



## Safety & Training Division

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### 10-46 (Bus full, turning passengers away) Procedure

Call in a 10-46 when your bus is fully loaded **and** you leave passengers behind.

- **10-46 Procedure**
  - Make sure the front seats are up to create more space (unless a passenger needs to use them.)
  - Ask passengers to move all the way to the back of the bus and hold their backpacks at their feet to create more space.
  - Call in only if you are LEAVING people behind at the stop. If you do not leave anyone behind then it is not a 10-46.
  - When calling in, tell base you have a 10-46, let base respond to ensure they are ready to take your information, then proceed with your information which should include:
    - o Your route #
    - o Your bus stop location name (do not use bus stop #)
    - o How many people you are leaving behind
    - o If you are MSN/MSS tell them the direction you are heading (Northbound or Southbound.)
  - You must stop and inform ADA passengers that are being left when the next bus is. Alert dispatch if an ADA passenger is left and there is not another bus within an hour.
  - Only call in the first bus stop where you left passengers.

**You do not need to call in 10-46 if you did not leave anyone behind.**

Examples of when to call in:

1. Your bus becomes fully loaded at Burruss. There are additional passengers wanting to board at Burruss, but you have no room to pick them up. Call in a 10-46.
2. Your bus becomes fully loaded at Burruss. There are **no** additional passengers wanting to board at Burruss. You proceed to Davidson and are unable to fit on additional waiting passengers waiting there. Call in a 10-46.

Example of when **NOT** to call in:

1. Your bus becomes fully loaded at Burruss. There are **no** additional passengers wanting to board at Burruss. **DO NOT** call in a 10-46 at Burruss. Call in a 10-46 at the next stop where passengers are waiting but cannot fit on your bus.
2. Your bus fills up on Progress Street, but you were able to fit everyone waiting. You change your destination sign to say "Bus Full." There are no other passengers waiting for the bus on your inbound trip, so no passengers were missed. **DO NOT** call in a 10-46 unless you are leaving passengers behind.