

Safety Performance Dashboard

01 December 2020 Board meeting
Open session



KEY TRENDS

for November 2019 to October 2020

In the 12 months to the end of October 2020, 32 people died on Auckland roads compared to 42 at the same time last year (Nov 2018 – Oct 2019). In the 12 months to the end of July 2020, 510 people sustained serious injuries on Auckland roads. This is 58 fewer than the 12 months to the end of July 2019.



32 Auckland roads death in Nov 2019 to Oct 2020
510 Auckland roads serious injuries in Aug 2019 to Jul 2020

The number of overall Health and Safety reported cases has increased slightly from the previous year. However, we have also experienced the Covid-19 lockdown, which reduced the number of work activities. Noting the Covid-19 effects on work patterns, we may be observing an increase overall in this reporting year.



310 average per month Nov 2019 to Oct 2020
304 average per month Nov 2018 to Oct 2019
209 cases reported in Oct 2020
283 cases reported in Sep 2020

The trend recorded for lost time injury frequency rate (LTIFR) for all AT employees was stable.



5 Lost Time Injuries
2 in September
3 in October

SUMMARY OF H&S PERFORMANCE INDICATORS

for November 2019 to October 2020



Total injury frequency rate for AT Suppliers activities

The trend is stable for the total recordable injury frequency rate for AT operators and contractors.



Auckland Transport employee injuries

There is a stable and slightly reducing trend noted in the lost time injury frequency rate for AT employees in the last 12 months.



Injuries to other persons

With the increased customer data from CRM and lowered patronage number over the reporting period, there is an increase in customer injury frequency rates.



Monitoring and inspection

The number of inspections increased in September when compared to August. This represents the second highest level over the 12-month period. October showed a sharp decline due to incomplete KPI data for the month. Inspection numbers continue to trend upwards when analysed over a 12-month period.



Hazard & near miss reporting

There was a steady average number of lead (unsafe or near miss) cases reported over the last 12 months. However, there has been a downward trend in the number of hazard and near miss reports by workers since October 2019.



Drug and alcohol (D&A) testing

There is an upward trend in the number of D&A tests being conducted in the last 12 months; despite lower numbers for reporting over the lockdown period.





OPERATOR AND CONTRACTOR INJURIES FOR AT ACTIVITIES

There is a stable trend in the Total Recordable Injury Frequency Rate reported by operators and contractors

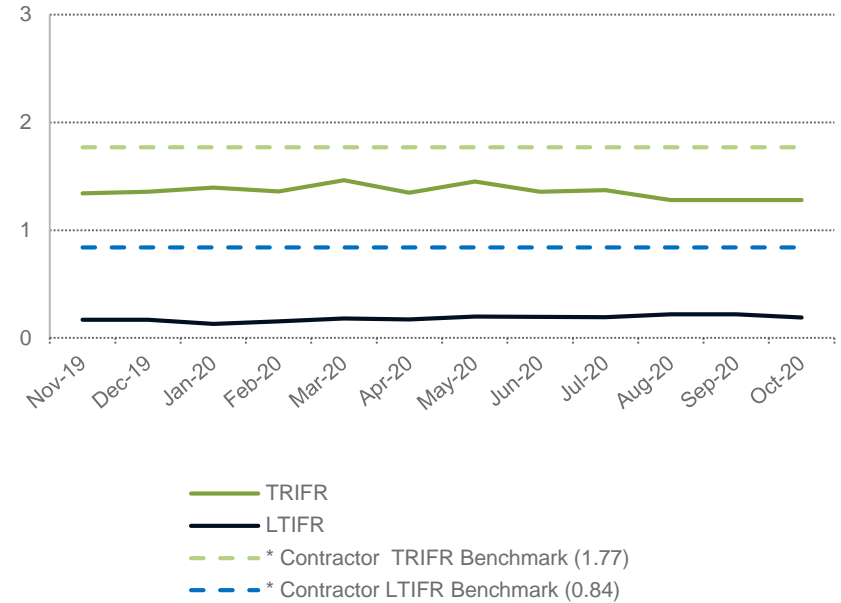
There were nine regulator (WorkSafe, Maritime New Zealand and NZTA/Waka Kotahi) notifications over the September and October period, of which eight involved AT contractors and operators.

There were also five reported injuries involving five contractors over the reporting period involving manual handling, working with plant/equipment, violence & abuse, and slip, trip and falls.

Cases worth noting:

- A Downtown Public Space storeman was loading life jackets into boot of a vehicle when he turned around and banged his head into the side of the boot lid, causing a small laceration. Workers in the area have been informed of the incident and bump caps have been provided to storemen for when they need to work outside of the construction zone.
- A Transdev platform supervisor was seriously assaulted by a member of public. A security officer from Armourguard rendered assistance once on scene. The assailant was later located by Police and arrested. The supervisor received medical help and resumed work.

Injury frequency rate for AT Suppliers Activities (per 200,000 Hours Worked)



* Contractor frequency rate benchmarks are based on 200,000 hours worked extracted from 2018 Benchmarking Report (Business Leaders' Health & Safety Forum (Zero Harm Workplaces)).

** For definition of TRIFR and LTIFR, please refer to the Appendix 1 in the Closed Report.





AT EMPLOYEE INJURIES

The overall trend is reducing for Lost Time Injury Frequency Rate (LTIFR) for AT employees

There was one major event involving an AT Parking Officer in a violence and abuse event in September 2020. WorkSafe was notified.

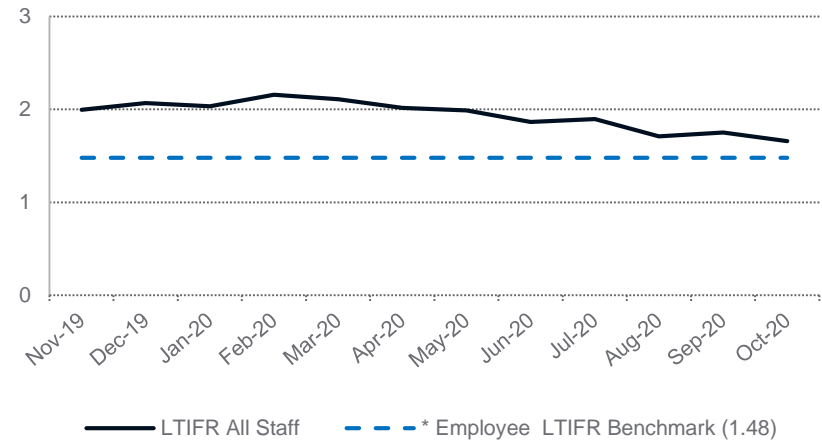
There were five new ACC injuries (two in September and three in October) all involving Parking Compliance and Transport Compliance officers. There is one lost-time injury case (3.5 days) carried over from the previous month into September period.

Cases worth noting:

- In September, a Parking Compliance Officer fell onto his wrist at work, while trying to save his phone from landing on the concrete. A GP diagnosed a wrist sprain, but the Physiotherapist (arranged by AT) recommended x-rays for a potential fracture. Due to the officer's hand being immobilised in a cast, he had 10 days away from work.
- In October, a Parking Compliance Officer suffered an ankle sprain from a slip over the curb. He was medically certified as unfit for work which resulted in a two-day lost-time injury.

AT's Safety team are working with managers to implement more injury prevention and well-being strategies, and further training for people leaders on managing workplace injuries is planned.

Injury frequency rate for all AT staff
(per 200,000 Hours Worked)



* Employees frequency rate benchmarks are based on 200,000 hours worked extracted from 2018 Benchmarking Report {Business Leaders' Health & Safety Forum (Zero Harm Workplaces)}.

** For definition of TRIFR and LTIFR, please refer to the Appendix 1 in the Closed Report.





INJURIES TO OTHER PERSONS (CUSTOMERS & GENERAL PUBLIC)

Reported injuries to customers and the general public has increased due to CRM data being incorporated.

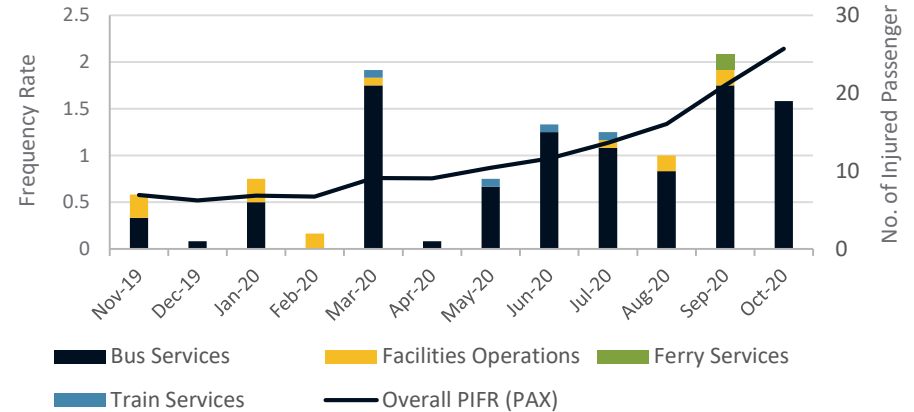
Passenger and customer injuries recorded in the Customer Relationship Management System have been included in the reported figure since March 2020. As we continue to improve the visibility of CRM data for the Safety team, the number of customer injuries reported in the bus operations has increased.

Most public transport injuries involved buses such as driving behaviour, customer slip, trip and fall, and doors closing on passengers when boarding the bus.

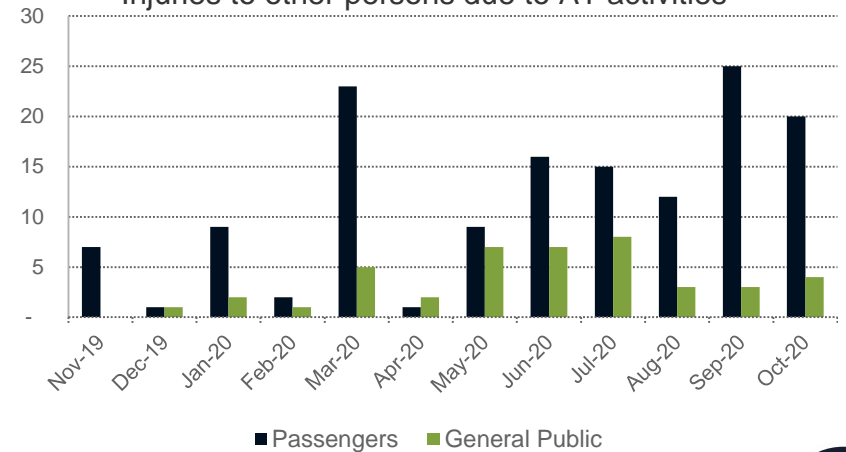
CRM data also showed some road customer (people walking) injuries resulting from broken footpath or potholes on the footpath being trip hazards, which have resulted in slip, trip and fall injuries. These cases are being investigated by the road maintenance team.

Where possible, contact has been made to follow up on the welfare of the individuals concerned.

PT Customer injury frequency rate (per 1,000,000 PAX trips YTD)



Injuries to other persons due to AT activities





MONITORING AND INSPECTION

H&S Monitoring and Inspections (physical works)

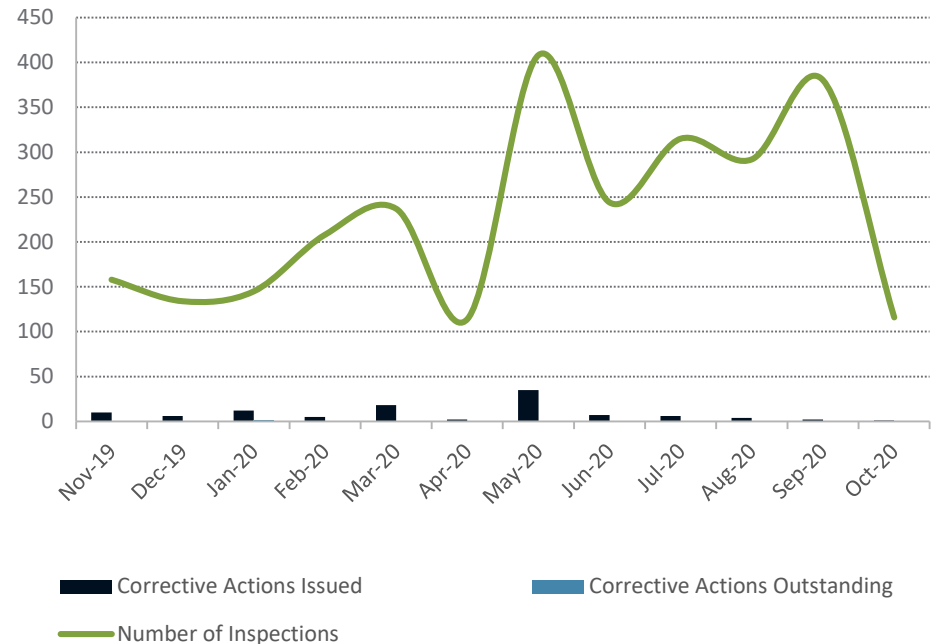
A total of 380 inspections were conducted at worksites during September and 116 in October. This sharp decline is due to the timing of this report, and most contractors have not yet provided their KPI results.

Two corrective actions were issued in September and one in October. One major corrective action was issued, relating to an electric cable that was buried at the incorrect depth. This is classified as major because it could lead to a service strike should any future excavations be carried out. Minor corrective actions included matters such as:

- Additional edge protection was needed to eliminate the risk of a fall from height.
- A replacement streetlight pole was skew and needed to be reinstalled.

All corrective actions were resolved.

H&S inspection and monitoring





NEAR MISS, UNSAFE BEHAVIOUR/ CONDITION REPORTING

Near Miss, Unsafe Behaviour/Condition Reporting

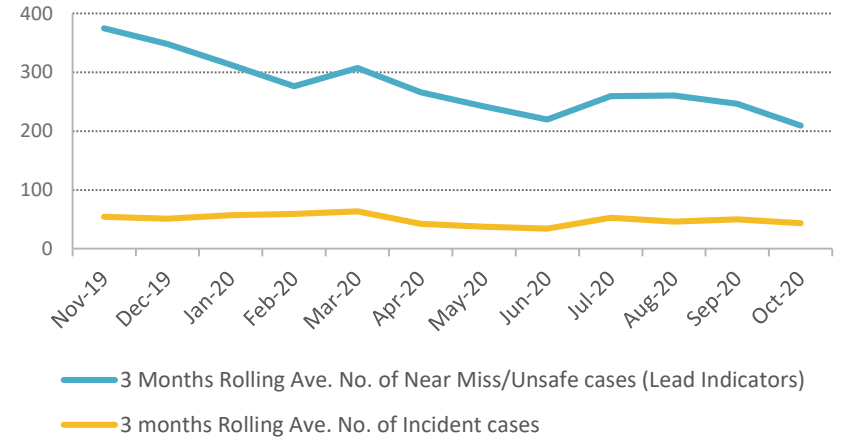
Over the past 12 months there has been a steady level of reporting of H&S cases. With the recommencement of works in June, the number of cases reported have now increased. AT's H&S team continues to capture COVID-19 related events using Synergi for case management purposes.

While 80% of the total H&S events reported over the last month were lead indicators (near miss or unsafe behaviour/condition events), there has been a continued downward trend in near miss reporting from external workers since October 2019.

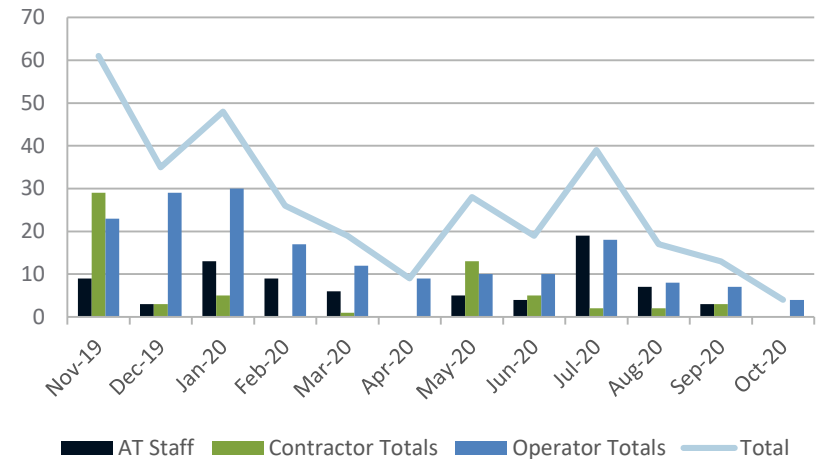
We continue to encourage staff and suppliers to report these lead indicator events in our H&S Blog on the AT Intranet, and will focus on contractor engagement with near misses.

The H&S team are proactively encouraging reporting at all levels.

AT events reported last 12 months



Near Miss reporting by activity area



DRUG AND ALCOHOL TESTING

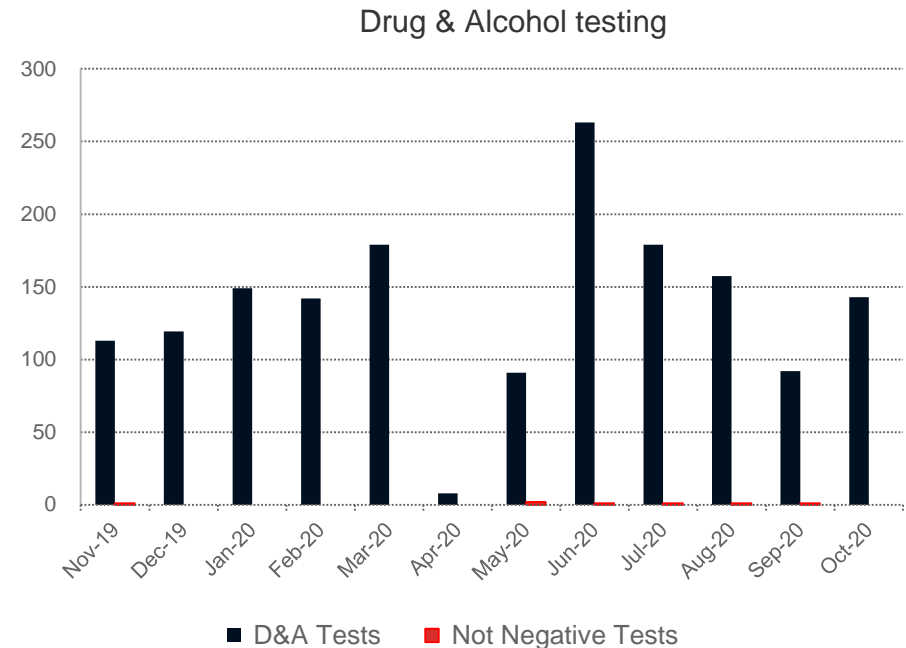
Drug and alcohol testing

Drug and alcohol testing is performed by contractors and operators including tests for 'reasonable cause' and post incident.

Drug and alcohol testing numbers (contractors and operators) were stable, except during the lockdown period in April.

There was a total of 235 tests completed for external workers with one 'not negative' random test over the reporting period. The worker with a non-negative result came about as the result of an indirect random screen conducted by a labour agency company. This resulted in the individual being immediately removed from site.

With the recruitment and hiring for sensitive roles impacted over the lockdown period, there has been zero pre-employment tests since May. There is a total of 32 pre-employment tests for AT staff (in safety-sensitive roles) performed with zero 'non-negative' results in the last 12 months.





AUCKLAND ROAD DEATHS BY TRAVEL MODES

Auckland Road Deaths By Travel Modes

In the 12 months to the end of October 2020, 32 people had lost their lives on Auckland roads compared to 42 in the 12 months to the end of October 2019.

In the month of October, four people lost their lives on Auckland roads. Two were vulnerable road users on roads with 50km/h speed limits. These were a baby in a pram and a motorcycle driver. A motorcycle driver and a vehicle driver were killed on 80kmh speed limits.

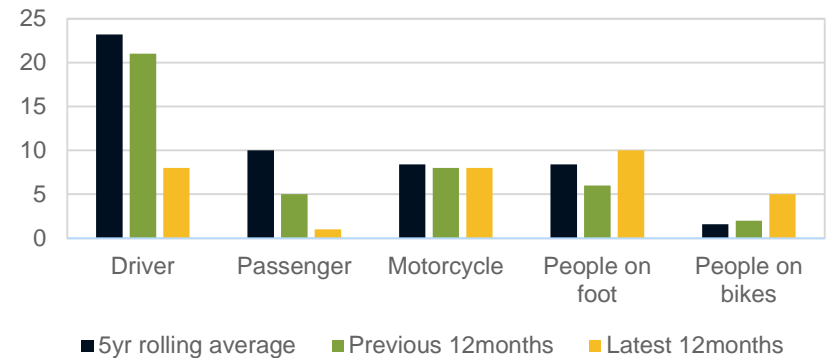
The number of deaths recorded for vulnerable road users* in the current period has increased by 46% compared to the same time period last year. Most road deaths for 2020 have been people outside of vehicles (vulnerable road users).

Note that the number of deaths of people on foot and on bikes has increased in the current 12 months when compared to the previous period.

Number of lives lost on all Auckland roads last 5 years (Rolling 12 months)



Number of lives lost by mode of travel up to October



*Vulnerable road users include: Motorcyclists, people on foot and people on bikes

Figures sourced from the Ministry of Transport official road death count





AUCKLAND ROAD SERIOUS INJURIES BY TRAVEL MODES

Auckland Road Serious Injuries By Travel Modes

There is a 3-month lag with serious injury data. It is currently only available to July and does not currently show the VRU trends that we are observing. Larger numbers are more statistically significantly reliable than the low number of deaths that easily fluctuate.

In the 12 months to the end of July 2020, 510 people sustained serious injuries on Auckland roads compared to 568 in the 12 months to the end of July 2019.

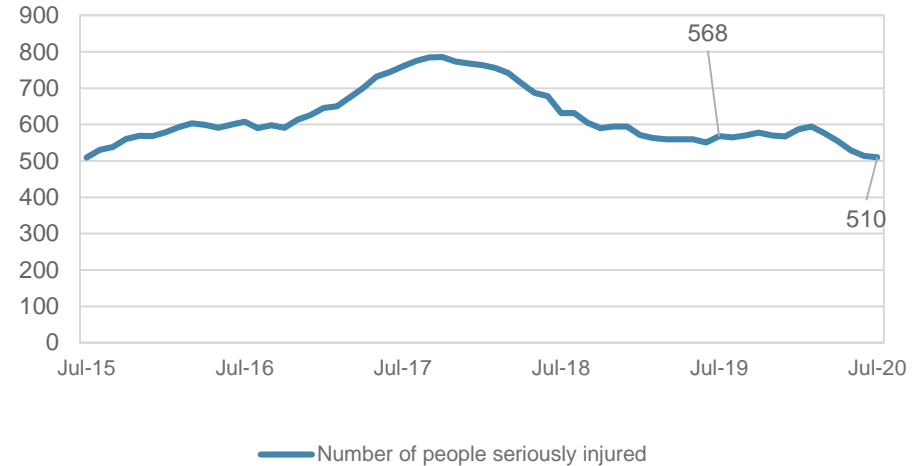
Year to date, 268 serious injuries were recorded on Auckland Local Roads and State Highways, 135 have been motor-vehicle occupants (94 drivers, 41 passengers) and 134 have been our more vulnerable road users (65 motorcycle riders, 48 people on foot and 20 people on bikes).

In the month of July 2020, 41 people sustained serious injuries from motor vehicle crashes on Auckland roads where just over half were vulnerable road users, 10 motorcyclists, 10 people on foot and one person on a bike.

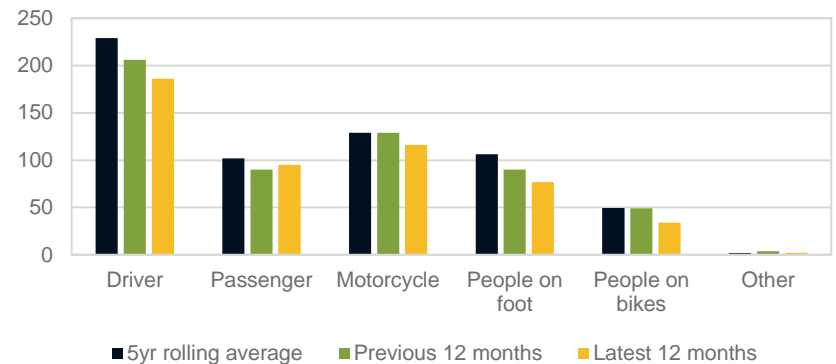
Improved vehicle technologies have been more successful in protecting those inside the vehicles than outside.

*Vulnerable road users include: Motorcyclists, people on foot and people on bikes

Number of people seriously injured on Auckland roads rolling 12 months July 2020



Number of people seriously injured by mode of travel up to July 2020



Please note that there is a three-month delay for serious injury information from Waka Kotahi NZ Transport Agency Crash Analysis System (CAS), and that monthly figures can vary over time due to Police investigation outcomes and reporting timelines.

