

Route Risk Assessment

Edinburgh Tour Waterloo Place 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?	✓		Poor visibility from the left at junction with George IV Bridge - traffic/Pedestrians	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	3	1	4				4
The route is free from overhanging branches or (or potential) on the route?	✓		Potential overhanging branches, Castle Terrace if vehicles are parked either side of road, potential contact with overhanging branches.	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.	YES	YES	YES	YES	1	2	3				3
Bus lanes bus / bus stops / roads appropriately defined & marked - Free from indiscriminate parking?	✓		Bus stops clearly marked throughout the route, Charlotte Square, Lady Lawson St, West Port, Bristo Place blocking right hand lane (taxi's stop out side hotel).	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				4
Road restrictions or traffic speed/control measures visible and can be traversed safely (e.g. road humps)?	✓		Royal Mile, narrow pinch points	Driver speeding, vehicle damage, uncomfortable journey for passengers	Qualified PCV drivers, risk aware, customer engagement awareness	YES	YES	YES	YES	1	2	3				3
Timings reflect any congestion issues	✓		Queuing traffic taxis/parking, - peak times and weekend traffic as well as city events that might impact	Driver speeding, vehicle damage, uncomfortable journey for passengers, Drivers not operating to schedules,	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
Route (incl off service routes & normal diversions) suitable for all bus types?		✓	Normally operated by Open to DD - Not approved for XLB - Tri-Axle bus (See further details below).	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 posters.	YES	YES	YES	YES	3	1	4				4
Height restrictions (i.e. low bridges) etc on or close to the route?	✓		Service does not pass under any low bridges, however there are a number of low bridges near the service which may represent a danger if off route. These include, Abbeyhill (13'-6"), New Street Low Bridge (10' 9"), Calton Road Low Bridge (10' 9"), Brand Place Low Bridge (13' 6"), Spring Gardens Low Bridge (13' 9")	Wrong route driven, contact with stationary objects, contact with other road users,	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. Extensive training & awareness works - - 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.	Drivers not adhering to designated bus stops. Contact with stationary objects, contact with other road users	Drivers trained in stopping patterns during route learning	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
Bus stops, BSI and other fixed infrastructure far enough from kerb edges to allow safe entry / exit at bus stops?	✓		All assessed as suitable and safely positioned	Drivers not adhering to designated bus stops. Collision with infrastructure.	Route learning, driver training, route driven by qualified PCV drivers, risk awareness	YES	YES	YES	YES	1	1	2				2
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	2	3				3
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)		✓	No private land identified - full route operates public highway	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	1	1	2				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 driven, contact with stationary objects, contact with other road users, driver reverses bus without banksman	Drivers must contact control when wrong route taken. Drivers should not be reversing buses on street	YES	YES	YES	YES	2	1	3				3
Excessively high numbers of school children use this route?		✓	Tourist Route (Edinburgh Tour, Tickets Only)	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?	✓		Various tourist spots around the city, may include, Waterloo Place, Princes Street, Royal Mile, Candlemaker Row	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	3	1	4				4
Evidence of assaults / vandalism occurring on services in areas served?	✓		No known ASB	Driver confronts youths, escalates the problem, passengers/driver at risk. Delayed service, Customer Complaints	Driver training, control room procedures, record and report to Police liaison officer	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
Layover and WC facilities suitable and sufficient	✓		Facilities include, Waverley and Waterloo Travel hubs	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	2	1	3	WCs detailed on LB Roads			3
Evidence to indicate high numbers of passengers with special needs / vulnerability and/or disabilities use this route?	✓		City summer and winter festivals	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				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	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 - Does not operate in the hours of darkness	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

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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	YES	YES	YES	YES	1	1	2	Videoroute produced for registered services.		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. Employee injury.	Route learning, driver training, route driven by qualified PCV drivers, risk awareness	YES	YES	YES	YES	2	1	3	All new drivers employed will be given vehicle familiarisation and ramp operation as part of their training		3	
Potential impact of adverse weather and access to gritting plans appropriately considered with outcomes communicated	✓		Whilst mainly City based, 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 - Unlikely suitable due to tight turn at George IV Bridge 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. Vehicle familiarisation & bus stop assessment. Vehicle allocation controls	YES	YES	YES	YES	3	3	6			6	
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. 4) Controlling commentary. - All fully assessed, identified and controlled throughout the route with locally eld R/A and SSOW	Staff, customers put at risk, company property damaged(buses), company reputation	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	4	1	5			5	
Assessors: Robert Donald										Date: 2nd April 2025						
Approved by: Walter Herring (Head of Operational Risk)										Date: 2nd April 2025						

Note - For risk levels that are Undesirable or Intolerable additional control measures or action should be taken/considered to reduce the risk to Tolerable so far as reasonably practicable