

Online Resources

Table S6

Full Review Question One Findings: Occurrence of Passenger Hostility

Citation	Sample	Construct	Construct Measurement	Point Estimate	Country	Notes
Assunção and Medeiros (2015)	Bus drivers and fare collectors. <i>N</i> = 1,473.	Workplace aggression or threat	Experience of workplace violence (aggression or threat) in the last 12-months. 4-point scale (none; once; sometimes; or frequently).	45%	Brazil	45% at least once; 33% sometimes/frequently; 87% of acts committed by passengers; 13% committed by pedestrians, co-workers, or superiors.
Bance et al. (2014)	Transit workers who had experienced a traumatic work event. <i>N</i> = 29.	Verbal assault ^a	Twenty-nine reported traumatic events were organised into categories (e.g., violence, suicides, accidents).	14%	Canada	—
		Physical assault ^a		31%		—
Bonfanti and Wagenknecht (2010)	Transport operators.	Aggression ^a	Victim of violent physical contact or a threat with a weapon in 2007. ^b	2% of drivers and 4% of inspectors.	International	68% inside the vehicle (42% inside the driver's cabin; 26% elsewhere); 32% outside the vehicle (14% by the driver's window; 18% elsewhere).
Byun et al. (2016)	Subway drivers. <i>N</i> = 980.	Conflict with passengers	Experience of conflict with passengers in the last 12-months. Dichotomous (yes; no).	27%	South Korea	—
Couto and Lawoko (2011)	Drivers and conductors (taxi, bus, and minibus). <i>n</i> = 502.	Workplace violence	Experience of violence (ranging from verbal to physical) at work in the past 12-months. 3-point scale (no; yes, once or twice; yes, several times).	64%	Mozambique	36% once or twice; 29% several times.
Friis et al. (2020)	Ticket fining events. <i>N</i> = 19.	Aggression	Aggressive behaviour (ranging from verbal to physical acts) toward	13%	Denmark	Of passenger aggression (16 incidents): 38% began with dictating the interaction (e.g., “You are not allowed to do that”) or swearing; 31% with raised voice or yelling;

Citation	Sample	Construct	Construct Measurement	Point Estimate	Country	Notes
Geoffrion et al. (2017)	Bus drivers. <i>n</i> = 163.		the ticket inspector during a ticket fining event (<i>N</i> = 127). Dichotomous (yes; no).			and 31% with touching, filming, or avoiding by pushing past the inspector.
		Physical violence	Physical violence toward the ticket inspector during a ticket fining event. Dichotomous (yes; no).	2%		—
		Verbal abuse	Number of experiences as a victim within the last 12-months. 11-point scale (0; 10 and more).	71%	Canada	—
		Death threat		15%		—
Gilbert (2011)	Taxi drivers. <i>N</i> = 16.	Physical assault		20%		—
		Interpersonal violence	Interviews.	—	—	These incidents happen frequently. Often in combination with racial hostility for foreign-born drivers.
		Physical violence and weapons				Experience incidents of physical violence, ranging from being spat on, grabbed, threatened with weapons, to being shot during a robbery.
Krasnoshchechenko (2019)	Flight attendants. <i>N</i> = 100.	Passenger conflict at work	26-item measure of the experience of the most common situations of passenger conflict at work. 3-point scale (yes, often; sometimes; no, never).	90% to 96% at least sometimes.	Russia	Those with fewer than 5 years of experience: 66% experienced conflict at work often; 30% sometimes; and 4% never. Those with 5+ years of experience: 36% experienced conflict at work often; 54% sometimes; and 0% never.
Lincoln and Gregory (2015)	Bus drivers.	Offences against person ^a	Analysis of police reports. ^b	13.3 per 100,000 (0.01%).	Australia	—
		Abuse ^a	Survey of drivers experiences in the last 12-months. ^b	89%	Australia	Measure not clearly described but is suggested to include aggressive acts ranging from arguments through to physical violence or robbery. Less serious incidents

Citation	Sample	Construct	Construct Measurement	Point Estimate	Country	Notes
						(e.g., arguments), occurred more frequently and more serious incidents (e.g., assault) occurred less frequently.
		Verbal abuse ^a	Incident reports (N = 1,070). ^b	23%	Australia	–
		Verbal violence ^a	Stakeholder interviews. ^b	–	Australia	Tends to occur more than physical violence.
		Missile throwing ^a	Incident reports (N = 1,070). ^b	30%	Australia	–
		Hate or racial comments ^a	Observational data from one 24/7 route. ^b	1 incident	Australia	
Salomonson and Fellessen (2014)	Train conductors and bus drivers. N = 23.	Customer misbehaviour	Qualitative grounded theory analysis of interviews.	–	Sweden	All interviewees were able to recall numerous incidents of misbehaving customers.
		Verbal abuse		–		A common form of customer misbehaviour is verbal abuse.
Schwer (2010)	Taxi drivers. N = 401.	Abuse or threat	Report of experience during last 12-months. Dichotomous (1 = yes; 0 = no).	M = 0.395 (40%), SD = 0.49	United States	25% had experienced it once; 58% 2-5 times; and 17% 6 or more times.
		False allegations		M = 0.373 (37%), SD = 0.48		31% had experienced it once; 53% 2-5 times; and 16% 6 or more times.
		Physical assault		M = 0.074 (7%), SD = 0.26		64% had experienced it once; 28% 2-5 times; and 8% 6 or more times
Uzosike and Douglas (2017)	Commercial bus drivers and conductors, truck drivers, and taxi drivers. N = 150.	Workplace psychological violence ^a	Report of experience during last 12-months. Dichotomous (yes; no). ^b	85%	Nigeria	59% had experienced verbal abuse, 19% bullying, and 7% tribal harassment.
		Physical violence ^a		61%		44% perpetrated by passenger, 8% by robber, and 9% by others. 19% used a weapon.

Citation	Sample	Construct	Construct Measurement	Point Estimate	Country	Notes
Villotti et al. (2020)	Bus drivers with reported experience of workplace violence. <i>N</i> = 189.	Verbal violence	Reported violent incidents at work were categorised (physical, verbal, witness). ^b	50%	Canada	—
		Physical violence		45%		—
Zhou et al. (2018)	Bus drivers with an experience of workplace violence in the last month. <i>N</i> = 109.	Verbal violence	Reported violent incidents at work were categorised. ^b	36%	Canada	For example, intimidation, insults, and death threats.
		Verbal aggression with physical aggression toward objects		14%		For example, damaging the bus with insults.
		Physical violence		20%		For example, being spat on or punched, threatened at gun point, and sexual harassment.
		Both physical and verbal violence		25%		For example, having hot coffee spilled on lap with insults.

Note. — = Not reported/applicable.

^a = Construct was not clearly defined. ^b = Measure was not clearly defined.

Table S7

Full Review Question Two Findings: Consequences of Passenger Hostility

Citation	Construct	Construct Measurement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
Bance et al. (2014)	Transit worker's psychological reactions	Reported a traumatic event at work (e.g., violence, suicides, accidents). ^a	50% expressed feeling shocked, numb, sense of unreality, and going into autopilot. 56% felt anger and a sense of injustice. - One experienced guilt or responsibility. 22% felt a lack of control. 44% reported physiological reactions including elevated heart rate, uncontrollable shaking, and extended arousal. 44% reported changed sleeping habits (difficulty sleeping or oversleeping).			Experience of traumatic events.	—	Qualitative content analysis.	—	
	Transit worker's psychopathology		- Some being treated for depression in addition to PTSD. - Among the 11 workers receiving best-practice intervention, eight were diagnosed with current major depression.			Facilitators for considering seeking treatment.	—		—	
Bowles et al. (2017)	Transit worker's stress and impact on health	Transit worker interviews.	Conflict identified as contributing to a lack of control and in turn high demands leading to stress and health impacts.				Work-related stress and impact on health.	—	Qualitative.	—
Byun et al. (2016)	Subway driver's suicidal ideation	Experience of conflict with passengers in the last 12-months. Dichotomous (yes; no). ^a	Yes OR = 2.38 [1.16;4.78 95%CI], relative to no.	—	Yes OR = 1.65 [0.74;3.63 95%CI], relative to no.	—	Suicidal ideation section of the Korean version of the Composite International Diagnostic Interview (K-CIDI 2.1).	—	Univariate and multivariate: Logistic regression.	Demographics, psychopathology, occupational stress, workplace trauma.
Couto and Lawoko (2011)	Driver and conductors' burnout	Experience of verbal or physical aggression at work in the past	Yes, once or twice (43%),	—	No OR = 0.53 [0.30;0.94 95%CI],	—	Maslach Burnout Inventory - General Survey (MBI-GS). 16-	—	Univariate: Chi-square test. Multi-	Demographics and occupational stress.

Citation	Construct	Construct Measurement	Findings				Outcome	Follow-Up Period	Analysis	Controlled	
			Univariate/Bivariate		Multivariate						
			Baseline	Follow-Up	Baseline	Follow-Up					
		12-months. 3-point scale (no; yes, once or twice; yes, several times). Dichotomised (yes; no). ^a	yes, several times (32%) reported higher proportion than those not exposed (26%).			relative to yes, several times.		items on a 7-point scale (0 = never; 6 = every day).		variate: Logistic regression.	
Geoffrion et al. (2017)	Bus driver's flashbacks	Experience of psychological consequences following a workplace aggression incident in the past 12-months. Dichotomous (yes; no).	66% experienced.	—	—	—		Symptom of PTSD based on the DSM-IV-TR. Dichotomous (presence; absence).	—	Univariate: Frequency.	—
	Bus driver's nightmares related to the event		32% experienced.	—	—	—			—		—
	Bus driver's avoidance of elements that arouse recollection of the event		50% experienced.	—	—	—			—		—
	Bus driver's loss of interest in pleasurable or important activities		20% experienced.	—	—	—			—		—
	Bus driver's sleeping problems		42% experienced.	—	—	—			—		—

Citation	Construct	Construct Measurement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
	Bus driver's hypervigilance		40% experienced.	—	—	—		—		—
	Bus driver's concentration problems		36% experienced.	—	—	—		—		—
	Bus driver's irritability		60% experienced.	—	—	—		—		—
	Bus driver's guilt		40% experienced.	—	—	—		—		—
Gilbert (2011)	Taxi driver's vicarious trauma	Taxicab driver interviews.	- Reported being deeply affected by the fatal shooting of a local taxicab driver a year prior. - Several felt vulnerable after hearing of nonfatal physical alterations experienced by co-workers.				Violence against taxicab drivers.	—	Qualitative interpretive hermeneutic analysis.	—
Gregory and Lincoln (2018)	Bus driver's poorer service and driving quality	Observational (CCTV records).	- After a violent interaction, instances of the drivers treating subsequent passengers with irritability. - Often resumed work immediately, where the psychological consequences of the incident likely affected their driving quality and customer service.				How physical violence between drivers and passengers unfolds in time and space.	—	Qualitative critical incident analysis.	—
Lincoln and Gregory (2015)	Bus stakeholder's pessimism	Stakeholder interviews.	An overall sense of pessimism regarding violence and aggression, suggesting it will never be solved.				Violence and aggression against bus drivers.	—	Descriptive.	—
Zhou et al. (2018)	Bus driver's acute stress disorder	Reported a violent incident in the last month. ^a	59%	—	—	—	The Acute Stress Disorder Scale (ASDS) measures acute post-traumatic stress disorder symptoms. 19-items on a 5-point scale (not	—	Univariate: Frequency.	—

Citation	Construct	Construct Measurement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
							at all; very much).			
	Bus driver's full post-traumatic stress disorder	Among those who reported a violent incident in the last month. ^a	—	17% at 1-month follow-up, 12% at 6-months, and 6% at 12-months.	—	—	Full PTSD measured by the PTSD Checklist (PCL) assessing PTSD symptoms. 17-item on a 5-point scale (1 = not at all; 5 = extremely).	1, 6, and 12 months.		—
	Bus driver's partial post-traumatic stress disorder symptoms		—	23% at 1-month follow-up, 17% at six-months, and 15% at 12-months.	—	—	Partial PTSD symptoms measured by the PTSD Checklist (PCL) assessing PTSD symptoms. 17-item on a 5-point scale (1 = not at all; 5 = extremely).			—
	Bus driver's moderate post-traumatic stress disorder symptoms		—	44% at 1-month follow-up, 20% at 6-months, and 24% at 12-months.	—	—	Moderate PTSD symptoms measured by the PTSD Checklist (PCL) assessing PTSD symptoms. 17-item on a 5-point scale (1 = not at all; 5 = extremely).			—
	Bus driver's confidence in coping with aggressive passengers	Among those who reported a violent incident in the last month. ^a The Acute	—	—	—	$B = -0.34$ ($SE = 0.16$), partial $r = -.19$.	Adapted version of the Confidence in Coping with Patient Ag-	12 months.	Multivariate: Hierarchical multiple regression	Gender and PTSD symptoms over time.

Citation	Construct	Construct Measurement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
		Stress Disorder Scale (ASDS) measures acute post-traumatic stress disorder symptoms preceding acute post-traumatic stress disorder. 19-items on a 5-point scale (1 = not at all; 5 = very much).					gression Instrument measuring a service provider's confidence. 10-items on an 11-point scale (1 = very uncomfortable to 11 = very comfortable).			
		Among those who reported a violent incident in the last month. ^a The PTSD Checklist (PCL) assessing PTSD symptoms. 17-item on a 5-point scale (1 = not at all; 5 = extremely).	—	—	—	×				Gender and acute stress disorder symptoms.

Note. × = Non-significant; – = Not reported/not applicable; PR = Prevalence ratio; OR = Odds ratio.

^a = Construct was not clearly defined.

Table S8

Full Review Question Three Findings: Correlates of the Occurrence, Intensity, and Consequences of Passenger Hostility

Citation	Correlate	Construct Measurement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
Assunção and Medeiros (2015)	Bus driver or fare collector sex	Dichotomous (male; female).	×	—	—	—	Experience of workplace violence (aggression or threat) in the last 12 months. Dichotomous.	—	Univariate: Correlations.	—
	Bus driver or fare collector ethnicity	Caucasian; Mixed/Black; East Asian/Indigenous.	×	—	—	—		—		—
	Bus driver or fare collector marital status	Married/stable union; single; widowed/divorced.	×	—	—	—		—		—
	Bus driver or fare collector education	Years of completed education. 3-point scale (≥ 8 ; 5 to 7; ≤ 4).	×	—	—	—		—		—
	Bus driver or fare collector family income	Monthly minimum wages. 3-point scale (≤ 2.0 ; 2.1 to 4.0; ≥ 4.1).	×	—	—	—		—		—

Citation	Correlate	Construct Measurement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
	Bus driver or fare collector job title	Dichotomous (fare collector; driver).	×	—	—	—	—		—	
	Bus driver or fare collector employment type	Dichotomous (active status; backup/vacation coverage/reserve worker).	×	—	—	—	—		—	
	Bus driver or fare collector job tenure	Years in current position. 4-point scale (0 to 2; 2.01 to 5; 5.01 to 10; 10.01 to 47).	2.01 to 5: PR = 1.26 [1.08;1.46 95%CI], relative to 0 to 2.	—	—	—	—		—	
	Bus driver or fare collector physical activity	Weekly. 3-point scale (never; 1 to 2 times; 3 times).	1 to 2 times: PR = 0.82 [0.71;0.94 95%CI]; ≥ 3 times: PR = 0.85 [0.73;0.98 95%CI]; relative to never.	—	—	—	—		—	
	Bus driver or fare collector double/overtime	3-point scale (never/rarely; sometimes; almost always/always).	Almost always/always: PR = 1.14 [0.99;1.30 95%CI], relative to never/rarely.	—	—	—	—		—	
	Noise outside bus	3-point scale (negligible/acceptable; high; intolerable).	×	—	—	—	—		—	

Citation	Correlate	Construct Measurement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
	Bus driver and fare collector's self-rated health	Dichotomous (very good/good; regular/poor/very poor).	Regular/poor/very poor PR = 1.26 [1.11;1.43 95%CI], relative to very good/good.	—	—	—	—			
	Bus driver or fare collector age	4-point scale (18 to 30; 31 to 40; 41 to 50; ≥ 51).	41 to 50 years old: PR = 0.77 [0.66;0.90 95%CI]; ≥ 51: PR = 0.67 [0.53;0.86 95%CI]; relative to 18 to 30.	—	41 to 50 years old: PR = 0.75 [0.64;0.87 95%CI]; ≥ 51: PR = 0.65 [0.51;0.84 95%CI]; relative to 18 to 30.	—	—		Univariate: Correlations. Multivariate: Poisson hierarchical multiple regression.	Age, health, occupational hazards and stress, work environment.
	No breaks for bus driver or fare collector	3-point scale (never/rarely; sometimes; always/always).	Sometimes: PR = 1.32 [1.13;1.54 95%CI]; almost always/always: 1.56 [1.34;1.82 95%CI]; relative to never/rarely.	—	×	—	—			
	Bus driver or fare collector works on the same bus	3-point scale (always/almost always; sometimes; rarely/never).	Rarely/never: PR = 1.16 [1.02;1.32 95%CI], relative to always/almost always.	—	×	—	—			

Citation	Correlate	Construct Measurement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
	Perception of whole body vibration	3-point scale (never/rarely; sometimes; always/always).	Sometimes: PR = 1.51 [1.28;1.78 95%CI]; almost always/always: PR = 1.76 [1.53;2.02 95%CI]; relative to never/rarely.	—	Sometimes: PR = 1.30 [1.10;1.53 95%CI]; almost always/always: PR = 1.40 [1.22;1.62 95%CI]; relative to never/rarely	—	—			
	Bus temperature	Dichotomous (acceptable/slightly uncomfortable; very uncomfortable/intolerable).	Very uncomfortable/intolerable: PR = 1.48 [1.32;1.65 95%CI], relative to acceptable/slightly uncomfortable.	—	Very uncomfortable/intolerable: PR = 1.23 [1.10;1.38 95%CI], relative to acceptable/slightly uncomfortable	—	—			
	Bus lighting	3-point scale (good; average; poor/very poor).	Average: PR = 1.35 [1.18;1.54 95%CI]; poor/very poor: PR = 1.72 [1.48;1.99 95%CI]; relative to good.	—	Average: PR = 1.20 [1.06;1.35 95%CI]; poor/very poor: PR = 1.26 [1.07;1.48 95%CI]; relative to good	—	—			
	Technical resources	3-point scale (good; average; poor/very poor).	Average: PR = 1.35 [1.18;1.54 95%CI]; poor/very poor: PR =	—	×	—	—			

Citation	Correlate	Construct Measurement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
			1.72 [1.48;1.99 95%CI]; relative to good.							
	Noise on bus	3-point scale (negligible/acceptable; high; intolerable).	Average: PR = 1.35 [1.18;1.54 95%CI]; poor/very poor: PR = 1.72 [1.48;1.99 95%CI]; relative to negligible/acceptable.	—	×	—		—		
	Perception of traffic quality	Dichotomous (good/fair; bad/very bad).	Bad/very bad: PR = 1.47 [1.21;1.79 95%CI], relative to good/fair.	—	Bad/very bad: PR = 1.29 [1.07;1.55 95%CI], relative to good/fair.	—		—		
	Bus driver and fare collector's number of diagnosed chronic diseases	Diagnosed by a physician. 3-point scale (none; 1 or 2; 3 to 17).	1 or 2 PR = 1.39 [1.18;1.64 95%CI], 3 to 17 PR = 1.72 [1.46;2.01 95%CI], relative to none.	—	1 or 2 PR = 1.29 [1.10;1.51 95%CI], 3 to 17 PR = 1.23 [1.23;1.71 95%CI], relative to none.	—		—		
	Bus driver and fare collector's sickness absenteeism	In the past 12 months. Dichotomous (yes; no).	Yes PR = 1.57 [1.14;1.76 95%CI], relative to no.	—	Yes PR = 1.29 [1.16;1.45 95%CI], relative to no.	—		—		

Citation	Correlate	Construct Measurement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
	Bus driver and fare collector's suspected alcohol abuse	Four-item Cut Down, Annoyed by Criticism, Guilty and Eye-Opener (CAGE) scale. Dichotomous (yes; no).	Yes PR = 1.24 [1.07;1.43 95%CI], relative to no.	—	×	—		—		
Bance et al. (2014)	Transit worker's peer support	Reported a traumatic event at work. ^a	59% reported peers were a fundamental source of support following an event. - Suggested that creating a peer support system for those with similar experiences would be helpful.				Determinants when considering seeking treatment.	—	Qualitative content analysis.	—
	Transit worker's negative interactions with management		66% emphasised the importance of managerial response after the event. 34% described negative interactions with management as a barrier to seeking help. - Frustration and secondary stress over a lack of management support and compassion.					—		—
	Supportive management		Interviewees reported supportive management is associated with favourable views of treatment seeking.					—		—
	The rigidity and magnitude of paperwork and processes		61% mentioned paperwork, with 50% reporting the rigidity and scope of work-related procedures and processes following an event were the most daunting factors to deal with. - Quantity, complexity, and inappropriate time to complete paperwork. - Other issues involved lack of information/guidance regarding paperwork, missing paperwork, and late or missing pay in relation to a compensation claim.					—		—
	Transit worker's interactions with family		Participants expressed anger at home and were worried about the impact of the event on their family.					—		—

Citation	Correlate	Construct Measurement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
Bonfanti and Wagenknecht (2010)			48% felt distanced from their family and expressed not wanting to burden their family with the event, feeling unable to connect normally or that their experience was not understood. - Negative interactions with family prompted treatment.							
	Transit worker's inability to cope with PTSD symptoms		24% noted an inability to function normally and cope with trauma-related symptoms following the event. - They reported experiencing a state of desperation where treatment was their only option.				—			—
	Transit worker's changes in personality		31% reported that the motivation for seeking treatment was seeing a change in themselves and their relationships with others. - Some changes were typical PTSD symptoms like numbed emotional responses and diminished interest in activities. - In addition to being diagnosed with PTSD some were being treated for depression.				—			—
	Transit worker's financial issues		Several took time off work after the event, with this financial burden encouraging treatment, especially for those who were the main earner in their family.				—			—
	Time	—	More frequent in the afternoon for surface and in the evening for underground transport.	—	—	—	Aggression (violent physical contact or a threat a weapon).	—	Descriptive.	—
	Partnership with police	Frequency of efficiency ratings. 4-point scale (high; middle; low; negligible). ^b	High (65%); middle (24%); low (11%).	—	—	—		—		—

Citation	Correlate	Construct Meas- urement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
	Restriction of service		Middle (11%); low (34%); negli- gible (55%).	—	—	—		—		—
	Radio-alarm		High (80%); middle (14%); low (6%).	—	—	—		—		—
	Video sur- veillance		High (55%); middle (29%); low (8%); negli- gible (8%).	—	—	—		—		—
	Protected driver cabin		High (43%); middle (17%); low (20%); negli- gible (20%).	—	—	—		—		—
	Onsite secu- rity		High (47%); middle (38%); low (15%).	—	—	—		—		—
	Staff train- ing		High (38%); middle (54%); low (5%); negli- gible (3%).	—	—	—		—		—
Couto and Lawoko (2011)	Driver or conductor’s social sup- port after vi- olent inci- dent	Social support re- ceived. 3-point scale (yes; no; felt no need for help).	Those ex- posed to workplace violence and lacking so- cial support reported higher pro- portion of	—	—	—	Maslach Burnout Inventory - General Survey (MBI- GS). 16- items on a 7-point	—	Univari- ate: Chi- square test.	—

Citation	Correlate	Construct Measurement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
			burnout (50%) than those who had received support (43%).				scale (0 = never; 6 = every day).			
	Driver or conductor’s source of social support after violent incident	Source of social support (supervisor; co-worker; someone outside the workplace).	×	—	—	—		—		—
Couto et al. (2011)	Environment	Previously identified victims of workplace violence. ^a	• Overcrowding. • Damage to a passengers’ belongings.				Causes of workplace violence.	—	Qualitative content analysis.	—
	Money		• Money related issues, including fare evasion, were identified.					—		—
	Crime		• Crime related issues, including robbery, were identified.					—		—
	Passenger behaviour		• Behaviour related issues, including alcohol abuse; disdain, disrespect, and disagreement; and failure to meet passengers' expectations and interference in conflict, were identified.					—		—
	Education		• Formal (e.g., training courses) • Practical (e.g., informing the community of fare increases) • Moral education (e.g., documents teaching passengers how to behave).				Suggestions for workplace violence prevention.	—		—
	Conflict avoidance		• Conflict avoidance might minimise workplace violence due to environment or behaviour problems. Could include managing specific situations (e.g., more efficient reductions in overcrowding), managing specific behaviours (e.g., not reacting to an abusive passenger), and identifying and avoiding troublesome passengers or locations.					—		—

Citation	Correlate	Construct Measurement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
Fellesson et al. (2013)	Control	Interview questions. ^a	•	Control, such as inspectors more efficiently controlling fare evasion.			—	—	Qualitative critical incident technique.	—
	Service resources		•	Service system resources (physical and technical) are deployed prior to daily operations, eliciting misbehaviour by either limitations (a) surrounding space/capacity and/or (b) the scope of the offered services.			Exploring customer misbehaviour.			
	Service regulations		•	Rules and instructions to impose an 'ideal' service designed long before the actual service encounter, increasing the likelihood of conflict with the reality of the service process.			—			
	Service practice		•	Practical service work and employee behaviour during the service process seem to mediate between the intended service resources/regulations and the reality of daily operations.			—			
Friis et al. (2020)	Bus ticket inspector sex	Observation dichotomously coded (female as reference).	•	Uniforms and name badges, signify authority and thus trigger negativity both in and outside the workplace.			—	—	Multi-variate: Logistic regression.	Inspector interpersonal actions (e.g., authority, physical dominance, and accommodation) and passenger gender.
			—	—	×	—	Observation of a passenger performing an aggressive behaviour toward the ticket inspector, ranging from verbal (e.g., dictating) and physical acts (e.g.,			

Citation	Correlate	Construct Measurement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
							threatening gestures).			
	Bus passenger gender	Observation dichotomously coded (female as reference).	—	—	×	—		—		Inspector interpersonal actions (e.g., authority, physical dominance, and accommodation) and gender.
	Bus ticket inspector's interpersonal acts of authority	Observation of placing responsibility on passenger or threat of police. Dichotomously coded (not present as reference).	—	—	OR = 6.32 [1.91;20.93 95%CI], BF 2.56	—		—		Other inspector interpersonal actions and inspector and passenger gender.
	Bus ticket inspector's interpersonal acts of physical dominance	Observation of physically blocking the passenger's movements, holding onto the passenger, or announcing to the driver that the bus should stop, or the doors should remain closed. Dichotomously coded (not present as reference).	—	—	OR = 7.54 [1.45;39.24 95%CI], BF 7.42	—		—		
	Bus ticket inspector's	Observation of sympathy toward the passenger or	—	—	OR = 0.14 [0.02;0.86	—		—		

Citation	Correlate	Construct Measurement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
Geoffrion et al. (2017)	interpersonal acts of accommodation	displacement of responsibility away from the encounter. Dichotomously coded (not present as reference).			95%CI], BF 4.51					
	Bus passenger age	Observation dichotomously coded (15 years or younger as reference category).	All those displaying aggression were 16 years or older.	—	—	—	—	—	Descriptive: Frequency.	—
	Bus driver's perceived judgement from colleagues for complaining about severe violence	Perceived they would be judged for complaining about severe workplace violence. Single item on a 4-point Likert scale (not at all; completely). Dichotomously transformed (no; yes).	26% yes.	—	—	—	—	—	Univariate: Frequency.	—
	Bus driver's perceived judgement from employer for complaining about severe violence		50% yes.	—	—	—	—	—		—
	Bus driver's perceived uselessness of discussing workplace aggression without visible wound. Single item on a 4-	Perceived uselessness of talking about workplace aggression without visible wound. Single item on a 4-	28% yes.	—	—	—	—	—		—

Citation	Correlate	Construct Measurement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
	place aggression unless wound is observable	point Likert scale (not at all; completely). Dichotomously transformed (no; yes).								
	Bus driver’s perception severe violence is considered normal/part of the job	Perceived normality of severe violence in their workplace/job. Single item on a 4-point Likert scale (not at all; completely). Dichotomously transformed (no; yes).	12% yes.	—	—	—	—	—		—
	Bus driver’s lack of awareness of workplace aggression policies	Perceived unawareness of workplace aggression policies. Single item on a 4-point Likert scale (not at all; completely). Dichotomously transformed (no; yes).	61% yes.	—	—	—	—	—		—
Gilbert (2011)	Time	Interview questions. ^a	• Passengers transported at night commonly under the influence of alcohol or other substances - causes difficulties (e.g., problems communicating). • Drivers become party to illegal activity (e.g., drug dealing) or the recipient of sexual advances or witness sexual behaviour (especially distressing for foreign-born drivers).				Violence against taxicab drivers.	—	Qualitative interpretive hermeneutic analysis.	—
	Involving Money		• Disputes about the fare. • Fare evasion. • Robbery. • Verbal exchange of insults was the most frequently left drivers feeling threatened.					—		—

Citation	Correlate	Construct Measurement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
Gregory and Lincoln (2018)	Involving interpersonal violence	Observational (CCTV records) critical incident analysis.	Conflict emerges from efforts to deal with angry or aggressive customers or rule violations (e.g., smoking). These incidents happen are frequent and exacerbated by delays or disrespectful customers.				—			—
	Escalation		- Most incidents lacked volatility, with a sustained level of interaction (and accumulation of unresolved issues) prior to the physical violence. - Verbal aggression mostly preceded physical violence, reflecting an escalation. - Generally, the aggression decreased and increased multiple times throughout an interaction, suggesting a dynamic, reciprocal, and interactive nature without linear or unidirectional escalation.				How physical violence between drivers and passengers unfolds in time and space.	—	Qualitative critical incident analysis.	—
	The presence of passengers		Involvement of other passengers may defuse/discourage violence or increase the severity of the outcome (particularly for youth 'showing off').				—			—
Krasnoshchenko (2019)	Flight attendant's tenure	Dichotomous (work experience of fewer than 5 years; work experience of 5+ years).	Those with < five years of experience: 66% experienced passenger-related conflict at work often, 30% sometimes, and 4% never. Those with ≥ five years of experience: 36% experienced passenger-related conflict at work often, 54%	—	—	—	Measure of the experience of the most common passenger work conflict situations. 26-items measured on a 3-point scale (1 = yes, often, 3 = no, never).	—	Univariate: Frequency.	—

Citation	Correlate	Construct Meas- urement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
			sometimes, and 0% never.							
			Those with < five years of experience: 34% report- ing resolving passenger-re- lated conflict to full extent, 44% weren't sure if it was resolved, and 22% did not resolve the situation. Those with ≥ five years of experience: 64% reported resolving to full extent, 32% weren't sure if it was resolved, and 4% did not resolve the situation.	—	—	—	If they re- solved the conflict of any expe- rience of passenger work con- flict. 3- point scale (1 = yes, to the full ex- tent; 3 = no, I did not).	—		—
			Motivational component of conflict resolution was higher among re- spondents with fewer than 5 years	—	—	—	T. Ehler's Test of Profes- sional Motiva- tion to Success assessing	—	Univari- ate: Mann- Whitney U Test	—

Citation	Correlate	Construct Measurement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
			of experience. $p = .001$.				motivation to success, measured the motivational component of conflict resolution skills. ^a			
			Cognitive component of conflict resolution was higher among respondents with fewer than 5 years of experience. $p = .030$.	—	—	—	The 'Prognoz' method identifying signs of mental instability and risk of maladaptation under stress, measured the cognitive component of conflict resolution skills. ^a	—		—
			Certain behavioural components of conflict resolution were higher among respondents	—	—	—	The IPIP Big-Five Factor Markers measured the behavioural	—		—

Citation	Correlate	Construct Measurement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
			with fewer than 5 years of experience: extraversion (non-significant), agreeableness ($p = .030$), conscientiousness (non-significant), openness to experience (non-significant), and emotional stability ($p = .038$).				component of conflict resolution skills. ^a			
			x	—	—	—	Undescribed measure used to of assess assertiveness or the regulatory component of conflict resolution skills. ^a	—		—
	Flight attendant's tenure	Undescribed measure of work experience. ^a	$r = -.37$	—	—	—	T. Ehler's Test of Professional	—	Univariate: Correlations.	—

Citation	Correlate	Construct Meas- urement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
							Motiva- tion to Success assessing motiva- tion to success, measured the moti- vational compo- nent of conflict resolution skills. ^a			
	Flight at- tendant's conscien- tiousness	The IPIP Big-Five Factor Markers were used to assess the behavioural component of con- flict resolution skills. ^a	<i>r</i> = .34	—	—	—		—		—
	Flight at- tendant's extraversion		<i>r</i> = .36	—	—	—	Un- described measure used to of assess as- sertive- ness or the regu- latory compo- nent of conflict resolution skills. ^a	—		—

Citation	Correlate	Construct Meas- urement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
	Flight at- tendant’s emotional stability		<i>r</i> = -.59	—	—	—	The 'Prognoz' method identify- ing signs of mental instability and risk of mala- daptation under stress, measured the cogni- tive com- ponent of conflict resolution skills. ^a	—		—
	Flight at- tendant’s openness to experience		<i>r</i> = .29	—	—	—	Un- described measure used to of assess as- sertive- ness or the regu- latory compo- nent of conflict resolution skills. ^a	—		—
			<i>r</i> = .30	—	—	—	The 'Prognoz' method identify- ing signs	—		—

Citation	Correlate	Construct Measurement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
							of mental instability and risk of maladaptation under stress, measured the cognitive component of conflict resolution skills. ^a			
Lincoln and Gregory (2015)	Vulnerability	Focus group questions. ^a	•	Vulnerability (susceptibility, helplessness, and exposure) characterises the role because of: - Working alone. - Being unprotected. - Fare evasion. - Cash handling. - Late running. - Drivers' attitudes. - Overcrowding. - Perpetrators excuse their behaviour due to perception of bus drivers as 'servants of the state'			Violence and anti-social behaviour against bus drivers.	—	Descriptive.	—
	Volatility		•	Violent incidents able to escalate quickly from 'nothing'.				—		—
	Inevitability		•	Incivilities and attacks implicit to the role and thus violence needs to be accepted.				—		—
	Incongruity		•	The potential for aggression is ever-present.				—		—
			•	But denied or minimised direct personal experiences.				—		—
	Positivity and pride		•	Positivity and pride - recounting many positive experiences within their role.				—		—
	Late running	Survey factors explaining why passengers and others	•	Late running.			—	—		—

Citation	Correlate	Construct Measurement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
		abuse bus drivers were averaged across three response options. ^a								
	Fare costs		Fare costs.				—	—		—
	People's attitudes		People's attitudes.				—	—		—
	Underreporting	Undescribed survey. ^a	- Over half of respondents stated they reported some incidents, but not all, because: - Nothing would be done (48%). - Dealt with it themselves (44%). - Was not serious enough (41%). - Would be no consequences (37%).				—	—	Univariate: Frequency.	—
	Time	CCTV analysis. ^a	Commonly afternoons/nights later in the week (Thursday through Saturday).				Attacks against bus drivers.	—	Descriptive.	—
	Passenger frustration		Propelled 23% of incidents.					—		—
	Disputes over fares		Propelled 24% of incidents.					—		—
	Profit motive		Propelled 21% of incidents.					—		—
	Boredom or showing off		Propelled 25% of incidents.					—		—
	Passenger demographics and groups		Abusive incidents against drivers were commonly perpetrated by groups of young males.					—		—
	Escalation		Characterised by escalation and volatility.					—		—
	Time	Bus company incident reports. ^a	13% of incidents oc-	—	—	—	—	—	Univariate: Frequency.	—

Citation	Correlate	Construct Measurement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
			curred between 3 and 4pm, constituting the most common one-hour window.							
	Day		16% of incidents occurred on Thursdays, Fridays, and Saturdays, constituting the key days.	—	—	—	—	—		—
	Month		Common months for offending were October and November.				—	—	Descriptive.	—
	Passage of time		The number of reported aggressive incidents decreased by 73% from August-October 2010 to August-October 2013.				—	—		—
	Reactive and unimplemented prevention	Stakeholder interviews. ^a	Preventative measures are largely reactive and unimplemented.				Violence and anti-social behaviour against bus drivers.	—		—
	Education		More emphasis should be placed on educating drivers and the public about driver's rights and the consequences of aggression on both drivers and perpetrators.					—		—
	Passage of time		- Incidents are declining in frequency but increasing in severity. - Specifically, robberies were declining, while rock throwing was still a significant problem (during school holidays).					—		—

Citation	Correlate	Construct Measurement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
Salomonson and Felleson (2014)	Fare evasion and ticketing, automated system, and timetabling.	Observational data recorded on one 24/7 bus route. ^a	•	Common precipitators are fare evasion and ticketing issues (including the automated ticketing system), and unrealistic timetabling.			—	—	—	
	Passenger age		•	Young people perceived as main perpetrators.			—	—		
	Mode of violence		•	Verbal is more common than physical violence, but no less damaging.			—	—		
	Intoxication		•	17% of perpetrators drunk or drugged.			Observational analysis of incidents of violence and aggression against bus drivers.	—	Univariate: Frequency.	
	Passage of time	Police data. ^a	•	191 (0.19%; in 2011), 231 (0.23%; in 2012), and 149 (0.15%; in 2013) offences against property per 100,000.			Analysis of police data.	—	Univariate: Frequency.	
	Train conductor or bus driver sex	Interview questions. ^a	•	Female staff more frequently affected, especially by events relating to appearance, age, and gender comments.			Customer misbehaviour on public transport.	—	Qualitative grounded theory analysis.	
	Train conductor or bus driver demographics		•	Verbal abuse is often linked with the appearance, age, origin, and gender of staff.						

Citation	Correlate	Construct Measurement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
	Train conductor or bus driver job tenure		•	Junior staff, especially women, are affected by customer misbehaviour more frequently.			—		—	
	Ejecting a passenger		•	Often arises when passengers must be ejected from a train.			—		—	
	Ticket checks		•	Abuse or threats often arise from ticket checks.			—		—	
	Passenger intoxication		•	Alcohol and other drugs are often involved.			—		—	
	Passenger demographics		•	Cannot always be linked to a specific group - can occur from seemingly normal passengers.			—		—	
	Strategies based on interaction		•	Verbal skills (e.g., letting the customer talk).			—		—	
			•	Being balanced and considerate of consequences.						
			•	Avoiding certain words or acting authoritatively etc.						
			•	Calling the police (which could de-escalate or escalate the situation).						
			•	Flexibility (i.e., bending the rules).						
	Strategies based on appearance		•	Use of body posture, gestures.			—		—	
			•	Aesthetic appearance (e.g., body size, tattoos, etc.).						
			•	Uniform is provocative to some customers.						
			•	Can be disadvantageous in certain contexts (e.g., gender and body size).						
	Strategies based on physical environment		•	Waiting until station or police are present to eject customers.			—		—	
			•	In many cases it is a limitation since avoidance is difficult.						
Schwer (2010)	Taxi driver's immigrant status	Dichotomous (1 = born in US; 0 = otherwise).	More likely if foreign-born. $p = .01$.	—	—	—	Experience of abuse in last 12-months.	—	Univariate: Mann-Whitney U Test.	—

Citation	Correlate	Construct Measurement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
							Dichotomous (1 = yes; 0 = no).			
		More likely if foreign-born. $p = .01$.	—	—	—	—	Experience of physical assault in last 12-months. Dichotomous (1 = yes; 0 = no).	—		—
		×	—	—	—	—	Experience of robbery in last 12-months. Dichotomous (1 = yes; 0 = no).	—		—
		×	—	—	—	—	Experience of fare evasion in last 12-months. Dichotomous (1 = yes; 0 = no).	—		—
		More likely if foreign-born. $p = .01$.	—	—	—	—	Experience of false allegations in	—		—

Citation	Correlate	Construct Measurement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
							last 12-months. Dichotomous (1 = yes; 0 = no).			
	Taxi driver's avoidance perception of risks	A combination of variables assessing driver perception of risk taking. Measured on a 5-point scale (1 = strongly agree; 5 = strongly disagree).	×	—	—	—	Experience of abuse in last 12-months. Dichotomous (1 = yes; 0 = no).	—	Univariate: Chi-square joint test.	—
			×	—	—	—	Experience of physical assault in last 12-months. Dichotomous (1 = yes; 0 = no).	—		—
			<i>p</i> = .01 for native-born, untested for foreign-born.	—	—	—	Experience of robbery in last 12-months. Dichotomous (1 = yes; 0 = no).	—		—
			×	—	—	—	Experience of	—		—

Citation	Correlate	Construct Measurement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
			<i>p</i> = .01 for native-born. <i>p</i> = .10 for foreign-born.	—	—	—	fare evasion in last 12-months. Dichotomous (1 = yes; 0 = no). Experience of false allegations in last 12-months. Dichotomous (1 = yes; 0 = no).	—		—
	Taxi driver's preference for risks	A combination of variables assessing driver preference to risk vs reward. Measured on a 5-point scale (1 = strongly agree; 5 = strongly disagree).	×	—	—	—	Experience of abuse in last 12-months. Dichotomous (1 = yes; 0 = no).	—	Multivariate: Chi-square joint test.	—
			<i>p</i> = .05 for native-born. Non-significant for foreign-born.	—	—	—	Experience of physical assault in last 12-months. Dichotomous (1 = yes; 0 = no).	—	Univariate: Chi-square joint test.	—

Citation	Correlate	Construct Meas- urement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
			× (only for native-born, untested for foreign-born).	—	—	—	Experience of robbery in last 12-months. Dichotomous (1 = yes; 0 = no).	—		—
			×	—	—	—	Experience of fare evasion in last 12-months. Dichotomous (1 = yes; 0 = no).	—		—
			×	—	—	—	Experience of false allegations in last 12-months. Dichotomous (1 = yes; 0 = no).	—		—
	Taxi driver's knowledge	Information was a combination of years of work, knowledge of local homicide rate, years in city, and weekly hours worked.	×	—	—	—	Experience of abuse in last 12-months. Dichotomous (1 = yes; 0 = no).	—		—

Citation	Correlate	Construct Measurement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
			<i>p</i> = .05 for native-born. Non-significant for foreign-born.	—	—	—	—	Experience of physical assault in last 12-months. Dichotomous (1 = yes; 0 = no).	—	—
			× (only for native-born, untested for foreign-born).	—	—	—	—	Experience of robbery in last 12-months. Dichotomous (1 = yes; 0 = no).	—	—
			<i>p</i> = .10 for native-born. Non-significant for foreign-born.	—	—	—	—	Experience of fare evasion in last 12-months. Dichotomous (1 = yes; 0 = no).	—	—
			×	—	—	—	—	Experience of false allegations in last 12-months. Dichotomous (1 =	—	—

Citation	Correlate	Construct Measurement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
							yes; 0 = no).			
	Taxi driver confidence	Single item measure of confidence in ability to recover from mistakes. Measured on 5-point scale (1 = strongly agree; 5 = strongly disagree). ^a	×	—	—	—	Experience of abuse in last 12-months. Dichotomous (1 = yes; 0 = no).	—		—
			<i>p</i> = .05 for native-born. <i>p</i> = .10 for foreign-born.	—	—	—	Experience of physical assault in last 12-months. Dichotomous (1 = yes; 0 = no).	—		—
			× (only for native-born, untested for foreign-born).	—	—	—	Experience of robbery in last 12-months. Dichotomous (1 = yes; 0 = no).	—		—
			×	—	—	—	Experience of fare evasion in last 12-months.	—		—

Citation	Correlate	Construct Measurement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
							Dichotomous (1 = yes; 0 = no).			
			×	—	—	—	Experience of false allegations in last 12-months. Dichotomous (1 = yes; 0 = no).	—		—
	Taxi driver-passenger power asymmetry	Power was a combination of night work, age, and minority status.	×	—	—	—	Experience of abuse in last 12-months. Dichotomous (1 = yes; 0 = no).	—		—
			×	—	—	—	Experience of physical assault in last 12-months. Dichotomous (1 = yes; 0 = no).	—		—
			×	—	—	—	Experience of robbery in last 12-	—		—

Citation	Correlate	Construct Measurement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
			foreign-born).					months. Dichotomous (1 = yes; 0 = no).		
			x	—	—	—	Experience of fare evasion in last 12-months. Dichotomous (1 = yes; 0 = no).	—		
			x	—	—	—	Experience of false allegations in last 12-months. Dichotomous (1 = yes; 0 = no).	—		
Uzosike and Douglas (2017)	Time	7am before 1pm; 1pm before 6pm; 6pm before 12am. ^a	44% of physical violence occurred between 7am and 1pm, 47% between 1pm and 6pm, and 9% between 6pm and 12am	—	—	—	Experience of physical violence in the last 12 months. Dichotomous. ^a	—	Univariate: Frequency.	—

Citation	Correlate	Construct Measurement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
Zhou et al. (2018)	Location	At the park; at passengers' destination; while driving. ^a	10% of physical violence occurred at a motor park (i.e., transit hub), 49% at the passenger's destination, and 41% while driving.	—	—	—		—		—
	Reports of workplace violence	Experience of workplace psychological violence (i.e., verbal abuse, bullying, tribal harassment) in the last 12 months. Dichotomous. ^a	29% reported (35% to park chairman and 65% to police).	—	—	—	Whether the incident was reported or not. Dichotomous. ^a	—		—
	Bus driver sex	Among those who reported a violent incident. ^a Dichotomous (0 = male; 1 = female).	×	—	—	—	The Acute Stress Disorder Scale (ASDS) measures acute post-traumatic stress disorder symptoms preceding acute post-traumatic stress disorder. 19-items on a	—	Univariate: Chi-square test.	—

Citation	Correlate	Construct Meas- urement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
			—	×	—	—	5-point scale (1 = not at all; 5 = very much).	1, 6, and 12- months.		
			—	×	—	—	Full PTSD measured by the PTSD Checklist (PCL) as- sessing PTSD symp- toms. 17- item on a 5-point scale (1 = not at all; 5 = ex- tremely).			—
			—	×	—	—	Partial PTSD symptoms measured by the PTSD Checklist (PCL) as- sessing PTSD symp- toms. 17- item on a 5-point scale (1 = not at all;			—

Citation	Correlate	Construct Meas- urement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
			—	Men were more likely to experience moderate problems in PTSD relative to women at one-month follow-up (<i>p</i> = .04).	—	—	5 = ex- tremely). Moderate PTSD symptoms measured by the PTSD Checklist (PCL) as- sessing PTSD symp- toms. 17- item on a 5-point scale (1 = not at all; 5 = ex- tremely).			—
			—	—	—	×	The PTSD Checklist (PCL) as- sessing PTSD symp- toms. 17- item on a 5-point scale (1 = not at all; 5 = ex- tremely).		Multi- variate: Longitu- dinal Mixed Effects Model.	Time, so- cial sup- port, acute stress disorder, de- mographics , and prior or repeated exposure.
			—	—	—	<i>B</i> = -19.33 (<i>SE</i> = 4.56), partial <i>r</i> = - .40	Adapted version of the Confidence in	12-months.	Multi- variate: Hierar- chical	Acute stress disorder and

Citation	Correlate	Construct Measurement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
							Coping with Patient Aggression Instrument measuring a service provider's confidence. 10-items on an 11-point scale (1 = very uncomfortable to 11 = very comfortable).		Multiple Regression Analysis.	PTSD over time.
	Bus driver age	Reported a violent incident. ^a	—	—	—	×	The PTSD Checklist (PCL) assessing PTSD symptoms. 17-item on a 5-point scale (1 = not at all; 5 = extremely).	1, 6, and 12-months.	Multivariate: Longitudinal Mixed Effects Model	Time, social support, acute stress disorder, demographics, and prior or repeated exposure.
	Bus driver marital status	Among those who reported a violent	—	—	—	×				

Citation	Correlate	Construct Measurement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
		incident. ^a Dichotomous (0 = not married and not common-law; 1 = married or common-law).								
	Bus driver’s work shift	Among those who reported a violent incident. ^a Dichotomous (0 = other shifts; 1 = day shifts).	–	–	–	×				
	Bus driver’s supportive behaviours	Among those who reported a violent incident. ^a Questionnaire on Social Support Behaviours in Anxious Situations measuring frequencies of supportive and counter-supportive social interactions. 30-items on a 5-point scale (1 = never; 5 = always).	–	–	–	×				Acute stress disorder, demographics , and prior or repeated exposure.
	Bus driver’s counter-supportive behaviours	Among those who reported a violent incident. ^a Questionnaire on Social Support Behaviours in Anxious Situations measuring frequencies of supportive and counter-supportive	–	–	–	0.56 (SE = 0.10)				

Citation	Correlate	Construct Measurement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
		social interactions. 30-items on a 5-point scale (1= never; 5 = always).								
	Bus driver acute stress disorder	Among those who reported a violent incident. ^a The Acute Stress Disorder Scale (ASDS) measures acute post-traumatic stress disorder symptoms preceding acute post-traumatic stress disorder. 19-items on a 5-point scale (1 = not at all; 5 = very much).	—	—	—	0.16 (<i>SE</i> = 0.05)				Time, social support, demographics, and prior or repeated exposure.
	Bus driver’s repeated exposure to violence after original event	Among those who reported a violent incident. ^a Dichotomous (0 = no; 1 = yes).	—	—	—	5.50 (<i>SE</i> = 2.52) when controlling for supportive behaviours and 5.08 (<i>SE</i> = 2.38) when controlling for counter-supportive behaviours.				Time, social support, acute stress disorder, demographics, and prior exposure.
	Bus driver’s prior exposure to violence before original event	Among those who reported a violent incident. ^a Number of violent incidents at work	—	—	—	×				Time, social support, acute stress disorder, demographics

Citation	Correlate	Construct Measurement	Findings				Outcome	Follow-Up Period	Analysis	Controlled
			Univariate/Bivariate		Multivariate					
			Baseline	Follow-Up	Baseline	Follow-Up				
		experienced (victim or witness) prior to the event.								, and repeated exposure
	Time after incident	Among those who reported a violent incident. ^a Across three time-periods: 1, 6, and 12-months following incident.	–	–	–	-0.19 (<i>SE</i> = 0.03)				Social support, acute stress disorder, demographics, and prior or repeated exposure.

Note. × = Non-significant; – = Not reported/not applicable; PR = Prevalence ratio; = Odds ratio; BF = Bayes Factor.

^a = Measure was not clearly defined.