

d. AV Onboard Safety Operator

Driving will no longer be required when AV arrives and skills will focus more on customer service, AV dashboard diagnostic, AV operations and AV equipment and system operation ensuring vehicle reliability and passenger safety. Core tasks performed by the AV onboard safety operator include supervision of AV, assistance to commuters, emergency and accident management.

EMERGING JOB ROLES IN AUTONOMOUS VEHICLE

AV Onboard Safety Operator

JOB DESCRIPTION

The AV Onboard Safety Operator serve as on-the-road safety operator by supervising AV operations. He/she manages crises and accidents with assistance from the backend control centre. The operator also provides customer service and manages service challenges of passengers onboard.

KEY RESPONSIBILITIES

- Supervise AV driving/ parking and ensuring predetermined service routes and time schedules for AV buses
- Perform system checks with dashboard diagnostic for pre-trip/post-trip AV bus/ P2P; conducts reading of dashboard diagnostic signals
- Manages crises and accidents with assistance from backend control centre
- Provide customer service including safety assurance, advisory, customer feedback, fare management

SKILLS AND REQUIREMENTS

- **AV equipment and systems operations** – Supervise AV vehicle, equipment and relevant systems, take over vehicle operation in the event of an incident or crisis
- **AV dashboard diagnostics** – Perform system checks, read AV dashboard diagnostic fault codes and coordinate with backend control centre to troubleshoot and manage issues
- **Network and Vehicular Communications for workplace traffic safety management** – Ensure that vehicular communication systems are operating optimally
- **Perception system sensor diagnostics and replacement** – Perform diagnostics for perception system sensors such as LiDAR
- **Service excellence** – Provide customer service and manage service challenges of passengers onboard

The AV Onboard Safety Operator serves as on-the-road safety operator by supervising AV operations. He/she reads AV dashboard diagnostic signals to ensure compliance with Workplace Traffic Safety Management. He/she manages crises and accidents with assistance from backend control centre. The operator also provides customer service including safety assurance, advisory, customer feedback, fare management.

EXAMPLE OF HIRING COMPANIES

- SBS Transit
- Tong Tar Transport
- Premier Taxis
- Gojek

EDUCATION AND EXPERIENCE

- Minimum primary/ secondary/ "O" level in any field
- Class 3/ 4/ 4A driving license, with minimum 1 year driving experience
- Undergone Enhanced Vocational License Programme and obtained WSQ Certification in Bus operations
- Attended safety driving and customer management courses

Source(s): SSG Skills Framework, Company careers portals, KPMG Analysis

Figure 17: AV Onboard Safety Operator Persona