

11

Route Guide & Hazard Awareness

**FULHAM BROADWAY - KING'S ROAD - SLOANE SQUARE
VICTORIA - WESTMINSTER BRIDGE - WATERLOO STATION**



Photo | *Kristian Lake*

THINGS TO REMEMBER

MAKE NOTES ALONG THE WAY!

CHANGEOVERS | VICTORIA COACH STATION

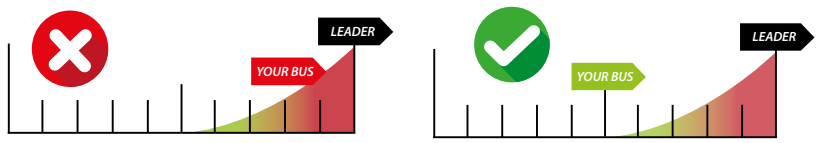
Buckingham Palace Road at **BUS STOP W** towards Liverpool Street and Buckingham Palace Road at **BUS STOP V** towards Fulham.

Always check your duty card for the correct changeover point.

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



ALL ROUTE GUIDES ARE ACCOMPANIED WITH AN A3 SIZED MAP WHICH SHOWS THE WHOLE ROUTE, INCLUDING LIGHT RUNS. **ASK FOR THE MAP** TO ASSIST YOU.



Route 11 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.

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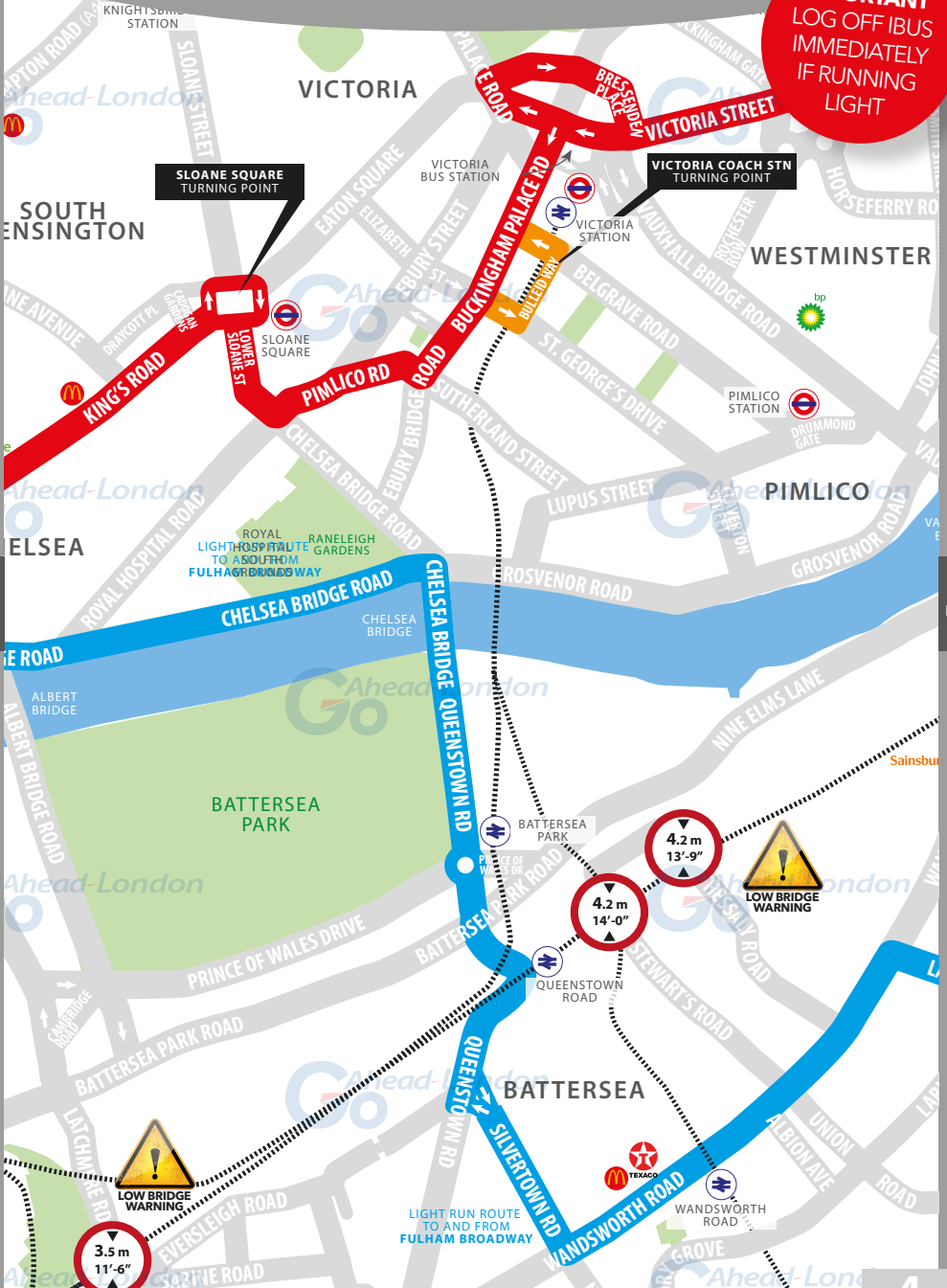
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ROUTE 11 MAP

SLOANE SQUARE AND VICTORIA

IMPORTANT
LOG OFF IBUS
IMMEDIATELY
IF RUNNING
LIGHT

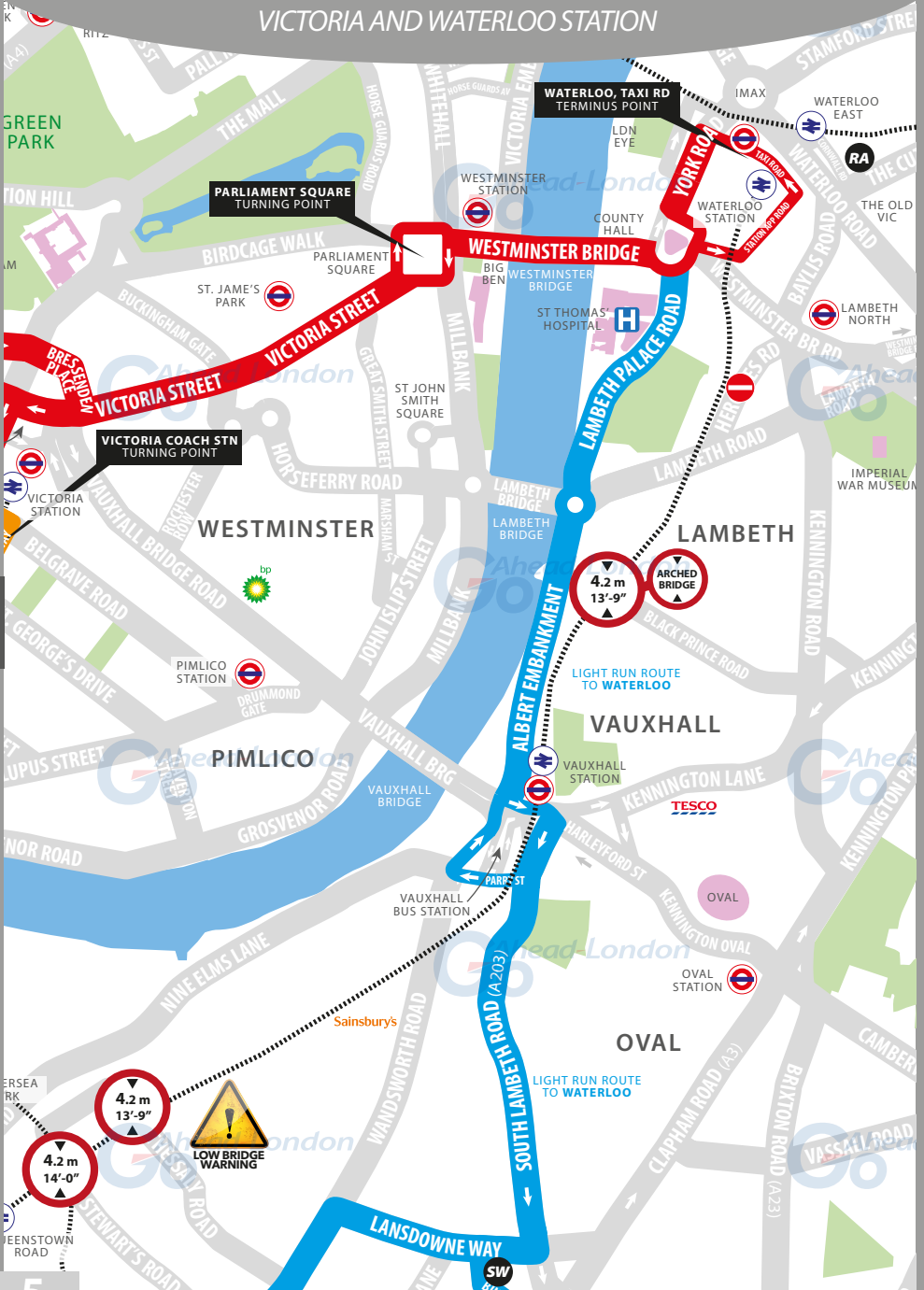


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ROUTE 11 MAP

VICTORIA AND WATERLOO STATION



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RUNNING LIGHT

RUNNING OUT OF SERVICE

IMPORTANT
LOG OFF IBUS
IMMEDIATELY
IF RUNNING
LIGHT

TO FULHAM BROADWAY

- From **Stockwell garage**, turn left onto Lansdowne Way
- At traffic light, turn left onto Wandsworth Road **A3036**
- At traffic light, turn right onto Silverthorne Road **B224**
- Follow road onto Broughton Street (*one-way system*)
- At traffic light, turn right onto Queenstown Road **A3216**
- At Queen's Circus roundabout, take 2nd exit onto Queenstown Road **A3216**
- Continue ahead onto Chelsea Bridge **A3216**
- At traffic light, turn left onto Chelsea Embankment **A3212**
- At traffic light, follow road onto Cheyne Walk (*Battersea Bridge on left*) **A3220**
- Continue ahead onto Ashburnham Road (*one-way system*) **A3220**
- At traffic light, continue ahead onto Gunter Grove (*one-way system*) **A3220**
- At traffic light, turn left onto Fulham Road **A304**
- At traffic light, continue ahead onto Fulham Broadway (*Fulham Broadway stn*)
- Turn right onto Jerdan Place
- Turn right onto Vanston Place to **stand**

FROM FULHAM BROADWAY

- At **stand**, continue ahead on Vanston Place
- At junction, turn left onto Fulham Broadway **A304**
- At traffic light, continue ahead onto Fulham Road (*past Chelsea FC stadium*) **A304**
- At traffic light, turn right onto Edith Grove (*one-way system*) **A3220/A308**
- At junction, turn left onto Cremone road and onto Cheyne Walk **A3220**
- At traffic light, continue ahead onto Chelsea Embankment **A3212**
- At traffic light, turn right onto Chelsea Bridge **A3216**
- Continue ahead onto Queenstown Road **A3216**
- At Queen's Circus roundabout, take 2nd exit onto Queenstown Road **A3216**
- Continue ahead onto Queenstown Road (*past Queenstown Road station*) **A3216**
- Turn left onto Silverthorne Road (*one-way system*)
- Continue ahead onto Silverthorne Road **B224**
- At traffic light, turn left onto Wandsworth Road **A3036**
- At traffic light, turn right onto Lansdowne Way
- Turn right onto Binfield Road and left into **Stockwell garage**

RUNNING LIGHT

RUNNING OUT OF SERVICE

IMPORTANT
LOG OFF IBUS
IMMEDIATELY
IF RUNNING
LIGHT

TO WATERLOO TAXI ROAD

- From **Stockwell garage**, turn right onto Lansdowne Way
- At traffic light, turn left onto South Lambeth Road **A203**
- At traffic light, turn left onto Parry Street (*one-way system*)
- At traffic light, turn right onto Wandsworth Road (*one-way system*) **A3036**
- At traffic light, continue ahead onto Albert Embankment **A3036**
- At roundabout, take 2nd exit onto Lambeth Palace Road (*Lambeth Bridge*) **A3036**
- At traffic light, continue ahead onto Westminster Bridge Road **A302**
- At traffic light, turn right onto Station Approach Road (*signposted Waterloo*)
- Follow road left onto Station Approach Road and Taxi Road to **stand**

FROM WATERLOO TAXI ROAD

- At **stand**, continue ahead on Taxi Road
- At traffic light, turn left onto York Road **A3200**
- Follow the road left onto Addington Street **A3200**
- At traffic light, continue ahead onto Westminster Bridge Road **A3036**
- At traffic light, continue onto Lambeth Palace Road (*St. Thomas Hospital*) **A3036**
- At roundabout, take 2nd exit onto Albert Embankment (*Lambeth Bridge*) **A3036**
- At traffic light, turn left onto Kennington Lane **A3204**
- At traffic light, turn right onto South Lambeth Road (*one-way system*) **A3036**
- Continue ahead onto South Lambeth Road **A3036**
- At traffic light, turn right onto Lansdowne Way
- Turn left onto Binfield Road and left into **Stockwell garage**

ROUTE DIRECTIONS

RUNNING IN SERVICE

NEVER
DIVERT OFF
LINE-OF-ROUTE
UNLESS ADVISED
BY IBUS

TO FULHAM BROADWAY

- At **stand**, continue ahead on Taxi Road
- At traffic light, turn left onto York Road **A3200**
- Follow the road left onto Addington Street **A3200**
- At traffic light, continue ahead onto Westminster Bridge Road **A3036**
- At traffic light, turn right onto Westminster Bridge Road (*Westminster Bridge*)
- At traffic light, continue ahead onto Bridge Street (*Big Ben*) **A302**
- At traffic light, 1st left onto Parliament Square
- Take 2nd exit onto Broad Sanctuary
- Continue ahead onto Victoria Street **A302**
- At traffic light, continue ahead onto Victoria Street (*one-way system*) **A400**
- At traffic light, turn left onto Buckingham Palace Road **A3214**
- At traffic light, turn right onto Pimlico Road **A3214**
- At traffic light, turn right onto Lower Sloane Street **A3216**
- At traffic light, turn left onto Sloane Square (*one-way system*) **A3216**
- Take 1st exit onto King's Road **A3217**
- Continue ahead on King's Road **A3217**
- At traffic light, turn right onto Harwood Road **B318**

ROUTE DIRECTIONS

RUNNING IN SERVICE

IMPORTANT
PLEASE ENSURE
YOU USE YOUR
RIBAS KEY ON
EVERY TRIP

TO WATERLOO TAXI ROAD

- At **stand**, continue ahead on Vanston Place
- Turn left onto Fulham Broadway
- At traffic light, turn right onto Harwood Road (*Fulham Broadway Station*) **B318**
- At traffic light, turn left onto King's Road **A308**
- Continue ahead on King's Road **A3217**
- At traffic light, turn left onto Sloane Square (*one-way system*) **A3216**
- Take 4th exit onto Lower Sloane Street **A3216**
- At traffic light, turn left onto Pimlico Road **A3214**
- At traffic light, turn left onto Buckingham Palace Road **A3214**
- Continue ahead onto Buckingham Palace Road (*bus only section*) **A3214**
- At traffic light, turn right onto Lower Grosvenor Place **A302**
- At traffic light, continue ahead onto Bressenden Place **A302**
- At traffic light, turn left onto Victoria Street **A302**
- Continue ahead onto Broad Sanctuary
- At traffic light, follow road left onto Parliament Square
- Take 3rd exit onto Bridge Street (*Westminster station*) **A302**
- At traffic light, continue ahead onto Westminster Bridge Road **A302**
- At traffic light, follow road left onto Westminster Bridge Road **A302**
- At traffic light, turn right onto Station Approach Road (*signposted Waterloo*)
- Follow road left onto Station Approach Road and Taxi Road to **stand**

FULHAM BROADWAY

TERMINUS POINT

SWITCH THE
ENGINE OFF
WHILST AT THE
STAND

From Waterloo. Proceed from Harwood Road via Fulham Broadway, Jerdan Place and Vanston Place to stand. Set down on Harwood Road at **BUS STOP T**.

Towards Waterloo. Depart via Vanston Place and Fulham Broadway to Harwood Road. Pick up on Harwood Road at **BUS STOP R**.

Public stand for two buses on the offside of Vanston Place, opposite The Samuel Lewis-partnership buildings. **Blind display:** **FULHAM BROADWAY.**



SLOANE SQUARE

TURNING POINT

TURNING POINT ONLY.
BUSES MUST NOT STAND.

From Waterloo. Proceed from Lower Sloane Street via Sloane Square. Set down on Lower Sloane Street at **BUS STOP K**.

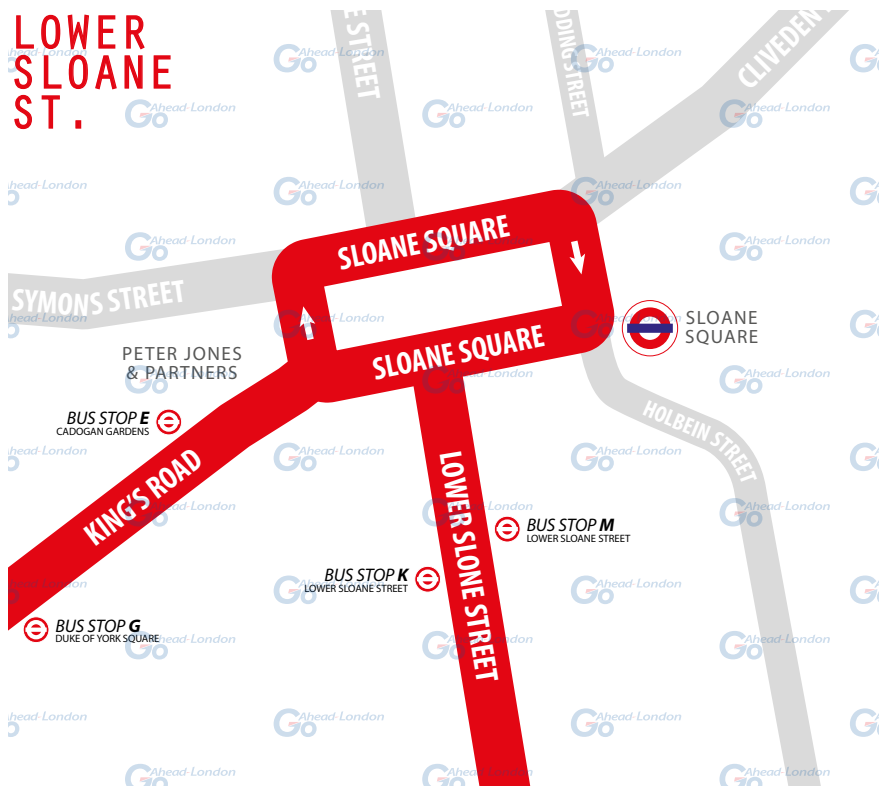
Towards Waterloo. Depart to Lower Sloane Street. Pick up on Lower Sloane Street at **BUS STOP M**.

From Fulham Broadway. Proceed from King's Road, via Sloane Square. Set down on King's Road at **BUS STOP E**.

Towards Fulham Broadway. Depart to King's Road. Pick up on King's Road at **BUS STOP G**.

Turning point only - buses must not stand.

Blind display: **SLOANE SQUARE**.



VICTORIA

TURNING POINT

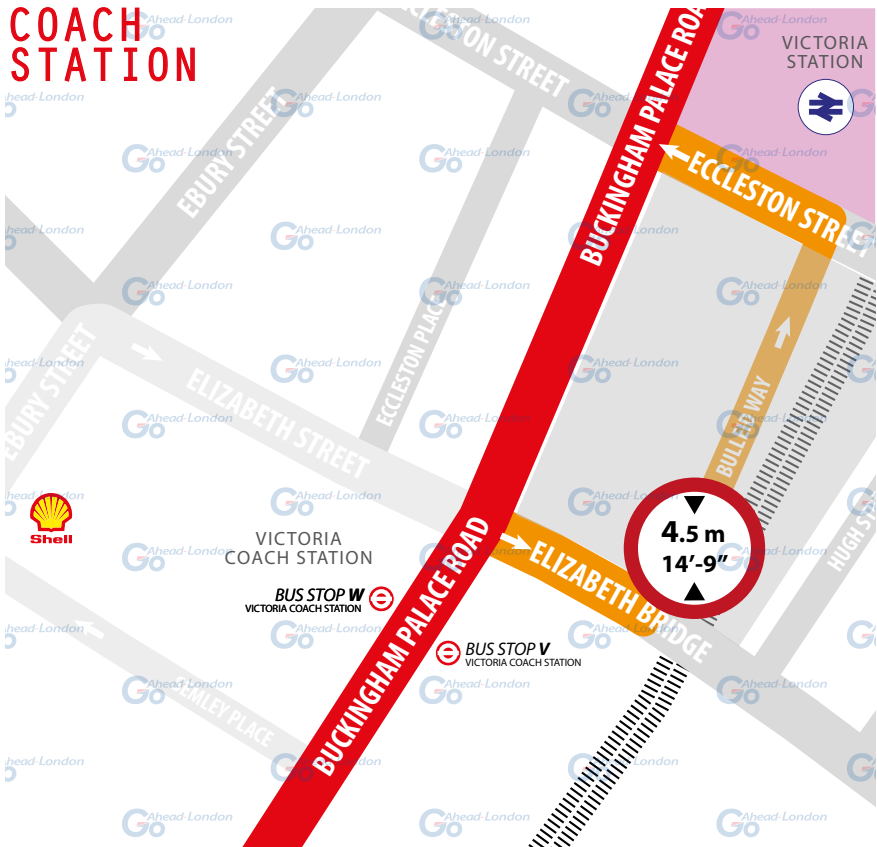
TURNING POINT ONLY.
BUSES MUST NOT STAND.

From Fulham Broadway. Proceed from Buckingham Palace Road via Elizabeth Street, Elizabeth Bridge, Bulleid Way and Eccleston Bridge. Set down on Buckingham Palace Road at **BUS STOP W**.

Towards Fulham Broadway. Depart to Buckingham Palace Road. Pick up on Buckingham Palace Road at **BUS STOP V**.

Turning point only - buses must not stand.

Blind display: **VICTORIA COACH STATION.**



WESTMINSTER

TURNING POINT

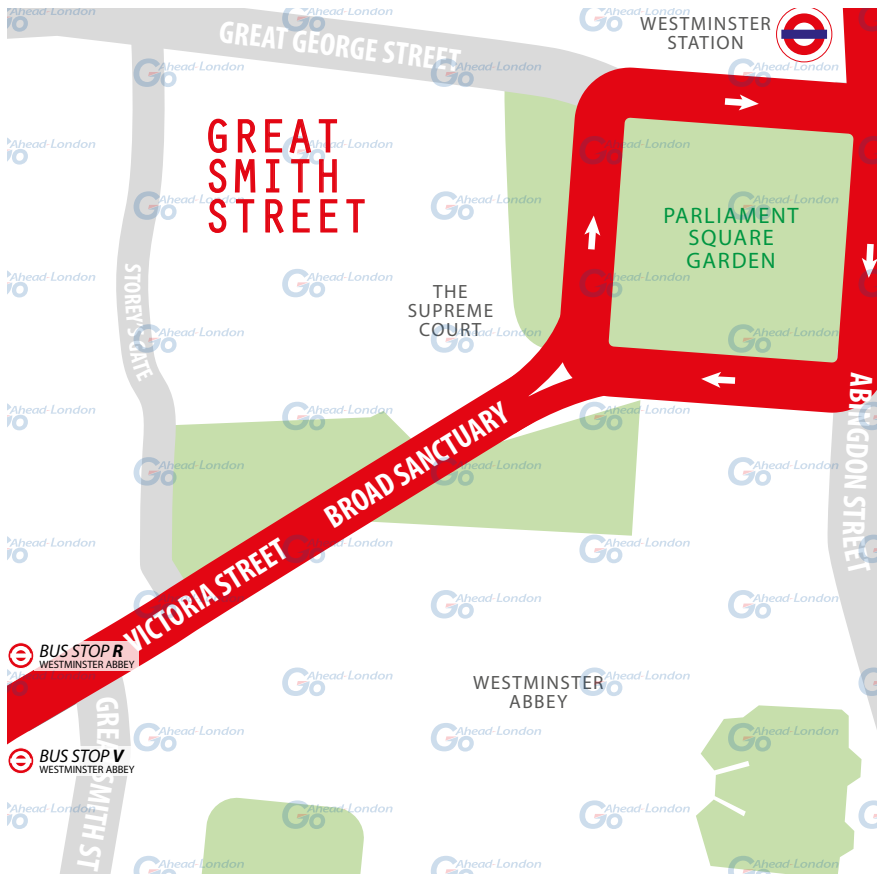
TURNING POINT ONLY.
BUSES MUST NOT STAND.

From Fulham Broadway. Proceed from Victoria Street via Broad Sanctuary, Parliament Square (West and North and East and South sides) and Broad Sanctuary. Set down on Victoria Street at **BUS STOP R**.

Towards Fulham Broadway. Depart to Victoria Street.
Pick up on Victoria Street at **BUS STOP V**.

Turning point only - buses must not stand.

Blind display: **PARLIAMENT SQUARE.**



WATERLOO

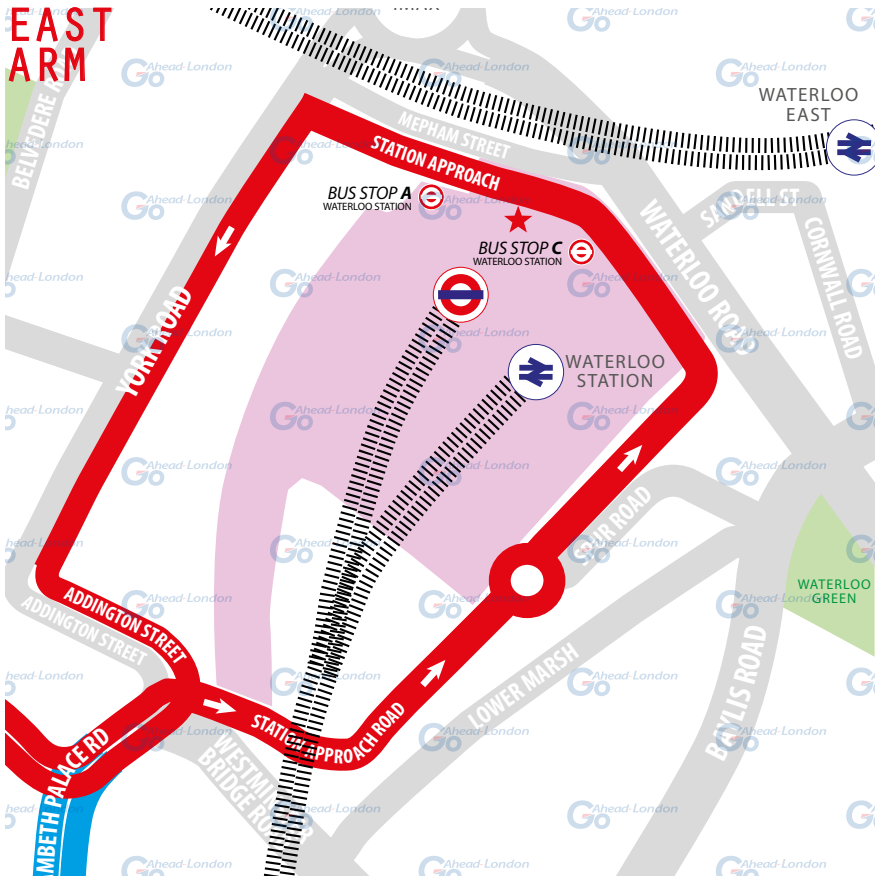
TERMINUS POINT

IMPORTANT
IF YOU REQUIRE A
COMFORT BREAK,
**PLEASE ADVISE
IBUS**

From Fulham Broadway. Proceed from Waterloo Station, Taxi Road to stand. Set down on Taxi Road at **BUS STOP A**.

Towards Fulham Broadway. Depart to Waterloo Station, Taxi Road. Pick up on Taxi Road at **ALIGHTING POINT**.

Private stand for five buses on south side of Waterloo Taxi Road in two sections.
Blind display: **WATERLOO STATION**.



LOCAL HAZARDS & POINTS TO NOTE

FULL RISK ASSESSMENT VIEWABLE UPON REQUEST



VOLUME OF PEDESTRIANS | YORK ROAD

High volume of pedestrians and cyclist. Check mirrors and conduct a blind spot check on your right for oncoming traffic.

PARKED VEHICLES | CAB (TAXI) ROAD

Check for parked vehicles and taxi rank. Pedestrians crossing from all directions.

LARGE NUMBER OF TAXIS | STATION APPROACH

Parked vehicles, taxi rank. Check mirrors for parked vehicles and the taxi rank. Pedestrians crossing the road.

TRAFFIC EMERGING | WESTMINSTER BRIDGE ROAD

One-way system around roundabout (Park Plaza Hotel). Cycle lane and narrow lanes, very congested with motorist and pedestrians. Beware of cyclists and traffic overtaking. Beware of vehicle encroaching lanes when manoeuvring.

CYCLE LANE | WESTMINSTER BRIDGE

Cycle lane on the nearside. Cyclists proceeding in the cycle lane. Beware for cyclists in the cycle lane and pedestrians crossing the bridge from all directions.

NEARSIDE LANE | BRIDGE STREET

Nearside lane is a turn left only lane. Traffic overtaking when serving the bus stop and pedestrian crossing from all directions. Check mirrors before moving off for pedestrians and traffic overtaking. Beware of traffic when joining traffic into the offside lane to continue over bridge.

BUSY PEDESTRIAN AREA | PARLIAMENT SQUARE

On all corners and junctions of Square. Very congested with motorists and pedestrians. Check mirrors on all corners for motorist activity, especially 'cutting up'. Watch for pedestrians crossing to centre of Square.

BUSY SHOPPING AREA | VICTORIA STREET

Between Westminster Abbey and Victoria Station. Pedestrians walking out to cross the road at many points. Keep a sharp eye for pedestrian movements.

LOCAL HAZARDS & POINTS TO NOTE

FULL RISK ASSESSMENT VIEWABLE UPON REQUEST



VOLUME OF PEDESTRIANS | BRESSENDEN PLACE

Traffic lights at junction of Bressenden Place and Victoria Street. Pedestrians crossing from left to right. Due to reduced visibility of oncoming traffic from their right, pedestrians may cross at traffic lights whilst showing green for traffic so slow to appropriate speed and be prepared to stop.

VOLUME OF PEDESTRIANS | ALLINGTON STREET

Junction with Allington Street and Bressenden Place (eastbound) Fast moving traffic approaching from nearside. Take a good view through nearside window to check traffic approaching from the left. Wait for traffic light signal to stop traffic, then pull out.

COACH STATION | VICTORIA

Changeover point. Very busy road to cross. Use the pedestrian crossings.

LOW TREES | KING'S ROAD

Duke of York's headquarters. Low trees near bus stops (westbound) and many pedestrians crossing the road. Keep away from the kerb edge to avoid trees, especially when raining and watch for pedestrian activity.

CORNER BELLS | SLOANE SQUARE

Corner bells located on all corners of Sloane Square. Make sure bus is positioned correctly to avoid panel damage when cornering.

VOLUME OF PEDESTRIANS | NEW KING'S ROAD

Volume of pedestrians using pavement and roads when Chelsea Football Club play at home. Look for pedestrians in the roadway and drive accordingly.

LOW TREES | HARWOOD ROAD

Low trees near edge of pavement. Keep a watch for pedestrians in the roadway and drive accordingly.

CORNER BELLS | VANSTON PLACE BUS STAND

Large metal bell mounted on pavement as turning right into Vanston Place. Check offside mirror to avoid contact with the metal bell.

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

HYBRID 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



AND THINK FIRST!

OTHER INFORMATION

CODES AND EMERGENCY RADIO PROCEDURES

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

ROUTE 11 | CURTAILMENT ABBREVIATIONS

FB	Fulham Broadway	SSQ	Sloane Square
VCS	Victoria Coach Station	PSQ	Great Smith Street
WATRS	Waterloo Station		

FACILITIES | THROUGHOUT THE ROUTE



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 CentreComm using the radio's Code Red facility. To call CentreComm, **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 CentreComm for non-emergency, incident reporting or diversions



Call CentreComm for emergency services, passenger injury or assault