

37

Route Guide & Hazard Awareness

**PUTNEY HEATH - WANDSWORTH - CLAPHAM JUNCTION
CLAPHAM COMMON - BRIXTON - HERNE HILL - PECKHAM**



Photo | *Kristian Lake*

THINGS TO REMEMBER

MAKE NOTES ALONG THE WAY!

CHANGEOVER POINT | PECKHAM RYE

At **BUS STOP EA** towards Putney and **BUS STOP WM** towards Peckham.

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

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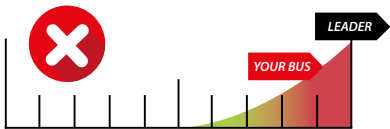
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Route 37 is a high frequency route. Headway is a measurement of the distance or time between buses. You can tell that you are on the correct Headway by using the iBus Headway indicator in the cab.

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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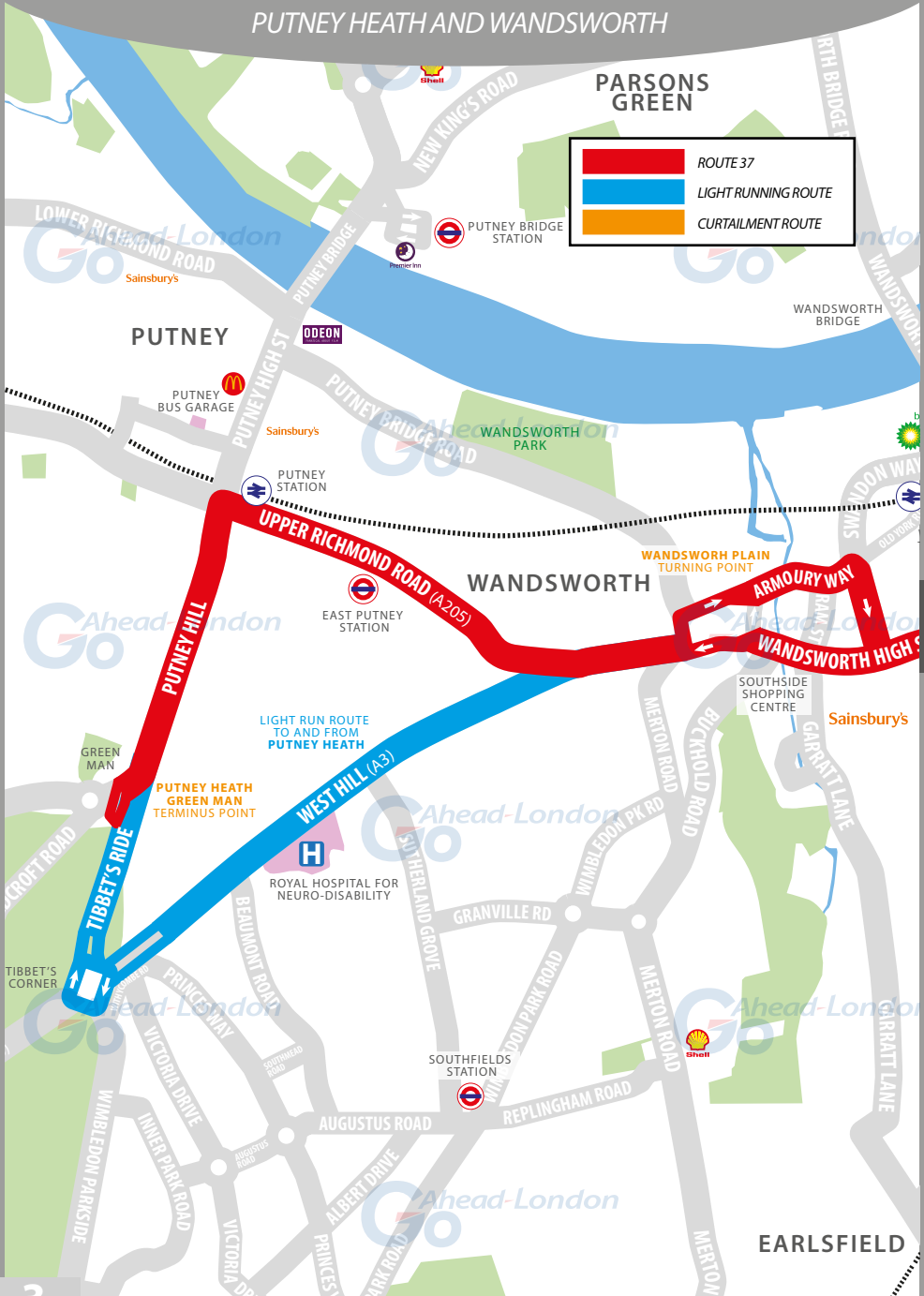
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ROUTE 37 MAP

PUTNEY HEATH AND WANDSWORTH



ROUTE 37 MAP

WANDSWORTH AND CLAPHAM COMMON



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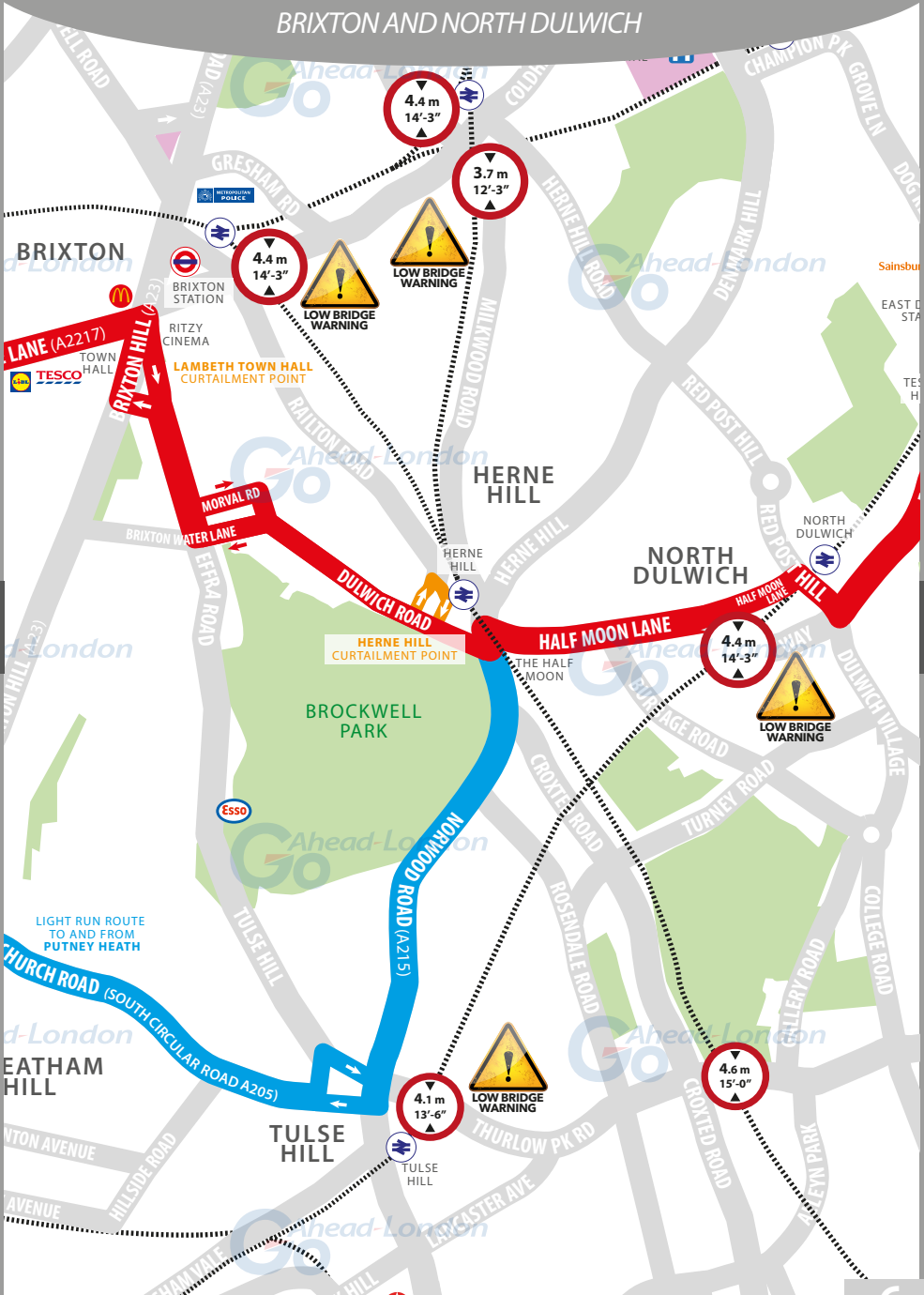
ROUTE 37 MAP

CLAPHAM COMMON AND BRIXTON



ROUTE 37 MAP

BRIXTON AND NORTH DULWICH

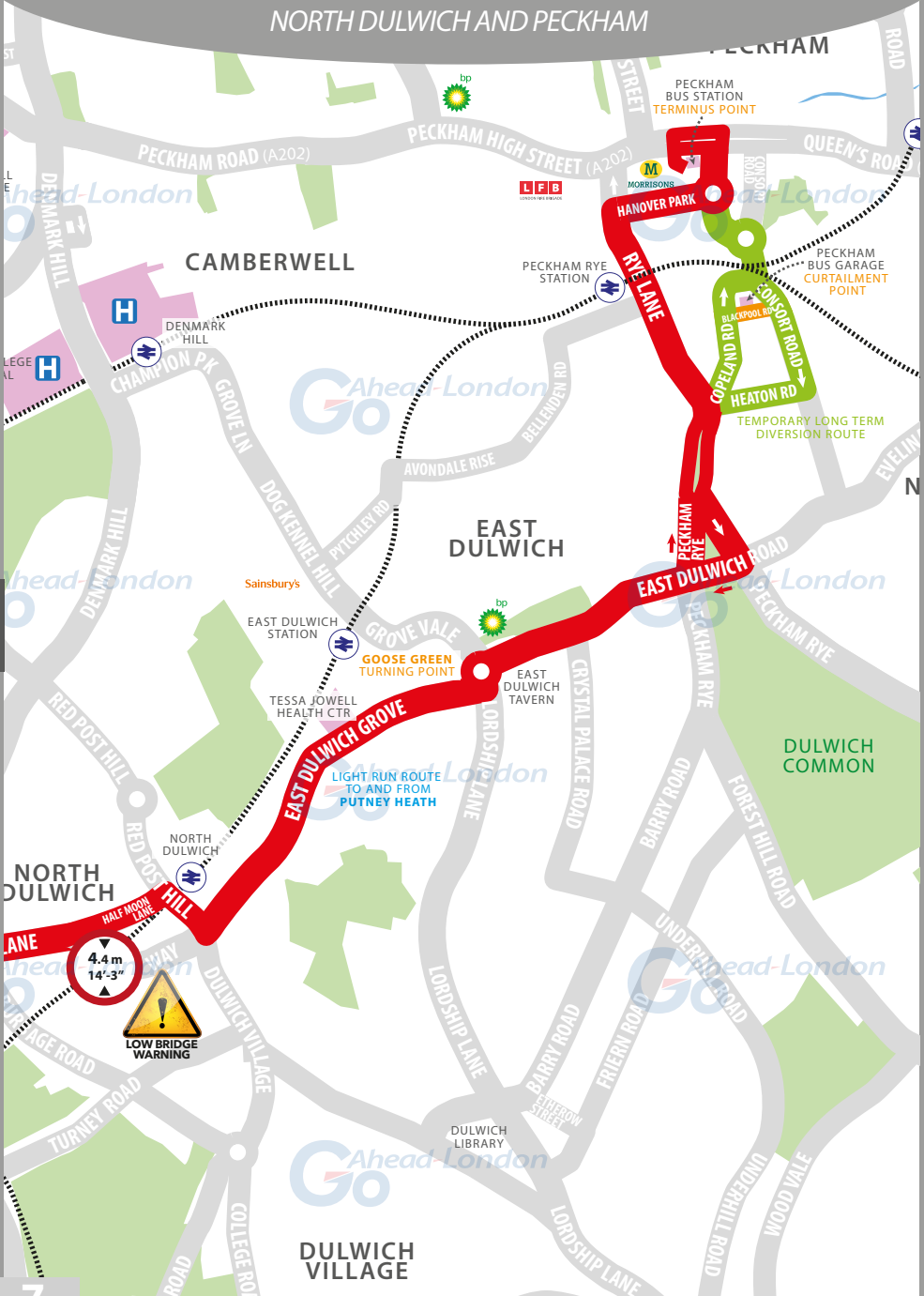


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ROUTE 37 MAP

NORTH DULWICH AND PECKHAM



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RUNNING LIGHT

RUNNING OUT OF SERVICE

IMPORTANT
LOG OFF IBUS
IMMEDIATELY
IF RUNNING
LIGHT

TO PUTNEY HEATH GREEN MAN:

- At **Peckham garage**, turn left onto Blackpool Road
- At junction, turn right onto Consort Road **A2215**
- Turn right onto Heaton Road **A2215**
- *Follow the line-of-route until Half Moon Lane*
- At traffic light, turn left onto Norwood Road (*Brockwell Park on the right*)
- At traffic light, turn right onto Christchurch Road (*South Circular Road*) **A205**
- At traffic light, continue ahead onto Streatham Place (*Streatham Hill*) **A205**
- At traffic light, continue ahead onto Atkins Road **A205**
- Follow road to the right on one-way system onto Poynders Road **A205**
- At traffic light, turn right onto Cavendish Road (*South Circular Road*) **A205**
- At traffic light, turn left onto Clapham Common South Side **A205**
- At traffic light, turn immediate right onto The Avenue **A205**
- Follow road on one-way system onto Clapham Common West Side **A205**
- At traffic light, turn left onto Battersea Rise **A205**
- At traffic light, continue ahead onto North Side Wandsworth Common **A205**
- *Follow the line-of-route until West Hill A205*
- At traffic light, turn left onto West Hill **A3**
- Take exit for Tibbet's Corner and take 3rd exit to Tibbet's Ride **A219**
- At traffic light, turn left onto Putney Heath to **stand**

FROM PUTNEY HEATH GREEN MAN:

- At **stand**, exit and at traffic light, turn right onto Tibbet's Ride **A219**
- At Tibbet's Corner, take 1st exit onto West Hill **A3**
- At traffic light, turn right onto West Hill **A205**
- *Follow the line-of-route until East Hill A205*
- Turn right onto Marcilly Road **A205**
- Turn left onto North Side Wandsworth Common **A205**
- At traffic light, continue ahead onto Battersea Rise **A205**
- At traffic light, continue ahead onto Clapham Common North Side **A205**
- Turn right onto Avenue Road **A205**
- At traffic light, continue ahead onto Cavendish Road **A205**

RUNNING LIGHT

RUNNING OUT OF SERVICE

IMPORTANT
LOG OFF IBUS
IMMEDIATELY
IF RUNNING
LIGHT

FROM PUTNEY HEATH GREEN MAN (CONT):

- At traffic light, follow road to the left onto Poynders Road **A205**
- At traffic light, continue ahead onto Atkins Road **A205**
- At traffic light, continue ahead onto Streatham Place **A205**
- At traffic light, continue ahead onto Christchurch Road (*Streatham Hill*) **A205**
- Follow road to the left onto Hardel Rise (*one-way system*) **A205**
- Follow road to the right onto Tulse Hill (*one-way system*) **A205**
- At traffic light, turn left onto Norwood Road **A215**
- Follow road to the right onto Half Moon Lane (*Herne Hill*) **A205**
- *Follow the line-of-route until Rye Lane*
- At traffic light, turn right onto Copeland Road **A2215**
- At junction, turn right onto Consort Road **A2215**
- Turn right onto Blackpool Road to **Peckham garage**

TO PECKHAM BUS STATION:

- At **Peckham garage**, turn right onto Blackpool Road
- At junction, turn right onto Copeland Road **A2215**
- At junction, turn left onto Consort Road **A2215**
- At mini-roundabout, take 1st exit onto Clayton Road **A2215**
- At 2nd mini-roundabout, take 2nd exit onto Clayton Road **A2215**
- At traffic light, turn left onto Peckham High Street
- Turn left onto Peckham Bus Station to **stand**

FROM PECKHAM BUS STATION:

- From **stand**, exit and turn right onto Peckham High Street
- At traffic light, turn right onto Clayton Road **A2215**
- At mini-roundabout, take 1st exit onto Clayton Road **A2215**
- At mini-roundabout, take 3rd exit onto Consort Road **A2215**
- Turn right onto Blackpool Road to **Peckham garage**

ROUTE DIRECTIONS

RUNNING IN SERVICE

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

TO PUTNEY HEATH GREEN MAN:

- From **stand**, exit and turn right onto Peckham High Street
- At traffic light, turn right onto Clayton Road **A2215**
- At mini-roundabout, take 1st exit onto Clayton Road **A2215**
- At mini-roundabout, take 3rd exit onto Consort Road **A2215**
- Turn right onto Heaton Road **A2215**
- At traffic light, turn left onto Rye Lane **A2215**
- Continue ahead onto Peckham Rye **A2215**
- Turn left onto Peckham Rye (*east side*) **A2215**
- At traffic light, turn right onto East Dulwich Road **A2214**
- At roundabout, take 1st exit onto Lordship Lane **A2216**
- Turn right onto East Dulwich Grove **A2214**
- At traffic light, turn right onto Red Post Hill (*past North Dulwich Station*)
- Turn left onto Half Moon Lane and continue ahead to Herne Hill
- At traffic light, turn left onto Half Moon Lane
- At traffic light, turn right onto Dulwich Road **A2214**
- Follow road left onto Brixton Water Lane **A2214**
- At traffic light, turn right onto Effra Road **A204**
- Follow road left onto St Matthew's Road (*one-way system*) **A204**
- At traffic light, turn right onto Brixton Hill **A23**
- At traffic light, turn left onto Acre Lane / Clapham Park Road **A2217**
- At traffic light, turn right onto Clapham Park Road **A2217**
- At traffic light, turn left onto Clapham Common South Side **A3**
- At traffic light, turn right onto Long Road **A3**
- At traffic light, continue ahead onto Clapham Common North Side **A3**
- Continue ahead onto Clapham Common North Side (*contraflow lane*) **A3**
- At traffic light, continue ahead onto Battersea Rise **A3**
- At traffic light, turn right onto St John's Road
- At traffic light, turn left onto St John's Hill (*past Clapham Junction Stn*) **A3036**
- At traffic light, turn left onto Marcilly Road (*one-way system*) **A3**
- Turn right onto North Side Wandsworth Common (*one-way system*) **A3**
- At traffic light, continue ahead onto East Hill **A3**
- At traffic light, continue ahead onto Wandsworth High St (*one-way system*) **A3**
- At traffic light, continue ahead onto West Hill and Upper Richmond Road **A205**
- At traffic light, turn left onto Putney Hill **A219**
- At traffic light, turn right Putney Heath Green Man to **bus stand**

ROUTE DIRECTIONS

RUNNING IN SERVICE

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

TO PECKHAM BUS STATION:

- From **stand**, exit and turn right onto Wildcroft Road
- At traffic light, turn left onto Putney Hill **A219**
- At traffic light, turn right onto Upper Richmond Road **A205**
- At traffic light, continue ahead onto West Hill **A3**
- At traffic light, turn left onto Putney Bridge Road (*one-way system*) **A3**
- Follow road to the right onto Armoury Way (*one-way system*) **A3**
- At traffic light, turn right onto Fairfield Street (*one-way system*) **A3**
- At traffic light, turn left onto East Hill **A3**
- Continue ahead onto St John's Hill (*past Clapham Junction Stn*) **A3036**
- At traffic light, turn right onto St John's Road
- At traffic light, turn left onto Battersea Rise **A3**
- Continue ahead onto Clapham Common North Side (*contraflow lane*) **A3**
- At traffic light, continue ahead onto Clapham Common North Side **A3**
- At traffic light, continue ahead onto Long Road **A3**
- At traffic light, turn left onto Clapham Common South Side **A3**
- At traffic light, turn right onto Clapham Park Road **A2217**
- At traffic light, turn left onto Clapham Park Road **A2217**
- At traffic light, continue ahead onto Acre Lane **A2217**
- At traffic light, turn right onto Effra Road **A204**
- Turn left onto Morval Road and right onto Dalberg Road (*one-way street*)
- Continue ahead onto Dulwich Road **A2214**
- At traffic light, turn left onto Half Moon Lane
- At traffic light, turn right onto Half Moon Lane
- At junction, turn right onto Red Post Hill (*past North Dulwich Station*)
- At traffic light, turn left onto East Dulwich Grove **A2214**
- At junction, turn left onto Lordship Lane **A2216**
- At roundabout, take 2nd exit onto East Dulwich Road **A2214**
- At traffic light, turn left onto Peckham Rye (*west side*) **A2215**
- Continue ahead onto Rye Lane **A2215**
- At junction, follow the road right onto Rye Lane / Copeland Road **A2215**
- At junction, turn left onto Consort Road **A2215**
- At mini-roundabout, take 1st exit onto Clayton Road **A2215**
- At 2nd mini-roundabout, take 2nd exit onto Clayton Road **A2215**
- At traffic light, turn left onto Peckham High Street
- Turn left onto Peckham Bus Station to **stand**

PUTNEY HEATH

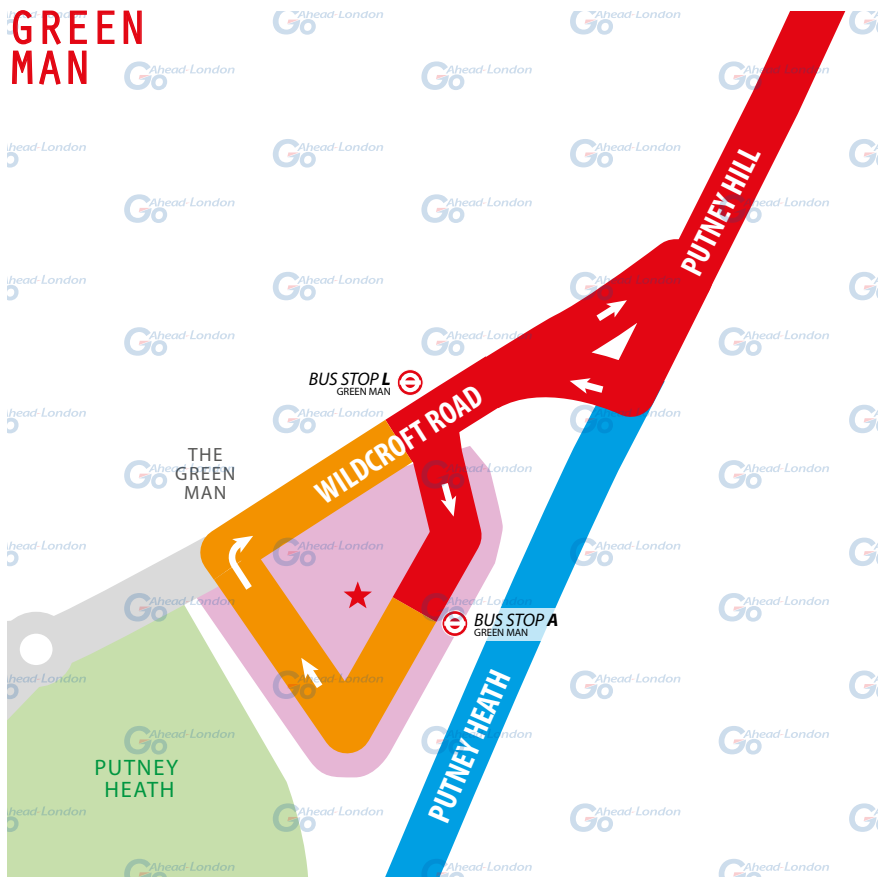
TERMINUS POINT

IMPORTANT
IF YOU REQUIRE A
COMFORT BREAK,
PLEASE ADVISE
IBUS

From Peckham. Proceed from Bus Standing Area direct to stand. Set down on Bus Standing Area at **ALIGHTING POINT**.

Towards Peckham. Depart via Bus Standing Area to Putney Heath. Pick up on Putney Heath at **BUS STOP L**.

Private stand for 7 buses in marked bays in Putney Heath Bus Parking Area opposite the Green Man public house. **Blind display:** **PUTNEY HEATH**.



WANDSWORTH

TURNING POINT

IMPORTANT
IF YOU REQUIRE A
COMFORT BREAK,
PLEASE ADVISE
IBUS

From Peckham. Proceed from Wandsworth High Street via Wandsworth Plain and Armoury Way.

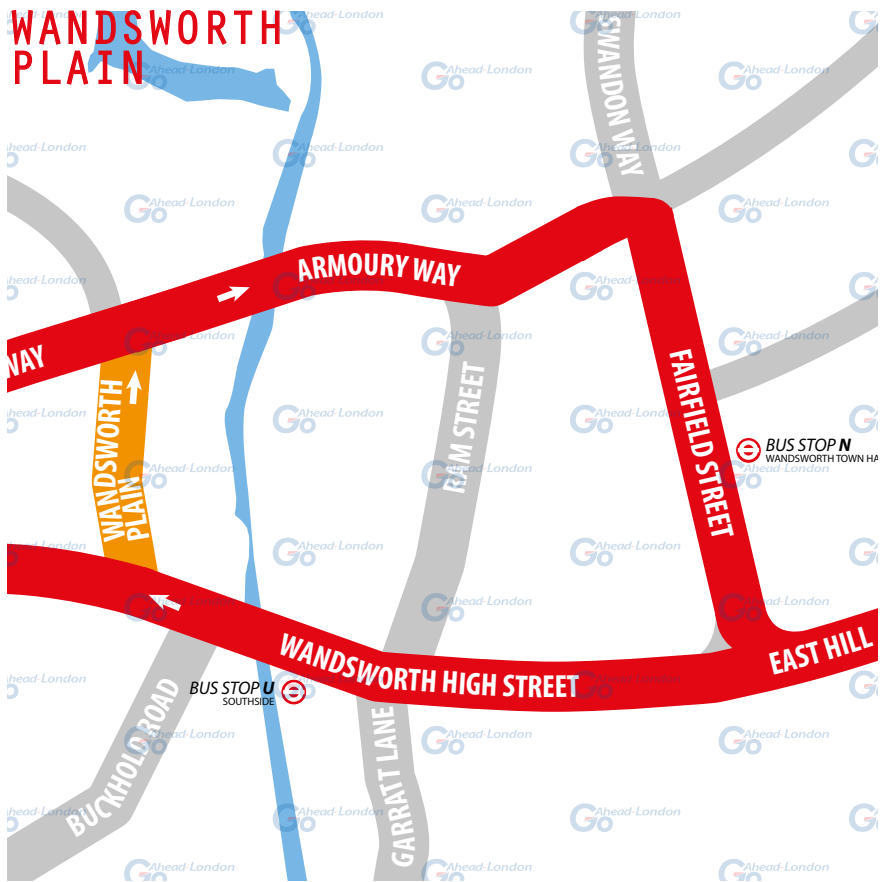
Set down on Wandsworth High Street at **BUS STOP U**.

Towards Peckham. Depart to Fairfield Street.

Pick up on Fairfield Street at **BUS STOP N**.

Turning point only - buses must not stand.

Blind display: *WANDSWORTH*.



CLAPHAM JUNCTION

TURNING POINT

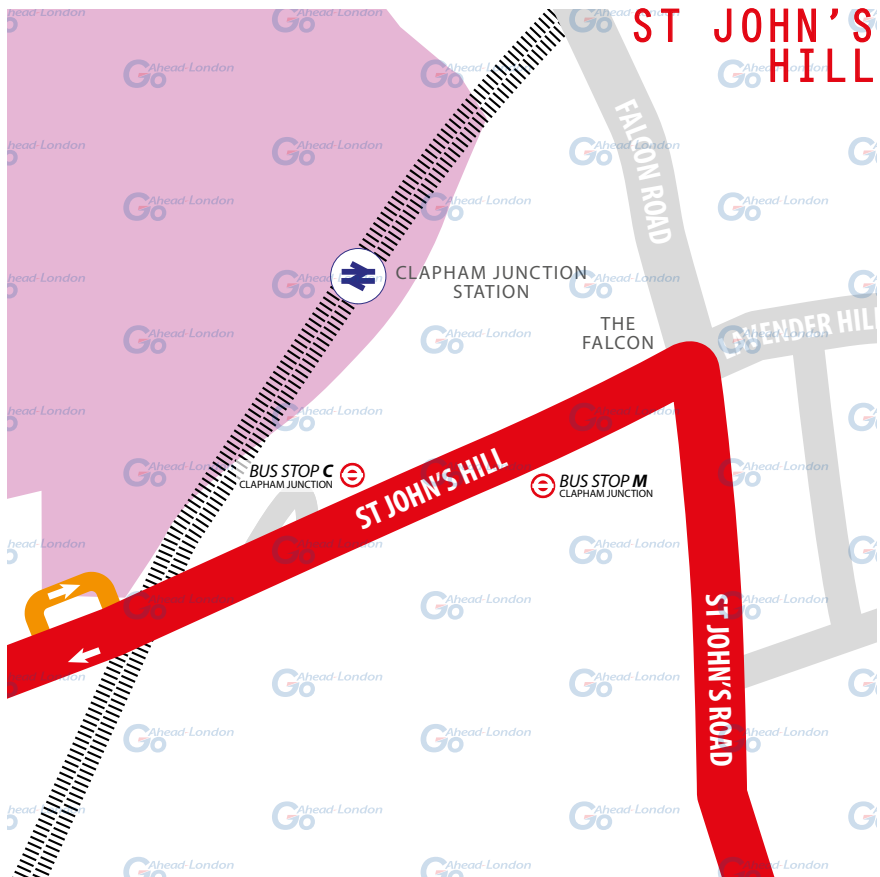
TURNING POINT ONLY.
BUSES MUST NOT STAND.

From Peckham. Proceed from St John's Hill via Bus Lay-By, St John's Hill and Falcon Road. Set down on St John's Hill at **BUS STOP M.**

Towards Peckham. Depart to St John's Road.
Pick up on St John's Hill at **BUS STOP C.**

Turning point only - buses must not stand.

Blind display: **CLAPHAM JUNCTION.**



CLAPHAM JUNCTION

CURTAILMENT POINT

SWITCH THE
ENGINE OFF
WHILST AT THE
STAND

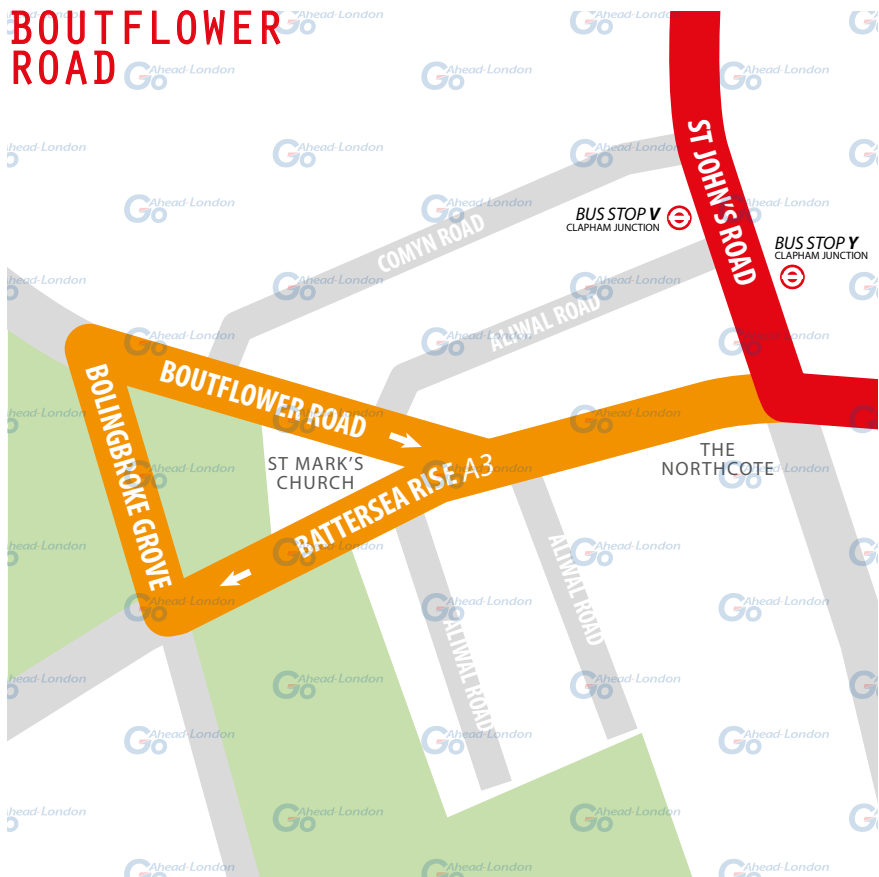
From Putney Heath. Proceed from St John's Road via Battersea Rise, Bolingbroke Grove and Boutflower Road to stand.

Set down on St John's Road at **BUS STOP Y**.

Towards Putney Heath. Depart via Boutflower Road and Battersea Rise to St John's Road. Pick up on St John's Road at **BUS STOP V**.

Public off side stand for two buses on the south side of Boutflower Road.

Blind display: **CLAPHAM JUNCTION.**



CLAPHAM COMMON

CURTAILMENT POINT

IMPORTANT
IF YOU REQUIRE A
COMFORT BREAK,
PLEASE ADVISE
IBUS

From Peckham. Proceed from Long Road via Rookery Road, Clapham Common North Side and The Pavement.
Set down on Long Road at **BUS STOP M.**

Towards Peckham. Depart to Clapham Common South Side.
Pick up on Clapham Common South Side at **BUS STOP E.**

From Putney Heath. Proceed from Long Road via Rookery Road, Clapham Common North Side and The Pavement departing to Long Road.
Set down on Long Road at **BUS STOP Y.**

Towards Putney Heath. Depart to Long Road.
Pick up on Long Road at **BUS STOP M.**

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



BRIXTON

CURTAILMENT POINT

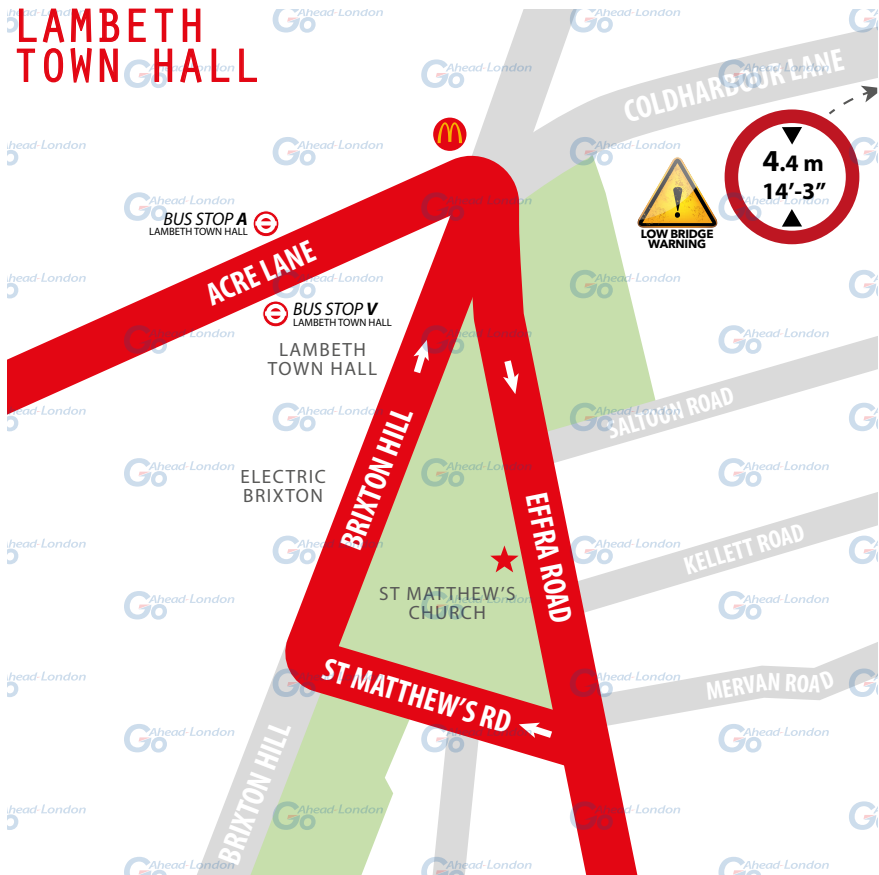
TURNING POINT ONLY.
BUSES MUST NOT STAND.

From Putney Heath. Proceed from Acre Lane via Effra Road to stand. Set down on Acre Lane at **BUS STOP A**.

Towards Putney Heath. Depart via Effra Road, St Matthew's Road and Brixton Hill to Acre Lane. Pick up on Acre Lane at **BUS STOP V**.

Public stand for 3 buses on west side (offside) of Effra Road.

Blind display: **BRIXTON.**



HERNE HILL

TURNING POINT

TURNING POINT ONLY.
BUSES MUST NOT STAND.

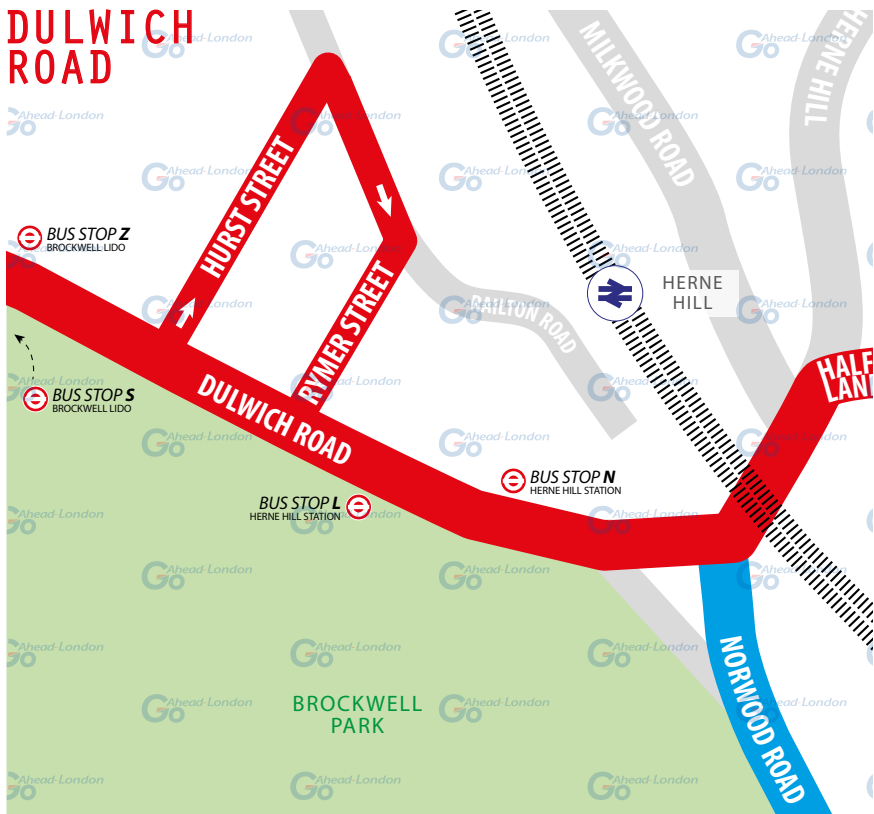
From Peckham. Proceed from Dulwich Road direct to stand.
Set down on Dulwich Road at **BUS STOP L**.

Towards Peckham. Depart via Dulwich Road, Rymer Street, Railton Road and Hurst Street to Dulwich Road. Pick up on Dulwich Road at **BUS STOP N**.

From Putney Heath. Proceed from Dulwich Road via Rymer Street, Railton Road and Dulwich Road to stand. Set down on Dulwich Road at **BUS STOP Z**.

Towards Putney Heath. Depart to Dulwich Road.
Pick up on Dulwich Road at **BUS STOP S**.

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



EAST DULWICH

TURNING POINT

PLEASE CHECK
TRIP NUMBER
ON ETM BEFORE
DEPARTING

From Putney Heath. Proceed from Lordship Lane via Grove Vale and Lordship Lane. Set down on Lordship Lane at **BUS STOP J.**

Towards Putney Heath. Depart to East Dulwich Grove.
Pick up on Lordship Lane at **BUS STOP B.**

Turning point only - buses must not stand.

Blind display: *EAST DULWICH.*



PECKHAM

CURTAILMENT POINT

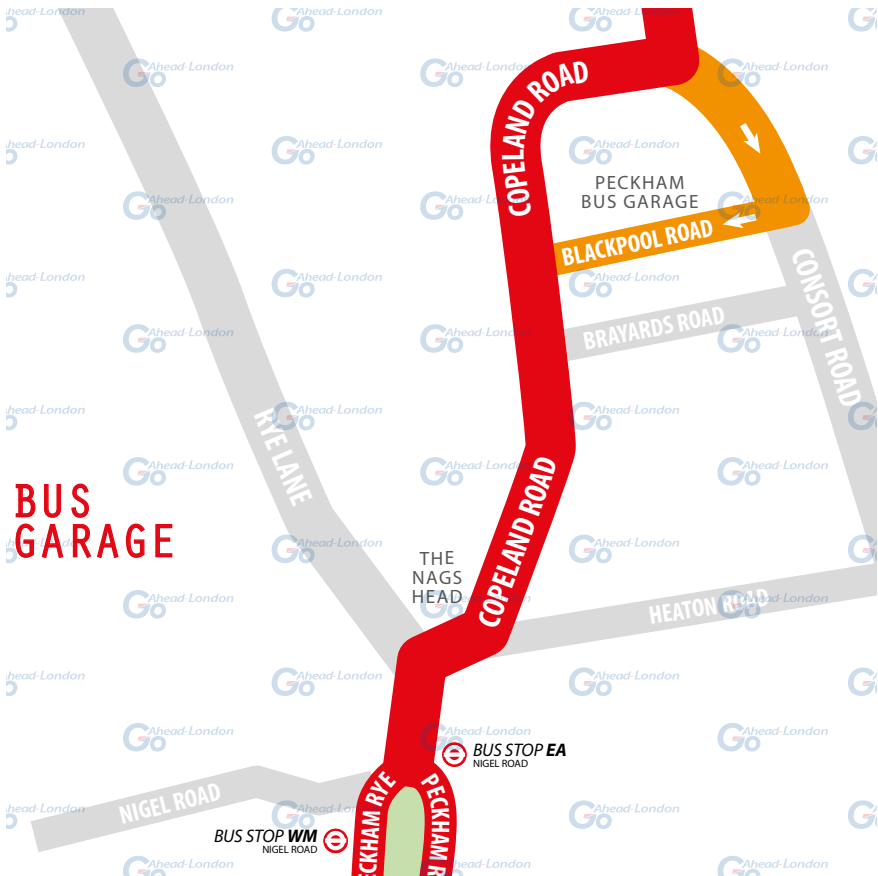
PLEASE CHECK
TRIP NUMBER
ON ETM BEFORE
DEPARTING

From Putney Heath. Proceed from Peckham Rye via Rye Lane, Unnamed Road, Copeland Road, Blackpool Road and Peckham Bus Garage to stand. Set down on Peckham Rye at **BUS STOP WM**.

Towards Putney Heath. Depart via Peckham Bus Garage, Blackpool Road, Copeland Road and Unnamed Road to Rye Lane.
Pick up on Rye Lane at **BUS STOP EA**.

Private stand inside Peckham Bus Garage.

Blind display: **PECKHAM RYE.**



PECKHAM

TERMINUS POINT

PLEASE CHECK
TRIP NUMBER
ON ETM BEFORE
DEPARTING

From Putney Heath. Proceed from Peckham Bus Station direct to stand. Set down in Peckham Bus Station at **ALIGHTING POINT**.

Towards Putney Heath. Depart to Peckham Bus Station. Pick up on Peckham Bus Station at **BUS STOP E**.

Private stand for up to 12 buses in Peckham Bus Station. Buses to stand abreast in 2 portions - 4 buses to stand facing east and 8 buses to stand facing south.

Blind display: **PECKHAM**.



**BUS
STATION**

LOCAL HAZARDS & POINTS TO NOTE

FULL RISK ASSESSMENT VIEWABLE UPON REQUEST



VARIOUS HAZARDS | PECKHAM BUS STATION

Take care and attention with all bus movements and particular care to be taken when reversing, especially with a VHP type bus which has extra-long rear overhang. When reversing the VHP, drivers should not rely on marker ridges in the road to judge when to stop. Instead they should line the bus up with the white line at the front of the parking bay and use CCTV reversing monitor in the cab. Be aware of the traffic lights leaving Peckham Bus Station. They are on a short cycle and the stop line is quite far back from the road. Pedestrian Movements. Caution to be taken while manoeuvring in the bus station. Speed limit to be observed. Pedestrian crossings. Extra care to be taken when exiting the bus station as it becomes two way traffic. Be aware of fencing and positioning.

PARKED VEHICLES | RYE LANE

Be aware of vehicles parked for deliveries causing obstructions, particularly between 8am and 5pm weekdays. Keep headlights on and proceed with care and caution, particularly at weekends due to heavy pedestrian movement.

TIGHT TURN | RYE LANE / PECKHAM RYE

Exercise caution as there is a tight turn at this junction. Be aware of overhanging trees. Pass beneath them slowly when driving the VHP, and remember this bus is 3 inches taller than the Enviro 400. Notify relevant parties for remedial action.

LOW TREES | GOOSE GREEN

Be aware of overhanging trees. Pass beneath them slowly when driving the VHP, and remember this bus is 3 inches taller than the Enviro 400.

TIGHT TURN | GOOSE GREEN ROUNDABOUT

This roundabout requires a tight turn to navigate safely. Please plan ahead.

TIGHT TURN | EAST DULWICH GROVE / LORDSHIP LANE

Tight turn in both directions due to parked vehicles. Plan ahead and take the corner slowly as you might have to swing wide to complete turn.

PARKED CARS AND LOW TREES | EAST DULWICH GROVE

Take care on approach to bus stops and pulling into stops. Be aware of overhanging trees, pass beneath them slowly when driving the VHP, and remember this bus is 3 inches taller than the Enviro 400.

LOCAL HAZARDS & POINTS TO NOTE

FULL RISK ASSESSMENT VIEWABLE UPON REQUEST



PEDESTRIANS | EAST DULWICH GROVE

Tessa Jowell Health Centre. Be aware of increased pedestrian traffic from patients and visitors entering and leaving.

TIGHT TURN | RED POST HILL

Proceeding southbound there is a tight turn. Please take extra care and caution.

LOW TREES | NORTH DULWICH STATION

Proceeding northbound, there is a tight turn due to parked cars on the exit of the junction. Be aware of overhanging trees. Pass beneath them slowly when driving the VHP, and remember this bus is 3 inches taller than the Enviro 400.

SCHOOL CHILDREN | JAMES ALLEN SCHOOL

Take extra care and caution when approaching this area especially during school terms, as children could be crossing the road in any direction. Be aware of school coaches parked and boarding and alighting during term time.

PARKED VEHICLES | HALF MOON LANE

There are parked cars either side of the road. As you proceed, the road narrows.

NARROW ROAD | HERNE HILL STATION

Under the railway bridge, the carriageway is narrowed in both directions by barriers in the road which allow a wider footpath for social distancing purposes. Use extra care and caution when passing through this area.

VOLUME OF PEDESTRIANS | BROCKWELL PARK

Plan ahead and anticipate situations that may occur in this area at weekends as the park could be very busy during summer time and known local events.

BUSY INTERCHANGE | BRIXTON TOWN CENTRE

This is a busy vehicle and pedestrian interchange so caution should be exercised when passing through.

PEDESTRIANS | CLAPHAM COMMON TUBE STATION

People could be walking across the road in this area particularly when the underground is closed, weekends and at rush hours. Proceed slowly to avoid any risk of accident. Forward planning and anticipation for these situations.

LOCAL HAZARDS & POINTS TO NOTE

FULL RISK ASSESSMENT VIEWABLE UPON REQUEST



TIGHT LEFT TURN | LONG ROAD

Road narrows from two lanes into one at junction. When heading towards Putney and turning right from Clapham Common South Side onto Long Road, be mindful of traffic on your offside as road narrows from two lanes into one.

CONTRAFLOW LANE | CLAPHAM COMMON NORTH SIDE

Beware of pedestrians walking across the road suddenly without looking as they are not aware of the contraflow bus lane.

NARROW BUS LANE | BATTERSEA RISE

Be extra careful of traffic on your offside as you drive along this narrow bus lane.

BUSY JUNCTION | BATTERSEA RISE JUNC ST JOHN'S ROAD

When turning right at this junction always check over your right shoulder before you turn. Traffic heading in the opposite direction often stops in the junction, causing a collision hazard.

BUSY SHOPPING AREA | ST JOHN'S ROAD

Pedestrian movements, other bus movements and parked lorries. Take extra care and caution and drive at low speed. Plan ahead. Be vigilant.

PEDESTRIAN MOVEMENTS | ST JOHN'S HILL

When turning left onto this road towards Putney, extra care and caution must be taken during rush hours as pedestrians may cross the road in between cars.

NARROW ROAD | ST JOHN'S HILL

Be aware that this road becomes narrow, and pedestrians may be crossing.

VOLUME OF VEHICLES | WANDSWORTH ONE-WAY SYSTEM

Be aware of other vehicle movements at all times on the one way system. Be aware of pedestrian movements in this area as they may not be familiar with the road layout and step out between parked or stationary vehicles.

LANE DISCIPLINE | WANDSWORTH OPP POLICE STATION

Road narrows from two lanes into one. Check for traffic on your offside. Be prepared to give way to other vehicles as the road narrows.

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 37 | CURTAILMENT ABBREVIATIONS:

GM	Putney Heath, Green Man	WW	Wandsworth Plain
CJ	Clapham Junction, St John's Hill	CBR	Boutflower Road
CCTP	Clapham Common	BTH	Brixton (Town Hall)
HH	Herne Hill, Dulwich Road	ED	East Dulwich
PNR	Peckham Bus Garage	PBS	Peckham Bus Station

FACILITIES | THROUGHOUT THE ROUTE

- **Peckham Bus Station.** [REDACTED]
- **Putney Heath.** Council toilet facility available.

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

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