

Date	Time	AM/PM	Incident	Action Taken	Response	Type of Incident	Incident Subcategory
1/2/2014	6:59	AM	And late to work thanks to @sfmta_muni #WheresTheBus #30X are express buses on holiday schedule? 8am	Responded	two missing runs this morning. Adjustments were made to minimize delay in svc.	Service	
1/2/2014	8:16	AM	38bx bus is missing #SFMuni according to nextbus, Judah x 48th is	Responded	Express buses are not on holiday schedule.	Service	
1/2/2014	8:20	AM	dropped from the NX Route. Is that true?	Responded	Yes. The first stop is at Judah/46th. Apologize. 48th/Judah is a pick-up location and NextBus is in the process	Service	
1/2/2014	8:44	AM	When did that change? bus 8230 just skipped park presidio and 12 ave stops. She is the same driver that didn't	Responded	of getting updated.	Service	
1/2/2014	8:36	AM	know where the 38ax stop was #SFMuni please update clipper card machines on MUNI buses so the	Responded	Thank you. We will look into it.	Service	
1/2/2014	12:20	PM	card value loads-spoke with @BayAreaClipper, they blamed the issue	Responded	This has been forwarded on for follow-up and clarification.	Customer Communications	

1/2/2014	PM	(cont.) (cont.) It was a 49 this morning, picked it up on mission at 10am, going towards Van Ness. According to Clipper, the issue was with all of the buses		Would you happen to remember the 4 digit bus #? if not, what was the route, direction, location and time you boarded?	Customer Communications
1/2/2014	PM	(cont.) 10am, mission at 20th st	Responded	In order to ID this bus we also need the cross street at Mission.	Customer Communications
1/2/2014	PM	(cont.) I had to get off of that bus once we hit market because another passenger was harassing me and would not back off—he	Responded	N/A	Customer Communications
1/2/2014	PM	(cont.) Do you have any tips for dealing with harassment on muni? Myself, and my co-workers have constant issues with Looking for an N or K/T? Outta luck for a while.	Responded	N/A Serious concern for safety/emergency situations call 911 immediately. In other cases, notify operator and contact 311 to report.	Safety
1/2/2014 5:22	PM		Responded	There appears to be a two car OB N near Brannan.	Safety

1/2/2014	6:11	PM	Saw disconnected Muni pole come crashing down, almost hitting 3rd St. sidewalk. Surprised no pedestrian skulls were	Responded	What is the exact location? When & what time did this occur?	Customer Communications
1/2/2014	6:23	PM	(cont.) DM me? (cont.) Hi! The incident happened Wednesday on 3rd between Folsom and Howard. This was, I think, around 11am-ish? Either a 45 or 30	Responded	In addition to location, time, what type of fixture was it?	Customer Communications
1/2/2014		PM	bus. (cont.) The fixture was the pole that connects the bus to the power lines above.		N/A	Customer Communications
1/2/2014		PM		Responded/Derrick Tyler	Thanks for the info. Have forwarded this on for follow-up. NXs on their return to OB terminal are routing around	Customer Communications
1/2/2014	6:22	PM	any update on NX outbound? At sutter/sansome, no bus since 6:06 departure.	Responded	Bush/Leavenworth due to police activity. Traffic in	Service
1/2/2014	6:32	PM	thank you. Any ETA? why are there so many	Responded	There appears to be several NXs heading back. At present they are around the Taylor Street	Service
1/3/2014	5:43	AM	missing runs?	Responded	Due to more than one run missing from the route.	Service

1/3/2014	6:41	AM	where's the 30X? Again... J Church #Muni Riders Advised To Seek Alternate Transit Friday Morning: http://sfappeal.com/2014/01/j-church-muni-riders-advised-to-seek-alternate-transit-friday-morning/ ...	Responded	There is one missing run on the 30x this am. Headway adjustments have been made to minimize gaps in service.	Service
1/3/2014	7:23	AM		Responded	@sfappeal #jchurch line has resumed regular service; trains are running on schedule.	Service
1/3/2014	5:07	PM	and the 18 line (cont.) 33rd ave and Geary heading to stones town over a 50 minute wait for the bus.	Responded	What is your location and direction of travel? Are you still waiting or on board a bus? It appears a coach serviced this stop about 15 minutes ago.	Service
1/3/2014	5:17	PM	What's up @sfmta_muni? I hop on & train flies by stops. Then I see this. Guess I don't count.	Responded		
1/6/2014	8:20	AM	@munidiaries (conti.) Montgomery St. No info given until I requested a stop. Then announcement made that train was bypassing stops until	Responded	At what location did you board the train?	Service
1/6/2014	9:11	AM		Responded	Apologize for the inconvenience.	Service

1/6/2014	9:07	AM	108 bus driver asleep at bus stop while 2 other buses arrive. Inconveniences 20 passengers' commutes. thnx! @munidiaries Hey @sfmta_muni is there a train inbound at Castro anytime soon? Platform is full and board says 2 min but I see nothing in the tunnel @ WP So apparently @sfmta_muni is trying to avoid public accountability. Otherwise they'd publish contact info instead of sloughing to 311. 3/3 (conti.) Seems to me like the kind of problem a functioning transit agency would *want* to be apprised of, so they could fix it. (conti.) Didn't get the bus # b/c I initially thought it was a Clipper problem. 31BX, the run that leaves 12th Ave at 7:32.	Responded	Please report the incident to @sf311 by calling 3-1-1.	Service	
1/6/2014	9:28	AM		Responded	Apologize for the late response. Traffic is flowing IB; there was a brief hold in service.	Service	
1/6/2014	9:29	AM		Responded	What department are you looking to communicate with?	Service	
1/6/2014	9:37	AM		Responded	Thank you. Appreciate the info. Do you have a bus#?	Customer Communications	Clipper
1/6/2014	9:50	AM		Responded	Not a problem. We will look into the issue. In the future, it is helpful to have a a bus#. Thank you for your persistence.	Customer Communications	Clipper

1/6/2014	9:53	AM	I hate you, @sfmta_muni. Your bus driver hit me, ran over my things, and didn't stop. (conti.) Broader issue is how much trouble it took to call this to Muni's attention. Why so difficult to simply contact someone at Muni?	Responded	Please contact @sf311 to file a report.	Safety	
1/6/2014	10:34	AM	My automatically loaded fastpass (thru my work) didn't get recognized this morning 2. Deducted \$2 off my Clipper. Fix! (cont.) No, but it was the 7:05am (at CA & Park Presidio) 1AX bus headed toward downtown. I was calling about issue w/bus transponders not being updated. Showed \$0 on my Clipper card, had to shell out \$2 to ride. (cont.) 31BX inbound at 12th Ave, 7:32 am	Responded	Incidents that are reported to @sf311 are documented and sent to the department which handles it.	Customer Communications	Clipper
1/6/2014	3:41	PM		Responded	Customer service is 415- 701-3000 Mon-Fri 8am to 5pm. Do you remember the 4 digit vehicles numbers of the buses?	Customer Communications	Clipper
1/6/2014	3:46	PM		Responded/Sammy Yee	Thank You. This has been forwarded on for follow- up.	Customer Communications	Clipper
1/6/2014	9:35	AM		Responded	What was the location, time, day, & direction of travel?	Customer Communications	Clipper
1/6/2014	4:30	PM		Responded/Sammy Yee	Thank you. This info will be sent on for follow-up.	Customer Communications	Clipper

1/6/2014	5:31	PM	any hints as to what's up with the 30x? Lots of people waiting @ Pine/Front. 1 bus in last 20 min, and it was full	Responded	are you still waiting? That message was from an earlier delay (car blocking) at that location. Working to clear delay. Shuttles are being sent to area. Can we suggest another Route?	Service
1/6/2014	5:59	PM	nope. Still stuck. Lame. how long until it's cleared or should we look towards other options at this point?	Responded		Customer Communications
1/6/2014	6:21	PM		Responded	Shuttles have been dispatched and are en route. Shuttles will arrive as quickly as they can given traffic.	Service
1/6/2014	6:28	PM	(cont.) sure there are about 400 people looking for these "shuttles"	Responded	In situations like this, bus shuttles are pulled from other bus routes.	Service
1/6/2014	6:38	PM	where do they come from?	Responded	The 18 Route would take you to 46th and Irving.	Customer Communications
1/6/2014	6:40	PM	will any of those get me to 40th and Irving? I wonder if the @sfmta_muni tweeter person just upped and quit or had nervous breakdown. Not a job I envy	Responded	Nope. Still here. We understand the frustration. Working to correct as quickly as possible.	Customer Communications

1/6/2014	7:00	PM	(cont.) welp, good. Nothing personal and Godspeed. But more of you, more maintenance people and less breakdowns would all be good.	Responded	Understood. How did the #LTaraval to the 18 work for you?	Customer Communications	
1/6/2014	8:06	PM	I'm at Embaracadero station, trying to get OB N Judah. Why is there a 45min delay?	Responded	There was any earlier delay on the N Line. Still working to correct service on the line.	Service	
1/7/2013	5:56	AM	why do some citations not show up on the sfmta site even after you've received them? N Judah train inbound skipped stop at 34th Ave. No sign posted for no passengers.	Responded	Please contact the SFMTA Customer Service Center 415 701 4500 starting at 8 am. They will best be able to assist you.	Customer Communications	Citations
1/7/2014	7:30	AM	Friendliest driver this morning on the 5L. She's not just working the room, she's working the whole city. @sfmta_muni it's awesome that on a weekday you have people waiting for over an hour for the 108, what's that about?	Responded	Apologies. There is a train approaching now.	Service	
1/7/2014	8:43	AM		Responded: notified Cythia Schambers	Thank you for sharing. OB bus en route.. next stop: Treasure Island/Macalla. Apologize for the delay in service; a bus was taken out of svc earlier.	Service	
1/7/2014	11:25	AM	#delays	Responded		Service	

1/7/2014	11:26	AM	If the @sfmta_muni bus runs every 20 minutes and it's 20 minutes late, is it really late?	Responded	What's your direction of travel and route?	Service
1/7/2014	5:28	PM	Driver of 5:05 82x missed two stops. Had to be told to stop the bus to let passengers Sorry don't remember the bus number. But I boarded at Levi's Plaza at 5:05.	Responded	Do you remember the four digit bus number? If not, did you board the bus at 5:05 and at what	Service
1/7/2014	5:36	PM	big crowd gathering at embarcadero & Folsom waiting for N Judah OB. Can we expect a replay of yesterday's	Responded	Thank you, also please contact @SF311 to report this incident as well.	Service
1/7/2014	5:42	PM	also all other lines have passed thru 1-3 times waiting for the L and the next one doesn't come for 21 minutes because they're all out at the beach?! You've got to be kidding.	Responded	OB N is approaching Embarcadero.	Service
1/7/2014	5:46	PM	Jerk @sfmta_muni M-inbound driver unsafely sped through a yellow/red light at 19th and Holloway just	Responded	OB N is approaching Embarcadero.	Service
1/7/2014	5:52	PM		Responded	What is your location and direction of travel?	Service
1/8/2014	6:53	AM		Responded	Please contact 3-1-1 to repo.	Safety

1/8/2014	7:18	AM	IB Folsom/Chavez at 715am 2 days no show! (conti.) So what the hell happened, then? 12th & Balboa, 7:12 run never showed. If it had been there, I'd have noticed. Believe me.	Responded	There is a missing run. Headway times have been adjusted. The 7:15 was most likely moved up to 7:11 am. Apologize.	
1/8/2014	8:33	AM	(conti.)Apologize. The 7:12 was missing. The follower did not make the stop until 7:26 am.	Responded	We are checking into it	Service
1/8/2014	8:34	AM	, your bus driver for 6417 this morning was exceptionally great.	Responded: Miguel Espinoza, Kurtis Smith, Jason Paw notified via email	Why was the run missed, and what is Muni doing to make sure it doesn't happen again?	Service
1/8/2014	8:35	AM	Delivery truck hits side mirror... Driver responds with racially charged comments.	Responded	What route did you take this am? Thanks for sharing	Customer Communications
1/8/2014	5:31	PM		Responded/Derrick Tyler	Did you remember the 4 digit bus number? if not what was the Route, direction, time, and location?	Customer Communications
1/8/2014	5:50	PM	(cont.) 8209 Is there a list of fees for parking violations? Cannot find it on MTA web site. Need bus zone fee for an article I'm writing.	Responded/Derrick Tyler	Thank you. You said contact between the bus & truck, at what location & direction did this occur?	Customer Communications
1/8/2014	7:44	PM		Responded	Here is the citation link http://goo.gl/Z8lrZQ . Click on Parking Fine List.	Customer Communications

1/9/2014	7:20	AM	what's the putlook on #12folsom IB 715am at Folsom/Chavez today?	Responded	Apologies. That run is not in service today. Headway times have been adjusted. Recommend catching the bus at 7:09 or	Service
			Show or no show?			
			Oh this Muni driver is very helpful driving the 22. She shouts out at each stop what transfers people can make. @sfmta_muni,			
1/9/2014	7:38	AM	she's a good 1!	Responded	Do you happen to have a bus #?	Customer Communications
			The accident on the 49 was totally not the operator's fault. Car driver flung her door open into bus's path.			
1/9/2014	9:48	AM	The driver in bus 8722 is getting waaaaay too much garbage today.	Responded	Please file a report by calling @sf311 by calling 3-1-1.	Customer Communications
1/9/2014	12:42	AM	NX Skipped twice with two "not in service" buses here. Is the NX not running today	Responded	Please contact @sf311 by calling 3-1-1 to report the incident.	Customer Communications
1/9/2014	5:28	PM	from Sutter and 5:20 bus just left. 5:10 is	Responded	Are you still waiting?	Service
1/9/2014	5:31	PM	no where to be seen.	Responded	Were you able to board the 5:20 bus?	Service
			12folsom IB			
1/10/2014	7:13	AM	Folsom/Chavez 715am #noshow 4th day in a row! #fail is this no longer a scheduled stop??	Responded/sent email to Deborah Franks to ask what the situation is	Apologies. Missing run again. Recommend catching the bus at 7:09 or 7:21 am.	Service

1/10/2014	8:00	AM	@sfmta_muni police are corrupt! They will lie and say u paid only when u saw them, then ticket u (\$106) and delete your proof of payment	Responded	Please contact @sf311 to file a report by calling 3-1-1.	Service
1/10/2014	8:10	AM	i why is it the 29 get never either arrive on time or arrive at all? Stranded at Baker Beach & will be late for work again	Responded	We are looking into it. A bus is headed towards you now.	Service
1/10/2014	8:24	AM	you need more 1bx buses. One drove by and was full. And I live far out.	Responded	Thank you. Noted.	Service
1/10/2014	8:28	AM	Today's lady driver is a blast. @sfmta_muni #8325 awesome driver (conti.) 1AX inbound bus #8325	Responded/Ayn Antonio	Thank you for sharing!	Customer Communications Good Operator
1/10/2014	8:55		Driver of Bus No. 8007 (about whom I had previously complained) managed full bus perfectly today. Route 30X.	Responded/Ayn Antonio	Thank you	Customer Communications Good Operator
1/10/2014	9:33	AM	more 3 car trains would be great - esp around 8:30 (at Castro)	Responded	Thanks for sharing. Please file a report @sf311. Thanks for your input. What route/line are you on?	Customer Communications Good Operator
1/10/2014	9:04	AM	what's up with 30x and 41outbound delays?	Responded	Are you still waiting? if so, what is your location?	Service 3-car shuttle
1/10/2014	4:23	PM		Responded		Service

1/10/2014	5:15	PM	typical muni service... 1 California will not open door while waiting at stop with red light. Glad to bus 37 IB sche'd departing 6.46a frm Parkridge/Burnett was late yet again, EVERY Monday morning. Maybe even every morning. WHY?!	Responded	For safety reasons, once an operator begins the move out of the bus zone, they are not able to open the doors.	Customer Communications	
1/13/2014	7:55	AM	photo of a cable that is frazzled. It is at Montgomery street and Washington street. Needs fixing	Responded	Apologies. You are welcome to send us a message right here ahead of time to get a better idea.	Service	
1/13/2014	7:25	AM	(conti.) two photos you can see that the cabled is frayed, a lot of people walk under that cable everyday. It needs repair Thank you	Responded: Terry F/John Haley	What seems to be the problem with it?	Safety	Overhead wire
1/13/2014	8:05	AM	according to nextbus the last 1BX departed at 845. there is usually an 855 bus. what's up?	Responded: Terry F/John Haley	Thank you. We will look into it.	Safey	overhead wire
1/13/2014	7:02	AM	my bus hit a car and the driver did not check to see if there (cont.) slammed on brakes, woman flew across from me into my lap.	Responded	Apologize. The last run broke down. We are following up to see what action was taken.	Service	
1/13/2014	7:00	PM		Responded	Is the bus still in service or has it stopped?	Safety	
1/13/2014	7:06	PM		Responded	Is the bus still at the scene or it leave?	Safety	Defaced stop sign

1/13/2014	7:09	PM	(cont.) I got off with a mildly hurt knee. Bus #5478	Responded	What was/is the location? and Is the bus still there?	Safety	
1/13/2014	7:13	PM	(cont.) #30 line. 2nd btw market and mission. Not sure if still	Responded	What time did this occur? Thank you for the information. The operator did report this incident. Also, contact @SF311 if you would like to file a complaint.	Safety	
1/13/2014	7:15	PM	(cont.) about 2 min after I first tweeted you what is going on ??? I call 311 and agent there is clueless I am on bus # 8451 Heading towards west portal.	Responded/LMC		Safety	
1/13/2014	8:19	PM	(cont.) like 15 minutes and no communication. Now we are moving. So frustrated Any update? @sfmta_muni has been slow responding http://spot.cx/1iB41FT via @sf311	Responded	How long have you been stopped? What is the 4 digit bus number, Route and location? What time did the bus stop and when did it start moving again.	Service	
1/13/2014	8:24	PM	http://spot.cx/1iB41FT nextbus is telling me the next #12folsom IBat Folsom/Chavez is 17 min. Is thAt true? No show since last week.	Responded	We are checking into it.	Safety	DPW
1/14/2014	7:04	AM		Responded	Approx. at 7:10 am.	Service	

1/14/2014	7:46	AM	<p>53 minutes for a bus during the morning commute? #fixthe54 #inefficient</p> <p>pic.twitter.com/medR59n1bl</p>	Responded	<p>What is your location and direction of travel?</p> <p>NextBus predictions are inaccurate.</p>	Service
1/14/2014	7:58	AM	<p>(conti.) Avalon and La Grande towards DC BART. Which app should I be using?</p> <p>Wait wait wait. Ingalls and Thomas?</p> <p>Seriously? Google Map that location from the original. That's no where near me!</p>	Responded	<p>Where you able to get on board the bus currently at Howth/Geneva? If not, next bus is at Ingalls/Thomas.</p>	Service
1/14/2014	8:13	AM		Responded	<p>Apologies. We are looking into what happened.</p>	Service