

AN ACT concerning transportation.

**Be it enacted by the People of the State of Illinois,  
represented in the General Assembly:**

Section 5. The Illinois Vehicle Code is amended by adding Section 12-821 as follows:

(625 ILCS 5/12-821 new)

Sec. 12-821. Display of telephone number; complaint calls.

(a) Each school bus shall display at the rear of the bus a sign, with letters and numerals readily visible and readable, indicating the telephone number of the owner of the school bus, regardless of whether the owner is a school district or another person or entity. The sign shall indicate that the number is to be called to report erratic driving by the school bus driver.

(b) The owner of each school bus shall establish procedures for accepting the calls provided for under subsection (a) and for taking complaints.

(c) The procedures established under subsection (b) shall include, but not be limited to:

(1) an internal investigation of the events that led to each complaint; and

(2) a report to the complaining party on the results of the investigation and the action taken, if any.