

JACKSON COUNTY TRANSIT

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July 29, 2018

MEMORANDUM

To: Jackson County Board of Commissioners
From: Norma Taylor, Transit Director
Subject: Jackson County Transit System Safety Plan (SSP)

NCDOT Public Transportation Division conducted a System Safety Plan review/audit of the Transit System on April 11, 2018. A PTD assessment officer found three (3) out of Fifty-eight (58) sub-sections were not in compliance during this review. The three (3) deficiencies as well as the corrective actions are:

1. SSP was last ratified by Jackson County Board of Commissioners in 2015.- Update SSP with remedies of findings from this review and obtain Board approval.
2. Accountable Executive has not been identified in SSP and Safety Coordinator is referenced in the plan. – Identify the Accountable Executive and Safety Coordinator in the organization chart and modify the Transit Director’s job description to include Accountable Executive role.
3. Policy covering suspicious activities or packages on Transit vehicles. - Adopt policy covering driver and dispatch actions when a suspicious or disruptive passenger is onboard. Develop policy and procedures for suspicious packages.

Once the required actions have been taken to correct the three (3) deficiencies documentation of compliance will be submitted to PTD in order to close the audit.

JOB DESCRIPTION TRANSIT DIRECTOR

Description of Duties & Responsibilities:

The basic purpose of this position is to serve as the Accountable Executive and provides management and supervision over the administrative and operational functions of the Jackson County transit system. This position requires the ability to interact with the public as well as Human Service Agency representatives. Must possess sound judgment and be able to apply these skills when making decisions. Skills should also include good written and oral communication skills. This position also requires the ability to exercise judgment, decisiveness, and creativity in situations involving a variety of duties which change frequently.

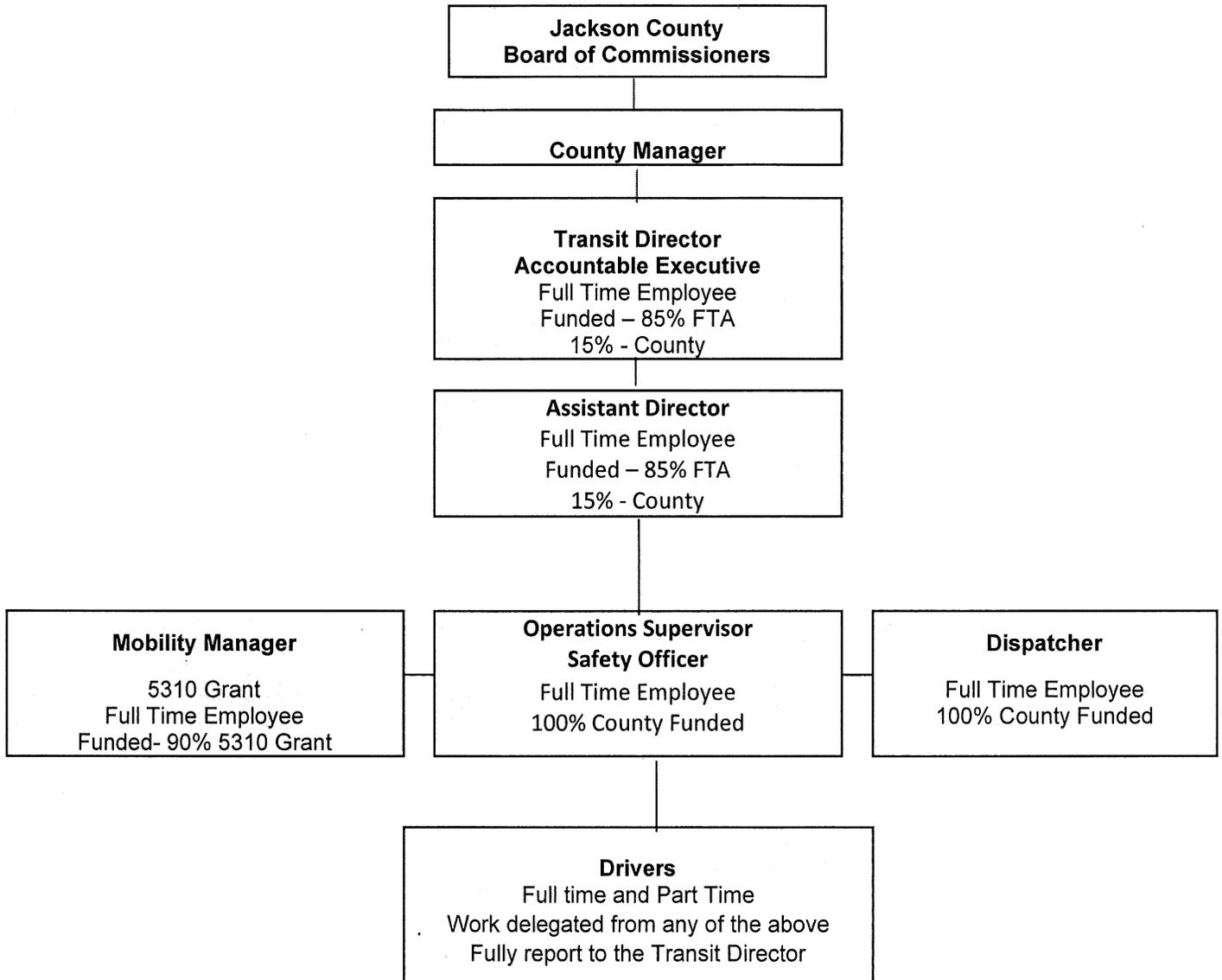
Responsibilities include coordinating provision of transportation services for residents and visitors of Jackson County. Work with other local transit providers to coordinate transportation needs outside Jackson County when possible. Interact with Transportation Advisory Board quarterly in order to gain input on transportation needs for citizens of Jackson County. Effectively communicate grant information and policy changes to the Jackson County Board of Commissioners to obtain their approval. Preparing and updating the annual capital improvement schedule, developing and updating departmental policies and procedures, maintaining and evaluating driver and staff training programs, overseeing federal drug and alcohol program compliance, monitoring vehicle utilization, and negotiating and executing agency contracts. Administrative duties include department budget preparation and management, supervision of departmental staff, grant application and management, serving on various boards and committees and other duties as assigned.

Education & Experience Requirements:

A bachelor's degree in business, public administration, logistics, or related field and five to ten years of directly related rural transit system experience or equivalent education and experience that demonstrates competency in rural transit system operations and management. Advanced knowledge about community-based transit system operations, principles and practices, applicable federal, state, and local laws governing transit systems and funding sources to supplement transportation services.

Applicant must have a valid NC driver license and must be a resident Jackson County.

Jackson County Transit Organizational Chart 2018



Policy Description:

Safety is the number one priority of Jackson County Transit. In support of that goal, the primary importance of the System Safety Program Plan policies and procedures is the reduction of accidents and injuries to transit customers, employees and the general public. Safety is a shared responsibility between system management and employees.

It is the policy of Jackson County Transit to provide a place of employment that is free from recognized hazards that could result in death or serious injury to employees, customers or the general public.

It is the responsibility of each employee to report all incidents or unsafe conditions to their supervisor. Supervisors must immediately take necessary corrective action to prevent unsafe conditions.

It is also the policy of Jackson County Transit to require that safety training and the use of safe protective equipment and procedures are adhered to at all times. Individual employees are expected to perform their duties in a safe and responsible manner, as safe work behavior is a condition of employment.

Prohibited behaviors are behaviors that are in violation of the System Safety Program Plan. Such behaviors include behaviors that threaten the safety of employees, customers and the general public. Other unacceptable behaviors include those that result in damage to system, employee or public property.

An employee who intentionally violates safety policy and procedures will be subject to appropriate disciplinary action, as determined by the findings of an investigation. Such discipline may include warnings, demotion, suspension or immediate dismissal. In addition, such actions may cause the employee to be held legally liable under State or Federal Law.

This operational policy was adopted by Jackson County

WITNESS my hand and county seal, this _____ day of _____, 2018.

Signature of County Manager _____

County Manager Printed Name _____ Don Adams _____

Signature of Board of County Commissioners Chairperson _____

Printed Name of Chairperson _____ Brian Thomas McMahan _____

Policy Suspicious People/Package	Procedure on: Suspicious People / Packages
Date Initiated:	Page 1 of 1

Purpose: To ensure the safety of all passengers, drivers, and employees of Jackson County Transit.

Policy Statement: To ensure that Jackson County Transit drivers and employees are able to recognize and deal with suspicious people or packages and activities which could be a potential threat to the safety of passengers and employees on vehicles or Transit property, as well as the community.

Guidelines: Drivers should report any suspicious people, items or activities to the Jackson County Transit office staff immediately. In the case that the employee believes their safety may be in immediate danger, emergency personnel should be notified first. An official report may be filed with applicable authorities. Jackson County Transit will also do an official investigation and report the details of the situation including video footage from the van if applicable. Safety training will be held for JCT staff and drivers on criteria which will help them identify people, packages and activities as suspicious.

Suspicious People/Activities/Packages

1. Jackson County Transit vehicles are equipped with cameras which are used to monitor the activities occurring onboard each vehicle.
2. The driver has a button which can be pressed to “mark” a certain period of time on the vehicle in order to review any activities on the vehicle while it is in service.
3. The driver has a list of radio codes which enables them to let the dispatcher know should they have a disruptive passenger on the vehicle or is in need of emergency assistance.
4. If the driver has a disruptive passenger or feels unsafe they can radio the dispatcher with the appropriate radio code; at which time the dispatcher will tell the driver to stop the vehicle and call the office on the phone. The dispatcher will ask questions which the driver can answer yes or no to determine the severity of the situation. At this time the dispatcher will determine how to proceed with assistance to the driver.
5. If something out of the ordinary and potentially dangerous is observed, it is to be reported immediately to the proper transit staff who may investigate and/or notify law enforcement authorities.
6. The Jackson County Transit facility is equipped with security cameras, which operates constantly and is checked periodically to ensure proper operation. Any suspicious activity at the JCT office facility may be viewed in order to monitor activities in and around the facility.

Consequences:

Failure to comply with this policy may result in JCT being non-compliant with NCDOT policy. Continued non-compliance with NCDOT’s policy may result in loss of federal and/or state funds from NCDOT Public Transportation Division.

Management Responsibilities:

JCT management is responsible for ensuring the training required by this policy is provided to all JCT staff.

This Suspicious People & Packages Policy has been adopted by the Jackson County Board of Commissioners.

Adoption Date: _____

Adopted By: Jackson County Board of Commissioners

Brian McMahan, Chairman Board of Commissioners

Don Adams, County Manager