

Date: 17 March 2015

Item 7: London Underground Non-Accidental Customer Fatalities

This paper will be considered in public

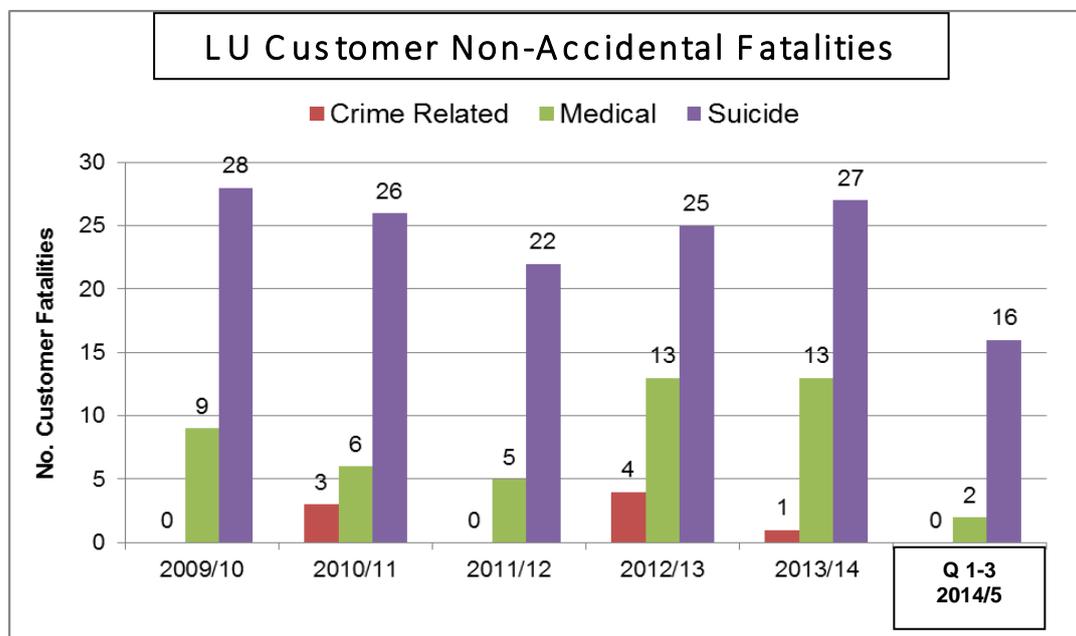
1 Summary

1.1 This paper provides an update on the number of non-accidental customer fatalities on London Underground (LU) during 2013/14 and up to the end of Quarter 3 2014/2015. Incidents from 2009/10 to the end of Quarter 3 2014/15 are used to show the long term trend. Recent actions undertaken by LU aimed at reducing the number of incidents or their consequences are also noted.

2 Recommendation

2.1 The Panel is asked to note the paper.

3 Non-Accidental Customer Fatalities – Total



3.1 Non-accidental customer fatalities are classified as:

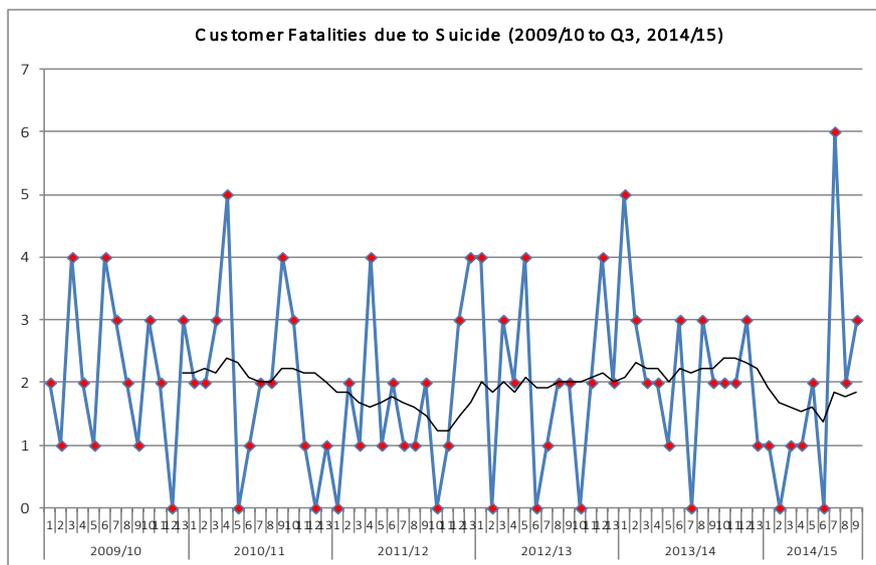
- suicide;
- crime related (includes trespass); and
- medical related.

- 3.2 The total number of customer journeys is around three million journeys per day. During 2013/14, 1.26 billion customer journeys were made and in 2014/15 up to the end of Quarter 3, nearly 896 million journeys were made. The total number of non-accidental customer fatalities during this period was 59. There were 41 non-accidental customer fatalities in 2013/14 and 18 up to the end of Quarter 3 2014/15.
- 3.3 The overall trend in the number of non-accidental fatalities is stable. The main contributing incidents are suicides.

Non-Accidental Customer Fatalities	2014/15 (Q1-Q3)	2013/14	Total
Suicide (rate/million customer journeys)	16 (0.018)	27 (0.021)	43
Crime related (rate/million customer journeys)	0 (0)	1 (0.001)	1
Medical related (rate/million customer journeys)	2 (0.002)	13 (0.010)	15
Total (rate/million customer journeys)	18 (0.020)	41 (0.032)	59

- 3.4 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.

4 Non-Accidental Customer Fatalities – Suicides



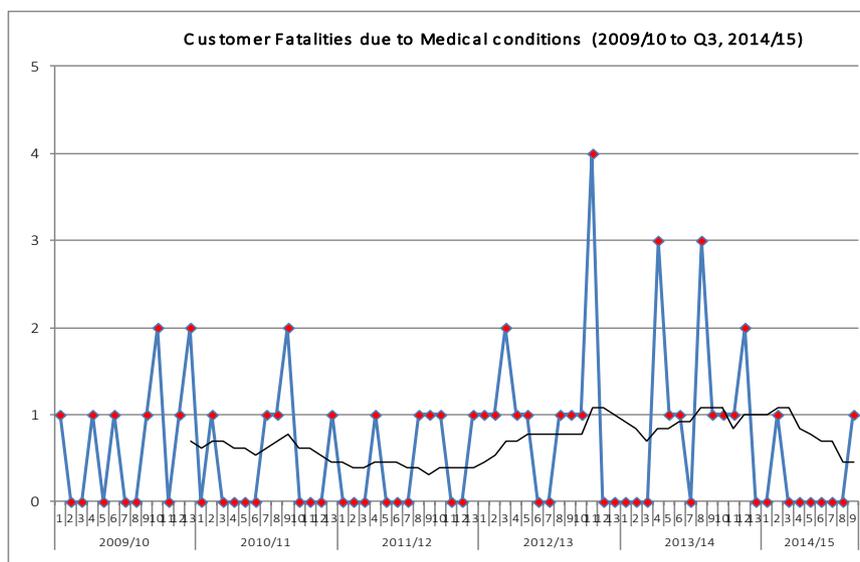
- 4.1 The majority of non-accidental customer fatalities are as a result of suicide, involving trains. Since the beginning of 2013/14 and up to the end of Quarter 3 2014/15 there have been 43 fatalities as a result of suicide (73 per cent of all non-accidental customer fatalities).

- 4.2 The non-accidental customer suicide fatality rate since the start of 2013/14 is 0.021 per million customer journeys.
- 4.3 The chart above shows an average of two fatal customer suicide incidents occurring 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 or so and which we continue to develop. This includes strategically placed Samaritan telephones and posters on stations.
- 4.4 In addition to this, LU worked in partnership with the Samaritans to develop a customer-facing suicide reduction project. It aims to equip staff with the skills to identify vulnerable people, and give them the confidence to intervene if necessary. The training has run successfully for a number of other organisations including rail operators, British Transport Police, the Department of Health and HM Prison Service. LU has delivered the training to its station staff.

Benchmarking

- 4.5 By comparison there were 286 fatalities as a result of suicide on Network Rail infrastructure during 2013/14 and 211 up to the end of Quarter 3 2014/15 (497 in total). During 2013/14, 1.59 billion passenger journeys were undertaken on the mainline, giving a rate of 0.18 fatalities as a result of suicides per million journeys.

5 Non-Accidental Customer Fatalities – Medical



- 5.1 The overall number of medical related non-accidental customer fatalities is very low, with an average of less than one per period. In 2013/14 there were three periods where there was more than one medical related non-accidental fatalities. In the first nine periods of 2014/15 there have been no such periods.

- 5.2 There were 15 medical related non-accidental customer fatalities during 2013/14 and up to the end of Quarter 3 2014/15 (25 per cent of all non-accidental customer fatalities).
- 5.3 The non-accidental medical related customer fatality rate since the start of 2013/14 is 0.01 per million customer journeys.
- 5.4 LU has worked with the St John 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:
- (a) in almost all cases where a person is taken ill on a train, they should be removed from the train to the station platform;
 - (b) 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;
 - (c) 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;
 - (d) 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;
 - (e) 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 and 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; and
 - (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).
- 5.5 This information is also shared with London Rail, who are adopting similar procedures.

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

- 6.1 There are very few crime related non-accidental customer fatalities on the LU network.
- 6.2 There was one crime related non-accidental customer fatality during 2013/14 and up to the end of Quarter 3 2014/15 (two per cent of all non-accidental customer fatalities). This occurred as a result of trespass.
- 6.3 The non-accidental crime related customer fatality rate since the start of 2013/14 is 0.001 per million customer journeys.

7 Conclusion

- 7.1 The most significant cause of non-accidental customer fatalities continues to be suicide. LU is continuing to work with the Rail Safety and Standards Board and public health organisations to review how suicides on London's railways can be further reduced.
- 7.2 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.

List of appendices to this report:

None

List of Background Papers:

None

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