

BUS/ TAXI/ PHC DRIVERS

Bus Captain/ Senior Bus Captain/ Chief Bus Captain/ Master Bus Captain/ Taxi Driver/ PHC Driver

Job description: The Bus Captain operates various bus types on scheduled routes and timetables and performs pre-trip and post-trip bus checks to ensure bus readiness for daily service commencement and routine procedures upon service termination respectively. He works closely with the Bus Operations Control Centre (BOCC) to ensure adherence to scheduled journey timings and to seek support during incidents and/or accidents. He also provides customer service to passengers and contributes towards continuous improvement by providing feedback on gaps in service standards. The Senior Bus Captain assists in assessments for new bus service routes and provides coaching and briefings to guide junior bus captains. The Chief Bus Captain/ Master Bus Captain drives service culture and supports team performance.

The Taxi/PHC Driver provides point-to-point services on taxis or passenger cars and performs pre-trip and post-trip vehicle checks. He operates the devices and systems that receive rides and ensures adherence to pick up and drop off locations. He works with the unions and taxi/ ride hire companies to handle incidents and/or accidents if occurred during operations. He provides customer service to passengers in need of assistance, and contribute towards continuous improvement by providing feedback on gaps in service standards

Current Job Tasks	Future view of job tasks	Impact at task-level
1. Driving and operating of ICE vehicle on designated routes and timings to transport passengers to destinations	• No driving of the vehicle required hence bus/ car vehicle operations will change drastically to a more supervisory and observatory role over the AV	High impact (Red circle)
2. Conduct high level checks on ICE vehicle controls and on-board equipment to ensure that vehicle is ready for daily service commencement and termination	• Conduct high level checks on sensor perception systems, AV controls, network and vehicular communications and on-board equipment to ensure that bus/ vehicle is ready for daily service commencement and termination	High impact (Red circle)
3. Provision of high quality customer service such as answering enquires, facilitating cash payment or card payment and assisting disabled or elderly passengers to board and alight	• Elimination of driving role, bus captains/ taxi drivers/ PHC drivers to provide higher quality of customer service to answer enquires, provide assistance and personable experience to passengers	Medium impact (Orange circle)
4. Execute crisis management procedures in emergencies or accidents such as ushering passengers to safe points or follow up of journey continuation methods to resume operations	• Human intervention and judgment remain critical in executing crisis management procedures and support for emergencies • Bus captain/ taxi driver/ PHC driver might require new AV diagnostic skills to identify vehicle faults and execute recovery or crisis management procedures to resolve the emergency or accident	Medium impact (Orange circle)



A SIGNIFICANT proportion of job tasks will be automated by key technologies, tasks performed will have a

HIGH degree of change



Within the next **20 years or beyond**, the job role(s) could potentially undergo

DISPLACEMENT



Current/future skills

To take on adjacent/ new job role(s) the skills below will observe these changes:

- Bus/ Car Vehicle Operations
- Bus/ Car Equipment and Systems Operation
- Bus/ Car Regulatory Compliance
- Service Excellence
- Workplace Traffic Safety Management
- Crisis Management
- Health and Fatigue Risk Management
- AV Dashboard Diagnostics
- Automatic Vehicle Control System
- Network and Vehicular Communications
- Perception System Sensor Diagnostics and Replacement



Job Adjacency

The job holder could potentially take on adjacent job roles as:

- AV Onboard Safety Operator

Legend for job tasks & skills

- High impact (Red circle)
- Medium impact (Orange circle)
- Low impact (Green circle)
- Declining skills (Red downward triangle)
- Adjacent skills (Orange square)
- Emerging skills (Green upward triangle)

20-year skills impact analysis for bus drivers



















Job tasks today	Job tasks in 20 years	Job skills in 20 years	Job task impact	Job role impact	Job role transition
1. Driving and operating of ICE buses on schedule routes and timetables to board and alight passengers at bus stops	 Occasional driving of the vehicle required hence bus/ car vehicle operations will shift primarily to a more supervisory and observatory role in AVs	 Bus Vehicle Operations  Bus AV Operations (Supervision)	 High degree of change	 Displacement	1. AV Onboard Safety Operator
2. Conduct high level checks on bus controls and on-board equipment to ensure vehicle readiness for service commencement and termination	 Conduct high level checks on sensor perception systems, AV controls, network and vehicular communications and on-board equipment to ensure that bus/ vehicle is ready for daily service commencement and termination	 Bus Equipment and System Operation (ICE)  AV Dashboard Diagnostic  Automatic Vehicle Control System  Network and Vehicular Communications  Perception System Sensor Diagnostics and Replacement			
3. Provide high quality customer service to passengers boarding and alighting from the bus	 Elimination of driving role; provide higher quality of customer service to passengers	 Service Excellence			
4. Work with BOCC to execute crisis management procedures in emergencies or accidents	 Require new AV diagnostic skills to identify vehicle faults and execute recovery or crisis management procedures to resolve the emergency or accident	 Workplace Traffic Safety Management  Crisis Management  AV Dashboard Diagnostics  Automatic Vehicle Control System			
Declining Functions	Driving				
Emerging Functions	Supervision of AV operations				

Table 32: 20-year skill impact for bus drivers