

Route Risk Assessment

Service 43 Regent Road - Queensferry Lothian Country 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/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
Driver has sufficient visibility at any road junctions and/or roundabouts?		✓	Burgess Rd (poor visibility from right due to hill), The Loan (Blind left turn into Hopetoun Rd and Boness Rd).	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 Slip Road (overhanging trees), Main Street Rd (overhanging trees) Dalmeny (Low Branches)	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
Bus lanes bus / bus stops / roads appropriately defined & marked - Free from indiscriminate parking?		✓	Walker Drive bus stop (poorly marked out)	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)?	✓		Station Rd, Burgess Rd and Scotstoun Ave (speed bumps). All signage 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	✓		Queensferry St Lane (driver changeover point)	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, 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	1	1	2				2
No height restrictions i.e. low bridges) etc on or close to the route?	✓		Low Bridge Groathill Road South 9ft 9inch, Low Bridge Craighleith 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 Craighleith Drive if wrong route taken or diverted	Route risk assessment, Low bridge awareness campaign, CPC course 2021, Driver route training also includes off service routes	YES	YES	YES	YES	1	1	2	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			2
Are bus stops suitably positioned away from road junctions and other road/traffic hazards?		✓	Scotstoun Terminal point (Bus stop close to kerb edge, visible damage)	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 infrastructure far enough away from 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	1	1	2	Any locations identified reported to bsi to seek improvement via local authority as practicable			2

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
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	Kassel kerb stops covered in driver training to identify hazards and potential vehicle damage	2		
All roads used are public highways? (written permission and site specific risk assessment is required for any private roads accessed)		✓	Tesco (Ferrymuir)	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	Liaison with Tesco to manage mitigate risks	2		
There is no requirement for reversing of vehicles on the route?		✓	There should be no reversing at any point on route	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?	✓		Stewarts Melville College and Junior School, Blackhall Nursery, Clemiston Primary, Royal High School, Nippers Nursery Dalmeny, St Margrets RC Primary School, Queensferry Primary School, Echline Primary 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?	✓		Annual festival and Hogmany, weekend shoppers, rugby and football supporters, 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 evidence of assaults/vandalism	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 during Covid pandemic	2		
Layover and WC facilities suitable and sufficient	✓		Premier Inn Waterloo Place, Ferrymuir Tesco	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?		✓	Walker Drive bus stop (poorly marked out)	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 BSI 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		
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 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		

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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		✓	Control have gritting plans and phone contacts for relevant agencies.	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 assessed for Tri-Axle bus - NOT SUITABLE FOR TRI AXLE VEHICLES.	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	3	3	6	Route not suitable for - Tri-axle		6	
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, Stephen O'Hara										Date: 2nd December 2021						
Approved by: Walter Herring (Head of Operational Risk)										Date 13th December 2021						

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