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## Who to contact for what

Accidents, damage only – Controller via bus radio

### Code Blue

Accidents, injury – Police, ambulance & company official via bus radio.

### Code Red

Mechanical Faults – Engineers via radio

Unfit for work – First Care services on

Late for work – Front counter staff

Customer enquiry for lost property –

Camberwell Garage

TFL lost property office

Customer complaints –

Head office , Customer services

TFL number

Route enquiry - TFL customer travel

**0207-064- 5700** or

**0845-330-9882**

**0208-545-6100** or

**0800-092-9040**

**0207-222-1234**

## Camberwell Garage

## Route Information



## Route 35

## Shoreditch

## – Clapham Junction

STREETS TRAVERSED:**Towards Clapham Junction**

- Shoreditch High Street - **Shoreditch High Street Station** - Shoreditch High Street - Norton Folgate - **Liverpool Street Station** - Bishopsgate - Gracechurch Street - **Monument Station** - King William Street - London Bridge - **London Bridge Station** - Borough High Street - **Borough Station** - Borough High Street - Newington Causeway - **Elephant & Castle Station** - Walworth Road - **Walworth** - Camberwell Road - **Camberwell Green** - Denmark Hill - Coldharbour Lane - **Loughborough Junction Station** - Coldharbour Lane - Gresham Road - Brixton Road - **Brixton Station** - Brixton Road - Effra Road - St Matthew's Road - Brixton Hill - Acre Lane - Clapham Park Road - **Clapham Common Station** - Clapham Common South Side - Long Road - Clapham Common North Side - Battersea Rise - St John's Road - Falcon Road - **Clapham Junction Station** *Meyrick Arms*.

**Towards Shoreditch**

**Clapham Junction Station** *Meyrick Arms* - Falcon Road - St John's Road - Battersea Rise - Clapham Common North Side - Long Road - Clapham Common South Side - **Clapham Common Station** - Clapham Park Road - Acre Lane - Brixton Road - **Brixton Station** - Brixton Road - Gresham Road - Coldharbour Lane - **Loughborough Junction Station** - Coldharbour Lane - Denmark Hill - **Camberwell Green** - Camberwell Road - **Walworth** - Walworth Road - **Elephant & Castle Station** - Newington Causeway - Borough High Street - **Borough Station** - Borough High Street - **London Bridge Station** - London Bridge - King William Street - **Monument Station** - Gracechurch Street - Bishopsgate - **Liverpool Street Station** - Norton Folgate - Shoreditch High Street - **Shoreditch High Street Station** - Great Eastern Street - Holywell Lane - Curtain Road - Old Street - **Shoreditch High Street**

**Bus checks****Pre-service**

Remember if you take any bus out of the garage, you **MUST** complete your pre-service check, the 10-point check and sign your log card to confirm this. This is a legal requirement.

**Stand check**

Each time you reach a stand and are not departing immediately you **MUST** check your bus for defects and lost property. If you are on a "Road Stand" you will not be required to check the outside of the vehicle which is in the traffic flow.

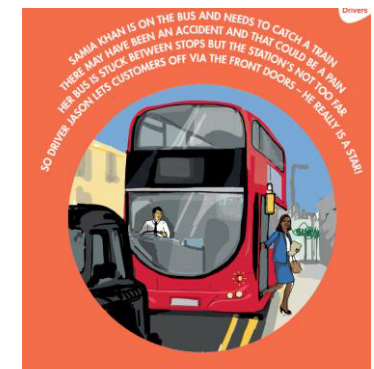
**Post-service**

If you are the last person to drive a bus on that day you **MUST** check your bus prior to leaving it to be fuelled and washed. You **MUST** then sign your bus off on the "Defect Report Sheet" stating whether your bus has any defect.

Your duty card will say "BUS FINISHED" to indicate you **MUST** sign the bus off.

**Safe Boarding and Alighting**

Bus stops are a safe place for your passengers to board or alight, but this must not be considered the only place. If something is delaying you from reaching the stop, you can let passengers off, providing it is safe to do so. Use your PA system to let your passengers know. If possible, ask them to leave using the front doors so you can make sure they are safe. Never allow passenger to alight into traffic. Watch for cyclist who may try to pass on your left, even when close to the kerb, as you are not at a bus stop they will not expect passengers to be alighting.



If something is delaying you from reaching your stop, you can let customers off, providing it is safe to do so



**Liverpool Street Station – High level of pedestrian movement.**

Extra care and observation is required in this area. Be aware that many pedestrians may be new to London and may be looking the wrong way when attempting to cross the road.

### Street Furniture

At many bends and corners you will need to be aware of street furniture close to the kerb edge.

Concrete or metal bollards can do serious damage to our buses. Road signs, post and trees are easily hit by your nearside wing mirror.



### Cyclists

Cycling is becoming more popular and bringing with it new challenges for bus drivers. Always give cyclist plenty of room and never pass them if you will need to pull in just after passing.

Always check for cyclist prior to opening the exit doors.



### GARAGE JOURNEYS:

#### **From Camberwell Garage to Shoreditch, Stop 'N'**

From Garage via Camberwell New Road, Camberwell Green (west side), Camberwell Road, Walworth Road, Elephant & Castle, Newington Causeway, Borough High Street, London Bridge, King William Street, Gracechurch Street, Bishopgate, Norton Folgate, Shoreditch High Street, Great Eastern Street, Holywell Lane, Curtain Road, Old Street, Shoreditch High Street. Pick up in Shoreditch High Street at stop 'N'. Display "NOT IN SERVICE" to stop 'N' then appropriate destination.

#### **From Camberwell Garage to Clapham Junction, Stop 'G'**

From Garage via Camberwell New Road, Harleyford Street, South Lambeth Road, Parry Street, Nine Elms Lane, Battersea Park Road, Falcon Road. Pick up in Falcon Road at stop 'G'. Display "NOT IN SERVICE" to stop 'G' then appropriate destination.

#### **From Shoreditch, Stop 'Z2' to Camberwell Garage**

From Shoreditch High Street, Norton Folgate, Bishopgate, Gracechurch Street, King William Street, London Bridge, Borough High Street, Newington Causeway, Newington Butts, Kennington Park Road, George's Circus, London Road, Elephant & Castle, Newington Butts, Kennington Park Road, Brixton Road, Camberwell New Road and Camberwell Station Road to Garage. Set down in Shoreditch High Street at stop 'Z2'. Display "SHOREDITCH" to stop 'Z2' then "NOT IN SERVICE" to Garage.

#### **From Clapham Junction, Stop 'E' to Camberwell Garage**

From Falcon Road, Battersea Park Road, Nine Elms Lane, Wandsworth Road, Kennington Lane, Durham Street, Harleyford Road, Kennington Oval, Camberwell New Road and Camberwell Station Road to Garage. Set down in Falcon Road at stop 'E'. Display "CLAPHAM JUNCTION" to Falcon Road then "NOT IN SERVICE" to Garage.



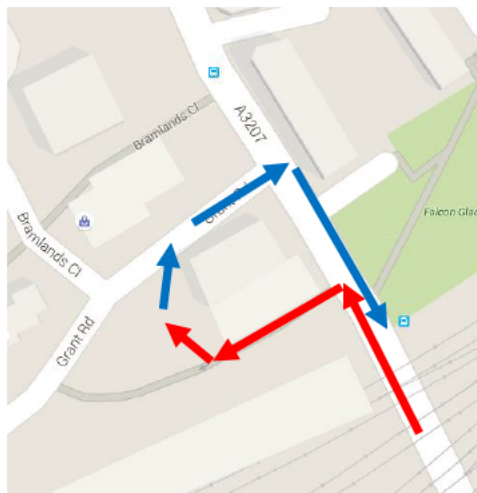
**CLAPHAM JUNCTION STATION, Grant Road.**

Private stand for eight buses. Buses proceed from Falcon Road via Slip Road to stand, departing via Slip Road and Grant Road to Falcon Road

Set down: Falcon Road stop "E"

Pick up: Falcon Road stop "G"

Operation: Daily



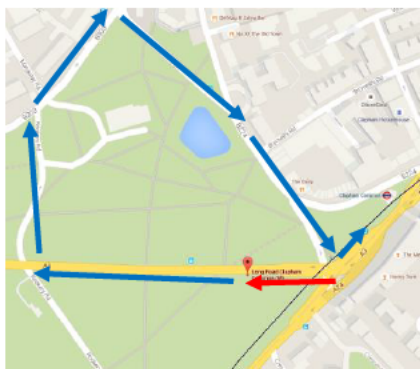
**CLAPHAM COMMON, The Pavement (From Shoreditch)**

Buses proceed from Long Road via Rookery Road, Clapham Common North Side and The Pavement, departing to Clapham Common South Side.

Set down: Long Road stop "M"

Pick up: Clapham Common Station "E"

Operation: **Turning point only**

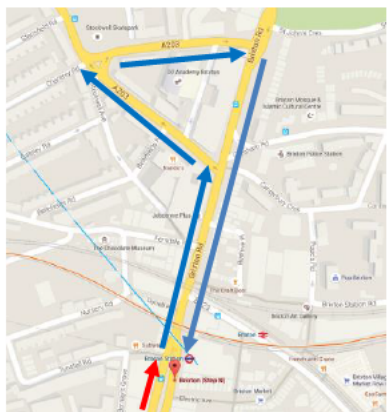


**BRIXTON STATION, (From Clapham Junction)**

Private stand for eight buses on Stockwell Park Road. Buses proceed from Brixton Road, Left Stockwell Road, Right Stockwell Park Road to stand, departing Right to Brixton Rd

Set down: Brixton Station "N"

Pick up: Brixton Station "T"



**Hazards**

**Clapham Common, North Side – Contraflow bus lane.**

Be aware that other road users may not expect others to be driving in the opposite direction on a marked one-way street.

Whatever time of day, dipped headlights must be used whilst in the contraflow lane.



**St John's Road – Clapham Junction.**

This road has no kerb edge for pedestrians to step up/down to, & most of this road is also buses only. This combination will make pedestrian less aware of moving vehicles and more likely to cross without looking. Add to this your bus is a hybrid and will make little to no noise when pulling away they may not even hear you approaching – be prepared.



**Albany Rd & Camberwell Rd**

The junction narrows as you cross, two lanes down to one. Watch out for vehicles in the right hand lane who wish to go straight but are blocked by vehicles turning right.

Avoid crossing the junctions with vehicles alongside you, hold back and allow them to get in front.





AMBER means 'Stop' at the stop line. You may go on only if the AMBER appears after you have crossed the stop line or are so close to it that to pull up might cause an accident

There is an increasing belief that running an amber light is "OK", it is not. There have been some recent incidents where drivers have accelerated towards amber lights to get through before they change to red and have then been involved in an accident. Once the CCTV has been viewed, investigation completed, the driver(s) have been charged by the police and dismissed by the company.

**DON'T RACE AMBER LIGHTS – IT'S NOT WORTH IT**

**Advice:** Always expect traffic signals to change.

Cover the brake when approaching at speed.

Plan your approach.

Never accelerate towards an amber light.

**Penalty Charge Notice (PCNs)**

The amount of PCNs received by the company is on the increase. This charge is paid for by the driver of the vehicle committing the offence.

Not knowing the rules about "Yellow Box Junctions" is not an excuse the court will accept.

If you are caught in a yellow box due to the actions of another road user, record his registration number and report the incident at the garage. We will view the CCTV and help with any appeal should it be necessary.



**Highway Code Rule 174**

**Box junctions.** You **MUST NOT** enter the box until your exit road or lane is clear. However, you may enter the box and wait when you want to turn right, and are only stopped from doing so by oncoming traffic, or by other vehicles waiting to turn right. At signalled roundabouts you **MUST NOT** enter the box unless you can cross over it completely without stopping.

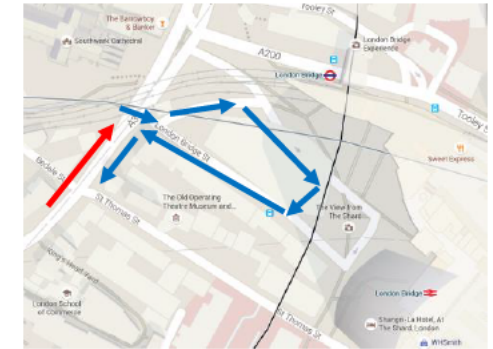
**LONDON BRIDGE STATION, (From Clapham Junction).**

Buses proceed from Borough High Street via Railway Approach, London Bridge Bus Station and London Bridge Street departing to Borough High Street.

Set down: Borough High Street at stop G

Pick up: Borough High Street. Southwark Street

Operation: **TURNING POINT ONLY**



**BRIXTON, Lambeth Town Hall, (From Shoreditch).**

Public stand in Effra Road, buses proceed from Brixton Road via Effra Road to stand, departing via Effra Road, St Matthew's Road and Brixton Hill to Brixton Road.

Set down: Brixton Road at stop "N".

Pick up: Brixton Road at stop "T".

Operation: Daily

**ELEPHANT & CASTLE, Southwark Bridge Road (From Clapham)**

Buses proceed from Newington Causeway via Southwark Bridge Road and Gaunt Street departing to Newington Causeway.

**TURNING POINT ONLY**

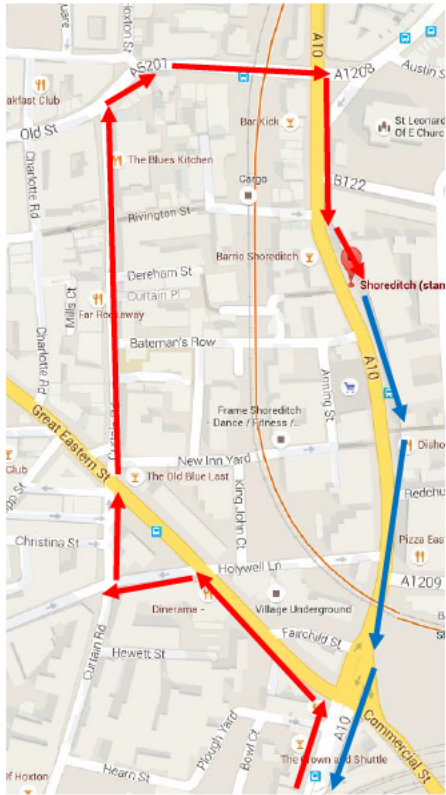
Set down: Newington Causeway at stop F

Pick up: Newington Causeway at stop H

Operation: Daily







**SHOREDITCH CHURCH, High Street**

Public stand on East side of Shoreditch High Street for no more than two route 35 buses. Buses proceed from Shoreditch High Street direct to stand departing to Shoreditch High Street.

Set down: Shoreditch High Street stop "Z2"

Pick up: Shoreditch High Street stop "N"

Operation: Daily

**PA SYSTEM**

Customer service is all about making our customer's journey as pleasant and uneventful as possible, and everything you do will affect the way our customers look upon us.

When you check your bus at the start of your shift and on the stand you are actually ensuring that the vehicle is safe for our customer. When you set the destination you are informing our passengers. We do these regularly and we do them well. What we don't excel at is using the newer aids to customer service.

The Public Address System is there to keep passengers informed, especially when things go wrong. Without leaving the cab you can talk to all of your passengers at once. If there is a pre-recorded message for the situation you may prefer to use it than talk yourself, either way the information will be welcomed.

	Bus Stops Served	
	Southbound	Northbound
Shoreditch		Z2
Shoreditch Town Hall		X
Curtain Road		ZA
Shoreditch High Street station	N	E
Commercial Street/Worship Street	D	
Primrose street	J	H
Liverpool Street Station	K	F
Vornwood Street	Y	W
Threadneedle Street	S	LN
Fenchurch Street	U	M
Monument Station	P	Q
London Bridge	Y	M
Southwark Street	⊖	
Union Street	H	G
Borough Station	A	D
Inner London Crown Court	B	P
Elephant & Castle/Newington Causeway	G	F
Elephant & Castle Station	R	S
Hampton Street		⊖
Larcom Street	A	D
East Street	E	G
Westmoreland Road	⊖	⊖
Camberwell Road/Albany Road	N	Z
Bowyer Place	N	
Vyndham Road		U
Medler Street	B	C
Camberwell Green		E
Denmark Hill/Camberwell Green	O	R
Valmar Road	⊖	⊖
Caldecot Road	U	Z
Lilford Road	H	G
Pomfret Road		⊖
Loughborough Junction Station	⊖	A
Shakespeare Road	K	U
Moorland Road	N	
Briston Station Road	R	T
Western Road		S
Gresham Road/Briston Police Station	K	H
Briston Station	N	T
Lambeth Town Hall	Y	U
Balvedore Place	B	G
Solon Road	C	F
Bedford Road	D	E
Park Hill	F	H
Clapham Common Station	K	E
Long Road/Clapham Common	⊖	⊖
Hookery Road	N	Y
Clapham Common North/Cedars Road	P	V
Forthbridge Road	X	U
Sisters Avenue	⊖	⊖
Eccles Road	⊖	⊖
Norhote Road	Z	
Clapham Junction/The Northcote	V	Y
Clapham Junction Station/Falcon Road	E	T
Falcon Road/Grant Road		G