

473

Route Guide & Hazard Awareness



**STRATFORD STATION - PLAISTOW - PRINCE REGENT LANE
LONDON CITY AIRPORT - NORTH WOOLWICH**

GoAhead
LONDON

ABOUT 473

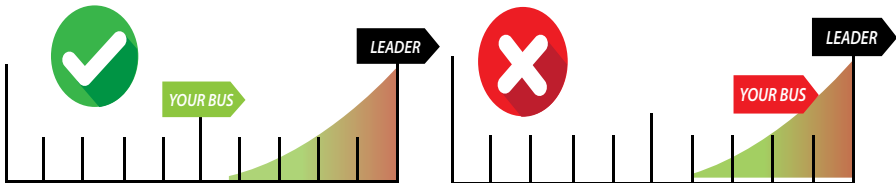
SERVICE INFORMATION

CHANGEOVER | ALBERT ROAD

Towards North Woolwich on Albert Road at **BUS STOP C** (Fernhill Street).

Towards Stratford on Albert Road at **BUS STOP S** (Fernhill Street).

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



Route 473 is a high frequency route. Headway is a measurement of the distance or time between buses. You can tell that you are on the correct Headway by using the iBus Headway indicator in the cab.

IMPORTANT: You must keep your bus as close to the middle of the indicator as possible. Take action and drop back if you are closing in to the bus in front.

ROUTE 473 | CURTAILMENT ABBREVIATIONS

STR Stratford Station

BR Plaistow, Church Street

GG Plaistow, Greengate Street

PR Prince Regent Station

LCA London City Airport

WOOL North Woolwich

FACILITIES | THROUGHOUT THE ROUTE

- Stratford Bus Station. (24 hours).

If you urgently need to use a facility, please inform iBus immediately.

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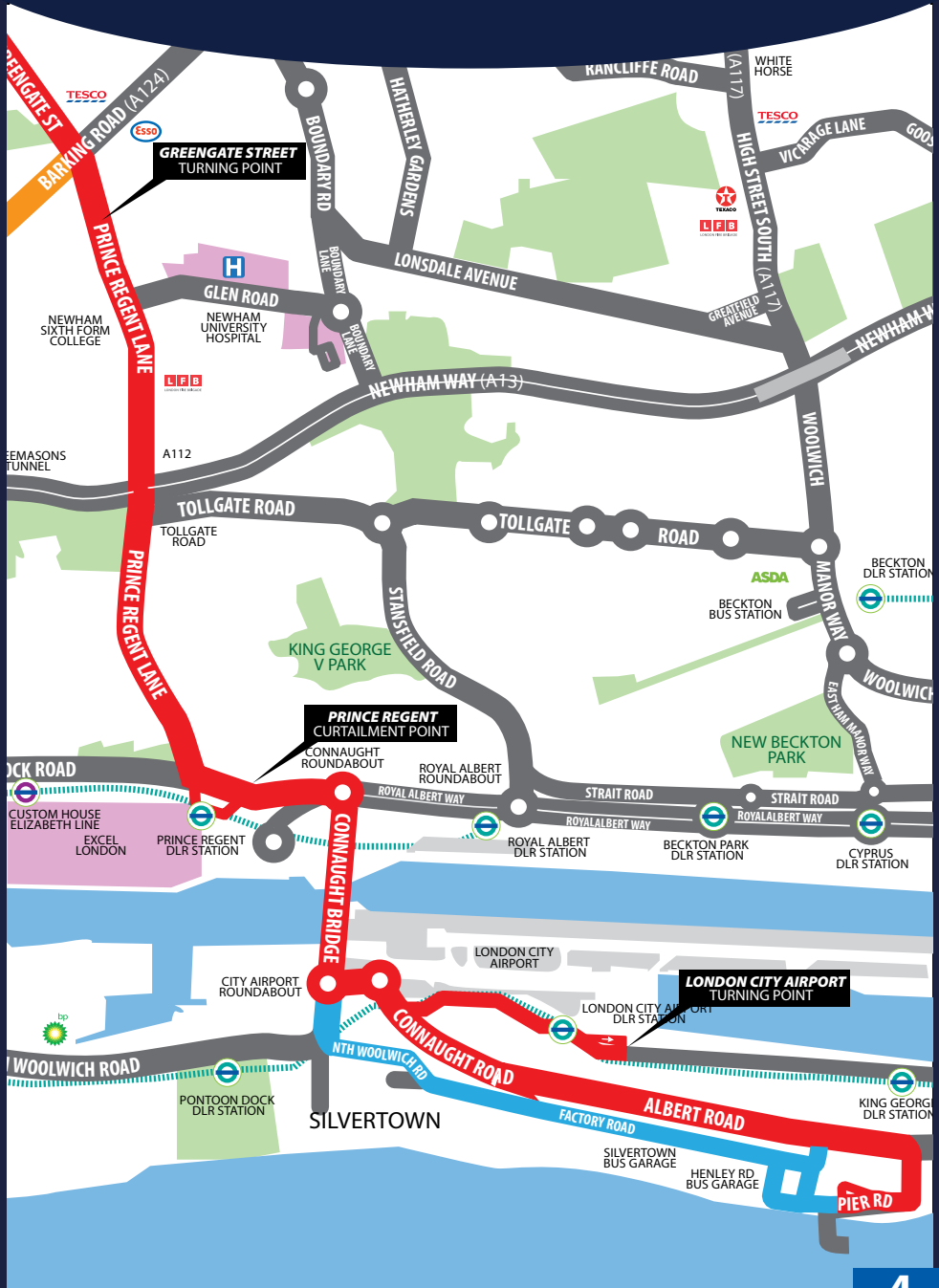
ROUTE 473 MAP

STRATFORD AND PLAISTOW



ROUTE 473 MAP

PLAISTOW AND NORTH WOOLWICH



RUNNING LIGHT

RUNNING OUT OF SERVICE

IMPORTANT
LOG OFF IBUS
IMMEDIATELY
IF RUNNING
LIGHT

TO NORTH WOOLWICH FERRY

- Exit **Henley Road Garage**, turn right onto Factory Road
- At junction, turn right onto Albert Road **A117**
- Turn right onto Pier Road
- Turn right onto **stand**

FROM NORTH WOOLWICH FERRY

- At **last stop**, continue ahead on Pier Road
- Turn right onto Henley Road to **Henley Road Garage**

TO STRATFORD BUS STATION

- Exit **Henley Road Garage**, turn left onto Factory Road
- Continue ahead onto North Woolwich Road
- At junction, turn right onto Connaught Bridge **A1020**
- At Connaught Roundabout, take 2nd onto Victoria Dock Road **A112**
- *Follow line of route to Stratford bus stand*

FROM STRATFORD BUS STATION

- At **stand**, continue ahead and exit left onto Station Street
- *Follow line of route to Connaught Bridge*
- At roundabout, take 2nd exit onto Connaught Bridge **A1020**
- Turn left onto North Woolwich Road
- Continue ahead onto Factory Road
- Turn right onto Store Road
- At junction, turn right onto Pier Road
- Turn right onto Henley Road to **Henley Road Garage**

ROUTE DIRECTIONS

RUNNING IN SERVICE

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

TO NORTHWOOLWICH FERRY

- At **stand**, continue ahead and exit left onto Station Street
- At traffic light, turn right onto Great Eastern Way **A118**
- At traffic light, turn left onto High Street/ Broadway
- At traffic light, turn right onto Tramway Avenue **A112**
- Continue ahead onto West Ham Lane **A112**
- Continue ahead onto New Plaistow Road **A112**
- Continue ahead onto High Street (*Plaistow Station*) **A112**
- Continue ahead onto The Broadway **A112**
- Continue ahead onto Greengate Street **A112**
- At traffic light, continue ahead onto Prince Regent Lane **A112**
- At traffic light, continue ahead onto Prince Regent Bus Station
- At traffic light, turn right onto Victoria Dock Road **A112**
- At Connaught Roundabout, take 2nd exit onto Connaught Bridge **A1020**
- At roundabout, take 1st exit onto Connaught Road A112
- At 2nd roundabout, take 2nd exit onto Connaught Road **A112**
- At traffic light, turn left onto Hartmann Road
- Turn left onto City Airport Access Road to serve bus stop
- At junction, turn right back onto Hartmann Road
- At traffic light, turn left onto Connaught Road **A112**
- Continue ahead onto Albert Road **A112**
- Turn right onto Pier Road
- Turn right onto **stand**



MANOR ROAD
CLEARANCE HEIGHT

DOUBLE DECK VEHICLES MUST
NOT BE USED ON THIS ROAD

North of Silvertown Way in Canning Town

ROUTE DIRECTIONS

RUNNING IN SERVICE

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

TO STRATFORD BUS STATION

- At **stand**, continue ahead onto Pier Road
- Turn left onto Albert Road **A112**
- Continue ahead onto Connaught Road **A112**
- At traffic light, turn right onto Hartmann Road
- Turn left onto City Airport Access Road to serve bus stop
- At junction, turn right back onto Hartmann Road
- At traffic light, turn right onto Connaught Road **A112**
- At roundabout, take 1st exit onto Connaught Road **A112**
- At 2nd roundabout, take 3rd exit onto Connaught Bridge **A1020**
- At Connaught Roundabout, take 2nd exit onto Victoria Dock Road **A112**
- At traffic light, turn right onto Prince Regent Lane **A112**
- At traffic light, continue ahead onto Greengate Street **A112**
- Continue ahead onto The Broadway **A112**
- Continue ahead onto High Street (*Plaistow Station*) **A112**
- Continue ahead onto New Plaistow Road **A112**
- Continue ahead onto West Ham Lane **A112**
- Continue ahead onto Tramway Avenue **A112**
- At traffic light, turn left onto Broadway/High Street
- At traffic light, turn right onto Great Eastern Way **A118**
- At traffic light, turn left onto Broadway/High Street
- At **stand**, continue ahead and exit left onto Station Street
- At traffic light, turn right onto Great Eastern Way **A118**
- At traffic light, turn left onto Station Street to **stand**

STRATFORD STATION

TERMINUS POINT

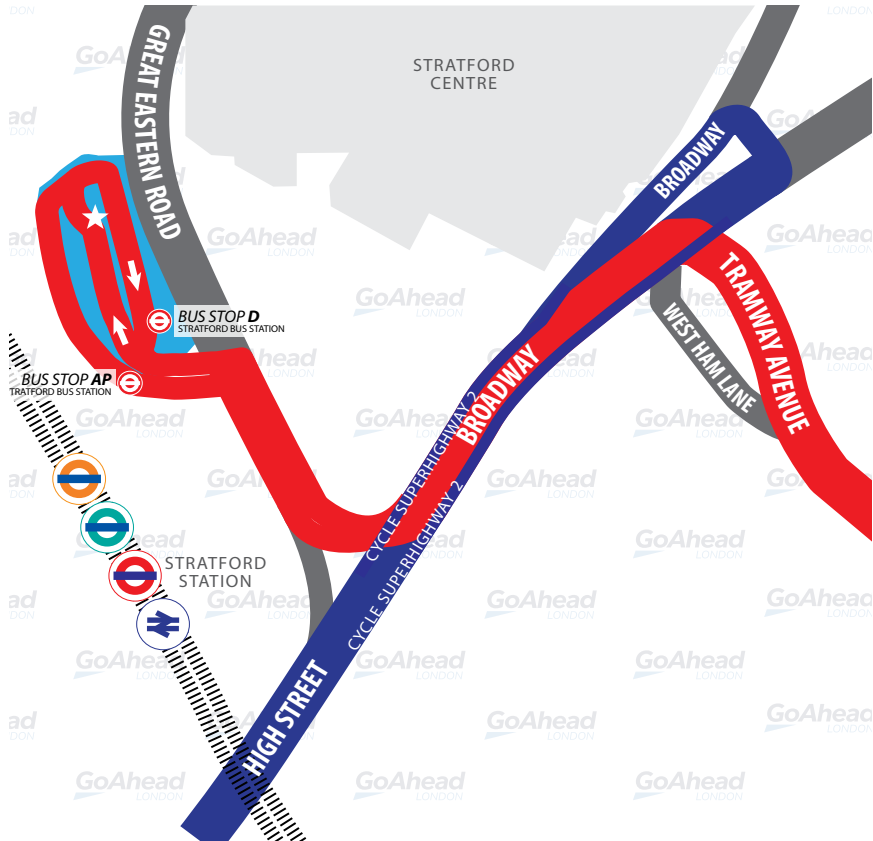
SWITCH THE
ENGINE OFF
WHILST AT THE
STAND

From Gallions Reach. Proceed from Stratford Bus Station to stand.
Set down in Stratford Bus Station at **ALIGHTING POINT AP1**.

Towards Gallions Reach. Depart to Stratford Bus Station.
Pick up in Stratford Bus Station at **BUS STOP D**.

Private stand for up to 14 buses facing north in Stratford Bus Station on west side of Great Eastern Road.

Blind display: **STRATFORD**.



PLAISTOW

TURNING POINT

TURNING POINT ONLY.
BUSES MUST NOT STAND.

From North Woolwich. Proceed from Plaistow Road, Densham Road, Portway, Stopford Road, Terrace Road, Pelly Road, Clegg Street.
Set down on New Plaistow Road at **BUS STOP N**.

Towards North Woolwich. Depart to High Street.
Pick up on High Street at **BUS STOP E**.

Turning point only - buses must not stand.

Blind display: *PLAISTOW*.



PLAISTOW

TURNING POINT

TURNING POINT ONLY.
VEHICLES MUST NOT
STOP AND STAND.

From Gallions Reach. Proceed from Prince Regent Lane, Barking Road, Balaam Street, Plaistow Broadway. Set down on Prince Regent Lane at Barking Road.

Towards Gallions Reach. Deposition. Pick up on Greengate Street.

Turning point only.

Blind display.

SUSPENDED FOR NOW

SUSPENDED FOR NOW



PRINCE REGENT DLR

CURTAILMENT POINT

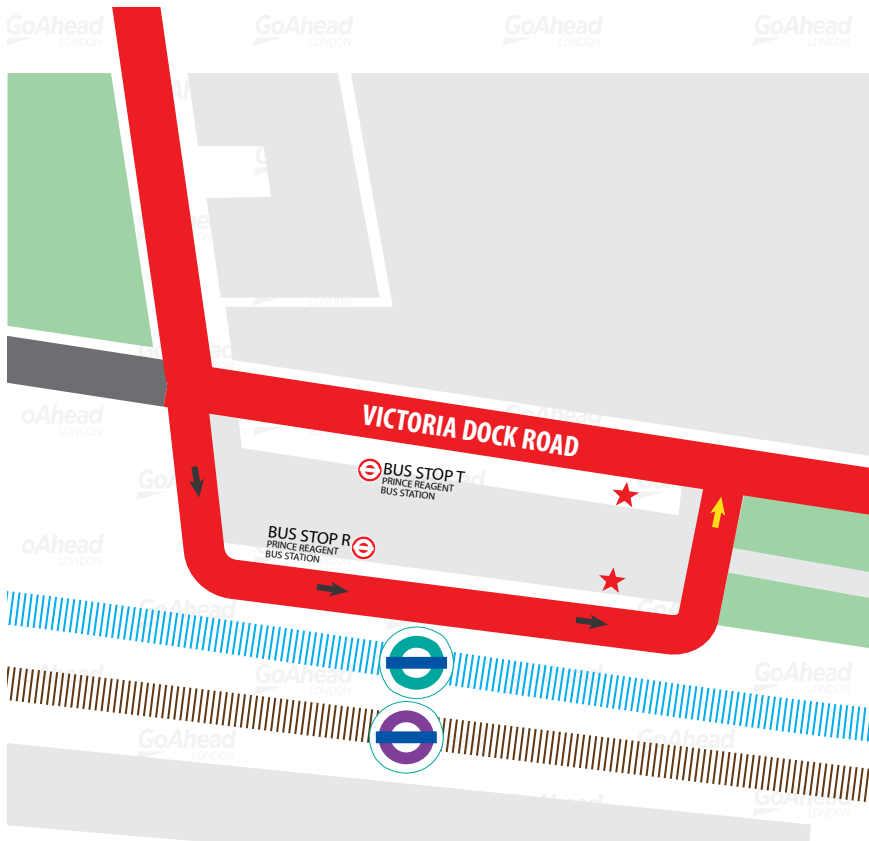
SWITCH THE
ENGINE OFF
WHILST AT THE
STAND

From Stratford. Proceed from Prince Regent Bus Station direct to stand. Set down in Prince Regent Bus Station at **BUS STOP R**.

Towards Stratford. Depart to Victoria Dock Road.
Pick up in Prince Regent Bus Station at **BUS STOP T**.

Stand for four buses in two portions: 1. Private stand for two buses on north side of bus station at eastern end. 2. Public stand for two buses in lay-by on south side of Connaught Road.

Blind display: **PRINCE REGENT.**



LONDON CITY AIRPORT

TURNING POINT

TURNING POINT ONLY.
BUSES MUST NOT STAND.

From Stratford. Proceed from City Airport Access Road.
Set down at London City Airport at **BUS STOP J.**

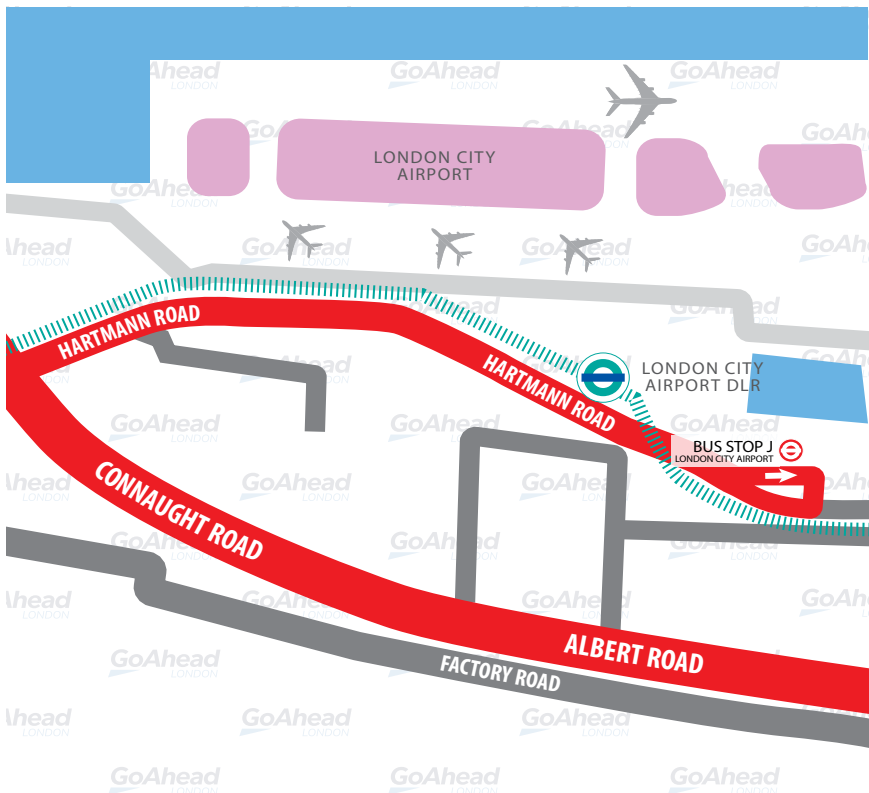
Towards Stratford. Depart to City Airport Access Road.
Pick up at London City Airport at **BUS STOP J.**

From North Woolwich. Proceed from City Airport Access Road.
Set down at London City Airport at **BUS STOP J.**

Towards North Woolwich. Depart to City Airport Access Road.
Pick up at London City Airport at **BUS STOP J.**

Turning point only - buses must not stand.

Blind display: **LONDON CITY AIRPORT.**



NORTH WOOLWICH

TERMINUS POINT

SWITCH THE
ENGINE OFF
WHILST AT THE
STAND

From Stratford. Proceed from Pier Road to stand.

Set down on Pier Road at **BUS STOP Z**.

Towards Stratford. Depart via Pier Road to Bus Turning Area.

Pick up on Pier Road at **BUS STOP A**.

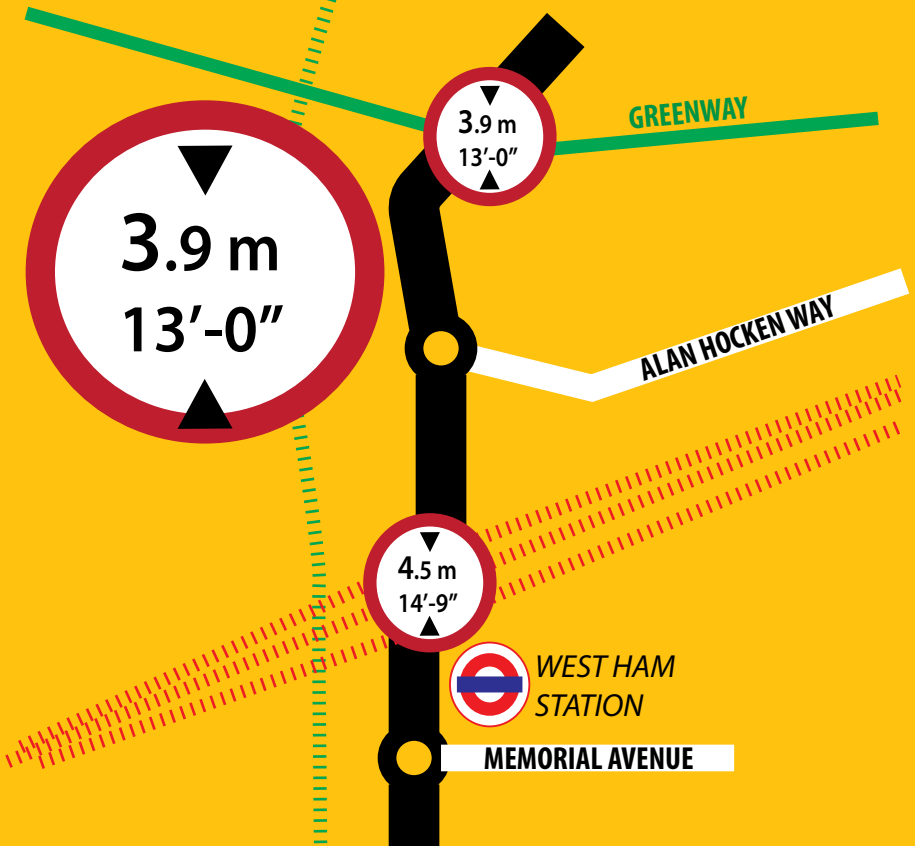
Public stand for two buses on south side of Pier Road.

Blind display: **LONDON CITY AIRPORT**.



BE AWARE.

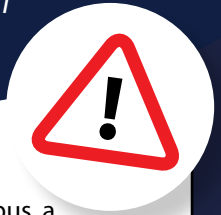
WARNING LOW BRIDGE ON MANOR ROAD



Warning. Low bridge on Manor Road (off line of route) in West Ham. **Do not go under this bridge** under any

LOCAL HAZARDS & POINTS TO NOTE

FULL RISK ASSESSMENT VIEWABLE UPON REQUEST



PARKING ON STAND | STRATFORD BUS STATION

Risk of buses passing if you step off the bus or if you drive past a bus, a driver may step off. Approach parked buses with caution and take care when alighting in a high bus movement area. Hi-Vis jackets are to be worn always whilst walking around the bus station.

DROP OFF POINT | STATION STREET STRATFORD

A taxi rank/passenger drop-off point is located on Station Street. Risk of collision with pedestrians and an additional number of cars. Take care and caution while entering/coming out of the station.

BUSY PEDESTRIAN AREA | HIGH STREET STRATFORD

Very busy area with pedestrians running across the junctions often without looking. Drivers are required to look/wait for intending passengers. Ensure the doors are clear before closing and moving off.

BUSY BUS STOP | TRAMWAY AVENUE STRATFORD

Busy bus stop, risk of collision as buses must merge into busy traffic. Use care and caution when merging into the main carriageway after serving bus stop, especially during peak times.

BUSY PEDESTRIAN AREA | WEST HAM LANE PLAISTOW

High pedestrian area. The danger of people crossing from behind cars. Exercise caution and look out for pedestrians walking out in front of buses.

LOW BRIDGE | NEW PLAISTOW ROAD / MANOR ROAD

Under no circumstances to go down Manor Road. There is a low bridge further along this road. Not suitable for double-deck buses.

RISK OF COLLISION | NEW PLAISTOW RD / MANOR RD

Risk of collision with traffic island if bus does not get in the right lane. Drivers advised to get in the lane early to avoid contact with the high kerb.

BUSY PEDESTRIAN AREA | PLAISTOW ROAD

High pedestrian area. Danger of people crossing from behind cars. Exercise caution and be on the look out for pedestrians walking out in front of buses.

LOCAL HAZARDS & POINTS TO NOTE

FULL RISK ASSESSMENT VIEWABLE UPON REQUEST



BUSY PEDESTRIAN AREA | PLAISTOW HIGH STREET

+ Greengate Street. High pedestrian area. Drivers need to exercise caution and be on the lookout for pedestrians walking out in front of buses.

BUSY BUS STOPS | PRINCE REGENT LANE

Very busy bus stops, especially around Newham College and Royal Dock Academy. Drivers are required to wait for intending passengers. When closing doors, ensure its clear.

PARKING ON STAND | PRINCE REGENT DLR STATION

Parking on the stand, risk of a driver stepping off their bus in front of a passing bus. Drivers are required to be cautious when departing the designated stop and do a final n/s check before pulling out from the stop.

RISK OF STRONG WINDS | CONNAUGHT BRIDGE

Risk of strong side wind, traffic light-controlled swing bridge. Drivers are to take care and caution while proceeding and be ready to stop if required.

VARIOUS HAZARDS | LONDON CITY AIRPORT

Parked cars, taxis, speed limit, speed humps, crowded areas/car park. Extreme care and caution are required whilst proceeding through this area due to DLR station and airport traffic.

TIGHT LEFT TURN | PIER ROAD JUNC ALBERT ROAD

Tight left turn from Pier Road onto Albert Road, risk of clipping the kerb. Take care and caution while turning, watch the n/s, and plan ahead.

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