

Route Risk Assessment

3 Bridges Tour Waterloo Pl - South Queenferry Tours 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/ODD 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?	✓		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	1	1	2				2	
The route is free from overhanging branches or (or potential) on the route?		✓	B924 (overhanging branches) (Hawes Brae on approach to Hawes Inn). Infrequently used by high vehicles. At time of assessment, branches were close to near side and above the bus there was potential for vehicle damage and customer injury - especially those who do not remain seated or reach over the side (Branches cut back 23.03.2023). 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, traffic circulars, route driven by qualified PCV drivers, risk awareness	YES	YES	YES	YES	2	2	4	Controls implemented prior to introduction of open top service 1.Branches representing immediate hazard on B924 cut back 23.03.2023 & a process to monitor re-growth implemented - Drivers to report any ongoing concerns or vehicle contact & regular re-visits 2. Customer signage to inform customers not to stand and keep hands within the vehicle. Revised signage approved & fitted prior to 2/4/23 3.Drivers to be informed of locations & to reduce speed. Training for all drivers - Route map has details of hazards on 4. Strict adherence to Temporary Hazard procedure - any reported incidents / driver comments to receive priority Control / Information Infrastructure is aware Discussed and agreed at OR Meeting 29/3/23 4) Audible warning triggered by driver on approach to Hawes Brae. Additional Controls that may further improve risk rating 1)Have a guide or ticket seller on top deck during transition to Open Top and monitor low branches & customer behaviour from a safe location 2. Audible Warning to be considered multi-language -based on results of customer analysis (nationality) to be completed in 2023 3. Explore viability of retro fitting tree guards to n/s front upper deck 4) Ensure signage is visible from all exposed seats - eg on every seat back or side panel between seats.				4
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 road. 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	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	✓		No issues with timings on route.	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	

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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
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 bus on route, potential. Low Bridge impact Abbey Mount 13ft 6" Restarig Rd South 11ft 9"	Wrong route driven, contact with stationary objects, contact with other road users, Double Deck bus on route, potential.	YES	YES	YES	YES	3	1	4			4	
No height restrictions i.e. low bridges) etc on or close to the route?		✓	Off service from Marine to starting Abbey Mount 13ft 6", Restarig Rd South 11ft 9" On tour route Craigleith Drive and Groathill road South	Wrong route driven, contact with stationary objects, contact with other road users, Double Deck bus on route, potential. Low Bridge impact Abbey Mount 13ft 6" Restarig Rd South 11ft 9" Craigleith Drive 3.9M 13ft Groathill road South 2.8m 9ft 3"	Wrong route driven, contact with stationary objects, contact with other road users, Double Deck bus on route, potential.	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	
Are bus stop suitably positioned away from road junctions and other road/traffic hazards?		✓	All bus stops suitably positioned - Port Edgar Marina does not have a designated bus stop.	Drivers not adhering to designated bus stops	Drivers trained in stopping patterns during route learning	YES	YES	YES	YES	1	1	2	Port Edgar Marina - Customers disembark into carpark next to tour office - no vehicles can pass on Nearside while disembarking takes place		2	
Bus stops, BSI and other fixed infrastructure far enough from kerb edges to allow safe entry / exit at bus stops?		✓	Blackhall bus stop, traffic sign when departing has evidence of vehicles making contact (possibly N/S mirrors) - Barnton bus stop railings on north 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	1	2	ANY LOCATIONS IDENTIFIED REPORTED TO IID TO SEEK IMPROVEMENT VIA LOCAL AUTHORITY AS PRACTICABLE		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 throughout the route - Port Edgar Marina does not have a designated bus stop customers stepping off on to car park area	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	All buses have low floor access and kneeling system to lower bus.		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 highway.	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?		✓	Reversing is required at Port Edgar Marina if vehicles are parked in disabled bay's which reduces turning circle.	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	4	1	5	Options to avoid reversing - 1. Disembark passengers at Marina entrance. use overflow carpark on right hand side to turn vehicle, this must be preplanned as overflow carpark may be occupied dependant on time of year i.e summer holidays and event days. 2. Regular communication with Forth Boat Tours to advise if overflow car park is full prior to departing, if Full an extra staff member will have to be deployed as banksman in the event of a bus being required to reverse.		5	
No excessively high numbers of school children use this route?		✓	School trips	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	1	1	2			2	
Any expected higher than normal volumes of pedestrians at particular times or days?	✓		Both summer and xmas festivals, six nations rugby matches, school holidays.	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	1	1	2			2	
No evidence of assaults / vandalism occurring on services in areas served	✓		No reported issues of any 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			2	

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Do Any of the Statements listed below have any relevance to the route under review? Tick as appropriate	Yes	No								Severity	Likelihood	Risk rating		Intolerable	Undesireable	Tolerable	
Layover and WC facilities suitable and sufficient	✓		Waverley Bridge	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?	✓		Both summer and xmas festivals, six nations rugby matches, school holidays.	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 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				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	1	1	2	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				2
All drivers have received both route and vehicle familiarisation training for this route and been advised of special arrangements for hazards identified?	✓		All drivers are fully trained on route, vehicle and hazard identification	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				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	1	1	2	Route operates April to October therefore it is not envisaged the route will be impacted by adverse weather if it was impacted, control room have access to local authority gritting plans - Gritting plans updated annually				2
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 on route, potential. Low Bridge impact Abbey Mount 13ft 6" Restalrig Rd South 11ft 9"	Route risk assessment, Low bridge awareness campaign, CPC course 2021. Driver route training also includes off service routes	YES	YES	YES	YES	3	2	5	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				5
All other route specific risks identified and controlled?	✓		Other route specific risks whilst travelling on an open top vehicle safe passing below hazards such as - 1. Low bridges, 2. Electrified power line (Tram) 3. Risks of passengers falling from height. All fully assessed, identified and controlled throughout the route.	Staff, customers put at risk	H&S dept. company risk assessments, route risk assessments, Vehicle design, conditions of carriage, restrictions of items allowed on to top deck, signage, instruction to remain seated, supervision & staff training	YES	YES	YES	YES	1	1	2				2	
Assessors: Pat Toner										Date: 2 April 2023							
Approved by: Walter Herring (Head of Operational Risk)										Date: 2 April 2023							

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