



## SETran (Southeast Transit)

Advocacy, coordination, education, and information for Transit & Mobility  
Serving Baca, Bent, Crowley, Kiowa, Otero, and Prowers counties

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### PASSENGER CODE OF CONDUCT

*THE MISSION OF SECED-SETRAN (HEREAFTER REFERRED TO AS SETRAN) TO PROVIDE DEPENDABLE AND SAFE TRANSPORTATION FOR ALL WHO WISH TO CONNECT WITH REGIONAL RESOURCES AND COMMUNITY ACTIVITIES.*

The intent of this code of conduct is to ensure safe and comfortable operation of SETRAN buses and facilities for riders and employees. 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 and loss of privilege to ride SETran buses for a specified number of days.



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### SETRAN PASSENGER SUSPENSION POLICY

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:

- First Offense and Second Offense: Written warning.
- Third Offense: Suspension not to exceed 45 days.
- Fourth Offense: Suspension not to exceed 365 days.
- 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.



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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](mailto:ctyadmin@prowerscounty.net), or written letter to the SECED Office, 112 West Elm Street, Lamar, CO 81052. If the Appeal is received after ten (10) business days from issuance of the Notice of Violation, the original Notice of Violation and corresponding penalty will be final.

An Appeal submission must include the following:

- i. Completed and signed Appeal Form.
- ii. Copy of passenger's Notice of Violation.
- iii. Any supporting documentation and evidence



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If the person issued the Notice of Violation is unable to submit an Appeal, their representative (including a parent or guardian of a minor) may submit the appeal on their behalf, along with verification regarding the representative's right to act on their behalf.

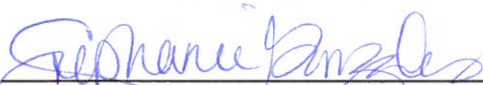
Appeal Forms should be sent to:           SECED, Inc.  
  Attention: Stephanie Gonzales, Executive Director  
  PO Box 1600 / 112 West Elm St  
  Lamar, CO 81052  
  Email: [seced@seced.net](mailto:seced@seced.net)

Upon receipt of the Appeal, the Executive Director or the Executive Director's designee will contact the person within three (3) business days to confirm receipt and request any additional information or evidence needed.

The Executive Director or Designee will review all relevant information and evidence, consider any mitigating circumstances or aggravating factors, and determine - at his or her sole discretion - whether the Notice of Violation or penalty shall be sustained, modified, reduced, or waived.

Within ten (10) business days of receiving all requested information or evidence, the Executive Director or designee shall issue a signed Final Order explaining all findings and decisions on the Notice of Violation and penalty. If a Final Order cannot be issued within ten (10) business days, the Executive Director or Designee shall stay any issued penalties, including suspensions, until the Final Order can be issued. The Final Order shall be in effect on the date it is signed and mailed and/or emailed to the contact on the Appeal Form. If the Final Order modifies, increases, reduces or waives the Notice of Violation or penalty, the Final Order shall clearly state the new penalty, including the exact start and end date of any suspension.

SECED "SETran Transit" Program Code of Conduct and Suspension Policy reviewed and adopted this 28th day of January, 2026.

  
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Stephanie Gonzales, SETPR Chair  
Stephanie Gonzales, SECED Executive Director

ATTEST:

  
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Bev Middleton, SECED Staff