

Route Risk Assessment

Service 31 East Craigs - Bonnyrigg or Polton Mill Central Garage

Provide details of any identified problems/ issues and any control measures/special arrangements undertaken including vehicle type restrictions etc on separate sheet if required			Summarise details & locations	Likely impact of non-competent performance	Summary Controls	Locations specific awareness information/training provided to all drivers	Route learning will be provided to all drivers	Drivers encouraged to report incidents/problems	Control/OD/Drivers engaged in making improvement	(Task performed competently)			Other - please detail	Resultant route risk level		
Do Any of the Statements listed below have any relevance to the route under review? Tick as appropriate	Yes	No								Severity	Likelihood	Risk rating		Intolerable	Undesirable	Tolerable
Driver has sufficient visibility at any road junctions and/or roundabouts?	✓		All junctions and roundabouts have sufficient visibility on route.	Wrong route driven, contact with stationary objects, contact with other road users	Route learning, driver training, traffic circulars, route driven by qualified PCV drivers, risk awareness	YES	YES	YES	YES	1	1	2				2
The route is free from overhanging branches or (or potential) on the route?		✓	Potential overhanging branches - Lasswade Road & Kennilworth Drive Bus stop (209090)	Wrong route driven, contact with stationary objects, contact with other road users	Route learning, driver training, traffic circulars, route driven by qualified PCV drivers, risk awareness	YES	YES	YES	YES	1	2	3				3
Bus lanes bus / bus stops / roads appropriately defined & marked - Free from indiscriminate parking?		✓	All bus stops, lanes marked appropriately - Indiscriminate parking throughout route including - 1. Corstorphine main street (unloading/loading) 2. Roseburn Terrace 3. West Maitland Street 4. Shandwick Place 5. North Bridge loading/unloading (North bridge Hotel) 6. South Bridge. 7. Surgeons Hall 8. Clerk Street 9. Newington Road 10. Kirk Brae 11. Lasswade Road 12. Bonnyrigg High Street (loading/unloading) 13. Nicolson St 14. Salisbury Rd	Wrong route driven, contact with stationary objects, contact with other road users	Route learning, driver training, traffic circulars, route driven by qualified PCV drivers, risk awareness	YES	YES	YES	YES	2	1	3				3
Road restrictions or traffic speed/control measures visible and can be traversed safely (e.g. road humps)?	✓		All measures clearly visible throughout the route.	Driver speeding, vehicle damage, uncomfortable journey for passengers	Qualified PCV drivers, risk aware, customer engagement awareness	YES	YES	YES	YES	1	1	2				2
Timings reflect any congestion issues	✓		Corstorphine corridor can become congested, Discussed with Schedules no extra time planned, but under continual review.	Drivers not operating to schedules, Drivers not trained, accidents,	Published service timetable, drivers have time board and AVL system within cab to inform when operating early/late, Qualified drivers, risk aware	YES	YES	YES	YES	1	1	2				2
Route (incl off service routes & normal diversions) suitable for all bus types?	✓		Suitable for all vehicle types including Tri-Axle bus (See below).	Wrong route driven, contact with stationary objects, contact with other road users, Double Deck bus possible contact with Balgreen (Low Bridge 14ft), Roseburn Street Low Bridge (12' 9"), New Street Low Bridge (10' 9"), Calton Road Low Bridge (10' 9"), Brand Place Low Bridge (13' 6"), Spring Gardens Low Bridge (13' 9")	Route risk assessment, Low bridge awareness campaign, Driver route training also includes off service routes, Management awareness posters.	YES	YES	YES	YES	3	1	4	Route information held within control room and schedules, Control room have 'Live' visibility of all vehicles being used on all routes to minimise risk of vehicles colliding with a Low Bridge, liaise with operations ensure procedures are as robust possible.			4

Provide details of any identified problems/ issues and any control measures/special arrangements undertaken including vehicle type restrictions etc on separate sheet if required			Summarise details & locations	Likely impact of non-competent performance	Summary Controls	Location specific awareness. Information/training provided to all drivers	Route learning will be provided to all drivers	Drivers encouraged to report incidents/problems	Control/CI/D/Drivers engaged in monitoring/improvement	(Task performed competently)			Other - please detail	Resultant route risk level		
Do Any of the Statements listed below have any relevance to the route under review? Tick as appropriate	Yes	No								Severity	Likelihood	Risk rating		Intolerable	Undesirable	Tolerable
No height restrictions i.e. low bridges) etc on or close to the route?	✓		Potential impact if wrong route taken Balgreen (Low Bridge 14ft), Roseburn Street Low Bridge (12' 9"), New Street Low Bridge (10' 9"), Calton Road Low Bridge (10' 9"), Brand Place Low Bridge (13' 6"), Spring Gardens Low Bridge (13' 9")	Wrong route driven, contact with stationary objects, contact with other road users, Double Deck bus possible contact with Balgreen (Low Bridge 14ft), Roseburn Street Low Bridge (12' 9"), New Street Low Bridge (10' 9"), Calton Road Low Bridge (10' 9"), Brand Place Low Bridge (13' 6"), Spring Gardens Low Bridge (13' 9")	Route risk assessment, Low bridge awareness campaign, CPC course 2021. Driver route training also includes off service routes	YES	YES	YES	YES	3	1	4	Route information held within control room and schedules. Control room have 'Live' visibility of all vehicles being used on all routes to minimise risk of vehicles colliding with a Low Bridge	4		
Are bus stop suitably positioned away from road junctions and other road/traffic hazards?	✓		All stops suitable positioned throughout this service.	Drivers not adhering to designated bus stops	Drivers trained in stopping patterns during route learning	YES	YES	YES	YES	1	1	2		2		
Bus stops, BSI and other fixed infrastructure far enough from kerb edges to allow safe entry / exit at bus stops?		✓	All bus stops are suitable positioned - Infrastructure North Bridge reduced to one way traffic, construction bollards in centre carriageway 1. Bollards kerb edge along Clerk Street - Cycle lane separated by bollards - Euro bins kerb edge at various locations throughout this route. (separate info prepared for Mid door deployment on Tri Axle - see below)	Wrong route driven, contact with stationary objects, contact with other road users	Route learning, driver training, route driven by qualified PCV drivers, risk awareness	YES	YES	YES	YES	2	1	3	ALL LOCATIONS IDENTIFIED REPORTED TO BSI TO SEEK IMPROVEMENT VIA LOCAL AUTHORITY & CONTRACTORS AS PRACTICABLE	3		
Kerbs heights along route do not cause access problems for passengers? / vehicles or restrict vehicles that may be used	✓		Kassel kerbs at various stops throughout the route	Drivers make contact with Kassel kerb when entering bus stop causing vehicle damage	Route learning, driver training, route driven by qualified PCV drivers, risk awareness	YES	YES	YES	YES	1	1	2		2		
All roads used are public highways? (written permission and site specific risk assessment is required for any private roads accessed)	✓		All roads public highways	Wrong route driven, contact with stationary objects, contact with other road users	Route learning, driver training, route driven by qualified PCV drivers, risk awareness	YES	YES	YES	YES	1	1	2		2		
There is no requirement for reversing of vehicles on the route?		✓	No reversing required	Wrong route taken, driver reverses bus without banksman, damaged bus	Drivers must contact control when wrong route taken. Drivers should not be reversing buses on street	YES	YES	YES	YES	1	1	2		2		
No excessively high numbers of school children use this route?	✓		Route passes a number of schools and children, young adults could be higher in these areas: Lasswade High School, St Marys RC Primary School, Hawthornden Primary School, Bonnyrigg Primary School, Burnbrae Primary School.	Wrong route taken, failure to pick up customers, company reputation, customer complaints, loss of revenue.	Route learning, driver training, route driven by qualified PCV drivers, risk awareness, road markings, signage, speed restrictions (20 mph)	YES	YES	YES	YES	2	1	3		3		
Any expected higher than normal volumes of pedestrians at particular times or days?	✓		1. Morning, evening & weekend peaks 2. Edinburgh festival 3. Edinburgh Christmas & New Year celebrations 4. Edinburgh Marathon 5. Moonwalk 6. Festival Theatre 7. Bingo hall Surgeons Hall 8. City sporting events	Wrong route taken, failure to pick up customers, increase in pedestrian accidents	Route learning, driver training, route driven by qualified PCV drivers, risk awareness	YES	YES	YES	YES	2	1	3		3		
No evidence of assaults / vandalism occurring on services in areas served		✓	No evidence of significant ASB on route	Driver confronts youths, escalates the problem, delays service, customer complaints, driver gets hurt, vehicle damage	Driver training, control room procedures, record and report to Police liaison officer	YES	YES	YES	YES	3	1	4	Vehicle design features include: Driver safety screen, radio and emergency alarms on all vehicles - additional measures - H&S Dept, Police liaison officer to monitor assault and vandalism data, increased levels of vandalism during Covid pandemic	4		

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Do Any of the Statements listed below have any relevance to the route under review? Tick as appropriate	Yes	No								Severity	Likelihood	Risk rating		Intolerable	Undesirable	Tolerable	
Layover and WC facilities suitable and sufficient	✓		East Craigs (Midyoking pub) - Shandwick Place (Hub)	Driver unable to access toilet facilities	Driver issued a key to access toilets on route, agreement in place with council buildings for drivers to use facilities	YES	YES	YES	YES	1	1	2				2	
No evidence to indicate high numbers of passengers with special needs / vulnerability and/or disabilities use this route?		✓	Large numbers of elderly and vulnerable use service for social activities	Harsh braking events, rise in customer complaints, injuries and compensation claims	Route learning, driver training, route driven by qualified PCV drivers, risk awareness, CPC continuous training	YES	YES	YES	YES	2	1	3				3	
Bus lanes suitably marked, signed & wide enough for vehicles to use?	✓		All bus lanes suitably marked	Drivers make contact with kerb stationary or other road users	Route learning, driver training, route driven by qualified PCV drivers, risk awareness	YES	YES	YES	YES	1	1	2				2	
Route reviewed in dark and street and/or vehicle lighting levels considered suitable		✓	Route reviewed during daylight hours	Wrong route driven, contact with stationary objects, contact with other road users	Route learning, driver training, route driven by qualified PCV drivers, risk awareness	YES	YES	YES	YES	1	1	2	Discuss with Insurance and Garage management if there is an increased accident rate for services driving during darkness hours? If Yes assess route in darkness				2
All drivers have received both route and vehicle familiarisation training for this route and been advised of special arrangements for hazards identified?	✓		Full route training provided. New drivers will be buddied. Video route is available on Lothian training "YouTube" channel	Wrong route driven, contact with stationary objects, contact with other road users	Route learning, driver training, route driven by qualified PCV drivers, risk awareness	YES	YES	YES	YES	1	1	2	Pictorial RRA will be reviewed during 2022				2
Manual handling training given (ramp operation) Tick as appropriate	✓		Training given to all drivers on how to use manual ramp	Unable to serve disabled customers needs	Route learning, driver training, route driven by qualified PCV drivers, risk awareness	YES	YES	YES	YES	1	1	2				2	
Potential impact of adverse weather and access to gritting plans appropriately considered with outcomes communicated		✓	Potential for route to be subject to ice / snow. All drivers trained & experienced in area with radios. Existing Control Room response procedures will apply. Gritting plans held within Control room	Driver operates vehicle in unsafe conditions	Services operate on main roads that are gritted any roads that are not cleared or driveable services will be curtailed or stopped	YES	YES	YES	YES	2	1	3	Gritting plans required from local authority annually				3
Is the route approved for rear door operation and Tri-axle vehicles and suitable? Tick as appropriate	✓		Route assessed as suitable for Tri-Axle bus - All stops can be served with MDV with care - see separate list of identified hazards that may limit use of MDV.	Wrong route driven, contact with stationary objects, contact with other road users, Double Deck bus possible contact with Balgreen (Low Bridge 14ft), Roseburn Street Low Bridge (12' 9"), New Street Low Bridge (10' 9"), Calton Road Low Bridge (10' 9"), Brand Place Low Bridge (13' 6"), Spring Gardens Low Bridge (13' 9")	Route risk assessment, Low bridge awareness campaign, CPC course 2021. Driver route training also includes off service routes	YES	YES	YES	YES	2	1	3	Drivers must be fully familiarised with vehicle prior to driving in service. Full list of hazardous stops for mid door deployment on separate tab.				3
All other route specific risks identified and controlled?	✓		All significant risks identified and controlled throughout the route.	Staff, customers put at risk	H&S dept. company risk assessments, route risk assessments, Driver training	YES	YES	YES	YES	1	1	2				2	
Assessors: Robert Donald, Stephen O'Hara, Pat Toner										Date: 22nd February 2022							
Approved by: Walter Herring (Head of Operational Risk)										Date: 23rd February 2022							

Note - For risk levels that are Undesirable or Intolerable additional control measures or action should be taken/considered to reduce the risk to Tolerable so far as reasonably practicable