

AGENDA ITEM 19 BOARD NOTING PAPER	
To:	Board
From:	Anyela Montano, Health, Safety & Wellbeing Reporting Lead
Reviewed:	Karen Duffy, Director of People & Performance, Teresa Burnett, GM Transport Safety Dean Kimpton, Chief Executive Officer
Date:	12/03/2024
Title:	Safety Business Report

Aronga / Purpose

1. To provide an overview of progress against the Safety, Health, and Wellbeing (SHW) Strategy.

Te tūhunga / Recommendation

That the Auckland Transport Board (board):

- a) Receives the report.

Te horopaki / Background

2. In August 2023, Auckland Transport's (AT's) plan on a page (Business Plan) was updated to provide clearer objectives, results and deliverables in response to the direction outlined in the Statement of Intent (SOI). The plan on a page outlines three strategic spotlights, recognising AT's unique position of influence and impact across Tāmaki Makaurau. The spotlights focus on the role AT plays impacting climate change and sustainability, building trust, confidence, and mana (Whirinaki) and a focus on safety and wellbeing in life, work, and travel.

3. The SHW Strategy brings together the building blocks for transport safety, workplace safety, health, and wellbeing. This amplifies the combined scale of what safety is, how it fits, and where it happens within our organisation and across our services and delivery programmes. Its purpose is to set the overarching strategic direction and present ways to achieve the highest standards of safety and wellbeing in life, work, and travel for the people we employ and work with, and those who use the transport infrastructure and services we provide.

Me mōhio koe / What you need to know

4. SHW progress in reporting period

- a. AT's safety culture improvement continues to be built using behaviour change methodology and influencing a safety mindset shift. This is throughout our deployment of the Safety Management System (SMS) elements and specific programs that will improve AT leaders' knowledge of the risks that their teams are exposed to whilst they are undertaking their role for AT.
- b. The three outcomes for the "Show us your day" program are (1) Embed the principles of "Better Work" (2) Build trust, relationships and sharing and (3) Ongoing control of AT Safety Risk. Building trusted relationships start with transparency, and this approach has been useful in terms of sharing data, it needs to take a balanced and inherently "human approach" as "in person" and "1 to 1" personal interactions show up as a stronger way to engage and build trust.
- c. Development of the Safety Capability Programme's fourth module (Roles and Responsibilities) has commenced and will be completed by the end of April 2024.
- d. The AT Safety risk framework is completed and will be published in mid-March 2024.
- e. Design of the Safety Critical Risk Framework is close to completion. One of the key tasks post-launch will be to review the existing safety critical risks to ensure they are still relevant to AT.
- f. Safety assurance work programmes have largely been paused due to resource constraints (all safety assurance positions are currently vacant).

The safety assurance programme will be revised by the incoming General Manager Health, Safety and Wellbeing from April 2024.

- g. Self- service on-line training tools continue to be designed and shared with the business to continue to improve safety knowledge across AT.
- h. Work is undertaking with the customer facing teams in the Customer Network and Performance division to understand the context of their tasks and how we can apply "Betterwork" principles to reduce psychological harm in their roles.
- i. Synergi training continues to be rolled out across the Public Transport & Active Modes and Infrastructure & Place business units, with the focus on-line led ownership and accountability of their contractors' adverse events supported by the Health, Safety and Wellbeing team.
- j. While AT and its operators have agreed to retrofit protection screens to vehicles over a planned period, focusing on our higher risk areas. Work has been undertaken with the requirements for urban buses NZ (RUB) working group and a paragraph on fitting driver protection screens has been included. While this directive is still not mandatory Countrywide, it does detail some standard requirements i.e. does not obstruct drivers' vision, screen material made to an AS/NZS standard, opening size and adequate fixings. New AT vehicles will be fitted with protection screens prior to delivery.
- k. A Health and safety management assurance tool has been developed and implemented with the bus Relationship Partner Leads (RPLs) to ensure that bus operators meet their contractual obligations.
- l. Monthly meetings have now been established between Public Transport Health and Safety Lead and AOR Safety Manager to support collaborative working and building on our PCBU relationships. In February 2024, AT was working closely with AOR to support induction training for sub-trades working at facilities/stations under AOR's Permit to Work requirements.
- m. A Learning teams review was completed with Eastern Busway (EBA) project in February 2024. The topic was underground services due to service strikes reported on the project, with the most recent being a Chorus asset, which was fiber. The purpose of the Learning Review was to understand the gap between work as imagined and work as done, it was well received and a further Learning Review has been requested by the EBA for their Engineering and Design team.

5. SHW key insights in reporting period

- a. Adverse work events identified as AT critical risks increased by 16% in February 2024, from 25 to 29.
- b. There were two adverse work events identified as high potential and identified as AT critical risks (both major risk consequences) one related to violence, threats and aggression (VTA) and one related to working on operational site. However, the risk consequence heat map indicated most adverse work events identified as critical risks fell into the lower risk consequence (23) and four in the moderate risk consequence where three related to VTA with two outcomes Grade 8 - Assault (Actively hit) / Serious Assault (Sustained) and one near miss and one related to exposure to psychological harm with an outcome injury/illness.
- c. VTA remained the highest AT critical risk category accounting for 81% of all AT critical risk events in the last 12 months to February 2024.
- d. In February 2024, our total recordable injury frequency rate (TRIFR) and lost time injury frequency rate (LTIFR) increased by 3% and 5% respectively due to an increase of lost time injuries (zero to three) and a restricted work injury (zero to one). In addition, there was an increase of 8% in worked hours in February 2024
- e. In February 2024, for public transport operators, VTA was a major focus and 78% of the total reported adverse work events presenting a critical risk to PT operators were related to violence towards staff. There was an increase of 75% in February 2024 in adverse work events classified as violence towards staff compared to January 2024 (from four to seven). While property damage is the largest outcome with 111 adverse work events in the last 12 months to February 2024, Grade 8-Assault (Actively hit/punched/struck) (zero to two) and near miss (zero to one) were outcomes with a slight increase in February 2024 compared to January 2024.
- f. For physical works contractors, the highest hazard categories for adverse work events identified as critical risks in the last 12 months to February 2024 were VTA, underground services strike, striking/being struck, collision with vehicles, and moving/rotating equipment parts.

6. Deaths and Serious Injuries (DSI) progress in reporting period

- a. AT road safety engineering continue to undertake fatal crash investigations in partnership with New Zealand Police. There were 32 fatal crashes reported on local (AT) roads 2023/24 with 39 recommendations for Safety Improvements on those roads. Of these, 32 have been implemented and seven remain open.
- b. The transport safety intelligence tool continues to be socialised across the business with enhancements underway. The investigation of the Accident Compensation Corporation (ACC) and Ministry of Health (MoH) data structures to understand what insights can be brought into the Safety Intelligence Tool is being progressed with the Transport Safety and BT teams. The St John's data requirements approval has been signed by both organisations and is progressing to analysis stage with BT and the Transport Safety team.
- c. On Katoa, Ka Ora: draft speed management plan, the board has endorsed proposed changes related to schools, marae and Karioitahi Beach and other roads with strong community support being taken to the Regional Transport Committee for a decision.

7. DSI key insights in reporting period (past 12 months from January 2023 to December 2023)

- a. The Statement of Intent (SOI) deaths and serious injuries (DSI) target on the road network in Tāmaki Makaurau is on track which is no more than 640 DSI by end of the financial year 2023/2024.
- b. 616 people were killed or seriously injured on Tāmaki Makaurau roads compared to 648 the previous year, a decrease of 5% year-on-year, where 42 people were killed and 574 were seriously injured.
- c. 86% of deaths and serious injuries occurred on Auckland Transports local roads.
- d. 48% of deaths and serious injuries are experienced by people outside of vehicles (people walking, people cycling and motorcyclists).
- e. Males account for 67% of DSI and the remaining 33% are females.

- f. The highest proportion of deaths and serious injuries at 28% were seen in the 15-24yr age group, which represents 12.8% of Tāmaki Makaurau's population.
- g. Māori represents 11% of Tāmaki Makaurau's population and 18% of deaths and serious injuries (43% of DSI ethnicities are recorded as unknown).
- h. **Crash attribute insights:** Side impact and run off roads crash movement types are the most common, and on our local roads represent 27% and 24% respectively.

Ā muri ake nei / Next steps

- 8. The Safety Business Report with March and April 2024 data will be presented to the board in May 2024.

Te whakapiringa / Attachment

Attachment #	Description
1	March 2024 Safety Business Report Dashboard

Te pou whenua tuinga / Document ownership

Submitted by	Recommended by	Approved for submission	
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