



TRANSPORT MANAGEMENT CENTRE

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RMS Control Centre Workstations



(<http://blueskydesigngroup.com.au/>)

Custom workstation solution which has given operators a comfortable, ergonomic and versatile work environment.

The Transport Management Centre (TMC) monitors and manages the NSW State road network 24 hours a day, seven days a week, 365 days a year.

During morning and afternoon peak travel times, major events and unplanned incidents, the TMC also monitors and coordinates Sydney's public transport operations across trains, buses ferries and light rail.

Blue Sky was commissioned to create a workstation that would provide an upgrade in technology and a significant improvement in ergonomic and operational performance.



Main control centre work space.

A workplace that operates 24/7 and has a mission for smooth management of traffic flow across an entire state that needs to be efficient and well-equipped.

At the NSW Transport Management Centre, staff work across two dozen workstations with up to 8 screens on each, on a 24/7 rotating shift basis to monitor traffic circulation. Equipment and data need to be well positioned, in a space with maximum functionality and advanced ergonomics.

The Centre's new base in Sydney's Eveleigh was designed by Blue Sky with ergonomics and efficiency in mind. Highly advanced IT and communication tools are integrated with advanced ergonomic workstations from Classic Resources and monitor arms from Uplifting Solutions. The gas-articulated monitor arms can carry up to 32kg of screen weight and allow up to 8 monitors on the individual workstations to be adjusted at the touch of a fingertip. In certain configurations, the screens can be moved together as an array.

Moveable workstations allow operators to stand when they wish, enhancing their flexibility and reducing fatigue from sedentary seating. A simple tilt of the monitor screen ensures visibility at any position.

"It is vital for our operators to have a cockpit view of their areas of operations," says Joe Morabito, Manager of Traffic Operations.

"The advanced ergonomics of our workstation set up gives us optimal operational visibility; it simply means we can optimise our responses and provide better traffic management."

The designs also include sophisticated lighting and acoustic systems to provide maximum comfort and control for operators who undertake long and stressful shifts in front of display screens.



The workstations were designed with a smaller footprint allowing an additional two workstations to be added to the control centre. The workstations were fitted with an acoustic “roof” to provide additional sound absorption and reduce any white noise or background conversation.

Specific task lighting was selected to reduce glare yet allow for sufficient illumination where required.

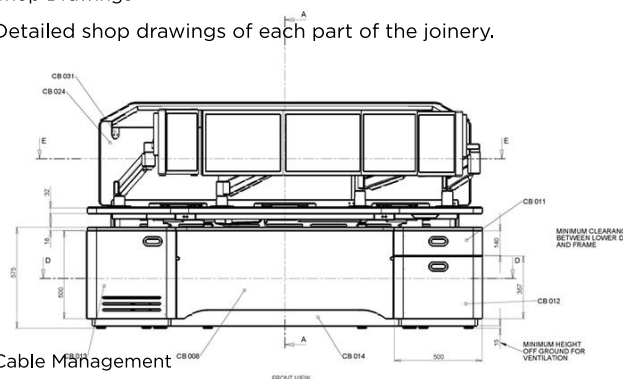
Process

Various design stages were undertaken to achieve the best possible layout and ergonomic intent. A workstation was prototyped and tested before installation at the Control Centre. The collaboration with traffic monitoring and bus motoring was achieved through an island design of four desks facing each other and placed at the heart of the centre. This allowed for an integrated solution between buses and roads.



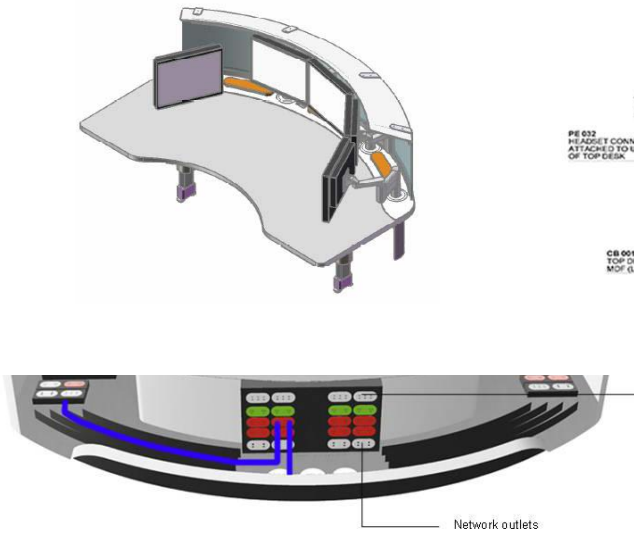
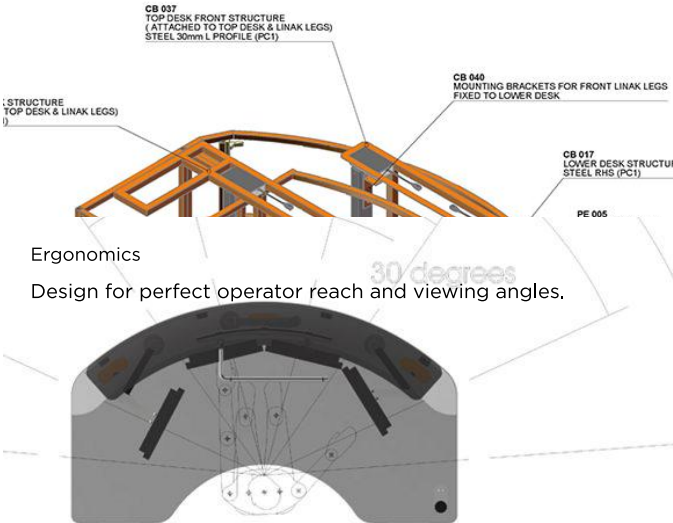
Shop Drawings

Detailed shop drawings of each part of the joinery.



Cable Management

Detailed cable management systems and configurations to allow for easy maintenance.



Related Projects

RMS Transport Management

Customer Overview



Monitoring the State's Heartbeat

Efficient traffic circulation, optimizing delivery of both goods and people, is the lifeblood of a city and vital to the economy of the state. The NSW Transport Management Centre was established to ensure efficient management of traffic flow. The recent refurbishment of the Centre has seen operators equipped with highly advanced IT and communication tools integrated with advanced ergonomic workstations, operator seating and monitor arms. The latter effectively position an array of equipment and data, so as to enable operators to most effectively direct traffic and co-ordinate emergency and essential services responses as required.

Their brief

The Transport Management Centre NSW is a key focused delivery agency. It is now part of the new Transport for New South Wales structure, established in 2011 by the NSW state government to integrate transport policy, planning and procurement.

The core operational element of the new Eveleigh, Sydney based centre consists of two dozen workstations, each equipped with up to eight monitors and staffed 24/7 on a rotating shift basis.

“Traffic never sleeps” notes Joe Morabito, Manager of Traffic Operations, “and neither does our operation at the Transport Management Centre. It is vital for us to ensure the 18,000km State Road network operates with maximum efficiency, including during peak commuter travel times, special events and following unplanned incidents such as vehicle accidents. We assist in the coordination of services from multiple agencies, including the NSW Police, City Rail (RailCorp), and the State Transit Authority of NSW. The STA alone, for example, operate almost 100,000 services per week across the Sydney metro area.”

“It is vital for our operators to have a cockpit view of their areas of operations. The advanced ergonomics of our workstation set up gives us optimal operational visibility: it simply means we can optimise our responses and provide better traffic management,” said Mr Morabito.



Why Uplifting?

The gas articulated monitor arms enable up to eight monitors on the individual workstations to be fingertip adjusted for height, tilt and depth; obviating the need for tools. The screens in certain configurations can also be moved together as an array, with up to 32 kg of screen weight supported by the gas articulated arms. Effectively the monitors float above the desk top and may be repositioned as required. The monitor arms were manufactured by Innovative Office Products USA, who also supply to the New York Stock Exchange.



COCKPIT VIEW OF THE AREAS OF OPERATIONS

Uplifting Applications in Action

Design of the workstations was undertaken by Bluesky Design Group, while the workstations were delivered by Classic Resources and the monitor arms were supplied by Uplifting Solutions.

The moveable workstations enable operators to stand when desired, so as to enhance operator flexibility and reduce fatigue from sedentary seating.

The combination of advanced ergonomics and integrated information ensures that the focus indeed remains on service delivery.



THE GAS ARTICULATED MONITOR ARMS ENABLE UP TO EIGHT MONITORS ON THE INDIVIDUAL WORKSTATIONS TO BE FINGERTIP ADJUSTED

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Uplifting Solutions at the NSW Transport Management Centre

Ergonomics and efficiency are the key to an effective workplace at the NSW Transport Management Centre, with products from Uplifting Solutions.



The Centre's new base in Sydney's Eveleigh was designed by Bluesky Design Group with ergonomics and efficiency in mind.





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