

# HEALTH & SAFETY PERFORMANCE GRAPHS

September 2019 Board Report



## KEY TRENDS



A slight increased trend in customer injury frequency rates



**0.6 Customer injury**  
frequency rate

A stable trend in the lost time injury frequency rate (LTIFR) (all AT employees)



**9 Lost time injuries**  
4 in June 2019  
5 in July 2019

# SUMMARY OF H&S PERFORMANCE INDICATORS

for August 2018 to July 2019



## Total injury frequency rate for all AT activities

There is a marginal increase in total recordable injury frequency rates in July due to working hours not being reported by our external operators.



## Auckland Transport employee injuries

There is a marginal increase in the total recordable injury frequency rate for employees in July compared to the previous month



## Injuries to other persons

There is an overall slight increased trend in customer injury frequency rates



## Monitoring and inspection

The number of inspections has increased due to the continuous improvement of systems and processes to collect and collate information.



## Hazard & near miss reporting

The number total of hazard and near miss reporting by workers is stable



## Drug and alcohol testing

There has been a reduction in the drug and alcohol reporting due to information not being reported by our external operators.





## AT STAFF, OPERATOR AND CONTRACTOR INJURIES FOR AT ACTIVITIES

### There is a slight increase in the Total Recordable Injury Frequency Rate reported by AT staff, operators and contractors

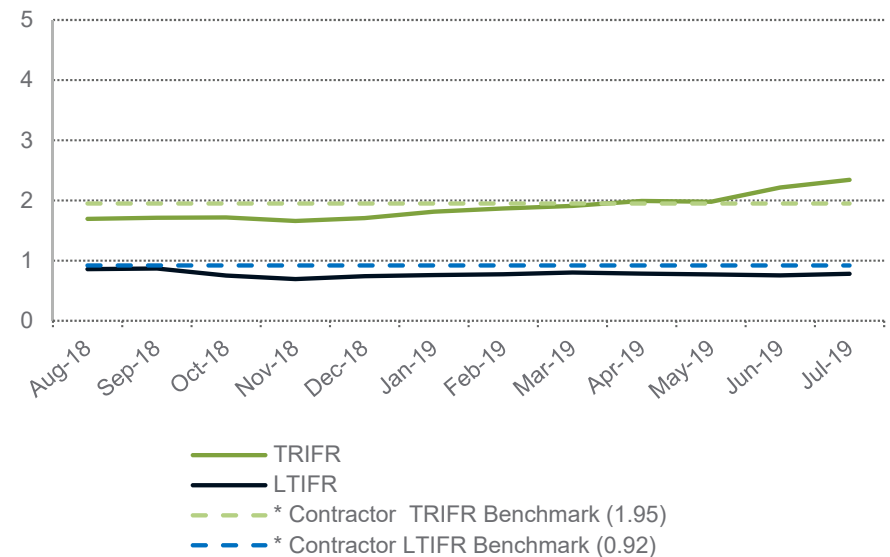
There were three WorkSafe notifiable events reported in July where contractors were carrying out maintenance (Devonport) and excavation (Waiheke Island) works. An event involving a bus travelling along Mission Heights Drive, heading to Manukau. There was one passenger on board. At the intersection of Mission Heights Drive and Chateau Rise the bus has left the road and entered into the property at Chateau Rise, colliding with the house. The driver received a small laceration to the shin, there were no injuries to the tradesmen in the house

Cases reported in June and July were a record-high for the past twelve months, due to an improved collaboration to capture health and safety events in Synergi e.g. health and safety related cases reported to CRM starting to be captured in Synergi. There were a notable number of injury events due to wet winter period (20 for AT employees and 8 external workers in total over the last two months). The majority of these are due to slip, trip and falls, along with two high loss potential cases for personal injury as follows:

- In June, a contractor had an electrical shock whilst cleaning a cable pit. He received the slight electric shock from an exposed network cable in Quay St, Auckland Central. A root cause investigation is being undertaken.
- A private vehicle has hit a contractor within the Glen Innes Rail Station carpark in July while the contractor was carrying out maintenance work. AT is awaiting the report and has prompted the contractor to consider the use of vehicle stop blocks (or similar) around key areas where vehicles could enter a work site as a preventative barrier to avoid such event in the future.

\* Contractor frequency rate benchmarks are based on 200,000 hours worked extracted from 2017 Benchmarking Report {Business Leaders' Health & Safety Forum (Zero Harm Workplaces)}.

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





## AT EMPLOYEE INJURIES

### There is a slight increase in the total recordable injury frequency rate (TRIFR) for AT employees

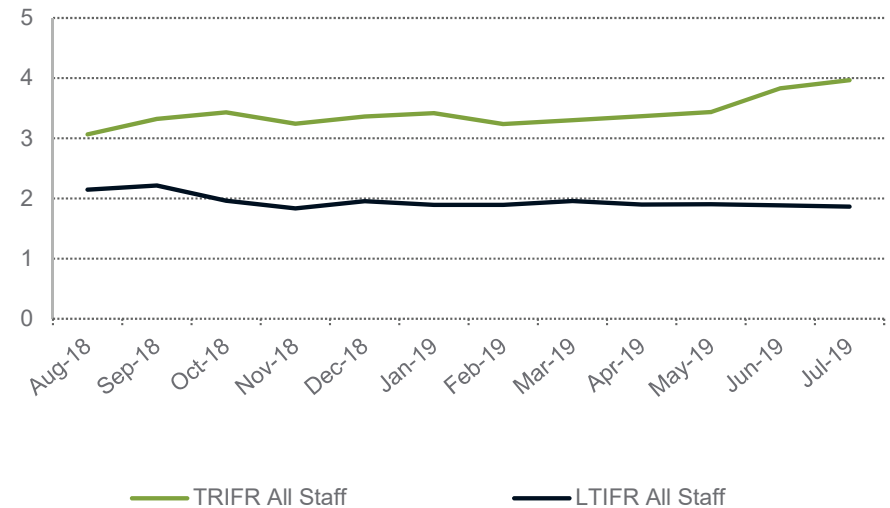
There was one WorkSafe notifiable event reported in July for AT staff; while driving one of the electric fleet vehicles, a Hyundai IONIQ, both a member of the parking team and a contractor noticed a chemical smell coming from the vehicle they were travelling in. An initial notification was sent to the Board and immediate actions were taken to investigate the event. Both occupants had blood tests and have since been discharged from hospital. The initial toxicology result for the parking officer did not show any areas of concern, however further tests were done on the other occupant. Full details of the health impact have not been confirmed as yet.

Of the 20 injuries involving AT employees, there were 7 reported lost time injuries from Parking and 2 other LTI injuries resulting in a total of 68 working days.

The other 2 LTI injuries were:

- An employee at CSC Britomart sat on one of the plastic chairs in the CSC office and it collapsed. The employee has sustained some bruising and a headache from the event resulting one day off from work.
- A manager from the Elected Member Relationship Unit suffered a bruised and a small cut above her eye when she walked into a lighting pole resulting one day off from work. The event took place as she was observing a member of public behaving suspiciously that afternoon. She was treated by a doctor and prescribed a tetanus injection as a precaution. She is now back at work.

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





# INJURIES TO OTHER PERSONS (CUSTOMERS & GENERAL PUBLIC)

## Reported injuries to customers and the general public due to AT activities is variable

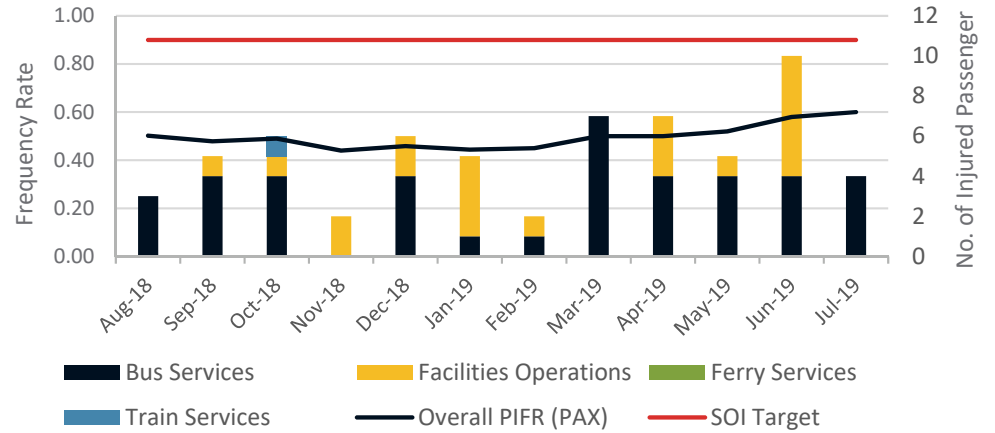
There were 21 reported injury events for AT customers in June and July. Fourteen of these are public transport related events.

Two notable events with very high loss potential for personal injury involving AT customers were:

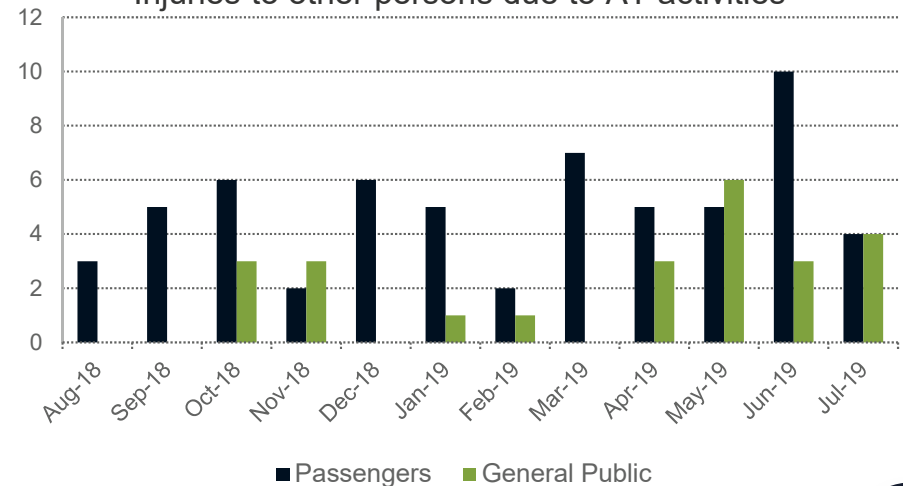
- In June, a bus operator has reported an event regarding an alleged complaint received with a bus overtaking a cyclist causing her to fall off bike onto the kerb in Sandringham, sustaining minor injuries. CCTV footage has been requested. An investigation is in progress. The customer was called by NZ Bus, and following viewing of the footage it was agreed that the cyclist caused the accident. The cyclist's injuries were not significant.
- A car accident with a bus at Albany North in July when the car driver pulled out in front of the bus and they collided. The lady driver was taken to the hospital and one of the bus passengers was treated by paramedics.

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





# INJURIES TO OTHER PERSONS (CUSTOMERS & GENERAL PUBLIC)

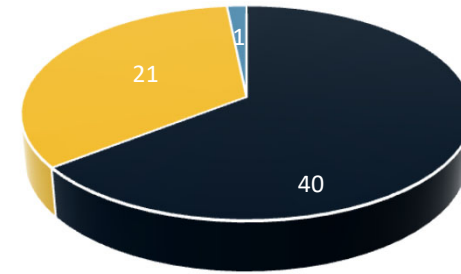
## Reported injuries to customers and the general public due to AT activities is variable

The majority of passenger incidents over the last 12 months were slip, trip and fall events.

Incidents on bus transport services were largely due to sudden braking or passengers falling when leaving or entering the vehicle. Other injuries were recorded following customers falling when accessing public transport facilities and passenger medical events.

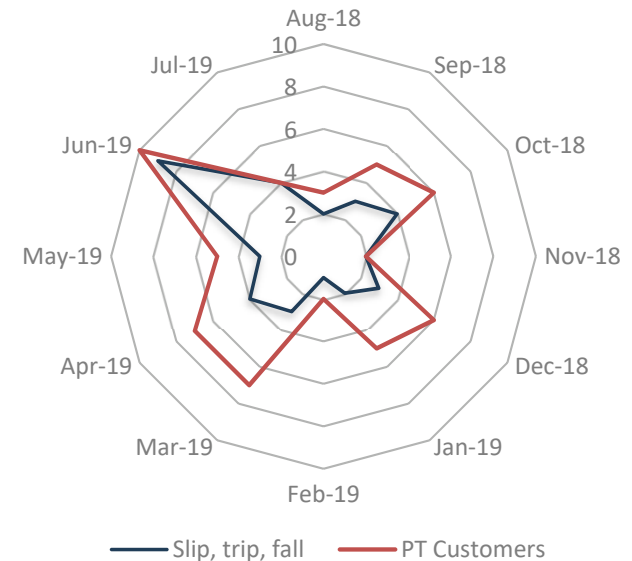
A public awareness campaign is being developed to highlight customer safety when travelling on public transport. There has been an ongoing reminder for safety communication for passengers (e.g. stickers on public transport) and continuous risk conversations with operators, particularly with double decker bus operations.

Public Transport customer injuries last 12 months



- Bus Services
- Facilities Operations
- Ferry Services
- Train Services

Public Transport customer injury timing





# MONITORING AND INSPECTION

## Health and Safety Monitoring and Inspections (physical works)

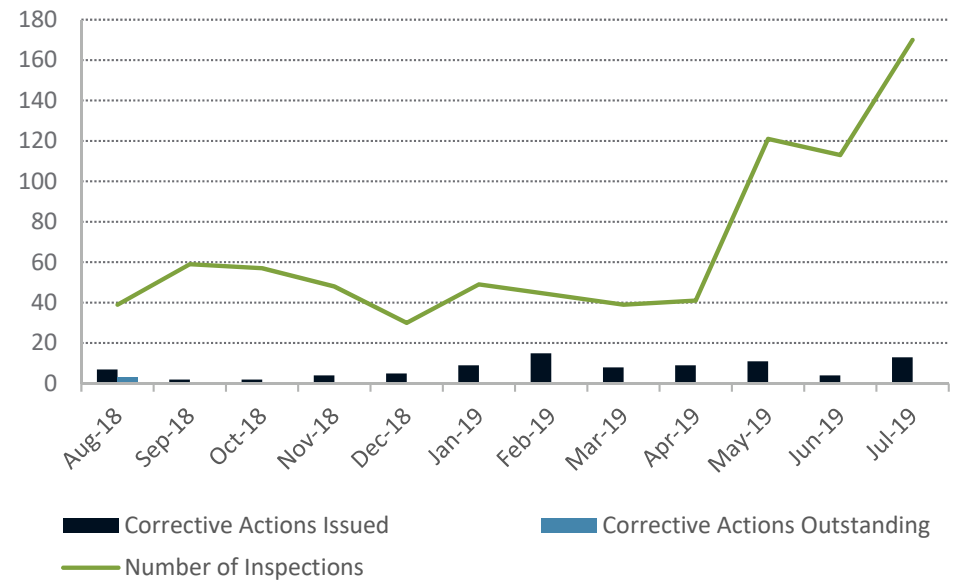
The number of inspections continues to increase through June and into July. This is due to the continuous improvement of systems and processes to collect and collate information relating to monitoring and inspections across the AT network and facilities. Enabling works on other large projects are expected to start in the near future, further increasing the number of inspections in the short to medium term.

No significant deviations from good health and safety practices were noted during June and July. There were 4 corrective actions issued in June and 13 in July.

These corrective actions included unsafe offloading of concrete pipes by a sub-contractor, unsafe methods of entering and exiting shallow excavations as well as recurring behaviour of workers observed wearing inadequate PPE for the tasks being performed.

Most of the actions could be resolved at the time of raising. All actions have since been closed.

H&S inspection and monitoring





# NEAR MISS, UNSAFE BEHAVIOUR/ CONDITION REPORTING

## Near Miss, Unsafe Behaviour / Condition Reporting

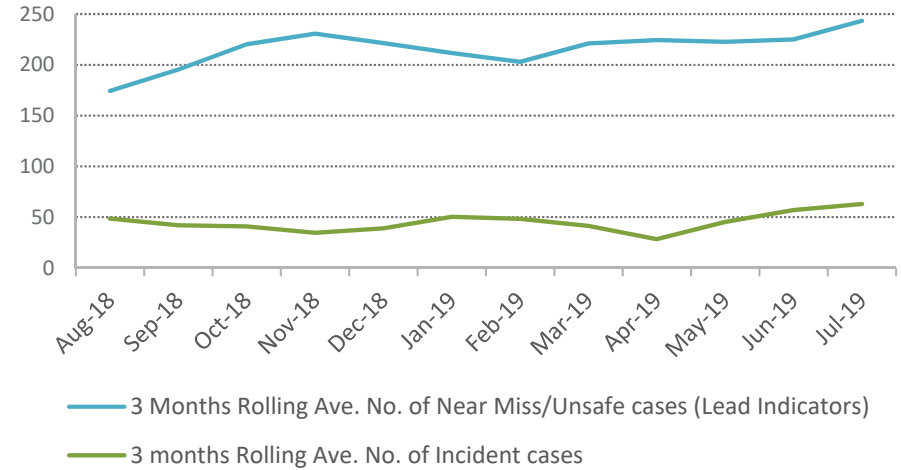
There is an increasing number of cases being reported over the last 12 months with 322 cases for June and 305 cases reported in July.

Of the total Health and Safety events reported over the last 2 months, 80% of cases were lead indicators (near miss or unsafe behaviour/condition events). There has been an increased number of incidents reported for some of AT Critical Risk events and slip, trip and fall in the last 12 months.

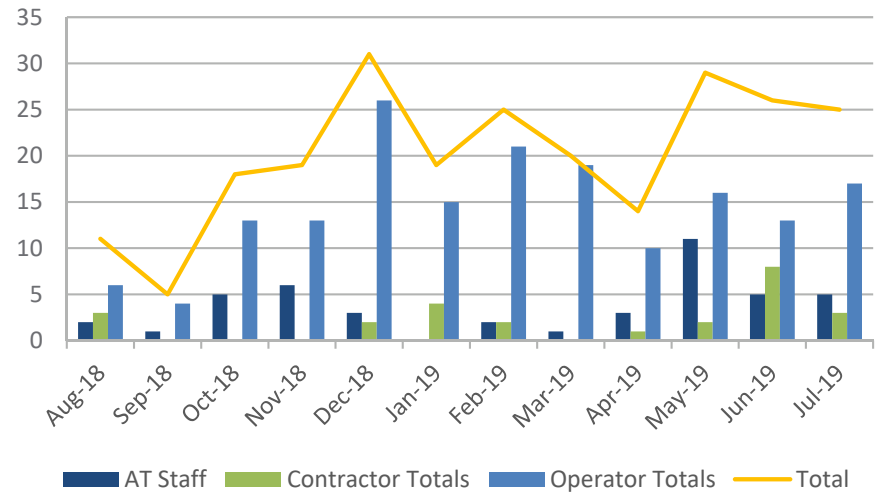
We continue to encourage staff and suppliers to report these lead indicator events as such in our Health and Safety blog on the Intranet, and will focus in particular on contractor engagement with near misses.

The Health & Safety 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.

Due to a number of challenges for our operators in completing their KPI reporting into the system, the number of drug and alcohol tests performed by our operators has decreased over the last 12 months.

There were a total of 180 tests completed in July. Two 'not negative' tests were recorded – we are working with those that tested not negative to ensure a safe working environment for the individuals concerned and for those who work with them.

Over the last 12 months to July 2019, 107 pre-employment tests for AT staff were performed with no positive results.

Drug & Alcohol testing

