

# Reporting Full Buses

When your bus has reached capacity and you fail to uplift all passengers waiting at a stop, you must use the radio to inform Control using the **Urgent Call** button on the AVL console (or the **F1 button** on the radio for buses without AVL).

When you contact Control, please supply your **block number**, the **time you reached capacity**, and the **bus stop** where passengers were left behind.

These reports are recorded on a daily log and the Commercial team use this information to provide extra capacity where resources allow. Duplicate journeys allow regular services to experience fewer delays and provide a better service for our customers.

Your assistance with this matter is appreciated.