

Route Risk Assessment

Service X7 West End - 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/ODD 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?	✓		Throughout the route, visibility at all junctions and roundabouts were clear.	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?	✓		There were no issues with overhanging branches or bushes 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
Bus lanes bus / bus stops / roads appropriately defined & marked - Free from indiscriminate parking?		✓	St Andrews House (bus box not marked), Abbeyhill bus stop (Indiscriminate parking), Haddington to Dunbar (Duration bus stop no markings), West Barns Inn Bus Stop (Indiscriminate Parking), Dunbar High Street (Indiscriminate Parking), Balmoral Hotel (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)?	✓		No speed/control measures on 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	✓		No issues of timings or congestion throughout route.	Drivers not operating to schedules, Drivers not trained, accidents,	Qualified PCV drivers, risk aware, customer engagement awareness, trained to understand/read timeboards, Operating ahead of schedule, buddy training 5 days.	YES	YES	YES	YES	1	1	2				2
Route (incl off service routes & normal diversions) suitable for all bus types?		✓	Single Deck Route Only (Low bridge on route East Linton 13ft 9inch & Spott Road, Dunbar 14.1M 13ft 6 inch). Various other low bridges near to route	Wrong route driven, contact with stationary objects, contact with other road users, Double Deck bus must not be used on route, potential Low Bridge impact	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	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 ,East Linton 13'9" & Spott Road, Dunbar 13'6", (on route). Multiple low bridges off route including Restalrig Road South 11'9", Newcraighall Road 13', Baileyfield Road 13'9",	Wrong route driven, contact with stationary objects, contact with other road users, Double Deck bus must not be used on route, potential Low Bridge impact	Route risk assessment, Low bridge awareness campaign, Driver route training also includes off service routes, Management awareness of low bridges on or close to route, LB Roads details all low bridges, Navineo (2024)	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 & INEO system being installed across full operational fleet to alert when off route - any/all incidents or near misses to be fully investigated and reported to Head of Operations/Head of Risk			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	Route learning will be provided to all drivers	Drivers encouraged to report incidents/problems	Control/CIID/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?		✓	Abbehill (On street bins Indiscriminating parking), Wishaw Terrace (Indiscriminating parking), Milton Link (bus stop damaged positioning), Bridgend Hotel Bus Stop (Blind bend over narrow single lane bridge), Dunbar High Street (Ballards and bins)	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?		✓	Milton Link (bus stop damaged positioning), The Loan (bus stop poorly positioned), Waterloo Place - bus stop close to road	Wrong route driven, contact with stationary objects, contact with other road users	Drivers trained in stopping patterns during route learning	YES	YES	YES	YES	2	1	3	ANY LOCATIONS IDENTIFIED REPORTED TO IIDTO SEEK IMPROVEMENT VIA LOCAL AUTHORITY AS PRACTICABLE. Hotspots detailed on LB Roads.			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?		✓	Portobello High School, Knox Academy, The Compass School, Pear Trees Nursery, East Linton Primary School, West Barnes Primary School, Pumpkin Patch Nursery, Dunbar Grammar School, Dunbar Primary/John Muir Campus.	Wrong route taken, failure to pick up customers, company reputation, customer complaints, loss of revenue.	Drivers must contact control when wrong route taken, Drivers should not be reversing buses on street, risk awareness	YES	YES	YES	YES	1	2	3				3
Any expected higher than normal volumes of pedestrians at particular times or days?	✓		City Centre (Edinburgh festival, Winter Festival, Football crowds Easter Road, Castle concerts, Rugby crowds,	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 assaults/vandalism	Driver confronts youths, escalates the problem, delays service, customer complaints, driver gets hurt, vehicle damage	Driven by qualified PCV drivers, risk awareness, Driver training, control room procedures, record and report to Police liaison officer, Bus assault alarm.	YES	YES	YES	YES	1	1	2	Vehicle design features can 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 since Covid pandemic& during school Hols, Control monitor, alert, respond, attend & divert services as necessary			2
Layover and WC facilities suitable and sufficient	✓		Numerous facilities on or near route including - The Hub (Shandwick Place), Apex Hotel (Waterloo Place), Haddington High Street, Dunbar (Asda).	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, Route Learning, LB Roads lists all WC Sites, Control will offer support if reqd.	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

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? <i>Tick as appropriate</i>	Yes	No								Severity	Likelihood	Risk rating		Intolerable	Undesireable	Tolerable
Bus lanes suitably marked, signed & wide enough for vehicles to use?	✓		Bus lanes suitably marked throughout the route.	Drivers make contact with kerb stationary or other road users	Route learning, driver training, route driven by qualified PCV drivers, risk awareness, Report to Control.	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	Insurance and Garage management monitor incidents / driver comments. Any identified issues will be fully investigated.			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				2
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	✓		Gritting plans are 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 assessed for Tri-Axle bus - NOT SUITABLE FOR TRI AXLE VEHICLES.	Wrong route driven, contact with stationary objects, contact with other road users, Double Deck bus on route, potential Low Bridge impact Restalrig Road South 11'9", Newcraighall Road 13', Baileyfield Road 13'9", East Linton 13' 9" Spott Road 13'6"	Route risk assessment, Low bridge awareness campaign, CPC course 2021, Driver route training also includes off service routes	YES	YES	YES	YES	3	3	6	NOT SUITABLE FOR TRI AXLE VEHICLES IN CURRENT FLEET (DD)			6
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 and risk to staff and customers if disembarked onto roadway	Staff, customers put at risk	H&S dept. company risk assessments, route risk assessments	YES	YES	YES	YES	3	1	4	Specific RA completed by H&S department for attendance at 50MPH + roads. Control will guide driver on safe practice - i.e. potentially leaving passengers on vehicle if safer. Vans will provide vehicle protection, but recovery will be undertaken by specialist services.			4
Assessors: Pat Toner										Date: 26th July 2024						
Approved by: Walter Herring (Head of Operational Risk)										Date: 26th July 2024						

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