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**Transparency Publication: Public & Passenger Accidents 2019/20 P4**

Correct to August 2019

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**Public & Passenger Accidents at Network Rail Managed Stations per One Hundred Thousand Footfall (26 Periods)**

Bristol, Birmingham New Street and Leeds continue to have the worst accident rates but compared to last year improvements have been achieved by Manchester, Glasgow Central and Guildford. Western Route is refocussing its action plan using updated data following a two year study and analysis of passenger accidents. This will include working in conjunction with the route asset team to look at asset performance across the managed stations. Leeds station is looking at its current signage and looking to industry for good practice following a similar exercise over a shorter period. Accident reviews continue throughout the routes and they continue to address findings from their investigations. Also there is a platform train interface risk review taking place in collaboration with the RSSB to address the boarding and alighting risk for passengers, as well as working groups for slip, trip and fall events and passenger crowding.