

Preconceived notions or attachment to something else is usually behind a service complaint. Usually it is not what is said, but the tone in which it was said. In the flash of the pan moment, this becomes almost impossible; but on the pages of this tome, a "space cushion" remains.

This space cushion, with which we are trained, to keep around our bus at all times, goes a long way in explaining why we are splitting the lane, driving down both lanes of traffic in the Mission, or on Van Ness. We are avoiding car doors, skaters, bike riders, and the person with the door open at their parked car. We can't answer your question right now, because we are busy looking at the show in front of, and up to, one to two blocks ahead! Now sit down and shut-up, please. Or as you sometimes say to us, "Shut-up and drive the bus." and "Just do your job." Surprise surprise. We are, and you're not helping!

I am continually returned to the state of abashment: to destroy the self-possession or self-confidence of: my integrity and experience of my job: Someone that enters and alights before I have a chance to