

# 473

## Route Guide & Hazard Awareness

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



# GRAB YOUR MAP

ASK AT THE FRONT COUNTER

## CHANGEOVER | ALBERT ROAD

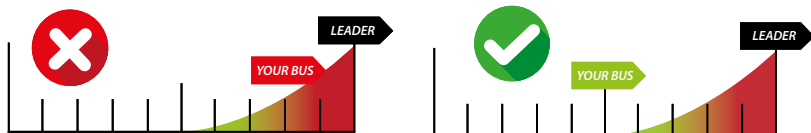
Towards North Woolwich on Albert Road at **BUS STOP C** (Fernhill Street).

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

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

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.

SPECIMEN ONLY



**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.

# CONTENTS

## **FULL ROUTE 473 MAP**

Between  
Stratford and  
Plaistow.

**3**

## **FULL ROUTE 473 MAP**

Between Plaistow  
and North  
Woolwich.

**4**

## **RUNNING LIGHT**

To and from  
North Woolwich  
and Stratford.

**5**

## **IN SERVICE**

Route guide  
from Stratford  
and North  
Woolwich Ferry.

**6**

## **IN SERVICE**

Route guide  
from North  
Woolwich Ferry  
and Stratford.

**7**

## **STRATFORD STATION**

Terminus point  
and map.

**8**

## **PLAISTOW, BULL ROAD**

Turning point  
and map.

**9**

## **PLAISTOW, GREENGATE STREET**

Turning point  
and map.

**10**

## **PRINCE REGENT DLR**

Curtailment point  
and map.

**11**

## **LONDON CITY AIRPORT**

Turning point  
and map.

**12**

## **NEW WOOLWICH, PIER ROAD**

Terminus point  
and map.

**13**

## **LOCAL HAZARDS**

Hazards to be  
aware of and  
other points to  
note.

**14**

## **LOCAL HAZARDS**

Hazards to be  
aware of and  
other points to  
note.

**15**

## **AT THE GARAGE**

General  
information and  
safety at the  
garage.

**16**

## **CODES & PROCEDURES**

Curtailment abrv  
& emergency radio  
procedure.

**17**

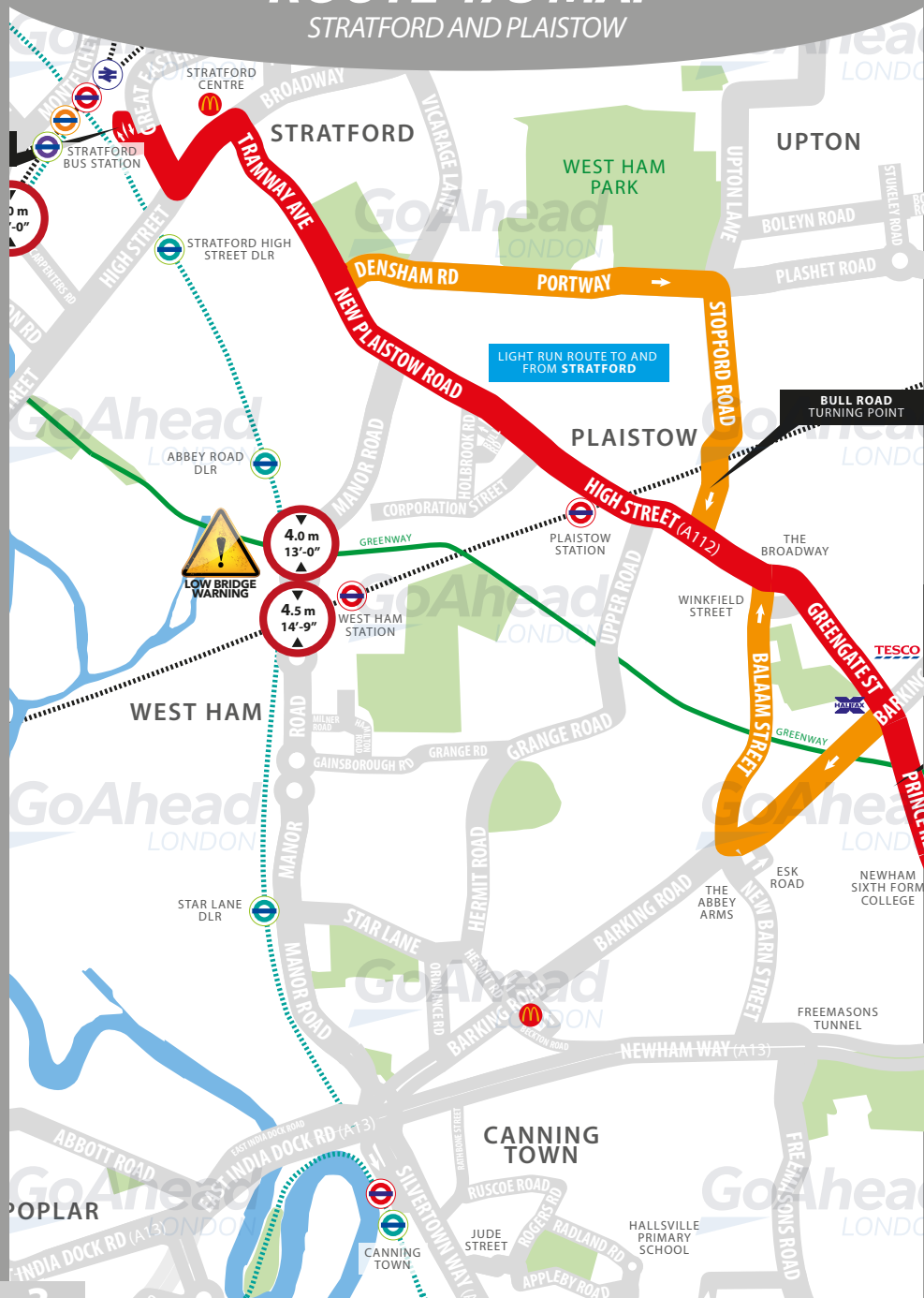
## **LOW BRIDGE**

Manor Road, off  
line of route in  
West Ham.

**18**

# ROUTE 473 MAP

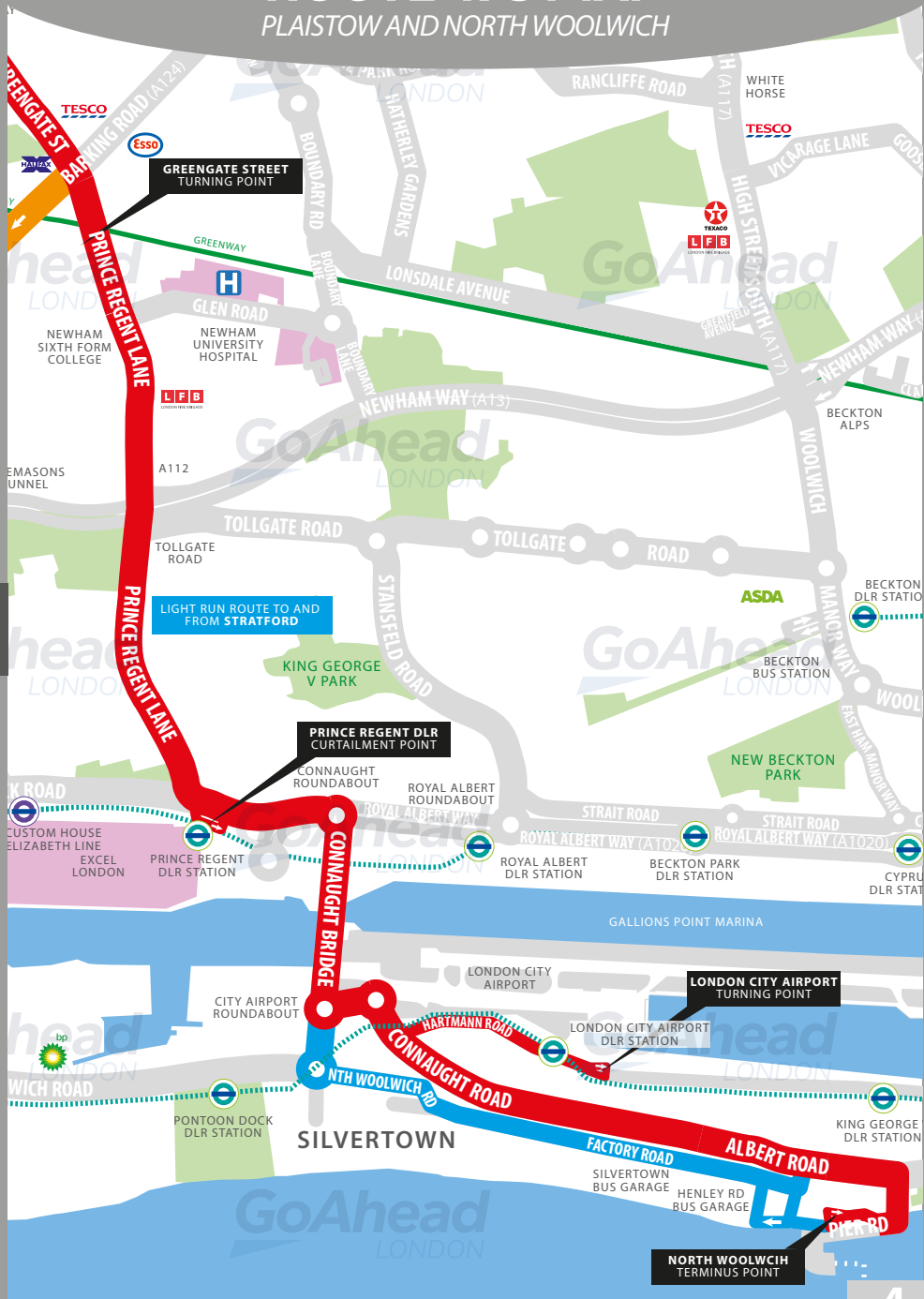
STRATFORD AND PLAISTOW



GO TO  
PAGE 4

# 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 roundabout, take 3rd exit 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**
- At 2nd roundabout, take 1st exit 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

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

## TO NORTH WOOLWICH 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**

# ROUTE DIRECTIONS

RUNNING IN SERVICE

IMPORTANT  
PLEASE ENSURE  
YOU USE YOUR  
**RIBAS KEY** 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

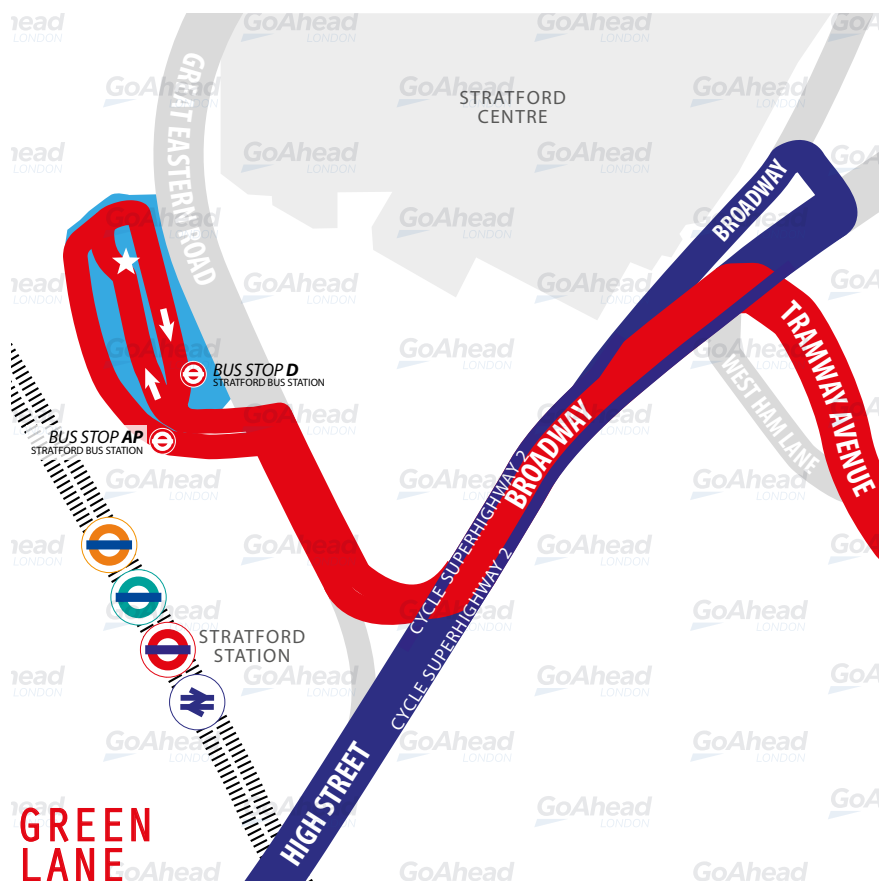
**From North Woolwich.** Proceed from Stratford Bus Station to stand.

Set down in Stratford Bus Station at **ALIGHTING POINT AP1**.

**Towards North Woolwich.** 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

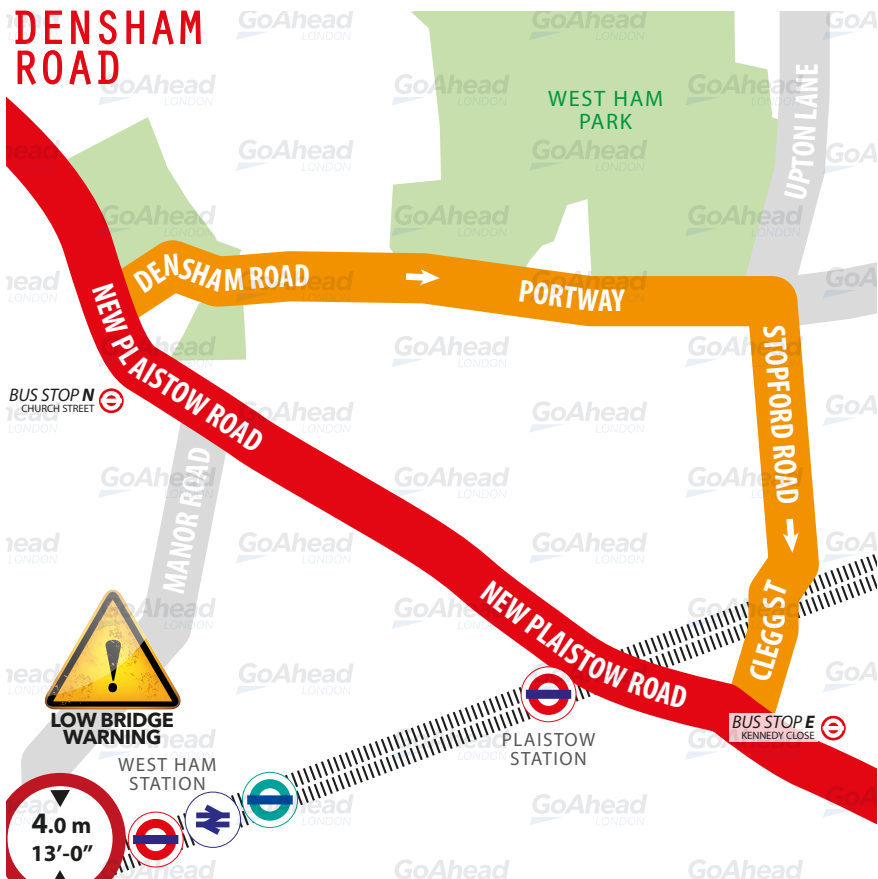
SWITCH THE  
**ENGINE OFF**  
WHILST AT THE  
STAND

**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

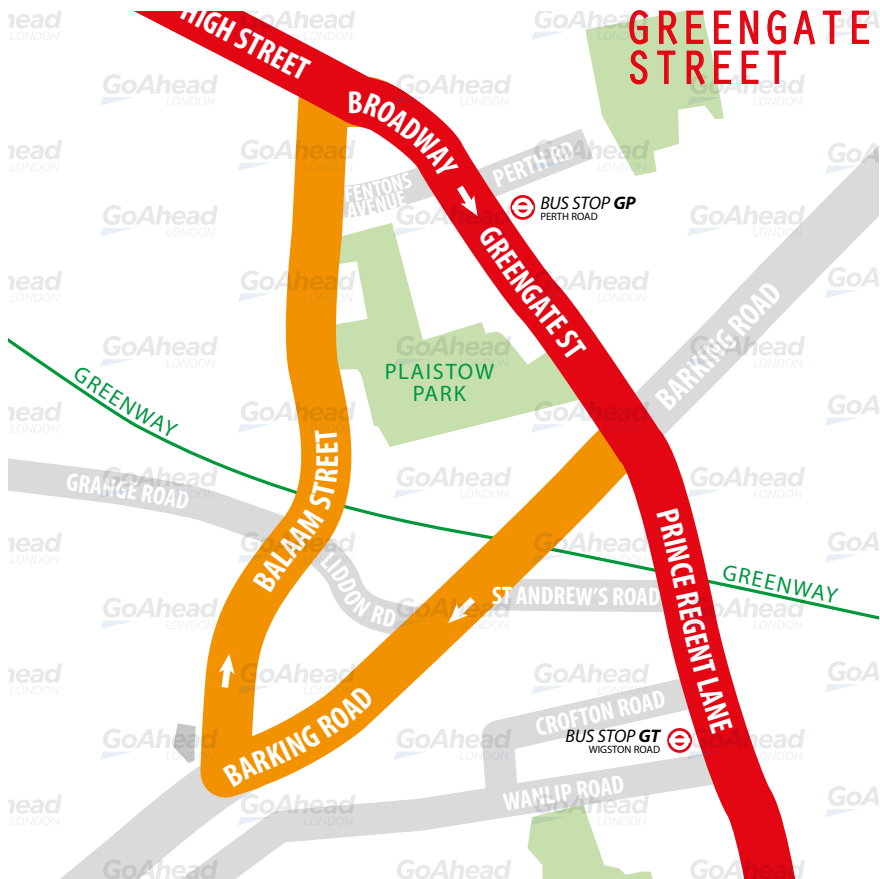
PLEASE CHECK  
**TRIP NUMBER**  
ON ETM BEFORE  
DEPARTING

**From North Woolwich.** Proceed from Prince Regent Lane, Barking Road, Balaam Street, Plaistow Broadway. Set down on Prince Regent Lane at **BUS STOP GT**.

**Towards North Woolwich.** Depart to Greengate Street. Pick up on Greengate Street at **BUS STOP GP**.

Turning point only - buses must not stand.

**Blind display:** **PLAISTOW**.



# PRINCE REGENT DLR

## CURTAILMENT POINT

**TURNING  
POINT ONLY.  
BUSES MUST NOT  
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.

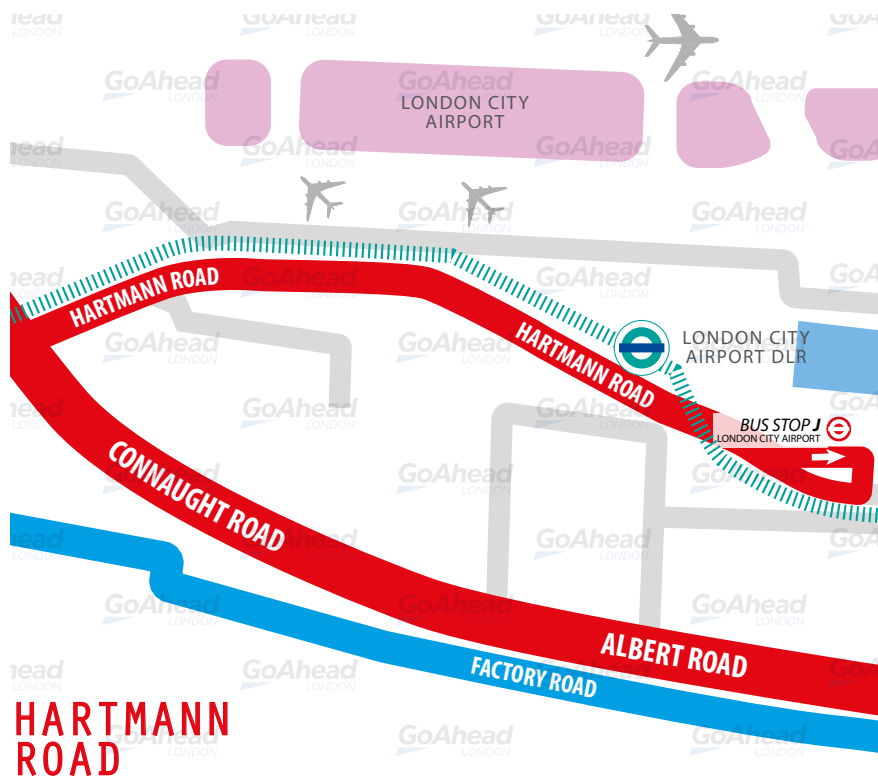
Set down at London City Airport at **BUS STOP J.**

**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.

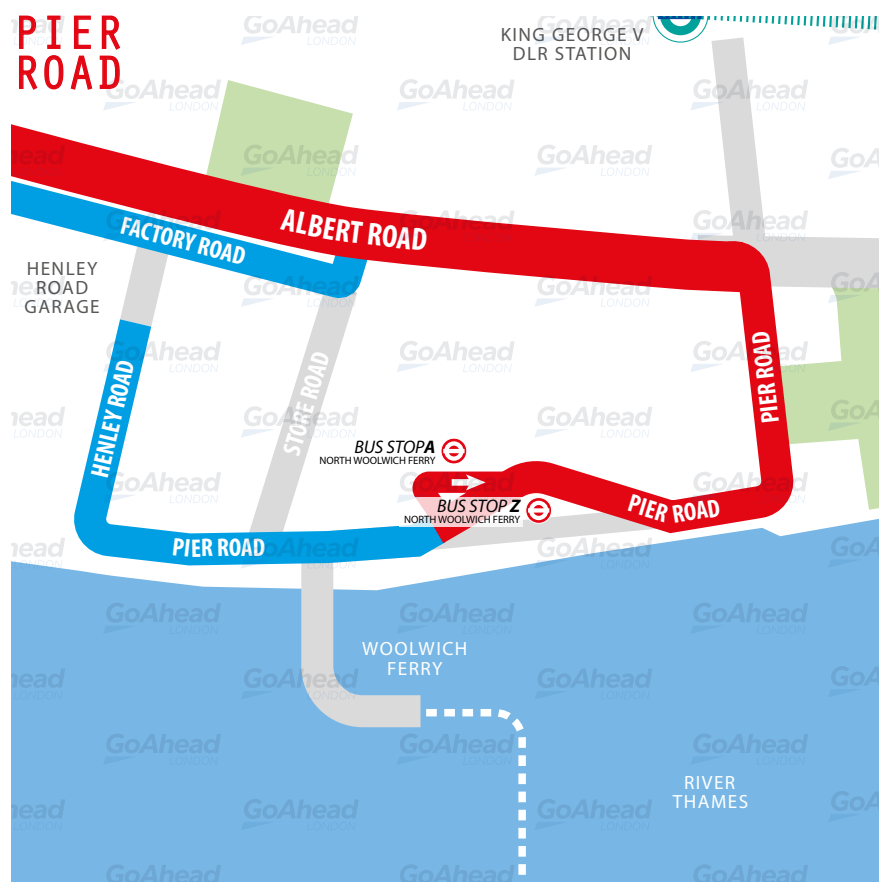
Set down on Pier Road at **BUS STOP Z**.

**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.**



# 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**



AND THINK FIRST!

# OTHER INFORMATION

## CODES AND EMERGENCY RADIO PROCEDURES

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

### ROUTE 473 | CURTAILMENT ABBREVIATIONS

<b>STR</b>	Stratford Station	<b>BR</b>	Plaistow, Bull Road
<b>GG</b>	Plaistow, Greengate Street	<b>PR</b>	Prince Regent Station
<b>LCA</b>	London City Airport	<b>WOOL</b>	North Woolwich

### FACILITIES | THROUGHOUT THE ROUTE

- Stratford Bus Station. (24 hours).

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

### 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.***

CODE  
GREEN

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

CODE  
BLUE

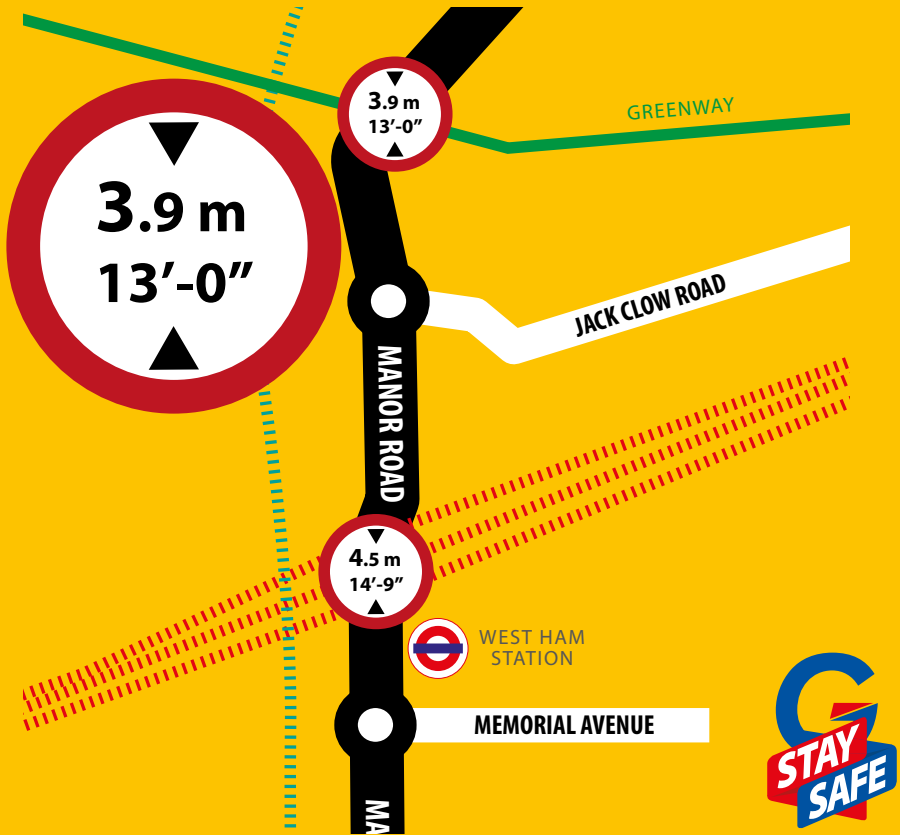
Call CentreComm  
for non-emergency,  
incident reporting  
or diversions

CODE  
RED

Call CentreComm  
for emergency  
services, passenger  
injury or assault

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 circumstances. Anticipate and always remain alert.