

Transport expert (bus driver) - Gauteng

What are her key goals and needs as she travels? **What does she struggle with most when she travels?** **What modes of transport does she use predominantly?**

1. I have to balance being a single mother with long working days as a bus driver. Even though I work on buses, I have to use taxis to get to the bus depot because there are no immediate public transport options accessible close to my home. Taxi

2. I consider myself a custodian of my passengers. I am responsible for people's time and safety. I know what it's like when something goes wrong with public transport and how that affects your whole day. Bus

