

Category:	Procedure:	
Business Management	Scheduling and Routing	
Descriptor Code:	Issued Date:	Revised Date:
AP-E-171	June 1997	October 2008

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NOTIFICATION OF ROUTE CHANGES

Drivers and contractors cannot change a bus route or add or delete stops unless the change has been approved by the Transportation Department. The Transportation Department will approve all changes, and implementation of the changes.

STUDENT’S REQUEST TO CHANGE BUS STOP

Transportation services shall be provided to eligible students to and from their assigned bus stop and school. Bus stops shall be determined by the Transportation Department and assigned based on the proximity from a student's primary residential address. The principal or his designee shall have the discretion to grant permission for a student to ride a non-assigned bus on a temporary basis (E-171, lines 3, 27-30). The driver should only drop students off at their assigned stops. However, the student's principal may approve the student to ride a different bus or use another bus stop if the following requirements are satisfied:

1. The student has written approval from a parent or guardian.
2. The principal believes the request is justified.
3. The change does not result in overloading/overcrowding a bus.
4. The bus does not have to make an extra stop.
5. The permission for a student to ride a non-assigned bus is limited to a temporary basis (E-171, lines 3, 26-30).

The principal should send a note to the driver indicating that the student has permission to use a different bus or stop. If a student tells a driver of alternate plans while still on school or adjacent property (and the child has lost the note or left it in his/her classroom), the bus driver should ask a teacher or other staff member to verify with the school office whether such a note exists. This process may cause a slight delay, but the primary objective is the child going to the stop designated by the parent and approved by the principal.

ELIGIBILITY, BUS ROUTE, OR BUS STOP APPEALS

Any appeals of transportation decisions or procedures regarding eligibility, stops, routes, and other daily operation practices shall be made in the following order:

1. Principal
2. Transportation lead router
3. Transportation Supervisor
4. Assistant Superintendent for Administrative Services
5. Director of Schools
6. Knox County Board of Education

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2 **PARENT RESPONSIBILITY ZONE APPEALS**
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4 No provision is included in board policy for a PRA appeal. The Transportation Department will complete
5 multiple measurements using maps and site visits upon request of parent or guardian.
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7 **PARENT RESPONSIBILITY ZONE VERIFICATION**
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9 Parent responsibility zone verification is determined by the Transportation and Zoning Department. The
10 principal or his/her designee should request verification from the Transportation Supervisor if specific
11 clarification is desired.
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13 **PARENT RESPONSIBILITY ZONE ENFORCEMENT**
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15 Enforcement of the PRZ is the responsibility of the principal. The bus contractor or driver should notify
16 the principal if students are suspected to reside within the PRZ. The contractor or driver cannot direct
17 students to not ride the bus.
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19 **BUS FAILS TO RUN**
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21 In the event that a bus is inoperable, the contractor is obligated to inform the Transportation Department
22 immediately of the service failure. The contractor or contractor's driver shall notify the Transportation
23 Department and the principal(s) of all school(s) impacted if an assigned (contracted) bus is not to run its
24 scheduled route on any school day.
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26 **DOCUMENTATION OF BUS STOP CONCERNS**
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28 Principals or their designees should document all parent complaints and offer to investigate options
29 regarding a student's route between his or her home and the bus stop. Parents should be urged to
30 determine and review with their child specific means and route path between the bus stop and his or her
31 home. Principals are encouraged to contact the Transportation Supervisor with suggestions or possible
32 route or stop modifications that would enhance student safety.
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34 **STUDENT DISCOVERED ON WRONG BUS**
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36 If a child should get on a wrong bus, and the driver is unaware of it, upon discovery of the child, the
37 following procedure should occur:
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- 39 1. The driver should call the school on the required communication device to communicate the
40 discovery and to notify the building level administrator that the bus will be returning the child to
41 the school.
- 42 2. In the event no school personnel are available, the driver should call the Transportation Department
43 at 594-1550. In the event the lines is busy, one of the Transportation Department emergency cell
44 numbers 388-5046 or 388-5631 should be used.
- 45 3. The building level administrator or his/her designee should alert the parents that the child is being
46 returned to the school and finalize the plans for transporting the child home.
- 47 4. The driver of the bus should notify the Transportation Department that the child is okay and explain
48 how the situation is being resolved.
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CHILD DID NOT GET OFF BUS AT HIS OR HER DESIGNATED STOP

If a child's parent/guardian contacts the school system because the child cannot be located following the school bus arrival, the following procedure should occur:

1. The party receiving the call should notify the building level administrator where the child and bus are assigned and relay the information.
2. In the event no school personnel are available, the party receiving the call should call the Transportation Department.
3. The building level administrator should contact the Transportation Department.
4. The building level administrator should check the school for activities the child may be attending. Also, he or she should question staff, students, and others regarding any information related to the student's departure from school or possible whereabouts.
5. The driver of the bus should be notified by the Transportation Department to see if the child was or is still on the bus.
6. The Transportation Department and/or the building level administrator should contact School Security if the student is not located in a timely manner. School Security will determine when outside authorities should be contacted for assistance.
7. When the child is located, all parties previously contacted to assist in finding the child should be called by the Transportation Department or building level administrator.

HOME STOPS

Knox County Schools transports an array of students with an array of needs. Bus stops and routes are determined by the Transportation Department lead routers with the assistance of the bus drivers as described in Board policy. Stops, including a stop at the child's residence, with special accommodations may be recommended as part of a student's related services. However, any and all accommodations must be described in detail and approved by the child's IEP-team.

STUDENT SUPERVISION WHEN BUS RETURNS TO HOME

Most handicapped students who ride alternative buses require adult supervision at home. The parent or legal guardian is responsible to inform the school system whether or not his or her child can be left without supervision. Forms are available from the bus driver to indicate a child may be left without supervision.

STUDENT SUPERVISION NOT PRESENT AT HOME

Many problems occur when a pre-school or special needs student who requires supervision is brought home in the afternoon, and no one is there to receive him or her. When a child's parent or other caretaker is not present, the following procedures should occur:

1. The bus driver will wait three (3) minutes. If supervision does not arrive, the driver will contact the Transportation Department and will continue his or her route. The Transportation Department will maintain a phone log of all instances and their outcomes. The driver should return to the former stop again after delivering students to the next area of the route.
2. If supervision is still not present, the driver or the Transportation Department will contact the school to inform the principal or his or her designee that there is no one at the student's residence, and the student is being returned to the school. The principal or his or her designee will then supervise the returned student and locate the parents.

1 3. If the principal or his or her designee is not at the school, the driver or Transportation Department
2 will contact the parents by phone (either at home or work). If the parents cannot then be located,
3 the Transportation Department or the principal will contact Knox County Schools Security for
4 assistance in securing protective care for the student until the parents are located.
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6 **PRE-SCHOOL STUDENTS ON REGULAR BUSES**
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8 Pre-school program students should not use regular bus services without specific written permission from
9 the Transportation or Pre-school Supervisor.
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