



Behavioural safety

Reduction of slip and trip
accidents in a station environment

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QBE Conference 2008

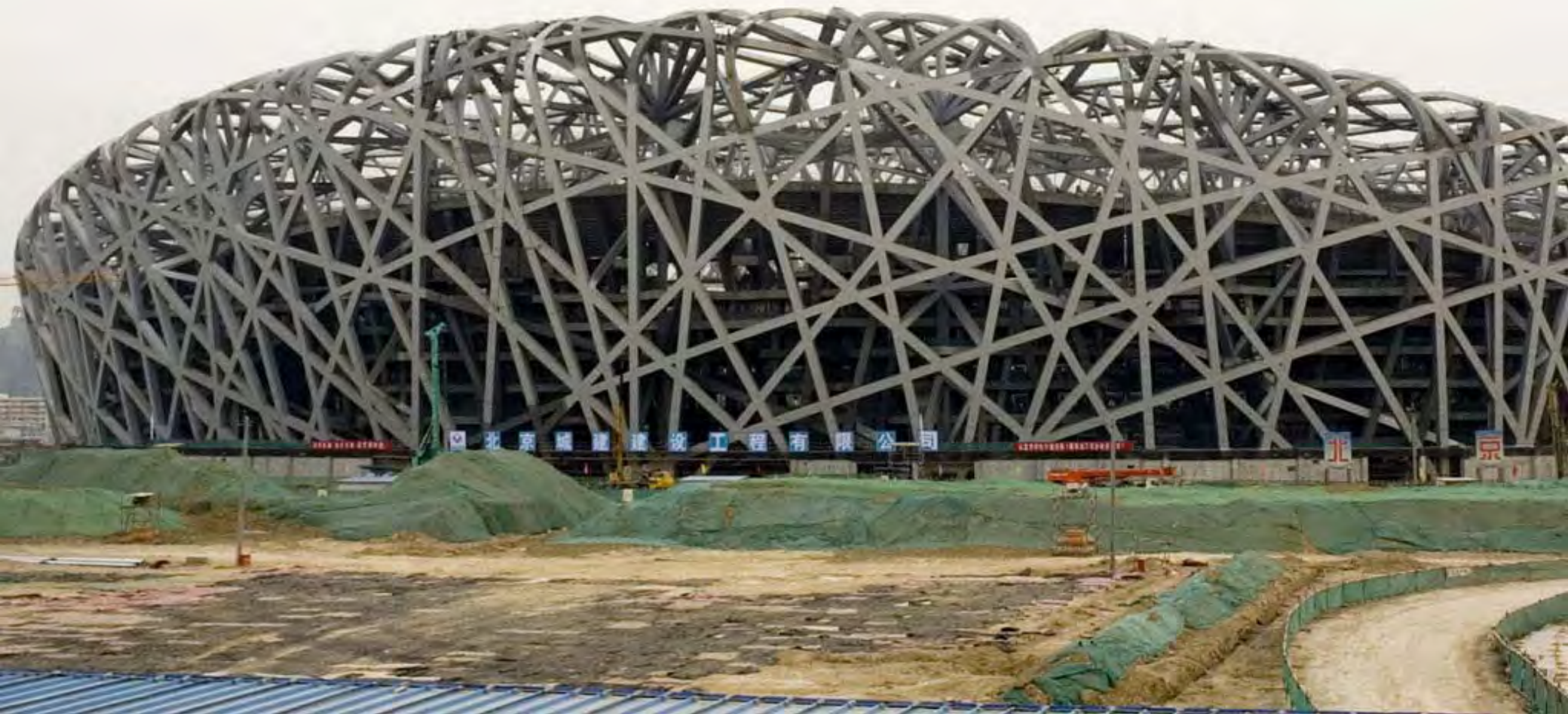
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We are consultants working in all aspects
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We conceive, plan, design, and deliver systems,
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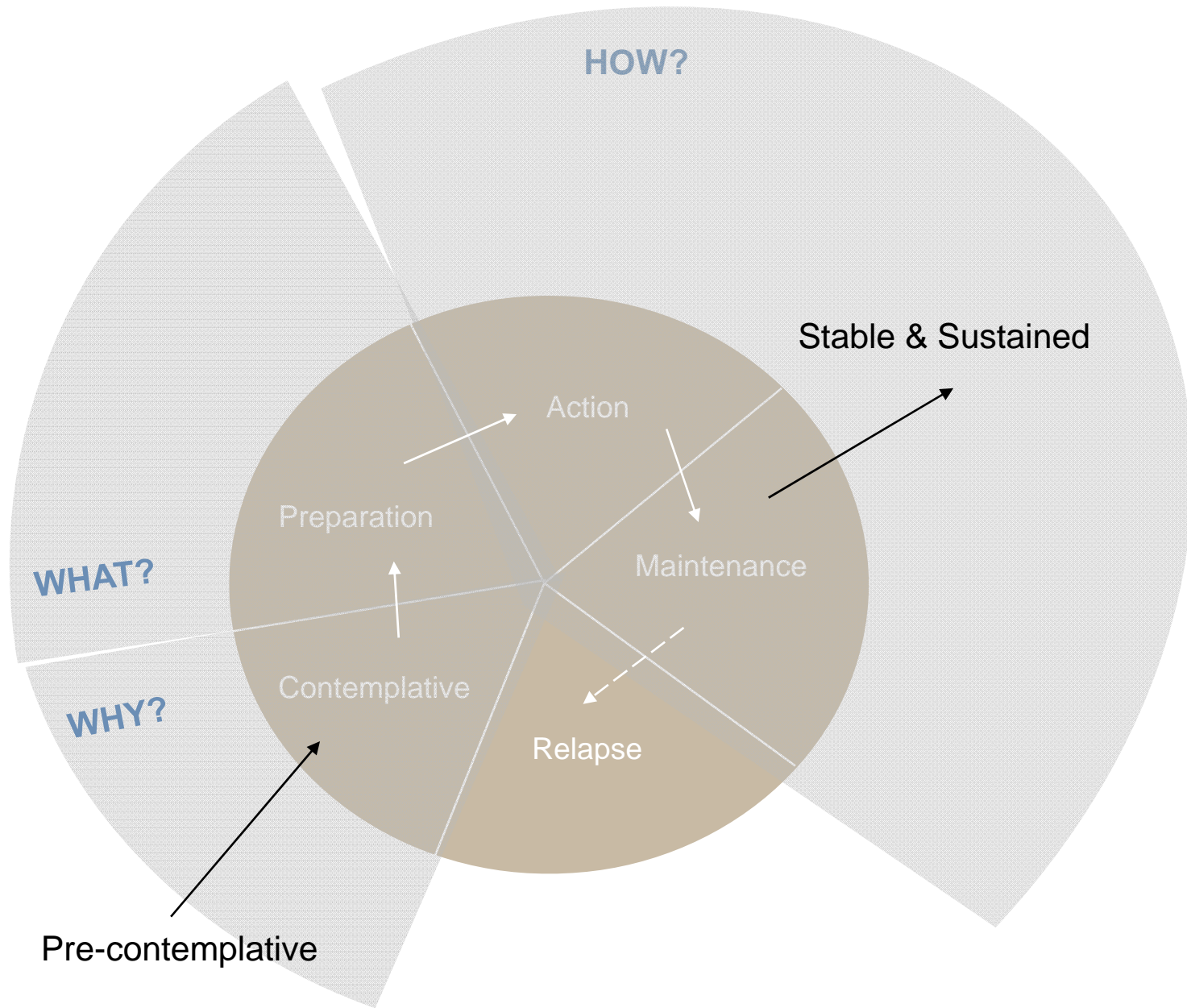
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Heathrow Terminal 5





Why is it important to understand STFs?



Reporting around 1 - 5 % of actual problem (estimated)

Reporting and detection regime defines 'waterline'

Majority of issues remain un-reported/
un-detected

So, why do people fall over ?

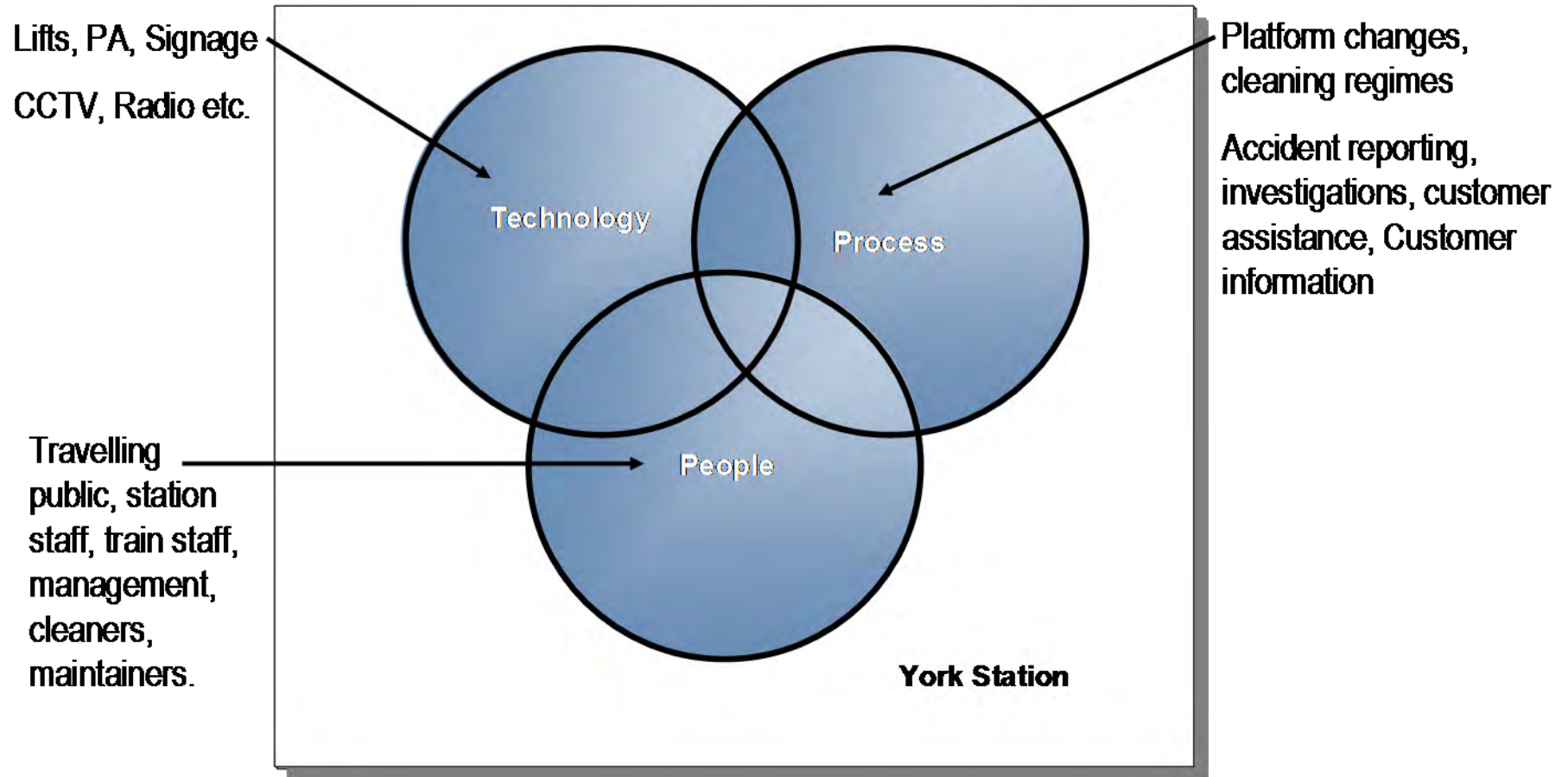
Combination of hazards and behaviour



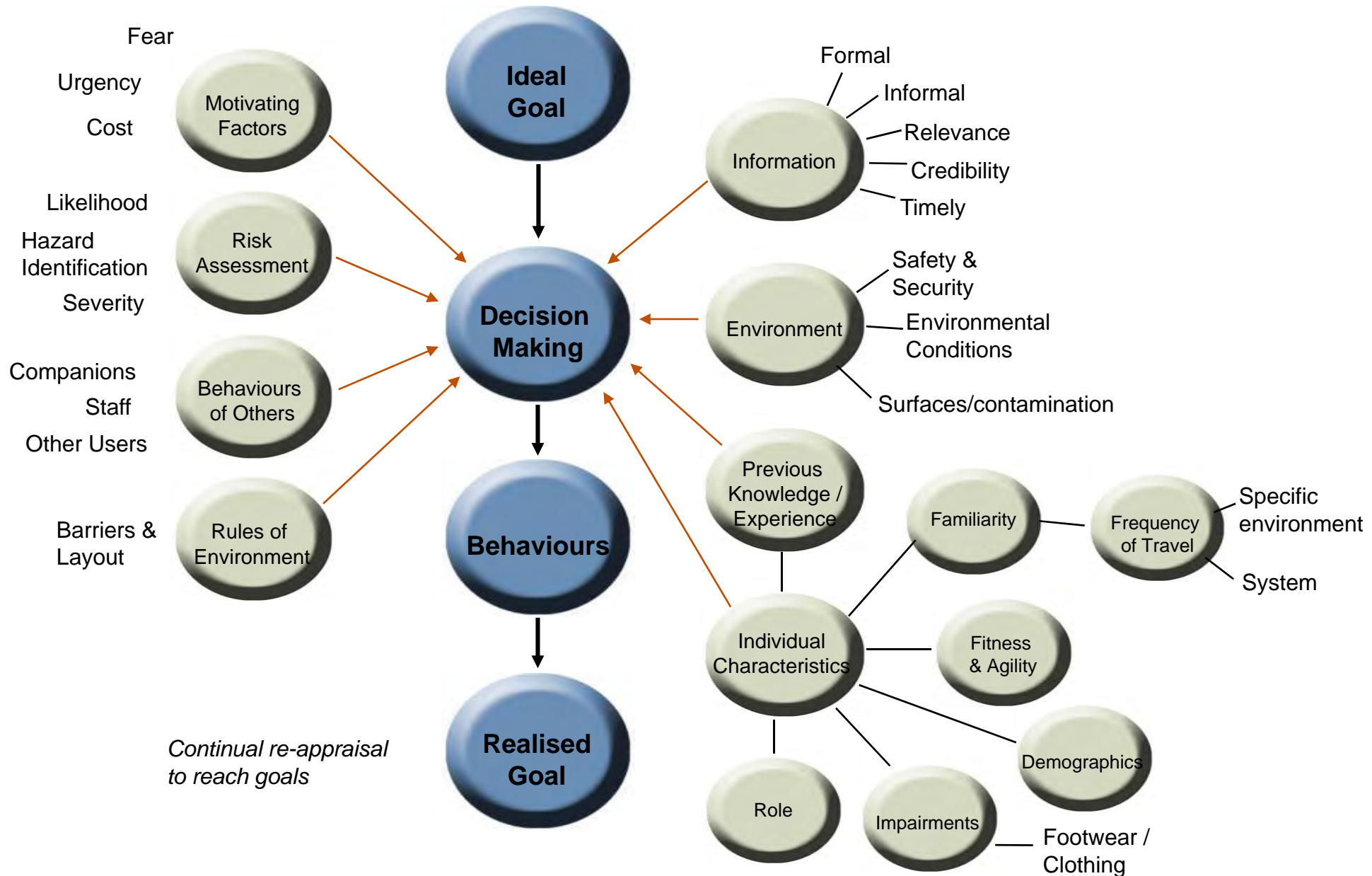
Just because slippery surfaces are present, it is not inevitable that people have to fall over. Behaviour is a key element of the equation.

Understanding Slip and Trip accidents

STFs take place in a dynamic environment: understanding how the elements interact is key to reduction of incidents



Dynamics of decision making



Which surfaces are slippery ?

Un-polished Terrazzo – Dry – Less than 1 in million risk of slipping

Wet – 1 in 30 risk of slipping

These figures are for even surfaces, slopes or ramps increases risk.

Also, cornering increases risk.

Common hazards





- ↑ Buses
- ↖ Taxis
- ← Telephones →
- ↖ Royal York Hotel
- ↖ City Centre
Centromile - Stationen
- ↖ Railway Museum
Museum der Queen der Fer - Eisenbahn Museum
- ↖ York Model Railway

TAKE CITY CENTRE TO MAP & GUIDE WILLAGE FROM RAIL STATION FOR US

TOWN MAPS
TOWN MAPS
TOWN MAPS
TOWN MAPS
HERE

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THE RENT A CAR GROUP





Dangerous behaviours



Behaviour influencers



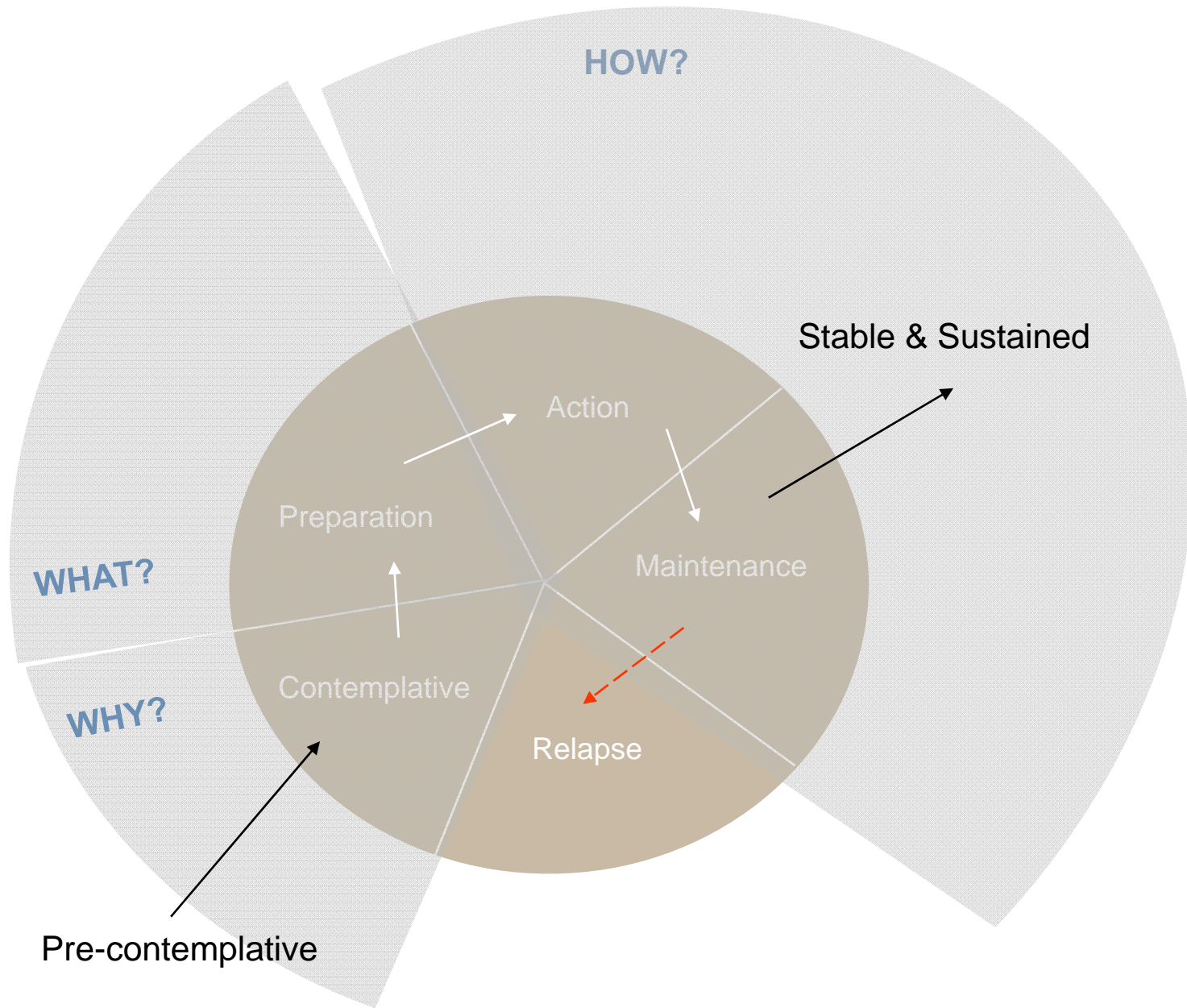
Intervention

- Observation & Analysis – What is really happening?
- Attitude survey
- Training - Staff
- Coaching - Management
- Hot spot reporting – Improved detection
- Alteration to appraisal system –
- New technology – Introduction of Dri-floor mops
- Process changes - Cleaning
- Signage
- Communications strategy & implementation

Results

- 28% decrease in STF accidents
- 55% decrease in STF with causation under direct control of station staff
- 23% route choice shift
- Significantly positive attitude shift in managers & staff
- Additional benefits realised
 - Cleaner/tidier station – Station of the year award 2006
 - Other safety issues detected and addressed

What happened next



Questions