

# Route Risk Assessment

## Service X5 Semple Street - Dunbar East Coast 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	Location 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 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? <i>Tick as appropriate</i>	Yes	No								Severity	Likelihood	Risk rating		Intolerable	Undesirable	Tolerable
Driver has sufficient visibility at any road junctions and/or roundabouts?	✓		Lyars road turning right onto Links road blind bend from the left with fast moving traffic.	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
The route is free from overhanging branches or (or potential) on the route?		✓	A198 from Longniddry Bents to Aberlady, Dirleton slip road bushes and trees near-side,	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
Bus lanes bus / bus stops / roads appropriately defined & marked - Free from indiscriminate parking?		✓	Semple Street turning right into Morrison Street (Parked cars), Lothian road bus - Litter bin and railings evidence of other services making tailswing contact - St.Andrews house bus stop tight angle due to parked buses in bus stance, Abbeyhill bus stop street bin close to kerb side and indiscriminate parking, Longniddry main street indiscriminate parking opposite Train Station, Aberlady indiscriminate parking both sides, Gullane indiscriminate parking both sides, North Berwick indiscriminate parking.	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	✓		Queuing traffic taxis/parking. - peak times and weekend traffic as well as city events that might impact	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 except Tri-Axle bus (See below).	Wrong route driven, contact with stationary objects, contact with other road users, Double Deck bus on route, potential <b>Low Bridge impact Restalrig Road South 11'9", Newcraighall Road 13', Bailyfield Road 13'9"</b> .	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 - any/all incidents or near misses to be fully investigated and reported to Head of Operations/Head of Risk			4
No height restrictions i.e. low bridges) etc on or close to the route?	✓		Low Bridge impact, Restalrig Road South 11'9", Newcraighall Road 13', Bailyfield Road 13'9", East Linton 13'9", Longniddry (on route)	Wrong route driven, contact with stationary objects, contact with other road users, Double Deck bus on route, potential <b>Low Bridge impact Restalrig Road South 11'9", Newcraighall Road 13', Bailyfield Road 13'9", East Linton 13'9"</b> .	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				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/COI/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? <i>Tick as appropriate</i>	Yes	No								Severity	Likelihood	Risk rating		Intolerable	Undesirable	Tolerable
Are bus stops suitably positioned away from road junctions and other road/traffic hazards?	✓		All stops suitably positioned throughout this service	Drivers not adhering to designated bus stops	Drivers trained in stopping patterns during route learning	YES	YES	YES	YES	2	1	3				3
Bus stops, BSI and other fixed infrastructure far enough from kerb edges to allow safe entry / exit at bus stops?		✓	Lothian Rd (Litter bins & Railings), St Andrews house (due to parked buses at terminal point) Abbyhill (on street bin close to kerb edge), Gullane (blocked bus stops),	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	Any locations identified reported to BSI to seek improvement via local authority 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 locations on 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 on route are 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?	✓		There should be no reversing required on route.	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	2	1	3				3
No excessively high numbers of school children use this route?		✓	Express service with limited stops - Possible schools are Portobello High School & North Berwick High 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	1	2	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. 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	1	2	3				3
No evidence of assaults / vandalism occurring on services in areas served	✓		No evidence of significant levels of 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	1	1	2				2
Layover and WC facilities suitable and sufficient	✓		Tesco - North Berwick	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	2	1	3	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			3
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 to be prepared during 2022			2

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Do Any of the Statements listed below have any relevance to the route under review? <i>Tick as appropriate</i>	Yes	No								Severity	Likelihood	Risk rating		Intolerable	Undesireable	Tolerable
Manual handling training given (ramp operation) Tick as appropriate	✓		All drivers given relevant training on manual ramps	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	All new drivers employed will be given vehicle familiarisation and ramp operation as part of their training		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	1	1	2	Gritting plans required from local authority annually		2	
Is the route approved for rear door operation and Tri-axle vehicles and suitable? Tick as appropriate		✓	Route Not Yet assessed for suitability for use of Tri-Axle bus., TRI AXLE VEHICLES SHOULD THEREFORE NOT BE ALLOCATED ON THE ROUTE UNTIL FULL ASSESSMENT IS COMPLETED	Wrong route driven, contact with stationary objects, contact with other road users, Double Deck bus possible contact with Balgreen (Low Bridge 14ft), Roseburn Street <b>Low Bridge (12' 9")</b> , <b>New Street Low Bridge (10' 9")</b> , <b>Calton Road Low Bridge (10' 9")</b> , <b>Brand Place Low Bridge (13' 6")</b> , <b>Spring Gardens Low Bridge (13' 9")</b>	Route risk assessment, Low bridge awareness campaign, CPC course 2021, Driver route training also includes off service routes - Separate bus stop risk assessment has been completed to identify unsuitable bus stops	YES	YES	YES	YES	3	2	5	TRI AXLE VEHICLES SHOULD NOT BE ALOCATED TO THIS ROUTE UNTIL FULL ASSESSMENT OF ROUTE IS MADE TO ASSESS THAT VEHICLE CAN NEGOTIATE ROUTE SAFELY & ANY LOCATIONS WHERE MID DOOR DEPLOYMENT MAY BE HAZARDOUS		5	
All other route specific risks identified and controlled?	✓		A1 Dual carriageway does not have a hard shoulder in the event of a breakdown, vehicle could be an obstruction to fast moving traffic	Staff, customers put at risk	H&S dept. company risk assessments, route risk assessments	YES	YES	YES	YES	1	1	2			2	
Assessors: at Toner, Stephen O'Hara, Stacey Montgomery										Date: 22nd June 2022						
Approved by: Walter Herring (Head of Operational Risk)										Date: 23rd June 2022						

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