

Daily exception check

Three checks on every service — AM and PM, every route.

Bus Guardian

OPERATIONAL DASHBOARD

Did the driver do the bus check?

Stops

TRANSPORT SCREEN

Was every stop serviced?

Exception flags

TRANSPORT SCREEN

Anything that needs resolving?

What the bus icon is telling you

ICON	WHAT IT MEANS
	Green The driver completed the end-of-run check.
	Orange The route is still in progress — it was not completed correctly.
	Red The driver pressed Skip and entered a reason.
	Grey The service didn't operate that day, or the driver didn't log in or use the device.

Anything but green — follow it up with the driver or the bus company.

Why a check gets missed

Faulty device — investigate and resolve it, or contact RollCall support.

Didn't know how — address the training gap with the driver or the bus company.

What a stop icon tells you

3 Solid — serviced. **4 Outline** — not.

Not serviced? run still in progress, or the stop needs calibrating.

The exception flags

NAME	WHAT IT MEANS	WHAT YOU DO
OS Off stop	Scanned on or off outside of an approved stop on the route.	Find out why — the driver stopping short, a student flagging the bus down, or a parent asking. Then fix it or remove it.
WS Wrong stop	Scanned on or off at a stop on the route different to the one they were booked to.	Check the booking, then contact the family.
NT Not travelled	Booked to travel, but never scanned on.	Check the absence against your school management system, or confirm with the family.
CT Casual traveller	The booking option is still set to Casual.	If they travel regularly, convert it to a bus traveller booking.
NA Not allocated	Travelled on this route without a booking.	Find out why — a one-off, or a pattern? If it is a pattern, do they need help making ongoing bookings?
NC No card	No scan media, or wrong student code.	Issue or re-register the card, and correct the student record.