



McArthur | 50
YEARS
A proud past. A bright future.

How M^cArthur helped the
NSW Government keep their
customers and people safe.

The Operation Safe Travel Project

To coincide with more people returning to work and school, OST was implemented to help frontline staff manage increased customer numbers and to help maintain 1.5 metre physical distancing across Sydney's public transport system. Priority was to be given to school children and people who require assistance such as customers with disabilities.

"The Marshalling Response and Support Teams were solely focused on helping the NSW Government keep their customers and people safe."



The Challenge

McArthur were briefed to recruit and manage Marshalling Response and Support Teams to monitor physical distancing by customers, assist with crowd management, and promote a positive customer experience and safe environment for TfNSW staff.



McArthur recruited and trained a team of 30+ Marshalls who began work on May 25th.

The teams worked 900+ hours per week across 2 shifts, 6am - 9pm Mon - Fri each week.



The Marshalls operate at key transport locations including bus stops, train stations, light rail stops, interchanges, ferry wharves and pop-up parking at Moore Park.



A key KPI for the McArthur back-office team was to produce in-depth daily performance reporting across all activities across the whole of project.

At the end of Week One, we had already reported on over 7,000 transport services.