

# Safety Performance Update

29 October 2020 Board meeting  
Open session



## KEY TRENDS

### for September 2019 to August 2020

In the 12 months to the end of August 2020, 27 people died on Auckland roads compared to 47 at the same time last year (Sept 2018 – August 2019). In the 12 months to the end of May 2020, 527 people sustained serious injuries on Auckland roads. This is 32 less than the 12 months to the end of May 2019.

There was an overall increase in the average number of cases reported over the last 12 months (35% increase from 280 to 377 average cases in September to August 2020 compared to same time last year). With the recent move back into lockdown, there was a decrease in the number of cases reported in August due to less usage of public transport.

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



**27 Auckland roads death in Sept to Aug 2020**  
**527 Auckland roads serious injuries in Jun to May 2020**



**268 cases reported in Aug**  
**338 cases reported in Jul**  
**314 cases reported in Jun**  
**377 average Sept to Aug 2020**  
**280 average Sept to Aug 2019**



**7 Lost Time Injuries**  
**6 in Jul**  
**1 in Aug**

# SUMMARY OF H&S PERFORMANCE INDICATORS

for September 2019 to August 2020



## Total injury frequency rate for AT Suppliers activities

The trend is stable in the total recordable injury frequency rate for AT operators and contractors with information provided by our external workers.



## Auckland Transport employee injuries

The trend is stable 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 of customer injury frequency rates.



## Monitoring and inspection

The number of inspections decreased in June when compared to May. However this is tracking up over July and August when compared to pre-lockdown levels. Inspection numbers are trending upwards when analysed over a 12 months period.



## Hazard & near miss reporting

Overall 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 overall upward trend in the number of D&A tests being conducted in the last 12 months; albeit a lowered number of 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

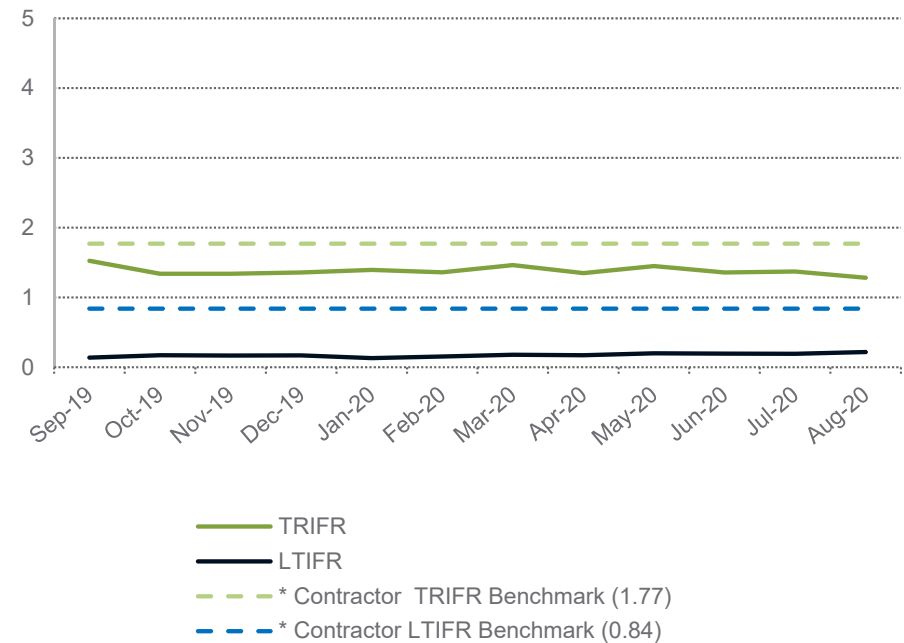
There were seven major events (six were WorkSafe notifiable) involving AT suppliers and workers over July and August 2020. Four contractors sustained injuries from these major events and received medical treatment. All the events are under investigation.

An additional six reported injuries involving five contractors and one Public Transport operator over the reporting period involving manual handling, violence & abuse, and slip, trip and falls

Cases worth noting:

- A bus operator sustained a face injury when a passenger approached the operator and punched him in the face, causing lacerations and drawing blood. The offender left the bus (not cash related). Police attended the scene and have requested a CCTV report for investigation. The Bus supervisor took the driver to AKL City Hospital for treatment. The driver is now off work recovering.
- A carpenter at Puhinui project had a minor incident with concrete splash into his eyes. As the carpenter was part of the crew involved in the concrete pouring, he stopped halfway along the concrete pouring to wipe his safety glasses due to condensation from sweating. While wiping his glasses, the concrete splashed into his eyes. He washed it out with eyewash from the eyewash kit and continued with his duty. Action taken to ensure workers step aside from the work area when cleaning safety glasses and recommendation of newly tried anti-fog glasses to reduce condensation or fogging up.

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

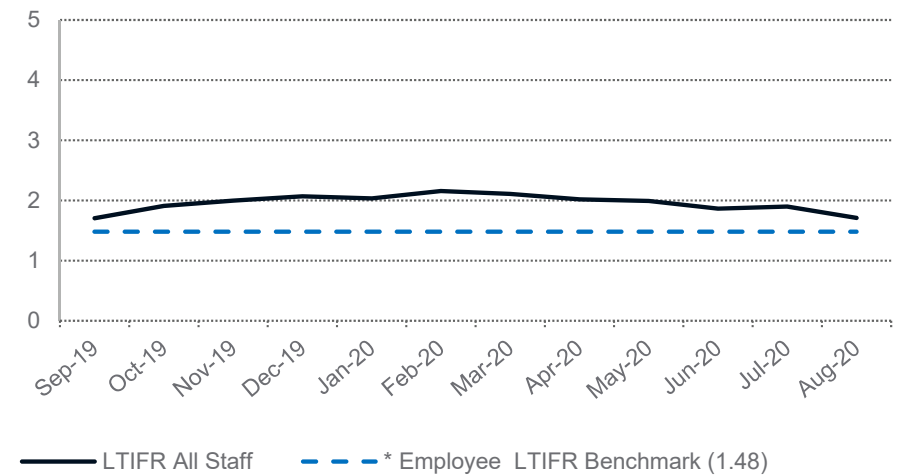
### The overall trend is stable for the Lost Time Injury Frequency Rate (LTIFR) for AT employees

There were seven new ACC injuries (six in July and one in August) all involving Parking staff, with four lost-time injury cases carried over from previous months into the reporting period.

- In August, a parking operations employee hurt their lumbar spine whilst chalking vehicles and had nine days away from work. OHSS has initiated physiotherapy treatment (with surcharges covered by AT) and they are engaged in a vocational rehabilitation programme.
- An integrated network employee who was exposed to smoke inhalation from the Sky City Convention fire in October 2019 made a full return-to-work in May 2020, but has subsequently been medically re-certified as fit for reduced hours, resulting in 11 hours of lost-time from work.

AT's OHSS is 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 becoming available.

There was one major event with an AT customer involving a person on a bike and a truck at our Tāmaki Drive Project Site. Although this crash is not a WorkSafe notifiable incident, the serious incident that occurred in July reinforces the need for the safety improvements that are currently underway on Tāmaki Drive.

Passenger and customer injuries recorded in CRM only 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.

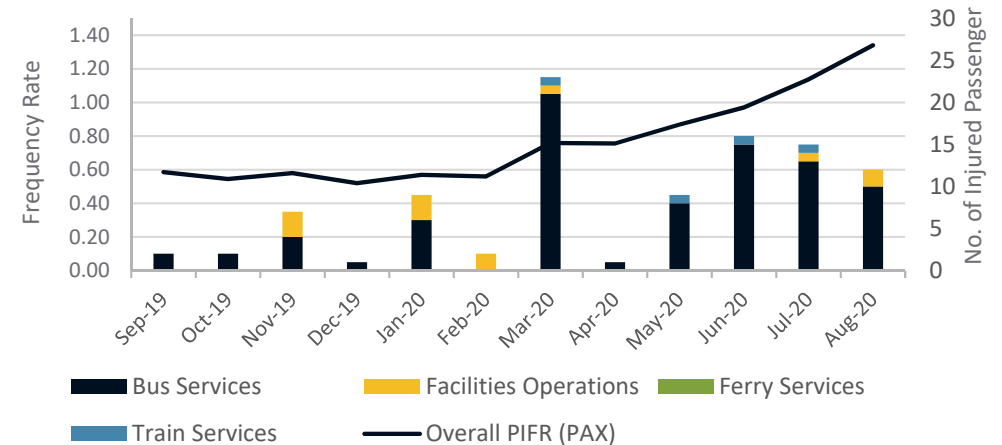
The customer injury frequency rate of the last 12 months increased to 1.31. This was driven by an increased number of cases reported through CRM as well as a decrease in the number of passengers during lockdown in March and August.

There was a total of 38 customer injury related cases captured for July and August; where 27 were public transport passengers and 11 were general public members

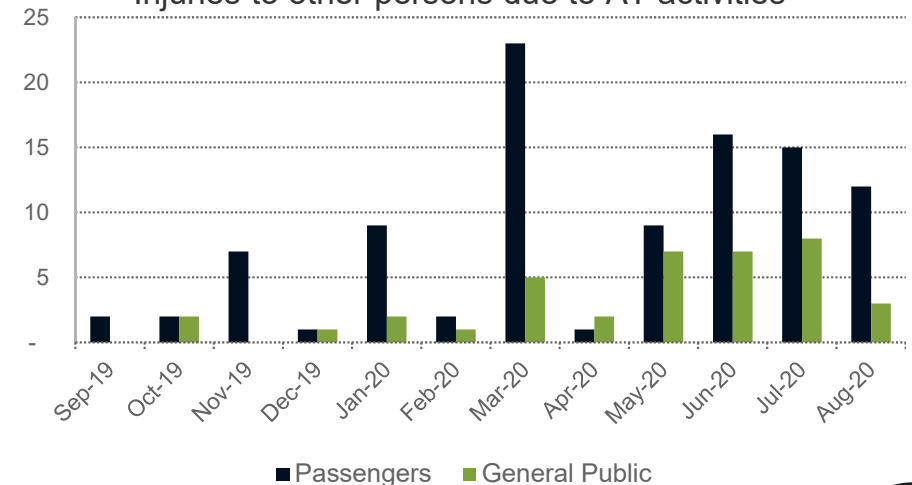
Most public transport injuries involved buses such as driving behaviour, customer slip, trip and fall, and doors closing on passengers when boarding the bus. CRM data also showed some road customer (people walking) injuries resulting from broken footpath or potholes on the footpath, being trip hazards which have resulted in slip, trip and falls. 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)

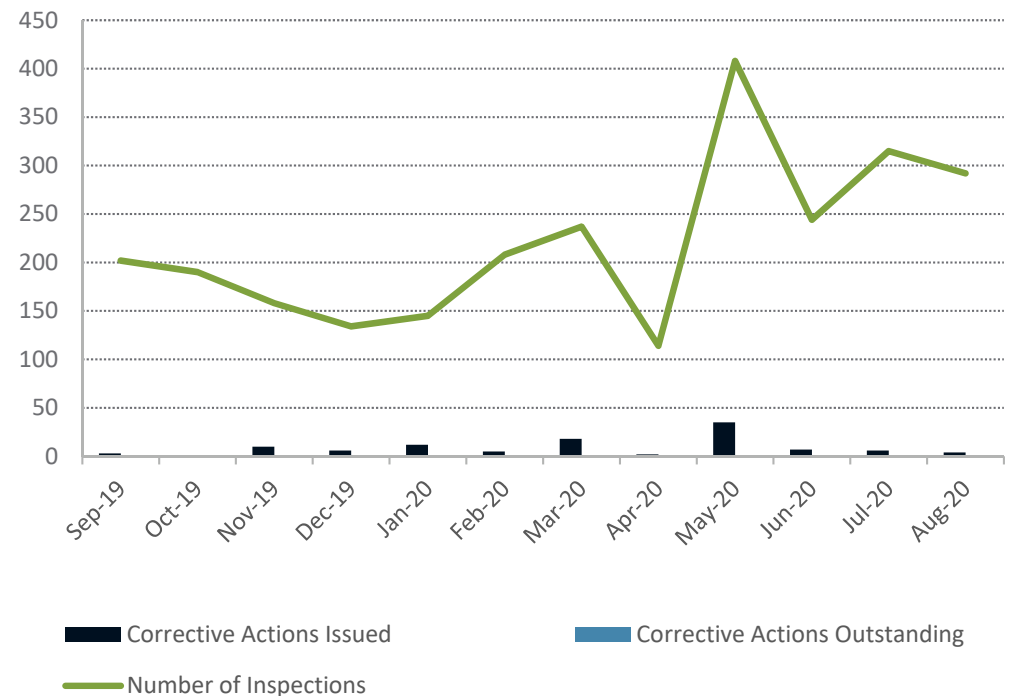
The number of completed inspections has tracked up from 244 in June to 315 in July and 292 in August. This reflects ongoing monitoring of onsite health and safety practices and additional processes needed while working under Alert Level 3. We anticipate inspections will continue to vary in number at least to the end of the year.

Six corrective actions were issued in July and four in August. Only one major corrective action was issued, relating to the incorrect electrical installation of a replacement LED luminaire and pole (streetlight). While the oversight was corrected immediately, the impact could have been significant, and assurances were sought from the contractor on improving their quality control processes to prevent a recurrence. Minor corrective actions included matters such as:

- A pile cage was stored on an incline and posed a risk of rolling down hill;
- An evacuation drill had never been carried out;
- A void was left uncovered;
- A Site Traffic Management Supervisor (STMS) did not have their NZTA issued card with them.

All corrective actions were resolved.

H&S inspection and monitoring



# **NEAR MISS, UNSAFE BEHAVIOUR/ CONDITION REPORTING**

## Near Miss, Unsafe Behaviour/Condition Reporting

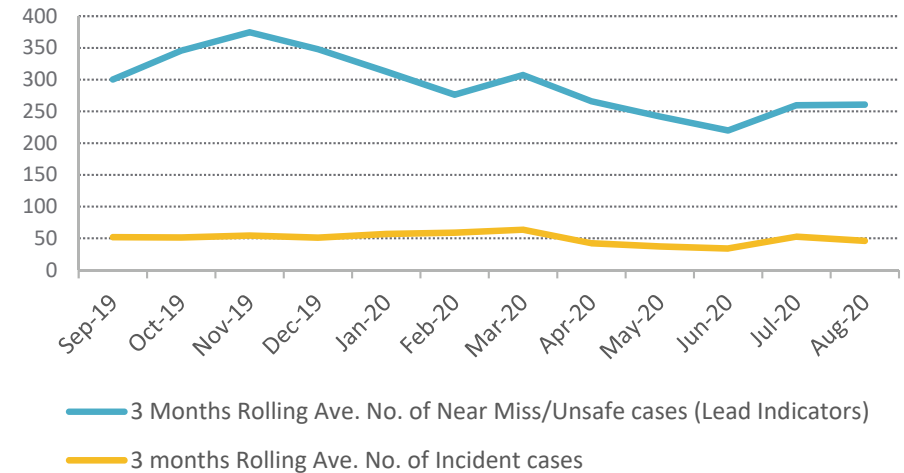
Over the past 12 months there has been a steady increase in the number of cases reported in Synergi; albeit a lowered number of reporting (approximately half) for the month of April compared to the previous months, due to the pandemic lockdown resulting in reduced work capacity and activities. With the recommencement of works in June, the number of cases reported have picked up. AT's H&S team continues to capture COVID-19 related events using Synergi for case-management purposes in the August lockdown.

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 overall in near miss reporting from external workers since October 2019. The trend has improved slightly since March after AT successfully implemented the resolution in Synergi to improve reporting from external contractors.

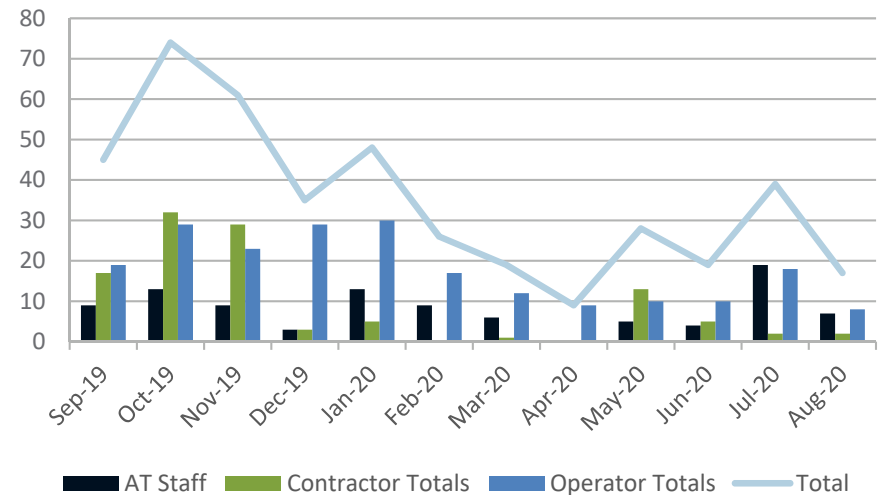
We continue to encourage staff and suppliers to report these lead indicator events in our H&S Blog on the AT Intranet, and will focus on contractor engagement with near misses.

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

AT events reported last 12 months



Near Miss reporting by activity area





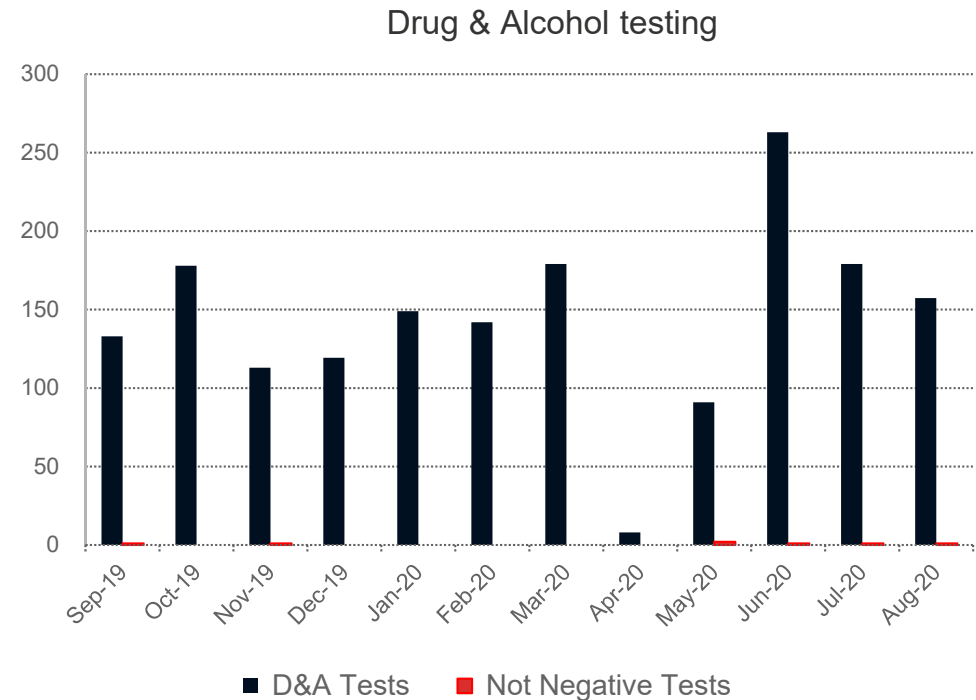
# **DRUG AND ALCOHOL TESTING**

## 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. More external providers are now able to upload their data to Synergi. There was a total of 336 tests completed for external workers with two 'not negative' random tests over the reporting period. One of the workers with non-negative results has since stood down from the contract work; and the other re-integrated back to the business after a rehabilitation and a negative result.

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 31 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

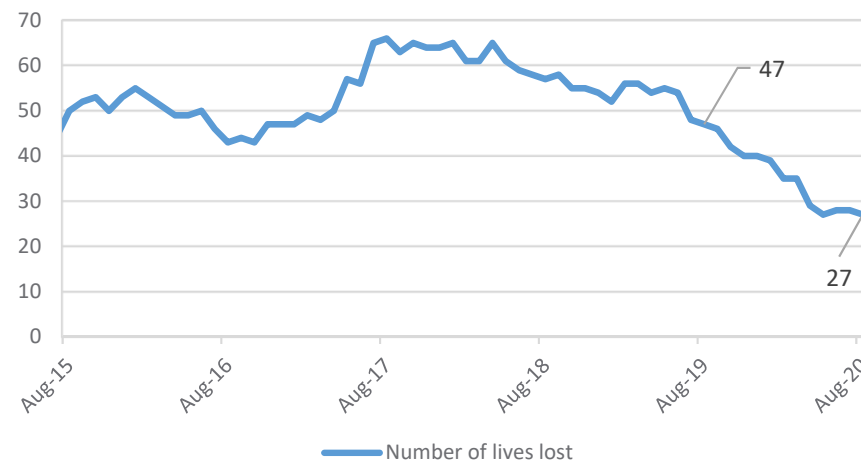
## Auckland Road Deaths By Travel Modes

In the 12 months to the end of August 2020, 27 people had lost their lives on Auckland roads compared to 47 in the 12 months to the end of August 2019.

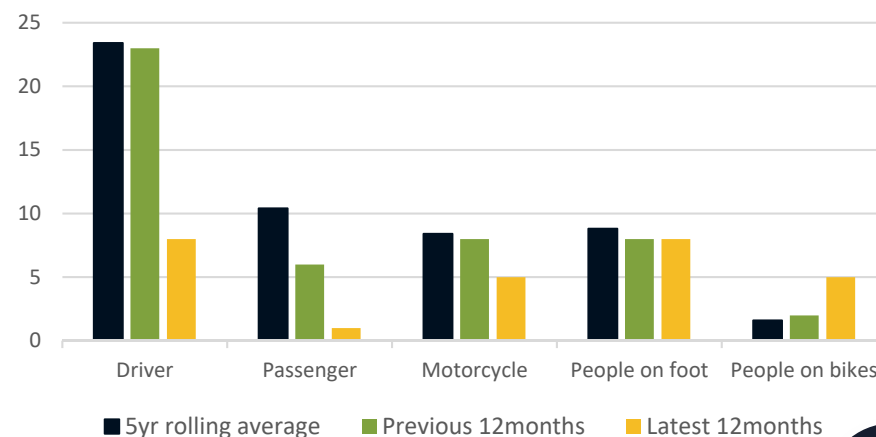
Two people lost their lives on Auckland roads in the month of August. Both were vulnerable road users, a person on foot and a motorcyclist. Overall, the number of deaths recorded for vulnerable road users\* in the current period has not changed compared to the same time period last year. Most road deaths for 2020 have been people outside of vehicles.

Note that the number of deaths of people 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 August



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

Figures sourced from the Ministry of Transport official road death count

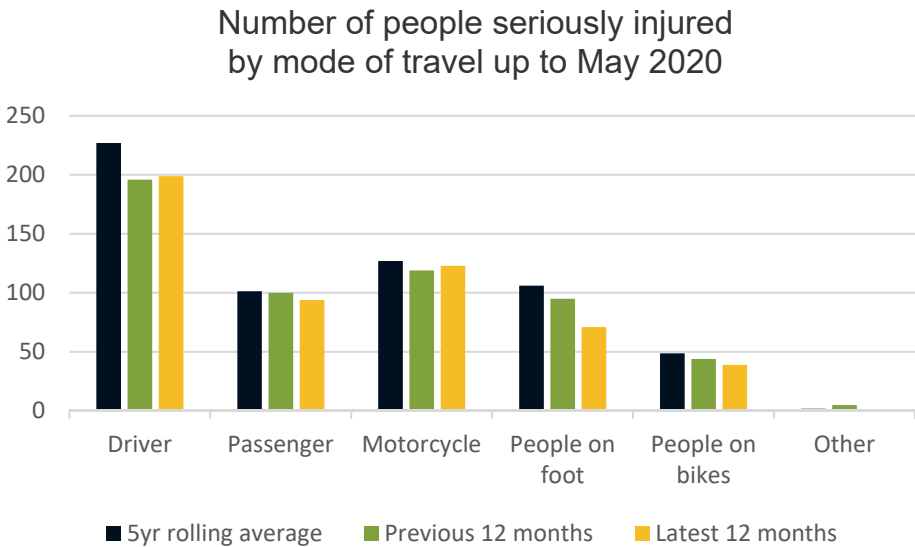
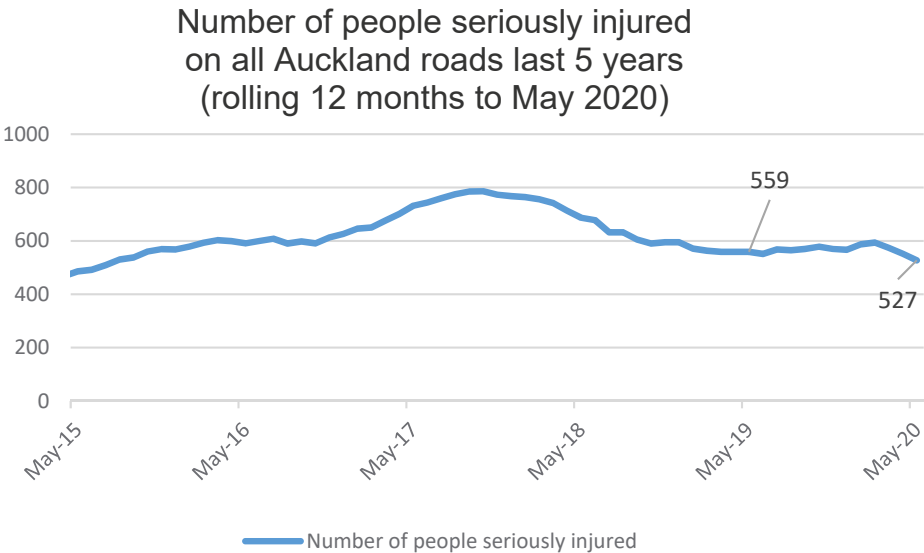


# AUCKLAND ROAD SERIOUS INJURIES BY TRAVEL MODES

## Auckland Road Serious Injuries By Travel Modes

In the 12 months to the end of May 2020, 527 people sustained serious injuries on Auckland roads compared to 559 in the 12 months to the end of May 2019.

In May, 28 people sustained serious injuries from motor vehicle crashes where eight were vulnerable road users, four motorcyclists, three people on foot and one person on a bike. More motorcyclists have been seriously injured in the last 12 months compared to the same time period last year.



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.

