

## Talk with a public transport driver

Trainer: Have you ever been assaulted in your daily bus route? If so, tell us about it.

Driver: Well I remember one incident where a passenger who got on the bus was playing some loud music and asked him to turn it down. The passenger said I don't think anybody minds and then someone at the back said "Well I do". So somebody help me out. A member of the public which is quite rare.

That person didn't obviously like the fact that I made a remark on him. I think he felt he got embarrassed in front of the whole bus. The person did spit on me when he got off the bus. I didn't do anything wrong. I just try to do my job. It's not nice that people play loud music in the bus. It's common sense. You should know that on a public service vehicle you cannot play anything loud.

Oh! This was not the first time I got spat on.

Trainer: Please let us know more...

Driver: Well, I remember somebody boarded my bus. He was a crazy guy. I never had anyone like this since in all my years of bus driving. This person had serious mental problems. Now, obviously I'm in my cab you know. Just taking fares that's when we were taking cash but most were paying by the Public transport card. This person got on the bus saying "Drive the bus, drive the bus" and I was like "Alright, are you going to pay in cash or use your card?" The communication was just strange. This guy kept on say "Drive the bus, drive the bus" really loud. Everyone would just think 'What's going on? Why is this guy going crazy at the driver?' Then I said "Alright, where are you going?" and he carry on walking in the bus shouting "Drive the bus, drive the bus". He carried on say the same thing while at a point he says "I'm going for a few stops. And then I thought to myself 'Okay. He is going a few stops. Is he going to pay?' The passenger carried on yelling "Drive the bus". So then I thought this guy is so strange I am going to have to probably get him of the bus. He then started yelling a stop so I replied "Yes, I am stopping there" and immediately thought 'Alright, I know where he is going but he just need to pay now.' He carried on yelling 'Drive the bus.' walking up and down the bus swearing at me and upsetting everyone in the bus. Suddenly he taped his bus card on the machine and paid his fare. I thought he made all this trouble, disturbed everyone, shouted and swear at me and eventually just paid something he could have done at the very begging entering the bus. So, I decided I would tell him he has to get off the bus. He shouted "I am not getting off the bus" and then I said "Yes, you are. If not, I am going to call the police." He carried on confronting me saying he is not getting off so I told him "You have 5 seconds before I press the button for the police to come over and get you off the bus". While I started counting right at the end I heard the back door of the bus opening and saw him getting off while running towards the front door, that was open, and re-entering from there. He come on to the plastic window next to me and started banging it swearing and from a small hole next to the plastic window he spat on me. He eventually got off the bus. That was so frustrating but still the way this man treaded me was badly.



Later this, the bus route became really stressful because passengers started complaining I will make them late. I also found out later on that due to him disturbing me during driving the bus I went pass from bus stops leaving passengers behind adding an additional stressor on me because another colleague had to pass by the stop to collect all the passenger I left behind.