

Route Risk Assessment

Service N35 Heriot Watt Uni - Ocean Terminal Longstone 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	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		
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?	✓		Sufficient visibility at all road junctions and roundabouts	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, risk awareness	YES	YES	YES	YES	2	1	3				3
The route is free from overhanging branches or (or potential) on the route?	✓		No issues with overhanging branches on route	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				3
Bus lanes bus / bus stops / roads appropriately defined & marked - Free from indiscriminate parking?		✓	All bus stops, lanes marked appropriately - Indiscriminate parking - 1. Angle Park Terrace 2. Semple Street 3. Forrest Road 4. Chambers Street 5. Easter Road (especially match days) 6. Duke Street 7. Henderson Street 8. Corn Exchange (during events)	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)?	✓		All measures clearly visible throughout the route & suitable to pass with care	Driver speeding, vehicle damage, uncomfortable journey for passengers, Drivers not operating to schedules,	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	✓		Queuing traffic taxis/parking, - peak times and weekend traffic as well as city events might impact timings	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 & AVL, Operating ahead of schedule, Lead Driver support at garage	YES	YES	YES	YES	2	1	3				3
Route (incl off service routes & normal diversions) suitable for all bus types?		✓	Approved for all vehicle types except XLB Tri-Axle (see details below)	Wrong route driven, contact with stationary objects, contact with other road users,	Route risk assessment, Low bridge awareness campaign, Driver vehicle & 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	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	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
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.	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 & NAVINEO 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. Contact with stationary objects, contact with other road users	Route risk assessment, Low bridge awareness campaign, CPC courses, Driver route training, 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 are suitable positioned - Infrastructure Tram works Ocean terminal - Euro bins throughout route. Chesser Ave (at Gorgie Rd Junction)-railings close to road. Planters at Gyle Centre.	Drivers not adhering to designated bus stops. Collision with infrastructure.	Route learning, driver training, route driven by qualified PCV drivers, risk awareness incl LB Roads	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	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		
All roads used a public highways? <i>(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)</i>		✓	Heriot Watt University grounds - designed for bus access	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		3		
Any 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, risk awareness	YES	YES	YES	YES	1	2	3		3		
Excessively high numbers of school children use this route?		✓	Night service operating between 00.00 - 04.30	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	3	1	4	Company support a number of educational initiatives including School liaison & Support of RISK Factory.	4		
Any expected higher than normal volumes of pedestrians at particular times or days?		✓	Night service operating between 00.00 - 04.30	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	3	1	4		4		
Evidence of assaults / vandalism occurring on services in areas served		✓	No significant ASB on route - Night service may have passengers who have consumed alcohol / drugs. Increases risk of vehicle soiling.	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 2022 & during school Hols. Control monitor, alert, respond, attend & divert services as necessary	3		

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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	Undesirable	Tolerable	
Layover and WC facilities suitable and sufficient	✓		Facilities include Heriot Watt University, Riccarton P&R. Full details contained on LB Roads.	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	
Evidence to indicate high numbers of passengers with special needs / vulnerability and/or disabilities use this route?		✓	Lower volumes of vulnerable tend to travel on night services, although there may be those under influence of alcohol / drugs	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 & awareness incl Safe, Seated Set Campaign	YES	YES	YES	YES	2	2	4				4	
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, 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	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	2	3	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				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 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, low bridge strike	Route learning, driver training, route driven by qualified PCV drivers, risk awareness. Diversion notices and routes programmed into Navineo	YES	YES	YES	YES	1	1	2	Driver training / awareness prior to any major route changes				2
Manual handling training given (ramp operation) Tick as appropriate	✓		Training given to all drivers on how to use manual ramp, which includes general MH principles & safe behaviours.	Unable to serve disabled customers needs. Employee injury.	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 or temperature extremes. 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. Summer uniform arrangements.				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. Passengers unable to exit safely	Route risk assessment, Low bridge awareness campaign, CPC courses Driver route training also includes off service routes. Vehicle familiarisation & type specific guidance on MyLothian	YES	YES	YES	YES	3	3	6				6	
All other route specific risks identified and controlled?	✓		All risks identified and controlled throughout the route.	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, Bobby Donald (reviewed Sept 2025)										Date: September 2025							
Approved by: Kenny Burt, Walter Herring										Date: September 2025							

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.