

# Safety Performance Dashboard

February 2022 Board meeting  
Open session



# KEY TRENDS

January 2021 to December 2021

## DSI Trends

In the rolling 12 months to December 2021, 59 people died on Tāmaki Makaurau roads, compared to 36 at the same time last year in 2020. In the rolling 12 months to December 2021, 529 people sustained serious injuries\* on Tāmaki Makaurau roads. This is 40 more than the 12 months to the end of December 2020.

## Critical risks

Incidents involving critical risks included:

- A fall from one level to another on a temporary stair was not sufficiently fixed in place. The incident resulted in medical treatment but no time off.
- A network provider notified AT that an AT contractor cut electrical cables, leaving them exposed, the issue was remedied on the day.
- There were two positive cases of COVID-19 for AT people within this reporting period.
- Two parking compliance officers faced aggressive behaviour from members of the public.



**59 Tāmaki Makaurau road deaths January 2021 to December 2021**



**529 Tāmaki Makaurau roads serious injuries\* in January 2021 to December 2021**



**250 average per month Jan 2021 to Dec 2021**  
**294 average per month Jan 2020 to Dec 2020**

**204 cases reported in December 2021**



**One Lost Time Injuries in December.**



\* A high proportion of serious injuries are not reported in CAS, so are only Police reported serious injuries



# AT EMPLOYEE INJURIES

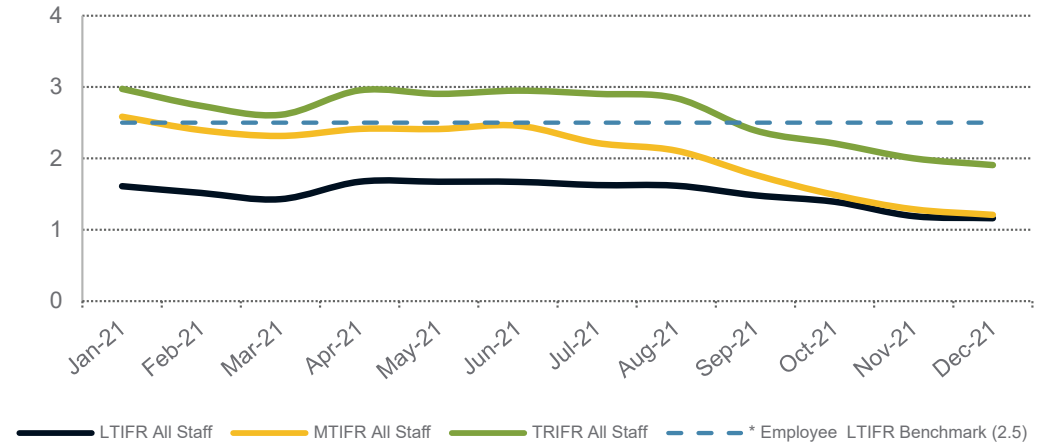
The overall trend is reducing for Lost Time Injury Frequency Rate (LTIFR) for AT employees.

There was one lost-time injury at AT in December, which resulted in four days lost time. The event involved a Transport Compliance Officer who, while descending stairs, twisted their ankle. The service delivery team supported the officer and they returned to work. The Synergi case is closed.

There was one aggression event involving two parking compliance officers who faced aggressive behaviour from members of the public. This was a result of issuing tickets and the event was reported to the NZ Police. AT provided support to the impacted officers.

The ACC work-related monthly report shows there were an additional 1.5 ACC lost days accrued from a previous months' injury.

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 2019 Benchmarking Report {Business Leaders' Health & Safety Forum (Zero Harm Workplaces)}.



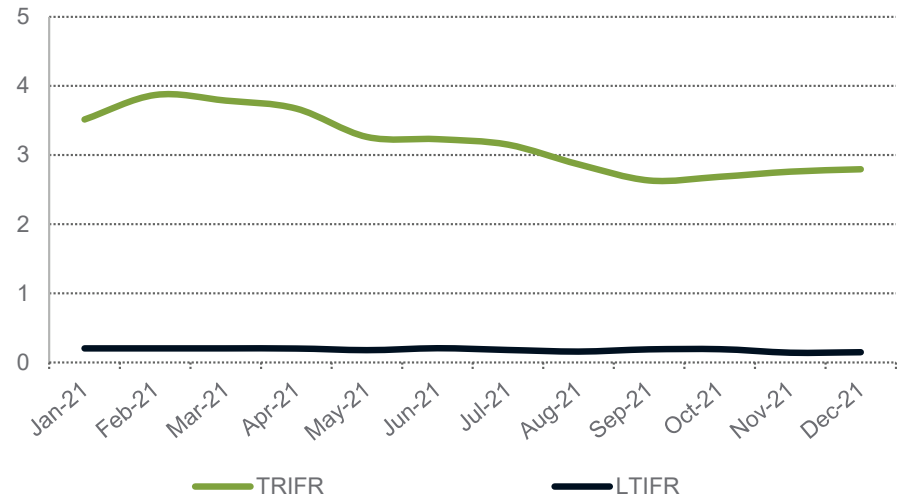


## CONTRACTOR INJURIES FOR AT ACTIVITIES

There is a slight increase in the Total Recordable Injury Frequency Rate reported by contractors.

There was a slight increase in contractor TRIFR in the reporting period from 2.69 to 2.8. Two injuries contributed to the increase in TRIFR. One contractor suffered a First Aid Treatment Injury (FATI), with the second testing positive for COVID-19. The positive test was in the asphalt team in November. The asphalt team, who the team member worked with (close contacts) were stood down pending results of further COVID-19 tests. All close contacts returned a second negative rapid antigen test result.

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 2019 Benchmarking Report {Business Leaders' Health & Safety Forum (Zero Harm Workplaces)}. Noting the update from 2018 to 2019 Benchmarking Report {Business Leaders' Health & Safety Forum (Zero Harm Workplaces)}.

TRIFR is the rate of recordable injuries that occur per 200,000-man hours worked. LTIFR refers to the number of lost time injuries occurring in a workplace per 200,000-man hours worked. An LTIFR of seven, for example, shows that seven lost time injuries occur on a job site for every 200,000 man-hours worked. The formula gives a picture of how safe a workplace is for its workers.





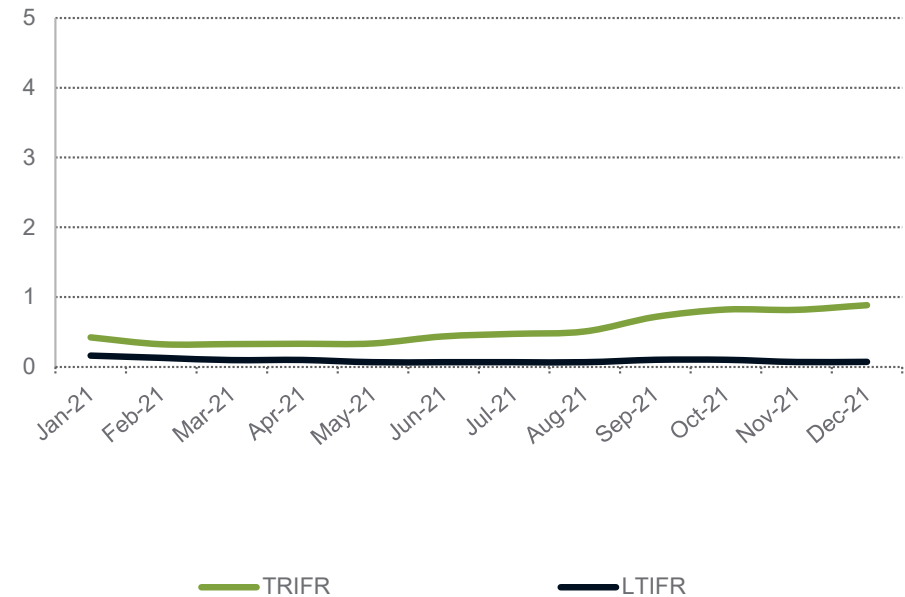
## PUBLIC TRANSPORT OPERATOR INJURIES

There is a slight increase in the Total Recordable Injury Frequency Rate reported by contractors.

There was a slight increase in the TRIFR reported by operators. Four operators sustained medical treatment injuries in incidents of violence and abuse by the public. The NZ Police were requested to attend some of the events.

AT is initiating a process of splitting safety reporting between contractors and operators, which has historically been combined. This report represents the first iteration of this new process. Preliminary assessment for December shows the TRIFR for Public Transport operators is 0.89 (compared to 2.8 for other contractors).

Injury frequency rate for PT Services Activities  
(per 200,000 Hours Worked)



\* Contractor frequency rate benchmarks are based on 200,000 hours worked extracted from 2019 Benchmarking Report {Business Leaders' Health & Safety Forum (Zero Harm Workplaces)}. Noting the update from 2018 to 2019 Benchmarking Report {Business Leaders' Health & Safety Forum (Zero Harm Workplaces)}.

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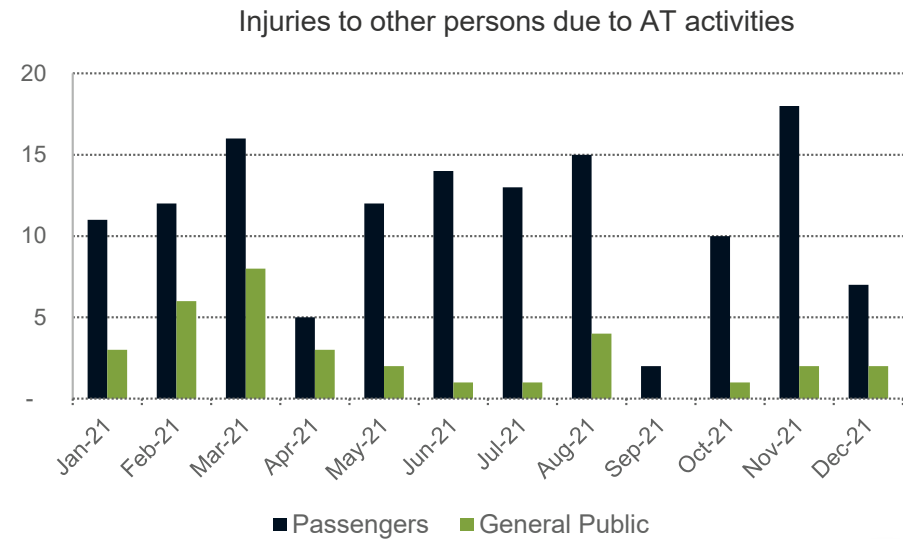
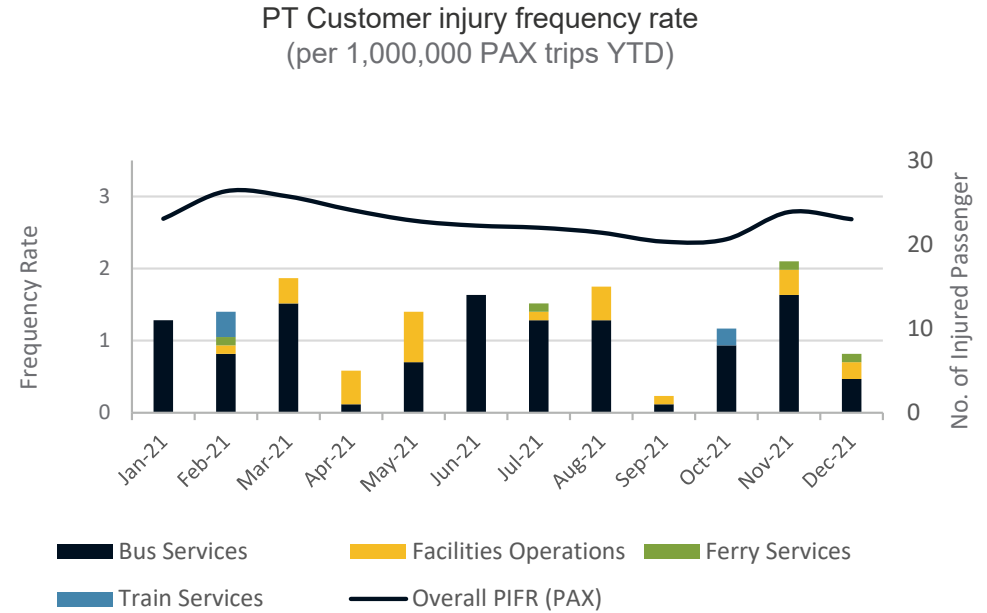


# INJURIES TO OTHER PERSONS (CUSTOMERS & GENERAL PUBLIC)

Reported injuries to customers and the general public has increased.

There were 25 reported passenger over November and December period. The majority of these customer injuries reported were slip, trip and fall injuries, medical events and injuries associated with hard or sudden braking to avoid a collision with a car.

Customer injuries recorded in the CRM system have been included in the reported figures since March 2020. With the increased customer data from CRM and lowered patronage numbers over the reporting rolling 12-month period, there is an increase in customer injury frequency rates.



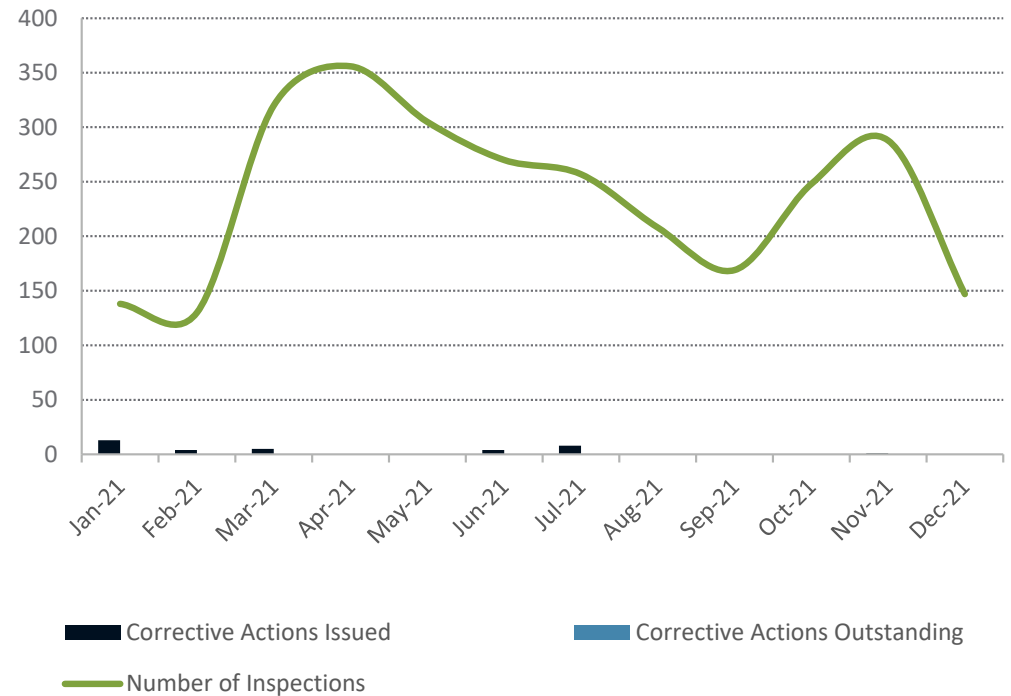


# MONITORING AND INSPECTION

## Health and safety monitoring and inspections (contractor self assurance physical works)

In November, a total of 288 inspections were carried out, with 286 of these being self-evaluations conducted by contractors. For clarity, the graph below is contractors, operators and inspections carried out by project managers at AT. *This graph has not been split between the three groups. This can be an improvement going forward.* In December, there was a notable reduction in reported inspections. This is because reports are not submitted by the assets and maintenance contractors for December each year, but a combined report reflecting December and January is submitted in February. As in previous years, the number of inspections will be corrected in the next report once the data becomes available.

H&S inspection and monitoring



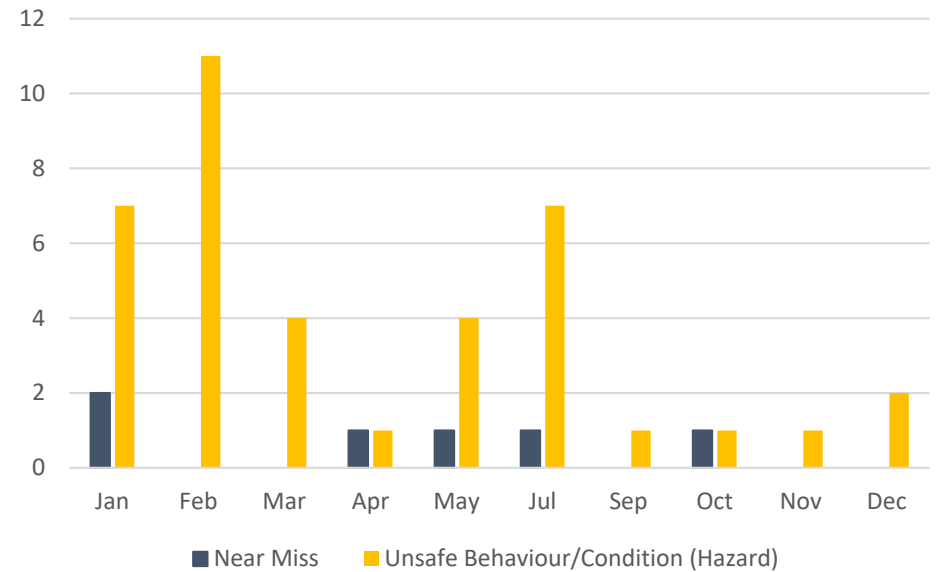


# NEAR MISS, UNSAFE BEHAVIOUR/ CONDITION REPORTING CONTRACTORS

## Near Miss, Unsafe Behaviour/Condition Reporting

There were no near misses by contractors reported for November or December into Synergi. Improving reporting by contractors to enable this visibility is a focus for the safety team and integrated networks.

Near miss reporting into Synergi by contractors







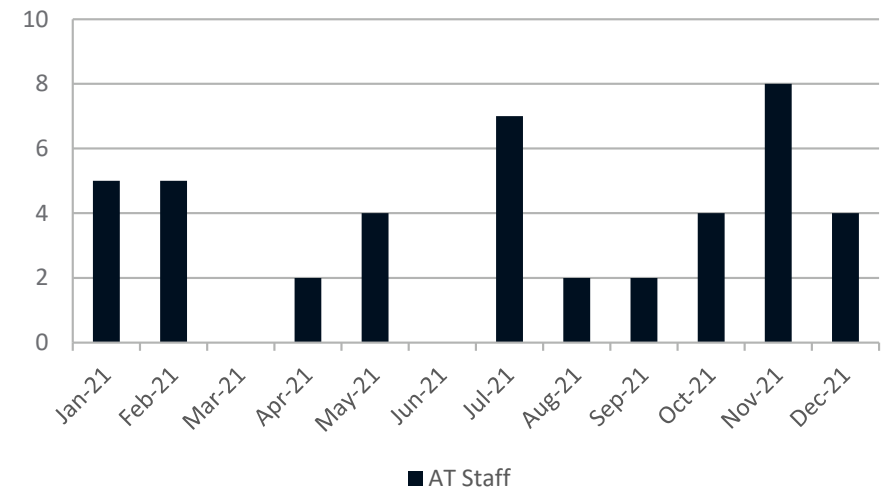
# NEAR MISS, UNSAFE BEHAVIOUR/ CONDITION REPORTING AT STAFF

## Near Miss, Unsafe Behaviour/Condition Reporting

There was an overall 30% decrease in the number of near-misses, unsafe behaviour and condition reporting over the last 12 months. This may be attributable to the reduction in productivity due to COVID-19 lockdowns. With the increase in working from home requirements for a number of our people, there was an increase in unsafe condition reporting related to home workstations. This also increased the number of BT hardware requests for the home environment.

The AT safety team will continue to monitor this trend and support the hybrid working model to support home workstation self-assessment.

Near Miss reporting by AT Staff



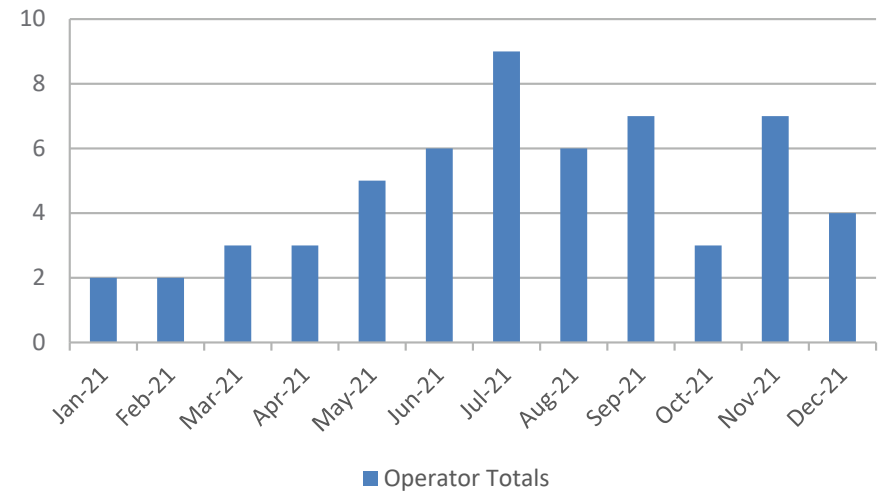


# NEAR MISS, UNSAFE BEHAVIOUR/ CONDITION REPORTING PT OPERATORS

## Near Miss, Unsafe Behaviour/Condition Reporting

Results suggest that our public transport operators are being proactive in their reporting. However, some work is required to be completed with our providers to educate them on the definitions between a 'near miss' and an 'incident'. For example, a report of violence toward an operator was recorded as a near miss. It should have been reported as an incident. This education needs to be held with provider management and provider workers to ensure that collaboration on the types of incidents recorded is consistent across all sections of the AT network.

Near Miss reporting PT Operators





# TĀMAKI MAKAURAU ROAD DEATHS BY TRAVEL MODES

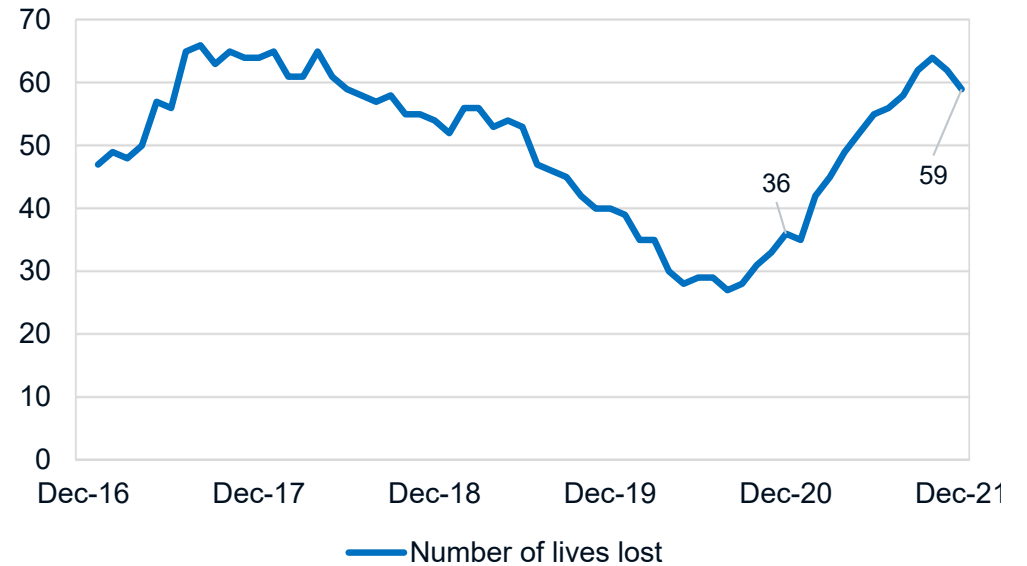
## Tāmaki Makaurau Road Deaths By Travel Modes

January to December 2021, 59 people died on Tāmaki Makaurau roads, 23 more than the same time period in 2020.

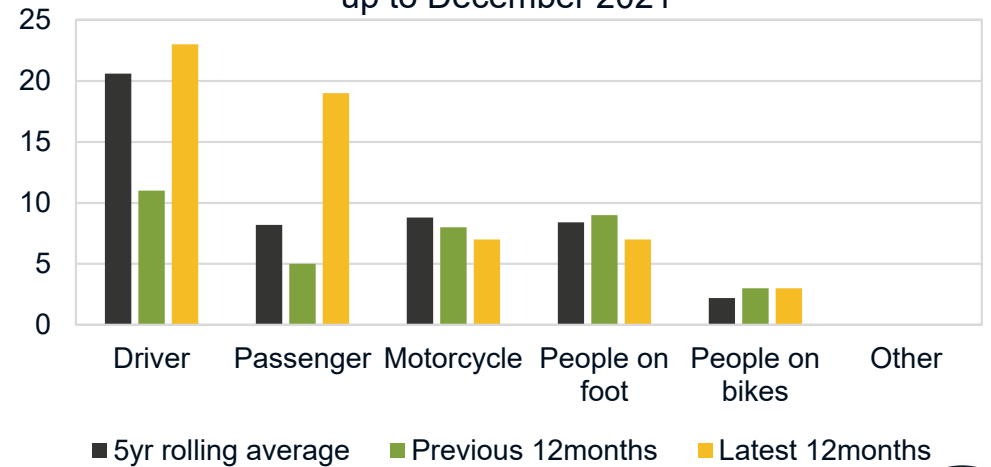
A driver and a passenger were occupants in the same vehicle died in the month of November 2021. Four people, involved in three crashes died in the month of December 2021; two drivers, one passenger and one person on foot.

In the rolling 12 months to date, driver, passenger and people on bike deaths are higher than the 5 year rolling averages (by two, eleven and one respectively)

Number of lives lost on Tāmaki Makaurau roads rolling 12 months to December 2021



Number of lives lost by mode of travel up to December 2021



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

Figures sourced from the Ministry of Transport official road death count





# TĀMAKI MAKAURAU ROAD SERIOUS INJURIES BY TRAVEL MODES

## Tāmaki Makaurau Road Serious Injuries\* By Travel Modes

January to December 2021, 529 people have been seriously injured so far on Tāmaki Makaurau roads, 40 more than the same time period in 2020.

The number of drivers seriously injured increased by 1%, passenger and motorcycle rider seriously injured both increased by 19% compared to the same time in 2020, however all are still lower than the 5 year averages.

The number of serious injuries sustained by inside vehicle occupants is higher than our more vulnerable road users\* (284 as opposed to 245).

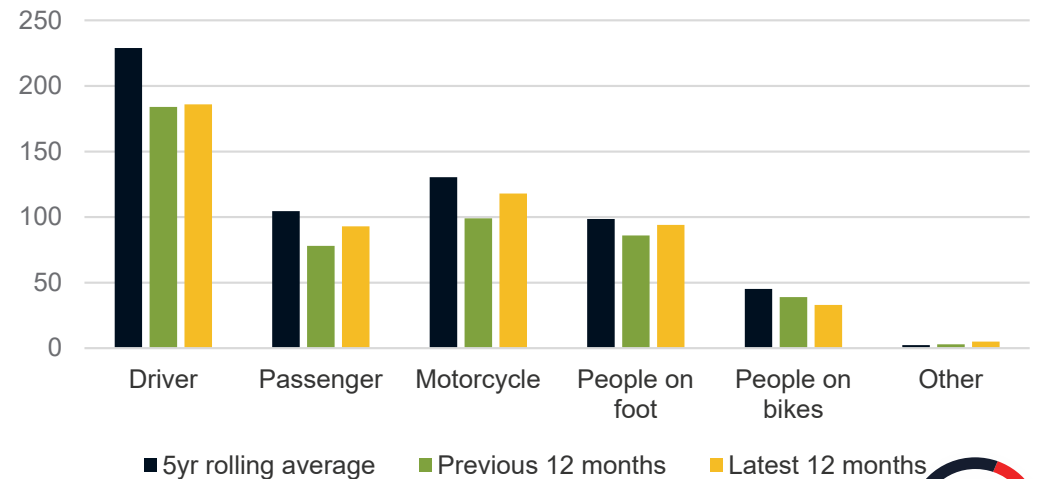
\*Note: Police reported serious injuries only as a high proportion of serious injuries are not reported in CAS. Vulnerable road users include: Motorcyclists, people on foot and people on bikes

Number of people seriously injured on Tāmaki Makaurau roads rolling 12 months December 2021



Dotted line is representative of provisional serious injury figures for the months of October, November and December\* 2021 due to the 3 month lag in the Crash Analysis System (CAS)

Number of people seriously injured by mode of travel up to December 2021



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.

