

# HEALTH & SAFETY PERFORMANCE GRAPHS

October 2019 Board Report



## KEY TRENDS



A slight increasing 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)



**4 Lost time injuries**  
in August 2019

# SUMMARY OF H&S PERFORMANCE INDICATORS

for September 2018 to August 2019



## Total injury frequency rate for all AT activities

There is a marginal increase in total recordable injury frequency rates in August 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 August compared to the previous month




## Injuries to other persons

There is an overall slight increasing 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 report information.



## Hazard & near miss reporting

The total number of hazards and near miss reporting by workers is trending up



## 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 four WorkSafe notifiable events reported in August, all involving contractors. Two were events for the Downtown Infrastructure Development Project (one of the workers suffered a significant crushing injury resulting in the amputation of a finger on the left hand). Another two events involved a structural collapse in Whangaparaoa; and a gas strike during service maintenance work.

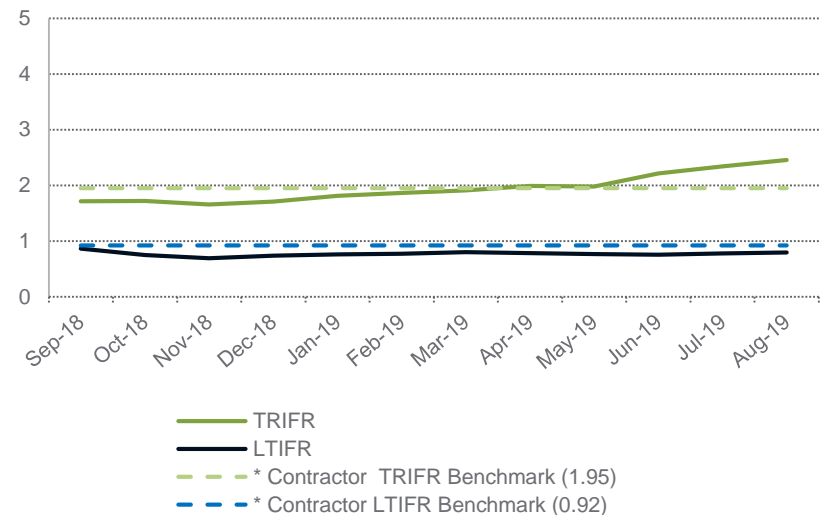
A high number of cases in August and over the past twelve months, due to an improved collaboration to capture more health and safety events in Synergi e.g. health and safety related cases previously reported to CRM are now starting to be captured in Synergi.

Of 16 worker injuries reported, 5 were first-aid incidents. Two injuries with high loss potential were noted:

- A bus versus car collision at high speed at Waterview when the bus was clipped. The driver sustained bruising to the chest and is recovering. Police were called.
- A bus driver was assaulted by a passenger in Glenfield. The bus driver was injured and is now recovering. AT is following up with the bus company for the police report and if the driver was offered EAP.

\* 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)





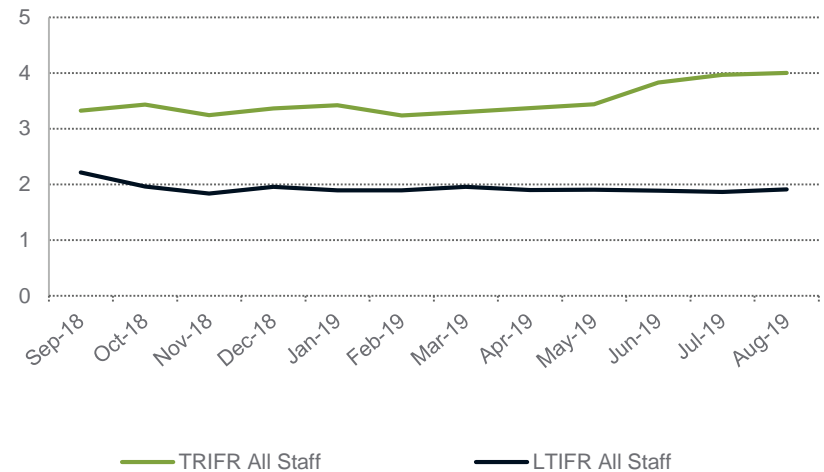
## AT EMPLOYEE INJURIES

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

Of the 16 injuries, 8 were AT employees. There were 3 reported lost time injuries from Parking and 1 from the Customer Service Centre at Britomart, resulting in a total of 9 and a half working days absence from work.

- An employee at the CSC at Britomart was struck on the side of her head by a falling object. The bulletin board inside the ticket office at Britomart fell on the right side of the employee's head. She was provided first aid treatment with an ice pack and sent to the GP. No return-to-work plan was required and the employee returned to work after 1 day of absence (LTI).
- A parking officer walked into a bollard when exiting public toilets, hitting his knee against the bollard. He suffered a laceration and required time off work to keep his weight off the knee to allow wound healing and dressings. He had 3 days off work and returned to light duties with restrictions including standing, walking and heavy work since. He continues to consult with his GP for wound treatment and dressings. The AT Occupational Specialist is involved in his return-to-work plan and supporting the employee to attend clinical physiotherapy.

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 6 reported injury events for AT customers in August. Four of these are public transport passenger related events.

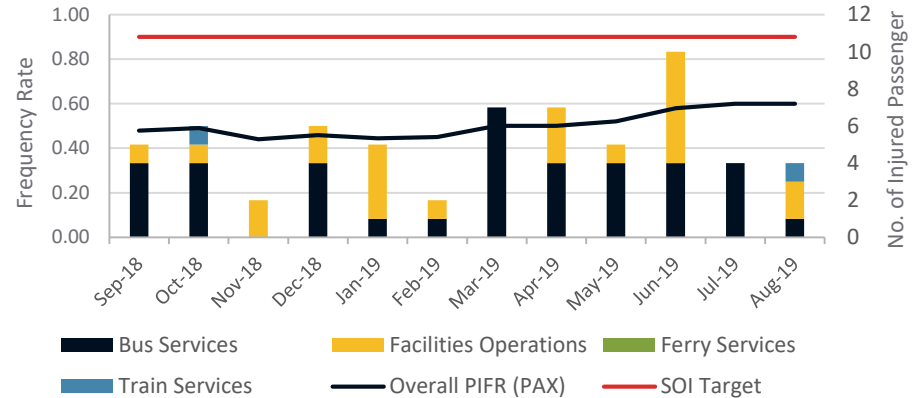
Two high loss potential personal injuries involving AT customers were:

- An elderly lady lost her balance and tripped forward as the bus approached the bus stop at Beach Haven. The ambulance attended and assisted her with stitches above her eye.
- A passenger fainted at the Ōtāhuhu train station platform due to a medical emergency. Train Officers were on the platform at the time of the event and attended to the passenger and called the ambulance.

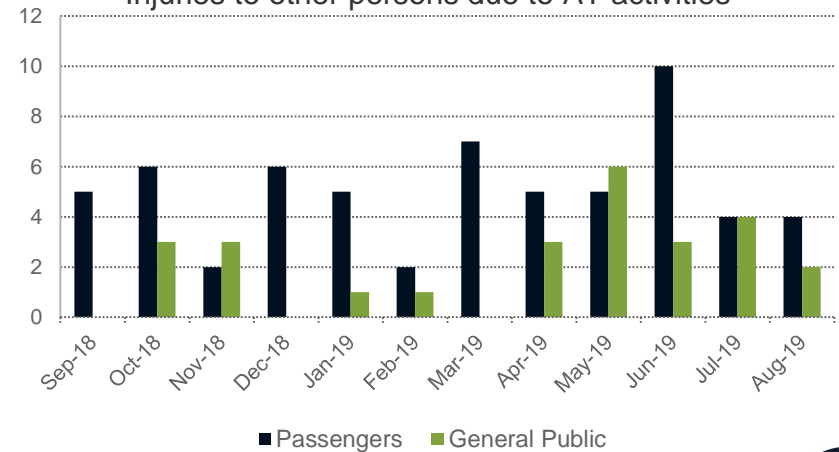
There were two other events with AT customers for vehicle incidents and slip, trip and fall. One of the vehicles involved an e-scooter rider, who lost control of the vehicle and touched a moving bus on Grafton Bridge. The rider fell off the e-scooter.

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)

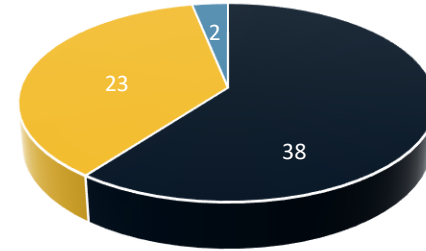
## Reported injuries to customers and the general public due to AT activities is variable

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.

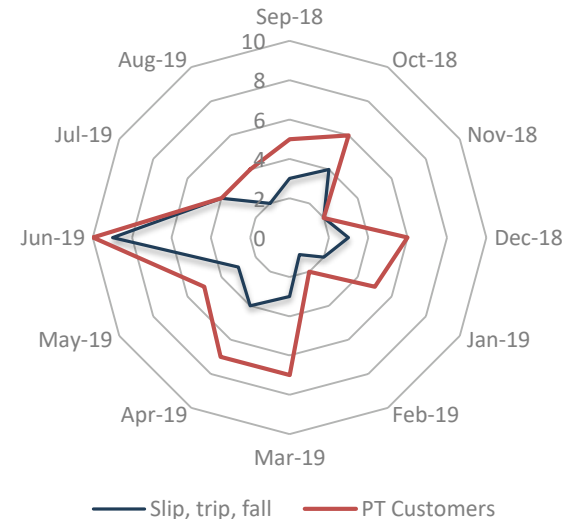
A public awareness campaign is being developed to highlight customer safety when travelling on public transport. AT has implemented a safety communications campaign for passengers (e.g. stickers on public transport) and continuous risk conversations with operators, particularly with double decker bus operations.

Public Transport customer injuries last 12 months



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

Public Transport customer injury timing





# MONITORING AND INSPECTION

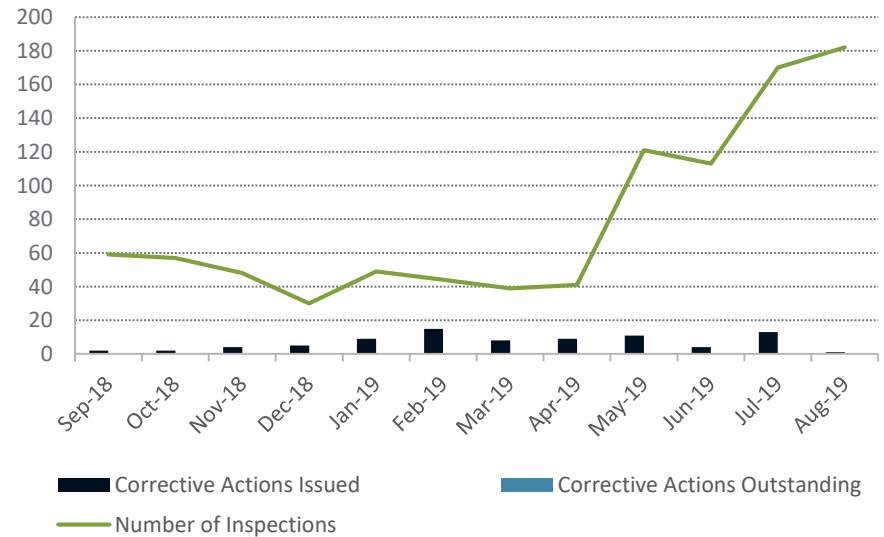
## Health and Safety Monitoring and Inspections (physical works)

While we continue to expand the reach of reporting on safety inspections, the number of rain days in August placed a damper on the inspections that were completed during the month. There was a marginal increase in the total number of reported inspections, but on average a decrease across most projects and programs compared to the previous month.

Only one corrective action was issued during August. This related to the use of gravel on a footpath ramp which could impact usability for mobility impaired pedestrians. This related to temporary work during a footpath reconstruction, and the action is considered closed.

Additional inspections which took place during August included inspections of 19 automated external defibrillators across the AT network as well as a visit to Britomart following a customer complaint regarding inadequate signage. These inspections are not included in the graph as they do not form part of the regular infrastructure inspection program.

H&S inspection and monitoring





# NEAR MISS, UNSAFE BEHAVIOUR/ CONDITION REPORTING

## Near Miss, Unsafe Behaviour/Condition Reporting

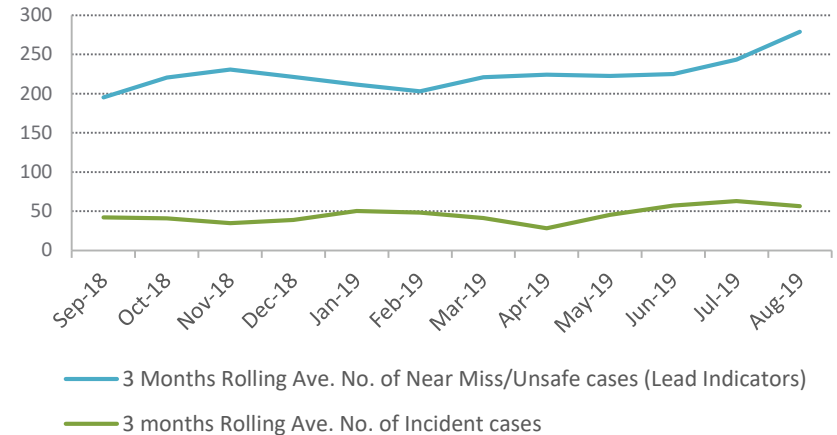
There is an increasing number of cases being reported over the last 12 months with 379 in August.

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.

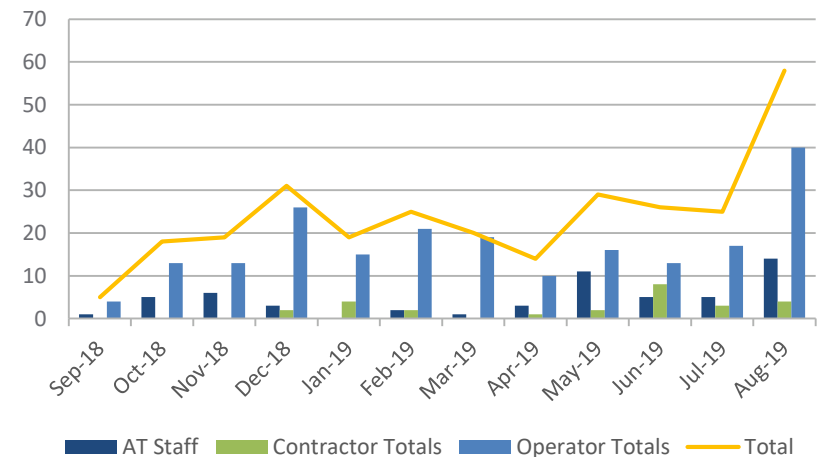
We continue to encourage staff and suppliers to report these lead indicator events in our Health and Safety blog on the Intranet, and will focus in particular on contractor engagement with near misses.

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 was a total of 114 tests completed in August. There was one 'not negative' pre-employment test was recorded for the Karangahape Road Project. A follow up screen later came back clear.

Over the last 12 months to July 2019, 105 pre-employment tests for AT staff were performed with no positive results.

Drug & Alcohol testing

