

# DP World London Gateway Private Bus Service



Effective 4 June 2018

The London Gateway Link is a privately operated bus connecting Thurrock to London Gateway Logistics Park and London Gateway Port. It operates throughout the day, and includes runs to nearby Corringham town centre over lunchtime to allow a quick visit to the shops.

This FAQ sheet is intended to provide you with all essential information, but if you cannot find an answer please contact Trevor Hutchinson or Leanne Mayes.

## **FAQs for DP World London Gateway Bus Service**

### **Journey Planning**

#### **1. How do I find details of the service (route, timetable, ticket prices)?**

Details, including a PDF version of this information and the latest timetable, can be found at [www.londongateway.com](http://www.londongateway.com) and [park.londongateway.com](http://park.londongateway.com).

Hard copies are available from the Park and Port Travel Planner.

#### **2. Where are the bus stopping points located?**

Please see Timetables and Route attached to this FAQ.

#### **3. What does the bus stop look like?**

- (a) The bus stops located outside the Park will be public bus stops (please see attached Route for locations).
- (b) Bus stops located inside the Park will be navy and white and located outside UPS, Dixons Carphone Warehouse and the Port staff car park.

#### **4. Tickets and Fares**

A simple fare structure applies to the service. Prices are:

- (a) All stops £1 a trip
- (b) £1 return trip to Corringham town centre at lunchtime (12 – 2).

#### **5. Can you help me plan my journey?**

We can provide a free journey planning service to help plan your journey door-to-door. It will cover a selection of other transport options, including any public transport connecting services.

Alternatively, you can plan your journey with your own Personal Travel Plan pack.

Both of these services can be provided to you, please email your request to:

**Port:** Trevor Hutchinson ([trevor.hutchinson@dpworld.com](mailto:trevor.hutchinson@dpworld.com))

**Park:** Leanne Mayes ([leanne.mayes@dpworld.com](mailto:leanne.mayes@dpworld.com))

#### **6. Can I take my bike on the bus?**

Yes, you can take your bike on the bus. This will be at your own risk and only if space is available. Priority will be given to wheelchair users.

#### **7. Does the bus link with other public transport services such as rail?**

The service timetable is planned to make rail public transport connections.

Refer to pick up/drop off at rail stations and comment on synergy in terms of timetables and bus pick up/drop off areas.

**8. Is the bus suitable for disabled access?**

Yes, the bus does have disabled access.

**9. Is the bus available for use by the general public?**

The bus is operated as a private bus service for use by staff and companies based at London Gateway, but **not** the general public. It is available for visitors to London Gateway, including colleagues and staff who may only travel to London Gateway occasionally. You may be asked from time to time to provide appropriate identification to justify your eligibility for the service.

**Costs/Ticketing**

**1. How do I buy my tickets?**

The bus operates a cashless service, you will be required to use a credit/debit card, which will provide a fast, easy transaction.

**2. Will I need to identify myself as LG Staff?**

Yes, please show your work pass to the driver when asked.

**3. Can I purchase a season ticket for the bus at a discounted price?**

Season tickets are not currently available. However, the bus service is subsidised, so individual ticket prices are significantly reduced.

**4. Do I receive discounts anywhere else?**

As well as reduced bus ticket cost, C2C has offered an extra 10% off their season ticket cards.

Staff based at London Gateway who utilise the bus service to travel to Corringham Town Centre during the lunchtime period will receive a 10% discount on purchases from the following traders:

- (a) Mama's Cabin
- (b) Paulettes
- (c) Ramos

To gain your discount, the bus driver will hand you a daily token that can be redeemed in the above eateries.

**Facilities**

**1. Does the bus have WiFi?**

Currently, the bus does not have Wifi. If you are using personal media on the bus, please be respectful of people sitting around you.

**2. Are the bus stops served by real time information?**

No, not currently. A copy of the timetable can be downloaded as a PDF file at [park.londongateway.com](http://park.londongateway.com).

## **Other Matters**

### **1. How do I claim lost property?**

Left a personal item on the bus? Not to worry, we make it our priority to ensure that you get your lost property back as quickly as possible. Here's what to do:

- (a) Email a description of your missing item and as much detail as possible to:
  - (i) **Port:** [trevor.hutchinson@dpworld.com](mailto:trevor.hutchinson@dpworld.com)
  - (ii) **Park:** [leanne.mayes@dpworld.com](mailto:leanne.mayes@dpworld.com)
- (b) We will log your details in our lost property system within 24 hours.
- (c) The process of matching you with your item(s) will then get underway.
- (d) We'll contact you if we find your item(s) and arrange a suitable collection time - this could take up to 48 hours, please don't panic if you don't hear from us straight away.
- (e) Photographic identification will be required for collection of the item.

If suspicious unattended items are found on the bus, please make your driver aware (but only when the vehicle is stationary!)

### **2. Problem with your Journey**

#### **(a) Why did my bus not arrive on time?**

We work hard to ensure that our service runs as smoothly and efficiently as possible. Some things, however, are outside our control, and we can't prepare for unexpected problems such as weather conditions or road accidents. If there are any major issues or planned disruptions, we'll let you know about them on our website and via email.

#### **(b) Why did my bus not wait for me?**

We're sorry if we missed you or appeared to leave without you. Sometimes this can happen if our driver did not see you, so please stand in a visible location close to the stop sign as the bus approaches.

#### **(c) What happens if there is an accident or roadworks on the route?**

We will attempt to maintain the usual route for all services, but if there is an accident or other event that causes a diversion, the bus will have to follow any appropriate diversionary route. If your bus fails to turn up, we suggest you check local traffic information (available at [park.londongateway.com](http://park.londongateway.com)) to see if this has been necessary.

If there are local roadworks, this may also cause a delay, but we will attempt to maintain a schedule as closely as possible.

#### **(d) Will you change the route/timetable?**

- (i) Our service is designed to provide a high quality service and to maximise passenger usage wherever there is demand. The route or timetable may change because of a change in demand, or an unplanned incident such as a traffic accident. We are constantly monitoring/reviewing our service to reflect changing

travel patterns and demands from our customers, and we never change a route or timetable unnecessarily.

- (ii) We will always publish our changes at least one week in advance if a bus route is changing.
- (iii) Most changes are made because of customer feedback or following market research, so your comments on our routes are always appreciated; please contact us if you have any questions.

### **3. Get in touch**

#### **(a) Report an Issue**

Your feedback is important to us, so every issue reported is dealt with as quickly as possible. If you'd like to raise an issue, please contact us. We will acknowledge your complaint as quickly as possible, and aim to respond within 3 working days.

#### **(b) Contact us**

If you have a question, complaint or any feedback regarding the bus service please contact:

**Port:** [trevor.hutchinson@dpworld.com](mailto:trevor.hutchinson@dpworld.com)

**Park:** [leanne.mayes@dpworld.com](mailto:leanne.mayes@dpworld.com)

Monday to Friday

	Run 1	Run 2	Run 3	Run 4	Run 5	Run 6	Run 7	Run 8	Run 9	Run 10	Run 11	Run 12
Sainsburys	04:30											
Stanley Road (Thameside Theatre)	04:40											
Lodge Lane, Blackshots Parade	04:50											
London Gateway Bus Stop 1		06:10	07:10	08:10	11:55	12:20	12:55	13:20	16:10	16:56	17:28	18:10
London Gateway Bus Stop 2		06:15	07:15	08:15	11:57	12:22	12:57	13:22	16:15	16:58	17:30	18:13
London Gateway Bus Stop 3												18:18
London Gateway Bus Stop 4		06:20	07:20	08:20	12:00	12:25	13:00	13:25	16:20	17:01	17:32	18:25
Stanford-Le-Hope Station	05:05	06:30	07:30	08:30					16:30	17:10	17:40	18:35
Southend Road J/W Balmoral Avenue	05:10	06:35	07:35	08:35					16:35	17:15	17:45	18:40
Gordon Road, Town Centre, Corringham	05:13	06:38	07:38	08:38	12:10	12:35	13:10	13:35	16:38	17:18	17:48	18:43
London Gateway Bus Stop 1	05:23	06:48	07:48	08:48		12:45		13:45	16:48		17:58	
London Gateway Bus Stop 2	05:26	06:51	07:51	08:51				13:47	16:50		18:00	
London Gateway Bus Stop 3	05:29											
London Gateway Bus Stop 4	05:32	06:55	07:55	08:55				13:50	16:53		18:03	
Lodge Lane, Blackshots Parade												19:05
Stanley Road (Thameside Theatre)												19:15
Sainsburys												19:25

DROP OFF PASSENGERS ONLY - NO BOARDING THE BUS

**Saturday**

	Run 1	Run 2	Run 11	Run 12
Sainsburys	04:25			
Stanley Road (Thameside Theatre)	04:35			
Lodge Lane, Blackshots Parade	04:45			
London Gateway Bus Stop 1				
London Gateway Bus Stop 2				
London Gateway Bus Stop 3		06:20	17:10	18:20
London Gateway Bus Stop 4				
Stanford-Le-Hope Station	05:00	06:30	17:20	18:30
Southend Road J/W Balmoral Avenue	05:05	06:35	17:25	18:35
Gordon Road, Town Centre, Corringham	05:08	06:38	17:28	18:38
London Gateway Bus Stop 1				
London Gateway Bus Stop 2				
London Gateway Bus Stop 3	05:18		17:38	
London Gateway Bus Stop 4				
Lodge Lane, Blackshots Parade		07:00		19:00
Stanley Road (Thameside Theatre)		07:10		19:10
Sainsburys		07:20		19:20

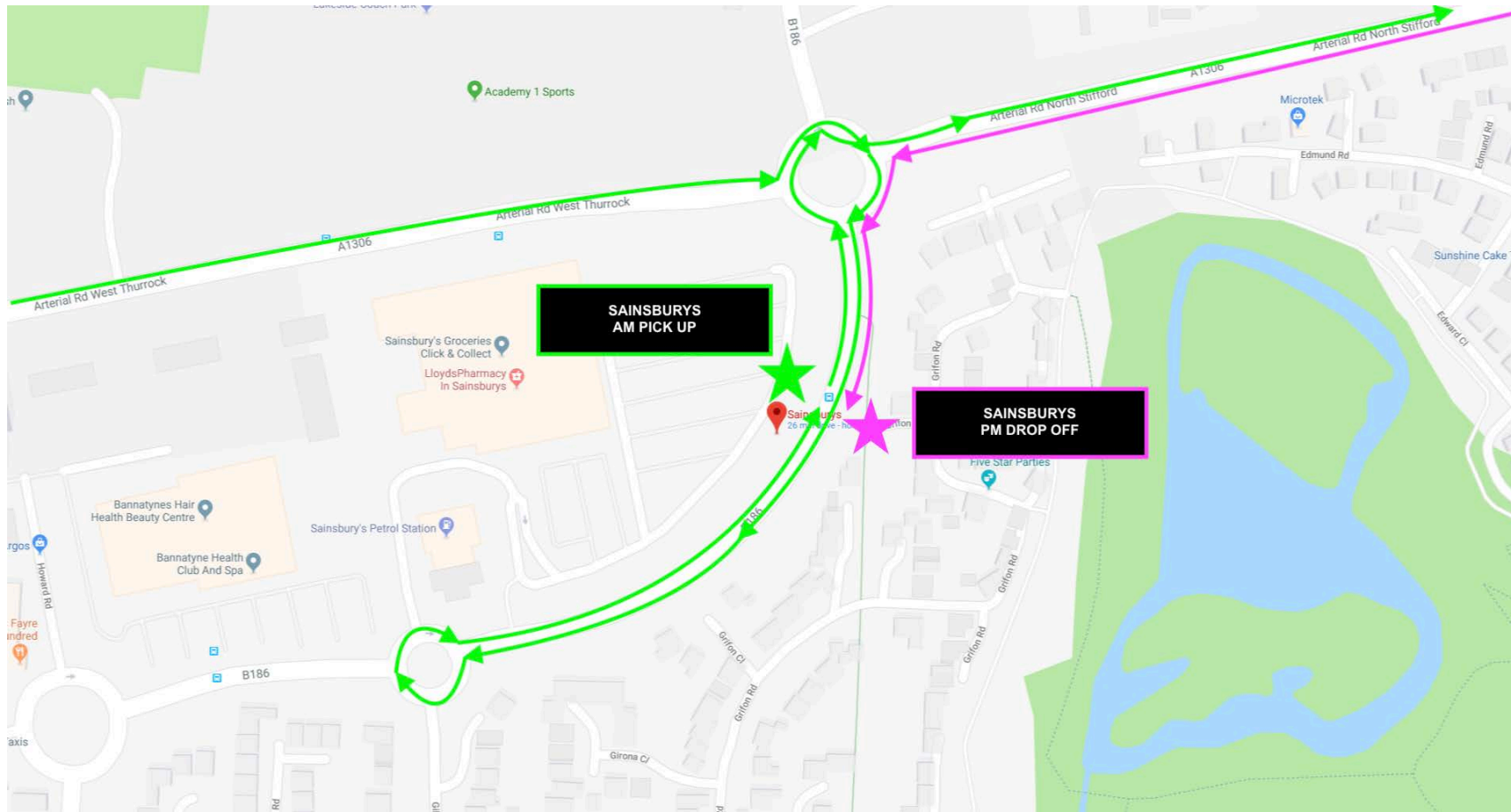
DROP OFF PASSENGERS ONLY - NO BOARDING THE BUS



**Sunday**

	Run 1	Run 2	Run 11	Run 12
Sainsburys	04:40			
Stanley Road (Thameside Theatre)	04:50			
Lodge Lane, Blackshots Parade	05:00			
London Gateway Bus Stop 1				
London Gateway Bus Stop 2				
London Gateway Bus Stop 3		06:20	16:45	18:10
London Gateway Bus Stop 4				
Stanford-Le-Hope Station	05:15	06:30	16:55	18:20
Southend Road J/W Balmoral Avenue	05:20	06:35	17:00	18:25
Gordon Road, Town Centre, Corringham	05:23	06:38	17:03	18:28
London Gateway Bus Stop 1				
London Gateway Bus Stop 2				
London Gateway Bus Stop 3	05:33		17:13	
London Gateway Bus Stop 4				
Lodge Lane, Blackshots Parade		07:00		18:50
Stanley Road (Thameside Theatre)		07:10		19:00
Sainsburys		07:20		19:10

DROP OFF PASSENGERS ONLY - NO BOARDING THE BUS



**Sainsbury's  
Burghley Road  
RM16 6RL**

**Day**  
Monday to Friday  
Saturday  
Sunday

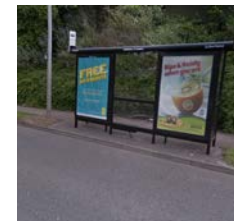
**AM Pick Up Time**  
04:30  
04:25  
04:40

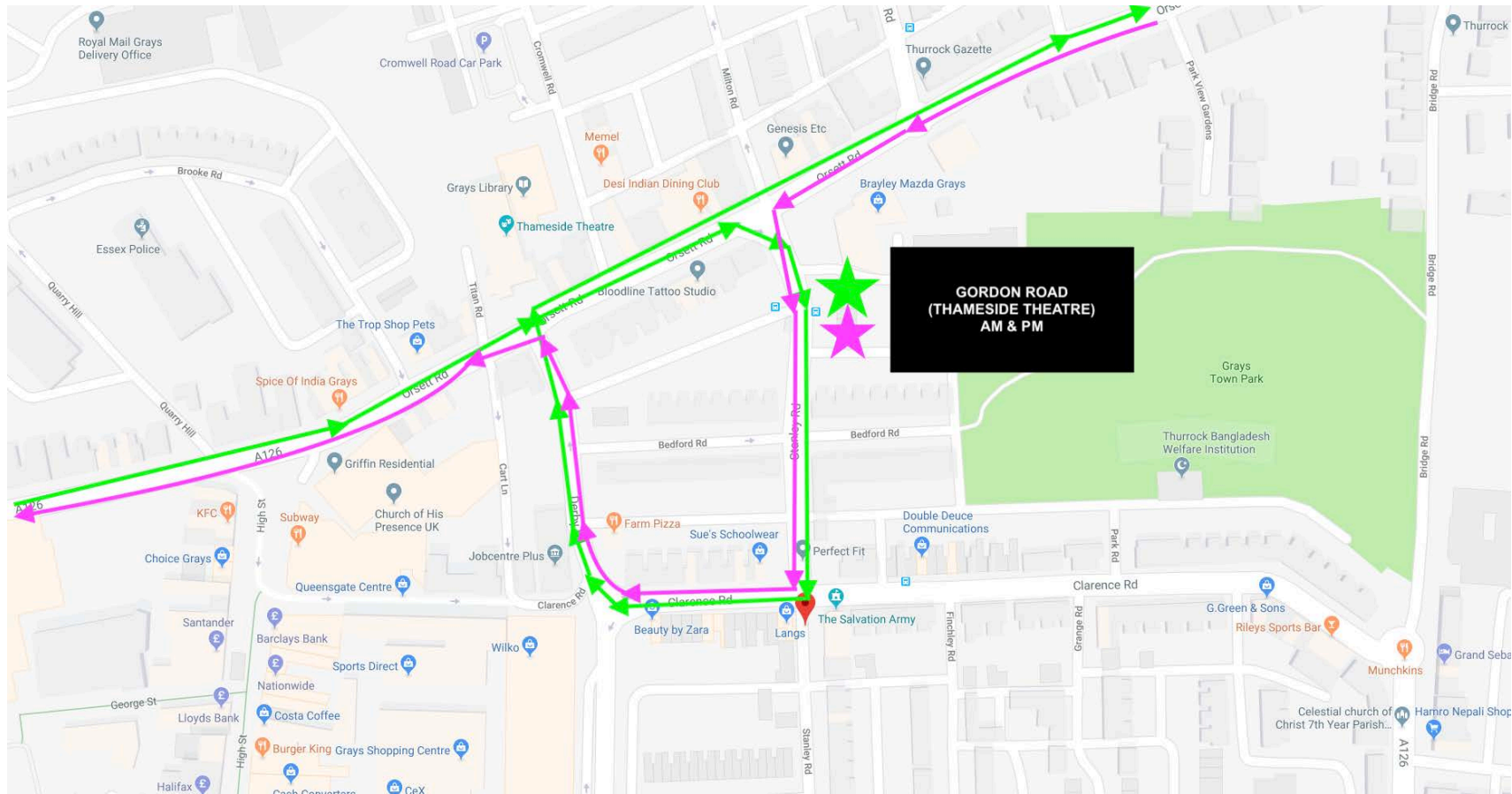
**PM Drop Off Time**  
19:20  
19:20  
19:10

**AM Bus Stop**



**PM Bus Stop**



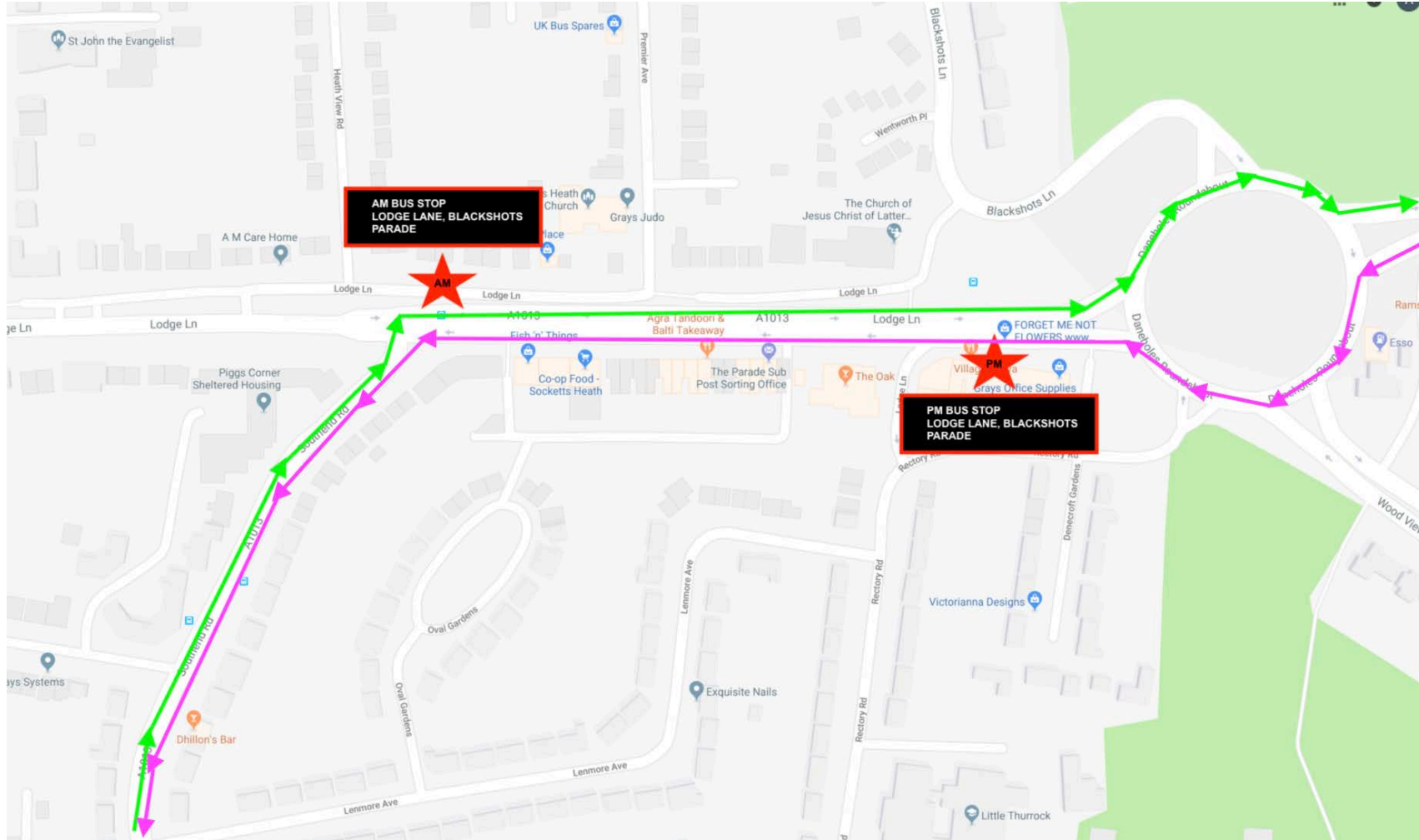


**Stanley Road (Thameside Theatre)  
RM17 5EJ**

Day	AM Pick Up Time	PM Drop Off Time
Monday to Friday	04:40	19:10
Saturday	04:35	19:10
Sunday	04:50	19:00

**AM & PM Bus Stop**





**Lodge Lane, Blackshots Parade  
RM16 2YJ**

**Day**  
Monday to Friday  
Saturday  
Sunday

**Piggs Corner  
AM Pick Up Time**  
04:50  
04:45  
05:00

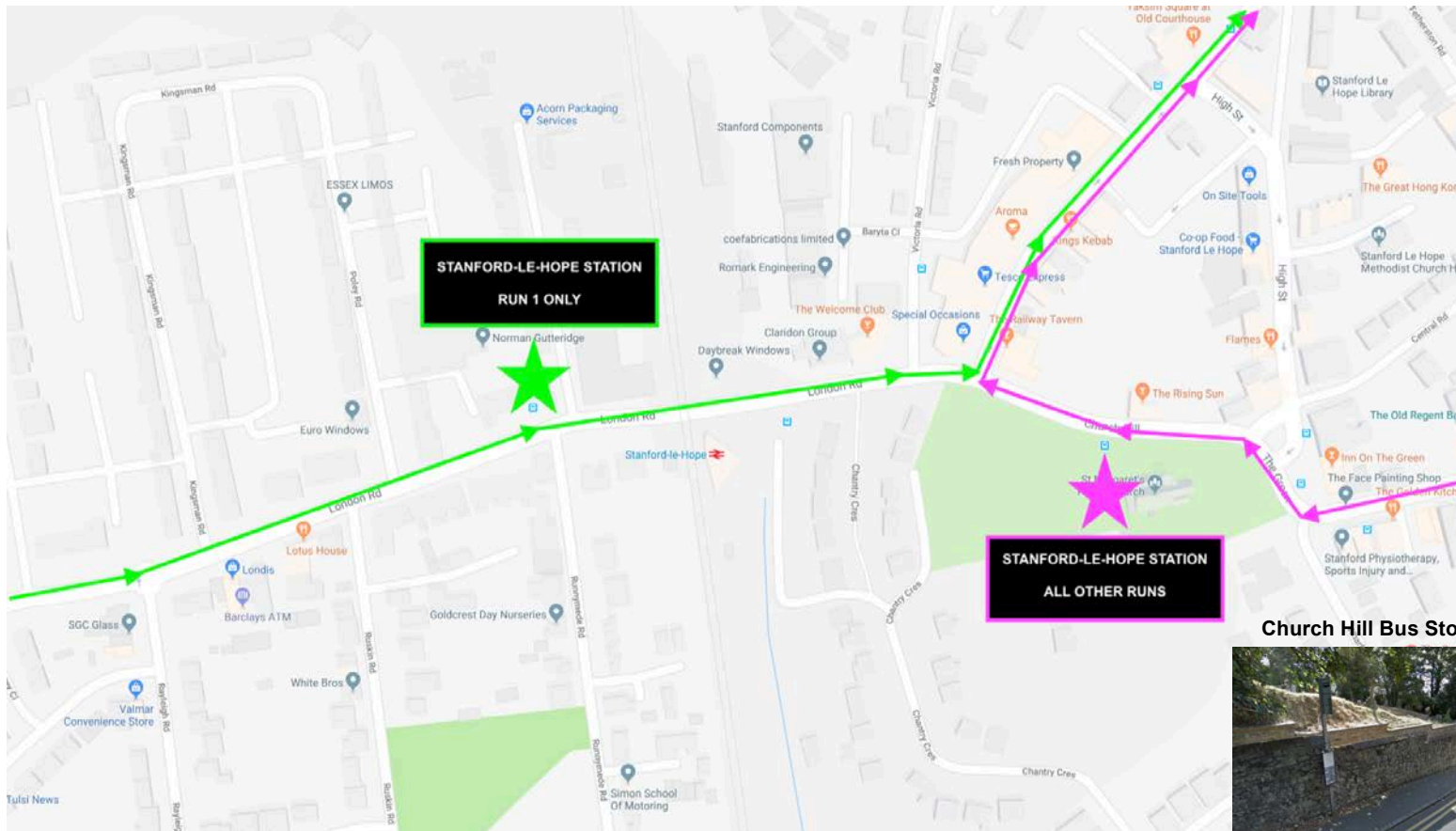
**The Oak  
PM Drop Off Time**  
19:00  
19:00  
18:50

**Piggs Corner  
AM Bus Stop**



**The Oak  
AM Bus Stop**





**Stanford-Le-Hope Station (RUN 1 ONLY)**  
SS17 0LB

**Railway Station**

**Day**  
Monday to Friday  
Saturday  
Sunday

**AM Pick Up Time**  
05:05  
05:00  
05:15



**RUN 1 - AM Bus Stop**

**Stanford-Le-Hope Station (ALL OTHER RUNS)**  
SS17 0LB

**Day**  
Monday to Friday  
Saturday  
Sunday

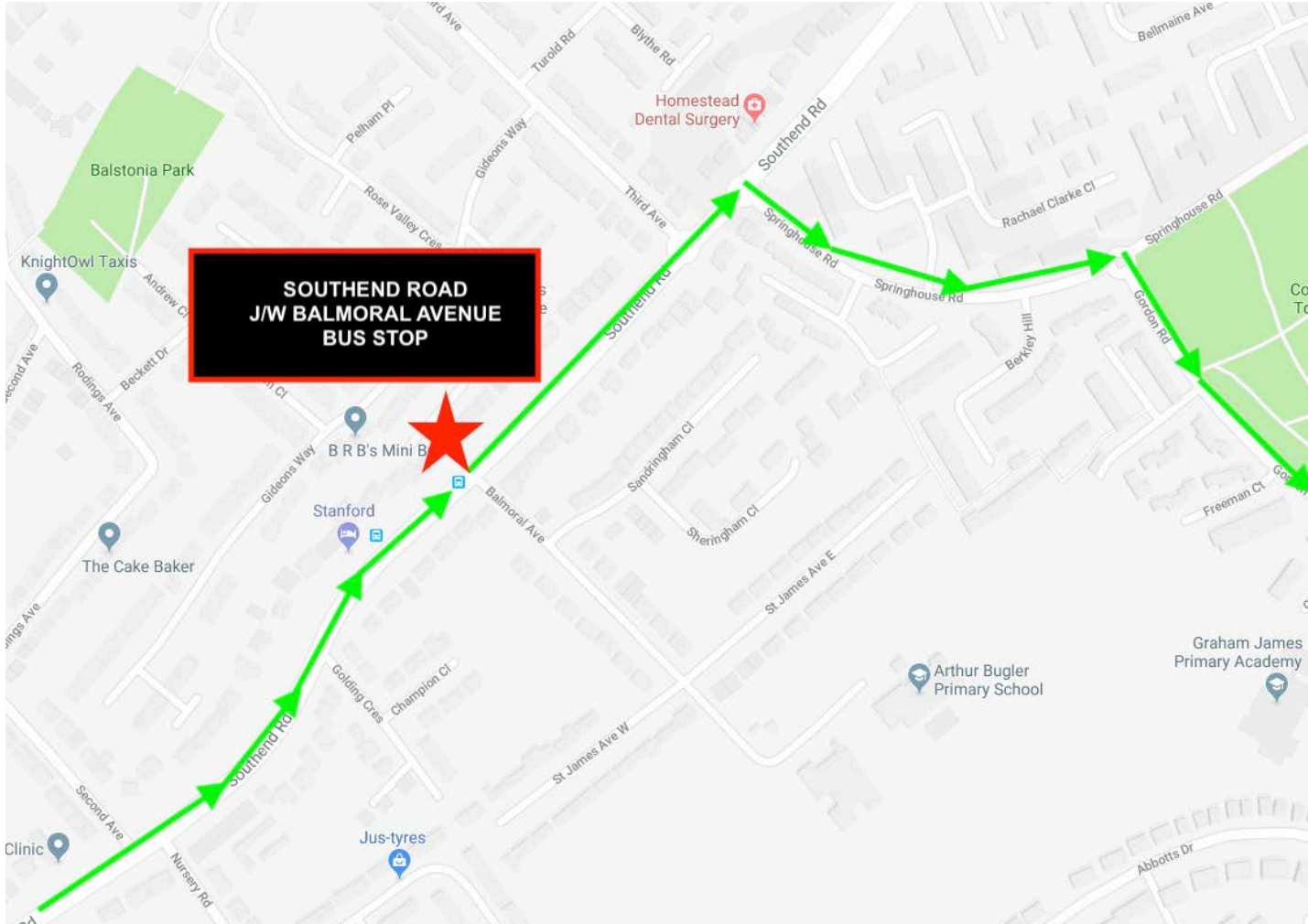
**Church Hill  
AM Pick Up Times**  
06:30 07:35 08:35  
05:15 06:30  
05:15 06:30

**Church Hill Bus Stop**



**Church Hill  
PM Drop Off Times**  
16:30 17:10 17:40 18:30  
17:20 18:30  
16:55 18:20

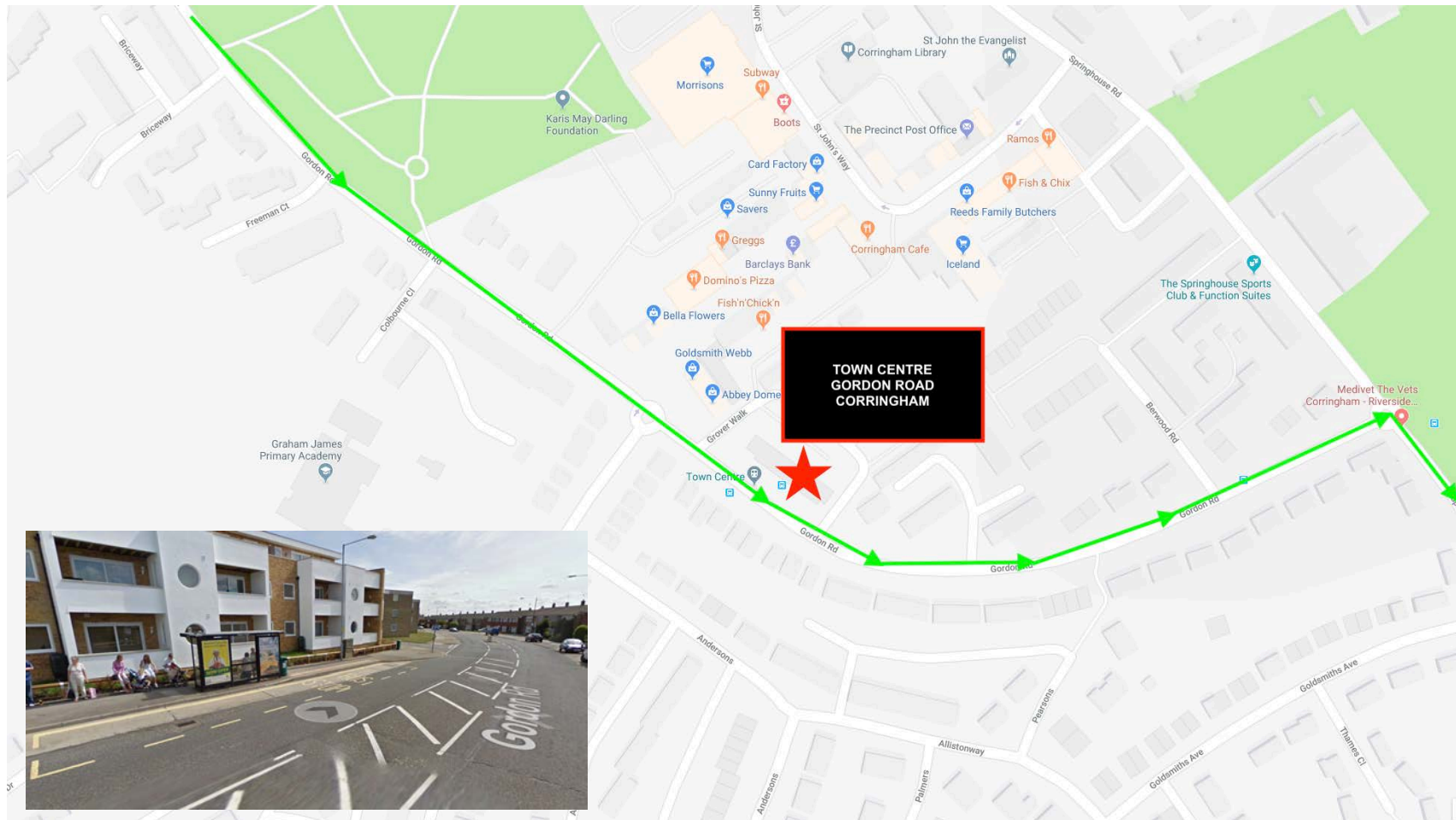




**Southend Road J/W Balmoral Avenue  
SS17 7AB**

<b>Day</b>	<b>AM Pick Up Time</b>				<b>PM Drop Off Time</b>			
Monday to Friday	05:10	06:35	07:40	08:40	16:35	17:15	17:45	18:35
Saturday	05:05	06:35			17:25	18:35		
Sunday	05:20	06:35			17:00	18:25		





**Town Centre, Gordon Road, Corringham**  
SS17 7EY

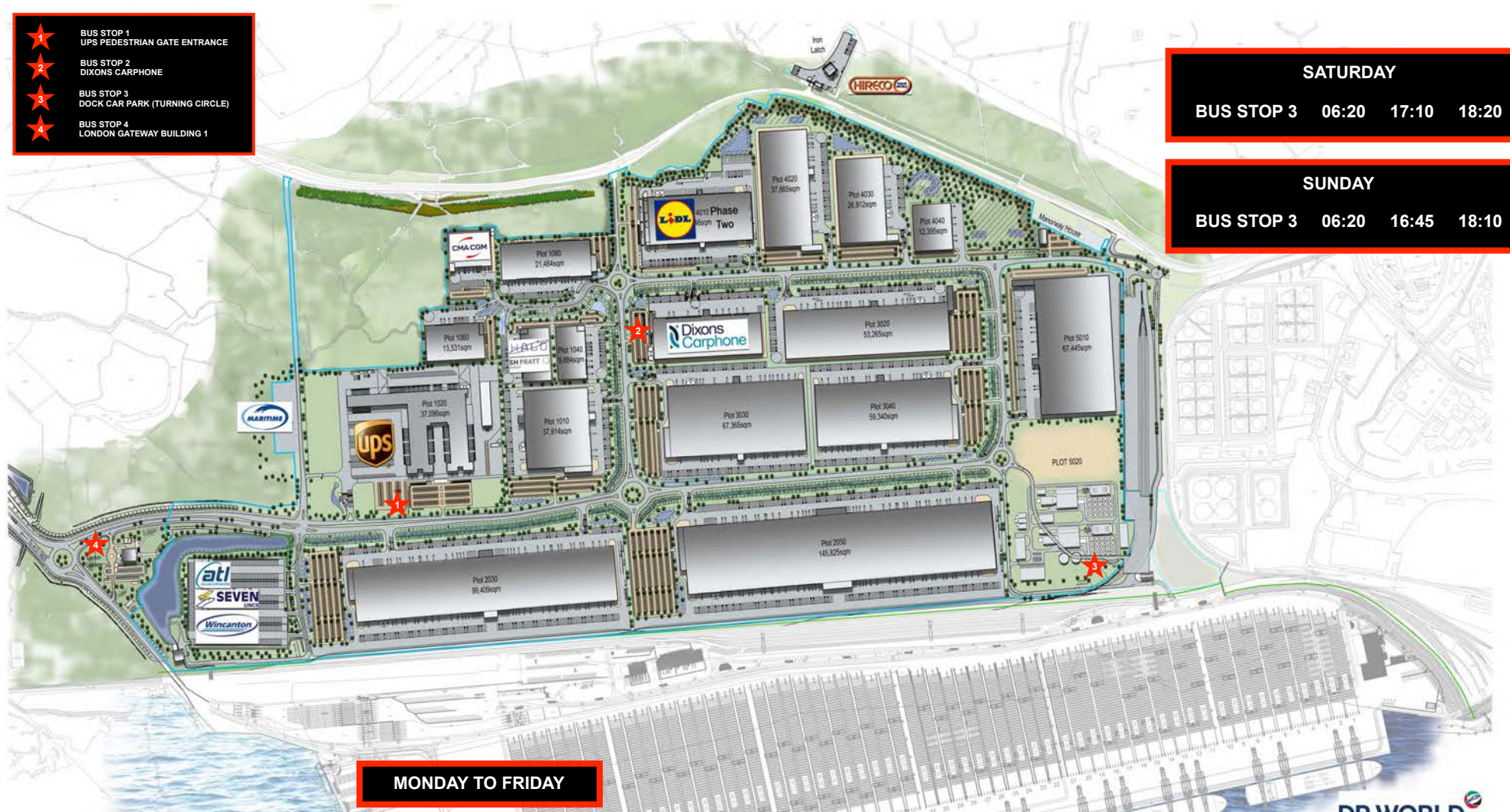
Day	AM Pick Up Time				Lunchtime Drops/Pick Ups				PM Drop Off Time			
Monday to Friday	05:13	06:38	07:43	08:43	12:10	12:35	13:10	13:35	16:38	17:18	17:48	18:38
Saturday	05:08	06:38							17:28	18:38		
Sunday	05:23	06:38							17:03	18:28		



- ★ BUS STOP 1  
UPS PEDESTRIAN GATE ENTRANCE
- ★ BUS STOP 2  
DIXONS CARPHONE
- ★ BUS STOP 3  
DOCK CAR PARK (TURNING CIRCLE)
- ★ BUS STOP 4  
LONDON GATEWAY BUILDING 1

SATURDAY			
BUS STOP 3	06:20	17:10	18:20

SUNDAY			
BUS STOP 3	06:20	16:45	18:10



**MONDAY TO FRIDAY**

BUS STOP 1	05:23	06:10	07:10	08:10	11:55	12:20	12:45	13:20	16:10	16:48	17:28	18:10
BUS STOP 2	05:26	06:15	07:15	08:15	11:57	12:22	12:47	13:22	16:15	17:00	17:30	18:12
BUS STOP 3	05:29											18:16
BUS STOP 4	05:32	06:20	07:20	08:20	12:00	12:25	13:00	13:25	16:20	17:03	17:32	18:20

**DP WORLD**  
London Gateway

INDICATIVE MASTERPLAN

chetworks

Project: LONDON GATEWAY 26 Number: 2632

Client: DP WORLD

Drawing Title: LDO Masterplan

Business Collaborator Drawing No. LG-CTW-PRK-MPN-C10001-ORA-ART-0300

Drawn By: Date: 10.01.11 Scale: 1:1000000

Reviewed by: Date: 11.01.11

TW 2632-300 08

- 06 Campus, port carpark & terraces updated. 14.05.10
- 07 Plot 1070 site details updated. 15.02.10
- 08 Plot 1070 site layout updated. 09.01.10
- 09 Western boundary amended and removed. 05.17
- 10 Black shade to plot 1070 as requested
- 11 Changed to Urban Plan & minor amendments made. 03.05.11
- 12 Notes added. 11.01.11
- 13 Plot Line updated, Unit Shading Added. 11.01.11
- 14 Text Amended. 05.09.11