FIRST BUS CAREER DEVELOPMENT CENTRE FOR SINGAPORE:
e2i, SMRT and NTWU’s partnership to professionalize the bus industry through first of its kind integrated simulator training

12 September 2014 -- e2i (Employment and Employability Institute) and SMRT Corporation Ltd signed an agreement today that paves the way for the joint development and operation of Singapore’s first Bus Career Development Centre (BCDC).

1. The e2i–SMRT Memorandum of Understanding leverages on core strengths in both organisations to nurture and provide meaningful employment and skills for Singaporean bus professionals. The partnership will drive the professionalising of the Singapore’s bus industry through these initiatives:

   a) A progressive wage model for staff in SMRT Buses. This charts out career pathways and gives staff meaningful careers through better defined routes of advancement and the opportunity for workers to regularly upskill themselves to keep pace with the industry.

   b) The setting up of an Integrated Driving and Service Control (iDSC) simulator in Jurong East as part of a broader effort to use advanced technology to raise productivity for the bus industry. The iDSC will be first of its kind in Singapore that incorporates the Service Control Management System to allow bus captains to train together with service controllers to reduce bus bunching and improve bus service reliability. For the bus driving simulator, it employs latest simulation technologies to create virtual traffic scenarios which are too dangerous for bus drivers to practice in real life so as to enhance safe driving competencies.
2. In raising skills and career progressions for bus professionals, the partners will set up the first Bus Career Development Centre (BCDC) in Singapore. The BCDC will be ready in about a year’s time at the Devan Nair Institute for Employment and Employability. There will be 16 simulators which will improve training quality and safety as drivers learn how to navigate different buses, weather, and road conditions virtually before starting on-the-job. (Please refer to Annex A for more information on the simulators).

3. Open to both public and private bus operators in Singapore, the BCDC will usher in a new era for the training of bus drivers and team-based learning for workers who deploy and monitor bus operations to improve services. This one-stop centre targets to enhance the training for at least 3,000 Singaporean Bus Drivers over the first 3 years of operations.

4. Mr Desmond Kuek, President and Group Chief Executive Officer said: “This landmark agreement is the culmination of a knitted collaboration and partnership between e2i, NTWU and SMRT. Months of hard work have been put in by all sides to nurture and develop meaningful employment for a pool of professionals with a strong Singaporean core, hence leading to the transformation of the Singapore’s bus industry that should lead to safer, better and more reliable bus services by private and public bus operators.”

5. Mr Gilbert Tan, CEO, e2i, added “e2i has been working with bus operators on training solutions over the years. The setting up of the Bus Career Development Centre at our Jurong East campus will enhance preparedness and capabilities of bus drivers as they get integrated training. Both service and safety will be improved for commuters, while bus workers will benefit from better skills and career progressions.”
6. NTWU Assistant General Secretary, Mr Peh Chee Kang, said: “We welcome the joint initiative by SMRT and e2i for the Bus Career Development Centre to raise the skills levels of bus captains. We hope that the use of advanced technology will improve productivity, and correspondingly enhance career progression for bus captains. With better wages, we certainly hope that more Singaporeans would be attracted to join the public bus industry.”

7. To help Singaporeans learn about how the MOU will transform the bus industry, e2i and SMRT have jointly organised the first-ever Bus Carnival and Career Fair over 2 days (12 – 13 September). Gracing the event on its opening day was Mr Lim Swee Say, NTUC Secretary-General. The event, which features up to 10 booths, will allow the public to gain firsthand experience on a bus simulator, view static display exhibits to learn more about buses and learn more about gracious commuting; while job seekers can sign up for job opportunities with SMRT. The event is expected to attract participants from the community, schools, and bus industry partners.

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About the e2i (Employment and Employability Institute)

As THE leading organisation to create solutions for better employment and employability, e2i exists to create better jobs and better lives for workers. Since 2008, we have helped more than 300,000 workers through providing better jobs, developing better skills through professional development, and improving productivity for companies. An initiative of the National Trades Union Congress (NTUC), supported by the Workforce Development Agency (WDA), the Singapore Labour Foundation (SLF), and the Singapore National Employers’ Federation (SNEF), e2i serves all segments of workers, from rank-and-file to professionals, managers and executives.

Visit www.e2i.com.sg for more information.

About SMRT Corporation

SMRT Corporation Ltd (SMRT) is the leading multi-modal public transport operator in Singapore. SMRT serves millions of passengers daily by offering a safe, reliable and comprehensive transport network that consists of an extensive MRT and light rail system which connects seamlessly with its island-wide bus and taxi operations. SMRT also markets and leases the commercial and media spaces within its transport network, and offers engineering consultancy and project management as well as operations and maintenance services, locally and internationally.

About National Transport Workers Union (NTWU)

Formed on 7 July 1981, the National Transport Workers' Union (NTWU) is an affiliate of the NTUC with over 20,000 members in the land transport, lighterage, bunkerage service and other related industries. NTWU’s objectives are to look after the welfare and interest of workers, enhance their employability and capability, strengthen the practice of gain-sharing and uphold tripartism. For more details on NTWU, please visit our website at www.ntwu.org.sg.

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**Chinese Names and Terms 中文名称与词汇**

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<tr>
<th>English Name</th>
<th>Chinese Name</th>
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<tr>
<td>Bus Career Development Centre</td>
<td>巴士职业与技能拓展中心</td>
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<tr>
<td>SMRT</td>
<td>SMRT 企业有限公司</td>
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<td>Mr Tan Kian Heong</td>
<td>陈健雄 先生</td>
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<td>Vice President, SMRT Buses</td>
<td>SMRT巴士副总裁</td>
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<tr>
<td>e2i (Employment and Employability Institute)</td>
<td>就业与职能培训中心</td>
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<td>Devan Nair Institute for Employment and</td>
<td>蒂凡那就业与职能培训学院</td>
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<td>Employability</td>
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<td>Mr Gilbert Tan</td>
<td>陈财喜先生</td>
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<td>Chief Executive Officer, e2i</td>
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<td>Executive Secretary, National Transport Workers’ Union</td>
<td>全国交通工友联合会执行秘书</td>
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Annex A

e2 - SMRT Fact Sheet on the Integrated Driving and Simulation Centre

Issued on 2 September 2014 as Annex A to the e2i-SMRT news release titled “First Bus Simulator and Training Centre for Singapore”.

1. Driving simulators and simulators that allow bus controllers to practice managing bus services on the road from a command centre represent a paradigm shift for how SMRT Buses trains its staff.

2. In the past, bus industry jobs were tied to mainly to how individual drivers handled their own vehicle with little or no cross-training on different bus types which have different driving characteristics and driving consoles. Emphasis on driving skills came at the expense of service-oriented training to improve customer service. In addition, scant attention was paid to how bus services were deployed from bus interchanges. This led to situations where bus drivers could have handled commuters better and the service controllers could have avoided bus bunching and uneven headway (or intervals) between buses through better deployment of assets.

3. When ready in the second quarter of 2015, the Bus Career Development Centre (BCDC) will usher in a new era for the training of bus drivers and staff who deploy and monitor bus services. Located at the Devan Nair Institute for Employment and Employability in Jurong East, minutes from Jurong East MRT Station, the BCDC introduces a total of 16 simulators that will allow team-based training that promotes safe driving as well as better deployment of buses.

4. Eight driving simulators for five bus types will be installed at the centre. These represent all bus types currently fielded by Public Transport Operators. Driving simulators replicate the driver’s console, instrument panel and driving characteristics of the various bus types so new drivers can gain a better appreciation of their vehicles before hitting the road. The simulators can replicate driving conditions in day time, at night or in inclement weather such as thunderstorms or during hazy days.

5. The centre will also have eight desktop simulators for basic training of drivers. This introduces them to road conditions they may encounter along their route.

6. A service control centre that replicates the nerve centre for bus operations is also planned. This will be networked with the eight driving simulators to allow bus controllers a feel of managing bus services in real time, and under challenging traffic conditions such as traffic jams.
Integrated Driving and Service Control (iDSC) Simulator

1. Eight Bus Cabin Features
   • Caters for all bus models used by Public Transport Operators (PTO)
   • Basic to Advanced driving modules
   • Scenarios for different traffic conditions and operating scenarios
   • Configurable for logistic vehicle/private bus

2. Eight Bus Desktop Stations Features
   • Interchangeable LCD monitors for different bus models
   • Route familiarisation for regular and bus bridging service

3. Two Service Control Desktop Stations Features
   • Service Monitoring
   • Bus timekeeping and dispatch
   • Communication & coordination with bus drivers
   • Incident handling

4. One Instructor Operation Station Features
   • Concurrent training, evaluation and assessment
   • Real-time monitoring
   • On-demand scenario injections

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