

Houston County Board of Education

Monitoring: Review: Annually, in October	Descriptor Term: Student Transportation Management	Descriptor Code: 3.400	Issued Date: 12/11/17
		Rescinds:	Issued: 01/09/95

General

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

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

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

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

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

TRANSPORTATION SUPERVISOR/DIRECTOR³

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

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

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

COMPLAINT PROCESS⁴

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

1. All complaints shall be submitted to the transportation supervisor; and
2. Forms may be submitted in person, via phone, mail, or email.
 - a. Written complaints shall be submitted on forms located on the district's website. In the case of a complaint received via phone, the person receiving the phone call shall be responsible for filling out the form and submitting it to the transportation supervisor.

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

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

1. The time and date the complaint was received;
2. The name of the bus driver;
3. A copy or summary of the complaint; and
4. Any prior complaints or disciplinary actions taken against the driver.

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

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

RECORDKEEPING⁵

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

1. Bus maintenance and inspections forms;
2. Bus driver credentials, including required background checks, health records, and performance reviews;
3. Driver training records; and
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)