

Route Risk Assessment

Service X47 Cammo - Queensferry Road Central 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/ODD/Drivers engaged in monitoring/improvement | (Task performed competently) | | | Other - 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> | ✓ | | Clear visibility at all junctions and r/abouts. | Wrong route driven, contact with stationary objects, contact with other road users | Route learning, driver training, traffic circulars, route driven by qualified PCV drivers, risk awareness | YES | YES | YES | YES | 2 | 1 | 3 | | | | 3 |
| The route is free from overhanging branches or (or potential) on the route? | | ✓ | B924 (overhanging trees), a number of services and large vehicles use this route, DD services generally keep branches controlled. | 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 | 2 | 1 | 3 | | | | 3 |
| Bus lanes bus / bus stops / roads appropriately defined & marked - Free from indiscriminate parking? | | ✓ | 1. Queensferry Street (Delivery trucks/vans) 2. Queensferry Road | 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 |
| 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 | ✓ | | Blackhall junction and city centre will become congested at peak times and may impact timings. | 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 including Tri-Axle bus (See below). | Wrong route driven, contact with stationary objects, contact with other road users, Double Deck/single deck buses on route, | Route risk assessment, Low bridge awareness campaign, Driver route training also includes off service routes. | YES | YES | YES | YES | 2 | 1 | 3 | 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 | | | 3 |
| No height restrictions i.e. low bridges) etc on or close to the route? | ✓ | | Multiple Low Bridges near Route - including Groathill Road South 9ft 9Inch, Low Bridge Craigeith Drive 13ft | Wrong route driven, contact with stationary objects, contact with other road users, Double Deck bus/single deck buses used on route, Potential Low Bridge Strikes at Groathill Road South and Craigeith Drive if wrong route taken or diverted | Route risk assessment, Low bridge awareness campaign, CPC courses, Driver route training also includes off service routes | YES | YES | YES | YES | 3 | 1 | 4 | Route risk assessment, Low bridge awareness campaign, CPC courses, Driver route training also includes off service routes | | | 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/COI/Drivers engaged in monitoring improvement | (Task performed competently) | | | Other - please detail | Resultant route risk level | | |
|--|-----|----|---|---|---|---|--|---|---|------------------------------|------------|-------------|--|----------------------------|-------------|-----------|
| Do Any of the Statements listed below have any relevance to the route under review? <i>Tick as appropriate</i> | Yes | No | | | | | | | | Severity | Likelihood | Risk rating | | Intolerable | Undesirable | Tolerable |
| Are bus stop suitably positioned away from road junctions and other road/traffic hazards? | ✓ | | All bus stop suitably positioned away from Junction and traffic hazards. | 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? | ✓ | | Blackhall bus stop (West Bound), traffic sign when departing has evidence of vehicles making contact (possibly N/S mirrors) Barnton bus stop railings on near side. | 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 | 2 | 3 | ALL LOCATIONS IDENTIFIED REPORTED TO IID TO SEEK IMPROVEMENT VIA LOCAL AUTHORITY & CONTRACTORS AS PRACTICABLE | | | 3 |
| Kerbs heights along route do not cause access problems for passengers? / vehicles or restrict vehicles that may be used | | ✓ | No issues with kerb heights 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 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? | | ✓ | No reversing 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? | ✓ | | Stewart Mellive College and Junior School, Blackhall Nursery, Clermiston Primary, Royal High School. | Wrong route taken, failure to pick up customers, company reputation, customer complaints, loss of revenue. | Route learning, driver training, route driven by qualified PCV drivers, risk awareness, road markings, signage, speed restrictions (20 mph) | YES | YES | YES | YES | 2 | 1 | 3 | | | | 3 |
| Any expected higher than normal volumes of pedestrians at particular times or days? | ✓ | | Both summer and xmas festivals, weekend shoppers, six nations rugby matches, football matches, Concerts and local street festivals | 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 reported issues of anti-social behaviour regarding this service | Driver confronts youths, escalates the problem, delays service, customer complaints, driver gets hurt, vehicle damage | Driver training, control room procedures, record and report to Police liaison officer | YES | YES | YES | YES | 1 | 1 | 2 | H&S Dept, Police liaison officer to monitor assault and vandalism data, increased levels of vandalism since Covid pandemic | | | 2 |
| Layover and WVC facilities suitable and sufficient | ✓ | | Blackhall Library & Princes St West. Central Garage | 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? | ✓ | | Elderly and vulnerable may use the 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? | ✓ | | All bus lanes wide enough for buses and bus lanes 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 | YES | YES | YES | YES | 1 | 1 | 2 | ANY LOCATIONS IDENTIFIED REPORTED TO IID TO SEEK IMPROVEMENT VIA LOCAL AUTHORITY AS PRACTICABLE | 2 | | |
| Route reviewed in dark and street and/or vehicle lighting levels considered suitable | ✓ | | Street lighting 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 | 2 | 1 | 3 | Peak service only | 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 receive Lead Driver and Garage Trainer support. Video route is available on Lothian training "YouTube" channel along with pictorial RRA | 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 training on how to operate 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 | 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 mirrors service 47/47B which is approved for Tri Axle MDV. Bus stops where deployment of mid-doors recorded separately and covered in route learning. Type specific vehicle training covering Mid-door deployment on MyLothian | Wrong route driven, contact with stationary objects, contact with other road users, Double Deck bus/ Single Deck buses on route. | Route risk assessment, Low bridge awareness campaign, CPC course 2021, Driver route training also includes off service routes | YES | YES | YES | YES | 2 | 1 | 3 | Drivers must be fully familiarised with vehicle prior to driving in service. Full list of hazardous stops for mid-door deployment available | 3 | | |
| 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, Driver training | YES | YES | YES | YES | 1 | 1 | 2 | | 2 | | |
| Assessors: Pat Toner, Stephen O'Hara | | | | | | | | | | Date: 22nd March 2024 | | | | | | |
| Approved by: Walter Herring (Head of Operational Risk) | | | | | | | | | | Date: 23rd March 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