



TRANSPORTATION CRITICAL SAFETY COMPLAINT PROCEDURE (TRN-P028)

Clarksville-Montgomery County School System

The online version of this procedure is official. Therefore, all printed versions of this document are unofficial copies.

1.0 SCOPE:

- 1.1 This procedure outlines the process Student Transportation Department personnel will follow when handling bus driver safety violations and customer service complaints.

2.0 RESPONSIBILITY:

- 2.1 Student Transportation Manager
- 2.2 Chief Operations Officer
- 2.3 Driver Safety Supervisor
- 2.4 Student Transportation Customer Service Representative
- 2.5 Director of Schools
- 2.6 Assistant Student Transportation Manager
- 2.7 Driver Safety Representative
- 2.8 AV/GPS Technician

3.0 APPROVAL AUTHORITY:

- 3.1 Chief Operations Officer (COO)

4.0 DEFINITIONS:

- 4.1 Critical safety violation(s) are defined as follows:
 - 4.1.1 Speeding: Driving more than 10 miles per hour over the posted speed limit, traveling too fast for weather conditions/road conditions or for traffic flow.
 - 4.1.2 Failure to stop at a red light or stop sign.
 - 4.1.3 Using electronic device while operating a school bus.
 - 4.1.4 Reckless driving: Following too close to other vehicles, passing on the shoulder of the road, passing in the median, traveling off of paved road, failure to wear a seatbelt, or any other unsafe act.
 - 4.1.5 Violating the 8-way light operation.
 - 4.1.6 DUI, drug and/or alcohol use.

5.0 PROCEDURE:

- 5.1 All complaints regarding bus driver critical safety violations will be received by the Student Transportation Customer Service Representative on the Student Transportation customer service number, **931-820-1150**, which is the phone number posted on the back bumper of all CMCSS school buses pursuant to T.C.A. §49-6-2116. All critical



TRANSPORTATION CRITICAL SAFETY COMPLAINT PROCEDURE (TRN-P028)

Clarksville-Montgomery County School System

safety violation complaint calls on this line will be recorded for historical record and quality control.

- 5.2 The Customer Service Representative will enter all critical safety violation complaint information into the CMCSS Customer Service Concern Software/Database. After each complaint is entered, it receives an automatically generated permanent customer complaint reference number.
 - 5.2.1 The Customer Service Representative, Driver Safety Representative, or the AV/GPS Technician will initiate the investigation of the critical safety complaint.
- 5.3 The bus driver critical safety complaints are then immediately electronically forwarded in addition to hand carrying a printed critical safety concern to the Driver Safety Supervisor. The Driver Safety Supervisor is responsible for conducting the investigation into the critical safety violation complaint.
 - 5.3.1 The Driver Safety Supervisor must commence the investigation into the critical safety violation complaint within twenty-four (24) hours of receipt of the complaint.
 - 5.3.2 Within forty-eight (48) hours of receipt of a founded critical safety complaint, a preliminary electronic report is issued to the Student Transportation Manager, the Chief Operations Officer, and the Director of Schools that includes the time and date of receipt of the complaint, a summary of the complaint, the name of the school bus driver involved, and any prior complaints or disciplinary actions taken against the driver.
 - 5.3.3 Within sixty (60) school days of receipt of a critical safety complaint which has been determined to be founded, a final electronic report is issued to the Director of Schools in writing that includes any findings of the investigation and any action taken by the Student Transportation Manager in response to the founded complaint.
 - 5.3.4 The Customer Service Representative is responsible for managing the deadlines for all critical safety complaints. Any discrepancies to the Student Transportation Manager or Chief Operations Officer.
 - 5.3.5 The driver will always be provided with an opportunity to respond to the critical safety complaint in writing. The Driver Safety Supervisor will consider all supporting information, including but not limited to the driver's written statement, witness' statement, school investigation report, video evidence, GPS evidence, ECM data, drug/alcohol test results, and police accident reports before issuing a final finding of the complaint being founded or unfounded.
- 5.4 The critical safety violation complaint is deemed founded or unfounded.
- 5.5 The employee will be notified of findings. Discipline will be administered according to the CMCSS employee discipline policy.
- 5.6 If complaint is founded, recommendation for appropriate action is made by the Student Transportation Manager.
- 5.7 Corrective action is documented on the complaint form and all founded complaints are noted in the employee's file.



TRANSPORTATION CRITICAL SAFETY COMPLAINT PROCEDURE (TRN-P028)

Clarksville-Montgomery County School System

- 5.8 Driver Safety Supervisor closes the critical safety violation complaint in Customer Service Concern Software/Database.
 - 5.8.1 After the complaint is closed, the Customer Service Representative prints the founded complaint, attaches supporting documentation, and submits documentation to the Student Transportation Manager or the Assistant Student Transportation Manager for review.
 - 5.8.2 After the founded complaint is reviewed by the Student Transportation Manager or the Assistant Student Transportation Manager, all documentation is returned to the Customer Service Representative for placement in the employee's personnel file. A copy is placed in the customer concern office binder.
- 5.9 Customer Service Representative utilizes the Customer Service Concern Software/Database tracking and reporting capabilities to track or monitor all concerns and complaints regarding employee performance.
 - 5.9.1 The Student Transportation Manager or the Assistant Student Transportation Manager will review all founded complaints received during a month; questions and comments are noted on the review form (ref. TRN-F017).
- 5.10 The Driver Supervisors will review all founded complaints before completing a performance report for the employee's annual evaluation.

6.0 DISCIPLINARY GUIDELINES:

- 6.1 Driving three to five miles over the posted speed limit will result in a documented verbal warning from the Driver Safety Supervisor.
- 6.2 Driving six to ten miles over the posted speed limit will result in a letter of warning from the Assistant Student Transportation Manager.
- 6.3 Speeding eleven to fourteen miles over the posted speed limit will result in a letter of reprimand from the Student Transportation Manager.
- 6.4 Speeding fifteen miles or more over the posted speed limit will result in a letter of reprimand in addition to but not limited to suspension or termination by the COO.
- 6.5 Failure to stop at a red light or stop sign will result in a letter of warning to a letter of reprimand from the Student Transportation Manager depending on the circumstances.
- 6.6. Use of an electronic device while operating or during loading and unloading a CMCSS vehicle will result in a letter of reprimand from the Student Transportation Manager in accordance with OPS-A001 Hiring and Maintaining Commercial Drivers. This may be in addition to, but not limited to suspension or termination.
- 6.7 Reckless Driving will result in a letter of warning from the Assistant Student Transportation Manager, in addition, but not limited to a letter of reprimand from the Student Transportation Manager.
- 6.8 Violating the eight-way lighting system will result in a letter of warning to a letter of reprimand from the Student Transportation Manager or the Assistant Student Transportation Manager.



**TRANSPORTATION CRITICAL SAFETY COMPLAINT PROCEDURE
(TRN-P028)**

Clarksville-Montgomery County School System

6.9 Driving under the influence of drugs and alcohol is a zero-tolerance that will result in immediate termination by the Student Transportation Manager.

7.0 ASSOCIATED DOCUMENTS:

- 5.11 Transportation Complaint Record (electronic)
- 5.12 Forty-eight (48) Hour Preliminary Electronic Report of Founded Complaint
- 5.13 Sixty (60) Day Final Electronic Report of Founded Complaint
- 5.14 TRN-F017 Transportation Complaint File Review Form
- 5.15 TRN-A003 Student Transportation Policy
- 5.16 HUM-A052 Progressive Discipline
- 5.17 T.C.A. §49-6-2116
- 5.18 Flowchart (attached)

8.0 RECORD RETENTION TABLE:

<u>Identification</u>	<u>Storage</u>	<u>Retention</u>	<u>Disposition</u>	<u>Protection</u>
Complaint Log	CMCSS Server	Indefinitely	N/A	CMCSS Server
Critical Safety Violation Complaint	Transportation Office	5 Years After Employee Final Employment Date	Discard as Desired	Secured Building
Review Form	Transportation Office	Current and Previous Year	Shred	Secured Building

9.0 REVISION HISTORY:

<u>Date:</u>	<u>Rev.</u>	<u>Description of Revision:</u>
4/16/18		Initial Release
12/16/20	A	Changed “serious” to “critical” throughout entire procedure; Added “2.6 Assistant Student Transportation Manager”; 4.1.2. Changed “Violating or neglecting to stop at” to “Completely ignoring”; Removed “4.1.7 Property Damage”; Changed “Driver Safety Manager” to “Driver Safety Supervisor” in 5.3, 5.3.1, 5.3.4, 5.8.,; 5.3.4 Changed “substantiated, unsubstantiated” to “founded”; 5.5 Added “the”; 5.6 Changed 5.6 “substantiated” to “founded”; 5.7 Added “founded”, deleted “including unsubstantiated and unfounded,”; 5.8.1 Added “founded”, changed “Senior Fleet Supervisor” to



TRANSPORTATION CRITICAL SAFETY COMPLAINT PROCEDURE (TRN-P028)

Clarksville-Montgomery County School System

Assistant Student Transportation Manager; 5.8.2 Added “the founded”, changed “Senior Fleet Supervisor” to “Assistant Student Transportation Manager”, added “and a copy is placed in the customer concern office binder.”; 5.9.1 Changed “Senior Fleet Supervisor” to “Assistant Student Transportation Manager will”, added “founded”; 5.10 Changed “Lead Drivers” to “Driver Supervisors”, added “founded”; 9.0 Updated flowchart

2/21/22

B

1.1 Added “Student”, added “Department”; 2.4 Changed “Operations” to “Student Transportation”; 4.2.2 Changed “Completely ignoring” to “Failure to stop at”; 4.1.4 Added “, or any unsafe act.”; 5.1 Changed “Operations” to “Student Transportation”; 5.3.4 Added “Student”; 5.8.1 Removed “and/”; 5.8.2 Removed “and/”, removed “and”, changed “a” to “A”; 5.9 Deleted “the tracking and reporting capabilities of the”, deleted “to track”, changed “employee’s” to “employee”; 5.10 Changed “prior to” to “before”; Added “**6.0 DISCIPLINARY GUIDELINES**, 6.1 Driving three to five miles over the posted speed limit will result in a documented verbal warning from the Driver Safety Supervisor., 6.2 Driving six to ten miles over the posted speed limit will result in a letter of warning from the Assistant Student Transportation Manager., 6.3 Speeding eleven to fourteen miles over the posted speed limit will result in a letter of reprimand from the Student Transportation Manager., 6.4 Speeding fifteen miles or more over the posted speed limit will result in a letter of reprimand in addition to but not limited to suspension or termination by the COO., 6.5 Failure to stop at a red light or stop sign will result in a letter of warning to a letter of reprimand from the Student Transportation Manager depending on the circumstances., 6.6. Use of an electronic device while operating or during loading and unloading a CMCSS vehicle will result in a letter of reprimand from the Student Transportation Manager in accordance with OPS-A001 Hiring and Maintaining Commercial Drivers. This may be in addition to, but not limited to suspension or termination., 6.7 Reckless Driving will result in a letter of warning from the Assistant Student Transportation Manager, in addition, but not limited to a letter of reprimand from the Student Transportation Manager., 6.8 Violating the eight-way lighting system will result in a letter of warning to a letter of reprimand from the Student Transportation Manager or the Assistant Student Transportation Manager., 6.9 Driving under the influence of drugs and alcohol is a zero-tolerance that will result in immediate termination by the Student Transportation Manager.”

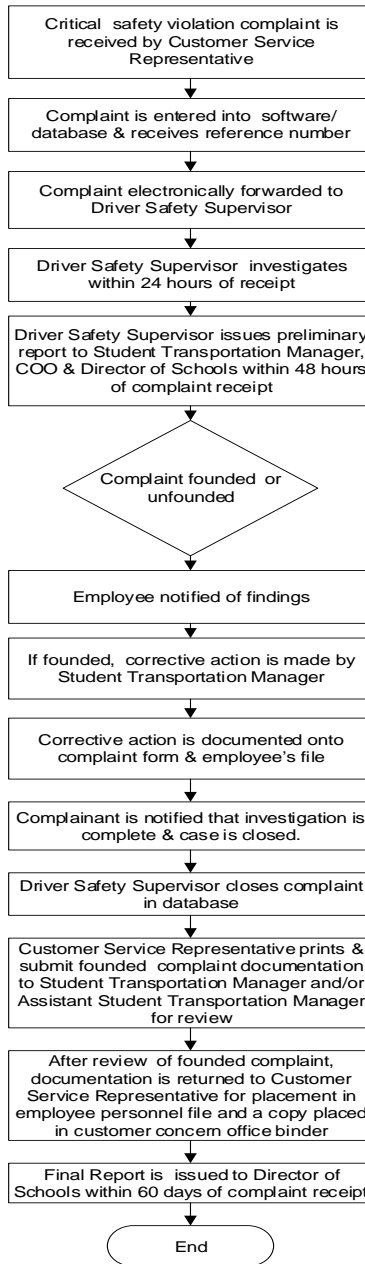
10.0 FLOWCHART

10.1 A flowchart detailing this process can be found below.



TRANSPORTATION CRITICAL SAFETY COMPLAINT PROCEDURE (TRN-P028)

Clarksville-Montgomery County School System



End of Procedure