General

School buses shall be maintained and operated in accordance with state law and State Board Rules and Regulations. The superintendent shall contract annually or as otherwise authorized by the board with the bus contractor to provide student transportation services.

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

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 Superintendent shall develop procedures to ensure compliance with the statutory and regulatory requirements for the transportation program.

RESPONSIBILITIES OF TRANSPORTATION CONTRACTOR

1. Each school bus and all related equipment shall be maintained in condition to operate safely at all times during the school year and shall conform to specifications as set forth by the State Board of Education and National Highway Traffic Safety Administration.

2. Each bus driver shall obey all applicable state rules and regulations.

3. Bus Contractor shall have on file in the superintendent's office a current statement of liability and property damage insurance coverage.

4. Bus Contractor must specify for the superintendent's approval of the name of all designated drivers including approved substitute drivers.

5. Bus Contractor shall submit to the superintendent the results of every approved bus driver's latest physical examination.

6. Participate fully in the complaint process as outlined below.

7. Comply with recordkeeping requirements as outlined below. This includes the responsibility to furnish the transportation supervisor with all necessary records on a regular basis.

TRANSPORTATION SUPERVISOR
The superintendent 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 superintendent shall ensure that training is completed and provide the state department of education with appropriate documentation.

**COMPLAINT PROCESS**

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 Contractor Call Center. The transportation supervisor will access the Call Center complaints on a daily basis.

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 superintendent. 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 superintendent 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 and district website.

**RECORDKEEPING**

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.

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Legal References

1. TCA 49-6-2109; TRR/MS 0520-01-05
2. TCA 49-6-2116 (d)(3)
3. TCA 49-6-2116 (a)-(c)
4. TCA 49-6-2116(d)(1),(2)
5. TCA 49-6-2116 (d)(5)

Cross References

Bus Safety and Conduct 6.308
Homeless Students 6.503