

Route Risk Assessment

Service 12 Gyle Centre to Portobello 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 to all drivers | Route learning will be provided to all drivers | Drivers encouraged to report incidents/problems | Control/COV/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? | | ✓ | Esslemont Rd - blind left bend required to use both lanes. Blind corners on Duddingston Rd Hairpin. | 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? | | ✓ | Potential low branches - Duddingston 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. | YES | YES | YES | YES | 1 | 2 | 3 | | | | 3 |
| Bus lanes bus / bus stops / roads appropriately defined & marked - Free from indiscriminate parking? | | ✓ | Bus lanes all defined and marked - Indiscriminate parking throughout this route key areas - 1. St John's road 2. Glasgow road (Zoo) 3. Roseburn 4. Haymarket Terrace 5. West Maitland Street (outwith tramworks) 6. Lothian Rd 7. George IV Bridge 8. Forrest road 9. Buccleuch Street 10. Peffermill road 11. Duddingston road 12. Brighton place 13. Portobello High Street - Sunday short running (Lauriston Place - Forrest Road - Bristo Place - Surgeons Hall) | 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 | 2 | 4 | | | | 4 |
| 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 next page). | 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 posters. | YES | YES | YES | YES | 3 | 1 | 4 | | | | 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/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 |
| | | | | | | | | | | | | | | | | |
| No height restrictions i.e. low bridges) etc on or close to the route? | ✓ | | There are a number of low bridges near the service which may represent a danger if off route. These include 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"). This list may not be comprehensive - Full details are contained on LB Roads and Low Bridge awareness materials | Wrong route driven, contact with stationary objects, contact with other road users, 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") | Route risk assessment, Low bridge awareness campaign, Driver route training also includes off service routes, Management awareness of low bridges on or close to route, LB Roads details all low bridges. | YES | YES | YES | YES | 3 | 1 | 4 | Route information held within control room and schedules, Control room have 'Live' visibility of all vehicles being used on all routes to minimise risk of vehicles colliding with a Low Bridge & INEO system installed across full operational fleet to alert when off route - any/all incidents or near misses to be fully investigated and reported to Head of Operations/-Head of Risk | 4 | | |
| Are bus stop suitably positioned away from road junctions and other road/traffic hazards? | ✓ | | All stops suitable 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? | | ✓ | Bus Stops: Magadala Crescent - Bollards entering stop, West Coates & St Johns Road - bus poles - Infrastructure - Cycle lane - Bollards Broomhouse road - Meadow place pinch point two large vehicles passing, Planters - Gyle Centre, Duddingston road cycle lane separated by bollards - Euro bins kerb edge various locations throughout route, Brighton Place - Portobello bus pole close to kerb edge | 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 | 2 | 4 | | | 4 | |
| 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 | 2 | 3 | | | 3 | |
| 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 in normal operation. If driver is required for unforeseen reasons to reverse, Control should be contacted to provide advice | 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 at opening / closure high volumes may travel on service with potential for ASB, Parents collecting children slow service & high pedestrian volumes. | Wrong route taken, failure to pick up customers, company reputation, customer complaints, loss of revenue. | Route learning, driver training, route driven by qualified PCV drivers, risk awareness, road markings, signage, speed restrictions (20 mph) | YES | YES | YES | YES | 2 | 1 | 3 | Company support a number of educational initiatives including School liaison & Support of RISK Factory. | | 3 | |
| 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. Edinburgh Zoo 7. City sporting events (Murrayfield) | 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 | 3 | 1 | 4 | | | 4 | |
| No evidence of assaults / vandalism occurring on services in areas served | | ✓ | ASB hotspot - Broomhouse area - Craigmillar | 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 | 2 | 2 | 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 since 2022 & during school Hols, Control monitor, alert, respond, attend & divert services as necessary | | 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/CO/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 |
| Layover and WC facilities suitable and sufficient | ✓ | | Gyle Centre - Marine 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? | | ✓ | 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 | 2 | 4 | | | | 4 |
| Bus lanes suitably marked, signed & wide enough for vehicles to use? | ✓ | | All bus lanes suitably marked and wide enough for buses | 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 | Incidents & Driver reports monitored by Insurance and Garage management if there is an increased accident rate for services driving during darkness hours an assessment may be required | | | 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 supported by Lead Drivers. Video route is available on Lothian training "YouTube" channel. Vehicle training during initial training, on step up to DD & when new vehicle type introduced to garage | Wrong route driven, contact with stationary objects, contact with other road users | Route learning, driver training, route driven by qualified PCV drivers, risk awareness | YES | YES | YES | YES | 1 | 1 | 2 | Video Route & RRA Awareness 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/ flooded roads/ high winds . All drivers trained & experienced in area with emergency contact 24/7. Existing Management response procedures will apply. Gritting plans held within depot/ Control | Driver operates vehicle in unsafe conditions | Services operate on main roads that are gritted any roads that are not cleared or driveable services will be curtailed or stopped | YES | YES | YES | YES | 2 | 1 | 3 | Weather warnings & conditions are monitored via Control, & advise of Government adhered to. Winter weather guidance issued. Services varied, curtailed or suspended as necessary. . Gritting plans retained within control. High Wind protocols operate for some DD services that operate in exposed areas. | | | 3 |
| Is the route approved for rear door operation and Tri-axle vehicles and suitable? Tick as appropriate | | ✓ | Route has not been assessed for Tri-Axle Mid Door Vehicles - this vehicle type should not be used until full assessment of suitability of route and bus stops has been 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. Vehicle familiarisation & bus stop assessment. Vehicle allocation controls | YES | YES | YES | YES | 3 | 3 | 6 | 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 | | | 6 |
| All other route specific risks identified and controlled? | ✓ | | All significant risks identified and controlled throughout the route. Cobbled area Links Gardens - possible loss of traction in wet conditions | Staff, customer other road users put at risk. Collision between vehicles. Harsh braking | H&S dept. company risk assessments, route risk assessments | YES | YES | YES | YES | 1 | 2 | 3 | | | | 3 |
| Assessors: Robert Donald, Pat Toner (review March 25) | | | | | | | | | | Date: 23rd March 2025 | | | | | | |
| Approved by: Walter Herring (Head of Operational Risk) | | | | | | | | | | Date: 27th March 2025 | | | | | | |

Note - For risk levels that are Undesirable or Intolerable additional control measures or action should be taken/considered to reduce the risk to Tolerable so far as reasonably practicable