

PARTNER OF LABOUR MOVEMENT

Goh Puay San

2nd Deputy Group Director and Dean of Singapore Bus Academy
Land Transport Authority (LTA)

Nominated by the National Transport Workers' Union.

Goh Puay San, serving as 2nd Deputy Group Director and Dean of the Singapore Bus Academy (SGBA) within the Land Transport Authority's (LTA) Public Transport Group, brings an extensive background with 28 years of experience across various facets of Singapore's public transport industry. Her roles have spanned policy formulation, regulation, and contracting, showcasing her comprehensive understanding of the sector's intricacies.

Since the inception of the SGBA in October 2016, Sister Puay San has been pivotal in spearheading the development of capabilities and advancing professional recognition within the public bus workforce. Collaborating closely with stakeholders, including the National Transport Workers' Union (NTWU) and bus operators, she was instrumental in creating the Enhanced Vocational Licence Training Programme (EVLTP), a cornerstone training initiative for new bus captains. Under her leadership, the academy has launched several innovative courses, such as the Bus Captain Operator-Maintainer (OMER), Bus Captain Drive Safe, and the Bus Technical National EV Specialist Safety (BUS-NESS) programmes. These initiatives are designed to continuously upgrade and update the skills of bus captains and technicians, ensuring their readiness for future challenges and contributing to higher wages and improved productivity incentives through the Progressive Wage Model in place since 2012.

Throughout her tenure as Director of Infrastructure and Assets from 2015 to 2022/23, Sister Puay San has significantly enhanced the infrastructure and amenities of bus interchanges, prioritising the welfare of bus captains and staff through the refurbishment of staff facilities and the introduction of safety features in buses such as collision warning and anti-fatigue systems. Her approach has been highly collaborative, fostering open dialogues with NTWU and bus operators to explore and implement welfare improvements for bus captains.

Sister Puay San has also been a driving force behind the professional and technical recognition of the public bus industry. In partnership with the Institution of Engineers Singapore (IES), she championed the Certification for Technical Specialist (CTS) (Bus) Levels 1 to 3, an initiative that has been integrated into the national engineering framework, highlighting its success. Furthermore, she initiated the annual SG BusTech Grand Challenge in 2021, a competition that celebrates the technical skill and competency of the bus technical workforce. She also introduced a Student Category to inspire future generations towards careers in the public bus sector.