

This relay is what this book is all about. We have reasons for why we do what we do, and if this is understood, another angel can be with us on the bus, and not in the complaint cue.

When a patron rushes to the door, they are just as unsure about what to expect from the bus driver, as am I, of them. If anything written here stirs controversy, though not my intent, it would be to get in to a conversation about what has worked, and that which has not: To see through eyes of interconnectedness, not isolated in our car, with the windows up, except only for an arm with a hand sticking out with the single middle finger in the air as it passes by the bus: Over the double line, at an unsafe speed, just missing a head-on with an oncoming car, or a person in the next crosswalk up ahead!

It is the "caution and re-instruct" love letter from our superintendent, after an incident, without a hearing of the necessary clarity about our part, and their part, in causing the conflict. Or the solution for next time and our Zen-like mastery to state our needs for safety without an angry or harsh tone.