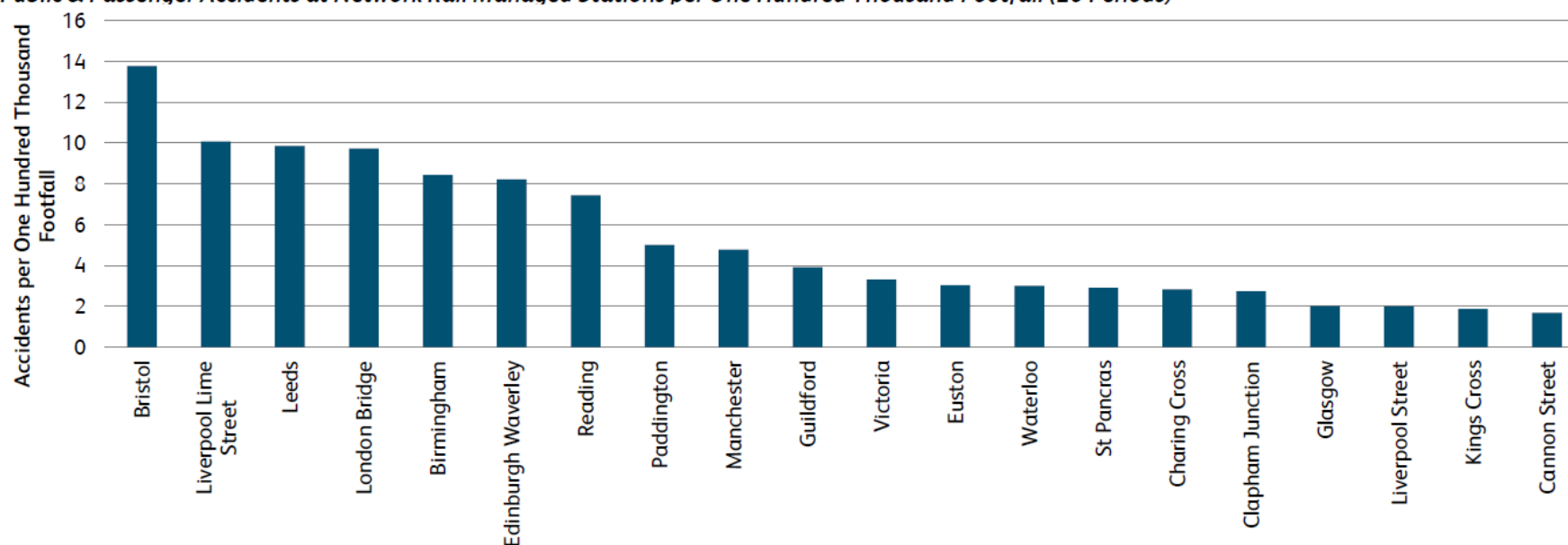


Transparency Publication: Public & Passenger Accidents

Correct to 1 February 2020

At Network Rail, the safety of passengers and other members of the public using our infrastructure is paramount. You can find out more about how we apply the highest standards of safety across our business at <https://www.networkrail.co.uk/who-we-are/our-approach-to-safety/>.

Public & Passenger Accidents at Network Rail Managed Stations per One Hundred Thousand Footfall (26 Periods)



Commentary

The comparative performance of the stations remains the same as reported in period 9. In making comparisons between the managed stations it is evident that in the context of an overall reduction in the number of reported accidents there have been some small changes in the performance of a number of stations relative to each other in recent periods. Slightly worse performance at Leeds and London Bridge, combined with slightly better performance at Liverpool Lime Street, has re-ordered the top seven stations. Further down the table a similar change has occurred with St Pancras and Guildford exchanging places with Waterloo and Clapham Junction. Managed stations are deploying a range of tactical measures to positively influence customer behaviour, improve and maintain the slip resistance of floor surfaces and improve the understanding and management of Platform Train Interface (PTI) risk. The challenge will be to sustain the effort over time and embed these measures into the routine operation of the stations.

More substantial reductions in station accident rates, against a background of forecast increases in passenger numbers and station visits by the public for retail activities, are dependent on further investments in station infrastructure and a strong focus on designing out hazards that cause slips, trips, falls and accidents at the platform/train interface.