



## **Jacky Carter Network Duty Manager CentreComm**

Jacky Carter has been working in the control centre for London Buses, CentreComm, since 2003 where she started as a radio operator. She has been a Network Duty manager since 2005. Jacky started her career in transport in 1978 when she began driving buses after leaving the army. She became the second female to teach bus drivers at Chiswick and has been a bus station controller and network traffic controller, she has also worked as a driver for the Metropolitan Police.

### **What does your job involve?**

CentreComm is the control centre for all of London's 8,500 buses. Bus drivers and operators can get in touch with CentreComm to report incidents on the network. The role involves shift and staff management, bus network supervision, escalation to the senior management team out of hours, ensuring all emergency assistance is called and assigned quickly, writing processes and procedures. We need to be aware of any ongoing issues on the network and any anticipated traffic problems when we hand over to the next shift.

### **What do you like working in transport?**

I enjoy the variety and the people I have met through the years. I also like getting to work with the public and making a difference to people's lives.