

21

Route Guide & Hazard Awareness

**HOLLOWAY, CAMDEN ROAD - Highbury Corner - Hoxton
Old St - Bank - London Bridge - New Cross - Lewisham**



Photo | Kristian Lake

THINGS TO REMEMBER

MAKE NOTES ALONG THE WAY!

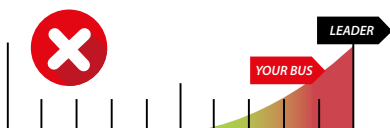
CHANGEOVERS | NEW CROSS ROAD

Towards Newington Green at **BUS STOP J** (New Cross Garage)

Towards Lewisham at **BUS STOP H** (New Cross Garage)

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

ALL ROUTE GUIDES
COME WITH A LARGE
A3 SIZED MAP WHICH
SHOWS THE WHOLE
ROUTE, INCLUDING LIGHT
RUNS. **ASK FOR THE MAP**
TO ASSIST YOU.



Route 21 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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aware of and
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ROUTE 21 MAP

HOLLOWAY AND OLD STREET



ROUTE 21 MAP

OLD STREET AND OLD KENT ROAD

THIS GUIDE IS
DESIGNED TO
ASSIST YOU ON
ROUTE 21.
ENJOY!



ROUTE 21 MAP

OLD KENT ROAD AND NEW CROSS ROAD

THIS GUIDE IS
DESIGNED TO
ASSIST YOU ON
ROUTE 21.
ENJOY!



GO TO
PAGE 4

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ROUTE 21 MAP

NEW CROSS ROAD AND LEWISHAM



RUNNING LIGHT

RUNNING OUT OF SERVICE

IMPORTANT
LOG OFF IBUS
IMMEDIATELY
IF RUNNING
LIGHT

TO HOLLOWAY CAMDEN ROAD

- From **New Cross Garage**, turn left onto New Cross Road **A2**
- Follow line-of-route to Bricklayers Arms
- At Bricklayers Arms one-way system, take 1st exit onto New Kent Road **A201**
- At traffic light, turn right onto London Road (*Elephant & Castle*) **A201**
- At St George's Circle Roundabout, take 3rd exit onto Blackfriars Road **A201**
- Continue ahead onto Blackfriars Bridge **A201**
- At traffic light, continue ahead onto New Bridge Street **A201**
- At traffic light, continue ahead onto Farringdon Street **A201**
- At traffic light, continue ahead onto Farringdon Road **A201**
- At traffic light, continue ahead onto King's Cross Road **A201**
- Turn left onto Acton Street (*one-way street*)
- Turn right onto Grays Inn Road (*one-way street*)
- At traffic light, turn right onto York Way (*King's Cross Station*) **A5200**
- Follow road left onto Camden Park Road (*one-way street*)
- At traffic light, turn right onto Camden Road **A503**
- Continue ahead onto Parkhurst Road (*one-way street*) to **first stop**

FROM HOLLOWAY CAMDEN ROAD

- At **stand**, continue ahead on Camden Road
- At traffic light, turn left onto York Way **A5200**
- Turn left onto Wharfdale Road (*one-way street*) **A5203**
- At traffic light, turn right onto Caledonian Road (*one-way street*) **A5203**
- At traffic light, turn left onto Pentonville Road **A501**
- At traffic light, turn right onto King's Cross Road (*one-way street*) **A201**
- Continue ahead onto King's Cross Road **A201**
- At traffic light, continue ahead onto Farringdon Road **A201**
- At traffic light, continue ahead onto Farringdon Street **A201**
- At traffic light, continue ahead onto New Bridge Street **A201**
- Continue ahead onto Blackfriars Bridge **A201**
- At traffic light, continue ahead onto Blackfriars Road **A201**
- Continue via E&C, Bricklayers Arms and Old Kent Road to New Cross Garage
- Enter garage via NX Sainsbury's loop and left onto Pepys Road

RUNNING LIGHT

RUNNING OUT OF SERVICE

IMPORTANT
LOG OFF IBUS
IMMEDIATELY
IF RUNNING
LIGHT

TO LEWISHAM SHOPPING CENTRE

- From **New Cross Garage**, turn right onto New Cross Road **A2**
- Continue ahead onto New Cross Road (*one-way system*) **A2**
- Keep right and at traffic light, turn right onto Amersham Road **A20**
- At traffic light, turn left onto Lewisham Way **A20**
- Continue ahead onto Loampit Hill **A20**
- Continue ahead onto Loampit Vale **A20**
- Continue ahead onto Rennell Street and follow road to the right **A20**
- At traffic light, continue ahead onto Molesworth Street **A21** to **stand**

FROM LEWISHAM SHOPPING CENTRE

- At **stand**, continue ahead on Molesworth Street **A21**
- At the end of Molesworth Street, turn back onto Molesworth Street (*The Rock*)
- Continue ahead onto Molesworth Street **A21**
- At traffic light, continue ahead onto Rennell Street and follow road to the left
- Continue ahead onto Loampit Vale **A20**
- Continue ahead onto Loampit Hill **A20**
- Continue ahead onto Lewisham Way **A20**
- Continue ahead onto Lewisham Way (*one-way system*) **A2**
- Continue ahead onto New Cross Road **A2**
- Turn left onto Pepys Road to **New Cross Garage**

Acton Street. One way road, tight left bend on entrance. Slow on approach, be aware to ensure nearside rear does not sweep kerb.

Gray's Inn Road. 4 lane carriageway/cyclists. Slow on approach, ensure when safe to do so that you move over to the right-hand lane to safely enter York Way.

Wharfedale Road. Width restriction when turning left. Slow on approach, straddle lane before turning left when safe to do so due to vehicles on the offside lane is right turning only and tail swing will encroach on the offside lane. Bell on corner, poor visibility during night and extreme weather conditions. Slow on approach and ensure the offside rear does not collide with the bell.

York Way. Width of carriageway narrows approaching bridge. Slow on approach to bridge due to two large vehicles cannot proceed past one another at the bridge.

ROUTE DIRECTIONS

RUNNING IN SERVICE

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

TO NEWINGTON GREEN SOUTH SIDE

- At **stand**, continue ahead on Molesworth Street **A21**
- Turn left onto High Street [Lewisham] (*junction of The Rock*)
- Continue ahead onto Lewis Grove
- At traffic light, turn left onto Lewisham High Street **A20**
- Turn left onto Station Road (*to serve Lewisham Station on the right*)
- At junction, turn right onto Rennell Street **A20**
- Continue ahead onto Loampit Vale and onto Loampit Hill **A20**
- Continue ahead onto Lewisham Way and onto the one-way system **A2**
- Continue ahead onto New Cross Road (*past New Cross Garage on the left*) **A2**
- At traffic light, turn right onto New Cross Road **A2**
- Continue ahead onto New Cross Road (*past New Cross Garage on the left*) **A2**
- Continue ahead onto Old Kent Road (*Aldi on the left*) **A2**
- At Bricklayer's Arms roundabout, take 2nd exit onto Great Dover Street **A2**
- At traffic light, turn right onto Borough High Street (*Borough Station*) **A3**
- Continue ahead onto London Bridge **A3**
- At traffic light, turn left onto King William Street (2nd exit) (*Monument Station*)
- Continue ahead onto Lombard Street
- At traffic light, continue ahead onto Princes Street (*Bank Station*)
- At traffic light, continue ahead onto Moorgate (*Moorgate Station on left*) **A501**
- Continue ahead onto Finsbury Square and Finsbury Pavement **A501**
- At traffic light, continue ahead onto City Road **A501**
- At traffic light, turn right onto Provost Street (*Moorfields Eye Hospital*) **A1200**
- Continue ahead onto Vestry Street **A1200**
- Continue ahead onto East Road **A1200**
- Continue ahead onto New North Road **A1200**
- At traffic light, continue ahead onto Canonbury Road (*Essex Rd Station*) **A1200**
- At Highbury Corner, continue ahead onto Holloway Road **A1**
- At traffic light, turn left onto Camden Road (*one-way street*) to **stand**



ROTHERHITHE NEW RD
CLEARANCE HEIGHT

DOUBLE DECK VEHICLES MUST USE
THE CENTRE OF THE ROAD

Rotherhithe New Road north of Old Kent Road in South Bermondsey.

ROUTE DIRECTIONS

RUNNING IN SERVICE

IMPORTANT
PLEASE ENSURE
YOU USE YOUR
RIBAS KEY ON
EVERY TRIP

TO LEWISHAM SHOPPING CENTRE

- At **stand**, continue ahead on Camden Road (*one-way street*)
- Turn right onto Parkhurst Road (*one-way street*)
- At traffic light, turn right onto Holloway Road **A1**
- At traffic light, turn right onto Canonbury Road (*Highbury Corner*) **A1200**
- At traffic light, continue ahead onto New North Road **A1200**
- At traffic light, continue ahead onto East Road (*onto one-way system*) **A1200**
- At traffic light, continue ahead onto City Road **A501**
- At traffic light, continue ahead onto City Road **A501**
- Continue ahead onto Finsbury Square and Finsbury Pavement **A501**
- At traffic light, continue ahead onto Moorgate (*Moorgate Station on right*)
- At traffic light, continue ahead onto Princes Street (*Bank Station*)
- Continue ahead onto Lombard Street
- Continue ahead onto King William Street (*towards Monument Station*)
- Continue ahead/right onto London Bridge **A3**
- At traffic light, continue ahead onto Borough High Street (*Borough Station*) **A3**
- At traffic light, turn left onto Great Dover Street **A2**
- At Bricklayer's Arms roundabout, take 2nd exit onto Old Kent Road **A2**
- Continue ahead onto New Cross Road (*Aldi on the right*) **A2**
- Continue ahead onto New Cross Road (*past New Cross Garage on the right*) **A2**
- Continue ahead onto New Cross Road (*one-way system*) **A2**
- Keep right and at traffic light, turn right onto Amersham Road **A20**
- At traffic light, turn left onto Lewisham Way **A20**
- Continue ahead onto Loampit Hill **A20**
- Continue ahead onto Loampit Vale **A20**
- Continue ahead onto Rennell Street and follow road to the right **A20**
- At traffic light, continue ahead onto Molesworth Street **A21** to **stand**



EDWARD STREET
CLEARANCE HEIGHT

**DOUBLE DECK VEHICLES MUST
NOT BE USED ON THIS ROAD**

North of New Cross Road in New Cross



TRUNDLEYS ROAD
CLEARANCE HEIGHT

**DOUBLE DECK VEHICLES MUST
NOT BE USED ON THIS ROAD**

Off line-of-route, north of New Cross Gate in Surrey Quays

LEWISHAM

TERMINUS POINT

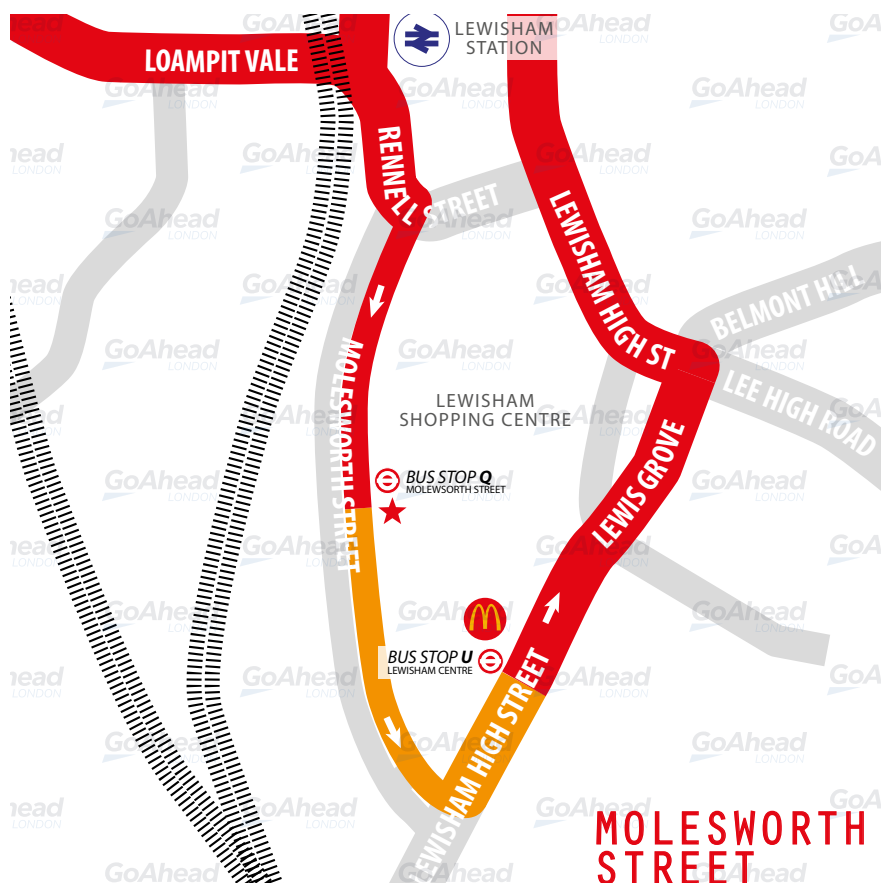
SWITCH THE
ENGINE OFF
WHILST AT THE
STAND

From Holloway. Proceed from Molesworth Street direct to stand. Set down on Molesworth Street at **BUS STOP Q**.

Towards Holloway. Depart via Molesworth Street to Lewisham High Street. Pick up on Lewisham High Street at **BUS STOP U**.

Public stand for five buses on east side of Molesworth Street.

Blind display: **LEWISHAM, SHOPPING CENTRE.**



LEWISHAM

TURNING POINT

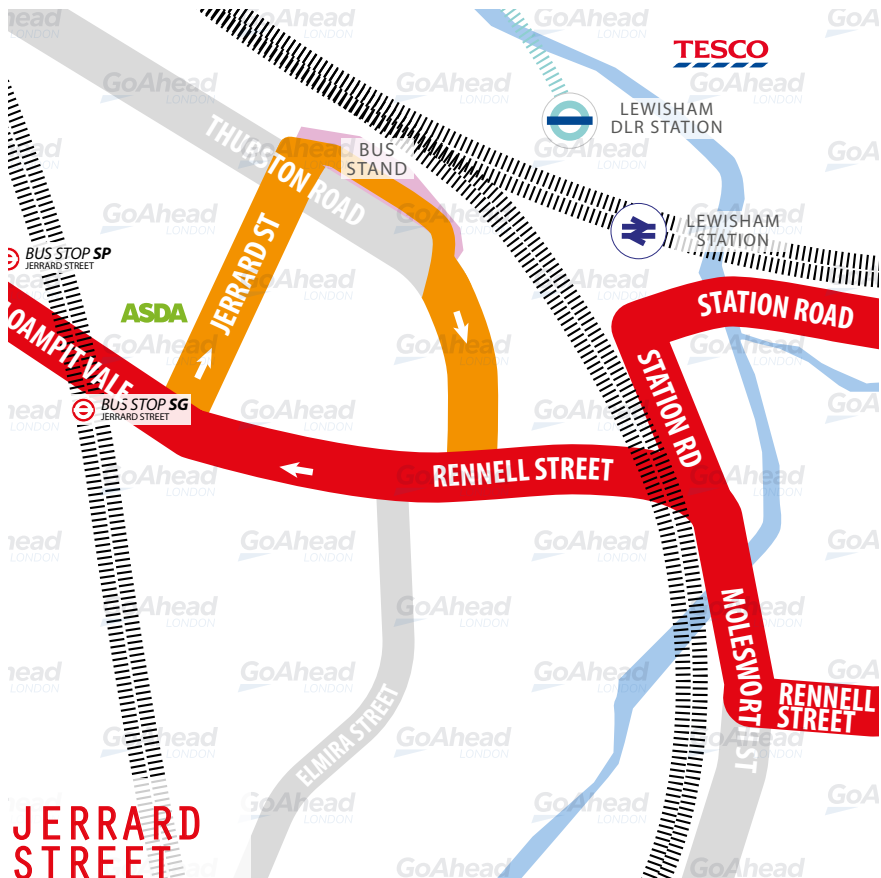
IMPORTANT
PLEASE ENSURE
YOU USE YOUR
RIBAS KEY ON
EVERY TRIP

From Holloway. Proceed from Loampit Vale via Jerrard Street and Thurston Road. Set down on Loampit Vale at **BUS STOP SP**.

Towards Holloway. Depart to Loampit Vale.
Pick up on Loampit Vale at **BUS STOP SG**.

Turning point only - Buses must not stand.

Blind display: **LEWISHAM, JERRARD STREET.**



NEW CROSS BUS GARAGE

CURTAILMENT POINT

**TURNING
POINT ONLY.
BUSES MUST NOT
STAND.**

From Lewisham. Proceed from New Cross Road via New Cross Bus Garage to stand. Set down on New Cross Road at **BUS STOP O.**

Towards Lewisham. Depart via New Cross Bus Garage to New Cross Road. Pick up on New Cross Road at **BUS STOP M**

Private stand in New Cross Bus Garage on south side of New Cross Road.

Blind display: **NEW CROSS GATE.**



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

Turning point only - Buses must not stand.
Blind display: *NEW CROSS GATE.*



BRICKLAYER'S ARMS

CURTAILMENT POINT

PLEASE CHECK
TRIP NUMBER
ON ETM BEFORE
DEPARTING

From Lewisham. Proceed from Old Kent Road via Bricklayer's Arms Roundabout, Great Dover Street and Bartholomew Street to stand.
Set down on Old Kent Road at **BUS STOP BP**.

Towards Lewisham. Depart via Bartholomew Street, New Kent Road and Bricklayer's Arms Roundabout to Old Kent Road. Pick up on Old Kent Road at **BUS STOP BK**.

Public stand for two buses on south side of Bartholomew Street.

Blind display: **BRICKLAYER'S ARMS.**



LONDON BRIDGE STATION

TURNING POINT

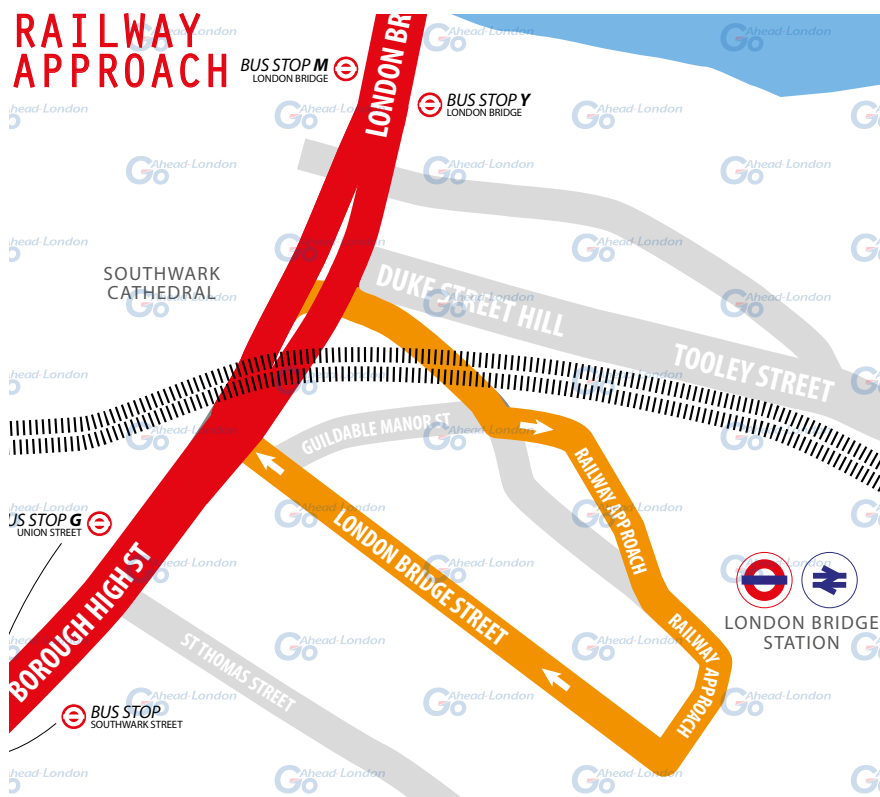
PLEASE CHECK
TRIP NUMBER
ON ETM BEFORE
DEPARTING

From Lewisham. Proceed from Borough High Street via Railway Approach, London Bridge Bus Station and London Bridge Street. Set down on Borough High Street at **BUS STOP G.**

Towards Lewisham. Depart to Borough High Street. Pick up on Borough High Street at **BUS STOP SOUTHWARK STREET.**

From Holloway. Proceed from London Bridge via Railway Approach, Bay A, London Bridge Bus Station, London Bridge Street and Borough High Street. Set down on London Bridge at **BUS STOP Y.**

Towards Holloway. Depart to London Bridge. Pick up on London Bridge at **BUS STOP M.** Blind display: **LONDON BRIDGE.**



**TURNING
POINT ONLY.
BUSES MUST NOT
STAND.**

Towards Lewisham. Depart via Finsbury Square (south side) to Finsbury Pavement. Pick up on Finsbury Pavement at **BUS STOP K**.

Blind display: *MOORGATE, FINSBURY SQUARE.*



TURNING POINT

18

HOXTON

CURTAILMENT POINT

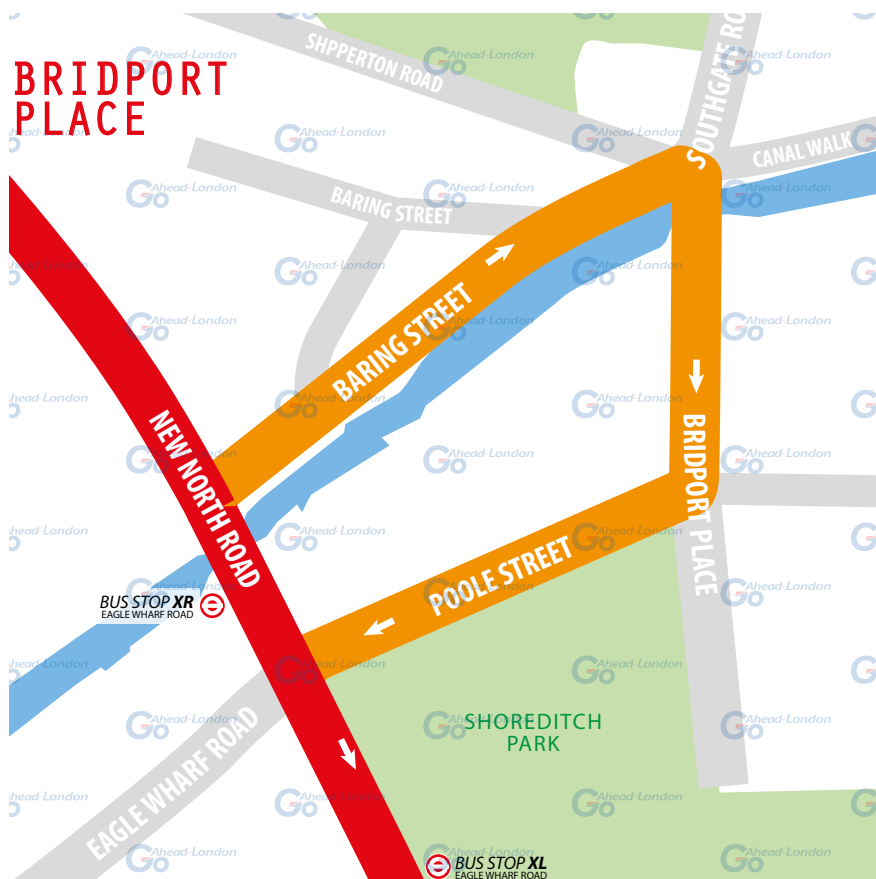
SWITCH THE
ENGINE OFF
WHILST AT THE
STAND

From Lewisham. Proceed from New North Road via Baring Street and Bridport Place to stand. Set down on New North Road at **BUS STOP XR**.

Towards Lewisham. Depart via Bridport Place and Poole Street to New North Road. Pick up on New North Road at **BUS STOP XL**.

Public stand for two buses on west side of Bridport Place.

Blind display: *HOXTON, BARING STREET.*



HIGHBURY CORNER

TURNING POINT

**TURNING
POINT ONLY.**
BUSES MUST NOT
STAND.

From Lewisham. Proceed from Canonbury Road, Highbury Corner, St Paul's Road, Highbury Grove, St Paul's Road.
Set down on Canonbury Road, at **BUS STOP H.**

Towards Lewisham. Depart to Canonbury Road.
Pick up on Canonbury Road, at **BUS STOP J.**

Turning point only - Buses must not stand.

Blind display: **HIGHBURY CORNER.**



HOLLOWAY

TERMINUS POINT

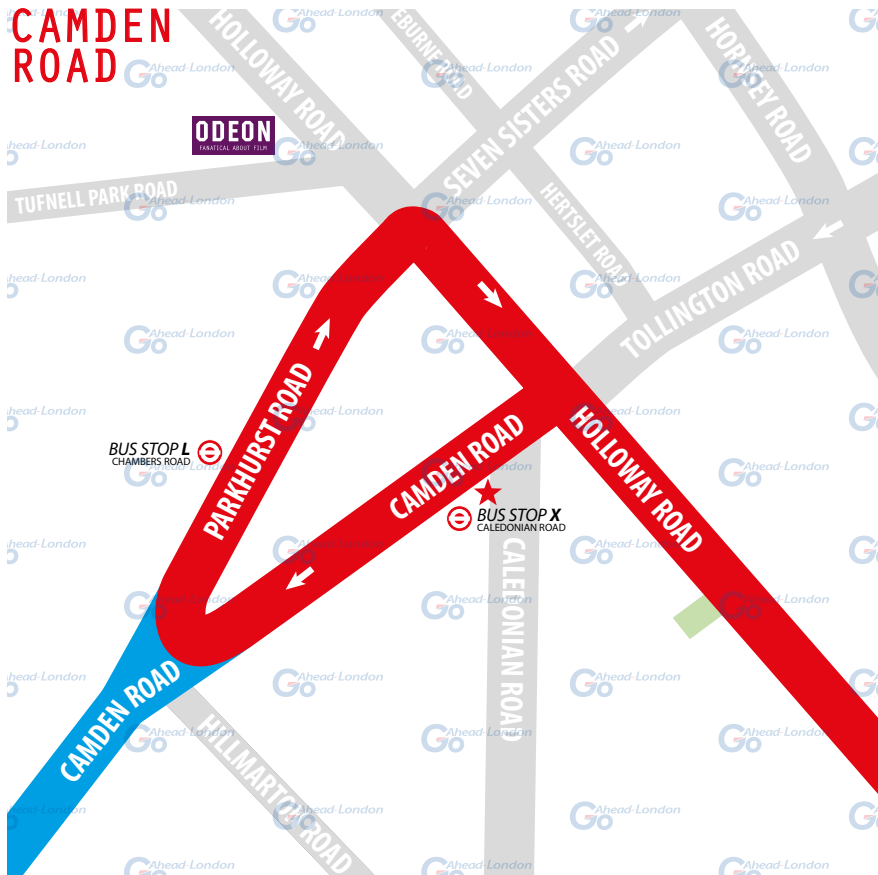
SWITCH THE
ENGINE OFF
WHILST AT THE
STAND

From Lewisham. Proceed from Camden Road direct to stand.
Set down on Camden Road at **BUS STOP X**.

Towards Lewisham. Depart via Camden Road to Parkhurst Road.
Pick up on Parkhurst Road at **BUS STOP L**.

Public stand for six buses on south side of Camden Road.

Blind display: **HOLLOWAY, NAG'S HEAD.**



LOCAL HAZARDS & POINTS TO NOTE

FULL RISK ASSESSMENT VIEWABLE UPON REQUEST



BUSY PEDESTRIAN AREA | LEWISHAM HIGH STREET

New crossing added in the High Street. Limited crossing areas prior to it. Keep headlights on and proceed with care and caution particularly at weekends due to heavy pedestrian movement. Parked cars at weekends.

MERGING TRAFFIC | CLOCKTOWER BUS STOP

Three lanes filtered into two lanes after the traffic lights. Take the middle lane and look out for traffic merging.

VARIOUS HAZARDS | EXITING STATION ROAD

Blind corner and awkwardly placed traffic light. View restricted by wall on right. Pedestrians, e-scooters and cyclists. Be aware of cyclists jumping the traffic lights. Watch out for vehicles stopping in front of the secondary traffic lights, blocking your exit. Watch out for pedestrians entering the crossing without checking moving vehicles.

BUSY PEDESTRIAN AREA | STATION ROAD DLR STATION

Busy pedestrian crossing. Buses on alighting stop blocking view of oncoming buses from pedestrians waiting to cross. Parked buses also block view of the crossing from approaching buses. If buses are on the alighting stop, exercise extreme caution when approaching the crossing and keep your speed right down. Never try to beat the pedestrian crossing lights. There is a cycle bay in front of the crossing. Never stop in the cycle bay. Do not use the alighting bays as a stand, they are for passengers to alight only.

PEDESTRIAN CROSSING | LEWISHAM COLLEGE

Always be aware of large numbers of students.

PEDESTRIANS | LEWISHAM WAY JUNC SHARDELOES RD

Junction between Shardeloes Road and Lewisham Way. No pedestrian crossing at Shardeloes Road. Beware of pedestrians and cyclist unaware of traffic approaching from Amersham Road.

VOLUME OF STUDENTS | GOLDSMITHS COLLEGE

Be aware of large numbers of students during school term.

LOCAL HAZARDS & POINTS TO NOTE

FULL RISK ASSESSMENT VIEWABLE UPON REQUEST



VOLUME OF PEDESTRIANS | VENUE NIGHTCLUB

Volume of traffic and people. Be aware of large numbers of pedestrians especially during evening weekends.

VOLUME OF PEDESTRIANS | NEW CROSS GATE STATION

High volume of pedestrians and cyclists. Care and caution when approaching the station. Look out for cyclists and pedestrians.

BUSES DEPARTING/ENTERING | NEW CROSS BUS GARAGE

Buses leaving/entering the bus garage, blind spots. Slow down and look out for buses departing/entering the garage. Look out for cyclists and pedestrians blocked by buses.

EMERGENCY VEHICLES | OLD KENT ROAD / POMEROY ST

Near BP petrol station. Emergency vehicles departing/entering base. Traffic changing lanes at last minute. Pedestrians and cyclists Be Vigilant for emergency vehicles exiting the station. Look out for cyclists and pedestrians not using designated crossing areas.

PEDESTRIANS AND CYCLISTS | BRICKLAYER'S ARMS

Old Kent Road flyover. Heavy volume of pedestrian activity. Care and caution. Look out for cyclists and pedestrians not using the crossings.

VARIOUS HAZARDS | GREAT DOVER ST / TRINITY ST

The Roebuck and Kings College Campus. Raised speed hump, low trees. Slow down when approaching the speed calming and do not accelerate when driving over it. There are low trees in this area so stay away from the kerb. University students and delivery vehicles, cyclists, low trees, 20 mph limit. Beware of pedestrians crossing the road. Look out for cyclists emerging from Trinity Street. Ensure there is enough clearance when passing delivery vehicles. Beware of low trees and the 20 mph limit.

VOLUME OF PEDESTRIANS | GREAT DOVER STREET

Union Street. Offside lane towards Newington Green is right turn only onto Long Lane. Beware of traffic in the offside lane cutting across the middle lane to proceed straight.

LOCAL HAZARDS & POINTS TO NOTE

FULL RISK ASSESSMENT VIEWABLE UPON REQUEST



SHARP TURN | GREAT DOVER ST JUNC BOROUGH HIGH

Twds Lewisham. Slow down and take the turn wide enough to clear the kerb.

BUSY PEDESTRIAN AREA | BOROUGH HIGH STREET

Delivery vehicles, cyclists, low trees, 20 mph limit. Ensure there is enough clearance when passing delivery vehicles. Be aware of low trees. Restricted entry except buses and taxis, cyclists, motorcyclists, e-scooters and pedestrians. Look out for pedestrian on the wrong side of peoples barrier.

VARIOUS HAZARDS | LONDON BRIDGE STATION

Restricted entry except buses and taxis, cyclists, motorcyclists, e-scooters and pedestrians. Look out for pedestrian on the wrong side of peoples barrier. The barriers are for 2 meters social distancing following COVID-19 pandemic. Ensure there is enough clearance when passing delivery vehicles.

VARIOUS HAZARDS | MONUMENT AND LONDON BDG STN

Large volume of pedestrians, cyclists, restricted access due to road layout and road works. Look out for pedestrian on the wrong side of peoples barrier. Large volume of commuters on bikes and e-scooters.

VARIOUS HAZARDS | KING WILLIAM STREET

Large volume of tourists, cyclists, e-scooters, restricted access due to road layout and road works. Look out for tourist checking for traffic approaching from the right-hand side instead of traffic from the left hand due to right hand drive. Beware of cyclists and other road users.

BUSY PEDESTRIAN AREA | BANK UNDERGROUND STATION

Large volume of pedestrians Look out for pedestrians during peak hours.

CONSTRUCTION WORK | BANK / MOORGATE

The Globe Traditional Pub construction work – site entrance opposite the pub. The raised scaffolding has narrowed the road space. Slow down and be ready to give way to oncoming traffic.

VOLUME OF VEHICLES | MOORGATE / FINSBURY SQUARE

Underground station. Large volume of pedestrians, heavy traffic. Look out for pedestrians filtering out through traffic during peak hours.

LOCAL HAZARDS & POINTS TO NOTE

FULL RISK ASSESSMENT VIEWABLE UPON REQUEST



NEW ROAD LAYOUT | OLD STREET

Cyclists, filter-traffic lights, e-scooters, one-way traffic. Look out for e-scooters and cyclists. Beware of motorists who are not familiar with the new road layout.

BUSY PEDESTRIAN AREA | OLD STREET

Tube station, large volume of pedestrians, heavy traffic, one-way traffic, road works, cyclists. Look out for pedestrians filtering out through traffic during peak hours. Be aware of vehicles on wrong lane due to road layout and roadworks.

U-TURNS | NEW NORTH ROAD

Drivers should remain vigilant for pedestrians crossing the road, whilst the traffic lights are turned green in favour of traffic. Look for vehicles doing u-turns.

VARIOUS HAZARDS | CANONBURY ROAD

Ensure enough clearance when passing parked vehicles and cyclists.

SHARP TURN | Highbury Corner/Station

Including Holloway Road. High volume of pedestrian movement, cyclists, pedestrians not crossing at designated crossing points, especially during Arsenal FC home game days. Slow on approach in preparation to stop safely. Full observation required.

VARIOUS HAZARDS | PARKHURST ROAD

Bus stop B merging over 3 lanes to take right turning onto Holloway Road. High volume of pedestrian movement, cyclists, pedestrians not crossing at designated crossing points, especially during Arsenal FC home game days. Full observation required paying particular attention to your offside and potential blind spot. Do not cross over lanes until safe to do so. Straddle lanes upon entrance to Holloway Road when it's safe to do so. Slow on approach in preparation to stop safely. Positioning and awareness of street furniture when turning onto Holloway Road.

LOW TREES | CAMDEN ROAD

High volume of pedestrian movement, cyclists, pedestrians not crossing at designated crossing points, especially during Arsenal FC home games. City and Islington College. Slow on approach in preparation to stop safely, full observation required.

OTHER INFORMATION

CODES AND EMERGENCY RADIO PROCEDURES

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

ROUTE 21 | CURTAILMENT ABBREVIATIONS

LMS	Lewisham, Molesworth St	LJS	Lewisham, Jerrard St
NXG	New Cross Garage	NXS	New Cross Gate
BA	Bricklayer's Arms	LBG	London Bridge Station
MFS	Moorgate, Finsbury Sq	ERD	Old Street Station
HOX	Hoxton, Bridport Place	HCR	Holloway, Camden Road

TOILET FACILITIES | INFORMATION AND DOOR CODES

- **Lewisham Molesworth St.** TfL facility (24 hour use). Code: **3198**
- **Moorgate.** TfL facility (24 hour use) (*interim only*).
- **Holloway, Camden Road.** TfL facility near stand.
- **New Cross Bus Garage.** (If you have no passengers) (*interim only*).

If you urgently need to use the interim facility, please inform iBus first and switch off your bus at the bus stop.

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), 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. Release the foot switch when you are not speaking. Remember to speak slowly and clearly. 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.**

CODE
GREEN

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

CODE
BLUE

Call CentreComm
for non-emergency,
incident reporting
or diversions

CODE
RED

Call CentreComm
for emergency
services, passenger
injury or assault