



**Department of
Education &
Workforce**

SUBMITTING A TRANSPORTATION CONCERN FORM

Office of Pupil Transportation

TransportationCompliance@education.ohio.gov



PARENT, GUARDIAN OR SCHOOL CONCERN PROCESS

Who can submit a transportation concern form to the Department?

Any person who represents the interest of a student who is eligible for yellow school bus transportation services under Chapter 3327. of the Ohio Revised Code may submit a **Transportation Concern Form (TCF)** through the Department's Transportation Enforcement Management (TEM) platform.

WHAT CONCERNS CAN THE DEPARTMENT INVESTIGATE?

ORC 3327.021(A)

(A) As used in this section, "out of compliance" means that, for a period of **five consecutive school days or ten school days within a school year**, at least one of the following has occurred on each of those days:

- (1) Students transported to and from school by a school bus arrive more than thirty minutes late to school;
- (2) Students transported to and from school by a school bus are picked up more than thirty minutes after the end of the school day;
- (3) Students scheduled to be transported to and from school by a school bus are not transported by school bus at all due to the failure of the bus to arrive;
- (4) A school district has been noncompliant with any other transportation requirements under Chapter 3327. of the Revised Code.



ARE THERE ANY EXCEPTIONS?



The law provides one exception:

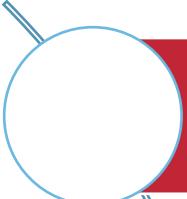
“Any school day on which noncompliance occurs due to ***inclement weather*** is not counted toward the determination of noncompliance.”

WHAT IS THE PROCESS FOR TRANSPORTATION CONCERNS?

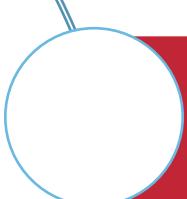
1. Parents, guardians, community schools or nonpublic schools may submit concerns related to yellow school bus transportation services by completing a Transportation Concern Form (TCF) and any submitting supporting documentation through the Department's [Transportation Enforcement Management \(TEM\) platform](#).
2. When the TCF is received, the Department will review it for completeness. If the form is incomplete, the sender will receive an email from the Department indicating what information is needed. The sender will need to resubmit with the complete information through TEM.
3. The Department is authorized to investigate certain issues related to yellow school bus transportation. For more information see [Overview of ORC 3327.021 Enforcement Process](#). If a student is involved in a payment in lieu of transportation process, see the [Payment in Lieu](#) page. The TCF will be closed if it involves an area the Department is not authorized to investigate, or if it involves the payment in lieu of transportation process.
4. The system will automatically notify the sender when the TCF is received. The school district will receive an email from the Department within the next business day to inform the district about the TCF. The district will have 5 business days to respond.
5. Once the investigation is completed, the Department will issue a Determination Letter and Investigation Report.
6. If the Determination Letter finds the district is “out of compliance” the district may have funding consequences.



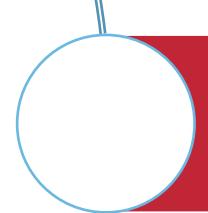
WHAT ARE THE CONSEQUENCES FOR THE SCHOOL DISTRICT?



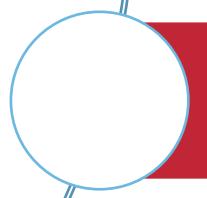
First determination that the district is out of compliance – no funding is withheld; corrective action plan (CAP) required by the district.



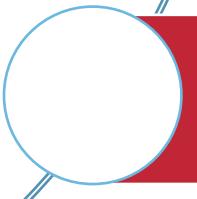
The district must submit a CAP within one week of receiving the first notice of determination that they are out of compliance from the Department.



If the district is subsequently determined to be out of compliance after submitting the CAP, the second, third and fourth determinations will result in 25% of daily state transportation funding to be withheld.



Fifth and additional determinations that the district is out of compliance will result in 100% of daily state transportation funding to be withheld.



The Department will calculate and disburse the per pupil amount to the district or school in which the student(s) are enrolled. The district or school shall remit the funds to the parent, guardian, or person in charge of the student not receiving proper transportation.

COMPLAINT SUBMISSION IN TEM

ABOUT DEW STATE Agencies Online Services 



Home



Home

Pupil Transportation

Welcome to the platform and based on the appropriate roles, individuals may access the Transportation Enforcement Management (TEM) by clicking on the tile below.

You are associated with multiple districts, select a district that aligns with your goals, and if required select an audience.

***Required**

*Select Organization

None

*Select Audience

Public

Please choose from the following programs:

TEM

Description

SUBMITTING A TRANSPORTATION CONCERN

ABOUT DEW STATE AGENCIES ONLINE SERVICES 



Home



User

Please choose from the following programs:

TEM

Description



Create A New Complaint

Description

Ohio Department Of Education and Workforce

Stephen D. Dackin, Director | 25 South Front Street, Columbus, Ohio 43215

1-877-644-6338 | [Sign-up for Alerts](#)  | contact.center@education.ohio.gov





Introduction



Contact



District, School
Attended



Alleged Violation



Students Affected



Submit

1 of 6 **Introduction**

Introduction to Transportation Concern Form

This form should be used to report concerns for school bus student transportation that is not being provided as required by Ohio Revised Code (ORC) 3327. See [ORC Section 3327.021](#).

Please complete all areas of the form to the best of your ability for each date/time a violation occurred. Concerns that do not involve student school bus transportation should be addressed directly with the local school district.

If you need to edit a section, click on the pencil

Cancel

Next

ALL REQUIRED FIELDS MUST BE FILLED IN



Department of
Education &
Workforce

Home



User

Home / Create Complaint



Introduction



Contact



District, School
Attended



Alleged Violation



Students Affected



Submit

2 of 6 Contact

Your Contact Information

***Required**

*First Name
Heather

*Last Name
Free

*Relationship to Affected Student(s)
Parent

*Phone Number
(614) 981-9044

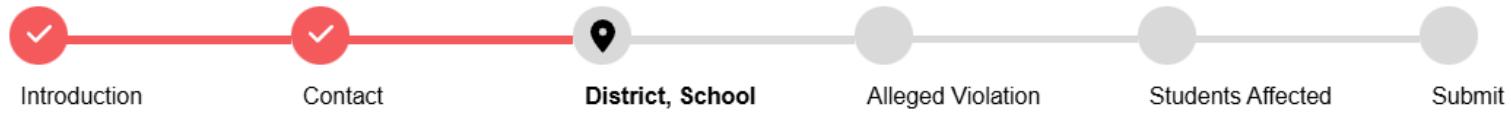
*Email
heather.free@education.ohio.gov

Back

Cancel

Next



**3 of 6 District, School Attended****District & School Attended*****Required**

When selecting the District select from the drop-down box by typing in at least 3 letters for the name or 3 numbers for the IRN. When selecting the School of Attendance select from the drop-down box by typing in at least 5 letters for the name or 5 numbers for the IRN. You'll need to select an option from the dropdown - copy/paste will not work.

*Search District Responsible for Transportation
044925 - Troy City (Miami)



*Search School of Attendance
007161 - Concord Elementary School (Miami)



*Address of Attendance
3145 State Route 718, Troy, OH, 45373-8908

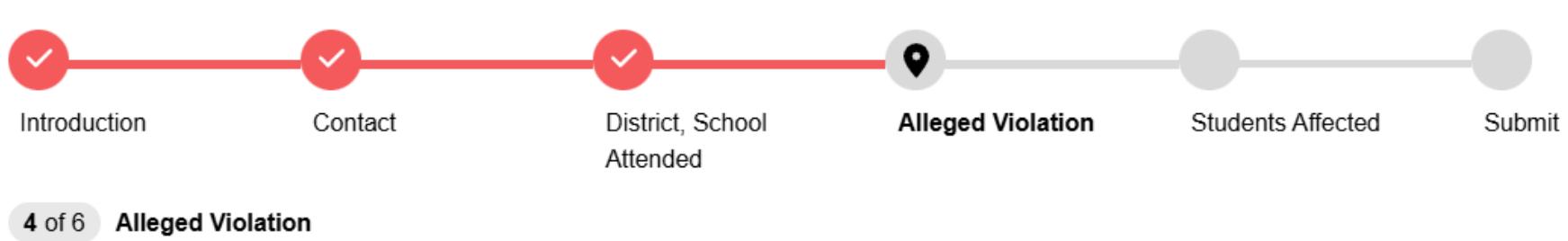
*School Bell Time Morning
8:15 AM

*School Bell Time End of Day
3:45 PM

*Describe your attempts to resolve your current transportation concerns with the responsible school district.

I have called the district numerous times, no resolution.





Add Alleged Violation

Add Violation

No Violation(s) have been added to the concern form.

Back

Cancel

Next





Introduction



Contact



District, School
Attended



Alleged Violation



Students Affected



Submit

4 of 6 **Alleged Violation**

Add Alleged Violation

Add Violation

*Required

*Select Alleged Violation



- (A-1) arrived more than 30 minutes late to the school.
- (A-2) picked up more than 30 minutes after school day.
- (A-3) not transported by a school bus at all due to failure of the bus to arrive.
- (A-4) non-compliant with any other transportation requirements under ORC 3327.

Cancel

Add Alleged Violation



*Select Alleged Violation
(A-3) not transported by a school bus at all due to failure of the bus to arrive.▼

Alleged Violation Code

[ORC 3327.021 \(A-3\)](#)

*Please add the time of the violation - this is located at the bottom of the calendar.

July 2025						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

01 : 17 AM

Add comments to explain if the no-bus violation occurred in the AM, PM, or both.

[Cancel](#)

[Add Alleged Violation](#)

No Violation(s) have been added to the concern form.



Add Violation

*Required

*Select Alleged Violation

(A-3) not transported by a school bus at all due to failure of the bus to arrive.

Alleged Violation Code

ORC 3327.021 (A-3)

*Please add the time of the violation - this is located at the bottom of the calendar.

***Add Date(s) and Time(s)**



7/15/2025, 7:45:00 AM



7/16/2025, 1:17:00 AM



7/14/2025, 5:17:00 PM

*If you indicated there was no bus, please add comments to explain if the no-bus violation occurred in the AM, PM, or both.

No bus was running for the mornings on July 15 and 16, and no bus the afternoon of July 14.

[Cancel](#)

Add Alleged Violation

Attended

4 of 6 **Alleged Violation**

Add Alleged Violation

Add Violation

(A-3) not transported by a school bus at all due to failure of the bus to arrive.



Affected Dates

7/15/2025, 7:45:00 AM, 7/16/2025, 1:17:00 AM, 7/14/2025, 5:17:00 PM

Alleged Violation Code

ORC 3327.021 (A-3)



If you indicated there was no bus, please add comments to explain if the no-bus violation occurred in the AM, PM, or both:

No bus was running for the mornings on July 15 and 16, and no bus the afternoon of July 14.

[Back](#)[Cancel](#)[Next](#)



Introduction



Contact



District, School
Attended



Alleged Violation



Students Affected



Submit

5 of 6 **Students Affected**

Students Affected

+ Add Student

*Required

*Student First Name
Magnolia

*Student Last Name
Jade

*Select Student's Grade
2

School Bus Route
22

*Bus Number
56

*Add Date(s) and Times that the student was affected by Incident

*Add Date(s) and Time(s)

Cancel

Add Student



Contact

Add Alleged Violation Dates

Please add Alleged Violation dates to the affected students.

(A-3) not transported by a school bus at all due to failure of the bus to arrive.

07/15/2025 7:45 AM

07/16/2025 1:17 AM

07/14/2025 5:17 PM

[Cancel](#) [Add Alleged Violation Dates](#)

Submi

cted

ted

the student wa

e(s)

[Cancel](#)

Add Alleged Violation

Add Violation



(A-3) not transported by a school bus at all due to failure of the bus to arrive.



Affected Dates

7/15/2025, 7:45:00 AM, 7/16/2025, 1:17:00 AM, 7/14/2025, 5:17:00 PM

Alleged Violation Code

ORC 3327.021 (A-3)

If you indicated there was no bus, please add comments to explain if the no-bus violation occurred in the AM, PM, or both:

No bus was running for the mornings on July 15 and 16, and no bus the afternoon of July 14.

Back

Cancel

Next

5 of 6 Students Affected

Students Affected

+ Add Student



Magnolia Jade

Grade
2

School Bus Route

22

Bus Number

56

Alleged Violation

(A-3) not transported by a school bus at all due to failure of the bus to arrive.

Affected Dates

07/15/25 7:45 AM, 07/16/25 1:17 AM, 07/14/25 5:17 PM

Back

Cancel

Next

Review and Submit

Concern Form Review

Please Review the information you have entered. You may edit any information you have entered by clicking on the edit pen , then click submit at the end of the page to complete the concern form.

Contact

Name Heather Free	Relationship to Affected Student(s) Parent	Phone Number 6149819044	Email heather.free@education.ohio.gov
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District & School Attended

District and School Responsible for Transportation: **044925 Troy City (Miami)**

Search School Building: **007161 Concord Elementary School (Miami)**

Selected Address: **3145 State Route 718, Troy, OH, 45373-8908**

School Bell Time Morning: **8:15 AM**

School Bell Time End of Day: **3:45 PM**

Describe your attempts to resolve your current transportation concerns with the responsible school district:

I have called the district numerous times, no resolution.



Alleged Violation

Alleged Violation: **(A-3) not transported by a school bus at all due to failure of the bus to arrive.**



Describe your attempts to resolve your current transportation concerns with the responsible school district:
I have called the district numerous times, no resolution.

**Alleged Violation**

Alleged Violation: **(A-3) not transported by a school bus at all due to failure of the bus to arrive.**

Affected Dates: **07/15/25 7:45 AM, 07/16/25 1:17 AM, 07/14/25 5:17 PM**

If you indicated there was no bus, please add comments to explain if the no-bus violation occurred in the AM, PM, or both:

No bus was running for the mornings on July 15 and 16, and no bus the afternoon of July 14.

**Students Affected**

Name: **Magnolia Jade**

Student's Grade: **2**

School Bus Route: **22**

Bus Number: **56**

Alleged Violation: **(A-3) not transported by a school bus at all due to failure of the bus to arrive.**

Affected Dates: **07/15/25 7:45 AM, 07/16/25 1:17 AM, 07/14/25 5:17 PM**



Current Status
Started

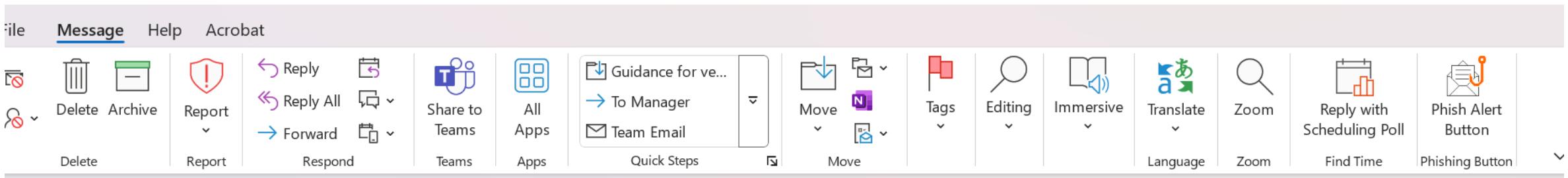
Submit

Cancel



The complainant receives confirmation email their form was submitted.

The Department and District will also receive a similar email notifying them to respond.



TCF Complaint Raised #190



Ohio Department of Education and Workforce <noreply@education.ohio.gov>

To  Free, Heather



 Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Wed 6/4/2025 1:22 PM

The Department of Education & Workforce Office of Pupil Transportation has received your transportation concern and has assigned it the following case number TCF_ID: 190.

We will review the information for and will contact you if additional information is needed.

You may use this link to view a copy of your concern form: [View TCF](#)

***** This is an auto-generated message. Please do not reply to this message *****

CAUTION: This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to csc@ohio.gov or click the Phish Alert Button if available.



WHY DOES THE DEPARTMENT NEED STUDENT INFORMATION?

The Department **must calculate and disburse** to the school in which the affected student(s) are enrolled the per-student payment amount. **The school is then required to pay the per-student payment amount** to the parent, guardian or other person in charge of each student who did not receive proper transportation while the district was out of compliance. **Student information will remain confidential.**





SCHOOL TRANSPORTATION

Home > Finance & Funding > School Transportation

HOW DO I?

- » [Attend driver training?](#)
- » [Learn about school bus safety?](#)

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Student Transportation for active-duty military families

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Topics

- » [Driver Training](#)
 - [Bus Drivers](#)
 - [Van Drivers](#)
- » [School Transportation Finance](#)
 - [T-1 and T-2 Instructions](#)
- » [The Governor's School Bus Safety Workgroup](#)
 - [School Bus Driver Wellness Programming \(#2\)- To post this summer!](#)
 - [School Bus Safety Orientation for Parents, Guardians and Students \(#6\)](#)
 - [School Bus Safety Audit Best Practice Checklist \(#13\)](#)
 - [Commercial Carrier Policy Development Guidance \(#17\)](#)
 - [2024 School Bus Safety Workgroup Recommendations Report](#)
- » [School Transportation Safety](#)
- » [Transportation Rules and Regulations](#)
- » [Payment in Lieu of Transportation](#)
- » [Use of Vans for Student Transportation](#)
 - [Student Transportation Contractors](#)
 - [Use of 12 Passenger Vans for Student Transportation](#) (effective 6/30/2025)

Resources

- » [July 1, 2025 Pupil Transportation Rule Changes](#)
- » [Transportation Reports, Due Dates, and Best Practices for Supervisors \(7-2025\)](#)
- » [State Highway Patrol](#)
- » [Pre-Service Training Information](#)
- » [Pupil Transportation Rules OAC 3301-83](#)

(All Rules were updated effective July 1, 2025 and are in effect until their next 5 year rule review)
- » [FMCSA Clearinghouse](#)
- » [In-Service Training Topics](#)
- » [Transportation Services for Chartered Nonpublic and Community Schools](#)
- » [Improving Transportation Services for All Students](#)
- » [School Transportation FAQs](#)
- » [Forms and Additional Resources](#)
- » [Pupil Transportation Office](#)
- » [Safe and Supportive Schools for Students and Staff](#)
- » [Rapback- State Board of Education](#)
- » [OH|ID Account](#)

Compliance

- » [Compliance Monitoring System for School-Related Pupil Transportation](#)

Additional information can be found on the Department's website. To navigate, hover over “Topics,” select “School Transportation.”

You will find a number of resources of the Department of Education and Workforce School Transportation page.



QUICK LINKS

- » [Overview of ORC 3327.021 Enforcement Process](#)
- » [Corrective Action Plan Guidance](#)
- » [Transportation Enforcement Process](#)
- » [Improving Transportation Services for All Students](#)
- » [Driver Training](#)
- » [Use of Vehicles Other Than School Buses \(Vans\) for Pupil Transportation](#)
- » [Safety](#)
- » [State Highway Patrol](#)
- » [Ohio Laws and Administrative Rules for Pupil Transportation](#)
- » [Transportation Resources](#)
- » [Transportation as a Related Service Update](#)
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Overview of ORC 3327.021 Enforcement Process

The information below provides a high-level overview of pupil transportation enforcement requirements in [Ohio law](#).

The Department investigates transportation-related complaints that are submitted using a [Transportation Concern Form](#) through the Department's Transportation Enforcement Management (TEM) platform.

The Department must investigate based on the complaint whether districts are "out of compliance." The law specifies that this is based on these occurrences:

1. Students transported to and from school by a school bus arrive more than 30 minutes late to school;
2. Students transported to and from school by a school bus are picked up more than 30 minutes after the end of the school day;
3. Students scheduled to be transported to and from school by a school bus are not transported by a school bus at all due to the failure of the bus to arrive;
4. A school district has been noncompliant with any other pupil transportation requirements under Chapter 3327. of the Ohio Revised Code. Example: ORC 3327.01 requires that students be delivered "not sooner than thirty minutes prior to the beginning of school."

"**Out of compliance**" is defined by reviewing whether any of the above occurrences happened on:

- » Five consecutive school days, or
- » Ten school days within a school year.

Any school day on which noncompliance occurs due to "inclement weather" is not counted toward the determination of noncompliance.

The Department collects and reviews the complaint information and the school district's response and makes a compliance determination. This determination must be made within no more than 45 days of receiving the complaint.

Corrective Action Plan and Funding Deductions

- » **First determination** that the district is out of compliance – no funding withheld; corrective action plan required. A district must submit a [corrective action plan](#) within one week of receiving the first notice of determination that it is out of compliance from the Department.
- » **Second, third and fourth determinations** that the district is out of compliance – 25% of daily state transportation funding is withheld; and
- » **Fifth and additional determinations** that the district is out of compliance – 100% of daily state transportation funding is withheld until the Department determines the district is no longer out of compliance.

Student Disbursements

The Department will calculate and disburse to the school where the affected student(s) are enrolled the per-student amount for those students. The school pays the calculated per-

QUICK LINKS

- » [Overview of ORC 3327.021 Enforcement Process](#)
- » [Corrective Action Plan Guidance](#)
- » [Transportation Enforcement Process](#)
- » [Improving Transportation Services for All Students](#)
- » [Driver Training](#)
- » [Use of Vehicles Other Than School Buses \(Vans\) for Pupil Transportation](#)
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Transportation Enforcement Process

[Ohio law](#) requires the Ohio Department of Education and Workforce to monitor each city, local and exempted village school district's compliance with the pupil transportation requirements outlined in Ohio Revised Code 3327.

Parent/Guardian or School Concern Process

1. Parents, guardians, community schools or nonpublic schools may submit concerns related to yellow school bus transportation services by completing a [Transportation Concern Form \(TCF\)](#) and submitting supporting documentation through the Department's [Transportation Enforcement Management \(TEM\) platform](#).
2. When the TCF is received, the Department will review it for completeness. If the form is incomplete, the sender will be notified via email and the Department will indicate what information is needed. Once the information has been updated, the sender will be required to resubmit through the TEM platform.
3. The Department is authorized to investigate certain issues related to yellow school bus transportation. For more information see [Overview of ORC 3327.021 Enforcement Process](#). If a student is involved in a payment in lieu of transportation process, see the [Payment in Lieu](#) page. The TCF will be closed if it involves an area the Department is not authorized to investigate, or if it involves the payment in lieu of transportation process.
4. The system will automatically notify the sender when the TCF is received. The Department will contact via email the school district within the next business day to inform the district an investigation will begin followed by outreach to involved parties in order to collect information.
5. Once the investigation is completed, finalized documents will be sent via email to all involved parties.
6. If there is an out of compliance determination with a funding deduction, a copy of the determination letter will be sent to the Office of Budget and School Funding.

Any person who represents the interest of a community school, chartered nonpublic school or students who are eligible for yellow school bus transportation services under Chapter 3327 of the Ohio Revised Code is eligible to submit a [Transportation Concern Form \(TCF\)](#) through the Department's [Transportation Enforcement Management \(TEM\) platform](#).

Last Modified: 7/16/2025 12:00:33 AM



THANK YOU

EDUCATION.OHIO.GOV

