

Route Risk Assessment

City Sightseeing 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				(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				Route learning will be provided to all drivers	Drivers encouraged to report incidents/problems	Control/OTD/Drivers engaged in monitoring/improvement	Severity	Likelihood	Risk rating	Intolerable		Undesirable	Tolerable	
Driver has sufficient visibility at any road junctions and/or roundabouts?		✓	Candlemaker Row (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 and pedestrians.	Route learning, driver training, traffic circulars, route driven by qualified PCV drivers, depot awareness poster.	YES	YES	YES	YES	3	1	4				4
The route is free from overhanging branches or (or potential) on the route?	✓		Route is free from overhanging 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	1	1	2				2
Bus lanes bus / bus stops / roads appropriately defined & marked - Free from indiscriminate parking?		✓	Candlemaker Row (Indiscriminate Parking, Euro Bins), Lady Lawson Street (Parking Both sides, narrowing the road), Chamber Street (Parking in the middle of the road, narrowing), Herriot Place Bus Stop (Euro Bins), Museum of Childhood Bus Stop (Euro Bin), Scottish Parliament Bus Stop (Bollards, Indiscriminate Parking)	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	2	4				4
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. 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	1	1	2				2
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	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?		✓	Normally operated by DD Open top buses. 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 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	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, 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 - 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 to all drivers	Bus 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
Are bus stop suitably positioned away from road junctions and other road/traffic hazards?	✓		All stops suitably 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?		✓	West Port Bus Stop (Railings N/Side)	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	1	2	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	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	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)		✓	Only private land maybe Dynamic Earth, 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
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 (City Sightseeing 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) ASB & Vulnerable passenger training	YES	YES	YES	YES	2	1	3				2
Any expected higher than normal volumes of pedestrians at particular times or days?	✓		Various tourist spots around the city, may include, Waterloo place, Prince Street, Royal Mile, Candlemaker Row, Dynamic Earth	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) ASB & Vulnerable passenger training	YES	YES	YES	YES	3	1	4				4
Evidence of assaults / vandalism occurring on services in areas served		✓	No known ASB	driven by qualified PCV drivers, risk awareness, Driver training, control room procedures, record and report to Police liaison officer, Bus assault alarm.	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, Waverly and Waterloo Travel hubs, Dynamic Earth	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?	✓		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	3	1	4				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 to all drivers	Route learning will be provided to all drivers	Drivers encouraged to report incidents/problems	Control/CO/D/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? Tick as appropriate	Yes	No								Severity	Likelihood	Risk rating		Intolerable	Undesirable	Tolerable
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 - 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
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	✓		Training given to all drivers on how to use 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	✓		Gritting plans are 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	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 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.	Route risk assessment, Low bridge awareness campaign, CPC courses, Driver route training also includes off service routes. Vehicle familiarisation & bus stop assessment	YES	YES	YES	YES	3	3	6	Contact Training manager or Head of Risk if assessment for this vehicle type is required			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 held R/A and SSOV	Staff, customers put at risk, company property damaged(buses), company reputation	H&S dept. company risk assessments, route risk assessments	YES	YES	YES	YES	4	1	5				5
Assessors: Stephen O'Hara, Peter McCallum. (Pat Toner updated April 2025)										Date: 2nd April 2025						
Approved by: Walter Herring, Eilidh Lancashire										Date: 2nd April 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.