

Route Risk Assessment

Service 71 Gyle Centre to Queensferry (via Newbridge) 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 <i>Tick as appropriate</i>			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/ODT/Drivers engaged in monitoring/improvement	(Task performed competently)			Other - please detail	Resultant route risk level		
Yes	No	Severity								Likelihood	Risk rating	Intolerable		Undesirable	Tolerable	
Do Any of the Statements listed below have any relevance to the route under review? <i>Tick as appropriate</i>																
Driver has sufficient visibility at any road junctions and/or roundabouts?		✓	Blind bend - Shore Road, South Queensferry	Wrong route driven, contact with stationary objects, contact with other road users and pedestrians.	Route learning, driver training, traffic circulars, route driven by qualified PCV drivers, depot awareness poster.	YES	YES	YES	YES	2	1	3				3
The route is free from overhanging branches or (or potential) on the route?		✓	Potential for foliage encroaching carriageway in various locations on route, including - Newbridge exiting towards A8 - Kirkliston station road - Bo'ness road South Queensferry - Scotstoun Avenue South Queensferry - A8 Airport bus stop both directions	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 incl LB Roads	YES	YES	YES	YES	2	1	3	Garage monitor driver reports & incidents engaging IID in seeking maintenance as necessary.			3
Bus lanes bus / bus stops / roads appropriately defined & marked - Free from indiscriminate parking?		✓	Bus lanes all suitable - indiscriminate parking - Kirklands Park Street - Morison Gardens Queensferry (Both directions)	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, LB Roads	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)?	✓		Speed bumps, various locations on route, speed calming, single file traffic, Kirkliston bus & taxi single file traffic	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 LB Roads	YES	YES	YES	YES	2	1	3				3
Timings reflect any congestion issues		✓	New Service June 30 Schedules will monitor & consider timings of buses to avoid meeting on Bo'ness Road South Queensferry as necessary	Driver speeding, vehicle damage, uncomfortable journey for passengers, Drivers not operating to schedules,	Qualified PCV drivers, risk aware, customer engagement awareness, trained to understand/read timeboards, Operating ahead of schedule, buddy training 5 days.	YES	YES	YES	YES	2	1	3				3
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,	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	2	1	3				3
Height restrictions (i.e. low bridges) etc on or close to the route?		✓	Nearest Low Railway Bridge's on or close to the route - Standingstone Road Dalmeny 13' -3.9m	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 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 being installed across full operational fleet to alert when off route - LC Fully fitted prior to commencing of service - 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	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	
Are bus stops suitably positioned away from road junctions and other road/traffic hazards?	✓		All bus stops positioned a suitable distance from junctions	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, MCV eVora repositioned nearside mirror.	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 positioned a suitable distance, no infrastructure issues	Drivers not adhering to designated bus stops	Drivers trained in stopping patterns during route learning	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 are used at various stops to ease boarding. Gyle centre high kerbs, history of vehicle contact	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)		✓	Gyle Centre & RBS Gogar (peak services) - publicly accessible roads but in private ownership. No special arrangements necessary for Bus access - multiple operators access Gyle Centre - designed for bus use. No site specific assessment required.	Drivers make contact with Barrier, vehicle damage, Property Damage, company Reputation.	Route learning, driver training, route driven by qualified PCV drivers, risk awareness	YES	YES	YES	YES	2	1	3	Location management contact details retained. Liaison as required to ensure safe operations.				3
There is no requirement for reversing of vehicles on the route?		✓	No reversing required in normal service	Wrong route driven, contact with stationary objects, contact with other road users, driver reverses bus without banksman	Route learning, driver training, route driven by qualified PCV drivers, risk awareness	YES	YES	YES	YES	1	2	3	Drivers must contact control if reversing in necessary due to unforeseen circumstances				3
Excessively high numbers of school children use this route?		✓	No High Schools, however pass by Kirkliston leisure centre	Wrong route taken, contact with stationary objects, contact with other road users, customer complaints, company reputations. Low Bridge strike	Drivers must contact control when wrong route taken, Drivers should not be reversing buses on street, risk awareness	YES	YES	YES	YES	1	1	2				2	
Any expected higher than normal volumes of pedestrians at particular times or days?	✓		Shoppers visiting Gyle centre, Tesco South Queensferry	Wrong route taken, failure to pick up customers, customer complaints, company reputations. Increase in pedestrian accidents	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	
Evidence of assaults / vandalism occurring on services in areas served		✓	New Route June 2024 no evidence of ASB or assaults	Driver confronts youths, escalates the problem, passengers/driver at risk. Delayed service. Customer Complaints	driven by qualified PCV drivers, risk awareness, Driver training, control room procedures, record and report to Police liaison officer, Bus assault alarm.	YES	YES	YES	YES	2	1	3	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 Covid pandemic & during school Hols. Control monitor, alert, respond, attend & divert services as necessary				3
Layover and WC facilities suitable and sufficient	✓		Gyle Centre, Tesco (South Queensferry)	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	2	1	3				3	

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/COI/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
Evidence to indicate high numbers of passengers with special needs / vulnerability and/or disabilities use this route?		✓	New service, travelling through rural areas, may have elderly and vulnerable using the 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	1	1	2				2
Bus lanes suitably marked, signed & wide enough for vehicles to use?	✓		All bus lanes suitable for use	Drivers make contact with kerb stationary or other road users	Route learning, driver training, route driven by qualified PCV drivers, risk awareness, Report to Control.	YES	YES	YES	YES	2	1	3				3
Route reviewed in dark and street and/or vehicle lighting levels considered suitable		✓	Route reviewed during daylight hours, route may have to be assessed for glare on windscreen	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	Insurance and Garage management monitor - if there is any potential issue with lighting levels night assessment will be completed			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, low bridge strike	Route learning, driver training, route driven by qualified PCV drivers, risk awareness	YES	YES	YES	YES	1	1	2	Videoroute & RRA produced for registered services -accessible to all drivers			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	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. Rural areas may see weather deterioration rapidly.	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	Control monitor weather & respond accordingly to conditions. Gritting plans retained within control.			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 without further assessment whether the route can be traversed safely & mid-doors safely deployed at all stops.	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	NO	NO	NO	NO	3	2	5	Route not suitable for - Tri-axle			5
All other route specific risks identified and controlled?	✓		All risks assessed and controlled where reasonably practicable	Staff, customers put at risk, company property damaged(buses), company reputation	H&S dept, company risk assessments, route risk assessments	YES	YES	YES	YES	1	1	2				2
Assessors: Pat Toner, Kenny Burt										Date: 7th June 2024						
Approved by: Walter Herring										Date: 18th June 2024						

Note - Where any residual risk is identified as Intolerable, the activity must NOT be undertaken. If this impacts on the ability to provide service, alert Head of Operations & Head of Risk immediately.