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
But human behavior and stupid decisions can be more frightening
We remember disasters like...

London, Duisburg, Mecca, Ellis Park, Arad, Brussels
The Unresponsive Bystander
Latanee and Darley

Kitty Genovese

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The Unresponsive Bystander
Latanee and Darley

Kitty Genovese
Four steps to effective emergency behavior according to Latanee and Darley

1. Did I perceive something happening?
   - yes

2. Is this really an emergency?
   - yes

3. Is it really my job to get involved?
   - yes

4. Do I have the tools needed to intervene?
   - yes

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Principles of Empowering
(according to E.Scott Geller and M.Cale’)

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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

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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

Information about closing and opening safety belts

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

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

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Where are the emergency exits and how are they used

Choose the closest emergency exit

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

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

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Even if accidents do happen, secondary disasters can be prevented

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What about hopping on?.....

Michael Cale’, Vienna, December 2011
cale.michael@gmail.com
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