

230

Route Guide & Hazard Awareness



**WOOD GREEN - TOTTENHAM HALE - WOOD STREET
WALTHAMSTOW - WHIPPS CROSS - UPPER WALTHAMSTOW**

GoAhead
LONDON

ABOUT 230

SERVICE INFORMATION

CHANGEOVERS | FERRY LANE

Meal relief changeovers will take place at Ferry Lane, Mill Mead Road.
Bus stop J towards Wood Green & Bus stop H towards Upper Walthamstow.
Some duty's will inquire you to take a ferry to Tottenham Hale Station.

Always check your duty card before departing the garage.

Always communicate in advance with iBus if you are late for any reason.



-2:00

NO MORE THAN 2 MINS EARLY AT ANYTIME



+5:00

NO MORE THAN 5 MINS LATE IF POSSIBLE

Route 230 is a low frequency route. In terms of our performance, it is very important that you are not more than 2 minutes early at any time and when possible, no more than 5 minutes late.

IMPORTANT: Please do your utmost to keep your bus within this 7 minute window unless prevented by traffic or other circumstances beyond your control. A few seconds make a big difference to our performance.

ROUTE 230 | CURTAILMENT ABBREVIATIONS:

WG	Wood Green Bus Garage	BR	Buller Road
TL	West Green Road/Turnpike Ln	WGR	West Green Road
LR	Lawrence Road	TBG	Tottenham Bus Garage
TH	Tottenham Hale Station	LG	Leyton Green
WC	Whipps Cross Bus Facility	UW	Upper Walthamstow

FACILITIES | THROUGHOUT THE ROUTE

- **Wood Green Bus Station.** Facility in the centre.

If you urgently need to use the following interim facility, please inform iBus first.

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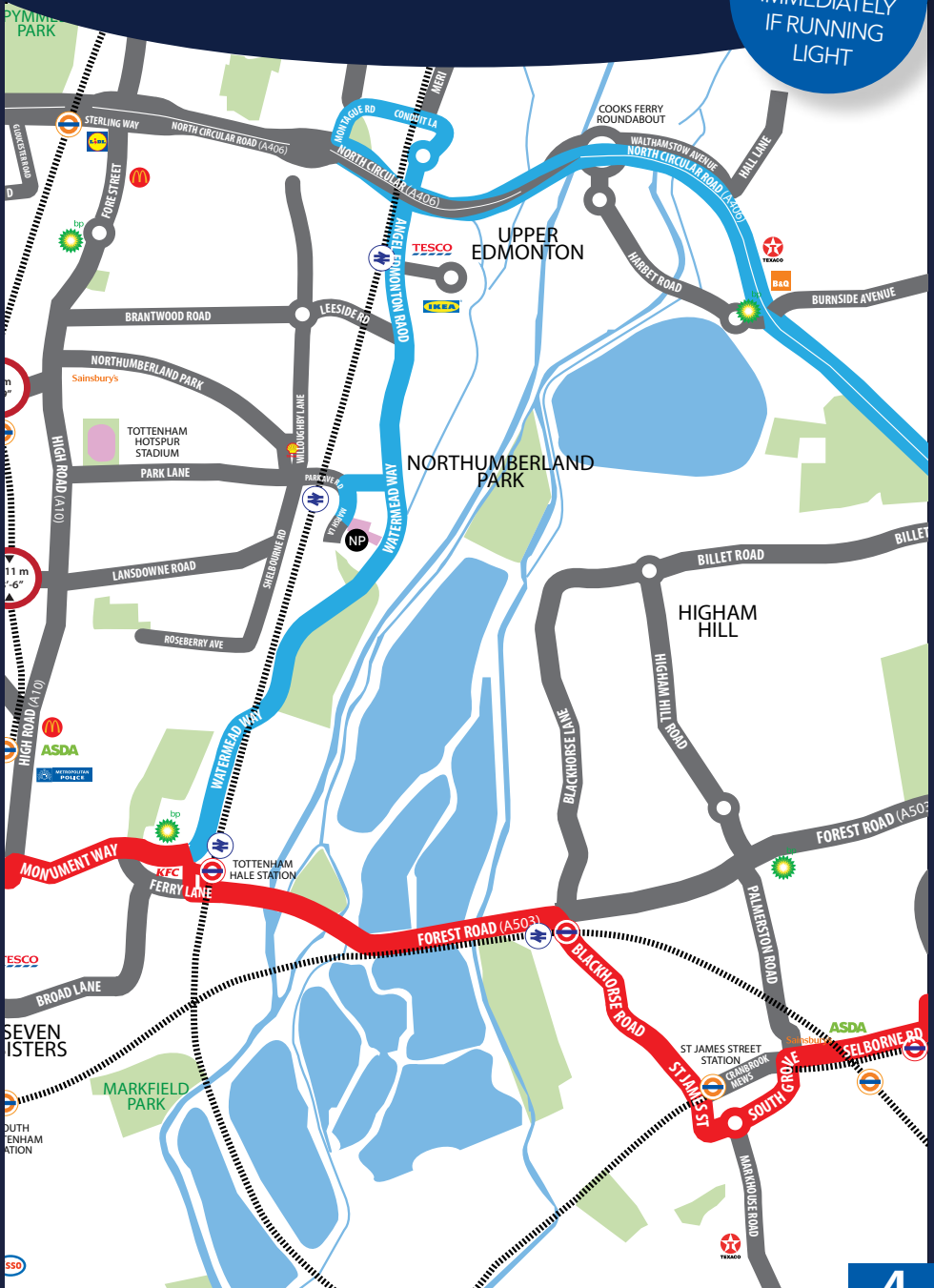
Make notes along the way.

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ROUTE 230 MAP

TOTTENHAM HALE AND ST JAMES STREET

IMPORTANT
LOG OFF IBUS
IMMEDIATELY
IF RUNNING
LIGHT



RUNNING LIGHT

RUNNING OUT OF SERVICE

IMPORTANT
LOG OFF IBUS
IMMEDIATELY
IF RUNNING
LIGHT

TO WOOD GREEN BULLER ROAD:

From **Northumberland Park garage**, turn right onto Marsh Lane
Turn right onto Marigold Road
At traffic light, turn right onto Watermead Way **A1055**
Continue ahead onto Hale Road **A503**
At traffic light, continue ahead onto Monument Way **A503**
At traffic light, turn left onto High Road **A10**
At traffic light, turn right onto Philip Lane (*Arriva garage on right*) **B153**
At roundabout, take 1st exit onto Philip Lane **B153**
Follow road left onto Spur Road **B153**
At roundabout, take 2nd exit onto West Green Road **A504**
At 2nd roundabout, take 2nd exit onto West Green Road **A504**
Follow road towards left onto Alfoxton Avenue (*one-way system*)
At traffic light, turn right onto Green Lanes **A105**
Continue ahead onto High Road **A105**
Turn right onto Buller Road to **stand**

FROM WOOD GREEN BULLER ROAD:

At **stand**, continue ahead on Redvers Road
At junction, turn left onto Lordship Lane **A109**
At traffic light, turn left onto High Road **A105**
Continue ahead onto Green Lanes **A105**
Turn left onto West Green Road **A504**
At roundabout, take 1st exit onto West Green Road **A504**
At 2nd roundabout, take 1st exit onto Spur Road **B153**
Follow road right onto Philip Lane **B153**
At roundabout, take 2nd exit onto Philip Lane (*Arriva garage on left*) **B153**
At traffic light, turn left onto High Road **A10**
At traffic light, turn right onto Monument Way **A503**
At traffic light, continue ahead onto Hale Road **A503**
Continue ahead onto Watermead Way **A1055**
At traffic light, turn left onto Marigold Road
Turn left onto Marsh Lane to **Northumberland Park garage**

RUNNING LIGHT

RUNNING OUT OF SERVICE

IMPORTANT
LOG OFF IBUS
IMMEDIATELY
IF RUNNING
LIGHT

TO UPPER WALTHAMSTOW BISTERNE AVE:

- From **Northumberland Park garage**, turn right onto Marsh Lane
- Turn right onto Marigold Road
- At traffic light, turn left onto Watermead Way **A1055**
- Continue ahead onto Angel Edmonton Road (*under the North Circ*) **A1055**
- At roundabout, take 2nd exit onto Conduit Lane
- Continue ahead onto Montagu Road
- At traffic light, turn left onto North Circular Road slip road
- Continue ahead onto Angel Road **A406**
- Continue ahead onto North Circular Road (*overpass*) **A406**
- Take exit for Waterworks Corner Roundabout towards **A104**
- At Waterworks Corner Roundabout, take 3rd exit onto Woodford New Rd **A104**
- At traffic light, continue ahead onto Lea Bridge Road **A104**
- At traffic light, turn right onto Wood Street **B160**
- Turn right onto Upper Walthamstow Road (*Wood Street Station*) **LOW BRIDGE**
- Continue ahead onto Fyfield Road
- Turn right onto Avon Road
- At junction, turn left onto Bisterne Avenue
- Follow the road left onto Bisterne Avenue to **stand**

FROM UPPER WALTHAMSTOW BISTERNE AVE:

- At **stand**, continue ahead on Bisterne Avenue
- At junction, turn right onto Fyfield Road and continue onto Winsbeach
- At junction, turn right onto Forest Road **A503**
- At traffic light, turn left onto Woodford New Road **A104**
- At Waterworks Corner Roundabout, take 1st exit onto North Circular Road
- Exit North Circular Road and follow sign towards Tottenham **A1055**
- Continue ahead under North Circular Rd and follow sign to Brimsdown **A1055**
- At traffic light, turn right onto Montagu Road
- Continue ahead onto Conduit Lane
- At roundabout, take 1st exit onto Angel Edmonton Road (*under the North Circ*)
- Continue ahead onto Watermead Way to **Northumberland Park garage**

ROUTE DIRECTIONS

RUNNING IN SERVICE

IMPORTANT
PLEASE ENSURE
YOU USE YOUR
**GEO-TAB SWIPE
CARD** ON EVERY
TRIP

TO WOOD GREEN BULLER ROAD:

- At **stand**, continue ahead on Bisterne Avenue
- At junction, turn left onto Fyfield Road
- Continue ahead onto Upper Walthamstow Road
- At junction, turn left onto Wood Street (*Wood Street Station*) **LOW BRIDGE**
- At traffic light, turn left onto Lea Bridge Road **A104**
- At traffic light, turn right onto Whipps Cross Road **A114**
- Turn right into Whipps Cross Bus Facility
- Exit Whipps Cross Bus Facility and turn left onto Lea Bridge Road **A104**
- At traffic light, turn left onto Leyton Green Road **B159**
- At traffic light, turn right onto High Road Leyton **A112**
- At traffic light, continue ahead onto Hoe Street **A112**
- At traffic light, turn left onto Selborne Road (*Walthamstow Central on the left*)
- Turn right into Walthamstow Central Bus Station
- Exit Walthamstow Central Bus Station and turn right onto Selborne Road
- Follow the road left onto South Grove (*under railway bridge*)
- At roundabout, take 2nd exit onto St James Street **A1006**
- Continue ahead onto Blackhorse Road **A1006**
- At traffic light, turn left onto Forest Road (*Blackhorse Road station on the left*)
- Continue ahead onto Ferry Lane **A503**
- Turn right into Tottenham Hale Bus Station (*Tottenham Hale station on right*)
- Exit Tottenham Hale Bus Station and turn left onto Hale Road
- At traffic light, continue ahead onto Monument Way **A503**
- At traffic light, turn left onto High Road **A10**
- At traffic light, turn right onto Philip Lane (*Tottenham bus garage on right*) **B153**
- At mini-roundabout, take 1st exit onto Philip Lane **B153**
- Follow the road left onto Spur Road **B153**
- At roundabout, take 2nd exit onto West Green Road **A504**
- At mini-roundabout, take 2nd exit onto West Green Road **A504**
- Follow the road left onto Alfoxton Avenue and Wordsworth Parade
- At traffic light, turn right onto Green Lanes **A105**
- At traffic light, continue ahead onto High Road (*Turnpike Lane station*) **A105**
- Turn right onto Buller Road to **stand**

ROUTE DIRECTIONS

RUNNING IN SERVICE

IMPORTANT
PLEASE ENSURE
YOU USE YOUR
**GEO-TAB SWIPE
CARD** ON EVERY
TRIP

TO UPPER WALTHAMSTOW BISTERNE AVE:

- At **stand**, continue ahead on Buller Road and turn left onto Redvers Road
- At junction, turn left onto Lordship Lane **A109**
- At traffic light, turn left onto High Road (*Wood Green station on the right*) **A105**
- At traffic light, continue ahead onto Green Lanes (*Turnpike Lane station*) **A105**
- Turn left onto West Green Road (*one-way system*) **A504**
- At mini-roundabout, take 1st exit onto West Green Road **A504**
- At mini-roundabout, take 1st exit onto Spur Road **B153**
- Follow the road right onto Philip Lane **B153**
- At mini-roundabout, take 2nd exit onto Philip Lane **B153**
- At traffic light, turn left onto High Road (*Tottenham bus garage on left*) **A10**
- At traffic light, turn right onto Monument Way **A503**
- At traffic light, continue ahead onto Hale Road
- Turn right into Tottenham Hale Bus Station (*Tottenham Hale station on left*)
- Exit Tottenham Hale Bus Station and turn left onto Ferry Lane **A503**
- Continue ahead onto Forest Road **A503**
- At traffic light, turn right onto Blackhorse Road (*Blackhorse Road station*) **A1006**
- Continue ahead onto St James Street **A1006**
- At roundabout, take 1st exit onto South Grove
- Follow the road right onto Selborne Road (*under railway bridge*)
- Turn left into Walthamstow Central Bus Station (*Walthamstow Central station*)
- Exit Walthamstow Central Bus Station and turn left onto Selborne Road
- At traffic light, turn right onto Hoe Street **A112**
- At traffic light, turn left onto Lea Bridge Road **A104**
- At traffic light, turn left onto Wood Street **B160**
- Turn right onto Upper Walthamstow Road (*Wood Street Station*) **LOW BRIDGE**
- Continue ahead onto Fyfield Road
- Turn right onto Avon Road
- At junction, turn left onto Bisterne Avenue
- Follow the road left onto Bisterne Avenue to **stand**

BE AWARE.

WARNING: LOW BRIDGE ON WOOD STREET



Warning. Low bridge on Wood Street in Upper Walthamstow. **Do not go under this bridge** under any circumstances. Anticipate and always remain alert.

WOOD GREEN

CURTAILMENT POINT

PLEASE CHECK
TRIP NUMBER
ON ETM BEFORE
DEPARTING

From Upper Walthamstow. Proceed from Wood Green High Road via Buller Road to stand.

Set down on Wood Green High Road at **BUS STOP HB**.

Towards Upper Walthamstow. Depart via Buller Road, Redvers Road and Lordship Lane to Wood Green High Road.

Pick up on Wood Green High Road at **BUS STOP G**.

Public stand for 10 buses in two portions. (1) On north side of Buller Road. (2) On east side (offside) of Redvers Road.

Blind display: **WOOD GREEN.**



WEST GREEN ROAD

CURTAILMENT POINT

SWITCH THE
ENGINE OFF
WHILST AT THE
STAND

From Wood Green. Proceed from West Green Road direct to stand.
Set down on West Green Road at **BUS STOP TURNPIKE LANE STATION**.

Towards Wood Green. Depart via West Green Road
and St Margaret's Avenue to Alfoxton Avenue.

Pick up on Alfoxton Avenue at **BUS STOP WILLOW WALK**.

Public stand for 2 buses on north side of West Green Road outside Barker House.

Blind display: **GREEN LANE, WEST GREEN ROAD.**



WEST GREEN ROAD

CURTAILMENT POINT

PLEASE CHECK
TRIP NUMBER
ON ETM BEFORE
DEPARTING

From Upper Walthamstow. Proceed from Alfoxton Avenue via Green Lanes and West Green Road to stand.
Set down on Alfoxton Avenue at **BUS STOP G**.

Towards Upper Walthamstow. Depart to West Green Road.
Pick up on West Green Road at **BUS STOP W**.

Public stand for 2 buses on north side of West Green Road outside Barker House.
Blind display: **TURNPIKE LANE STATION**.



WEST GREEN ROAD

CURTAILMENT POINT

SWITCH THE
ENGINE OFF
WHILST AT THE
STAND

From Upper Walthamstow. Proceed from Philip Lane via Spur Road, West Green Road and Lawrence Road to stand.

Set down on Philip Lane at **BUS STOP R**.

Towards Upper Walthamstow. Depart via Lawrence Road to Philip Lane.

Pick up on Philip Lane at **BUS STOP F**.

Public stand for two buses on west side of Lawrence Road outside Nos. 95-103 (Zephyr Business Centre).

Blind display: **WEST GREEN.**



TOTTENHAM HALE

TURNING POINT

TURNING POINT ONLY.
BUSES MUST NOT STAND.

From Upper Walthamstow. Proceed from Ferry Lane.
Set down on Ferry Lane at **BUS STOP D**.

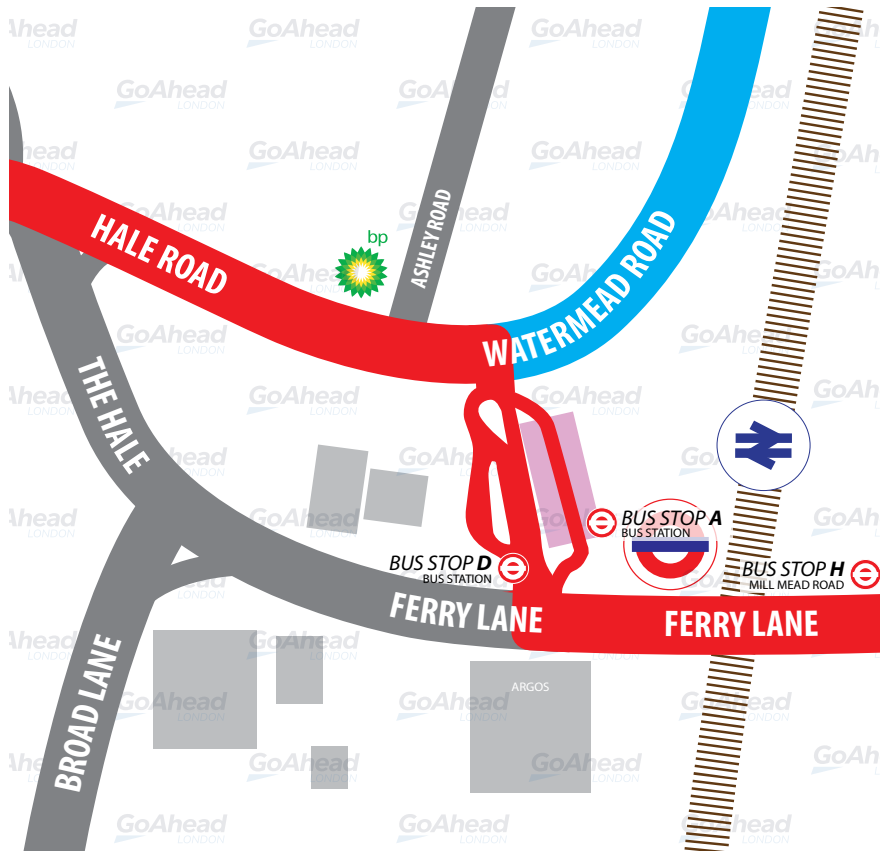
Towards Upper Walthamstow. Depart to Ferry Lane.
Pick up on Ferry Lane at **BUS STOP H**.

From Wood Green. Proceed from Tottenham Hale Bus Station via Tottenham Hale Bus Station Exit. Set down in Tottenham Hale Bus Station. Bus stop TBC.

Towards Wood Green. Depart to Ferry Ln. Pick up on Ferry Ln at Bus stop TBC.

Turning point only - buses must not stand.

Blind display: **TOTTENHAM HALE STN.**



LEYTON GREEN

TURNING POINT

TURNING POINT ONLY.
BUSES MUST NOT STAND.

From Wood Green. Proceed from Hoe Street via High Road Leyton, Leyton Green Road and High Road Leyton. Set down on Hoe Street at **BUS STOP SK**.

Towards Wood Green. Depart to Hoe Street. Pick up on Hoe Street at **BUS STOP NE**.

Turning point only - buses must not stand.

Blind display: **LEYTON, BAKERS ARMS.**



WALTHAMSTOW CENTRAL

CURTAILMENT POINT

PLEASE CHECK
TRIP NUMBER
ON ETM BEFORE
DEPARTING

From Upper Walthamstow. Proceed from Selbourne Road, Walthamstow Central Bus Station direct to stand.

Set down in Selbourne Road at **BUS STOP R**

Towards Upper Walthamstow. Depart to Walthamstow Central Bus Station.

Pick up in Walthamstow Central Bus Station at **BUS STOP B**.

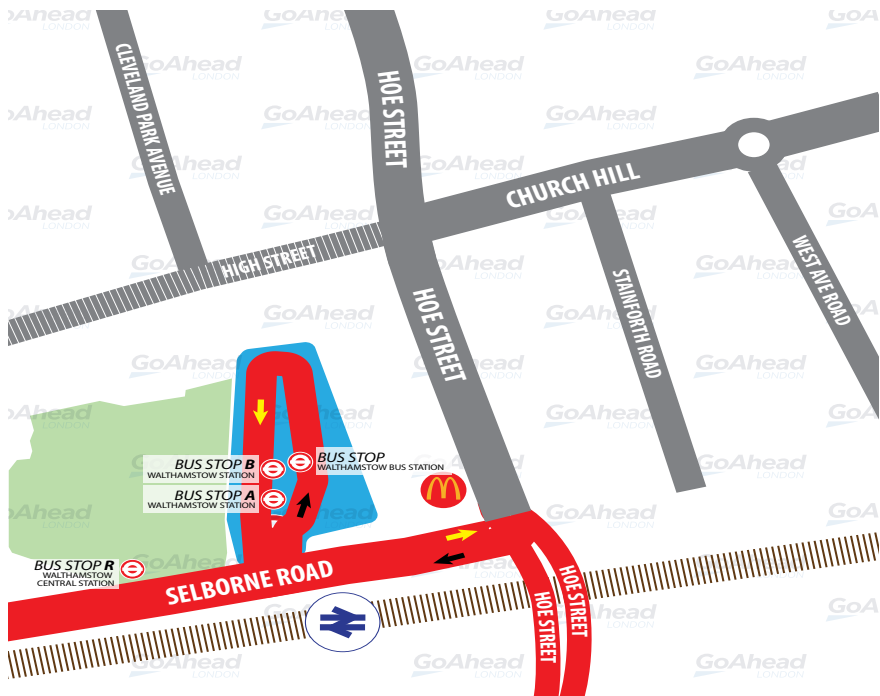
From Wood Green. Proceed from Walthamstow Central Bus Station direct to stand. Set down in Walthamstow Central Bus Station at **ALIGHTING POINT**.

Towards Wood Green. Depart to Walthamstow Central Bus Station. Pick up in Walthamstow Central Bus Station at **BUS STOP A**.

Private stand for 13 buses in marked bays on east side of Walthamstow Central

Bus Station on north side of Selbourne Road. Overflow offside stand for 1 bus on west side of bus station in lay-by opposite Stop A.

Blind display: **WALTHAMSTOW CENTRAL**.



WHIPPS CROSS

CURTAILMENT POINT

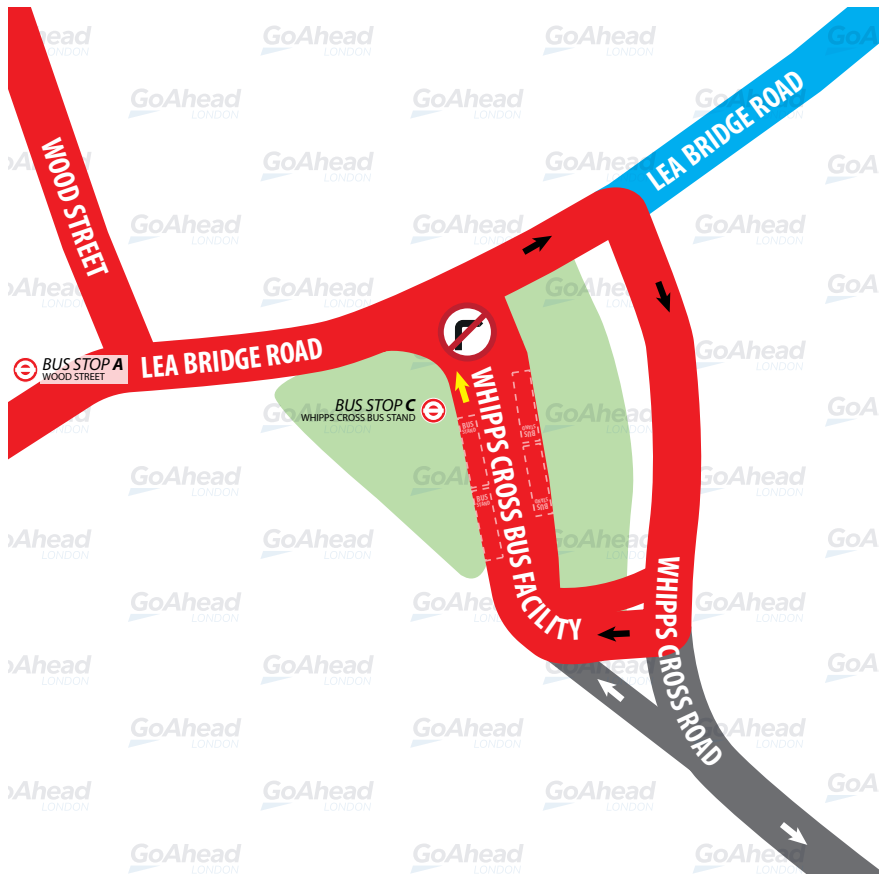
SWITCH THE
ENGINE OFF
WHILST AT THE
STAND

From Wood Green. Proceed from Lea Bridge Road via Whipps Cross, Whipps Cross Roundabout, Whipps Cross Road, Whipps Cross Bus-Only Facility and Whipps Cross Roundabout to stand. Set down on Lea Bridge Road at **BUS STOP G**.

Towards Wood Green. Depart to Whipps Cross Bus-Only Facility. Pick up in Whipps Cross Bus-only Facility at **BUS STOP C**.

Public stand for four buses in layby on south west side of roundabout.

Blind display: **WHIPPS CROSS**.



UPPER WALTHAMSTOW

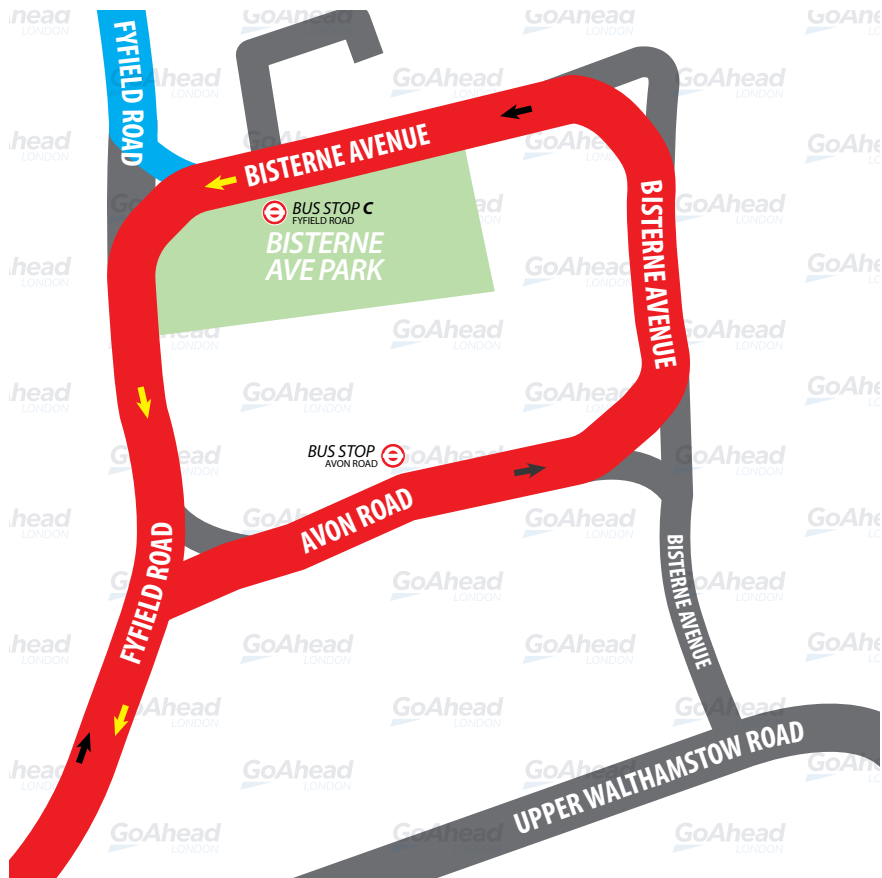
TERMINUS POINT

SWITCH THE
ENGINE OFF
WHILST AT THE
STAND

From Wood Green. Proceed from Bisterne Avenue direct to stand.
Set down on Bisterne Avenue at **BUS STOP C**.

Towards Wood Green. Depart to Bisterne Avenue.
Pick up on Bisterne Avenue at **BUS STOP C**.

Public stand for two buses on south side of Bisterne Avenue.
Blind display: **UPPER WALTHAMSTOW**.



LOCAL HAZARDS & POINTS TO NOTE

FULL RISK ASSESSMENT VIEWABLE UPON REQUEST



BUSY SHOPPING AREA | WOOD GREEN HIGH ROAD

High level of pedestrians, refuge islands. Take extra care and caution with minimum speed on the High Road (20 MPH zone). Be vigilant of pedestrian movements and pedestrians on refuge islands, checking mirrors all the time.

VOLUME OF PEDESTRIANS | WEST GREEN ROAD

High volume of pedestrian movements. Exercise extreme care and caution: Keep speed to a minimum.

NARROW ROAD | SPUR ROAD

Use of speed: speed bumps: narrow road. Use of appropriate speed, avoid late braking: Position carefully when traversing the speed bumps.

TRAFFIC EMERGING | PHILIP LANE

Speed tables: Use of speed: narrow road: cycle lane: double parking. Negotiate with care and be aware that oncoming traffic may use part of your carriageway. Position carefully when traversing the speed tables. Be extra vigilant of cyclists undertaking the bus. Mirrors to be used continuously and be vigilant of pedestrian movements emerging from all directions, especially in between the parked vehicles.

VOLUME OF VEHICLES | MONUMENT WAY

High volume of vehicle movements. Exercise extreme care and caution. Keep speed to a minimum.

VOLUME OF PEDESTRIANS | MONUMENT WAY

High volume of pedestrian movements: High volume of vehicle movements. Ensure your speed is no more than 10 MPH whilst travelling within the bus station. Keep a sharp eye for pedestrians emerging from all directions and drivers stepping off the bus. Hi-vis jackets to be worn when off the bus and around the bus station.

LOCAL HAZARDS & POINTS TO NOTE

FULL RISK ASSESSMENT VIEWABLE UPON REQUEST



CYCLISTS | FERRY LANE

Be extra vigilant of cyclists undertaking the bus. Mirrors to be used continuously.

SPEED CAMERA | FOREST ROAD

Use of speed: speed tables. Proceed with care, caution and low speed.

VOLUME OF PEDESTRIANS | BLACKHORSE ROAD STATION

High volume of pedestrian movements: high volume of vehicle movements. Take extra care and caution with speed kept to a minimum.

SPEED HUMPS | BLACKHORSE ROAD

Use of appropriate speed and avoid late braking. Take extra care and caution when traversing the speed humps. Please be extra vigilant around school times.

VOLUME OF VEHICLES | ST JAMES STREET

St James Street Overground Station: high number of pedestrians: high number of vehicle movements: speed tables: double parking. Take extra care and caution with speed kept to a minimum. Be vigilant of pedestrians emerging from all directions and in between the double parked vehicles. Be observant of large crowds on pavements or at bus stops and take extra care and caution when traversing the speed humps.

SPEED TABLES | SELBOURNE ROAD

Use of appropriate speed and take extra care and caution when traversing the speed humps. Avoid late braking.

10 MPH ZONE | WALTHAMSTOW CENTRAL BUS STATION

Adverse cambers on exit of station: pedestrian crossings, zebra and pelican and other bus manoeuvres and barriers: Offside bus stands in bus station: Use of Hi-Vis needed if and when around the bus station. Ensure your speed is no more than 10 MPH. Keep a sharp eye for pedestrians emerging from all directions when leaving the bus stop. Reduce speed to a minimum when entering and exiting the bus station and position carefully to avoid collision with pedestrians on entry and exit of the station.

LOCAL HAZARDS & POINTS TO NOTE

FULL RISK ASSESSMENT VIEWABLE UPON REQUEST



CYCLISTS | HOE STREET

Speed tables: use of speed: narrow road: cycle lane: double parking. Position carefully when traversing the speed tables. Be extra vigilant of cyclists undertaking the bus. Mirrors to be used continuously and be vigilant of pedestrian movements emerging from all directions.

TIGHT LEFT TURN | LEA BRIDGE ROAD

Tight left turn from Hoe Street onto Lea Bridge Road: Indiscriminate parking causing lane narrowing: Shops in area and large congregation of pedestrians: cycle lane and speed cameras. Minimum speed, plan ahead, position bus and proceed with extreme care and caution when making the sharp left turn, keeping an eye on the tail swing. Look well ahead to avoid meeting large vehicles coming the other way. Be observant of pedestrians emerging from all directions. Be extra vigilant of cyclists undertaking the bus. Mirrors to be used continuously.

TIGHT RIGHT TURN | WOOD STREET

Speed tables: use of speed: narrow road: cycle lane: tight turn: Plan ahead and position yourself for the very tight right turn into Upper Walthamstow Road from Wood Street. Watch out for pedestrians crossing and cyclists undertake the bus. On the return trip to Wood Green you will need to plan ahead and position yourself in preparation to make the tight left turn from Upper Walthamstow Road into Wood Street to avoid meeting traffic coming from your left other and to avoid collision with pedestrians and street bell.

LOW BRIDGE 13"6' | WOOD STREET

Do not miss the right turn onto Upper Walthamstow Road at Wood Green Station. Buses cannot go under this bridge under any circumstances.

BUSY PEDESTRIAN AREA | UPPER WALTHAMSTOW ROAD

Upper Walthamstow Road / Fyfield Road / Avon Road / Bisterne Road. Speed humps: Indiscriminate parking causing these roads to be very tight and congested. Negotiate with extreme care and caution and plan well ahead to avoid meeting on-coming vehicles. Be observant of local residents emerging from all directions. Mirrors to be used continuously as this part of the route is very congested and has very limited space for manoeuvre.

AT THE GARAGE

GARAGE AND GENERAL SAFETY INFORMATION

BE VISIBLE
**WEAR YOUR
HI-VIS** WITHIN
THE GARAGE

GO SLOW!
MANDATORY
SPEED OF 5 MPH
WITHIN THE
GARAGE

BE NOTICED
HEADLIGHTS
ON AT ALL TIMES
IN THE GARAGE

STICK TO
DESIGNATED
PATHS AND
WALKWAYS

NO EXCUSES
PLEASE ABIDE BY
THE RULES. IT'S
MANDATORY!

BE AWARE.
REPORT ALL
HAZARDS
IMMEDIATELY

REMEMBER
**LOOK OUT
FOR CYCLISTS**
DRIVE SLOWLY

PARK FERRY
VEHICLES WITHIN
DESIGNATED
AREAS

**USE THE
HORN** WHEN
APPROACHING
CORNERS &
REVERSING

ELECTRIC BUSES
ARE SILENT. BE
EXTRA CAUTIOUS
WHILST ON THE
MOVE!

FUEL, OIL &
COOLANT SPILLS
CAN MAKE THE
SURFACE SLIPPERY
BE AWARE

FAMILIARISE
YOURSELF WITH
THE GARAGE
SAFETY CODE

SAFETY ALERT

Bus Stations and similar private sites such as hospitals, rail stations and shopping centres used by buses

Recent fatalities and life changing injuries

Reviewing serious incidents at bus stations and other similar private sites has identified a combination of factors that you should be reminded of that can contribute to tragic events when driving your bus at these locations.

Congested sites – limited space and large numbers of people close to buses moving increases the risk of collisions, they can be young, elderly or have perception, hearing, sight, or mobility issues

Pedestrian crossings – You must give way to pedestrians. Never force your way onto a crossing that is in use.

Pedestrian crossings on tight bends - blind spots created by the bus structure such as windscreen supports, and door frames can obscure your view of nearby pedestrians who may track within the blind spot as you and they move. Approach slowly and rock forward and back in your seat to increase your field of vision and open up your blind spots.

Distractions pedestrians- may be unfamiliar with the site or over familiar, in either case they may venture into traffic movement areas and appear from between buses unexpectedly. Look out for rushing pedestrians on phones or using headphones who may be looking in the wrong direction and walking into your path or suddenly appearing from between buses in traffic movement areas.

Driver distractions- There can be many distractions from other vehicle movements to pedestrian activity maintain your focus on safely progressing.

Speed- moving too quickly around a site reduces both your time to react and pedestrians to react to your approach. Travel at an appropriate safe speed which can be well below the limit for the site in the prevailing situation.

Pulling away from or into stops- ensure you have made all your nearside and door checks before pulling away – people or their belongings can be trapped in the doors, people running to the front doors to get your attention can be alongside and fall under the wheels. Pulling into stops slowly and considering your mirror arm or front of your bus over the curb that could strike pedestrians.

Pedal confusion/misapplication- take the time to reorientate yourself in the cab before pulling away, adjust your seating position appropriately if you are taking over a bus or after a break re-check the pedal positions to reduce the risk of pedal misapplication.

Lighting and weather conditions affect vision- take extra care when your ability to see both around your bus as you progress, as this can increase the risks of collision on these sites.

Report issues of concern at any site you visit so action can be taken to keep you and the public safe

OTHER INFORMATION

EMERGENCY RADIO PROCEDURES

REMAIN CALM:
GIVE ACCURATE
INFORMATION.
WE'RE HERE
TO ASSIST!

CODE RED | EMERGENCY RADIO PROCEDURE

If you require the Emergency Services to attend your vehicle (for example in the event of passenger injury, assault or major RTA), you should contact Surface Control Centre using the radio's Code Red facility.

To call Surface Control Centre, **hold down the Code Red button on your vehicle's radio for at least 3 seconds** until you hear a ringing tone to indicate that your call has been connected. Hold down the foot switch in the cab when you are speaking, and end what you have to say with the word "over" to indicate that you expect a response, or "over and out" if this is the end of your communication. Release the foot switch when you are not speaking. Remember to speak slowly and clearly. Note that you will usually receive a radio call from your depot shortly after you make a Code Red call. ***You should not use the radio whilst the vehicle is in motion.***



Call your garage for non-emergency, mechanical defects, help or advice



Call SCC for non-emergency, incident reporting or diversions



Call SCC for emergency services, passenger injury or assault