

Safety vs. Service in Railway Business

Safety and Service

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I Railway Safety has been threatened

~Current Situation~

- ◆ Crews cannot switch on the train protection radio equipment even when they violated a red signal
- ◆ When the conductor suddenly got sick, the driver did not call an ambulance
- ◆ Despite the fact that the emergency train stop warning system in the station was working, the conductor could not stop the train
- ◆ A conductor did not take measures to stop the train though he recognized an umbrella was caught in the train door
- ◆ A driver could not stop the train when the train ran over the speed limit of the turnout and he sensed danger
- ◆ JR East let a driver continue conveyance of passengers despite train trouble

II Reasons why train crews cannot stop trains

- ▲ Workers have incentive not to delay trains
- ▲ Train crews worry about punishment or evaluation and try to hide accidents
- ▲ There is a work climate which propels a wrong idea of “improving passengers’ satisfaction = passenger first”

III What is the problems?

1. A policy of “safety first”, “stability schedule second” is not clearly designated at workplaces
2. There is a tendency of blaming workers who invited accidents or made mistakes
3. Crews concern evaluation over “service ” itself, which intensifies competition between workers

IV What is service in the Railway Transport ?

~To transport passengers safely to their destination~

1. Do not operate a train on any terms if even a single safety guarantee is absent
2. Thoroughly investigate the cause of accidents or problems for ensuring safety transport
3. Provide accurate information to passengers and promote their understanding of safety
4. Establish workplace climate not to bring workers into excessive competition against each other

Thank you for your cooperation

