

# Route Risk Assessment

## Service 124 Semple St - North Berwick 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/OTD/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
Driver has sufficient visibility at any road junctions and/or roundabouts?	✓		Lyars road turning right onto Links road blind bend from their left with fast moving traffic.	Wrong route driven, contact with stationary objects, contact with other road users and pedestrians.	Route learning, driver training, traffic circulars, route driven by qualified PCV drivers, depot awareness poster.	YES	YES	YES	YES	1	1	2				2
The route is free from overhanging branches or (or potential) on the route?	✓		A198 from Longniddy 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, Driver reporting procedure for on route hazards, traffic circulars developed and information posted in garages, route driven by qualified PCV drivers, risk awareness incl LB Roads	YES	YES	YES	YES	1	2	3				3
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 lane blocked with Euro Bins and bus stop road markings not correctly laid out, 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, Piershill to Portobello parking both sides, Musselburgh duration (parked vehicles both side, Brunton Theatre bus stop), Longniddy 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, LB Roads	YES	YES	YES	YES	1	1	2				2
Road restrictions or traffic speed/control measures visible and can be traversed safely (e.g. road humps)?	✓		All measures clearly visible throughout the route & suitable to pass with care	Route learning, driver training, traffic circulars, route driven by qualified PCV drivers, risk awareness LB Roads	Qualified PCV drivers, risk aware, customer engagement awareness	YES	YES	YES	YES	1	1	2				2
Timings reflect any congestion issues	✓		No significant issues with timings	Driver speeding, vehicle damage, uncomfortable journey for passengers, Drivers not operating to schedules	Qualified PCV drivers, risk aware, customer engagement awareness, trained to understand/read timeboards & AVL, Operating ahead of schedule, Lead Driver support at garage	YES	YES	YES	YES	1	1	2				2
Route (incl off service routes & normal diversions) suitable for all bus types?	✓		Approved for all vehicle types including XLB tri-Axle operated by Central Garage (subject to any limitations detailed below)	Wrong route driven, contact with stationary objects, contact with other road users	Route risk assessment, Low bridge awareness campaign, Driver vehicle & route training also includes off service routes, Management awareness of low bridges on or close to route, LB Roads details all low bridges	YES	YES	YES	YES	1	1	2	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			2

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? Tick as appropriate	Yes	No								Severity	Likelihood	Risk rating		Inconceivable	Undesirable	Tolerable
No height restrictions i.e. low bridges) etc on or close to the route?	✓		There are a number of low bridges near the service which may represent a danger if off route. These include Meadowbank (Resalrig Rd South 11ft 9), Longniddry 11ft. This list may not be comprehensive - Full details are contained on LB Roads and Low Bridge awareness materials.	Wrong route driven, contact with stationary objects, contact with other road users,	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.	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 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		
Are bus stops suitably positioned away from road junctions and other road/traffic hazards?		✓	Lothian Rd (on street bins), St Andrews house (due to parked buses at terminal point) Abbeyhill (on street bin close to kerb edge), Piershill Terrace (bollards), Golf Ave (bus stop blocked) Portobello High Street (on street bins in bus stops/indiscriminate parking throughout, Spaces for people, Brunton Theatre Kassel kerb/angled bus stop, Parish Church Bus stop( street lamp close to kerb edge) Gullane (blocked bus stops),	Drivers not adhering to designated bus stops, contact with stationary objects, contact with other road users	Route risk assessment, Low bridge awareness campaign, CPC courses, Driver route training , MCV eVora repositioned nearside mirror.	YES	YES	YES	YES	2	2	4		4		
Bus stops, BSI and other fixed infrastructure far enough from kerb edges to allow safe entry / exit at bus stops?		✓	Lothian Rd (on street bins), St Andrews house (due to parked buses at terminal point) Abbeyhill (on street bin close to kerb edge), Piershill Terrace (bollards), Golf Ave (bus stop blocked) Portobello High Street (on street bins in bus stops/indiscriminate parking throughout, Spaces for people, Brunton Theatre Kassel kerb/angled bus stop, Parish Church Bus stop( street lamp close to kerb edge) Gullane (blocked bus stops),	Drivers not adhering to designated bus stops, Collision with infrastructure.	Route learning, driver training, route driven by qualified PCV drivers, risk awareness incl LBRoads	YES	YES	YES	YES	2	2	4	Any locations identified reported to BSI to seek improvement via local authority as practicable	4		
Kerbs heights along route do not cause access problems for passengers? / vehicles or restrict vehicles that may be used		✓	Some Kassel kerbs throughout the route.	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		
All roads used are public highways? (written permission and site specific risk assessment is required for any private roads accessed)		✓	All roads used are public highways.	Drivers make contact with Barrier, vehicle damage, Property Damage, company Reputation	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 in normal operation. If driver is required for unforeseen reasons to reverse, Control should be contacted to provide advice	Wrong route driven, contact with stationary objects, contact with other road users, driver reverses bus without banksman	Drivers must contact control when wrong route taken, Drivers should not be reversing buses on street, risk awareness	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 at opening / closure high volumes may travel on service with potential for ASB. Parents collecting children slow service & high pedestrian volumes.	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) ASB & Vulnerable passenger training.	YES	YES	YES	YES	1	2	3	Company support a number of educational initiatives including School liaison & Support of RISK Factory	2		
Any expected higher than normal volumes of pedestrians at particular times or days?	✓		Princes St (Festival/xmas events, Weekend shoppers, Rugby, Football supporters), Portobello Town Centre (beach), Musselburgh Race course meetings, Golf Tournament Gullane, North Berwick (festivals/weekends)	Wrong route taken, failure to pick up customers, customer complaints, company reputations, Increase in pedestrian accidents	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		
No evidence of assaults / vandalism occurring on services in areas served		✓	No significant issues involving assaults/ vandalism on this service.	Driver confronts youths, escalates the problem, passengers/driver at risk. Delayed service, Customer Complaints	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	2	1	3	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 since 2022 & during school Hols. Control monitor, alert, respond, attend & divert services as necessary	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/COJ/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
Layover and WC facilities suitable and sufficient	✓		Facilities on or near route include -Waterloo Place (hotel premier inn), Marine Depot, Musselburgh Depot, Dirlerton Castle bus stop, North Berwick Depot, Tesco. Full details on LB Roads.	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 & awareness incl Safe, Seated Set Campaign	YES	YES	YES	YES	2	1	3				3
Bus lanes suitably marked, signed & wide enough for vehicles to use?	✓		All stops suitably marked	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	Incidents & Driver reports monitored by Insurance and Garage management if there is an increased accident rate for services driving during darkness hours an assessment may be required			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 supported by Lead Drivers. Video route is available on Lothian training "YouTube" channel. Vehicle training during initial training, on step up to DD & when new vehicle type introduced to garage.	Wrong route driven, contact with stationary objects, contact with other road users, low bridge strike	Route learning, driver training, route driven by qualified PCV drivers, risk awareness. Diversion notices and routes programmed into Navineo	YES	YES	YES	YES	1	1	2	Driver training / awareness prior to any major route changes			2
Manual handling training given (ramp operation) Tick as appropriate	✓		All drivers given manual handling training on 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/ flooded roads/ high winds or temperature extremes. All drivers trained & experienced in area with emergency contact 24/7. Existing Management response procedures will apply. Gritting plans held within depot/ Control	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	Weather warnings & conditions are monitored via Control. & advise of Government adhered to. Winter weather guidance issued. Services varied, curtailed or suspended as necessary. Gritting plans retained within control. High Wind protocols operate for some DD services that operate in exposed areas. Summer uniform arrangements.			2
Is the route approved for rear door operation and Tri-axle vehicles and suitable? Tick as appropriate	✓		Approved for Tri Axle Mid Door Vehicles operated by Central Garage Only. -Bus stops assessed as unsuitable by design for rear doors listed separately & retained at local garage. These include (but not limited to) stops where mid doors open onto soft verges & locations where bus is required to position past bus stop pole to deploy mid doors. Others may be impacted by restricted access e.g. due to inconsiderate parking. Drivers should exercise discretion whenever deploying middle doors & if in doubt exit passengers from front	Wrong route driven, contact with stationary objects, contact with other road users. Passengers unable to exit safely	Route risk assessment, Low bridge awareness campaign, CPC courses Driver route training also includes off service routes. Vehicle familiarisation & type specific guidance on MyLothian	YES	YES	YES	YES	3	1	4				4
All other route specific risks identified and controlled?	✓		All risks identified on route and control measures in place.	Staff, customers put at risk	H&S dept. company risk assessments, route risk assessments	YES	YES	YES	YES	1	1	2				2
Assessors: Bobby Donald, Stephen O'Hara. XLB MDV Completed by Central Garage April 25										Date: April 2025						
Approved by: Lee Sinclair, Craig McCafferty & Walter Herring										Date: April 2025						

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