

PSR #	Date Logged	Line/Route	Location	FEEDBACK
560452	1/1/2019	3RD ST/19TH AVE OV	COLUMBUS	Closed
560471	1/2/2019	43 MASONIC	LAGUNA ST MARIN	The ADA Patron Stated: "I was waiting on Marina Boulevard in front of the safeway and Im an ADA passenger waiting for the 43 bus and the NextMuni prediction said it was to arrive in 3 minutes. What he did was the strangest thing. He switched his bus from the 43 to the 47 until he passed me up and then he switched it back to the 43. It happened at exactly 5:14 AM. "
560505	1/2/2019	25 TREASURE ISLAND	N/A	Motorist states: Between 3:58pm-4:08pm; the bus stop was at Avenue H and California St. He (the muni patron) didnt seem like he was on drugs he was blind he was walking in the street to oncoming traffic on treasure island and im driving down the street down California Ave. I said sir your in the middle of the street he said am I? He said hes trying to get to the bus stop and I said let me help you. Im telling the muni driver to pull up to me and he wouldnt move so I left my car in the middle of the street. The Muni driver said no walk to the bus stop I wouldve had to walk another 20 feet to walk him to the bus stop. Theres a lot of construction going on he was really blind this is a disabled person; it was a poor decision as a human. The number on the bus said 8601w. He had a blind stick and a glasses.
560549	1/3/2019	38R GEARY RAPID	GEARY AND WEBS	As I proceeded to get on the bus I could hardly enter for a woman had a number of large bags and cart and took all three senior seats and I had to make my way to the back where a man gave up his seat for me. Yes? Im a senior and recovering from a knee replacement. The woman with the large cart and muntiple bags by looks was far from senior age! She was both a danger in blocking the way and blocked two senior seats! Why didnt the driver say something to her? I took a picture but dont know how to send it to you! This is very poor for Muni bus service! I consider this also a violation of the ADA Act Nathan
560576	1/3/2019	25 TREASURE ISLAND	AVENUE B 9TH TI S	Patron stated "I have to report an incompetent driver, I am disabled and have a disabled clipper card. I get to the bus and asked the driver to lower the lift, when he did he did not lower it all the way. And when we got into the city I needed him to lower it again, and he questioned and had a attitude and when he lowered he made it seem like it was to close to the curb and refused to do it, I showed him the clipper card again and he didnt care"
560637	1/5/2019	N JUDAH	CHURCH AND FILL	The driver of the last ,N outbound of the night, for the last few evenings, does not allow adequate time to get off the train. Especially for someone like myself who is disabled and on crutches. I barely made it on thanks to the help of a station agent at Civic center, and made it off at the stop by the playground before the east portal tunnel after being to slow to get off in the allotted to 2 seconds(literally) as my first choice stop before this down the hill. I have this problem be a somewhat often, but tonight was simply ridiculous. People without disabilities and not distracted were unable to disembark in time. Dangerous for me, watch the footage
560651	1/5/2019	49 VAN NESS/MISSION	MARKET ST VAN N	Patron stated," The bus was stopped next to the bus stop and refused to open the door. I was yelling"please open the door and let me on. Its cold out here" The driver then just drove off.
560662	1/6/2019	7 HAIGHT/NORIEGA	MISSION ST BEALE	ADA Patron: They need to put the shelter at another spot. They have the shelter way back near the corner. And the buses go 60 feet up. Its quite a ways back from where they have the pole with the listings. If they could move the shelter up 30 or 40 feet it would make a difference for people who have mobility issues. For the second time it passed me up. Next to the bus stop is a large tree. Do I need to go into the street to get on the bus?
560664	1/6/2019	KT INGLESIDE/THIRD	3RD ST EVANS AVE	patron states im in a wheelchair was waiting for train, the door was open, other people got on, the door closed on me
560667	1/6/2019	19 POLK	890 BEACH ST SAN	Patron stated that, "The bus was not in service so I checked NB to see when it leaves. I had 4 year old kid with me. When they let people in the bus, I was just behind the them and he saw us following the other people. He started to pull away from us. He was hesitating at the curb but pulled away anyway It was raining heavily. Ive been waiting for 20 minutes now."
560703	1/7/2019	F MARKET & WHARVES	BEACH ST STOCKT	patron states the bottom of cement ramp - where the sidewalks meets- bottom of slope - wheelchairs access - has a big deep puddle 6 x 8 ft puddle Safety matter Continuously happening - needs to be repaired - water needs to be removed and keep it from gathering
560705	1/7/2019	36 TERESITA	DIAMOND	No show even though app tracker and bus stop board showed bus on schedule. Why is this bus so unreliable? Real problem for a disabled individual.

560716	1/7/2019	L TARAVAL	TARAVAL ST SUNS	Patron states: Im standing at the platform and the L passed me up. Im in a wheelchair. The bus number was 1498A. He said the car was defective and thats why he couldnt pick me up.
560722	1/7/2019	29 SUNSET	LINCOLN/ SUNSET	<p>I was in the bus around 3:30 on 1/7/19, the driver make all the stop a SUDDEN STOP. and Hes not the only driver, Most Asian driver drive that way, they step on the brake so hard and then release. you dont need to have an accident to get a whiplash, just riding on Muni bus, you;kk get it. please trained the driver to make a smooth stop. I was once in a bus with a Black Lady driver, She make all the stop so smooth, before I get off the bus I commend Her for the smooth ride and She told me She used to drive for the Senior organization and She understand how fragile they are. I suggest the Muni supervisor should crack down on this Quick start and Hard stop driver, before someone get injure. Ill be happy to be a volunteer to</p> <p>Just get off a 29 Sunset bus cant believe this driver braking so hard on every stop it shake everyone everytime he brakes, Muni should start cracking down on these driver before people get hurt. (most of the hard braking diver are Asian Driver) Muni should put some plainclothes inspector and randomly ride the bus and make report of this crazy driving. I was once riding on the a bus driven by a Black Lady Driver, She make the smooth stop on each stop, before I getting off the bus I commend Her for the smooth ride and She told me She used to drive for a Senior Agency, so She understand how fragile they are.</p> <p>Muni should give out warning and citation to those driver who intentionally cause hardship to the rider.</p>
560723	1/7/2019	29 SUNSET	LINCOLN WAY 23R	ADA Patron states ": Im 87 years old and I have terrible arthritis. I was waiting for a 29 bus for over 45 minutes. I saw many many 7 buses going by. There were maybe 8 or 9 of them going by empty.. Not a single 29 bus. Finally, a 29 bus came and it was very full. Its not right to have to wait 45 minutes for this bus." I want someone to tell me why this bus didnt come on time.
560754	1/8/2019	22 FILLMORE	FILLMORE ST SUTT	Patron states: A customer got on at Sutter street with a double wide stroller blocking the aisle she parks the stroller in a handicap seat and i told the driver. The driver said that you have to get off the bus and she didnt and he proceeded to drive. The run number is 359. Its on the SFMTA website the rules. I want to go to his hearing for this.
560768	1/8/2019	28 19TH AVENUE	RICHARDSON AVE	Patron stated, "He stopped 2 bus lengths behind the stop where no one could see him, and he picked up 1 man and left 5 people standing here including me, a disabled woman and then he took off. When he saw me waving with a cane he just drove off."
560784	1/8/2019	KT INGLESIDE/THIRD	4TH ST KING ST SA	ADA Patron states " I started waiting for a T train at 4th and King heading towards Sunnydale. We were told to get off at Marin as the railroad crossing wont go up. We were told to wait and that a shuttle bus would come. There were nearly 85 of us just waiting. We waited and waited and for 20 minutes nothing came. The crowd dwindled down a bit and finally we actually saw a train coming. We went back to the platform to board and the driver asked where we were all coming from.. We told the driver that we were all asked to get off the train due to the railroad crossing problem and that there would be shuttle service. The operator told us it had cleared. It took me close to 1 hour and 25 minutes to get home. There was very poor communication on the part of MUNI.
560811	1/9/2019	27 BRYANT	CYRIL MAGNIN ST	Patron states The bus driver pulled up to the bus stop and refused to open the front door. I am disabled and it is hard for me to get on the back door. I waved at her and knocked on the front door and she just refused to open the door. I would like to be contacted by Phone or Email.
560820	1/9/2019	9 SAN BRUNO	MARKET ST STOCK	Customer states, " I was trying to get the 9, bus was crowded, however enough for me to get on. I am disabled."

560830	1/9/2019	14 MISSION	SOUTH VAN NESS	Patron stated " About 3 weeks ago I was coming out 1563 Mission Im disabled. The bus was driver pulled up and I was rolling on my wheel chair. She pulled up and the bus wasnt at a complete stop. Than the bus driver finally stopped she was in front of 2 poles. I couldnt get on the bus. Rather than pull up she said due to the fact that I was coming at of the building I needed to be at a stand still she just left. When I got there she was not at a complete stop and let people on and off. The bus driver didnt pull up forward. 2 days later it happened again, this time I was at the bus stop at a stand still. The same bus driver said the same reason she was pulling up she said no you wasnt at a stand still. I said yes I was. The bus driver than let people on and off again. I said mam they way you have been behavior that is terrible she said I wont never be able to be on her bus. The 3rd time 1 week ago she pulls up and said she will never let me ride the bus again and left. Today the 4th incident she pulls up I there already she said I told her your not going to ride my bus. I put my hands in the door and said what you mean I cant get on the bus. The bus driver than closed the door on my hands. All the people said hey open the door. The bus driver than opened up the door. I said Im not moving my arms and said call your Supervisor or police. You are discriminated against me because Im handicap. The bus driver said I told you before I will never let you on my bus. I said maam Im not barred from Muni. I pay my fare. Everyone started getting upset and yelling. I wanted her to call a Supervisor because she closed the door on my hands. She decided to call central control and told everyone to get off the bus. I have pictures of the driver. The bus is now parked right here and not moving. Im hoping a Muni Supervisor will show up because I can only wait a short amount of time. "
560870	1/9/2019	31 BALBOA	MARKET ST STEUA	Patron stated that he uses the line 31 often he is 64 years old disabled with back problems, most of the drivers have the ramp or steps and lower the bus for disabled passengers to get on and off the bus, last Monday around 4:30 PM, the took the bus and asked the driver to lower the bus, the driver did lower the steps and patron told him thank you, the driver instead of a " your are welcome " he just old him \$2.75. Patron has a disabled free muni pass but did not use it when he came in because the driver took off and he had to seat down, when they were arriving at Mission and Steuart st. this driver did not get to the end of the line, he was just to turn around, patron went to get off the bus using the front door because he wanted to show the driver his disable muni pass because this driver has told him the same thing in the past, " \$2.75" and as he got to the front door, patron told the driver " nice ride, can I tell you something? Can you lower the steps, the driver responded " you have 3 seconds to get off the bus or I close the door" and started counted 1, 2 and 3 and closed the door, patron was wearing shoes but the door was strong enough to hurt his right foot. Patron got off the bus and called 911, the driver put the bus out of service, the police and paramedic arrived took his statement, checked his foot and told him that his foot was fine and left. He further stated that when the driver took the bus out of service and another driver asked the driver what was going on the driver stated this is dumb, and patron asked him why he was calling him dumb and the driver just walked way.
560878	1/9/2019	KT INGLESIDE/THIRD	KING ST 2ND ST SA	Pedestrian stated: "On 12/16/18 at 7:15 p.m., before crossing the street, I was standing at the curb , it was foggy and raining, and I didnt know where I was I went a little too far and I was hit by a train. I am not sure but Muni train that was, but I am blind and I got hit. SF Fire and Rescue ambulance and SFPD came. There was a police report for it. I was transported to Saint Francis Memorial Hospital. The Muni train didnt sound the horn either to alert me. They usually sound the horn during baseball games. I have an attorney thats handling my case."
560922	1/10/2019	9 SAN BRUNO	POTRERO AVE 16T	ADA Patron states, "There were no handicap passengers on and the operator told me he had no room for me. The bus did not look to be full, they could have easily moved to accommodate one wheelchair. There was no wheel chairs on the bus."
560926	1/10/2019	9R SAN BRUNO RAPID	SAN BRUNO AVE S	Passenger stated, "I am on a wheelchair & asked a lady in the disabled section to move to the other side & she refused. Driver also refused to ask someone to move. I am right behind bus driver & he would not strap me in. I have 2 children behind me if my brakes fell, they would be hurt."
560960	1/11/2019	C CALIFORNIA A EXPR	CALIFORNIA STREET	Driver failed to open doors at my stop, even though I was waiting there. I chased the bus and knocked on the doors. Driver honked at me. (I am hard of hearing.)
561014	1/12/2019	9 SAN BRUNO	BAY SHORE BLVD C	Patron states: I am on a wheelchair trying to take a 9 inbound at Bayshore and Cortland. Three 9 bushes have passed me up because there was not enough room. The last one was vehicle 8854. The bus does have room. The driver just need to tell the people to move back and let me get on first. I have been here waiting for over an hour.
561022	1/12/2019	31 BALBOA	JONES ST TURK ST	Patron said "I am in a wheelchair. When the bus arrived there was enough room for me, but the driver would not let me on. The driver could have made the people in the handicap seats move, because there was room in the back, but instead he passed me up. I want to schedule an ADA hearing."

561060	1/14/2019	38 GEARY	GEARY ST VAN NE	The Operator pulled up and there are there was one person on one side and two on the other side in the disable seating area, none of them w/ walkers or wheelchairs. The Operator advised me to take the bus behind her but that bus is always out of service making me late for work This happened twice last week with the same driver. i believe she doesnt like picking up wheelchair patrons
561061	1/14/2019	29 SUNSET	19TH AVE LINCOLN	Patron stated: I am disabled with a cane. Bus driver slowed down and came to the curb as if she was picking me up, she started to play with her long fake braid and just looked at me. I waved at her with my cane and she looked at me and smiled and just drove off.
561149	1/15/2019	KT INGLESIDE/THIRD	3RD STREET, BE	Patron stated: "Please make a temporary stop somewhere on Owens while the Gene Friend Way stop is out of service. This makes getting to the ambulatory clinic easier than getting off at Mission Rock or Mariposa. Otherwise, those two stops would add six blocks to my travel, which is difficult as I use a cane."
561150	1/15/2019	14 MISSION	MISSION ST SILVER	The patron stated, "There is a clear channel truck parked on the sidewalk cleaning at the bus stop. Where Im waving for the driver, where people with wheelchairs can board the bus, the driver should see me. The driver passed me up and left me here at the bus stop."
561188	1/15/2019	9 SAN BRUNO	2ND ST MARKET ST	run number 028 The patron stated, "Im disabled and Im in a wheelchair, I cannot walk. There is a driver that refused to let me board because I did not have shoes on, I have specialty shoes I have to wear that I cannot afford multiple pairs. There is no rule for this, I had my feet covered, they refused me to let me board. This was discrimination. There was no reason for the driver to refuse service. It seems like nothing is ever done with muni, the last time I filed a complaint there was no action. "
561209	1/15/2019	27 BRYANT	CYRIL MAGNIN ST	Patron states: he said its raining and the bus is crowded the bus will be here in ten minutes. I said well its raining; he didnt let the person in the wheelchair on and I told him I would call in to complain and he said call it in then
561227	1/15/2019	M OCEAN VIEW	ARCH ST RANDOLP	The Patron Stated: "I get on the train at Embarcadero, we drive and we keep going until were a block from the handicap stop. I told her three times that i needed the handicap stop. When she got to the stop she didnt stop at the handicap stop and says I didnt tell her. She begins arguing with me telling me i didnt ask for the stop. She told me to shut up and get off of the train."
561283	1/16/2019	7 HAIGHT/NORIEGA	NA	patron stated "I was heading downtown on the 7. A elderly man in a wheelchair was attempting to board the bus. All the driver would do is drop the ramp. The driver yelled at the disabled man to board very rudely. I had to help the man in the wheelchair get strapped in because the operator would not do it. Finally, The driver screamed at the disabled man that there was nowhere to drop the ramp when he wanted to off board. I had to tell the driver not to yell or demean the disabled man. Other passengers. also instructed the driver. The driver in the wheelchair was at least 70 years old.
561311	1/17/2019	N JUDAH	JUDAH	The N Judah was forced to turn around at 19th Avenue by dispatch. The train was standing-room only full. The entire train had to disembark in the middle of one of the worst storms weve had this season. Why are train turn-arounds allowed in weather like that? There were elderly people that needed help off the train and held up in the winds and rain while waited for the next train. Turn-arounds in this kind of weather are completely wrong.
561353	1/17/2019	5 FULTON	6TH AVE FULTON S	Patron states driver refused to lower lift. He said I have to go out to 6th Ave. My package fell on the ground from the lift.I had two wheels on the lift and two wheels on the ground. The driver moved the bus closer to the curb.He said to me he has to moved to the ground I almost fell down on my worker.I almost fell down.I have a worker with me.The driver closed the door and moved the bus.Nobody spicked up my package.He said he would get my package after he moved the bus.Thats when I almost fell down.
561383	1/17/2019	57 PARKMERCED	Daly City BART	Muni patron stated, I am waiting for 57 Outbound, It is stopping in the wrong place. Its stopping on the SamTrans stop. there are a lot of people waiting and I am disabled. I want to know why is it stopping over there? I have been waiting since 5:30 pm. I am waiting at Daly City bart. Three buses back to back and stop on the other side. Three buses did this?
561391	1/18/2019	14 MISSION	2ND ST MISSION ST	patron stated that "the driver of the bus stopped the bus very hard with the brakes almost making the patron fall on the bus". patron stated that patron is disabled and drivers need to be more aware of this as an issue".

561403	1/18/2019	21 HAYES	GOUGH ST GROVE	The patron stated, "I checked my app, and the bus was supposed to arrive. I have a disabled client and was waiting at the stop and the driver just didnt stop. The bus was not full and inservice. The service for the disabled people is very bad. Its difficult for them to get on to a bus. I can understand that during rush hour it might be hard, but that was not the case today, this was not right. "
561424	1/18/2019	27 BRYANT	5TH ST MARKET ST	Patron accompany her friend whose in wheelchair with service animal wanted to board the outbound 27 bus patron boarded the bus with the service animal ahead to make sure her friend on wheelchair and be secured the operator told the wheelchair user to wait for the next bus patron with service animal had to get off the before the operator closed the door and left, patron with service animal belongs to her wheelchair user friend the result her friend missed her doctor appointment and had to reschedule then took another 27 going back furthermore the bus that left them behind wasnt full few people were sitting at the front seat & there was no wheelchair on the bus already.
561432	1/18/2019	14R MISSION RAPID	MISSION ST 30TH S	Patron states "I was walking with a lady who is handi-cap and she asked the handicap lady to go to the back of the bus. Then she didnt open the door for the handi-cap lady. She has to be nice to handi-cap people."
561444	1/18/2019	8 BAYSHORE	SUNNYDALE AVE H	Muni patron stated," The driver at stop he didnt kneal the bus. I am recovering from a stroke. He suppose to do that. I did not ask him but, but he did not bother to ask. I have a Quad too.
561448	1/18/2019	38 GEARY	VAN NESS AVE OF	Patron states "I want to make a complaint about a driver. He got up and told the people who were sitting in the front, who were also Asian, that he needed the front for the wheelchair. They said "No" and he listed to them! Then he lied to me and said he already had 2 other wheel chairs. There were no wheel chairs. There were people sitting on there who refused to get off. I had a deadline to get home for a doctors appt call and I missed that. The people who were sitting there were his own people. It was not fair that he told me to wait. I am an African American. He told me to wait for the next one who was right in back of him. But I had to wait 15min for the next one."
561472	1/19/2019	38 GEARY	HOWARD ST MAIN	Due to the Women;s March Re-route patron cannot get on the 38 bus. Patron has been waiting over an hour and a half. Has to call a cab, and their wait tine is 1 hour also.
561486	1/19/2019	F MARKET & WHARVE	8TH ST MARKET ST	ADA Patron stated " I was waiting for the streetcar the street car stopped I started walking towards the back and he wouldnt open the back so I immediately started walking towards the front and he just took off"
561488	1/19/2019	12 FOLSOM/PACIFIC	11TH ST HARRISON	i was waiting for the bus at the bus stop, the bus driver passed me up. a lyft vehicle was in the way of the bus, he was in the red zone i was waving my cane in the air, i know he saw me but he kept going
561491	1/19/2019	N JUDAH	48TH AVE JUDAH S	The ADA Patron Stated: "I tried to get off the train and I didnt get enough time. I was trying to get my bags together with a really bad foot. He wouldnt let me out after i pressed the emergency button. He pretended like he didnt see me or hear me. I was in there for about 25 to 30 minutes. He yelled at me and said "why didnt you get off of the train when everyone got off the train?" "
561495	1/20/2019	14 MISSION	MISSION ST 9TH ST	The patron states, "The bus stopped @ 9th St. and I talked to the operator. He said he was not going to move people around." I asked why and he closed the door and drove off."
561500	1/20/2019	KT INGLESIDE/THIRD	WEST PORTAL STA	Patron states the K train was out of service and there were about 12 other passengers waiting. I went to the control booth located on the inbound side facing the tunnel to ask the Muni employee where we needed to stand to take the shuttle buses Muni was providing. I am a disabled veteran. This employee was very rude and arrogant. He gave me wrong information and told me to "shut up and listen to me now" I asked for his employee ID number, (which he had covered up) and he said "Mr. Supervisor" I want to be contacted regarding this very rude employee. Additional physical description, brown skin maybe maybe mid twenties- mid thirties,Puerto Rican. Employee description: Male, wearing bright green jacket, covering his ID number wearing black baseball hat, brown skin maybe maybe mid twenties- mid thirties,Puerto Rican.
561502	1/20/2019	37 CORBETT	NOE ST 17TH ST S	Patron states: Im at the stop before Market and Castro headed toward twin peaks. Ive been sitting at this bus top for 20 minutes and now I have to sit at the bus for 50 minutes the bus passed me up. I want my money refunded from Muni for my Uber.
561509	1/20/2019	31 BALBOA	TURK ST TAYLOR S	Patron stated: Driver did not let me on, he said people wont get up. I said what people there was no one on bus.

561514	1/20/2019	M OCEAN VIEW	N/A	<p>Last Thursday night I had my first ride on a new Siemens LRV. I was stunned at how UNcomfortable the benches are ... so hard and slippery. These are NOT the seats which your customers need.</p> <p>Im a senior who finds it very uncomfortable to sit on hard seats. Ive ridden many times on SF Muni "Breda" LRVs and subway cars in NYC with the same bench-like seating, (E Train) but somehow their seats dont feel like cement and dont have a slippery surface. I wont sit on a hard chair in a restaurant, and I wont on MUNI. Do we all have to bring our pillows?</p> <p>In addition to enduring the hard benches, every time the car came to a stop, I slid into the person next to me. I typically travel from 19th & Holloway to downtown. Often, this takes between 30 and 45 minutes because of frequent tunnel congestion.</p> <p>Check out what Im saying. I challenge all of MUNI executives to take a 45-minute seated ride on a Siemens car. I think you will be as disappointed as I am.</p> <p>Sincerely, Danell S. Zeavin</p>
561524	1/21/2019	19 POLK	7TH ST FOLSOM ST	<p>Patron Stated, "I was trying to board the bus at the bus stop. The kneel function seems to not be working well. I stepped on using the hand grip on the door. She closed the door while my hand was still on the rail and it pulled my hand behind me. When I realized she wasnt looking at me or showing any concern for my physical safety, I said "Miss my hand is still on the door". She didnt respond. Whatever else may be on the operators mind, weather its time or any other personal thing they may be thinking about should be secondary when it comes to the safety of seniors and the disabled of which I am both."</p>
561529	1/21/2019	38 GEARY	33RD AVE GEARY BLVD	<p>Patron states. The bus drivers should stop twice at the stop. When a 38R bus stops and a regular 38 bus stops behind it, the regular 38 should wait and stop again at the stop when the 38R leaves. I am handicapped and it is hard for me to walk to the end of the 38R to board the regular 38.</p>
561619	1/22/2019	T THIRD BUS	MARKET ST MAIN ST	<p>Patron stated, <Im disabled. The driver pulled up to to the Embarcadero Station.. I told the driver, <I need the lift.> He said <There aint no lift around here.> At the point I said, <Man, you have to put the lift down. Im disabled.> He said, <Oh, you trying to tell me what to do? As a matter of fact, Im not going to put no lift down. When I see you get on the bus next time, Im going to make you pay your fare.> I told him, <I have a Clipper card. Im disabled.> He said, <I dont care what you got. The next time I see you on this bus Im going to make you pay your fare. And Im going to hold this bus. I dont care how long it takes because I get paid by the minute.> At that point the supervisor told him <Go ahead and put the lift down.> Then the driver said to the supervisor, <This is my last stop and Im off.> Then I said to the supervisor, <Oh, I have to wait for the next bus driver to come on because hes off?> The supervisor says to him, <Im going to ask you one more time to put the ramp down or Im going to write you up.> Then the driver put the ramp down and Im getting off the bus, When Im off the bus the driver gets off the bus and tells me, <Im going to see you again when Im not just getting off work, when Im off work and Im not driving and were going to settle this. I said, <Youre off work now. Lets go around the corner and settle this conversation.> At this point the supervisor tells the driver, <Ive had enough of you, man. Im writing you up.> And then the guy still tells me, <Were going to see each other.>. This is a man making a threat to a senior citizen.></p>
561625	1/22/2019	22 FILLMORE	16TH ST BRYANT ST	<p>Per Muni patron. Its bus 5515...Stopping at the bus stop and blocking the Safeway driveway. Three buses drove by and didnt pick anyone up. Hes waiting for his relief. Hes moving it now because I am calling. Bus drivers have no common sense. Bus stop ID is 13281.</p> <p>Hes a white guy, tall, 5 ft 6 goatee. He didnt call anyone to let them know a wheelchair was waiting.</p>

561632	1/22/2019	F MARKET & WHARVES	Market Street	<p>Customer called MCS directly.</p> <p>PD # 190049524</p> <p>1/23/19 Called A. Genochio @ 4:16PM for an incident that happened @ approx. 6:00 - 6:30PM on January 20, 2019. F Market inbound; Market & Church. Upon boarding @ middle door, had tagged clipper card. It was another male passenger with their dog who was in the walk way. Had just left whole foods, had groceries in their bag. Waited until the car stop moving. Had begun to monomer thru pass the owner and dog say "Excuse me". The patron had ignored him. Suddenly something had happened with the dog that alerted the owner to engage with him. When this happened, the owner started to make remarks towards him. He then turned around making general comments. The other passengers had sided with the owner and told him to get off. It became adversarial, he stepped to the driver that he was being harassed. There was no response from the driver. He was a male driver. Mid-height, wearing uniform, younger with in early to mid-thirties, African American. When he stepped back, the back of the train began to make aggressive remarks towards him. The driver still did not do anything. States that he had made the operator aware. The driver told him "You deserve it, you started this". At this point, after alerting driver for the second time another passenger engaged with him in an aggressive manner. The other passenger just started to go off on him. States that he told the passenger "You're not from O-Town" He felt that he was trying to get him to say something racial. The passenger had got into his face, where Mr. Hold had said "Hit me!" When the patron with dog exited the train, he then turned and spit on Mr. Holt. That is when the other passenger who got in his face had physically assaulted him by hitting him in the back of the head and face. Was hit twice. That's when a third passenger had engaged with him as well. He had something in his hand that he hit him in the face with. He had notified the driver of when he was spit on by saying "You started this, you deserved this white boy". The driver was going on about his view point on right and wrong as if parenting Mr. Holt. SFPD was at the scene, but took a long time to get there. The driver had told people to get off. He told everybody "This couch is out of service due to this person actions". Referring to Mr. Holt. He states that he did not go to the hospital. He caught the train to the Van Ness station. He called 311, then spoke with Sam. Sam had dispatched police. The driver did not aide him and let this person assault him. Gave information on how to file a claim. Have to file for Tile V. Police report #190-04-9524 - Officer name is Puccinelli Badge # 1894 Tenderloin Station (415) 345-7300 When the first batch of offices had showed up he told him that he was late. He admits that he wasn't so clean about the situation. He wants to complain about SFPD, gave information on DPA He has epilepsy and is disabled; qualifies for ADA.</p>
561651	1/22/2019	22 FILLMORE	16TH ST DOLORES	<p>Patron states that, "I just saw a driver pass up a person in a wheelchair waiting for the bus. I had just gotten off the bus and thought the driver was going to lower the lift. A lady got off the back door and went over to the guy in the wheelchair and told him that the bus was too crowded and that he would have to get on the next one. And the driver just drove off."</p>
561681	1/23/2019	AX BALBOA A EXPRES	N/A	<p>Hello, Im writing to report that the new bike racks on my bus are VERY difficult to use and I want to strongly voice a complaint against them. The brand of the rack is "Byk-rack." The problem is that the spring loaded tired holder has to be lifted and held up at the same time as loading the bike into the rack. Im 50 years old and while Im in good shape, I cannot lift my bike with one hand and maneuver it into the bike rack while still holding up the tire securing part of the rack. The rack is poorly designed and difficult for users, especially someone who is not young and very strong. Ive used many other bike racks and never had a problem. These racks are terrible and I hope you get rid of them. I will probably go back to driving if they are on my bus route.</p>
561690	1/23/2019	N JUDAH	DUBOCE	<p>On leaving stop #14448, overhead LED showed "This is the last stop." They then stopped to pick up a customer at the wheelchair ramp. Again, at the entrance to the tunnel the overhead LED showed "This is the last stop." Upon arriving at Van Ness, neither the overhead LED nor the voice announcer announced Van Ness.</p>
561692	1/23/2019	12 FOLSOM/PACIFIC	FOLSOM ST 24TH S	<p>Patron stated, "The bus is out of service. Im in a wheelchair."</p>
561696	1/23/2019	T THIRD BUS	SPEAR ST MARKET	<p>ADA Patron stated " Bus number 6567 for the T shuttle on Spear and Market im here in my wheelchair there are 2 buses I said are you boarding. He said you can get on my bus. I said how do you expect me to get onto the sidewalk with my wheelchair. He pulled up where motorcycle park in the curb. There is no driveway nothing. I would have to go all the way down to Mission to where he stopped to get on his business. I realize this is all new and not got thrown together. They got to realize if someone is sitting in there face. How do you think im going to get off the sidewalk. I would have to literally go all the way down the block to Mission to get on his bus. The bus was stopped into the street. This rerouting was knew since yesterday. These drivers arent new they know how to deal with people in wheelchairs. Its really ridiculous. I could have been on the bus if he had stopped in an appropriate placed. These are operators with many experience. They have to know how to respond to a person. Its anywhere. He was on his own. Ear phones are off limits."</p>
561697	1/23/2019	QUINTARA/24TH STRE	24TH ST GRAND VI	<p>Patron stated, "I have a stroller and my grandson is with my. She passed me. I raised my hand and she stopped. The driver told me I have to collapse the stroller, its a tripping hazard. Either collapse the stroller or take the next bus. I told her I have a hip replacement, I can carry him."</p>

561717	1/23/2019	M OCEAN VIEW	19TH AVE JUNIPER	Patron stated "It was 2 trains M Inbound, all of the boarding lights was off, Im disabled. I walked up to the front car and knocked on door, the driver gave me the finger and took off when the light turned green and I was stuck on coming traffic and I almost got hit by a car.".
561723	1/23/2019	Not Specified	POWELL AND MON	On the way home from work in Oakland my mother saw Powell steeet elevator was down on the website so she went to montgomery to take the elevator up to the street. It was out of service and not listed as such. She hen went to Powell station via bart to take the escalator because normally one goes up. All escalators were either going down or out of service to the street level. My mother is disabled and cant take stairs. Nither station agent or security could provide her with help. All they told her was wait an hour to fix the elevator. She had to walk all the way into the mall she has never been in and take the escalator up and figure out how to find her bus stop. Why are all available escalators going in one direction? Why arent station agents trained to assist the disabled with a means to get up to the street when there are no means made available? (ADA violation) this unfortunately isnt the first time she has ran into this. And it is disheartening and stressful. What do I have to do to assure she wont be trapped or hurt herself from trying to get to the street from concourse level.
561761	1/24/2019	21 HAYES	150 HAYES ST SAN	Disabled patron stated that the bus stop for 21 Hayes bus outbound has been moved to wait in front of 150 Hayes, patron was waiting at the temporary bus stop at 150 Hayes when the operator of coach #5782 passed him up when patron waived to the operator to stop the operator pointed at bus stop at the corner of Hayes & Van Ness which has been closed and temporary moved in front of 150 Hayes.
561764	1/24/2019	24 DIVISADERO	NA	3 can collectors got on during the run. None of them paid fare. They occupied the entire front of the bus by mission and 30th. During that time, a wheelchair customer was unable to board the bus because the isles were blocked. I would like to attach a picture of this incident but apparently I cant.
561793	1/24/2019	1 CALIFORNIA	LEAVENWORTH ST	Muni patron stated, that she is blind," and would like the stop not to be removed The stop prior is clay and , that intersection is very impossible to catch the 1 California going down Clay street. The stop at Washington is much easier , I can just flag the cable car down the hill and there or no intersections to cross also the the delays in the buses id not due to traffic congestion north of Marker. The traffic congestion is on 5th between Bryant and Market. especially during rush hour .
561801	1/25/2019	94 K/L/N OWL	N/A	Customer stated: " He is rude, disrespectful and inconsiderate. Very discreptful and needs some training. He needs to know how to treat people. I am not homeless, I am disabled. I have a disabled card. I was trying to get on the front door to pay and he wanted me to get on the back door. He was mad because I did not get on the back door. He was mad and threatened to throw me off the bus. It doesnt make sense he was trying to throw me off because I was trying to pay."
561851	1/25/2019	49 VAN NESS/MISSION	MARKET ST VAN N	Per Muni patron. It was bus 6670. I told him hold on, hold on. Im visually impaired. Im trying to get on at the back door. I couldnt get on. The door shut. He was still there and he wouldnt let me on. I was at the stop on the side of the Walgreens going north. I hit my cane on the side of the bus. While he was sitting there I saw the bus number. They should ask drivers to be a little more courteous.
561861	1/25/2019	14R MISSION RAPID	24TH ST MISSION S	<p>Patron states: The driver had an Asian accent...I was waiting for the bus at 24th and mission street... I have about 10% of my eyesight left and I was using my white cane with a red tip so he should know that Im a person thats legally blind and I had my senior white clipper card around my neck. I was standing to the side to see if anyone was getting off the bus and he (the driver) said something but I couldnt understand and he was talking fast - the clear barrier between the driver and the people made it hard for me to hear him - and all of a sudden I saw the wheelchair ramp coming at me I stepped back quickly to get out of the way so I went to the back of the door. and if I couldve understood him saying the wheelchair was coming out then I wouldve moved. I couldnt really tell what he what saying I have a hearing aide....</p> <p>the second incident was at 30th and Mission, i got off the bus at 4:15pm.... I tried to explain to him say that when you see someone with a white cane make sure that they know that that ramp is coming down. I asked him for his employee ID number he refused to tell me I tried to take a picture of the id number and he put his hand over his shoulder and said you cant take a picture of me so thats when I took a picture of the bus number and he said i cant take pictures ...</p> <p>Im calling so that he understands that if the person isnt moving then maybe the person didnt hear or understand him</p>

561870	1/25/2019	N JUDAH	1 MONTGOMERY ST	Muni patron stated, I was waiting for the N going inbound from 6:38 pm and one did not come until 7:22 pm. This is shameful and not acceptable. I would like for a world class city San Francisco where residents invest hundards of millions of dollars to have a reliable public transportation system.
561882	1/26/2019	F MARKET & WHARVE	CASTRO ST MARKET	Patron stated: I was waiting behind African American woman to board. Driver said wait a minute,. I said I am waiting and following rule of order. The African American woman than turned and put her hand on me. I said you cant do that. The driver did not say anything, the driver protected the woman who pushed and said I need to sit down, I said I am just getting my clipper card to pay. The driver than called the supervisor and that person came and yelled at me. The old man supervisor said I saw you push her, he was outside the bus and absolutely couldnt see me. The driver has racial bios Im Asian and felt all 3 who are all African American have bios to protect the woman who pushed me. The supervisor told me told shut up, so I just took the bus to go home because Im disabled and have problems with my knees. They lied and blamed me. I felt they are not professional and took it personal. The supervisor is bios and should have listened to both sides of story . The driver told me to get off because I wrote down her employee number
561886	1/26/2019	22 FILLMORE	DUBOCE AVE CHURCH	Patron stated" The bus showed up my friend and I both are in wheel chairs and there was room for at least 1 of us. He didnt even ask anyone to move or get up, he just said theres not enough room you will have to catch the next bus"
561890	1/26/2019	N JUDAH	CARL ST COLE ST	Patron stated,"Came almost to the stop and the door was not aligned with the handicapped ramp and the driver just ended up just driving off, there was 5 people waiting at the handicap ramp when this happened."
561894	1/26/2019	9 SAN BRUNO	POTRERO AVE 16TH	Patron stated, <The bus emptied out and the driver, seeing that that there were 2 wheel chairs here, he wouldnt even pick up 1. There were people in front of the bus sitting in the Handicap spots. And I said, <Could you at least ask them to move?> And she said, <Im not gonna ask them to move.>And I said <Youre not even going to try?, and she said <No.>
561901	1/26/2019	10 TOWNSEND	PACIFIC AVE MASON	Patron stated "The Muni driver wouldnt let me on, Im disabled. He said hold on and let a bunch of people off the bus then he shut the door and took off. It was vehicle number 206 or 208 or something like that, I couldnt really see it cuz he took off so fast. He just held up one finger saying hold on hold on then he shut the door and left."
561933	1/27/2019	24 DIVISADERO	CALIFORNIA ST FILLMORE	Patron states that, "I got on at Castro and Market. I told the driver I was getting off at California upon getting on. I rang the bell before the stop. I waited for the bus to stop because I never get up before the bus stops. And before I could get off the bus, the driver pulls away. I asked the driver why he didnt let me off and he said he was waiting for me to get off which is not true. I rang the bell and told him beforehand when I got on the bus that I wanted to get off at California. I ended up not getting off until Jackson and Fillmore because its flat. Please respond asap."
561961	1/28/2019	47 VAN NESS	TOWNSEND ST 4TH	Patron stated, "I was coming up to the bus and I got here in time and the doors were still open. Im in a wheelchair but the driver told me to take the next one and he kept going."
562025	1/29/2019	K BAYSHORE B EXPRES	CLAY ST KEARNY ST	Patron stated" I was waiting 8BX bus and I waited for a while and there was another bus coming 8AX before him. He speeded pass the bus stop and stop a block away close to Hilton Hotel. There was an 8AX at the bus stop already and he should have waited for that bus to move because Im an old person and hard for me to walk. It very dangerous for an older person and I had to run to get to the 8BX so he would not leave me and now my knee is hurting".
562035	1/29/2019	33 ASHBURY/18TH	18TH ST VALENCIA	Patron stated, "Right when I got to the doors, he closed the doors on me. I saw him look at me in the rear view mirrors when I was crossing the street. I wanted to report this. If hes doing it to me, hes doing this to other people too. Im disable, I have a cane!"
562042	1/29/2019	14 MISSION	SOUTH VAN NESS	The patron stated, "I have filed multiple complaints on this driver before because there have been several complaints on the same issue so all of this is in the system already.. Today the driver closed the bus door on my arm. The driver said she was taking the bus out of service. The patrons were all kicked off the bus. Then 4-5 people were off boarding the bus. Then I was going to wait for he supervisor be there, as she was supposed to and only a few passengers got off and the driver went off the the next stop. The driver knew she wasnt suppose to do that since this same thing happened last time and the supervisor had told me there was no reason for this driver to refuse my fare- and this will not happen again. I would like to speak with someone about this and I am going to press assault charges."
562049	1/29/2019	10 TOWNSEND	24TH ST POTRERO	Patron states: There was a 10 bus in the bus zone. A passenger on a wheelchair was trying to board the bus. The driver didnt open the door for this person. The driver then pulled the bus away for 5 feet and stopped before a red light. The passenger continues to approach the bus trying to get on. The driver waved at the passenger to go away. I went up to take down the bus information. Driver took off after the light turn green. Vehicle number 8743. Route number 680

562060	1/29/2019	22 FILLMORE	BRYANT ST 16TH S	Patron states: On 16th and Bryant St..... i got on the bus with a cane. the bus wasnt that full... the driver made some discriminatory remarks... there were three people sitting down in the handicap area... I get on the bus and all I said was can one of you folks move I have a disability pass... the driver with a very thick accent said why are you taking this seat from that person you dont know if theyre disabled or not? I asked whats the problem here he said you dont know if young people are disabled; he said you cant judge them on their race.... how could this driver be so rude I apologized... the other people on the bus were being supportive
562096	1/30/2019	Not Specified	N/A	Why are the seats on the new Muni trains so tall off the ground? They seem higher than the old ones, and for a shorter person, it is very uncomfortable to sit on w/o slouching so my feet can hit the ground, or I have to hold on to the rail so that I dont slide. This makes me annoyed every time I am in a shiny new Muni train car, when i happen to get a seat. Also makes it harder to hold onto my lap-sitting kids. Are they between 17 & 19 inches off of the floor?
562125	1/30/2019	35 EUREKA	24TH ST DIAMOND	Patron states:"I am disabled. One thing I noticed lately, there were three strollers on the bus at the same time. Some people with disabilities can not move with the strollers I find that completely unacceptable."
562126	1/30/2019	T THIRD BUS	SPEAR ST MARKET	Patron Stated: since January 22nd, this T shuttle has been in placed and will be until the month of march. When the bus stops on Spear in such a position when ADA people we can not board the bus because of where it stops. I am not able to deal with this for the next two months. This specific call which I am making now, the driver miraculously made it close to the sidewalk, where ADA can make it on but the only problem is he stopped which prohibited him from putting the ramp or steps so the wheelchair can get to the Muni vehicle. Everyone else was able to get on the bus, I am still waiting there and finally. a supervisor walked in and gave the driver permission to backed up so i can get on to his vehicle. Eventually I was able to get on the bus. I am speaking with someone who was also on the bus, for some reason this supervisor who was standing outside of the bus talking to the man who I was speaking with about some business that he has and all of the sudden the driver and the supervisor was talking , so i would like to have the video and audio pulled that will show what is not acceptable. Another incident that happened on the 22nd, 23rd, 24th & 27th. I was instructed by a supervisor to go up Spear towards Mission to get to the driveway the comeback down to the street then towards the bus. This is illegal.
562129	1/30/2019	38R GEARY RAPID	179 PARKER AVENUE	Hello, There are too many blocks between 38R stops, specifically: there are 13 blocks (or more?!) between the 38R stop at Masonic and the NEXT 38R stop traveling West - the next one isnt until Arguello! Its a lot for anyone to walk when youre coming from Geary and Parker Ave, like I am, but its made even worse when I am pushing my daughter whos in a wheelchair. Cant we get the 38R stop back at Spruce? Split the difference? Thank you for considering this request.
562132	1/30/2019	14 MISSION	1563 MISSION ST S	Patron stated: "I am in a wheelchair, handicapped, and this operator would not let me on her bus. This is the sixth complaint that I am filing, and this is the third time that she closed the door on my arm. She refuses to lower the lift to let me on. She has pulled the bus out of commission and I am waiting for an inspector to come out. I also have video footage for the third time that she closed the door on my arm again. The last time I filed a complaint, the inspector came out and said that she could not refuse to allow me access to the bus. I would like a callback or an email response from Muni right away, because this also happened yesterday and I filed a complaint, but she took off before the inspector came. This may also happen tomorrow because I take the bus at the same time everyday. I would like file battery charges against this operator as she has closed the door on my arm three times already."
562136	1/30/2019	5 FULTON	MCALLISTER ST BAY	Patron stated" I'm a disable person and I have arthritis and cancer in my lungs and I had a bag of grocery in my hand taking the number 5 bus. The driving on the number 5 local passed up the Baker bus stop and i said hey what's going on and then he passed another stop like he did not even care.I had to walk up to Broderick Street and that is heavy load for me".
562152	1/30/2019	30 STOCKTON	LAGUNA ST CHESTNUT	Patron stated that, "Something was wrong with the lift of the bus, the back flap flips up after a few seconds. Either that or somethings wrong with the driver. The driver begins to move the lift before you grabbed on to the side bar. Afterwards he began to argue which handbars i should be hold on to. Any of the hand bars should be fine. When getting off at Mason and Geary, he let people on before he let me off the bus. We can not pass each other."
562191	1/31/2019	38 GEARY	VAN NESS AVE OFF	ADA Patron states: "The driver of the 38 had time to pick me up and he didnt want to pick me up. Im in a wheelchair. I made it to the stop in time."
562233	2/1/2019	1 CALIFORNIA	CALIFORNIA ST DIVISadero	patron stated that "the driver did not lower the bus for the patron who had a cart to get off the bus patron is disabled". patron stated that "this has taken place multiple times to the patron with this driver". Patron stated that "clay and leavenworth is were the patron got off the bus"

562257	2/1/2019	WELL/MASON CABLE C	MARKET ST BUSH	Patron states my mom took a ride on the cable car the operator asked for her ticket.She wears it around her neck inside a plastic pouch.Her CA ID is in there too.She is 70 yrs old.Her Clipper Card was not working.The driver told her you have to pay, You have to pay.My mom asked Why do I have to pay?The driver was very aggressive and arguing with her in front of the tourist.She was embarrassed. He said he was going to call the police. He said next time I will call the police as she was getting off the Cable Car.She rides the Cable Car everyday.She takes her grandchild to school everyday.The workers know her, they see her everyday.I want this reported just in case she has a stroke they are accountable.
562265	2/1/2019	54 FELTON	DALY CITY BART	Patron states:"The signage is in the center of an intersection for pedestrians. It needs to be removed along with the orange wrapping on the pole. Thats not where it is stopping."
562292	2/1/2019	38 GEARY	BEELE AND MISSIO	Should stop on Beale and mission but bus driver announced she will skip. Im in a crutches and she doesnt care and said last stop is trans bay. She skips this stop on her schedule as she is lazy. This needs to stop.
562301	2/1/2019	F MARKET & WHARVES	MARKET ST.	Driver got into a screaming altercation with a mentally disabled homeless guy who started yelling at driver to go because the driver had taken extra long time at the stop to talk a passenger he had been talking to and was getting off at that stop. His verbal fight with the crazy passenger was very unprofessional, and even tourists were surprised to see his reaction to the homeless guy. The driver never tried to pacify the situation but rather made it worse until the crazy guy got off the trolley.
562303	2/2/2019	1 CALIFORNIA	DIVISADERO AND	Customer stated: "They need to go to training. 50 percent of the Drivers are horrible. I shouldnt have to show my card , if I ask for the ramp they should assist me. I am a 62 year old woman that happens to be disabled. I still get treated like shit. I get on Divisadero and California. I was standing there with my cart which is my mobility aid. He is an African American man. He stopped way far away from the curb and he maybe realized that. He closed the doors. Relocated the bus to open the doors. I got on and paid I said I was getting off at Leavenworth. I sat down and dinged the bell at Leavenworth. The Chinese Lady got off and I waited for her. I then started to get up and it takes me a minute so I dont fall down. It takes me more than a minute. As I get up he pulls away. I asked him what was he doing. He said he didnt know I was getting off at the stop. I said yes you did because I rang the bell. He said he didnt know who rang the bell. He said you would be getting off at the next stop at Jones.I have to now walk back to my stop. When he gets to the next stop he asked me do I need the lift. I said you see my mobile device , you know I need the lift. I need a contact back regarding this complaint. "
562372	2/4/2019	10 TOWNSEND	4TH ST TOWNSEND	patron stated that "the patron would like to see if the 10 line can run earlier to help people get to the lab at general hospital the patron is disabled and needs to have the bus arrive earlier"
562373	2/4/2019	Not Specified	4TH ST TOWNSEND	patron stated that "patron would like to see a shelter placed on townsend and 4th street at the caltrain station". patron is disabled
562409	2/4/2019	J CHURCH	CHURCH	The voice announcement just said "24th St" where I would expect "24th St. This stop is accessible on request." The side LED sign just read "24TH ST" without the wheelchair symbol. I would have expected a wheelchair symbol. The overhead LCD screen correctly showed a wheelchair symbol.
562421	2/4/2019	8 BAYSHORE	SAN BRUNO AVE S	Patron states I am handicap. I asked the driver to wait until I am seated before taking off.She said yeah yeah.I told told her I hand knee surgery.She was not sensitive to my needs.Now I cant get off the back door. The curb is going to be to high.It will be to painful to get off.I am going to my orthopedic surgeon.I have a motorized scooter it doesnt work in the rain.The driver had a attitude with me.I asked her twice.I told her please dont move before Im seated.She said hurry up and find a seat.I dont know what her attitude was or still is.She didnt give a damn.Then she made a turn thats what really hurt me.
562431	2/4/2019	1 CALIFORNIA	N/A	I frequently visit Grace Cathedral on Saturdays, and the #1 can get VERY crowded. Im getting to the point where I need to be using my wheelchair more and more. Considering how crowded the #1 can get, would it be better for me to find another way up to the Cathedral?
562476	2/5/2019	54 FELTON	3RD ST WILLIAMS A	Patron states: "The 54 did not pull up to the designated stop where it is indicated on the street to stop. She may have felt pressured because of the 4-5 cars ifo the bus and opened the doors ahead of the stop. I am in a wheelchair and this does not work for me being I wait for the bus to stop at its designated stop so that the lift can lower me safely off the bus and not into the street
562521	2/5/2019	44 O'SHAUGHNESSY	SILVER AVE MISSIO	Per Muni patron. The Next Muni board in the bus shelter is completely dark. Its been like that for about 3 weeks. Its really annoying. When you are In a wheelchair, its really annoying. You dont know if you are going to be waiting 3 or 30 mins.

562615	2/6/2019	43 MASONIC	PRESIDIO AVE CAL	MUNI patron stated, "I have a disability and have a hand truck. When I was getting on the bus, the driver was mumbling something about how the hand truck couldnt be placed anywhere on the bus. I have spoken with Matt West at SFMTA and he told me that there are three places I can put my hand truck on a bus; one being where the wheelchairs go, in the section where the seat can be lifted and in the single seat where my things can be placed against the wall. The bus was virtually empty in the front except for three ladies. Most of the people were in the back. The driver told me that I could not lift the seat and take away seating from seniors. I told him that I am a senior and I have a disability. We started arguing about it until the ladies on the bus asked us to stop. The driver was unnecessarily nasty with me about the whole thing. He was very rude. I ended up getting on the bus and lifting the seat and when I got off the bus, I asked for his badge number. He gave me his number and threatened that everything was being recorded. I told him Yeah, more than you realize.. What he failed to mention is that the primary issue with placing my hand truck on board was a safety issue. He should be retrained and counseled by his superiors."
562631	2/6/2019	14R MISSION RAPID	MISSION AND 2ND	<p>Per Muni patron: The 14R refused to pick me up--I have a buggy with my service dogs. He would not put out the lift or open the front door. He told me to go to back door. I told him it was too high--I can't lift the buggy that high. I'm disabled; I have a buggy and 2 service dogs. I asked him, I asked him to please lower the lift and put out ramp. He told me to get on at back. And drove away. He was really nasty.</p> <p>And a girl standing there, getting on the bus hit me. She went around between the bus stop and garbage can. She had a buggy. I was coming around to get in back of her. I rode the space between the road curb and area around large garbage cans, you know they are the nice ones, round and brown....don't look like a garbage can. I pushed the buggy in front of her and slightly bumped her wheel. I said excuse me. She started screaming at me, called me old woman and a bitch. FU and then hit me. I'm ok. She assaulted me. She said you hit me first. She got on the bus.</p> <p>The driver had had blondish hair. He was sitting but looked tall, slim, Anglo-Saxon caucasian.</p> <p>Both of these issues happened with the bus right in front of 7213. Additional info. from customer via email on 2/27/19: The driver pointed, directing at me to enter the same entrance she had gotten on which was one space down from the front door. I considered this young woman to be dangerous and didn't want to get in the same door. Perhaps more importantly I was/am physically incapable of lifting my Service Dog buggy high up and up stairs into the bus floor. The driver kept the first door shut, when I tried to tell him I couldn't enter this door, he just drove away. The driver is blond looked like maybe he was tall and of medium build. Perhaps about 50 yrs old</p>
562656	2/6/2019	3 Haight/PARNASSUS	MARKET	Driver ignored a disabled passenger who was trying to enter the bus. There was plenty of room but the driver refused to open the door for him and he was stopped at a red light. A SFPD cruiser was next to us and when they asked him (politely) to let him on, the driver finally opened the door and said "I drive this route everyday" in an argumentative tone.
562675	2/6/2019	T THIRD BUS	3RD ST PALOU AVE	Patron stated: The bus stopped about 2 stops back and refused to pick up a person in a wheelchair. Their response was that they just dont know how to work it. And I was like whoa, thats not a good response. Thats like a pilot who doesnt know how to land. I heard them talking to another passenger and they said they dont usually drive the buses and thats why they dont know. It was unacceptable. If they need me to be a witness, Id be glad to.
562677	2/6/2019	24 DIVISADERO	18TH ST CASTRO S	ADA Patron stated" I asked was the bus going as far as 3rd & Palau and he just started screaming at me saying I should have read the sign and I tried to explain that I had just got off the other bus because it had to turn around. He called me crazy and ignorant. He excited a riot that caused the other passengers to call me names. Officers responded badge#s 2017 and 1571
562681	2/6/2019	29 SUNSET	MANSELL ST DART	Patron states: the driver was refusing to stop because I wasnt standing next to the door; my ankle is broke so it took me some time to get to the door anyway. she was also screaming at us for not waiting by the door. she didnt stop until Hamilton. Before we got to the stop she said who rung the bell and she said you shouldve been standing by the door and kept driving.. this happened between 8:15pm and 8:20pm... Im disabled...and the other guy was standing by the door so she blew by the stop for no reason
562715	2/7/2019	44 O'SHAUGHNESSY	NEWCOMB AVE LA	Patron indicates "I have been waiting on the 44 for nearly an hour. This makes no sense. I am disabled and this is not acceptable."
562737	2/7/2019	14R MISSION RAPID	MISSION ST 20TH S	She pulled over we seen it was a rapid bus we was all there waiting I have a walker. She didnt even stop for 1 sec. I finally go on the second opening it was hard for me to get on. The guy ahead of me was telling her to wait wait. The guy help me and pull my walker on the bus. I have never seen anyone do anything like that. She was in a rush, the other lady hurt her leg and went up and talk to the driver. The driver said something like I cant control the controls on the bus.

562742	2/7/2019	22 FILLMORE	16TH ST POTRERO	The patron stated, "Im in a wheelchair. I was coming across the street during the red light and the driver pulled away from the curb before I could get to the stop. The bus was nearly empty and this was not acceptable. He did not care at all. This driver should be spoken too about this."
562747	2/7/2019	27 BRYANT	BUSH AND LEAV	Patron Stated: Vehicle number is either 7225 or 7228. Once I got on the bus, the bus driver just pulled off and he did not asked me so I am on a wheelchair and the wheels are not gripping because it was wet so the chair slid back, I went one way and the chair went the other way. So I put my arm behind me to break my fall and thats when he asked me if I was ok and I said yes. After that, he did not say nothing else and he did not get out of his seat at all, before or after this happened. And then I would have called the ambulance myself but I did not want to leave my chair. I went home and I have not been able to move for the past few days. So I want to go to the doctor either today or tomorrow.
562754	2/7/2019	1 CALIFORNIA	SACRAMENTO	This bus driver pulled only slightly into the bus stop and blocked the single traffic lane when picking up passengers at Grant Ave (on Sacramento St). No cars could pass and one car honked persistently. When the bus driver began to move, he then appeared to taunt the honking driver by slamming on his brakes once he was in the middle of the street. When the bus driver reached Stockton Street, he remained entirely in the traffic lane, even though the bus stop was clear and he could have pulled over. Clearly he wanted to continue to block the traffic on Sacramento Street.
562757	2/7/2019	14 MISSION	MISSION ST 8TH ST	Patron stated, " Stop ID# 15540. This driver every time he sees me he always makes a fuss about it . I have a walker, he never pulls up to the curb he always pulls up away from the curb. He passed me by this time he took off. He let other passengers on and I said excuse me and he said ugghhh and then he took off. Bus Number 49819. and bus # 7271. "
562768	2/7/2019	44 O'SHAUGHNESSY	DIAMOND ST BOSV	ADA Patron reports: "I was standing at the bus stop closest to the diamond street side of the shelter. A 52 bus came around and stopped there- I was checking the Nextbus information on my phone and it said that there was a 44 arriving. I looked back and the bus wasnt there. I then walked down to see but there were people in my way. There were people in the way in the shelter and they did not move out of my way. By the time I got to the bus he was closing his doors. He was not at the bus zone- he was in the street which is why I couldnt see him. I got to the doors and knocked and he just pulled ahead. I yelled in case he couldnt see me- and I was left standing there with my cane. The driver had to stop for the light and I went up to the door and knocked again and refused to let me on. He then told that since I knocked on the door I jeopardized his bus and that was why he wouldnt let me on. He also told me that he had passed a later bus and there was another bus right behind him. I said that I couldnt see it but he said it was there. I felt like I was going to be left at the station for who knows how long. My eyesight is bad and it was difficult for me to get the number of the bus. This has been an ongoing problem- when the buses stop so far from the sidewalk we cannot see the bus. Please contact me by email to schedule an accessibility hearing."
562790	2/7/2019	Not Specified	POWELL STATIO	ADA Patron stated that Im blind. I want Muni Security to come. People are blocking the entrance. This has been going on for weeks. It stopped for awhile and its happening again. I was talking with Kenny Williams the Muni Supervisor. Its the escalators and the steps to the platform and then on the platform they circle and we cant go anywhere like what they are doing now. They block us. The dog is a very good worker. Theyre stressing her out. Kenny Williams was very helpful. It stopped for awhile and now its been going on off and on. Mostly on. These people are harassing blind people and theyre distracting the dog as well. They feel so entitled.
562793	2/7/2019	J CHURCH	POWELL STATIO	Patron states that, "I am blind and have a guide dog. They canceled or tampered with the announcement at the Powell Station so I ended up getting on the wrong train - the N Judah - near the ocean. The operator was nice enough to get us back and now I am on the J Church going home. This has been going on for years and it needs to stop."

562796	2/8/2019	43 MASONIC		<p>I'm a native San Franciscan, and I've been a frequent MUNI rider since my youth. It's been part of my daily commute to school, work, and everywhere else - and it's been an essential part of my life. However, in the past several years, I've suffered from repeated unacceptable, hurtful, discrimination from drivers and others. There have been many painful instances of this. I've called MUNI (311) quite a few times about the incidents - but corrections have never been made, and the mistreatment keeps going on, making my life painful and traumatizing. The most recent incident yesterday, Jan 31. I was waiting at the 43 stop, and I started going towards the front door, but the driver refused to open it, and made me go on the back door. I was puzzled, though things like that have happened to me with various other drivers in the past several years. Then later on the route, a woman was trying to get through the front door, but the driver also kept it closed and rudely shouted at her to get on the back door. But soon after, the driver let another woman up the front door. She scanned her Clipper card, so it must have been working correctly. I thought the driver may not have let me and the other woman through the front door because the Clipper card machine wasn't working, but that wasn't the case.</p> <p>Quite a few other times, I'd be trying to get on the back door, with other drivers, on other routes, but they'd refuse to open it, and make me get on the front door. I did not see them do this with other riders. I did call 311 about yesterday's incident on the 43. I've called 311 about many unacceptable incidents, but I've never seen any change - drivers continued to behave unacceptably towards me. The driver had subconscious biases against me and the other woman she refused to let on the front door. We have a physical appearance that others find unappealing - so we were treated unfairly and demeaningly. That other woman seemed to have an intellectual or developmental disability, as well as a facial appearance that the driver found unappealing. I have a facial appearance that causes people everywhere to treat me rudely, unfairly, and traumatizing. The agent who took my call said that appearance was on the list of factors that we should not be discriminated against.</p> <p>I've gotten all kinds of horrible, painful, and unjust treatment on MUNI - besides being forced to only get on the front or back door, multiple times.</p> <p>Here are some of the other discriminatory incidents I've suffered from on MUNI:</p> <ul style="list-style-type: none"> •I consistently get rude, curt, condescending tone of voice from drivers and riders when I ask for directions or other information. I'm always very polite and appreciative, so the rude treatment is even more hurtful and unacceptable. One time, I was on the 1 California(?), and I asked about something, and the driver and riders were all rude in their response. I reported this to 311, but the rude treatment continued whenever I had to interact with drivers or riders. •Around 1-2 years ago, a driver at the 66 end stop said things to me that were highly inappropriate, bordering on sexism, and it was hurtful. He called me "ma'am," and when I asked why - I was only in my 30s - he said it's because I dressed "conservative," and pointed out my boots and jeans with disdain. That was hurtful, because I take pride in my appearance, including clothes and accessories, and the jeans were new, pricey, and from a chic brand/store. That driver also said that if I wore makeup, and did my hair, I'd look less like a "ma'am," too. I often wear makeup, though I didn't that day - I'm really passionate about beauty products - but he assumed I knew nothing about it. <p>**Please tell your employees and drivers not to ca</p>
562799	2/8/2019	29 SUNSET	OCEAN AVE PLYM	Patron states: "I got here at 608 in my wheelchair and the bus operator just passed me up"
562813	2/8/2019	Not Specified	MARKET ST CASTR	<p>Patron stated " The elevator on the street level, the button for the outbound Castro and Market station to get to the platform to catch the train. They got a sign next to the button that says, Press and Hold. It was hard for me to stand and hold the button. I was only helping another person in a wheel chair who needed the elevator. The sign says press and hold. Its an old elevator and you really got to press it down. The person in the wheel chair was struggling and when I tried I had to put some strengthen in it. You have to hold it down for a long time. This needs to be fixed. You dont think your affected by this being a woman. You need some strength. You really had press hard and hold. Its an older elevator there was maybe rust behind the button . It takes awhile to hold it down. I had to press hard for 2 minutes. When I notice someone in a wheel chair needed help, I seen The person was trying to configure there body to hold it down and than I went to help it. This was hard for them to do in a wheelchair."</p>
562826	2/8/2019	F MARKET & WHARVES	JEFFERSON ST PO	Patron stated: "The F line was full of supervisors and did not say training coach on it. It dropped passengers off and the driver waved at me asked do I want this train? I said yes, so he pulled up and took off and smiled like I would forget about this. I am in a wheel chair and it is raining. There is no excuse for this and they cannot talk themselves out of it. "Milan street car.
562872	2/9/2019	44 O'SHAUGHNESSY	OAKDALE AVE KEIT	Patron stated, <We were waiting for the 44 and the bus came and just passed us by.>
562877	2/9/2019	9 SAN BRUNO	HOWARD ST 11TH	<p>Patron stated "I was standing at the bus stop awaiting for the 9 san bruno to approach the bus stop, and it stopped in front of me and she insisted I board the back of the bus but because of the bags and stuff I had it was inpossible, the bags were large and it was not a good idea. The transit operator I asked her- she was female- I asked if she could let out the ramp so I could board the bus because my luggage has wheels and she stopped not too close to the curb and Im disabled, I can prove that with my Clipper card, and she gave me immoral, unpleasant, attitude. It was childish and immature, when she was hired to be a transit operator, this is unacceptable as she is a transit operator, unprofessional and childish. All I asked to do is use the lift and the police were called by her and dealed with the situation. The told me to first file a complaint and then a grievance. That was Thursday and the second day I was at the same stop at the same time, there was another 9 that went in front of her and she didnt even stop at the same particular stop, and that was on Friday, the next day."</p>
562937	2/11/2019	T THIRD BUS	3RD ST REVERE AV	<p>PATRON STATES: "The T shuttle bus that just stopped at 3rd and Revere, which I have been waiting at for quite some time, stopped. The driver stopped at the bus stop but lets 7 people get on the bus and says that I can wait for the next bus. He can read and I can read and we both know that people in the wheelchair deserve a priority. It says there on the bus. I want this driver to be dealt with. He needs to understand that people in a wheelchair deserve priority."</p>

562938	2/11/2019	7 HAIGHT/NORIEGA	HAIGHT ST STANYA	Patron states, I was waiting for the 7. The driver drove by and motioned me to walk further down. I do not know why she did but there is no temp stop here. I dont understand why she would have me do that. The other drivers pick up at this stop. I have a cane and she could clearly see that.
562949	2/11/2019	33 ASHBURY/18TH	UNKNOWN	Patron states, "I am a senior disabled women with musculoskeletal and two disabilities of the brain. One is Atypical musculoskeletal, plus post traumatic Stress. I have a twisted ankle which is wrapped in a ace bandage. I was lying back, I had a stroke recently and had a lot of problems. I was trying yo get out of her line of sight. she stopped at the bus stop, and said it was not a bus stop anymore. The doors were open and I got in and she freaked out. I tried to stay out of her sight. What I was doing was per doctors orders. I was doing my facial trigger point massage work on my head, my leg was elevated and not toughing any person. My feet were pressing on my facial work on my leg, on a corner of a bus seat. One point riding comfortable, I was cold. She started on me, and I can have seizures. she said take your feet down off that. I explained to her I was following doctors orders. Then I am a 70 y.o. women and injured and was suppose to do this. She kept on berating me. I took off my shoes and told her my socks were clean and not touching anything. I thought that would appease her. She berated me again and told me to get off the bus. I told her look, can you see further that color. I am white and she is black. She pulled over in the middle of the boondocks. At any rate I rode to my stop. I said stop please and dont talk and harass me. I got out and started crying at the Starbucks in the Castro. I said these buses are shit covered and covered in filth. I was not touching anything or making anything dirty. These buses are suppose to a safe for all people. She was overwhelming over lord of a heavy black driver berating a slender women."
562962	2/11/2019	22 FILLMORE	16TH ST MISSION S	ADA Patron states " I was at the stop of 16th and Mission. The 22 was at the stop light. I knocked on the door and he would not let me on. He looked and turned his head and just wouldnt let us on.. He was at the stop. We sat right there and looked at him. I thought it was very rude.
562973	2/11/2019	7 HAIGHT/NORIEGA	MARKET TO BUCHA	On market the driver stopped and refused to move until everyone not fitting the description of "Senior or with disabilities" had vacated the seats at the front of the bus. This was despite all seniors and people with disabilities having seats. He repeatedly shouted at people to stand up despite us having no-one to give our seats to. At this point people were afraid to sit down and warning other people who got on the bus not to sit down. This resulted in an extremely crowded bus with dozens of people standing and at least 12 empty seats at the front. When one of the passengers complained to him, he shouted back "I dont need your help, get off and get the next bus if you have a problem." I (along with others) laughed at his response and he shouted back "You got a problem funny man?", which I ignored. When it came to our stop, we pulled the Stop cord well in advance. He began pulling over, but as soon as he saw myself ("funny man") and my wife getting off, he sped off, and made us get off at the next stop.
562979	2/11/2019	38 GEARY	GEARY ST POWELL	Im disabled, I Could not get anyone to give up a seat. I asked the driver for help, I told the driver Im disabled, I need help getting a seat. The driver went off on me, asking what do you want me to do" He started to move the bus, I told him not to move the bus. Another patron gave up his seat for me I also noticed that the auto announcement wasnt working and the LED display The driver had his buddies in the front of the bus across the yellow line. Maybe he turned it off to hear and listen then After I started taking pictures, everything was turned on
562990	2/12/2019	N JUDAH	VAN NESS STATION	The morning N is scheduled to make the connection to Caltrain in time for the morning bullet train, when it is delayed it is more than inconvenient. Twice the train has been so delayed I have had to make emergency alternative commute plans. This is unacceptable

563037	2/12/2019	14 MISSION	626 MISSION BAY N	I am disabled and has just clipped my disabled free mini pass and she didnt even make sure I was accompanied and she didnt even do anything about the white nonpaying customer who called me a bitch on the bus and deliberately took 2 seats not do that and then he gave me the finger too got it and she pulled off to after I got off and let her nonpayers get away with whatever got it And so she needs to be terminated from mini employment asap with no kind of pay at all and there was a vacant seat and she didnt make surreal I was accompanied look at the camera I had on a table Google hat and my cane with me got it and a long purple coat on to
563044	2/12/2019	7 HAIGHT/NORIEGA	22ND AVE LAWTON	Patron states: Im a senior and so sometimes when I go on the bus I say "senior" and sometimes they dont hear me - the guy didnt listen to me he issues me a receipt and if an inspector came on the bus and if he looks at my receipt it will show I paid \$1.40 and its not fair to me I approached the operator and he told me, and hes not oriented for client services, he said you can get on any bus just tell them and show them your id... I think its a training issue.. when somebody says theyre a senior you give them a senior receipt the main thing was not only that the operator was incorrect but also that he was discourteous... SFMTA gave me those instructions to say "senior" so that it doesnt happen
563052	2/12/2019	J CHURCH	N/A	Patron states that, "I was harrassed by the same people who always harass me and took the harness off my guide dog."
563093	2/13/2019	N JUDAH	CHURCH ST DUBO	Patron states:"The car stepped up and the guy didnt open the door. The guy looks at us like we were crazy and drives off. I was with my service dog."
563103	2/13/2019	55 16TH STREET	16TH ST MISSION S	Patron said: I am on a walker. The bus drivers last stop was Mission and 16th. She did not pull over to the bus stop. She let me off in the street. The street was not flooded. I asked her if she could let the bus down lower. She said no. I am a little person and it was difficult to get out of the bus with the groceries and cart. Why couldnt she pull up to the curb.
563124	2/13/2019	QUINTARA/24TH STRE	14TH AVE SANTIAGO	On of Jan 30th , my son who is in the 7th grader got on the bus but his twin brother who he thought was right behind him was not on the bus yet and the bus driver drove off , so he went to front of bus ask the driver to stop because his brother was not on the bus and he had no phone or way to contact him the driver refused to stop he hit the button for the next stop and she wouldnt open the door for any of the stops until she reach West Portal Station. He did admit to me he became a little agitated and definitely raised his voice and said a bad word at the driver but he has since tried to apologies to the driver as he was just upset about his brother but she said she would not accept his apology because " it didnt not seem sincere enough from a 12 year old " My son needs to take this bus home from school and the same driver is not allowing him to board her bus , he has attempted every day since January 30th to board this bus but she continues to refuse him, she sees him and shacks her head and says no, no and my son politely gets off the bus each and every day that she drives The vice principle of my sons school also tried to approach the driver and explain the situation but the driver is still refusing my son access to her bus. . He is allowed on this bus when she is not the driver. " Mother states her son has special education purposes and the bus and employee ID may and ONLY may not be correct.
563148	2/14/2019	67 BERNAL HEIGHTS	ALEMANY BLVD EL	Patron states Run 050 License #1495973 The driver refused to let me on the bus.I dont know why she passed me up. I am disabled.I am waiting at the the bus stop shelter.She allegedly attempted to hit me with the bus.I am trying to get to my job at The Red Cross.
563168	2/14/2019	22 FILLMORE	HARRISON ST 16TH	ADA Patron stated " My grandson and I were waiting at the stop and the driver never pulled to the curb. i waved my hands so he would know I needed to get on the bus and he just looked at me. I even had my grandson to step off the curb and wave. The driver never left the lane of travel as if he was going to pick anyone up at the stop.He only stopped because it was a red light and still never opened the door or pull to the curb.
563174	2/14/2019	30 STOCKTON	SACRAMENTO AND	Im not sure if it was inbound or outbound but it was 30 a bus 7226 with license plate 1495906. I was trying to catch the bus and she push her hand in my face and almost hit me. If something is not done I will be seeking legal processing
563201	2/14/2019	49 VAN NESS/MISSION	VAN NESS AVE MA	Patron states " I went to get on the 49 an this guy stop short of me, I was way on the other side and when I have a hand truck and two bags on my shoulders . I get on were the handicap seats are. This guy let everybody on then he closed the door I tried to talk to him through the door I said I need the lift and I heard him say you had too much stuff , I asked for his badge number he acted like he didnt hear me I went to the front of the bus and got the bus number . I was told by Mathew West , Disability Coordinator that I had a right to be on the bus with my stuff and sit in the disable seating, wheel chair area and two other areas. . This is not the first time this same driver has refused to let me on the bus. "
563207	2/15/2019	1 CALIFORNIA	SACRAMENTO ST	Patron states that, "I am disabled and older and although I may not look it, I do have a Paratransit card. The driver told me the ramp was out of order and when I requested a stop, she stopped 6-8 ft away from the curb. I had to drop my bags on the ground just to get off."

563225	2/15/2019	5 FULTON	DIVISADERO ST M	patron states I boarded front of the bus I have a broken hand and I stood at the front along with another passenger . The driver directed me to step back you are blocking my doorway(I was not -) i was standing behind the yellow line thats when he told me to step back. I told him I have a broken hand and I need to stand here holding the pole. The driver proceeds to tell me that I need to step back and then turned the ignition off on teh bus because he said I am not going to argue with you. From there I said "why?. I have a broken hand why do I have to move. He said he did not have to deal with this and did not have to go anywhere. (the bus was turned off at this point - and told passengers to get off the bus by announcing it) From there I told him I would call 311- I saw him do this to other people - if any passenger questions him - he stops the bus " To do this to a disabled person! He is always doing this. I am familiar with route/bus and this driver is a regular driver and picks on one person every time to uses as a scapegoat to not have to work (and shut the bus off). I only rely on MUNI and have relatives work there. It just bad to have this happen regularly.
563243	2/15/2019	27 BRYANT	HARRISON ST CES	Patron stated that the driver did not pull to the curb, she was waiving to the driver using her cane asking him to come to the curb but the driver didnt she ended up walking to the street level to be able to get on the bus, when she got on then she asked the driver why he did not pull to the curb and the driver was just rude, patron told him that he should not talk to people like that and his response was " I dont care" and he had a lot to say but once patron called 311 the driver stopped talking. Patron further stated she had seen this driver being rude to other passengers.
563268	2/15/2019	1 CALIFORNIA	CLAY ST DRUMM S	Patron stated, "Run #149. This woman needs to be removed from this line. She is extremely rude. She came in to the stop and she let people off, she opened the front and I need the lift when she had a chance and she said nothing and she turned around and she got off the bus and she gestured that I could get on the bus and she left the door open. She got on the bus and I said I need the lift when you have a chance and she closed the door and she moved the bus around the corner and left me standing right there. She is rude as hell and I have talked to other drivers that say she is really rude. "
563285	2/16/2019	F MARKET & WHARVES	N/A	The patron stated, "The wheelchair seats where they fold up on the chairs for the F are defective. They do not stay up and I have been reporting this issue on this particular street car for a year now and it hasnt been fixed."
563309	2/16/2019	49 VAN NESS/MISSION	VANNESS	6661 The driver refused to turn on heater upon request. He turned off audible announcements (ADA Violation) and as such, I was confused where to get off / where the stop at Post had been moved to. Driver had closed doors at my stop closest to Post and I asked to be let off, apologizing I didnt make the doors in time. Driver audibly sighed, rolled his eyes and after a long pause, opened the doors. This was unprofessional and unnecessary.
563312	2/16/2019	19 POLK	GROVE ST LARKIN	The ADA Patron: "I have a service animal with me and the bus passed me by without stopping. Now i have to walk to van ness to catch a bus and its inconvenient."
563342	2/18/2019	31 BALBOA	MARKET ST SANSC	Intending ADA Patron States: I was standing here t the stop and the bus driver did not stop ot pick me up, Its probably because I am disabled and I take to long, I dont know.
563347	2/18/2019	45 UNION/STOCKTON	UNION ST POLK ST	The patron stated, "I, along with 2 other women, had pulled the cord to get off at Van Ness. The driver kept going saying that no one requested the stop and ended up letting us off at Union and Polk. And one passenger with crutches."
563358	2/18/2019	7 HAIGHT/NORIEGA	22ND AVE NORIEGA	Patron stated: Im on a knee scooter, the driver stopped in middle of street didnt pull over to curb. he stopped IFO of a car and couldnt put ramp down, he did get out and help me pull my knee scooter up on bus and than he proceeded when I got off on Irving, he did the same thing and stopped bus in middle of street about 15ft away from stop didnt pull over to bus stop. I asked him what is he doing, he said he couldnt block sidewalk. He is bus driver who doesnt know what a bus stop is. by stopping in middle of street he is creating dangerous situation for all passengers and furthermore if his supervisor will call me with a guarantee he will trains driver to know what to do at bus we dont need to have ada hearing. A supervisor can call or a ada hearing we can do it the easy way or hard way. supervisor must call by phone to speak to me or i will want an ada hearing. Must speak to me personally or will do an hearing
563381	2/19/2019	21 HAYES	6TH ST MARKET ST	Patron called in to state: The driver was very discourteous, he wouldnt let me on due to the bus being crowded. I looked and the bus had plenty of room.

563386	2/19/2019	1 CALIFORNIA	POWELL ST SACRA	Patron stated: "The driver asked me if I wanted to board the bus. I said yes, then I got on the bus and the driver immediately closed the door on me. That injured my back. The driver did not allow me to fully get on the bus and the door closed on my back. I am already using crutches and the driver did not wait for me to safely board the bus. I tired to tell the driver that I injured my back. I even asked the driver to call 911 but the driver refused to call and kept pointing to his head, making gestures as if Im crazy. I then did not want to stay on the bus because other passengers started were making comments about me delaying the route. I then went to the front of the bus to ask the driver again to call the police but he kept refusing. I wanted to get off also because passengers complaining. When I finally got off the bus, the driver was so close to hitting me with the bus. My back is still in pain. This was between 10:30-11:00 AM."
563400	2/19/2019	29 SUNSET	PERSIA	My student is in a wheelchair. The driver didnt ask for passengers to give up their seats for the wheelchair space. She said "They dont have to move if they are disabled." Not everyone was disabled in those spaces. Instead she told us to tell little girls to move. When we finally got the wheelchair space, she started driving before we were able to buckle in the wheelchair safely. We had to hold onto the wheelchair so it doesnt move.
563402	2/19/2019	Not Specified	N/A	Muni patron stated," The driver was did not lower bus for me, I am disabled. She be littled me, she should have more compassion for older disabled people. She said the bus could not be lowered its not working.
563403	2/19/2019	QUINTARA/24TH STRE	VICENTE	i was with my baby in stroller waiting for bus for last 25 min and i have ciatic pain and she refused to let me in unless i fold stroller i yold her many times ive been riding muni with kids for last 20 years and never had this issue. i ride bus all the time. she said she idnt want to be responsible if someone falls i said i would put stroller in wheelchair area until a wheelchair needs it she said no obviously she was ignorsny and.new and have no idea she left me and i had to wait another 26 min and now in ER due to ciatic pain. thank u
563408	2/19/2019	QUINTARA/24TH STRE	VICENTE	just made a report but want to undo it since im not sure about details and times dates. mistake
563422	2/19/2019	F MARKET & WHARVES	N/A	Patron states that, "I was trying to get on the trolley and I have a cane. There was a techie looking passenger talking to the operator blocking the pathway and he wouldnt move out of the way. I had to get around him just to sit down in the handicap seats. When I got off, he was again blocking the exit and I asked him to move and the driver actually defended him and gave me attitude and made a rude remark over the intercom."
563462	2/20/2019	KT INGLESIDE/THIRD	LEE AVE OCEAN AV	Patron stated "I wanted to submit a complaint about the k train, well its here now. Ive been waiting for the K train over 30 minutes coming up on 40 minutes late. It kept saying 5 minutes, 5 minutes, 5 minutes and now the whole island has about 40 people now. I just wanted to let you all know the trains are being mismanaged. Im handicap and now I gotta struggle to get on the train."
563470	2/20/2019	27 BRYANT	BUSH ST LEAVENV	Patron stated: "Im not sure if I missed the meeting about this already, but I wanted to make sure my point was heard. I heard on the 27 line they are getting rid of the bus stops on Bush St. I dont understand why? Those are the accessible stops, for hospital patrons in wheelchairs or using walkers. I understand that changing things might make the line faster, but I feel like the disabled hospital patrons should still be served. Can you make sure SFMTA understands what they will be doing by getting rid of the Bush stops?"
563471	2/20/2019	Not Specified	N/A	Patron stated: "I dont like the new buses. They have them out on the 1 California, the 38 Geary, and also the 47 or 49. They never have enough disabled seats. Any time I get on, due to the lack of seats, all the seating is already filled. However, I cannot stand on the bus so it ends up being very difficult for me to take the bus on these lines. It seems to be there are fewer seats on these buses overall. And the seats are smaller too, so its very uncomfortable."
563482	2/20/2019	9 SAN BRUNO	MARKET ST 11TH S	Patron said "I was on the outbound 9-San Bruno bus, seated in my wheelchair. A man boarded the bus, and placed his backpack between me and the blue safety cushion in front of my chair. I asked him to move the backpack, because in the event of an accident that pad is there to protect me. He refused to do so, and began calling me names. The driver did nothing to assist or intervene. I consider this a safety issue, and the driver should have done something."

563484	2/20/2019	QUINTARA/24TH STREET	VICENTE	i was with my baby in stroller waiting for thr last 25 min and i suffer from ciatic pain this means i cant be standing up for long period of time and this bus driver came and said she wanted me to fold my stroller which was ridiculous because 1st i have the baby im the stroller and wouldnt be safe to carry. 2nd i have pain and needed the ramp and 3rd the bus was empty just 3 people inside. she kept saying it was dangerous to block aisle and i said i could put it wheelchair area as long as there is not any wheelchair in bus she said no she was very rude and i had to wait another 25 min which caused my ciatic nerve pain to get worse and i ended up in ER. she threatened to co.e off the bus while i was speaking on the phone with my aunt probably she thought the conversation was with her and said i dont get off the bus just because im working. now im afraid i dont think its safe to ride the bus thinking might be her driving it. i need someone tell her bus drivers in san francisco allow moms in thr bus with strollers she may be new or so but there should be a monthly meeting for employees so they all know strollers are permitted in bus there are tons of moms going inside buses with strollers. they ignore all this.
563488	2/20/2019	Not Specified	N/A	ADA Patron states " I have a really hard time getting on the new Muni trains. I dont feel as though they are well designed for ADA accessibility. These trains are a lot smaller than the old ones." i would like for someone to call me back to discuss the accessibility issues that I have encountered with these new trains.
563545	2/21/2019	5 HAIGHT/PARNASSUS	MARKET ST 6TH STREET	Patron state "the driver refuses me to broad the bus because I was carrying a small cart and my cane. I am disable . The driver was lecture me. he refuse to give his id, he was rude. The cart was approve by all the muni mangers and I work of the SF art commission."
563567	2/21/2019	7 HAIGHT/NORIEGA	PIERCE ST HAIGHT	I am disabled , I was waiting for the bus and the driver drove right passed me . I even knocked on the door with my cane . Then I went to the back door and then he drove away!
563584	2/21/2019	24 DIVISADERO	CASTRO ST 15TH STREET	ADA Patron stated "I am standing here very clearly trying to flag down the bus, he slowed down a little but but then he drove right by me. Vehicle # 5973 or 5793. The vehicle was full but there should have been room for 1 person."
563600	2/21/2019	14 MISSION	MISSION ST SOUTH	Patron stated "He opened the doors and said there was people in the disabled seats and that I had to wait for the next bus and that there was a bus right behind him and then there was a 12 minuet wait."
563604	2/21/2019	38 GEARY	GEARY BLVD MASCO	patron stated that "patron is blind and the driver did not make any announcements regarding stops on the route after the the patron asked to be let off at powell street". patron stated that "drivers need to be aware of what blind people need"
563614	2/22/2019	54 FELTON	JENNINGS ST VAN	Patron stated: "A passenger was offending me and threatening me. I already reported this person with SR#10517665, and today its the same passenger on a different line. The driver for my 54 bus today reacted the same way - they just ignored it and kept driving."
563632	2/22/2019	23 MONTEREY	3RD ST PALOU AVE	ADA Patron states, "Im a senior in a walker, I get on the 23 everyday, when I get on, it be like 4-5 women getting on with double strollers and using the senior seats and when I get on I cant get a seat and when I get off its hard to get off because they are blocking the aisle and they get on with double strollers with 2 babies in them. The driver even told them they are taking up the senior seats but they still blocking the aisle."
563645	2/22/2019	27 BRYANT	Hyde and Clay	Patran had called me for follow up regarding an incident that happened on 2/19 (tuesday afternoon). states that the driver has done this over a dozen times. always whenever he gets on at Hyde and Clay or Washington and Polk. He never pulls up to the curb and doesn't kneel the bus whenever he asks him. he always gets. States that on Tuesday he finally lowered the bus after being asked more than once. Wants the driver to be spoken to. Requested video for the division.
563646	2/22/2019	N JUDAH	Embarcadro Station	Patron states that he was on the IB N Judah when the incident happened. He described that the doors had closed in on him while he exited from the train at Embarcadero Station. He was stuck and another patron had to assist him to reopen the doors. States that the doors hurt him. He was seated on the first car train right behind the driver. Asked the patron if he wished to file a claim or receive the information; declined. Patron described an African American female; relieved a driver at Duboce/Church Street. Wants to ensure that the driver is spoken to.

563647	2/22/2019	54 FELTON	3RD ST INNES AVE	Patron states: "When the bus leaves Newhall between Innes and Hudson, the next stop is 3rd and Innes heading to Daly City. The driver stopped in the intersection and let somebody get on the bus which is not an authorized stop. I was at the authorized stop, I was waving at the driver so we can board, he rolls right by. Fortunately at the corner of Jerrold and 3rd he caught a red light I was able to catch up with him, which I should not have to do, he should have stopped at the proper stop. The next time he sees me well be in a hearing room on the 3rd. I am in a wheelchair."
563680	2/23/2019	N JUDAH	JUDAH	Requested stop at judah and 19th Ave. while on N inbound. Driver did not acknowledge request and pushing on door open bars was not working. Essentially a group of us were stuck on the back car. If this had been nighttime, it would have been dangerous for me to be dropped off at a random intersection It is completely unacceptable. Tried to let the man driving know but was met with rudeness and a general lack of awareness. Muni sucked today :((ps. If someone with a disability couldnt get off there, theyd be stuck on it until downtown/next ada accessible stop. Please fix this.
563689	2/23/2019	45 UNION/STOCKTON	TOWNSEND ST 4TH	Patron stated, <The driver said I have to have a leash on my service animal. So the driver wouldnt open the door and just left. Shes a pitbull and they screen you and thats wrong. The driver said <Put a leash on your dog.> The law 28CFR 36.302 says that the service animal can be off leash if its for the service animals safety or the safety of the handler as long as the service animal is under control. This has happened multiple times.>
563701	2/24/2019	25 TREASURE ISLAND	BEALE ST HOWARD	Patron states, "I was at SFGH this morning and had open surgery on my leg. I get back to the Trasnbay Terminal after taking the 7. I see a #25 bus getting ready to leave, I cannot walk quickly. I stop and ask the driver, Looks like you are leaving. The driver says, The bus stop is up there. I say, Will you wait for me? The driver shuts the door and leaves me there. It is a cold day and the driver was rude and unprofessional."
563715	2/24/2019	49 VAN NESS/MISSION	391 VAN NESS AVE	The driver said that he didnt have space for me, in a rude and disrespectful tone. Im in a wheelchair and he closed the door in my face when I was in the middle of telling him that there were no other wheelchairs on the Bus and no senior in the front seats. I was late for my appointment. Ive been riding muni for over 20 years. I was very dissappointed!
563718	2/24/2019	14 MISSION	MISSION ST 4TH ST	Patron said: Two wheelchairs got on the bus and then I got on the ramp too, because I am on two canes. I came behind. I was holding on. I used my Senior and ADA clipper card. I a was moving slow. The driver pulled the ramp up before I could step up and the ramp fell on my left hip, my left thigh and leg.
563725	2/25/2019	7 HAIGHT/NORIEGA	48TH AVE ORTEGA	patron stated that "the first bus on the line did not show up to pick up the patron at the required stop". patron stated "patron is in a wheelchair and needs to make sure the bus will be on time"
563728	2/25/2019	38 GEARY	25TH AVE GEARY BLVD	patron states "it was raining. I am in wheel chair. The bus is not full . The driver didn't ask the people to move back and she said the handicap seat are full take the next bus . this the 3 times she done this to me ."
563736	2/25/2019	47 VAN NESS	VAN NESS AVE	The bus was semi crowded and the driver would not allow a disabled woman in a wheelchair on the bus. It was raining and she did not have the ability to hold an umbrella. If the driver had ordered passengers to push to the back, she would have been able to get a ride. The bus tends to unload and be uncrowded just two stops later. I am appalled that a bus driver would treat someone in a wheel chair with such contempt, like shes an inconvenience. I thought they had priority seating?! Or is that only if they can make it onto the bus?
563758	2/25/2019	44 O'SHAUGHNESSY	9TH AVE LINCOLN	Patron Stated, "I go to get on her bus and she tells me I can not get on because she already has one stroller. The bus has plenty of room. Its a cold, windy, and rainy day, (although its not raining at this minute.) Regardless of how long a trip I wanted to take, she should have let me on. She has refused me in the past as well. By the way I have a disability. Not only am I with a small child but I have some physical issues as well so to make us stand in the cold is not ok. I explained to her 5 times, Im getting off at the next stop. Im the last to get on and the first to get off. I totally think its a racial thing. She says shes just doing her job but it is not her job to refuse people. She says "It is my right. I have to make sure the pathway is clear." I dont think she should be a Muni driver. Her attitude of whats her job is an abuse of authority. Its her personal preference. She doesnt like white women with strollers. Any time Muni has a driver who has the propensity to leave people standing on the curb, that is messed
563800	2/25/2019	43 MASONIC	MASONIC AVE GEARY	Patron states: This whole plaza was redesigned. I have a disability and Im having to sit here on these wet benches under the palm tress. The MUNI shelter theres no seats and there should be seats
563813	2/26/2019	14 MISSION	8TH ST MISSION ST	Patron states between 5:45am and 6:30am I got on the bus with my walker, the driver was rude from the beginning, I did not have my fare, or Id card. patron states she told the driver I have a condition menopause and mental health, the driver laughed. Patron states there was other men that wanted to join the laughter. Patron states she was pissed off and ended up in the emergency room.

563830	2/26/2019	44 O'SHAUGHNESSY	9TH AVE JUDAH ST	ADA Patron states, " I got on the 44 IB on at Silver/Augusta, I was in my wheelchair waiting at the stop. I rode with the operator once before adn he missed my stop at Silver and Mission with plenty of time. Today, the driver was annoyed no passengers put seat up for the wheelchair. Riders do not mind usually because they want to keep moving. The driver tells me if you want the seat up you have to back up. I asked if anyone was behind me, and the driver said no. Coming down 9th Ave I push the stop request for 9/Judah. People get off and I say excuse me, I have to get off. Driver rants that I call them names and that he wont stop to pick me up."
563855	2/26/2019	57 PARKMERCED	DALY CITY BART	ADA Patron stated that, "Park Merced to Daly City Bart. The driver didnt let me off. I asked him "why arent you stopping." He said you didnt ring the bell. He let of me off 2 stops. Run Number 271."
563889	2/27/2019	Not Specified		SFMTA Muni Light Rail and Bus Station - lack of translation of informative texts - which contain landmarks and street names. The wall signs, stationary digital signage, route maps, route updates, schedules, fares, transit tickets/cards, and attraction guides were unavailable in Chinese. Please see the attached photos. SFMTA treated our Chinese riders very unfriendly. It's inconvenient and confusing for the Chinese riders to access Muni public services information via signboard or broadcast. And the information (including fare, route map, service updates and transfer connections) displayed on the on-board digital signage were only in English. The digital signage should rotate the screen to display the translated information so that it won't bring any nconvenience for the Chinese riders.
563895	2/27/2019	27 BRYANT	MASON ST ELLIS S	Patron stated: "Theres just painted lines and poles. Can we add a shelter for the wind and rain? Also if possible can we increase more frequency? My husband is in a wheelchair."
563897	2/27/2019	27 BRYANT	MASON ST ELLIS S	ADA Patron stated: "She was 3 lanes away from me (counting the bus zone). She could have possibly made it to the curb in time to get me, so I dont understand why she just drove by. Theres no way she didnt see me 0 she was only 50- 100 yards away. If she were a good driver, even if she didnt see me, she still could have checked. This happens to me all the time. A lot of the drivers for the 27 just drive by me at this particular stop all the time. I was just gonna complain in general today - I didnt even expect to have it happen again today while we were on the phone today. Pull up the video and show them that she doesnt even look at me. Just check the video. (It was the bus before 8:48AM)
563909	2/27/2019	38 GEARY	MARKET ST 2ND S	PATRON STATES: "The driver deliberately went passed Market and 3rd and dumped me off at Market and 2nd. There is a landing that you get off of and I am in a wheelchair and I have to risk getting off the bus and the island since there isnt a ramp. It was very difficult to get off of the bus to begin with. She was very abrupt with me. Being a person in the wheelchair the drivers always ask me where I want to get off. Shes the only one that has said, "I dont want to know where you want to get off. Just ring the bell when we reach your stop. "
563927	2/27/2019	1 CALIFORNIA	N/A	ADA Patron stated: "The Muni driver was extremely rude to me on 2/21 at 12PM. I was getting off Buchanan and Sacramento. The bus was 5753. The driver - he put the ramp on the yellow part of the corner, lower to the ground where the wheelchairs can roll onto a curb. I needed him to put the ramp directly on the sidewalk, not that far into the street. He screamed and yelled at me and I had no idea what he was saying because I am Hard of Hearing. I rang the bell to let him know I was getting off so I have no clue why he was so angry. Before, when I got on the bus which was 11:40AM I told the driver where I was going. I thought everything was ok. If I ever see this driver again, I will not talk to him. He was extremely rude and it would be nice if him or someone from Muni apologized by sending a letter but they dont have to. Ive never had trouble like this on Muni before. Again, Im hard of hearing and have cerebral palsy too. If he were a new driver I would understand, but he didnt seem to be new to me."
563935	2/27/2019	T THIRD BUS	4TH ST KING ST SA	Patron states T SHUTTLE complaint " I am in a wheelchair and the bus driver would not let me on the bus My understand the law states if I am in a wheelchair she has to let me on this bus there were no other wheelchairs on her bus all passengers backs were at the window."
563945	2/27/2019	Not Specified	N/A	The design of the new Muni trains is incredibly frustrating. The seats are very high from the ground which means people under 59" either cant touch the ground or cant sit back in the seat. Furthermore, the seats are facing sideways WITHOUT seat dents, which means people slide into each other when the train moves. This is poor design and Ive seen multiple people who are elderly or in poor health struggle to stay in their place during transit on the trains. These trains may be newer and have some features that are better, but the design was poorly executed. Can we consider this feedback in subsequent iterations of new muni trains to ensure the safety and comfort of muni riders? Thank you.

564005	2/28/2019	8 BAYSHORE	HARRISON	There were over 75+ passengers standing at the Harrison Bus stop and spilling over to sidewalks. Passenger states there was an accident in Chinatown which delayed #8 bus. Once they boarded the bus, bus driver became sick and stopped bus at Harrison & 6th Streets. Passengers could not board the next bus because the bus passed them up. 2 buses stop at Harrison & 6th Streets but could not board passengers because Relief Drivers never showed up. Bus 6570 was also waiting on Relief Driver. Bus Driver 5948 Relieved the Driver and allowed passengers to board bus. Over 75+ passengers boarded, primarily seniors with limited mobility. Many were forced to stand because there were not enough seats to accommodate them. The Driver apologized for the inconvenience of the service and safely drove the passengers to their destinations. However, it is unreasonable for passengers to wait on a 6th Bus bus to receive service during a crisis. The situation should have been handled more efficiently due to the limited mobility of the seniors passengers.
564014	2/28/2019	19 POLK	EVANS AVE NAPOL	Patron states: I have a service dog. The driver pulls up and had a attitude and I didnt know her. The driver said I could not come on the vehicle with the dog. When I got on the dog usually sits on my lap or in the seat next to me. She said Get the fuck off the bus. She ended up calling someone and said she was not going anywhere. I was trying to go home. She was very disrespectful in front of other people as well.
564045	3/1/2019	Not Specified	MARKET ST DRUM	PATRON STATES: "When I get on the street car in a wheelchair there are certain sides that the driver wants us to sit on and will lift the seats up to allow room for the wheelchair. I have called to report this several times but nothing gets done. When I call it is because the seats do not stay up. I do not want to use the arm of my wheelchair to hold up these seats. Normally if this vehicle pulls up I will let it pass and wait for another vehicle because I know the seats will not stay up but today I was waiting at Market and Drumm for 20 minutes so there was no way that I was going to let vehicle no. 1071 pass me up. I dont think the complaints are going to the correct department. Why hasnt this been taken care of? This vehicle has been reported several times. "
564046	3/1/2019	21 HAYES	7TH ST MARKET ST	Patron stated," The driver would not let the me off at 7th and Market where there is Wheelchair accessibility. The driver said his supervisor told him not to drop off anyone on the 7th and market ramp. I was dropped off at 9th and Market and had to walk back 3 long blocks since my destination was at 6th and Market. This was the 2nd time this month this has happened."
564053	3/1/2019	T THIRD BUS	3RD ST CARROLL A	The patron stated, "The bus driver left me and another passenger at the stop. She wouldnt let us to get on the bus and she waited for the light and took off. She told us to wait for the bus behind her which was coming in 5 minutes. She was rude and would not open the door. She was doing sign language and yelling at me. I am disabled and in a wheelchair and I have an appointment to get to downtown."
564058	3/1/2019	33 ASHBURY/18TH	18TH ST EUREKA S	MUNI patron stated, "I was traveling with the elderly woman that I care for and when we got to our stop at 18th St and Eureka, she asked the driver if he could lower the steps so she can get off the bus. The woman I care for is 79 years old, has a knee implant and walks with a cane. The driver said he could not lower the steps for her because the bus was old. She fell while trying to get off the bus. The driver helped me pick her up off the ground. She was injured in the fall."
564059	3/1/2019	19 POLK	8TH ST MARKET ST	ADA Patron states: "I boarded the bus 8th and Market and there were two people who had to take two walkers off the bus. The driver was already frustrated and yelled at me to hurry up. I asked for the lift and she was upset and was acting rude- I think that she didnt want to do it again since she already had to do it twice for the other people. Once I got inside she yelled at me to hurry up and get off the lift. She pushed the walker off the lift while I was using it. After this happened I asked her why she was acting this way and told her that I was going to report her. She said that she didnt care. Another passenger then told me that the driver wont lose her job and wanted to know why I was going to report her."
564067	3/1/2019	29 SUNSET	BRIGHTON AVENUE	A passenger got on the bus and it immediately started to smell. Many other passengers on the bus for obviously and discomfort because of the smell. It appears that the person who had gotten on the bus may have defecated in his pants and may have had mental issues. because of the stench, the bus driver stopped the bus and said that he could not keep driving. He ended up asking at the passenger to get off the bus. I understand why the bus driver did this, it was very difficult to breathe on the bus. My question to Muni is how you would address the situation in the future or train at your drivers to address the situation in the future. my guess is that the next bus driver who came to pick up this passenger might also asked him to get off the bus, which means this possibly mentally ill person will have an extremely difficult time getting to his or her destination. What is Munis protocol for this type of situation and did this bus driver follow it?
564075	3/1/2019	12 FOLSOM/PACIFIC	SUTTER ST SANSON	ADA Patron states: "I am in a wheelchair and I have been having problems with my battery. Sometimes it runs out before I expect. I asked the driver if he could make a courtesy stop at 2nd and Folsom where there used to be a stop, but he refused. He said "If theres a stop there, Ill stop". "

564124	3/2/2019	31 BALBOA	HYDE & EDDY	Patron stated, " I am in a wheelchair, I went grocery shopping and I used my wheel chair with my groceries and the bus pulled over and I was waiting for her to put the ramp out and I asked her about 3 or 4 times to put the ramp down and she said the chair is full of groceries and she refused to put the ramp down, and she made me jump a gap. She said you can do its just a chair. I had quite a few glass bottles and I dont want them to break. "
564125	3/2/2019	1 CALIFORNIA	SACRAMENTO ST	Patron stated, " I am disabled , I had just got to the stop, I did not have my card out and I said I need the lift and he sooked at me and he closed the door and he leaves me."
564128	3/3/2019	5 FULTON	MCALLISTER ST HY	Patron stated: "I have been here for 20 minutes. The line that should have come did not and now I have to wait almost and hour. Muni should see what they should do for the patrons. It is not the passengers fault. It is Munis issue. We should get compensated for the loss of time. Maybe something like a free Muni monthly pass. This is my second complaint. I have been standing right were I am standing now and the Drivers will pass you up at this location as well. I am disabled."
564140	3/3/2019	43 MASONIC	LAGUNA ST CHEST	Patron states the bus number is 8635 The driver stopped at least two feet from the curb. I have an unseen disability with my knee. I am 75 years old."I asked the driver could she please open the ramp for me?".The driver said "no". "I asked why?" and she said "I can only open the ramp for people in wheelchairs" I said really, drivers do it for me all the time. The driver said I can pull the bus closer and I said thats fine. I appreciate that, but I dont think not opening the ramp was the right thing to do. Basically my complaint is that she refused to open the ramp for me, I am seventy five years old and I have the knee problem which is unseen. Patron states this is ADA related.
564206	3/4/2019	1 CALIFORNIA	CALIFORNIA ST CH	Bus comes, he opens up the door, I ask him was he going to 33rd Ave, He did not answer me. So I wheel myself to the bus, I make the turn where he sits. He said, there was another bus behind me that is empty. I said," where should I go? He would not get up from his seat to help me. I was mortified because he told me to get on the bus behind him. He never said, thank you or you welcome. I am a 25 years nurse, I never bring any problems to work. Some drivers, or frustrated I was treated that way in front of everybody. I was so embarrassed. Somebody needs to talk to him and see if something is wrong. He was rude and angry. He put the ramp out, then he said there was a bus behind. Run number 160
564211	3/4/2019	2 CLEMENT	MISSION	Driver refused to let any passengers on the bus at the mission and main stop at his scheduled time. And, after kicking people off of the bus (and after spending severa minutes chatting up some random person on the street who didnt need the bus) he closed the doors and left. All patrons (there were four of us) then walked to Market and Drumm where we were permitted to board. As a very pregnant person, this was incredibly uncomfortable for me, and caused me unnecessary strain and cramping (eg not great for my pregnancy). I honestly cant believe I even managed to waddle fast enough to catch up with the bus where I did.
564256	3/5/2019	29 SUNSET	GRAFTON AVE BRI	Patron states, Observed the bus driver not using the kneel feature for patrons that had a cane. I saw several seniors come on and off of the bus without the driver kneeling the bus. Patron would like the driver trained on how to use the kneel feature and when to.
564260	3/5/2019	31 BALBOA	EDDY AND MASON	Patron Stated: I was going inbound and they had a guy got in in front of me and my wife, so he got in the bus, we got on the bus after he did. He went down the aisle and he decide he wanted to get off so I got out of the bus to let him out, we are both handicaps and we both have walkers. So I got off and when I got off the bus driver let him off and he shut the door. So we tried to tell him we want a ride. My wife told him I have a doctor appointment and the driver kept on looking the other wife wont even look at her. the red light caught him, then he stopped and we tried getting on again and he wont even look at us.

564297	3/6/2019	29 SUNSET	PERSIA ST	<p>I had entered the vehicle with my service puppy (20 pound shitzu + poodle mix). As I got on, the driver immediately refused service to us, and was very abrupt about it.</p> <p>Passengers were still getting on the bus, and I wasnt able to exit because the driver did not stop passengers from getting on (or check for payment).</p> <p>After everyone got onto the vehicle, I proceeded to exit, and said "Shes not letting us stay on the bus" to my puppy, who didnt want to leave.</p> <p>The driver then yelled at me, saying "Yo Mama" loudly so the whole bus could hear.</p> <p>This was very unprofessional and very adult-bullying type of behavior, and very defaming and unprofessional.</p> <p>Per Muni policy, (service) dogs are allowed to ride the bus, and albeit a lack of a muzzle, I volunteered to hold my puppys mouth, have him on my lap, and did not argue back with the driver, rather complied and agreed to exit the bus.</p> <p>What the driver said was very unnecessary and mean. This is not the type of behavior I expect from someone who is working in civil service for the People and for the Public.</p> <p>There were senior citizens, adults, kids on the way home from school, and babies who were being serviced. There is absolutely no justification for a driver to conduct in such a dishonorable manner. We deserve to abide by higher standards.</p>
564316	3/6/2019	9 SAN BRUNO	6252-3RD STREET /	<p>Driver refused to let Latino family (mom&dad) with baby in stroller board bus. Where Ive been on bus there were African American baby still in their stroller.</p>
564324	3/6/2019	8 BAYSHORE	5TH ST BRYANT ST	<p>Patron stated,"I want to file several complaints to Muni. This is in regards to the 8 line. The 8, 8AX and 8BX all routes. The bus stop is flooded with water and there is a white van that is parked in the bus zone that makes it hard for passengers to board the buses. The driver doesnt report these issues and not pulling over to the curb and stopping in the traffic lane which makes it a safety issue for passengers. The Disabled/Elderly asking to get into the front door but the driver always stops so far ahead that the elderly have no choice but to board in the back door. Drivers refusing to open the front doors and lowering the steps for the disabled/elderly is ADA violation. All drivers need to be re-trained on ADA law and requirements. I want to object on the fact that one has to identify themselves in order to file a complaint against a muni driver, some people wont file a complaint for this reason and its not fair."</p>
564340	3/6/2019	7 HAIGHT/NORIEGA		<p>Patron stated the driver left me at the bus stop in my wheelchair.He saw me.Im pretty pissed off. I think its pretty shitting that he left me out here in the rain wet. This is very unfair.What if I get sick because Im out here in the rain waiting for bus.</p>

564343	3/6/2019	19 POLK	TOWNSEND ST DIV	<p>Patron states, " The driver did nothing with passengers threatening us, who were coming at us older senior disabled people, calling us. "bitches," carrying on and terrorizing us. Im tired of discrimination and where we dont think we should be protected and kept safe. Ive had no success with 311 calling me back or saving tapes. I needed them and needed them desperately and I have repeated discrimination when I was sick as a dog, and Im tired and sick and hurt and injured and severely injured and severely sick. I now dont trust 311 to come through I was slugged on a train 2 months ago. I was going through difficult abuse and gang warfare in my living situation. Discrimination and needing my health and instead, I got slugged by somebody, I was slugged on the F tain within the last 3 months and badly injured in my rib and hurt and the guy was just a drunk guy that decided to slug me and held traffic up for an hour and nobody contacted me. He was right there, a witness was right there, waiting, trying to get this guy thrown in jail and stop this madness. No body cares. I did call 311 and tired to get a complaint, I mean I was hurt yesterday when the driver decided- I had doctors order to keep the leg up, it was the 7 bus, he was like, "get your feet down," so he stopped the bus, a disabled injured person, whose gone through surgery twice in the last 10 days. I have brain damage. He stopped the bus on market st, my feet werent touching, this is a discrimination, and its happened all the time. I cant ride the bus safely. I cant sit at the bus stop safely. Theres so many incidents after incidents where people are hurting or threatening and nothing is done and its discrimination and people think its ok to just terrorize and make the bus unsafe and its unacceptable because poor somebody, colored and drivers getting away with it, and discriminate me, a white senior, and Im severely disabled, with brain damage, and I also have atypical muscular skeletor. I would like to have people follow through and contacting me and following through with the complaint and I will try to go to city hall. People are not educated and dont know their rights, Ive faced homelessness with Muni experiences and the system is not able to follow through and take us seriously. "</p>
564351	3/6/2019	1 CALIFORNIA	POWELL ST SACRA	<p>ADA Patron stated that, "Last week at the bus station I was boarding the bus and my friend was with me. I am disabled. I was request the bus driver not to close the door too soon so I can wait for my friend. My back got caught in between the door. Is this because I am Chinese? Theyre discriminating against me. After what happened i had a dispute with the driver. I was asking him to call the police but he would not. I tried to stop him from taking off. There was a senior lady who was in a hurry. I went in front of the bus to stop the driver 3 times to come out and call the police. Finally my friend pulled me away. The driver drove away with me 5 inch away. This driver should not continue to drive. I told this story with 311 previously. The bus company cannot find this driver. I dont feel that this is reasonable. This is not respecting the right of passenger."</p>
564356	3/6/2019	7 HAIGHT/NORIEGA	MARKET ST AND	<p>Patron states the driver saw the lady and I were trying board.He stopped as if he knew her, and then pulled away.I dont know why he did that.It was done maliciously.The driver was at a complete stop, when he pulled away from the curb.It was odd the way he did it stopping away from the curb.The way he pulled away from the curb was odd.</p>
564418	3/7/2019	Not Specified	MARKET ST CASTR	<p>Patron states: I am 60 years old and on social security. I got on the 24 to go to an important appointment in downtown. I went to the subway around 2:30pm and showed the station agent that all i have is a dollar and asked if he could please let me in. He acted like he was bothered and asked if I was a senior. I said I was 60. He told me that I have to pay \$1.35. Then he asked if I was disabled. I was holding my cane and just had a recent operation. He was rude and refused to let me in. I got back to the F line and found a very nice operator who let me pay a \$1 and get a transfer. I was late for my appointment. This guy wouldnt let me get on the train for 35 cents. I am tired of living in this expensive city. I am tired of rude city employees.</p>
564422	3/7/2019	19 POLK	BEACH ST LARKIN	<p>ADA patron stated that "I was in front of the door with a walker and the driver would not let me on. People were boarding and when I came to the door driver saw me and wouldnt let me on with the door closed. See saw me there for about a minutes and she just sat there she had not pulled away from the curb and then drove off. "</p>
564424	3/7/2019	23 MONTEREY	COURTLAND & B	<p>Patron stated, "I Sitting at the bus stop and the bus driver stopped and as I tried to get on the bus the driver drove away."</p> <p>Driver was about 1 foot away from curb almost hitting patron.</p> <p>Patron feels abused .</p>

564506	3/8/2019	WELL/HYDE CABLE C	POWELL ST MARK	<p>Patron states, I have been walking with a cane for the past couple of years. I have got a bad hip from a fall. The cable cars are the closest muni service that services where I live. I have been told by operators that I did not need to stand in the lines. I cannot stand in those long lines. Today however the muni operator would not let me on the car and stated that I have to stand in line like everyone else. Something needs to be done for people like me that are dependent upon those cable cars for service. This is my public transport and I was grocery shopping. Not sure what the policy is for handicapped riders on the cable car. Is there some way that we could be identified so that we would not have to wait so long? I reside on Pine at Stockton and Powell streets.</p> <p>I had a terrible, terrifying experience in the muni today. I want an apology.</p>
564529	3/9/2019	N JUDAH	N/A	<p>I was in the muni that was smoking at the montgomery station friday morning.</p> <p>I entered at folsom. We experienced strong shocks between folsom and embarcadero. We stopped for a while, then it was announced that these shocks were normal and we proceeded. I considered getting out, I wish I did.</p> <p>After we left embarcadero, right before montgomery, there were loud shocks and electricity/sparks that were firing from above the muni, some looking like they got inside the muni. People freaked the fuck out.</p> <p>Smoke was everywhere. The muni opened, fortunately we were at montgomery. I am in a wheelchair and the ramp did not extend so I had to drive fast and charge over the gap. I made it fortunately. Lots of smoke everywhere.</p> <p>They decide to evac montgomery.. Sure enough the fucking elevator is broken. Surprise. Not really. The muni staff were not helpful at all. This hurts me to say because they were always amazing in the past. Ok so I am trapped and decide my only out is going back to embarcadero.</p> <p>Fortunately a muni is there and I caught it. I bet it was the last one as montgomery was evacuated. So I get to embarcadero and decide I would just bus or drive my wheelchair to work.</p> <p>Wrong. Sure enough the street elevator is out of order. LOL. Fuck me right ? haha.</p> <p>I gotta get on bart now, and go outbound a few stops then drive my chair a bit of a ways to work.</p> <p>ANyways, I am sorry for swearing but fuck. You guys were terrible today. Well you were awesome until today. Rant over.</p> <p>Sorry for swearing. I feel better now. I just want an apology. Thats it. I still love muni. Just not today.</p> <p>Elias</p>
564540	3/9/2019	Not Specified	K LINE TO EMBARC	<p>I cant imagine the amount of arrogance and negligence that allowed you to install seats on the new Muni trains that prevent most women from bracing themselves by putting their feet on the ground. I am 57" and my feet dont reach the ground well enough to stop myself from sliding around in these sideways seats. There are many smaller people whose lives are in danger because you installed seats that were sized for tall men only. Please immediately replace all the seats to make them accessible for all. Otherwise, Muni will be facing several class action lawsuits.</p>
564546	3/9/2019	29 SUNSET	SAN JOSE AVE GEN	<p>Patron stated " Coming from Balboa park station I was going to Vernon & Garfield Im requesting that all bus & Muni drivers call out stops for people with hearing impairment and this driver did not call out any stops and I had no idea which stop was Vernon & Garfield. When he arrived there he said this is your stop and I had to ask several times what stop is this. He finally said Vernon & Garfield and I just wasnt comfortable as I am not comfortable with Muni drivers not calling out stops for people who are hard of hearing or deaf or just blind. Stops need to be called out loudly so we will know when to get off.</p>
564560	3/10/2019	Not Specified	MARKET ST CHURCH	<p>Patron stated: At church station the escalators are normally on but Sunday morning its an issue and this morning they were all broken and the elevator as well is broken. I have disabled muni card and use a cane to walk</p>

564563	3/10/2019	27 BRYANT	WASHINGTON ST H	Patron stated that "I have a disability and I boarded the 27 bus to go downtown from Washington and Hyde. I told the bus driver that my dog was a service dog and he started questioning if I needed a service dog and he started getting really angry. He kept getting angrier and said you can get off of my bus! I even offered to show him my disability card. He was not wearing his uniform he was wearing a gray hoodie so I asked him for his number. Then he ended up taking the whole bus out of service after 3 stops just after Trader Joe's and made people get off because he said he wasn't comfortable with me. I can see if I was a crack head or drunk and disorderly but I'm a nice kind person and I'm not any trouble at all. I really hope someone takes a look at this and takes this seriously. I don't know what it is about this line but there a few rotten eggs on this line and there is training needed but there are some really good drivers too. I really think this guy needs some sort of disciplinary action. It's not kind policy and not legal. I would really love it if he did not drive this line anymore. I would like someone to review the video and contact me back about it."
564583	3/10/2019	30 STOCKTON	5TH ST STEVENSO	Patron stated, " I was boarding the bus and I was following another lady going into bus at the front entrance. As I was entering my cane was half way in the door already and my right thumb was also caught between the doors. The doors closed as I was entering the bus. And as soon as I got in, of course I was in pain, and the driver said What? And I said, I didnt say anything! And the driver said, Why didnt you go into one of the other doors? But the nearest I could go in was the front entrance. But with me having a cane it is not possible for me to go to the middle or the back entrance. He kept on repeating, You have other options! Why didnt you go to one of the other entrances? And while he was driving, he was cussing. It wasnt directed to me but it isnt proper to be cussing. And when we reached the end of the line he just stepped out of the bus."
564611	3/11/2019	19 POLK	LARKIN ST EDDY S	Patron stated, " I am handicap and I was at the bus stop and I was waiving my cane at the driver and the driver made eye contact with me and continued driving. I dont know why he was rushing. The bus was not full. There was somebody else at the bus shelter also waiting but the driver did not stop for them either."
564613	3/11/2019	38 GEARY	GEARY AT 25TH	Patron called in to state: Infrequency and unavailability of complete details available for this line is unacceptable, I am blind and need to plan ahead but no details about road work and Muni reroute is provided with visuals or audio notifications. I am worried about road hazards and how to get to my destination with reroutes"
564619	3/11/2019	Not Specified	POWELL ST MARK	Patron stated, "I was going into the powell street station with a mobility scooter bike and the station agent said excuse is that a bike? I said this is my mobility scooter bike . Agent asked if it is foldable, the agent questioned me and gave me attitude. The agent did not seem to be aware of ADA laws. The agent should of asked if I could fold it up instead of coming off as demanding. I have other friends that are ADA riders that may have the same issues with this specific station agent"
564631	3/11/2019	L TARAVAL	FORESTHILL STA	Patron: I feel like Im being target. I was approaching the station. The station agent would not let me in and insisted that I fold my bike. I told him this is a mobility bike but he asked to see proof that it is a mobility device. If agent is asking for proof, then he should ask proof of all service animals as well. He does not have the right to as to see my ADA card or justification for the mobility bike. I was at Laguna Honda for back rehab and it is painful . When I got there, agent asked me to fold it up and thats an extra 30lb on my back and shoulder. I feel like my ADA right were violated. When the agent asked to see my card, I feel that it is a violation and that the agent does not believe me.
564637	3/11/2019	56 RUTLAND	N/A	ADA resident stated: 56 Rutland does not have enough buses. We wait 30 to 45 minutes. My son uses a walker. He got on the bus but the lift is not working. A lot of handicapped people cant use the bus if the lift is not working. My son is on the bus but he cant get off because the lift is not working. I told him to ask the driver to help him get off. The bus driver heard me. Because I said if my son falls Ill sue him and then MUNI. My son said, I cant get down the stairs. He cant step down, because if he does, he will fall. There is only one bus out, there should be two buses out there. If the bus breaks down, we dont have no bus. Or sometimes the bus driver shows up 3 or 4 hours later! They both need to be working! And the ramp is also for a walker. Its mandatory that they need to put down that lift. We are supposed to be first in line always!

564647	3/11/2019	56 RUTLAND	LELAND AVE ALPH	<p>Muni patron stated," the 56 is un relaible, sometimes it no show for 3-4 hours, Some times they drive off, We need two bues out running. Once they take a bus out service. We have no buses. This is the only bus in my neighborhood. I would like to see two buses on that line, either the bus dont show then we are stuck. I never go down on leland. I have terminal with a lung condition , I have to sit and wait and wait for the 56 Rutland . After 5 it is hard to get a bus or a cab in our area. This is problem that we that we have in vistition valley. If they take a bus out they need to replace with another bus. Before they leave the muni yard, make sure the lifts works for us. Dont use the bus because we are not sure if the bus will come its not depenable. It is so depressing, all my friends want to go out. Sometimes the driver wont lift the bus. The drivers or cold and insensive. The old school bus driver have a attitude, but the older bus drivers would wait and help you more. In the 70s the bus drivers were so nice.</p>
564681	3/12/2019	23 MONTEREY	PALOU AVE HAWES	<p>Patron said: I got off the bus to go home. I had groceries and a walker. I am 77 years old. Driver put the ramp down and it was very steep because it was not on the sidewalk. My walker flipped over and I landed on my buttocks and lucky not on my face, The ramp is very steep because it is not near the curb. Driver did not pull to curb. Driver finally got off the bus to see if I was OK. I Want supervisor to call me.Driver should have asked me if I needed an ambulance and called supervisor to make a report at that time. He never offered his employee number. When I got home I got very upset as I realized what happened.</p> <p>I put pain ointment on my hip and got angry that he did not ask me if I needed an ambulance. I have chronic pain on my right hip and that is where I fell. Surprised I didnt break my hip. I think the driver should have given me his number and I am not happy that he didnt offer that information. The driver and another friend pulled me off the ground and my son came. I want to talk to a supervisor and I am going to go to San Francisco General today on my own to emergency to see if I am OK. My brain was in shock when this happened and told driver I was OK but when I got home I realized I was in pain.My brain kept telling me this ramp is steep. Supervisor: I want the 23 to start pulling over to the curb from now on so the ramp is not so steep for me.</p> <p>If you cant get hold of my on phone you can text me.</p>
564691	3/12/2019	F MARKET & WHARVES	MARKET	<p>My complaint is about the muni stop. Im tired of this munis stop being a hang out for Alcoholics and drug users, it every day all day long and Im sick of it. I pay to take muni, these bums just sit in the benches and drink and do drugs. Clean up this muni stop already. Muni stop 16548. Clean it up. Im disabled and I want to sit down</p>
564698	3/12/2019	5 FULTON	MASONIC AVE FUL	<p>patron states: "This woman, a Black female started challenging me before I got on the bus. She saw that I had a hand truck with me and I asked to use the lift, she said, where you gonna put all that? I said I would put it in the wheelchair ramp. I had been told by MTA Accessibility Coordinator Matthew West that I could do this. Even after I told her that she was really rude, before I got off here at Gough other passengers said the same thing.I think she should be fired straight out. If I give you the name of the person who said I could do this and you say Im wrong, thats grounds for being fired. She did let me do it but she kept running her mouth and I felt like I was on trial. This was run # 044 and the CA number was 49819. Im going to be calling Matthew West Immediately after this call. Another thing, when I said who it was that said I could put my stuff there, and he works for Muni, for her to just discount what he said is a travesty and is grounds for being fired. When I told her I had a disability, she should have stood down but she just kept running her mouth. Normally drivers leave you alone but she kept going. You dont treat customers that way, you just dont."</p>
564706	3/12/2019	N JUDAH	IRVING ST 4TH AVE	<p>Patron stated, " I attempted to get off the train at the Parnassus stop at the hospital I was on the second car. While i was attempting to get off the door would not open which caused me to miss my stop. It caused me to miss my stop and I had to walk about 3 blocks to my initial stop."</p>
564713	3/12/2019	44 O'SHAUGHNESSY	55 MUSIC CONCOU	<p>ADA patron stated...I have been trying to get a bus shelter in front of this location for 5 years. There is no protection from the rain or wind at this location and it is obscene.</p>
564721	3/12/2019	AX BALBOA A EXPRES	DAVIS	<p>Missing 6:42 31AX. Your 31AX is continuously late or missing while the other lines seem to have ample buses. Unfuck your shit MUNI.</p>

564727	3/12/2019	5 FULTON	MCALLISTER ST JO	Patron said: The driver pulled up to the stop. I asked him if I could get on the bus. He refused and raised his hand and moved on. I am in a wheelchair.
564735	3/13/2019	Not Specified	N/A	Patron states that, "I was wondering what are the rules are regarding where buses should be stopping when there are back to back coaches. Should the second bus be waiting for the first bus to depart before pulling forward to let passengers on? There are times where the second bus lets passengers on while still behind the second bus. I am disabled and it takes me some time to walk there. There are other times, at Glen Park for example, where the bus stop is part of a lane and there can be 4 cars ahead of it which puts the bus back where the passenger loading zone is, well beyond the marked zone, and the driver will open its door and let passengers on. That is a very far walk for me. There are other times when there are back to back buses and its hard to tell there is even a second bus because the first one blocks it. The point is, the buses should always pull all the way forward to allow passengers to board."
564739	3/13/2019	8 BAYSHORE	BRYANT	Two things happened on this trip that was unprofessional behavior. The first was unrelated to me. The bus was packed per the usual on the weekend 8 (I know your getting more buses, so hopefully youll be increasing service on the 8 accordingly as they come in) and an individual in a wheelchair was looking to get on the bus. He told the individual that another bus was right behind us, which I dont believe was true as the reason I didnt wait for the next bus was because it was identified as being 10 minutes away. If he knew this and lied, thats disrespectful and unlawful. Its unpleasant to shove everyone off the bus and strap in a wheelchair, but its the law and the right thing to do. Second was caused by the above capacity nature of the bus. Since I get on at San bruno and Bacon, I have no choice but to get on as the next bus is always just as packed on the weekends. So I was forced to stand next to the door. The lady standing next to me was holding onto the yellow bar on the door as, being 5 feet tall, there wasnt much to choose from. The announcement to "please stand clear of the door" ensued for the entirety of the 101 portion of the trip. That was annoying to everyone, but the discourteous behavior was when the operator stopped at 5th and Bryant to get out of his seat, walk back to the three of us crammed against the door, state at us for approximately 10 seconds (which was, in my view, the disrespect as it was taken as an attempt to make us feel childish and small), and then smack the doors while telling us to not lean on the doors. I felt unable to say anything as I had an appointment to make and I wasnt going to take the chance of getting thrown off the bus by a hot headed operator. By the next stop, enough people had gotten off that we could get away from the doors, but the damage was done. I do want to emphasize that I know how hard his job can be as I used to be an operator prior to moving to San Francisco, and you have a lot of great operators on the streets. However, this confrontational attitude and disrespect for customers shouldnt be overlooked as its one bad operator who isnt addressed for their poor behavior that makes Muni looks worse. So if its his first offense, probably have a supervisor tell him that he was reported, no need for something harsh. If its not, maybe its time to look for a replacement, especially because my personal complaint of disrespect could be shrugged off more easily than refusing ADA compliance.
564744	3/13/2019	38 GEARY	GEARY AND MAR	Patron stated that "My wife is a caregiver, driver is upset because she was inconvenienced to lower the ramp because she had a wheelchair. She instructed my wife to pay for the fare. The machine jammed up. She began arguing with my wife that she broke the machine and caused a major scene."
564754	3/13/2019	49 VAN NESS/MISSION	MISSION ST SILVER	The ADA patron stated that I was waiting at the stop where the street is painted orange indicating a accessible stop. The operator stopped about 110 feet from the corner, but she didnt stop at the designated location and passed me by.
564760	3/13/2019	9 SAN BRUNO	SAN BRUNO	Older woman trying to get on the bus, closed the door in her face. It was clear she was waiting for the bus. Im really tired of your drivers mistreating this older Chinese community. It happens EVERY DAY here. Also as I was getting off the bus, I noticed she stopped and gave plenty of time to a black woman in the stroller. I hate playing the race card but this is laughably obvious.
564772	3/13/2019	28 19TH AVENUE	19TH AVE WAWON	Patron stated: Two bus drivers just passed us by. I have 8 disabled children and 5 adults with me and the buses arent stopping. We take this bus every week and we always have an issue. I would like to talk to a supervisor about this. I can not safely take my students to the pool every week if this keeps happening.
564823	3/13/2019	24 DIVISADERO	18TH ST CASTRO S	Patron stated: Two buses have passed us by. The first driver said she had a stroller on and she couldnt let us on and the second driver said he was too full to let us on. Im in a wheelchair and my wives in a wheelchair and thats wrong. Theyre supposed to let us one; Im here with my wife and its getting cold.

564837	3/14/2019	L TARAVAL	26TH AND TARAVAL	Hi, I am severely allergic that causes asthma attacks in the presence of dogs as protected ADA. The dog was there during busy hours, which is against policy. Please prevent dogs on muni that are not service dogs. I can die from suffocating/asthma attacks. I have other friends who have issues since allergies are common. However, they did not know about this form. It would be great if drivers enforce the pay for their pet policy, hour, or ban dogs since this is very dangerous. https://www.sfmta.com/getting-around/accessibility/service-animals-muni
564860	3/14/2019	43 MASONIC	PARNASSUS AND H	Patron stated: "I was waiting for the 43 bus and the driver refused to stop. I ran to the 2nd bus stop and in the process, I fell and lost my cane that I got from Libera. The driver laughed instead of opening the door but the only reason he finally opened the door to let me in, is because he had to open the door to let people off the bus. He had a bad attitude."
564862	3/14/2019	55 16TH STREET	16TH ST RHODE IS	Patron stated that" The 55 line did a reroute and did not announce, Driver stated that he did announce it and that the reroute was due to construction. I have my ada sister stuck at mission bay and 4th and she cant walk"
564865	3/14/2019	28 19TH AVENUE	19 AVE & WAWONA	Patron stated: Two bus drivers just passed us by. I have 8 disabled children and 5 adults with me and the buses arent stopping. We take this bus every week and we always have an issue. I would like to talk to a supervisor about this. I can not safely take my students to the pool every week if this keeps happening.
564881	3/14/2019	28 19TH AVENUE		Patron states run 671 I got on the bus at Pierce and Lombard.The driver stopped in the middle of the street.He did not pull to the curb.He can see I am a senior walking with a cane and a brace on my neck.Before I can get seated, I verbally requested he started the bus moving.I asked him to wait before I am seated.I am diabetic I asked the driver to wait and he started moving.I held on to what I could.I push the button and it said stop requested at Van Ness and Chestnut Lombard. He did not stop after he made the left turn.Please hold a moment I am trying to get on the 47 bus and he just drove off.I am seated on the 49 bus.I am wearing a shoulder collar.
564889	3/14/2019	38R GEARY RAPID	GEARY ST LEAVEN	Muni patron stated," When I got on the bus he said, Im handicap. He said there are no more seats for handicap. Im sure somebody will see that I am disabling and get up and someone did. The driver said what the Fuck ever! The lady got up, I thanked her. I guess someone was in the door way. He yelled back, to the people Jesus fucking Christ. My stop comes at Laguna. I said bro you need take a break; He said I would as soon as you get off my bus. When I get off the bus he lunges the entire bus at me as if he was going to hit me. I would like to see someone to relieve his shift. He does not need to be driving that bus. That scared me. Please have a supervisor call me, I would like the results also When I very 1st got on, He gets off the bus and takes a phone call. My biggest concern is too driving still.
564917	3/15/2019	Not Specified	N/A	Patron stated that the buses are slowing down when they dont need too and Muni forgot to leave elderly folks a place to sit at the bus stops/platforms.
564927	3/15/2019	33 ASHBURY/18TH	ARGUELLO BLVD F	The patron stated that I was on the bus sitting in the senior seat in the front. I requested a stop and she wouldnt open the door. The operator said I should have been quicker. I told the operator I have a knee problem, do you have a problem with that? The operator didnt say anything
564931	3/15/2019	5 FULTON	MCALLISTER ST LA	Patron stated, " I go the front door because I saw two people got off and he said slammed the front door on my arm , he said you have to use the back door and because the door was closed I removed my arm and I walked to the back door and got on , I then walked up to the front of the bus and I asked him for his number and he wouldnt give it to me and I saw it on his uniform. This was meanness and I want to pursue this. This was a mean thing to do to a senior citizen."
564938	3/15/2019	44 O'SHAUGHNESSY	SILVER AVE MISSIO	Patron states: Im hearing impaired... We were traveling down Silver and when he gets ready to stop he just throws the break on - he does this at every single stop. I said can you please stop breaking like that and he continued doing it. A pregnant woman said he does it all the time and hes a bad driver. It was body slamming every time he stopped and she (pregnant) asked him to slow down; He said the sudden stops are necessary. I dont know if you can view the video but every single patron on that bus was thrown back. He yelled at me about how sudden stops are necessary. His supervisor should watch the video to see how he stops. When i got off i told him i was reporting him for his driving and he started screaming at me; thats what made me get upset - he was screaming the employee id number is 5752 or 5257
564950	3/15/2019	14 MISSION	MISSION	I am in a wheelchair and approximately 5 minutes before this incident another driver told me that there were two Wheelchairs and I looked inside the bus and there was only one but he pulled away and left me at the bus stop so five minutes later when this bus came I was quite pleased to see it pull up up and the driver opened the door and said hes not close enough to put the ramp out and I said just pull over so I can get on and he acted like he was going to pull over and shut the doors and then he just just drove momentarily toward the curb and then suddenly shifted Direction the other way pull the back off into the street and just drove away making me late 2 to where I was
564955	3/15/2019	52 EXCELSIOR	WOODSIDE AVE HE	Patron stated " the bus blew right passed me, Im tired of this"
564972	3/16/2019	8 BAYSHORE	HOWARD ST 4TH S	Ada Patron stated that," I asked the driver to put the fan on, and she said no because I am cold. The bus is for the public not for the driver. It was a simple request, to turn the fan on."

564973	3/16/2019	8 BAYSHORE	EMBARCADERO	Muni Driver ignored elderly drove away. There are at least 5 seniors, two of them with disabilities. They been waiting for nearly half an hour. Bus # 6615 no sign "out of service." No words of explanation. Seniors waited again for next bus. (P.S. Embarcadero and Bay st. is the last stop of muni route 8. DayTime gap between route about 20~30 minutes.) Horrible Driver!! Discrimination to seniors
564975	3/16/2019	49 VAN NESS/MISSION	16TH ST MISSION ST	Patron states he was 3 ft from the door of the bus the driver drove off without picking up patron.
564976	3/16/2019	8 BAYSHORE	MISSION ST 4TH ST	ADA Patron Stated, "The last 3 buses passed me up, the last one was 6650. I can understand they had no room but some of them have room and wont pick me up. It always happens to me on the weekend. Its a couple drivers that always do it even if they have room. I want a meeting with the supervisors"
564978	3/16/2019	8 BAYSHORE	5TH ST BRYANT ST	patron states " I have COPD , a pulmonary disease - carry an inhaler. The bus was half empty and I expected the bus to stop. There is no excuse for this".
564985	3/16/2019	31 BALBOA	TURK BLVD MASON	Patron states, The driver is waiting for his relief. I asked him when the next bus would be arriving. He stated that it is not his job to know when the next bus is coming. He then told me to not believe the sign on the next muni. Why will he not simply call in and find out when the next bus is to arrive. I am elderly and disabled. I need to rely on muni.
564995	3/16/2019	38 GEARY	GEARY BLVD 43RD	Patron stated "I asked the driver when I boarded on Montgomery and Geary, the sign on the bus had said towards downtown, so I asked the driver if it was going to the VA hospital and he said yes. The driver did not stop until 43rd Ave, when I asked him why he didnt stop he said he got a message changing his route. He should have gotten my attention to let me know. I had to walk and have problems with my knee and now my knee hurts"
565001	3/17/2019	9 SAN BRUNO	MARKET ST 6TH ST	Patron states he has seen this driver before he is one of the people that waves you off and treats you rude, there are certain ones that make a point to be rude, the driver did not open the door.
565006	3/17/2019	Not Specified	CASTRO ST 17TH ST	Patron stated: Escalator at Castro station to exit to get to market st has been out of operation for 3 days. The operators used to reset it because of homeless people used to hit emergency button, but operators might not keep coming out to re set it possibly. a little red sign does say out of service
565008	3/17/2019	T THIRD BUS	BAY SHORE BLVD /	Patron states, I live on the t train line. I boarded the bus T shuttle. I was on the bus and I was going to Sunnydale and Bay Shore. The driver said I should catch the T bus at Carroll and third going south. At Bay Shore and Arleta he stopped the bus and said that he was not go any further. I am on a wheelchair and this is not right.
565011	3/17/2019	F MARKET & WHARVES	PIER 9	Patron states, "Street car driver of vehicle 1006, in front of pier 9 should have taken the extra little effort to board me and my wheelchair, after he stated he had one chair on already. After I reminded him that this street chair can accommodate two wheelchairs. And, he still choose no to get me on. He is on vehicle 1006,"
565034	3/18/2019	3RD ST/19TH AVE OV	GEARY ST KEARNY	patron stated that "the patron was at Kearny and Geary and the driver of the bus stopped 50 yards from the stop and the patron had to walk towards the bus raine a witnessed helped him carry roses to the bus and the patron is disabled". patron stated that " the door to the bus was open and the patron had three feet to get on the bus when the patron got close to the door the driver almost hit the patron in the face when the driver closed the door". patron stated that "driver said she was behind schedual when patron got on bus and the patron was trying to make a phone call and the patron asked to be let off at columbus and stockton and the patron was afraid that the driver would keep the patron on the bus after the patron ran the bell and the driver berated the patron and made the patron scared and patron does not feel that the driver has the right or is qualified to be a muni operator". patron stated that "the driver showed a evil look at the patron" patron stated that "patron loves muni" please dont leave vm on phone call
565067	3/18/2019	38R GEARY RAPID	GEARY ST VAN NESS	Resident said: I was boarding a taxi with my Mother at i 1101 Geary, at the hospital - on the corner which is not a bus stop. Driver did not go around the taxi. He pulled up behind the taxi and kept beeping the horn even though it was not a bus stop. I cussed him out and flipped him off. My Mother is disabled and 66 and this stressed my mother out. I was at the intersection at hospital- bus stop was up further on Geary in the middle of the block, not where the taxi was parked and I was getting in. Driver kept honking and took a picture with his camera.I noticed driver leaned in to press button and thats what I thought he was doing. Driver was being an ass. Cab was not in bus zone. I am requesting a hearing for this matter because he upset my mother and me. I want a hearing. The driver needs to be in trouble for that. Driver was a dick, excuse my language.

565083	3/18/2019	38 GEARY	GEARY BLVD PARK	Per patron. I have concern about Muni. I take 38 Geary a lot. They open the back door to go through.. You put your card against the reader and pay your fare. Im terrified by the bus. It could drag you down the street. I put my foot on the thing and it closed on me. Now I have to go through the front door. I dont know if driver is watching. Im sorry for all that. Dont punish me about that. It happened at 10:00 am today. I got on at Park Presidio going downtown. I dont know if it was a Rapid or regular. And its not just the 38. Other buses its the same thing. If you put on step and dont have hand on rail, Im going to fall. You are in bad place. I have seen them shut the door and then reopen them. I use a cane. Once they closed door on my cane. Thats not a problem. Its just a cane. But if your body is out there, thats different. It only happens to people getting on but not off. I dont think the drivers are trained for that. People running to get on the bus. They have to I dont think they are trained to watch the back door, if they are closing the door. Just want to let somebody know. If there is no weight on the back door. Its more dangerous to put my foot before I place my hand, then I cant get up in there.
565121	3/19/2019	8 BAYSHORE	BAYSHORE AND A	Patron states, " The driver did not get up to assist me, lift seat ,nor make sure that there is space for me to fit, I am in a mobility chair and it is really frustrating. This is a reoccurring issue all the time and it is not okay. Someone is going to end up getting hurt if they continue to not comply with the rules."
565123	3/19/2019	7 HAIGHT/NORIEGA	17TH AVE LINCOLN	The patron stated, "I was waiting at the stop but the driver didnt stop where I can go up. I didnt have my cane that day. He didnt even come close to the curb and it was difficult for me to get up. I told him it was difficult because he didnt pull to the curb and he gave me a bad answer. The same thing happened to me yesterday."
565155	3/19/2019	57 PARKMERCED	FRONT AND GON	Patron stated: I pulled the sting at FONT BLVD & CAMBON DR for my stop at FONT BLVD & GONZALEZ DR, but bus driver did not stop and said I had pulled it too late. I had to get off at FONT BLVD & JUAN BAUTISTA CIR and walked and whole long block back. I have an issue with my feet and hip. It was very painful. I dont understand why he would do that. It was totally disrespectful. I hope they dont do that to a elderly person. The driver might be new to route, as I ride the route all the time and he seems new.
565161	3/19/2019	30 STOCKTON	KEARNY ST GEARY	Patron stated," I was waiting on the bus with my husband whom is in a wheel chair the bus driver pulled up and let everyone on except for us."
565162	3/19/2019	30 STOCKTON	KEARNY ST GEARY	Patron stated," I was waiting for the bus with my husband that is in a wheel chair. The bus driver would not let us board said something in English and drove away."
565171	3/19/2019	24 DIVISADERO	CASTRO ST 18TH S	The ADA Patron said that I was waiting for the 24 at 18th and Castro. The driver stopped, opened the door, and told me he had no room in the bus. The operator then closed the door and left. The number in the front of the bus was 121.
565220	3/20/2019	5R FULTON RAPID	FULTON ST STANY	3rd party Patron stated" A patron was a elderly female in a wheelchair possibly African American waiting below the curb on the street of bus stop. The bus pulled up and the rear of the bus was facing wheelchair patron the bus driver yelled at her through front door to board at the front of the bus. The bus driver proceeded to move forward a little and at that point the bus pinched her wheel chair against the bust and thats when the bus pinched the wheel chair and her leg .The driver got out the bus and had the patron un wedge herself off the bus moved out the way but was quite rude to the wheel chair patron. The wheel chair patron then in order to get onto the bus rolled herself onto the ADA ramp and then was able to get on the bus. Unsure if she needed medical attention
565223	3/20/2019	21 HAYES	MARKET ST 6TH ST	ADA Patron states, "Im waiting for the 21 OB at 6th/Market. The driver wouldnt open the front door for me. Im carrying bags that the driver said I was carrying trash. I said Im disabled and I get on the front of the bus. The driver said, "Pay up or get off the bus." I said who do you think youre talking to and the driver said nothing else. I dont appreciate the rudeness and should have better customer service."
565230	3/20/2019	5 FULTON	VAN NESS AVE MC	run 049 patron states "he stop short of the bus stop when I ask him to can he move up to lower the lift , he knock a litter close the door and left. I am a disable person."
565248	3/20/2019	37 CORBETT	74 CRESTLINE DR	The driver failed to lower the bus all the way and as I was exiting the bus there was another person boarding the bus and the driver was negligent by not telling the other person to wait till I off boarded ,because he failed to tell the other patron that the women knocked me down and I was injured. I fall and hit the sidewalk, and broke all my eggs except for 4 , she was suppose to wait. The driver acknowledge that this happened yet he still never got up from his driver seat, people were trying to help me up but Im not a small women and I told them not to continue to help as they were smaller people and they may not have been able to lift me up. I asked the driver to call the police and he failed to do so. I had to call them, and they didnt come but told me to call 311, I managed to crawl and get myself up and walked a half a block home. I dont know YET if I have any injuries, I fall hard on the concrete. The driver wouldnt provide me with any of his information, or even look at me in the face or get up from the seat, or even call the police. please contact me via mail in writing, Im slightly deaf, so mail works best.

565268	3/21/2019	43 MASONIC	FILLMORE ST LOMBARD	patron states I got here at 557 and the 1st 43 going ib already left when they shouldnt be leaving Letterman Hospital at 557. He causing us to be late for work and this is happening frequently. This is an ADA issue being I use my service dog and walk with a cane so standing waiting another 17 minutes is hard on me.
565320	3/21/2019	21 HAYES	MARKET ST STEUBEN	The ADA patron stated that the operator said that I couldnt bring on my arts supplies and I couldnt put them on the handicapped seat.
565321	3/21/2019	21 HAYES	MARKET ST STEUBEN	The patron steed that I was in front of the bus trying to come to door to board, the operator didnt even open the door for me just took off. I was carrying some of my arts supplies. i am elderly and disabled.
565359	3/22/2019	J CHURCH	RIGHT OF WAY AND	Patron stated" The J are often going by and are not on the APP or GPS and people missed the train they are not connected to the GPS OR APP making it difficult for people with disabilities to catch the train".
565366	3/22/2019	49 VAN NESS/MISSION	13TH AND DIVISION	ADA Patron states: "This operator was off duty and he was in the front of the bus. I have a disability and a cane- most drivers are aware that they should not start driving until someone with a disability is sitting down or at least grabbing the pole. This operator was holding on to the same pole while he talking the person driving the bus, and he said that I could not hold on to the pole since he was there first. He said that it was his pole to hang on to and I could not use it. I offered to share it with him several times and he refused, and he said that it was reserved for him since he was there first. I felt very bullied by this Muni employee."
565369	3/22/2019	QUINTARA/24TH STREET	24TH ST MISSION ST	ADA Patron states: "This driver saw me coming towards the bus, he hesitated, but drove off anyway. I have a cane and he just had to wait for 30 seconds for me to board the bus."
565370	3/22/2019	38 GEARY	GEARY BLVD FILLMORE	ADA Patron: "This operator was horribly rude and did not care about driving safely. I am disabled and felt unsafe due to his driving- he didnt wait to drive off until I was settled at all."
565388	3/22/2019	9R SAN BRUNO RAPID	MARKET ST LARKIN	Patron states "I forgot my umbrella this morning. It was raining very bad outside. I board the bus in the front. I noticed there were 2 gentleman talking top the driver about directions. I noticed there was a space between the 2 fellows. There was room enough for me to enter the front door to find a seat. So its not like the 2 fellows were blocking the entrance for me to enter the bus. There was plenty of room so I entered and tried to find a seat. The driver was yelling at me "wait dont enter the bus because they are coming out. But at the same time he was talking to them about directions. I didnt see any reason for the driver to yell at me. I am a disabled person and I walk with a cane. I told him it is raining outside I am sick. He said "It doesnt matter! Everybody knows its raining!" The bus was half empty and I found myself a seat and sat down. Then about 5 min in later, I stopped to take a picture of the bus #. I pulled out my phone to take a picture. Again he started yelling at me "Are you taking a picture of me?" I told him, "No, I am no t taking a picture of you. I am taking a picture of the bus number" Then he started telling me in a loud voice "Do you need me to call somebody for you?" It was threatening like he was going to call the police. I said "No I am fine" I didnt continue talking to him. That was the end. I reached my final stop. I dont see why he was yelling at me. I noticed he was kind of over excited with the way he was treating the other riders. He was loud and nervous."
565411	3/23/2019	L OWL TARAVAL	MARKET ST CASTRO	Patron stated: " I am standing here, I am a senior citizen at 70 years old. It is cold and it is raining. I am at the bus stop and it clearly says the L-Owl inbound. The Driver did not stop. I dont think he knows the other bus stop is for the 35. The L is almost towards the corner. I would like a call back, I want to talk to the Driver and the Superintendent. I think the run # 310. "
565416	3/23/2019	30 STOCKTON	TEMP STOP CHESTNUT	Despite the fact this is a temporary stop(this has no factor on regular Saturday service). Times shown were 17,35 ,and 55 are unacceptable since this is a major bus route and buses always come ever 10 minutes every Saturday for the last six plus years at this time. Bus did arrive but I had to get to work so contacted Lyft (Lyft in route to pick up as bud arrived). Seeking refund difference of Lyft vs Muni and better explanation and resolution (action plan) by Muni for overall service system wide. Tired of excuses.
565428	3/23/2019	F MARKET & WHARVES	JONES ST BEACH ST	Patron states: I am sick and tired and dont want to be responsible for having my wheelchair arm to hold your right hand side wheelchair seat up, because it does not hold up by itself! I have reported this one and half year ago and STILL NOT FIXED!
565436	3/23/2019	9 SAN BRUNO	16TH ST POTRERO	Patron Stated, "Im at 16th and Potrero, the bus just came and he wouldnt let me on the bus. Im in a wheelchair. He let other people on the back of the bus. When they see a wheel chair waiting there, theyre not supposed to open the back door and let other people on the bus first. Theyre supposed to clear the way for the wheelchair. I have High blood pressure, I am hearing impaired. I told him to call dispatch and let them know he was leaving a wheelchair out here"
565447	3/23/2019	Not Specified	MARKET ST MAIN ST	Patron stated, "Embarcadero BART escalator to Muni Platform is not functioning "
565448	3/23/2019	Not Specified	MARKET ST CHURCH	Patron stated, "Braille signage for the elevator for the OB platform says Elevator to Street. This is incorrect, it should say Elevator to Concourse or Elevator to Main Level. I only know about this elevator but I imagine its the same for the others."
565451	3/23/2019	Not Specified	MARKET ST CHURCH	Patron stated, "At the Church street underground, the escalator from the Concourse to street is broken. And somebody here says its been broken for 2 months. People wouldnt tolerate the stairs being blocked so they shouldnt tolerate the escalators not working."

565466	3/24/2019	N OWL JUDAH	4TH ST TOWNSEND	Patron stated: "The Driver pulls up 5 feet from the curb. He doesnt open the doors. I knock on the door, he looks at papers for about 4 minutes. I knock on the door and he looks over at me and he turns his wheels and pulls off. I am disabled, it is cold and 4 in the morning. I think this might of been the same person that saw me at the other end of the line, I was standing the stop at La Playa. He sees me, runs the stop sign and then just goes on by in a prior incident."
565469	3/24/2019	F MARKET & WHARVES	MARKET	I was helping my disabled mother get her walker onto the vehicle, which took a bit longer than typical because he vehicle had stairs so I had to fold up and carry her walker while my husband assisted her climbing the stairs. The driver started berating me saying he was "on a schedule" so I attempted to hurry, causing me to trip and fall. He ignored that and continued to berate both my mother and I for taking too long to get into the vehicle since he had a "schedule to keep" and couldnt we just "get on the next one" - at which point we were already even on the vehicle! I did point out it was insensitive to harass someone with a disability, which he also ignored. I dont know if this is a systemic problem, in which employees are to value time over sensitivity to those with disabilities, but it needs to be addressed.
565478	3/24/2019	N JUDAH	JUDAH ST LA PLAYA	Patron stated: Iam tired of the train passing me up because i have ada issues. Driver says I have to go to next stop you should have a list of my complaints for a year and I want copies of those complaints.
565486	3/24/2019	M OCEAN VIEW	PLYMOUTH AVE BR	Patron states: "I was with my 68 year old disabled mom and kids- I am now 30 weeks pregnant. My mother is disabled and when we wanted to get off we pressed the button for handicapped access. We heard the special alert for handicapped service but the driver did not pull up to the handicapped rail. He then just started to take off. I went to the driver and told him that I needed the handicapped rail, and he acted like he didnt hear me. I explained that I am pregnant, have a stroller and my mother is disabled. He then acted so disrespectful! He said that was too bad and we had already passed the ramp, and then acted like there was nothing he could do. Another passenger then had to help us off the train. Nobody should be treated like this- if you pass the handicapped rail you should at least help us get off the train or ask somebody to help us."
565531	3/25/2019	9 SAN BRUNO	5TH ST MARKET ST	Patron stated "I wanted to report an injury on Muni, there was an individual got on at 5th and Market and rode as far as Mission and Market, and Im epileptic and a person with brain injury. The individual was screaming and he was amped up screaming at the driver I guess he mustve know him and all the language said fucking the driver should have cooled him down or got him off. We should be able to ride peacefully and now I have a headache, he was really tipsy and I had to move to the back and started singing to not hear him. The driver is suppose to keep people like that calm, Ive had dramatic brain injuries and this kinds of things happen."
565533	3/25/2019	9 SAN BRUNO	BAY SHORE BLVD (Patron states, We were at the bus stop waiting. The driver told us he did not want us on the bus. Driver stating the bus was full but the bus was not full. My dads in a wheel chair. There was still more room.
565535	3/25/2019	F MARKET & WHARVES		Patron stated: My wheelchair is responsible for holding up seat. Street car seats need to be repaired. Fix it so it cannot move make it stationary or just take the seat off. When pushed up on right place. I should not be responsibility for holding up seat. When I start getting on street car they need to be repaired they should not be neglected. They have all night from when street car pull into to yard they have until 5am until back out. They are not utilizing staff and an example of why agency is in receivership.

565552	3/25/2019	19 POLK	RHODE ISLAND	<p>Normally I have positive experiences when taking the bus and I appreciate many of the good MTA staff. On this particular day I had my baby with me in the stroller. When the bus arrived at 8th and Folsom street the driver only lowered the bus, not the lift, which was ok because the curb is high enough to wheel directly onto the bus. When I arrived at my stop, Rhode Island Street at Southern Heights Ave, the bus driver lower the bus, although did not lower the lift (which is needed on Rhode Island Street stops because theres no high curb; passengers are expected to step down over one foot). I politely asked for the lift because it felt much safer for my baby and me; else Im straining to lower her and the stroller down and in danger of falling. The driver replied "Its an old bus, it doesnt have it." I dont know if this is true or not. If its true, then isnt that violation of human rights? How are people with strollers and wheelchairs, etc., supposed to get on/off the bus at those stops without a high curb? If its false and he had a working lift, then why wouldnt he let me use it? Is he a racist who doesnt want to let me, a legal immigrant, use it? I was extremely offended when he asked me "Dont you know how to get off the bus?" Instead of answering his offensive question I just did my best to lower my baby and stroller down to the street without the help of the lift. My back still hurts a day later which is what prompted me to write this complaint.</p> <p>I would appreciate knowing for certain whether or not bus #8425 has a working lift.</p> <p>I would appreciate a comment from the MTA (and the driver if applicable) about my experience.</p> <p>Also how would MTA let the bus that not accommodate wheelchairs running around the city. So MTA just assume there will be no need on certain route?</p> <p>Thank you.</p>
565575	3/26/2019	7 HAIGHT/NORIEGA	HAIGHT STREET	The driver ignore the safety and argued with the passengers and said some bad.
565586	3/26/2019	N JUDAH	UCSF HOSPITAL	while I was boarding, the door slammed while I was reaching and tried to force the door off my hand. 2nd stop came and it slammed on the gentleman boarding, and while I was walking up to inform the driver she pulled off.
565627	3/27/2019	14 MISSION	4TH ST MISSION ST	Customer stated "the 14 bus just passed me by. I am ADA. The bus that passed me by was empty."
565641	3/27/2019	24 DIVISADERO	BAY SHORE BLVD	Customer stated "bus driver was rude & nasty, i was on the bus and my wife, who was on a wheelchair, was getting on at cortland & bayshore, and the bus passed my wife up. run number 002"
565712	3/28/2019	54 FELTON	CAYUGA AVE GENE	The patron stated, "When I went over to the bus. I said to the driver thank you for stopping and she asked if I was going to bart and she was very rude. At Geneva and Cayuga there were people on the 43 that had to run to try to catch the bus- and the driver did not pick up those passengers."
565719	3/28/2019	54 FELTON	SCOTIA AVE THOR	<p>Patron said, "I just got off the 54 at 3rd and Williams and when I got on at Thornton and Scotia she opens the door. She said I cant stand this lady and I was the only one getting on the bus. She is continuing her route to Bayview at this time. I have been told by in the field the supervisors and to ask if they are ready for me to get on before I board. To make sure the driver is ready for me to board in my wheelchair. I asked her if she was ready for me to board. She said yeah. When I got into the bus the seats on the right and left sides were not put up for my wheelchair to be boarding the bus. Make sure this goes to Angela Genichio as I am going to have a hearing. I have learned that when I have a hearing with these drivers they start to straighten up. I am going to make this driver come to the 3rd floor for a hearing to make sure this never happens again."</p> <p>NOTE: Caller ended the call and hung up before 311 could recap details of the complaint.</p>
565730	3/28/2019	9 SAN BRUNO	MARKET ST 4TH ST	Customer stated "Im at the bus stop on the island. I am disabled. I raised my cane to flag her. She stopped at the end of the island behind another bus because the red light was red. She took off when the light turned green and didnt stop at the island."

565741	3/28/2019	F MARKET & WHARVES	MARKET ST CHURCH	ADA Patron stated that I got on the bus at Church and Market Street towards downtown on the F trolley bus and I boarded the bus and before I barely climbed the stairs. I had a bag of groceries and I had to put it down on the top stair. Im barely on the bus and hes already shutting the door before Im all the way in. So I get on and what happened was I had to back in to sit down so as Im backing in he started to go and I said HOLD ON and I had to reach for my grocery bag so I wouldnt fall over and then he put the brakes on suddenly so I went forward at the last second I grabbed the pole otherwise I woulda went head first and I admit I used some profanity. Im older. Im 60 years old and Im disabled. I noticed theres a camera up there so they can actually look in the camera and see exactly how it happened. I told him my head almost went into the metal. He didnt care . He just kept going and I plopped down into the seat. And I took a picture of him and I just went silent after I yelled and screamed at him. I just went silent. What really scared me if I went into that metal box. It really scared me really bad and I take that trolley all the time. I dont know. Maybe he was in a bad mood. Thats just straight wrong.
565749	3/28/2019	J CHURCH	CHURCH CORNER	Driver of J train clearly saw my mother a senior citizen but fail to pull to the curb properly and closed door before she finished stepping down which was difficult for her because was off the curb and she almost fell and if I would not been there her hands would it been trap between door. Needless to said that it was vicious and when I said what are you doing? He did not stop closing door and took off. This driver needs to be more cautions with elderly people and I would like to contact me to tell me what is been done to rectify this incident that could end up horrible if I would not be there to help her and still he just close and took off. My mother is scare and frighten by this incident. However this driver was negligent and careless pulling way over where the curb is at the Church and 18th street bus stop going to Balboa Park
565789	3/29/2019	Not Specified	MAIN ST MARKET S	Customer stated "Bus # 6636 is parked right on the bus stop which says not in service. I asked the driver why he was parked there, bus driver said "why do you want to know?". Then he said it was out of service. Bus driver was 100 away from his bus, talking to other drivers, when he should be in the bus since its out of service. I dont think its really out of service, but i think hes just on a break. Hes blocking the other buses that need to access the said stop."
565801	3/29/2019	Not Specified	N/A	Please prohibit strollers from parking in front of disabled seats or in the path between the front door and disabled seats. This is especially troublesome on crowded vehicles when people cant move away from empty disabled seats or people with disabilities cant get around a stroller to sit in the disabled seats. Please require all strollers folded up or allow only one opened stroller per vehicle and parked beyond the disabled area. Pushing a stroller is NOT a disability.
565802	3/29/2019	22 FILLMORE	NEAR HEIGHT AN	Patron stated: I am disable. I was there with my roommate and she was 73 years old on the bus. When another disable person came on the bus, the driver asked me to move. There were kids there as well. Why was I asked to move and not the children? These were children. I did not want to argue and got off the bus. I have no problem moving for another disable person, but why not the children first.
565813	3/30/2019	N JUDAH	JUDAH ST LA PLAY	Patron stated, that "I was boarding at the handicap ramp.The driver did not allow me to board, instead he had me walk to the corner to board."
565814	3/30/2019	8 BAYSHORE	SUNNYDALE AVE H	ADA patron states that "the run number of the bus is 226. I saw the bus coming down at Sunnydale and Santos, and I said to myself, let me pick my pace to pick up the bus. I am on a cane because I am recovering from stroke. I am trying to open the back door and the bus just pull off. I know he saw me from the rear view mirror".
565816	3/30/2019	52 EXCELSIOR	WOODSIDE AVE HE	Patron stated,"I was trying to get on the woodside and Hernandez stop and I asked the driver to come up a little bit from the stop because its a tight space and there is a fire hydrant at the corner, I cut myself on a tree branch trying to get in the bus because the driver would not move up. He refused to accommodate me and Im in a wheel chair and disabled."
565818	3/30/2019	7 HAIGHT/NORIEGA	22ND AVE IRVING S	Patron states, This is the second ada complaint. Drivers are not stopping at the bus stop. They pull out ion the middle of the road and make us find a driveway somewhere to come out to the bus. They claim if he stopped at the bus stop he would block the intersection. I take the 7 all of the time and all of the other drivers stop at the bus stop. It is like this guy never heard of a bus stop or he does not know how to drive. It puts myself, elderly people in danger having to go out into the street to get to the bus.
565825	3/30/2019	7 HAIGHT/NORIEGA	15TH AVE LINCOLN	Patron stated: "The driver pulled in so that the bus was about , ghe front door was only accessible by a curb a foot wide, it was impossible to get to. Im on a knee scooter, the driver pulled back a little but was in the middle of the street, but I couldnt get on with out the ramp. So he moved the bus back, but I still couldnt get on, so just he took off."

565826	3/30/2019	7 HAIGHT/NORIEGA	LINCOLN WAY 15TH	Patron stated: "This driver didnt stop at the curb , so I had to go into the street which was dangerous, the street is slanted and I almost fell over. He did wave after I yelled out at him. For elderly and disabled people they need to pull to the curb. This is the 3rd time this happened today"
565828	3/30/2019	49 VAN NESS/MISSION	VAN NESS AVE MC	Patron stated: driver didnt stop short of red curb bus thats an indication I will have problems with driver. A man was in wheelchair as well normally the driver stops where wheelchair person is, we went to driver and said I need lift. The driver started to mess with me, I have a disability, the ramp can lift so its nice and smooth but driver said he cant do it. I had to turn around and go backyards this was all on film. I got on bus and out my stuff in correct place, I asked driver he stopped at Jackson and he said I dont know. The next stop he didnt put lift out and opened and closed door. He than said I should of told him where I wanted to go, he said he didnt know if he stops and Jackson he was lying. I than had to walk hilly blocks to Jackson. This is very rude and nasty I dont know what his problem was.
565832	3/30/2019	T THIRD BUS	SPEAR ST MARKET	Patron states: Please text me vs calling me to respond to this complaint. I had this same operator yesterday afternoon and today at 5:26pm on the T-Shuttle bus from Spear/Market St. I am disabled and travel with my service dog. Yesterday when we boarded the bus, female operator told me to get to the back of the bus with my service dog as shes allergic to my dog. She was driving so fast that I could barely move to the back with my dog. And she only sneezed once! Today, we sat in the forth seat from the front and this same operator did not even sneeze once! I felt being discriminated and harassed. I want something to be done with this operator. Thank you
565839	3/31/2019	N JUDAH	22ND AVE JUDAH S	Patron stated, that "I am a senior and disabled. I was at the back door to board the IB/N. The back doors did not open and I am slow walking to the front door. The driver pulled away before I could get on the bus at the front door."
565857	3/31/2019	24 DIVISADERO	PALOU AVE 3RD ST	Patron states, I got on the bus. I sat down with my 2 service dogs. The driver was mulling around in the front of the bus and said it is not time yet. When I asked him when we were leaving. He said he was leaving when we would be leaving. He then exited the bus and blocked the tires. He then returned and was extremely agitated at me. He was swearing at me. He made sure that I got the bus number, 5811. You can tell me that to my boss. I do not care. You are not my boss and you can go fuck yourself. He then rode off on his skateboard. I am not sure if he is going to let me on the bus when he returns or if he is even returning for his bus.
565860	3/31/2019	31 BALBOA	EDDY ST FILLMORE	Patron said: They need to have something clearly marked when they temporarily relocate the bus stops. I walked two blocks. I am very handicap. It was a hike and I dont want to be standing at corner of Eddy and Buchanan.
565885	4/1/2019	KT INGLESIDE/THIRD	3RD ST.	At the outbound Marin St. stop the handicapped (blind) announcer of next-train and other info is continuously active. It looks like someone severely damaged the activation button.
565897	4/1/2019	30 STOCKTON	FEW STOPS FROM	Patron states, "I think the vehicle number started with a 5. Run 303, #30 Stockton bus to the Marina. I flagged the driver at the bus stop which was painted on the yellow pole, bus stop for the number 30. I am disabled and walk with a cane. I usually flag the bus by raising my cane to be seen, not to be rude. As soon as I got on the bus the driver told me that it was very rude for me to hold up my cane to flag the bus. She also said that was not the bus stop. I replied, that there was a number 30 written on the yellow pole. I then asked her why it was rude to raise my cane? I never heard that before and in fact other drivers have told me before, thank you for holding up your cane, I can spot you right away. I was genuinely surprised and shaken and wanted to know why it was rude. I asked again, why rude and she refused to speak to me and shook her head. Then she stopped about a block away from the bus shelter and said I could get off and wait for the bus route to start again. I said that I really did not like how she was extremely rude to me and it really shook me up. I wanted to report it. I did not think there was any reason to treat me that way. I was just trying to be genuinely seen."
565920	4/1/2019	14R MISSION RAPID	MISSION ST 2ND S	Patron stated, I was waiting for the bus along with another patron and the bus passed us up. The bus was not full. I know she must have been on the phone I could see her talking into a device. In result of this it caused me to miss my ferry"
565923	4/1/2019	43 MASONIC	FRENCH CT HALLE	Im a handicapped guy with a walker and drivers dont like to pick up handicapped patrons. Today I was the the stop at french and halleck, the driver did not stop, but instead pointed to the the presidio transit tranfer center. He didnt even open the door or slow down. He should have paused before he left. The drivers had said he wasnt allowed to pick up patrons at that stop. Most drivers stop to pick me up. The issue is whether drivers have to pick up at that stop. There seems to be confusion among the drivers. it seems unclear. Id like to know what the rule is.

566002	4/2/2019	9 SAN BRUNO	N/A	Patron states that, "I got on the bus at Van Ness and was on my way to General Hospital. Right when I was going to get off at 21st and Potrero, the driver hit the brakes very hard and I fell. Some drivers are very skillful but this driver hit the brakes very hard. I couldnt get up and needed assistance from another passenger. I am now in a lot pain."
566037	4/3/2019	30 STOCKTON	STOCKTON AND	Patron states:"When I got on, (I have a service animal) When I got on she wouldnt open the back door. I got on through the front and she said service animal? I said yes she said nice dog. She continued to tell people to cover their mouths to cough. She passed up stops where there were elderly people, she yelled through the speaker. She was really loud. Just her overall demeanor. It was all very condescending."
566042	4/3/2019	54 FELTON	3RD ST INNES AVE	ADA Patron states " I was waiting at the bus stop for the 54 and the driver didnt stop and she just kept going. I got the bus number. Im disabled and its raining out here. "
566065	4/3/2019	44 O'SHAUGHNESSY	GLEN PARK STA	Patron stated: The bus driver did not completely stopped into the bus stop, because she was too busy eating. She barely crossed the intersection and she did not pull up for the patron; forcing everyone to walk to the bus. I am disabled and it is difficult and sometime I dont get a seat.
566074	4/3/2019	5 FULTON	MCALLISTER ST VA	Patron states: This driver refused to open the front door. He saw me with the suitcase and he didnt even pull up to the curb; He pulls up about a foot from the curb and refuses to open the door, that means I would have to lift it on the bus and I risk hurting my knees... I went up to the front of the bus and I said what is this about?, and he said something about why dont I get off the bus now and Ill open the door now. I went and sat down and pulled out my phone and I said Im reporting this now... the lights on the bus says 433. Im complaining about the driver not pulling to the curb and refusing to kneel the bus.... his bus was not crowded.
566098	4/4/2019	5R FULTON RAPID	VAN NESS AVE MC	Patron stated: buses came 5r came first some guy in black asked me are you trying to get on bus I thought he was homeless person but it was new driver and he said you cant bring it on "the hand truck" I have ada issues I also said Mr.west told me to put it where the wheels are and he didnt listen to me at all. Driver would not listen and when he got to his driver seat he just closed the door and drove off. he needs to be fired.
566107	4/4/2019	5 FULTON	MASONIC AVE FUL	The patron stated, "The bus arrived, I went to the door and said I need the lift. The driver started running her mouth in a very rude way. She said, you cant bring that on. I told her that I have a disability and I was told where to put this on to keep the hand truck out of the aisle. When she said, youve said this before I mentioned, Mr. West told me where to put it. I said, it sounds like you havent contacted him about it. She said, thats not my job. To myself, I thought, Ill make a complaint and she and her supervisor and Mr. West can discuss it. Ive had this same problem w/ this same operator before." Patron declined a neutral accessibility hearing.
566109	4/4/2019	38 GEARY		Per the Patrons 311 Print out mailed in tho the Agency: Drive walked back to request two Asian women move their walkers to make aisle space. When one woman failed to acknowledge the driver's request, he said something like, "Don't you understand English, huh. Then you shouldn't be riding the bus."
566114	4/4/2019	1 CALIFORNIA	VAN NESS AVE SAQ	Patron states "The driver let me on the bus and kept running his mouth. This is an ADA complaint I do have a disability. At first he would not let me on. Looks like the driver is calling a supervisor. I am going to let Mr. Matthew West know what happen so he can look at the tape and go from there."
566115	4/4/2019	7 HAIGHT/NORIEGA	BEALE ST MISSION	Patron States: I pushed the button to get off at beale and mission but the driver didnt stop to let me off. the driver let me off at beale and howard instead which means i has to walk an extra 10 minutes to get to work. It was the bus that departed 48th and ortega about 1:20pm or 1:24pm

566155	4/5/2019	KT INGLESIDE/THIRD	EMBARCADERO ST	I have sent over 20 complaints about the daily delay issues that exist with the T line from embarcadero towards mission bay. I commute daily and the T train is never on a regular schedule. Trains are showing every 30-45 minutes which is inexcusable. Durning construction the bus shuttle system was perfect and always on time. Now that the t train is back and up running, it is always late delayed and never on time causing hundreds of commuters to be late to work. Nothing is ever fixed and muni refuses to do anything. The station attendant also said that you pull t trains off to help other lines causing more issues for us commuting towards mission bay leaving hundreds of people stranded on the platform regularly, then only sending a 2 car train which does not help the issue as they wont fit and have to wait another 30 minutes for the next train. People are losing their jobs because of muni negligence of this issue. Handicapped people are stranded for excessive amounts of time as well.
566168	4/5/2019	30 STOCKTON	VAN NESS	While I was supporting a student with Autism who rides this same route every Thursday and at the same time, the bus driver stopped the bus abruptly, yelling to the entire bus "are you alright?", "are you alright?", then she pulled over and would not move until someone answered her, Everyone was completely confused by her request, so I finally interject saying "who are you talking to?" and she said "to that guy in the back coughing all over the place", to which I replied "Sean?, he has Autism and he can not help it"....This was so humiliating to him and the whole bus knew it. When we exited at Divisadero and Chestnut, she even told me that she remembers him, but, because she is used to seeing him with another staff member she wasnt sure. This student has Autism and his disability is very much apparent within less than min of observation and this incident, based on the fact that she knew who he was, knew he was not answering her, and that the behavior was not recognizable to anyone else including myself, was clearly a "calling out" and I would even say"bullying" based on the fact that she was not genuinely concerned about his care and the manner and way in which she reacted was more abut and interested in shamming him.
566180	4/5/2019	25 TREASURE ISLAND	BEALE ST	The driver arrived 10 minutes prior to boarding resulting in missing the bus and my art submission to 111 Minna gallery. I was working 2 mount on that art piece. Please fire that bastard. Thank you.
566183	4/5/2019	F MARKET & WHARVES	17TH ST CASTRO S	ADA Patron states: "I am on the streetcar at 17th and Castro and the driver has told me that I have to get off even though this is not my stop. I am in a wheelchair. The driver is also smoking a cigarette in the Muni zone as well, which he also did at Jones."
566197	4/5/2019	24 DIVISADERO	DIVISADERO ST HA	Patron stated " I am disabled and the bus comes the bus is full only in the front the driver refuses to tell the people to move to the back and waits there for a few minuets then just takes off.
566201	4/5/2019	38 GEARY	GEARY & 9TH	Patron Stated: I boarded the bus and the driver just started driving and didnt even wait for me to sit down I. almost over due pregnant 5 days from my due date and he literally closed the door and drover off. I was still in the front with him as I just paid and I wasnt holding on to anything as I was preparing to have a seat and I said to him what are you doing I wasnt even behind the yellow line or sat down yet.I said what are you doing, and then he finally stopped, and allowed me to sit down.
566209	4/5/2019	14R MISSION RAPID	DALY CITY BART ST	(Confidential, please dont release my personal information) Driver of bus 6649 did not lower/kneel the bus even when he saw me struggling walking with my walking cane upon entering or getting off the bus. However, he lowered/kneeled the bus for an Asian female passenger who took the bus at the Top of the Hill, Daly City. The trauma on my knees caused by the discourtesy of drivers such as this one causes me additional pain and the possibility of additional injuries. Please provide sensitivity training and remind them that no 69 years old person walking with the assistance of devices like the walking cane enjoys carrying it nor does it for pleasure or fashion. Thank you.
566221	4/6/2019	43 MASONIC	3RD ST PALOU AVE	Patron stated: "He was at a stop light, I was running through the concourse. He was supposed to stop at 3rd and Palou. We were waving at the bus, he saw us. He passed the stop and drove and stopped half a block up. We thought it was so he could let us on. There were passengers that got off that were supposed to get off at 3rd and Palou. Those passengers had to walk back to the stop he passed. That lets me believe he passed the stop so he did not want to stop for me and my lady friend that is disabled. No one was out there but us. We were going towards the bus but he just pulled off."
566238	4/6/2019	31 BALBOA	CIVIC CENTER STO	Patron states: Yes, I want Muni to respond to me via email on this complaint. This happened today between 10:15am - 10:30am. I am totally blind and hearing impaired. I took the #31 from Civic Center towards 1390 Turk St. I asked the operator to help me to a seat as I am blind. He did not help me but responded with So what! At some point he grabbed me by my coat which I did not like it. Also somebody hit me on the bus because I did not sit down in the seat. Operator did not call out the stops and just told me to get off at this stop, which I now dont know where I am! This operator was so rude and nasty to disabled people that he should not be working for Muni! Thank you

566239	4/6/2019	49 VAN NESS/MISSION	MISSION	<p>Bus driver was refusing to use wheelchair lift for Hispanic lady with disabled child claiming that it was a stroller at first then claiming there was not enough room on bus. Her family had already boarded but the driver tried to close the doors and drive away leaving the lady and special needs child at the curb. I yelled for the driver to stop and reminded him that he works for the citizens and he needed to stop and let the lady on the bus. Many people joined in defending her right to board the bus with the girl in the wheelchair.</p> <p>I have never seen a more unprofessional bus driver. I was in shock when I saw it was a severely handicapped little girl who the bus driver was refusing service to. I speak Spanish and informed the lady once she boarded that I intended to file a formal complaint against the driver for attempting to refuse service. He shouldnt be driving a public transit vehicle if conducting himself in that manner. I urge you to take serious action against this incident.</p>
566250	4/6/2019	KT INGLESIDE/THIRD	3RD ST CARROLL A	Patron stated, "Why does it take so long for the train to arrive on the weekend?"
566256	4/6/2019	14 MISSION	11TH ST MISSION S	Patron indicated "I was waiting on the bus when the driver pulled up and told me that he could not pick me up. He said there were too many people already sitting in the handicapped places. I am in a wheelchair. There were no other wheelchairs in the bus."
566258	4/6/2019	KT INGLESIDE/THIRD	#539 435 CHINA BA	Emergency exit gate is locked
566275	4/7/2019	44 O'SHAUGHNESSY	SILVER AVE MISSIO	Patron states it is posted that talking with the Operator, that there is another driver that is talking with the driver. Patron states she does not want the driver to be distracted because she can not stop talking to this driver. The information listed is for the driver that was not driving the bus.
566289	4/7/2019	Not Specified	N/A	I would like to request bus shelters in front of San Francisco General Hospital on Potrero Ave between 22nd and 23rd, northbound (inbound) for the #9 and #33. It is unconscionable that people have to stand in the rain in front of a hospital.
566320	4/8/2019	N JUDAH	CABRILLO ST LA PL	Patron states: Yes, I want Muni to call me and I want a copy of this complaint send to me by mail as my internet is not working. I am disable and can hardly walk. I waved at the operator while I was heading over to the ramp at La Playa/Cabrillo to board. He looked at me and saw me going all the way around to get to the ramp. He did not open door. Someone hold the door open to let me on. I was only taking the train for x2 stops. He said I did not pulled bell to request my stop, which I did, and dropped me off at the stop after. Now I have to walk to my intentional stop. Muni operator should be assume whether a person is handicap just by looking at the appearance! It was the train right before vehicle no. 1490B.
566325	4/8/2019	9R SAN BRUNO RAPID	MARKET ST 7TH ST	Patron states. I am in a wheel chair waiting at 7th and Market. A bus, a 9R. It was there for maybe 10 or 15 seconds. He did not open the door for me. He waved his hand to the bus that was arriving right behind him. Unfortunately that 9R was so close to the first bus that I think he did not see me and drove by. 6662 935 am This was the second driver that was right behind the first 9R. The first bus had plenty of time to let me on and not disturb the driver behind him. Possibly Asian or Caucasion driver.
566352	4/8/2019	5 FULTON	MCALLISTER ST JO	<p>Patron stated, "Both buses passed me up and Im handicapped and I was waiting for the bus in the red zone, I am not able to walk that fast the bus didnt wait for me to get on and drove off."</p> <p>Bus#7288 and Bus#8267</p>
566370	4/8/2019	49 VAN NESS/MISSION	MISSION	Man in wheel chair asked driver to stop right after the right turn from Van Ness into Mission and driver completely imgnorrednrequest (several people chimed in) and didnt let the man off until the next stop 2 blocks away . It was really disturbing wat hung him wheel away and the bus driver not excepting responsibility even though several people pointed out to him that he had missed the stop. I am answering yes to ADA question due to the circumstance although this incident probably doesnt qualify.
566379	4/8/2019	N JUDAH	MARKET	There is an overhead pipe which is leaking onto the walkway between the platform and the elevator. The pipe has been leaking for over a month. The puddles are too big to step over or around. On Monday morning, i slipped and almost fell.
566381	4/8/2019	43 MASONIC	9TH AVE JUDAH ST	Patron stated, that "I was on the OB/43 when we arrived to 9TH and Judah. There was a 6/Parnassus literally inches ifo of us at the stop. I asked the driver if he would honk so I could make the transfer to the 6. The driver refused to honk for the 6. The driver just looked at me and did not respond." (Caller is 71 yrs old with a spinal disorder)
566403	4/9/2019	22 FILLMORE	FILLMORE ST HAYE	Customer stated "I was waiting towards the end of the bus stop. He pulls up in the middle of the street, people boarded there. I have a large case with medical supplies, I cant move over to his position. He saw me there but decided to leave. I yelled "5451, you are being reported" and he stopped and I had to go out to the street and I asked him to lower the lift."

566404	4/9/2019	14R MISSION RAPID	ATTON AND MISSI	Patron said: I am mobility disabled. The bus pulled up. People got on and driver said hurry up and rushing everyone. Rudely said to me in a loud voice (demanding voice) to me to get behind the yellow line. He yelled this in front of other customers and was demeaning to me. Driver said :get back behind the line". People still putting in fares and he takes off. He also sees I have disabled card.Driver has no concern for safety of people or disabled. He was exceeding the 25 mile limit. From Atton street to 30th and Mission. He was in a rush. No doubt about that. I was concerned I might fall down and the only thing he was worried about was me getting behind yellow line. He did not say anything to the other people that were not behind the yellow line, only me. I think this is racially motivated. I am Native American Indian and do look white. Driver had no concern for the safety of the customers. He is a liability. He slammed on break and bus lurched forward because he was speeding. He was endangering mine and everyones safety and it was a packed bus.
566408	4/9/2019	5 FULTON	Jones and McAllister	Patron stated, "Both buses passed me up and Im handicapped and I was waiting for the bus in the red zone, I am not able to walk that fast the bus didnt wait for me to get on and drove off." Bus#7288 and Bus#8267
566416	4/9/2019	31 BALBOA	EDDY ST LEAVENW	Patron indicates "I was getting off the bus on the chair lift. I use a walker. I dont know how he did it but the lift damaged the wheels on my walker and I have pain. The driver told me a MUNI supervisor was going to come here and he has not."
566418	4/9/2019	31 BALBOA	EDDY ST LEAVENW	Patron stated that "I want to talk to a transit person. I got hurt on the bus and the bus driver said the inspector was going to come talk to me and he took off. Ive been waiting over 30 minutes now. I left my house at 12pm and now its already 1pm. I was getting off the bus...Im in a walker. He started going while I was still getting off the bus and he ran over my walker so now I cant even go anywhere. I need to go to the hospital. You all need to call me an ambulance and MUNI can foot the bill for it."
566433	4/9/2019	19 POLK	25TH ST WISCONS	The patron stated, "This driver would not get off his tail to help me and I am in a wheel chair. My wheel chair slips with the wheelchair lift. The driver said he couldnt help, but all the other ones did. Another passenger had to help me. This is not right. The driver should assist the passengers, especially ones that are using wheelchairs. "
566441	4/9/2019	2 CLEMENT	KEARNY ST SUTTE	The patron stated that I was waiting at stop Id 16596 and the 2 clement just went right past. im a ADA patron and waved my cane and he kept on going, he was not even in the bus only only lane. The run number 066. I think the vehicle number was 5348. The bus was not even full.
566443	4/9/2019	19 POLK	MIDDLEPOINT	Bus showing 766 as drivers number in the front window coming from the Shipyard failed to turn onto Middlepoint from Evans and continued downtown leaving a number of people, including a woman in a wheelchair, stranded at the stop named above. Many drivers on this route make this violation since the route has been changed due to construction on Middlepoint. PLEASE ENFORCE DISCIPLINE AND DO NOT LEAVE US STANDED.
566450	4/9/2019	KT INGLESIDE/THIRD	4TH ST KING ST SA	I was waiting for over 30 minutes for the train its unexceptable - why is this line delayed when other areas are serviced with more trains I would like a call back Do not call between 9-5 Mon-Thurs Only call on Fridays only Ensure you read this complaint before you follow up with complaint
566485	4/10/2019	Not Specified	N/A	Caller stating that the passengers are not adhering to the Muni stroller rules and drivers are not enforcing While on-board, strollers must: Be under the owners control at all times Have the wheel break set CANNOT BLOCK the aisle or interfere with the movement of passengers CANNOT BLOCK or ride in the securement area (seats reserved for persons in wheel chairs).
566503	4/10/2019	J CHURCH	CHURCH ST MARK	Patron states that, " The J did not stop for wheelchair passenger. I was walking to the stop and waving the passenger down and they saw me and did not stop they just kept going. I think that other people should apply for this job because I cant help that I am disabled and it is not right. I think that disabled people should be treated as human beings and it is not right. He stopped and then didnt wait and now there is no bus coming." Ongoing issue

566508	4/10/2019	1 CALIFORNIA	15TH AVE CALIFOR	I was just walking across california at 15th and the 1 california going IB almost hit me. The operator didnt even slow down, I had to hurry up to get out of the way. I have a cane to steady myself after back surgery. I actually saw her through the window of the bus, we made eye contact, and it looked like it she was giggling at me. I estimate she was going around the high side of 25 mph. I was not injured.
566510	4/10/2019	KT INGLESIDE/THIRD	WEST PORTAL S	Patron states that, "I Couldnt find a place to sit and I asked the driver to make an announcement for people to move since I am a disabled American using a walker. The driver gets angry with me and opens the door and yells at me instead. He then begins give me a sociology lesson telling me to speak up and ask someone to move. The entire time that I was riding the train he did not announce a single stop. There were seniors trying to exit out the Muni and a group of teenagers eating ice cream were in the way of the door and he wouldnt do anything about it to make sure that passengers were safe and able to get off. Driver not aware or acting as if he did not care . Needs to hire ADA sensitive driver and people who have a heart for seniors and disabled. Suggest that they move this driver to another line and have him retrained."
566518	4/10/2019	57 PARKMERCED	SKYLINE BLVD SLO	Patrons states that, "bus has not come for over 45min!! Then called and was told about 10 min and still no bus has come and now it has been over an hour. A lot of elderly people depend on this line and and this is not okay."
566522	4/10/2019	WELL/MASON CABLE C	POWELL ST ELLIS S	ADA Pedestrian stated: Im disabled. I just had an encounter with cable car 23 on Ellis and Powell. I was crossing on the green, the operator he had a beard and is Caucasian. He yelled at me to get out of the way. I had the green to cross the street. I said, sir I have the walk street. Im impaired. He mimicked me and said, blwa mwah. He made fun of my speech pattern. I do not think its funny to make fun of my speech pattern! I do not think thats funny. I had brain damage to my speech from a stroke. Its not professional for a driver to make fun of me! I can not help it, I have had a stroke. Im disabled. It hurts to be disabled, Im the one in a walker. Im not comical. Its not nice. Theyre making a lot of money from the City and representing the City. He completely humiliated me. Its not right. Its not funny, it humiliates me.
566562	4/11/2019	38R GEARY RAPID	VAN NESS AVE OFA	Patron states the bus was really crowded. There was an elderly man getting on the bus.He was holding on to the pole to support himself while holding his cane.The doors open injuring his hand, his hand got stuck.Its bleeding, he is shaking.He seems very shaking up by this.His arm is shaking.The driver is very aggressive. Ive rode the bus with him before he screams at people.He need communication training and anger management training.We need a ambulance for this elderly man, someone who speaks Cantonese. The ambulance is here.Run#477
566576	4/11/2019	KT INGLESIDE/THIRD	OCEAN	I would like to describe 2 incidents on this same ride. The first involved a wheelchair passenger at Forest Hills station. The driver repeatedly closed the doors on the passenger in the wheelchair trapping them between the doors and platform. It was appalling and riders had to assist the passenger out and yell to the driver to hold the doors open. I was travelling with my 80 year old mother and 13 year old son. I requested a stop for Ocean & Westgate and by the time we reach the door to exit, she shut them and would not allow them to open again. We were at a red light so i walked to the front to let her know we were trying to exit and she snapped at me that she had opened the doors. Unfortunately she only allowed us a couple of seconds. There is no platform at this stop so you exit in the middle of traffic--giving folks time (especially with elderly and children) is necessary. This is dangerous to rush people off in to flowing traffic. To add injury to insult, she was incredibly rude raising her voice at me. I get these drivers are Union protected but this conduct is inexcusable regardless and should not be tolerated if for no other reason than safety. It would appreciated if they were not blatantly rude and disrespectful to riders. In order to improve ridership--these type issues must be addressed and the public confident as such. I dont expect that she will readily admit to anything so I urge you take a look at the cameras on this date between 1:30-2:00. You really must see this poor lady in the wheelchair.
566579	4/11/2019	38R GEARY RAPID	6TH AVE GEARY BL	Patron stated, "I have a service animal, when I get scared or nervous she started to bark and the driver started yelling that my dog should be quiet when she is working,. When I got off the bus I told the driver please dont tell me what to do because you do not know what my service animal is trying to do and then she shot a peace symbol at me as I was taking her picture so I could give a description of her. "
566593	4/11/2019	S HAIGHT/PARNASSUS	HAIGHT ST GOUGH	Patrion stated, "I was at the stop the bus pulled up and the driver refused to let down the ramp, I am disabled , I walk with a 5 staff and a rolling luggage rack. The driver left the bus about 5 from the curb. The driver left with out me. She has down this before. "
566595	4/11/2019	N JUDAH	JUDAH ST 19TH AV	ADA patron stated: Its terrible these 68 cars. Those of us with back injuries get canned. I think its a stupid, stupid decision. Just last week, we heard that the new cars will have only 4 seats. How many people will be fighting over these seats? I just met more seniors who cant ride sideways. Its not the right decision for the disabled and senior communities of San Francisco. Youre going to have people crying. There are hundreds of people who need front facing seats. Its wrong. And they need to put back seats for the public.

566599	4/12/2019	N JUDAH	19TH AVE JUDAH S	Patron stated: " I cant ride the next new 50 trains that do not have enough seats especially for people who have disability. The new 50 trains would only have 4 transfer single seats on one side and two on the other towards the back. I need the front forward facing seats due to my spinal injury. There were a lot of concerns with Muni plans to have new trains with these sideways seats during todays meeting with senior with disability at the Unitarian center. This is just a conversation meeting and it wasnt an agenda meeting. A lot of people need a transfer forward seat and not sideways its makes it impossible for people for senior and people with disability to ride the new trains. The sideways seats are not conducive to people with disability. We need forward facing seats and not side way seat. The rush hour crowd are able body crowds. It is the other 50 percent of riders that have special needs and the forward seats are needed and now Muni wanted to to torture people with disability by having these side way seats. With the old trains there are 10 seats on each side and we can almost always get a seat and it gives us back support. I have a back spinal injury thus a big back problem and I am a disabled person and with the new side way seats it will cause more injuries. There are a number of other passengers who suffer from motion sickness , and there are a number of pregnant women and they are not comfortable with the sideways seats . Theyve told me that they would not ride Muni trains when there were no seats that can support them . They told me that they would either take an Uber and Lyft. There are other people who suffers from sciatica nerve pain, escoliosis, people in accidents, that would suffer sitting from the new side way seats. There are too much vulnerability to have the sideways seats and not enough forward seat. When seniors realized that they cant ride these new cars and its being uproar, and not just for senior but also going to be upsetting for all riders that have to witness seniors and other people not being able to get forward facing seats. Muni should be in the business to provide transportation not eliminating it. There are a lot of good will people that wanted to help and one lady told me that just because shes able to ride that doesnt mean she doesnt care about others. I was trying to find out how riders felt about the seeing 68 new trains with the only side way seats."
566600	4/12/2019	30 STOCKTON	5TH ST HOWARD S	patron stated that "patron would like to have either the 30 or the 45 bus line have a stop on 5TH Street due to the fact that the patron needs to go to medical appointments due to a disability"
566608	4/12/2019	21 HAYES	MARKET ST 6TH ST	Customer stated "African American driver gave me a nasty look and refused to let me board. He waved me off. I am disabled. He did it to me yesterday too."
566622	4/12/2019	23 MONTEREY	BOSWORTH ST DIA	ADA patron stated... I am in a walker and there is a problem with the 44 and 23 bus line. The are a lot of strollers that board these buses. And the drivers let them use the front seats (that fold up) for the strollers. There is no room for me to sit. And I have to fight my way off the buses and my wheels gets locked up with the strollers. When I ask for them to move the strollers they ignore me.
566625	4/12/2019	L TARAVAL	N/A	I waited for almost half an hour to take the L tain that was supposed to show up in 3 minutes according to the gps and the screen. the train vanished from view and here in the night we are waiting for so long rather than going home to rest. it is a very poor service.
566628	4/12/2019	F MARKET & WHARVES	MARKET ST 5TH ST	Patron states: "The ADA ramp at 5th and Market is broken, and the operator had to go past this stop and let an ADA patron off at 3rd and Market due to this issue."
566651	4/12/2019	KT INGLESIDE/THIRD	THIRD STREET	This making people wait 30 minutes for a train to go the the Black/Poly/Asian/Latinx part of the neighborhood while sending trains every 10 minutes for the white parts has got to stop. We know that this is central office choice as we had excellent service with the bus bridge. And I dont want a permanent shuttle... the neighborhood needs bus service e from City College to Pier 39 like the old 15. No BS, either underground the whole line or do away with T because right now your practices on this line are blatantly and systematically racist, as are your future plans. I mean actionable racist
566675	4/13/2019	22 FILLMORE	IRRELEVANT	Bus driver allowed large stroller on board. Already not okay, because they are a hazard and danger to even mobile persons, but when wheelchair passenger boarded, he couldnt get into spot, even after mother moved stroller, because bus was so crowded stroller was just in the way. Drivers need to enforce the no stroller rule and make adults fold them up. Every time. No exceptions.
566685	4/13/2019	49 VAN NESS/MISSION	OCEAN AND PHELA	Patron stated: "Im raising my hand for the bus and shouting and then he stopped for a little bit and then the bus left. The drivers need more training with passengers with disabilities."
566686	4/13/2019	19 POLK	LARKIN ST MCALLIST	Patron stated "We were standing at Polk and McAllister waiting for the 19 Polk. The driver looked at us then the light changed yellow and when through the light. He did not pick us up. I am disabled and cant get the the next bus stop.
566689	4/13/2019	19 POLK	POLK ST MCALLIST	Patron stated "We were standing at Polk and McAllister waiting for the 19 Polk. The driver looked at us then the light changed yellow and when through the light. He did not pick us up. I am disabled and cant get the the next bus stop.

566701	4/13/2019	KT INGLESIDE/THIRD	OCEAN AVE	Driver: - was very late departing Balboa Park. I walked by him when he pulled in and it took more than 10 mins for him to pull out. NextBus indicates the run was at least 8 mins delayed. - had disabled all onboard announcements and made no verbal announcements - left the boarding doors open at this stop for an extended period of time, despite there being no passengers on the platform and it being very cold and windy outside (time of day was after 11pm)
566704	4/14/2019	F MARKET & WHARVES	6TH ST MARKET ST	ADA patron stated that, "The asian driver refused me to board, there was room, I asked for the ramp, I am ADA. He opened the door and refused to put down the ramp. He lectured me that I am not coming on board with my stuff."
566709	4/14/2019	JUDAH BUS SUBSTITUT	JUDAH ST 31ST AV	ADA Patron Stated, "The driver of the N Judah Shuttle bus let me off on the concrete platform where theres no break, no ramp. I asked how am I supposed to get my wheelchair down and he just drove off."
566715	4/14/2019	47 VAN NESS	HARRISON ST 11TH	Patron stated," I was waiting for the couch and the driver pulled up and the driver told me that passengers would not move out of the wheelchair area so I could get on."
566725	4/14/2019	KT INGLESIDE/THIRD	3RD ST REVERE AV	Patron stated," I took the T train at Revere and 3rd Street . The elevators not in service at Powell Street was not listed and the elevator was out of service. I went to the agent asked for an explanation. They apologized because he didnt know why it wasnt on the board. I boarded the train went to Montgomery and missed the movie that Me and my client who is in a wheelchair. After the disapointment in missing the movie I had to put my client on bus to go back home."
566752	4/15/2019	M OCEAN VIEW	BRIGHT ST RANDO	Patron states I am handicap and there is also a woman here who is about 80. We are both standing up. There needs to be a seat here. My leg is killing me. I would also like to say you should run shuttles at this time between 7A-9A to help with the service. I left my house about 7:30AM and there were 2 M Ocean Views trains back, but by the time I got there, they left, I walk with a cane. I could not run.
566755	4/15/2019	9 SAN BRUNO	BAYSHORE AVE A	Patron said: Bus stops past the stop where it is not wide enough for my wheel chair.
566784	4/15/2019	22 FILLMORE	16TH	Driver did not stop for old man at stop waving driver down to get her attention. I told the driver there was an old man waiting and she ignored me. There was another MUNI driver on the bus who witnessed it and he encouraged me to call it in. A few stops later, the driver asked me to move so she could open the window. The bus was freezing and she would not communicate why she wanted the window open. I felt intimidated by her and believe she wanted to make me uncomfortable in retaliation for pointing out her missed stop. Lastly, as I was exiting the bus, the driver delayed opening the door. Not for long, but long enough to make me uncomfortable. I frankly couldnt handle the demands of driving a bus. At this point it seems like neither can driver 1953.
566794	4/15/2019	14 MISSION	626 MISSION BAY N	She refused me on my 4 wheel walker with my 3 bags on groceries I just bought from grocery outlet she refused to open either doors to let a paying disabled customers on got it but she would let her now paying customers on her fairly last door I had on a older looking bluejean hoodie with my 2blue sweats on got it and my tan Google tan hat on and too she needs to be terminated all together and she speeds done the road all the time and does this to everybody got it
566814	4/16/2019	KT INGLESIDE/THIRD	EMBARCADERO ST	T trains coming only every 30 minutes and then only a 1 car train not allowing all passengers on that have been waiting on platform. Including handicapped in wheelchair unable to board due to muni negligence. Ongoing issue. Please fix your T line service delivery to support all the people going to mission bay!
566828	4/16/2019	21 HAYES	MARKET ST STEUA	Patron states: "This Operator pulled into the bus stop and parked. I asked him why he was just sitting there he stated he was on break. This is fine except he is taking his break in a loading bus zone forcing us into the street to board the bus we needed. This is an ADA complaint and I find this unacceptable and would like to be contacted by Muni"
566831	4/16/2019	N JUDAH	31ST AVE JUDAH S	Patron stated," The N bus shuttle service bus #8347 dropped me off at the cement platform and I had no way to get off of it. The next bus #8199 stopped in the center of Judah and 31st and did not pull up to the platform, he drove right by me. These drivers need to be informed on how to pick up passengers in a wheelchair. Until this stops I will keep calling."
566837	4/16/2019	19 POLK	CRISP RD PALOU A	Patron states When coming inbound on the 23 when the bus reaches 3rd and Palou, the announcement says "this is the last stop" when it still has to approach the shipyard and loop back around back to 3rd and Palou. It has been doing this for years. Some of the younger drivers kick people off at 3rd and Palou. Please correct the announcement. We are 2 disabled senior citizens.

566842	4/16/2019	23 MONTEREY	CRISP RD PALOU A	ADA Patron states we are 2 disabled senior citizens and have been waiting for the 23 for 2 hours with no bus showing up. The drivers are not completing the route. The woods division muni control advised that there was a reroute due to an issue at Jerrold and Quint, however that is not effecting the area where the patrons are and have waited.
566853	4/16/2019	67 BERNAL HEIGHTS	989 ELLSWORTH S	ADA patron... I want Muni to treat every one fairly no matter where the bus stop is located. I feel like the 67 line is not the same as other muni lines. This stop services a housing project. The bus service is not the same as in other areas. We get less service because it is a housing a project. The only time the buses come on time is when the kid are going to school. Otherwise the buses late. This happen more than once. This is a short route so this should not happen.
566857	4/16/2019	67 BERNAL HEIGHTS	ELLSWORTH ST AL	ADA patron stated... This bus is suppose to run every 20 mins. But it is running ever 40 minutes. Today when I was heading out to the stop, the bus was driving and it was early by early 2 minutes according to the muni app. I was walking across the street and it did not stop. Disabled people stand across the street to wait for the bus because there is no where to sit and the stop is in the street. The muni app on my phone was showing 37 minutes but the bus should come every 20 minutes. There are only 2 buses for this line and it is running every 40 minutes. This is the only bus that comes to the Alemany housing area. I dont remember the exact time, but some where around 2:20pm
566859	4/16/2019	Not Specified	354 LAGUNA HOND	Patron states I am a patient at Laguna Honda Hospital, was told by officer Handa that I was not using the ADA sidewalk and he can ticket me. I told the Forest Hill Station agent, that I come here every day and she knows. but she started harassing me and yelling to everyone that I dont have a job. She doesnt know. She should not be harassing me. I want Muni to call me. I want her name, She would not give it to me.
566895	4/17/2019	9 SAN BRUNO	POTRERO AVE 21S	Patron states: I am standing here at 725 waiting for the 9. The Operator just looked at us like we were stupid leaving myself and a person in a wheelchair behind. I pay for my clipper as required the Operators should stop instead of making me late for my doctors appointment
566905	4/17/2019	1 CALIFORNIA	CLAY	Three full 1 California busses came by this stop and did not stop. I understand they were full but that means you people need to ether run more busses or run larger ones. You can not force people to be late because you cannot plan. This is unacceptable and shows you all fail at your jobs.
566949	4/17/2019	24 DIVISADERO	N/A	Patron states that, "Its really crowded and theres kids sitting in the elderly seats and they dont get up. Im 65 and disabled and Im mad. Theres 7 kids taking up the seats and the driver doesnt say anything."
566950	4/17/2019	44 O'SHAUGHNESSY	SILVER AVE MISSI	ADA patron stated that: " 3 44s loaded the people then didnt have room for her wheelchair"
566956	4/17/2019	N JUDAH	CARL ST HILLWAY	Patron states "I put in the exact cash fare and it showed it was 50 cents short. The driver and i put back and forth and i only carry the exact amount for the ride and i wasnt going to budge. She gave me a ticket and it said i paid 2.25."
566978	4/18/2019	31 BALBOA	STEUART ST MISSI	PATRON STATES: I HAVE AN ADA REASONS WHY NEED TO HAVE THE BUS RAMP LET DOWN OR MOVE TO THE CURB. HE MADE A FUSS ABOUT IT BEFORE LETTING THE RAMP DOWN. THEN HE CALLED ME A GIRL. I AM 64 YEARS OLD AND I DONT LIKE TO BE CALLED GIRL. HE IS TOO IMMATURE TO BE DRIVING THE BUS.
566985	4/18/2019	Not Specified	6TH ST MARKET ST	Patron stated: driver refused to accommodate me and lower lift.
566997	4/18/2019	21 HAYES	MARKET AND 6TH	Patron states, "Senior, Disabled and taking my stuff to work. Bus 5803, think it was the 21 on market and 6th, Asian driver. Typical some of these. Refused to stop and let me board. It was deliberate and typical of these people who are nasty and rude. Some of the drivers are nice and some are just nasty. And when Im trying to get to work, these people act like they cant be bothered to stopped because I have a simple little cart I take on that is no bigger than a wheelchair. But Im allowed like everyone else to use it and because Im also disabled and Im trying to work and Im senior which adds insult to injury. Bus number 5803 was not full. There was room."

567010	4/18/2019	N JUDAH	CARL ST	<p>The seats in the new cars are too high! I am 51" and my feet do not touch the ground when seated. This is nuts. But it is also dangerous; if a car stops suddenly I am sent flying into someones lap because theres no way to hold on unless I am right next to a pole. PLEASE consider that everyone is not 56" or over. I feel like MUNI made a really stupid decision buying these cars that are only comfortable for tall people. Why are the seats so high?</p> <p>I do think the seat height is an ADA violation. Im 63. If I fall I could break a hip. If someone is less mobile than me, they have it worse and might not be able to sit safely at all on those seats.</p> <p>Also, I understand that if someone is blind they might not know what the stop name is, but the speakers on the trains (outside and Inside) are way too loud. While sleeping in my flat on Carl street, I am now awakened EVERY MORNING at 5:30AM (or so) by the N Judah announcing the Hillway stop. Turn down the volume; its really inconsiderate. Also on my ride from downtown last Tues evening, the announcements were WAY TOO LOUD INSIDE the car.</p> <p>What is going on at MUNI? Do you sit around and try and think of ways to make people hate to use the transit system? It sure seems that way.</p> <p>And then theres the ongoing debacle of packed trains, long waits between trains, then 4 coming right in a row with first train packed and others nearly empty.</p> <p>Its no wonder people give up and take Uber. You really need some quality control.</p> <p>Thanks for listening. I hope you can improve your services; otherwise, we shouldnt be paying for them. If you cant improve, at least riding MUNI should be free. But fix the seats on the new trains; they are dangerous to anyone who is not able-bodied or who is under 56".</p>
567022	4/18/2019	J CHURCH	14TH ST CHURCH ST	<p>Patron states that. "I have been here for about 20 minutes and no buses have come and 4 have gone on the other side and they are bunched together. This is not accessible . I try to take muni all the time but this just doesnt work and I am a senior."</p> <p>4:10pm - 4:25pm</p>
567042	4/18/2019	27 BRYANT	HARRISON ST 6TH	<p>Patron stated "I want to complain about the 27 Bryant that just left, he was at a bus stop waiting for the bus, the bus let a few people on and then he closed the door in my face. When I got his attention while at the stop he just shook his head and took off. He discriminated against me and my friend because we each have a large back pack, so I dont know why he did that. I am a holder of a disabled clipper card</p>
567047	4/19/2019	14 MISSION	MISSION ST 1ST ST	<p>Patron stated: "I was waiting at the 1st and Mission stop. I am in a wheelchair. I have a flashing light and I had that going so she can see me here from 2 blocks away. She kept going and did not stop. Me and another guy were standing here waiting for the bus and she kept on going."</p>
567057	4/19/2019	9 SAN BRUNO	POTRERO AVE	<p>We need a bus shelter in front of our county hospital, especially for all the seniors and people with disabilities, using crutches, walkers, canes, and dealing with serious health issues.</p> <p>04/22/19: Not Title VI, box unchecked, forwarding to Customer Service for processing. KLB</p>
567103	4/19/2019	KT INGLESIDE/THIRD	626 MISSION BAY N	<p>Whoever the operator was didnt do anything about or even willing to do anything about this far loud mouth Mexican caltrain customers running his mouth that wont even willing to move out of the train doors and not until the train pulled of did this job paying caltrain customers just threatening me got it you all need fare inspectors out on this n Judah line and t sunnydale lines around the clocks with sfpd because not just once in a while this is ongoing daily issues 24/7 with nonpaying caltrain customers every single day of the week got it and on each either whole routes from one end of the routes until the end got it look and the camera I had my 4 wheel green walker with my black leather jacket on and my tan Google tan hat on and look at the loud mouth Asian Mexican dude nonpaying caltrain customers running his mouth got it your operator needs to be terminated asap got it</p>
567122	4/20/2019	F MARKET & WHARVES	5TH AND MARKET	<p>patron states that, " i was at the inbound corner at 5th and market and I was at the elevator for the street car and the operator passed me by. I am in a wheelchair."</p>
567128	4/20/2019	21 HAYES	HAYES ST LARKIN ST	<p>Patron stated, "I was 3 or 4 steps away from the bus stop and I waved at the driver that I was coming and he drove right off. He sat there for a while and as I came up to him, he pulls off. He had full view of me. Theres no excuse why he did not see me. I was walking toward him from the front not from behind. Im 62 and have a degenerative hip problem. He was Asian but Asians are very rude to African Americans."</p>

567130	4/20/2019	J CHURCH	CHURCH	<p>I tried to exit the inbound J at Church & 18th at approximately 5:35 PM from car no. 2035 A. I requested that the stop be served as accessible via the blue button with the wheelchair icon that made an audible noise. The stop was not served as required. When the stop was not served as required, I pressed the button again, because there was still space between the non-accessible stop and the accessible stop. The operator ignored the button and continued on towards Church and 16th, which is not an accessible stop.</p> <p>I asked the operator for his name or other identifying information, which he refused to give. There was another muni employee on board, who interrupted my conversation with the operator to say that I should verbally request access. I disembarked at Church and 16th, using a passenger I was traveling with to bodily support me down the stairs. I was not able to disembark by myself, and only was able to disembark using this passengers support.</p> <p>Had I not been traveling with this passenger or had I been using a mobility aid, I would have been stranded until Van Ness station, because I doubt the operator would have served the accessible Duboce and Church station as required. This MUNI employee, not the operator, further made comments that because I was not using a visible mobility aid and therefore wasnt "easily identified as an ADA passenger", it wasnt the operators responsibility to serve the stop as required. The passenger I was traveling with and I had been discussing MUNI accessibility nearly the entire ride. We were very audible, and sitting in the blue accessible seats directly behind the operator.</p> <p>Is your policy not in fact that all stops are to be served as requested and required? What precisely *is* the point of the blue accessible stop buttons if they do not in fact serve as adequate advance notice for an accessible stop? What is your policy for a passenger that requires the service of accessible stops but is unable to verbally request a stop, or a passenger requiring an accessible stop who does not speak English? Per the 2000 U.S. Census, 112 languages are spoken in the Bay Area. What concrete steps have you taken and will you take to ensure that all operators follow your policy? What concrete steps have you taken and will you take to improve your policy?</p>
567151	4/20/2019	21 HAYES	MARKET ST STEUA	<p>Patron stated "The 21 comes up, the male Hispanic shows up, I think I have dealt with him before about this, I walked over to the ramp many drivers have let me use the ramp for my cart as I am an older person and disabled but this driver just refused and also lectured me about I dont have the right to use the ramp and need a medically approved device and so on. So I had to wait an hour or so for the next bus on top of the half an hour I had already waited, but on a good note the drive that came next was super nice on the 6 and helpful that kind of made up for the first driver but still the first drive was so rude."</p>
567153	4/20/2019	38R GEARY RAPID	ALL OVER SF CA	<p>The bus drivers pass me up constantly, and are disrispectful in all areas of the job, and forf some reason they know that they will get away with it. I believe i.d. theft and other illigal activities are going on. I feel that they are contributing to a set up in the underworld.</p>
567162	4/21/2019	29 SUNSET	CROSSOVER DR LI	<p>ADA Patron Stated, "I was waiting at the stop for the 29. I have a service dog with me. The 28 stopped and I did not get on the 28. Then the 29 just passed me up." *Caller insisted on a Video Pull</p>
567170	4/21/2019	F MARKET & WHARVES	BEACH ST JONES S	<p>Patron said: Beach and Jones to Stockton-- all of the stop id numbers have been covered up with black tape. I need access to stop id's. They have not been available for 6 months.Stop id have been covered at Jefferson at Powell, Jefferson at Jones Jones to Stockton I have called many time over the past 6 months.</p>
567175	4/21/2019	24 DIVISADERO	OAKDALE AVE 3RD	<p>Patron states I am waiting for the bus and the driver is here and on the bus, but will not open the door, he is on the bus and it is cold outside. Patron states, I am a senior and some seniors dont have a walker like I do.</p>
567180	4/21/2019	21 HAYES	GOUGH	<p>The driver went pass the stop, ignoring person of limited mobility waiting for the bus, and then waving after him.</p> <p>(The driver went so fast I couldnt notice the vehicle number.)</p>
567181	4/21/2019	54 FELTON	NEWHALL ST INNE	<p>Patron states: "The bus left 2 minutes earlier and left me behind. This time was provided by both 511 and 311/Nextmuni.</p>
567188	4/21/2019	5 FULTON	FULTON ST STANY	<p>Patron stated "Im in a wheelchair, I just broke my ankle and the bus was too crowded in the front but it was one of those longer double buses so there was room in the back. The driver comes up and tells me I cant get on cuz there is no room, I told him there was room and he still didnt let me on and he says so file a complaint so thats what Im doing. He closed the door in my face and took off, he couldve asked people to move to the back, I broke my ankle, Im in excruciating pain and for him to do that its not right. Ive been waiting for 20 minutes and hes not suppose to deny the public like that, Im sitting here crying now because of him. Theres a bus coming up its 7270 so it was the bus before this one."</p>

567222	4/22/2019	22 FILLMORE	CHURCH	Driver just told me the bus was too full. It wasnt as I could see 20 people get off the bus including a lady with a walker. He wouldnt ask people to move back though I asked him too. I could see into the bus and there was room ! Rude... Illegal ... he didnt want to fuss with my wheelchair and his actions delayed the bus and now Im late for my doctors appointment.
567242	4/22/2019	9R SAN BRUNO RAPID	11TH ST MARKET S	Patron states, "On the 9 R, going to the hospital. Got on the bus just now at Market and 11th. I am handicap and walk with a cane. Can hardy walk and can hardly breath. I asked the driver, do you stop at the hospital?. He just waved me to sit down. I again said, Do you stop at the hospital? He hollered at me to sit down. I leaned into the glass partition and asked again. He raised his voice and hollered , YES and waved me to sit down."
567244	4/22/2019	24 DIVISADERO	CASTRO ST 17TH S	Customer stated "I am an ADA with a cane. I got on the bus and there were no seats available, there were 2 mothers with kids sitting on the seats. I asked her if her child was disabled and she said yes. I told the driver about it, and he did nothing. Drivers should be educated regarding the policy for ADA and make an announcement."
567262	4/22/2019	22 FILLMORE	16TH ST POTRERO	ADA patron stated that" Driver was yelling at me that I couldnt take up 2 seats in the disable seats, He was saying that I cant have my bag on seat when there were 2 other people with there bags on the seat and he was just yelling at me. He was even saying that I i get a free ride when i pay every time. He made me move to back to the wheel chair seats which werent down and he wouldnt help me put them down"
567263	4/22/2019	21 HAYES	STEUART ST MARK	Patron stated "this is the 21 bus line and Im disabled and I was bring on my cart and little table on the bus. I have a cane and Im disabled and the driver did not allow me to put my stuff in the disabled section . I was told by the managers that this is where I should put it. this driver was telling me I am not disabled . He stopped the bus and would not move it. We are now moving but he did all this after he let me on the bus. After he yelled at me to pay my fare, I just got done with a appointment. "
567316	4/23/2019	22 FILLMORE	16th Mission	Patron Stated, "My mother was robbed on the bus Sunday. She is in a wheel chair and was wearing a green jacket and white pants. She was coming from church. Its a brown leather purse and had her passport, all her ID and jewelry in it."
567319	4/23/2019	N JUDAH	CARL AND STANYA	Patron States: "Im calling to report an issue with vehicle no. 1444a. For the last couple of months the automated announcement is not clear. I, being hearing impaired have a hard time hearing what it states. Another issue on this vehicle occurred today. I pulled the cord to get off the bus and a large metal fastener fell onto my lap. I handed it to the driver and told him that the cord was not working. I have been noticing a few maintenance issues with the vehicles on this route."
567330	4/23/2019	31 BALBOA	JONES ST TURK ST	Patron stated" I was sitting here at the bus stop the bus arrived and he did not pull to the curb. He let people off the bus and let 15 people onto the bus and would not let me on. I have a doctors appointment and I cant be late my doctor charges me if Im late".
567348	4/23/2019	Not Specified	MARKET ST 4TH ST	Patron said: This happened a month ago. I was at the Market and 4th st stop on my scooter and the bus could not let me off because the ramp could not lay flat and was not suitable for my scooter. Operator said there was a step that I would need to take my my scooter down and I cant do that. It was not safe for me to get off there. I had to be let off at the 3rd st stop.
567376	4/24/2019	14 MISSION	MISSION ST 2ND S	Customer stated "Im on a wheelchair, and the bus pulled all the way into the bus stop. The driver let everyone on but me. The bus was not full. I had to go around the bus shelter to get to the front of the bus. The driver saw me when I was already by the door, but just drove away. Bus # was 7206 or 7208"
567387	4/24/2019	9 SAN BRUNO	MARKET ST STEUA	Disable caller states" everyday between 7am and 8am. the driver just when by past the stop Or the bus is here and they just hop on the bus without pickup any passengers . it happen 5 times in the past 2 week . "
567410	4/24/2019	38 GEARY	GEARY ST JONES S	Driver was asking for proof for the service dog papers when boarding and would not let the passenger or service dog board the bus.

567419	4/24/2019	19 POLK	HYDE ST MCALLIST	Patron said: I have disabilities, Hearing/seeing/mental and I have a service dog that has been military training. My dog is trained (extra training for my disabilities) to bark when the bus and other transportation arrives. The dog looks just at me when it barks. The driver closed the door on me at the stop and would not let me on the bus because the dog barked. My dog barks to notify me of the bus arrival. She said it is a policy that Muni does not allow a dog that barks on the bus. I kept telling the driver the dog is trained and I have the paperwork. The driver said :I dont care". She was very rude to me but finally let me and my service dog on the bus. After I punched the window and threatened to sue. I sat down and my dog sat on my feet as she is trained to do and barking had completely stopped when I entered the bus. Driver said if the dog barks I need to get off. Driver was very rude to me throughout the exchange. My dog would only bark on the bus if I was having a medical episode. That is how my dog is trained. I hope this driver is reprimanded and written up in her file for her rude behavior. Your drivers need to be trained on different disabilities. Not all service dogs have specialty training and your drivers need to know about this. When I got off, I tried to explain to her about my service dog. She rudely said "Muni has a policy to not let any dog on the bus if dog is barking and "kick it of" if the dog barked on the bus. She also said that I need a full time care-taker. I think this was a racial thing. She was very nice to other black people and didnt say anything to other nationalities. Her behavior was not acceptable. My son is a corporate attorney. Best to contact me via email.
567420	4/24/2019	M OCEAN VIEW	ARCH ST RANDOLPH	Patron states he disabled in a wheelchair. He was up on the ramp.The train did not stop. The driver passed the stop.The train passed him by.The next train#1522A arrived at 2 pm. The previous car sped up right by him so fast.I am outrageous we have a lot of seniors at our center.
567454	4/24/2019	57 PARKMERCED	FONT	The driver stopped the bus about 4 feet away from the curb. This forces me to walk into the middle of the street and climb the first step of the bus at a greater height (even when kneeling the bus), than if the driver had pulled to the curb. I am disabled and have chronic pain (degenerative joint disease). The run number was 117.
567476	4/25/2019	8 BAYSHORE	5TH ST BRYANT ST	Patron states all the 8 , 8AX, 8BX buses do not pull to the curb.I am elderly I have white hair I have a bag with me. The drivers do not allow me to board in the front doors.The driver makes me board through the middle or back doors which is a higher step.This is a pattern problem and this is with more than one driver.This is against ADA laws.
567487	4/25/2019	38 GEARY	200 FOLSOM ST	4/25/2019 11:15am (SF) This morning, your MUNI fare box has out of service when I inserted a dollar bill for disable fare payment from Greyhound bus terminal SF on Folsom St. coming from Los Angeles this morning on Greyhound bus. Was the fare box off? Can someone activate it? Did someone turn it on for the next customer on who paid in change? Stop discrimination, unsafe condition, and fraud from your SF muni driver with supervisor. Audit all records and stop ID Theft, low income disable ID theft at MUNI, and financial crimes. I do not have online account or sign on with SF MUNI, SF MTA, or Caltrans. Also, do not have cell phone, APP, APPLE APP, internet, computer, laptop, mobilephone, social media account, or any online account with CA.GOV or USA.GOV. As homeless low income in SF at shelter, I experienced abuse, ID Theft, terrorism from SF MUNI staff and supervisors, stalking, theft, assault and battery, rape, sex crimes, insurance and billing fraud, agent fraud, disable neglect, investigation fraud, refund fraud, and welfare fraud from SF MUNI administration and audit. Enforce all crimes and provide monetary compensation, refund, and payments. Dianna Mikyung Kim-
567552	4/25/2019	22 FILLMORE	20TH ST 3RD ST SA	Patron stated: "There is no signage for the temporary relocation of the 22 inbound. It does not state it has been relocated to 20th and Tennessee. I am disabled, it is pretty late and now I have to wait 40 minutes in the cold."
567600	4/26/2019	24 DIVISADERO	CASTRO ST MARKE	Patron states the lift is broken.This is poor maintenance due to Muni behalf. The bus should not be in the field or in service.This is against ADA laws. This bus should be in the yard for repairs.
567612	4/26/2019	Not Specified	DRUMM ST MARKE	Patron indicates "I was in a wheelchair and trying to cross the street at Drum and Market when a bus was parked across the pedestrian crosswalk. I cannot cross the street because I was in a wheelchair. I know MUNI is having a bad time today but that is no excuse to block a crosswalk."

567617	4/26/2019	1 CALIFORNIA	SACRAMENTO ST	Patron states, "This is regarding the 1 California bus. The bus stop at Powell and Sacramento is at a 45-degree angle. There is a lamp post that is yellow that MUNI has stenciled a sign on that states the Stop for the number 1 and sticker that says No Smoking. There is no bus shelter and its steep. Ive been taking this bus for 1.5-2 years from that location and sometimes in the day time and often I would catch the bus between 1130P-1230AM and sometimes in the day to go to work at the hospital. Usually, I would stand next to the yellow lamp post, above it or below it to catch the bus. A few feet down maybe 3ft down from the bus pole there is a large metal garbage can that goes out to the curb. You cannot walk between the trash can and the street that way, you have to go around it and its attached to the sidewalk. Last night, I took the 1 California about 1:03AM that would be this morning, the bus number was 5755. This bus driver pulled up in a good way to the curb and to where I was standing above the yellow lamp post with the bus sign on it. Im a senior citizen, Im almost 70 and have a slight disability with my feet. This bus driver pulled up in a good way for me to get on the bus, but you still have to climb the stairs to get on the bus, but Im usually carrying 2 bags and lunch. My only complaint about this driver and I didnt get his number, because I was trying to a seat before he started moving. I had to get through passengers that had luggage in the isle. I just about to get to my seat and the driver yells hold on and I fell into the seat I almost made it to. I didnt say anything to this driver because Ive done that before and they get hostile with you and this driver pulled up to the right place. He was good but took off too quickly. My request is they wait for passengers to sit down and that they pull up to the place that this driver pulled into by the lamp post that has the bus stop written on it. Ill tell you what the other drivers are doing. Some of the drivers like driver with ID 5576 on bus number 5770 this happened the night before 4/25/19 at 1245AM. This driver is a younger Asian man and spoken to him to stop at the designated stop at the top of the hill and he refuses. What happens, while Im standing at the designated stop, he will stop 4-5feet below the trash can or he will stop in front of the trash can, most of the time its below, so I the passenger would have to walk around the yellow bus stop pole, walk around the trash can to get on the bus and this bus driver drives too fast and doesnt pull up to the curb, which means I have to step down into the street. I want you to image that Im doing this at 45-degree angle with 2-3 bags and he hasnt pulled into the curb, so I have to step down into the street, hold my bags in one hand, grab the pole at the door and pull myself onto the bus. Its really hard to do and this same bus driver, when I ask him why dont you pull up to the designated bus stop and he said Im not supposed to pull up to the yellow line on the street. None of the other drivers pay attention to this street, that is the steepest street on Sacramento. I even asked this driver to wait until I sit down and he takes off. He drives too fast and brakes too hard. Yesterday afternoon I took the same bus from Stockton and Sacramento out to California and Potrero at about 6PM. That bus was so crowded, 2 buses came by with 5 minutes and both were so crowded that I couldnt get on, but they both at least pulled up to the designated bus stop. The 3rd bus came and I was able to board, but so crowded it was very uncomfortable and I would say dangerous, but that bus driver pulled up to the designated curb and the bus driver was a woman and she was good. I just wanted to say some drivers are good on this line. There is another older Asian male driver on the same route late at night, that I have encountered at the Powell and Sacramento stop in the last 2-3 months nu
567618	4/26/2019	23 MONTEREY	WEST PORTAL	ADA patron stated... I twisted my ankle and I had to walk 20 blocks because the bus did not show up. The bus should be every 15 minutes. The electronic sign at the stop said the bus was coming in 30 minutes. I saw elderly people walk up to the stop and looked at the wait time and decided to walk too. This bus has been unreliable for years. So when a scheduled bus is canceled due to illness or something else, it makes the wait time more than 15 minutes.
567622	4/26/2019	24 DIVISADERO	CASTRO ST 17TH S	I was trying to cross castro st at the corner, but the bus was encroached into the yellow dots of the walkway. He was so far up the street. He cover the yellow handicap dots on the ramps and the selectron walk sign. I rely on the yellow dots to cross the street. I had to have someone help me.
567651	4/27/2019	Not Specified	6TH ST MARKET ST	The patron stated, "Usually its not problem for me to board MUNI with my cart and generally the drivers put down the ramp for me to board. But, this morning, this driver refused to put down the ramp for me and was nasty, rude and creepy about it. Now Im going to be late to work."
567668	4/27/2019	F MARKET & WHARVES	MARKET ST 4TH ST	Patron stated "Im disabled and the operator was at a red light and would not let me on. She then went through the red light before it turned green."
567669	4/27/2019	21 HAYES	MARKET & STEU	Patron states "This driver has repeatedly harassed me and giving me grief. I asked Can I get the ramp. I have a cart, no bigger than a rolling shopping cart. The driver said Im Not going to deny you service, I walked to the ramp As Im about to get on the ramp, he pulls the ramp up and says its a safety hazard. He refused to put down the ramp It was Incredible insult, He was taunting me, and said you can call and write me up."
567677	4/27/2019	14 MISSION	MISSION	So driver wouldnt stop at the stop Before Mission in Geneva I was driving to catch up with him or actually having a friend drive Me and I got out a waited and He wouldnt stop. I tried waving him down but he just blazed right by and i was clearly standing at the stop. So i jumped back in the car and made it to geneva got on and asked him why he didnt stop and he told me to shut up and that i wasnt at the stop. Even though i clearly was. Hes rude and he drives awfully terrible. Too fast and then stops abruptly almost every stop. I am disabled and dont appreciate being treated like this.

567678	4/27/2019	1 CALIFORNIA	POLK ST SACRAMENTO	Patron stated that the driver arrived patron asked him to lower the steps and the driver made a face, like if was not reasonable, patron got on the bus and told the driver that her dog was a service animal he made a face again. the driver told her that it was 1.35 and patrol told him ok but it does not make any difference, but the driver did not agree. He stated that seniors and disabled do not ride for free, he asked her for 1.35 he was very hostile from the moment patron got on the bus. patrol told him " I dont know what you have up your ass but it is time to get rid of it" she feels that the driver was accusing her of cheating from the moment she got on the vehicle, she was complying with his request and used her free muni clipper card. Patron feels that this interaction was in somehow ADA related.
567683	4/28/2019	38 GEARY	COLLINS ST GEAR	Patron stated: "The Muni Driver refuses to let me and my service dog on. This is the second time. She swore at me, I told her it was a service dog. She said she did not like dogs. She said she didnt care and the are not going to fn get rid of me.
567686	4/28/2019	8 BAYSHORE	BRYANT ST 5TH ST	Patron states: between 8:10 and 8:30.... refusal of service due to overcrowded buses. Also refusal to open front door when there was enough room to board one passenger who is disabled. Also, I am short and elderly with white hair and i have a suitcase and the driver is an African american lady who refused to open the door. She pointed to the middle door where theres no room and then I point to the handicap sign that I need to lower the bus to get on the front and she still refused to open the door.... the doors would not open and she drove away. The 2nd bus was at 8:25; 1st bus was at 8:15... Ive been at the bus stop for about 40 minutes
567697	4/28/2019	E EMBARCADERO	THE EMBARCADERO	patron states " This is an ADA complaint . I was waiting for the E at Green going towards the ferry Building. I saw the train coming no one got on or off, They slowed up the door, The driver told me that there was a n F behind him, I told him I wanted the E and he closed the door and drove off "
567701	4/28/2019	28 19TH AVENUE	19TH AVE IRVING ST	Patron stated "So this driver has his own standards of what is safe and what is not safe and uses his safety standards to discriminate against disabled people. Im on a knee scooter and he doesnt know anything about knee scooters and so hes the kind of driver that lets everyone else on then the disabled person and if its too crowded he tells them to wait for the next bus which could be up to 40 minutes. No one asked him to be the head of safety in fact if I insisted on a seat I would never ride the bus its rare to get a seat on the 28 theres never enough buses or the they run the rapids that dont stop everywhere. Muni has failed to provide training for this drivers about knee scooter or walkers just wheelchairs and I wont tolerate his judgment about whats safe or unsafe he doesnt know. He let me on then proceeded to not go until the crowd went in and out, his initial reaction was if you cant get a seat I wont let you on. Ive had problems with people picking up my scooter and taking my scooter to other parts of the bus. I can be fine I dont need a seat."
567719	4/29/2019	J CHURCH	DUBOCE AVE CHURCH	Patron states: The j just passed on us.... we were on the disability ramp and we had our card out
567744	4/29/2019	21 HAYES	HAYES	The driver did not lower the bus for a disabled person, he then proceeded to move before the disabled person sat down. He almost fell to the floor. Then someone asked him for directions and he ignored him then he asked again and he just raised his hand without saying a word. He did not lower the bus for some elderly people that got on and was clearly having difficulty getting on. Then at a stop, he lowered the bus for an Asian man to get on, I knew then that it worked. Bus # 5786 time 12:34pm noon.
567745	4/29/2019	21 HAYES	HAYES	The driver did not lower the bus for a disabled person, he then proceeded to move before the disabled person sat down. He almost fell to the floor. Then someone asked him for directions and he ignored him then he asked again and he just raised his hand without saying a word. He did not lower the bus for some elderly people that got on and was clearly having difficulty getting on. Then at a stop, he lowered the bus for an Asian man to get on, I knew then that it worked. Bus # 5786 time 12:34pm noon.
567751	4/29/2019	QUINTARA/24TH STREET	24TH ST CHURCH STREET	Patron states: I am disabled with a cane and the bus driver did not open the front doors. She clearly knew I had a cane and was walking towards the door. She did not make any effort to accommodate me. I was at the door."

567758	4/29/2019	L TARAVAL	Taraval street	<p>Patron stated " That these announcements have been standard on all Muni buses for years. That may be true, but it is not true of the Muni light rail system. I have lived in the house for almost 40 years and until early this year I have never heard any type of announcement coming from the L-Taraval cars that stop in front of my house. You say say that these announcements are "especially useful for blind and vision-impaired customers," which would certainly be true in any area where multiply lines run on the same tracks. The fact remains that every car running on this line is an L-TARAVAL TO EMBARCADERO STATION!' as your announcements so vociferously proclaim., It is literally impossible for anyone,(blind,impaired or otherwise) to accidentally board the wrong car anywhere on Taraval Street. You state that you have been working to adjust the'exterior speaker volume.' leading me to ask the same question from my previous letters. For what conceivable purpose is there any exterior speaker on these cars? Anyone living on Taraval Street can hear the car approaching and does not need to be told that a car has arrived. I fully appreciate the fact that announcements made inside the car are helpful, particularly at night when it can be difficult to read street signs. But external announcements (which can be heard at least four blocks away) are unnecessary, annoying, and downright stupid. I have noticed that cars travelling relatively late at night obviously have the ability to turn off these announcements, which suggests to me that they can be controlled by each driver. Why is it not possible to simply instruct drivers to activate the system once they reach West Portal (where cars with different destinations share the same track) instead of running them all along Taravel -st.? Let me suggest that if I were to walk out on the street at 5a.m every day and start making announcements with a bull horn every 10 minutes, I suspect that the S.F police would quickly put a stop to that., Why is MUNI allowed this privilege just because someone in your administration thinks it's a good idea? just for once could you take into consideration what your customers want? If you're not sure, just ask them.</p> <p>Thank you for your suggestion that I report paricular noisey announcements to 311. I will start doing this immediately. These calls will probably occur every morning starting at 5 a.m. at 10-minute intervals. Thank you for listening to my concerns, which are shared by everyone who lives within earshot of these absurd announcements.,</p>
567759	4/29/2019	27 BRYANT	BRYANT ST 6TH ST	<p>Customer stated "I was at the bus stop, waiting for 10 minutes already then the bus came, the driver saw me but he didnt stop. I know him, this is not the first time he did this. There were 2 of us waiting for the bus. we had to go to Folsom to catch bus #12. I am disabled, I have an injury."</p>
567769	4/29/2019	5 FULTON	891 MCALLISTER S	<p>Patron states: "Theres a letter posted stating the 5 stop would be moved ifo my house. My husband is disabled I need access to the parking spot for loading and unloading. Right now where the bus is currently at is perfect location. We dont want the bus stop ifo our home.</p>
567777	4/29/2019	44 O'SHAUGHNESSY	INGALLS ST INNES	<p>Patron States" "The# 44 IB at Ingalls and Innes; there were two people waiting, one of which is handicap and cant go up the hill. The driver skipped the stop and went up the hill and passed up the people that were waiting. I even waved to the driver to stop but he did not."</p>
567810	4/30/2019	NX N EXPRESS	JUDAH	<p>Driver rudely closed the front bus door as I approached them at the stop. I wasnt late to the bus; I was waiting at the stop for 10 minutes, however Im disabled and slow moving, so I was the last to approach the front door. Im 8 months pregnant and needed to sit in the front seats. I asked if he could please open the doors and he waved for me to use the back doors and looked away. I shook my head and asked again politely from outside; he closed the back doors and drove away.</p> <p>The bus wasnt full. Unacceptable. No excuse. Muni needs to do better in every way.</p>
567831	4/30/2019	14R MISSION RAPID	MISSION ST	<p>I was waiting with a student who is a wheelchair user. The bus pulled up and said that they couldnt let us on. I asked the driver if he could pull back and he said no, then I asked him to pull forward and he said no. He refused to let us on and insisted we had to wait for the next bus to have ADA access. I did not get the bus number but the Run number was 450.</p>
567832	4/30/2019	29 SUNSET	LAKE MERCED BLV	<p>ADA patron stated that, " The bus was supposed to be here at 1255, the driver stopped the bus opened the back door, I have a cart I can not get the cart on the back door, I try to get to the front door, she proceeds to pull off, I knock on the bus with my phone, my daughter was on the bus my daughter told her I was attempting to get on the bus and told her to stop the bus, and she continued to drive. My daughter asked to get off the bus she said that shell let her off at the next bus stop."</p>
567841	4/30/2019	Not Specified		<p>Customer wants to complain to the head of Muni disability training. He is stating that the operators on Muni are not trained properly and make their own rules as to what is safe and unsafe and is not ADA accessible. He would like better training for all drivers for people with knee scooters and walkers not just wheelchairs</p>
567869	4/30/2019	9 SAN BRUNO	626 MISSION BAY N	<p>He original picked me up at 16th and pottering and refused to accommodate me until I almost fell and he intentionally refused to lower the bus at 21st and portero and look on the camera I had my 4 wheel green walker with me and my black leather jacket and my tan Google. Tan hat on too and your older buses dont need to be in service anymore got it because they cant accommodate the disabled with walkers and they dont always work the lifts too like the 33 routes got it</p>

567870	4/30/2019	7 HAIGHT/NORIEGA	FREDERICK	On an aready crowded bus, my mother requested the stop at Federick and Stanyan as she always does from work. The Asian driver was rude all along the drive from downtown. The driver didnt stop at the sidewalk and didnt help (ramp) or gtry to pull up to the sidewalk to let my disabled mother with her walker off the bus. Passengers had to help my mom off, as well as a second disabled man from the other door in the rear. The driver would not respond to my mother nor passengers when they mentioned this was dangerous. This driver should NOT be on duty until he can demonstrate proper safety procedures with disabled and elderly passengers! My mother contact is the alternative phone number. This isnt the first time she had to deal with such treatment.
567871	4/30/2019	KT INGLESIDE/THIRD	626 MISSION BAY N	I am wearing a black leather jacket with a tan Google tan hat on and a your non paying muni customers with my 4 wheel green walker with boxes to send care packages out to got it all of your non paying muni customers and your driver saw me get on and didnt say anything and your disability announcements was on either and non paying caltrain customers on this train to got it and. and this train needs to be put out of service and this operator needs to be terminated asap and fare inspectors need to be. on the t and n Judah line 24/7 to stop this and with sfpd with them I almost fell and had to stand up all the way to mission rock got it
567872	4/30/2019	9 SAN BRUNO	626 MISSION BAY N	Refused to lower the bus when I had my green 4 wheel walker so I could get off the bus got it and your older buses dont need to be in service because they arent accessible got it for disabled people grow it and look on the camera I had on my tan Google tan hat on and my black leather jacket and he also refused to accommodate me a seat too he needs to be fired asap with no benefits at all got it
567878	4/30/2019	7X NORIEGA EXPRESS	STOP ID 15301 (STO	I took 7X (outbound) bus this morning, and I tried to get off at the STOP ID 15301 (Lincoln Way & 9th Ave) around 7:58am at the front door. The driver did not want to open the door, and she said to me "if you need to get off at 9th Ave, you should take 7." This is ridiculous. I have been taking MUNI for years. This is my first time heard that some bus stops only allow passengers to get on the bus, but not allow to get off the bus. I visited the MUNI website, but I could not find any information about it. Could you please confirm this is valid or not? If what the driver said is true, please update the website. Passengers need to know which bus stops only allow get on but not get off. If what the driver is not true, I would like to file a complaint. Please get back to me because I really to get a confirmation. Thank you!
567921	5/1/2019	9R SAN BRUNO RAPID	HARRISON	Did not know what stop to get off I asked the driver several times and the driver refused to tell me what stop I could get off. and Im disabled.
567933	5/1/2019	Not Specified	CHURCH STREET S	The announcements in underground stations have recently been so loud that even with hearing protection, and after moving as far from the speakers as possible, the announcements are painful to the point I am no longer able to access Muni via these stations. Although I am autistic and am hypersensitive to sound, I routinely ride other transit systems, including BART, without any such issues. I have also ridden Muni regularly for years, and this has only become a problem in the last few months. In addition to impeding access for individuals with a subset of sensory disabilities, I think it extremely likely that the volume of these announcements exceeds both safety and legal limits.
567935	5/1/2019	24 DIVISADERO	DIVISADERO ST ED	MUNI patron stated, "I was waiting at the bus stop with 3 other people for about 10 minutes. I am on my way to a doctors appointment. The bus stopped, but didnt pull up to the curb and the driver didnt open the doors to let anyone on. I knocked on the door but the driver drove off without picking anybody up. The bus was not full. I want somebody to explain to me why the driver didnt pick anyone up. Now I am going to be late for my doctors appointment."
567980	5/1/2019	38 GEARY	N/A	Patron stated: I was on the bus today. From Stanyan and Geary all the way downtown. There was a man on the bus. I asked him can I please sit down on the chair because no one was sitting there. He said, My backpack is there. I said, Im disabled. I had a stroke and an aneurysm. He said he was disabled, too. He kept making excuses. MUNI needs to do something with people setting things on the bus. People dont want anyone to sit on the other chair. I think its meant for people not for bags. I was wondering if theres anything MUNI can do. The other time, it was a woman who had her purse. My neck was bothering me. I wanted to sit in the seat facing the front.
567985	5/1/2019	43 MASONIC	500 PARNASSUS A	Patron states: I was waiting at the bus stop, he seen me and stopped at the bus stop and open the door and said something "your wheelchair" but I didnt hear him all the way and then he closed the door...He refused to pick me up
568024	5/2/2019	N JUDAH	JUDAH ST LA PLAY	Patron stated: "Going up ramp at end of N Judah . There was a lady IFO me with a stroller, the guy saw me and he shut the door on me. Im tired of this its discrimination. I tried to run but I cant run fast, I was waving but he pretended not to see me I pressed the button and he still took off."
568025	5/2/2019	N JUDAH	JUDAH ST LA PLAY	Patron stated: "These new drivers dont let patrons sit before they move, and people dont give up their sears when they should. Its the law, and they should have undercover people on the bus making sure of this."

568084	5/3/2019	14R MISSION RAPID	16TH ST MISSION S	<p>Patron said: This is an overall complaint about wheelchair access.</p> <p>I have experienced 3 times and 3 different operators (male) this week a problem with wheelchair access. In one instance, the driver would not ask anyone to move for me and my wheel chair. I said to the operator that he needs to ask people to move. Operator said "I dont have to ask them to move." Operator did not ask passengers to move. I went ahead and got access on my own because the bus was low enough to the curb. In one instance the driver said "You cant do that". When I got on the bus the people moved from the seats and I got settled in on my own. Another time the bus was empty and the driver would not ask the people in handicap in seats to get up and move to another seat. I want to make sure they are getting trained properly. I am concerned that the driver said "It is part of my training that I dont have to ask people to get out of seats". Is this the correct training? Please let me know.</p>
568093	5/3/2019	24 DIVISADERO	3RD ST PALOU AVE	<p>ADA patron stated... The driver did not want to stop for me... he did not want to let me on the bus. I was rolling across the street in my wheel chair. I held my hand up for the driver to see me, and I know he saw me. The door was closed for the walking passengers and he opened the door. I was right behind the walking passengers and the driver was pointing down at the ramp... and shut the door and left you at the bus stop. He open the door for the walking passengers and he closed the door for me.</p>
568126	5/4/2019	44 O'SHAUGHNESSY	HERNANDEZ AVE V	<p>patron stated that "patron is disabled and the driver of the bus passed up the patron at the stop and the patron had a cane.</p>
568155	5/5/2019	9 SAN BRUNO	SILVER AVE SAN B	<p>Patron stated, that "When the OB/9 arrived, the bus stopped at the other end of the stop. Silver and San Bruno is a huge stop and the bus stopped at the farthest end. Im disabled and walk with a cane. I tried to rush for the bus and I fell down. I fell on my butt and now my knee is swollen. I may need to go to the doctor." (Gave caller phone number for the City Attorneys office)</p>
568162	5/5/2019	1 CALIFORNIA	Sacramento and Lea	<p>The patron states, "I got on @ The Embarcadero. Im disabled and showed my disability card. Im skinny and blonde with a cart. I got off @ Leavenworth & pushed the button @ Jones. The bus stopped and the operator didnt let down the ramp. The ramp was then let down and went into a tree. The cart went into a plantar area. If a wheelchair person was let off the person would have been in danger."</p>
568174	5/5/2019	KT INGLESIDE/THIRD	3RD AND REVER	<p>patron states The led readout display in the rear of the train is not working-blank."</p>
568179	5/5/2019	N OWL JUDAH	CIVIC CENTER STA	<p>civic center platform elevator out of service not coming up from the muni platform at all</p>
568195	5/5/2019	F MARKET & WHARVES	GREEN & EMBARC	<p>I got on the F #1033 at 17th and Castro I get in place, on the wheelchair ramp Nobody gets on or off, around the corner on Market The train curved around to Market waiting for the signal, all of a sudden the door of the street car pops open, a lady gets on. It was Not an authorized safe stop to get on or off. We go down Market, I have zero complaints of her driving ability This train model has the yellow push button mounted in the wall I push the bar, I hear it, it makes the noise to alert the driver to get off at Green. She stopped and let people off at the platform, she picks up speed and rolls past my stop. I told the driver she passed my stop, she pulls up to the next stop, I told her I cant get off here. I had to ride to Beach and Jones and take the street car back to Green Another patron was talking to the driver from Green all the way to Jefferson There was too much conversation, it should be kept at a minimum. She got off at Jefferson. We get to Jones, theres no other trains or buses. I mentioned to the driver, when we get passed Pier 23 or 26 I was going to press the bar. I get to my destination and was able to get off. It was a waste of my time having to ride to the end of the line and returning back</p>
568262	5/6/2019	Not Specified	N/A	<p>Please train all Muni operators to ensure that disabled individuals not in wheelchairs are safely seated before driving away from a stop. I could not see that there were no disabled seats before I boarded a train (by the way, do not block windows with ads), and before I could exit to wait for another vehicle with seats, the operator pulled out, causing me to fall down. If there are no vacant disabled seats, Im willing to wait for another vehicle. However, I am not willing to risk injury because of Munis lack of care in servicing disabled customers.</p>

568272	5/6/2019	44 O'SHAUGHNESSY	SILVER AVE MISSION	I was waiting for the bus at Silver and Mission, The bus pulled up, he couldnt let lift down where he was. Im in an electric wheel chair. He pulled up so I can get on this bus, He gave me the finger, he started laughing and then pulled off
568283	5/7/2019	5 FULTON	5TH ST	Lady pulled cord close to bus stop. Driver did not stop. Lady (who was pulling a cart and wearing a breathing mask) complained politely. Driver immediately got belligerent and insisted he had looked and the sign was not out when we "turned the corner". Another passenger agreed she had pulled before stop. Driver refused to let her out - despite the fact that we were sitting at a stoplight in the far right lane.
568308	5/7/2019	9 SAN BRUNO	626 MISSION BAY N	He let the homeless drunk threatened me and I was at the bus stop at 24th and portero when this homeless drunk tried to break the glass by the next muni into my head sfpd and fare inspectors need to be out on these routes 24/7 and just like in the t and n Judah line because of these nonpaying customers with sfpd got it these issues need to stop got it
568312	5/7/2019	KT INGLESIDE/THIRD	626 MISSION BAY N	He saw me trying to go out the back door and he deliberately tried to close the door on me and my green 4 wheel walker with 5 to 6 bags of grocerys from grocery outlet on 3rd and sunny sale and this caused me to drop all of the grocery and cart 4 wheel walker too got it he needs to be terminated asap got it and I had on 2 multi colored blue sweats my green coat and my black sneakers got it and my tan Google tan hat on and too look at the camera on this too
568323	5/7/2019	7 HAIGHT/NORIEGA	HAIGHT ST AND CL	Patron states I was with a special needs client who needs support.We were getting on bus a man was following us on the bus.He was making comments towards us.As we were rushing to the bus, he was watching us walking closer to us.Once on the bus he was making sexually inappropriate comments.My client repeats what she hears.He said What why did you say that? I told him she has special needs leave her alone.He asked for my number.He was pacing in circles near the door were we were sitting.He kept standing there staring at us while he was still saying stuff.I put headphones on her and myself.He would not leave us alone talking and staring at us.No one said anything to us or the driver.It was getting weird so I started recording him, within 15 seconds he started pouring honey in his mouth and then poured it on us.I was like what the hell leave us alone. I started comforting her.Someone finally said something to the driver and he told him to get off the bus,the driver laughed he thought it was funny that the guy was harassing us. The people were helping us giving us wipes.We got off at 5th st and market.The driver never asked us if we were Ok. He didnt care. We were so shook my priority was to get her off the bus.This happened before with another driver who told me he would kick my ass if I didnt get off the bus.Nothing happen he still drives the bus.My client is on a schedule rides the bus everyday at the same time.The drivers know her.He said he picks here up all the time.He was really mean. Ive call a few times and nothing happens.My client can be loud because she has special needs.This happens all the times were we get passed up many times before.For me I can defend myself ,she can not.They treat her so mean they dont wait for her to sit down she can fall over.They dont care.
568330	5/7/2019	19 POLK	LARKIN ST EDDY S	Patron said: I am at the bus stop with my service dog and my bag. I pick my bag up and run up to the door. The driver closed the door. I bang on the door and the driver starts to drive off. I am running with the bus and banging on the door and the driver doesnt open the door. This is happening all the time with these drivers. I want someone to call me back and let me know if the driver is going to be talked to.
568335	5/7/2019	5R FULTON RAPID	FULTON ST LA PLA	Patron stated "I was riding the bus and at Fulton and La Playa, when he turned the corner he cut it wrong and 2 cars had to back up as they were stopped. Im in a wheelchair and he left me off in the middle of the street, he didnt extend the ramp on to the sidewalk and I almost fell out of the wheelchair. Im angry as hell right now, hes a bad driver, he speeds down Fulton when he doesnt have to, Im not a complainer but Im angry. When I got on he didnt pull the seats up for me and I ask are you gonna pull the seats up? and he looks at me like Im crazy and one of the passengers had to do it, I got on at Parker and Fulton. Im more angry that I couldve gotten seriously hurt and if it was someone else in a different kind of wheelchair then they wouldve. He left me on the street and I had to look for a curb ramp to get on the sidewalk, I want something done."
568341	5/7/2019	Not Specified	FOLSOM	Traffic calming/ traffic enforcement (Muni buses honking, drivers/ Muni buses blocking crosswalk) at Folsom & 3rd

568346	5/7/2019	47 VAN NESS	VAN NESS AVE CLAY	Patron said: Some of the buses on the boarding level have 0 transfer seats, 2 transfer seats and some with 5 seats. They seem to have different setups in these buses. On the 5th bus I got hurt sitting sideways. It has only 2 transfer seats, and people were sitting in them. The bus before that I was told by the driver that I can ask the driver to ask someone to move so I can sit in a transfer seat. In the last bus I did not ask the driver because I was going on a short trip. That is where I got hurt. I dont know why they removed all the facing forward seats in the buses. It doesnt seem to be safe. Other vehicles such as cars do not have side seats. They face forward. The other day I was at UCSF and I had to board a 6 Parnassus inbound. It was an old bus it had a lift because I need it. This bus has all forward facing seats. I told the driver this is the type of seat I need. The driver agreed with me that the forward seats are better for the public. These are the buses that are going out of service. A bus operator can see it is better and he said he would prefer to keep this type of bus. It is better service for the public. I can relax on a bus like this. The sideways seats are not comfortable. The customers prefer to sit in the transfer seat up above. I cant sit up there in the high transfer seats. The buses should be retrofitted with 4-5 transfer seats on the boarding level.
568390	5/8/2019	14 MISSION	24TH AND MISSION	Patron Stated: I was sitting in the middle of the bus and I saw someone that i know and wanted to exit the rear of the bus. I have a cane. Between 25th and 26th streets, I got off my seat to get ready to get off, then all of the sudden the bus breaks hard and my cane flies. I tried to hold on both hands. I looked around to see why the bus driver braked too hard and did not see anything. I waited for the bus to stop completely and walked up in front to ask the driver, why she stopped so suddenly. the bus driver said, my co- worker. I said you nearly broke my neck, your priority should be your passengers not your co worker. She said... I apologized. I cannot afford to be in the hospital or hurt myself. Her eyes should be with the passengers.
568401	5/8/2019	J CHURCH	MARKET ST VAN NESS	Patron state "i was traveling with my service dog and when we get off at the van ness states the middle door close and hit is dog head, the dog is okay but muni should do something with the malfunction door
568410	5/8/2019	54 FELTON	3RD ST INNES AVE	Patron states why did the number 54 turn off of Revere at Jennings St. rather than up Revere turning right at Ingalls. Patron states I want a hearing and it better be good.
568445	5/9/2019	F MARKET & WHARVES	MARKET ST POWELL	Patron stated: " There are no handicap accessible ramps from Powell to Ferry and from Ferry to Powell St. I have a suggestion, Last Thursday on 5/2/19 at midnight, I was waiting at powell and Market for the F bus to Guerrero and Market, I got on the F, and I sort of fell asleep on the bus, I told the driver when I get in as I did every time I always tell them where I get off so that they know in advance. This time I overslept, and when I woke up the driver went to 2nd Ave in the Richmond , and then he went from the Richmond Disctrict to Sunset Blvd, then he went to 42nd or 43rd Ave and Sloat by the Zoo. and I asked him where he was going and he said he was going back to Gough St. and Market and thats where he let me off at. The bus driver was not very nice and accomodating to me and he told me to get off the bus at Market and Gough. The problem is that my wheelchair ran out of power that evening, and I had my charger with me just in case if theres any problem so that I can plug it in and charge it. 3 places kicked me out and I finally got to Target at 4th and mission and they finally let me charge my wheelchair, but I didnt want to leave from Gough and Market to go up hill because I was afraid that I couldnt make it home, so I ended up taking a taxi to my apartment. Muni can substitute the F to a bus after 12:00 p.m. from the Ferry building all the way to Castro, and once or twice an hour run the F train. Is it cheaper for Muni to run the buses or is it cheaper for Muni to run the F trolley street car? I would like to schedule an ADA accessible hearing regarding my complaint.I am 71 years old and I would like to help others to navigate conveniently in our city. I have a lot of fire in my belly. In the 80s I couldnt talk but my disability in several areas of my body produced a lot of pain. The reason I couldnt talk at all is because its my jaw its all screwed up, not only I couldnt talk I had problems eating as well."
568486	5/9/2019	5R FULTON RAPID	JONES ST MCALLISTER	Patron states driver refused to lower lift.He said take the next bus.The next bus #7284 did stop for me.He was a total gentleman.I dont know whats going on with these buses.I just want the driver to be seriously talk to.He just didnt want to do his job.The front seat was vacant.I dont like to complain about drivers, but this is not fair.The driver would not let other passengers the bus either.He open the doors and said there a bus behind me.He would not let me on either.
568488	5/9/2019	38R GEARY RAPID	GEARY ST POWELL	Patron states: I am disabled and traveling with a cart. I asked the operator x3 times to lower the bus for me to get off but she ignored me. She let me off at least x1yd distance between the bus and the curb! Also, there was an African American male in wheelchair who tried to board on Market St. She lowered the platform then raised it up making it difficult for him to board in his wheelchair. This is so unprofessional! At first I thought she was having hearing problem, but she was not like that to other non colored patrons!
568500	5/9/2019	L TARAVAL	TARAVAL	I would like to complain that single car LTaraval trains seem to be the outbound norm during afternoon commute hours. These trains are always standing room only & many seniors are unable to sit. Locking rear doors has forced wheelchairs to enter at the middle. This train route is too populous to send single car trains.

568507	5/9/2019	21 HAYES	MARKET ST 5TH ST	Patron stated: I was on Market across from Westfield at 5th Street right at the bus pick zone right at the curb. I was there for the 21. I waved my cane at him and he didnt even bother stopping. I had to wait for another 20 minutes or so for the next bus, it was 5782.
568508	5/9/2019	21 HAYES	MARKET ST 5TH ST	Patron stated: Today when I was finally on a bus to come home. There are so many people who dont have passes or dont pay. Free ride! But its not just that bus. Why shouldnt I not buy a pass and get on free, too? They get on the back door. Why does the driver open the back door when no one is getting off? This is not the only bus it happens on, this is observed by me all the time.
568530	5/10/2019	90 SAN BRUNO OWL	VAN NESS AVE GE	Patron stated: "The bus did not show up. I am a wheelchair bound person that needs this bus to get to my dialysis appointment. I need it to get there. I would appreciate it if it was on time and it does what it is supposed to do. I understand things happen but at least have the service working. This is about my life getting there and whether the bus is coming or not."
568548	5/10/2019	38R GEARY RAPID	GEARY BLVD PARK	Patron states that, "I work with adult special needs. My client is blind and when we got on the bus all the seats were full. I told the driver that she needs to sit down before you drive off and the driver said, " I do not know what you want me to do about it her (blind patient) disability is less than theirs (seniors)."
568575	5/10/2019	47 VAN NESS	GEARY ST VAN NE	Patron states that, " I was assaulted and I asked the bus driver to help me and he said no . I am disabled and have seizures and need to be next to the driver which i explained to the kids who assaulted me. These kids on the bus wanted me to move but i did not want to move and they began yelling at me saying they need the seat I have a stroller. He pointed to the sign showing a stroller and started threatening me because I would not move saying " I will hit you man, you deserve to be hit. Ill beat your ass!" First I leaned back then I said if you touch me your ass will go to jail!. He then spit on me and back handed me and I do not know if they have a disease. I called to the driver for help but he did not respond he just kept driving to the next stop. The driver should have heard but did not respond. Driver did not call police and I decided to get off the for personal safety reasons.
568588	5/10/2019	38R GEARY RAPID	GEARY AT MASONI	Two of us riders had just alighted from #43 INBOUND at Masonic stop, dodged traffic to cross Geary and get on 38R just pulling into the stop. I was~ 10 in front of the bus, running, waving my arm while a passenger was boarding. Your Muni driver refused to wait 5 secs to allow 2 of us to board! Instead we waited 13 mins for the next 38R. So stupid head, bearded caucasian driver would rather the riders who pay his wages, delay and WASTE 13 minutes than hold the bus 10 seconds. The next time some rider trips and falls, MUNI will be sued. Tell me why is it that such orifices are allowed to work as MUNI drivers? Mayor Breed needs to know about the shitty service.
568598	5/11/2019	28 19TH AVENUE	3333 F ST APT 15	He dropped us off in a parking lot instead of the Daly city bart station. I asked him how do I get to the BART station he said walk a little further then go down the stairs. I asked him if this was a new stop. He said it was. I normally carry a rolling backpack because its heavy. I had to put it on and go downstairs. I have back problems. If someone was disabled they would not be able to go down stairs. Theres no ramp and he definitely did not tell us where the ramp was. I ride this bus 7 days a week twice a day and I have never been dropped of in the parking lot. I think the bus driver wanted to go on break and decided to drop us off in the place where buses go to take their breaks.
568609	5/11/2019	36 TERESITA	TERESITA BLVD PO	ADA patron states "I was in front of the stop. One passenger got on the bus. I was getting my bag and about to get on the bus and the operator started to close the door and just left".
568620	5/11/2019	Not Specified	FRANCISCO ST TA	Patron indicates "I attempted to talk to MUNI employees about some abandoned cones or signs at this intersection and they referred me to their supervisor. When I tried to talk to the supervisor he stood across the street and refused to come over and talk to me! I am disabled and I am unable to go over and talk to him."
568625	5/11/2019	30 STOCKTON	3RD ST BRANNAN S	Coach 5732 passed me up. I have a service dog and its a pitbull. This is a ADA violation. I want the video pulled
568632	5/12/2019	F MARKET & WHARVES	MARKET ST STEUA	ADA Patron states: "I was on the F line bus and asked the driver to stop at Market and Steuart- the driver was argumentative and rude. Instead of explaining that this is not a stop, he tried to start a debate with me. There is a stop there for buses and if this is not a place where the F line buses stop that should be more clearly explained. Also there was a tall black man blocking the exit and the driver would not ask him to move so that I could exit the vehicle. I would like Muni to CALL me about this issue, not email me."
568653	5/12/2019	N JUDAH	LA PLAYA JUDAH S	ADA Patron stated " I was at the handicapped ramp and the N Judah passed me u. The driver waived me to go off the ramp and stand in line with everyone else. Im going to get a lawyer and Im going to sue them for distress and discrimination."

568664	5/13/2019	WELL/HYDE CABLE C	POWELL	Why is the fare for Cable Cars set at \$7.00? When the cable car is out of service, the fare for me, a disabled senior is \$0.00. This must mean that the fare is set on the equipment, a non-ADA compliant cable car for which the citizens of San Francisco have already paid for in a bond measure dating back to the 1980s. How many times are you going to charge me for the same purchase? Also, I note that the ADA compliant equipment only runs the route when the Cable cars are broken down. Why do you not have this alternate service available at all times that the non-ADA compliant Cable car also runs the route?
568676	5/13/2019	27 BRYANT	ELLIS ST JONES ST	Patron states: she wouldnt pull up to the curb, there was nothing obstructing it.... then when I went to the front door she wouldnt open it so that the bus could kneel... there was another lady that was disabled and she wouldnt open the door for her either
568695	5/13/2019	49 VAN NESS/MISSION	14TH ST MISSION S	Patron stated "What he did was pull up to 14th and mission and he went outside of the red zone in a driveway and he put me on a very slopped area, and because of this slopped area I had a very hard time getting my walker up on the ramp and I a smaller person so it was very hard for me to do this."
568697	5/13/2019	24 DIVISADERO	DIVISADERO	Driver refused to let me enter bus with my 3 children and service animal after making me wait until all the other passengers to board before I got on.
568742	5/14/2019	41 UNION	COLUMBUS	Bus 41 5448 stopped but did not open the front door to lower the ramp (he clearly saw her) - then left a petite elderly Asian disabled woman (with a walker) at the corner of Stockton and Columbus at approx 830am.
568767	5/14/2019	47 VAN NESS	MARKET ST VAN N	Patron states: "I am an ADA patron riding the 47, I got on at eddy and van ness. The Operator kept jarring the bus by the way he kept hitting the brakes and gas. I made a comment about how hard he stopped and he just laughed like it was funny."
568790	5/14/2019	10 TOWNSEND	PACIFIC AVE POLK	Patron said: I asked the driver to lower the bus and he didnt. As soon as I swiped my card and started towards a seat the driver took off and I almost fell. I fell to the extent to where I had to catch myself with the upright bars which closest to the door. In the interim I banged my knee on to the seat and maneuvered my way to a sitting position. When I was getting off the bus when I stood up the driver put on the brake.
568808	5/15/2019	38R GEARY RAPID	MARKET	Patron stated " I exited from Montgomery bart station at Market. I walk to the bus stop. I was waiting for the 38R. I looked at the kiosk next bus it said it would be due in 2 minutes. I was waiting for the bus. A accordian bus came. One bus came in the beginning of the bus stop and another bus behind that pulled into the bus stop and than behind those two buses was the 38R. It came partially in the bus zone partially in the street. Only the first part of the bus was in the bus zone. Im 75 years old and walk to the 38R the full lengthen of the 2 other buses to access 38R. Just went I get to the door the driver shut the door. People were boarding the bus in the intersection who were able to reach the bus before me. When I got there the bus driver closed the door. I tapped on the window and I gestured to him to open the door. The bus driver started hollering. I asked the bus driver would he let me board the bus. The door was still closed. Im 75 years old I was pleading. I always board the bus in front to get a senior seat. The driver opened the door. I stepped on paid my fare and was about to say thank you. The bus driver started screaming at me. The bus driver said he was going to pull up to the bus stop . I said I didnt know you were going to pull up. I was going to walk away to sit down. The bus driver continued to talk argant in a disrespectful manner to me. I was on my way to the hospital to get a brain scan. Im a veteran going to the hospital to get a brain MRI. I turned around and said Im going to sit down and shut up. The bus driver turned around got out of his sit. He came to the aisle and I responded Im a veteran why are you doing me like this. The bus driver kept screaming at me. I did call him an asshole at that point. The bus driver was screaming I told him his a public servant and he shouldnt be doing this to me. I told him Im going to report you. You should be driving the bus. The bus driver finally got back in his seat. I was feeling horrible what he did to me. My heart was racing. Im a cancer patients. I was stressed out. I felt like this the whole ride across town . I didnt look like a homeless person. I make sure I always look presentable. Im not a bum. I have no health insurance and I have to go to veterans hospital to get treatment. I was coming from Stockton, Ca to get treatment in SF. We finally get across town we got to 41st and Geary. I stood up and the next thin I know I was on the floor. When the ambulance was there, they checked my heart. The ambulance said you have an irregular heart beat and surfering from high blood pressure. Thats when I started to feel secure and safe when the ambulance got there. Before this I was on the floor. The bus driver than said can I help you get up so you can get off the bus. Another passenger a veterans said, can you see he needs help call an ambulance. The bus driver didnt do that he continued to stay over me. I was on the floor. The bus drivers me blocking my view. I seem heard another passengers said there a fire station across the street and it took that passengers to get the fire department for me to get help. Im a war veterans the driver started to protect his ass and got quiet. The fired department came and seen I was in bad shape, the fire department called the ambulance for me. I told them the bus driver abused me. Only when they were there the bus drivers was apologetic. The paramedics decided I was under a tremendous amount of stress. They took blood and my blood sugar was low. I kept telling them to take me up to the Veterans hospital because I do not have medical insurance. They said it was against there protocol. They wanted to take me to a hospital when an emergency. I told them I couldnt pay to go to another hospital. They were nice and stayed with me for awhile to make sure I was ok. The veterans hospital did have an emergency room. They stood until I got well enough and than they took me up SEE FULL COMPLAINT IN NOTES.
568816	5/15/2019	KT INGLESIDE/THIRD	OCEAN	I attempted to disembark the K line train at Ocean and Dorado via the ramp. The door was already open at the ramp to let on passengers with strollers. When I attempted to disembark, the operator closed the door in my face and proceeded to the inaccessible portion of the stop, lowering the stairs. I said "hey, I need the ramp" but I was ignored. I attempted to disembark using the stairs, but as I have an impairment which affects my balance, I nearly fell and only barely caught myself by the handrail. The driver laughed at me while all this was happening.
568826	5/15/2019	QUINTARA/24TH STRE	24TH ST CHURCH S	Patron stated: I was trying to catch the 48 outbound at 24th St and Church St. I believe its bus number 8404. He saw me, I was steps away, I even got in front of the bus. He didnt care, he didnt open the door. He willfully ignored me. He even saw my cane.

568828	5/15/2019	2 CLEMENT	SUTTER ST VAN NESS	Per patron...This route systems sucks. Ed Reiskin has ruined this city. I am ADA. I have to walk down a long hill and then another block to get to the stop at Van Ness.
568831	5/15/2019	F MARKET & WHARVES	MARKET ST HYDE	Patron stated: The F line closed their doors on me.
568877	5/16/2019	9 SAN BRUNO	SAN BRUNO AVE H	Customer stated, "I had to repeatedly ask the driver to lower the lift. Ive gotten on his bus several times with the same results. This time when I asked him to put down the kneeler while holding my cane he put the kneeler down for a quick second and as I step one leg on the kneeler he began lifting it up and he then had to put it back down.
568957	5/17/2019	23 MONTEREY	ANDOVER ST CRES	Customer stated "I was waiting for the bus , the bus that came was full of students. I am disabled, I have cane. The driver saw me, but did not stop. Instead he just honked and kept going. He should have stopped and just asked the students to vacate a seat for me. I was the only one waiting at the bus stop at that time. This was the bus before the 8646 bus (where I got off from)."
568969	5/17/2019	6 HAIGHT/PARNASSUS	9TH ST MARKET ST	Patron stated: I have ADA issues driver pulled up and didnt lower steps I went to the next stop and got off, he did the same thing did not lower steps. I take that as driver doesnt care.
568971	5/17/2019	5R FULTON RAPID	VAN NESS AVE MC	Patron states, Your driver is being rude to ADA people. He is also being rude to a nice old lady. This is an ADA problem and I will call the ADA about this. This driver did nothing to help me get off of the bus. This is the second one that this ios happened with. Another driver told me I could not get on the bus because it was full. The bus was not full. I am not used to being in a wheel chair as this is a temporary injury. This is a large wheel chair. It does not collapse easy. I need assistance and he would not help. It was lie he was waiting for you to beg for his help.
569039	5/19/2019	6 HAIGHT/PARNASSUS	HAIGHT ST FILLMO	Patron stated: I got on bus and had a bag, I put bag down and driver said get behind yellow line only one of my foot was on yellow line that being petty I am handicapped. He always tells passenger to get behind yellow line but sometimes its to crowded and one cannot get past yellow line. He is too old to be driving. I think driver is racist
569046	5/19/2019	F MARKET & WHARVES	17TH ST CASTRO S	Patron states, "All wheelchairs are boarded first, then the driver lets all other passengers on first. As I boarded I told driver, you know all wheelchairs board first, he said I decide who get on the bus. Angela on the 3rd floor of SFMTA is my contact."
569066	5/19/2019	12 FOLSOM/PACIFIC	PACIFIC & VAN NESS	patron stated, "I own a service dog. I am getting very tired getting left at the bus stop because it is plain to see I am trying to board the bus. The guy pulled into the stop and he looked me and then he pulled away. "
569072	5/20/2019	27 BRYANT	O FARRELL ST TAYLOR	patron stated that "patron was with the patrons partner who is using a walker and the driver of the bus closed the door as the patron approached the door to get on the bus" this is ada related. Name of partner Emory Wilson
569078	5/20/2019	J CHURCH	20TH	I had a stroller and have a disability. I got on at the first door on the handicap ramp at Day/church. I pushed the handicap stop button multiple times, heard a chime and assumed the driver knew I needed to get out. I stood up moved to the door to exit at 18th street handicap ramp. The driver even when I said wait, drove by. I was standing right behind him waiting at the door. He then drive to 16th before someone helped me off. He said you have to tell the driver. This is against the law. How is someone supposed to know to tell the driver, how does someone with a disability make their way to the driver to tell them on a crowded train? And a moving train in order to tell them ahead of time? Just because you cant see my disability doesnt mean you can treat me differently. Why put disabled stop buttons on the train if they dont work, or the driver ignores them.
569090	5/20/2019	24 DIVISADERO	DIVASADERO	The new MUNI busses are very uncomfortable. The old seats were much better. Also - having sideways seating instead of front seating is problematic for those with motion sickness, like myself. I rely on public transit - but dont want to get off the bus with a blinding headache and nausea. Thank you.
569092	5/20/2019	27 BRYANT	HYDE ST CLAY ST	Patron stated "Right now within a period of less than 3 hours there are 4 buses out of service which makes it really difficult to get around. I cant walk more than a half a block. This is not an unusual circumstance. It happens very frequently on the 27. The 27 Bryant had gotten better but now it has fallen off the rails"
569103	5/20/2019	55 16TH STREET	16TH ST 4TH ST SA	Patron stated "The buses are kind of small sometimes I have to watch 2-3 buses pass by because they are all full. I am disable and can never get a seat because all the construction workers take them. They need to make the buses bigger."
569109	5/20/2019	21 HAYES	STEUART ST MARK	Customer is 65, he is disable and the driver refuse to lower the ramp and refuse to let him on the bus. Customer stated the driver slammed the door in his face and he pulled off. He wasnt allowed entrance into the bus. Customer stated he feels hes being discriminated against him. Customer would like to receive a phone call back.
569114	5/20/2019	28 19TH AVENUE	0000 BART DALY C	At end of line, Driver stopped in upper parking lot for exit of passengers instead of down below children and limited ability passengers negatively affected. Stairs dangerous especially with people rushing to BART

569128	5/20/2019	L OWL TARAVAL	ULLOA ST WEST PORT	<p>Patron stated (follow-up to SR 9855396) : I mentioned that I was disabled and it was discrimination against a handicap person... I dont know why the ticket was closed without me being informed of anything. I want a hearing, now especially since it was closed without me being informed.</p> <p>Original PSR #558318 Incident Details JS 5.30.19:Patron stated: I am disabled and Im 65 years old and the driver wrongly accused me of being intoxicated. I am not allowed to drink any alcohol because my medication I am taking. The L owl bus driver was being very rude with me. I waited at the bus shelter for the inbound L Owl bus stop at Ulloa and West Portal, the driver started being rude to me by not stopping at the right stop. She stopped right at the corner. I started yelling really loud "Hey" at the bus because it appeared as if it wasnt going to stop. The back door wasnt lit so I had to step into street and walked towards the front door, and as I entered the front I asked politely what the driver was saying, the driver started to say something which I didnt understand and I said excuse me what did you say driver yelled back, you heard me. I tried to find out what he was saying. The driver accused of me being a drunk and I have many friends who offered me alcohol and I refused and I explained why. Just because drivers pick up many drunks at night and just because I yelled loud does not make me a drunk. The driver continued to be being rude to me and started honking at other cars and seemed to be driving aggressive. The driver is telling other patrons that I was yelling at him, and of course I was yelling because I didnt think she was going to stop. She didnt stop where he should have stop. she stopped right at the corner and I had to step into the street and walked to the front of the bus and entered trough the front. Driver is telling everyone on the bus that I am drunk and this is an attack on my character. I am very pissed off that driver is making a wrong judgment in character.</p>
569133	5/21/2019	L OWL TARAVAL	6TH ST MARKET ST	The ADA Patron Stated: I was crossing the street with my husband whos using a walker and the driver saw us crossing and the driver left. Hes supposed to wait for us to cross."
569134	5/21/2019	L OWL TARAVAL	TAYLOR ST MARKET	Patron stated; "I was waiting for the OB L Owl at Market and Taylor St. and a L Owl muni bus driver past me up again. Another bus driver on the 27 line past me up yesterday. I am disabled with a walker. Coach number is either 8821 or 8812"
569155	5/21/2019	23 MONTEREY	SLOAT BLVD 45TH	<p>Patron states "The driver was almost at the beach going outbound before she said "you have to off board because I have to use the bathroom. I said finish the route and use the restroom at the beach that is reserved for drivers. She said she does not like that one. I had to stand in the rain with a hurt knee waiting for her to get her coffee which is what she really was doing. It has been 15 minutes and I am still waiting for her.</p> <p>The beach was only a minute away. Why did she do this to me? The driver lied to me. All she wanted was to get a coffee at Java cafe. I am waiting for her to get her coffee. She sauntered around the corner and I am waiting She just put the bus in the bus zone with the hazards on. Please talk to her and reprimand her. I want the video pull for this and a manger contact me"</p>
569180	5/21/2019	49 VAN NESS/MISSION	VAN NESS AVE MC	<p>Per patron...I have a complaint about a driver of 49 at 12:45 going OB at Market and Van Ness. I got it at McAllister and Van Ness. I asked her for the lift. I have disability and a cart. She was telling me that you cant bring on that cart. She said What you gonna do with that? I told her I was going to use the lift and then lift up the seats. She kept talking about it. She said you cannot block the aisle. I was told by Mr. Matthew West, who is the ADA coordinator for Muni, that I can. There was a man sitting there but he moved to other side. She keeps talking about that you cant put your cart there. She kept talking. She kept loudly making references that you cant use ADA seats for your dolly. I told her I had disability and she wasnt focusing on safety of bus. I went one stop...McA to Markt. I rang the bell. I said loudly that I would like the lift at next stop. She was talking to a man, who was talking to her about it. She asked Did you want the lift? She didnt hear the bell and didnt hear me say fairly loudly I need the lift at the next stop. She is a black female. Im a black female. I think she is wrong. She wanted picture of my cart. Another lady came into VanNess station, asked if I needed help, did I get bus and driver number correct. She was trying to be helpful and offered to call M. West. I usually file the complaint and the next thing I do is call him. The biggest problem is she kept talking she wouldnt let it go. I felt she was harassing me. She made her point; I made mine. I think the man who went up there and started talking that made things worse. She got louder. I know Im right. I got the impression she was harassing me. Maybe he was trying to get her agitated so there would be a fight. 4191 is on her sleeve. Bus nubmer is 6718.</p>
569247	5/22/2019	Not Specified	N/A	ADA Patron states" On multiple occasions I have had to ask the driver to lower the ramp or the bus so I could get on because I am disabled. The drivers should take initiative and lower the ramp or the bus when they see a passenger who is disabled. This should be part of the policy instead of the passenger having to ask."

569264	5/22/2019	22 FILLMORE	FILLMORE ST MCA	Patron said: There was an African American woman on the bus with her kids sitting in the handicap seats. I took a picture of the woman and she grab the phone from me and threw me up against the seats I where I was sitting. I was sitting in the disability seats and the woman and her children were sitting in the disability seats across from me and they were not disabled. There was an elderly woman standing who needed the seat. This has happened before and the bus drivers do not take of the issue.
569288	5/22/2019	49 VAN NESS/MISSION	OTIS ST.	<p>1. THIS IS AN ADA COMPLAINT. PLEASE MAKE AN ADA HEARING FOR THIS COMPLAINT.</p> <p>2. I AM FORMALLY REQUESTING ALL VIDEO FOOTAGE DURING THE TIME OF THIS INCIDENT. IN THE PAST MUNI / SFMTA HAS NEGLECTED TO PROVIDE THIS FOOTAGE WITHOUT ADDITIONAL COMPLAINTS. PLEASE DO NOT MAKE ME FILE MORE COMPLAINTS, I HAVE A RIGHT TO THE RECORDED VIDEO FOOTAGE.</p> <p>I am a disabled wheelchair using MUNI customer.</p> <p>I was waiting to board the 49 outbound bus today at Otis Street and S. Van Ness to go home between 4 - 5pm. I had already waited for other buses and was patiently waiting for a bus to be not too full or not have other wheelchair passengers so that I could return home after my doctors appointment. I was in a lot of pain and needed to get back into bed to rest and take my medication. When the 49 bus, number 6714 arrived, the driver did not even pull up to the curb, which required me to go into the street to try and board. The driver then told me the bus was too full and that there were seniors occupying the seats. There were no wheelchair passengers on the bus that I could see. I pointed out to the driver that many of the passengers in the senior and disabled area did not look like seniors (over the age of 65). The entire right side of the bus looked like it was unoccupied by seniors. In fact, one of the passengers in the senior seating even took the time to get out of the disability seating and step off the bus to yell at me for holding up the bus. The driver of course did nothing about this. While talking to the driver another passenger came up to the front of the bus and said "you stupid motherfucker, get the fuck out of here." The driver did nothing about this either and continued to blame me. The driver then took the bus out of commission and said, "Im calling." I asked the driver who he was calling but he refused to answer that question. While asking the driver to get on the bus, another bus drove around us and away, so I could not get on that one either. I pointed this out to the driver and he blamed me, clapping his hands in a mocking gesture and said "kudos to you!"</p> <p>I believe the driver violated MUNI conduct by:</p> <ol style="list-style-type: none"> 1. Not asking people to vacate seats to try and make space for me to board. I understand that sometimes the buses are too full, but the driver did not even try. 2. Mocking me and blaming me for simply wanting to get onto the bus 3. Not pulling to the curb and requiring me to go into the street to try and board 4. Letting other passengers cuss and yell at me, and doing nothing about it. 5. Taking the bus out of commission just because I wanted to board. This angered other passengers who then blamed me. 6. Blocking the bus zone by taking it out of commission so that the following bus could not pick me up. <p>Additionally, the driver was very discourteous and rude. It is not my fault that I need a wheelchair and that I needed to go home during rush hour. Disabled people have lives just like everyone else. This is a common problem with MUNI buses which are often jam-packed. This kind of discrimination is not an uncommon occurrence. Wheelchair users often have to wait for 2, 3, 4 or even more buses just to go home while drivers just pass us by and say "its too full," even if no other wheelchair user is on the bus. This is not equal access as outlined by the ADA and is in fact discrimination and is affecting my life greatly. I try to schedule and plan all my days to be home and not outside during the hours of 4pm - 6pm but sometimes my doctors appointments go over and I cannot change that. I do my best not to travel at rush hour but sometimes I have no choice. I think MUNI can do a better job of providing more buses during these peak hours and a better job of training drivers to not discriminate against us.</p>
569296	5/23/2019	29 SUNSET	PERSIA AVE NAPLE	PATRON STATES: I WAS TRYING TO BOARD THE BUS AND THE DRIVER SAW ME STRUGGLING TO GET ONTO THE BUS AND HE DID NOT LOWER THE STAIRS AT ALL. WHEN I GOT ONTO THE BUS I TOLD HIM YOU SEEN ME STRUGGLING YOU SHOULD HAVE LOWERED THE BUS. I THEN WAS GETTING OFF AT PERSIA AND MISSION AND I TOLD HIM TO PLEASE LOWER THE STAIRS AND THE DRIVER LOWERED IT JUST A LITTLE BIT BY TAPPING ONE TIME.
569302	5/23/2019	38 GEARY	GEARY ST KEARNY	Patron states, "This morning I waited for 1 hour to catch a 38 going to VA hospital and one never came. I finally got on a 38R and now ll have to walk up 42nd Ave to the VA. Disabled vets have to get to the hospital, there is no excuse for this. 2 38 buses went by that were going outbound and not going to the VA. Vets have appointments and the service makes them late and have to walk excessive amounts.
569321	5/23/2019	14R MISSION RAPID	MISSION STREET	I was with my special education class of approximately 15 people. The students without mobility issues boarded with staff on the back of the bus. Two students, a wheelchair user, and a walker user went to the front. I heard a staff member say that our two students with mobility needs were told to take the next bus even though the bus was more than half empty. I walked to the front to check if the priority seating was taken by other wheelchair users and there was only a mother with a stroller in it. I asked the driver why he refused entry to my students and his response is that the bus was full. I pointed out how the priority seating did not have anyone with disabilities in it and he responded that he asked the mother to move and she didnt. I informed him that it is his job to request the priority seating be for people with physical disabilities and that he was not in compliance with the ADA and he started getting very angry. I informed him that I am on the SFMTA Accessibility Advisory Committee and it is very important to me that he follows protocol and enforces the Americans with Disabilities Act and he got very rude. He finally pulled over in the middle of the street and waited for my students to catch up and get on. This wasnt until I told him that I was writing down his information and was going to file an ADA compliance complaint. I really hope that this was a learning situation for this driver and that the next time he sees a person with mobility needs he supports them rather than tell them to take the next bus. We are told this far too often by Muni drivers.

569331	5/23/2019	QUINTARA/24TH STREET	IOWA ST 22ND ST	ADA Patron states, "Fourbuses have come going the opposite way. We have been waiting for the 48 outbound since 3:45pm and there was not a bus at 3:54pm or 4:07pm according to schedule. This is really frustrating because we are right by the bus yard too. I have an appointment that I am now running late to. A driver also stopped who said he was only express to Judah and he was rude to us. There were 5 people waiting but now just 2 because frustrated people left. There are a couple more people arriving to the "
569337	5/23/2019	7 HAIGHT/NORIEGA	MARKET ST 5TH ST	Patron states, "I am calling about a Muni bus passing up a wheelchair going OB ion the 7. Its stopped at the end of the island where the lift is for the F car. He let passengers out but did not let the wheelchair on. He just kept on going."
569358	5/23/2019	31 BALBOA	TURK ST TAYLOR ST	Patron stated, "My roommate was getting on the bus the driver didnt seem to be aware and he let the ramp down on his foot. His damaged pretty bad. He hit is foot and my roommate yelled out and one of the passengers yelled to the driver to stop the ramp and get the ramp off his foot. My roommate said the driver was looking the other way out the window. My roommate got on the bus and he had to pulled the seat up for his chair. He got off the bus after a few blocks and I turned around to talk to the bus driver and he just drove off, and I think he was in shock and he was in hysteria and I dont think he knows what he is doing. The leg is swollen and cut. He is going to go to the hospital now his name is James Garner "
569367	5/24/2019	54 FELTON	VESTA AND WILLIAM	Patron Stated: I boarded the bus but he wont open the front door. He was pointing for us to go to the back door and I am a senior I have trouble. I dont want to go to the back. I want to seat in the senior seats. He wont let us on to the front. There was another man who was on a cane and I helped him up to get on. Why he wont let us on in the front.
569370	5/24/2019	CALIFORNIA CABLE CAR	MONTGOMERY ST	PATRON STATES: "INSTEAD OF STOPPING AT THE STOP THE BREAK MAN TOLD THE OTHER OPERATOR THAT THEY WERE NOT GOING TO STOP AND THAT YOU AN TAKE THE NEXT ONE. I AM AN ADA PATRON STANDING WHERE i WAS YESTERDAY WHEN i RODE IT SO i WAS AT THE RIGHT SPOT"
569380	5/24/2019	47 VAN NESS	VAN NESS AVE MC	Patron states,I stood in line to get on the bus. He closed the door on me. I had to knock on the bus door to let me on. I told him I needed the lift to get on. He mouthed something at me and then pulled away. He was rude as hell. A white guy, fat and wearing a mustache. Other possible coach number is 8936
569382	5/24/2019	1 CALIFORNIA	VAN NESS AVE CLAY	The patron stated, "I went to get on and he closed the door on me and I wasnt even able to ask to have the lift. He was very rude."
569396	5/24/2019	30 STOCKTON	VAN NESS AVE CHESTNUT	Patron said "The bus stopped at Van Ness and Chestnut, and let about 6-10 people off, but it did not let me on. I think it may have been because I use a walker."
569421	5/24/2019	19 POLK	HUNTERS POINT BLVD	Patron stated "Its a y shaped street he went around the curb where he was not suppose to go and passed us all up at the stop and Im ADA."
569431	5/25/2019	29 SUNSET	BALBOA PARK STATION	ADA Patron states: "I boarded the bus and am blind. I told the driver that I needed to get off at Balboa Park Station. The driver didnt listen to me and did not let me off there. I have no way of knowing when to get off since there was no announcements"
569434	5/25/2019	F MARKET & WHARVES	STOCKTON ST BEA	Patron stated," the F street car just passed me up, this is a ADA related complaint" Stop ID 13095
569445	5/25/2019	31 BALBOA	TURK AND LEAVENWORTH	Patron stated, "Im in a wheelchair. The bus pulled up and I was trying to get the ramp and the driver told me something like Sorry were fulland nobody got up to move. And Id been waiting for about an hour."
569448	5/25/2019	29 SUNSET	BALBOA PAK	Patron states "I was on the 29 bus to Balboa, nothing was called out. The auto announcement alerting callers to hold on and what stop was coming did not come on. The same thing happened on the return bus leaving Balboa

569452	5/25/2019	12 FOLSOM/PACIFIC	HARRISON	<p>Driver very arrogant and uncooperative to me, a person using a wheelchair for mobility.</p> <p>Refused to kneel the bus to lessen the incline on the ramp and avoid tipping backward.</p> <p>When I was unable to breach the top of the ramp and was stalled, your driver (8952) sat in his seat and, knowing a kneel would have better enabled the onboarding, callously asked me, "Cmon now. What you gonna do know?".</p> <p>After an unnecessarily difficult effort to board, your driver was prone to being argumentative and profane in speaking to me, a disabled rider, using the word "fuck" more than once.</p> <p>Finally, he did not offer to help me with any of the securements on the bus. I informed him I will be reporting his conduct to SFMTA and took a picture of the bus number to document it and the date and time of the incident.</p> <p>I can only hope that this driver receives punitive interventions and retraining in conduct and courtesy towards all riders. It is drivers like him that make MUNI a harsh and unsafe mode of transportation.</p>
569463	5/26/2019	9 SAN BRUNO	POTRERO AVE 24TH	<p>ADA patron, "I was at general hospital. It a full bus arrived, there was room when people got off. The driver did not want to ask people to move for my wheelchair. I asked if he would please make room. He said I would have to wait for another bus. I told him I was already passed up by 2 buses and could he try asking people to make room and he said, no. An old woman who got off the bus to let other passengers off wanted to get back on but the driver closed the doors on her and I yelled at the bus to stop to let her back on. The driver stopped and let her back on and I asked the driver what his ID number was and he refused to give it to me. If the drivers say they are not doing anything wrong, why are they worried to give out their ID? I went to Potrero and 24th and was able to get on the next 9 bus vehicle number 8644."</p>
569471	5/26/2019	5 FULTON	BEALE ST MARKET	<p>Patron states that, "The driver took his last break at Beale and Market rather than at the last stop at Howard. This caused a delay of 6-7 minutes and as a result I missed my connecting bus and now I have to wait 30 minutes for the next one. I am also handicapped and this has caused a great deal of inconvenience."</p>
569481	5/27/2019	WELL/MASON CABLE CAR	POWELL	<p>I want to voice another complaint against the fare charged for Cable Cars. It is the MISSION STATEMENT of MUNI that: MISSION: We connect San Francisco through a safe, equitable, and sustainable transportation system. When the cable cars are out of service a back up ADA compliant vehicle substitutes. The fare mirrors the common fare structure of MUNI. This means that the VALUE of the route is the same as any other current MUNI route with its common rated fares and discounts. When the non-ADA compliant cable cars are put back into service the inequitable fare structures are put back into affect. May I point out that the citizens have already paid for the equipment through bond measures back in the 1980s. MUNI just came back to the city late 2018 to rehab some cable wheels which needed replacement. How many times do we need to purchase the same equipment? If the mission of MUNI is to provide equitable transit, then why does it not run alternate buses concurrently with the cable car system? I know you want to soak the tourists, but we live here and have already paid for this route over and over again.</p>
569491	5/27/2019	T THIRD BUS	MARKET ST SPEAR	<p>The patron stated, "The T Bus Line stop is not suited for ADA users."</p>
569500	5/27/2019	8 BAYSHORE	4TH ST MARKET ST	<p>Patron stated, " I have my disabled card and I have bad knees and a bad back and a Chinese lady had a child in the seat and another baby and I asked the driver to have the lady move her baby to her lap so I could sit down. I am disabled. The driver stopped the bus and he got out and he looked and he asked a man if he would get up and the man refused to get up. The driver went back to driving and i told the driver I was going to report him to Muni. I cannot stand that long. "</p>
569514	5/28/2019	30X MARINA EXPRESS	1545 GREENWICH ST	<p>We need the 30x to run more frequently during commute hours, especially the morning commute. I live between. The Gough and Van Ness stops (the last 2 stops) and if I plan to catch the bus after 7:15am, theres a good chance the bus will be too full it cannot pick me up. Many empty 30 buses go by, but the 30x buses are so limited. Why cant they run more frequently? This is a known problem that has existed for a long time, how hard is it to run them every 5 minutes instead of every 7, and actually have them arrive on time. With this much capacity on the line, one missed or late bus throws off the entire line. It RUINS peoples mornings when a bus finally arrives and they cant get on. The problem then snowballs as a backlog of people wait to get on the next bus, new bus riders arrive at the stop and then the next bus passes them again. We deserve better service.</p>
569523	5/28/2019	29 SUNSET	PAUL AND 3RD	<p>Patron indicates "I am a disabled individual and I need stops called out by the driver so I know where I am and know where to get off the bus."</p>

569526	5/28/2019	T THIRD BUS	REVERE AVE 3RD S	Customer stated "Ive been waiting for 45 mins for the bus. When the bus pulled up, the driver said "I have a wheelchair already". I insisted on getting on because Ive already waited for 45 mins and Im not waiting for another bus. There was another muni operator inside the bus, but he didnt even assist me in getting people out of the way. Muni had 100 days to master this T bus shuttle, it should be going much better this time around. Looks like they have a little party. The drivers need to come back heading towards the Embarcadero."
569530	5/28/2019	43 MASONIC	FULTON ST MASON	Patron said: One of the worst operators. I said 3 times"goodmorning". He did not say a word to me or anyone that said hello. Driver did not get up to lift the chairs for my wheel chair. I asked 3 times and had to get louder each time I asked. He finally got up and just shoved the chair up and didnt say anything. He was driving like a bronco. He hit a curb. Driver rude, never answering customers. While on Haight St, driving rough. Keeps hitting the breaks when no one was in front of him. I said you need to get a better attitude when I left bus. Operator does not drive well. I never want to ride with him again. I want someone to test drive this operator My wheelchair kept moving around while he was driving and breaking. I was holding on to help stabilize my wheelchair. I had to keep bracing each time he used the breaks.
569539	5/28/2019	Not Specified	CHURCH STREET	I think that double wide strollers should be banned from Muni. At most one should be allowed on the Muni Metro. Two Single strollers, even tandem ones, could be allowed on the metro. One single stroller could be allowed on buses. The strollers are unsafe and block the entranceway to the vehicles. That can prevent the disabled from boarding and exiting the vehicles.
569541	5/28/2019	Not Specified	N/A	The new muni metro cars do not have signs designating seats for the disabled except for the seat that goes up for wheel chairs, which I have also seen used for strollers. There are no announcements that seats should be given up for the disabled like there are on the buses.
569543	5/28/2019	Not Specified	N/A	On the new Muni Metro cars there are no signs designating seats for the disabled other than the seats that can be lifted up for wheelchairs, which I have seen lifted for strollers. There is no announcement about disability seating like there is on the bus.
569548	5/28/2019	9 SAN BRUNO	POTRERO AVE	This morning on my commute to run an errand at SFMTA I boarded the bus at 10:34 am inbound towards downtown. From the moment that i boarded the bus the driver was very rude to the passengers. I understand that there are safety hazards and concerns when people are near the door but as a community worker she should communicate with logic and not emotion. She was extremely frustrated and rude with passengers. One passenger called her out on her attitude and rudeness and she responded rudely to him. At one point she hit the brakes very abruptly and many of the riders almost fell. The same passenger that called her out before responded to what she did and her response was "If you would listen I would not have to." Everytime passengers would board the bus she would yell at them. A lot of the people boarding were elderly Asian immigrants. As a community worker myself I understand that there is a cultural clash around rules, expectations, and language. In my honest opinion she needs de-escalation and cultural competency training. In the afternoon heading back to my office (Outbound) i boarded her same bus at 2:15 pm. The bus was empty and had few passengers but she seemed to be in the same emotional state. In one of the steps an elderly Asian woman with a cane started was slowly boarding the bus through the back doors with the her companions assistance the bus driver yelled at her and told her to hurry up and get away from the doors. The elderly woman could barely walk and the bus driver was rude once again.
569550	5/28/2019	44 O'SHAUGHNESSY		ADA patron stated that" At forest Hill station I was coming down the stairs and i saw the driver and the driver saw me but he they didnt wait, they just drove off" Was not at the stop when bus arrived
569584	5/29/2019	57 PARKMERCED	FONT BLVD AND	Patron states the driver would not lower the lift. I am disabled. I was carrying all my groceries and they fell to the ground.The driver said she has paper work on me.I am a disabled Vet. I dont know why I cant ride her bus.

569606	5/29/2019	Not Specified	406 VICKSBURG ST	<p>Comments on the new Muni light rail cars...</p> <p>1- The seats are TOO HIGH! I am 52" - short but not out of average range - and my feet do not reach the floor. Looking around, this seems true for most of the women and some of the shorter men.</p> <p>2- The bars are in weird places that make seating inefficient. Most of the seating spaces can fit either 1.5 (not 2) or 2.5 (not 3) average adults. This means lots of unused space or people uncomfortably squeezing in.</p> <p>3 - Bring back the butt dents!</p> <p>RESULT: These factors make it very dangerous! If I am not sitting next to a bar, AND my feet cant reach the ground, I cannot brace myself when the train stops/starts. I get thrown around!</p> <p>As long as you are revisiting the design of the new cars, I hope youll address these seating issues.</p> <p>Thanks, Leslie</p>
569636	5/29/2019	19 POLK	LARKIN AND GROV	Patron Stated: The bus has now stopped, I am attempting to run because is am handicapped, she closed the door, she sees me, she continues to drive all the way to Larkin and Mcallister. I tried to run with great difficulty. What I did I chased the bus to Mcallister and Polk and I got on the back. I made sure I was able to get the bus number and the driver id number. It was upsetting. it was not a packed bus. She was not considerate and not helpful to me with someone who has a disability. Requesting for a phone call on his land line:, not email.
569642	5/29/2019	5 FULTON	MCALLISTER ST JO	Patron states the driver did not strap me in correctly. he strapped the seat belt cris-crossed, which is unsecure. This was dangerous. I was not properly strapped in
569673	5/30/2019	22 FILLMORE	VALENCIA AND 1	Patron Stated: I got on the bus at 16th and Folsom, bus was a little bit crowded. I usually get off at Valencia Street. Someone had requested the stop button so I did not have to because someone already pressed it. I got off my seat about midway between Mission and Valencia and ready to get off at Valencia stop, the driver breeze through the stop because he did not want to miss the light. I yelled at him to stop but he did not. He did the same thing to me about two weeks ago. So when I was getting off the bus, I asked him...did you not see the stop requested sign and he just looked at me and did not say a word. Two weeks ago, when he did that and asked him the same thing, he said... sorry I did not see it. I am handicapped. I have two bad knees and a bad hip and I walk with a cane. I had to walk back to Valencia Street and it took 10 minutes. I feel that he knew he should have stopped but he didnt.
569678	5/30/2019	9 SAN BRUNO	TAYLOR ST MARKE	Patron stated: Pulls of at end of stop and mother fucker didnt pick me up.
569707	5/30/2019	47 VAN NESS	N/A	Patron states that, "The driver was wearing a homemade mask over his face. If hes going to wear a mask, it should be a N95. Also, he pulled in at 11th and Harrison picking up a wheelchair passenger and was very rude towards him. He wouldnt lift the front seat to let the passenger into the space. A stranger on the street had to come on the bus and assist along with other passengers. The driver also did not secure him in and started to operate the bus. Once the bus started moving, the passenger in wheelchair started to roll forward and the driver finally got out of his seat to secure him in. I am also a mayoral candidate for the city of SF."
569723	5/31/2019	5R FULTON RAPID	POWELL AND MAR	Patron Stated: Run#304. I got off at the Bart and I came up from the escalator side where the Starbucks is. When I got to the intersection, the light was green for me to walk. The 5R was pulling into the bus stop and I am disabled, so I waved my hand to let him know that I am coming to get to the bus stop and he was in the bus stop and if he would have stayed in his position, I could have tap on the door and got on the bus. But he pulled all the way over the inner lane away from the bus stop, and then he took off and would not let me on. He just kept on going. This driver does this all the time. He has done this before. He just keep on going. He can see that I am disabled and he just keeps on going. A couple of weeks ago he did this to me at Powell and Market and he did the same thing with another lady.
569740	5/31/2019	14 MISSION	GENEVA AVE MISS	Patron states: "The 14 pulled up and there was a wheelchair in the loading zone. My mother was behind the person in the wheelchair in her walker. The bus pulled up down the sidewalk from the person in the wheelchair. I waved at the driver so he could pull up to the designated wheelchair loading zone painted on the sidewalk. The driver refused to pull up to the loading zone, and by the time we were able to go back to where the bus was stopped the bus was full, and my mother had no where to sit."

569761	5/31/2019	27 BRYANT	16TH ST BRYANT S	patron stated: "I was on 16th and bryant the driver would not let me on the bus, I have a hand truck and I have a disability. She told me she had too many baby strollers on the bus, I looked on the bus and I said theres a whole section in the back thats empty. And then some people moved to the back which left some seats empty in the front. And then she said its too crowded. I told the driver theres seat open in the front and she ignored me. The accessibility coordinator for muni told me I can come on the bus and where to put the hand truck."
569770	5/31/2019	14R MISSION RAPID	MISSION ST.	Driver refused to pick me up along with my wheel chaired mother. Kept insisting for us to take the bus behind his. Very disappointed at this action.
569773	5/31/2019	T THIRD BUS	20TH ST 3RD ST SA	Patron stated " Furthest side from corner the bus pulls up to the lady closer to the corner. the lady gets on the bus and Im disabled so it takes me longer to get to the bus. So when I got to the bus he closed the doors and drove off. I put my hands in the air and didnt say anything and he just took off, he looked right at me. "
569790	6/1/2019	6 Haight/Parnassus	GOUGH ST HAIGHT	Patron stated " The bus driver refused to let me on, she claimed the bus ramp was not working. She than drove away."
569791	6/1/2019	F MARKET & WHARVES	THE EMBARCADER	ADA patron states: There were two F cars in a row that didnt pick us up. Ive been waiting here for half an hour and now I have to walk. I have toddlers with me as well." The times were 2:35 and then 2:45.
569795	6/1/2019	9 SAN BRUNO	POTRERO AVE 16T	ADA Patron states: "I was waiting for the bus- there was enough space on the bus and there were two of us in wheelchairs, and the driver refused to let the lady in the wheelchair or me board."
569798	6/1/2019	9 SAN BRUNO	POTRERO AVE 16T	ADA Patron: "The driver told us that the bus was too full to board a wheelchair patron, but there was an empty bus right behind him. This is a lie- he could have moved everybody back, and now we have been waiting for 5 minutes for the next bus and have another 9 minutes to wait."
569812	6/2/2019	45 UNION/STOCKTON	N/A	Patron states:"The buses are rerouted for the fair, he was traveling along Greenwich instead of Union. He passed Webster and Greenwich I said can I get off here or do I need to get off at Fillmore? He said you are not getting off until Steiner and Union. I may have said nothing, or I may have said thats five blocks can you stop here or something. At some point, I didnt think it was right. I didnt say a word. He kept justifying himself. I lost my temper he kept yelling. "
569820	6/2/2019	14 MISSION	9TH ST MISSION ST	Patron stated that, " Me and my dad got on at 9th and Mission. He is in a wheelchair I was trying to put the secure straps on. I told the bus driver to wait and he didnt listen he kept moving the bus and he said " Dont worry about the straps" but my dad needs to get secured in and he didnt listen."
569847	6/2/2019	N JUDAH	POWELL ST MARK	Patron said: We waited 25 minutes while the sign said 5 minutes at Powell St Station. The train switched to turn around at Sunset instead of going to Ocean Beach when we reached Duboce and Church. When we got to 34th Ave the operator said there was blockage on the tracks. Advised to get out at 34th Ave. We had to wait for the next street car which seemed to go into a holding patern waiting for the other street car to turn around. It doesnt seem fair to have the train not go to Ocean Beach to the end of the line after we had to wait 25 minutes at Powell St and it said it was going to the end of the line. It is an ADA issue for people to climb in and out of the train. You have to climb up steps at 34th Ave. You should be able to get on one train and make it to your detestation.
569882	6/3/2019	9R SAN BRUNO RAPID	11TH ST HARRISON	Patron stated "I am waiting for the bus and this is the 3rd bus that drove past me, This last guy had a muni employ seating in my seat the disabled seats."
569888	6/3/2019	38 GEARY	GEARY BLVD GOU	ADA patron stated that "Drivers on the locals both said they could not force mothers and children to get off the disabled seats I am disabled with a walker. They told me to get on at the back of the bus. I cannot hop on to the back of the bus. The back is too narrow. All the children in the front seat with their mothers would not move."
569894	6/3/2019	38R GEARY RAPID	GEARY BLVD 33RD	Patron states: I want Muni to tell me WHEN this complaint will get resolved! I am 62yrs old and disabled.It happened 10-15mins ago. I asked this operator if he could drop us off at Geary/28th Ave as we have been waiting for a long time. He refused and was rude as hell. Now I am on another #38R vehicle no. 6662. Operator is nice and would drop us off at Geary/28th Ave even though its not his stop.
569908	6/3/2019	10 TOWNSEND	23RD ST RHODE IS	ADA Patron stated: Im in a wheelchair. I looked up, the 10 was getting ready to turn the corner. He let someone else on around the corner. He looked right at me. The driver came up to the stop sign and kept on going. There was no hesitation.
569916	6/3/2019	6 Haight/Parnassus	MARKET ST HAIGH	Patron said: My partner helped me and another disabled person board the bus. We went to sit down. A Muni Enforcement Officer boarded the bus. Walked past 5 people in the front of the bus, directly over to me, at the back entrance,and asked to check my Clipper card and then ask my partner for proof of payment. Another passenger asked us if my partner was distracted when he entered the bus. I said yes he was. He was helping us get on the bus. The Muni Enforcement Officer gave him a citation. He did not give him the opportunity to pay. I believe the Enforcement Officer targeted us. I had drivers tell me that my description was going around. Guy with bushy eyebrows and blue walker. I am disabled and feel that I am being targeted for previous complaints. Issuing Officer is R. Exala. *66.

569980	6/4/2019	9 SAN BRUNO	MARKET ST 9TH ST	ADA Patron stated: I take the 9 every day to and from work. Usually they just open the doors and everyone can get on. Or I can press the button in the back to get on from outside, and the driver will open the back door. At rush hour, 515, I went to go press the button because I can find a seat in the back. It didnt open. And then I went to the front. I said, I think theres something wrong because it wouldnt open. And he said very curtly, yeah because I didnt open it. He was pretty rude about it when I asked. He made everyone get on the front. It got backed up and he yelled at everyone to go to the back. I couldve taken the next bus if Id known itd be full. It seemed intentional. At the next stop, he opened all the doors and the bus was even more crowded.
569999	6/4/2019	30 STOCKTON	NORTH POINT ST V	The patron states, "I took the 28 line with a wheelchair and got off @ the end of the line @ S. Van Ness/Northpoint to take the 30 IB (my self and an older lady). The 30 drove in and we looked @ the operator and the operator waved. He parked far from the stop so we travelled to the end. He filled a form out for about five minutes then checked the bus to see if anyone left anything behind. He opened the door and walked away. Another 30 arrived, but I thought the 1st operator was leaving 1st, but the bus did not move. The 2nd bus drove off and we missed the bus. If the 1st operator did not wave we could have taken the 2nd bus. After the operators break we got on the bus. Im in a wheelchair and he shouted @ me. I had to park my wheelchair 1st before I pay. He shouted @ me from Northpoint to Sutter St. As we approached Washington Park the operator spoke with a Muni inspector and complained I was a bad passenger. I want like review the camera with Muni management. Also, @ the end of Sutter a new operator boarded and complained the operator was late/delayed serviced and the operator stated he was late due to a wheelchair passenger."
570047	6/5/2019	24 DIVISADERO		Patron stated" From 3:00 PM -3:10 PM four buses pass me by and the 5th one is the one that picked me up all bus drivers were male except for the woman driver that picked me up and Im ADA there are not suppose to do that".
570093	6/6/2019	14 MISSION	MISSION ST 16TH S	ADA Patron states the bus did not pull to the curb. There is construction at the bus stop and the bus did not stop for me. The driver looked at me and passed. There was nobody on the bus. A friend asked why would you do this. The driver did not say anything. We asked for her to open up the door and she did and she provided her ID number. Now i am going to be late for work. I had to board the next 14 in the street.
570102	6/6/2019	5R FULTON RAPID	MARKET ST VAN N	Customer stated "I got on the front of the bus with a service dog on a carrier, and the driver started waving at me and said to go to the back of the bus. I have a clipper card that says "Permanent Disability" RTC card. I got to the back of the bus, and there were no seats available, so I had to stand. I have a bad knee right now."
570116	6/6/2019	5R FULTON RAPID	FULTON ST 30TH A	Patron stated: "I have a broken bone and was on my way to the hospital to pick up some meds and the bus just blew right by me. The bus was not out of service, had some people on board. This was bus 7276 on the 5R."
570119	6/6/2019	Not Specified	5th and Market	Patron had called MCS @1230pm to file a report with us regarding an incident that had happened on 6/5 between 1115-1130am. Patron states that she had boarded at 8th/market the 7 line. The driver suddenly had to hit the brakes because she heard other passengers say "there's somebody running" and everybody fell foward. A man standing in front of her had fell onto her as she hit her left shoulder into the pole. He had apologized to her for this incident. States that she did not ask if anybody was okay and did not call into the control center that this happened. When she wanted to get off the coach at 8th street, the driver let her off in the middle of the street and did not want to deploy the lift for her. she had to argue to get the lift deployed.
570132	6/6/2019	8 BAYSHORE	COLUMBUS AVE U	Patron states: 4:00pm. I got on the 8OB bus at Columbus Ave and Union Street. The driver was not paying attention. She was just yapping. I said can you just focus on driving. She yelled "who said that?" I didnt respond to her. At the next stop, a woman got on the bus and sat on my bag next to me. There were other opened seats. I said hey. This woman stomped her cane on the ground. I also have a cane so I stomped on the ground too. The driver stopped the bus and claimed that I accosted her. She called the police. The police came and handcuffed me on the sidewalk and questioned me. I was humiliated and the driver made a scene. The police finally let me go. The bus was still there. I got back on the bus and I didnt know it was the same bus. The driver old me to get off the bus. She was not professional. I am not sure if this race motivated because I am white and she is black.
570216	6/8/2019	25 TREASURE ISLAND	AVENUES B AND G	Patron stated: "I was coming across the intersection, when the bus just pulled up. It takes me a minute to across because I have a cane; I just had my knee replaced. The bus driver seen me trying to cross. He would not open the back door for another patron I could see. Then he just started to take off. "
570264	6/9/2019	31 BALBOA	TURK BLVD MASON	Patron stated: "The buses are not keeping up with the schedule. I think they are taking buses off this route and putting them on other routes. There is a lot of people that rely on this line like elderly disabled and people in wheel chairs. The other lines are running on time but not the 31. This is discrimination. It goes through the tenderloin, with the most disabled people or people on government assistant or in wheel chairs but its the bus with the least amount of attention. The line they keep taking busses off to put on the richer lines. This happens all the time for this line. People on this line are the least likely to complain. Right now it says the next bus is in 61 minutes and 81 minutes. Who can wait around for that bus, I am disabled. This happened also yesterday. When I first called I was told 48 minutes. Then I called back and was told 61 minutes, that means they are missing another bus now on this line."
570413	6/11/2019	9 SAN BRUNO	BAYSHORE BLVD	Busses layover and park on Bayshore blocking the bike lane and sidewalk every morning. Bikes have to move into the fast moving Bayshore traffic to pass and people who are walking have to walk in the street to get around. There re many bikes that travel this route and many people, most are elderly with carts that walk from Silver down to the recycling center or MArket.

570417	6/11/2019	24 DIVISADERO	30TH STREET	When I got on the bus there were three (3) open strollers blocking the front. Driver seemed unconcerned about the fact that they are blocking both the front and the back doors...someone would have to climb over them to get off the bus. This is an everyday occurrence.
570422	6/11/2019	E EMBARCADERO	KING ST 4TH ST SA	ADA patron stated that, "I had my hand on the bar Im still getting up into the train, on the step and he closes the door, this threw me off balance I howled in pain. In order not to fall I put my foot down into the car, I was thrown off balance by the way he closed the door shut. You need to be more careful you have to make sure that the person is inside before you close the door , you just threw me off balance. He started berating me, it was quite offense, like that he was doing me a favor to even pick me up, since I was only going one stop. I said that has nothing to do with closing the door on me with my hand still on the hand on the door. This goes back and forth a couple a times. I said Look Im telling you my foot is sore, Im asking you to treat me the same way you would a person with a cane, and he goes " oh you left your cane at home?" in a mocking tone, it is beyond insensitive and not courteous. Since when do they have the authority to make quarry of someones medical condition. Am I required as a passenger to explain to the operators that I had surgery recently, I have to make announcements like that? Just because he cannot see a mobility issue, do I need to walk around with a cane in order for operators to not close the door on my hand. And If I did have a cane I doubt that particular operator would have done anything differently"
570429	6/11/2019	9 SAN BRUNO	N/A	Patron stated "Im on the number 9 in front of the Lowes on Bayshore and I have an agitated driver here calling the police on me. Im a disabled senior and I asked for the ramp because I have an object with me that is not dangerous and she started getting aggressive with me. She called the police and I want to make a report to have a hearing with a neutral officer. When I got on she started asking me 20 questions and I told her it was none of her business what I had, then there was this other African American male who grabbed me and tried to push me off the bus. Ive never had a bus driver be so aggressive. So shes calling the police, the camera is recording and I think it may be a racial thing."
570437	6/11/2019	QUINTARA/24TH STREET	24TH ST MISSION S	Patron states, I was on the bus and this person got on and was not able to put the seat up. They were in a wheel chair. The driver did not get up to assist them I ended up having to help the person. Later at another stop a woman was trying to get on with a stroller and the driver said no to them. The bus was not even full. I see the drivers in other parts of the city help people strap in and the driver does not move the bus until they are strapped in.
570473	6/11/2019	8 BAYSHORE	MISSION ST GENEV	ADA Patron stated that "I was sitting in the front and an older lady came and told he to get up because shes older than me so I got up"
570482	6/11/2019	6 HAIGHT/PARNASSUS	N/A	ADA patron stated that, "I am disabled and Ive been trying to get on a bus or a train for the last 30 minutes. All the bus or train are packed and overheated. It is not fair and I hope I wont pass out from the heat.
570501	6/11/2019	33 ASHBURY/18TH	22ND ST POTRERO	The ADA Patron stated: "im standing at the bus stop,im 64 and i just got out of the hospital and he passed me up."
570525	6/12/2019	2 CLEMENT	POST ST MONTGO	The patron states, "The operator got upset with me because I was sitting down in the disabled seats. I have a disabled pass and have epilepsy. He didnt ask why I was seated. The operator does things against regulation; people who enter through the front doors and have to pay. He should not check for people vouchers."
570531	6/12/2019	5 FULTON	N/A	Patron States:" The 5 and other buses are not stopping at the temporary Transbay terminal. They are stopping at Market before it turns onto Beale. It seems like it depends on the driver, some will stop short and some will go all the way to the terminal. So now I have to walk to the terminal with my disability. I have congestive heart failure. If they are doing this just because the driver wants to take an extra break that sounds like a violation of ADA. "
570544	6/12/2019	45 UNION/STOCKTON	COLUMBUS	Large black female driver with sunglasses on wouldnt allow us on a brand new bus. It was me and my two children. We have a Bob double stroller which is wheel chair length and width. She wouldnt allow us on a brand new 45 outbound bus in the 79 degree heat from Columbus and Stockton to Union & Jones. There was barely anyone on the bus.
570589	6/12/2019	L TARAVAL	TARAVAL	<p>This vehicle is new, however two of the four doors were inoperable. That makes for dangerous and unsafe conditions should an emergency occur. DOT regulations prohibit the operation of public transit vehicles with improper emergency exits, in this case half the exits were not operating.</p> <p>This is a brand new vehicle, MUNI needs to send these defective and dangerous vehicles back to the manufacture. Surely, MUNI did not contract for defective vehicles did it?</p>

570622	6/13/2019	1 CALIFORNIA	BUCHANAN AND	Patron Stated: I have a walker. I am disabled and he let me off on the street not at the bus stop. He put the ramp down right on the street, not on the bus stop. It is very frightening/scary to get down. It is so steep downhill. I do not know why bus drivers do this all the time. This happened before. I am so sick and tired for being so nice and they do this to disabled person.
570650	6/13/2019	14 MISSION	MISSION	Refused pick up to a women in a wheel chair.
570712	6/14/2019	54 FELTON	BRIDGEVIEW DR S	Patron stated," Coming down bridgeview, I indicated a wheelchair needs to get off at Bridgeview and Scotia and the driver stopped the bus on the hill but it its not safe for a wheelchair to exit on that stop. The driver should have stopped closer to the intersection but ended up driving passed the intersection across Scotia and turning left on Vesta and Phelps. Now I am further away from my destination and my battery life on my wheelchair is low and I dont know if it will make it to my home."
570716	6/14/2019	5 Haight/Parnassus	SFMTA ACCESSIBL	Driver failed to call out stops at transfer points. No audible announcements.
570762	6/15/2019	5 Haight/Parnassus	N/A	Patron stated: "The driver saw me and refused to stop. He didnt pull into the bus stop and the bus wasnt full. I am disabled."
570790	6/16/2019	M OCEAN VIEW	RIGHT OF WAY/	Ada Patron stated that, " I was on the bus, I pushed the little thing the bus stopped. One step didnt go down so I went to next door, Im saying excuse me excuse me as I walk to the front and he takes off, I said I pushed the button, he said no you didnt. I said I heard what the bus said, they have automated service saying that the bus stop at whatever. I said why did u stop then if no one pushed it, I was trying to get off the bus, u parked next to the rail, I would not be able to get off anyway."
570800	6/16/2019	F MARKET & WHARVES	N/A	ADA Patron states: "The seat that it supposed to stay up to allow wheelchair on the right hand side of this street car is not staying up and the arm of my wheelchair has to do so."
570846	6/17/2019	F MARKET & WHARVES	MARKET ST MAIN S	Patron said: Elevated cement platform on Market between Main and Beale There are 2 holes in the cement where there was once a (green safety railing) The green railing has not been replaced and Muni is neglectful on this matter. This is a safety issue.
570849	6/17/2019	F MARKET & WHARVES	THE EMBARCADER	Patron said: Getting on or off to Pier 39 After 6-8 months from November 2017 there was an accident that took out green protective railing. Its a 50 foot area in middle of street that has not been replaced. This is a safety issue. Its not protecting people from vehicles. Its neglectful. This should have been taken care of immediately. No attempt from Muni to provide safety to passengers.
570866	6/17/2019	30X MARINA EXPRESS	BUSH ST.	SFMTA: Please do not change the 30x morning bus route and bus stops. Majority of the 30x riders get off the bus at Bush St. and Battery St. and head to the SOMA corridor. by First St. We all walk toward First St. and Market St. to our destinations. Moving the bus stop to California St. and Battery is inconvenient and does not serve many riders of the 30x bus. In addition, as a person with disabilities, moving the bus stop further away from First St. creates more hardship for me and other riders in similar situations. Thank you for your consideration.
570873	6/17/2019	30X MARINA EXPRESS	CALIFORNIA ST.	SFMTA, Please do not change the 30x bus stop at Bush St. and Market St. for the morning commute heading to the financial district. Majority of the riders rely on the Bush St. bus stop as many people must travel toward First St. and walk to Market St. , Mission St. and Howard St., not to mention, many employees who work in the Salesforce building along with others in the area. The Bush St. bus stop is a very much needed bus stop because half the riders on each bus utilizes it, so please do not remove the stop. The 30x bus should also serve the riders who work in First St. area in SOMA. It is a bad idea to remove the bus stop due to occasional traffic on Bush St. Also, many times the Walgreens store on Bush St. illegally block the far left lane with their large metal bin so the 30x cannot go by. These are not valid reasons to remove the bus stop while so many riders depend on it. Please do not remove the Bush St bus stop for the 30x. It is also difficult to walk the long distance to First St. due to foot problems. Thank you SFMTA.
570923	6/18/2019	9R SAN BRUNO RAPID	PAUL AVE SAN BRU	ADA patron stated that,"I asked him to turn on the ventilation system he said no he said because I dont want to. Its not for you, its for the passengers, He gave me a finger saying "f you", I asked to be let off his coach. If you got those kind of bus drivers in the civil service industry, you dont need to be having those drivers doing those kind of gestures to the customers."
570924	6/18/2019	30 STOCKTON	3RD ST HOWARD S	ADA patron stated that, " The driver has packed the bus up, he held the bus up for a while because the people are not far back enough, and he said "if you dont move back I aint going no where" in a very rude way."

570930	6/18/2019	9 SAN BRUNO	POTRERO AVE 23R	Patron requests an ADA call back. Patron states "Im disabled, vehicle 8639 san Bruno IB. Im trying to explain this to the driver, she wanted to let another wheel chair on the bus. She asked me to move and I told her Im disabled due to mobility issues. By law she shouldnt ask me to move under the American disability act. This is not the first time that this happened, in the past drivers have asked the elderly & disabled to get up for the wheel chair. We shouldnt have to stand."
570942	6/18/2019	44 O'SHAUGHNESSY	6TH & CLEMENT	<p>Caller states: "Strollers take up most of the isle There were 2 larger strollers, they were both in front, blocking the area where the front seats are. Seniors sitting there, fist women had 2 little children, Stroller was right beside the driver. An older man with cane had to crawl thru 10 inch space. When he exited, he trying to very hard to maneuver, the bus driver didnt do anything These seats are for disabled and seniors, there are signs all over the front seats. The drivers allow this to happen. The City of SF and Muni are not senior citizen friendly. Why are they allowing this?</p>
571006	6/19/2019	27 BRYANT	OFARRELL ST TAYL	Patron stated that "I am disabled and the driver would not lower the ramp because of the curb. She said wait for the next bus. She said the curb is too low and to wait for the next bus. Whats the problem with the curb? Please report this curb to Public Works. There are people laying around on the curb and smoking crack cocaine She said she could not pull over because of those people laying around. There is a police car here now."
571029	6/19/2019	7X NORIEGA EXPRESS	MAIN ST MARKET S	Patron stated " I have been at the bus stop sines 3:45 and the first bus never came. since Ive been talking to 311 bus 8662 passed by and did not stop. I m in a wheelchair. and I tried to waive the driver down and the other passenger waived too but he kept going.
571032	6/19/2019	57 PARKMERCED	FONT	<p>(57 Southbound from Parkmerced/SFSU to Daly City BART) The operator was driving completely within the left lane, along the center divide, which looked strange. As he approached my bus stop, he stopped the bus approximately 10 feet away from the curb and 4 or 5 feet before reaching my bus stop on Font. Also, having stopped in the left lane, I had to cross the right traffic lane. Fortunately, there was little traffic. [However, when San Francisco State University is back in session, there are cars driving too fast on Font & do pass on the left and in the right lane. And if a passenger has to cross the right lane to get to a bus stopped in the left lane, cars would be moving in the right lane.] The problem is that I am disabled (degenerative arthritis in the knees) & the more I have to walk & the higher I have to climb into the bus, the more pain I have. Even though the driver did kneel/lower the bus, it is still a higher step to climb from the street level, instead of stepping into the bus from the curb/sidewalk level. The run number was 099. The drivers ID number began with the numbers 58__, but I didnt get the last 2 digits. Thank you.</p>
571051	6/19/2019	M OCEAN VIEW	RANDOLPH ST ARC	ADA Muni patron states, " He passed the handicap stop on purpose. I have never been so humiliated in my life. I have two Chihuahuas that are certified. Someone approached my dogs and they barked. He said I had to get off the train because the dogs were barking. I did not get off, so he did this on purpose. He had to back the train up because he passed the handicap stop. Something needs to be done about this guy. He always has an attitude. I told him 2 blocks before we got to the handicap stop that I need to get off. His attitude tonight was unnecessary. I am handicap. I want something done. Everything is on video. He needs to loose his job over this. I could have gotten hurt. "
571064	6/20/2019	30X MARINA EXPRESS	CALIFORNIA ST.	Muni, Please do not make the pilot bus stop at California St. and Battery St. a permanent stop. Many of the 30x riders work in the First St. and Market/Howard/Mission St. corridor rely on the Bush St. bus stop. You can see this since 25%-30% of the riders on every 30x bus are exiting the bus at Bush and Battery St. and walking toward First St. Please restore the original Bush St. and Battery St bus stop as soon as possible. The California and Battery stop does not serve the 30x riders. A bus stop by First St. is needed. Can SFMTA consider routing the 30x bus so it travels to the end of Sansome St. and turn left onto Market St. Then, stop at the existing bus stop located in front of the fountain next to the 525 Market building. This route would avoid the Bush St. traffic and at the same time serve many of the riders traveling to First St. area. The California/Battery St. bus stop is also too long a distance from the BART station and connection to other bus lines traveling on Market St. I also learned that 30x Riders with disabilities are having difficulties traveling to work daily getting off at the pilot bus stop at California and Bush St. For these reasons, Please restore the Bush and Battery bus stop. Thank you for your consideration.
571080	6/20/2019	J CHURCH	21ST ST CHATTANO	Patron stated "both yesterday and today both mornings Im waiting 20 mins for a J church. When it arrives it is completely packed. I am disable and the new trains are horrible for me and I end up getting hurt. You must do something to limited the crowding of the trains. Please put the old trains but on the J line.

571113	6/20/2019	7X NORIEGA EXPRESS	MAIN ST MARKET S	Patron stated, " I waited for the 7X at Main and Market at 3:43 PM, seven minutes before the bus is scheduled to arrive at 3:50 pm.I called to verify if the bus was schedule to come and when I asked to verify, the bus on the map had skipped my stop at Main and Market and starting picking up at Market and Grant. This is the second time this week this has happened. I am disabled, and this is my second complaint on this. I want this corrected so it does not happen again. Run # 254"
571127	6/20/2019	31 BALBOA	MARKET ST STEUA	ADA Patron: "The operator told me that I could not sit in the priority seating, even though I am disabled. She told me I could take another bus."
571145	6/21/2019	L TARAVAL	TARAVAL STREET	The train arrived two minutes early and I was unable to board causing a major inconvenience. I necessitate the use of a mobility device and had to travel all the way to West Portal Station.
571167	6/21/2019	J CHURCH	N/A	The LED overhead screen on the B end was completely out. The LED on the A end was working properly.
571178	6/21/2019	22 FILLMORE	N/A	Patrons states, "I was on the bus and the they were changing drivers . The new driver who got on was talking to the other driver she was relieving made a comment saying that, "She was going to leave some wheelchairs behind for you," in a joking matter and laughed about it to the bus driver that was going to be behind her . I think that this is not okay and was very offended as I have a disability myself.
571190	6/21/2019	7 HAIGHT/NORIEGA	DIVISADERO AND F	Patron stated " I was 7:00 pm last night at Haight and Fillmore. I just got out of a store making my way to the Muni stop going outbound on Divisadero and Fillmore. The bus 8868 the 7 bus going outbound. He waited for people. There was a bunch of people running for the bus. I juts turned the corner. I waived my hand. Im in a walking. I dont look like i have a disabled. My spine and the bones in my neck are deteriorated DDD. I was trying to push my walker as fast as I can. That was a mistake people when I got home I was in pain. I woke up today ay 11 am. I got all the way to the door. She looked at me with a smile and closed the door. I been complaining about muni and there is a muni officer in another bus and my partner and I just got out from meeting his family in a restaurant. He helped me get out and I was feeling very tired. He also helped an elderly man in a wheelchair. He didnt realize he didnt pay. The bus driver waived in the muni officer who was standing outside. He spoke to the driver. His partner went to the back. The muni driver said hes checking everyones pass. Im seating on the bench where the exit door is behind me. He is coming directly to me. I think he thinks Im not disbaily. I show and showed him my muni disacounted card. He turned his smile to a frown. Than he turned to my partner and ask for proof payment. My partner did not have it, he forgot to pay because he was helping to other people. He offered to pay. His partner yelled out did you get distracted. I said yes he was helping an elderly black gentlemen get on the bus too. The muni officer ignored everything we. I think the officer was mad because he didnt get me. I think he thought I wasnt disabled. Another bus driver told me that my name and description is going around to say Im not disabled. I believe the bus driver last night recognized who I was. She wanted to see how fast I moved in my walker and looked at me and smiled and look like she liked at me in pain. I cried and a bus came 3 minutes late. Its a very bad feeling I dont want to ride muni anymore. Im not healed from my suirgery. I was taking a medication which cause bone destisy problems. Im getting tested,. I beleive the bus drievr and officer was filled with a set of steam to get me. I feel he thinks he was going to finally get me to prove im not disabled, I carry my xray to show people because other people that I was disabled. I stop wear my neck brace collar. I still have to wear it when I sleep. I checked and the officer put into the ticket in the system. The officer name is Rexela. He is an Asian gentleman in his 40s hair black with some white. There were 4 officers and looked at me and waived her hand at me.It was degrading on a different bus. I have alot of anxiety and panic issue. I felt like are they really following me everywhere I go. "
571199	6/21/2019	38 GEARY	VAN NESS AVE OF	Patron states: I was on the 38 going towards downtown . Vehicle 6722. 5:10pm. I just came from the chiropractor. I am 77 with arthritis with head injury and shoulder injury with balance issue. I also need eye surgery. When i got on the bus, i asked the driver please dont move until i am seated. The driver wanted to make the light more than passenger safety. this driver yelled grab on but I cant because of my arthritis condition because i couldnt. i had to grab on the back the seat. when the bus move, it pulled my shoulder. he kicked me off the bus after i complained to another rider
571214	6/22/2019	43 MASONIC	9TH AVE JUDAH ST	Patron stated," I was at the bus stop and asked the Muni driver to let me on towards the front, he only wanted to let me on towards the back door. When I started to walk to the front he just drove off. I had bags with me and I am disabled."
571220	6/22/2019	12 FOLSOM/PACIFIC	FOLSOM ST 14TH S	Patron stated: the driver was disrespectful; someone brought a baby stroller on, I am a disabled person. Driver told us to got up for person with baby stroller. Driver started to be rude to me I said youre complaining to me you wont do anything about stroller. He was rude, and the people with big stroller driver wouldnt tell them to move to back or fold stroller, I am a disabled person and I was pissed off. Its a racial issue and a class issue. Im a disabled and had to get off bus. I thought they were supposed to roll up the stroller. The driver was totally out of line
571221	6/22/2019	N JUDAH	JUDAH ST LA PLAY	Patron stated: We have been waiting for 20min, the train turned didnt pick up anyone and went to 46 ave and picked up people there. He is making people late for work.
571226	6/22/2019	43 MASONIC	COLE ST HAIGHT S	Patron states: I have been waiting for the IB #43 for 45mins in my wheelchair starting from Cole/Haight St. No bus came, so I rolled to the next stop Masonic/Haight where this bus came. Operator said there were too many walkers (x2?) and shopping carts on board that he could not accommodate me. So I rolled over to Masonic/McAllister stop to wait for the bus. This time operator said he did not like my attitude and would not let me on the bus unless I apologize for that. I finally had to take a #5 to continue my trip. Thank you

571229	6/22/2019	27 BRYANT	BRYANT	I boarded the #27 bus number 8897 at 18th and Bryant headed to Cesar Chavez and Harrison. I have arthritis in my knees and have a hard time walking. I take this bus because it lets me off three door from my house. When I boarded the bus I checked the destination in front and it stated it was going to Cesar Chavez and Mission. When we got to 24th and Bryant the driver told me it was the end of the line and I had to get off. I asked him why I wasnt notified before I boarded the bus. His response was rude and uncaring. I had to walk half a mile home in pain. I would not have boarded the bus if I was notified before.
571240	6/22/2019	27 BRYANT	BRYANT ST 24TH S	Patron states: I am disabled. We arrived at Bryant/24th St and sat in the bus for already 10mins waiting for the relief operator to continue our journey. When asked the operator how much longer we have to wait, he replied If you dont want to wait you can start walking. I dont know how much longer the wait would be. I asked him why hes yelling like were Chinese. Now we are getting off the bus to catch the #48 bus. Operator got off the bus and closed the door.
571245	6/22/2019	44 O'SHAUGHNESSY	3RD ST PALOU AVE	Patron stated "The driver did not open the door for me in a wheelchair. he was more interested in catching the green light."
571253	6/22/2019	QUINTARA/24TH STRE	24TH ST MISSION S	ADA Muni patron states, " I have a cane, I am a senior and when a drive shuts there doors its like they are saying if I shut the doors Im not opening them again. It is a real problem 7 times out of 10. They stop cars back. I went up to the door and said you have to open the doors and was able to get on the bus. The driver did not pull to the curb. She opened the doors in the street. It is late night, I should not have to hustle to get to the bus. She was few cars back in the street and was letting people off in the street. The drivers need to be trained that is not okay. The bus stop is there for a reason."
571261	6/23/2019	Not Specified	MARKET ST 6TH ST	Patron states he was waiting for the bus, the driver refused to open the door of the bus. Patron states he is disabled.
571262	6/23/2019	E EMBARCADERO	NA	Patron states ADA customers would appreciate accurate time for when the vehicle is going to be at the stop that they have requested, if it is going to be 4 minutes tell us, not some ridiculous time like 58 minutes, the system is broken and does not work and this has been proven by me today, multiple times.
571280	6/23/2019	9 SAN BRUNO	MARKET ST 6TH ST	Patron stated that he walks with a cane and feels the drivers automatically lower the steps when someone is walking with a cane, he had to ask the driver to lower the steps, he had to ask her 3 or 4 times and she finally lowered the steps, and when he got on she was staring at him and he feels it was rude, the looks she was giving him.
571288	6/24/2019	90 SAN BRUNO OWL	BY WALGREENS	The patron states, "The operator passed the bus stop."
571329	6/24/2019	J CHURCH	RIGHT OF WAY	There was no "Next stop: Liberty" announcement. Liberty was auto-announced after leaving the stop.
571338	6/25/2019	E EMBARCADERO	TARAVAL	Driver is so sleepy that he nods frequently and stops at every intersection, even when there is no stop sign. He falls asleep at each stop and we are running late every day by at least 15 minutes.
571344	6/25/2019	43 MASONIC	2912 DIAMOND S	Bus said depart pulled off kept sign off and referring me next bus making me late for meeting
571372	6/25/2019	9R SAN BRUNO RAPID	11TH ST	Driver wouldnt allow a senior on the bus because they had recycling
571439	6/26/2019	38R GEARY RAPID	GEARY BLVD 20TH	The patron stated, "I was at 20th and Geary going OB on the 38. I am disabled and was at the stop, waiting to board and had my cane on the step at the rear door and the operator closed the door and left. It damaged my cane, which I have with me, but the rubber piece at the bottom of the cane is inside the bus and the cane is bent. Also, because I was holding the cane when the door closed, I almost fell down. I now need to get a new cane but I will be filing a claim." The patron did not get the vehicle number, but states that vehicle 6630 is the vehicle after it. The patron is requesting contact about a neutral accessibility hearing.
571453	6/26/2019	J CHURCH	CHURCH	1) Overhead display screen on A end is off 2) Overhead display screen on B end and dot matrix screens show the next stop as Van Ness even though the next stop is actually 22nd Street. They continue to show Van Ness as the next stop for all subsequent surface stops.
571470	6/26/2019	19 POLK	MISSION ST 7TH ST	Patron stated: The bus was late and when she pulled up, she let everyone on the bus and then told me she didnt have enough room to let me on because there were strollers and elderly on board. The next bus was right behind her and she honked the horn to stop him, but he wouldnt and just kept going. They need to make sure the buses let the wheelchairs board first. They do this in Oakland. And they need to enforce it. Rush hour is a joke for people in wheelchairs who ride here.
571501	6/27/2019	Not Specified	N/A	Patron stated: Im elderly and disabled small person I dont think its wise to identify myself about a specific driver when they have cameras outside bus and inside bus. I have paid sales taxes in city for over 15 years very high. large portion goes to muni. And I am also covered by ada laws on USA as a USA citizen. So I object to that policy

571503	6/27/2019	8 BAYSHORE	5TH ST BRYANT ST	Patron stated: Patron stated: Stop ID 13724 the 8 and AX & BX buses refusal to board handicap passengers, reversal to pull to curb to board passengers. Private van blocking the bus stop. This occurs everyday Monday through Friday
571506	6/27/2019	M OCEAN VIEW	409 PLYMOUTH AV	I have never complained about a Muni driver before, and I am hesitant to complain now because its just not my nature. But I believe what I witnessed today cannot continue to happen so I feel it is my obligation to say something. I boarded Muni on Plymouth & Broad like I do everyday. A few stops later an elderly woman got on and put her money in the machine and the ticket would not come out. The muni driver stopped the train, left her station and went to the back to receive a pass. The elderly woman sat down on a front seat in the meantime. As the muni driver came back, she tossed the ticket at the woman, and the woman attempted to catch it as it fell to the ground. The the muni driver slammed her door shut. A few of us looked at each other with jaws dropped and the elderly woman grabbed the ticket off the floor and moved. Then a few stops later, another elderly woman in a wheelchair came on, that I have seen before, politely asked the driver to move the seats for her. The driver came out, and gave one of the worst looks I have ever seen in my life to the woman, slammed up the seats, and walked back into the front, slamming the door behind her. Multiple people gasped and moved trains. I am also a woman of color, I have no ill will, but this woman was very rude and should be held accountable for how she treated some of the most vulnerable among us.
571513	6/27/2019	38 GEARY	GEARY BLVD FILLM	Patron states: "The driver was very was very unruly. He told me he did not want me on the bus. I am in a wheelchair." Caller would like to contacted by phone.
571534	6/27/2019	22 FILLMORE	16TH ST DOLORES	Patron stated: "I was sitting in the front of the bus, in the disabled section. I have non visible disability and im 71 years old and I normally sit in the disabled section and I needed to get off at that dolores and 16th stop, but there was a guy with a big backpack blocking the aisle and I was close to the door, I was close to door as I can be it was hard to get around the guy and I finally got around him and started walking towards the door, and there was a woman was getting on and she had a disability too. She didnt get on because people were getting off. And the bus driver gets mad at me and said I should have got off via the back door so the lady could get on. It would have been impossible to get off at the back due to my disability. I didnt like the driver getting mad at me for not going to the back of the bus and he assumed I did something wrong."
571553	6/28/2019	22 FILLMORE	20TH ST TENNESSE	Patron stated: I waited a 20th and Tennessee and the inbound 22 bus driver on coach 5743 looked right at me and tried to pass the bus stop , I got to the back of the bus and he saw that I almost pull the wire and that was he stopped. I got on the bus and he told me that wasnt the stop and told me that the stop was around the corner where he lets everybody out. I asked him for his employees ID number and he wouldnt show it to me. I would like an ADA hearing please"
571598	6/28/2019	28 19TH AVENUE	19TH AVE	Driver picked up women in motorized wheelchair. He extended ramp and let her on without asking folks in the front seating area to vacate. She motored on and people voluntarily got up and moved to the rear. Driver remained in the cab. She tried to release the seat latch to lift up the seat but was unable due to her condition. Driver remained in the cab. I got up and tried to assist but latch seemed stuck. Driver remained in the cab. Finally, I called to the driver and said if he doesnt fix the seat, the bus isnt moving. Other passengers at that point after waiting several minutes started to verbally complain as well. He went back to the cab without connecting floor straps to her wheelchair. This driver doesnt deserve to serve the public and we dont deserve to pay a fare for such an insensitive, incompetent, and lazy driver. In an emergency, he would not doubt either sit still or leave us to resolve issue for ourselves.
571600	6/28/2019	38 GEARY	GEARY	I was surprised to see the new bus shelter by the new CPMC/Sutter Hospital without Next Bus. The Geary/Van Ness intersection is busy with many people going westbound, many to Kaiser (clinics and hospital), going home from CPMC hospital, to various adult day health centers or visitors to nursing homes on or near Geary, to shopping. Many people taking #38 or 38R have disabilities or are seniors who would greatly benefit from knowing when the bus was coming. Thats also a central point for the #47 and #49 buses. As a nurse, I appreciate that theres a shelter so people can sit and rest, but am concerned by the lack of consideration for Next Bus. Thank you.
571608	6/28/2019	12 FOLSOM/PACIFIC	8TH ST FOLSOM ST	ADA Patron states: "I was standing at the stop. The 12 stopped. I use a walker and the driver did not open the door for me. I asked the driver to open the door and the driver refused to open the front door."

571624	6/29/2019	25 TREASURE ISLAND	CLIPPER COVE V	<p>Customer would like to speak to someone by phone within the next couple of days</p> <p>The ADA Patron Stated: "Led by Matt Haney district six supervisor march 7th 2019. He held the townhall on treasure island which was attended by 100 people. He had a gentleman named matt lee talk to the crowd and matt lee said he could not do anything about the situation and people had to call muni. I gathered his town suggested that a bunch of people had to call before anything could be done. I go out there regularly, i am disabled, a lot of people on the island are disabled. The construction out there to redevelop the island has caused them to change the traffic patterns theyve blocked off the front of the island where there is a store. Theres no bus stop because the construction zone is at the front of the island. So theres no stop where you can get off and go to the store. To go to the store you have to get off the bus, 1 block away across a dangerous new road. Its dangerous because its too narrow for buses and wide trucks and you only have the shoulder of the road. If youre in a wheel chair you cant ride over the shoulder of the road. Since im disabled I cant navigate the bumpy shoulder, i will fall. Also youre crossing the road with two lanes of traffic to get to the other side to got to the store. It is an accident waiting to happen. Jobcorps is out there and the jobcorps students have to use the store. A number of us are concerned that a pedestrian is going to get hit.You have to get off the bus at the corner on california to get onto the dangerous road to get to thet store. (Please call and leave a voicemail, I will call back.)"</p>
571633	6/29/2019	7 HAIGHT/NORIEGA	NORIEGA ST 38TH	Patron states "Im a senior and disabled. I told him please lower the ramp and he close the door. He looked at me and closed the door and left."
571654	6/29/2019	37 CORBETT	CHURCH ST 14TH S	Patron stated " 37 Corbett was at Church and 14th and the bus driver would not let us on the bus. The driver to us this is not a bus stop, the bus stop has moved up the block. He would not let us on the bus and I am disabled. We were standing at the regular bus stop. Totally was unnecessary for him not letting us on the bus as a group of us were waiting. The sign is not clear as to where we need to go to pick up the bus. "
571712	7/1/2019	14 MISSION	MISSION ST 5TH ST	Patron state "I am disable. I am waiting at the bus stop. The driver stop half of block away to pickup and let off passengers . I wave at him at the stop. I cannot run to the bus because of my disability . the driver just past me at the bus stop." caller want a copy of the SR sent to him mail
571732	7/1/2019	J CHURCH	RIGHT OF WAY	<p>Announcements for 21st and 22nd Street were messed up.</p> <p>Upon arriving at 21st Street stop, announced "Next stop: 21st Street"</p> <p>Never announced arriving at 21st.</p> <p>Just before leaving the right of way, before crossing 22nd Street, announced "22nd Street" as if it had already arrived at the stop, which it had not.</p> <p>Upon arriving at the 22nd Street stop, chimed as if it was about to make an announcement, but then did not announce anything.</p>
571733	7/1/2019	Not Specified	N/A	A end, overhead video screen was off
571747	7/1/2019	38 GEARY	GEARY ST VAN NE	ADA patron stated that, "The fare inspector asked for ticket and I told him I have to hold on because im disabled. He said thats no excuse. I have lyme disease that you cant see but we have injuries. He would not listen to me explain. Muni took out our forward facing seats. So I had to hurry to find a seat so that I didnt fall in the aisle. When the bus stopped, I took out the card to show him. We got into a big shouting argument. I'm asking for a sensitivity training about invisible disability. Disabilities are not visible."
571757	7/2/2019	N JUDAH	DUBOCE STREET	This was the 2nd time I witnessed this behavior from this driver, so I wanted to give the feedback so that she doesnt repeat this behavior with other customers. In both instances, I requested a stop at the accessible Duboce/Church stop, because I was pushing my daughters stroller. Coincidentally, another gentleman on a wheelchair was also getting off at the same stop, in both occasions. Both times, the driver was visibly frustrated when I made the request. As soon as she stopped the train, she shouted at me to move out of the way so that she could open the door, without giving me and the people around me enough time to move. She would then slam her door. The first occurrence of this (a few weeks ago), she even said loudly that "the real stop was over there" (pointing to the non-accessible stop. Its also worth noting that there were other customers waiting at the stop to board the train. This behavior is completely unacceptable. Ive also never seen any other drivers exhibit this, having gotten off at the same stop in the past one year.

571803	7/2/2019	J CHURCH	RIGHT OF WAY	<p>Immediately after passing Liberty, the video and dot matrix destination signs within the car turned off and the system stopped making voice announcements of the stops.</p> <p>Fortunately, the operator noticed this and commenced making voice announcements for each stop.</p> <p>Unfortunately, the speaker system was distorting.</p>
571812	7/2/2019	14 MISSION	8TH ST MISSION ST	The patron stated, "The driver would not let us on the bus- my mother is disabled. They wouldnt let us get on the bus because there was someone in the disabled section and they said they couldnt ask them to get up. Then the bus just left, the driver was also very rude."
571839	7/2/2019	19 POLK	LARKIN ST MCALLI	Patron states, "I waived the bus down and then I was trying to get on the bus. I am disabled and there was a passenger that was waiting to get on the bus as well. He let the other passenger on who was a white lady then he pushed me aside to get on the bus. So then after he pushed me i shoved him back. He was able to get on the bus first. The driver told me that she will stop the bus and not go further cause I pushed him but thuis is not true,. He shoved me first, He told me that he was 75 and I told him that IO was disabled. The driver said that he was not moving the bus till i got off the bus.The was a young black lady with a child that got on the bus and she asked me can you please get off the bus so I can get home cause i had a long day. So i got off the bus and the bus pulled away. So i did not get the bus number."
571858	7/3/2019	38R GEARY RAPID	GEARY BLVD FILLM	Customer states, "Bus number is 6640 or 6648. I was waiting for the bus; Im disabled with a walker. I went to the front; there were a lot of people in front of me getting on the back door. She shut the front door. I always get on in the front door because of my walker; I need them to lower the ramp. I pointed at her, the driver pointed to the bus behind. The bus didnt look full to me. I was only going to Fillmore to Divisadero to Kaiser."
571883	7/3/2019	33 ASHBURY/18TH	DOLORES ST 18TH	Patron states on 18th and dolores I attempted to get on the back door. Im knocking on the back and he pulls off. I am disabled. I am now rushing as quickly as i can. he was waiting at a red light and I was knocking and he ignored. He looked at me at insisting knocking he said something and ignored me and drove off. I was saying why dont you open the door. maybe he had a bad day. Maybe he didnt think I would file a complaint". I
571887	7/3/2019	31 BALBOA	EDDY ST LAGUNA S	Patron stated: "I am a senior and disabled. I was hurrying towards the bus, the driver could see me. I could not see the driver because the glare. My friend even yelled out to the bus driver, hold the bus. I was about a foot and half away and the driver shut the door and drove off. " Vehicle was 5822 or 5022. Stop ID #14855
571913	7/4/2019	E EMBARCADERO	BEACH ST STOCKT	ADA Patron stated " first of all when the driver pulled up he acted like he didnt want to stop. I was standing on the ramp and I had to show my knee brace and he acted like he had an attitude and he didnt to let the ramp down. i told the driver I needed to get off at the CalTrain station, he didnt tell me anything he made a right at Market. I asked him why he didnt tell me he was not going to CalTrain, and he started talking Chinese like he only spoke Chinese. He told me to just get off here. I had to walk almost a block to take the elevator to catch the T-train. That was a huge inconvenience. I am a disabled veteran I do not need this type of drama. I want an ADA Hearing and a video pull. He acted as if he was just having a problem having to do his job by taking the ramp out.
571918	7/4/2019	Not Specified	N/A	On Muni trains, its announced that accessible stops are available upon request. I am disabled, using a walker, and cannot stand or walk while the train is moving. How am I supposed to let the operator know that I need an accessible ramp from my seat and approaching my stop? Theres no sign or announcement letting me know how to do that. I have tried letting the driver know my stop when I get on the train, but the driver forgets, and again, the same problem, how do I let the driver know he missed my stop and needs to let me off at the next accessible stop? The current process essentially prevents people with disabilities from riding the muni trains in a safe, convenient, and independent way. There should be buttons or something that a person sitting in any of the disabled seats can use to let the driver know to stop at a disabled ramp, so that a stop is actually "accessible upon request." Right now, its not. The current process also discriminates against people who do not speak English or has vocal disabilities. Please fix asap.
571945	7/5/2019	23 MONTEREY	SLOAT BLVD 45TH	ADA passenger states " I was at the stop of 45th and Sloat. and the driver didnt even stop when she saw me.. I recognize this driver.. She has been combative with me before.. I believe her id is 5504. She saw me and just swung away and nearly hit a car."
571957	7/5/2019	49 VAN NESS/MISSION		op did not announce major stops/transfer points DVAS not announcing stops/transfer points
571958	7/5/2019	43 MASONIC	MONTEREY	op did not announce major stops/transferr points DVAS did not make announcements
571963	7/5/2019	49 VAN NESS/MISSION	Ocean	Operator didn't make Major Stop /transfer point announcements

571964	7/5/2019	23 MONTEREY	Monterey	Operator didn't make Major Stop /transfer point announcements
571965	7/5/2019	18 46TH AVENUE	GREAT HIGHWAY	Operator didn't make Major Stop /transfer point announcements
571966	7/5/2019	43 MASONIC	FOREST HILL	Operator didn't make Major Stop /transfer point announcements
571967	7/5/2019	49 VAN NESS/MISSION	Northpoint Vanness	Operator didn't make Major Stop /transfer point announcements
				My disabled eight year old son asked him if he would take a picture which he replied "no." When my son asked why not he said "because I said so."
571972	7/5/2019	Not Specified	N/A	I took a photo of the operator
571974	7/5/2019	7X NORIEGA EXPRESS	POWELL ST MARKET	PATRON STATES: " The vehicle number is either 8607 or 8706. I got on the bus at Market and Powell. The sign on the bus said it was a 7x. I thought that bus goes on Haight but then the driver turned on a different street. Thats when I realized I may have gotten on the wrong bus. I told the driver that I thought this bus turned on Haight. He said, "No, this is the express bus." So then I asked him where he stops on Masonic. He said that he didnt stop on Masonic. I then asked what was his final stop so that I could see is he was going in the same general direction and I can figure out where to transfer. He asked, "Why do you want to know." When I explained why he said that he just needed to get off of the bus because I took the wrong bus. I am 72 years old and I use a cane. I was just trying to figure out the best place to get off and make a transfer. He was getting sassy with me instead of helping. Im sick and tired of being treated like this. "
571982	7/5/2019	21 HAYES	MARKET ST 2ND ST	Patron stated " "At 8:30pm, I was on the bus I was calling a friend to call to call me an Uber to meet me at home, I was a 2nd and Market, while I was doing that, the bus came to the stop, I then asked the driver if he can open the back door, Im with a cane; its obvious; and he opens the front door. I asked him again to open the back door, I have a cane, he said I have a handicap ramp, and I said you are wanting to me to walk a few more steps with a cane because you do not want to open the back door. I walked up to him and said do you realize I have a cane because Im handicap, he then said he knew me, he knew me from 3rd and LaSalle, I then told him Im a case manager, I told him its a disgrace what you did treating youre people that way, Im going to call and report you and he said he didnt care and point to the time. I would like for his supervisor explain to him the ADA rules, Im now on bus 6588, the 38 bus, this driver was really professional and you need more drivers like this one. He apologized for pulling up further back, he thought the other bus was going to move forward, I then explained to him what happened and this driver was not o.k. with the way the other driver behaved and not opening the back door"
571986	7/6/2019	38 GEARY	MARKET ST MONTGOMERY	Patron stated: " I was at the bus stop. I was waving my cane and the Driver passed me up.
571991	7/6/2019	Not Specified	N/A	Patron stated: "First complaint: Hernandez did an article where they are changing the nextbus system software in March 2019 and it hasnt happened. Also, I am a senior. And luckily Im not with a walker or cane, but there are some items that people bring on the bus that makes it impossible to go down the aisle. Its getting worse every day. The drivers dont do anything about it, but also they keep asking you to move down. Why do people bring carts and buggies and block people? Back in the 80s, if I didnt have an umbrella stroller folded with my baby in my arms and food on my backpack, then they wouldnt let me on. Now they just let people on any way. I asked a driver why buggies are allowed to take the priority seating now? That was never the case back in the 80s. Its so dangerous compared to the rules on SamTrans and GGT. Also, if the frequency of the buses were upped, youd have more space for all those buggies and pushcarts. Its hard now to find a good time to take the Muni. Perhaps if Mayor Breed read this report she would understand how hard it is to ride Muni sometimes."
571998	7/6/2019	9 SAN BRUNO	BAY SHORE BLVD	patron states i am in a wheelchair and they always use a short bus and there is never room on the damn bus to get on". It happens every sat and weekends.they should keep the 9 R on sat and sun"
572001	7/6/2019	54 FELTON	THORNTON AVE S	Patron stated, -I asked the driver, Is that as low as your bus goes? And he said, Yes. The driver doesnt seem to know that the bus doesnt have a kneeling feature.-
572024	7/7/2019	27 BRYANT	5TH ST MISSION ST	Intending ADA patron states, "the bus pulled up and I told her that I need to get on. I could not get on the bus because she would not put the ramp out for me. I am in a wheelchair. I informed her that I need the ramp in order for me to get on. The operator said, "There are people taking the seats and it is not my responsibility to make people move." When my wife asked the people if they are willing to move seats so I could get on, the operator started yelling at my wife telling her to stop harassing people inside the bus. My wife is also disabled". This isnt the first time I had to experience this with the same operator, its been 4th time that this happened with the same operator."
572025	7/7/2019	19 POLK	EDDY ST POLK ST	Patron stated: bus pulled up I tried to get on, the driver looked at me and said no and pulled off. Didnt open door or nothing

572029	7/7/2019	12 FOLSOM/PACIFIC	2ND ST HARRISON	Patron states I called 311 and they told me the next #12 bus going outbound at 2nd and Harrison is due at 12:59pm. Patron states the bus did not come. It was a No show. The next bus came at 12:21pm
572036	7/7/2019	27 BRYANT	CLAY ST LEAVENW	Patron states I got off of a bus 27 at Clay St. & Leavenworth St. I went into a store for a few minutes. I came back out to catch the inbound 27 bus on LEavenworth going to Jackson St. I waited 20 minutes for the bus. When bus number 8891 came the driver drove to Jackson & Van Ness the driver said she was not leaving for another 20 minutes. The reason that I am filing this complaint is because I am disabled and I have to take the inbound bus because I cant walk the block between Leavenworth St. & Hyde in order to get down to an outbound 27 bus going down Hyde St. Also I would like to say that there is a bus 27 outbound at Hyde St. & Pine out of service at 4:30PM which is the bus I need. This is less than 3 hours with buses out of service that I need.
572041	7/7/2019	QUINTARA/24TH STRE	SOUTH VAN NES	Patron stated, " I am disabled and I walk with a cane and I had a cart with groceries and I(asked the driver to pull out the ramp and she said that she could not because it was award and then she said that there was a car there and then I cannot pull into the crosswalk and i said there was a free corner and could she pull forward because there was a ramp and she said no because of Muni will be mad at me and I am so sorry and I said Maam this is an ADA service request and she said she couldnt and that she pulled away. I was trying to get a connecting bus. so I missed my connecting bus,"
572061	7/8/2019	25 TREASURE ISLAND		Patron states the driver was not happy to give me his id number.We were at the Mason St stop.We asked the driver to wait 2 seconds for our neighbor a disabled person with a cane was coming. The driver paused when I asked him his badge number.He was not happy to give it.The main part of this complaint was that he left, he closed the doors in his face.I am requesting this be forward to my board of Supervisor Matt Haney District 6.
572083	7/8/2019	9R SAN BRUNO RAPID	POTRERO AVE 23R	Patron stated that, "I was waiting with my mom who just got released from the hospital, and she is in a wheelchair. So I walk up to the front of bus and my mom is behind me and the bus driver is just sitting there she does not make eye contact, she is just opening up piece of candy literally for a minute no eye contact. I say we have a wheelchair trying to get her attention. She says very rudely "I know I see her I see her, yea I saw her." She gets up rudely as if shes irritated and tells people to move because she needs the wheelchair space. My mom is upset, she didnt say anything verbally, I told her I would call to makea complaint. For the bus driver in general to act like that is not okay even more so the bus driver needs to be mindful when shes picking up passengers, especially when someone jsut got out of the hospital, and what I meant by that is when you are picking up passengers in front of a hospital more than like they just got out. She also told me " are you gonna get on the bus or what, I said no Im just trying to make sure my mom gets home."
572090	7/8/2019	54 FELTON	SOMERSET ST BAC	Patron states, "Your bus did not show up when it was supposed to, its been over 20 mintues and did not show up. All the apps show the bus is supposed to come on time, but it didnt come at all and I am still waiting for a bus over 20 minutes. Your app says it was arriving in 3 minutes but it never came. I am here with a bunch of disabled children and I am disabled myself."
572139	7/9/2019	KT INGLESIDE/THIRD	3RD ST CARROLL A	Patron stated: "There are two of us in wheelchairs and we are sitting out here and the driver came and saw us and he looked at us and he just skipped the stop and drove away. "
572141	7/9/2019	7 HAIGHT/NORIEGA	22ND AVE MORAGA	Patron stated: "I was at the bus stop at 22nd and Moraga at 6:01am and the bus did not come. It said 4 min, 3 min , 2 min , zero minutes and no bus came. I am walking now to Judah, where the train already left at 6:08 am. I need to wait 10 more minutes for the next train. Total that I am late is 20 minutes. This is the allowance I make for myself to be on time to work. Yesterday, I noticed the earlier bus that I take at 6:02-6:04am was also late. The only reason I know it was late is because there is a wheelchair lady that always takes the first bus. The only reason why I know this is she is my old colleague and she clocks in at 7. She says because she is in a wheelchair she allows herself more time to get to work."
572149	7/9/2019	41 UNION	COLUMBUS AVE UN	Patron states he was on the bus, there was a bunch of other passengers on the bus, the driver told patron to move back, patron states there were other patrons standing behind the yellow line, patron states the driver started threatening him by saying "Do you want to go home", patron states the driver called the police. Patron states there was another woman that was standing beyond the yellow line and the driver did not say anything to the woman. Patron states I feel this is discrimination and a hate crime.
572206	7/9/2019	29 SUNSET	VERNON ST GARFI	ADA Patron stated that, "I am blind and hearing impaired. There was no announcement for the Vernon and Garfield stop."

572208	7/9/2019	43 MASONIC	HILLWAY AVE PAR	Patron states " I am so so angry and upset! I am in a wheelchair and I got on the 43 Masonic at Hillway and Parnassus at 643pm. The bus number is 8909 . This driver is hideous, rude, loud, and has a nasty attitude. I am so appalled I am shacking. I am going to the Mayors office of Disability on Thursday to complain as well. I had enough! I got on , I said hello three times and no answer from the driver. I told the driver I am getting off on Fulton and still no response. I am in a electric wheelchair Im waiting , for him to pull up the seat so I can position myself , he finally comes and it took him a few minutes how to figured out how to move the seats. Then I pull in right behind the driver so there is a button to push to tell the driver when I want to get off . He yells at me "you have to go back" he keeps saying it over and over louder and louder .! I told him I am fine here, I am locked down and I have a seat belt on. He then says " I have to tell you to put a seat belt on or its your own risk" then he said ring the bell when you want to get off ,twice. As soon as we got going he was hitting the breaks honking at different cars and then hitting the brakes, he would go two feet then hitting the brakes again and again. ! . This is not acceptable. I am a nice person and I dont need to be treat like this ! "
572240	7/10/2019	30X MARINA EXPRESS	CALIFORNIA ST.	The 30X pilot bus stop at California and Battery St. is not serving many of the riders in the Marina district. Passengers are complaining about the inconvenience the change is causing. Many 30X riders work in the corridor between First St. and 3rd St. With this bus stop change, we must walk a long distance to the First St. and Market corridor. Those of us with disabilities find it difficult to walk the long blocks toward First /Market/Mission/Howards St. since there is no connecting bus to that area.Please restore the Bush and Battery St. bus stop or allow the 30x to make a left turn at Sansome and Market St. and drop the passengers off at one of the existing bus stops in front of the 525 Market building. This will allow the 30X to cut through traffic and continue to serve the many 30X riders who depend on getting to the First and Market St. corridor. Thank you for your consideration.
572247	7/10/2019	27 BRYANT	MARKET ST 5TH ST	Patron States: I got on the bus and I have a boot on my right leg because I have tetanitus. When I sat down I wasnt sure if the bus stopped at post or near post. I got up and asked the driver if he stopped at post and then he never answered me like he didnt know. I got off at Leavenworth and I didnt know that post was 2 or 3 blocks more up. He told me that post was 1 block over and it was more blocks. As I got to the next stop the driver turned and I seen him and told him that he should know his route because he made me walk up this hill when he could of dropped me off closer. He also could have said come on and get back on the bus and took me the rest of the way. I just seen another 27 stop right at the corner of post.
572250	7/10/2019	24 DIVISADERO	JACKSON ST WEBS	Patron stated," I was waiting at the terminal at the end of the line and passed me up, I am an amputee and disabled and the driver never lowered the steps and didnt open the door and passed me up. The drivers do this a lot so they can adhere to the schedule. I would like a call back from Muni in regards to this."
572251	7/10/2019	KT INGLESIDE/THIRD	N/A	ADA Patron stated that, "The inside overheard signage is working."
572252	7/10/2019	Not Specified	NA	Patron states the windows do not open in the wheelchair area of the bus.
572255	7/10/2019	J CHURCH	MARKET	<p>When the car was approaching Embarcadero, the overhead platform sign read "See sign on car".</p> <p>When the car reached Montgomery, the overhead platform sign did not show any information about there being a train at the platform.</p> <p>I did not notice what happened at Powell with the platform sign.</p> <p>The platform signs at Civic Center and Van Ness correctly showed J Church Balboa Park.</p> <p>On the vehicle itself for the entire subway ride and continuing onto the surface, the dot matrix and overhead video screens seemed to be stuck on Van Ness, with the overhead video screen showing it as an inbound, not outbound, stop.</p> <p>At some place between 14th and 16th, the overhead video screen shut off and the dot matrix started showing correct stop information and voice announcements began.</p> <p>Did not voice announce or dot matrix arrival at Liberty until halfway between Liberty and 21st, late.</p> <p>At some place between 21st and 24th, the overhead video screen came back on and was showing correct upcoming stop information.</p>

572258	7/10/2019	F MARKET & WHARVES	N/A	Caller states,"I have been calling about this issue for about 8 months now, the priority handicap seating needs to be addressed, the alarms goes off indicating to the driver I need to get off and I dont . This is the 3rd time Ive called about this issue today, the seats do not stay up without the assistance of my wheelchair."
572277	7/10/2019	7X NORIEGA EXPRESS	MARKET & POWELL	Patron stated. "there were two incidents on Muni that happened to me today. The first is: I got in the 31 IB to go to Trader Jones. Was after 4 pm. There was a person that hit two people and then threatened me. The driver did not notice or if he did not do anything about it. I ended up calling the police. I ended up getting off the bus to meet the police at 5th & market as per 911 instructions. I got on the bus to get back home after grocery shopping and got on the 7x OB, but we didnt go up Turk. I caught the bus after 5pm. The driver missed his turn he didnt stop till we got to Gough and Fell. I asked him what am I supposed to do? He told me that you have to get on another bus. I told him that I was disabled and had to walk all the way to Turk. That would have been a long walk uphill. I wasnt the only person that needed to get off at Turk. The driver of this bus was African American, Male." Customer would like to be contacted back to see if there is a provision under this circumstance where MUNI is responsible to get people back home especially if they are disabled and driver missed his route like this. Does Muni then offer people Paratransit or taxi? Please contact with info.
572288	7/11/2019	KT INGLESIDE/THIRD	EMBARCADERO ST	Signs and pa announcement incorrect. Shows T train arriving 4 min/15min and then switches to 14/minutes/25minutes. Also shows 2-car but only a 1car train always arrives not supporting the number of travelers on the platform These times change back and forth constantly and no trains show for over 20minutes. This is 6th business day in a row that this error and miscalculation of train arrival times have occurred.
572305	7/11/2019	Not Specified	POWELL ST MARKET	ada patron stated: "I was about to board a train at Powell station at booth #2. My Clipper card had stopped working about a week ago (known issue with Clipper card) . 311 had reported it but I am still waiting for the card to be marked as free again. In the meantime, every Muni agent has been aware of the problem and gladly let me board my busses/trains. This agent refused to let me in and will only let me in if I pay. This is intolerable. The station agent became confrontational and offensive when I asked for someone to assist me. Finally, an African-American female station agent working with the Asian male also started to shout at me and refused to find a solution. I demand a hearing. Both agents refused to offer the badge number or name. This is against policy."
572331	7/11/2019	9R SAN BRUNO RAPID	8TH ST MARKET ST	Patron said "I am in a wheelchair. I wanted to board but there were lots of people in the handicap area and the driver said there was no room. None of the people appeared handicapped. There were no wheelchairs, canes, crutches, etc. I think the driver just didnt want to get up and do his job and make the people move, and the passengers didnt want to move."
572350	7/11/2019	33 ASHBURY/18TH	16TH ST MISSION ST	Patron stated, " The minute I boarded the bus and asked him to drop me at my residence. He said we will see when we get there and I said, no, the other drivers drop me off there. I said the other drivers told me to tell him to read his rule book and he said that is your opinion and then when we got close to my address he said it was not safe to pull over there, it was not unsafe, it was unsafe for me to have to walk on the uneven sidewalk , I ride the bus 4 days a week from work, the other drivers are very kind and very cooperative , it is just this guy. I told him he is a jerk. I am furious about this. "
572358	7/12/2019	K OWL INGLESIDE	WOODSIDE AVE BALCETA	Patron states that, "I was waiting at the stop before Woodside and Hernandez (Balceta) and the driver drove right by me and didnt stop. Now I have to walk to Forest Hill to try and catch the underground before it stops running. Im handicapped and would like more information about a hearing."
572360	7/12/2019	L OWL TARAVAL	HERNANDEZ AVE V	patron stated that "the driver of the bus passed up the patron who is disabled with a cane patron would like a hearing regarding this"
572376	7/12/2019	5 FULTON	NEW MONTGOMERY	Patron states this bus driver pulled up in the middle of the street, opened the door and then closed it, I am disabled and can not run to the bus, the driver should not be making a stop in the middle of the street. There were 2 buses in the bus zone and he could have waited until they pulled off.
572381	7/12/2019	9 SAN BRUNO	MARKET ST 7TH ST	Customer stated "The stop at 7th & Market heading OB does not have a wheelchair ramp. It is very inconvenient to go to 6th to get on a bus. All stops along market should have a ramp."
572386	7/12/2019	14R MISSION RAPID	MISSION ST	Im going to talk to the bus driver. The wheelchair refused to kneel or use a lift for entry.

572388	7/12/2019	38 GEARY	GEARY BLVD MASONIC	Patron states: I am blind and this is not the first time the same operator did it to me. It happened at different times too. I took #38/#38R from Geary/Divisadero to Target at Geary/Masonic on 7/11/19 Thr between 1pm-2pm. On my return from Target, I had the same Chinese operator. He shut door on my cane as I was boarding from the middle door. I went to the front after boarded, and I was so upset and angry that I do not remember what he said to me. There were angry witnesses on the bus. I dont know if he has discrimination against or prejudice to blind people or what. I dont want to encounter him again. He needs to be fired or put onto some stinky routes like the #27. He has no right to do this to me under the ADA Right. This is uncalled for to be treated like that by this operator. I will file complaint to ADA and also London Breed who is my neighbor. I want to know what you will do about this operator. Thank you
572398	7/12/2019	J CHURCH	MARKET	Vehicle was signed as a J Church Embarcadero but was shown on the overhead platform sign as an S Shuttle. I didnt notice the S Shuttle destination. Only a significant issue if the destinations differed, but even if both read Embarcadero it could potentially be confusing to customers.
572410	7/12/2019	38R GEARY RAPID	LEAVENWORTH ST	Patron said "I am in a wheelchair. I wanted to get on the 38R bus but the driver would not let me on. He said there was no room, but I dont think that was true. I want to be contacted so I can schedule an ADA accessibility hearing."
572415	7/12/2019	7X NORIEGA EXPRESS	MARKET ST FRONT	Patron States: "I am very upset that the bus didnt stop for me. This vehicle was right behind a 5R. Now I have to wait another 12 minutes or so. The 5R was in the bus zone and instead of waiting for the 5R to move, the 7x skipped this stop completely. I am visually impaired and the driver should have been able to see that there were people at the bus stop waiting. He should have stopped." NOTE: Caller would like a callback to discuss this issue.
572426	7/12/2019	47 VAN NESS	VAN NESS AVE SACRAMENTO	Patron states "I told my dog to get out of the bus and when I went to leave the bus, the driver closed the door on me. I was trying to get off the back door. The driver just drove off and I told him back door. He didnt listen. I told him my dog was out there. There was no one else talking so theres no way he didnt hear me. I went to the front I told him two more times to open up the bus and that my dog was out there. He just had a smirk on his face and then I told him to stop the damn bus or I was going to punch him in the face. Thats when he stopped the bus."
572448	7/13/2019	31 BALBOA	EDDY ST JONES ST	ADA Patron stated that " I was at the bus stop and with my girlfriend who is in a wheel chair and when the bus pulled up as we moved to the front door the driver just drove off"
572483	7/14/2019	3RD ST/19TH AVE OVERPASS	3RD ST CARROLL AVE	I was at the bus stop and the driver didnt stop at the stop. He stopped in the middle of the block and I had to run and catch him. Im a 73 year old man with a cane. I asked "Why didnt you stop at the bus stop?" He said, "you wasnt at the stop. This is my bus if you dont like it get off"
572486	7/14/2019	QUINTARA/24TH STREET	WEST PORTAL AVE	ADA patron states, "The driver told me I have to have destination to ride, she asks where im going, I say that is my business. I paid my fare in the fare box. Im a paying customer I can ride to any destination I want to. She is discriminating against me because Im white. The driver said she wouldnt pick me up next time she sees me. And wouldnt tell me her ID."
572487	7/14/2019	21 HAYES	MARKET ST 6TH ST	Patron states: "Im disabled over 65, im trying to go do work for the art commission so I have a cart with me. The driver was an older white guy told me he wasnt going to let me on through the speaker he didnt even open the door. It was obnoxious"
572489	7/14/2019	24 DIVISADERO	CASTRO	Hello, the bus shelter for outbound 24 at Diviz/Haight is very wide in a sidewalk thats pretty narrow and makes it difficult to get around in a wheelchair, esp. when people are standing on the sidewalk to look if the bus is coming. It often makes me use the street rather than the sidewalk and then use a curb cut further up the block to get back on the sidewalk given how little room the bus shelter leaves. Can it be converted into one of these half-shelters that are more compact for accessibility? Thank you.
572520	7/14/2019	24 DIVISADERO	18TH ST CASTRO ST	Patron stated that he and his wife are both in wheel chair, they got on the bus and one of the seats was already up to make room for the wheelchair, he was able to pull the other seat up from his wheelchair, patrol asked the driver if he could buckle up his wifes wheelchair and the drivers response was " are you in charge of her? patron responded yes, but after that the driver did not respond anything else but he did not come from this chair to buckle up his wifes wheelchair. Patron also stated his wifes wheelchair locks only from one side and he is concerned about going up and down the hills.

572533	7/15/2019	54 FELTON	3RD ST WILLIAMS A	Patrons states that,"As the bus crossed the street to williams going to daly city and the door opens I was sitting in the street in my wheelchair. And he says i am not going up the hill.i asked where will you be stopping and he said on Williams ifo foods co . As the bus went on Williams before the police station i pulled the stop to get off ifo of foods co on williams . He did not not stop there and said you will have to get off at phelps and Vesta and walk back"
572539	7/15/2019	7X NORIEGA EXPRESS	46TH AVE NORIEGA	The ADA Patron Stated: "I have a bad knee and i have trouble ambulating. The driver lowers the steps for me but its still a bit of a struggle to get on the bus. I mentioned it to the driver but he said "its an old bus, theres nothing i can do about it". Can you please put some of the newer buses on this route?"
572590	7/15/2019	5 FULTON	MCALLISTER & BAK	ADA Muni patron states, " He saw us standing there at the bus stop & he just blew through the stop sign. It was 3 of us standing there. I have no idea why he did not stop. I am disabled with a heart condition & now I have to walk home because the next bus isnt coming for 25 minutes. He should not be behind the wheel running stop signs. Maybe at a desk, but not behind the wheel of the bus the way he flew through the stop sign."
572615	7/16/2019	36 TERESITA	MYRA WAY	All times of day the frequency of busses is too few. At night this becomes unusable as the busses that do run skip the turn up Mt. Davidson entirely. This makes using Muni at any time outside of standard commute hours infeasible. For people with disabilities, it makes it expensive and inexcusably inconvenient to find alternative forms of transit simply because Muni drivers choose not to drive the full route throughout the day.
572636	7/16/2019	5 FULTON	JONES ST MCALLIS	Patron stated: "I boarded the 5R at Jones and McAllister. I have a boot on my right leg. Most drivers kneel the front. This driver didnt do that and I said "thank you for letting the bus down" but then he started to argue with me and told me that he "would have" knelt if I asked. Also mentioned "Jesus" as if questioning my faith. I told him I would report him."
572644	7/16/2019	22 FILLMORE	17TH ST KANSAS S	Patron stated: " There is no seating at the bus stop at 17th and Kansas. I am also disabled pregnant. This is is a high risk pregnancy for me .There is nowhere to sit at the bus shelter."
572690	7/17/2019	10 TOWNSEND	Fillmore/Washington	Did not pull to the curb to board customer.
572696	7/17/2019	67 BERNAL HEIGHTS	FOLSOM ST 24TH S	Patron stated: "An Uber car pulled up ifn front of the bus at the bus stop. The bus arrived, but instead of waitng for the Uber driver to leave and pick us up, he just took off without letting patrons board. I banged on the door but he would not open the door, just took off. Now we have to wait 15 minutes for the next bus. We have elderly people, people in wheelchairs, and I am disabled, all waiting out here."
572697	7/17/2019	10 TOWNSEND	Market/2nd	Did not pull to the curb to board customer.
572698	7/17/2019	47 VAN NESS	O'Farrell/Van Ness	Did not pull to the curb to board.
572707	7/17/2019	5 HAIGHT/PARNASSUS	MARKET	Overhead dot matrix that shows stops is not working/is dark. Voice announcements announced Van Ness, so appears to be an equipment issue.
572713	7/17/2019	5 HAIGHT/PARNASSUS	MARKET AND 5TH/6	Patron stated " I got on the 7 bus headed northbound about 1:30 pm. I took a single disabled seat and pulled it up to stand there. I have a disability. I do this all the time. The bus driver told me I couldnt do that. No one has told me I couldnt do this. The bus driver said its because its for wheelchairs. I was confused than I said I have a disability that requires you to stand or than sit. I told her and showed her my clipper card. It has a big red P on it for perm disability. Than the bus driver said they tell us its for wheelchairs only so you have to leave it up. I said its for disabilities. At that point she said we do not have to have a discussion about this call 311. "
572721	7/17/2019	36 TERESITA	MYRA WAY	Bus was charging up the residential street over the speed limit while honking their horn loudly and multiple times. This is a RESIDENTIAL street near an elementary school. UNSAFE driving and unnecessary honking. The bus needs to SLOW DOWN instead of laying on their horn going over speed limits. Pedestrians cross the street and should not be honked at as we have the RIGHT OF WAY.
572735	7/17/2019	28 19TH AVENUE	LOMBARD ST DIVIS	Patron stated "Im disabled and because he didnt wanna stop at the light a block and a half away. He let everyone off a block away and then when he got to the stop light he stopped again and open the doors. When someone is disabled, its pretty shitty cuz a driver doesnt wanna stop in traffic. I have a broken foot and had to walk a block and a half away. Id like to get to a proper bus stop. Since we were in traffic he decided to open the doors 50ft before Richardson. Everyone got off cuz he missed the light then he stopped."

572751	7/17/2019	14R MISSION RAPID	MISSION ST 5TH ST	Patron stated, -I want to file a complaint about the Muni police (POP officers). There were 3 or 4 of them. They got on. One of them said -I need to see verification.- I gave him my Clipper Card, which is a permanent disabled Clipper Card and he says -I need to see identification.- and I said -No problem.- I got my wallet and pulled it right out and I gave it to him. He had both pieces of ID in his hand and I said, -Do you need blood too?-, as a joke. He said, -Get off the bus -and I was escorted off the bus with no explanation. Then he wouldnt say anything. I said -I need to get my knee drained and everything.- He was treating us all like criminals. There were 4 of us, me and 3 other women. His employee ID number was 82.-
572766	7/18/2019	43 MASONIC	PARNASSUS	I strained at the bus stop at the same time as the bus, driver clearly saw me but refused to stop even though the bus was almost empty. He vaguely gestured to the next stop which I could not run to in time at all as it was 4 blocks away and I am rehabbing an injury. Fire him.
572771	7/18/2019	N JUDAH	NONE	Hi! I am 4 months pregnant and you cannot really see my belly yet. Very often I feel dizzy in overcrowded N line in the morning but since nobody sees my belly, I dont get a seat and I have to ask for that. In London they have a sign baby on board that you pin to your jacket and nobody asks any questions if you are entitled to have a seat or not. Do you have something similar? If not I think it is a good thing to have.
572821	7/18/2019	21 HAYES	MARKET ST STEUA	Patron states, "I was standing at the bus stop at Market and Steuart and operator of the F Market bus shuttle refused to extend the kneeler for me to board the bus. Im on my way to the hospital and I use a cane. The operator stated that the power cords would not reach even though other buses did reach. I would like to have a video pull and I insist on a call back. He refused to go over to the curb to extend the ramp and he motioned for people to walk into the street to get on the bus. "
572837	7/18/2019	54 FELTON	SCOTIA AVE THOR	Patron stated " 54 goes up Tokepa it turn left on Maddox to Daly City. Missed his stop at Bridge View. Came down Maddox and I pushed the bell. And I said he better stop and he did nt . he turned and when up to Scotia and Thorton. And that when I got off the bus. Im in the wheelchair. "
572853	7/19/2019	54 FELTON	VAN DYKE AVE KEI	Patron states he is in a wheelchair, patron state the driver saw him and passed him up at the stop.
572858	7/19/2019	54 FELTON	VAN DYKE AVE KEI	Patron states: Im in a wheelchair and the bus passed me up
572870	7/19/2019	27 BRYANT	FOLSOM ST CESAR	Patron stated The driver just past me up. She never really slow down when she came to the stop. I am permit disable."
572872	7/19/2019	27 BRYANT	CESAR CHAVEZ ST	ADA patron says "I was passed up twice.Vehicles may be 8619 and 8849. Black female operator, stopped, looked at the patron and then kept going. The Asian male driver didnt even look."
572879	7/19/2019	1 CALIFORNIA	SACRAMENTO ST V	Patron state " I wanted to get off the bus a Webster to go to an appointment at 2100 Webster, I could not get off the bus because the bus drive pulled up off the curb, I have balance problems and getting off that steep step with out a curb. . . I do not want to fall and brake bones as I have a week bones. I told the driver when I got on where I was going to be getting off as I always do, so there is a curb safe enough for me to get off at by myself. As I need the curb to get off if I dont have assistance on the other side when I am getting off. This driver stopped in the crosswalk not at the curb as muni would have wanted him to do. So I ended up missing my stop. When I was getting off the driver was laughing at me with the rest of the riders witch was humiliating for me and completely uncalled for."
572889	7/19/2019	24 DIVISADERO	18TH ST CASTRO S	The patron stated, "I was trying to board and the driver deployed the ramp but didnt kneel the bus first. I know per the protocols is that the bus has to kneel first and then the ramp has to be deployed. If the bus isnt kneeling, then I will fall back and it has happened to me before on MUNI and Ive ended up in the ER. It also makes it very difficult to get up the ramp and onto the bus. The driver said that it isnt done like that. But surprisingly, when I was exiting the bus, she lowered the bus and then deployed the ramp."
572894	7/19/2019	23 MONTEREY	PALOU AVE INGALL	Patron stated,. " Me and another lady who cannot even walk ,we were at the stop and she was just flying and she just went right by us and i was hey, hey, I had to escort this lady back to her house because she was in a walker. It says #307 in the front "
572903	7/20/2019	9 SAN BRUNO	MARKET ST 6TH ST	ADA Patron states the driver refused to put the ramp down after asking him to. I have a cane. He also refused to allow me to board. He was nasty and rude.
572908	7/20/2019	36 TERESITA	WOODSIDE AVE HE	Patron stated: bus didnt stop for me
572911	7/20/2019	Not Specified	THE MAIN LIBRARY	Patron stated: "I have a service animal and I was not let on the bus due to that. I cant remember the bus or the employee number. It was a Latino younger guy. I am a black person and I feel it may have been racial too. I rode his bus before. Earlier this morning, he had an incident with his brakes and other people were upset with him and I tried to calm my dog down when it got loud. I got off the bus then. Later I tried to get on the way back and it was the same driver and thats when he didnt let me on. He cited the earlier incident as the reason he wouldnt let me or my service animal on board."

572928	7/20/2019	8 BAYSHORE	4TH ST FOLSOM ST	Customer stated "I am accompanying an ADA patron. We tried to get on the bus. Driver said "I cant move these people." So we didnt get on. After 3-5 mins another bus came by. The driver said the same thing. I argued with the driver this time. Informed him that the 1st driver didnt let us get on either. Driver asked if I could move the passendger, and I said yes. Driver then went over to the passengers and told them that a wheelchair was coming up. This is not the first time that this happened to us." 1st drivers badge: 5625, Bus# ?? Asian Male, not very big built 2nd drivers badge: 4718, Bus# 6719 Hispanic Male, not tall
572947	7/21/2019	45 UNION/STOCKTON	FILLMORE ST UNIO	Patron stated that "I was in the middle of downtown at the intersection of Fillmore and Union. There were several people on the bus. I wanted to make sure I was going in the proper direction because I am unfamiliar with these streets and he did not want to answer my question. He put it back on me and said "You should know that!" I have a seizure problem and he started mocking it. Then he threatened to throw me off the bus There really wasnt a sense of professionalism let alone a common human respect or understanding of people exhibited by him. Caller wants to receive a call from SFMTA." Due to his disability it is difficult to communicate via email.
572950	7/21/2019	8 BAYSHORE	MARKET ST 4TH ST	Patron stated, " I am in a wheel chair , Once I got on board and he was letting the ramp down and he said dont go back there, I was not going back there, I was getting out of the way of the ramp. He popped me, he hit me in the back and I turned around and said dont hit me, dont turn around and hit me, the cameras got it all. He kept telling me dont get back there because he thought I was rolling back. I went into the wheel chair area. I am mad as hell, I want to get off this bus. There should be an police officer to do an intervention. "
572951	7/21/2019	33 ASHBURY/18TH	18TH ST DOLORES	ADA Muni patron states, " This happens frequently. I walk with a cane. I have to wait for the bus to come to a full stop before I can get up to get off the bus. Several people started to get on the bus before I could get off. I hollered to let them know I needed to get off, but either they did not understand or didnt care because they kept coming on. Some bus drivers will halt people from coming on so those that are handicap can get off. Most dont, it happens frequently."
572952	7/21/2019	37 CORBETT	15TH	already submitted written complaint and phone conversation with agent after incident , who advised written communic. am writing this as a reminder to NOT ERASE/ DELETE THE CAMERA FOOTAGE OF THIS INCIDENT OF JULY 18, 2019. bus was almost empty and my fall should be clearly documented in the video recording including my interaction with driver.
572978	7/22/2019	27 BRYANT	Folsom and Cesar C	ADA patron says "I was passed up twice.Vehicles may be 8619 and 8849. Black female operator, stopped, looked at the patron and then kept going. The Asian male driver didnt even look."
572995	7/22/2019	38 GEARY	O FARRELL ST TAYL	Patron stated,"The driver stopped and let people on but did not lower the ramp for me to get on and then he drove off and kept on driving. The bus was not full"
573014	7/22/2019	14 MISSION	8TH ST MISSION ST	ADA patron stated that, "I was with my daughter in a wheelchair. He open the backdoor for people to board but not the front door. I asked him to open the ramp, he shook his head then shut the back door and drove off. This always happens on the 14 line. It was an empty bus."
573037	7/23/2019	38R GEARY RAPID	GEARY BLVD 3RD A	Patron states the driver did not lower the lift, and dropped patron in the middle of the street, patron states he asked the driver what this was all about and the driver said there is another bus coming
573038	7/23/2019	6 HAIGHT/PARNASSUS	MARKET ST GOUGH	ADA patron stated that" Driver was reluctant to deploy the wheel chair ramp for me to get on the bus then he was verbally abusive the whole ride and complaining about me not paying fare when I have an elderly pass and he refused to identify him self"
573043	7/23/2019	N JUDAH	CARL ST COLE ST	Patron states there should be more visable signage on what stops are handicap accessible for wheelchairs. Patron was on the N Judah train for UC Hospital and did not know there is no wheelchair exit, patron had be taken to the end of the line and wait to come back to get off at her stop.
573055	7/23/2019	10 TOWNSEND	RHODE ISLAND	Announced Rhode Island & 16th, Rhode Island & 15th, Rhode Island & Alameda upon arrival, not in advance, so someone would not have enough time to pull the cord to signal they wanted these stops.
573073	7/23/2019	K BAYSHORE A EXPRESS	4TH ST MARKET ST	Customer stated "I am on a electric wheelchair, and got on the 8AX. As I was getting in, I realized there were no seats up. I told the driver about it, but he didnt talk to me, and just drove off. My wheelchair moved into the middle of the aisle. Other passengers came to the rescue and put the seats up for me. I had to wait for the bus to stop to get my wheelchair into position."
573077	7/23/2019	44 O'SHAUGHNESSY	EVANS AVE 3RD ST	Patron said: The 44 came around corner at Evans and did not pull into the stop. The driver made eye contact with my friend and he passed us up. I am on a cane. We are both disabled. This is blatant ADA violation.

573109	7/24/2019	47 VAN NESS	9TH ST HARRISON	Patrons states "I am disabled. Two minutes ago, drove right by me, I want this driver reprimanded, Im seriously upset, Im fuming. I am going to have a lawsuit against the city. Im going to miss my doctor appointment. I also have a video of this because I videoing an antique building across the street."
573114	7/24/2019	19 POLK	LARKIN & EDDY	Patron states: "There was a man on the bus threatening another patron, saying he was going to beat him up, he just kept on going for approx 8 minutes. The driver didnt say anything, he did not ask the person who was threatening the other patron to get off. He did not call for help
573157	7/24/2019	M OCEAN VIEW	HOLLOWAY AVE 19	Patron states: "This is the 3rd time the same and only driver kicked me off his train saying I am not allowed on the train with my fold able bike. I am an ada patron, I even verified w/ Muni officers and they said my bike is allowed on the train. Now I am standing her waiting on the next train and the other patrons were made at me because I was holding them up arguing w/ the Operator. He literally kick me off his train as I was sitting in the ada seat with another veteran he kicked off for the same reason
573164	7/25/2019	M OCEAN VIEW	7TH ST MARKET ST	patron stated that "the driver of the train pulled up and saw the patron and the patron had a folded up bike and the driver talked out the window then folded his arms and with force did not allow the patron to get on the train and the patron got on the train and the driver was very rude to the patron after the patron got on the train through another door and the patron is disabled and can have the bike on the train". patron stated that "patron did not stay on the train and had to wait for another train to come" patron would like a hearing to discuss this issue
573166	7/25/2019	38 GEARY	1ST ST MARKET ST	patron stated that "the driver of the bus stopped at the stop and the patron asked for the ramp and the driver just drove off from the stop when asked this". patron is disabled and stated that "this is a ongoing problem with african american drivers and the patron feels that this based on race sex and disability".
573194	7/25/2019	19 POLK	POLK ST SUTTER S	MUNI patron stated, "The bus stop for the 19 at Polk and Sutter is not clearly marked. The only indication that it is an active bus stop is the yellow stop bar which is not enough. For someone who is disabled like myself, it is hard to determine whether its an active stop. I had to go to Pine Street because I didnt know if the bus was going to stop at Sutter."
573229	7/25/2019	27 BRYANT	ELLIS ST MASON S	Patron stated, "The driver left me and another lady at the bus stop. I am in a wheel chair. The driver said this is not a bus stop. He motioned with his body language and did not even open the door. I caught up to him in between the bus stops and I asked him why he would not let me on the bus and he just motioned again and did not pick me up. "
573271	7/26/2019	57 PARKMERCED	FONT AND ARBALL	Patron stated: It happened between 12:28 & 12:30 pm. I was waiting for the bus for 10 minutes, me and another black person. I am about 3 feet from the bus stop and the bus stopped and picked up the first guy and I was behind the guy, I want to go inside and he closed the door. I knocked on the door and he turned his head the other way not towards my direction and he just left me. I am right now late for my work and my worked just called me. I was in the 1st door.
573297	7/27/2019	E EMBARCADERO	4TH ST KING ST SA	patron stated that "patron called to express concerns regarding the E Line service that will be suspended on 7/27/19 due to access issues the patron has because of the patron using a wheelchair and the ada related issues this will be causing to the patron regarding transit so please call the patron at regarding the issue".
573319	7/27/2019	F MARKET & WHARVES	MARKET ST 7TH ST	Patron states:" I dont appreciate Muni drivers picking and choosing when they want to stop ifo ADA customers. The trolley did not stop."
573321	7/27/2019	24 DIVISADERO	30TH ST MISSION S	ADA Muni patron states, " I got on at 30th & Mission. There were a lot of people running. I am in a walker with wheels. It looked like he was trying to stop for me. He would let people on then close the doors even though there was a stream of people still trying to gent on. Then opening the door again, going up and down. I did not know what he was going to do. I was going as fast as I could, now I am in pain. He had all the doors closed when I got there. He opened the doors then when not lower the bus for me. I has to struggle to get on the bus. I was on the 14R bus in for not him. When the 14 R went thru the yellow light & he had to got through a red light for sure. He was extremely nice to everybody else on the bus but he was not nice to me. He was going as fast as he could. It was an extremely rough ride. The streets are really rough past 30th and it was so rough I could not event sit up and I have spine injury."
573326	7/27/2019	24 DIVISADERO	18TH ST CASTRO S	Patron stated, " There was an elderly black woman in a wheel chair across from a young couple with a 2 year old and the passengers were engaging and the driver said to the elderly woman that he said this bus ride would be a lot better if you were sober, and the lady said I am sober. The young man said she is fine stop harassing her. she panhandles int the Castro. He stopped the bus he walked towards the Woman and she said Ok , OK I will get off the bus he refused to unhook her from her location, he said I do not want to touch her and the young man unhooked her and the young man got off the bus and the driver said this bus is out of service. So I and some other people and the young couple got off the bus. He closed the doors and he allowed everyone else stay on the bus and he would not let us back on. "

573335	7/27/2019	38 GEARY	FILLMORE ST GEARY	Patron states, " Me and my helper tried to get on the 38 bus through the back doors. I got on first and then my helper was behind me with my walker. I got on board, The door closed behind me and my helper was trying to get on board. She was pushing the button on the back door but the door would not open. I yelled for the driver to open the back door, and he stayed stopped, he can see my helper waiving at him. I kept on saying hold on, this is my worker. Someone made room for me, and I asked the driver to open the door. Since he didnt, I asked him to let me off. He did not, He kept on going and took off while I was still walking. I walked all the way to the front before he departed. He took off from Fillmore. Once he arrived at Steiner the light changed. This was an articulated bus. I used the hand rails and bars to even get to the front. I have a brace on my neck. he left and we went two stops past Fillmore. I was on Steiner. He told me that doesnt have room for a walker. I am physically disabled. She was outside with my walker so I was on board trying to stand without my walker holding onto the rails. I told him that people were clearing the way for me to sit, there was room. I asked him to let me off the bus, and he would not. I told him that there was room and he left my worker behind. I asked him to speak to a supervisor. He said that I am not calling no one. He kept on telling me to stand behind the yellow line. I told him i refuse until you call your supervisor. Once I got to Scott street he told me to get off his bus. My worker had all my belongings including my phone. She walked up from Fillmore to Scott street to meet me. I am actually on my way to the hospital to be checked out."
573345	7/27/2019	19 POLK	POLK ST BROADWAY	Patron stated:" I was getting off the bus. I was saying Thank you to the Driver. I was stepping off the bus which is in front of Walgreens at Polk and Broadway and I fell. I fell because the bus stops in front of a driveway. I stepped down and since the concrete is uneven due to the slope I fell. I scraped my knee and scraped my shoe. I think the bus stop should go back to the other place at Pacific and Polk because it is flat there when you step off the bus.The ground was on a slant which is the reason for the fall. I almost sprained my ankle several times before that due to the uneven ground. I am disabled. "
573352	7/28/2019	T THIRD BUS	MAIN ST MARKET ST	ADA patron stated that " I want Central Control advised that this driver forced riders to get off at Spear and Market. They are supposed to let off at Main St. The moment we crossed Mission we were indicating we wanted to stop and he made us wait. Find him and scold him severely. I will be bringing this up at my ADA hearing tomorrow morning."
573353	7/28/2019	L TARAVAL	TARAVAL ST SUNSET	ADA patron states, "I was on the L inbound and at Sunset Blvd. the operator had everyone get off the train. He said he was instructed by MUNI to get all passengers off and he has to take the train in. He would not give any more information. There were many people who had to get off. Now there are 30-40 people waiting. Something up 3-4 blocks ahead on Taravel is blocking the road but the train was able to go inbound. It looked like an orange/brown/black flag or cloth banner across the street."
573371	7/28/2019	19 POLK	MARKET ST 8TH ST	Patron stated, " The bus showed up on time and the lift was not operable for people in wheel chairs, please take it out of service."
573416	7/29/2019	1 CALIFORNIA	GEARY AVE	On the first bus stop, the bus operator purposely started to drive away when it was obvious that we were waiting for the bus for 7 min. Over the 7 min time we were waiting, he stood in the way of the door bus entrance until he quickly got into his seat to drive. He was then chuckling at us when we managed to get into the bus. We then saw him close the front door to an elderly mans cane and yell at him to hold on. The elderly man also talked to us about how rood the bus operator had been towards him. When we left the bus, the bus operator yelled profanities at us when we stated our concerns. This man was very inconsiderate and unprofessional to the customers. He should be taken out of customer service. I took a picture where he tried to hide his face.
573437	7/29/2019	9R SAN BRUNO RAPID	CORTLAND AVE BAY	Ada Patron stated "I was off off-boarding at the Cortland stop and when attempting to off board, my shoe got stuck in the door well. I could see that the driver was looking at the back doors but refused to open the doors. The bus started to go. I began to yell "my foot is stuck and I have terminal cancer!" let me off! The driver would not let me off until the next 9L stop. He took me all the way to Silver and San Bruno. He kept me hostage and I had to call my husband to pick me up and take me home. "
573438	7/29/2019	N JUDAH	626 MISSION BAY N	I clipped with my disabled pass and I am wearing a 2 ton blue shirt and a tan Google tan hat on and and blue jeans and a non paying young caltrain chinese non paying young man deliberately took the seat and laughed in my face because I was in my 4 wheel green walker got it and refused to let me sit down and so I had to get back off and wait for the next n Judah line to come threw there needs to be fare inspectors on this lines every day with sfpd helping them enforced this got it and this operator needs to be terminated asap got it look at the camera got I was on the way to the postoffice down by the ferry building got it this is ongoing problems with this line got it
573443	7/29/2019	N JUDAH	CHANNEL 3RD ST S	Turned left onto 4th left onto channel right onto 3rd and it has stopped at Mission rock behind another lightrail. Only problem is the driver made no announcements as we were proceeding down embarcadero or king. And me in a wheel chair needing to get off at a ramp. If I had stayed on the the bus I dont know where I could transfer safely to a T bus shuttle.

573446	7/29/2019	12 FOLSOM/PACIFIC	SANSOME ST SUTT	Patron stated: My partner is 91 yrs old and walks with a cane. She got on the coach in front me and was walking towards the seat and when she was moving towards the seat the operator started moving the coach just like that. Luckily she didnt fall. I told the operator he should not start the coach before a person with a cane gets to their seat. The operator completely ignored me. When I told him again that he was operating unsafely he told me I should stand behind the yellow line. That was the only response I got from him. So I noted his # and sat down and when I got off at Grant St I asked him if he had seen that my partner was walking with a cane. Once again he ignored me. I got very agitated and I raised my voice and while holding up my partners cane and said "Did you see that my partner was walking with a cane". The only response I got from him was a question of "are you getting off here?" I responded yes my partner and I are getting off here. I said its dangerous to operate a coach while someone with a cane is trying to get to their seat.
573449	7/29/2019	45 UNION/STOCKTON	N/A	Patron states that, "Today I took Muni from Castro to Powell. I got off the underground and went ot the place where the buses are coming - 8, 30, 45, etc. It was about 12:45. I was to take a train at 1pm. A 30 arrived and the driver said, "dont board this is my last time." Then the other bus was the 45. When we got halfway to the Caltrain station, it made a turn on Folsom and he asked the passengers to leave the bus, this is the last stop, without any prior announcement. The 8 arrived and said it doesnt go that way. I had to walk the rest of the way to Caltrain and by the time I go there, sure enough, there was a 45 arriving with passengers on it. My question is why some buses go all the way and some do not."
573461	7/30/2019	J CHURCH	Randle	Patron was at the wheel chair ramp waiting for the J church and the train was driving so fast it passed her up at the stop it had to back up to the ramp to pick her up which is very unsafe this is the second time this has happen this was a different driver this rime please have the drivers slow down in this area
573492	7/30/2019	T THIRD BUS	MARKET ST SPEAR	Patron states there are no ADA signs at this location referencing the T shuttle bus. ADA riders do depend on this bus. It has been like that since Saturday.
573496	7/30/2019	7 HAIGHT/NORIEGA	MARKET ST 8TH ST	ADA patron, "Driver stopped and wouldnt open doors for me. I am in a wheelchair. The 7 driver didnt let the other people at the island stop on either. Stop islands are not Handicap accessible."
573502	7/30/2019	29 SUNSET	25TH AVE FULTON	Patron stated "I was at the bus stop waiting with a little girl and the bus just drove by. Im disabled and it didnt even stop and we were standing there at the stop."
573505	7/30/2019	30 STOCKTON	HOWARD AND THIR	Matt your bus driver witnessed. A rear end collision I was in. Riding a bicycle w my seeing eye dog leading we passed a mini bus letting off passengers and I was hit. Your driver saw the whole thing and gave me his number,. But I lost it. Without his testimony Im screwed can u please contact him for me and my phone number is my name ids David Giambastiani as soon a s possible please thank you
573526	7/30/2019	18 46TH AVENUE	19TH AVE BUCKING	ADA Patron stated: The driver says that hes not working and I should take the bus behind him. Hes parked a long way, 150 feet, away from this stop so he doesnt have to talk to anybody. Im in a wheelchair. I came all the way because its not convenient to board at the parking lot.
573529	7/30/2019	M OCEAN VIEW	19TH AVE HOLLOW	Patron stated, that "This driver would not allow be to board the Metro with my fold bike. This same driver always gives me problems. When he pull up to the stop, he looked at me and told me Im not getting on his train. There were 2 other women at the stop. He didnt open the doors, he just pulled off. Fold bike are allowed on the Metro, but this driver does not like the way my bike folds.He even tells me that Im not disabled"
573530	7/31/2019	L OWL TARAVAL	CHURCH ST MARK	Patron states: "The operator refused to lower the bus for me as I was getting off and I am disabled. He also refused to call a supervisor for me holding up the bus. My leg was in the bus and I was in the street. He closed the door on my leg and I said drive one more inch and youll never drive for muni again. I have a dislocated my knee now for over 15 years. He asked me if I paid my fare yet as I was getting off with my service animal, he didnt bother asking any of the other patrons the same question, I dont get it.
573533	7/31/2019	9R SAN BRUNO RAPID	ON BOARD THE B	The ADA Patron Stated: "Theres are persons with a large amount of cans thats taking up space. It makes no sense."
573569	7/31/2019	14 MISSION	26TH ST MISSION S	Patron states: "The bus passed me by, it was not full. I am permanently disabled I want a hearing, I have a heavy backpack and my hands are full."
573573	7/31/2019	49 VAN NESS/MISSION	26TH AND MISSION	Patron states: "The bus passed me by, it was not full. I am permanently disabled I want a hearing, I have a heavy backpack and my hands are full."
573616	8/1/2019	21 HAYES	3RD& KEARNY STR	He said its okay for tourists to block the jocking strollers to block the aisles the tourist deliberately blocking the aisle got it I had to verbally get upset and tell her to deliberately move her suitcase out of the way and then the operator said they can do that I was on a 4 wheel green walker got it and had on green shirt pants got it and also got it and a purple shirt and a tan sweater and a tan Google hat this operator needs to be terminated asap got it and the strollers need enforcement on it too got it that they have to folded up got it and that nothing can be blocking the aisles got it I missed 2 stops from getting off to go down below to catch a under ground train got it
573619	8/1/2019	T THIRD BUS	SPEAR STREET (ADA patron states "There is no ADA signage for the T Bus stop at the location. I will continue to complain until this is addressed."

573628	8/1/2019	19 POLK	POLK ST EDDY ST	Pedestrian stated: I was walking in crosswalk and had a bunch of disabled clients with me, the driver tried to make light and gunned it we had to wait and move. I was waiving my arms so he did see us.
573670	8/1/2019	M OCEAN VIEW	SAN JOSE AVE GEN	ADA patron stated that, "Wheel chair lift at San jose and geneva outside Muni yard. It Technically move up and down but did not go high enough for me to transfer into the light rail vehicle. Someone helped me onto the train luckily."
573671	8/1/2019	M OCEAN VIEW	SAN JOSE	wheelchair lift door was stuck, i had to slam it several times to get it to open for another passenger in a wheelchair. once the train arrived (a new train), it turned out that the ramp from the lift to the train was about 6 inches too short. the passenger had to get out of her chair and step across the gap and then another passenger lifted her chair across.
573673	8/1/2019	9 SAN BRUNO	MARKET	Skipped the stop even though I was at the shelter and waved to the driver.
573677	8/1/2019	1 CALIFORNIA	VAN NESS AVE SA	Patron stated "I asked him to lower the bus, they are doing some construction, the bus is now in the middle of the road as they are doing construction he did not pull to the curb, he would not lower the bus I had a cart and, I had to left my cart role off the bus and fall on the street, as appose to having some kind of an accident trying to get off with it. I road this line earlier and did not get the same service from the first driver, he was able to lower the bus and that is how I no this driver is lying to me. This is why I had to call and make a complaint because this driver is full of it."
573711	8/2/2019	5 HAIGHT/PARNASSUS	HAIGHT	When we got to the stop multiple people were boarding from the back of the bus. There was an older black man with a cane who was waiting on the curb for everyone to get in. He was moving slowly and the bus driver closed the door before he could get in. I and other passengers yelled back door, but the driver did not open the door and instead drove off. Passengers were upset at his negligence and I heard him muffle something in the front to them but I couldnt make out his excuse. I am really upset to see people left behind, especially because this was an older person of color with a disability.
573716	8/2/2019	5 HAIGHT/PARNASSUS	MARKET ST HYDE	ADA Patron states this bus driver has done this before, The driver refused to allow nme on the bus. He said the lift was broken. He made a attempt but it was not broken . He also refused to identigfy himself and closed the doors as I asked,
573740	8/2/2019	8R 19TH AVENUE RAP	BALBOA BART STA	I waited for the 28R for over 30 minutes. Twice, the app said it was arriving sand twice, it didnt arrive. Can you tell me why? I missed my appointment thinking the 28R would be the best route.
573757	8/3/2019	27 BRYANT	LEAVENWORTH ST	Patron stated: "Please reinstate the Leavenworth and Washington stop. As a blind user of Muni wanting to head towards Chinatown, that stop provides me with one of the few transfer points where I do not have to cross any intersections. I can just hop onto the Cable Car and go downhill. I live at Washington and Taylor and so this is the least route where I dont have to cross intersections."
573765	8/3/2019	47 VAN NESS	NORTH POINT ST H	Patron states The driver did not stop when i tried to pull the cord. I said I am disabled and he just ignored me. I am very disable and went cruising thru 2 stops." He could have communicated better that I needed assistance".
573766	8/3/2019	2 CLEMENT	SUTTER ST VAN NE	Patron stated,"I waived the bus driver down and the driver would not stop for me.The bus was a minute early and I am disabled so I cant walk as fast as a normal person to the stop and the driver did not wait for me." *wants to remain anonymous
573787	8/3/2019	KT INGLESIDE-THIRD	3RD ST EVANS AVE	Patron stated, "There was an ADA passenger and he didnt get up in put him in the proper seating area, so he had his wheel chair out in the aisle all the way to downtown, blocking the aisle. The passenger stated that the driver didnt even ask if he wanted to be secured. "
573789	8/3/2019	47 VAN NESS	11TH ST HOWARD	Patron states "the bus passed by even though I was flagging him down with two hands. I have my luggage and service animal with me."
573792	8/3/2019	49 VAN NESS/MISSION	MISSION ST 17TH S	Patron stated, " The patron would like to have stops put back in for 25th St and 17th St . He said it is hard for the disabled community for both the #49 and the #14 in both directions
573797	8/4/2019	5 FULTON	MCALLISTER ST HY	Patron stated, that "I am disabled and I waited over 50 mins for the OB/5-Fulton. When the driver came I was flagging him down and he passed me up without stopping. There are 3 of us here at the stop. This is not right. Something need to be done."
573803	8/4/2019	N JUDAH	N/A	Overhead announcement not working
573813	8/4/2019	T THIRD BUS	SPEAR ST MARKET	Tbus Still no ada markings 9th day in a row Muni neglected to follow ADA rules/laws

573820	8/4/2019	28 19TH AVENUE	PARK PRESIDIO BL	<p>ADA Patron stated: Something very bad happened on a MUNI bus. I was coming from Fulton and Park Presidio to Marina. I waited a long time for bus 28. On Sunday, the 28 is really bad. Especially when there are a lot of things happening on that route. Theres Stern Grove, Golden Gate Park, and tourists. Considering that, there are not enough buses to take everyone. When it arrived today, it was full. The bus driver let people go past the yellow line in the front. He couldnt see the mirror. He didnt make them pay. He was cursing constantly, using the F word. He was speeding on the freeway. My concern is why the driver didnt have people stay behind the yellow line. I had a hard time getting out. I have crutches. He was out of control. He had a big mouth, a dirty mouth, he wasnt very good at all. I took it on Fulton and Park Presidio towards Golden Gate Bridge. The thing is the bus driver, its his fault, he didnt let people go past yellow line, he couldnt see the mirror. And he was cursing, shouting, and calling names. The tourists were laughing, its really bad for this country. There should be another bus put on the line. This is a very busy time of year. Why dont they have another bus? MUNI is doing a horrible job in San Francisco. All they do is raise the fare. There is no good resolution coming from them. They give a lot of permits for scooters. I never hear back, there is no resolution, I never hear back. I complained before about the MUNI is filthy, my complaints are 11218754 and 11218772. They have horrible drivers. They curse, they treat pass horrible. People wanted to pay. He said, Dont pay, go sit. I blame driver, but I blame MUNI. By not having two buses, it makes it unsafe. There were hundreds of people at each stop. At 3 to 4 oclock they need more buses.</p>
573824	8/4/2019	38 GEARY	GEARY	<p>The driver is completely useless.</p> <p>1. First there was a drug addict that was making crazy sounds on the bus. The drug addict then started to spit everywhere and at no point during the ride did the African American male driver make an attempt to boot the offender.</p> <p>2. A senior had requested a stop at Scott. The senior rang the bell right after the previous stop and again at no point did the driver acknowledge the riders that they would be dropped off. The driver continued driving as if nothing happened.</p> <p>This driver needs to be fired. He is harming health and not doing the ONLY duty that he needs to do which is to pick up and drop people off at their intended stop.</p>
573830	8/4/2019	57 PARKMERCED	FONT BLVD.	<p>RUN #235: The bus was driven in the middle of the road and stopped 3 to 4 feet from the curb. I am disabled, and it is very difficult for me to climb onto the bus if it is not at the curb. Even when the bus was lowered, I still had to climb up about 18 inches from the road level. When I reached my destination at Stonestown, the same driver stopped the bus still a few feet away from the curb, and it was very painful to have to climb downwards onto the roadway. I hesitate to say this, but I dont really understand why the 57 drivers are not pulling to the curb. People can clearly see that I am a disabled senior citizen and need an assistive device to walk--I wish the drivers knew the pain people like me have when climbing onto the bus step, high above the roadway. The 57 is my lifeline to get my groceries from Trader Joes in Stonestown--I cant drive because Im partially blind on one side. I do understand that sometimes there is a pole or other obstacle that prevents the driver from pulling up to the curb--but the stops I use do not have that issue. I honestly hate complaining, its not my nature. I have filed 2 similar complaints, but only in the past few months, and only because of the awful pain I get from climbing up and down the step so high above the roadway--otherwise, I wouldnt say anything about it. I know driving a bus is very difficult work, and I always try to say hello or thank you to the drivers. All I ask is that drivers realize the pain that elderly and disabled people sometimes have. Thank you!</p>
573855	8/5/2019	9R SAN BRUNO RAPID	9TH ST MARKET ST	<p>Patron states. I am in a walker. Im just had an operation. He stare at me when I was trying to get on the bus and did not even lower the stairs. I do not understand why he did not lower the steps?</p>
573857	8/5/2019	QUINTARA/24TH STREET	PORTOLA DR CLAR	<p>Patron stated "Im disabled and I was waiting for the bus for 20 minutes heading towards Mission, I have to get to a doctors appointment. I was standing in front of the sign and the bus driver came and I waved at her and she just kept going and now I have to walk. This is the 2nd time this has happened and this time I got the bus information. This has happened once before about 6 months ago and it was also the 48. Both times they made eye contact and I was waving and they kept going. The other time it was a male, the changed the stops so I think the drivers are confused where to actually stop."</p>
573870	8/5/2019	49 VAN NESS/MISSION	MISSION ST 16TH S	<p>Patron states that, "I was on the 49 and I am a disabled person with medical equipment that cannot be bumped. I am very claustrophobic and the bus driver needed to let on a passenger in a wheelchair. He said that because there are not enough buses, he was required to let the passenger in the wheelchair on, otherwise they would have to catch a ride. I ended up getting off the bus and as I got off, the driver said to me, "Youre going to have to catch the next bus." I was on run number 846, vehicle number 6701."</p>
573877	8/5/2019	M OCEAN VIEW	MARKET ST 15TH S	<p>Customer stated "The bus driver asked me "where are you getting off, lady in the wheelchair?". I know how to pull the string when I need to get off. MUNI should talk to this driver to remind him how to talk appropriately dealy with passengers."</p>
573907	8/6/2019	Not Specified	MARKET ST 6TH ST	<p>ADA patron stated that " The driver refused to put the ADA ramp down for me to get on. He kept saying that it was a safety hazard"</p>
573911	8/6/2019	45 UNION/STOCKTON	3RD ST	<p>Fall down TWICE while in the bus.</p> <p>Illegal space to use two wheelchairs and letting them in and out without the ramp until Stockton and Clay.</p> <p>Very similar to Guangzhou bus lines 101, 104, 106, 107, and 108, however. It has rear wheelchair ramp instead of front.</p> <p>????108?</p>

573916	8/6/2019	45 UNION/STOCKTON	STOCKTON AND 3R	<p>The bus driver had not use the ramp to load two wheelchairs, including a man with a walker. He also didnt load the ramp for the one who came out in Clay Street. I fall down in the bus twice.</p> <p>This is similar to Guangzhou bus lines 101, 102, 104, 106, 107, and 108.</p> <p>????108?</p>
573922	8/6/2019	5R FULTON RAPID	TBT	<p>The patron stated "I walked to the number 5 and the driver wouldnt open the front door. He said to the lady in front of me to go to the back door. And he saw I have a cane. I had to use my arms to pull myself up and it was hard. I almost fell backward. I said to him whyd you do that? The other woman said, yeah, she has a cane. The operator didnt answer me -didnt say a word, didnt apologize, nothing. If I fell, itd be all over for me -Id be in a wheelchair again." Patron declined contact about info for a neutral accessibility hearing. Patron provided Run 314.</p>
573925	8/6/2019	KT INGLESIDE-THIRD	OCEAN AVE LEE AV	<p>Patron state the driver would not stop for me at Ocean and Lee. I am in a wheelchair and needed that stop. The driver told me "why didnt you tell me earlier. The other customers told asked him to let me off. I made the requested 2 stops before Ocean and Lee streets. The driver dropped me off at City College. The driver physically pushed me off the train as I was calling 311.</p>
573926	8/6/2019	14 MISSION	OTIS ST	<p>Wheelchair passenger at Otis St & 12th St stop 15836 wanted to board a 14-Mission outbound, coach 7252, run 451. Driver of 7252 passed up wheelchair passenger at 7:19pm. Another driver ahead, 49-Van Ness-Mission outbound, coach 6710, run 528, witnessed this wheelchair passenger pass up. Later on at the Mission St and 18th St stop at 7:24pm, the 49 driver ahead told the 14 driver she had witnessed the pass up. The 49 driver returned to her bus, and the 14 driver boarded her bus to argue.</p>
573964	8/6/2019	22 FILLMORE	FILLMORE ST MCA	<p>Patron stated, I ran across the street with my cane and I was getting on the bus through the back door. He closed the door and then he wouldnt open it. My cane was stuck in the door. Im a hundred percent disabled.</p>
573975	8/7/2019	21 HAYES	GROVE ST LAGUNA	<p>Patron stated, that "I am disabled. I rely on the first run of the IB/21 to get to work. This run has been oos for 3 days. Yesterday the 1st two runs were out. It is my understanding the 1st run should be filled daily. There are other patrons out here waiting for this run. Im requesting Muni to make sure this run is in service."</p>
574054	8/8/2019	5 FULTON	MC ALISTER	<p>First attempt:screen disappeared, This is 2nd attempt to submit</p> <p>Im disabled and use a cart. I carry a letter from my medical clinic for this issue. This AM the driver was insistent that I not enter the bus through the front door. I cant lift this to do that(since he didnt pull up to the curb correctly for this and, if on exit, the driver didnt pull up parallel, I would be unable to exit safely). My cart is no larger than a walker! I explained that it was for use as a walker also.He was objecting that it would block the aisle and refusing to let me raise the seat to place it against the wall although the bus was not crowded. He was objecting to my assistive devise being in the aisle and essentially, not blocking anyone. We argued and he threatened to physically remove me from the bus but fortunately did not attempt to do so. It is frightening to be threatened so though,. I definitely want a hearing to take place.</p>
574057	8/8/2019	12 FOLSOM/PACIFIC	Sutter and Sansome	<p>Details entered from ADA spotter report: Op did not pull to curb to board customer.</p>
574074	8/8/2019	F MARKET & WHARVES	MARKET	<p>I was completely surprised and upset by this operators behavior, can you please send him for additional disability awareness and training?</p> <p>I ride the F-line frequently and I consider it a jewel of the SF Transit system. The drivers are usually wonderful, and in years of riding I have never had any reason for complaint.</p> <p>On Tuesday, I was verbally accosted by this operator. I have a severe disability of my immune system, I have to avoid touching anything in public places, including handrails etc. I was quietly minding my own business when this operator started accosting me about not holding a handrail. I replied that I couldnt and explained that I have a medical condition that prevented it. To my shock he started mocking me and laughing at me, and not just for a second but ongoing for at least several stops. I was polite and calm throughout but he was relentless, eventually I actually had to ask him literally to stop laughing at me.</p> <p>It is every disabled persons worst nightmare that we will explain our limitations to someone, and they will just laugh at us. It was humiliating and inappropriate. Many disabilities are not visible from the outside, such as conditions of the immune system, heart or lungs. People like me with these disabilities still deserve to be treated with respect.</p>

574118	8/9/2019	5 FULTON	MARKET	<p>The sidewalk at Market and Mason and Fifth and Sixth has construction, making the stops for the 5 line VERY difficult to access or even see, from the place where the sidewalk is cordoned off. I walked past three stops without being able to find any of them. Only after getting home and looking on google maps was I able to see that the stops are OUTSIDE of the sidewalk area where pedestrians are cordoned off. One must go around the obstacles, into the street, and walk outside the construction to access the stops. I asked the Castro and F Church drivers where to board #5, they both acted like I was a moron.</p> <p>As a disabled patron, this was horrible. I ended up leaving SF and canceling my appointment. It took a FULL HOUR to go through the maps and figure out where the stops are supposed to actually be once I got home, and that the problem was the sidewalk construction obfuscating the stops. None of the stops I did find (the ones in the middle of the street) had maps or said exactly which buses stopped there. I get it, MUNI hates disabled riders, and expects everybody to have a cell phone with a map on it, now. But, you can try a little harder for those of us who have no choice.</p>
574131	8/10/2019	12 FOLSOM/PACIFIC	11TH ST FOLSOM S	ADA Patron states: "The driver refused to lower the lift for me. He was not pulled up to the curb. I want to have a hearing about this issue."
574138	8/10/2019	56 RUTLAND	BAYSHORE BLVD.	<p>The bus driver turned left onto San Bruno Avenue instead of continuing its run via Blanken Ave and Executive Park Blvd towards 50 Thomas Mellon Circle as scheduled. He kicked me and another old lady off the bus in a very rude way and yell at us to just walk the rest of our way, which is even more unacceptable doing that to an old lady who was riding this same bus. As a rider of 56-Rutland for over 12 years, I strongly believe this bus driver skipped part of the route for his own personal benefit by not serving the Little Hollywood and Executive Park neighborhoods as scheduled.</p>
574172	8/12/2019	3RD ST/19TH AVE OV	20TH ST 3RD ST SA	patron stated that "the driver of the bus passed up the patron at the required stop and the patron is disabled with a brace on his leg"
574192	8/12/2019	7 HAIGHT/NORIEGA	N/A	Driver stopped bus because a female passenger did not muzzle her emotional support animal. Per the CA civil code she is not required to muzzle the dog. Driver refused to continue driving the route.
574212	8/12/2019	J CHURCH	MARKET	On-board LED and overhead signage and on-vehicle announcements were not operating from before arrival at Embarcadero and halfway between Powell and Civic Center.
574216	8/12/2019	M OCEAN VIEW	19TH AVENUE	<p>I typically catch the M train at the Stonestown station.</p> <p>Today the train arrived ~ 3 mins earlier than usually, I guess that was why the train stopped at St Francis Circle for a while, so the station agent would not mark him for arriving early at the West Portal station.</p> <p>Previously, I had a leg injury and had to use a cane and he didnt want to wait for me as I hobbled along to the stop.</p> <p>Yet another time he overshot the stop and so myself and 2 other passengers had to run to the train, but he did not want to wait for us but fortunately one of the passengers caught up in time and held the door for the rest of us. This driver is a jerk.</p>
574224	8/13/2019	24 DIVISADERO	CORTLAND AVE EL	Patron states he is in a wheelchair the bus passed him up at Cortland and Elsie, patron states this driver has done this before.
574227	8/13/2019	29 SUNSET	GARFIELD ST VICT	Customer states, "Bus came, nothing was said, and driver opened his door, closed his door, and took off. Driver did not help me."
574232	8/13/2019	30 STOCKTON	3RD ST FOLSOM S	Patron states: he doesnt want us to get in because my friend had to fold the wheelchair
574271	8/14/2019	KT INGLESIDE-THIRD	THE EMBARCADER	Patron stated that "The train passed without stopping. It just continued right by this stop without slowing down."
574272	8/14/2019	30X MARINA EXPRESS	CALIFORNIA ST.	Please restore the Bush St and Battery St. 30x bus stop. The California St and Battery St bus stop is not serving the 30x riders. Every morning, at least 10 passengers on each bus are inconvenience by this change. Particularly those of us with disabilities and struggle to walk a further distance to Market St. and First St. corridor.
574314	8/14/2019	55 16TH STREET	RHODE ISLAND A	<p>ADA Patron states I arrived at Rhode island and 16th at 630. I was waiting for the 55 going OB to mission bay. I checked nextbus for both direction and it said I had a 23 minute wait for OB and a 20 minute wait going IB. I decided to wait for the IB knowing that it would go IB and then OB. The nextbus app kept changing and it I checked it again and it still said 23 minutes. at 6:47 the 55 OB came along to rhode island. By the time I noticed it was coming closer Im about a half a block away and across the street and I couldnt make it to get the 55 going outbound. Which means I still had to wait for the next bus. The nextbus app was completely wrong so I had to add an hour to my journey.</p>
574325	8/14/2019	54 FELTON	NEWHALL ST INNE	Patron states, " The bus driver was rude and talking loudly wouldnt let me get on because his family was going on and wouldnt let her on. Then he finally let me and was talking all over me loudly asking me where I was getting off. I have already told this completed to the ada on the 3rd floor at 1 south van ness."

574344	8/15/2019	24 DIVISADERO	DIVISADERO ST SU	On Sutter we needed to get off the bus and women attempted to enter the front of the bus with a wide stroller. The driver insisted she get in at the back door which blocked us in. We had to squeeze past the stroller and then squeeze past women at the front of the bus with a bunch of nags of garbage. We were forced to take the forint door instead of the door closest to us. I have a cane but I didnt have it with me at the time. I have one working arm and this made it difficult. These people should be forced to stay off the bus until we get off.
574356	8/15/2019	33 ASHBURY/18TH	16TH ST MISSION S	Patron called to file a complaint in regards to the Muni Operator who did not wait for her to transfer buses. The patron stated that she got off the 14 Outound at 16th and Mission to connect with the 33 Inbound. The caller stated that she stopped by the tiny restaurant thats next to the Bart Station. The caller stated that the driver of the 33 bus was in the process of lifting up the bus after dropping off another patron. The caller stated that she made eye contact with the driver, waved, and yelled at him to hold the bus. The caller stated that she was walking with her cane and that she is disabled. The caller stated that the driver closed his doors and took off.
574379	8/15/2019	38R GEARY RAPID	GEARY ST LEAVEN	Patron states: at approximately 11:15am... A discrimination complaint....iit had boarded passengers. But the driver observed two more individuals running.... the woman ahead was a young Asian female and he left the door open to give her time to board, he also saw me running, not far behind her waving my arm indicating clearly that I wanted him to wait and I yelled "wait, wait" but instead of leaving the door open to allow me time to board he closed it right after she had boarded. There is no question that he intended to pull away without allowing me to board because that is why he closed the door a moment before I got there. I stood at the door expecting him to open it but he did not he opened the door only after I said loudly "hey, you let her on what about me:" and it was loud enough to be heard by him and other passengers, so he clearly felt that he had to let me on at that point and he did.
574398	8/15/2019	3 JACKSON	2979 JACKSON ST	Customer states the bus stop used to be at the corner of Jackson St. & Baker St. (2989 Jackson St.) The bus stop has now been moved to almost the center of the block which is in front of my home at . The pole has been painted with Bus Stop on it and Stop ID 15143. Customer states I was not notified that the bus stop would be moved here. My husband is handicap and now we can not get out of our driveway because this bus 3 Jackson runs all the time. I notice that the bus stop for the 3 Jackson heading in the outbound direction has not moved, it is still there. I want to be contacted regarding this issue. I would like a telephone call on . Customer states I just put in a garage for accessibility (ADA) for my handicap husband. I now have all these people waiting for the bus sitting on my stairs and leaving their garbage behind. Please move the bus stop. Please contact customer she is very upset.
574400	8/15/2019	7 HAIGHT/NORIEGA	HAIGHT ST BUENA	The patron states, "I got on the bus to go to the court house and have an emotional support animal. I have the papers and the dog does not have to be muzzled. The operator would not drive the bus because of my dog and @ Fillmore and Haight kicked everyone off the bus (there was another dog on the bus). The operator stated the incident was all recorded. She discriminated against my breed."
574402	8/15/2019	35 EUREKA	MOFFITT ST BEMIS	Patron stated: "When I was getting off the bus she stopped farther then she was supposed to. I am a senior and my knees are not that good. So When I got to my stop I asked her to lower the ramp and she got upset, she did not want to. I got off at Miguel and Chenery, she didnt lower the ramp she did a little bit I asked her to lower it more. She ignore me, I asked her again she got upset. I said "I am a senior, calm down " she said "I see youre a senior but Im not going to lower it" I had to get off hanging off from the bar. She didnt lower it at all. She was very angry or rough."
574409	8/15/2019	22 FILLMORE	NA	ADA patron. I was sitting in the front with a cane. Additional passengers who needed priority seating as well boarded the bus. The driver told me to move to the back or "take another line!" He said I was taking up space for a real disabled person. I am young (57 years old) but I have a disability . This driver was very insensitive. Also, a few of his friends were chatting with him in front of the yellow line which is very unsafe"
574444	8/15/2019	22 FILLMORE	FILLMORE ST OFAR	Patron stated: I got on the bus. He let me put bags on. This lady with a wheelchair got on the bus. I tried to move the bags so she could get on. He said, You gotta move your bags. He wrongfully, forcefully made me get off the bus. The driver was rude, disrespectful, and totally out of line. He threatened to eject me. Im 75 years old!
574446	8/15/2019	38 GEARY	4TH AVE GEARY BL	Patron stated, " I am 80 years old. I ride Muni and use a walker. Young people never go to the end of the bus but instead they congregate on the front causing congestion in the front. It was time to get off at Park Presidio and it takes a long time for me to get off the bus due to having a walker. When I was getting ready to get off the front of the bus, the operator asked in a rude manner, why I was not getting off the rear of the bus instead. I asked the operator why he did not ask the young people to scoot back.

574459	8/15/2019	19 POLK	EDDY ST LARKIN S	Customer stated "I was assisting a lady on a wheelchair who was getting off the bus. The latch on the bus was defective and it cut my finger. I advised the driver that the wheelchair was stuck on the wheelchair lock, but he didnt do anything about it. Im on a walker as well, so I didn;t latch it in when the wheelchair left."
574483	8/15/2019	21 HAYES	HAYES ST STEINER	ADA patron stated that "I was at the bus stop and the driver veered toward the sidewalk but he just kept going. He got stuck at a light a block away and I was able to catch him. I did ask him why he passed me up and he just waved me off"
574493	8/15/2019	1 CALIFORNIA	HYDE & CLAY	Passenger stated, "I got on at Hyde & Clay & there were people standing in front of bus but theres room on the aisle & back of bus. Id almost trip from a male passengers feet. I said you are supposed to move back." but driver didnt say anything. Other passengers also got on so I shouted "move back to people can get by". I told the driver, "you are supposed to tell them to move back." but driver didnt say anything. I am 83 y/o, disabled & has arthritis have to hold onto the bars so I dont fall. I got off the bus & driver said to me through his window & said "I didnt understand what you said.". I said, "never mind, I will call Muni when I get home." Once id asked other passengers to move back then driver should support me. As more people got on, it was even harder to get off the bus. Theres even signs to tell passengers to move back. Driver should be cooperative. I want to speak to someone at Muni directly but I dont have email."
574517	8/15/2019	9R SAN BRUNO RAPID	N/A	Customer stated "People with kids and strollers occupy the priority seating area, and leave no seating space for a senior like me. Im not complaining about this particular bus nor operator. This is an on-going issue that Muni needs to address. I want to be sent information about this, and I want a hearing."
574519	8/15/2019	F MARKET & WHARVES	MARKET ST SOUTH	The patron stated, "I was waiting there at the stop on the handicap ramp. I have a messed up knee and need a full joint replacement. I told them I needed the bus/trolley. He moved right past me and moved to the normal stop. I came down the ramp and asked him why he couldnt stop for me. His excuse was that he wasnt sure Id fit, although a lot of people came on at the normal stop."
574544	8/16/2019	49 VAN NESS/MISSION	MISSION ST SILVER	Patron states: "We were at the bus stop and the bus stop with a lot of people getting off as we were at the middle door. My children and I were waiting to get up with my 2 small children one of them having autism. All of a sudden one of my children stepped up on the stairs and the operator closed the door and started driving. I started running and chasing the bus, I was so scared he was leaving with my child. driver took off with her autism child. Imagine I was so scared I forgot my other child. Since my kid has autism I was really scared how he was going to react. I know he gets really scared and anxious, so i started running behind the bus and even crossing the street without realize my other child was running behind me I didnt even realize if the lights were green or red. Dont get me wrong,I love both my kids. So my kid was running behind me and I am not sure if the Operator saw me or someone told him, but he stopped maybe 1 block ahead. He opened the door, my kid stepped off the bus and then he drove off. He didnt stoop, he didnt ask, he didnt step out to talk to me, he just drove off. I am sorry but I am still very nervous and scared about what happened. So I was really scared and he told me he was really scared and that he thought he was going to be taken far away and that he was never going to see me again. He was really scared and so was I. So at that moment I didnt know what to do but to get the number from the bus that came behind it which was 6631. I want to make the report because it feels unfair. He should of waited, but the Operator just stopped the bus and I wasnt even close enough to get my child before he drove away. So my kid is tall for his age which is 10, maybe the Operator thought it was okay to drop him off the way he did. He was not in a safe place, he just dropped him off at by KFC in the street area not to the next stop, not at the curb but in the middle of the street my kid could of been hit by a car. I was really upset by the condition of my child and what if my child would of walked into on coming cars. My child still is saying that he is scared and that he will never erase it from his mind. I would like to be contacted by Muni to be advised about the hearing I only speak Spanish."
574561	8/16/2019	9 SAN BRUNO	HARRISON ST 11TH	Customer stated,"The bus stopped in the lane on 11th Street, did not pull up to the curb. Customer is in a wheelchair.
574564	8/16/2019	9 SAN BRUNO	MARKET ST 5TH ST	Patron stated, "I got on the bus and there was already one wheelchair on the bus. The driver said that there was a walker as well. The driver said there is no room. I have an electric wheelchair and I asked the passengers to help make run. I got out of my chair when I was on the bus and the driver stated, "oh you can walk". The driver appeared to be enticing others on the bus with a conversation because I did not appear to need the use of my chair. I would like to request a hearing. Muni has improved the room for wheelchair access and to have drivers making room for people who use a wheelchairs, but other still need the training. That is why I would like the hearing."
574576	8/16/2019	BUS MUNI METRO SHU	MARKET	Vehicle number is something 541 - it dropped out on my voice message. Vehicle was correctly headsigned but did not show stops on the LED and did not announce the stops. The operator did announce the transfer point at Church.
574578	8/16/2019	J CHURCH	CHURCH	Front headsign only reads J and nothing else Inside, LED and video screens off; no auto-announcements Fortunately, the operator was announcing all stops.
574636	8/17/2019	9 SAN BRUNO	N/A	Customer stated "The 9 took too long to get here, and its too full. I cant get on with my wheelchair. This is because the 9R doesnt run on weekends. Service is lousy on weekends."
574637	8/17/2019	9 SAN BRUNO	N/A	ADA Patron stated that I want to make a complaint about the 9 on the weekends. Its lousy on the weekends. i dont know why the 9R dont run on the weekends too. I cant get on the damn bus.
574645	8/17/2019	12 FOLSOM/PACIFIC	FOLSOM ST 4TH ST	Patron stated "This is the worse line in Muni, I have been here waiting for an hour, I am disabled and have to walk home now"

574659	8/18/2019	35 EUREKA	DIAMOND ST 27TH	Patron states: Im in a wheelchair.... for like the last two weeks I found some feces on the seat. I found it on the seat belts when I put the seat belt on
574661	8/18/2019	49 VAN NESS/MISSION	VAN NESS AVE EDDY	Patron states: I had to ride up to the next stop which is about 2-3 blocks up. They need to take into consideration that people are disabled and walking uphill is difficult for some people ... its a sign posted but it doesnt say the "Eddy" stop, the bus driver didnt say it either.
574674	8/18/2019	1 CALIFORNIA	GEARY BLVD 33RD	PATRON STATES: AS SO OFTEN HAPPENS ELDERLY PEOPLE, LIKE MYSELF WERE RIDING THE BUS. THERE WERE YOUNG PEOPLE SITTING IN THE FRONT SEATS DESIGNED FOR THE ELDERLY. I ASKED THE YOUNGER PATRONS TO PLEASE VACATE THE SEAT. THE OPERATOR THEN INTERJECTED I AS REPRIMANDED STATING I WAS INFORMED IN ERROR AND THAT THOSE SEATS DO NOT NEED TO BE VACATED JUST BECAUSE THEY ARE ASKED. FEDERAL LAW STATES THAT THOSE SEATS ARE TO BE VACATED FOR THE ELDERLY WITHOUT HAVING TO ASK. I DIDNT APPRECIATE THE OPERATORS RESPONSE AND MAYBE THAT OPERATORS NEED TO BE REMINDED OF THIS FEDERAL RULING AND RETRAIN"
574694	8/19/2019	14 MISSION	MISSION ST 1ST ST	Patron states Today is the first day for school in SF. There was a red light. I have a boot and my daughter was going to the bus stop. The driver looked at her and drove off. The bus drivers are not stopping at first and mission for students. This happened all last year. Parents and their kids are in groups and the drivers are passing them up. Where are the inspectors at? I will refuse to pay because drivers are laughing and not letting kids on the bus. Parents are putting them on packs. We are starting off this year good already.
574708	8/19/2019	31 BALBOA	5TH ST HARRISON	Patron stated: guy who had a dog complained I had a dog on bus. Than hes dog to started to bark, we had words. I told driver and he didnt do anything. Dog should not be on bus. Driver ignored it. My dog is a service dog
574718	8/19/2019	43 MASONIC	YERBA BUENA	Drivers are shooting past stop #16985, and pretending theyre unaware its a stop. One driver (Latin, in his last 40s/early 50s) claimed its no longer a stop because its missing a yellow street marker or sign, and told me hed only pick up there as a favor, but that its no longer a stop and he also turned down someone he described as "an old Russian woman in a wheelchair" because he would "get in trouble" for stopping there. He apparently told her to go to the next stop, which is up a steep hill. Other new drivers appear to not know its a stop, or trained to know where the stop is. Its an important residential area stop (meaning the bus only stops when passengers request it or are visible on the corner), and there has been no process to remove it. Yerba Buena & Brentwood has been a stop for over 40 years without street signage. This is the first time theres been problems. Drivers always stopped. Please send instructions that drivers must stop at this stop, or add the street market/signage if its needed.
574742	8/19/2019	7 HAIGHT/NORIEGA	5TH & MARKET	Patron states: "Im here at 5th and Market. He pulls up, hes at the light, there are 2 wheel chairs waiting to get on. He pulls up to where the bike ramp is. He puts the ramp down, there is no room to get on the bus in fro the bike rack. The person in the wheelchair tried to get on, he almost tipped over. I asked the driver why did you pull up by the bike rack so the person couldnt maneuver to get on the ramp? He pulls the man on there, rolls the ramp up, takes off And left me there This is reoccurring event They dont want to help anyone on the bus They slammed the door and took off.
574745	8/19/2019	54 FELTON	THORNTON AVE BR	Patron states " I waited for 27 minutes for the bus, this driver forgot her MUNI training, wheel chairs have priority boarding. There is a sticker on the side of the bus that says this. The driver let 7 people to get on the bus, none of which are in the category of ADA, then she told me that I had to wait for the next bus because there was no room. I will see her on the third floor for a ADA hearing where she will be reminded of this rule and other things. "
574750	8/19/2019	BUS MUNI METRO SHU	MARKET	No LED or voice announcement of stops. Bus had Embarcadero destination headsign.
574752	8/19/2019	31 BALBOA	EDDY ST POLK ST	Patron stated that "Im at the curb I am a disabled person with a cane with a heavy bag and in a lot of pain and theres also a young man at the curb. Does the driver stop? No! He flies right by so the young man yells and runs after him and he stops and lets him on but I cant walk fast enough with a cane so he leaves without me!"

574754	8/19/2019	BUS MUNI METRO SHU	MARKET	<p>This was on an L-headsigned bus.</p> <p>The LED was showing the stops but there were no automated voice announcements of the stops.</p>
574755	8/19/2019	31 BALBOA	EDDY ST POLK ST	<p>Patron stated that "I just called about the 31 passing me up. Now the 2nd bus just passed me up! He stopped way out in the traffic lane. He did not pull to the curb because a car is illegally parked there. He looked right at me as Im shouting Dont leave! Dont leave! And he just takes off. This is just unbearable. Im disabled and Im in a lot of pain. I cant believe it! These two drivers need to be absolutely admonished."</p>
574756	8/19/2019	KT INGLESIDE-THIRD	OCEAN	<p>Both IB & OB K/T stations along Ocean at Dorado have no seating. Those of us who use canes could use a place to sit and wait for the train. Todays wait was in excess of 15 minutes for an IB train. I sat on a short wall at the neighboring store nearby. I have an app on my phone letting me know when to expect the train, so I could get over to the stop in timely fashion. Not everyone has access to such technology & are therefore at a greater disadvantage than I. This is not how it should be.</p>
574757	8/19/2019	57 PARKMERCED	WESTPORTAL STA	<p>Customer stated "I was on the M. I looked at the clock and it was 3:13, there were 2 more mins to catch the 57 bus. I was heading to the bus stop with a minute to spare, but the bus driver took off and left me. He didnt follow his schedule. I was waving at the driver, and he sa me. I am a senior and I am handicap."</p>
574761	8/19/2019	38R GEARY RAPID	GEARY BLVD FILLM	<p>Customer stated "We were at the Fillmore stop. This lady with a stroller was getting on, and the driver said that she cant get on the bus, and would have to take the next one. But the woman got on, the driver got off his seat, went to the lady and told her that she had to get off the bus (her, her baby & the stroller). The bus was not too full, but the driver said that she couldnt get on so that so that other people can sit down. A stop or 2 after that, he refused to let a woman on a wheelchair on the bus, and told her to get on the next bus. He let people who were not on a wheelchair in the bus. There was also another incident when we drove by at Powell & Geary. He instructed the passengers that he was not stopping. He told us no to pull the signal, he said that over the P.A. system. He did this even if there was room in the bus, and there were people waiting at the bus stop. Throughout the entire ride, he was aggressive with the horn... he kept on honking on bikers in his lane, cars and people crossing the street."</p>
574814	8/20/2019	9R SAN BRUNO RAPID	POTRERO AVE 23R	<p>Patron states she is in a wheelchair, the driver allowed all of the other patrons to get on the bus before patron in the wheelchair could get on, patron had to take the next bus.</p>
574815	8/20/2019	Not Specified	POWELL STREET S	<p>The escalator from the Muni to station level is covered in bird droppings. There are places on the handrail that you cant even touch, this could become a health issue if someone needs to use a handrail. Im also worried that the amount of droppings that are building up will cause the escalator to stop functioning in the longer-term. I reported the issue several months ago but the problem continues.</p> <p>Additionally the same issue exists on fare gates and of course on the floor.</p>
574823	8/20/2019	38R GEARY RAPID	OFARRELL ST STO	<p>Patron states, "I get on the bus i asked driver to kindly to ask young passengers to move. I am disabled with a walker. The driver declined he said would not ask to move. Young people were disgruntled when I asked. They grumbled to the driver, asshole should have taken care of himself when he is young. The driver and some other people laughed. The driver and anyone wearing a uniform should keep comments professional. I keep my comments to myself when i am in uniform. I eventually sat down and did not take the comments personally. I did not say anything I am 62 years. Thats the way things are these days. Next time driver should not say anything and drive the bus."</p>
574829	8/20/2019	24 DIVISADERO	CORTLAND	<p>Two passengers waiting at the back door: myself and an elderly woman with a cane. The driver just rolls on past the stop.</p> <p>The other passenger and I look at one another; I say "I guess he just didnt feel like stopping".</p> <p>Driver hears me and pulls to the next corner, but then says "come to the front". The other passenger is an elderly woman with a cane, so I say "whats wrong with the back?" He says "jeez, just come to the front, dont make it hard." I say "she had trouble walking - why are you making it hard for HER?"</p>
574832	8/20/2019	14 MISSION	MISSION ST 8TH ST	<p>Patron states that, "Im in a wheelchair and the driver wouldnt let me on even though there were no other wheelchairs on the bus and she said she wasnt going to ask anyone to move. This happens to me all the time. Customer would like to be contacted by Muni rep."</p>
574837	8/20/2019	29 SUNSET	N/A	<p>The driver yell at us in a bad language and forced every passenger in and out from the back door at ocean ave and lee ave. he need to be fire or a no drive position</p>

574858	8/20/2019	18 46TH AVENUE	46 AVENUE, FIRST	<p>Waited from 4:45 to 5:47 for an 18 Sloat bus. According to someone who checked the app then left in disgust, only 3 buses were on the entire line. I waited OVER AN HOUR. Worse, the driver didnt know how to operate the wheelchair straps, which delayed us at least another 15 minutes. Total insanity! Passenger kept saying "Driver, help me." He ignored her. Other passengers tried to help but couldnt figure the straps out. The driver had stopped the bus, just say there and watched. Somebody suggested passengers turn it into a U-tube documentation of what too often happens on Muni. Why are delays like this so frequent on the 18 line - is it because it isnt a prime tourist line? Well, news flash: Our money is just as green! This is often the story on Sunday and when they take the 18 buses for things downtown or big festivals, etc., but on a Saturday? THOSE OF USE WHO DONT HAVE CARS DEPEND ON MUNI TO GET AROUND! Get your priorities straight, please! One bus an hour isnt sufficient! We do know and see and care, regardless of the age or culture or location in the city. Stop leaving the Outer Sunset out!</p>
574893	8/21/2019	43 MASONIC	YERBA BUENA AVE	<p>ADA Patron stated that, "I want to report something that is alarming. I am a senior with a disability. The driver, she passed the stop. Which I did pull the cord. I was getting up out of the seat and she continued to make the turn. When she saw ,e getting up she did not even try to stop. She went all the over to the next stop. I had to go up the hill, I am tired. She kept telling me, "you need to do this, you need to do that." I did pull the cord and she did not stop. She did not even apologize, she was instructing me and commanding me. I just left kaiser for a breathing test, and I had my cane."</p>
574942	8/21/2019	43 MASONIC	MARINA BLVD LAG	<p>ADA Muni patron states, " There was a 43 sitting there a quarter block from the stop. He didnt pick us up. He just passed us up. I am disabled w/ a walker. I asked him to get on and he said no. he had to get instructions. I went and sat by this other guy, then he just bypassed us and it said out of service. I followed this women to the bus. She was 20 yards ahead of me. She got on and he said he was taking instructions, so I walked to the stop. This is a problem because now there is a 25 minute wait for the next bus."</p>
574947	8/22/2019	N OWL JUDAH	4TH ST TOWNSEND	<p>patron stated that "patron ran to the bus to try to get on and the driver almost hit the patron maliciously and purposely and the patron is disabled with bad hips" please contact patron</p>
574974	8/22/2019	7 HAIGHT/NORIEGA	MARKET	<p>i have a disability and she shut the door on me then got mad and cursed at me when i politely asked if it was ok to open the door to let me off the bus at the stop that i had requested</p>
574976	8/22/2019	31 BALBOA	STEUARD	<p>Driver 8878 failed to stop the 31 bus #5773 curbside at the designated stop ID #16501. Rather, she stopped the coach in the driving lane on Stuart. Other passengers had to flag her down as she appeared to me ignoring riders waiting at the bus shelter.</p> <p>I, a paraplegic utilizing a wheelchair, had to maneuver off of the sidewalk and into the street to board the bus.</p> <p>I was met by a very disgruntled and very discourteous driver, # 8878, who proceeded to tell me the following:</p> <ol style="list-style-type: none"> 1. She stated that it was my fault that I had to board in the middle of the street as it was her intention to board me in a non designated area thirty yards behind the bus stop and where she had parked at the end of the line. 2. That she had failed to maneuver the bus curbside at the designated bus stop because she didnt want her poles to come off the lines. <p>Mind you, she was curt, rude, and very disgruntled in her mannerism and speaking.</p> <p>I was forced to board unsafely from the street and on a ramp whos incline was now too high for safe and easy boarding. I had to use the bars on the door to pull myself into the coach and all at the risk of tipping backwards in the wheelchair.</p> <p>Upon boarding the bus, I informed the driver that I will be filing a grievance against her behavior. At this point she arrogantly got up from the driver seat, abandoned the bus, and returned with what I understood to be an inspector/supervisor.</p> <p>At this point, the driver, in an effort to conceal her poor operation and conduct, lied to the inspector telling him that a bus was occupying the boarding zone at the stop when in fact, there was no bus at all when she made the poor unsafe decision disobey SFMTA policy. As I was speaking with the inspector, the driver insisted on interrupting as well. The incident ended when the Inspector/Supervisor took notes and stated that they will be reviewing the video.</p> <p>I did not ask for the Inspector/Supervisors name.</p>

575047	8/23/2019	24 DIVISADERO	DIVISADERO ST EL	Patron stated: "I was on the 24 bus heading south on divisadero and it reached ellis at 1208pm, bus driver 2147, vehicle number 5841, the drier was rude and seems to enjoy yelling at passengers. The second time he yelled at women who had baby strollers, he yelled I cant have my isle blocked. He said to them you know better than that, at the top of his lungs. We got to ellis, I was on my feet making my way down the isle, he closed the doors and he said you should pay attention and I said I did pay attention and he refused to open the door and he took off. And even when we stopped at the light, he wouldnt open the door. I asked whats the next stop and he was rude saying geary. He seemed very pleased to tell me that the next stop was geary. I had to walk 5 blocks and Im disabled."
575048	8/23/2019	38 GEARY	TAYLOR ST OFARR	Patron states: I have a client in a wheelchair and we were trying to get on. He refused to let the client on. He wouldnt pull up closer so they could get on, he just shrugged his shoulders and took off.
575075	8/23/2019	1 CALIFORNIA	VAN NESS AVE SAC	Patron states " I was standing at the bus stop with my cane and the driver just passed me by like I wasnt anybody. I want a court hearing and the MUNI driver accountable."
575077	8/23/2019	3 JACKSON	FILLMORE ST SACF	Customer stated "There seems to be some delay of the buses south of Fillmore. The 22 bus just went by, there was 1 block between the 3 and 22. I was standing near the curb by the bus stop, I have a patch on one eye, I am ADA and a senior. The driver was fixated on the traffic light, trying to get through the intersection. He didnt pull over the bus stop, but sped off trying to cross the intersection before the light turned red. The traffic was held up so I tried to catch up, I crossed the intersection, got to the side of the bus, but the driver just kept going. This driver has ignored stops before. He should learn the proper way to operate the bus. You cant have drivers picking and choosing stops. His bus was empty."
575081	8/23/2019	33 ASHBURY/18TH	ARGUELLO BLVD G	Patron stated: "Driver passed me and my service dog by at the bus stop. I ran across the street in time to catch the bus, and I just made right when they closed the doors but he didnt open the door and left me at the bus stop."
575093	8/24/2019	47 VAN NESS	VAN NESS AVE	Its bad enough that you deleted half of the stops on Van Ness a few years ago, but now during this eternal "improvement" project you cant even mark the temporary stops. When I returned from my walk from Eddy to OFarrell (thankfully, the driver saw me hobbling across the street and opened the door when I pounded on the back door instead of shooting away from that stop as is more frequently my experience) and then from Sutter to Pine and Larkin, I took the 19 to return and noticed the temporary stop at Turk & Van Ness marked only on the side facing away from Eddy. No wonder I didnt notice it on my way out. Please have someone who has ever used MUNI for transportation think about how these temporary stops should be marked. The last time during the "improvement" project the sign on the inbound Eddy & Van Ness stop directed me to walk .79 of a mile in the opposite direction of my destination to find the bus stop.
575138	8/25/2019	14R MISSION RAPID	MISSION	I was shocked when a black woman in a wheelchair went in the bus and a Hispanic man is helping her to lock the wheelchair. When he is still trying it, I raised the wheelchair ramp by hand. I didnt realize that there is a lock in there. After raising the ramp, I tried it by hand twice. I talked to the Hispanic bus driver: "Excuse me, bus driver! There is a wheelchair ramp in the back door of the bus in Guangzhou (Routes 107/108 in Guangzhou bus system)! And also, I emailed SFMTA about bus routes for schools (Routes 301-313)! My name is Evan, and I knew buses and bus lines in Guangzhou." In Taishan, Guangdong, all 10 lines were diesel-operated buses between 2000s and early 2010s. In Guangzhou, Guangdong, at least 720 bus lines were 100% electric today. New lines were planned like routes 514, 514R, 508, 509, and 529, which were all special regarding to the regular bus lines. Route 529 is like route 29 in San Francisco. I also emailed SFMTA about routes 70 to 75, including Liszt and Chopin line. In 2007, Muni added a hydrogen bus to the fleet and didnt run.
575141	8/25/2019	L TARAVAL	46TH AVE TARAVAL	Patron states:" I can not get on the stairs because both hands are sore, I cant hold on. I always get on the ramp with out any problems. The driver wouldnt let me on the bus because I was on the ramp. He pointed the way all the other passengers get on. I said I cant get on there and he just took off. "
575152	8/25/2019	22 FILLMORE	FILLMORE	7:32 pm at bus stop on Fillmore at haight bus going north bound Sunday August 25th Bus driver left stop while a handicapped man was trying to cross haight to board the bus. He was close to arriving to get on bus but driver pulled away from curb and ran a red ought so as not to have to let him on. I was standing opposite also trying to make that bus but the driver did not heed my request to wait either. Next bus was a good 15 min behind. Sad especially for the gentleman who worked so hard to get across to make that bus.
575191	8/26/2019	55 16TH STREET	MISSION BAY SOU	Patron states: "I have been waiting for the 55 for 45 min. Everyone in my neighborhood has this problem, the bus never departs on time. Im in a wheelchair. Im tired of calling. This is the same driver who driver."
575197	8/26/2019	30 STOCKTON	4TH ST MARKET ST	Patron states: Im disabled.... has been often the case drivers are very disrespectful and use their horn when its not an emergency against the DMV instructions in the manual. Its offensive to have drivers going around playing games with the horn. I was standing next to the bus and he was honking to get somebody to move out of the stop but the man wasnt even standing in the way it was like this is my turf. When I asked him to be respectful of people with epilepsy like myself, and get injured by sound, he pushed the horn for at least ten seconds and then drove off keeping pushing the horn repeatedly. I mean road rage is just not acceptable with drivers. Muni need to have all of its drivers notified that there have been repeated horn injuries and that they should stop it. Muni policies and practices need to be safe for the riders, seniors, disabled, and everyone.

575200	8/26/2019	KT INGLESIDE-THIRD	3RD ST 16TH ST SA	ADA Patron stated: Theres not adequate markings. We regular, local users of MUNI do need markings. Like what time is it, when is the next train coming? Especially for wheelchair users. There is a hideously long ramp and not identified as where the LRV will stop. Theres no orange pole showing where the train will stop. Its gotta be useful and properly marked. The Chase Center has a hideously large sticker on the map.
575201	8/26/2019	N OWL JUDAH	MARKET ST VAN N	Patron states: boarded with another passenger. The bus was nearly empty one man was kind of falling asleep. I sat in the midway section where they raise it for the wheelchairs and having been injured earlier in the week about four days earlier an ambulance to the hospital as a result of a passenger falling on my disabled leg and an epilepsy situation, was occurring, per doctors orders I elevated my leg and rested my head against the wall to the back door. The driver accused me of laying down on the bus and I explained that I wasnt laying down. He told me to get my feet off the seat I told him my feet werent on the seat I had been injured and per doctors orders were elevating them he told me again to get my feet off the seat onto the floor or we would not go anywhere. I told him you are not a doctor and stop harassing me. He said okay were not going anywhere. Because we wanted to go some place I put my feet on the floor. He started driving, glanced back , and noticed that I had again put my legs up, so he again stopped. Another passenger said "why cant she. everyone else does" and the driver said "not on my bus they dont". The driver pulled over at the Holiday Inn I believe at Pine and Market, essentially no bus stop blocking the entrance to the hotel and he told us this bus isnt going anywhere. We have the right to get some place. The Hispanic man got off the bus. He didnt drive for an hour harassed a disabled person. We were stranded in the middle of the night by this crazy man who was driving the bus... biased against a white woman. Two inspectors came out. One took a witness statement and my statement,said he would probably get in trouble for this.
575203	8/26/2019	49 VAN NESS/MISSION	MISSION ST 22ND S	PATRON STATES: "My daughter is disabled and wears special shoes. The driver refused to let us enter through the front door and lower the step/bus. He insisted that we use the back door. We cant enter through the back door. It is too high for her. I had to wait for the next bus."
575210	8/26/2019	J CHURCH	18TH ST CHURCH S	Patron stated "I pushed the disabled button, he has his door closed, he cant hear me, when he passed a little bit I knocked on the glass and he stopped and he just shrugged his solders."
575211	8/26/2019	4X MISSION EXPRESS	NORTON	Multiple times now the same driver who is the second of the afternoon drivers on this route has either skipped stops or passed them up all together! I am a recent knee surgery patient and for me one stop to miss is like miles! Myself and others yell out to him on more than one occasion and he seems to smile and laugh about it. For those who are temporarily or permanently disabled this is no laughing matter! Thought he was new and just learning the route but hes done this to us 3x now so I couldnt let it go. Please train this driver to stop at EVERY STOP and near the stops shelter. He is also too far from the stops when he does stop. Thank you!
575213	8/26/2019	14 MISSION	MISSION	A black man was heard in the bus, when a wheelchair ramp was opened. He manually opened and closes the ramp because of a lock in there. The motor failed when it happened.
575249	8/27/2019	22 FILLMORE	16TH ST POTRERO	Patron states:" I got off the 9 to transfer to 22 Fillmore. The bus before bus#5730 waved me off. He allowed the other passengers that got off the 9 to board, but excluded me. "
575252	8/27/2019	14 MISSION	MISSION	A Hispanic man manually opened and closes the ramp because there is a lock in there. The wheelchair was a black man.
575254	8/27/2019	9 SAN BRUNO	BAY SHORE BLVD F	Patron stated," The driver pulled over to stop and I was approaching the rear door to get on the driver just shut the door and pulled out. The driver clearly saw me trying to board but just drove off. I am walking with a cane so I needed time to board and I have a very important appointment to get to and now I will be late."
575263	8/27/2019	36 TERESITA	MYRA	This week the busses have been consistently running 15-20 minutes late. Before this the bus would arrive promptly at 8:45a as scheduled.
575297	8/27/2019	KT INGLESIDE-THIRD	CHASE CENTER	Patron Stated: The ramp needs to have uniformity inbound and outbound directions. There is no markings and it does not work for ADA people. It is just to accommodate people who will go to the Chase center.

575302	8/27/2019	10 TOWNSEND	23RD ST UTAH ST	Per caller. How do you file a complaint about my back? The driver wont slow down. I have a bad back. Once I sat down.. Its a place where its particularly bumpy. He said, Well Im trying. But he didnt slow down. He is Asian, appears tall. His legs looked long. I was in the ADA seats and I could see him from where I was sitting. I like to hold on to both bars. Its the place where they built the new apartments. Its coming down that street. You go down a little ways and its crazy madness. This is my source of transportation. He is going to have my back torn up. There are only a couple of places like that where he really needs to slow down but not the rest of the way. I forget the street. Near the projects. He is not the first one. If they dont know, I usually say something cause they might not know. They get a lot on there. But Im the only one with a cane that gives that information. The others usually slow down when I tell them. Then they be cool with it. Not trying to get him in trouble. Dont want my back hurting like that everyday. It takes a while for it to calm down afterwards.
575311	8/27/2019	21 HAYES	MARKET ST STEUA	Patron states "the driver was rude and defiant and refused to let me on the bus. I have a cane and this is an ADA issue." Call dropped, no further details, unable to ask if patron is requesting ADA hearing.
575373	8/28/2019	44 O'SHAUGHNESSY	IRVING	8637 bus. start in 07:30 irving and till glen park - absolutely unprofessionally service, unsafe driving. wasting time. late on 20 minutes...for what ive paid money?
575385	8/28/2019	30 STOCKTON	CHESTNUT ST WEB	ADA Patron states, "I was at Chestnut/Webster before bus pulled up. I saw driver approaching and I waved to him. I was wearing a coral shirt. I thought he was stopping but he only slowed down for the stop sign, and he did a rolling stop. At the stop sign I waved at him and he skipped me. There was opportunity to get on and he went past to Fillmore St. I was with my service dog, and i dont understand why, Im inclined to believe he did not want to pick me up because of my service dog. I tried chasing after to fillmore but he didnt stop at Fillmore long enough for me to catch him. There are some of us that are sensitive and need service dogs. I would like to train their drivers better."
575396	8/28/2019	S CASTRO SHUTTLE	KING	After Giants game the MUNI staff are holding people on the walkway and on the sidewalk and into the street, sometimes for upwards of 20 MINUTES. There is no pathway for senior or disabled folks to cross, wait or sit. There also seems to be no method to having people wait at this intersection as people are also being held at 2nd but let in with more frequency. People need to be prioritized to be allowed to sit and PASS as the thoroughfare is completely blocked.
575399	8/28/2019	9 SAN BRUNO	24TH ST POTRERO	Patron stated "the driver wont let me off the bus and passed up the stop. I am in a wheel chair The driver is also driving in the center lane." I heard the driver call the passenger a asshole twice.
575425	8/28/2019	27 BRYANT	BUSH ST LEAVENW	Patron stated:"I just Got of the 27 driver picked up at bush and Leavenworth, I explained to him that I almost got ran over by a scooter because he didnt pull into the stop. He did that for the next few stops. I have a disability and I asked him to stop at Washington, and he said he couldnt because theres not stop there. It was concerning that he kept doing it after I pointed it out to him. I would like follow up with this because there are a lot of safety issue with MUNI lately and it seem like nothing is being done about it."
575439	8/28/2019	29 SUNSET	OCEAN AVE HOWT	Patron said: My daughter wanted to get off the bus and the driver refused to stop. This happened yesterday too. My daughter has Asperger syndrome and this causes her to have emotional distress when she cannot get to her destination. Today the driver told her another bus is coming and he could not stop. What does another bus have to do with the driver stopping at the stop to let people off the bus? The bell was rang requesting the stop and the driver is not stopping.
575451	8/28/2019	Not Specified	1180 HOWARD ST	The patron states: I am very frustrated with how the buses come in to the bus barn near where I live Almost every night between approximately 5PM and 8PM the buses come in to the barn. I am disabled and use a walker. When the buses come in, they block the street and create resulting traffic. I often have to wait up to an hour to be able to safely access a taxi. The buses should be staggered and should not be allowed to create this congestion. I cannot get to the street to get a cab. I require mail response.
575500	8/29/2019	18 46TH AVENUE	FULTON ST GREAT	Intended ADA Patron states, "I am a senior and disabled. The bus passed me up. I have a doctors appointment to make. Theres no reason why she should not have stopped. She was in a left lane making a left on Great hwy instead of being on the right lane."
575515	8/29/2019	24 DIVISADERO	DIVISADERO ST GE	ADA patron states: "The last bus that pulled up I could not board and neither could the elderly woman I am with. The driver let too many people board before I had any opportunity to do so. I am in a wheelchair, and I am afraid that the same thing will happen with the next bus. The operators should let older and ADA patrons board first."
575523	8/29/2019	14 MISSION	SOUTH VAN NESS	ADA Patron states: "The operator of bus 7280, 14 OB wouldnt let me in even though there was plenty of room for me and my wheelchair. The 49 just passed by as well- bus 6704- this driver just slowed down and wouldnt let me on. I am on my way to a class and will have to pay \$25 if I miss it."
575563	8/30/2019	29 SUNSET	GARFIELD ST BRIG	Intended ADA Patron states, "I just waved him down, I was in the middle of the street and he just flew by the stop sign. I am disabled."

575592	8/30/2019	52 EXCELSIOR	FOREST HILL TERM	Operator went to use restroom in the last minute causing 10 minutes delay of departure time while at least a dozen riders were waiting. One rider had to go to get him out of the restroom. I observed he was rude to a frequent rider who is on a wheel chair. The rider asked the operator to move closer to the curb. The operator responded very rude and refused to accomodate the riders request. I ride this line 52 a lot and ran into this operator many times. I have seen this operator made a left turn from Mission onto Excelsior and knocked down sign on his right side which happened a while ago.
575611	8/31/2019	24 DIVISADERO	CASTRO ST 18TH S	Driver ID 3270, 24OB, at Castro and 18th Street. I am on a wheelchair and boarded the bus. When I got into position, the driver said I have to strap you in. I told him i dont want. It was my choice not to be strapped in. He said that I couldnt ride his bus and I have to get off. He was very belligerent in saying so.
575631	8/31/2019	12 FOLSOM/PACIFIC	6TH ST HARRISON	The ADA Patron stated: "I get to the bus stop, this loading bus zone is a long block, 2 and a half buses can stop in this zone. I arrived at this bus stop at the top of the zone. He stops in the middle of the zone in the street. He sees me at the end of the bus zone flagging him and im approaching the bus as im flagging him. I get to the door and he tells me im not at the shelter where people sit. Im in a wheelchair. He would not move to the curb. He didnt tell me to go to the curb or not so he just drove off. Its not about a hearing, its about him being reprimanded."
575632	8/31/2019	38 GEARY	3RD AVE GEARY BL	ADA Muni patron states, " I was at the bus stop and he would not le t me on the bus and I am legally disabled. He looked at me and would not open the doors. He did not pull into the zone he was outside of it. That is a violation of the American disability act to refuse service. He should be fired. He should be terminated for violating ADA. I want him fired. He was stopped at a red light so he was not going anywhere."
575673	9/1/2019	14 MISSION	MISSION ST 9TH ST	Patron said: The bus was at the stop. I am handicap and I was walking as quickly as I could. I was 15 feet from the back door and the driver closed the door and pulled off. The driver had to of looked out of his back mirror before pulling out and would have seen me. He just pulled out. Now I have to wait 1/2 hour for another bus.
575693	9/2/2019	8 BAYSHORE	STOCKTON	While there is a wheelchair entering the bus, a cane got stuck in the door and the bus was moving. There was at least 199 people in the bus. A man was angry about a black woman bus driver.
575697	9/2/2019	47 VAN NESS	TOWNSEND ST 4TH	Patron stated, "run # 270. His leader was sitting there, he had his bus parked way in the back, he left 5 to 7 minutes late, pulled up in front of the bus that was waiting there, opened his doors real quickly, I jump on the coach there are about 4 or 5 people that want to get on plus a man in a wheelchair. He told me to get in and he closed the doors, so the patrons ran from the bus behind and the bus shut the door and left the people behind."
575758	9/3/2019	Not Specified	MARKET	KLM Shuttle Outbound to West Portal Despite having correct headsigns and the LED overhead sign being powered, there were no voice announcements of stops and the stops did not appear on the LED. Additionally, when the doors opened there was no voice announcement of the route or destination of the vehicle. This needs to be fixed before the next shutdown in December.
575788	9/3/2019	KT INGLESIDE-THIRD	626 MISSION BAY N	Yellow tape on the platform at Montgomery street station
575825	9/4/2019	8 BAYSHORE	SAN BRUNO AVE	The drivers daughter was seated in the senior/handicap seats in the front of the bus. My elderly mother needed a seat and the driver did not ask his daughter to give up her seat. Its the law - drivers are to enforce it. Why was this child riding with him? The daughter must have been about 7, braids, glasses, black jeans and black sneakers wearing a lanyard around her neck. The front of the bus was FILLED with elders heading to Chinatown for the day. Unacceptable behavior by this driver.
575881	9/4/2019	N JUDAH	9TH AVE/IRVING	O/B on Run 46 Driver with Cap#3892 driving the N Judah refused to listen to my concerns about an obvious intoxicated white Male, approx6 40-50 yes of age. He was very dirty, belligerent, combative, and threatening. He was throwing bottles inside the cab of the LRV At which time fearing for the safety of my two young grandsons, Julio, 7 and Sam 5, I approached the driver and asked him to call for help. He did absolutely nothing. Not until another man patron approached him and told him the exact same thing, did he do any6. By this time things had escalated to physical damage against the coach/train. More swearing and threatening behavior. Now the driver decided to call the police, after a wi dow had been broken, my grandson terrorized. They are now begging to never ride on a bus again! Shame on your operator for his lack of empathy and concern for me and my family. Its sad that a man who could more than likely protect himself eas able to get a response, yet those needing really help were denied aid. I suffer from major back issues and have limited mobility.

575894	9/4/2019	Not Specified	9TH ST MARKET ST	I am in a wheelchair. I was waiting for the elevator with a couple other people. (1other person with 2 people pushing). I told them to go ahead first. Then I tried to get on the elevator. The operator blocked my path and said "Wait for the next one" even though there is room. He said "well I dont want to crowd them" and its for safety reasons. There was plenty of room and my chairs turning radius is small. But he made me wait, so I missed my train. He just had to go back to seat (theres a chair for him in the elevator) and there would have been enough room for all of us. I am not sure his name, but he was working in the afternoon today (12:30).
575965	9/5/2019	28 19TH AVENUE	JUDAH	Horrible lack of buses during the morning commute from 6:45am - 7:24am. The 7:12 am bus was so packed a disabled person with a walker that got on at 19nth/Judah couldnt even sit down because all the Galileo students were taking up the seats. Make the operators tell people to get out of federally mandated seats for the disabled and ADD another bus!!!!
575989	9/5/2019	24 DIVISADERO	DIVISADERO/CAST	The driver drove past the Castro and 17th street bus stop without stopping. There were people waiting at the stop, and the bus was not overcrowded. Granted, no one rang the bell, but thats because its a major transit hub and the bus always stops there, particularly at rush hour for people to get to the underground. She didnt stop until 16th street, at which point about 15 of us disembarked and walked back down the hill to Market. I am handicapped and that was not an easy thing for me to do. I doubt youll take any action, or even speak to this woman, but she needs to be reprimanded at least
576017	9/5/2019	36 TERESITA	VALENCIA ST CESA	The patron stated, "I was standing there and waiting for 45 minutes. When it got there, the driver looked over at me and just kept going. I am legally blind and had my cane up. He saw me but drove past. I am tired of drivers passing me by and being handicapped on the bus when people dont get up for handicapped people."
576023	9/5/2019	21 HAYES	STEUART ST MARK	Patron stated "The first guy refused to lower the ramp, abusive, lectured me, refused for me admittance rude, I advised the first guy I was disabled and pointed at my cane he was rude then the second guy bus number 5861 said o I wouldnt have let you on either and slammed the door in my. I have a fractured hip and a coupe of strokes."
576031	9/5/2019	22 FILLMORE	16TH ST VALENCIA	Patron stated, "I was standing at the stop there was a red light as he approached the stop I signaled with my hand that I want to get on and he did not stop, the bus was not overcrowded and I could see him laughing and I do not appreciate that. So he made some hand gestures and evidently he made some comments on the bus that made them laugh . And when he passed I yelled out that I am going to report you because that was offensive. "
576043	9/6/2019	55 16TH STREET	16TH ST MISSION S	ADA Patron stated that, " He did not pick up, I have priority for being in a wheelchair. I feel discriminated just because I am in a wheelchair. He stopped to pick up passengers and when I got to the door he closed the door and he made a sign with his hand for me to "call". I dont know hwy he did that. He did not pick me up and left me here."
576066	9/6/2019	38 GEARY	MARKET ST 4TH ST	ADA Patron states " The 38 bus will very often pass me up. The drivers will say catch the next bus. The drivers should tell the people to move back so that wheelchairs have priority, but they dont."
576067	9/6/2019	29 SUNSET	OCEAN AVE OTSEC	Patron states: "complaint about driver on bus 29. he was so mean to me and my colleague. He was mean and grumpy to my students. My students are special needs. She made some noise and the driver said could you make her stop. The student pressed the button for the stop but we did not want to stop. The driver gave us a mean look and yelled noone is going out?! He also said dont spit on my bus after one of the special needs students spit because of her condition. We were seated on the handicap spot. I told him I was sorry we pressed it by mistake. Only one student who is new to our school was involved."
576068	9/6/2019	Not Specified	MARKET ST 4TH ST	ADA Patrons states "its very annoying that the elevators at Powell are always out of order. So then I have to go 2 extra blocks. This is very inconvenient "
576097	9/7/2019	Not Specified	CHESTNUT ST DIVI	patron stated that "the patron said front door front door and the driver did not want to open the door and the patron placed his cane in the door and the driver opened the door and the patron got on the bus and said what the h--l are you doing and then said next stop and the driver would not let the patron off the bus".
576101	9/7/2019	9 SAN BRUNO	MARKET ST DRUMM	Patron stated: "I was at the number 9 designated bus stop and the bus driver blew right by, I got a cane and even though I was waving my cane to get him to stop he just blew right by. "
576104	9/7/2019	F MARKET & WHARVES	FERRY PLAZA	ADA passenger states: "As he pulled up to the ramp, car 737 the Zurich Vintage pulled by without stopping at the ramp. He did not open the doors to say anything about why he was not stopping- he just left me in my wheelchair on the ramp."

576105	9/7/2019	8 BAYSHORE	SAN BRUNO AVE P	Patron states: I got hit by a car Im a senior and Im on crutches-. I went toward the middle door and I looked in and all the seats were taken (handicap seats)... I got off and went towards the front and the driver was still helping people put money in the machine... I couldnt even get on the bus because there were like five people he was helping he was so preoccupied and when I asked him if he could help me tell people to move, he just ignored me. He was acting like I was bothering him, he was frowning at me. He didnt help provide a safe clear path for me, he didnt even kneel the bus. He was more concerned with making sure the money was in the machine. When I asked him to help me he told me go in the back and tell them, ask them (other passengers).
576150	9/8/2019	L TARAVAL	EMBARCODERO ST	Why? Why? Outbound L announced. When it arrived it was out of service and train disappeared. In this day and age and because this station is origination cant you get your s*together. I thought 19 years there would be an improvement. Get with the times do honest schedules. Only Harry Potter should have trains that mysteriously disappear. And why so many N trains? Is this the largest ridership? On a Sunday????? I selected all the options since o look around the platform and all of these categories are represented today.
576205	9/9/2019	57 PARKMERCED	SUNSET BLVD ON R	Patron stated "I take the bus here everyday and the driver said I cannot take the bus there. She said it moved to Skyline, I am at Sunset and Sloat. Its far away Skyline and Sloat, its far away and Im disabled. I have a fast pass for disabled, she said you need to put a sign out because someone took it."
576261	9/10/2019	2 CLEMENT	CLEMENT ST 6TH A	Patron states, "i was riding the bus yesterday around 1130am and i walk with my walker and i get the bus and driver very nice to me. I am almost 75 with walker. no one gibve me trouble the drivers so nice and pulls to curb. red hair young guy driver. black guy. Driver watches when I sit and then he starts bus. He was watching me and another lady, a black lady, with a shopping cart sitting back from me she started talking to driver and says why are you watching us. I just stayed quiet. I want to respect driver. The lady said she was a retired muni driver and tells driver, i know, I drive the bus. This lady complained yesterday around 1130a and she complained about driver of the bus. She said a very bad insult to me in front of everyone,and everyone was surprised, with their mouth open at her comment. She said the driver and I can you can get it yourself inbetween your two legs. It is not the right way to talk to a handicap senior. Maybe she thought I dont know English, but I know. She was talking dirty. something about me getting cery bad words to me. The guy you can get the things between between 2 legs. I take fro 6/Clement at 11:30am going downtown to Mt. Zion."
576280	9/10/2019	KT INGLESIDE-THIRD	4TH ST KING ST SA	Patron states; " The seat on the left side could not be lifted to accommodate the wheel chair. I am left handed and need to brace myself using the left hand. This is pitiful and I need to be able to hold on" This is vehicle number 1533A."
576287	9/10/2019	8 BAYSHORE	MARKET ST 5TH ST	Patron states, I asked the driver if he could ask the people seated in the ADA seats if they would move so I could utilize them. The driver responded that that is not my job. Driver simply needs to be reminded that that is his duty.
576293	9/10/2019	38 GEARY	20TH AVE GEARY B	Patron stated "driver stopped at the corner, looked at me and took off! Im in a wheelchair and Im late for doctors appointment"
576296	9/10/2019	7 HAIGHT/NORIEGA	MARKET ST LARKIN	ADA Patron stated that "Im over here waiting for the 6 or the 7 and the 7 just went right past us! He was stopped. It was not a packed bus. But when his light turned green he just took off! He did not even open the back doors. Im a crossing guard and I have to be at work. I leave extra early for when this kind of stuff happens. And I am disabled. The point is it was not a full bus and the driver should have waved us on or given some indication that he was not stopping."
576314	9/10/2019	29 SUNSET	MADRID	WE NEED ADDITIONAL BUSES ON THIS ROUTE. Today, I rode the bus four times, and each time the bus was so packed that one driver had to push people into the middle so more could get on. Every driver was patient and let way more people into the jus than legally allowed. This happens constantly, every day. PLEASE ACCOMMODATE THE HIGH NUMBER OF STUDENTS ON THIS ROUTE AND ADD 2 MORE BUSES. If there was a disabled individual trying to get on, they would not have been able to. This is not acceptable.

576333	9/11/2019	F MARKET & WHARVES	BEACH ST JONES S	PATRON STATES: I WAITED FOR THE STREETCAR AND IT WAS RUNNING LATE. WHEN THE OPERATORS TAKE THERE BREAK AND BATHROOM THEY WALK INTO THE ROOM NEEDING A KEY TO GET IN. I ASKED THE FEMALE OPERATOR TO ASK THE OPERATOR TO INFORM THE MALE OPERATOR TO COME ON OUT ITS BEEN 20 MINS. I KNOCKED ON THE DOOR AND ASKED THE OPERATOR WHEN HE WOULD BE LEAVING AND HE SAID WHEN HIS BREAK IS UP. I ASK HIM SO IS YOUR BREAK 20 MINS? HE SAID ITS UP WHEN I SAY ITS UP. HE WENT ON TO SAY HE DIDNT CARE ABOUT WHAT KIND OF REPERCUSSIONS THERE ARE FOR OPERATORS WHO DO NOT FOLLOW THE MUNI RULES. I ENDED UP RIDING MY WHEELCHAIR UP TO VAN NESS TO CATCH THE 47 TO GO HOME. I WANT THIS OPERATOR WRITTEN UP AND I WANT A HEARING.
576392	9/11/2019	KT INGLESIDE-THIRD	3RD ST MISSION R	Customer stated "The driver of the KT train I was on that was coming from Sunnydale let us all off at Mission Rock, and said that it was the last stop. He said that he was given orders. Now we have to walk to 4th & King. Im and ADA and I just came from my therapy. He could have dropped us off at 4th & King so that we can catch other lines. Why would they dump us at Mission rock and not 1 more stop away. Im going to let the world see how bad these high salaries we pay to upper management to make these poor decisions. I will hashtag on social media what MUNI is doing to our residents of District 10 who have to make sacrifices on behalf of the AT&T patrons. We residents should not have to suffer because of a social & sports events."
576444	9/12/2019	45 UNION/STOCKTON	STOCKTON	The stop request was pressed and I could hear it being announcement but the driver didnt even stop and continue driving across the tunnel. I had to walk back in my cane for a long distance since Im handicapped.
576445	9/12/2019	38 GEARY	GEARY BLVD GOU	ADA Patron states I am in a wheelchair just left the VA Hospital. I was locked in. A passenger fell on me who had a walker with a basket. The driver didnt let the person get set. He just took off. She fell and hit the floor. She was on her back. The walker fell on my knee. He didnt get out of his seat or check to see if I was ok. That basket scraped my leg. I have bandages on my legs. He showed no concern at all. She could not get up on her own. Two people helped her up. I am a big man 63, it hurt. She was still in motion when he took off.
576446	9/12/2019	K BAYSHORE B EXPRE	STOCKTON	<p>On this bus, the senior/disabled seats were full of toddlers. A disabled elderly Black woman boarded and I asked one of the parents, an Asian woman, if she could move her daughter so the woman could sit down. She sized up the elderly woman, then refused. I pointed out that the priority seating was for elderly & disabled passengers. I asked if her daughter was disabled. She refused to answer. I approached the Asian driver and asked him if there was anything to do to keep children out of the priority seating so that disabled & elderly people could sit down. He shrugged and said "its a full bus." He demonstrated no concern and made no effort to accommodate the elderly woman.</p> <p>As a disabled woman who uses an RTC pass, myself, I am tired of children monopolizing the priority seats and I am tired of the operators not taking action. I inquired once before about the best way to handle this, because I dont enjoy arguing with other passengers, and your social media team told to ask the operator for help. But obviously that doesnt work either. You and your drivers are violating ADA guidelines. Keeping the priority seats clear for seniors & disabled folks is not an optional thing to do when you feel like it-- it is the law. I want you to confirm that you have addressed this specific driver, and I want you to tell me what steps you are taking to ensure that priority seats will be kept clear, in the future, for those who need them.</p>
576452	9/12/2019	43 MASONIC	HAIGHT ST ASHBUR	<p>ADA Patron states As I was getting on the bus there was some kind of liquid coming out from the bus by my leg. I said to the driver, if I have to get up, I could fall and hurt myself. He asked me if I was on some sort of power trip. My concern is about our safety. I am disabled. This water came down from the ceiling of the bus. He didnt ask if I was ok. He was very rude and inconsiderate. I felt he was mocking me.</p> <p>He was talking in another language to another driver who was Asian and I dont know what they were saying.</p>
576481	9/12/2019	9 SAN BRUNO	MARKET	Said last stop at 9R stop near Rincon bldg; Sign/Ferry Plaza; disabled had to walk 3 blks arrivedd when when arrived; she took bus somewhere not the bathroom near 14R stop. Screaming at me last stop when I asked why shes not going to Hyatt rest stop if just started shift.

576488	9/12/2019	24 DIVISADERO	CASTRO	This employee was not driving, but facilitating at the front door. A black man in a wheel chair was denied access. The man stated the bus before him had already told him to wait for the next bus. Employee 4540 insisted he wait for the next bus claiming "by the time we board you the next bus will be here," and that there "werent enough seats." There were MULTIPLE priority seats available. In addition to there being ample seating, if there "was a bus right behind," multiple passengers would have waited for the next bus. Absolutely ridiculous.
576489	9/12/2019	M OCEAN VIEW	CIVIC CENTER STA	N was at the station. M at the far end of the platform, but the driver opened the doors anyway. The M let people off, the others crammed in and a couple minis later when the M pulled up to the boarding zone, it sa already so jammed that people waiting in the proper boarding zone could not get on. Not one person got off (they had already disembarked) and not one person could get in (it was already jammed).
576505	9/12/2019	7 HAIGHT/NORIEGA	47TH AVE NORIEGA	Customer stated "The driver passed up a whole group of us. Another driver heading the opposite direction (towards Ocean Beach) gave us his information. Apparently this is a routine for him, he picks only up from the 42nd St stop onwards. I knocked at the door, and pushed the button. Im sure he heard me, this is also a well-lit stop. He just stopped without opening the door, and drove right off. This is very frustrating because I have a disability."
576518	9/13/2019	33 ASHBURY/18TH	ARGUELLO BLVD C	PATRON STATES: AS I WAS GETTING UP WHEN I SAW THE BUS COMING TO COME TO THE CURB, THE DRIVER WAS APPROACHING SAW ME AT THE CURB AND JUST KEPT GOING. HE CLEARLY SAW ME AND AN ELDERLY WOMAN WAITING FOR THE BUS. I TRIED WAVING HIM DOWN BUT HE KEPT GOING.
576525	9/13/2019	29 SUNSET	MADRID	Liscence plate 1421105 This driver closed the doors on myself and other passengers, while we were entering the bus. Literally ON US. He then refused to let anyone else on the bus and drove away from ten people. He left ten people on the curb, even tho there was room on the bus.
576544	9/13/2019	F MARKET & WHARVES	MARKET AND SANC	Patron states "At approximately 10:25 am this morning, as I was riding the F train with a heavy bag of groceries, (I am disabled), I requested the driver to stop at Market and Sanchez. I had to ring the bell by pressing the button (it was a green F train - an antique streetcar), and when the driver did not respond, I had to call out Next Stop, Please!" When I did this, I saw the driver accelerate. As I yelled again, the driver slammed on the brakes. When I started to get off, the driver started to say things to me with a smirk. When I get off, I notice that the F street car is protruding outside of the bus zone. When I tried to get around the streetcar, that put me in an unsafe area in the street to try and cross. When I went around the streetcar,I had to rush so that I wouldnt get hit by a car. I am pretty sure that there is a vision-zero policy in San Francisco. I dont want to be a traffic fatality. I had a couple of previous incidents like this happen on the F-Line earlier this summer. Todays incident was especially egregious."
576547	9/13/2019	14 MISSION	MISSION ST ONON	ADA Patron states" I am legally blind and disabled. I was waiting for the 14 at Mission and Ononondoga and two 14 buses passed me by. I waived my cane and neither bus stopped. A lady nearby was able to give me the numbers of the buses. They were 7259 and 7284
576550	9/13/2019	35 EUREKA	N/A	The patron states " This is the third or fourth time that Ive complained about this. There is feces on the wheelchair belts. Its so bad that I have to go home and wash myself afterwards. People with disabilities shouldnt have to deal with this."
576586	9/13/2019	19 POLK	INNES AVE HUNTE	Customer stated "The driver says the bus ramp doesnt work. I am ADA. I asked the driver to show the maintenance card, but he didnt have any."
576589	9/13/2019	KT INGLESIDE-THIRD	REVERE AVE 3RD S	Customer stated "Its taken almost 2 hrs for this train to go from Embarcadero Station to 3rd and Revere. He stopped at the sports arena for 11 mins just looking around. There is no train in front of us. I dont understand why this driver has to drive so slow. Riders do not deserve to deal with what these drivers are dealing with."
576605	9/14/2019	47 VAN NESS	VAN NESS AVE EDI	Patron stated: black guy calling Asian woman names. Driver did nothing. The Asian people might not even speak English. The driver needs to tell these people this is not how you ride muni. At least driver should have called cops. The strollers were also blocking entrance to to front of bus.
576608	9/14/2019	7 HAIGHT/NORIEGA	1201 FUNSTON AVE	As I boarded the driver asked if my dog is a service dog. I then said "yes." As I began walking away, I heard him say, "sure he is," in a mocking tone. My dog is in fact a service dog, and I would swear to that fact. Additionally, I understand the need to ask, as that is MUNI policy. What is unacceptable, is the mocking judgment expressed in such a direct and public manner. I would just like to be contacted with confirmation that this has been received and, in the off chance the driver has repeat complaints of this nature, what actions are taken. Thank you for your attention.
576611	9/14/2019	22 FILLMORE	SUTTER ST FILLMO	Ada patron stated "on Sutter at South bound I was siting at the shelter bench as I am disabled. I always sit. The driver would not let me board the bus. He said there was an emptier bus behind him. That doesnt help me when I need to get something done on weekdays. I am legally blind and I cant usually cant read the bus number but luckily a passenger informed me. Please call me to discuss"

576626	9/14/2019	29 SUNSET	GEARY BLVD 25TH	Caller indicates "I was riding the 29 and a man pushing a wheelchair came on board. He actually stood up in the aisle behind his wheelchair. I asked him to fold it up and he said he did not know how. I told him within earshot of the driver that he should fold up one of the seats so he had a place to put the chair. The driver did not do anything. The aisle was blocked and we had no way to get around the chair in an emergency. I am elderly, if I fall it could be fatal. There is no way this should be tolerated. Eventually the man went forward enough so he could sit down but the chair was still not folded up and still blocking the aisle. A woman in her nineties got on board and she could not get around the chair. I offered her my own chair so she could have a place to sit."
576641	9/14/2019	44 O'SHAUGHNESSY	FOREST HILL STAT	Patron stated "The driver of the 44 bus, this is the 2nd time today, I drove up from the underground in my wheelchair and she saw me, shook her head and drove away. 2 hours ago, I got her, I am in a wheelchair and she did not allow for another person with a manual wheelchair board and drove away. She was really rude I live in a senior home so everyone from the building has some sort of disability and again she was really rude"
576646	9/14/2019	KT INGLESIDE-THIRD	FOREST HILL ST	ADA Patron Stated, "I boarded the train going outbound from Van Ness Station. When I got to the Forest Hill Station, the platform was higher than the train and I required assistance to off board. When I returned to Forest Hill Station to go back inbound the train was lower than the platform. The difference seemed to be over an inch
576650	9/15/2019	52 EXCELSIOR	DUNCAN ST DIAMOND	ADA Patron states, "Im in a wheelchair. On Friday morning, the 52 bus wheelchair lift did not work and the driver did it manually. Every stop on way to Forest Hill the driver was restless and playing with the lift. He should of just left it for a mechanic to fix. Why is he so unprofessional? There were only 3 passengers on the bus and it was not a pleasant ride. Can he just be calm and drive the bus, later call a mechanic?"
576651	9/15/2019	52 EXCELSIOR	DUNCAN ST DIAMOND	ADA patron states, "Every morning the first 52 bus is supposed to pick up at 626am at Duncan/Diamond Heights. The bus is never on time and lately has been a different driver every day. The bus should be on time because it is the first run of the day."
576675	9/15/2019	57 PARKMERCED	GONZALEZ DR FONT	Patron states "pushed the button for Font and Gonzales, the driver passed up the stop, I said "sir I pushed the button. He said I know, I said I asked to get off at Font and Gonzales, he said you cant walk 5 or 10 few feet. I said this is not a few feet its not 5 or 10 feet, you went to the next black. He was mad that I called him on "I pushed the button" hes not even paying attention to the sign thats says I request a stop, he just kept on going. Then he called me a jackass and I call him a jackass back. I f I wanted to get off two blocks way I would have not pulled the stop. First of all Im disabled, I have something wrong with my hip and my feet that why I pulled the stop closest to my house."
576685	9/16/2019	2 CLEMENT	ON THE BUS	The ADA Patron Stated: "I was intimidated by the bus driver calling me out of my name numerous times. Im in an electric wheelchair. When he stopped he said "come on" he gave me a nickname. Im a 65 year old retiree and he was intimidating me and calling me out of my name. When i came on the ramp he looked at me after making a statement staring me down." (customer released the line)
576709	9/16/2019	38R GEARY RAPID	GEARY BLVD VAN M	Intended ADA Patron states, "The driver was just here at the bus stop and would not open the door for me and let me on. I am disabled and I want a hearing."
576722	9/16/2019	14 MISSION	ONONONDOGA AN	ADA Patron states" I am legally blind and disabled. I was waiting for the 14 at Mission and Ononondoga and two 14 buses passed me by. I waived my cane and neither bus stopped. A lady nearby was able to give me the numbers of the buses. They were 7259 and 7284

576754	9/16/2019	18 46TH AVENUE	la playa and cabrillo	<p>This is about the bus driver that picked me up at the stop at la playa st and cabrillo st at about 4:50 today. Before I entered the bus I told him that I need the ramp and he uderstood me and asked "you need the ramp?!" sarcastically and I said yes and he said the same thing again sarcastically and I said yes again and he literally paused and was motionless for 3 seconds then I started explaining that I have a condition called patellofemoral pain syndrome (my muscles in my legs are extremely weak because of a hip surgery that I recently got and the cartilage on my knees are withering away at an extremely fast rate because of it and until my body gets stronger my doctor said I have to avoid going up and down steps) and he was like ok but he had a clear negative attitude. When I got up at my stop other people got out first and I was waiting (because I needed the ramp) and for some reason he closed the doors and I told him wait and he continued closing it and starting driving again for some reason and then I told him I need to get off here. I dont know why he kept going maybe he needed to move the bus forward a little bit to lower the ramp but he didnt warn me At All that he was going to drive again and I wasnt holding onto anything and I strained my neck from the sudden acceleration of the bus (I saw a chiropractor recently who adjusted my neck and my neck muscles have been extremely sore and thus sensitive and more prone to injury). This is really unfortunate because per my chiropractors orders I have been taking really great care of my neck during the recovery period (not lifting anything with one hand, not pushing or pulling anything heavy, etc), but the bus driver aggravated my neck just because he had a bad attitude towards me and couldnt tell me to hold onto something or sit down while he was moving forward. The driver didnt know about my neck obviously but he knew I had leg problems so he should have warned me so I could have held onto something or sit down while he moved forward.</p> <p>And also, last week when I asked for the ramp (this was with another driver) I had a similar incident where she asked me "you need the ramp" after I asked and instead of lowering the ramp she lowered the step to try to make it level with the curb and she was too close to the curb so the walkway didnt level with the curb it stopped on top of the curb, so i couldnt take that step up (because it would have caused a ton of pain to whichever knee I would have stepped up with even though it was only like a 6-12 inch step), and I said I still need the ramp, and she rolled her eyes. So since she rolled her eyes I told her I have a condition called patellofemoral pain syndrome and she cut me off and said "I dont need an explanation".</p> <p>The problem is I am a young looking person, I am 22, so I appear healthy, so that is why I have gotten these reactions. But I have a bad health condition which they cant see. Someone needs to email all the drivers and tell them something like this- no matter how young or healthy someone looks, they may be dealing with some muscular or cartilage condition, so if they request a ramp dont question them. I just moved to San Francisco last month and this is becoming very stressful now, I dont know whether I should get a handicap placard from my doctor even though I dont drive or what but its not right how I have to spend time and convince some of these drivers that I need the ramp. Someone needs to tell the bus drivers to not act ignorant.</p> <p>Thank you so much for reading, Zain</p>
576796	9/17/2019	N JUDAH	IRVING STREET	<p>The door did not open for a rider who was blind. I tried to help open the door, but the stop was passed. I realized that the new trains is not vision impairment friendly. The riders with vision impairment need to learn the new layout, but there are no braille on the stop buttons and buttons to open the door. I can see that the rider was upset and had to find his way to his destination at a further stop.</p>
576799	9/17/2019	45 UNION/STOCKTON	4TH ST MARKET ST	<p>Patron state "I was travel with my husband walking with a cane. I ask the driver to lower the bus. The driver refuse and say " No." I ask him "Why." The driver didnt t response and told us to enter from the back door . I had to push my husband to the bus. We just ride for 2 stop</p>
576800	9/17/2019	9R SAN BRUNO RAPID	6TH AND MARKE	<p>Patron states " About twenty minutes ago, I tried to board the 9 R headed outbound at 6th and Market. As I tried to enter through the front doors the driver refused to kneel the bus. I am a disabled veteran. As soon as he saw me board the bus at the rear door with my service animals, the driver told me to go to the rear of the bus. I told him that I was disabled and this was ADS. The driver told me to go to the back and shut my mouth or get off. I put the stroller to the side - its a pet stroller, any time that there is more than one I use a pet stroller. I exited the bus at 7th and Market and boarded bus 6703 (the 9R right behind the one I had issues on). The driver on 6703 kneeled the bus and did everything he should have. Something needs to be done.</p>
576808	9/17/2019	QUINTARA/24TH STRE	CASTRO ST 24TH S	<p>Patron stated," I was starting to board in the back and the driver told me to enter to the front. I got on the bus with my dog and she, the operator, said that the dog needed to be muzzled. She did not ask if it was a service dog and it is. I have never been asked before to have the dog muzzled. I kept walking to the back of the bus away from everyone and had the dog under the seat located on the far right. The driver then turned off the bus and walked to the back towards me and told me to get off the bus. A passenger also yelled at me calling me names and yelling profanity at me. The driver told me that she was going to call the cops, but for the sake of all the other passengers I got off. I was running out of time. I was on the bus trying to head to my daughter who has bad asthma and is in need of her inhaler. I told the driver this and she said, I dont care. I then got off the bus. As a result, I did not have time to get my daughter the medicine she needs."</p>
576812	9/17/2019	33 ASHBURY/18TH	18TH AND MISSI	<p>The patron states "There was a truck stopped at the bus stop. The bus stopped ahead of the bus, which was not where the bus should have stopped. I tried to get out to where the bus was - as I was at the regular stop. Before I could get out in the street the bus took off. I am in a wheelchair."</p>
576838	9/17/2019	47 VAN NESS	N/A	<p>Patron states that, "I rang the bell for the stop for 5th and Bryant but the driver did not let me off until 5th and Brannan. He gave me an attitude when I asked why. I am disabled and cannot make the extra walk."</p>

576853	9/17/2019	29 SUNSET	LAKE MERCED BLV	ADA Patron stated: "This is the the OB 29 that left Lake Merced and Winston right before bus 8610. (Per the 311 map it looks to be #8897). I just transferred here from the 57 to the 29. I waved down the driver for the 29 but he just left without me. There was a bus in front of him so why didnt he stop? I am disabled vet so I find it really unacceptable that this happened as I was forced to wait in the cold and even take another bus to get to a safe place. I want this driver reprimanded. Especially when regarding a transfer location. This is pathetic. This is not the first time this has happened, so I am interested in hearings."
576858	9/17/2019	19 POLK	LARKIN ST MCALLIS	ADA Muni patron states, " I was yelling because there were no seats. The passenger did not like that. I am sitting at edge of the sideways seat behind the driver, hanging over the rail. I was holding on for dear life, I am disabled I cant sit sideways. We need transfer seats. I thing the buses need to be retrofitted with transfer seats for us that disabled. Some have them & some dont, I never know if I am going to be able to ride. They should all have them. The drive did not like that I was yelling. He said I am hungry. I have not had a break in 8 hours. That is why he was frustrated because he was hungry & tired. People on the bus went up to him with food. He said I can not accept your food. I have a camera on me I will be written up if I eat. This is driver abuse. He should have the right to eat. It was rather upsetting to the bus. To be written up because you are hungry and cant eat. It would have been fine w/ me. The driver should have food if he is hungry. I think the bus# was 8761. He was suffering. They may not be able to drive well w/ low blood sugar. This all really bothered me. It bothered us all that is why we started offering him food. He should have better working conditions than that & Muni should not write them up if they are hungry. The bus passengers really felt for him. I am calling to support each driver eat & take there breaks."
576862	9/17/2019	5 HAIGHT/PARNASSUS	MARKET ST GOUGH	ADA Patron Stated, "The driver refused to stop at Market and Gough and then refused to lower the ramp at Market and Van Ness"
576928	9/18/2019	27 BRYANT	JONES ST OFARRE	Rider stated that" He was waiting for the 27 OB at Jones/OFarrell and the bus was crowded and the driver told me that he did not have room for a wheel chair. the diver left me. I had been waiting for 3 hours. I also need to know when the next one arrives.There needs to be a bus shelter at that stop.The maps need to be updated and a next bus sign installed. I would like to file a complaint"
576933	9/18/2019	27 BRYANT	TAYLOR ST EDDY S	ADA Patron stated that, "The bus didnt stop for me and Im disabled."
576935	9/18/2019	44 O'SHAUGHNESSY	SILVER AVE MISSION	Patron stated "Im in my wheelchair waiting and the bus comes and the driver allows 20 to 25 people to get on the bus and then says its full. Yes of course youre full because you let all these people on. Next time I see him it will be on the 3rd floor at the hearing, the camera is going to show how many people got on the bus."
577010	9/19/2019	KT INGLESIDE-THIRD	N/A	Patron stated "Im in a disabled power chair and trying to get in and out of Muni metro and a lot of elevators are broken and cannot get in and out of the stations. I have to get to the doctors at Mission Rock and I gotta take a train. I have to get to 4th and the elevator maintenance is bad. None of the islands have a ramp you can get on and the accessibility is bad."
577064	9/20/2019	24 DIVISADERO	NEWCOMB AVE NE	ADA Patron states: "The bus driver did not stop for me- this is second time this has happened. I was across the street when he got to the stop the driver saw me, I waved for him and he did not reopen the doors for me. I am disabled and this is not very nice."
577065	9/20/2019	5R FULTON RAPID	La Playa	Did not pull to curb to board customer.
577066	9/20/2019	8 BAYSHORE	Northpoint	Inadequate Delay Announcemens- Operator did not call out stops
577078	9/20/2019	5R FULTON RAPID	La Playa	Did not pull to the curb to board customer.
577079	9/20/2019	14 MISSION	Mission/2nd	Did not pull to curb for customer.
577080	9/20/2019	30 STOCKTON	Mission/3rd	Did not pulll to the curb for customer.
577088	9/20/2019	5R FULTON RAPID	Market/2nd	Did not pull to the curb to board customer.
577089	9/20/2019	30 STOCKTON	3rd Street	Did not pull to the curb to board customer.
577090	9/20/2019	24 DIVISADERO	DIVISADERO ST HA	Patron states: "I am disabled and he refused to make people move to let me on. He held out his hand to refuse me."
577094	9/20/2019	24 DIVISADERO	HAIGHT ST DIVISA	Patron states: "I am disabled and the driver refused to make people move to let me on board."
577095	9/20/2019	5R FULTON RAPID	Fremont	Did not pull to the curb to board customer.
577100	9/20/2019	30 STOCKTON	Polk/North Point	Did not pull to the curb to board customer.
577101	9/20/2019	30 STOCKTON	3rd/Market	Did not pull to the curb to board customer.
577103	9/20/2019	KT INGLESIDE-THIRD	EMBARCADERO BAY	This is the second complaint as I requested a call and not unlike the cowardly Muni management, I did not receive the call requested. Operator or KT OB failed to open the 2nd car doors at EMB/Folsom, but opened the first car, leaving many passengers stranded including the elderly and those with disabilities. I rang the bell after train began to move and operator again failed to open the doors at EMB/Brennan. Feeling trapped, I rang the emergency button to which I got no response. When the light disengaged I rang it again and received a response this time, explaining that he hasnt opened the doors at two stops. Operator said "yeah ok". Not satisfied with this response, I rang again and asked so are you going to open the door at the next stop, to which he replied "Yea - Ill open". This is very disappointing service from this operator.

577119	9/20/2019	Not Specified	MISSION	Driver parked in handicap space at full KFC parking lot leaving me, a disabled person, nowhere to park. Your employees need to be more considerate to those of us who depend on these spaces and use them legally. Your driver was just being lazy and discourteous.
577124	9/20/2019	1 CALIFORNIA	CLAY	Driver refused to stop for handicap passenger and other passengers even though the bus was not full, handicap seats were not all occupied. Left an elderly female in a walker who said she had been waiting a while already and was tired, and other passengers including small children. Refused to open the door to let anyone on or off and wouldnt even look at those waiting, and just drove off.
577129	9/21/2019	1 CALIFORNIA	SACRAMENTO ST F	<p>ADA patron stated "On run 144 on the 1 California, I got off the cable car shuttle bus ,walked to corner. The bus was just pulling up. The driver left passengers on and off. He made eye contact with me as I approached the entrance to the bus slowly as I am disabled. As I was about to step into the bus, the light changed, he slammed the door closed in my face and worse of all, smirked while the door was closed while he looked at me. He gained pleasure from this! If I had been an older Asian woman, he would not have slammed the door I feel.</p> <p>I then stood in front of the bus and took a picture of the driver. He began to call the police because I was blocking the motion of the bus. I know that was wrong but her was so unsympathetic. You can not treat people like this"</p>
577131	9/21/2019	KT INGLESIDE-THIRD	3RD AND REVER	Patron states, "When a senior in a wheel chair on platform waiting for the T, driver has so see that person. He or she drives by me to get to stop. When I got on the T for some reason the driver choose not to put up the seat up for me to be in proper place in a wheelchair."
577136	9/21/2019	38 GEARY	43RD AVENUE	Driver left the VA Hospital without opening the bus doors and on boarding two waiting passengers. One of the passengers was a disabled person traveling with his service dog. Both passengers walked from the VA Hospital to meet the same bus as it exited the VA Hospital at 43rd & Clement. Had I not stood in the street, the driver would have passed us by a second time. Why did the driver leave the VA without letting us in the bus? I am the San Francisco VAs employee representing disabled people at the VA.
577157	9/21/2019	31 BALBOA	TURK ST MASON S	Patron stated, "he refused to stop, pulled into the bus stop he didnt stop because he seen a wheelchair. The bus was not full and I walked to the corner and he said its full. The bus was not full. If it was full he would have not pulled into the bus stop."
577173	9/21/2019	22 FILLMORE	MISSION	Im filling this out for my mother who is disabled and in her 60s. The bus was at a red light, my mom knocked on the door to try to get on, the driver shook his head no. He had time to let her on, it would not have delayed him because my mom does not use a walker or wheelchair. I cannot tell you how tired I am of my mom having to deal with these lazy, insensitive drivers all the time. As of its not bad enough that the disabled and elderly are riding buses where people are shoving and fighting and drivers are too scared and lazy to do anything about it. Maybe its time you hire people who actually care and have a conscience.
577183	9/22/2019	S CASTRO SHUTTLE	3RD ST WARRIORS	ADA Patron Stated, "All the buses stalled at Mission Bay about two stops after the Chase Center. Everybody had to get off and take Uber or walk. I dont have money for Uber thats why I take Muni. The driver didnt make any announcement or give any information. I am disabled I am a woman alone. I would like some compensation for this."
577200	9/22/2019	14 MISSION	MISSION ST 8TH ST	Patron states:" The 14R stopped and the 14 stopped right behind. The 14 continued but slowly as it would normally stop but did not. "

577224	9/23/2019	18 46TH AVENUE	LA PLAYA ST	<p>This happened this last Wednesday, I couldnt see the womans number on her arm sleeve because she was covering it as I was exiting the bus, and I cant remember what time this happened, but I left a voicemail to the muni customer service line about just 5-10 minutes after I got off of the bus (right after I got off on 46th Ave and Lawton St). So if you go back to the voicemails and check for mine on Wednesday, Im the one who left a brief message alluding to a complaint I made on this site a couple days before and that something bad happened with one of the drivers that I complained about, again, and I requested to be called back about it. Whoever the bus driver was in the 18-46th avenue bus outward toward stonestown who had just passed the 46th avenue and Lawton corner 5-10 minutes before that voicemail, that is the bus driver this is about. So early last week I submitted a complaint on here about 2 drivers I had a problem with in the last month (please check that message, I also explain there what my knee problem is and why I need a ramp, the reference number is 576754), and in the second paragraph of that message I alluded to a woman who was very hesitant to lower the ramp for me, and that same woman gave me a problem again on Wednesday, and it was so bad that time. I called you guys and was transferred to a line that didnt pick up so that is why I left a voicemail and you guys called me back the next day on Thursday but I missed that but you guys called me again on Friday (and I missed that call too but I called back a couple minutes later and talked to someone) and I was told to submit another complaint request on here about this new incident. I wrote down exactly what happened as soon as I sat down after I boarded the bus, and this is what happened- So she stopped at the La Playa St and Cabrillo St bus stop to let me in and I said I have a knee disability I need the ramp. She instead lowered the step to try to get it leveled with the curb but what happened was the front half of the bus was too close to the curb so the step actually stopped on top of the curb (6-12 inches above), so I would have had to step up to get into the bus. I said I cant step up on that its too high and she said its going to be the same thing if I lower the ramp. I said it wont be because I wont have to step up on a step. And she said again its going to be the same thing. And she waited a couple seconds and I just stood there... and then she lowered it and while I was walking up she said again its the same thing. And I said its not because there wasnt a step I cant walk up steps. I have a condition called patella-- and she cut me off and said excuse me Really loud. I hope you guys can view this video if it was recorded in the bus. It has become something where it has become uncomfortable for me when a bus approaches because I dont want it to be that woman just because she had such a negative and angry attitude towards me last time she drove me. And when she yelled excuse me it was so loud and it was so uncomfortable because when I was walking to sit down everyone was just looking at me. I dont like being uncomfortable or stressed so I just really want this issue to not happen again. If you read the last email complaint I sent, then you will see why I Need the ramp despite being a young person. I literally need it, and someone shouldnt get angry at me because of that. This type of problem is Totally avoidable. Someone should just email all of the bus drivers and tell them to not be ignorant and not think they know enough to judge someone. They should know that people, even if they are young, might have a cartilage or muscular disease or condition that prevents them from using steps. That is literally all I want, I just want the bus drivers to know that. I think its important to let any future new bus drivers know that immediately, too.</p> <p>Thank you so much for reading, Zain</p>
577235	9/23/2019	22 FILLMORE		<p>Patron states "22 stops too infrequently and the new 38 stop orientations make catching the 22 impossible. If a person has any mobility issues, it makes it impossible to reach the bus before it leaves. There have also been drivers pass us up without even stopping. Im tired of this. Something needs to be done."</p>
577242	9/23/2019	Not Specified	MARKET ST 8TH ST	<p>Patron states: this happened on the platform at the civic center station between 5:30pm and 6:30pm....It was either the T or the N line, but I believe it was the T train-. Im the person that was assaulted- a bus driver of Hispanic descent got out of his seat and came over to me and said "you cant have that on the train". I had a wardrobe cabinet. He said (the Muni driver)" it will tip over and hurt somebody" I said "no its not". Then I told him its tied up with a rope and its connected to a dolly and its not going to tip over. I just moved one earlier this morning and I had no problems (that was the second time I told him that). Ive been all week moving my property. I said Im not getting off the train I have business to take care of. Then he called two supervisors and two Asian supervisors showed up, one was real short and the other was about 59" (he was wearing glasses - the taller male). The short one got on the train and started pulling the rope trying to yank my wardrobe cabinet off the train. Then the second Asian supervisor got on the train and tried to move it. I told them to "stop messing with my property", and that they "were in violation of the American disabilities act and my constitutional rights". Now the cabinet is not on the dolly and they still cant move it. I took out my pen and paper to write down their information- and the short Asian grabbed me and started punching at me. He ripped my T-Shirt and he yelled out "Ill kick your ass" while swinging at me. When he started swinging at me I defended myself and started hitting back. I punched him one time and he stopped. I said thats a "terrorist threat"- The other Asian I told him to step back he said Im trying to help you and I said youre not helping me your harassing me; both of them are only doing this to me because Im black. I said if I was Asian I bet you wouldnt treat me like this. So then I repositioned the wardrobe cabinet back on the dolly and I pushed it off the train and I told him call the police. The station agent (a black lady) saw what was happening and she called the police. I told him you threatened me you said you were going to kick my ass you said that twice and if I had a temper wed be fighting right now you lucky I know how to control myself. I told him Im going to file a police report against you. When the police officer came I said I want to press charges. After the police officer said I have to leave and I said officer they can not make up personal rules to discriminate against black people I transported one of my pieces of property about the same size this morning with no problem the I told the police officer they dont have no posting in the station theres no posting on the trains explaining that I can not use the system to move my property from one apartment to a better sized apartment. The officer said "just take your property and come back at another date". I said "no, I want to press charges, he assaulted me, he ripped my shirt, he threatened me and said he wanted to kick my ass two times". Then the police officer started taking notes-. The police officer saw me moving my bookcase shelf about the same size as the wardrobe cabinet earlier with no problem. I also pointed out that the station agent was present when he said he would kick my ass twice and the supervisor, the tallest Asian supervisor that was present, also heard him say hell kick my ass twice and the black skinned color station agent was standing right there and she saw it too. My left hand index finger is scratched and swollen, and my left outside elbow area is swollen too from me blocking his punches. I went into the police station earlier today (9/23) to take pictures and because my middle finger has lacerations and its swollen from blocking punches. The police officer his name is Suzuki, his badge number is 1669 (at the Tenderloin police Station). Officer Suzuki told me that he had his body camera on and he recorded everything. The police officer</p>

577243	9/23/2019	Not Specified	MARKET ST 8TH ST	Patron states: (continuation from SR 11453270)... The police officers coworker talked to the Muni staff and I told him be sure to tell him how you threatened me, all of that is on camera. The short Asian that assaulted me lied and said that he didnt know that there was a rope on the cabinet that was attached to the dolly as a result I told all of them that hes a got damn lie". That was the first thing he grabbed when he stepped on the train. If it was going to tip over it would have tipped over on him. I told him, "you filed a false police report and said there was no rope which is a lie because that was the first thing you did was grabbed the rope". The case number is 190710537. Between the hours of 10am and 1:30pm you will see me on either the N line or either the T line moving my bookshelf cabinet from the Civic center station to the 4th and King Street Station with no problems.
577244	9/23/2019	22 FILLMORE	FILLMORE ST EDDY	Patron stated The bus driver pulled past the bus stop, and when I tried to board the front of the bus the bus driver told me to "get on the back of the bus". I am a senior and disabled I should not have to get on the back of the bus when the priority seats were empty!"
577272	9/23/2019	22 FILLMORE	16TH ST VALENCIA	Patron stated: The driver started screaming at me when I tried to get on; Im disabled with a service animal. He told me I could get off the bus.He was yelling: BYE!
577273	9/23/2019	29 SUNSET	PLYMOUTH AVE OC	patron stated "this is the second bus in a row that has passed me up in a row!. I have been waiting an hour now. Please do something to stop this"
577281	9/23/2019	9 SAN BRUNO	11TH ST MARKET S	Patron said: This is the 2nd time I have been on her bus and she has been rude to handicap people. There was a paper blocking the door. There was a woman in a wheelchair and she didnt ask the woman where she was getting off. She did not offer assistance to the woman in the wheelchair, or check if they were ready. The woman told the driver they were ready. The wheelchair was rolling all around. The other time she did not lower the lift for a passenger.
577315	9/24/2019	5 FULTON	6TH ST MARKET ST	Customer stated he is a disable senior with a cane, the driver who he waived at and flagged him down and the driver just drove off and passed up the stop.
577366	9/24/2019	8 BAYSHORE	BRYANT AND SE	Patron states"I got on the 8 X and Bryant at 7 or 8th - I asked the driver to lower the bus - but she wouldnt - I have a disability - and it would be nice if drivers lowered the bus on request. I also dont understand why the drivers dont park on the side of the street instead of the middle of the street and then expect everyone to walk out into the street to board the bus. This isnt the first time that this has happened - just the first time with this driver. I also had to knock on the door for her to open it."
577402	9/25/2019	21 HAYES	MARKET	Bus driver did not stop at bus stop. Opened doors up the block for 2 seconds. SMILED then drove off picking up no passengers including someone in a wheelchair!
577412	9/25/2019	S CASTRO SHUTTLE	MARKET	S Shuttle Castro approached stop. Headsign read: S Shuttle Castro and in the times below S 1, 15 Voice announcement said: S to Castro [Station?] Next J in... S to West Portal in 1 minute. After the train left, the overhead sign showed the S prediction as 14 minutes. So the voice "S to West Portal in 1 minute" would correctly have been "S to Castro in 1 minute"
577438	9/25/2019	38 GEARY	FORT MILEY HOS	Patron stated that "The driver was resting in front of building 1 on his phone and then when he was done he just drove off. He started his engine and didnt open the door and left. The bus after the one that left me was 6584"
577445	9/25/2019	27 BRYANT	N/A	This is the fourth time in two weeks that the 27 has no working air conditioning. The temperature inside the bus was 105 degrees. I checked with an application. it was 15 degrees hotter than outside. The 27 is usually packed after 2pm going north, and most passengers are disabled, poor, seniors, and mothers with infants at this hour. THIS IS A DEADLY COMBINATION.

577446	9/25/2019	6 HAIGHT/PARNASSUS	HAIGHT ST OCTAVI	Rider called and stated that " We were waiting for the 6 IB bus 5725 .We were at the stop prior to the bus arrival and the driver the driver stop a few feet after the stop and when we walked to wards the bus he pulled off . My friend name is Christina was there with me and another senior with a cane"
577451	9/25/2019	KT INGLESIDE-THIRD	5TH ST MARKET ST	Patron stated "I would like for muni to contact my building management to reschedule my inspection. Wheel chair passenger waiting 30 to 45min for the t line to go out bound now the trains are 4 to 5 mins apart."
577488	9/26/2019	J CHURCH	CHURCH ST 18TH S	ADA patron stated that "When I was on the platform which Ive used many many times the 2006 pulled up on the A end and the distance between the vehicle and the ramp was ridiculously wide and very dangerous for a person in a wheelchair and the driver was so patient. I finally got on and the driver really was patient but its also wrong that the these platforms that they pull up to are really really unsafe. Theres got to be some adjustment made. Something has to be done. This is where Ive had repeated problems and its getting to be a nuisance. Its the vehicle itself thats the problem. Its the same on inbound and outbound. Just dont use the 2006 vehicle on the J Church line. I would be happy to talk to someone or whoever can help with this problem."
577490	9/26/2019	38 GEARY	GEARY ST JONES S	patron states "I am in a wheelchair and the driver refused me service to get on the bus. this happens on a regular basis with muni drivers"
577565	9/27/2019	28 19TH AVENUE	JUDAH	The 6:46 and the 7:01 am buses never showed up. Buses are extremely packed with all the dumb students. Two seniors with walkers couldnt even get on because the bus driver wouldnt open the front door even though there was room. Add another bus or hire drivers that arent always late or calling out sick!!!!
577581	9/27/2019	22 FILLMORE	16TH ST POTRERO	Patron states: "There was a a man in a wheelchair trying to get on the bus. There were several people with strollers and shopping carts on the bus. The driver did not ask the people with the carts and strollers to move, he just told the person in the wheelchair that he could not board. In addition, when I boarded this bus I had to step over people to get on due to all of these strollers and carts that weer allowed to board."
577585	9/27/2019	Not Specified	EMBARCADERO MU	I was extremely disappointed with the conduct and behavior of a MUNI employee on the platform this morning when a disoriented elderly gentleman with a walker nearly fell onto the train tracks and was pulled to safety not by the employee, who ignored him despite the loud protests of the crowd, but by a passenger. The employee was heard to say "let him fall; its his fault." I want my name and contact information to remain confidential. Thank you.
577590	9/27/2019	N JUDAH	43rd Avenue and Jud	Date: 09/25/19 Time: 6:10pm Bus: Muni N Caltrain/Ballpark, Eastbound Location: Judah/43rd My friend who is physically disabled was physically assaulted at this time and place on the aforementioned route. The operator witnessed this occurring on his bus and did not attempt to say anything or respond in anyway. My friend was directly targeted because of his disability. It appears the operator did not feel he needed to respond in anyway because of my friend's disabilities, assuming he was limited in his communication. I ask that you promptly respond with a solution to this matter. Thank you,
577598	9/27/2019	29 SUNSET	25TH	The bus driver was stop picking up other passengers I was infront of the Bus made EYE contact she made a disgusting face and waived me away as she shut the door in my face. Totally unacceptable. I am a disabled veteran. And I will contact the news paper the s3cond time this has happen to me
577625	9/27/2019	38R GEARY RAPID	2468 GEARY BLVD	After 8pm tonight (around 8:06pm), bus number CA49819 (38R outbound) was stopped in front of my house honking at a car in front of them (who was probably dropping off a disabled person at the hospice next door as that happens all the time as these people require more time to get out of the car as I have lived here for 10 years. The driver proceeded to hold the horn down for at LEAST 6 min straight. There was no other cars in the other THREE lanes, so could have gone around. At one point an other 38 bus was doing the right thing and went around, then pulled up to the side as well. A different neighbor in front of my house was trying to get out of thier parking spot and trying to go forward and backward and was even trapped in by this drivers actions. The Driver of this bus had an extremely full bus that was probably just as shocking as it was to my 6 month old. To do this for that long is EXTREMELY unsettling that someone could have such anger at someone. This woke up my sick sleeping 6 month old baby. Thanks dude! Extremely uncalled for behavior by someone on MUNI. This driver needs to be checked. I have a video of part of the incident and Pictures of the bus from my window. Can someone please contact me so I can send this along? Thank you so much!!!! I am not sure if this classifies as an ADA actionable concern but flagging it in case it is. I understand cars shouldnt be pulling over, but this was quite absurd