

Route Risk Assessment

Service X99 George St (Hard Rock Café) to Queensferry 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/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? <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?	✓		All Road Junctions and Roundabouts have clear visibility. However if buses are returning early and making the right turn into Main Street, all driver must make sure that the junction is clear before making turn.	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 Hawes Brae on approach to Hawes Inn. Infrequently used by high vehicles. Whilst Low branches may develop along route duplicated on service 43 - existing DD services generally keep these 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 St (Delivery truck/vans various times of the day) 2. Queensferry Rd. 3. New Halls Road (Hawes Brae) parking both sides of road during summer season	Wrong route driven, contact with stationary objects, contact with other road users	Route learning, driver training, traffic circulars, route driven by qualified PCV drivers, risk awareness	YES	YES	YES	YES	1	1	2				2
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		✓	Special Express service, operates every 20min	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 - 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, CPC courses, Driver route training also includes off service routes.	YES	YES	YES	YES	1	1	2				2
No height restrictions i.e. low bridges etc on or close to the route?	✓		Multiple Low Bridges near route, including 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"), Kirkliston Low Bridge (11' 6")	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 if wrong route taken or diverted	Route risk assessment, Low bridge awareness campaign, CPC courses, Driver route training also includes off service routes. AVL System (instal due for completion during 2024) alerts drivers when off route.	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

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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 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	2	1	3				3
Bus stops, BSI and other fixed infrastructure far enough from kerb edges to allow safe entry / exit at bus stops?		✓	All bus stops are suitably positioned	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	ANY LOCATIONS IDENTIFIED REPORTED TO ID TO SEEK IMPROVEMENT VIA LOCAL AUTHORITY AS PRACTICABLE. KNOWN HOTSPOTS ARE LISTED IN LB ROADS			2
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 - Turning Circle at Port allows all vehicles to serve without reversing	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?	✓		No high volume of School children use this service.	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?	✓		Special express service to facilitate Cruiseline passengers - large crowds unfamiliar with site.	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 previous special services on this route		✓	No evidence of assaults/vandalism. Premium service, ASB unlikely	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				2
Layover and WC facilities suitable and sufficient	✓		Shandwick Place and Hawes Pier	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 various types of passengers from the cruise ships wanting to get to the City Centre will use this service	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 suitably marked throughout the route	Drivers make contact with kerb stationary or other road users	Route learning, driver training, route driven by qualified PCV drivers, risk awareness	YES	YES	YES	YES	1	1	2	ANY LOCATIONS IDENTIFIED REPORTED TO ID TO SEEK IMPROVEMENT VIA LOCAL AUTHORITY AS PRACTICABLE			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	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			3

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All drivers have received both route and vehicle familiarisation training for this route and been advised of special arrangements for hazards identified?	✓		All drivers will be given a drivers guide booklet which shows route, all stops and drop off areas. The route has also been recorded and uploaded to YouTube	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	Route learning, driver training, route driven by qualified PCV drivers, risk awareness	YES	YES	YES	YES	1	1	2	Dedicated service info pack produced by Commercial Team			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. 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 has been assessed for Tri-Axle bus - Tri-Axle bus suitable for this route. All stops deemed suitable for mid door deployment with care	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, AVL, Vehicle type training, AXL400 booklet on MyLothian	YES	YES	YES	YES	2	1	3				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	YES	YES	YES	YES	1	1	2				2
Assessors: Bobby Donald										Date: 23rd April 2024						
Approved by: Walter Herring (Head of Operational Risk)										Date: 26th April 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