



McArthur
Best People Fit

How McArthur helps TfNSW continually deliver customer service excellence at 2 key transport centres.



Transport Customer Service Centres

The Transport Customer Service Centres at Central Station and Circular Quay are part of TfNSW's commitment to the highest levels of customer service right across the state's transport network.

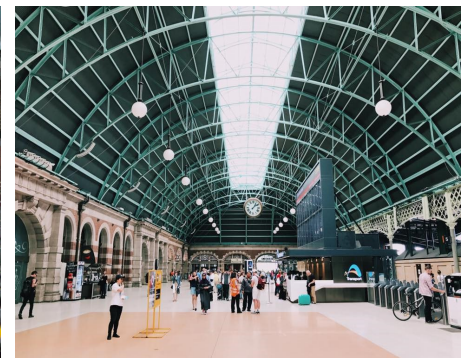
The centres provide a comprehensive information resource to passengers, ticket sales, opal card sales and recharging.

The key aim of the Transport Customer Service Centres is to make every passenger experience as positive and enjoyable as possible



The Challenge

Since 2014, McArthur has had a long-term, ongoing commitment to train and manage customer service staff across 2 of Sydney's busiest transport hubs, Central Station and Circular Quay. Our teams' service is underpinned by stringent KPI's and comprehensive reporting parameters.



Currently there are 18 McArthur Transport Customer Service Centre Officers working across both locations. Combined shifts average 830 hours per month, Monday - Friday. Hours of Operation is a critical KPI for the teams and we have maintained 100% compliance every month since 2014.

All TCSC Officers are required to provide comprehensive details on the NSW transport network, as well as managing and maintaining all aspects of the Customer Service Centre including collateral levels, equipment. They are also responsible for supporting and training new team members.

Since 2014, the McArthur TCSC teams have met all customer service KPI's. Approximately 360 individual measurements covering key criteria including daily accounts reconciliation, transaction accuracy, hours of operation and complaint resolution.

