



# N21

## Route Guide & Hazard Awareness

**TRAFALGAR SQUARE - LONDON BRIDGE - NEW CROSS  
LEWISHAM - BLACKFEN - BEXLEYHEATH SHOPPING CTR**



Photo | **Kristian Lake**

**Go**Ahead-London

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## **CHANGEOVER POINT | PLEASE CHECK DUTY CARD**

Please check your time / duty card carefully.

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

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and Mansion  
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+5:00

NO MORE THAN 5 MINS LATE IF POSSIBLE



-2:00

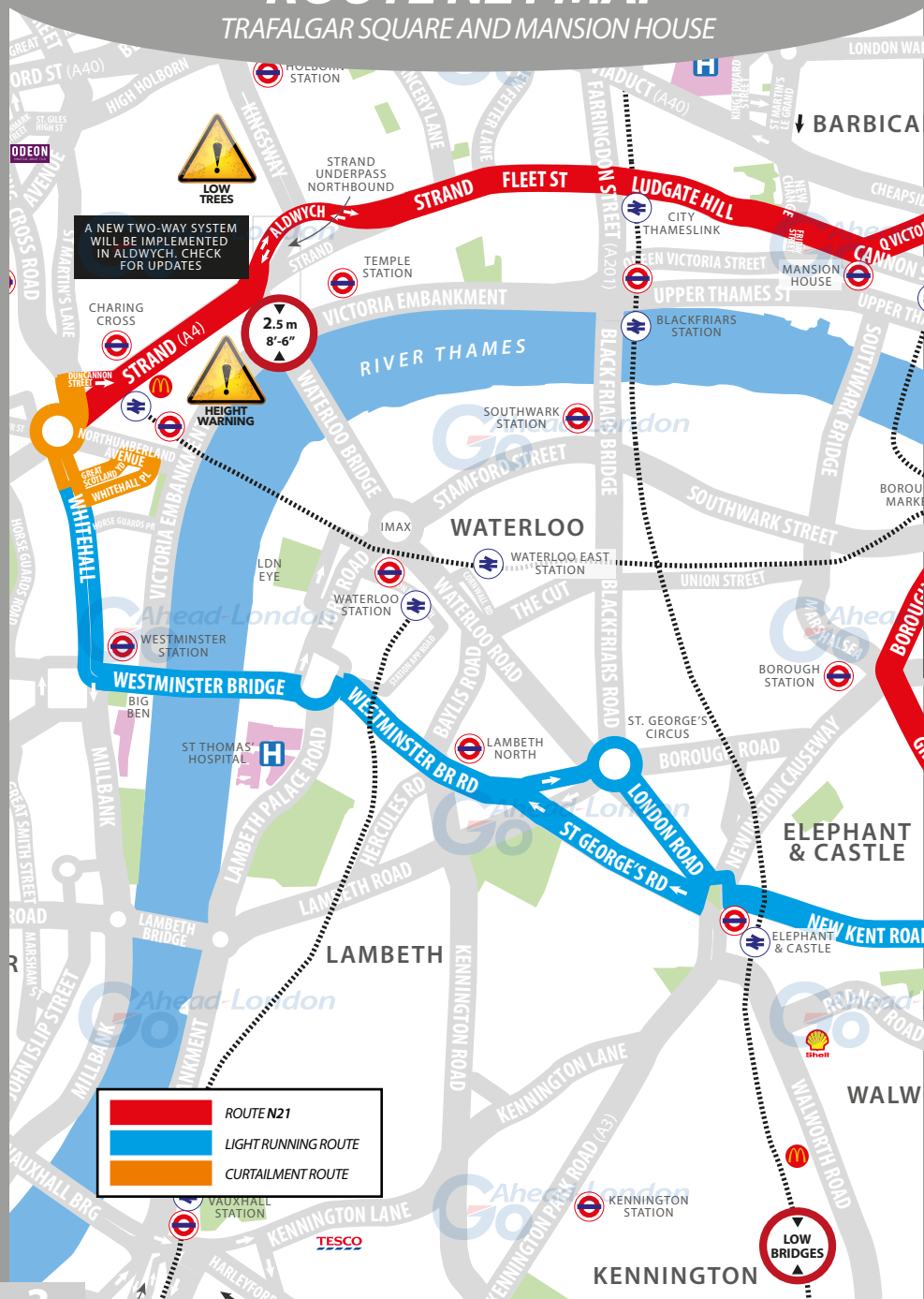
NO MORE THAN 2 MINS EARLY AT ANYTIME

**Route N21 is a low frequency route.** In terms of our performance, it is very important that you are no 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 N21 MAP

## TRAFALGAR SQUARE AND MANSION HOUSE



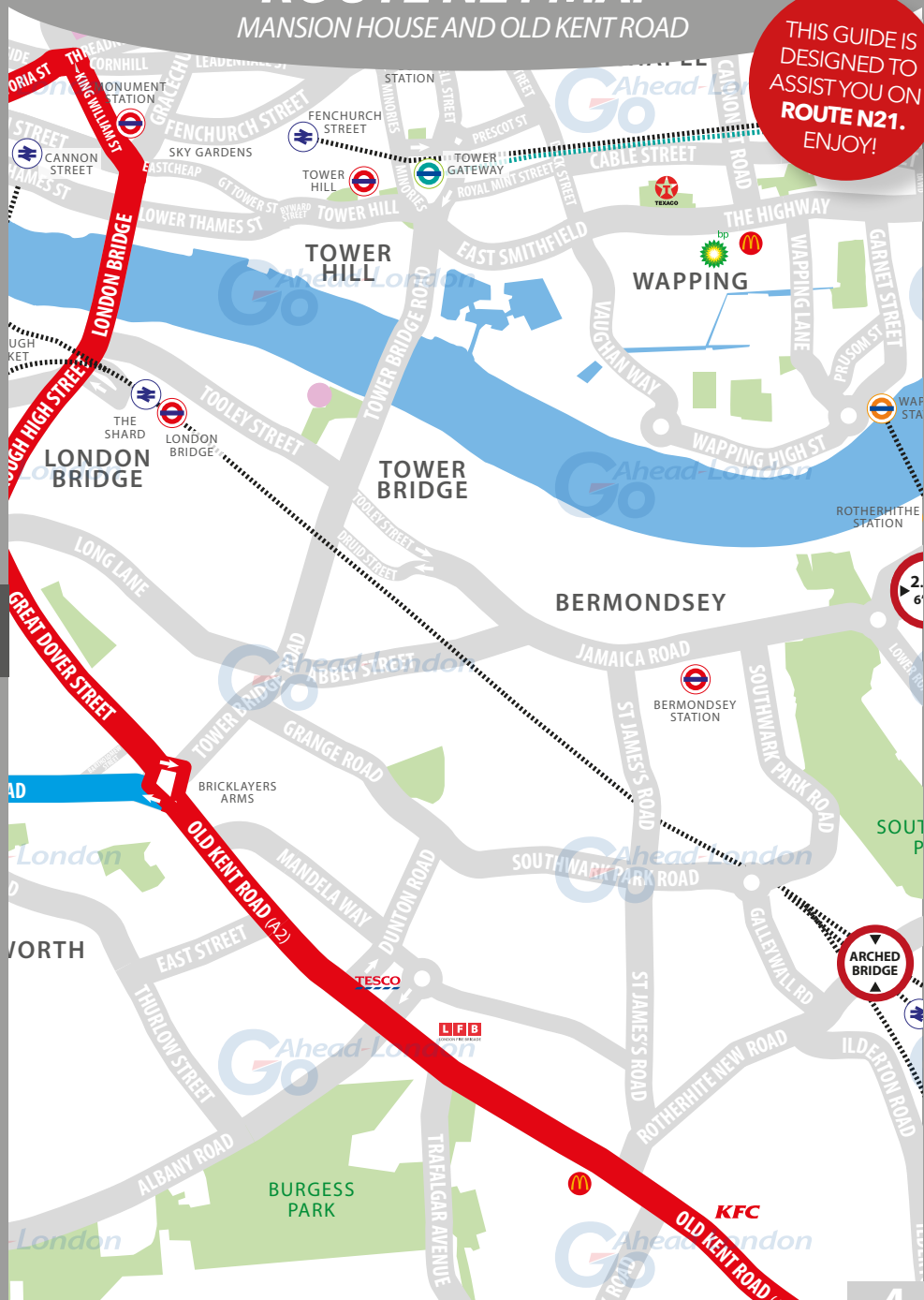
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# ROUTE N21 MAP

## MANSION HOUSE AND OLD KENT ROAD

THIS GUIDE IS  
DESIGNED TO  
ASSIST YOU ON  
**ROUTE N21.**  
ENJOY!



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# ROUTE N21 MAP

## OLD KENT ROAD AND LEWISHAM



# ROUTE N21 MAP

LEWISHAM AND LEE GREEN

BLINDS:  
**NOT IN SERVICE**  
LOG OFF IBUS  
IF RUNNING  
LIGHT

2.3 m  
7'-9"

**TRUNDLEYS ROAD  
CLEARANCE HEIGHT**

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

Off line-of-route, south of Bestwood Street in Surrey Quays

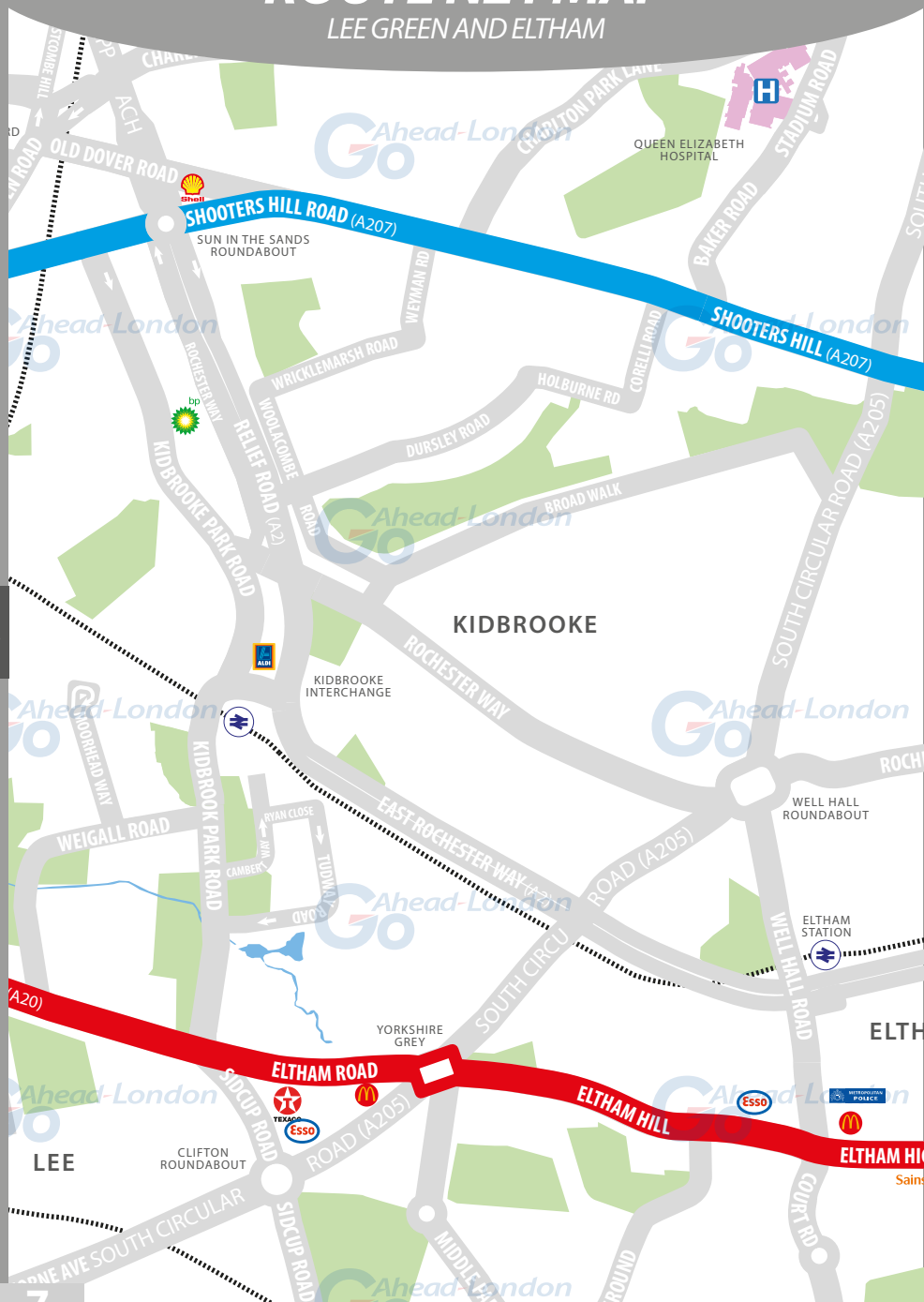
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# ROUTE N21 MAP

LEE GREEN AND ELTHAM



# ROUTE N21 MAP

ELTHAM AND BLACKFEN



# ROUTE N21 MAP

BLACKFEN AND BLENDON

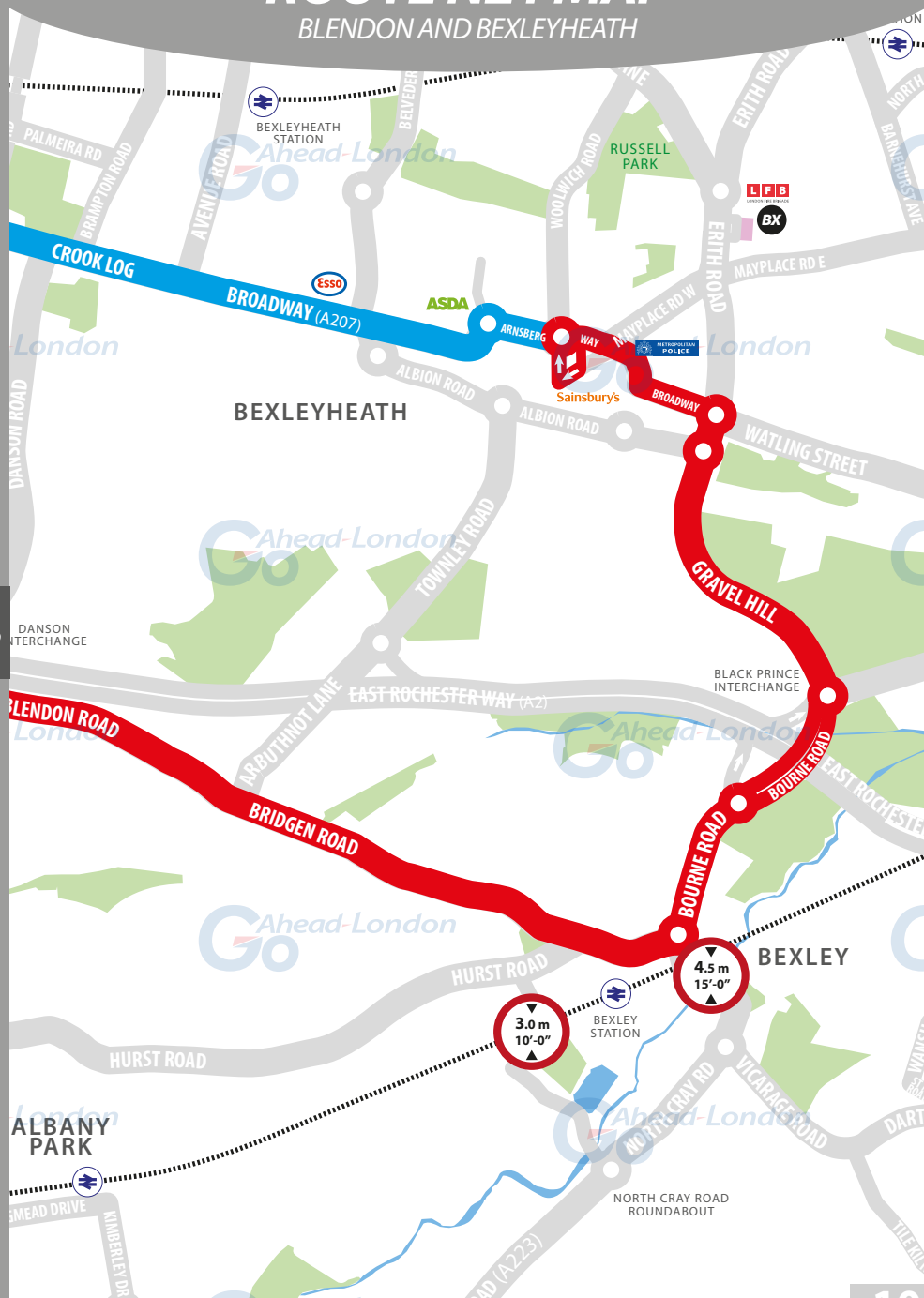


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# ROUTE N21 MAP

BLENDON AND BEXLEYHEATH





# RUNNING LIGHT

RUNNING OUT OF SERVICE

**IMPORTANT**  
LOG OFF IBUS  
IMMEDIATELY  
IF RUNNING  
LIGHT

## TO TRAFALGAR SQUARE, STRAND:

- At **garage**, turn left onto New Cross Road **A2**
- Follow road to the right onto New Cross Road **A2**
- Continue ahead onto Old Kent Road **A2**
- At Bricklayers roundabout, take 1st exit onto New Kent Road **A201**
- At Elephant and Castle gyratory, take 2nd exit onto St. George's Road **A302**
- Continue ahead and keep left on St. George's Road **A302**
- At traffic light, follow the road left onto Westminster Bridge Road **A302**
- Continue ahead on Westminster Bridge Rd (*Lambeth North stn on right*) **A302**
- Follow Westminster Bridge Road onto Westminster Bridge **A302**
- Continue ahead onto Bridge Street **A302**
- At traffic light, turn right onto Parliament Street (*Westminster stn on right*) **A238**
- Continue ahead onto Whitehall **A3212**
- Turn right onto Whitehall Place to Northumberland Avenue to **stand**

## FROM TRAFALGAR SQUARE, STRAND:

- At **Charing Cross Station**, continue ahead on Strand **A4**
- At Trafalgar Square, take 2nd exit onto Whitehall **A3312**
- Continue ahead onto Parliament Street **A3312**
- At traffic light, turn left onto Bridge Street (*Westminster stn on left*) **A302**
- Follow Westminster Bridge Road onto Westminster Bridge **A302**
- At Park Plaza, take 2nd exit onto Westminster Bridge Road **A302**
- At St. George's Circus roundabout, take 3rd exit onto London Road **A201**
- At traffic light, turn left onto Elephant & Castle (*Elephant & Castle stn on left*) **A201**
- Follow road onto New Kent Road **A201**
- Continue ahead on overpass onto Old Kent Road **A201**
- Continue ahead on Old Kent Road (*Tesco's on the left*) **A2**
- Continue ahead onto New Cross Road **A2**
- Continue ahead on New Cross Road (*New Cross Garage on right*) **A2**
- At traffic light, turn left onto Sainsbury's Access Road and follow one-way system
- At traffic light, turn right back onto New Cross Road (*New Cross Garage on left*)
- Turn left onto Pepys Road for Pepys Road garage entrance to **stand**

# RUNNING LIGHT

RUNNING OUT OF SERVICE

BLINDS:  
**NOT IN SERVICE**  
LOG OFF IBUS  
IF RUNNING  
LIGHT

## TO BEXLEYHEATH SHOPPING CENTRE:

- At **garage**, turn right onto New Cross Road **A2**
- Continue ahead onto New Cross Road and Deptford Broadway **A2**
- At traffic light, continue ahead onto Blackheath Road **A2**
- At traffic light, continue ahead onto Blackheath Hill **A2**
- At traffic light, continue ahead onto Shooters Hill Road **A2**
- At Prince Charles roundabout, continue ahead onto Shooters Hill Road **A2**
- At Sun-in-the-Sands roundabout, continue ahead onto Shooters Hill Road **A207**
- At traffic light, continue ahead onto Shooters Hill and onto Bellegrove Rd **A207**
- At traffic light, continue ahead onto Welling High Street **A207**
- At traffic light, continue ahead onto Park View Road **A207**
- Continue ahead onto Crook Log **A207**
- Continue ahead onto Broadway and Arnsberg Way **A207**
- At roundabout, take 2nd exit onto Arnsberg Way **A207**
- At 2nd roundabout, take 2nd exit onto Arnsberg Way **A207**
- Turn right onto Geddes Place to **stand**

## FROM BEXLEYHEATH SHOPPING CENTRE:

- At **stand**, continue ahead on Geddes Place
- Turn right onto Market Place and continue onto Friswell Place
- At roundabout, take 1st exit onto Arnsberg Way
- At 2nd roundabout, take 1st exit onto Arnsberg Way
- Continue ahead onto Broadway and onto Crook Log **A207**
- At traffic light, continue ahead onto Park View Road **A207**
- At traffic light, continue ahead onto Welling High Street and Bellegrove Rd **A207**
- At traffic light, continue ahead onto Shooters Hill **A207**
- At traffic light, continue ahead onto Shooters Hill Road **A207**
- At Sun-in-the-Sands roundabout, continue ahead onto Shooters Hill Road **A2**
- At Prince Charles roundabout, continue ahead onto Shooters Hill Road **A2**
- At traffic light, continue ahead onto Blackheath Hill and Blackheath Road **A2**
- Continue ahead onto Deptford Bridge and Deptford Broadway **A2**
- Continue ahead onto New Cross Road and left onto Amersham Road **A2**
- Turn right onto Parkfield Road and Lewisham Way (*one-way system*)
- Continue ahead onto New Cross Road (*past New Cross Garage*)
- Turn left onto Pepys Road to Pepys Road garage entrance and **stand**

# ROUTE DIRECTIONS

RUNNING IN SERVICE

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

## TO TRAFALGAR SQUARE, STRAND:

- At **stand**, continue ahead on Geddes Place
- Turn right onto Market Place and continue onto Friswell Place
- At roundabout, take 3rd exit onto Arnsberg Way and onto Broadway
- At roundabout, take 3rd exit onto Gravel Hill **A220**
- At 2nd roundabout, take 1st exit onto Gravel Hill **A220**
- At 3rd roundabout, take 2nd exit onto Bourne Road (*over A2*) **A223**
- At 4th roundabout, take 1st exit onto Bourne Road **A223**
- At 5th roundabout, take 2nd exit onto Bexley High Street **A222**
- Continue ahead onto Parkhill Road **B2210**
- Continue ahead onto Bridgen Road and ahead onto Blendon Road **B2210**
- At roundabout, take 1st exit onto Blendon Road **A210**
- At Penhill roundabout, take 2nd exit onto Blackfen Road **A210**
- Continue ahead onto Bexley Road **A210**
- At traffic light, continue ahead onto Eltham High Street **A210**
- Continue ahead onto Eltham Hill **A210**
- At Yorkshire Grey roundabout, take 3rd exit onto Eltham Road **A210**
- Continue ahead onto Lee High Road **A20**
- At traffic light, continue ahead onto Lewisham High Street **A210**
- Turn left onto Station Road for Lewisham Station (*before railway bridge*)
- At traffic light, turn right onto Loampit Vale **A20**
- Continue ahead onto Loampit Hill and Lewisham Way **A20**
- Follow road to the left onto New Cross Road (*past New Cross Garage*) **A2**
- Follow road to the right onto New Cross Road **A2**
- Continue ahead onto Old Kent Road **A2**
- At Bricklayers roundabout, take 2nd exit onto Great Dover Street **A2**
- At traffic light, turn right onto Borough High Street (*Borough Station*) **A3**
- Continue ahead onto and over London Bridge **A200**
- At junction, turn left towards King William Street (left of House of Fraser)
- At Bank Station, turn left onto Mansion House Street
- At traffic light, turn left onto Queen Victoria Street
- At traffic light, turn right onto Cannon Street and St. Paul's Churchyard
- At traffic light, continue ahead onto Ludgate Hill and Fleet Street
- Continue ahead onto Strand to Charing Cross Station **A4**
- At Trafalgar Square, take 2nd exit onto Whitehall **A3312**
- Turn left onto Whitehall Place to Northumberland Avenue to **stand**

# ROUTE DIRECTIONS

RUNNING IN SERVICE

IMPORTANT  
PLEASE ENSURE  
YOU USE YOUR  
**RIBAS KEY** ON  
EVERY TRIP

## TO BEXLEYHEATH SHOPPING CENTRE:

- At **stand**, continue ahead and turn left onto Great Scotland Yard
- At junction, turn right onto Whitehall **A3212**
- At Trafalgar Square, take 3rd exit onto St Martin's Place **A400**
- Turn right onto Duncannon Street and serve first bus stop
- Continue ahead onto Strand and onto Aldwych one-way system **A4**
- Continue ahead onto Strand, Fleet Street and onto Ludgate Hill
- Continue ahead onto St. Paul's Churchyard and Cannon Street
- At traffic light, turn left onto Queen Victoria Street (*Mansion House Station*)
- At traffic light, continue ahead onto Mansion House Street
- At traffic light, turn right onto Lombard Street and onto King William Street
- At traffic light, turn left and then right onto King William St and London Bridge
- At traffic light, turn left onto Railway Approach, Bay C (*London Bridge Bus Stn*)
- Continue ahead onto London Bridge Street
- At junction, turn left onto Borough High Street **A3**
- At traffic light, turn left onto Great Dover Street (*Borough Station*) **A2**
- At Bricklayers roundabout, take 2nd exit onto Old Kent Road **A2**
- Continue ahead onto New Cross Road (*past New Cross Garage*) **A2**
- At traffic light, turn right onto Amersham Road **A20**
- At traffic light, turn left onto Lewisham Way, Loampit Hill and onto Loampit Vale
- Follow road right onto Rennell Street (*under bridge*) and then left at traffic light.
- At traffic light, turn right onto Lewisham High Street **A20**
- Continue ahead onto Lee High Road **A20**
- At traffic light, continue ahead onto Eltham Road **A210**
- At Yorkshire Grey roundabout, take 2nd exit onto Eltham Hill **A210**
- At traffic light, continue ahead onto Eltham High St (*McDonald's on left*) **A210**
- Continue ahead onto Bexley Road and onto Blackfen Road **A210**
- At Penhill roundabout, take 2nd exit onto Blendon Road **B2210**
- At 2nd roundabout, take 2nd exit onto Blendon Road **A210**
- Continue ahead onto Bridgen Road and ahead onto Parkhill Road **B2210**
- At 2nd roundabout, take 1st exit onto Bourne Road **A223**
- At 3rd roundabout, take 2nd exit onto Bourne Road (*over A2*) **A223**
- At 4th roundabout, take 2nd exit onto Gravel Hill **A220**
- At 5th roundabout, take 2nd exit onto Gravel Hill **A220**
- At 6th roundabout, take 1st exit onto Broadway
- At traffic light, turn right onto Arnsberg Way and left Geddes Place to **stand**

# TRAFALGAR SQUARE

TERMINUS POINT

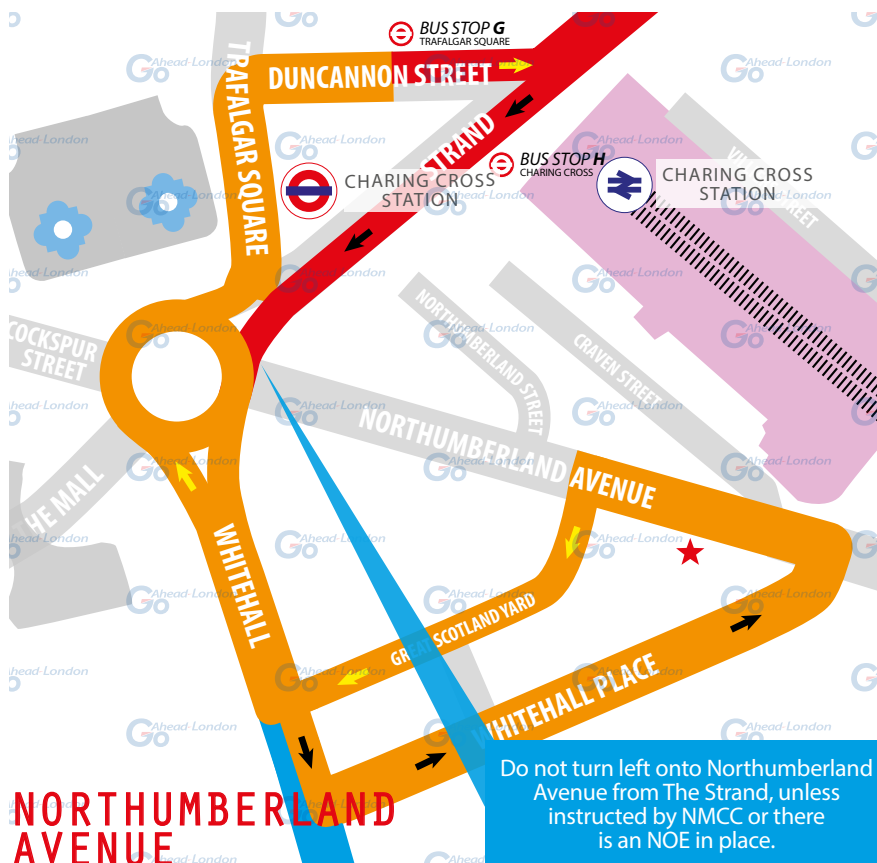
SWITCH THE  
**ENGINE OFF**  
WHILST AT THE  
STAND

**From Bexleyheath.** Proceed from Strand via Charing Cross, Whitehall, Whitehall Place and Northumberland Avenue to stand. Set down on Strand at **BUS STOP H**. **DO NOT TURN LEFT ONTO NORTHUMBERLAND AVE. SEE BELOW.**

**Towards Bexleyheath.** Depart via Northumberland Ave, Great Scotland Yard, Whitehall, Charing Cross, Trafalgar Square (South Side) and Trafalgar Square (East Side) to Duncannon Street. Pick up in Duncannon Street at **BUS STOP G**.

Public stand for four buses on south side of Northumberland Avenue in 2 parts.

**Blind display:** **TRAFALGAR SQUARE.**



# ALDWYCH

## EAST ARM CURTAILMENT POINT

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

**From Bexleyheath.** Proceed from Strand via Aldwych to stand.  
Set down on Strand at **BUS STOP R.**

**Towards Bexleyheath.** From stand, depart via Strand to Aldwych.  
Pick up on Strand at **BUS STOP L.**

Public offside stand for 6 buses on south side of Aldwych (east arm). Overflow public stand for 3 buses on north side of Strand commencing 10 metres east of Surrey Street. Additional overflow stand for three buses on south side of Strand.  
**Blind display:** **ALDWYCH.**



# LUDGATE CIRCUS

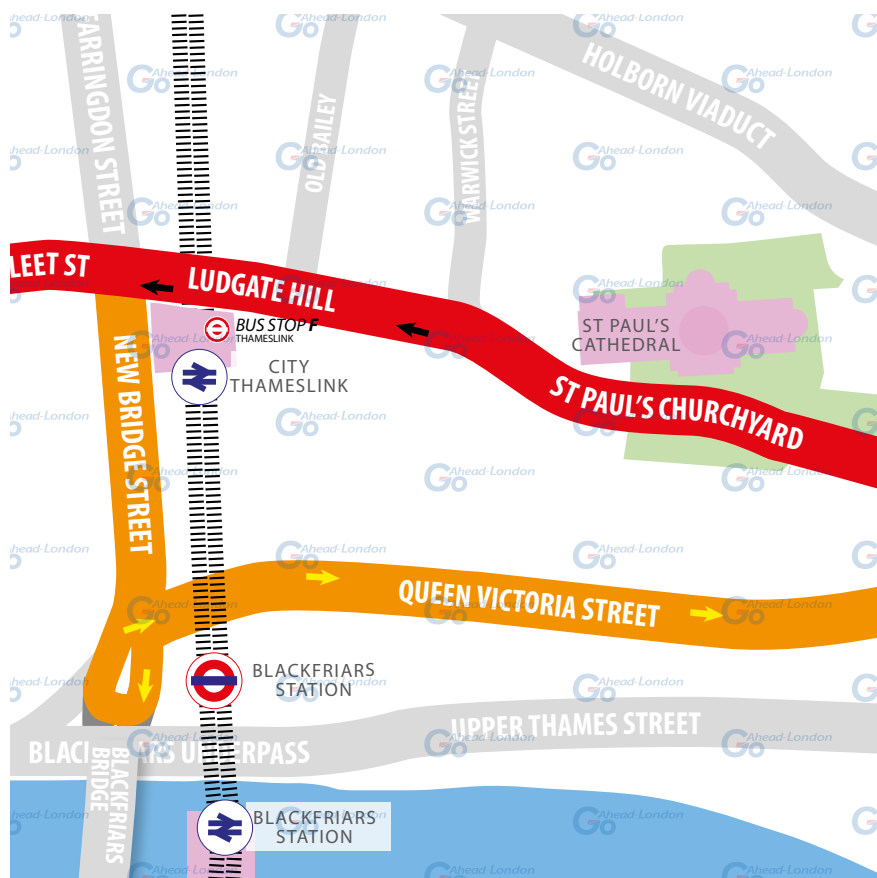
## TURNING POINT

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

**From Bexleyheath.** Proceed from Ludgate Hill via Ludgate Circus, New Bridge Street, Blackfriars Bridge, Turn Through Central Island, Blackfriars Bridge and New Bridge St. Set down on Ludgate Hill at **BUS STOP F.**

**Towards Bexleyheath.** From stand, depart to Queen Victoria Street. Pick up on Queen Victoria Street at **BUS STOP MD.**

Turning point only - buses must not stand. **Blind display: LUDGATE CIRCUS.**





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

**Towards Bexleyheath.** Depart to London Bridge Street.  
Pick up on London Bridge Street at **BUS STOP D.**

Turning point only - buses must not stand. **Blind display:** *LONDON BRIDGE.*



# BRICKLAYERS ARMS

## CURTAILMENT POINT

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

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

**Towards Bexleyheath.** 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:** **BRICKLAYERS ARMS.**



# NEW CROSS

## CURTAILMENT POINT

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

**From Bexleyheath.** Proceed from New Cross Rd via Pepys Rd and New Cross Garage to stand. Set down in New Cross Rd at **BUS STOP J.**

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

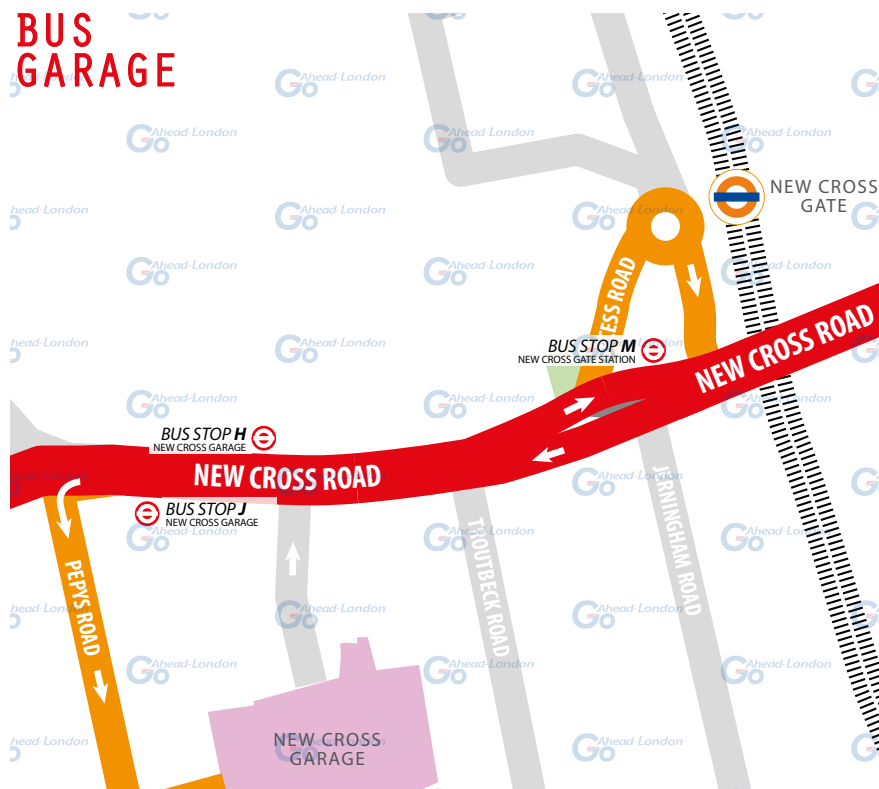
**From Trafalgar Square.** Proceed from New Cross Road via Sainsbury's Access Road, New Cross Road, Pepys Road and New Cross Bus Garage to stand. Set down in New Cross Road at **BUS STOP H.**

**Towards Trafalgar Square.** Depart via New Cross Bus Garage to New Cross Road. Pick up on New Cross Road at **BUS STOP J.**

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

**Blind display:** **NEW CROSS GATE.**

**BUS  
GARAGE**



# NEW CROSS

## TURNING POINT

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

**From Trafalgar Square.** Proceed from New Cross Rd via Amersham Road and Parkfield Road. Set down in New Cross Road at **BUS STOP T.**

**Towards Trafalgar Square.** Depart to Lewisham Way.  
Pick up on Lewisham Way at **BUS STOP X.**

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

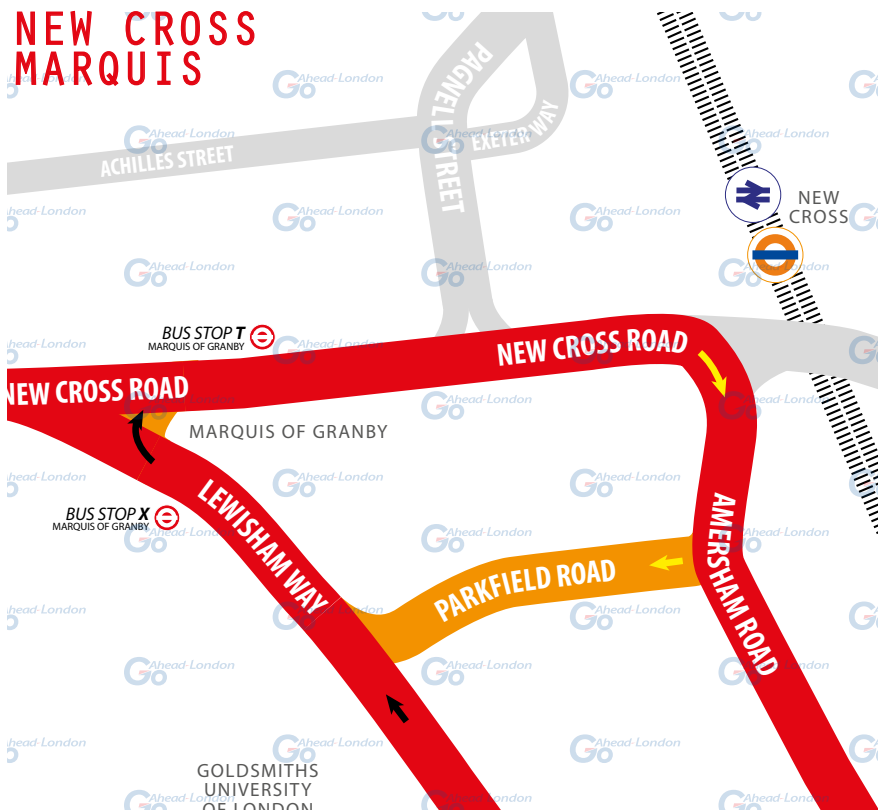


ROTHERHITHE NEW RD  
CLEARANCE HEIGHT

DOUBLE DECK VEHICLES MUST USE  
THE CENTRE OF THE ROAD

Refers to railway bridge, on Rotherhithe New Road in South Bermondsey.

## NEW CROSS MARQUIS



# LEWISHAM

## CURTAILMENT POINT

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

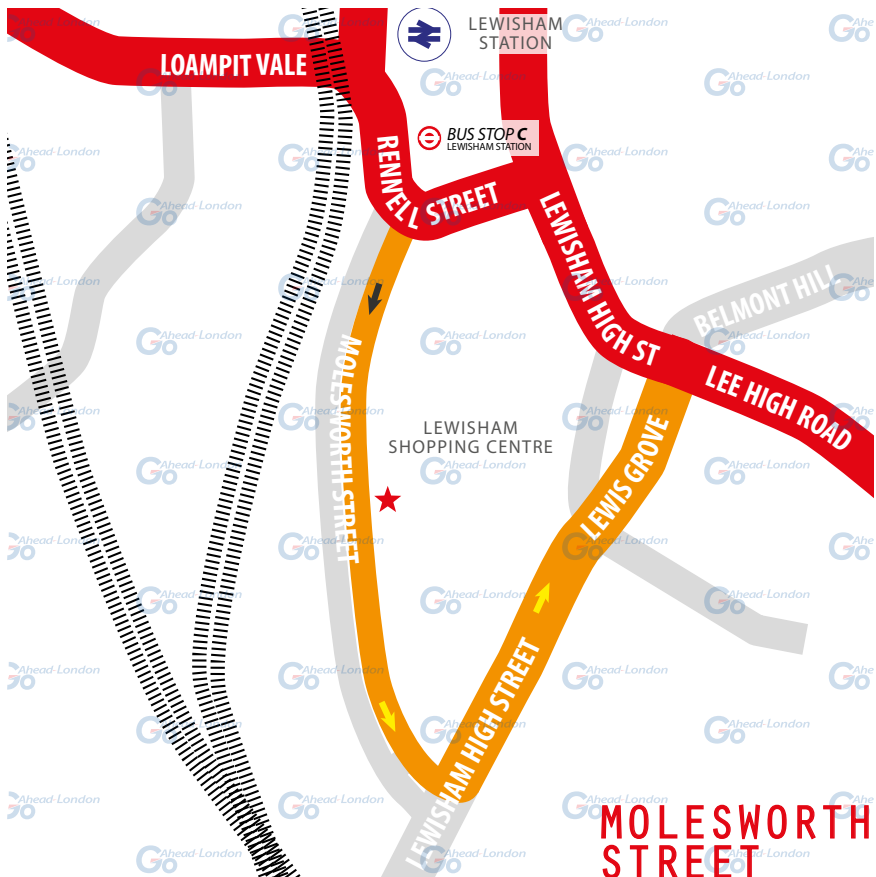
**From Trafalgar Square.** Proceed from Molesworth Street direct to stand. Set down on Molesworth Street at **BUS STOP C**.

**Towards Trafalgar Square.** Depart via Molesworth Street, Lewisham High Street and Lewis Grove to Lewisham High Street.

Pick up on Lewisham High Street at **BUS STOP E**.

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

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



# ELTHAM HIGH STREET

CURTAILMENT POINT

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

**From Trafalgar Square.** Proceed from Eltham High Street direct to stand. Set down on Eltham High Street at **BUS STOP S**.

**Towards Trafalgar Square.** Depart via Eltham High Street, Southend Crescent, Footscray Road and Southend Crescent to Eltham High Street. Pick up on Eltham High Street at **BUS STOP T**.

Public stand for 3 buses on north side of Eltham High Street opposite Marlowe Gardens. **Blind display: ELTHAM HIGH STREET.**



# BLACKFEN ROAD

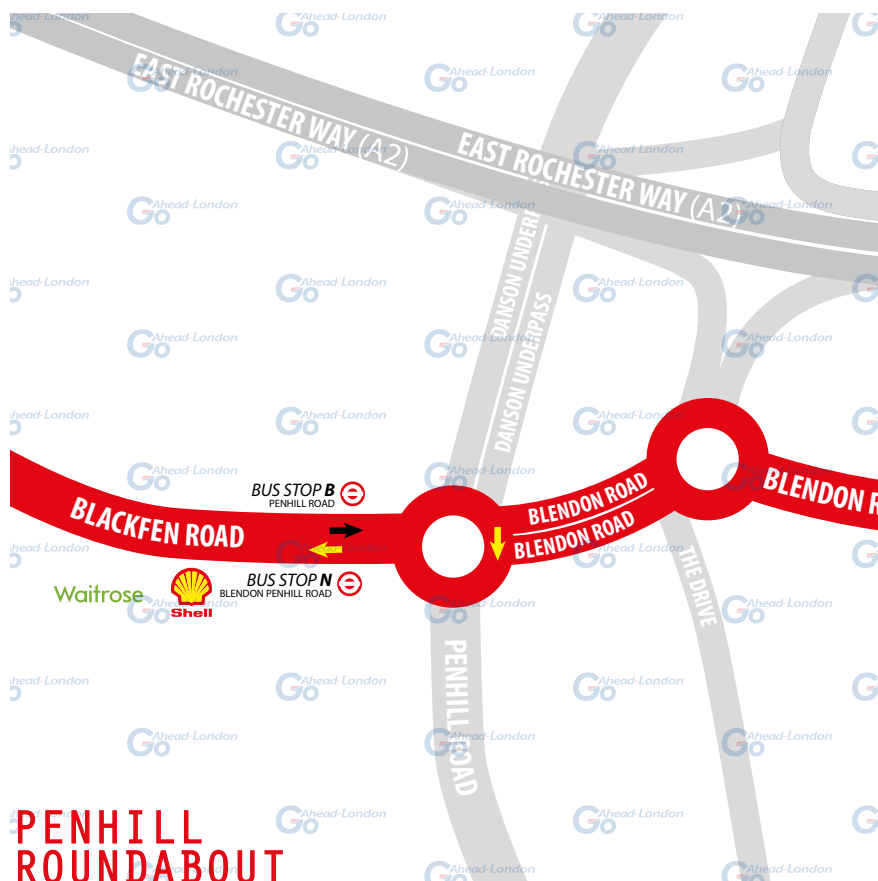
## TURNING POINT

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

**From Trafalgar Square.** Proceed from Blackfen Road via Penhill Roundabout. Set down on Blackfen Road at **BUS STOP B.**

**Towards Trafalgar Square.** Depart to Blackfen Road.  
Pick up on Blackfen Road at **BUS STOP N.**

Turning point only - buses must not stand. **Blind display: BLENDON.**





# BEXLEYHEATH

## TERMINUS POINT

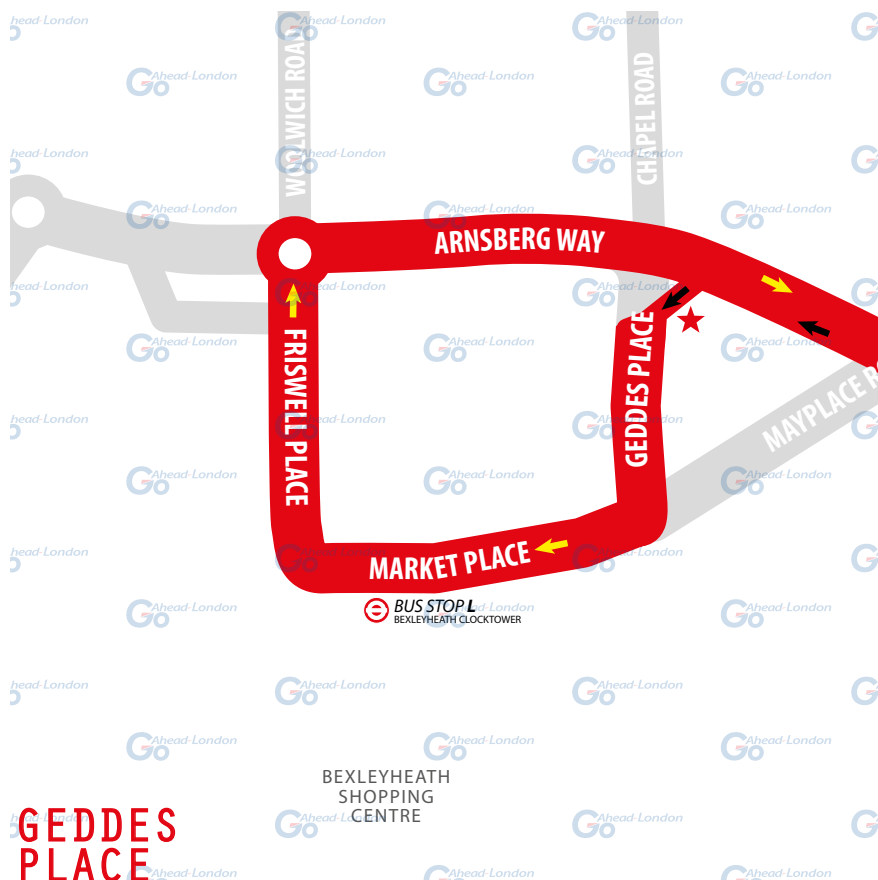
PLEASE CHECK  
TRIP NUMBER  
ON ETM BEFORE  
DEPARTING

**From Trafalgar Square.** Proceed from Geddes Place South Bay direct to stand. Set down on Geddes Place South Bay at **BUS STOP**.

**Towards Trafalgar Square.** Depart via Geddes Place South Bay and Geddes Place to Market Place. Pick up on Market Place at **BUS STOP L**.

Private stand for three buses in marked bays in parking area between Geddes Place and Arnsberg Way, commencing at east kerb line of Geddes Place.

**Blind display:** **BEXLEYHEATH SHOPPING CENTRE.**



# LOCAL HAZARDS & POINTS TO NOTE

FULL RISK ASSESSMENT VIEWABLE UPON REQUEST



## **PUBLIC CYCLE SCHEME | CENTRAL LONDON AREA**

Be aware of cyclists at all times. People using Boris Bikes may be inexperienced and could also be under the influence of alcohol.

## **NO LEFT TURN | NORTHUMBERLAND AVENUE**

Do not turn left onto Northumberland Avenue from Strand. Bear left into Whitehall and follow line of route. Volume of pedestrians and nightclubbers. There are many hotels along the Strand including high volumes of tourists and pedestrians. Use care and caution.

## **BUSY PEDESTRIAN AREA | DUNCANNON STREET**

This stop is always busy but more so at weekends. Pull into and out of the bus stop with extreme care and caution.

## **BUSY PEDESTRIAN AREA | STRAND**

This road is always busy. Taxis stopping without warning, tourists and pedestrians crossing the road and/or stepping off the pavement at various points. Stay alert and make full use of your mirrors. Be cautious if you see a pedestrian facing away from you close to the edge of the kerb as you approach.

## **PEDESTRIAN CROSSING | ALDWYCH**

Large number of hotels along the Strand. High volumes of pedestrians so please use care and caution. Be cautious if you see a pedestrian facing away from you close to the edge of the kerb as you approach.

## **VOLUME OF TRAFFIC | ALDWYCH (ONE-WAY SYSTEM)**

There are a large amount of vehicles which often cut in to pick up or drop off passengers. Extra care and caution when pedestrians are facing away from you.

## **LEFT TURN | QUEEN VICTORIA STREET**

Caution when turning left onto Queen Victoria Street from Bank. Sharp bend.

## **INTERCHANGE HUB | LONDON BRIDGE STATION**

Be aware of large volumes of pedestrians, tourists and revellers trying to cross the road. Proceed with care and caution.

# LOCAL HAZARDS & POINTS TO NOTE

FULL RISK ASSESSMENT VIEWABLE UPON REQUEST



## **BUSY PEDESTRIAN AREA | LONDON BRIDGE STATION**

Be aware of a large volume of pedestrians in the bus station especially on weekend evenings. Proceed with caution and obey the speed limit in place.

## **ROAD LAYOUT | GREAT DOVER STREET**

Trees, parked vehicles and new road layout. The kerb has been moved. Caution needs to be taken at this junction.

## **FLYOVER MERGING TRAFFIC | BRICKLAYERS ARMS**

Be aware of traffic exiting the flyover and merging into lane.

## **TRAFFIC FROM SIDE ROADS | OLD KENT ROAD**

Side roads, speeding vehicles, trees and cyclists. Be aware of vehicles turning out of side roads. Take care and caution with the high volume of cyclists.

## **PARKED CARS | NEW CROSS ROAD (BUS LANE)**

Watch out for cars that are often parked in the 24 hour bus lane. Heavy traffic in the offside lane that often makes pulling out of the bus lane difficult.

## **BUSY PEDESTRIAN AREA | VENUE NIGHTCLUB**

Large volume of traffic. People often build up in this area on weekend nights. Maintain vigilance and proceed with caution. 20MPH speed limit applies.

## **VEHICLES PARKED IN BUS LANE | NEW CROSS GARAGE**

Heavy traffic/interchange, pedestrians crossing the road, vehicles parked in the bus lane. Be aware with pedestrians crossing the road as well as heavy traffic and parked vehicles.

## **BUSY PEDESTRIAN AREA | NEW CROSS STATION**

Busy area, pedestrian crossing and narrow pavement. Due to the narrow pavement, pedestrians may walk in the road.

## **BUSY PEDESTRIAN AREA | NEW CROSS MARQUIS**

Pay particular attention to those who may be unsteady on their feet. Allow time for them to sit down before moving off. Pay particular attention to intending passengers who may be standing too close to the kerb.

# LOCAL HAZARDS & POINTS TO NOTE

FULL RISK ASSESSMENT VIEWABLE UPON REQUEST



## **PASSENGERS | LEWISHAM STATION**

Molesworth Street stops prior to Rennell Street (Towards Bexleyheath). Remember to pay attention to your left when departing this stop as it takes time to move into the traffic on your right. During this period additional intending passengers may attempt to board your bus. Allow for traffic which can often speed at this point.

## **TRAFFIC FROM LOAMPIT VALE | LEWISHAM STATION**

Traffic joining from Loampit Vale on your right as you turn onto Loampit Vale. Pedestrians cross the road at undesignated crossing points. Pay particular attention to other vehicles on your right that may be intending to travel straight ahead from Station Road. Look out for pedestrians cross the road at undesignated crossing points. You must remain particularly alert in this area.

## **BUS STOP C (TOWARDS BX) | LEWISHAM CENTRE**

Molesworth Street towards Bexleyheath Bus Stop C on curtailment. Take care and caution when leaving Stop C and ensure the bus is in the right hand lane.

## **BLIND CORNER | STATION ROAD LEWISHAM**

Exiting Station Road. Blind corner and awkwardly placed traffic light. Be aware of cyclists jumping the traffic lights. Watch out for vehicles stopping in front of the secondary traffic lights blocking your exit.

## **BUSY PEDESTRIAN AREA | STATION ROAD DLR STN**

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.

## **LANES MERGING | LEWISHAM (CLOCKTOWER BUS STOP)**

Three lanes merge to two lanes after the traffic lights. Take the middle lane and watch out for traffic pushing in from the right into your lane.

# LOCAL HAZARDS & POINTS TO NOTE

FULL RISK ASSESSMENT VIEWABLE UPON REQUEST



## **BUSY PEDESTRIAN AREA | LEWISHAM STATION**

Pull in and out of this stop carefully. There is a high kerb and a large number of pedestrians using this stop.

## **VOLUME OF TRAFFIC | LEWISHAM ROUNDABOUT**

Watch out for fast moving traffic. Vehicles often cut across lanes to avoid missing their exit.

## **BUSY PEDESTRIAN AREA | LEWISHAM HIGH STREET**

Proceed with care and caution, particularly at weekends due to heavy pedestrian movement.

## **LEWISHAM GATEWAY PROJECT | LEWISHAM AREA**

Ongoing road works are being carried out in the area and the road layouts can alter frequently.

## **VOLUME OF TRAFFIC | YORKSHIRE GREY ROUNDABOUT**

Watch out for fast moving traffic from all sides. Vehicles often cut across lanes to avoid missing their exit.

## **ONGOING ROADWORKS | ELTHAM HIGH STREET**

Care and caution due to roadworks and bus stop movements.

## **TIGHT LEFT TURN | BEXLEY HIGH STREET/BOURNE ROAD**

Care and caution turning left onto Bourne Road as the turn is very tight. Beware of oncoming traffic and take as much of the road as you can.

## **NARROW ROAD | HIGH STREET (BEXLEY VILLAGE)**

Watch out for other vehicles as the road narrows at the roundabout where you take a sharp left turning onto Cray Road. Give way to oncoming traffic.

## **BUSY PEDESTRIAN AREA | BEXLEYHEATH TERMINUS**

Although we have alternative stand arrangements on Friday and Saturday nights, there are still a large number of pedestrians loitering around late at night from the pubs and clubs.

# OTHER INFORMATION

## CODES AND EMERGENCY RADIO PROCEDURES

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

### ROUTE N21 | CURTAILMENTS:

<b>TSQ</b>	Charing Cross Station	<b>ALD</b>	Aldwych
<b>LC</b>	Ludgate Circus	<b>LBSNS</b>	London Bridge Station
<b>BA</b>	Bricklayers Arms	<b>NXG</b>	New Cross Garage
<b>NXMQ</b>	New Cross Marquis	<b>LMS</b>	Lewisham, Molesworth Street
<b>EST</b>	Eltham High Street	<b>BF</b>	Blackfen Road
<b>BSC</b>	Bexleyheath, Shopping Centre		

### FACILITIES | THROUGHOUT THE ROUTE

- **Bexleyheath.** Friswell Place Stand (TfL facility 24/7)

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

- **Trafalgar Square.** McDonald's and **Charing Cross Station**

### 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 advise

CODE  
BLUE

Call CentreComm for non-emergency, incident reporting or diversions

CODE  
RED

Call CentreComm for emergency services, passenger injury or assault