EVOTIX

Case Study

Safety in Transit:
TfNSW's Strategic Shift with Evotix

Industry

Transportation

Customer since

2022

With a workforce of over 25,000 and a mandate to primarily oversee New South Wales' bustling integrated transport system, Transport for New South Wales (TfNSW) needed a robust, scalable and powerful health, safety and environment solution to ensure the highest level of health, safety and well-being for its workers, contractors, passengers, customers and community members.

With diverse risk profiles across its various departments and agencies, TfNSW faced challenges stemming from ineffective incumbent health, safety and environment solutions and a lack of centralized data.

Recognizing the need for a solution capable of harnessing the vast amount of information at its disposal, TfNSW turned to Evotix.

Since implementing Evotix, TfNSW has undergone a transformative shift in its data–gathering processes.

The software empowers its workers, managers and leaders with accurate and real-time data, enabling informed decision-making for health, safety and environment strategies, planning and operational management of the Transport network in New South Wales.

Day-to-Day Challenges

TfNSW operates on a **monumental scale,** developing the **safe, efficient, integrated transport system** that keeps people and goods moving, connects communities and shapes the future of our cities, centers and regions.

TfNSW is responsible for **strategy, planning, policy, regulation, funding allocation for all modes of transport** in NSW including roads, rail (including the new Sydney Metro), ferry, light rail, point to point, cycling and walking.

TfNSW focuses on **improving the customer experience and contract public and private operators** to deliver customer-focused transport services while also leading the procurement and delivery of transport infrastructure with industry delivery partners.

In 2019, the Roads and Maritime Services (RMS) agency was integrated into TfNSW, making the organization responsible for delivering major road projects, maintaining road infrastructure and managing further construction–related risk. The new Sydney Metro project brings risk associated with tunnelling under the Greater Sydney region.

In addition, the size of the departments and agencies, both in terms of employees and the area and communities served, necessitated a solution that was scalable and capable of handling vast amounts of data from each department and agency. The data required processing into easily understandable formats, allowing executives to make decisions ensuring the health and safety of its workers, contractors, the community and the environment.

Before Evotix

TfNSW adopted a phased approach in implementing Evotix's software.
In August 2023, after 12 months of planning and configuration, the first release went live with the incident, hazard and inspection modules. In November 2023, the second release went live, including the audit, project data submission, leadership engagement and environmental obligations modules. Nguyen explains,

> **"** The hybrid [phased] approach is always preferable. That way, we could deliver our priorities, earlier."

This approach allowed the organization to gather early feedback, address priorities such as incidents, hazards and inspections promptly and avoid the need to wait for the implementation of all modules at once.

To facilitate a smooth, well-supported transition process, TfNSW's Health, Safety and Environment team utilized over

200 Champions

to be the first line of support in aiding workers' understanding of the new system.

Ahead of its initial rollout, TfNSW conducted training sessions for these champions. Subsequently, they embarked on a roadshow across New South Wales to disseminate information and assist stakeholders in preparing for the new platform.

Additionally, specialized training was offered to users in departments that were highly impacted from the change.

The champions eagerly anticipate the upcoming enhancements, which they will be able to educate users about.

Streamlined Reporting

To bolster decision-making, a reporting API was implemented to analyze and transfer data to the data warehouse.

This data hub integrates multiple sources, facilitating user-friendly dashboards for visualizing information.

This efficient setup saves time and empowers departments to create custom reports, enhancing engagement and ownership of data-driven processes.

Increased Engagement

Since implementing Evotix, TfNSW has seen increased engagement in multiple areas.

In the first three months since the initial rollout, TfNSW reported a notable 504 inspections conducted with 1,255 findings created from those inspections. Additionally, 21 investigations were initiated.

Hazard reporting, another area of potential growth for TfNSW, has also seen significant improvement since the introduction of the system. In the first three months since the first release, the HSE team reports, 93% of all hazards raised have been closed.

In the first three months after implementation, the system saw over 122,958 interactions with users, 2680 logins and 991 actions created with 69% of those actions closed.
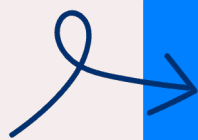
504 Inspections conducted

1,255 Findings created

21 Investigations initiated

The TfNSW team enthusiastically chose the name myHSE Ngara (pronounced Nah-rah) for their software. Derived from Australian indigenous culture, Ngara means to listen, hear and think – perfectly aligning with the core values of health, safety and environment. It sends a powerful and uplifting message to resonate across the entire workforce.

Configurability & Flexibility

One of TfNSW's primary criteria for a new EHS&S system was configurability, and this ability has proven particularly useful for data entry fields.

As Nguyen reports, essential data fields can help the organization reap the benefits of good data reporting:

"We have developed a system with comprehensive data fields because of our reporting requirements. The need for this depth of information is what we can mine for insights, and report right back up to our executives so they can get a view of how TfNSW is performing from a health, safety and environment perspective."

The Future with Evotix

Nguyen and his team express enthusiasm for the organization's future with Evotix.

> **"**
>
> **The champions are itching to see what's next, what enhancements are coming, which we can deliver as part of my team and the environment teams,"**
>
> Nguyen says. "That's the opportunity we have with Evotix –a lot of the configuration can be done by the client. That was another reason why we nominated Evotix–because of that flexibility."

With a substantial workforce and expansive responsibilities, TfNSW needed a powerful, streamlined health, safety and environment solution capable of handling vast amounts of data.

Through the adoption of Evotix's solution, TfNSW has revolutionized its approach to collecting data. The software provides TfNSW with precise and up-to-the-minute information, facilitating well-informed decision-making concerning the health, safety and welfare of its workers, contractors, passengers, customers and community members. With myHSE Ngara, TfNSW can remain steadfast in its vision to make New South Wales a better place to live, work and visit.

US
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+1 (872) 215 5913

+44 (0) 161 521 8490

+61 3 8595 5909

Let's chat

contact@evotix.com

Our Evotix team is passionate about applying market leading technology to create safer, smarter workplaces, partnering with organizations that value people's safety, communities and the planet.

As safety professionals and long-term leaders in the Verdantix EHS Green Quadrant, our deep and practical insight addresses your evolving needs, helping you achieve your health, safety and sustainability goals.

Evotix: your all-around partner for the journey.

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