

JACKSON COUNTY TRANSIT

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June 1, 2015

MEMORANDUM

To: Jackson County Board of Commissioners

From: Chuck Norris, Transit Director

Subject: Jackson County Transit System Safety Program Plan (SSPP)

The North Carolina Department of Transportation/Public Transportation Division (NCDOT/PTD) is the designated agency to receive and disburse state and federal public transportation funds to all eligible sub recipients. To insure compliance with federal and state requirements (Map-21, FTA Circular 5010.1D Grant Management Requirements; 49 CFR 18.32(d) (4); and the NCDOT/PTD State Management Plan), the division monitors local project activity, including system safety and security on a routine basis. The audit format follows the Federal Transit Administration (FTA) Triennial Review process and examines the grantees performance and adherence to current federal and state guidance.

The NCDOT Public Transportation Division conducted a System Safety Program Plan review/audit of the Jackson County Transit System on March 17, 2015. The Safety and Security Specialist inspected the following records during the audit:

1. General Section
2. Driver/Employee Selection
3. Driver/Employee Training
4. Safety Data Acquisition Analysis
5. Vehicle Maintenance
6. Security

At the conclusion of the audit/review there were six deficiencies identified and a Corrective Action Plan was implemented.

We have now corrected all deficiencies identified during the audit/review. The NCDOT/PTD Safety and Security Specialist has reviewed the completed corrective action plan and has agreed that the compliance review/audit will be officially closed upon approval by the board of commissioners. We respectfully ask that this policy be approved at the June 4, 2015 board meeting.

**NORTH CAROLINA DIVISION OF PUBLIC TRANSPORTATION
SYSTEM SAFETY PROGRAM PLAN REVIEW
ASSESSMENT
REPORT OF FINDINGS AND CORRECTIVE ACTIONS**

North Carolina
Department of Transportation
Raleigh, N.C. 27601



System Name: Jackson County Transit
Location: 1148 Haywood Road Sylva, NC 28779
Inspector: Irene Johnson
Date of Review: Tuesday, March 17, 2015
Maintenance Performed By: Jackson County Garage and David Grant (Wheelchair Lift Repair)
Number of Vehicle Maintenance Records Inspected: 15 of 32
Number of Employees Training Records Inspected: 12 of 16
Number of Vehicles Inspected: 7 of 13
Number of Ride Check - Driver Evaluations Performed: 2 (Wheelchair Securement - 1)

Core Element	System Safety Program	Finding	Deficiency	Review Recommendation:	Implementation Plan of Action(s): The implementation plan should be in sufficient detail to - a. Clearly demonstrate what actions have occurred b. Why actions are not being taken.	Response Due Date	Implementation Date
General	Was the SSPP revised to meet the current requirements of NCDOT/PTD as addressed in the Desk Top Review Document? (Reference: PTD Standard Operating Procedure SSPP-001)	D	SSPP does not adequately address core elements	Make the required changes to the SSPP and submit to NCDOT/PTD for review.	All deficiencies have been corrected and will be presented as such in the updated plan. Section I. General Information/ Description of Elements - pages 1-6	May 15, 2015	June 1, 2015
General	Is there a process and timeline for reviewing and updating the SSPP annually? Was the annual review approved by the Board of Directors or equivalent? (Reference: PTD Standard Operating Procedure SSPP-001)	D	Revised plan must be approved by the top official.	Submit plan to NCDOT/PTD for review before sending to the top official.	Once reviewed and approved by PTD the SSPP will be adopted by the Jackson County Board of Commissioners on June 4, 2015.	May 15, 2015	June 1, 2015
General	Are any transportation services contracted?	NR					
General	Is the subrecipient providing adequate oversight of the contractor?	ND					
General	Are vouchers provided for transportation service?	ND					
General	Are volunteer (to include taxi cab drivers and contractors) drivers used for transit services?	ND					
3	Section 3 Safety Data Acquisition/Analysis						
3.1	Has a safety officer been identified? Are his/her required responsibilities identified in the positions job description? (Reference: MAP-21 - Section 5329)	D	Safety officer need to be add to his job description of the Safety Officer.	Identify a safety officer and list their roles and responsibilities in their job description.	As defined in the SSPP under Job Descriptions, the Transit Operational Supervisor serves as the FTA required Safety Officer. Responsibilities are defined as all safety related issues pertaining to vehicle and facility safety to include regular scheduled meetings and document preparation. Section II. Employee Job Description - pages 4 - 5	May 15, 2015	June 1, 2015

The deficiencies noted above until corrected indicate that your system is non-compliant with NCDOT policies. Corrective action must be taken by the given date to prevent further penalties or termination of your contract.

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3.3	Does the organization conduct regularly scheduled safety meeting? (Reference NCGS 95-252)	D	Unable to determine due to lack of documentation	Conduct safety meetings at pre-determined intervals document the meetings and have employees sign attendance rosters.	Policy has been implemented and identified in the SSPP to hold quarterly staff meetings to discuss Safety as well as operational issues. Attendance Sheets will be available for documentation. Also, monthly safety time	May 15, 2015	June 1, 2015
5	Section 5 Vehicle Maintenance						
5.7	Does the equipment show signs of neglect, mechanical or physical deficiencies (fluid leaks, engine damage, etc...)? (Reference: FTA Circular 5010.C and 9030.1C...49 CFR Part 37 and 38)	D	Vehicle: 14 Tire Pressure Motoring System light on.	Correct all identified deficiencies. All tire pressure motoring system light off.	A TPMS Sensor was replaced on fleet number 14 on April 23, 2015, see AssetWORKS work order number 17637-2015-211	May 15, 2015	April 23, 2015
6	Section 6 Security						
6.16	Is law enforcement and emergency response personnel regularly informed of changes to system facilities, operations, etc., so that they may respond quickly to emergencies? (Reference: PTD Standard Operating Procedures SSPP-001 and 29 CFR 1910.38)	D	Unable to determine due to lack of documentation	Develop and implement procedures for law enforcement and emergency response personnel regularly informed of changes to system facilities, operations, etc.	As indicated in the Security Section of the SSPP the Safety Officer/Transit Director will work directly with the Emergency Management Director and the Sheriff to coordinate procedures in case of an emergency at the Transit Facility. Installed a Knox Box outside the front	May 15, 2015	June 1, 2015
1	Section 1 Driver/Employee Selection						
1.1	Is there a system in place for monitoring employees' current employment status, licenses, and other driver qualifications? (Reference: 49 CFR, Parts 383 and 391, Records Retention and Disposition Schedule, Standard-15 Personnel Records, Item 29 and 29 CFR 1627.3)	ND					
1.2	Are driver licenses and CDL medical cards current? (Reference: Minimum Training Standards for Community and Human Service Transportation Vehicle Operators)	ND					
1.3	Does the driver and employer possess valid copies of the CDL medical certificate? (Reference: 49 CFR, Part 391.41)	ND					
1.4	Has background and character checks (i.e., criminal history and motor vehicles records) been conducted prior to hiring new safety sensitive employees? (Reference: NCGS 114-19.6 Criminal History Record Check, 49 CFR, Part 391 and TSA/FTA Security and Emergency Management Action Items for Transit Agencies; Management and Accountability)	ND					
1.5	Has annual motor vehicle record review(s) been conducted of all drivers? (Reference: 49 CFR, Part 391 and TSA/FTA Security and Emergency Management Action Items for Transit Agencies; Management and Accountability)	ND					
2	Section 2 Driver/Employee Training						

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2.1	Is a training program in place for employees (drivers, dispatchers, etc...)? Has specific training requirements been identified for each position? (Reference: Minimum Training Standards for Community and Human Service Transportation Vehicle Operators...Records Retention and Disposition Schedule, Standard-15 Personnel Records, Item 29...29 CFR 1627.3)	ND					
2.2	Are ride checks conducted to assess training success and safety-related performance? (Reference: Minimum Training Standards for Community and Human Service Transportation Vehicle Operators)	ND					
2.3	Are performance deficiencies noted during the ride check corrected and documented? (Reference: Minimum Training Standards for Community and Human Service Transportation Vehicle Operators)	ND					
2.4	Is there a schedule in place for refresher training courses? (Reference: Minimum Training Standards for Community and Human Service Transportation Vehicle Operators)	ND					
2.5	Are there procedures in place to decide when remedial training is necessary? (Reference: Minimum Training Standards for Community and Human Service Transportation Vehicle Operators)	ND					
2.6	Is there a system in place to maintain and track training qualifications? (Reference: Minimum Training Standards for Community and Human Service Transportation Vehicle Operators...Records Retention and Disposition Schedule, Standard-15 Personnel Records, Item 29...29 CFR 1627.3)	ND					
2.7	Is there documentation of all previous training classes? Does the documents included: the training objectives or lesson plans, trainers' names and qualifications, length of training, training mode (e.g., video, classroom, OJT)? (Reference: Minimum Training Standards for Community and Human Service Transportation Vehicle Operators...Records Retention and Disposition Schedule, Standard-15 Personnel Records, Item 29...29 CFR 1627.3)	ND					
2.8	Is there training on customer relations techniques? (Reference: Minimum Training Standards for Community and Human Service Transportation Vehicle Operators)	ND					
2.9	Is there training on passenger assistance and sensitivity techniques for serving older and disabled passengers? (Reference: Minimum Training Standards for Community and Human Service Transportation Vehicle Operators...Records Retention and Disposition Schedule, Standard-15 Personnel Records, Item 29...29 CFR 1627.3)	ND					

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2.10	Is there training on wheelchair securement? (Reference: Minimum Training Standards for Community and Human Service Transportation Vehicle Operators...49 CFR, Part 37.173 Transportation Services for Individuals with Disabilities)	ND					
2.11	Is there training on wheelchair lift operation? (Reference: Minimum Training Standards for Community and Human Service Transportation Vehicle Operators...49 CFR, Part 37.173 Transportation Services for Individuals with Disabilities)	ND					
2.12	Is there training on evacuation of passengers, including elders and persons with disabilities, from transit vehicles (including simulations)? (Reference: Minimum Training Standards for Community and Human Service Transportation Vehicle Operators...OSHA 29 CFR 1910.38 - Emergency Action Plans)	ND					
2.13	Is there training on emergency procedures and equipment use (including simulation exercises)? (Reference: Minimum Training Standards for Community and Human Service Transportation Vehicle Operator, OSHA 29 CFR 1910.38 - Emergency Action Plans and 29 CFR 1910, Section 1910.158 (g) (2))	ND					
2.14	Is there training on accident and incident reporting procedures (including management roles and relevant checklists)? (Reference: Minimum Training Standards for Community and Human Service Transportation Vehicle Operators...NCDOL: A Guide to Transportation Safety)	ND					
2.15	Is there annual training on first aid? (Reference: Minimum Training Standards for Community and Human Service Transportation Vehicle Operators...NCGS 95-254. - Safety and Health Program...Rules)	ND					
2.16	Is there training on blood-borne pathogens and exposure control plan? (Reference: Minimum Training Standards for Community and Human Service Transportation Vehicle Operators...29 CFR 1910.1030 - Bloodborne Pathogens...NCGS 95-254. - Safety and Health Program...Rules)	ND					
2.17	Do drivers receive defensive driving training? (Reference: Minimum Training Standards for Community and Human Service Transportation Vehicle Operators)	ND					
2.18	Do drivers, dispatchers and supervisory staff receive training on the proper operation of communication equipment? (Reference: Minimum Training Standards for Community and Human Service Transportation Vehicle Operators and NCGS 20-137.4A)	ND					
2.19	Are drivers trained on operating a vehicle in winter or other inclement weather? (Reference: NCDOT/DMV Commercial Drivers Manual, Section 2.13 - Driving in Winter Conditions)	ND					

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2.20	Are drivers trained on handling brake failure and rapid tire deflation? (Reference: NCDOT/DMV Commercial Drivers Manual, Section 2.15 - Emergencies and 49 CFR, Part 383)	ND					
2.21	Are drivers trained on crossing railroad tracks? (Reference: NCDOT/DMV Commercial Drivers Manual, Section 4.3 On the Road... NCGS 20-142.3 - Certain vehicles must stop at railroad Crossings... 49 CFR 392.10 - Driving of Vehicles)	ND					
2.22	Is training conducted at the required intervals for new and veteran employees? (Reference: Minimum Training Standards for Community and Human Service Transportation Vehicle Operators)	ND					
2.23	Have employees been trained on the inspection requirements and proper operation of specialized equipment? (Reference: 29 CFR, Section 1910. General Duty Clause 5 (a) (1) (2))	ND					
2.24	Have employees received training on the proper use of personal protective equipment? (Reference: 29 CFR, Section 1910.132)	ND					
2.25	Have employees received lockout/tagout program training? (Reference: 29 CFR, Section 1910.146 (7))	ND					
3	Section 3 Safety Data Acquisition/Analysis						
3.2	Is there a program to raise safety awareness among drivers and other personnel? Has the transit system implemented a safety program that focus on providing a safe environment for customers and employees? (Reference: NCGS 95-251 and 252 - Safety and Health Programs and Safety and Health Committees Required)	ND					
3.4	Is there a method for identifying and evaluating safety risks throughout all elements of the recipient's public transportation system? (Reference: MAP-21 - Section 5329)	ND					
3.5	What are the strategies to minimize the exposure of the public, personnel and property to hazards and unsafe conditions? (Reference: MAP-21 - Section 5329)	ND					
3.6	Is there a process in place to investigate or study accidents and incidents to determine if they were "avoidable" or "unavoidable"? (Reference: NCGS 95-252 - Safety and Health Committees Required)	ND					

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3.7	Are there procedures in-place for employees to relay/communicate safety related issues? (Reference: Minimum Training Standards for Community and Human Service Transportation Vehicle Operators)	ND					
3.8	Are all vehicles equipped with the required emergency equipment: reflective triangles, a fire extinguisher, a web cutter, a first aid kit and a blood-borne Pathogen kit? Is the equipment serviceable and accessible? (Reference: Minimum Training Standards for Community and Human Service Transportation Vehicle Operators)	ND					
3.9	Do vehicle operators (drivers) wear reflective vests will performing job functions? (Reference: Minimum Training Standards for Community and Human Service Transportation Vehicle Operators)	ND					
3.10	Are passenger complaints related to safety and security identified, tracked and readily available? Are follow-up/closure procedures monitored? (Reference: Records Retention and Disposition Schedule, Standard-1 Administration and Management, Item 14)	ND					
3.11	Has the transit agency adopted an exposure control plan that eliminates or minimizes employees' exposure to blood-borne pathogens? (Reference: 29 CFR 1910, Section 1910.1030?)	ND					
3.12	Are there written procedures detailing the required actions to clean contaminated vehicles/equipment? Has training been provided to the employees identified to decontaminate and clean the vehicle/equipment? (Reference: 29 CFR 1910, Section 1910.120 (d) (e))	ND					
3.13	Is employee accident/injuries information recorded on the required OSHA documents (300 Log, 300-A Summary of Work-Related Injuries/Illnesses and 301 Incident Report Log)? (Reference: 29 CFR 1910, Section 1904.4) Is the information properly maintained? (Reference: 29 CFR 1910, Section 1904.33)	ND					
3.14	Are rooms, hallways and stairways maintained in an orderly condition? (Reference: 29 CFR 1910, Section 1910.22)	ND					
3.15	Is there a written Emergency Action Plan for the workplace? Does the plan meet OSHA requirements? (Reference: 29 CFR 1910, Section 1910.38)	ND					
3.16	Are emergency exit routes properly identified, free of obstructions and hazardous materials? (Reference: 29 CFR 1910, Section 1910.37)	ND					
3.17	Is there a written Fire Prevention Plan for the workplace? Does the plan meet OSHA requirements? (Reference: 29 CFR 1910, Section 1910.39)	ND					

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3.18	Has periodic maintenance inspections and required tests been performed on vehicle lifts and/or hoisting equipment? Is there documentation of the inspections? (Reference: Equipment owner's manual, 29 CFR 1910 General Duty Clause 5 (a) (1) (2), and ANSI/ALI ALIS-2009)	ND					
3.19	Has a workplace hazard assessment been accomplished to determine if hazards are present or likely to be present? Is there a written certification documenting the hazard assessment? (Reference: 29 CFR 1910, Section 1910.132)	ND					
3.20	If hazards are present, has the required employee protective equipment been identified? (Reference: 29 CFR 1910, Section 1910.132)	ND					
3.21	Is personal protective equipment available and in serviceable condition? (Reference: 29 CFR 1910, Section 1910.132 and 29 CFR, Section Subpart 1 Appendix B 12)	ND					
3.22	Is there a written lockout/tagout program? Does the plan meet OSHA requirements? (Reference: 29 CFR 1910, Section 1910.(3) (i))	ND					
3.23	Was an annual inspection performed of the energy control procedures for the lockout/tagout program? (Reference: 29 CFR 1910, Section 1910.147 (6) (i) (ii))	ND					
4	Section 4 Drug and Alcohol Abuse Programs (Safety and Training Unit does not review section 4)						
4.1	Is there a Drug and Alcohol Policy?	ND					
4.2	Is the policy signed by the Top Official? Note: Provide current hard copy of policy to Safety and Training Specialist.	ND					
5	Section 5 Vehicle Maintenance						
5.1	Is there a written statement of policy governing maintenance? (Reference: PTD Standard Operating Procedure SSPP-001 and FTA Circular 5010.C and 9030.1C)	ND					
5.2	Is there a written maintenance plan? (Reference: PTD Standard Operating Procedure SSPP-001 and FTA Circular 5010.C and 9030.1C)	ND					
5.3	Does the maintenance plan meet the minimum manufacturer's requirements? (Reference: PTD Standard Operating Procedure SSPP-001 and FTA Circular 5010.C and 9030.1C)	ND					

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5.4	Are there procedures in place to identify and track warranty claims? Have claims been follow up and closed? (FTA C 9030. 1D, Ch. IV,	ND					
5.5	Are the vehicle emergency exits inspected at the required intervals? (Reference: Manufacturers manual and 49 CFR, Part 396)	ND					
5.6	Is the ADA signage properly displayed? (Reference: 49 CFR, Part 38)	ND					
5.8	Are wheelchair lifts, securement devices and other accessibility features of the transit vehicles tested/inspected on a daily basis? (Reference: Manufacturers Manual, 49 CFR Parts 37, 38 and 383)	ND					
5.9	Is there a process in place for the drivers and maintenance (management) personnel to communicate vehicle issues? (Reference: FTA Circular 5010.C and 9030.1C)	ND					
5.10	Do drivers perform pre- and post-trip inspections? (Reference: PTD Standard Operating Procedure SSPP-001, FTA Circular 5010.C and 9030.1C...49 CFR Parts 383 and 396)	ND					
5.11	Are deficiencies noted in pre/post-trip inspections repaired in a timely manner? Are the Pre/Post-Trip Checklists reviewed by management? (Reference: FTA Circular 5010.C and 9030.1C)	ND					
5.12	Is a process in place for drivers to report critical (safety) vehicle defects that occur after the pre trip inspection has been performed? (Reference: FTA Circular 5010.C and 9030.1C...49 CFR Part 396)	ND					
5.13	Are preventive maintenance entries accurate, documented in appropriate files and are they conducted at the required mileage? (Reference: FTA Circular 5010.C and 9030.1C)	ND					
6	Section 6 Security						
6.1	Does the transit system have a security plan, appropriate to the size, location and scope of its operations, in place? (Reference: PTD Standard Operating Procedures SSPP-001)	ND					
6.2	Are security responsibilities defined? (Reference: PTD Standard Operating Procedures SSPP-001 and FTA Circular 5010.1D)	ND					
6.3	Is the security plan available to transit agency staff? (Reference: PTD Standard Operating Procedures SSPP-001 and FTA 5310.1D)	ND					
6.4	Have there been any security related issues? Have security awareness briefings conducted? (Reference: PTD Standard Operating Procedures SSPP-001 and FTA Circular 5010.1D)	ND					

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6.5	Is a process in place to identify security problems and resolve security vulnerabilities as they may develop? (Reference: PTD Standard Operating Procedures SSPP-001 and FTA Circular 5010.1D)	ND					
6.6	Have procedures been established for vehicle and facility security? (Reference: PTD Standard Operating Procedures SSPP-001 and FTA Circular 5010.1D)	ND					
6.7	Are procedures established to control access to secure transit areas including vehicle operation? (Reference: Standard Operating Procedures SSPP-001 and FTA 5310.1D)	ND					
6.8	Are the facilities and/or transit vehicles monitored for security? (Reference: Standard Operating Procedures SSPP-001 and FTA 5310.1D)	ND					
6.9	Is there adequate lighting for the facility grounds? (Reference: Standard Operating Procedures SSPP-001 and FTA 5310.1D)	ND					
6.10	Is there a fence or similar barrier around the perimeter of the facility and vehicle storage area? (Reference: PTD Standard Operating Procedures SSPP-001 and FTA Circular 5010.1D)	ND					
6.11	Is there a process in place for employees to identify and report suspicious people, activities, packages, devices, substances or vehicles? (Reference: PTD Standard Operating Procedures SSPP-001 and FTA Circular 5010.1D)	ND					
6.12	Are procedures in-place for employees to react to best protect themselves and their passengers in the case of an incident involving potential terrorist activity/disruptive passengers? (Reference: Standard Operating Procedures SSPP-001 and FTA Circular 5010.1D)	ND					
6.13	Have managers and supervisors received formal training? (Reference: Standard Operating Procedures SSPP-001 and FTA Circular 5010.1D)	ND					
6.14	Are there procedures in place to respond to bomb threats and other types of threats including threat evaluation, evacuation procedure and contacting appropriate authorities? Note: Procedures must be in-place for vehicles and facilities (Reference: Standard Operating Procedures SSPP-001, NCDOL and 29 CFR 1910.38)	ND					
6.15	Are procedures in place to respond to passenger, vehicle or traffic emergencies that can occur (including simulation)? (Reference: PTD Standard Operating Procedures SSPP-001 and 29 CFR 1910.38)	ND					
6.17	Have mock training exercises in cooperation with law enforcement and emergency service personnel been developed and conducted? (Reference: PTD Standard Operating Procedures SSPP-001)	ND					

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6.18	Does the agency have an emergency management plan, appropriate to the size, location and scope of its operations, that is integrated with regional emergency management plans? (Reference: PTD Standard Operating Procedures SSPP-001 and 29 CFR 1910.38)	ND					
Findings Key: ND = No Deficiencies; D = Deficient, NA = Not Applicable, NR=Not Rated							
Listed of attendees							
Name		Title/Organization		E-mail Address		Phone Number	
Chuck Norris		Director/Jackson County Transit		jctransit@jacksonnc.org		828-586-0233	
Irene Johnson		NC DOT/Safety And Security Specialist		iwohnsn@ncdot.gov		919-707-4681	