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Monitoring: Review: Annually, in October	Descriptor Term: Student Transportation Management	Descriptor Code: 3.400	Issued Date:
		Rescinds:	Issued:

1 *General*

2 School buses shall be maintained and operated in accordance with state law and State Board Rules and
3 Regulations.¹

4 Each bus shall be equipped with the phone number for reporting safety complaints. This number shall
5 appear on the rear bumper.²

6 To avoid the financial burden of replacing an aging bus fleet at any one time, the board shall attempt to
7 replace a certain number of buses each year on a rotating basis.

8 All accidents, regardless of the damage involved, must be reported to the transportation supervisor,
9 including incidents in which any part of the bus contacts any other object or vehicle.

10 The director of schools shall develop procedures to ensure compliance with the statutory and
11 regulatory requirements for the transportation program.

12 **TRANSPORTATION SUPERVISOR³**

13 The director of schools shall appoint a transportation supervisor for the system. He/she shall be
14 responsible for the monitoring and oversight of transportation services for the district.

15 The transportation supervisor shall complete a student transportation management training program
16 upon appointment. Every year the transportation supervisor shall complete a minimum of four (4)
17 hours of training annually.

18 The director of schools shall ensure that training is completed and provide the state department of
19 education with appropriate documentation.

20 **COMPLAINT PROCESS⁴**

21 The following procedure will govern how students, teachers, staff, and community members shall
22 submit bus safety complaints:

23 **[Below is a suggested complaint process. The board may substitute the highlighted language for
24 their own local procedure]**

25 **1. All complaints shall be submitted to the transportation supervisor; and**

26
27 **2. Forms may be submitted in person, via phone, mail, or email.**

1 a. Written complaints shall be submitted on forms located on the district's website. In the
2 case of a complaint received via phone, the person receiving the phone call shall be
3 responsible for filling out the form and submitting it to the transportation supervisor.

4 The transportation supervisor shall begin an investigation of all bus safety complaints within twenty-
5 four (24) hours of receipt.

6 Within forty-eight (48) hours of receipt of the initial complaint, the transportation supervisor shall
7 submit a preliminary report to the director of schools. This report shall include:

- 8 1. The time and date the complaint was received;
- 9
- 10 2. The name of the bus driver;
- 11
- 12 3. A copy or summary of the complaint; and
- 13
- 14 4. Any prior complaints or disciplinary actions taken against the driver.

15 Within sixty (60) school days of receiving the initial complaint, the transportation supervisor shall
16 submit a final written report to the director of schools that details the investigation's findings as well as
17 the action taken in response to the complaint.

18 An annual notice of this complaint process shall be provided to parents and students. This information
19 shall be made available in the student handbook.

20 **RECORDKEEPING⁵**

21 The transportation supervisor shall be responsible for the collection and maintenance of the following
22 records:

- 23 1. Bus maintenance and inspections forms;
- 24
- 25 2. Bus driver credentials, including required background checks, health records, and performance
26 reviews;
- 27
- 28 3. Driver training records; and
- 29
- 30 4. Complaints received and any records related to the investigation and complaints.

Legal References

1. TCA 49-6-2109; TRR/MS 0520-01-05
2. Public Acts of 2017, Chapter No. 289(1)(d)(3)
3. Public Acts of 2017, Chapter No. 289(1)(a)-(c)
4. Public Acts of 2017, Chapter No. 289(1)(d)(2)
5. Public Acts of 2017, Chapter No. 289(1)(d)(5)