

# Safety Business Report

For decision:  For noting:

## Te tūtohunga / Recommendation

That the Auckland Transport Board (board):

- a) Receives the report.

## Te whakarāpopototanga matua / Executive summary

1. The purpose of this report is to assist the board to meet their due diligence obligations and provide an overview of progress against the Safety, Health and Wellbeing (SHW) Strategy.
2. The dashboard has been redesigned in consultation with the Safety team to provide the board with clearer information and gain a better understanding of safety performance and insights to support decision making. It is comprised of two sections:
  - Health, Safety and Wellbeing including SHW strategy, safety management system (SMS), safety assurance and legal environment, safety operational activity and supplier management; and
  - Road Safety, including road safety performance, and fatal crash reporting.

Other metrics that do not 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 to optimise the dashboard.

3. All set of metrics in the redesigned dashboard are aligned with best-practice safety governance reporting. It provides a combination of quantitative and qualitative reporting with the intention of drawing attention to key insights and notes of concern. The continued focus is to lift visibility on quantitative facts, trend identification and integrate best-practice data-points.

## Ngā tuinga ō mua / Previous deliberations

4. There are no previous deliberations.

## Te horopaki me te tīaroaro rautaki / Context and strategic alignment

5. In July 2022, Auckland Transport's (AT)'s plan on a page (the organisational strategic focus) was refined to build further connection to AT's purpose of Easy Journeys and provide clarity of AT's strategic direction. 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, building trust, confidence, and mana (Whirinaki) and a focus on safety and wellbeing in life, work and travel.

6. The SHW Strategy brings together the building blocks for transport safety, workplace health, safety, 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.

## Ngā matapakinga me ngā tātaritanga / Discussion and analysis

### Progress in reporting period

#### 7. Health, Safety and Wellbeing

- a. The progression of the SHW Strategy continues to produce measurable steps to achieve our strategic objectives against our four pillars of leadership, engagement, safety systems and advocacy, showing progress as follow:
  - Culture engagement: A recent pulse survey conducted in March demonstrated a notable increase in the focus on safety and wellbeing in everyone's roles at AT over the past 21 months, shifting from 75% in July to 84 % in March. Overall, the Safety Culture Index is at 82% against a goal of 85%.
  - Safety governance: A public transport (PT) operator forum took place in April 2023. The engagement session was themed around safety policy updates and topics for discussion focussed on personal safety etiquette for passengers and an update in review of the bus driver safety screens. In addition, the importance of reporting and how it supports change initiatives was widely covered throughout each agenda topic.
- b. Currently, the safety management system (SMS) workstreams are on track. However, risk remains for SMS workstreams in resource availability for development and implementation within the safety team and across the organisation. This is mitigated by effective prioritisation of the SMS activities, with the most critical aspects currently underway.
  - The current SMS workstreams and elements from the Van Schaik 2022 Business Improvement Review will be integrated into the ISO 45001 framework. An action plan was endorsed at the March 2023 Safety committee and is due to start implementation.
  - The FY24 work programme plan is under development and will be completed before 30 June 2023.
- c. The Executive Leadership Team conducted their first official leadership safety walk focusing on flood recovery in March 2023. Overall, it was an opportunity to understand the challenges being faced by our contractors and see for themselves the complexity of the tasks to restore the situation.

- d. The reporting of operational safety events in Synergi has been consistent over the past months. Simultaneously, the Safety team have been analysing and revising the event management training materials to make them more user friendly and investigating technological solution. The roll out of a training program to understand how to use Synergi has commenced with the Service Delivery team as the first recipients.
  - e. Monthly health and safety reporting from our suppliers (public transport operators and physical works contractors) continues to improve. However, more work needs to be undertaken to demonstrate value of quantitative and qualitative data. A review of KPI's will be undertaken along with the critical risk reporting, to help inform our focus areas for the next reporting year and ensure our critical safety management is appropriate and well balanced.
8. Road safety
- a. The 2019 AT Road Safety Programme Business Case (PBC) is under review based on a wider focus of transport safety, not solely road safety, and the timing of Regional Land Transport Plan (RLTP) cycle, recommending a full refresh in AT's statement of intent during FY24 - FY25. A gap analysis has been developed by WSP as the starting point for the full refresh. A timeline will be developed by June/July with new stakeholders identified based on the wider transport view.
  - b. AT's Road Safety Engineering team continue to undertake fatal crash investigations in partnership with New Zealand Police. There were 10 fatal crashes reported on AT roads year-to-date (January – May 2023) with seven recommendations for Safety Improvements on those roads, of which four have been implemented and three still remain open.

## Key insights in reporting period

9. Health, Safety and Wellbeing
- a. There was an overall decrease in safety events reported by AT in April compared to March; reduction of 10% ,43 % and 54% in safety events, hazards and pain and discomfort events, respectively.
  - b. Safety events identified as AT critical risks had a decreased of 27% compared to March, from 33 events in March to 24 events in April. No safety events were classified as major or extreme risk consequence, however, there were six events classified with a risk consequence of moderate.
    - Violence, threats and aggression (VTA) remains a consistent trend from the prior months with 81% of AT critical risk events attributed to it since August 2022 to April 2023, with the least number of events reported involving working inside or outside of a vehicle on our network representing 8% of AT critical risks.
    - There is a continuing trend with the increase in the number of safety events reported with a Grade 1 outcome (verbal abuse).
  - c. In April, our total recordable injury frequency rate (TRIFR) decreased by 15% (9.3 to 7.9) and our lost time injury frequency rate (LTIFR) increased by 5% (4.4 to 4.6). Although there was an increase of 21% in March of worked hours, there was a decrease of 26% in April and a decrease of 25% in recordable injuries compared to March including two lost time injuries and one medical treatment in April.
  - d. PT operations highlight a couple of areas for focus. VTA events towards PT staff members appears to have been surpassed by reports of VTA between passengers and members of the public across the network.

- e. Property damage is highly represented in the PT critical risks reporting for PT operators. Further investigation is to be undertaken to get a deeper understanding and highlight any specific problem areas.

#### 10. Road Safety

- a. There were 633 deaths and serious injuries (DSI) were reported on Tāmaki Makaurau roads over the last 12 months (May 2022 to April 2023) from the Crash Analytics System (CAS) and Ministry of Transport (MOT); 49 people lost their lives and 584 were seriously injured.
- b. In the four months January to April 2023, 189 people have been killed or seriously injured, 21 less than the same time period in 2022. This is due to a 21% reduction in lives lost from 19 to 15, while serious injuries reduced 9% from 191 to 174.
- c. Drivers and motorcyclists remain the largest groups harmed on our roads, representing 60% of DSI.

### 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 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 of transport.

### 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. N/A.

## Ngā rōpū kei raro i te Kaunihera / Council Controlled Organisations

16. N/A.

## Ngā kiritaki / Customers

17. N/A.

## Ngā whaiwhakaaro haumarū 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.

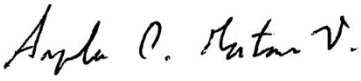


## Ā muri ake nei / Next steps

19. The Safety Business Report with May 2023 data will be submitted to the board in June 2023.

## Te whakapiringa / Attachment

Attachment number	Description
1	May 2023 Safety Business Report Dashboard

## Te pou whenua tuhinga / Document ownership

Submitted by	Anyela Montano Safety Systems and Process Improvement Lead	
Recommended by	Melissa Song Head of Insights & Optimisation	
Endorsed by	Stacey van der Putten Executive General Manager Safety	
Approved for submission	Mark Laing Acting Chief Executive	