

**SKILLS FRAMEWORK FOR PUBLIC TRANSPORT
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Bus Operations					
TSC	Bus Operations Control Management					
TSC Description	Manage the operation of bus fleets according to designated service routes using real-time information obtained from bus fleet management systems					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
			PTP-BOP-3006-1.1	PTP-BOP-4006-1.1	PTP-BOP-5006-1.1	
			Conduct real-time monitoring and regulating of bus services to ensure service reliability	Supervise the monitoring and regulating of bus services to maintain service continuity	Manage the operations of bus fleets and service routes to ensure optimal bus service performance for the public transport network	
Knowledge			<ul style="list-style-type: none"> Types of bus monitoring systems including bus fleet management systems Features and functions of bus fleet management systems Operating procedures for bus fleet management systems Voice protocols to guide Bus Captains on service performance and incidents Characteristics and schedules of bus service routes Organisational bus service performance standards Daily service mileage targets Types of bus service route scenarios and contingencies Organisational response procedures and relevant stakeholders for different bus service route scenarios Document components and requirements for different bus service 	<ul style="list-style-type: none"> Characteristics and schedules of bus service routes Organisational bus service performance standards Daily service mileage targets Types of bus service route scenarios and contingencies Organisational response procedures and relevant stakeholders for different bus service route scenarios Communication protocols with internal and external stakeholders for different bus service route scenarios Organisational guidelines on the service performance of Bus Captains Organisational policies, regulations, and safety requirements for bus operations control Regulatory requirements for bus operations control 	<ul style="list-style-type: none"> Key Performance Indicators (KPIs) for the Bus Operations Control Centre (BOCC) Characteristics and schedules of bus service routes Current and historical data of bus service route performance in the national public transport network Types of large-scale bus service route scenarios and contingencies impacting the national public transport network Organisational service recovery guidelines to guide the management of different bus service route scenarios affecting the national public transport network Components of contingency plans for managing different bus service route scenarios 	

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			<p>route scenarios and service recovery procedures</p> <ul style="list-style-type: none"> • Organisational policies, regulations, and safety requirements for bus operations control • Regulatory requirements for bus operations control 			
Abilities			<ul style="list-style-type: none"> • Interpret real-time information from bus monitoring systems • Identify adjustments needed in bus service performance and communicate service performance adjustments to Bus Captains • Coordinate with stakeholders on ground-level response to bus service route operations and different bus service route scenarios • Adjust the headway of bus services to meet service requirements • Coordinate follow-up actions to optimise service mileage • Compile data from bus monitoring systems for reporting • Respond to different bus service route scenarios to ensure service continuity • Assist in the investigation of bus service route incidents and perform follow-up actions to prevent recurrence 	<ul style="list-style-type: none"> • Monitor real-time service performance of bus service routes to ensure adherence to service standards • Supervise communication with Bus Captains to regulate daily service performance and during different service route scenarios • Collaborate with the relevant authorities and stakeholders on ground-level response to bus service route operations and the management of different bus service route scenarios • Monitor and review the achievement of daily service mileage targets • Interpret information from real-time positional data and historical data for decision making • Supervise the execution of different bus service route scenarios to ensure service continuity • Coordinate the investigation of different bus service route scenarios and 	<ul style="list-style-type: none"> • Manage real-time service performance of bus service routes within the wider public transport network • Collaborate with the relevant authorities and stakeholders on bus service route operation scenarios that affect the national public transport network • Analyse real-time positional data and historical data for decision making • Develop and lead contingency plans and unplanned actions for different bus service route scenarios affecting the national public transport network to ensure service continuity • Lead the investigation of bus service route incidents and recommend follow-up actions • Review the documentation of bus service route incidents for endorsement and investigation closure 	

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			<ul style="list-style-type: none"> • Provide feedback on irregular bus service route scenarios and contingencies for improvement • Document bus service route incidents • Generate reports on the performance of bus service routes • Provide feedback on operational gaps observed to improve the Bus Operations Control Centre's (BOCC) operations and services 	<p>implement follow-up actions</p> <ul style="list-style-type: none"> • Review bus service route reports • Propose areas of improvements to enhance the Bus Operations Control Centre's (BOCC) operations and services 	<ul style="list-style-type: none"> • Implement initiatives to improve the BOCC's operational and service efficiency 	
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