

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

TSC Category	Incident Management					
TSC	Bus Recovery and Towing					
TSC Description	Deploy on-the-road bus recovery procedures by implementing appropriate recovery actions and in coordination with the Bus Operations and Control Centre					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		PTP-ICM-2004-1.1	PTP-ICM-3004-1.1			
		Execute on-the-road bus breakdown assistance and recovery support	Supervise on-the-road bus breakdown assistance and recovery support			
Knowledge		<ul style="list-style-type: none"> Procedures for pre-deployment checks and preparations Fundamentals of breakdown inspections on different bus systems Systematic assessment of on-the-road recovery action plans Bus recovery methods and resources required Procedures to report and coordinate with Bus Operations Control Centre (BOCC) and/or the Bus Workshop duty officer Safe work procedures for on-the-road recovery and safe operating procedures of tools, equipment and support vehicles Traffic regulations and guidelines for on-the-road bus service and recovery Documentation methods for bus breakdown recovery activities 	<ul style="list-style-type: none"> Roles and responsibilities of a bus recovery response team lead and/or supervisor Procedures for pre-deployment checks and preparations Fundamentals of breakdown inspections on different bus systems Systematic assessment of on-the-road recovery action plans Bus recovery methods and resources required Procedures to report and coordinate with Bus Operations Control Centre (BOCC) Procedures and guidelines for on-site coordination with the authorities, emergency service responders and/or external service recovery responders Safe work procedures for on-the-road recovery and safe operating procedures of tools, equipment and support vehicles Traffic regulations and guidelines for on-the- 			

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

			<p>road bus service and recovery</p> <ul style="list-style-type: none"> Documentation methods for bus breakdown recovery activities 			
Abilities		<ul style="list-style-type: none"> Conduct pre-deployment preparations based on recovery request and situation updates Carry out on-site safety assessment and safe parking of recovery support vehicles in accordance to traffic conditions, Work Instructions (WI) and regulations Carry out systematic breakdown inspection procedures to assess and determine recovery action plans Provide status report and bus recovery plans to the BOCC Execute on-site bus recovery action plans Carry out safe deployment of recovery support vehicles and towing equipment Adhere to safety guidelines and operating instructions for tools and equipment during bus breakdown recovery work Document service recovery records 	<ul style="list-style-type: none"> Supervise the bus recovery operations Determine optimal recovery process for bus breakdown incidents Coordinate with BOCC on actions required for bus recovery process Communicate with external recovery and/or emergency responders and the authority in event of major incidents Ensure safe and accurate deployment of tools, equipment and recovery support vehicles Support incident reporting and review documentation on service recovery records 			