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Safety Business Report

For decision: For noting:

Te tūtohunga / Recommendation

That the Auckland Transport Board (board):

- a) Notes the Safety Business Report for July 2022.

Te whakarāpopototanga matua / Executive summary

1. The purpose of this report is to assist the board to meet their due diligence obligations.
2. The dashboard reports on metrics aligned with best-practice safety governance reporting. It provides quantitative and qualitative reporting with key insights and notes of concern. The future focus is to lift visibility on quantitative facts, trend identification and best-practice data-points.
3. The dashboard comprises four sections, Auckland Transport (AT) people, AT physical works contractors, AT public transport operators and road safety performance. The metrics that do not yet have the data or process to support inclusion in the reporting period have been omitted. Commentary has been included where applicable to provide visibility of the next steps required to collect and report on the data.

Ngā tuhinga ō mua / Previous deliberations

4. There are no previous deliberations.

Te horopaki me te tīaroaro rautaki / Context and strategic alignment

5. In July 2022, AT's Enterprise Business Plan was refined and adopted for 2022/23 to provide clarity of AT's strategic direction, including three strategic spotlights of Safety & Wellbeing, Climate Change & Sustainability and Whirinaki (building trust, confidence and mana).

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Ngā matapakinga me ngā tātaritanga / Discussion and analysis

Progress in reporting period

6. The enablement of the new AT Safety Management System (SMS) continues to produce measurable steps to facilitate improved data inclusion for the Safety Business Report. Within this reporting period, the following advancements have been made:
 - a. The Safety Leadership Programme, which focuses on shifting mindsets, is developed, and has now been fully integrated into the Leading at AT programme. The first two cohorts of the Leading at AT programme have undertaken the training, with an additional eight courses to commence within the next quarter.
 - b. Data collection for physical works contractors has seen substantial volume increase due to the establishment of an interim reporting tool.
 - c. Reporting by public transport operators for the month of July for events has increased, however other metrics are still not being reported in line with agreed definitions. This is largely due to the interim system management and manual reporting requirements being embedded.
 - d. Synergi 2.0 was released on 15 August 2022 which will see improved data collection and automation. Public transport operators have had learning sessions and a readiness assessment. On-boarding physical works contractors will occur over the following months.
 - e. A continued focus on AT people critical risks, has meant controls are now being assessed by the Executive General Managers who own the critical risk. Work has commenced with our public transport operators to identify their critical risks which will support reporting.
 - f. Progression of data sharing with Accident Compensation Corporation and Ministry of Health, to enable a more fulsome view of harm.
 - g. Drafting of organisational safety assurance plan, including targets for executives and senior managers. There has been a large volume of auditing reported for the month of July that is recorded against physical works and public transport that is not included in the AT people data reported due to standardisation of process.

Key insights in reporting period

7. The notable continuation of increased threats and aggression across our transport system is evident, for our AT employees and our operating partners. A Provisional Improvement Notice was initiated by a NZ Bus driver representative due to the continuation of aggression events impacting inner city drivers. In response, AT Safety team initiated a learning review with NZ Bus (management and drivers), First Union, Tramways Union and AT to produce joint measures to improve outcomes for bus drivers. This has resulted in several actions, including:
 - a. Transport Officers deployed to CityLink and InnerLink routes.
 - b. Security guard deployment to support night services on the CityLink and InnerLink routes.
 - c. Review of de-escalation training, including communicating with face coverings.
 - d. Improved engagement and learning revisions on process adherence.

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- e. Crime Stoppers initiative deployed on CityLink and InnerLink buses on a trial basis, making it easier for bus drivers and customers to report anti-social behaviour. Pending data review, this may be extended across the network which will aid mapping of anti-social behaviour and enable proactivity on remediation, as well as support engagement with NZ Police.
- f. AT Metro bus infrastructure team attending depot meetings to learn and respond to infrastructure related queries and suggestions by drivers.
- g. Agreement to progress a trial of bus driver protection screens on the city link services.

Positive feedback has been received from NZ Bus drivers about the engagement and measures initiated. There have been no reported threats and aggression events against bus drivers on the CityLink and InnerLink routes since the measures have been put in place; there continues to be increased anti-social behaviour which imbeds attractiveness of the bus driver role across the wider network. Additional reviews need to be done across the operator base to increase proactivity to combat this issue.

- 8. There were two service strikes at a physical works site in Mission Bay. The site which had active works on footpath and cycle lane upgrades, struck a domestic water line, then a telecommunications cable on separate occasions. A learning review is to be undertaken to improve understanding and put in place an improvement plan in line with learning review findings and trend analysis.
- 9. The number of lives lost on Tāmaki Makaurau roads is trending lower than for the same period in 2021. There is an improvement in vulnerable road user statistics; 43% of all road deaths occurred to people outside of the vehicle in 2021, compared to 20% for the 12 months to July 2022.
- 10. High engagement across AT with safety conversations. This is represented by increased reporting activity into Synergi; 50% of business units actively used Synergi in May 2022, compared to 80% in July 2022.

Ngā tūraru matua / Key risks and mitigations

- 11. There are no risks associated with accepting this report.

Ngā ritenga-ā-pūtea me ngā rauemi / Financial and resource impacts

- 12. There are no financial or resource impacts associated with this report.

Ngā whaiwhakaaro ō te taiao me te panonitanga o te āhuarangi / Environment and climate change considerations

- 13. Safety is a key strategic spotlight alongside Whirinaki, Climate Change & Sustainability. These spotlights are intrinsically linked in terms of how we drive behavioural change and key outcomes across the system for our people, stakeholders, customers, and communities. Being able to

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provide assurance against AT's safety performance and progress on our safety ambitions will have a positive environmental impact in the links to supporting safer journeys, delivery of the Safer Speeds programme, and encouraging safer experiences of public and active modes.

Ngā whakaaweawe me ngā whakaaro / Impacts and perspectives

Mana whenua

14. There are no impacts associated with this report.

Ngā mema pōti / Elected members

15. Engagement with elected members is not required.

Ngā rōpū kei raro i te Kaunihera / Council Controlled Organisations

16. Engagement with Council Controlled Organisations is not required.

Ngā kiritaki / Customers

17. This report supports our customer focus across the AT business.

Ngā whaiwhakaaro haumaruru me ngā whaiwhakaaro hauora / Health, safety and wellbeing considerations

18. The Safety Business Report relates directly to the health, safety and wellbeing of our people, stakeholders, customers, and communities.

Ā muri ake nei / Next steps

19. The August 2022 Safety Business Report will be submitted to the board in September 2022.

Te whakapiringa / Attachment

Attachment number	Description
1	July 2022 Safety Business Report

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Te pou whenua tuhinga / Document ownership

Submitted by	Jo Zoricich Head of Safety Enablement	<i>J. Zoricich</i>
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