or dispatch at base, whichever applies to you.
7. If you see or smell something that you think may be dangerous, or find someone who has been overcome with toxic vapors, your first job is to make sure that you and your passengers do not become victims. If you remain in a dangerous area and become ill or unconscious, you cannot help yourself or any others. Report the situation to 9-1-1 or call dispatch on the communication device.

Possible or Confirmed Terrorist Attack

1. Remain calm and be patient. Follow the advice of local emergency officials and listen to your communication device for news and instructions. If possible, get in touch through your vehicle communication device or cell phone with Red Cross.
2. If a disaster occurs near you, check for injuries. Give first aid if possible and get help for seriously injured people. Remember to avoid direct contact with blood and other body fluids. Each vehicle should have a bag with disposable gloves, first aid kit and other items.
3. If time allows, contact your family and let them know where you are.
4. If there is terrorist activity that is an immediate threat, go to a public building and take shelter as quickly as possible. Public schools and hospitals are some of the best places to go.
5. If you have passengers with you, assist them into a shelter.
6. If you are told to evacuate the area or the city, listen to communication device announcements for evacuation procedures and, if possible, stay in touch with base. Follow the evacuation routes broadcast and do not attempt to take a shortcut as this could put you in the path of danger.
7. For large emergencies like these, you may hear a siren or the tone on the communication device that you usually hear as emergency testing. Please keep your communication device tuned to that station for information.

Suspicious Letters or Packages

1. Any bag, container, letter or package in the vehicle that you can't identify as belonging to yourself, or one of your passengers, please exit the vehicle immediately.
2. Stay calm.
3. Call 911.
4. Do not touch, shake or empty the contents.
5. Keep hands away from mouth, nose and eyes.
6. Lock the vehicle and wait until emergency responders arrive.
7. Wash hands well with soap and water as soon as possible.
8. Contact Base as soon as possible.

We certainly hope that none of the above emergency procedures have to be initiated. We know that you will do your utmost to protect yourself and those you are responsible for, whether at home with family, or at work helping us carry out our mission.

Remember, the most important instruction for any emergency is to stay calm.

Bloodborne Pathogens

Bloodborne pathogens are viruses or other infectious agents that are carried by the blood. Two especially dangerous examples are HIV – Human Immune Deficiency Virus, and Hepatitis B virus. Infections from these bloodborne agents can be prevented by avoiding all contact with blood and other bodily fluids.

If you do come into contact with blood or other bodily fluids, report the incident immediately to the Transit Coordinator. Documentation of the circumstances under which your exposure or contact occurs must be done.

The most important safe guard against any possible exposure is to remember. **DO NOT TOUCH BLOOD OR OTHER BODILY FLUIDS.**

- If you have a person on board who starts to bleed, such as a dialysis patient, return the patient immediately to the facility where you picked them up. If you can, in the blood spill kit that is located in your driver's bag hand the person the absorbent paper toweling provided and have THEM hold it firmly over the site.
- If there is blood or other bodily fluids that have gotten in or on your vehicle, again report it immediately to Transit Coordinator and make sure they know that such an occurrence has happened. For staff safety and the safety of others using the vehicle, you **MUST** make sure to tell them **BEFORE** they touch the vehicle that such a spill has occurred.
- Prevention, Protections, Containment, Proper Clean Up and Documentation are absolutely essential to protect the health of you and others. Please be proactive in practicing safety in this area.

H. Drug-Free Workplace

CDOT requires that all 5310 recipients have in place a “Drug-Free Workplace Certification. (Certification “I” in the Application Section of the ADOT 5310 Guidelines and Application) In addition, the recipient must have:

- Posted notification to Employees of Drug-free Workplace
- Conduct basic employee orientation regarding the use/abuse of drugs and alcohol in/affecting the workplace
- Establish basic policies and procedures regarding what action may be taken should drug or alcohol abuse affect the workplace.

If your agency operates vehicles carrying less than 15 passengers, drivers do not have to have a Commercial Driver's License and are therefore not subject to the more rigorous FTA mandated Substance Abuse Management and Program Compliance.

If your agency operates vehicles carrying 16 or more passengers, you must comply with both the Drug Free Workplace and FTA Substance Abuse Regulation. An abbreviated checklist for the FTA Substance Abuse Regulation is provided for your information.

**FTA SUBSTANCE ABUSE
PROGRAM IMPLEMENTATION CHECKLIST**

- _____ Do you have a program that is thoroughly familiar with Federal, State and Local regulations and practices in place?
- _____ Does this adequately reflect the structure and needs of your agency?
- _____ Do you have a clear written policy statement and procedures that describe your agency's drug policy and plans for complying with the FTA regulations?
- _____ If your program includes more than what is mandated by the regulations, is this reflected in the written policies?
- _____ Have you made the necessary provisions for recordkeeping and reporting?
- _____ Do they include procedures to protect the individual's right to privacy and the prevention of unauthorized release of test result information?
- _____ Have you selected qualified personnel who will be responsible for implementing and monitoring the program?
- _____ Have they been provided with sufficient training?
- _____ Have you informed your employees in writing of your agency's drug abuse policy and its implementation?
- _____ Have you established a minimum of 60 minutes of EAP training for drivers and supervisors?
- _____ Are these programs ongoing to account for staff turnover and other changes?
- _____ Does your program include testing for the five prohibited classes of substances, marijuana, cocaine, opiates, amphetamines, and PCP?

This operating procedures manual was adopted on this 28th day of January, 2026 at the SECED Board of Directors meeting.



SECED Chair



Stephanie Gonzales, Executive Director

Appendix A – Code Red

Procedure

If rider shows visible signs of mental or physical difficulties, text Code Red to Dispatcher with name of Rider and state of concern.

Dispatcher will notify local authorities of placement of rider and the concern.

Appendix B

Drivers are responsible for filling out a work order for every found issue on the vehicle during pre/post checks being used. Work order will be placed in basket on Driver's desk.

Dispatcher is responsible for ordering the maintenance to be completed within 24 hours.

Dispatcher will email the driver of what work/time needed to complete repair.

Daily Pre-Check List			
Bus # 5 - Green - VIN# 1FDRE45P55HA40382			
Start Time:			
Beginning Mileage:			
	Y	N	Comments or Repair
Water, Oil, Fuel, Fluid leaks?			
Tires/Lug Nuts			
Oil Level			
Transmission Fluid Level			
Power Steering Fluid level			
Anti-freeze level			
Brake fluid level			
Hoses			
Fan Belt			
Start Vehicle and check gauges			
Horn			
Cycle Wheelchair lift			
Windshield and Wipers			
Clearance / Warning lights			
Turn Signals			
Head Light			
Tail Light			
Brake Light			
Tire Pressure			
Brake Operation			
Emergency Brake			
Fire Extinguisher (Monthly Shake)			
First Aid Kit			
Spill Kit			
Emergency Breakdown Kit			
Seats and Seat belts in good condition			
Fare Box Secure			
Tablet and Camera are on			
Signature & Date:			
Daily Post-Check			
Bus # 5 - Black - VIN# 1FDRE45P55HA40382			
End Time:			
End Mileage:			
	Y	N	Comments
Vehicle is fueled up			
Check all rows for people and items			
Clean / Sweep / take out trash			
No loose items			
No personal items left behind			
Fuel card and keys are with you			
All tools and materials are secured			
Log book / Paperwork is complete			
Retack any consumed items			
Flashlight			
Visual walk around outside of vehicle			
Make sure everything is turned off			
Turn in Keys / Tablet / Fuel card			
Turn in paperwork			
Signature & Date:			

Exhibit C

Notice of Suspension:

Suspension notices may be issued to any person that rides SECED/SETran buses or vans, or visits/uses any of SECED/SETran's facilities, who violate SECED/SETran's Code of Conduct, individuals for engaging in unsafe, threatening or disruptive behavior on agency property or vehicles, or refuse a driver's safety instruction as deemed appropriate in SECED/SETran's discretion. Although a passenger may be given a verbal/written warning by an operator not to engage in the conduct before a suspension is issued, any individual observed engaging in prohibited conduct may be told by a SECED/SETran's Operator, Operation's Manager or Director, or other authorized employee to leave the facility, or vehicles, immediately and may be subject to arrest by proper authorities upon first offense. The Bus Operators are authorized to request police assistance if necessary. One day suspension notices may be verbally communicated and/or written-up to an offender after being authorized by a operation's manager or director. Any violation on the part of the rider that is of a serious nature, to include, but not limited to, a violent act or destruction of property, is cause for an extended suspension. An extended suspension notice may only be issued by a SECED/SETran's Operator, Operation's Manager or Director. A director or manager will arrive on site to assess a situation and if appropriate deliver the notice including length of suspension, violation and a description of the event to the rider. All suspensions must be appropriately documented, an incident report must be completed by the driver for all suspensions, regardless of the amount of time the individual is suspended. The director or manager is responsible for ensuring the incident report is turned in the same day, reviewed, and approved by the manager or director. A director or manager should only attempt to serve a suspension on SECED/SETran property, or a public setting. Preferably during or just after the initial contact with the rider. A police officer may be requested to assist with the suspension service. If a suspended individual presents themselves at any SECED/SETran property prior to the expiration of the suspension notice, or without prior permission granted from a director or manager, he/she is subject to arrest and prosecution for trespassing and/ or disorderly conduct. If the violations of SECED/SETran's rider policies involve what SECED/SETran deems to be extenuating circumstances, the suspension will be imposed for a minimum of 30 calendar days. If the violation involves any violation of Federal, State or Local laws, regardless of whether the violator is arrested, the suspension may be imposed for a minimum of 90 calendar days. If the violator is arrested for an assault on a SECED/SETran employee, the violator will be removed from the transportation service for 1 year, unless a court of law stipulates conditions that may last longer than the 1 year. The fact that an individual is or is not charged or convicted of an incident of inappropriate conduct does not bar investigation and / or suspension under this policy. Instead, SECED/SETran reserves the right to impose suspension as it deems appropriate, consistent with these policies.

Appeals:

Riders suspended from the SECED/SETran services have the right to appeal the suspension decision. The appeal must be requested in writing, no later than 7 working days from the date of the suspension notice.

Charity Markus
SETran

719-931-2145/charity.markus@setran.net

Exhibit D

SETran SERVICE ANIMAL POLICY

SETran in compliance with the Americans with Disabilities Act, must allow people with disabilities to bring their service animal into all areas where passengers are normally allowed to go.

As defined in 49 CFR §37.3, a service animal is any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.

SETran acknowledges that we may:

- Ask if an animal is a service animal
- Ask what tasks the animal has been trained to perform
- Charge a passenger with a disability for damage caused by his or her service animal

SETran also acknowledges that we cannot:

- Require special ID cards for the animal
- Ask about the person's disability
- Charge extra fees for the service animal
- Treat a person with a disability that uses a service animal less favorably than other passengers
- Ask a person with a disability to remove their service animal from the bus unless the animal is out of control and the owner does not take effective action to control it OR if the animal poses a direct threat to the health and safety of others*

*Allergies or fear of animals are generally not valid reasons for denying access or refusing service to passengers with service animals.

SETran is not required to provide care or food for a service animal or provide a location for it to relieve itself.

Any questions regarding this policy should be directed to:

Charity Markus
SETran
719-931-2145/charity.markus@setran.net

Exhibit E

NOTICE OF VIOLATION APPEAL FORM - (form is on www.setran.net)

A person seeking to appeal a Notice of Violation must submit this completed and signed Appeal Form, a copy of the Notice of Violation, and any supporting documentation and evidence to the SECED Executive Director and Mobility Manager/Facilitator within ten (10) business days of issuance of the Notice of Violation. The Appeal must be submitted either by email to seced@seced.net, or hard copy to the SECED Office, 112 West Elm St, Lamar, CO 81052.

First and Last Name: _____ Date of Notice of Violation: _____

Mailing Address: _____

Email Address: _____ Daytime Phone#: _____

Please explain why you believe the Notice of Violation should be considered for appeal. Attach any additional narrative information or evidence as needed:

Signature: _____

Date: _____

SETRAN PASSENGER CODE OF CONDUCT AND SUSPENSION POLICY - (Policy posted on www.setran.net)

In the interest of public safety as well as compliance with Federal, State, and Local laws, and the SETRAN Passenger Code of Conduct, a person may not engage in any prohibited activity or conduct on any SETRAN vehicles, facilities, or property.

Violation of any Federal, State, or local laws, or the SETRAN Passenger Code of Conduct, may subject a person to penalties up to and including:

- A written Notice of Violation;
- Immediate suspension (temporary or permanent); and/or
- Report of illegal conduct to law enforcement.

SETRAN Passenger Suspension Policy and Procedure

If a rider violates any Federal, State, or local laws, or the SETRAN Passenger Code of Conduct, they may receive a written Notice of Violation, which will notify the person of the violation and the penalty, up to and including permanent suspension. A Notice of Violation may be issued by any SETRAN driver, employee, supervisor, or manager. Each Notice of Violation may be appealed using the Appeal Procedure.

Any rider receiving a Notice of Violation may be required to exit the SETRAN vehicle, facilities, or property immediately, at the sole discretion of the driver, employee, supervisor, or manager who issued the Notice of Violation. If video or audio recordings of the violating conduct exist, SETRAN management will preserve those recordings for at least ten (10) business days.

1. Penalties

The following general criteria will be used to determine the penalty for each Notice of Violation issued to a SETRAN rider. A SETRAN supervisor or manager may increase the penalty of a Notice of Violation if the violating conduct is considered extremely dangerous or harmful. A suspended person will not be entitled to any refund of unused fares, including punch tickets.

a. Non-criminal Violations of SETRAN Passenger Code of Conduct

A person receiving a Notice of Violation for violations of the SETRAN Passenger Code of Conduct within a rolling 24-month period is subject to the following general penalties:

- i. First Offense and Second Offense: Written warning.
- ii. Third Offense: Suspension not to exceed 45 days.
- iii. Fourth Offense: Suspension not to exceed 365 days.
- iv. Final Offense: Suspension up to permanent Suspension

b. Criminal Offenses

Any criminal offense occurring on SETRAN vehicles, facilities, or property may be reported to law enforcement.

A person receiving a Notice of Violation for a non-violent criminal act within a rolling 24-month period is subject to the following general penalties:

- i. First Offense: Suspension not to exceed 45 days.
- ii. Second Offense: Suspension not to exceed 365 days.
- iii. Third Offense: Suspension up to permanent suspension.

A person receiving a Notice of Violation for a violent criminal act within a rolling 24-month is subject to the following general penalties:

- i. First Offense: Suspension up to permanent suspension
- ii. Second Offense: Automatic permanent suspension.

If a person refuses to accept their copy of a Notice of Violation, the copy will be held in the SETRAN Dispatch office, and the person shall be de facto suspended from riding SETRAN until the person calls (719) 336-3850 to retrieve the Notice of Violation.

c. Violation of Suspension

If a person currently under suspension elects to board a SETRAN vehicle or access SETRAN facilities or property without permission, the person may incur additional penalties, up to and including permanent suspension and/or charges for criminal trespass.

2. Appeal Procedure

a. Right to a Review

Every person issued a Notice of Violation shall be entitled to have their appeal reviewed if they appeal within ten (10) business days. The purpose of the review is to determine whether

the evidence (including witness accounts) supports the issuance of a Notice of Violation, whether there are any mitigating circumstances or aggravating factors relevant to the Notice of Violation, whether the length of any suspension is commensurate with the nature of the violation, whether the penalty shall be sustained, modified, reduced, or waived.

b. Appeal Procedure

A person seeking to appeal a Notice of Violation must submit their request to the Prowers Executive Director within ten (10) business days of issuance of the Notice of Violation. The

Appeal must be submitted either by email to ctyadmin@prowerscounty.net, or written letter to the SECED Office, 112 West Elm Street, Lamar, CO 81052. If the Appeal is received

