

Accidents do happen

But secondary disasters can be prevented

A project to improve safety in passenger trains

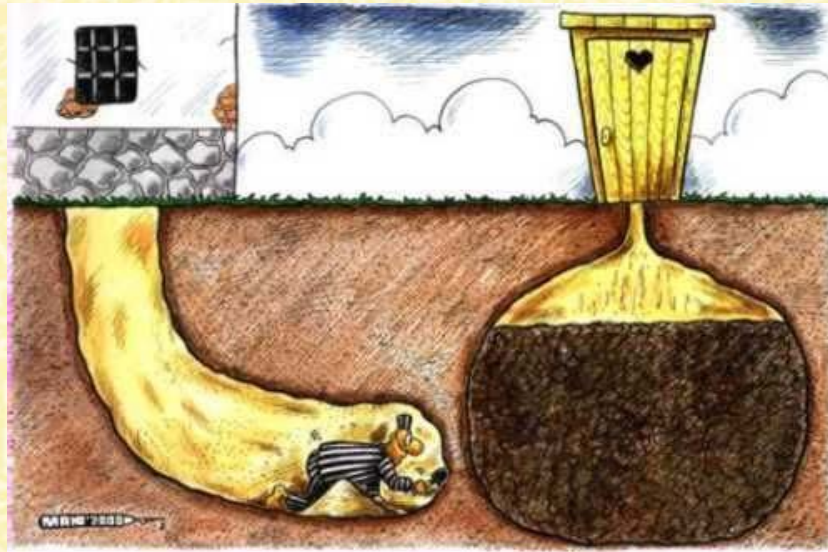
Michael Cale', Vienna, December 2011



This is a frightening lecture



Escape might be your best option



It is true, accidents do happen

www.Car-Accidents.com





But human behavior and stupid decisions can be more frightening





















We remember disasters like...



London



Duisburg



Mecca



Ellis Park



Arad



Brussels



The Unresponsive Bystander Latane and Darley



Kitty Genovese



The Unresponsive Bystander Latane and Darley

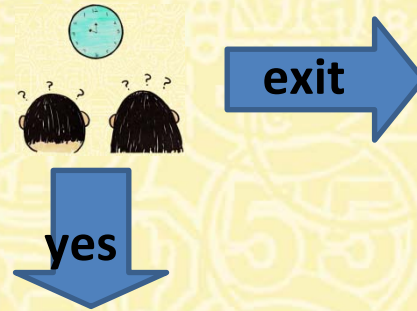


Kitty Genovese

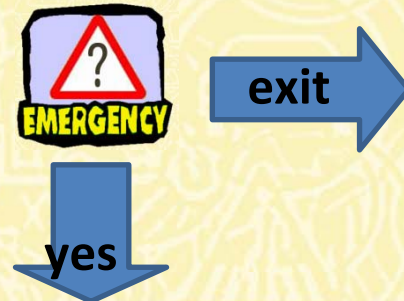


Four steps to effective emergency behavior according to Latane and Darley

1. Did I perceive something happening ?



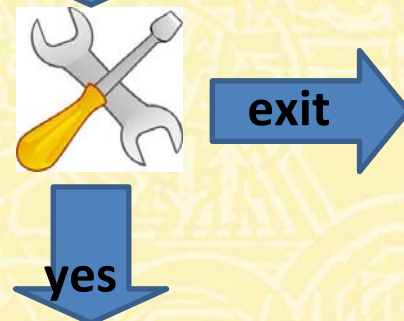
2. Is this really an emergency ?



3. Is it really my job to get involved ?



4. Do I have the tools needed to intervene ?



Principles of Empowering

(according to E.Scott Geller and M.Cale')



Principles of Empowering

(according to E.Scott Geller and M.Cale')

1. The issue / goal is important



2. You are capable of doing what is needed



3. If you perform what is required you will most likely get to your goal



4. You are in control



5. "Smile"



The Task



Two weeks later (28/12/2010)



The Requirements

1 All passengers will recognize emergencies, be capable of responding suitably, assume they are responsible for reacting accordingly and believe, that by responding that way they will save themselves and their fellow passengers. They will feel that they are in control and refrain from negative, emotional reactions.



2. Preparations including training, giving or receiving information and teaching will be done prior to any emergency.



3. The project must cater for the vast majority of Israel railways' passengers at all points of potential danger (language, types of travelers, place of emergency).



Five units of the program

1. Welcome message from the attendant



2. Signs and messages at the station

3. Signs, and messages in the train



4. Use of auditory broadcasts

5. Safety experts



Welcome message from the attendant



General, personal welcome
(.."captain xyz and his crew
would like to welcome you..")

Similar, personal welcome
by train driver. Mentions the
staff members who are at
your disposal at any time



Please put your luggage in
the overhead compartments or...

Please put your luggage in the
overhead shelves, the storage
areas near the doors or...



Please do not leave objects in the aisle or in front of emergency exits



Please do not leave objects in the aisle or in front of exits



Information about closing and opening safety belts



There is no requirement to be belted but for your safety we recommend that you be seated at all times



Where are the emergency exits
and how are they used



Where are the emergency brakes.
Explanation when and how they
may be used



Choose the closest emergency exit



In the extremely unlikely event of an emergency,
please leave the train from the closest door . Leave
all belongings behind. Do not cross onto the other
rails but get out of the train and down the
embankment as quickly as possible.” Explanation of
how to open doors and descend outside of a station.



Emergency belts



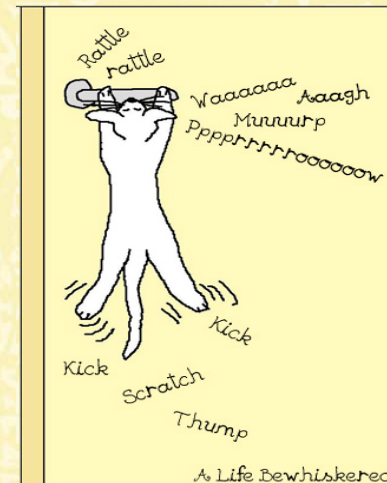
Where hammers can be found to break windows



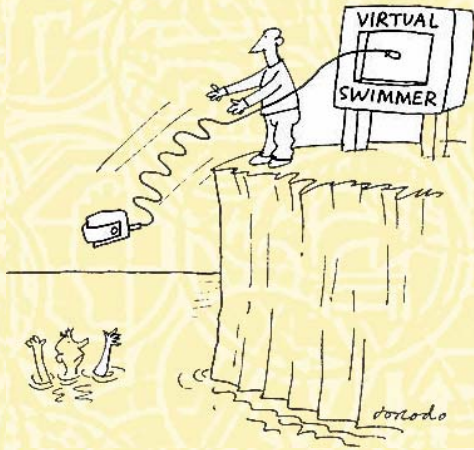
How to open emergency exits



How to open doors (Repeat)



Use of lifebelts



Use of emergency phone number
(under what conditions, what to expect, no need for everyone to call)



Do not use cell phones



Please respect the other passengers and refrain from loud cell phone conversations or loud music



Referral to card with additional safety information



Non smoking flight



Repeat personal welcome



Referral to card with additional safety information



No smoking trip

Repeat personal welcome



Safety experts

Six hour training course



Volunteers



Use of soldiers



Cooperation with bodies like



Badges – Status Symbols



Even if accidents do happen, secondary
disasters can be prevented

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What about hopping on ?.....



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