

**Transport for London
Safety and Sustainability Panel**

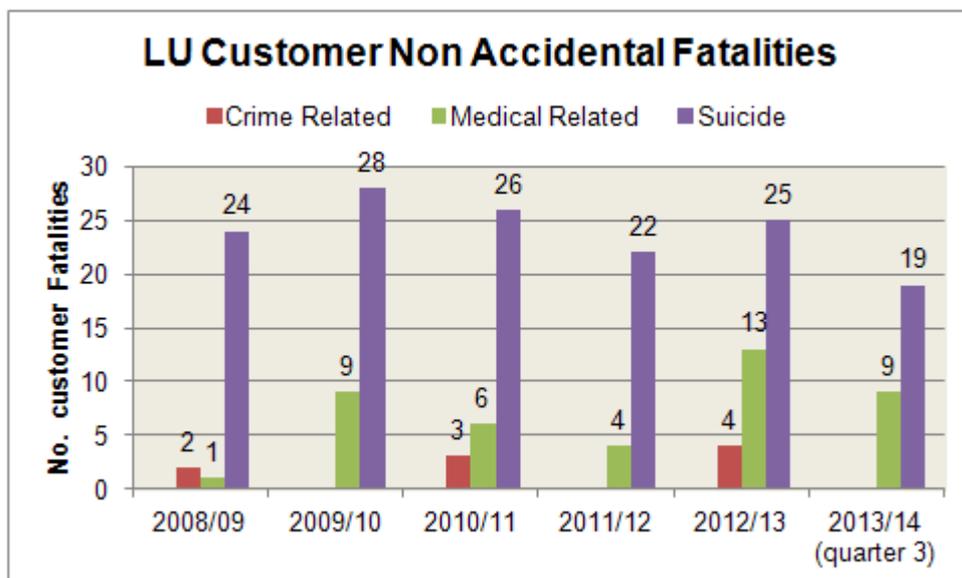
Subject : Customer Non Accidental Fatalities

Date : 19 March 2014

1 Purpose

- 1.1 This paper provides an update on the number of non accidental customer fatalities on London Underground (LU) during 2012/13 and up to the end of quarter three 2013/14. Incidents from 2009/10 to the end of quarter three 2013/14 are used to show the long term trend. Recent actions undertaken by London Underground and London Rail (LR) aimed at either reducing the number of incidents or their consequences are also noted.
- 1.2 The Panel is asked to note the paper.

2 Non Accidental Customer Fatalities – Total



- 2.1 Non accidental customer fatalities are classified as
- Suicide
 - Crime Related (including trespass fatalities)
 - Medical Related

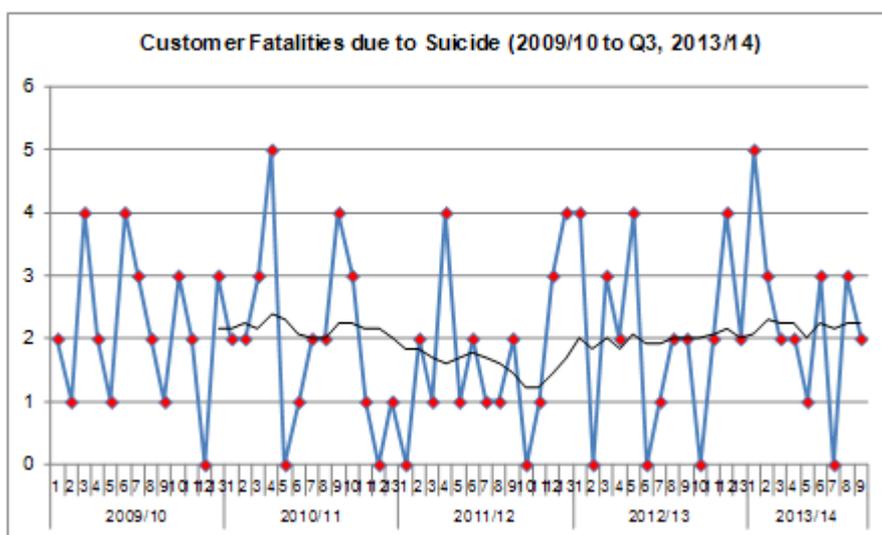
2.2 The total number of customer journeys is around three million journeys per day. During 2012/13, 1.2 billion customer journeys were made. In 2013/14 up to the end of quarter 3 just under 830,000 journeys were made. The total number of non accidental customer fatalities during this period was seventy. There were forty two non accidental customer fatalities in 2012/13 and twenty eight in 2013/14 to the end of quarter 3.

2.3 The overall trend in the number of non accidental fatalities is stable.

	2013/14 (Q3)	2012/13	Total
Non Accidental Customer Fatalities – Total	28	42	70
Rate/million customer journeys	0.03	0.03	
Non Accidental Customer Fatalities – Suicide	19	25	44
Rate/million customer journeys	0.02	0.02	
Non Accidental Customer Fatalities – Crime Related	0	4	4
Rate/million customer journeys	0	0.003	
Non Accidental Customer Fatalities – Medical Related	9	13	22
Rate/million customer journeys	0.01	0.01	

2.4 The number of crime related and medical related fatalities are significantly lower than the number of suicide related fatalities. Crime related fatalities remain at very low levels; medical related non accidental customer fatalities are less predictable with a fluctuating trend.

3 Non Accidental Customer Fatalities – Suicides



3.1 The majority of non accidental customer fatalities are as a result of suicide, involving trains. Since the beginning of 2012/13 to the end of quarter three

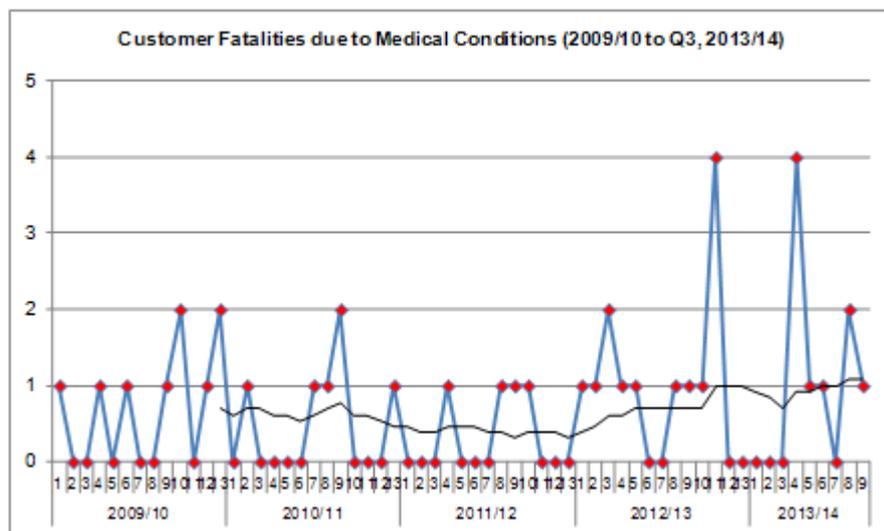
2013/14 there have been forty four fatalities as a result of suicide (63 per cent of all non accidental customer fatalities.) This is a non accidental customer fatality rate of 0.02 per million customer journeys.

- 3.2 The chart above shows that there are an average two fatal customer suicide incidents per period. Analysis of these figures shows that the trend is stable and has been over the last few years. This is approximately half the rate that occurred in the 1990s. This reduction is due to a number of measures which LU, with various partners, has pursued over the last 15 years and which we continue to develop.
- 3.3 London Underground (LU) has been working in partnership with the Samaritans to strategically place Samaritan telephones and posters on stations. In addition to this, LU is continuing to contribute to a project initially led by the British Transport Police but now led by the Railway Safety and Standards Board (RSSB). The project is considering how the number of suicide attempts on rail infrastructure (both mainline and London Underground infrastructure) can be yet further reduced. This involves representatives from all the emergency services; the London Boroughs; hospital trusts and psychologists from Nottingham University. The recommendations from this project will be reviewed by LU and taken forward as appropriate in our safety improvement programmes. These recommendations will also be reviewed for implementation on London Rail.
- 3.4 An example of action taken as a result of this collaborative working is LU working with both public health organisations and with the train suicide stakeholder groups on a programme of work with the Samaritans. This is to provide suicide awareness training to Rail and Underground staff, which is currently being implemented. The same training will also be implemented in London Rail.

Benchmarking

- 3.5 By comparison there were 238 fatalities as a result of suicide on Network Rail infrastructure during 2012/13 and 219 in the first three quarters of 2013/14. (457 in total.) During 2012/13 1.5 billion passenger journeys were undertaken on the mainline, giving a rate of 0.16 fatalities as a result of suicides per million journeys.

4 Non Accidental Customer Fatalities – Medical



- 4.1 The overall number of medical related non accidental customer fatalities is very low, as shown above, with an average of one per period. The number of incidents has increased slightly over the last two years from an average of one every other period.
- 4.2 There were twenty two medical related non accidental customer fatalities over 2012/13 and 2013/14. (31per cent of all non accidental fatalities.) This is a non accidental fatality rate of 0.01 per million customer journeys.
- 4.3 London Underground has worked with the St Johns Ambulance and the London Ambulance Service to agree the best action for both the person taken ill and our other customers. Advice has been provided for station staff to ensure customers who are taken ill are treated quickly In summary:
- In almost all cases where a person is taken ill on a train, they should be removed from the train to the station platform.
 - If it is suspected that the person is having a heart attack, they can still be moved from the train but they will need to be carried off.
 - When a medical professional is available in the carriage, advice regarding whether the person can be moved should be taken. However, the medical professional should be informed of the additional risk to other passengers if the person is not moved.
 - From a medical view point the only reason not to move the customer is if it is suspected they have a spinal injury. In this case, urgent medical help should be requested before moving the person, as movement in the incorrect way could result in paralysis. In reality this situation is extremely unlikely to occur.
 - There might be non medical reasons why it is not possible or practical to move the person from the train, such as:

- i. if they are very heavy, moving the person without special equipment could pose a risk to the persons trying to move them, or
- ii. If the required hospital or ambulance can be reached more quickly by proceeding to the next station.

(f) The person taken ill will also be helped because:

- i. they can receive better first aid on the platform, where more room will be available, and
- ii. Help can be summoned more easily in the station. (It is also more likely that a medical professional could be travelling through the station and able to help while the ambulance arrives).

London Rail is also adopting similar procedures.

5 Non Accidental Customer Fatalities - Crime Related (including trespass)

- 5.1 There are very few crime related non accidental customer fatalities on London Underground.
- 5.2 There were four crime related non accidental customer fatalities. (Six per cent of all non accidental fatalities during the period). Both fatalities were as a result of trespass incidents. This is a non accidental customer fatality rate of 0.003 per million customer journeys.

6 Conclusion

- 6.1 The most significant cause of non accidental customer fatalities continues to be suicide. LU is working with the Railway Safety and Standards Board and public health organisations to review how suicides on London's railways can be further reduced.
- 6.2 Crime related fatalities remain very low and measures have been put in place to strengthen the assistance LU provides to customers with medical emergencies to ensure they receive treatment as soon as possible.

7 Recommendation

- 7.1 The Panel are asked to note the paper.

8 Contact

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