

BUS OPERATIONS

Senior Interchange Officer/ Senior Interchange Assistant/ Interchange Officer/ Interchange Assistant/
Senior Interchange Supervisor/ Interchange Supervisor/ Interchange Manager/ Senior Depot Officer/
Senior Depot Assistant/ Depot Officer/ Depot Assistant/ Senior Depot Supervisor/ Depot Supervisor/
Depot Operations Manager/ Depot Manager

Job description: The Interchange Officer/ Interchange Assistant performs daily operations at the bus interchange/ bus depot to support the smooth running of bus services to serve passengers through monitoring of bus arrival and departure timings, regulating bus departure timings, redeploying bus captains to operate bus service routes and conducting bus checks to ensure service readiness. He also help passengers in need of assistance and ensure safety of passengers by performing traffic and crowd control and daily security checks. He provides support to respond to incidents and accidents. He supports compliance management to fulfil organisational and legislative requirements and provides feedback on gaps in operational efficiency to contribute towards continuous improvements. The supervisors/ managers liaise with vendors to carry out contract works, manage the team performance and development, upkeep interchange facilities, prepare contingency plans, implement improvement initiatives and oversee budget and manpower allocation.

Current Job Tasks	Future view of job tasks	Impact at task-level
1. Perform daily operations at bus interchange/ bus depot such as monitoring and regulating bus arrival and departure timings; driving buses within the interchange/ depot if required	<ul style="list-style-type: none"> Monitor and regulate EV and ICE bus arrival and departure timings through intelligent transport systems such as computer aided dispatch, schedule adherence support, service compliance which are highly automated Driving capabilities of staff within the bus interchange/ depot will need both ICE and EV bus vehicle operations expertise 	
2. Provide customer service in the interchange such as answering enquiries or providing assistance for commuters, conduct security checks, facilitate traffic and crowd control	<ul style="list-style-type: none"> Customer service will continue to be required to provide high quality service to answer enquires and assistance in the interchange Security checks and traffic and crowd control in interchange will continue to be required 	
3. Provide support to emergencies, incidents, accidents in the interchange/ depot for vehicle-related and commuter-related	<ul style="list-style-type: none"> Human intervention and judgment remain critical in executing crisis management procedures and support for emergencies Vehicle-related service disruptions for EVs will need EV bus operations and EV diagnostic skills 	
4. Support compliance to organisational and legislative requirements and improve ICE bus service performance standards	<ul style="list-style-type: none"> Compliance to organisational and legislative requirements will continue to be required Bus service performance standards will be consistently reviewed and improved similarly to current practices 	



A MEDIUM proportion of the job tasks will be impacted by the key trend, thus minimising or changing the current job tasks

MEDIUM degree of change



Within the next **10 years**, the job role(s) could potentially undergo

REDESIGN



Current/future skills

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

- Bus Interchange Operations
- Bus Depot Operations
- Bus Regulatory Compliance
- Workplace Traffic Safety Management
- Workplace Safety and Health for Incident and Accident Investigation
- Crisis Management
- Service Excellence
- Manpower Planning and Development
- EV Dashboard Diagnostic
- EV Fleet System Planning



Job Adjacency

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

- Bus Operations Control Centre Controller
- EV Fleet Manager

Legend for job tasks & skills

- High impact
- Medium impact
- Low impact
- Declining skills
- Adjacent skills
- Emerging skills

10-year skills impact analysis for bus operations


















Job tasks today	Job tasks in 10 years	Job skills in 10 years	Job task impact	task	Job role impact	Job role transition
1. Perform daily operations at bus interchange/ bus depot such as monitoring and regulating bus arrival and departure timings; driving buses within the interchange/ depot if required	 Monitor and regulate EV and ICE bus arrival and departure timings through intelligent transport systems such as computer aided dispatch, schedule adherence support, service compliance which are highly automated	 Bus Interchange Operations  Bus Depot Operations  Bus Operations Control Management  EV Fleet System Planning	 Medium degree of impact	 Redesign	1. Transportation manager 2. Bus Operations Control Centre Controller 3. EV Fleet Manager	
2. Provide customer service in the interchange for commuters, conduct security checks, facilitate traffic and crowd control	 Continue to provide customer service in the interchange for commuters, conduct security checks, facilitate traffic and crowd control	 Service Excellence				
3. Provide support to emergencies, incidents, accidents in the interchange/ depot for vehicle-related and commuter-related	 Continue to provide support to emergencies, incidents, accidents in the interchange/ depot however vehicle-related service disruptions will need EV diagnostic	 Crisis Management  Workplace Traffic Safety Management  Workplace Safety and Health for Incident and Accident Investigation  EV Dashboard Diagnostic				
4. Support compliance to organisational and legislative requirements and improve ICE bus service performance standards	 Continue to support compliance to organisational and legislative requirements and improve bus service performance standards	 Bus Regulatory Compliance  Continuous Improvement Management				
Declining Functions	Monitoring and regulating ICE buses – arrival and departure, scheduling, regulating and supervising operations					
Emerging Functions	Automated and advanced high level monitoring and regulating ICE and EV buses – arrival and departure, scheduling, regulating and supervising operations					

Table 28: 10-year skills impact for bus operations

20-year skills impact analysis for bus operations




















Job tasks today	Job tasks in 20 years	Job skills in 20 years	Job task impact	Job role impact	Job role transition
1. Perform daily operations at bus interchange/ bus depot such as monitoring and regulating bus arrival and departure timings; driving buses within the interchange/ depot if required	 Monitor and regulate EV and AV bus arrival and departure timings through intelligent transport systems such as computer aided dispatch, schedule adherence support, service compliance which are highly automated	 Bus Interchange Operations  Bus Depot Operations  Bus Operations Control Management  EV Fleet System Planning  AV Planning and Route Management	 Medium degree of impact	 Redesign	1. Transportation manager 2. Bus Operations Control Centre Controller 3. EV Fleet Manager 4. AV Fleet Manager
2. Provide customer service in the interchange for commuters, conduct security checks, facilitate traffic and crowd control	 Continue to provide customer service in the interchange for commuters, conduct security checks, facilitate traffic and crowd control	 Service Excellence			
3. Provide support to emergencies, incidents, accidents in the interchange/ depot for vehicle-related and commuter-related	 Continue to provide support to emergencies, incidents, accidents in the interchange/ depot however vehicle-related service disruptions will need EV and AV diagnostic	 Crisis Management  Workplace Traffic Safety Management  Workplace Safety and Health for Incident and Accident Investigation  EV Dashboard Diagnostic  AV Dashboard Diagnostic			
4. Support compliance to organisational and legislative requirements and improve ICE bus service performance standards	 Continue to support compliance to organisational and legislative requirements and improve bus service performance standards	 Bus Regulatory Compliance  Continuous Improvement Management			
Declining Functions	Monitoring and regulating ICE buses – arrival and departure, scheduling, regulating and supervising operations				
Emerging Functions	Automated and advanced high level monitoring and regulating ICE and EV buses – arrival and departure, scheduling, regulating and supervising operations				

Table 29: 20-year skills impact for bus operations