



**‘Next-level’ communication: A critical role  
in risk management**

# On the quest to improve rail safety

**1** Background

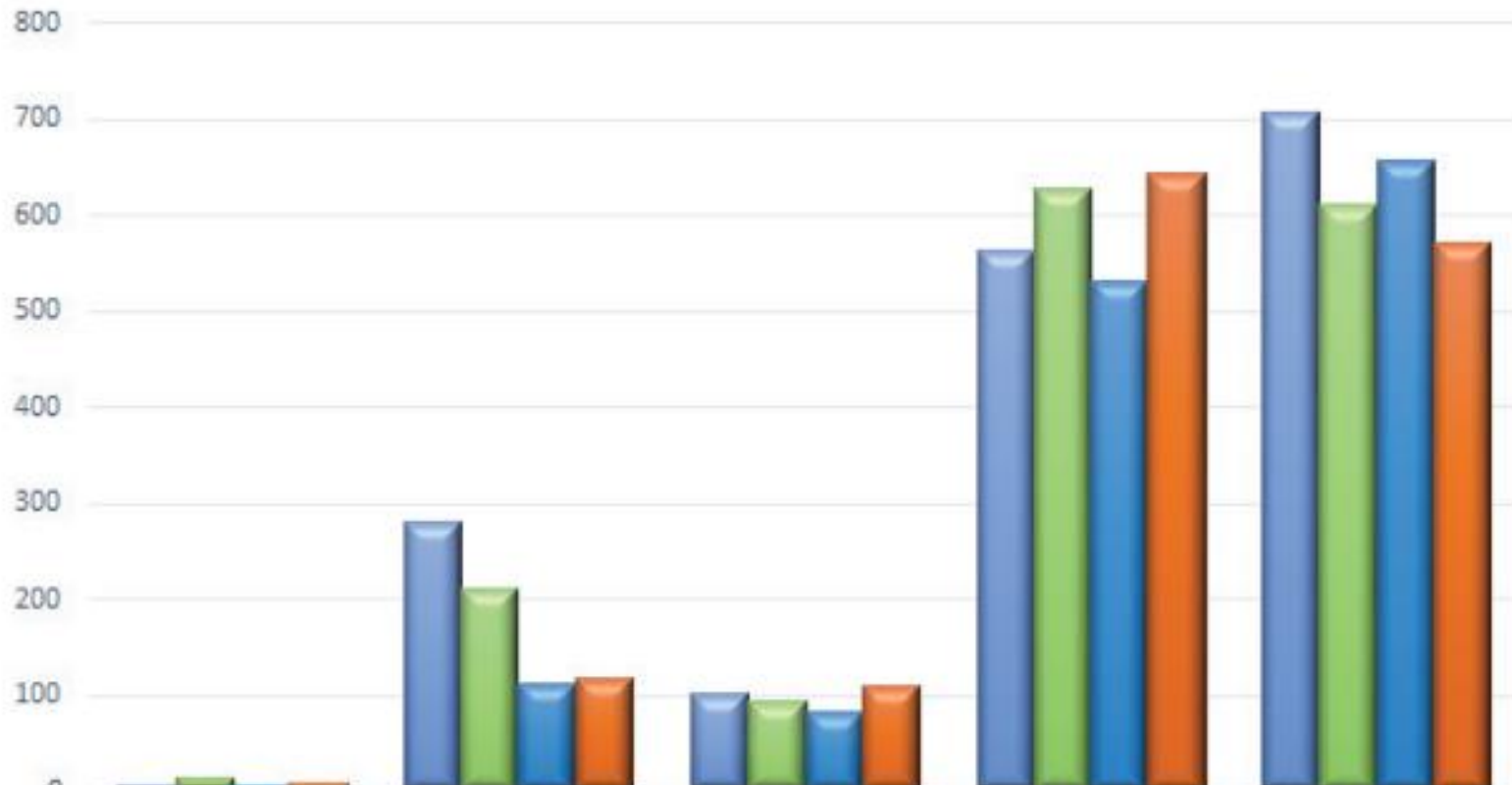
**2** National Level Crossing Technical Committees

**3** Role of communication in risk management

**4** Model for communication

**5** Lessons learnt

# Background

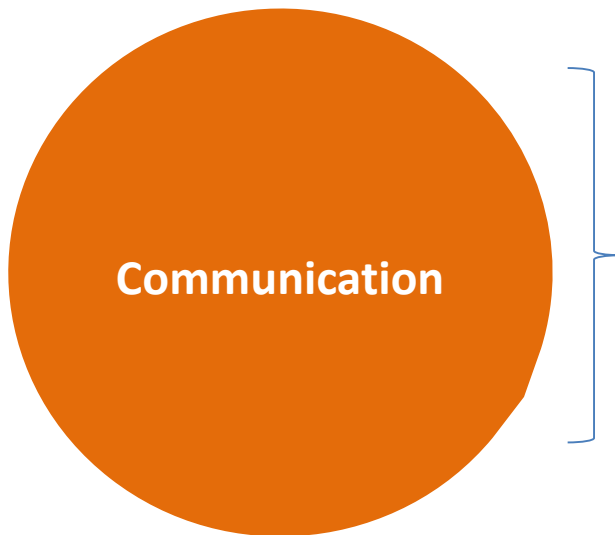


	A-a (Coll on Running Line)	B-a (Derailment on running line)	D-a (Level Crossings)	E-a (People struck by trains)	H-a & H-b (Platform Train Interface)
YTD 13/14	6	280	102	564	707
YTD 14/15	14	212	94	627	611
YTD 15/16	6	114	83	531	657
YTD 16/17	8	118	110	642	572

# National Level Crossing Technical Committees

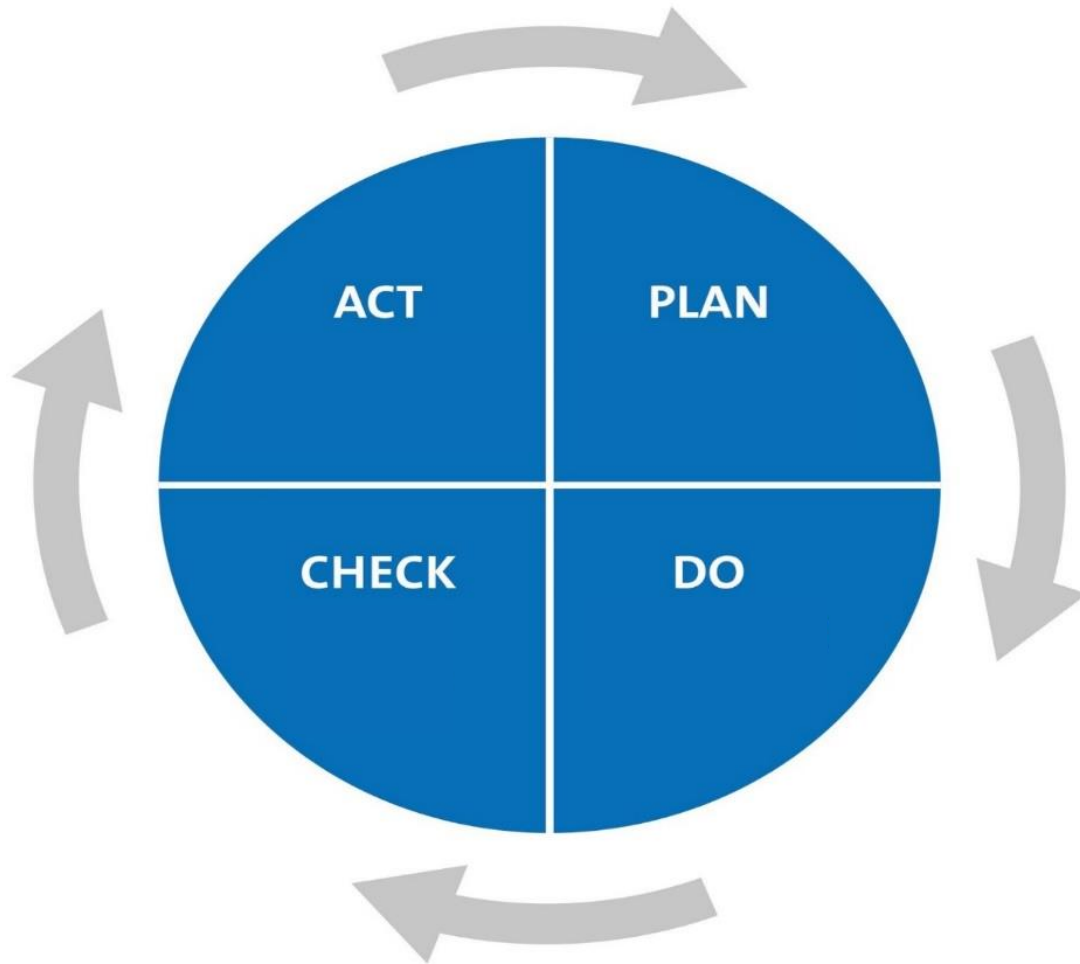
Stakeholder	Role in the Committee
Railway Safety Regulator of South Africa	<ul style="list-style-type: none"> <li>• Coordination of the Committees</li> <li>• Ensuring compliance of the Level Crossing Standard</li> <li>• Monitoring progress on the implementation of the action plans</li> <li>• Conducting public education and awareness</li> </ul>
National Department of Transport	<ul style="list-style-type: none"> <li>• Guidance on government policy</li> </ul>
Provincial Departments (Roads and Related matters)	<ul style="list-style-type: none"> <li>• Responsible for the maintenance of the road reserve at a level crossing/ compliance to the Level Crossing Standard.</li> </ul>
Other National and Provincial Departments as identified, e.g, Human Settlements	<ul style="list-style-type: none"> <li>• Responsible for spatial planning and land use issues that might impact on safety at level crossings e.g. informal settlements on the rail reserve</li> <li>• Public education and awareness</li> </ul>
Municipalities	<ul style="list-style-type: none"> <li>• Responsible for the maintenance of the road reserve at a level crossing and spatial planning</li> <li>• Public education and awareness</li> </ul>
Network operators (commuter and freight)	<ul style="list-style-type: none"> <li>• Responsible for the maintenance of the rail reserve at a level crossing/ compliance to the Level Crossing Standard/Design of the level crossing</li> <li>• Public education and awareness</li> </ul>
Other organisation as identified by the committee, e.g. Commuter Forums	<ul style="list-style-type: none"> <li>• Representing the interests of the interested or affected stakeholders on level crossing safety.</li> </ul>

# The role of communication



- Identifying stakeholders
- Inviting stakeholders
- Informing stakeholders about the purpose of the Committees
- Collectively identifying risks at level crossings
- Agreeing on action items to address risks
- Ensuring compliance to Level Crossing Standard and other applicable legislation

# Guiding principles



# RSR's key pillars

## Vision: Zero occurrences

- **Education**
- **Enforcement**
- **Engineering**

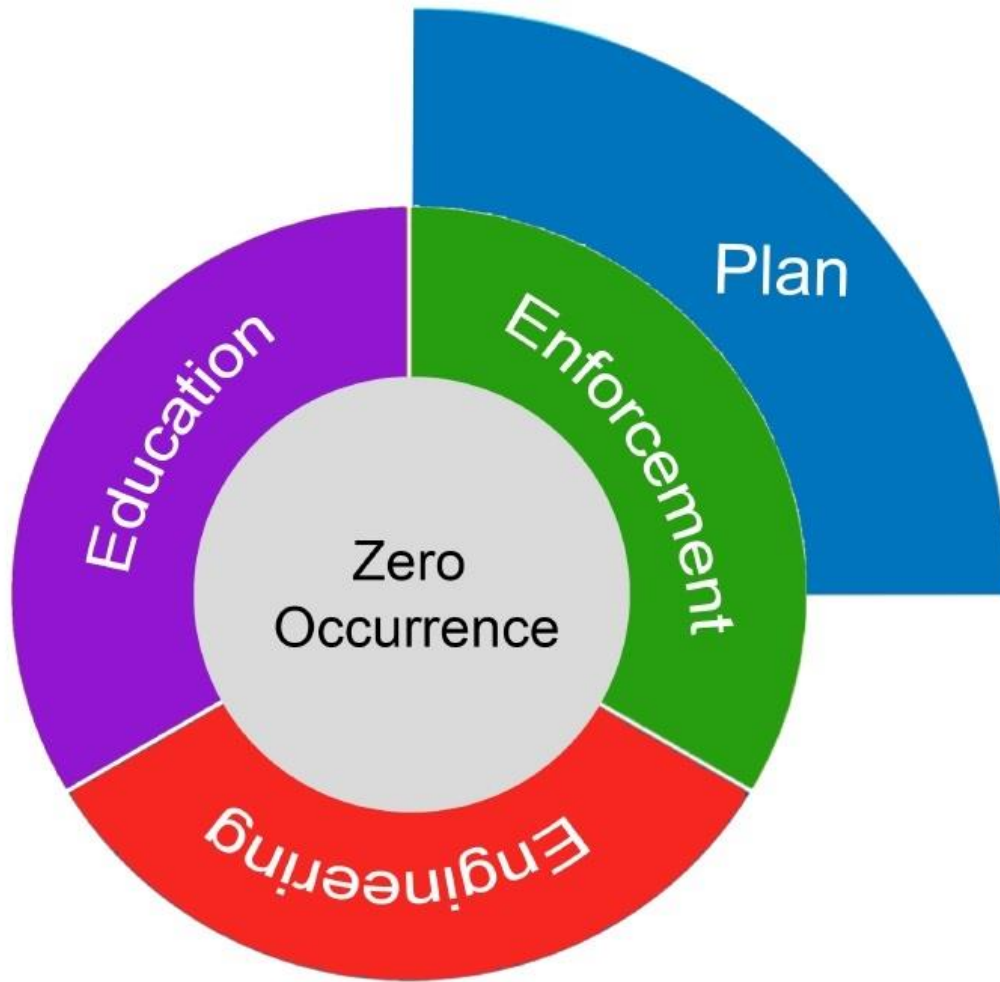


# RSR's model of results-driven communication





# What, when, where why and how



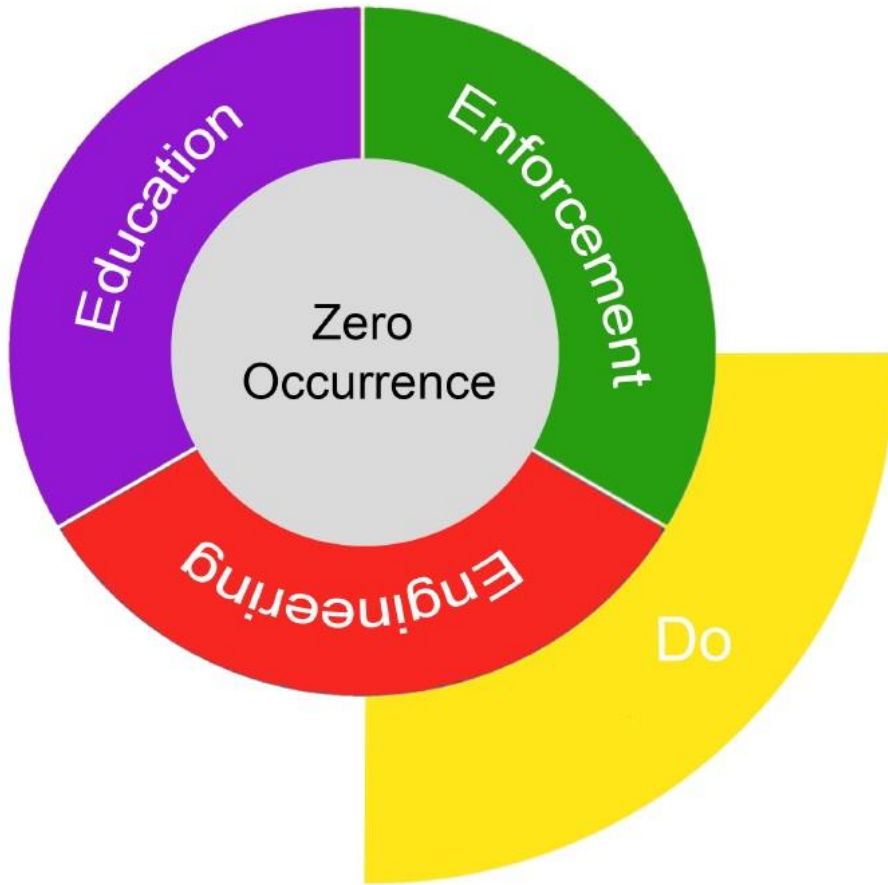
A standard agenda is set, highlighting:

- Level crossings' occurrence statistics or hot spots
- Root causes
- Authorities responsible
- Action plans

# Hot spots identified

Crossing Name	Network	Description of Crossing	Date of Occurrence	Findings of Investigation
Stellenbosch (Bergkelder)	PRASA	<ul style="list-style-type: none"> <li>• Single line</li> <li>• Flashing lights and short booms</li> <li>• Adequate signage</li> <li>• Very awkward layout</li> <li>• Vehicles enter/exit Bergkelder</li> <li>• Heavy vehicular and pedestrian traffic</li> </ul>	17 January '15 Investigation	<ul style="list-style-type: none"> <li>• Long vehicles leaving Bergkelder block the access road and have to ignore the stop sign to clear the road.</li> <li>• Numerous pedestrians use the crossing</li> <li>• The crossing is very close to the main road</li> <li>• Booms were inoperative at the time of incident.</li> <li>• No flagman despatched at the defected booms</li> <li>• High level on non-compliance by road drivers</li> </ul>
Eerste River (Lafarge)	PRASA	<ul style="list-style-type: none"> <li>• Single line</li> <li>• No protection</li> <li>• Signage in place</li> <li>• Gradient on road</li> <li>• Heavy road traffic</li> </ul>	20/6/13 Inspection	<ul style="list-style-type: none"> <li>• High level of non-compliance by road drivers</li> <li>• Road markings faded</li> <li>• Road surface uneven</li> <li>• High volumes of heavy road traffic</li> <li>• Significant gradient on road</li> <li>• Train drivers do not comply with siren sounding</li> </ul>

# What, when, where why and how

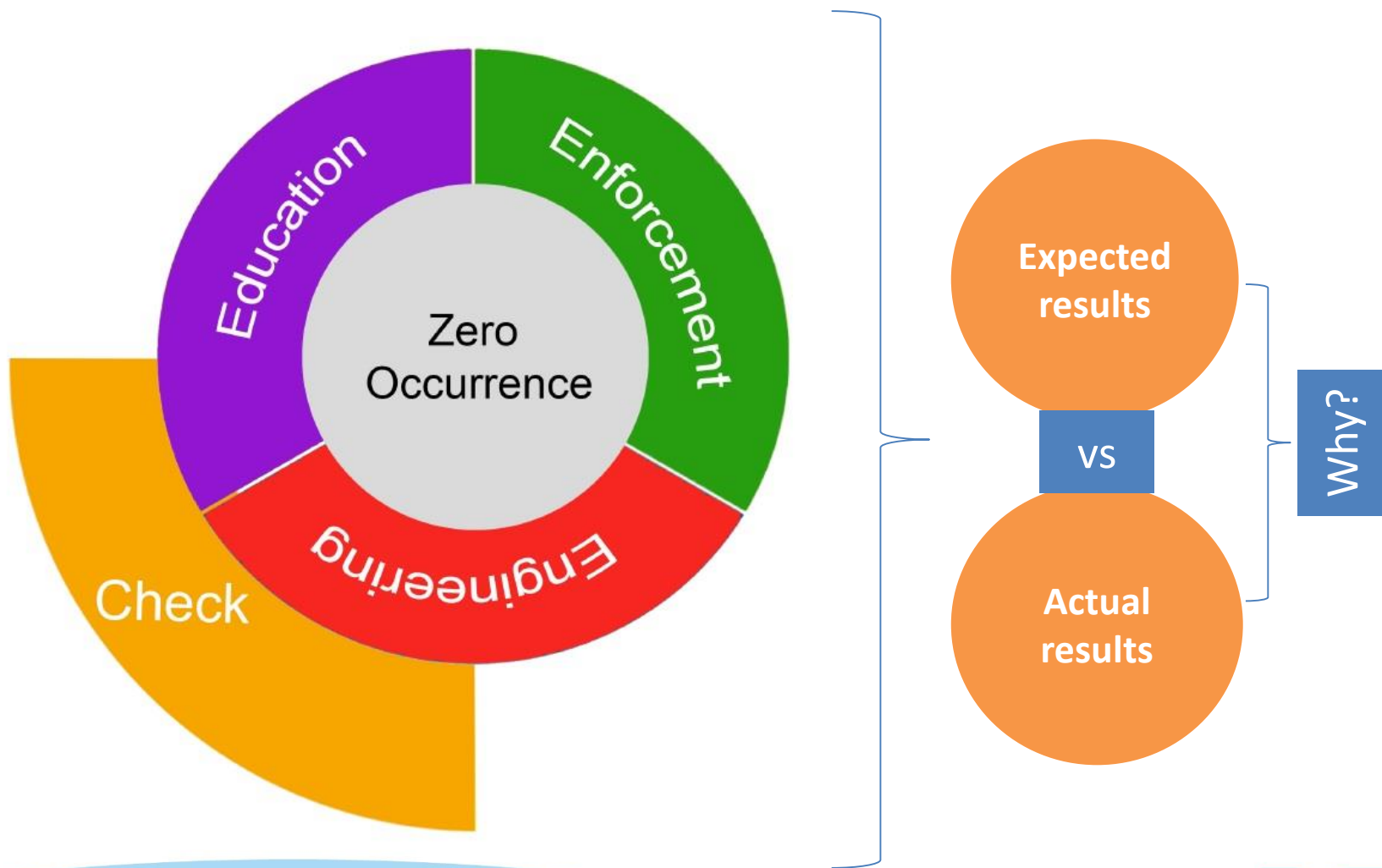


- Committees often decides on level crossings to visit and inspect
- Responsible authority assigned to implement action plan

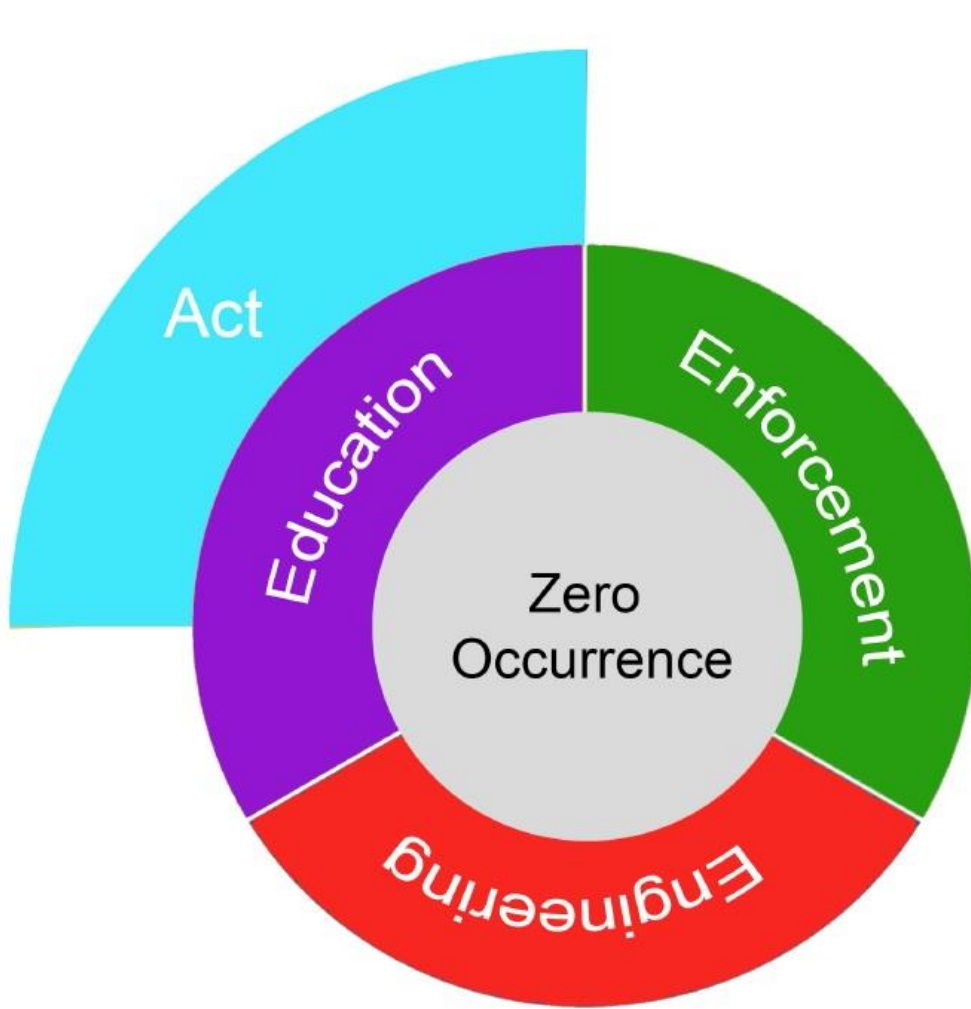
# Action plan

No	Action	Responsible	Target date	Status	Update
1	Level Crossing inspections to be conducted at identified level crossings	RSR	Quarter 4	1 outstanding  RSR to have a risk assessment at Marikana level crossing, all stakeholders to be invited	Marikana assessment scheduled for 11 Feb 2015
2	Statistical Update to be provided	RSR	Quarterly	Q4 to be provided in the Q4 meeting.	Included in presentation
3	Terms of Reference to be approved	All	Quarter 3	Draft circulated for comments within 14 days.	No comments received. Matter to be finalised
4	Level Crossing study report to be provided to all meetings members	RSR	Quarter 3	Draft report provided distributed for comments Circulated by memory stick after the meeting.	No comments received. Final report submitted to RSR CEO for approval
5	City of Cape Town's Study on level crossings to be circulated.	RSR	Quarter 3	Comments to be sent within 14 days.	No Comments received

# What, when, where why and how



# What, when, where why and how



- Lessons learnt
- Corrective plans

# Lessons learnt

- 1 Constant communication key**
- 2 Changes in environment affect occurrences**
- 3 Changes in leadership/priorities affect work**
- 4 More than one representative per stakeholder required for continuity**
- 5 New risks emerge all the time**



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