

# Route Risk Assessment

## Service 49 Royal Infirmary - Fort Kinnaird Marine 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 | 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 |             |           |
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| Do Any of the Statements listed below have any relevance to the route under review?<br><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?                                                                                                        | ✓   |    | Sufficient visibility at all road junctions and roundabouts. Care/ forward planning required turning into Rosewell                                                                                                                                                                                                                                                                        | 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         |
| The route is free from overhanging branches or (or potential) on the route?                                                                                                       | ✓   |    | Road between Bonnyrigg and Rosewell (overhanging trees)                                                                                                                                                                                                                                                                                                                                   | 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. | 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 includes -<br>1 North Bridge loading/unloading (North bridge Hotel)<br>2. South Bridge.<br>3. Surgeons Hall<br>4. Clerk Street<br>5. Newington Road<br>6. Lady Road<br>7. Old Dalkeith Road<br>8. Sleigh Drive<br>9. Restalrig Road.<br>10. Leith Walk (outwith tramworks), Leith Street.<br>11. Rosewell High Street. | 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, <b>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")</b> | 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 - 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 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 |             |           |
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| Do Any of the Statements listed below have any relevance to the route under review?<br><i>Tick as appropriate</i>                                                                 | 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 <b>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")</b>                                                                                      | Wrong route driven, contact with stationary objects, contact with other road users, <b>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")</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 - LB roads and diversionary notice alerts introduced 2022 | 4                          |             |           |
| 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                                                   | 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 stop infrastructure are a safe distance from kerb (Ongoing works at time of assessment Leith Walk - Picardy Place - Heras fencing and contractors working within confined work space).- Cycle lane separated by bollards<br>1. Minto Street<br>2. Mayfield Gardens<br>3. Craigmillar park -Euro bins edge throughout this 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                                                   | 2                            | 1          | 3           | ALL LOCATIONS IDENTIFIED REPORTED TO IID TO SEEK IMPROVEMENT VIA LOCAL AUTHORITY AS PRACTICABLE. ONGOING MONITPRING & LIAISON WITH CONTRACTORS AS TRAM WORKS APPROACH COMPLETION                                                                                                                                                                                      | 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)                                             |     | ✓  | Fort Kinnaird Retail Park & Edinburgh Royal Infirmary                                                                                                                                                                                                                                                                                   | 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           | Regular liaison with NHS Lothian and Retail Park Management to manage & mitigate risks                                                                                                                                                                                                                                                                                | 2                          |             |           |
| There is no requirement for reversing of vehicles on the route?                                                                                                                   |     | ✓  | None 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.                                                                                                                                                                                                                                             | 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<br>2. Edinburgh festival<br>3. Edinburgh Christmas & New Year celebrations<br>4. Edinburgh Marathon<br>5. Moonwalk<br>6. Festival Theatre<br>7. Bingo Hall - Surgeons' Hall<br>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 issues on this 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                          |             |           |

| 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 |              |           |   |
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| Do Any of the Statements listed below have any relevance to the route under review?<br>Tick as appropriate                                                                        | Yes | No |                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                       |                                                                          |                                                |                                                 |                                                       | Severity                     | Likelihood | Risk rating |                                                                                                                                                                                                             | Intolerable                | Undesireable | Tolerable |   |
| Layover and WC facilities suitable and sufficient                                                                                                                                 | ✓   |    | Fort Kinnaird - RIE                                                                                                                                                                                            | 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 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                                                                                                                                | 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           | Video route and RRA review 2023                                                                                                                                                                             |                            |              |           | 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 rasios. Existing Control Room response procedures will apply. Control Room Staff have Gritting Plans           | 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 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, <b>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")</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 ALLOCATED 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?                                                                                                                         | ✓   |    | All significant risks identified and controlled throughout the route.                                                                                                                                          | Staff, customers put at risk                                                                                                                                                                                                                                                                                                           | H&S dept. company risk assessments, route risk assessments                                                                                                                                                            | YES                                                                      | YES                                            | YES                                             | YES                                                   | 1                            | 1          | 2           |                                                                                                                                                                                                             |                            |              | 2         |   |
| Assessors: Robert Donald, Pat Toner                                                                                                                                               |     |    |                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                       |                                                                          |                                                |                                                 |                                                       | Date: 26th May 2023          |            |             |                                                                                                                                                                                                             |                            |              |           |   |
| Approved by: Walter Herring (Head of Operational Risk)                                                                                                                            |     |    |                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                       |                                                                          |                                                |                                                 |                                                       | Date: 27th May 2023          |            |             |                                                                                                                                                                                                             |                            |              |           |   |

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