



Adem Jakupi

Bus Performance | AVL/OCC Control | Engineering Digitalisation | Software Integration |

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BUS PERFORMANCE FIRST

EWT / HEADWAY

AVL OCC SIMULATOR

ENG. DIGITALISATION

ABOUT ADEM JAKUPI

Public Transport Performance First. Over two decades of operational leadership across London, Riyadh and Tirana, with specialist mastery in Excess Wait Time (EWT), headway regularity, lost mileage reduction, route regulation and live OCC / AVL control.

Recognised for turning complex bus and engineering operations into measurable performance improvement through practical control-room decision making, engineering digitalisation, software integration, data-driven dashboards, automation and structured training.

Creator of the **AVL OCC Training Simulator** and wider digital initiatives connecting OCC, performance, engineering and management information into practical tools that improve decisions, visibility and accountability.

CORE MASTERY

- **Bus Performance & Reliability:** EWT, headway spacing, high-frequency regulation, punctuality, lost mileage and contract-performance protection.
- **OCC / AVL Mastery:** live control-room decision making, dispatcher intervention, service recovery, curtailment, holds, diversions and incident management.
- **Engineering Digitalisation:** maintenance visibility, defect workflows, fleet-condition intelligence, workshop/operations integration and asset-performance reporting.
- **Software Integration:** SharePoint, Power BI, Power Automate, Supabase/Cloudflare web apps, operational data models and API-style system connectors.
- **Training & Capability:** classroom simulation, scenario design, controller coaching, post-session review and performance culture change.

SIGNATURE IMPACT

AVL OCC Training Simulator

Designed and built a web-based simulator for bus operations control training, including classroom mode, disruption scenarios, EWT/headway scoring, dispatcher logs and training dashboards.

Riyadh Transport Transformation

Supports strategic urban bus transformation aligned with reliability, engineering visibility, passenger experience, digital monitoring and sustainable mobility objectives.

London Bus Performance & Engineering Link

Led depot performance management, EWT/lost-mileage control, supervisor coordination, engineering liaison, route analysis and South-region mileage-app implementation.

Tirana / GIZ Consultancy

Provided technical guidance, workshops and scheduling-performance advice to improve public transport quality and institutional capability.

VALUE FOR OPERATORS, AUTHORITIES AND TRAINING TEAMS

What makes Adem Jakupi different: practical bus operations experience, engineering understanding, contract-performance awareness, software-integration capability, data/AI delivery and hands-on control-room training expertise combined into one delivery model.

Adem does not only explain bus performance - he builds tools, dashboards, automated workflows and simulator environments that connect operations, engineering and management teams around measurable improvement.

Mission: help bus operators move from reactive control to intelligent, integrated and commercially aware service regulation across operations, engineering and training.



Capability & Credentials

Concise public profile for training proposals, operators and transport authorities.

PROFESSIONAL EXPERIENCE

2025 - Current | Riyadh, Saudi Arabia

Transformation Manager - RATP Dev Saudi Arabia / Riyadh PTC

Leads strategic, engineering and digital transformation for urban bus operations, with focus on reliability, passenger experience, KPIs, route optimisation, engineering visibility, software integration, service reporting and advanced operational monitoring.

2022 - 2024 | Tirana, Albania

Public Transport Consultant - GIZ / Sustainable Urban Transport

Delivered guidance to operators and municipal stakeholders on delay management, scheduling, disruption response, bus-service quality, workshops and technical capacity building.

2020 - 2025 | London

Performance Manager - Abellio Bus London / Beddington Depot

Managed route performance, supervisor teams, EWT, lost mileage, controller decisions, engineering liaison, rotas for 60+ employees, stakeholder coordination and successful mileage-app implementation across the South region.

2011 - 2015 | London

iBus Controller - First London Buses

Controlled live bus services from office-based AVL/iBus environments, reducing gaps, regulating service, coordinating with engineers and driver managers, and maintaining operational standards.

2002 - 2010 | London

Roadside Service Controller - First Buses

Managed real-time roadside service regulation across depots including Westbourne Park, Acton, Willesden Junction and Alperton; supported allocations, run-out and safety-led operational decisions.

2015 - 2020 | London

MOT / Business Leadership - ACM/ASN Motors & Jets MOT Centre

Founder, owner, MOT tester and business adviser; grew and sold a profitable vehicle-services business, demonstrating entrepreneurship, compliance discipline and operational leadership.

KEY TRAINING

UITP Academy: Artificial Intelligence in Public Transport

TfL: iBus BTEC Training

ISO 45001: Occupational Health & Safety Management System

CPC: Delivering a Reliable Bus Service

Digital: Power BI, Power Automate, transport analytics, SharePoint workflows, system integration and data governance

DVSA: Approved MOT Tester Certification

TECHNICAL TOOLKIT

- AVL / iBus / OCC control principles
- EWT, headway and service regularity
- Power BI dashboards and automation
- Engineering digitalisation and software integration
- AI-supported operational analysis
- Route performance and incident response
- Training design and stakeholder workshops
- Compliance, safety and governance

COMMUNICATION

Languages: Albanian, English and Serbian

Operating style: hands-on, commercially aware, data-led and focused on measurable improvement.

Delivery footprint: London, Riyadh, Tirana and remote support.

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Engineering Digitalisation

Software integration, maintenance visibility and AI initiatives for bus operations.

DIGITALISATION APPROACH

Engineering digitalisation is not just an IT project. It is the operational bridge between drivers, controllers, engineering, depot management and senior leadership. The aim is to reduce blind spots, improve defect visibility, protect service reliability and make decisions faster.

Adem combines bus-performance knowledge with hands-on software delivery, creating practical web apps, dashboards and automation workflows that support live service control, engineering follow-up, audit trails and performance review.

ENGINEERING INITIATIVES

- **Fleet and defect visibility:** clearer reporting of vehicle issues, engineering follow-up and repeat-defect patterns.
- **Operational impact:** linking engineering problems to lost mileage, route reliability, service recovery and controller decisions.
- **Workshop intelligence:** turning reports, inspections and vehicle-condition checks into usable management information.
- **AI-assisted inspection thinking:** comparing vehicle condition over time, classifying damage priority and creating a stronger evidence base.

SOFTWARE INTEGRATION

- **Software integration:** connecting Cloudflare apps, Supabase data, SharePoint files, Excel tables and Power Automate workflows.
- **Performance dashboards:** Power BI and web dashboards for EWT, headway, lost mileage, controller actions and training outcomes.
- **Automation:** reducing duplicate entry, standardising logs, triggering workflows and keeping data available across computers.
- **Training systems:** simulator, quiz, classroom and dashboard tools that make learning measurable and repeatable.

WHY IT MATTERS

Outcome focus: fewer information gaps between OCC and engineering, better evidence for management decisions, faster follow-up on operational issues and stronger protection of performance KPIs.

Delivery style: practical, low-cost, scalable and operator-friendly - built around the real pressure points of depots, control rooms and bus-performance teams.

Positioning: Adem Jakupi brings together bus performance, engineering improvement, AI initiatives and software integration - the combination needed to modernise depot and OCC operations without losing practical control-room discipline.