

# Route Risk Assessment

## Service 25 Heriot Watt Uni - Restalrig Marine & Longstone Garages

| Provide details of any identified problems/issues and any control measures/special arrangements undertaken including vehicle type restrictions etc on separate sheet if required |     |    | Summarise details & locations   | Likely impact of non-competent performance   | Summary Controls  | Location specific awareness information/training provided | Route learning will be provided to all drivers | Drivers encouraged to report incidents/problems | Control/OD/Drivers engaged in monitoring/improvement | (Task performed competently) |            |             | Other - please detail   | Resultant route risk level |             |           |
|--|-----|----|---|--|---|---|--|---|--|------------------------------|------------|-------------|---|----------------------------|-------------|-----------|
| Do Any of the Statements listed below have any relevance to the route under review?<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   | 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?  |     | ✓  | No issues with overhanging branches identified  | 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         |
| Bus lanes bus / bus stops / roads appropriately defined & marked - Free from indiscriminate parking?   |     | ✓  | All bus stops, lanes marked appropriately - Indiscriminate parking Incl - 1. Gorgie Road<br>2. Dalry Road<br>3. West Maitland Street<br>4. Shandwick Place<br>5. Easter Road<br>6. Hermitage Place<br>7. Restalrig Road<br>8. Loganlea Drive<br>9. Duke St<br>10. Leith Links<br>11. Balmoral Hotel<br>12. Riccarton Terminus | 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           |   |                            |             | 4         |
| 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 & INEO system being installed across full operational fleet to alert when off route - any/all incidents or near misses to be fully investigated and reported to Head of Operations/- Head of Risk |                            |             | 4         |

| Provide details of any identified problems/ issues and any control measures/special arrangements undertaken including vehicle type restrictions etc on separate sheet if required   |     |    | Summarise details & locations   | Likely impact of non-competent performance  | Summary Controls  | Location specific awareness information/training provided 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?<br><i>Tick as appropriate</i>   | Yes | No |   |   |   |  |  |   |  | Severity                     | Likelihood | Risk rating |   | Intolerable                | Undesirable | Tolerable |
| 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 stops are suitable positioned - Infrastructure - Hotel Construction Haymarket Terrace & Dalry road concrete bollards kerb edge - Euro bins kerb edge at various locations throughout this route. Wooden Posts at Riccarton Terminus | 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           |   |                            |             | 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 a public highways? (Access to private land must be with the permission of the landowner. Consideration to a site specific risk assessment should be given when appropriate. eg site accessible by controlled access / driver changeover or breaks taken on site / reversing of vehicles is required (with or without banksman) |     | ✓  | Heriot Watt university grounds - designed for bus access and operated with permission   | 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 University management to manage mitigate risks   |                            |             | 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         |
| 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) ASB & Vulnerable passenger training.                          | 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. City Sporting Events<br>7. City visitor attractions                            | 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         |
| Evidence of assaults / vandalism occurring on services in areas served?   |     | ✓  | Known ASB hotspot - Calder road. Increased ASB during school Holidays.  | 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         |
| Layover and WC facilities suitable and sufficient   | ✓   |    | Heriot Watt University - Shandwick place Hub - Hermiston Gait P&R   | Driver unable to access toilet facilities   | Driver issued a key to access toilets on route, agreement in place with council buildings for drivers to use facilities, Route Learning, LB Roads lists all WC Sites, Control will offer support if reqd. | YES  | YES  | YES   | YES  | 1                            | 1          | 2           |   |                            |             | 2         |
| 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  | 3                            | 1          | 4           | Safe, Seated, Set Campaign 2024+  |                            |             | 4         |

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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                | Undesireable | Tolerable |
| Bus lanes suitably marked, signed & wide enough for vehicles to use?  | ✓   |    | All bus lanes suitably marked  | 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           | Videoroute produced for registered services.  |                            |              | 2         |
| Manual handling training given (ramp operation) Tick as appropriate   | ✓   |    | Training given to all drivers on how to use manual ramp  | Unable to serve disabled customers needs   | Route learning, driver training, route driven by qualified PCV drivers, risk awareness  | YES  | YES  | YES   | YES   | 1                            | 1          | 2           | All new drivers employed will be given vehicle familiarisation and ramp operation as part of their training   |                            |              | 2         |
| Potential impact of adverse weather and access to gritting plans appropriately considered with outcomes communicated  |     | ✓  | Potential for route to be subject to ice / snow/ 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 Not 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 - Separate bus stop risk assessment has been completed to identify unsuitable bus stops | YES  | YES  | YES   | YES   | 3                            | 3          | 6           |   |                            |              | 6         |
| 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: Stephen O'Hara, Pat Toner, Michael McCormack (Updated by Pat Toner March 2025)   |     |    |  |  |   |  |  |   |   | Date: 3rd March 2025         |            |             |   |                            |              |           |
| Approved by: Will Pare, Walter Herring  |     |    |  |  |   |  |  |   |   | Date: 27th March 2025        |            |             |   |                            |              |           |

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