

# Route Risk Assessment

## Service 33 Wester Hailes - Millerhill Central & Longstone 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 that justify the response	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/OID/Drivers engaged in ongoing improvement	(Task performed competently)			Other info / controls/ information or actions - please detail	Resultant route risk level			
Yes	No								Severity	Likelihood	Risk rating		Intolerable	Undesirable	Tolerable	
Do Any of the Statements listed below have any relevance to the route under review? <i>Tick as appropriate</i>	✓		Sufficient visibility at all road junctions and roundabouts	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	2	1	3				3
The route is free from overhanging branches or (or potential) on the route?		✓	1. Potential branches - Old Dalkeith Road	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	2	1	3				3
Bus lanes bus / bus stops / roads appropriately defined & marked - Free from indiscriminate parking?		✓	All bus stops, lanes marked appropriately - Indiscriminate parking - 1 North Bridge loading/unloading (North bridge Hotel) 2. South Bridge. 3. Surgeons Hall 4. Clerk Street 5. Gorgie Road 6. Dalry Road 7. West Maitland Street 8. Shandwick Place, 9. Baberton mains loop (residents 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.	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	2	1	3				3
Timings reflect any congestion issues	✓		Queing traffic taxis/parking, - peak times and weekend traffic as well as city events might impact 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, Operating ahead of schedule, buddy training 5 days.	YES	YES	YES	YES	2	1	3				3
Route (incl off service routes & normal diversions) suitable for all bus types?		✓	Yes this route is suitable for all vehicle types, but has not been assessed for Tri-Axle (see below)	Wrong route driven, contact with stationary objects, contact with other road users,	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	2	1	3				3
Height restrictions (i.e. low bridges) etc on or close to the route?	✓		Service does not pass under any low bridges, however there are a number of low bridges near the service which may represent a danger if off route. These include : <b>Balgreen 4.2m - 14'-0"</b> , <b>Roseburn 3.9m - 12'-9"</b> , <b>Abbeyhill 4.1m - 13'-6"</b> , this is not an exhaustive list. 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 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/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
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 1. Old Dalkeith road - Bollards kerb edge Millerhill - Euro bins kerb edge at various locations throughout this route	Drivers not adhering to designated bus stops	Drivers trained in stopping patterns during route learning	YES	YES	YES	YES	2	1	3				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	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 a public highways? (Access to private land must be with the permission of the landowner. Consideration to a site specific risk assessment should be given when appropriate eg site accessible by controlled access / driver changeover or breaks taken on site / reversing of vehicles is required (with or without banksman)		✓	Sheriffhall Park & Ride - Royal Infirmary Edinburgh - Designed for bus access. No site specific assessment considered necessary.	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	2	1	3	Maintain contact with site owners / managers as necessary			3
There is no requirement for reversing of vehicles on the route?	✓		No reversing should be required in normal operation.	Wrong route driven, contact with stationary objects, contact with other road users, driver reverses bus without banksman	Route learning, driver training, route driven by qualified PCV drivers, risk awareness. Control available to advise in the event of unforeseen reversing being required	YES	YES	YES	YES	2	1	3				3
Excessively high numbers of school children use this route?	✓		School children and students attending Edinburgh College (Sighthill Campus, Wester Hailes Education Centre, Juniper Green Primary School	Wrong route taken, contact with stationary objects, contact with other road users, customer complaints, company reputations. Low Bridge strike	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
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. Sports stadiums (Murrayfield, Tynecastle)	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	1	1	2				2
Evidence of assaults / vandalism occurring on services in areas served	✓		Clovenstone / Westside plaza, Old Dalkeith Road and Mayfield area - Youths vandalism, emergency stopping bus	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	2	4	Vehicle design features include: Driver safety screen, radio and emergency alarms on all vehicles - additional measures - HSS Dept. Police liaison officer to monitor assault and vandalism data, increased levels of vandalism during school Hols. Control monitor, alert, respond, attend & divert services as necessary			4
Layover and WC facilities suitable and sufficient		✓	Royal Infirmary Edinburgh - Sheriffhall P&R	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	2	1	3				3
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	1	1	2				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/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	Undesirable	Tolerable	
Bus lanes suitably marked, signed & wide enough for vehicles to use?	✓		All bus lanes marked and suitable for use	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	2	1	3				3	
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	Monitor Incidents via Insurance and Garage management. Where there is an increased accident rate for services / location during darkness hours further assessment will be completed				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 receive Lead Driver support. Video route is available on Lothian training "YouTube" channel. Hazard, Diversions & Hotspots displayed in garage & on LBRoads	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	YES	YES	YES	YES	1	1	2	Route video produced for registered services.				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	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	2	1	3	Control monitor weather & respond accordingly to conditions. Gritting plans retained within control.				3
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 - Whilst no immediate or obvious hazards identified, TRI AXLE VEHICLES SHOULD NOT BE ALLOCATED ON THE ROUTE UNTIL FULL ASSESSMENT IS COMPLETED.	Wrong route driven, contact with stationary objects, contact with other road users.	Route risk assessment, Low bridge awareness campaign, CPC courses, Driver route training also includes off service routes	YES	YES	YES	YES	3	2	5	Vehicle specific RRA required prior to use of Tri Axle MDV to ensure vehicle can safely traverse route & ID any locations where deployment of mid door may be unsafe.				5
All other route specific risks identified and controlled?	✓		All significant risks identified and controlled throughout the route.	Staff, customers put at risk, company property damaged(buses), company reputation	H&S dept, company risk assessments, route risk assessments	YES	YES	YES	YES	1	1	2					2
Assessors: Stephen O'Hara, Pat Toner										Date: 7th August 2024							
Approved by: Walter Herring/Will Pare/Craig McCafferty										Date: 21st August 2024							

Note - Where any residual risk is identified as Intolerable, the activity must NOT be undertaken. If this impacts on the ability to provide service, alert Head of Operations & Head of Risk immediately.