

SKILLS FRAMEWORK FOR PUBLIC TRANSPORT				
SKILLS MAP - CHIEF BUS CONTROLLER/BUS OPERATIONS CONTROL CENTRE CONTROLLER				
Sector	Public Transport			
Track	Bus Operations			
Sub-Track	Bus Operations Control Management			
Occupation	Bus Operations Supervisor			
Job Role	Chief Bus Controller/Bus Operations Control Centre Controller			
Job Role Description	<p>The Chief Bus Controller/Bus Operations Control Centre Controller performs day-to-day operations at the Bus Operations Control Centre (BOCC) to ensure bus service reliability on the road. He/She works closely with Bus Captains and other stakeholders to regulate bus services in a real-time environment to maintain bus service performance standards and minimise service delays. This aspect of monitoring work also requires him to provide on-the-job coaching to Bus Captains. He is required to respond to emergencies and restore bus service disruptions, as well as assist in the investigation and documentation of incidents and/or accidents. He also takes on administrative duties in data compilation, and contributes towards continuous improvement by providing feedback on gaps observed in operational activities.</p> <p>He is an analytical individual who is able to remain calm and composed in stressful situations to make critical decisions. He is systematic and is able to communicate effectively. He works on rotating shifts and may be required to work on some weekends and public holidays.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Manage Bus Operations Control Centre (BOCC) operational activities	Key Tasks	
			Regulate real-time bus service performance in accordance with scheduled timetables	
			Liaise with stakeholders to ensure bus services operate in accordance with regulatory and operational requirements	
			Monitor and manage the actualisation of service mileage to meet daily targets	
			Comply with service performance standards when carrying out work	
			Compile data from the bus fleet management system for reporting	
	Manage incidents and/or accidents	Respond to incidents and/or accidents that occur during bus service route operations		
		Assist in the investigation of incidents and/or accidents		
		Carry out follow-up actions to prevent the recurrence of incidents and/or accidents		
		Provide feedback on contingency plans for incident and/or accident management		
Document the occurrence of incidents and/or accidents during bus service route operations				
Contribute to continuous improvement activities to enhance service standards	Provide feedback on gaps in operational efficiency to support continuous improvement			
Manage people and team performance	Perform on-the-job coaching			
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)	
	Bus Operations Control Management	Level 3	Problem Solving	Intermediate
	Bus Regulatory Compliance	Level 3	Communication	Advanced
	Continuous Improvement Management	Level 3	Decision Making	Intermediate
	Crisis Management	Level 3	Sense Making	Intermediate
	Data and Statistical Analytics	Level 1	Teamwork	Basic
	Health and Fatigue Risk Management	Level 1		
	Learning and Development	Level 2		
	Report Writing	Level 2		
	Stakeholder Management	Level 3		
	Workplace Safety and Health Culture Development	Level 3		
	Workplace Safety and Health for Incident and Accident Investigation	Level 3		
Programme Listing	For a list of Training Programmes available for the Public Transport sector, please visit: www.skillsfuture.sg/skills-framework/public-transport			

The information contained in this document serves as a guide.