

# 304

## Route Guide & Hazard Awareness

*MANOR PARK - EASTHAM - NEWHAM TOWN HALL  
NEWHAM UNIVERSITY HOSPITAL - CUSTOM HOUSE*



# THINGS TO REMEMBER

MAKE NOTES ALONG THE WAY!

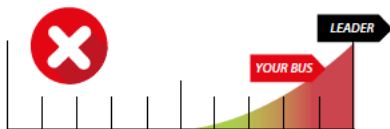
## CHANGEOVER POINT | EAST HAM CENTRAL PARK

Towards Manor Park. High Street South at **BUS STOP G** (Central Park)

Towards Custom House. High Street South at **BUS STAND M** (Central Park)

*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 304 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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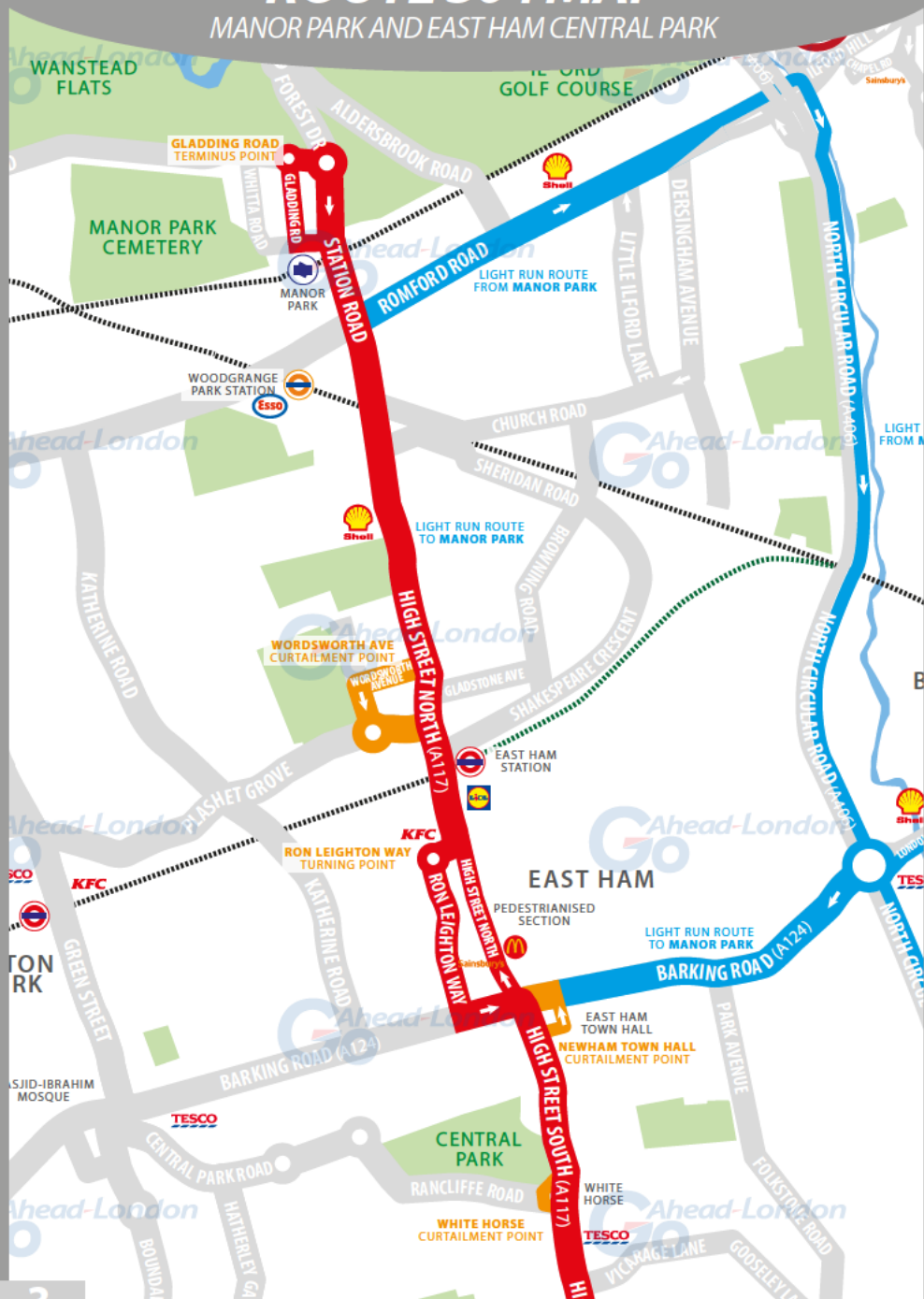
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# ROUTE 304 MAP




MANOR PARK AND EAST HAM CENTRAL PARK

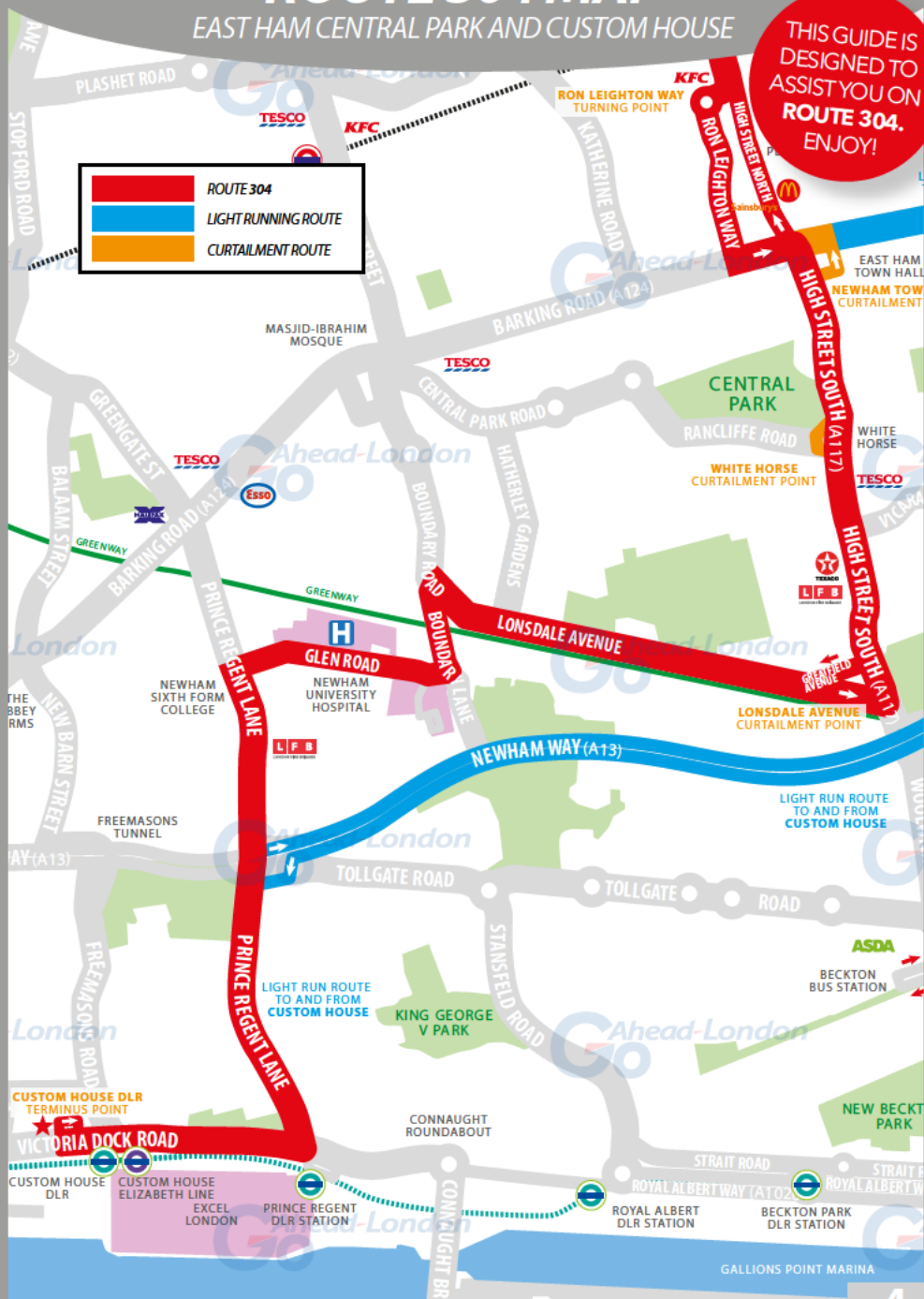


# ROUTE 304 MAP

## EAST HAM CENTRAL PARK AND CUSTOM HOUSE

THIS GUIDE IS  
DESIGNED TO  
ASSIST YOU ON  
ROUTE 304.  
ENJOY!

	ROUTE 304
	LIGHT RUNNING ROUTE
	CURTALMENT ROUTE



# RUNNING LIGHT

RUNNING OUT OF SERVICE

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

## TO CUSTOM HOUSE STATION

- From **River Road garage**, turn right onto River Road
- Turn left onto Alfreds Way/Barking Bypass (*towards Central London*) **A13**
- Continue ahead onto Newham Way **A13**
- Take slip road onto Tollgate Road (*towards Stratford/Plaiستow*) **A13**
- Keep right and at traffic light, turn right onto Tollgate Road
- At traffic light, turn left onto Prince Regent Lane **A112**
- At traffic light, turn right onto Victoria Dock Road
- Turn right onto Custom House bus stand to **stand**

## FROM CUSTOM HOUSE STATION

- At **stand**, continue ahead and exit stand
- Turn left onto Victoria Dock Road
- At traffic light, turn left onto Prince Regent Lane **A112**
- At traffic light, turn right onto Newham Way (*towards Barking*) **A13**
- Continue ahead onto Alfreds Way/Barking Bypass **A13**
- Take slip road towards Movers Lane (*past BP petrol station*)
- At traffic light, turn right onto Movers Lane
- Continue ahead onto River Road
- Turn left onto Thames Road
- Turn right onto Creek Road
- At junction, turn right onto Long Reach Road
- At junction, turn right onto River Road
- Turn right into **River Road garage**

# RUNNING LIGHT

RUNNING OUT OF SERVICE

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

## TO MANOR PARK GLADDING ROAD

- From **River Road garage**, turn right onto River Road
- Continue ahead onto Movers Lane
- At junction, turn left onto Ripple Road **A123**
- At roundabout, take 2nd exit onto Ripple Road **A123**
- At one-way system, take 1st exit onto St Pauls Road **A123**
- At roundabout, take 2nd exit onto St Pauls Road **A123**
- Continue ahead onto Abbey Road
- Turn left onto London Road (*buses only*)
- Continue ahead onto London Road **A124**
- At roundabout, take 2nd exit onto Barking Road (*Tesco on the left*) **A123**
- At traffic light, turn right onto High Street North (*turn right for buses only*)
- Continue ahead onto High Street North and onto Station Road **A117**
- At Manor Park Station, turn left onto Whitta Road
- Turn right onto Gladding Road to **stand**

## FROM MANOR PARK GLADDING ROAD

- At **stand**, continue ahead on Gladding Road
- At roundabout, take 2nd exit onto Capel Road
- At roundabout, take 2nd exit onto Forest Drive **A117**
- Continue ahead onto Station Road **A117**
- At traffic light, turn left onto Romford Road **A118**
- Keep right and at traffic light, turn right onto North Circular Road slip road
- Continue ahead onto North Circular Road **A406**
- Keep left and turn left onto Newham Way **A13**
- Continue ahead onto Alfreds Way/Barking Bypass **A13**
- Take slip road towards Movers Lane (*past BP petrol station*)
- At traffic light, turn right onto Movers Lane
- Continue ahead onto River Road
- Turn left onto Thames Road
- Turn right onto Creek Road
- At junction, turn right onto Long Reach Road
- At junction, turn right onto River Road
- Turn right into **River Road garage**

# ROUTE DIRECTIONS

RUNNING IN SERVICE

NEVER  
DIVERT OFF  
LINE OF ROUTE  
UNLESS ADVISED  
BY BUS

## TO CUSTOM HOUSE

- At **stand**, continue ahead on Gladding Road
- At roundabout, take 2nd exit onto Capel Road
- At roundabout, take 2nd exit onto Forest Drive **A117**
- Continue ahead onto Station Road **A117**
- At traffic light, continue ahead onto High Street North **A117**
- Follow road to the right onto Ron Leighton Way **A117**
- At roundabout, take 1st exit onto Ron Leighton Way **A117**
- At traffic light, turn left onto Barking Road **A124**
- At traffic light, turn right onto High Street South **A117**
- Turn right onto Greatfield Avenue
- At junction, turn right onto Lonsdale Avenue
- Turn left onto Boundary Lane
- At mini-roundabout, exit onto Glen Road (*buses and cycles only*)
- Continue ahead onto Glen Road (*past Newham General Hospital*)
- At traffic light, turn left onto Prince Regent Lane **A112**
- Continue ahead onto Prince Regent Lane **A112** (*over Newham Way*)
- At traffic light, turn right onto Victoria Dock Road
- At traffic light, continue past Custom House station to **stand**

## TO MANOR PARK STATION GLADDING ROAD

- At **stand**, continue ahead and exit stand
- Turn left onto Victoria Dock Road
- At traffic light, turn left onto Prince Regent Lane **A112**
- Continue ahead onto Prince Regent Lane **A112** (*over Newham Way*)
- At traffic light, turn right onto Glen Road (*past Newham General Hospital*)
- Continue ahead onto Glen Road (*buses and cycles only*)
- At mini roundabout, exit onto Boundary Lane
- Turn right onto Lonsdale Avenue
- At junction, turn left onto High Street South **A117**
- At traffic light, continue onto High Street North (*buses and cycles only*)
- Continue ahead onto High Street North and onto Station Road **A117**
- At Manor Park Station, turn left onto Whitta Road
- Turn right onto Gladding Road to **stand**



# CUSTOM HOUSE

TERMINUS POINT

SWITCH THE  
ENGINE OFF  
WHILST AT THE  
STAND

**From Manor Park.** Proceed from Victoria Dock Road direct to stand.  
Set down on Victoria Dock Road at **BUS STOP C.**

**Towards Manor Park.** Depart to Victoria Dock Road.  
Pick up on Victoria Dock Road at **BUS STOP CUSTOM HOUSE STATION.**

Stand created on Victoria Dock Road to the West of Custom House station.  
No more than 2 buses on Route 304 should be scheduled to stand at any one time. **Blind display: CUSTOM HOUSE.**



**VICTORIA  
DOCK ROAD**

# EAST HAM

## CURTAILMENT POINT

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

Buses proceed out of service from Ron Leighton Way.  
Set down on Ron Leighton Way at **BUS STOP M**.

Unscheduled curtailments only.

Blind display: **EAST HAM, RON LEIGHTON WAY.**



# EAST HAM

## CURTAILMENT POINT

PLEASE CHECK  
TRIP NUMBER  
ON ETM BEFORE  
DEPARTING

**From Manor Park.** Proceed from Greatfield Avenue via Lonsdale Avenue to stand. Set down on Greatfield Avenue at **BUS STOP BT**.

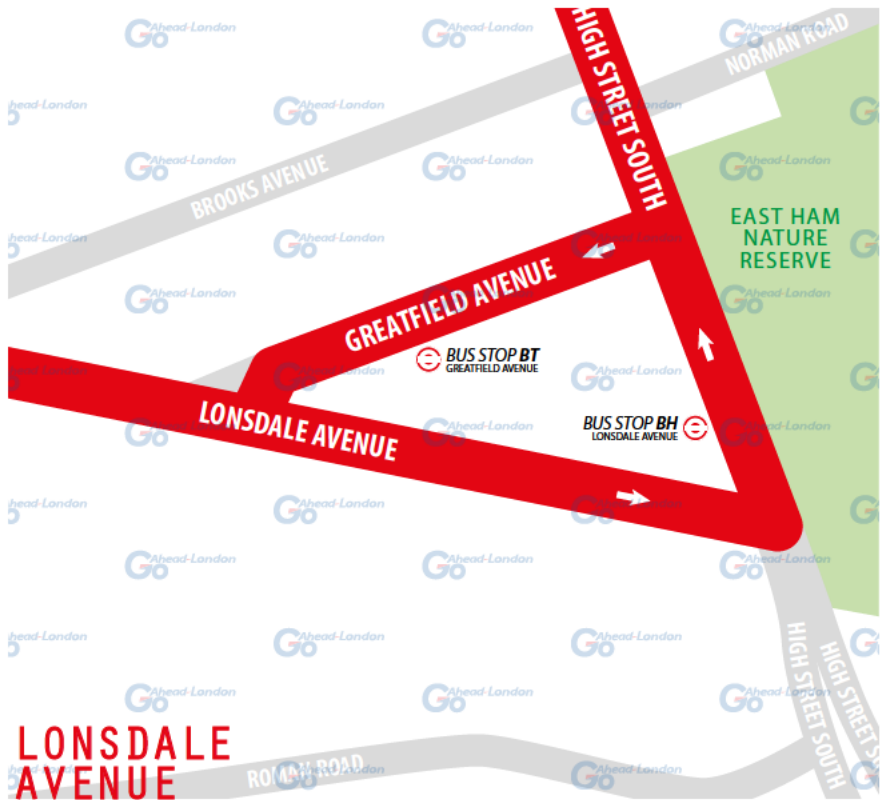
**Towards Manor Park.** Depart via Lonsdale Avenue to High Street South. Pick up on High Street South at **BUS STOP BH**.

**From Custom House.** Proceed from High Street South via Greatfield Avenue and Lonsdale Avenue to stand. Set down on High Street South at **BUS STOP BH**.

**Towards Custom House.** Depart via Lonsdale Avenue and High Street South to Greatfield Avenue. Pick up on Greatfield Avenue at **BUS STOP BT**.

Public stand for one bus on north side of Lonsdale Avenue.

Blind display: **BECKTON ALPS**.



# EAST HAM

## CURTALMENT POINT

PLEASE CHECK  
TRIP NUMBER  
ON ETM BEFORE  
DEPARTING

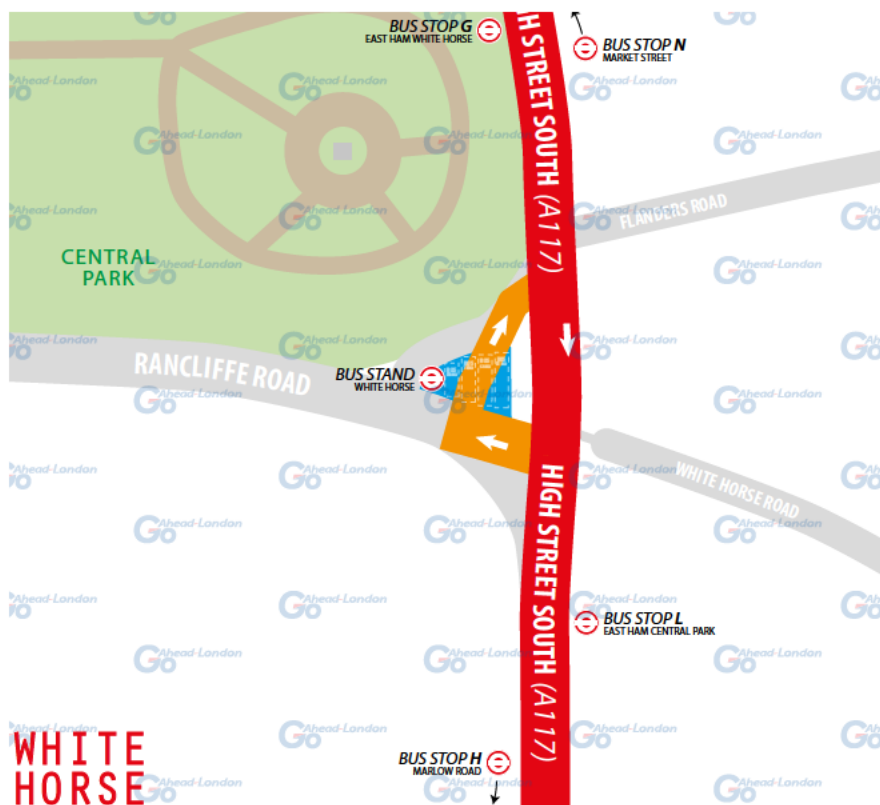
**From Manor Park.** Proceed from High Street South via Rancliffe Road to stand. Set down on High Street South at **BUS STOP N**.

**Towards Manor Park.** Depart via Rancliffe Road to High Street South. Pick up on High Street South at **BUS STOP G**.

**From Custom House.** Proceed from High Street South via Rancliffe Road to stand. Set down on High Street South at **BUS STOP H**.

**Towards Custom House.** Depart via Rancliffe Road to High Street South. Pick up on High Street South at **BUS STOP L**.

Bus parking area on north side of Rancliffe Road at the junction with High Street South. Blind display: **EAST HAM, CENTRAL PARK**.



WHITE  
HORSE

# EAST HAM

## CURTAILMENT POINT

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

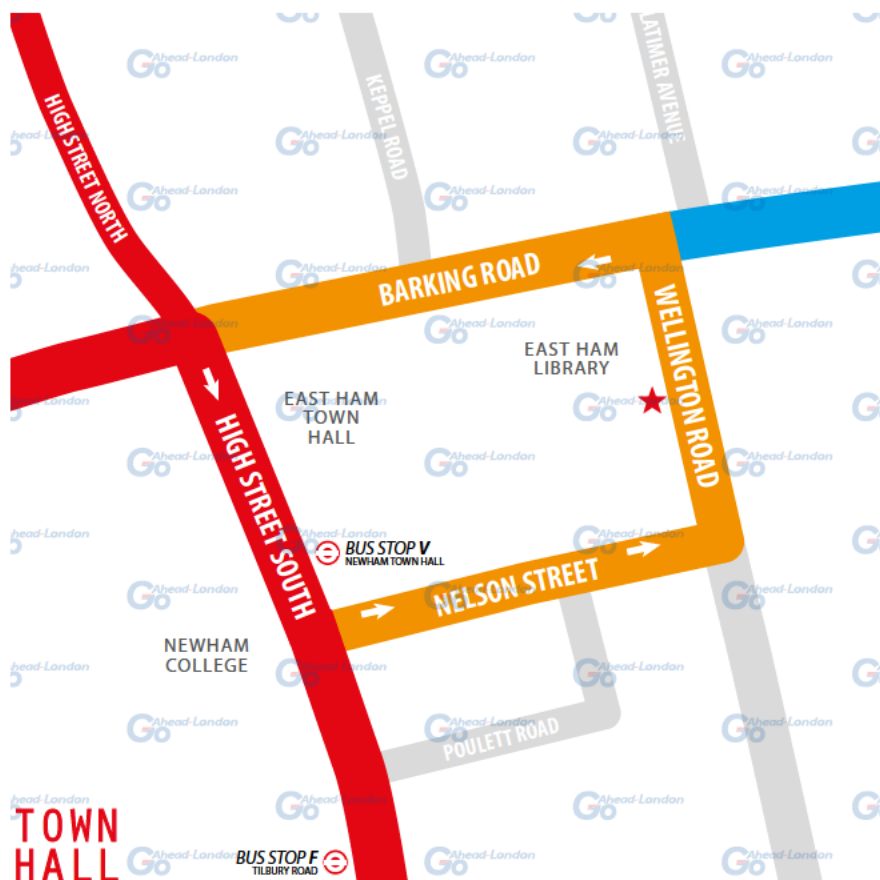
**From Custom House.** Proceed from High Street South via Nelson Street and Wellington Road to stand.

Set down on High Street South at **BUS STOP F.**

**Towards Custom House.** Depart via Wellington Road and Barking Road to High Street South. Pick up on High Street South at **BUS STOP V.**

Public stand for four buses on west side of Wellington Road.

**Blind display:** *EAST HAM, NEWHAM TOWN HALL.*



**TOWN  
HALL**

**BUS STOP F**  
TILBURY ROAD

# EAST HAM

CURTALMENT POINT

PLEASE CHECK  
TRIP NUMBER  
ON ETM BEFORE  
DEPARTING

**From Custom House.** Proceed from High Street North via Wordsworth Avenue to stand.

Set down on High Street North at **BUS STOP Y**.

**Towards Custom House.** Depart via Wordsworth Avenue, Woodhouse Grove and Plaset Grove to High Street North.

Pick up on High Street North at **BUS STOP A**.

Public stand for two buses on south side of Wordsworth Avenue.

Blind display: **EAST HAM STATION**.



# MANOR PARK

TERMINUS POINT

PLEASE CHECK  
TRIP NUMBER  
ON ETM BEFORE  
DEPARTING

From Custom House. Proceed from Gladding Road direct to stand.  
Set down on Gladding Road at **BUS STOP MANOR PARK/GLADDING ROAD**.

Towards Custom House. Depart to Gladding Road.  
Pick up on Gladding Road at **BUS STOP MANOR PARK/GLADDING ROAD**.

Public stand for two buses on west side of Gladding Road.

Blind display: **MANOR PARK**.



# LOCAL HAZARDS & POINTS TO NOTE

FULL RISK ASSESSMENT VIEWABLE UPON REQUEST



## **BUS STAND | VICTORIA DOCK / CUSTOM HOUSE**

Vehicle movement, pedestrians, Excel Centre, 10 mph speed limit whilst moving on bus stand. Drivers advised to wear hi-vis whilst on the stand. Extreme care and caution required when moving buses, heavy pedestrian footfall due to train station, very busy at peak times and during events at the Excel centre.

## **SPEED HUMPS | VICTORIA DOCK ROAD**

Trees. Care and caution required as passing over speed humps to ensure safety and comfort of passengers. Report any tree strikes to NMCC and garage.

## **UNEVEN SURFACE | PRINCE REGENT LANE**

Uneven surface, trees. Keep speed low where possible, report any further decaying areas to iBus/garage mentor/APM. Report any tree strikes to NMCC and garage.

## **LANE DISCIPLINE | NEWHAM A13 / PRINCE REGENT LANE**

Two lanes merge into one. Good mirror use required at all times, watch out for other road users trying to pass from the offside.

## **PARKED VEHICLES | GLEN ROAD**

Overhang of bus as turning left (towards Custom House). Care and caution required, be prepared to give way to oncoming traffic. As turning left out of Glen Road, straddle both lanes, take care with your overhang as passing the cycle box into oncoming traffic.

## **VOLUME OF PEDESTRIANS | GLEN ROAD**

Newham University Hospital in Glen Road. 20 mph zone, pedestrians, emergency vehicles. Speed limit must be adhered to at all times. Chance of pedestrians walking out in front of bus, caution required at all times. Be prepared to stop to let emergency vehicles pass you.

## **GATEWAY | GLEN RD / NEWHAM UNIVERSITY HOSPITAL**

Traffic gateway. Buses and cycles only allowed to exit, travelling towards Gladding Road, vehicles have priority going towards Custom House. Allow enough time to stop at stop gate. Make sure the way is clear before proceeding.



# LOCAL HAZARDS & POINTS TO NOTE

FULL RISK ASSESSMENT VIEWABLE UPON REQUEST



## **TIGHT TURN | BOUNDARY LANE / BOUNDARY ROAD**

Tight right turn going towards Gladding Road, tight left turn going toward Custom House. Speed needs to be reduced in when travelling in both directions, mirror checks essential, watch tail swing in both directions. Extreme caution required with your n/s mirror. There is a post that you could collide with whilst concentrating on your o/s/r due to the traffic island.

## **VARIOUS HAZARDS | LONSDALE AVENUE**

Width restrictions. Report any tree strikes to NMCC and garage, take care as passing branches. Reduce speed for speed bumps to ensure passenger comfort and safety. Parking on both sides of the road, speed calming islands - plan ahead to allow vehicles to pass one another safely.

## **LEFT TURN | LONSDALE AVENUE / HIGH STREET SOUTH**

Left turn, pedestrians, oncoming traffic. Care required as turning left, the bus will encroach into the oncoming traffic lane so make sure you have enough space to swing out. Good mirror checks also needed for n/s/r of bus, look out for pedestrians who may be waiting to cross the road.

## **PARKED VEHICLES | GREATFIELD AVENUE**

Towards Custom House only. Busy residential road with parking on both sides. 20 mph. Care and caution required; speed limit must be always adhered to.

## **BUSY SHOPPING AREA | HIGH STREET NORTH**

20 mph zone. Exercise extreme care and caution in the area, be mindful of pedestrians walking off the pavement without looking, busy shoppers not paying attention and on their mobile phones.

## **LOW TREES | WHITTA ROAD**

Overhanging tree near stand, 20 mph zone. Drivers to exercise caution and to report any tree strikes to NMCC and garage.

## **NARROW ROAD | GLADDING ROAD**

Narrow road with parked cars and bus stand for route 304. Exercise caution.

## **LOW TREES | GLADDING ROAD**

Exercise caution and report tree strikes to NMCC and garage. **Tree hotspot.**

# OTHER INFORMATION


## CODES AND EMERGENCY RADIO PROCEDURES

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

### ROUTE 304 | CURTAILMENT ABBREVIATIONS

<b>CHS</b>	Custom House Station	<b>EHLA</b>	Lonsdale Avenue
<b>EHWH</b>	East Ham, White Horse	<b>EHTH</b>	Newham Town Hall
<b>EHWA</b>	East Ham, Wordsworth Avenue	<b>RLW</b>	Ron Leighton Way
<b>MPSN</b>	Manor Park Station		

### FACILITIES | THROUGHOUT THE ROUTE

**Custom House Station** (Elizabeth Line). 

**Manor Park.** Toilet in the station.

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 see \*\*\* displayed on the MDT screen 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. 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

# THINGS TO REMEMBER

MAKE NOTES ALONG THE WAY!

A series of horizontal dotted lines for writing notes, arranged in a repeating pattern across the page.