**Potential for serious injuries avoided by 911 call**

On the morning of May 13, 2015, a parent dropped off his older daughter at school and then proceeded to the North Quincy MBTA (Massachusetts Bay Transportation Authority) station where he boarded a commuter train headed to work. When he arrived, approximately 35 minutes later, he realized that he had forgotten to drop off his one-year-old daughter at her day care and had left her in his SUV in the North Quincy station parking lot. The frantic father called 911 as he boarded a train returning to North Quincy. Thankfully, the police and emergency responders were able to find and remove the infant from the vehicle. The child showed no signs of medical distress.

We don't follow safeguards when we know something is going to happen, we follow safeguards in case something happens.

### Problem

**What**

Problem(s)

Potential for serious injury/fatality, infant left in vehicle, forgot to drop off child

**When**

Date

May 13, 2015

Time

~7:45 AM

**Where**

Facility, site

North Quincy MBTA (Massachusetts Bay Transportation Authority) Station

Unit, area, equipment

Commuting to work via MBTA train

Task being performed

**Impact to the Goals**

Safely

No injuries, potential for serious injury/fatality

### Analysis

**Cause Map** - Add detail as information becomes available.

The one-year-old was not visible to the parent because she was in the back seat of the vehicle in a rear facing car seat, as required by law. Airbags were originally introduced in the 1970s but became more commercially available in the early 1990s. In 1998, all vehicles were required to have airbags in both the driver and passenger positions. This safety improvement, which had the unintended consequence of putting children in car seats in a less visible position to the parents. The number of hot car deaths has significantly increased since the early 1990s.

On the morning of the incident the ambient conditions were relatively mild, about 59 degrees Fahrenheit. However, the temperature in a vehicle can quickly exceed the ambient conditions due to what is called the greenhouse effect. Even with the windows down, the temperature in a vehicle can rise quickly. 80% of that temperature rise occurs within the first 10 minutes.

### Solutions

<table>
<thead>
<tr>
<th>No.</th>
<th>Possible Solutions</th>
<th>Cause</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Place something you need (phone, shoe, briefcase, purse) in rear floor board.</td>
<td>Parent did not look in back seat (open rear door)</td>
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<tr>
<td>2</td>
<td>Always open rear door when leaving vehicle: “Look before you Lock” campaign.</td>
<td>Parent did not look in back seat (open rear door)</td>
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<tr>
<td>3</td>
<td>Keep stuffed animal in car seat, when car seat is occupied place stuffed animal in front seat as visual cue/reminder child is in the car.</td>
<td>Parent forgot infant in vehicle</td>
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<tr>
<td>4</td>
<td>Create process where day care or caretaker calls if child does not show up when expected.</td>
<td>Infant in vehicle for &gt;35 minutes</td>
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