

September 25, 2019

Email: [REDACTED]

Dear [REDACTED]

**Re: Request for Access to Information under Part II of the Access to Information and Protection Privacy Act (the ATIPP Act, 2015)**

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On August 27, 2019, the City of St. John's received your request for access to the following information:

*All St. John's Transportation Commission (Metrobus) complaints with all personal information redacted from 2014 - present.*

As required by Section 8(2) of the ATIPP Act, I have severed information that is unable to be disclosed and have provided you with as much information as possible. The enclosed information has been redacted as per Section 40:

**Disclosure harmful to personal privacy**

**40.** (1) The head of a public body shall refuse to disclose personal information to an applicant where the disclosure would be an unreasonable invasion of a third party's personal privacy.

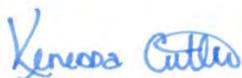
Please be advised that you may ask the Information and Privacy Commissioner to review the processing of your access request, as set out in Section 42 of the ATIPP Act. A request to the Commissioner must be made in writing within 15 business days of the date of this letter or within a longer period that may be allowed by the Commissioner:

Office of the Information and Privacy Commissioner  
2 Canada Drive; P. O. Box 13004, Stn. A, St. John's, NL. A1B 3V8  
Telephone: (709) 729-6309; Facsimile: (709) 729-6500

You may also appeal directly to the Supreme Court Trial Division within 15 business days after you receive the decision of the public body, pursuant to Section 52 of the Act.

If you have any further questions, please feel free to contact me by telephone at 576-8429 or by e-mail at [kcutler@stjohns.ca](mailto:kcutler@stjohns.ca).

Yours truly,



Kenessa Cutler  
ATIPP Coordinator

**ST. JOHN'S**

All redactions as per section 40 of the ATIPP Act, 2015

Submit Date	Class	Route	Comments
1/02/14 8:50:18 AM	Complaint	19	I had just gotten off route 22 and was transferring to 19 on my way to the Avalon. When I got to route 19 the door was closed and the driver was no where in sight. After about 5 mins all of the other buses had left and I was still stood out in -27 waiting on the driver to show up. Another 5 mins later [REDACTED] casually comes out of the village and opens the bus doors. I understand that people have to go to the bathroom but this has happened about 5 times in the last 4-5 weeks and it's always the same driver. Please do something because this is total disrespect for passengers. There were about 6 other people waiting on [REDACTED] as well as myself. I've been taking this route for the last 5 years and have never had any problems with anyone else.
1/02/14 10:14:09 AM	Complaint	10-3	New Year's Eve, I called for the time for Rte 10 at Kelsey Drive to downtown, I was told 4:55 Rte 10 departs Avalon Mall going to Kelsey. I was out waiting at 4:45 until 5:30 no Rte 10 came by and at this time there were a crowd of us approximately 8 people waiting. Because I was the only one with a phone I called back to Metrobus around 5:10 to check on our bus and was told the bus is/was downtown. We were all cold and frustrated at this time and I had to tell all 8 of us that there was not going to be a Rte 10. I did see only one bus on the opposite side of Walmart on Kelsey Drive (where I work) it was a Rte 16. I had to call a taxi for one person who was waiting, [REDACTED] was [REDACTED] and I had to call [REDACTED] on New Year's Eve to pick me up. This customer is waiting for a call back from a Manager.
1/02/14 1:57:58 PM	Complaint	3-2	[REDACTED] said [REDACTED] got on the bus at the Village Mall and it was freezing. [REDACTED] asked the Operator to turn up the heat. The Operator turned it up a little bit. But it was a long bus ride and it was still freezing.
1/02/14 5:30:52 PM	Complaint	10-4	[REDACTED] said [REDACTED] came out of Coffee Matters and was at the stop just up the street and the bus Operator just past [REDACTED] by. I asked [REDACTED] twice if [REDACTED] was right at the stop and [REDACTED] said yes. Please investigate and get back to [REDACTED]. Thanks.
1/05/14 4:11:07 PM	Complaint	15-1	[REDACTED] was in [REDACTED] car waiting at the lights on Wicklow Street. The driver of the route 15 asked [REDACTED] to back up as [REDACTED] did not have enough room to make the turn. [REDACTED] did as there was no one behind [REDACTED]. Then [REDACTED] said [REDACTED] speeded ahead and did not take [REDACTED] time at all. Ploughed into a snow bank and came inches away from hitting [REDACTED]. Please investigate.
1/09/14 2:10:08 PM	Complaint	1	The 1-3 bus traveling towards MUN from The Village left at 1:50 and not 1:55 as the schedule said. This is not the first time this has happened and I would like to see the buses leave at their correct time. Several people were also waiting and I had to tell them that by looking at the GPS of the bus, it had left early. Some drivers do wait until the correct time but others leave early and it's very frustrating to be forced to get a cab in order to be on time. Thanks for your time.
1/09/14 3:05:28 PM	Complaint	1-1	[REDACTED] said [REDACTED] was on Cornwall Ave. at the bus stop since 2:05 pm and the bus didn't show up. [REDACTED] Call me about 2:37 pm. The route 1-1 information wasn't on the AVL (no data for the 1-1) so I couldn't go back and check the bus history. I did call dispatch and at the time I called the 1-1 was on time heading in the opposite direction. Please investigate and get back to [REDACTED]. Thanks.

Submit Date	Class	Route	Comments
1/09/14 4:31:48 PM	Complaint	2-1	<p>██████████ called in today regarding ██████ experience with the route 2-1. ██████ boarded the bus on Military Rd at approximately midnight and asked the driver to radio ahead as ██████ was trying to get a connection with the last 10-1 on Parade Street. The driver radioed once and did not get any answer from dispatch. ██████ did not try again. When they arrived on Freshwater at Parade ██████ asked the driver if ██████ got through to the 10 and the driver said no but the bus should be coming along shortly. ██████ said that the 10 never did show up as it was gone. ██████ then had to walk for 30 mins to get home. ██████ would like for a supervisor to call ██████ back. ██████ said that this particular driver had no customer service skills and only told ██████ that the 10 was coming to get ██████ off the bus.</p>
1/10/14 6:09:03 PM	Complaint	14	<p>I was taking the Route 14 bus towards MUN for an important meeting at 6 (to arrive by 5:45), however the bus did not show. I waited (as sometimes drivers get off schedule, which is understandable), however I waited out in the freezing cold for 20 minutes with no sign of the bus. I checked the location of the bus however this was showing "unknown". Being extremely frustrated and too cold, I went back inside. I watched the stop occasionally and finally seen the bus come at 5:52 (Little over HALF HOUR LATE). To me this is very unacceptable and I had to take a \$25 taxi to MUN. My night is ruined and I now question the Winter service of Metrobus. I hope steps will be taken to hopefully better the service during this time of year.</p> <p>Thank you for your time.</p>
1/11/14 6:02:44 PM	Complaint	2	<p>Was walking to the bus stop at 445 the bus was supposed to come 450 and the bus pulled up in front so I started to run to get to the stop , slipping on the ice and the bus went on. This was 5 minutes early and I was almost at the stop, had to wait outside in the cold for a half hour for the next one.</p>
1/12/14 7:03:22 PM	Complaint	19	<p>Last night (Saturday) at 5pm, the route 19 that was supposed to leave the avalon mall for the village at 5pm was the last bus to leave - the ██████ that was driving then left the bus and a minute or so came back and said "The driver that's supposed to be on this one went to the Village instead of the Avalon on ██████ way to work. Anyway. I'm off now. Bye" and then left the bus leaving everybody alone. 10 minutes later the guy that was supposed to be driving 19 showed up. A few people asked if they would make the transfers at the Village, ██████ just muttered. Very poor customer service. We did (barely) meet the village transfer point, but this is not good enough. How can someone go to work and drive to the wrong place? And then the bus driver whose shift had ended did not even stay with the full bus of people until the other driver got there, or finished the run to the Village so we could make the transfer. This sort of driver behavior happens on an almost daily basis in my experience, drivers texting on the bus after the time it;s supposed to leave a mall, drivers being rude to customers, drivers stopping at Tim Hortons and other places mid-route and returning with a coffee and bagel, then making it to the transfer point late. Any inquiry to a driver regarding meeting a transfer just gets you an eyeroll and disregard. I expect a response to this message from management. If not I will be forwarding my thoughts on this, and other frequent issues, to city council.</p>
1/14/14 11:15:47 AM	Complaint	18-1	<p>██████████ and ██████████ get the route 18 every day at 11:15 am and go to the Village Mall and transfer to a route 2 to go to ██████████ ██████ LeMarchant Road and when they go to get back on the bus the Operator is refusing their transfer. I explained they can get on the same bus as long as it is within the 2 hour period from the time they get the first bus. If it goes beyond the 2 hours they have to pay again.</p> <p>They are insisting that it is within the 2 hour time frame. Please investigate and get back to them. Thanks.</p>

Submit Date	Class	Route	Comments
1/16/14 7:20:46 AM	Complaint	10	<p>Bus driver did not stop for me where I was waiting by the bus stop outside the health sciences at 7:00 this morning. Had to run to the next bus stop to catch bus leaving the UC in order to get to work on time. I barely caught the bus at the next stop. This is not the first time this happened. This happened one time last month also. I always take the 7:01 am bus outside the health sciences mon-fri. It does not make sense for the driver to not know I'm waiting there. Not at all impressed with metrobus service these days.</p>
1/16/14 12:05:17 PM	Complaint		<p>Hello, I just wanted to thank you firstly for having affordable public transportation considering I'm [REDACTED], However, Today I wasn't too pleased with your bus service. I had a meeting at mun for 1pm, so I decided to catch the 11:40 bus 16 from Kenmount terrace to mun so I would have plenty time (Considering the bus only comes once an hour here). It was also raining Today. The bus must not have stopped at it's checkpoint long, it was five minutes early - so as I was walking down petite fort I watched the bus drive away from me going down Great Eastern. If I decided to catch the 12:35 bus I would be late for the meeting. So that leaves only the option of a cab. A cab from here to walmart alone is 13 dollars. I don't mean to drag this on so long, and I do appreciate your public transportation, however, I just want to bring about the importance of those checkpoints to ensure the bus doesn't come too early. I am not the only one that turned around when the bus went past. Thank you for your time, and I hope your company has a good day otherwise from this negative and positive feedback!</p>
1/16/14 3:43:18 PM	Complaint	10	<p>[REDACTED] got on a route 10 bus on Saturday past in the afternoon about 1:30 or 2 pm and sat in the last seat in the back of the bus and when they sat down the seat gave a horrible cracking noise. When they got off the bus [REDACTED] said [REDACTED] [REDACTED] [REDACTED] thought [REDACTED] may have been coming down with something. However when they got on the same bus again [REDACTED] experience the same sort of [REDACTED] and was wondering if there may have been an exhaust leak of some sort coming up through the broken seat area. I said I would think we would have had more complaints if that was the case but I would ask someone to check it out. [REDACTED] didn't get the bus number. I told [REDACTED] next time there is an issue on the bus with a defect etc. to let the Operator know and call us right away and get a bus #. Please investigate. Thanks.</p>
1/16/14 7:33:03 PM	Complaint	20	<p>I just got off the bus, but when I attempted to get off the bus, another person getting off the bus blocked the back exit door forcing me to leave out of the front door. Upon reaching the front door, the bus driver had not opened the door and rudely informed me "You were sitting RIGHT NEXT to the back, you couldn't have left out of that door? Is it really THAT hard to do that? There's a sign RIGHT THERE saying to leave by that door." Then [REDACTED] muttered under [REDACTED] breath that I was lazy. Yeah, thanks bud. If you knew exactly where I was sitting on the bus, you probably should have noticed that the [REDACTED] behind me prevented me from using the proper exit. Instead of getting mad at me, [REDACTED] could have calmly explained "Hey, next time you should use the back door incase someone at this stop needs to get on." You know, instead of completely losing [REDACTED] cool. I was embarrassed afterwards. [REDACTED] didn't say anything to the [REDACTED] getting off behind me, just me.</p>
1/17/14 2:55:40 PM	Complaint	15	<p>I'm sitting here in a school zone &amp; route 15 cruised through I don't know if the driver is behind schedule but I certainly do care that [REDACTED] was driving too fast through a school zone Make the driver aware of [REDACTED] excess speed &amp; to be alert &amp; much slower in such a zone</p>

Submit Date	Class	Route	Comments
1/21/14 9:55:33 AM	Complaint	19-1	<p>Hopeall and Canada Drive area.</p> <p>We were driving up towards Blackmarsh Road on Canada Drive, and I'm doing speedlimit of 50 around the turn. I had to slam on brakes ■ cut me off and my horn doesn't work I had to stop ■ continued to pull out and then ■ had the nerve to 'flip out on me', ■ lost ■ mind.. ■ window was right by my window I held my hand up and jestered ??what the hell are you doing and the driver's response was ■ got mad ■ was yelling I can't read ■ lips BUT ■ was upset.. ■ frightened the crap out of me and I don't appreciate that when ■ could kill somebody... ■ and it's ■ fault and ■ flips out on me, when ■ pasat by I got ■ bus number.</p>
1/21/14 5:39:34 PM	Complaint	2-3	<p>According to customer the 2-3 was running early and because of this the customer missed bus and had to take a 15.00 cab ride to ■ appointment. ■ is adamant that a supervisor call ■ back regarding this incident.</p>
1/23/14 2:22:32 PM	Complaint	1	<p>I caught the bus at MUN at 1:35, at this point I did not need a transfer. During the bus ride my plans to get off route one on Cornwall changed and I would need a transfer from the bus driver. I did not think anything of this, as most of the bus drivers are courteous, understanding and FRIENDLY. However, this particular bus driver at the time with a moustache was extremely rude and UNFRIENDLY towards me. I said in a kind voice, "hi, would I be able to get a transfer?" ■ replied no, but I smiled because I thought ■ was just poking fun. ■ then went on to say in a condescending tone, "I'm serious, you have to ask the driver when you get on the bus." I could not believe what happened, but I did not want to make a scene. I have no more change to get on the bus and I had to call ■ to get me from the village. This bus driver I believe is the same one who during the summer of 2012 would not let my friend and I ride the bus because ■ believed we did not have enough even though we put 5.50 in dimes and quarters in the machine. Once again, I found myself stranded calling for a ride that day too. I take the bus several times a week from MUN to my job and home. I do not understand why this employee was behaving so rudely. I should not have to call a drive if I pay my full bus fare.</p>
1/23/14 5:54:48 PM	Complaint	6-1	<p>Customer called in to say that the drivers keep missing ■ stop when ■ wants to exit the bus. It's the first bus stop on Perlin Street heading to Village mall ■ said it is hard to see the stop and that people park in front of it because it's next to a house. ■ said it's becoming annoying because the new drivers don't know it's there and then ■ has a longer way to walk home from the next stop.</p>
1/24/14 3:50:22 PM	Complaint	10-1	<p>■ said ■ was at the 3 way stop and had arrived there at a full stop before the bus came to a stop, it was bus 0755 10-1. ■ started to drive trough and the bus continued forward. Both ■ k and the Operator of bus 0755 were making a left hand turn the Operator coming off Kenmount Rd. onto the Parking lot and ■ off the Parking lot towards Kenmount Road. The Operator opened ■ window and proceeded to have words with the ■. ■ said this was uncalled for and the bus had come really close to ■ vehicle. ■ is very upset. Please investigate and get back to ■ ■ didn't want to leave ■ last name at this time. Thanks. Customer Email ■</p>

Submit Date	Class	Route	Comments
1/29/14 8:46:15 AM	Complaint	19-2	<p>I was on the Irving side of Frecker Drive just up from Hamlyn Road waiting for a Rte 19 to Avalon Mall. I seen one Rte 19 pass by on opposite side of Irving going towards Village(driver Glenda). So I figured I would continue to wait for my Rte 19 and by the time I figured the other Rte 19 would pick me up for Avalon Mall, I see on the opposite side of Irving AGAIN another Rte 19 going to Village(this was around 10 mins later). Then I decided to go home and make this call because I was still waiting for Rte 19 on IRving side to Avalon MALL.</p> <p>I asked [REDACTED] several times about side of street [REDACTED] was on etc., asking/telling [REDACTED] that 2 Rte's 19 go from Avalon Mall to Village Mall, they sometimes pass each other but on opposite sides of street, which [REDACTED] apparently knew. I also called Tom in Dispatch to ask if anything was 'on the go' with the Rte 19's and [REDACTED] response was no.</p>
1/29/14 6:16:01 PM	Complaint	2-1	<p>First [REDACTED] said [REDACTED] saw an Operator go through a red light. Than [REDACTED] said the bus was a few car lengths behind [REDACTED] and [REDACTED] went through the green light and [REDACTED] could see in [REDACTED] rearview mirror that the bus started to make the turn when the opposing street light was green so the light the Operator went through had to be red. I said was there a possibility the light was amber and [REDACTED] said no. This was a bit confusting. I told [REDACTED] I would forward [REDACTED] complaint to the Operations Department for investigation. Please investigate and get back to [REDACTED]. Thanks. Customer Email: [REDACTED]</p>
1/30/14 6:48:36 PM	Complaint	9	<p>When we got to the University Centre I asked the [REDACTED] Operator about getting to the Janeway and how to get back and [REDACTED] tutted and swore and chucked a schedule at me which was the wrong one and than chucked a route 16 schedule at me. [REDACTED] was very upset and said [REDACTED] was behind and it was just poor customer service. This is one of the first times [REDACTED] had gotten the bus and [REDACTED] said if [REDACTED] had to use the bus every day and it was like today it wouldn't be worth it because it would just bring [REDACTED] down. Customer Email: [REDACTED]</p>

Submit Date	Class	Route	Comments
1/30/14 11:30:52 PM	Complaint	10	<p>I don't normally remark on the bus schedule or service, as I do understand that no one is perfect, and oftentimes things can be out of the driver's control. That being said, on this occasion I have to comment on the outrageous time I (and two other customers) were made to wait at the bus stop on Pippy Place, beside the Post Office. Not only have I noticed in recent weeks and months that buses have a tendency to be quite late (up to ten or fifteen minutes), but on this occasion we arrived at the bus stop at 5:45 - well within time to catch the 5:50 bus to the Avalon Mall. Please keep in mind that today, temperatures were as low as -18 with windchill, and this bus stop is exposed to extremely high winds.</p> <p>At 5:55 there was still no sign of the Number 10 bus, but we've become quite accustomed to waiting and didn't think much of it. At 6pm there was still no sign of our bus. It had been fifteen minutes at this point, and I don't think I have to explain just how cold we were. As well, understand that my fellow customer and I are students at Academy Canada and therefore regularly ride Metrobus in order to go to and from school. We also have to carry bookbags often exceeding 30lbs in weight.</p> <p>By 6:05 we were aware that the 5:50 bus had simply not arrived, and that we were now waiting for the next Number 10, which should have arrived around this time. However, after twenty minutes of waiting in frigid temperatures (again, be aware that the wind was blowing hard enough to occasionally dislodge us, and windchill was hovering around -18) we were dismayed to find that we had to wait an additional ten minutes for the 6:05 to arrive. We arrived at our stop at 5:45, anticipating a possible five to seven minute wait, and instead were forced to endure the elements for half an hour. Checking the Metrobus site prior to leaving the school, it gave absolutely no indication that there was going to be a delay aside from several minutes. It certainly didn't indicate that one of your buses simply wasn't going to arrive.</p> <p>En route towards the mall, the bus also picked up a number of other, equally freezing customers. At no point, even when questioned, did the driver indicate what had occurred to require such an elongated wait.</p> <p>As paying customers to this business, I don't think it's outrageous to expect that the buses arrive in a timely manner. While I do respect that situations can arise for many reasons, forcing loyal clients to stay in such radically cold temperatures for any length of time is, in my mind, unacceptable and genuinely hazardous. Again, in the last few months I've observed buses running behind schedule with shocking regularity, and although I can appreciate the challenges that arise with weather, mechanical and human error, I advise that some sort of measure be taken to prevent these things from happening, particularly in the winter months. A customer of poor constitution, or a young child, could potentially come to harm if forced to wait such long periods in these temperatures, as I'm sure you are aware. I can only be grateful in this situation that those of us made to wait were able to do so without sustaining injury due to the cold.</p>

Submit Date	Class	Route	Comments
2/01/14 4:13:35 PM	Complaint	10-3	<p>██████████ was very upset ██████████ said the bus starting making thumping noises when ██████████ got on and these noises got progressively louder. ██████████ said ██████████ told the Operator, who ██████████ said had only been driving about a year, that ██████████ had better call it in. The Operator did call in the problem. ██████████ seemed extremely concerned about the nature of this thumping and apparently the Operator told ██████████ ██████████ had already called it in but ██████████ ██████████ said when ██████████ got off the bus ██████████ was going to have a look. I told ██████████ ██████████ should not have done this as it is a safty hazard and it should be left to the Mechanics. ██████████ said ██████████ was kneeling down by the side of the bus with ██████████ hand touching the bus when the Operator pulled away. ██████████ wanted to know if our conversation was being recorded and I said I thought it was. ██████████ said you better expediate getting this bus looked at before it goes any further and I said I would do up the comaplaint and check with the Dispatch office. I called and Tom confirmed that a replacement bus had been sent out. Please investigate and get back to ██████████. Thanks. ██████████</p>
2/01/14 9:18:03 PM	Complaint	21-1	<p>Person said that 21-1 would not let ██████████ on at the Village, ██████████ wanted ██████████ to wait while ██████████ had a smoke. I informed ██████████ that we don't do that. ██████████ wanted to file a complaint, ██████████ tried to board the bus when it was pulling out. Another operator L Stanley called me to say that the operator had to pull around ██████████ This person has called me 4 times to lodge a complaint. I have asked the operator to fill out an incident report ██████████ is a regular, would not give me ██████████ first name.</p>
2/03/14 11:15:29 AM	Complaint	18-1	<p>Driver pulled into stop by Maries Mini Mart and let a ██████████ with a purple jacect board the bus. ██████████ was coming from behind the bus and the operator closed ██████████ doors and ██████████ knocked on them. The operator turned ██████████ head and would not let ██████████ on and just drove away.</p>
2/03/14 12:46:49 PM	Complaint		<p>I am writing in regards to people smoking at bus stops and main changeovers , for example here in newfoundland the main bus changeover is at the village mall, and everyone smokes at the stop including the drivers, ██████████</p> <p>██████████ often the bus drivers will stand between the busses with the doors open smoking and the wind carries it into the bus.</p> <p>Metrobus should have some control over smoking and people smoking in the bus shelters making it like a dutch over, completely unbreathable for ██████████</p> <p>i am not sure as to a toal solution, maybe if metrobus disallowed people to ride on the bus if they are smoking in the shelters maybe metrobus can work with the government in gaining some right and power in handing out smoking fines to people, it would bring in alot of revenue to help the busses and drivers</p> <p>thank you</p>
2/03/14 2:04:02 PM	Complaint	2-3	<p>██████████ said the bus drove right past ██████████ and ██████████ on Lemarchant rd. ██████████ said ██████████ was stading at the stop. ██████████ wants someone to call ██████████ back asap. ██████████ said that ██████████ is very angry and will be late for work. Please call ██████████</p>
2/05/14 11:19:31 AM	Complaint	11	<p>I was driving up St. Clare Avenue and the Rte 11 bus driver was going down St. Clare Avenue. There was a white car parked on the bus side of the road, I went ahead, the bus came down quite fast and ██████████ didn't yield; only because I swerved ██████████ would have struck me.</p>
2/07/14 6:21:30 PM	Complaint	3-3, 12-1, 18-1	<p>██████████ was at the Village in the porch waiting for ██████████ ride to pick ██████████ up and three of our buses pulled in the 3-3, 12-1, and the 18-1. ██████████ said that the destination signs were not lit up above the Driver's windshield. There were several people in the waiting area and they commented that they couldn't see which buses they were so ██████████ volunteered to go outside and check on the bus numbers. ██████████ said ██████████ had to walk right up close to the buses to see which ones they were. ██████████ asked me if we did regular maintenance on our buses and I said we did. I told ██████████ I would pass along ██████████ complaint to be investigated and someone would be in touch with ██████████</p>

Submit Date	Class	Route	Comments
2/09/14 10:47:42 AM	Complaint	18-1	<p>█████ said █████ was slammed against the seat before █████ got a chance to sit because the Operator took off before █████ was seated. █████ ended up seating in the seat up front over the wheel well because that's the seat █████ was slammed against. █████ █████ and █████ was very upset. I asked █████ if █████ is hurt and █████ said no █████ doesn't think so but █████ was very upset and scared that something might happen because of █████ █████ █████ said █████ doesn't think the doors were fully closed before the Operator was driving again. █████ said the Operator than stopped at Subway and went in for a few minutes. Please investigate and get back to the customer. Thanks. Customer Email: ██████████</p>
2/09/14 12:26:07 PM	Complaint	10-1	<p>█████ phoned me twice this morning the first time █████ was looking to find out where the route 10 was. I called dispatch and the 10-1 was stuck on Church Hill and couldn't get around the cars parked there and because of the snow. I told █████ the bus was stuck and █████ left to walk down to the bus because █████ was freezing █████ had been waiting about 10 minutes at that time. When █████ finally starting moving on the route 10-1 it had been stuck for about 15 minutes and at one point was running 17 minutes behind schedule. █████ is very upset █████ says this happens every weekend and █████ ends up being late for work. █████ said the City, which █████ has contacted before, should do something about snow removal in this area as they should no its a problem area. █████ wants someone to look into this problem and call █████ back █████ was very upset and wants action taken. █████ said this is a recurring problem and no one is doing anything about this. Please make this complaint high priority. There was a bus load of people stuck for 15 minutes at least.</p>
2/10/14 10:59:55 AM	Complaint	14	<p>Every time there are really cold temp. I waited for bus about 5 to 10 mins, looking forward to get in bus to get warm but that bus driver never turn heat on, █████ think █████, not other people. I was freeze. Why █████ didn't turn heat on.</p> <p>Also I am very not appericate with the bus driver at Route 3 at 9 am at Village Mall, █████ stand by bus door and smoke. I am allegry to smoke. █████ should away from the bus door when people go into the bus.</p> <p>Wondering why I have to tell my name , I often want to say many things but I decide not to cuz of give my name.</p>
2/10/14 1:54:19 PM	Complaint	18	<p>I rived at the terminal at the village mall and asked the driver for a transfer and was told by the driver that i could not have one, that I had to get one when I got on the bus.i asked 3 times for a transfer and explained to the driver that i was trying to get to work nd yet █████ refused to give me a trnsfer. █████ demeanor and ttitude towards me was rude and i felt humiliated. I felt stigmatified by driver since █████ .I had to pay again to get on the next bus as so to make it to work, i am on a limited buget and barely aford to take the bus when i need,</p>
2/10/14 1:57:14 PM	Complaint	15	<p>I was waiting at the bus stop beside MUN before the right turn onto elizabeth avenue and the 15 bus just drove right past with me standing there. It made me late for an appointment at a law firm and very upset with the service...things like this are what make me not recommend metrobus if it is avoidable.</p>

Submit Date	Class	Route	Comments
2/11/14 9:35:38 AM	Complaint	1	<p>Customer paid to upload a 30 pass on [REDACTED] mcard this past Saturday. [REDACTED] went to board the Route 1 leaving MUN Centre at 12:05 AM last night, card showed insufficient funds. Due to mcard not uploaded to that particular bus. Driver refused [REDACTED] transportation, indicated to [REDACTED] no change, no ride. [REDACTED] tried to explain to [REDACTED] and show [REDACTED] on [REDACTED] phone the information concerning the purchase of [REDACTED] 2-30 day uploads for [REDACTED] and [REDACTED] which [REDACTED] does regularly, but once again [REDACTED] refused to let [REDACTED] ride, leaving [REDACTED] with no other choice but to walk [REDACTED] in the cold last night, as [REDACTED] had no cash on [REDACTED] [REDACTED] was quite upset and mentioned [REDACTED] has great respect for all the drivers and the job they have to do, and [REDACTED] would like the same respect back from them as a customer. [REDACTED] went on to say [REDACTED] has had many positive experiences with many drivers, but for some reason this driver does not treat [REDACTED] with any kind of customer service, [REDACTED] mentioned this was [REDACTED] second issue with the same driver. [REDACTED] asked [REDACTED] name and [REDACTED] said [REDACTED] pointed to the bus number. [REDACTED] added the driver really made [REDACTED] feel small, as [REDACTED] left [REDACTED] on the side of the road only to walk home in the dark. Customer Email: [REDACTED]</p>
2/13/14 3:02:36 PM	Complaint	16-1	<p>Very upset that the Rt. 16 is coming up to our building. [REDACTED] feels because of this change it makes [REDACTED] 10 minutes late for work.</p>
2/14/14 12:16:49 PM	Complaint	16	<p>I got the bus in mount pearl, working my way towards the university for my classes. Left mount pearl at 10 am on BUS 21, transferred to BUS 19 and then got off on crosbie road to walk over to old pennywell road to transfer onto BUS 16 which would take me to artic avenue at 11:06 am, as stated online from your website.</p> <p>Got to old pennywell road just before 11:00 am, waited until 11:13 am and then I called your customer service line. The [REDACTED] there told me that BUS 16 already passed at 11:00 am and that its not due at 11:06 AM but 11:00 am. I stated to [REDACTED] that I was there at the bus stop before 11:00 am, but there was no bus 16 to be seen.</p> <p>Me and [REDACTED] had to wait an extra 15 minutes for the other BUS 16 to arrive, I then had to re-route to take bus 16 to the Avalon mall, then BUS 10 to the university center. While getting on BUS 16 at old pennywell, the drive asked for my transfer, as I was walking away [REDACTED] told me [REDACTED] didn't want it and "kind" of threw it at me. I was already frustrated at this point as the temperature was cold, plus the wet blowing snow while waiting over a half hour for a bus that did not arrive. [REDACTED] doing that was just the cherry on top!</p> <p>I feel this is very unacceptable, especially during this winter months.</p>
2/14/14 3:56:32 PM	Complaint		<p>[REDACTED] is upset because [REDACTED] [REDACTED] was waiting on the stop opposite St. Clare's for the Rt. 2. When the bus was coming it drove right pass [REDACTED] [REDACTED] said [REDACTED] [REDACTED] and [REDACTED] had to get ready to drive [REDACTED] to work so [REDACTED] would not be late. [REDACTED] was the one who called in for [REDACTED] [REDACTED]</p>
2/14/14 4:50:30 PM	Complaint	10-1	<p>[REDACTED] said that Merrymeeting Road at Field Street is kind of flooded. Customers are waiting at the stop. [REDACTED] seen a student waiting for the bus and when the bus showed up [REDACTED] moved away from the water to board the bus. The operator slowed down and when the student tried to approached the bus the operator went on. We did not receive any complaint from that student as of yet.</p>
2/15/14 11:10:15 AM	Complaint	11-1	<p>Music on the bus was way too loud. [REDACTED] [REDACTED] [REDACTED] [REDACTED] couldn't even hear [REDACTED] speak when [REDACTED] was trying to talk to a friend across the bus [REDACTED] had to shout to try and be heard above the music. [REDACTED] said this never occurs on buses on the mainland and it seems to be becoming a problem here in Newfoundland. [REDACTED] said [REDACTED] will be contacting Judy Powell about this issue. Please speak with the Operator on route 11-1 and remind Operator's to use judgement and watch the excessive volume levels. Thanks.</p>

Submit Date	Class	Route	Comments
2/17/14 6:24:31 PM	Complaint	3-1	<p>█████ called in to say when █████ was on the bus this morning as █████ reached to pull the cord to let the driver know █████ was looking to depart the bus █████ ripped █████ coat. █████ said █████ did not mention it to the driver at the time because █████ did not realize until after █████ was off the bus that the coat was ripped. When █████ got the bus this evening █████ told the driver what had happened and █████ advised █████ to call in and let the supervisors know, they maybe able to help. █████ would like someone to contact █████ back either before 8:30am or after 5:00pm, other wise they can leave a voice mail message and █████ will return the call.</p>
2/19/14 1:49:25 PM	Complaint	15-1	<p>There is a store on Forest Road that I go to almost every night. The store closed at 10:45 NOT 11:00(as it should.) I was getting the Rte 15 - 1 at 11 pm to HSC to see ██████████</p> <p>█████ The store clerk was on the bus so I said to █████ 'You should put up a sign if you close early'.... █████ responded by saying 'carry on',with a smirk. There were 2 or 3 other people on the bus, so I respected them and sat about 3 inches from the clerk and said 'you don't have to be so rude'.</p> <p>The █████ driver and no one else, heard what I said, but the █████ driver kicked me off the bus, saying I was threatening a passenger.</p> <p>The driver was rude, not professional and on a power trip. I was humiliated and still feel that way today, ██████████</p> <p>██████████ So is it , the next time I go on a bus I cannot speak to anyone? Because I feel like I was mistreated and I did n othing wrong.</p>
2/19/14 3:02:34 PM	Complaint	2-4	<p>customer said that █████ was walking in a cross walk near St. Clare's hospital. The operator of the Rt. 2 1310 █████ driver almost ran █████ over. █████ said that █████ pointed to █████ about the cross walk and █████ more or less passed █████ off.</p>
2/19/14 6:44:01 PM	Complaint	1	<p>██████████ was walking to the bus stop on University Ave to take the bus to the College of the North Atlantic on Prince Phillip Drive. The bus passed █████ before █████ got to the bus stop and continued on it's route approximately 10 minutes early. █████ is stuck at the bus stop in snowy and cold conditions for an hour or more with no shelter. █████ will miss at least one class and possibly a midterm exam. This has happened several times in the last six weeks. If the busses are going to operate on a schedule, shouldn't the driver wait at a stop for the scheduled departure time when █████ arrives there early? This is not good enough, when people are depending on the service and paying for it.</p>
2/21/14 11:15:08 AM	Complaint	10	<p>Got on 19 at Crosbie and bus was a few minutes late. It arrived at lower stop avalon mall at 9:59AM where █████ let out an ██████████ and ██████████ █████ decided to have a chat with them after they got off the bus for about 45-60 seconds. By the time █████ got to upper stop it was 10:01AM, there were about 5 buses there. As we were pulling up the 10 and 2 started to pull away (i assumed it was the 10 to MUN, but it was not). I cannot see why the buses would not was 30 seconds for the passengers to get off of the 19. As I walked to Duffy place the 10 eventually passed me on Pippy Place, it was running 2 mins ahead of time at that point - I guess █████ had something more important to do.</p> <p>This was the second time in two days that I paid for a bus ride and could only get 1/4 or 1/2 way.</p> <p>On a similar note the 10 from Kelsey to Avalon mall is contantly running early (or very late), I miss it about 50% of the time I try. I cannot image why a bus would run early, it makes no sense what so ever. If it is about making up time on the other end of the route then perhaps you should re-examine your routes. I think it is more likely that the drivers are trying to get to the mall early so they can get a coffee. You have one driver on the 10 who stops at Tims every morning causing the bus to leave late by 5 mins every day.</p> <p>Summary - Poor Service.</p>

Submit Date	Class	Route	Comments
2/22/14 2:38:49 PM	Complaint	10-3	██████████ claims the driver refused to let ██████████ board the bus. ██████████ said ██████████ could ride but not ██████████. ██████████ told me ██████████ was going to the media monday morning to get the driver fired. ██████████ also said ██████████ had it recorded of what the driver said.
2/22/14 2:39:52 PM	Complaint	10-3	██████████ claims the driver refused to let ██████████ board the bus. ██████████ said ██████████ could ride but not ██████████. ██████████ told me ██████████ was going to the media monday morning to get the driver fired. ██████████ also said ██████████ had it recorded of what the driver said.
2/24/14 11:24:25 AM	Complaint	10-2	██████████ caught a route 10-2 at about 8:15 am although ██████████ said it may have been later and when ██████████ got to the Avalon Mall to catch the 2-3 which was supposed to be there for 8:30 am The 2-3 had already departed. ██████████ was going to be late for ██████████ do ██████████ I checked the AVL and 10-2 had been running behind for about 4 minutes at least. Please investigate and get back to ██████████ Thanks.
2/24/14 2:08:46 PM	Complaint		██████████ ██████████ ██████████ was parked on Craigmiller Ave to pick up some items and was pulled in on the side of the road as far as ██████████ could park. The bus before even coming to a stop started blaring on ██████████ horn and yelling at the driver as ██████████ was leaving the house. ██████████ said there was no need for it. We all have to deal with these bad weather conditions and we all have a job to do. Please call the customer back.
2/24/14 3:45:45 PM	Complaint	2-4	I got on by Village Mall - when I got on I have to hold on both sides and I tried to press my pass against the reader and it wouldn't work. I took it out of the plastic and the ██████████ bus driver grabbed it from me and made it work. I don't usually have any problem with my mcard this is the first time this happened. It was something wrong with the reader not my mcard because other people were having trouble also. My complaint was I was moving away and ██████████ said 'Hurry up and sit down,' I am ██████████ and ██████████ ██████████ ██████████ had a terrible attitude towards other people. Then a ██████████ gets on the bus and ██████████ goes up and talks to the bus driver for about 15 minutes: while the bus driver is driving the bus and I don't think that's right because ██████████ supposed to be driving the bus and it's scary if the driver, especially had to quickly put on brakes, this ██████████ could have gone through the window.
2/26/14 2:18:29 PM	Complaint	1-1	Customer ██████████ was very frustraed today as the driver of the 1-1 missed ██████████ stop after ██████████ had pulled the cord. Then ██████████ took the 1-2 back from Mun to Crosbie Rd and that driver missed ██████████ stop as well. Can you please remind drivers to stop when they are supposed to. Thanks
2/27/14 10:53:54 AM	Complaint	2	I wanted to complain about the schedule not being updated with information about buses being late. I just wasted 45 minutes waiting for a bus that never came. The information for the bus online was only showing unknown so I kept waiting, hoping that it would come soon. In the end I gave up and went home since nothing was coming and I was already very cold. I am now very disappointed with your service, I am frozen and also missed an important class in school since you were not up to date with information about the location of your buses. I hope that this can be fixed soon. It is not very convenient for us to be waiting in a bus stop with no shelter in this kind of weather.
2/27/14 1:11:31 PM	Complaint	2-2	I've been getting Rte 2 for the past 2 weeks from Boulevard to the Village, same time every day and the bus is always late. 10 to 15 minutes late. yesterday the bus was late again and I put my money in and the bus driver didn't even wait, ██████████ said just go sit down, because ██████████ said ██████████ was late to meet Rte 3, even before I had time to put my monies in bus ██████████ was driving, this was unsafe.

Submit Date	Class	Route	Comments
3/01/14 10:08:57 AM	Complaint	2	<p>I just have a general complaint. Every time an [REDACTED] walks on the bus the bus driver waits till [REDACTED] is seated to keep driving, but everytime a [REDACTED] walks on the bus [REDACTED] zooms off almost making me fall. And some bus drivers are [REDACTED] does it hurt to say hello? or even crack a smile?? If driving a bus is not your thing then stop doing it because its not that hard to just even look at the person getting on the bus. Dont get me wrong there are some bus drivers who actually go as far as hello how are you? which is great.</p> <p>Also, I dont understand why bus drivers speed up when they know they have to stop at the next stop, [REDACTED] everytime i ride the bus cause they speed speed then stop suddenly, its horrible.</p>
3/05/14 5:48:23 PM	Complaint	10-5	<p>[REDACTED] was riding the route 10 and was looking to get off on Merrymeeting Road near Parade Street. [REDACTED] went to pull the cord but the [REDACTED] behind [REDACTED] did it first. [REDACTED] stated that the bus did not stop at the expected stop and when [REDACTED] went up to the driver and told [REDACTED] [REDACTED] was looking to get off the driver got cross with [REDACTED] and said that [REDACTED] should have pulled the cord. When [REDACTED] stated that the other [REDACTED] did the driver got rude and short tempered with [REDACTED] as [REDACTED] and the other [REDACTED] were departing the bus.</p>
3/10/14 2:05:44 PM	Complaint	3-3	<p>[REDACTED] said [REDACTED] was in the shelter at Hillview Terrace across from the Tim Horton's on Torbay Road and the bus driver didn't slow down or stop to pick [REDACTED] up. I asked if [REDACTED] was at the shelter and [REDACTED] said yes and they couldn't miss me because I have [REDACTED]. In the course of the conversation [REDACTED] did say something about running in the cold and being short of breath [REDACTED] [REDACTED] I called dispatch and spoke to Pat who called the Operator on the route 3-3 and [REDACTED] said [REDACTED] picked up about 6 people at that stop and [REDACTED] was running about 3 minutes late and [REDACTED] never saw [REDACTED] Customer Email: [REDACTED]</p>
3/11/14 2:07:50 PM	Complaint	21	<p>[REDACTED] called in to complain about not being able to see out the windows of the buses. [REDACTED] said from the dirt on the windows and the advertising that covers the windows it is almost impossible to see out. I informed [REDACTED] the buses are washed every night both inside and out and that this time of the year they are almost impossible to keep clean, but the advertising is an issue that I would pass along.</p>
3/11/14 6:30:30 PM	Complaint	15	<p>Hello, My complaint is with regards to a particular driver whom I have had multiple experiences where they were VERY rude to customers (telling them to turn off games with sounds, talking rude to a [REDACTED] who tried to occupy [REDACTED]), however I always ignored them because they were not directed at me. This may seem small but after the attitude I've seen from this [REDACTED] it pushed me over the edge. I pay [REDACTED] [REDACTED] and had done so for last semester as well and I usually have nothing but pleasant experiences from the drivers. This one [REDACTED] is a MAJOR exception. I was getting off the bus and went to go through the front door because the stop I get off at has no sidewalks and I don't like walking by the side of the bus because the side of the road is slippery and this driver yelled at me and told me to go out the back door. May seem like a small issue but I pay [REDACTED] and I should be able to exit the bus on whatever door I want and people should be able to occupy themselves however they like, this driver should not control the passengers if nothing major is being done wrong, I highly respect the drivers and have had pleasant experiences most of the time, but this one driver is starting to turn me away from wanting to use your service as [REDACTED] is very belittling. Thanks.</p>
3/12/14 2:55:41 PM	Complaint	2-1	<p>Customer says that [REDACTED] was waiting at the bus stop and driver blew past [REDACTED] without slowing down at all. [REDACTED] even started waving at the bus driver because [REDACTED] could tell that the bus wasn't slowing down. Please call [REDACTED] back</p>

Submit Date	Class	Route	Comments
3/13/14 2:56:57 PM	Complaint	21	I'm so sick of busses not following schedules. I can understand being late due to traffic, accidents, etc. But you should not be having busses pass stops EARLY. it was pouring today and I got soaked waiting 15 minutes for a bus that only runs ONCE an hour which is ridiculous in the first place. It is scheduled to stop at mount pearl square at 230, so I am always at the stop across from New world fitness at 230-231. The bus had already passed that stop and I did not see it, which is also ridiculous because I leave my place or work and walk down topsail road a little to get there so that means [REDACTED] was most definitely very early passing by. And you guys will never admit that your drivers do this. This has happened to me on various routes over the past couple years and every time I get the same response that it's my fault. Very fed up with your "service" or lack of it.
3/14/14 9:43:42 AM	Complaint	9-2	Route 2 pulled in at Shoppers and route 9-2 pulled in behind it. As [REDACTED] [REDACTED] was departing the route 2 the route 9-2 pulled in and [REDACTED] thought the route 9-2 would pull up to the spot the route 2 had just vacated but it didn't. [REDACTED] went up to the door of the route 9 as someone was departing the rear entrance of route 9 and [REDACTED] said [REDACTED] made eye contact with the Operator and the Operator still pulled out without [REDACTED] boarding. [REDACTED] then decided to cross Torbay Road to the Hillview Terrace side and [REDACTED] was one of three people (the third person) trying to board the 9-2 at the Hillview Terrace stop. Again, the Operator closed the door and pulled away and [REDACTED] missed [REDACTED] ride. [REDACTED] did mention there had been a prior incident with this particular Operator. [REDACTED] asked me if Metrobus could contact the Marine Institute on [REDACTED] behalf because due to not getting the bus this morning [REDACTED] missed a very important exam at Marine in Marine Engineering. [REDACTED] said [REDACTED] is going to try and get the bus again at 10:40 am a route 9-2 and wanted me to contact the dispatch and have the Operator have a look out for [REDACTED] Upon speaking with [REDACTED] I was informed of the prior incident involving [REDACTED] and this particular Operator and now understand that this is an ongoing issue. Please investigate and get back to [REDACTED] [REDACTED] also asked for an email address to [REDACTED] might contact someone about calling the Marine Institute so [REDACTED] may have a chance to rewrite [REDACTED] exam. I gave [REDACTED] the email informationservices@metrobus.com attention [REDACTED] [REDACTED] Thanks. Customer Email: [REDACTED]
3/17/14 5:32:50 PM	Complaint	10-6	[REDACTED] was at stop and driver went right pass [REDACTED]
3/17/14 5:56:52 PM	Complaint	1-5	[REDACTED] called in to complain that [REDACTED] driver on the route 1 was very rude and called [REDACTED] [REDACTED] [REDACTED] was traveling on Ridge Road and the bus was pulled into a stop with [REDACTED] indicator on, [REDACTED] pulled out to pass [REDACTED] and as [REDACTED] was half way the driver put [REDACTED] indicator on the pull out. When they got to the lights on Ridge Road and Higgins Line the driver pulled up along side [REDACTED] and started calling [REDACTED] [REDACTED] admitted [REDACTED] flipped [REDACTED] one as [REDACTED] was very upset. [REDACTED] is ont 100% sure it was the route 1 but it was the bus that left the Marine Inst. at 5:35pm.
3/18/14 4:18:01 PM	Complaint	10	Good afternoon,  I am writing just to inform that even though there is a detour taking place for route 10, some drivers are not necessarily following this. This morning, route 10 did not follow the detour up Adelaide St, and instead drove to the Convention Centre, following to eastbound Gower St which is supposedly closed. This is disappointing because passengers may have been waiting at the temporary Adelaide St bus stop, where they were told to go, and they would have missed their bus.
3/19/14 9:14:38 AM	Complaint	6-1	[REDACTED] lives in the area of Hawker Cres and is tired of seeing the bus RT6 running the stop sign at Hawker Cres and Beacon Hill Cres. [REDACTED] seen this again today and called in a complaint. [REDACTED] said that the driver is breaking the law, [REDACTED] wants the driver spoken too and a return call please.
3/20/14 11:34:16 AM	Complaint	15	Customer does not want radio on in the bus. It's too loud and other cities have a no radio policy. If driver has the radio on it should only be up in [REDACTED] or [REDACTED] area. Not the whole bus.





Submit Date	Class	Route	Comments
4/14/14 12:23:17 PM	Complaint		<p>Hi there,</p> <p>Just wanted to let you know that Metrobus with licence plate BPC 001 has only one working brake light. Surprised that this is not checked each time the bus leaves the terminal.</p> <p>Regards,</p> <p>██████████</p>
4/14/14 12:56:57 PM	Complaint	9-1	<p>When customer tried to gett of bus, ██████ said the operator locked the back doors and would not let ██████ gett off. ██████ walked to the front and ██████ told ██████ that ██████ did not scan ██████ card. ██████ was sure that ██████ did and told ██████ that. ██████ feels that ██████ embarrassed ██████ and could of handled it proper than ██████ did.</p>
4/14/14 1:11:29 PM	Complaint	1-1	<p>Was inside of CONA waiting for bus. ██████ see the bus coming and gave ██████ ████████████████████) and when ██████ went outside the bus was pulling away. ██████ then chased the bus but the operator would not let ██████ on. I explained to ██████ that the stop is outside of CONA. ██████ still would like for a Supervisor to return ██████ call.</p>
4/15/14 5:23:55 PM	Complaint	22-1	<p>Customer called in ██████ was waiting at the bus stop on Sagona Ave near ████████████████████ when the route 22 drove right past ██████ without slowing and did not pick ██████ up. ██████ said ██████ was at the stop and had been there about 10 to 15 minutes waiting. ██████ was very up set. We checked with the driver and ██████ said ██████ stop at all the stops and pick up anyone who was waiting all along Sagona.</p>
4/15/14 6:41:50 PM	Complaint	2	<p>In the future it would help us passengers if your bus scheduled at 6:35 would leave when it was scheduled, and not at 6:30. Or change the posted schedule to reflect this new departure time.</p>
4/16/14 11:36:39 AM	Complaint	15	<p>This drive always drives very slow, slow than tiycal traffic speed at that time, and always late. The schedule says the bus leaves Cuckhold Cove at 8:00am and arrives at Univer Centre at 8:15. All the other drivers I've encountered with always make it there on time, cause the traffic at that time is not very bad. But this driver always late for at least 5mins. He's not even try to be on time, Maybe ██████ is being careful when driving, but ██████ can be on time while drice safe. This is waste of all the passangers' time, especially in the morning when everyone is trying to be at work and school on time. Maybe in the future, the ability of a driver being on time should be an evaluation of their job performance. This is not the first or second time for ██████ to be late when everyone else is not,it's constantly.</p>
4/21/14 1:55:26 PM	Complaint	2	<p>██████████ swiped ██████ m-card twice on Saturday. ██████ was paying for ██████ and ██████. The operator told ██████ ██████ could not do it because itwas a Senior card. I explained to ██████ that the operator was correct in saying that. ██████ would like a return call because ██████ feels the ██████ operator was very rude to ██████ I told ██████ that I will load 1 ride back onto ██████ card.</p>
4/25/14 5:22:13 PM	Complaint	3-4 (3A)	<p>The bus that was supposed to leave the Vilage Mall at 5:10 was already left at 5:08 pm. This is not the first time th route 3 has left early. Please investigate and get back to ██████ Thanks.</p>
4/25/14 6:53:25 PM	Complaint	10-4	<p>██████████ called in ██████ got on the route 10 at 5:25 heading to the Avalon Mall ██████ askd the driver for a receipt by mistake ██████ meant a transfer and the driver got short with ██████ ██████ corrected ██████ and went back a sat down. ██████ got to the Mall for a short period of time and then went to board the mex route 10 at 6:05pm ██████ gave the driver the transfer and went to sit down. The driver yelled for ██████ to come back and informed ██████ the transfer was invalid that it was punched for 3pm not 5. ██████ explained to the driver that ██████ had just gotten it from the 5:25 route 10 and that it should have been valid, ██████ had no money the driver was talking really loud to ██████ and embarrassing ██████ and told ██████ ██████ would have to pay for get off the bus. ██████ had no money on ██████ so ██████ departed the bus.</p>

Submit Date	Class	Route	Comments
4/27/14 5:04:18 PM	Complaint	3-1	<p>██████████ called in with ██████████ yelling in the background about what happened. ██████████ said that the driver took off before ██████████ could take a seat and that ██████████ fell on the bus and says ██████████ is badly hurt. Please investigate. Driver says that ██████████ did not fall.</p>
4/28/14 5:19:27 PM	Complaint	3-2	<p>██████████ called in ██████████ missed the route 3 again at the Convention Centre ██████████ stated that the bus always leaves early from this stop and ██████████ has missed it on multiple occasions. ██████████ wants someone to call ██████████ back.</p> <p>I have just recieved an email stating that the new transfer policy that was put in effect in January of this year (2014) will be revoked as of May 19th of this year. I am upset that this is the case and find it frustrating that one of the best policies that Metrobus has put into practice since i began using the service is being backpedaled to a terrible method.</p> <p>As a user of metrobus it has always upset me significantly that the cost to ride was so high. I have been in much larger cities with much more extensive and expensive transit systems (such as Montreal and Toronto) and have paid less than 2.25\$ per ride on metrobus. the transfer policy also frustrated me where if i was going from my house to the grocery store that i had to pay for both directions, costing me nearly 5\$ to go to and from the grocery store. this is a significant cost for me as a student and it often deterred me from taking the bus, opting to walk instead which was very frustrating.</p> <p>when metrobus introduced the altered transfer policy i was very pleased, being able to utilize a transfer to return on the same bus within two hours was very useful, i started taking the bus more often as it was cheaper and much easier for me. Now that metrobus is reverting its policy i am very frustrated and will likely significantly reduce my ridership again.</p> <p>It hopw that you realize the significance of this mistake and will revert back to the altered transfer policy. you have certainly dissatisfied me.</p> <p>██████████</p>
5/02/14 6:15:05 AM	Complaint		<p>The old transfer policy is COMPLETE FUCKING GARBAGE. I am so fucking livid that you are changing back to your old piece of shit transfer policy. The new one is much more convenient, and if the old one comes back in to affect you've lost a customer, for good. FUCK YOU METROBUS.</p>
5/02/14 10:38:08 AM	Complaint		<p>I can't believe that Metrobus is again changing it's transfer policy. I was finally able to justify getting out and about in St. John's, which is very complicated to get around in by bus. Other cities have transfers that can be simply used between buses for a designated amount of time. Now users who travel infrequently have to pay for every bus they take. Why change it again? Now it makes more sense to walk or ride a bike. Bad decision by Metrobus.</p>
5/05/14 10:29:49 AM	Complaint	19-1	<p>I was waiting on Mundy Pond Road for 30 minutes for the Rte 19 to go to the Avalon Mall. I work at the Health Science Complex. (██████████ I at this point told ██████████ the situation with Rte 19 breakdown.) ██████████ said couldn't the van come out and tell people along the route the status and bring us to our destination on the route-they used to do this. This has happened so many times it's not funny and you are losing customers. (I apologized and asked ██████████ if ██████████ had a mcard which I would add some rides, ██████████ answered 'I refuse to get a mcard'). (I then proceeded to ask ██████████ if ██████████ gets alerts on ██████████ cell phone, ██████████ replied, I don't have a cell). This customer was very angry with the way the system works when a bus is broke down and know way of a customer in ██████████ circumstance knowing the details.</p> <p>I asked for ██████████ name and phone number for someone to call ██████████ back, ██████████ did give this information to me but said sure no one calls me back anyway.</p>

Submit Date	Class	Route	Comments
5/05/14 4:32:22 PM	Complaint	2	<p>██████████ was just getting off work today at Sobeys, Howley Estates (near the intersection where elizabeth meets torbay rd), and was walking out to catch the bus, the route 2 that leaves MUN, stop G at 4:00 heading for stop H at 4:10. The bus, already ahead of schedule by a couple minutes, is turning onto torbay rd from elizabeth ave.</p> <p>██████████ was a little late getting out, and so ██████ wasn't standing directly in front of the bus stop when the bus was passing by, but rather just down the road, maybe 10 feet away. ██████ was frantically waving ██████ arms in a light blue jacket to make sure the driver had seen ██████ but it was pointless, as the drivers head was down the whole time. Not looking ahead at the road, because it would have been impossible to miss ██████ waving arms through peripheral vision. Instead the driver was looking down at something ██████ was holding in ██████ hand, presumably a cell phone, although we can't be 100% certain. Only one hand was on the wheel, the other was holding something which had the driver distracted, which is reckless and completely inconsiderate.</p> <p>This is far from the first problem we have encountered with metrobus drivers, and I will be in touch to further relay those issues. It is unacceptable for your driver to behave in this manner, as this is a vital public service, and I hope ██████ or ██████ is severely reprimanded for this.</p>
5/05/14 5:26:42 PM	Complaint	1-2	<p>██████████ called in ██████ and ██████ ██████████ were driving behind the route 1-2 on Crosbie Road the bus put its indicator on to pull into the stop, they slowed down behind the bus to allow it to pull in and then started to pass the bus on the left side. When they were about halfway passing the bus it did not come to a complete stop (there was no one at the shelter) it just pulled out of the stop with out indicating and almost went into the side of them. It then continued on to Terra Nova Road.</p>
5/09/14 1:00:35 PM	Complaint	19-2	<p>customer said that ██████ takes the route 19 mostly during off peak times. ██████ lives on Frecker Drive near Irving Station. ██████ said that the bus is always running early. When I looked at the Avl ██████ was at the Village Mall at 6:18pm and should not be there till 6:25pm. However, ██████ appears that ██████ left ██████ check point on time at Hopeall street. Please investigate.</p>
5/10/14 11:42:36 AM	Complaint	15-1	<p>Customer ██████ ██████████r called and ██████ was very upset because the driver of the route 15 would not give ██████ a paper. ██████ asked the driver for a paper because ██████ had gotten off the 11 and they were sold out. ██████ said the driver told ██████ that ██████ papers were for ██████ customers only. Then there was a confrontation between the ██████ and the ██████ driver. ██████ called the driver ██████████. Anyhow, ██████ wants a formal apology written to ██████ or ██████ is going to Judy. Paul please see me on this tomorrow. I'm not sure if you know the background info on this customer. Thanks</p>
5/12/14 7:00:18 PM	Complaint	2-1	<p>Called in to say that the bus ran early. ██████ was one of several callers. I talked with dispatch and Keith called and the driver said they were there on time. However, after further investigation and numerous phone calls it was found that the bus was early by a couple of mins. Keith went out to pick the passenger up and I called and left a message on on ██████████ Phone. ██████ would still like for someone to call regarding this.</p>
5/12/14 7:03:15 PM	Complaint	21	<p>customer said that the driver turned in the wrong lane going to Village Mall and pushed ██████ into oncoming traffic. This happened on Topsail rd going to Village</p>
5/14/14 1:29:20 PM	Complaint	11-1	<p>██████████ called in ██████ insisted that the route 11 was running early ██████ stated ██████ was at the bus stop early and that the route 11 had come down from the hill ahead of schedule and that ██████ missed the bus. ██████ had to get a taxi to work and wants to get reimbursed.</p>







Submit Date	Class	Route	Comments
6/05/14 2:26:01 PM	Complaint	3	I was on route 3 last night heading from stravanger drive to the village.. I found that the bus was waving on the road.. going zig zag like... the driver did stop to check the wheels halfway..
6/09/14 4:54:31 PM	Complaint	23-1	██████████ and ██████████ got on the bus and walked to the back of the bus to the second last seats. ██████████ had ice cream and a binder in ██████████ hand and ██████████ laid down the binder and was about to take ██████████ seat when the Operator pulled out quickly and ██████████ went flying across the seats and hit ██████████ back and side. ██████████ shouted out to the driver "Can you wait until ██████████ takes ██████████ "f..." seat!" The Operator said several times that ██████████ was sorry. ██████████ said to the Operator I'm sure it must be in your training to not pull out quickly until your passengers are seated ██████████ said if ██████████ had had a small child in ██████████ arms the child could have been seriously injured. Please remind your Operators to wait until everyone is seated. Please investigate and get back to ██████████. Thanks.
6/10/14 10:28:09 AM	Complaint	10-2	██████████ has to take three buses each day to get to work from Seaborn Street to Smart Set on Stavanger Drive. ██████████ has been late for work 4 times because of buses being late. Today the route 10-2 broke down and was 10 minutes behind schedule and the Operator tried to call ahead but told ██████████ to get on the route 12 at the Mall and get off on Freshwater Road opposite Big's and connect with the route 2. When ██████████ got there the route 2 was gone and ██████████ had to wait another half an hour for a bus which would make ██████████ late for work again. ██████████ said ██████████ sent an email complaint last year and never did get a response. ██████████ said this is very poor customer service. Please investigate and get back to ██████████. Thanks.
6/13/14 11:28:02 AM	Complaint	3-2 (3B)	██████████ was at the bus stop and Operator didn't even slow down or anything and kept going. ██████████ was sitting on the curb. Same situation occurred on Water street last night heading towards Torbay Road ██████████ was standing at the stop Operator on route 3 passed ██████████ by. Please investiagte and get back to ██████████. Thanks.
6/13/14 12:17:04 PM	Complaint		I left Avalon Mall onto Thorburn Road towards Freshwater Road - (where there are double lanes) I was in right turning lane turning left this Rte 19-1 bus was right next to me also turning left; as we went through the lights ██████████ came over into my lane right along side me. I was actually pushed out of the lane then ██████████ went on as if nothing happened. Ordinarily I would not have called in, but this was very dangerous.
6/13/14 2:25:19 PM	Complaint	2-3	██████████ got on the 2-3 with a Seniors pass and Colleen confiscated it and gave ██████████ a two ride pass for ██████████ to get home. I explained to ██████████ that ██████████ cannot use a senior pass when ██████████ is an adult and ██████████ said ██████████ didn't realize that. ██████████ said ██████████ has to go to the doctor on Monday and wanted to know if ██████████ could come in and pick up the pass for ██████████ because ██████████ ██████████ I called ██████████ and ██████████ said no we can mail it out to ██████████ name and address are: ██████████ ██████████ Please mail today if possible. Thanks.
6/13/14 3:23:43 PM	Complaint	2-3	██████████ claims that the driver did not look to see if a ██████████ car was passing ██████████ while the bus was stopped at the stop on Freshwater Road by Domino Pizza. The driver putted out and drove ██████████ into on coming traffic to avoid being side swipped by the bus. ██████████ also claims this is the 3rd of 4th time this has happened near the same bus stop.

Submit Date	Class	Route	Comments
6/13/14 5:02:40 PM	Complaint	15-2	<p>Coming up towards Larkhall Academy school, a [REDACTED] was sitting by the seats just before the back door exit. [REDACTED] was walking towards the front to get off the bus, when the driver stated, 'I think you should go out the back door since you are sat next to it don't you think.' Now [REDACTED] did turn around and exit the back door. Meanwhile in the front of the bus it states on the sign -- please remain behind white line, there was a [REDACTED] talking to the bus driver standing up in front of that white line the whole trip. The [REDACTED] bus driver had a tone with this [REDACTED] and [REDACTED] said to [REDACTED] friend who was standing up- 'you are supposed to exit the back and enter the front, you should have the common sense to know which door is front and which is back.' The driver obviously ignored the sign about the white line as [REDACTED] friend was talking to [REDACTED] in front of the white line.</p> <p>I think the [REDACTED] [REDACTED] spoke to who got off the bus felt a little bit embarrassed and upset.</p> <p>[REDACTED] is using one rule for passengers and ignoring another rule concerning the white line.</p>
6/14/14 3:40:59 PM	Complaint	2	<p>I want to file a complaint in the strongest terms about the rudeness and aggressiveness of the [REDACTED] driver covering my trip from the Torbay Rd. Mall to the Avalon Mall. [REDACTED] yelled at me to tell me the rules concerning the payment of child fares, as I was using my card twice to pay for my [REDACTED] and myself. [REDACTED] lips were trembling as [REDACTED] threatened me to call the Metrobus office to confirm the rules. I responded to [REDACTED] by saying that I have been a costumer of Metrobus for the last 10 years and no driver has ever treated me with such anger. I mentioned I had no knowledge of the rules about that an adult pass can not be used to pay for a child. No driver had ever mentioned that and the buses don't have that rule written down anywhere. I added [REDACTED] did know me and that [REDACTED] did not have to react in such and aggressive manner, to which [REDACTED] continued yelling and telling me that I had to pay the \$1.75. I said I did not have the coins and [REDACTED] went on yelling that I had to find them somewhere. [REDACTED] who was there was shocked (as I was) as [REDACTED] could hear the driver raising [REDACTED] voice to scream. The entire bus heard the incident. I never raised my voice to tell [REDACTED] I understand the rules, but the way [REDACTED] was treating me was not appropriate. I thanked [REDACTED] and sat next to [REDACTED] who was really embarrassed since we had never witnessed or being the target of such hostility from a driver. The drivers have always been polite to me and I have been polite to them. I do not think this is the proper way to treat passengers and I think an apology from the driver in question is due. I do also hope that you respond to this email indicating the measures you are going to take to prevent incidents of this sort to happen again. If you need any further information, please contact me. Thank you.</p> <p>[REDACTED]</p>
6/14/14 9:21:01 PM	Complaint	10	<p>Rt 10 due @ Avalon for 1130am did not show up. [REDACTED] waited for the next 10 at 12pm. [REDACTED] would like to know what happened to the 1130 rt 10.</p>
6/17/14 5:52:16 PM	Complaint		<p>I was driving out Topsail Road on the outside lane, the bus was in lane closest to the curve and I'm proceeding towards Village Mall. The bus comes over in my lane across the white line, I don't know if [REDACTED] is under the influence; when I see [REDACTED] come towards my vehicle I'm blowing my horn and then he's looking at me as if I have the issue of coming over in another lane.</p> <p>Then [REDACTED] decided I guess to go back to [REDACTED] own lane, and I thought you know what, why is [REDACTED] not paying attention on the road or what is [REDACTED] doing.</p> <p>I gave [REDACTED] the horn and [REDACTED] looks at me as if like what are you doing.</p> <p>I'm calling concerned wondering if this bus driver is not capable of staying in [REDACTED] own lane or if [REDACTED] is either going to hit me or I'm going to go in the traffic lane opposite me and hit someone.</p>

Submit Date	Class	Route	Comments
6/18/14 11:31:01 PM	Complaint	3B	<p>This bus driver with the bald head and sun glasses often drives off before people are seated. A few months ago I got on the bus and proceeded to seat myself in the back for there was no other seats. In which instance this bus driver accelerated extremely fast and caused me to fall over and slice open my arm in about a 4 inch cut. I had not complained because it was a one time incident. However, I was on the bus today and this [REDACTED] had gotten on the bus. [REDACTED] screamed in pain OW F*CK MY KNEE! as [REDACTED] knee slammed against the seat as the bus drove off before [REDACTED] was seated. This was on the way to the village at approximately 10:35 (bus 3-1 3B) On the way home at approximately 12:45 on 3B 3-1 AGAIN this [REDACTED] A [REDACTED] (I think [REDACTED] name is [REDACTED]) had spoken with this bus driver and had to convince [REDACTED] to lower the bus to let this [REDACTED] on. The [REDACTED] had gotten on first and seated [REDACTED] but the fragile [REDACTED] got on and paid after [REDACTED] BEFORE this [REDACTED] had seated this bus driver had pulled out of the stop and the poor [REDACTED] had to grab on to the railing. Thankfully not long after the bus got stuck in traffic and the [REDACTED] was able to seat [REDACTED] This is DISGUSTING. The bus drivers should have enough respect to let patrons seat themselves without taking off because they are behind schedule. This [REDACTED] obviously needed extra time to seat [REDACTED] due to visual ques such as [REDACTED] and the [REDACTED] helping [REDACTED] on the bus. I saw this bus driver have [REDACTED] bus stopped for about 10 minutes while [REDACTED] used the bathroom/bought things at Esso on Torbay road at about 10:15 (when [REDACTED] was SUPPOSED to be at the highland drive stop at this time). When I got the bus [REDACTED] was late and sped off. I was almost thrown to the floor. Then at about 10:40 [REDACTED] stopped at Caine's Conveniences to buy a coffee. This is completely unnecessary. It is completely disgusting that while you may be behind to put patrons lives in danger because YOU are behind. [REDACTED] could have bought [REDACTED] coffee at Esso. It wasn't that far apart. You all go on about OH wheelchair needs patrons can now take the bus. I do not know ONE bus driver apart from a [REDACTED] with blondish hair in about [REDACTED] mid 40's honestly give one shit about the people on and getting on [REDACTED] bus. I wish I knew [REDACTED] name so I could praise [REDACTED] NO BUS DRIVER that I've ever rode a bus with would have the patience to lower the ramp for someone in a wheelchair to get on the bus and make sure they are securely strapped in to not cause an injury. `</p>
6/19/14 2:08:24 PM	Complaint	19	<p>I am wondering why after I ask for a transfer to a specific route, the driver demands to know where I'm going. It's none of their damn business where I'm going. Your drivers need to work on their attitudes. If they don't want to, fine, there's always unemployment for them. Give me a job driving for you, I know I wouldn't offend as many customers as most of your drivers.</p>
6/19/14 5:45:48 PM	Complaint	10-7	<p>I was waiting for the bus at the Avalon Mall the bus showed up and one passsenger got off, and I was making my way up to the bus to get on and the driver closed the door. I tried to wave the driver down, [REDACTED] waved at me and [REDACTED] left. The bus was not moving at this time. I wanted to get off at Kelsey Drive.</p>
6/21/14 5:55:51 PM	Complaint	3A	<p>Hi there, I just wanted to report what I considered unnecessarily fast and unsafe driving from the particular driver on this route. [REDACTED] and I boarded the bus on Water St. and the driver did not pull into the stop to pick up passengers next to the stop but rather stopped on the street, blocking traffic and making it more difficult for [REDACTED] to board, too. [REDACTED] continued to do this at all the stops on Water St. making it unsafe to get on and off the bus. [REDACTED] also drove unnecessarily fast even though [REDACTED] was on schedule. Every time there was a stop, [REDACTED] stopped abruptly. During stop and yield signs [REDACTED] was very careless and had some near misses. [REDACTED] got motion sickness from this unnecessarily reckless driving even though we were on the bus for only about 10 minutes. I would like to respectfully request you monitor your drivers a little bit better.</p>

Thank you for your time.



Submit Date	Class	Route	Comments
6/26/14 5:05:46 PM	Complaint	10-1	A customer got on the bus around the HSC [REDACTED] was on the wrong side of the street and flagged down the bus. When [REDACTED] got on, there were tons of seats. I [REDACTED], I've seen this [REDACTED] on the bus before and [REDACTED] is very abusive to the bus drivers. I was sitting a few seats behind the driver, by myself (but not on the driver's side). [REDACTED] wanted to sit next to me, and I was nervous of [REDACTED] because I seen [REDACTED] on bus before. So I said to [REDACTED] there are plenty of other seats, [REDACTED] then got in my face and said to me, [REDACTED] [REDACTED] [REDACTED] then went and sat at the back of the bus, and [REDACTED] got off at the Avalon Mall. I got off the bus and walked here to tell you this.
7/03/14 4:43:36 PM	Complaint	3	Hi. Ever since the summer schedule has taken affect the bus 3-1 that leaves the Convention Centre at 4:45pm traveling to the Village has been VERY delayed. 15-20 minutes, usually. I get off work on Water Street West at 4:30pm, and the Winter Schedule (and the Summer Schedule from last year!) were perfect because the bus left the Convention Centre at 4:35pm, just enough time to leave work and get to a bus stop. Now, I don't get home from work until almost 5:15pm due to how late the bus is, EVERY day. Can you please, PLEASE reverse the routing for the summer back to the winter schedule? I'm at the point where I will begin to spend my money on meters downtown instead of a bus pass because this is so frustrating. If the 3-1 was on time I could handle waiting the extra 15 mins, but it hasn't been on time ONE DAY since the schedule changed! This lateness is clearly an issue that needs to be addressed, if the bus has a schedule it should follow it, being constantly late by 15-20 mins is unreasonable!
7/04/14 8:43:00 AM	Complaint	3-2	Customer is complaining that [REDACTED] takes the route 3 from Carrick drive and has not been connecting with the route 15. [REDACTED] said that the driver does not call ahead. [REDACTED] said [REDACTED] has been taking this bus for several months and has never had a problem until now. Please investigate and get back to [REDACTED] [REDACTED] is a mon-fri customer and has to take this bus every day.
7/04/14 9:18:34 AM	Complaint		I'd like to complain about the rapid deterioration of Metrobus services since summer started.  ROUTE 17. Why do you stop it in summer?? Most (if not all) of us that take this route in the morning are going to WORK, not to school. We need Route 17 all year long. Some of us now have to walk because Route 10 + connecting bus is much too inconvenient. ROUTE 10. Since summer started, no matter whether it's morning or afternoon, this route is consistently 5-10 minutes late. ROUTE 10. Stops on Water St. keep being taken in and out of service. By the time one finds out, it's highly possible that you miss your bus.  Please note that some of us use Metrobus ALL YEAR LONG. We need and deserve a better service.  Thank you.  [REDACTED]

Submit Date	Class	Route	Comments
7/07/14 2:14:20 PM	Complaint	3	<p>I am writing this to complain about the service since the summer scheduling came in. Every day Rout 3 travelling from Michelle's Bakery to Highland Drive Torbay road., is approx. 30 minutes late, when I call in to find out why, you cannot get a direct answer, their excuses are as follows: weather???? Summer time... never had this problem in the winter, I think the metro bus provides terrible service, and I so disgusted with the service and I am not the only one, people say to me all the time they would not depend on Metro bus to get anywhere on time. I am going to go to the council to see what can be done, if Metro bus is getting a subsidy to operate, where is the money going, certainly not on the service.</p> <p>I would think they should be concentrate on the public as they are the people who are keeping them in a JOB.</p> <p>██████████</p>
7/07/14 5:43:22 PM	Complaint	2-1	<p>██████████ said ██████ was waiting for the 2-1 on harvey road and it was running about 5 mins late, when ██████ got on the bus, ██████ didn't wait for ██████ to sit down , ██████ just took off and ██████ almost fell. ██████ siad ██████ was also sppeding down military road and when ██████ had to stop at the lights at the bottom of mil rd and kingsbridge ██████ was cursing and swearing and ██████ said ██████ would not give anyone time to sit down before ██████ took off.</p> <p>██████████ would like a call back</p> <p>██████████</p>
7/08/14 5:23:23 PM	Complaint	2	<p>To whom this may concern:</p> <p>I am working in Pleasantville and live by the University. I use bus route 2 regularly to commute to work and home.</p> <p>I have always been able to get onto a bus within one or 2 minutes of the schedule time it is supposed to arrive.</p> <p>My issue is my bus ride home, for the past week, everyday week day that I took the bus it has been at least 10 minutes late or longer. If this is an occurrence that happens only once in a while, fine. But the fact that this occurs regularly and daily is unacceptable and disappointing.</p> <p>A suggestion would be to have a bus start running earlier because of traffic and construction work in order to service stops at the scheduled time. I am really disappointed and do not enjoy having to wait that long for a bus to arrive. It is extremely disappointing.</p> <p>Thank you,</p> <p>██████████</p>
7/09/14 2:23:32 PM	Complaint	2-2	<p>The bus driver is driving violently, ██████ goes over potholes and everything. H'es flying up and down the roads, ██████ is impatient. This is the worst time driving today, it's like he's driving but he'd rather not be, he's rushing. You go to get on the bus and start walking down and ██████ takes off before they sit down and people are afraid that they might fall on top of them. I've been on this bus about a week ago in Pleasantville and ██████ was rushing madly and hitting hotholes, rapidly flying, honestly it causes injury and at the rate ██████ is driving someone is going to get hurt on the bus.</p>
7/09/14 9:38:41 PM	Complaint		<p>Where are the bike racks..informed this would only be possible when you moved to a new station. Still no bike racks, why is that?</p>
7/10/14 2:13:25 PM	Complaint		<p>Number 10 ALWAYS 15-20 minutes late in the afternoon going downtown.</p> <p>Too much snow these days??</p>

Submit Date	Class	Route	Comments
7/10/14 5:35:58 PM	Complaint	2	Dear Sir/Madam: Everyday of this week I have been trying to get on the number 2 bus at 9:10 am towards avalon mall at the CanadianTire stop on Elizabeth Avenue. Every day of the week it has been late but not a little late like 5 to 10 min, it is mostly 15 min or more. Today being the worst, it was 40 min late!! And yes, I am sure of the schedules and I am there 5 minutes earlier at least. It is the route 2, needed a lot by students and workers who have to be on time. I do not understand what is causing this schedules if there is no adverse weather conditions. Right now I am waiting for the bus 2 again for 5:10 pm towards avalon mall and guess what! It is 22 min late and still not arriving. I honestly wish I could afford other kind of transportation so I didnt have to use your services. Very dissapointed.
7/11/14 10:20:40 AM	Complaint	`10	While leaving that bus stop the driver had to slam on the brakes and there was quite a jolt. Both my knees were slammed in the grey thing in front of the first seat where I was sitting. I had alot of pain in both my knees I thought they were bleeding. There was a passenger in the back yelling oh my knee. While it was not the drivers fault the incident was very painful. I have bruises on both my knees and can still feel the pain. I am a regular bus passenger and this is the first time something like this has happened.  Thanks  ██████████
7/11/14 1:37:51 PM	Complaint	3-2	Bus unloaded at Dominion and did not wait for customers to exit the shelter to board █████ bus.
7/14/14 1:19:40 PM	Complaint	19-1	Operator was freaking out at a customer on the bus. █████ opened the door while █████ went to the washroom. They were both in a cursing match. █████ feels the operator should off handled it in a nicer way. Operator looked at everyone aborad and said "I should kick everyone off now because I don't know who paid" This was a █████ operator. █████ described █████ to me.
7/15/14 7:26:34 PM	Complaint		Bus 0858 was stopped at a traffic light on Kings Bridge Rd and had the intersection to Forest Rd blocked off completely. We were window to window so I said "you shouldn't block the intersection if you're stopping for a light boss". █████ sat with █████ arms folded, slouched in the seat. █████ checked █████ mirrors to confirm █████ had done it. I said "you're supposed to leave the intersection clear so traffic can still flow while you are stopped" With arms still folded and smirking the male driver said "Technically you're supposed to". I said "what, you do don't want to?" and █████ said "If I minds to" then █████ drove off. Nice attitude for a guy representing your company. All the money you do to market your product and this guy is drivin' around like █████ just don't care. █████ didn't apologize for blocking traffic. █████ wasn't friendly and came across with the attitude that █████ didn't care about the traffic around █████ just █████ If you need more information call me. I await your reply and investigation.  Thanks, ██████████ ██████████
7/16/14 4:18:16 PM	Complaint	10-1	Customer called in to say that the route 10 was pulling away from the Avalon Stop as █████ approached the stop. █████ then saw that █████ was stuck on the parking lot in front of the dollar store for a few mins. █████ walked over to the bus while it was stopped and tapped on the door. the driver just looked at █████ and would not open the door. █████ said that █████ understands our policy however, █████ was stopped there for a few mins even after █████ refused to open the door. █████ would like for Terry to call █████

Submit Date	Class	Route	Comments
7/17/14 12:44:27 AM	Complaint	10	<p>If it is going to be a regular thing for the route 10 to keep detouring up to drop off/pickup drivers, could you at least alter the schedule to accommodate this? At the moment the bus had just ten minutes to get from the Avalon Mall to Kelsey Drive. This detour can be a huge delay, especially with the drivers stopping to have casual chats with each other. Many of us rely on the bus to be on time, for us to not be late for work. Today was another day that I was almost late for work at 7:00PM. If the bus is on time, am easily there with twenty minutes to spare. Either these detours have to stop, or alterations need to be made to the schedules to allow for more time to get to Kelsey Drive. I know I am not the only one affected by this. My co-workers and I have had many conversations about this since it affects so many of us. The fact that the drivers choose to have these casual chats, delays the trip even further. Often these chats go on for several minutes. This is not the time for socializing when it is affecting the customers.</p>
7/18/14 5:22:27 PM	Complaint	19-1	<p>Customer called in to tell us that the driver of the 19-1 has a very poor attitude and is not very nice to customers. ■■■ said that ■■■ is always grumpy and not friendly at all. ■■■ had an ■■■■■■■■■■ on the bus and told them to "Hurry up Bys.. getting on the bus. I'm way behind. ■■■■■ said ■■■ would rather ride with anyone rather than this particular driver.</p>
7/18/14 6:29:03 PM	Complaint	2	<p>I got on the bus at the stop just past Forbes St. as the bus was travelling away from the Village Mall. I had in my hand (and displayed to the driver) both a transfer from my last bus, as well as \$2.25. I had both of these in my hand because I didn't know if I would be allowed to transfer. I had just gotten off of the 12 from the Avalon, at Forbes St. and crossed Topsail to catch the 2. I understand I could have caught it at the mall. I decided not to transfer there because I'm a romantic at heart and was meeting a pretty ■■■ and wanted to spend a few more minutes with ■■■</p> <p>Let me make this part clear, however. I have previously considered this driver to be my buddy as I used to chat with ■■■ every morning on the way to work at the Independent Living Resource Centre. We had many chats. ■■■ was sympathetic of my issue in the past where one trip to work with no stopovers cost me two bus rides on my card, while management didn't understand. This even led to conversations about how people would try to pull one over on ■■■ how ■■■ thought it funny, and how ■■■ would check transfers and catch them every time.</p> <p>So clearly, if I was going to pull one over on the driver, it would be this guy, right? That's sarcasm.</p> <p>Anyways, I got on the bus and showed ■■■ both the transfer and money and said "I just got off the twelve. Do I need to pay again or can you accept the transfer?" ■■■ told me the twelve didn't stop here. True, it stopped across the street so I pointed to Forbes and told ■■■ as much. ■■■ called me, as cliché as it sounds, ■■■■■■■■■■. The only thing ■■■ didn't call me was a member of the rebel alliance. That last part is a joke.</p> <p>Seriously, though. I was incredibly offended. I asked ■■■ a legitimate question because I legitimately didn't know. I just got off a bus, transferring, and wasn't sure if he'd accept it. ■■■ took my transfer. Then ■■■ made me pay, too. So I, a rider of many years, (since I was in highschool, actually) sat the rest of the ride in silence.</p> <p>I'd expect you to agree here: it's time I got a car.</p>

Submit Date	Class	Route	Comments
7/20/14 2:14:21 PM	Complaint	3-2	<p>I recently [REDACTED] so when I started using the bus I called Metrobus told them my situation and so on and I asked them if I had to get off the bus because [REDACTED] would that be permitted(not on a bus stop) and they said talk to the bus driver and they would understand your situation and drop you off.</p> <p>We were up on Duckworth Street by Marriott Hotel today and the bus stopped because there was a bunch of people on the road with the Parade, it was very hot on the bus and [REDACTED] and we were about 10 feet from the bus stop, I asked the driver if I could get off now because [REDACTED] and I told [REDACTED] and [REDACTED] said 'No, you got to wait for the bus stop for safety reasons.' There was nothing moving only parked cars and [REDACTED] made me stay there until [REDACTED] rolled a couple of feet to the bus stop and opened the door. and I got out. [REDACTED] knew I was very uncomfortable and I don't think it would have been a safety issue at this particular time.</p>
7/23/14 9:39:48 AM	Complaint	20	<p>[REDACTED] called in [REDACTED] [REDACTED] was waiting for the route 20 on Saturday morning at 8:35am at the stop on Hunts Lane and the bus just passed right by [REDACTED] without stopping. [REDACTED] ended up paying 15.00 for [REDACTED] to get a taxi to work. [REDACTED] insisted [REDACTED] was at the bus stop. Wants a call back.</p>
7/24/14 3:49:43 PM	Complaint	2-1	<p>I was headed towards Avalon Mall. The male driver was driving recklessly [REDACTED] was speeding [REDACTED] was showing signs of road rage; honking [REDACTED] horn to get cars out of the way, [REDACTED] was behind cars who had to merge and apparently [REDACTED] did not show any patience. One honk of the horn would have done it but [REDACTED] was honking continuously- this that particular incident happened on Elizabeth Avenue by Breen's Deli.</p>
7/25/14 1:00:32 PM	Complaint	2-2	<p>[REDACTED] was stopped at the set of lights on Elizabeth Ave and portugal Cove Rd in the inside lane and the route 2 went through the red light.</p>
7/25/14 1:04:41 PM	Complaint	18	<p>Customer said that this driver is very rude. [REDACTED] got on the route 18 and the bus was standing only. [REDACTED] had a pile of change in [REDACTED] purse and could not sit down to count out [REDACTED] change. [REDACTED] said [REDACTED] was a nickle short and the driver said that's not how it goes on my bus. You pay the correct fare or you don't ride. [REDACTED] said [REDACTED] embarrassed [REDACTED] in front of all the passengers on the bus. [REDACTED] said [REDACTED] and has been taking the bus for more than 20 yrs and has never had any trouble with any drivers but this man is always nasty no matter what bus [REDACTED] is driving. Please call.</p>
7/25/14 1:33:47 PM	Complaint	2-2	<p>I was walking from Royal Bank on Elizabeth Avenue and New Cove Road intersection, and I heard the bus rev up while the other traffic was slowing down; all the other traffic had stopped. This bus was in the outside lane towards the curb and [REDACTED] kept speeding up even though the light had turned red and for about 2 seconds [REDACTED] kept revving the bus to make it go faster and ran the red light-- big time. [REDACTED] is a reckless driver. If anybody had to be on curb they would have been killed.</p>
7/27/14 10:14:24 AM	Complaint		<p>Busses should not have a Sunday schedule. It's insane how many commuters have to suffer because of a shitty schedule. Busses should be running every day Monday to Sunday on a weekday schedule. The Sunday schedule should be obsolete. It shouldn't exist. The population is growing and the need for the busses have grown.</p>
7/27/14 6:43:14 PM	Complaint	3-2	<p>[REDACTED] asked the driver to let [REDACTED] out at the Convention Center. The bus passed [REDACTED] stop, [REDACTED] asked the driver to stop but [REDACTED] said [REDACTED] would have to let [REDACTED] out at the next stop. Which was up Water St West. [REDACTED] didn't like having to walk all the way back because of [REDACTED] mistake. [REDACTED] thought that [REDACTED] should not be dealing with the public as [REDACTED] is rough, and not friendly at all.</p>
7/28/14 2:59:25 PM	Complaint	3-1	<p>this guy was driving an suv coming down torbay road and when they approached a bus stop, the bus pulled out in front of the suv and just missed [REDACTED] and then [REDACTED] just drove on</p> <p>[REDACTED]</p>

Submit Date	Class	Route	Comments
7/30/14 2:36:46 PM	Complaint	2-1	Friday past, July 25th, 2014 at 1:50 pm ██████ got on the 2-1 at Hillview Terrace Apts. and was heading to LeMarchant Road. Someone pulled the bell to get off and got off through the front door, and the ██████ Operator turned and spoke out load (to no one in particular ██████, said ██████ had a "hissy fit", and said loudly "I don't know why people get off through the front of the bus when they should get off through the back door!" Again on Sunday, July 27th the same Operator was on 3-A and ██████ picked up the bus on Carrick heading to the Torbay Road Mall area and the same Operator was driving and when ██████ tried to exit the bus from the front door, the Operator said to get off at the back door and ██████ said ██████ said no ██████ wanted to get off from the front entrance and the Operator said this would be ██████ last time getting off from the front. ██████ said other Operators don't get upset if someone leaves the bus at the front. ██████ said ██████ is a paying customer and ██████ should be allowed to exit the bus by any door. ██████ was upset. I asked why ██████ waited so long to call in with this complaint and ██████ said ██████ had been working alot and only now got around to it. Please advise ██████ of the correct policy. Thanks.
7/30/14 3:16:25 PM	Complaint	18-1	this ██████ was waiting at the bus stop in kilbride by the percell street. ██████ was standing at the bus stop when the driver flew past ██████ we had no one top go get ██████ and take ██████ to work so i was in touch with ██████ and ██████ got a taxi cab and we gave ██████ back the money for it. there was another ██████ there as well ██████ was late for work as well. ██████ name is ██████ and ██████ number is ██████ incase you need to speak with ██████
7/31/14 3:26:22 PM	Complaint	10-1	Me and my friend and my ██████ were at the bus stop waiting for the Rte 10 across from Carters Hill, the bus came to the bus stop for a second and ██████ pretty much went on ██████ never gave me a chance to take ██████ out of the stroller....BECAUSE this was very questionable to ME, I called dispatch and Ray contacted the driver and the driver said ██████ stopped at the bus stop the people were about 15 feet from the stop and made no attempt to get on bus so ██████ left. ALSO, an important note was: ██████ complaint started off with bus driver (male) and when I went back to ██████ after speaking with Ray in Dispatch who contacted the ██████ driver, the complaint sang out to ██████ friend, 'was it a male or ██████ driver'; my deduction from that(this caller not knowing the bus driver was ██████ when ██████ started off again saying ██████ --could indicate that they were not possibly at the stop????
7/31/14 4:37:31 PM	Complaint	11	I was driving on Empire Avenue and the Rte 11 bus was coming onto Empire Avenue and up Cashin Avenue; I had the right of way and this driver rolled the stop sign and came out in front of me and motioned to me as if I was the one who should be slowing down. I by no means was speeding, I have no tolerance for this ██████ put ██████ hands up in the air and this is not appropriate.
8/01/14 5:54:17 PM	Complaint	2-1	I have a hearing problem so I talk loud, this bus driver verbally attacked me and said in ██████ high voice to me to keep my voice down. ██████ made me feel bad, even though I told ██████ I was hard of hearing..and some people on bus just shook their head. The driver said ██████ couldn't concentrate because of my loudness. Terri, I explained to this person that the driver certainly has the right to ask a person to do or not do something if it interferes with driving., etc. I also asked this person to consider going to the back of the bus....just to let this complaint know other options ██████ could try. Terri, I spoke to Brian in Dispatch just to let you know and ██████ can fill you in a little more on the Driver's story.
8/01/14 8:28:32 PM	Complaint	3B	During the route 3B, 6:10 trip from Water Street to the Village Mall, the bus driver ██████ driver, not sure of the bus number) was TEXTING while driving for several minutes (5-10 mins) while going down Topsail Road. There are many lives in ██████ hands on that bus and if ██████ and any of your other drivers, can't wait 5 minutes until they are safely stopped at the mall, then I don't think I'm going to continue to a customer of Metrobus!

Submit Date	Class	Route	Comments
8/03/14 11:06:41 AM	Complaint	19-1	<p>The drive went into the Marie's store on Crosbie Road and walked into the staff only bathroom with out asking if [REDACTED] could use it and when [REDACTED] returned to the store starting yelling at the staff becasue there was no milk there for the coffee. There were other customers in the store and [REDACTED] was in full Metrobus uniform behaving very rudely</p>
8/04/14 2:56:27 PM	Complaint	1	<p>My name is [REDACTED]. I am [REDACTED] and this is a complaint letter regarding what happened on Aug. 03, 2014 while I was using Metrobus transit system.</p> <p>On Sunday Aug. 03, 2014 at 10:05, I took route number 1, bus No. 0964, from MUN to get to Village Mall. The bus reached the bus shelter in from of 30 Crosbie Rd. at 10:12. I had a box with myself and I needed to pass it to my friend, whose apartment is behind the bus shelter. I checked with the driver and the time again. The bus supposed to leave at 10:15. So I took off the bus, passed the box to my friend and again got into the bus. When I got into the bus, time was 10:13. So the bus kept staying there and at 10:15 left the stop.</p> <p>Up now, everything was fine. As soon as the bus left, the bus driver asked me to slip my card again. Considering the fact that, I didn't take another bus (it was the same bus, same route, and at the same time), or I didn't cause any delay for the bus, I told [REDACTED] I slipped my card when I got in and you have to stay here until 10:15 then leave. But what [REDACTED] did afterward was quit disturbing for me. [REDACTED] pulled over in Empire Ave, open the door and asked me to leave the bus in front of all passengers. [REDACTED] kept staying there for almost 5 minutes. Then [REDACTED] threatened me to either slip my card again or I have to pay off the delay. All I said was "it's is not right and I'm not gonna do this". I didn't leave the bus and after almost 8 minutes [REDACTED] started heading the bus to Village Mall.</p> <p>Now my question is that; if someone uses the time while the bus scheduled to stay at bus shelter to get out of the bus for any reason, like talking to phone, looking to the sky!, feeling wind outside!, or passing a box to a friend who is standing nearby, should [REDACTED] pay the ride again. Even if [REDACTED] had to pay, should the driver pulled over on street and keep threatening [REDACTED] in front of all passengers. Before this I had used this extra time to pass a key or book, box, etc to someone who is standing outside of the bus and none asked me to pay the ride again. I believe what exactly happen was this: the bus driver exactly knew how long will take for [REDACTED] to reach to Village Mall and [REDACTED] used the extra time [REDACTED] had to threaten me. I have been using Metrobus transit system for almost 2 years and I didn't have any problem at all. Couple of your drivers are good friends of mine. However, that accident was quite disturbing, and made me really upset. I couldn't sleep last night because I was really nervous about what happened and how [REDACTED] tried to make me feel uncomfortable in front of other passengers. Because I've never imagine such a behavior from one of your drives. That's the reason I am writing you this letter and I really expect you to follow up this case and inform me of the results. A copy of this letter will be sent to informationservices@metrobus.com. I reserve the right for myself to follow up the case if I don't receive feedbacks from your office.</p> <p>Sincerely [REDACTED]</p>

Submit Date	Class	Route	Comments
8/04/14 6:11:15 PM	Complaint	2-1	<p>one time before,last week i believe, this ██████ got on a route 3 from the route 2 on torbay road and ██████ was after getting a transfer slip and the ██████ driver who gave it to ██████ had the wrong time on it and when ██████ gave it to the male driver of the route 2 bus, ██████ called ██████ out on it and ██████ was explaining that ██████ just came off a bus and that ██████ had the wrong time on the transfer and that it wasn't ██████ fault and the driver never believed ██████ and ██████ was arguing with ██████ about it for a few mins, ██████ took the transfer but with hassle.</p> <p>today at the avalon mall at 5:30, ██████ was boarding the route 2-1 and had 2 loonies and like a toonie on ██████ and ██████ said ██████ watched a ██████ board the bus ahead of ██████ and never had the correct change and the driver let ██████ on without saying a word and when ██████ tried to board, ██████ told the driver what ██████ had and asked ██████ if ██████ could put in the loonies and put the other 25 cents in next time instead of wasting the toonie and the same driver who argued with ██████ over the transfer the last time, was the driver this time as well and argued with ██████ over the cash this time and ██████ said ██████ was getting off and made a point of staying a min to speak to ██████ on it. ██████ said ██████ is going to mun and working and this is ██████ only means of transportation and ██████ doesn't want to be stressed out and fighting everytime ██████ gets on the bus with this driver. ██████ mentioned that ██████ thinks the driver has something against ██████</p> <p>████████ would like a call back on the matter</p> <p>████████</p>
8/06/14 7:49:51 AM	Complaint	10	<p>Was told by your route 10 driver that the other route 10-2 bus would be along shortly. That was 45 minutes ago. Tried to use your shitty website to locate the route but there was no information given on that route. Your drivers are giving out false info and wasting my time. Fuck you.</p>
8/08/14 3:09:01 PM	Complaint	3	<p>Route 3 has been running 25 minutes behind CONSISTENTLY this summer. This is ridiculous. While construction and traffic happen, it is obvious that there needs to be additional buses servicing this route. There have been numerous times that I have been left waiting at a bus stop for 20 minutes or more while the time track says 'unknown', only to have the bus I'm waiting for pass by in the opposite direction because it's that late. It is a complete disservice to customers, and frankly, inconsiderate to assume that they will be able to wait for the next route to arrive when there is a 25 minute window between buses. Then, having two buses showing up at the same stop at the same time isn't a solution. Please reconsider having additional buses operating in the summertime due to the issues with construction in NL in this time. This would be the simplest solution and avoid having frustrated and late customers.</p>
8/12/14 5:55:52 PM	Complaint	10	<p>Hello my name is ██████ I have never made a complaint about metrobus before but I really don't understand when there is a schedule posted why the buses leave before that time I have been in the downtown area for the last 45 mins waiting on route 10 that is suppose to be here at 5:35pm and I have been at the bus stop since 5:25 and no bus. I rely on the bus as my transportation most places I do not drive. I have been a customer for 14 years and just really upset that when there is a schedule posted the buses leave before the time they are suppose to. I understand most the time to stay on time but since the summer schedule has started I have been getting the bus at that time, closing the store early to catch it. Just very disappointed.</p> <p>Today on August 12 it was late again.</p> <p>Thank you</p> <p>████████</p>
8/13/14 3:28:53 PM	Complaint	2-1	<p>████████ was riding the bus this afternoon and ██████ forgot something home when ██████ got on the route 2 at Kings Bridge Road ██████ asked the driver for a transfer to the 3 going up New Cove Road and the driver refused ██████ got very vocal with the customer and embarrassed ██████ infront of ██████ and the other passengers.</p>

Submit Date	Class	Route	Comments
8/14/14 2:56:06 PM	Complaint	16-1	<p>■■■ called in ■■■ was on Kelsey Drive and ■■■ got on the route 16 heading to the Avalon Mall ■■■ was looking to go to Torbay Road to catch the route 3 to Stavanger Drive. The sign on the route 16 when it arrived on Kelsey read MUN/CONA/Torbay Road so ■■■ got on that bus and stayed on it as it left the Mall and MUN but when it left MUN and headed back toward the mall and not to Torbay Road ■■■ call ISR to find out wht was happening. ■■■ was informed it was an error and that the bus, at that time of the day, did not service the east end and was told to go back to the Avalon Mall and catch the route 2 at the Mall take it to Torbay Road Mall and from there transfer to the route 3. When ■■■ got to the Mall again all the buses were pulling out and ■■■ missed ■■■ connection due to the route 16 being behind schedule by 8 minutes and had to wait another 30 minutes for the next route 2. ■■■ was very upset by the situation and wants to speak to a supervisor further.</p>
8/17/14 1:41:40 PM	Complaint	1	<p>Customer called in to say that 4 drivers including the route 1 driver was smoking outside the bus while ■■■ was waiting to leave. Then the same route 1 driver passed ■■■ on the bus stop on Topsail Rd heading back to the village running early. ■■■ said it must be because ■■■ was rushing to get ■■■ smoke break. Please investigate and ■■■ wishes for a supervisor to call ■■■</p>
8/18/14 2:56:22 PM	Complaint	3-2	<p>Operator was very rude to customers and ■■■ feels ■■■ needs to be retrained. ■■■ said that ■■■ was a new operator.</p>
8/19/14 3:13:11 PM	Complaint	3B	<p>■■■ said that ■■■ thinks that ■■■ must of been in the operators blind spot. When the operator noticed ■■■ the operator started making hand jesters towards ■■■ If the operator had to come any closer ■■■ would off ran ■■■ off the road.</p>
8/21/14 9:26:18 PM	Complaint		<p>The #10 bus is always behind schedule. The route list suggests that it comes on every half hour, but so far I've had to wait on many occasions, not just today. I once waited an hour for a bus because the first never came. Today, it is dark and rainy and it would be nice to have a reliable service that could safely bring me home. It's totally ridiculous that every single time I wait for this bus, it is ALWAYS LATE. If it's always going to be late, than perhaps you should change the times to the appropriate time. Like I mentioned, this has happened almost every time I've waited for this bus both at dinner time and later, and I've been taking the bus almost 4 months now. Sorry to complain, but this is extremely frustrating.</p>
8/25/14 9:45:18 AM	Complaint	3-3	<p>this ■■■ was driving torbay road when the bus pulled into the bus stop and ■■■ said ■■■ guesses whoever was at the stop waved ■■■ on and the driver pulled out again without looking to see if there was anything coming and this ■■■ had to swerve into the other lane to avoid an accident and when ■■■ got up next to ■■■ ■■■ blew the horn and ■■■ said the driver stuck up ■■■ middle finger to ■■■ ■■■ is upset about this and wants a call back ■■■</p>
8/25/14 5:25:46 PM	Complaint	12-1	<p>The Operator when ■■■ turned off Blackler Ave. onto Mundy Pond Road was speeding, ■■■ said ■■■ was in excess of 70 kms. ■■■ said ■■■ called in a complaint about this about a week ago. It was the same Operator and it was a complaint about speeding. ■■■ said ■■■ doesn't feel safe when on this bus and ■■■ uses this bus route every day of the week to go to work. ■■■ also said this Operator tends to go very hard on the brake when stopping at stops. ■■■ wants this investigated and something done or the next time this occurs ■■■ will call the RNC from the bus.</p>
8/26/14 3:15:42 PM	Complaint	2-4	<p>■■■ said ■■■ was at the shelter on Elizabeth Ave (inside) ■■■ went outside to see the timings. The Rt. 2 went by that fast ■■■ could feel the wind on ■■■ back.</p>

Submit Date	Class	Route	Comments
8/27/14 5:51:58 PM	Complaint		<p>█████ said █████ had just come from the liquor store on water street by the convention centre and got on the route 3 heading West and █████ had a bottle in a bag under █████ coat that wasn't opened. █████ said the Operator said you have to take that out so that I can see that it is not open. █████</p> <p>█████ said █████ made █████ feel like a direlect and embarrassed █████ in front of the whole bus. █████ said █████ and not some █████ to be questioned. █████ said █████ wants to know who the Operator was and █████ wants a formal apology. █████ said if █████ doesn't get a formal apology █████ will go to the media or seek legal counsel. █████ wants someone to get back to █████ asap. █████ said the Operator was extremely agressive. Please investigate and get back to █████ █████ wants to hear from someone soon. Thanks.</p>
8/29/14 7:59:20 AM	Complaint	14	<p>I was just at the lights at Higgins Line and Allandale Road in my car, and this bus in question ran a red light at that intersection.</p> <p>I understand they have a schedule to meet, I know it's early in the morning, but they have to abide by the rules of the road also.</p> <p>I've noticed in the city that a lot of vehicles that carry passengers are taking the liberty of abusing the rules of the roads.</p> <p>They have to consider the safety and responsibility of the people in the vehicle they are driving.</p>
8/30/14 1:59:01 PM	Complaint	10-3	<p>Customer called in to say that the bus missed █████ stop in front of the Yellow belly. █████ was very upset because █████ was left in the rain. █████ requested that a supervisor call █████</p>
8/31/14 3:18:10 PM	Complaint		<p>I called the information line today in find out what bus route I would need to take to get from Branscombe Dr to CAN - Prince Philip Drive Campus for my 10:30 am orientation. I was advised that I needed to take Route 14 at 8:45 am to the Marine Institute where I would transfer to Route 9 at 9:25 am to CAN and would arrive at my destination at 9:35 am.</p> <p>It seems a bit excessive that what would be a 6 min car ride (if I owned a vehicle) will now be an hour bus ride that I have to leave two hours early for in order to make it to school on time. Otherwise I would need to walk 36 minutes to school and cross the Outer Ring Road as a pedestrian.</p> <p>I asked if there were any plans to add more routes to service this area and, more to the point, to service CAN, as there are several express buses that attend to MUN. I was advised there was nothing available.</p> <p>This is poor customer service and you are isolating both the residents of Airport Heights and the students of CAN - Prince Philip Drive Campus. This is an issue that needs to be looked at closer and I hope to hear from someone with Metrobus that will address this issue.</p>
9/03/14 1:31:57 PM	Complaint	12-2	<p>today around 1:00 a customer called in with a complaint about a █████ dispatcher having a conversation with the driver of the 12-2. the driver called ahead for the buses to wait at the mall when █████ had requests, and i guess no one got on the buses who waited. █████ said the dispatcher came on the radio and asked █████ about it and █████ had said █████ had requests, and █████ said █████ was sat up in front of the bus and everyone could hear the conversation and the dipatcher was very rude in speaking to the driver and kept it up when █████ was trying to drive the bus. █████ had said that the driver asked if █████ would come and talk to █████ rather than talk to █████ over the radio about it and █████ refused █████ said that should have never have happened and was very bothered by it.</p>
9/03/14 4:29:19 PM	Complaint	10-7	<p>customer said that route 10 was pulling away just as route 1 was approaching the uc centre. The route 1 was not running late and the customer missed █████ connection. █████ was very upset and would like a call back on this and the driver spoken too.</p>

Submit Date	Class	Route	Comments
9/04/14 8:30:59 AM	Complaint	2-6	Rt. 2 was behind by 5 at the Avalon. When it arrived [REDACTED] was walking to the bus and [REDACTED] pulled back out and left.
9/04/14 10:21:13 PM	Complaint	10	Hi i was sending a complaint because the driver instead of going from the avalon mall to the mun center then downtown went to kelsey drive and so on instead now im late for work and im at risk of losing my job... Thanks a lot metrobus...
9/05/14 5:03:13 PM	Complaint	1	<p>I was crossing the street at Freshwater and Stamps Lane, toward Stockwood's and I saw that the number 1 bus was about to come through the light towards Stockwood's. I started running down Stockwood's parking lot waving for the bus driver to stop. I was about the distance from the bus stop of maybe 40 or so feet.</p> <p>As [REDACTED] kept on going, a [REDACTED] in a jeep asked me if [REDACTED] could give me a ride and I said yes to the Smallwood center, please. (MUN center)</p> <p>When [REDACTED] dropped me off, the bus had just arrived there. I went to the driver of the bus and told [REDACTED] what happened, [REDACTED] said 'you were about to or were running on the street'.</p> <p>I was not on the street, I was still on the Stockwood's parking, if [REDACTED] had stopped for me, someone would have let me cross the street.</p> <p>I was thoroughly disgusted with [REDACTED]. Can [REDACTED] read minds? Why did [REDACTED] think I was going to run across the street into traffic? I am a senior citizen, not a two year old!</p> <p>I think you should tell the drivers they should not try to read someone's mind as to what they are going to do!</p> <p>Thank you</p>
9/08/14 12:16:46 PM	Complaint	3-1 (3B)	[REDACTED] called in to complain that the drive on the route 3-1 was rude and short with [REDACTED] this morning. [REDACTED] said [REDACTED] was catching the route 3 on Stavanger Dive and [REDACTED] was about a meter from the stop when the bus came [REDACTED] had to flag the drive to stop for [REDACTED] and when [REDACTED] got on the bus [REDACTED] was very rude. [REDACTED] stated that this was the second time [REDACTED] had to stop for [REDACTED] cause [REDACTED] was not at the assigned stop and that because [REDACTED] rides the bus regularly [REDACTED] should know to be there on time. [REDACTED] was upset by [REDACTED] comments and also by the fact that [REDACTED] recognized [REDACTED] and did not wait for [REDACTED] was just going to go right by and leave [REDACTED]
9/08/14 3:21:16 PM	Complaint	9	I was waiting at the bus stop in by the Marine Institute, when this bus (9-2), which was already late by 15 minutes did not stop. Causing me to require a cab ride costing \$20.00.
9/09/14 9:21:38 AM	Complaint		<p>I was across the street in my car turning right from Bonaventure Avenue to Merrymeeting Road and I had the right away; I was waiting for traffic to clear then I took a right on Merrymeeting Road and the male bus driver took at left onto Merrymeeting Road and we nearly collided. As soon as I seen traffic clear I went onto Parade.</p> <p>So I was following [REDACTED] up Merrymeeting Road so [REDACTED] stopped to pick up passengers and I went out around [REDACTED] because there was no oncoming traffic; when I got up next to the window I gestured that I was going to call and [REDACTED] just threw up [REDACTED] arms, shrugged [REDACTED] shoulders as if to say I don't care and [REDACTED] is there with a bus full of kids.</p> <p>I am still shaking from this experience.</p>
9/09/14 12:38:19 PM	Complaint	2-1	[REDACTED] called in [REDACTED] was heading to the stop on King Bridge Road by family court, [REDACTED] was almost at the stop at about 11:57p and the bus can up Kings Bridge Road but sis not stop at the Family Court stop just keep going and [REDACTED] ended up missng the bus. It was the last bus of the night and [REDACTED] ended up haveing to walk home which took over 50 minutes. [REDACTED] was upset and would like a call back.

Submit Date	Class	Route	Comments
9/10/14 6:00:52 PM	Complaint	1-5	<p>got on the bus and paid █████ \$1.75 cash fare and the Opeator told █████ to "Look at the chart" █████ said █████ was 17 and the Operator would not give █████ a transfer slip. █████ said █████ asked twice. █████ had to get off at MUN centre and is walking home from there. █████ is working at St. Clare's and is unable to go get █████ █████ also said the Operator refused to give █████ a transfer and then speed away. █████ is furious and wants someone to investigate this and get back to █████ asap. Thanks.</p>
9/11/14 9:40:46 AM	Complaint	3-1 (3B)	<p>I was waiting at a bus stop on Cornwall Avenue heading downtown and the bus pass right by me. (I was at the stop West of 18th Street )</p>
9/11/14 1:01:38 PM	Complaint	10-3	<p>this █████ called in just then and sai the bus was late by about 10 mins and the driver was stopped at the lights by the convention center i believe and █████ ran to catch █████ while █████ was stoped and █████ said most drivers let █████ on but this driver wouldn't open the doors at the lights and █████ said █████ smirked at █████ after █████ shook █████ head. █████ said █████ and had to run to try to catch █████ i explained that the driver was in the right not to let █████ on at an intersection really but i think █████ is more upset about the drivers reaction, smirking at █████</p>
9/11/14 10:28:22 PM	Complaint	15	<p>I have attempted to catch the 10:00 am bus at the Miller Center twice this week.</p> <p>On Tuesday (Sept. 9) I was waiting at the bus stop at 9:55am until 10:20am and the bus did not arrive.</p> <p>Today (Sept. 11) I left earlier and as I was walking down Quidi Vidi Road, I watched the bus drive by Gracie Joe's (leaving Cuckhold's Cove) at 9:50am.</p> <p>I have taken route 15 for almost 5 years and have never had a problem with the bus schedule. This route is flexible since if you miss it going up Forest Road, you can catch it on the way back.</p> <p>The schedule states that it arrives in Cuckhold's Cove ~10am. Is this true or has there been a change?</p> <p>I appreciate any feedback.</p>
9/12/14 10:36:23 AM	Complaint	3-2	<p>Customer said █████ only had enough money to pay █████ fare to Majors Path clinic. █████ told █████ that █████ █████) █████ asked to get on the route 3 for free and the driver said o.k but would not give █████ a transfer to the route 21. Please call</p>
9/12/14 6:55:22 PM	Complaint	1	<p>Requested stop on crosbie rd, and █████ let on a passenger and did not open the back door to let me off, started driving off I had to walk to the front of the bus and confront the driver and exit from the front of the bus. Driver was too busy talking and flirting with a passenger that was standing and leaning against █████ seat and was not paying attention. I certainly don't feel safe if your drivers are flirting with passengers when they should be paying attention to the road and to other customers.</p> <p>I'm not sure exactly of the bus number believe it was 1415 but it was the route 1 traveling from the village mall at 6:30. Driver was an average build bald male with tanned skin.</p>

Submit Date	Class	Route	Comments
9/12/14 9:43:55 PM	Complaint	1	I got on the bus and as I was about to climb into my seat the driver started the bus so abruptly that I was thrown off balance even though I was holding the handrail and I smashed my knee into the side of the seat. I still was not able to be seated and tried to climb into my seat again but the driver didn't ease off enough and I was thrown into my seat. I think the driver may have been rushing for a personal reason as [REDACTED] got out of the bus several stops further and got into the passenger side of another vehicle for several minutes. I am still having a lot of pain in my knee, I'm apprehensive about using metrobus again and I'm very concerned about what would have (or may in future) happened if [REDACTED] with me on this trip.
9/13/14 4:33:52 PM	Complaint	2-3	[REDACTED] said [REDACTED] had gotten route 2 at the Village Mall on Thursday morning and [REDACTED] had two large grocery bags in [REDACTED] hands and when [REDACTED] pulled the bell to depart the bus, by St. Clare's, on LeMarchant Road another passenger went to get off from the front door of the bus while [REDACTED] was trying to depart through the rear door. [REDACTED] said the light came on and [REDACTED] was struggling to push open the door with the bags in [REDACTED] hands and the Operator started to take off as soon as the other passenger hit the pavement and [REDACTED] was hit in the wrist by the rear door and another customer called out Hey! to the Operator and [REDACTED] got out. [REDACTED] said the Operator took off immediately. [REDACTED] said today [REDACTED] wrist is paining and [REDACTED] doesn't know if it's sprained or broken. I asked if [REDACTED] had tried to let the Operator know that [REDACTED] had hurt [REDACTED] wrist on Thursday, [REDACTED] said [REDACTED] took off too quick and it is only now that [REDACTED] wrist is hurting and [REDACTED] had to take pain medication. I told [REDACTED] any time there is an incident [REDACTED] should let the Operator know if possible or call in right away. [REDACTED] said [REDACTED] wants someone to talk to this Operator and tell [REDACTED] to be more careful and look in [REDACTED] mirror, [REDACTED] said it could have been a child or an elderly person trying to get off the bus. Please speak to the Operator in question and remind [REDACTED] to be careful. [REDACTED] did end by saying if [REDACTED] wrist is broken [REDACTED] will be getting a lawyer.
9/15/14 10:16:12 AM	Complaint	14-1	Customer takes the bus to MUN on a regular basis...at Highland Dr - Torbay Rd. it is always at least 10 min. late...customer would like to know the reason as it always leaves MUN on time going to Torbay Rd. Customer Email [REDACTED]
9/15/14 6:22:27 PM	Complaint	10	I was among the many students getting on the "Mun, Kelsey Dr., Avalon Mall" Route 10 bus. I paid my \$2.25 fair like I always do (I've been using this transit service for a long time). Once the bus departed, I had realized I had gotten on the wrong bus. I waited until we arrived at the Avalon Mall and asked the driver for a transfer.  [REDACTED] refused to give me a transfer because [REDACTED] claimed I only paid \$2 instead of the \$2.25 I actually paid. I told [REDACTED] I had counted the change before hand and that I was sure that I paid the full fair. Still, [REDACTED] refused to give me a transfer and told me to get off the bus because I was "in the way".  This is unacceptable. I had to walk home (which took an hour) from the Avalon mall, because the only change I had was the fair I used to pay the bus. I am a student and I always take care of the bus fair I have. But it isn't fair to me that I had to walk in the rain for an hour because the driver didn't pay enough attention to how much money I was putting into the change machine.  Besides my email ([REDACTED]), my cell phone number is [REDACTED]  I hope this problem can be resolved soon. I like riding with Meteobus, but it is situations like this that really hurt the experience.

Submit Date	Class	Route	Comments
9/15/14 8:21:27 PM	Complaint	15	<p>the driver was very quick tempered and arrogant when answering my question re: routes</p> <p>█ was also very disrespectful to an █ (█ █ and could not speak english....█ lost █ patience with █ while others observed.... I felt for █ as I sure █ was embarrassed.</p>
9/16/14 3:06:11 PM	Complaint	2	<p>I had boarded route 2 with █ and █ folded stroller at the torbay road mall,, I asked for a transfer but the driver couldn't have heard me as there was a █ helping me with the stroller. I went to my seat and went the route until I got to the villagemall. I had asked again for a bus transfer to get route 18 and the driver refused me a transfer. █ accused me of riding around on the bus with transfers when █ saw me pay my fare of 2.25. It's not acceptable how I was treated, I pay my fare each and every time I board a bus to get to my destination. The stop was at the village mall at 1:30, the route was number 2, the bus was number 9027.</p>
9/17/14 8:25:29 AM	Complaint	15	<p>Hi, I am writing to report that the rout no 15 has delay most of the time. We must get to work on time, but with bus delay we are late most of the time. █ works in Health science center and takes rout 15 from Elizabeth Avenue to Health Science Center. If the bus comes on the schedule time, then we are fine and we get to work on time. Thank you very much for your considerations in advance. Best Regards, █</p>
9/17/14 3:11:22 PM	Complaint		<p>█ just called and was upset because of your bus driver. First of all the bus was 20 minutes late, then the bus driver was impatient with █ inserting █ MCard. It was █ first time riding the bus since before the summer and forgot how to insert the Mcard. Then when getting off the bus the back exit door wouldn't open and █ yelled at █. No wonder you can't get anyone to ride the bus if that's the type of service you get! Why would any parent want to put their kid on the bus if that is how they are being treated!</p>
9/17/14 6:52:15 PM	Complaint	15-1	<p>█ was at the Arts and Administration bldg. of MUN and was heading to Military Road, that is where we had been instructed to tell █ to go because the bus was being detoured onto Newtown Road starting at 6 pm today, August 17 and continuing on this same detour from now until the detour is finished. The route 15 buses were both behind considerably and Keith in dispatch switched Operators to get them back on time. However, the bus did go on Rodney street on the 6:05 pm run █ was late for work and there was no one on the road who could pick █ up. This also happend to █ on Saturday past when the detour had to be changed due to parked cars. This was at 12 pm in the day. █ is very upset. Please investigate and get back to █ Thanks.</p>
9/18/14 3:57:30 PM	Complaint	10-3	<p>█ called in today with a concern of a driver being rude. █ said it wasn't with █ but with a few girls, they dropped their money or something █ said and they were a min finding the right change but they did find it and they put their money in the fair box and as they walked away, █ said the driver mumbled stupid passengers or something along that lines and █ said something else too that █ could understand. █ was sitting behind the driver and heard this and said it was not very professional and that they could have heard that and got upset, █ said █ thought it was very rude.</p>
9/21/14 6:36:52 PM	Complaint	26	<p>Route 26 doesn't always take █ Smith to Petite Forte Drive! I've missed my bus a few times because of it. I just thought it was really late and decided to get on 16 instead. But one day I decided to go to the bus stop on Great Eastern and the bus went straight from █ Smith to Great Eastern. I've been late for school a lot because of this reason! I'd appreciate if you told your drivers the new routes for this year, because only sometimes does Route 26 take the new route!</p>
9/23/14 12:41:40 PM	Complaint	3-2	<p>Operator of the Rt. 3 did not hold in for the 2-1 and █ needed to get to work. I checked the schedule and both buses were behind. █ said when they pulled up to the stop Rt. 3 was there but didn't give them enough time to get off bus.</p>

Submit Date	Class	Route	Comments
9/24/14 1:38:31 PM	Complaint	10	Bus 10 heading toward MUN center is late everyday, and not only 2 - 5 minutes, more like 10-15 minutes. How late will it be late when winter starts? I'm basically late for school everyday.
9/24/14 4:04:38 PM	Complaint	19-1	Requested the Rt. 19 at the Village and when [REDACTED] was getting off the bus the operator didn't give them enough time to board.
9/26/14 9:01:08 AM	Complaint	15-2	Customer said that driver passed [REDACTED] on bus stop and that [REDACTED] was driving slow and looked directly at [REDACTED] [REDACTED] feels that the driver did not stop for [REDACTED] because of [REDACTED] [REDACTED]
9/26/14 11:09:41 AM	Complaint	3-2 (A) ??	I had a green light to turn onto Logy Bay Road from NL Drive and when I made the turn the bus came through the same set of lights [REDACTED] made a left hand turn and cut me off and drove me into the sidewalk but thankfully no damages and I wasn't hurt. The driver stopped ahead of me by the sidewalk-- I didn't stop to talk to [REDACTED] because I was too frustrated and I didn't want to get into a verbal confrontation. I blew the horn and [REDACTED] was approaching me but [REDACTED] didn't stop. What [REDACTED] done was rude-- I notice that some bus drivers think they got right away all the time but [REDACTED] made the mistake when [REDACTED] took a left hand turn.
9/26/14 2:24:14 PM	Complaint	18-1	Customer is upset regarding compressed time for first trip. [REDACTED] said the bus is late every morning.
9/26/14 6:10:22 PM	Complaint	3-3 B	Operator pulled in on Topsail Road near Rogers. Operator cut [REDACTED] off and [REDACTED] was on [REDACTED] cell phone (cell phone was pink). [REDACTED] blew the horn at [REDACTED] as if it was [REDACTED] fault.
9/26/14 11:03:18 PM	Complaint	03-1	[REDACTED] said bus #1205 was at the traffic lights on New Cove Road at Elizabeth Ave turning right. The bus had a red light. [REDACTED] [REDACTED] [REDACTED] were traveling east on Elizabeth ave at New Cove Road. [REDACTED] had a green light. [REDACTED] said the bus made the right turn on to Elizabeth Ave without stopping at the red light or yielding the right of way to their vehicle. [REDACTED] and [REDACTED] [REDACTED] were quite upset feeling the operation of the bus by this operator was unsafe.
9/29/14 12:15:36 PM	Complaint	10	While waiting for the bus on seaborn street (the bus stop closest to Maclaren street), the route 10 bus completely skipped my stop (including all other stops on seaborn street) & turned right at the intersection instead of proceeding straight through to pick up myself as well as other passengers. I don't appreciate being "skipped" when the stop is supposed to be on it's route & surely I'm not the only who felt this way judging by the scowl on the others faces. Either the driver was new, or just completely forgot that my bus stop is just as important as the others (that's the only logic that makes sense to me at this point). Nonetheless, I can not grasp the fact that the ENTIRE street was skipped.  Sincerely, A very angry metrobus rider
9/29/14 1:40:44 PM	Complaint		[REDACTED] called in to complain that when [REDACTED] went to the Avalon Mall to purchase [REDACTED] October monthly pass [REDACTED] was told [REDACTED] pass actually had a 30 day pass on it. [REDACTED] refused to buy a 30 day pass [REDACTED] wanted the monthly and was very upset that [REDACTED] lost a day on [REDACTED] pass when the 30 day was put on back July. [REDACTED] complaint is about the outlets and that they keep putting 30 day passes on and not the monthly when it is requested. [REDACTED] feels we need to address the problem and it is our issue because it is so inconvenience for the customer to get the issue resolved.
10/01/14 6:38:57 PM	Complaint	1-5	[REDACTED] were at the bus stop at Hamilton/Cornwall and put in the exact fare but the Operator only gave them 2 transfers when they asked for the transfers and [REDACTED] said you didn't put in the right amount of fare and wouldn't give them a third transfer. [REDACTED] said I will call in a complaint, and the Operator said very rudely to [REDACTED] "remember my face because I will remember yours." Also a [REDACTED] customer came up to ask [REDACTED] about a time and [REDACTED] said very rudely it will be here when it gets here. Please investigate and get back to [REDACTED]. Thanks.

Submit Date	Class	Route	Comments
10/03/14 10:48:34 AM	Complaint	14-1	<p>usually gets picked up from stop at 7:55, but today the bus didn't show up. I left work and gave a ride to MUN at 8:20 and the bus still wasn't there. I checked the WEB site and there was no information at all on the status of the bus.</p> <p>I understand maintenance issues, but timely information should be available to the riders.</p>
10/03/14 3:01:11 PM	Complaint	2-3	<p>Rt. 2 left early at Avalon. It's scheduled to leave at 2:45 pm and left at 2:40 pm. This stop has a 5 min lay over said was talking to a few operators at the Mall and they also said it left early.</p>
10/03/14 6:44:40 PM	Complaint		<p>sat down on the only bench in the bus shelters at the Avalon Mall and got something all over pants it seems to be toothpaste. I'm not sure if we are responsible for these shelters or if the Avalon Mall is. I did call maintenance and let them know.</p>
10/05/14 11:13:37 AM	Complaint	3-2	<p>said that the operator didn't give enough time to take a seat. said might of hurt called back 10 mins later and said the operator\us better have a good lawyer. Operator Colleen Murphy.</p>
10/05/14 5:03:26 PM	Complaint	9	<p>The bus driver stopped at the bus stop ACROSS from Shopper's on Torbay Road, and started smoking at a stop where wasn't allowed to stop (it was one of those stops where if someone wasn't there, you keep driving).</p> <p>I don't discriminate against people smoking, but the driver has tons of chances to smoke (e.g. Universities, Malls, e.g.) However, stopped practically mid-road to smoke, and I did not appreciate it - why should I be expected to wait on aren't I the customer? Seriously, I spent 5 minutes watching a guy smoke ....We were behind anyways, so that didn't help our timing.</p> <p>I hope you talk to your drivers about this because I ended up being late for my class and I was really unhappy with the service.</p>
10/06/14 6:06:18 PM	Complaint	15-1	<p>called in stating that was kicked off the route 15 by a driver for swearing. was upset and wanted to know if this was policy, I advised that it was and that the driver can use or judgement as to what they will allow on their bus taking other passengers into consideration. said the bus was taking a turn to fast and fell out of seat and then cursed out loud and the driver then stopped the bus and told to get off.</p>
10/07/14 12:33:42 PM	Complaint	1	<p>called in to say has been riding the bus since September and is very upset with the service has received. The buses have either been leaving early or have been as much as 20 minutes late. Also has been spoken down to by the drivers they have treated like a child speaking to as if was being scolded and one driver ever yelled at from the front of the bus for something didn't do.</p>
10/07/14 1:02:49 PM	Complaint	3B	<p>On the newer road up in Stavanger, just in front of the new RONA, I know it's dark but could you make sure your drivers actually check to see if there are people at the bus stops. I was standing right next to the bus stop just before the turn back onto Torbay Road. The driver of 3B was driving in the middle of the road and given there's little street lighting in the area at night, I could only presume was unable to see me. However shouldn't be driving in the middle of the road even if was running 6 minutes late. Regardless drove right by me so I had to walk all the way to the main bus stop on Stavanger in order to catch another bus. I'm so glad the driver was able to make 3B back on time but not at the cost of missing a passenger who was at the bus stop.</p>
10/08/14 6:52:08 PM	Complaint	2-1	<p>said that the Rt. 2 left the Village early. is scheduled to leave at 6:35 and was gone before 6:32. You can reach at these times 11:30 am, 2:00 pm, 4:30 pm. I checked and did leave a few mins early.</p>



Submit Date	Class	Route	Comments
10/26/14 8:14:30 PM	Complaint	18	<p>Hi there.</p> <p>I use your services almost everyday as it is my only way of traveling. Excellent service. The only complaint/ suggestion I have is that on Saturdays, route 18 does not start running as early as the other buses. I work Saturday mornings at 9 and because of this I have to get taxis since route 18 does not start running until 9. It would be nice if this bus ran earlier on Saturdays like the other buses at say 8am.</p> <p>Thanks</p>
10/28/14 5:14:31 PM	Complaint	6	<p>This morning I was waiting for the bus at the stop by Freeride on Water Street and the bus (which is late every single morning) drove right past me without stopping. I then had to take a cab to work. I pay for my bus pass each month and to experience this level of service isn't acceptable.</p>
10/28/14 5:59:49 PM	Complaint	14-1	<p>Rt. 14 has never been on time. [REDACTED] is riding this bus 1 year. [REDACTED] has never gotten it on time yet. [REDACTED] said [REDACTED] has made several complaints about this and nothing is ever done.</p>
10/29/14 10:21:30 AM	Complaint	3	<p>[REDACTED] was boarding the route 3 sometime between 10 - 11 am [REDACTED] wasn't sure of the time because [REDACTED] didn't have a watch on. The Operator took off before [REDACTED] was seated and [REDACTED] almost hit [REDACTED] head. [REDACTED] swore on the Operator and said you F...xxx. As...xxx and the driver never said anything. [REDACTED] said the Operator should have better sense and [REDACTED] said [REDACTED] and is sometimes slow getting on the bus. Please investigate and get back to [REDACTED] Thanks.</p>
10/29/14 11:26:40 AM	Complaint	19-1	<p>[REDACTED] called in [REDACTED] was getting on the on the route 19 on Crosbie Road at 4:10 heading to the Village Mall. There was also a [REDACTED] at the stop but according to [REDACTED] [REDACTED] made no attempt to board the bus so [REDACTED] stepped in front of [REDACTED] and got on. Upon doing so the driver spoke to [REDACTED] and told [REDACTED] that [REDACTED] was rude and that [REDACTED] should have let the [REDACTED] on first. [REDACTED] has called in at least 5 times on the incident and has spoke to myself and Joanne before [REDACTED] would leave a name and number to put in a formal complaint.</p>
10/30/14 7:36:32 AM	Complaint		<p>[REDACTED] called asking if we clean our bus shelters and I said yes we are responsible for cleaning our bus shelters. [REDACTED] than went on to say that the Village Shelters are filthy and that people are smoking in the shelters and [REDACTED] is a non-smoker and cannot stand cigarette smoke. I explained that the Village Mall shelters are the property of the Village and that [REDACTED] should contact the Village Mall administration office. [REDACTED] said also the bus shelter in front of the Waterford hospital always has people in there smoking. [REDACTED] said Metrobus has a responsibility to place "No Smoking" signage in our bus shelters and on our buses. I explained to [REDACTED] how hard it is to keep signage, and sometimes sides, on the bus shelters and it would be very hard to police the bus shelters. However, I did say I would pass along [REDACTED] complaint/request to our department to see what could be done. Please get back to [REDACTED] Thanks.</p>
10/31/14 1:06:18 PM	Complaint	?	<p>Normally [REDACTED] has nothing but nice things to say about the bus drivers in St. John's however, I am complaining about how rude the bus driver was towards [REDACTED] [REDACTED] placed the bus fair in and tried to get it to go in and it go stuck. the bus driver yelled at [REDACTED] and [REDACTED] was that embarrassed by [REDACTED] [REDACTED] got off the bus 3 stops early and cried till [REDACTED] got where [REDACTED] was going . No need of a bus driver being that nasty to riders. I am not sure what time it was or the Route number just wanted to voice my concern</p>
11/01/14 8:41:15 PM	Complaint	21-1	<p>[REDACTED] said the bus went down Topsail rd. past Mt. Pearl Sq.to the Village Mall. without turning up into the Square. [REDACTED] was very upset.</p>
11/03/14 6:04:10 PM	Complaint	3-3	<p>OPERATOR QUESTIONED THE TRANSFER AND EMBARRASSED THIS PERSON. [REDACTED] SAID [REDACTED] HAS ALWAYS USED A TRANSFER WITH NO PROBLEM. [REDACTED] SAID THE OPERATOR WAS RUDE.</p>



Submit Date	Class	Route	Comments
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11/17/14 8:00:43 AM Complaint

19-1

Dear Metrobus,

I have been using your bus services for the past 15 years to get to and from work. For the most part, I do find your services reliable.

However, I would like to issue a complaint concerning an incident that occurred on Friday, November 14. I was attempting to get home from work using bus 19-1 that usually arrives at the Village Mall at 4:55. Normally, this bus arrives on time and is sometimes a few minutes early. However, last Friday the bus not only was extremely late, but it appears the bus never even made its run to the Village Mall!

As this was a peak time, there was approximately 20 to 25 passengers waiting for this bus that never did show. Instead, we all had to wait (in the rain I might add) for bus 19-2 which never arrived until 5:25. Some passengers got too frustrated and tired of waiting that they decided to get a cab instead.

I understand bus delays can happen and are unavoidable. However, I was very upset as there was no acknowledgement from any of your bus drivers that 19-1 was not going to arrive at the Village Mall at 4:55. The 20 or so passengers was left stranded for 30 plus minutes not knowing when and if the bus would arrive. Furthermore, when 19-2 did arrive at 5:25 there was no apology, explanation or acknowledgement from the bus driver. When I asked the bus driver on 19-2 about the delay of 19-1, [REDACTED] appeared disinterested and offered no apology to me or the other passengers. This is not a good way to do business. Is your bus drivers trained on how to provide good customer service? And how do you expect to attract new riders to the bus and keep the riders you do have with this kind of service?

I am very disappointed!

Regards,

[REDACTED]

11/17/14 3:02:19 PM Complaint

3-

[REDACTED] said [REDACTED] went to the Antigue store on Water West but it was closed so [REDACTED] say one of our buses coming down the road so [REDACTED] ran across the street to try and catch the route 3 [REDACTED] said [REDACTED] was only about 4 feet from the stop and was waving [REDACTED] arms frantically and the bus didn't stop. [REDACTED] then ran to Osmond's furniture and said [REDACTED] called information to find out when the next route 3 was coming and was told at 3:50 pm [REDACTED] said [REDACTED] missed that bus also. I told [REDACTED] that [REDACTED] is better off calling ahead of time before trying to catch the bus by running after it. [REDACTED] couldn't really tell me what [REDACTED] destination was and I told [REDACTED] if [REDACTED] caught a route 3 by Healey's [REDACTED] would be heading towards the Village. [REDACTED] said something about [REDACTED] was trying to get back to Water Street. I said if [REDACTED] was heading East [REDACTED] would have been on the wrong side. [REDACTED] started the conversation by saying our bus system is terrible. I told [REDACTED] [REDACTED] should plan better by calling ahead for times and route directions.

Submit Date	Class	Route	Comments
11/19/14 4:14:48 PM	Complaint	2	<p>Hey,</p> <p>The driver was nowhere to be seen. It was chilly, so I opened the doors paid using my mc card and sat. The driver returned and called me off the bus. ■ very condescendingly told me that the door was closed for a reason and to not open it (even though the bus was full of people already, ■ was nowhere to be seen and it was cold outside). ■ continued harassing me by raising ■ voice and comparing my opening the bus door to someone breaking in to someone else's home. I didn't say anything (because I didn't want to say something I'd regret) and sat back on the bus. This morning the same thing happened, except I refused to get off. The bus. ■ asked me to get off so ■ could talk to me and I simply told ■ no, put my headphones in and turned on my music. Everything seemed to be fine until I went to exit the bus. I was going to get off at the lower stop at the Avalon Mall (I work in the mall and the lower stop is much closer to where I work). All the passengers in front of me exited the bus through the front door while I attempted to exit through the side door. The door wouldn't open so I proceeded to the front door. The driver closed the doors while I was attempting to leave (I was on the stairs) and continued to drive to the upper stop at the mall. Again, I didn't say anything to the driver because I would have said something that I would have regretted. This behaviour is inexcusable. ■ clearly continued to drive past my stop just to spite me for refusing to talk with ■ earlier. I've had drivers tell me before, that if they were absent, to open the doors and board the bus if it was cold or raining. This one driver continues to harass me though. When it starts to get really cold outside I'm not waiting for the driver to appear and let me on a bus that's already full of people. The drivers should not leave their bus (I understand that they require bathroom breaks, etc) but if they do then they shouldn't become confrontational towards customers who board in their absence. I'm not stealing rides (you can check my mc card to see that I paid if you want. The number is ■) and the way the driver spoke to me seemed like ■ was accusing me of this. ■ behaviour and actions were rude, condescending and childish. Can you please speak to the driver about this? Thank you.</p>
11/20/14 7:20:01 AM	Complaint	15	<p>While waiting for another route on Goldstone Street this am, I was soaked with cold, wet slush from head to toe by the driver of Route 15. They would have just left the depot. It was early in the morning so there was no other traffic and the driver could have easily moved out or slowed down like the driver of the bus behind them did but they came closer and did not slow down. Perhaps it was an accident or perhaps they are just that kind of person and forgot they were driving a Metrobus. I wasn't on the road but on the inside of the sidewalk. It's almost an hour later and I am still wet and have to be at work like this. On the plus side, it sure did wake me up!</p>
11/20/14 7:06:48 PM	Complaint	1 & 21	<p>I do not know what possessed Metrobus to remove the regularity of these routes. It takes atrocious lengths of time to transit from St. John's to Mount Pearl, plus I'm frequently stuck on layovers in the Village Mall.</p> <p>Put Route 21 back on an hour-regular schedule, and make considerations to quick transfers between the University /College routes and Mount Pearl. I cannot be the only person that think these changes have seriously diminished the quality. It is just not reasonable to be expected to sit in a bus for a period exceeding 90 minutes.</p>
11/21/14 6:41:09 PM	Complaint	2-3	<p>I was on the 2-3 and got a transfer (■ did not ask for a transfer for Rte 21, I asked the customer). When bus 2-3 arrived to Village Mall at 6:00 all other buses were gone except the Rte 18. This customer then got a \$10.00 taxi to Park Avenue to meet up with the Rte 21; ■ had to be home to let the babysitter go home.</p>

Submit Date	Class	Route	Comments
11/24/14 12:52:50 AM	Complaint	15	I was waiting at the bus stop by Dominion Memorial Stadium going towards Military Road. The bus just flew pass me and didn't stop to pick me up. That's the LAST bus on Sunday !!!!! I was right in front of the bus stop. I paid 245 bucks just to walk home in the cold! This is so ridiculous ! Seriously, I never want to get on your bus if I have another choice!
11/24/14 9:38:34 AM	Complaint	3-2	██████ was about 15 yards away from the bus stop. ███ waved at the operator and ███ just ignored ███ Customers on the bus also seen this happen. ███ would like a return call on this.
11/24/14 9:55:16 AM	Complaint	19	The past several times I've taken the bus in the morning with this driver, ███ has driven past the bus stop on Frecker Dr. Across from Bellevue Cres. to pick up snacks at the Marie's Mini mart. I don't know if he's diabetic or just hungry, but it's unprofessional. I always think I'm late for the bus and panic, all for nothing. Plus, when ███ parks in front of the Marie's, ███ blocks the bike lane, which puts bikers in danger. I know it's just a little thing, but I'm reporting it because this happens consistently and I don't think it's right.
11/24/14 11:57:45 AM	Complaint		This bus driver was speeding in the area of Allandale Road and when we got to lights by Conf Bldg., this driver accelerated and went through a red light. I did not get the 4 digit bus number at this time so I proceeded and caught up with ███ exiting CONA where ███ also went through a red light by Holiday Inn turning onto Portugal Cove Road. It's very important that they go by the speed limit and set an example.
11/24/14 7:06:59 PM	Complaint	10-4	██████████ said when ███ got on the route 10-4 and swiped ███ m-card the door slammed shut and the Operator took off before ███ had a chance to sit down, ███ said the Operator slammed on the accelerator and ███ fell against the seat before ███ could take a seat. However when two "attractive" MUN students got on ███ said they were given plenty of time to take their seats. ███ said "Why is ███ safely any less than theirs? Please investigate and get back to ███ Thanks.
11/25/14 10:09:25 AM	Complaint	10	Bus was over 10 min late and ███ drove a cyclist off of the road. ███ stopped to ask if ███ was okay but was in a hurry because ███ was already late. Drivers should be driving safely and if ███ were on time ███ could have reacted better to that kind of incident.
11/26/14 12:37:37 PM	Complaint	10	██████████ were at the bottom stop at the Avalon. They looked at the operator and ███ didn't stop. They ran up to the top stop and ███ said "was that ye at the lower stop" ███ thinks that it was very rude.
11/27/14 9:07:29 AM	Complaint	3-3	██████ said ███ could not find ███ pass when ███ boarded the bus. ███ asked the operator if ███ could pay on the way back (██████ had no change). ███ said you want a transfer to the Rt. 2 don't you. ███ said yes and ███ told ███ ███ could not do that and ███ had to get off at next stop and walk.. ███ said ███ is a regular customer. If ███ wasn't why did ███ now ███ needed a transfer. ███ was very rude (Robert Pye). However, ███ did find ███ pass.
11/27/14 5:23:28 PM	Complaint	10-4	I was leaving Atlantic Place to go catch the bus, my friend was with me and my friend went across the road, the bus driver slowed down but sped up as I was a couple of feet away behind my friend. ███ seen me and I put my hands up. There was a number of people at the bus stop ...so I did get on this bus. When I got on the bus ███ said, what's your problem. Also, on Merrymeeting Road ███ almost hit a person taking groceries out of their car. Paul, I told this person about 'safety, etc.' being at a bus stop, not running to the stop., etc.



Submit Date	Class	Route	Comments
12/13/14 4:43:29 PM	Complaint	1	<p>Dear Sir/Madam:</p> <p>Today, I was waiting for route 1 at the university center going to the Village Mall to head home. The male driver ( I don't know [redacted] name) was driving fast while pulling into the pick up and drop off area at the university center and made a hard stop. [redacted] hit a large puddle of water in front of the university center while stopping. There was a large puddle of water due to having rained to today. [redacted] made no effort to drive slowly while pulling in. Both myself and another passenger waiting on this bus stop got hosed down with water. My pants got soaked and I had to change into dry pants when I got home. In my opinion, the driver was driving too fast when [redacted] pulled into the university center and hit the puddle of water when [redacted] stopped hard. I swiped the card to board the bus and then there was a shift change at that time . I didn't appreciate getting my pants soaked because [redacted] didn't take care to slow down while pulling in. I consider the act very disrespectful and unbecoming of a transit employee. I ask in the future that drivers make an effort to take time pulling into this bus stop when there are puddles of water after raining, so that passengers don't get hosed down.</p>
12/13/14 4:56:23 PM	Complaint	2	<p>[redacted] boarded the route 2 on Kings Bridge Road by the Dominion and road the bus to the Avalon Mall. [redacted] was unaware that [redacted] should have exited through the back of the bus and when [redacted] went to exit the bus [redacted] followed about 4 other passengers and proceeded to exit at the front. The other passengers had departed and [redacted] was about to do the same when another passenger started boarding the bus and bumped into [redacted] [redacted] shook [redacted] head at the other passenger and continued to try and depart when the [redacted] drive started asking [redacted] why [redacted] was shaking [redacted] head. [redacted] did not respond and the driver kept up [redacted] question and then even answered and said I know why you are shaking your head because the other guy bumped into you. When [redacted] told [redacted] yes [redacted] then began tapping the exit sign and told [redacted] [redacted] was not suppose to be exiting through the front, [redacted] acknowledged this fact when [redacted] told [redacted] but [redacted] still kept up [redacted] tapping and going on about how [redacted] was in the wrong and seemed like [redacted] was trying to embarrass [redacted]</p>
12/15/14 4:19:00 PM	Complaint	3-2	<p>Asked driver about the Rt. 11 and [redacted] was told to check the info at post office. Driver said it should be there soon and if not [redacted] could wait at the post office. The bus would not be there for another hour. [redacted] feels that the driver should of looked in [redacted] schedule book and checked the times for [redacted]</p>
12/15/14 6:35:43 PM	Complaint	12-1	<p>[redacted] said [redacted] got on the route 12 and there was a b [redacted] [redacted] [redacted] trying to get on the bus and [redacted] had to help [redacted] because the Operator wouldn't. [redacted] said the [redacted] asked the Operator if [redacted] would walk [redacted] over a cross walk when they got to [redacted] stop and the Operator didn't respond other than to say [redacted] would let [redacted] know when they got to the stop. [redacted] said the Operator was treating this [redacted] like dirt and that [redacted] [redacted] has had poor treatment from Operators and that all Operators are terrible and [redacted] has gotten incorrect information from Operators and from information one time. I tried to explain that Operators cannot leave their buses with a whole bus load of people just to help one person across the street and that we have had dealings with an individual before who has made these requests [redacted] said [redacted] is going to the meadia about this. Customer Email: [redacted]</p>
12/15/14 6:40:54 PM	Complaint	1-4	<p>[redacted] said [redacted] requested an Operator to call ahead for the route 10 but when [redacted] got to MUN the 10 had already left [redacted] said the Operator hadn't called. [redacted] said earlier [redacted] had made a request to please call ahead and an Operator did call. Now [redacted] has to wait an hour for another bus. Please investigate and get back to [redacted] Thanks.</p>



Submit Date	Class	Route	Comments
12/19/14 6:02:17 PM	Complaint	10	I took the route 10 to kelsey drive today arriving at the post office on water street for 3:20 (when the bus was scheduled to arrive). The bus arrived at 3:25 with the message above the cabin flashing between avalon mall/kelsey/out of service. People who didn't read got on, and I had to confirm with the driver that the bus was operating. Others who did read it probably did not board as a result. The bus stalled till 3:35 (which was when the next bus was scheduled to arrive). I was confused. Did the 3:20 arrive late or was on on the 3:35 arriving early and if so what happened to the 3:20? Once we finally arrived at the mall and everyone boarded at the main stop we went to leave the parking lot, then turned and reentered it for apparently no reason at all because nobody additional boarded. When I finally got to Kelsey the entire experience from expected depart time to arriving had taken over an hour. Then when I departed Kelsey on the 5pm bus and after the always painful wait at MUN we caught up with what I assume was the 4:50 pm run departing Kelsey and literally were only only vehicle behind from the time I noticed as we turned by the Esso on Elizabeth till I got off at the bottom of Parade - which probably could have been avoided if buses didn't always stall so long at MUN. Anyway this route is extremely inefficient and poorly planned.
12/19/14 6:42:34 PM	Complaint	10-3	██████████ called in ██████████ was very upset ██████████ said ██████████ was getting on the route 10 at the top of Longs Hill with ██████████ friend, the friend was in front and ██████████ was a few steps behind, after the friend got on the drive shut the door and the friend had to tell ██████████ that there was someone else coming. ██████████ opened the door and when ██████████ got on the driver looked at ██████████ and said will that is great because you were so slow I missed the light and now have to wait for the next one. ██████████ was very upset said the driver made ██████████ feel terrible and very embarrassed.
12/22/14 12:37:49 PM	Complaint	5:20 pm	My complaint is that recently this bus is usually 15-20 minutes late - I get on at MRD building but by the time we get to the Village Mall, all the other buses have already left and i can't make my connection to Route 12 - then I have to wait another half hour for the next one. On Friday, the bus was only 10 minutes late when it arrived at MRD, Mount Pearl and the driver said we would be able to get to the Village in time to connect. This is the complaint: The driver ██████████ was having a conversation with ██████████ sitting up front - I feel ██████████ was distracted and then at Sobey's Square a guy boarded the bus and didn't even sit but was leaning in over the driver and so another conversation began - There is no doubt ██████████ was distracted by this and it was slowing ██████████ down. I realize there is extra traffic on the road with the Christmas season but there is no need for this and I didn't think this was allowed. All the other buses can make it to the Village on time but #22 can't seem to make it. Can you check into this problem as there is no bus shelter there and it is freezing on this stop where it's such an open area.  SUGGESTION: IS IT POSSIBLE TO LOOK INTO HAVING A BUS SHELTER AT THIS STOP?  Thanks.
12/22/14 1:42:54 PM	Complaint	10-3	██████████ was making a right turn off Prince Phillip Drive, in ██████████ vehicle, heading to the Janeway entrance of the HSC and the route 10 Operator was on Arctic Ave. making a right onto Clinch Crescent heading towards the Avalon Mall. ██████████ had ██████████ vehicles emergency hazard lights flashing and had ██████████ ██████████ who ██████████ was trying to bring to the Janeway emergency, on board. The route 10 Operator went right through a stop sign and speeded up to get ahead of ██████████ vehicle and then ██████████ slowed right down when ██████████ got ahead of ██████████ vehicle. This was extremely upsetting and please investigate and get back to ██████████ Thanks. ██████████ Customer Email: ██████████

Submit Date	Class	Route	Comments
12/23/14 10:00:08 AM	Complaint	1	I was on Allandale road at the intersection of Allandale and Prince Philip, heading north. The bus was on Prince Philip, making a left turn to go up Allandale. The bus approached a red light at a slow speed and then, even though the light was most definitely red and had been for a while, turned left up Allandale. The speed of the bus was so slow that the driver could most certainly have stopped and technically, even if [REDACTED] was going faster, [REDACTED] had plenty of warning to slow down. While the bus was not even halfway through the intersection, it turned green for the traffic in my direction. That is very dangerous for everyone- oncoming traffic and the people on the bus.
1/03/15 1:28:32 PM	Complaint		I just saw the bus driver going on Elizabeth Avenue towards the East side (sorry, I do not know the route number) failing to stop at a the crosswalk in front of Rennie's River Elementary when a family of 3 plus a dog were waiting to cross ... Not only did [REDACTED] drive the bus in front of them but likely gave the driver of the car driving immediately after in the opposite direction that there was there no cross-walk to consider, which perhaps partially explained why said driver again drove through the crosswalk this time when the family were already in the middle of it...This cross-walk (in the middle of a school zone) is routinely ignored by drivers but I thought someone driving an empty bus on a Saturday morning with no other distractions to worry about would be able to set an example. I would be grateful if you considered warning this driver for next time. Thanks!
1/05/15 1:04:32 PM	Complaint	14-1	[REDACTED] called in [REDACTED] was upset with the driver on the route 14 driving. [REDACTED] stated [REDACTED] pulled up to the stop on Higgins Line and didn't pull in behind the route 9 at was already at the stop but instead pulled up along side [REDACTED] so to board [REDACTED] had to walk out into the street to gain acces to it. [REDACTED] then pulled away before [REDACTED] was seated ans [REDACTED] almost fell.
1/06/15 2:11:44 PM	Complaint	10	The timetable shows that the route number 10 arrives at convention centre 8:15a.m.. I usually catch the bus on Long's Hill, which is near the convention centre. This bus didn't pass today, and it hasn't a bus number to check if it was early or late. I really want to know if this bus exists.
1/08/15 9:25:50 AM	Complaint	12	Hi. I get the bus on Blackler Ave, the first stop after turning off of Mundy Pond Rd, pretty much every morning to go to work at the village for 9am. It gets to my stop approx every morning at 8:40am. This morning (Jan. 8, 2015), I was heading out to the stop like normal, just before 8:40. The stop is right by my house, so I find if I leave at 8:38, I get there and usually have a minute to spare before the bus. It was super snowy this morning, so I had my hood up walking towards the stop. I get to the stop, stop, turn around to look towards the direction the bus will be coming from - and it drives right by me. I tried to wave it down but the driver must not have seen me. I don't know if [REDACTED] thought I was walking or not, but I was close enough to the stop that [REDACTED] should have at least slowed down.  Anyway, I was a little annoyed seeing that I shouldn't have missed it, and I had to get a \$10 cab to work after that. Just figured I should let you know.  Thanks for your time.
1/09/15 1:59:49 PM	Complaint	10-2	I got off at the UC, the bus pulled up quite close to a cab. Therefore I couldn't get off out through the back door so I went up front - and even said to the Driver, Sir I need to use front door because with the cab parked so close to back exit of bus, it's a safety issue and with that [REDACTED] sang out to me as I was exiting the bus 'whatever'. Also, just for the record I've had conflict with this driver before..... and this is not the first time I've seen this driver show hostility towards me. I said to [REDACTED] I was so upset, 'well you don't have to be such an a??ho?'e' [REDACTED] may not have heard me though)... I didn't deserve it and quite frankly I may stop using public transit .....



Submit Date	Class	Route	Comments
1/19/15 8:26:34 AM	Complaint	12-2	<p>█████ said █████ rides the route 12 all the time and the male driver that is usually on that route is very rude. █████ has a injury and needs the step lowered sometimes █████ soes it but most times █████ has to ask and █████ is always put out by it. This morning when █████ went to get on the bus █████ turned █████ head away from █████ and █████ had to get on the bus best █████ could. █████ said █████ is rude, █████ is short with people and has no customer service skills at all.</p>
1/25/15 2:48:16 PM	Complaint		<p>Today I was involved in a near-miss with a Metrobus that was speeding through █████ red light while mine had turned green and as I was proceeding with my right of way. Fortunately for me as well as the bus passengers, I saw the bus coming and recognized that the driver was not preparing to stop. It was obvious that █████ speeded up to "race" the light. It had turned red well before █████ arrived at the intersection though, since I had started moving. I don't know what your protocol is for managing these incidents, but I will be ensuring that this same complaint is registered with the City and with the RNC.</p> <p>Bus number: 0858  Plate number: BPB 244  Speeding through red light at the intersection of Empire Avenue and Stamp's Lane.  The incident took place at 2:15 pm, Sunday, January 25th, 2015</p>
1/26/15 8:25:14 AM	Complaint	15-1	<p>The bus came down Rodney Street at a very high speed and turned onto Whiteway Street and it didn't stop at the stop sign, it went right on through. █████ said there were no pedestrians at the time but this was very unsafe. Please investigate and get back to █████.  Thanks. Customer Email: █████</p>
1/27/15 11:14:02 AM	Complaint	90 Hampton	<p>█████ █████ █████. first off, █████ is rude and nasty. █████ makes us miss the #48 to Ballas bus by being late to that stop. █████ stops and gets donuts sometimes but she's suppose to be at the Catalaan loop at 7:18am. The #48 Leaves Catalaan at 7:20am. My next complaint is on █████ next.</p>
1/27/15 11:24:21 AM	Complaint	19	<p>This morning between 10-10:02 route 19 was driving quite fast up over hamlyn rd leaving the village and i was driving down hamlyn rd and just past the back entrance to the village just before the lights on ham/canada drive there was a full grown cat crossing the street and the bus driver never slowed down and i was right in front of █████ █████ saw the cat but instead of slowing down █████ kept driving fast and ran over the cat and killed the poor little thing and █████ never even stopped and i know █████ felt it because █████ swerved a little. I am really considering passing this on to the rnc, vocm, human society and the spca this is nuts no consideration for the streets and the people and things that live on them. Metrobus is worse than taxi and think you own the street.</p>
1/28/15 12:29:29 PM	Complaint	16-1	<p>█████ got on the 16-1 at the HSC at approximately 11:06 am with █████ and the Operator/Driver took off before they were seated and █████ had to grab a seat to keep from falling. █████ █████ and when █████ stumbled █████ hurt █████ back. I asked █████ if █████ had sought medical attention and █████ said no. █████ said the Operator didn't even notice. I said I would pass this along to the Operations Dept. and ask them to inviestigate it and call █████ back. █████ said the drivers should be more aware of their customers especially █████  Please check into this and call █████ back. Thanks. Customer Email: █████</p>
1/29/15 7:52:41 AM	Complaint	1-3	<p>█████ says everyday (weekdays) when █████ tries to get the 1-3 the bus is about 10 minutes late. I checked the AVL and it is late again today. █████ said how can the be late 10 minutes everyday when it has just started its run. Please investigate and get back to █████ Thanks. Customer Email: █████</p>

Submit Date	Class	Route	Comments
1/30/15 11:33:01 AM	Complaint	21-1	<p>██████████ said ██████████ pulled out of ██████████ driveway on Park Ave. and the route 21 was coming up Park Ave. when the bus reached ██████████ the bus was tail gating ██████████ ██████████ said the road were icy and ██████████ was not going very fast about 30-35km, when the bus stoped at a stop along Park and ██████████ was driving on ██████████ admitted ██████████ stuck ██████████ middle finger up to the driver. ██████████ stoped at the red light on Park/Ruth and the bus came up behind ██████████ again and once again was tail gating, then the bus passed ██████████ on Ruth with no regard for the icy road conditions and as the driver was going by ██████████ stuck ██████████ middle finger up to ██████████. The caller was very upset ██████████ said ██████████ has never seen a bus driver behave this way and even called back wondering is the driver had been drinking because the behavior was so bazzar.</p>
2/02/15 5:00:25 PM	Complaint	12 -2	<p>██████████ was coming down Forbes Street getting ready to cross Topsail Road heading towards Hazelwood School when the route 12 bus was just turning left off Topsail Road onto Forbes Street the light was yellow and ██████████ light had turned green and ██████████ was taking ██████████ foot of the brake ██████████ had been stoped at the red light, but the bus 12 proceeded to continue through the red light. ██████████ said ██████████ wasn't exactly cut off but ██████████ felt this was very unsafe. ██████████ felt the Operator should have waited before turning. Customer Email: ██████████</p>
2/04/15 3:01:21 PM	Complaint	11-1	<p>██████████ was waiting on LeMarachant Rd and the operator seen ██████████ and just passed on by. I am thinking ██████████ might be the guy Dave had a run in with.</p>
2/06/15 11:31:35 AM	Complaint	10-2	<p>██████████ called in to complain that the driver on the route 10-2 was very rude to ██████████ ██████████ was waiting for the 10:20am route 15 on Military Road ██████████ had bags of groceries and a case of beer (closed). The route 10 pulled up and ██████████ asked the driver if ██████████ knew how long more for the route 15, the driver a bald headed man turned on ██████████ told ██████████ ██████████ cannot take beer on the bus unless it is in a bag. When ██████████ walked away saying I'm not getting on your bus and accused ██████████ of having a bad day the driver continued to yell at ██████████</p>
2/06/15 6:53:30 PM	Complaint	11-1	<p>Operator went through the crosswalk. (Lemarchant Road at St. Clare Ave) ██████████ put up ██████████ hands to ██████████ and the operator just kept on going.</p>
2/07/15 4:29:45 PM	Complaint	10-3	<p>██████████ said the operator didn't give ██████████ enough time to take ██████████ seat. ██████████ almost fell and hurt ██████████ When ██████████ was getting off at Queens Road the operator took off so fast that ██████████ coat just made it out the back door. ██████████ said if ██████████ coat had to get caught in the door ██████████ would of dragged ██████████ up Queens's Road.</p>
2/09/15 10:34:04 PM	Complaint		<p>I would like to put in a complaint about the cleanliness of the buses in general. The buses windows are never cleaned, the front where people have to store bags and strollers is always rotten and the floors were rotten too and sometimes garbage gets left on the bus overnight. Not a good way for the Transportation Commission to operate their buses imo.</p>
2/11/15 12:52:27 PM	Complaint	13	<p>hi, can you please ask the Route 13 to leave the Village at 8:30am instead of waiting for the dreaded routes from Mount Pearl/bowels of hell? I know today was slippery for driving but route 13 is not very express when I am late for work again. Do taxpayers from Mount Pearl even contribute to Metrobus? perhaps these people should just wear crowns when they board the bus that way peasants from town like me know royalty is aboard. I could move out to mount pearland pay cheap rent and request the metrobus chariot await my arrival. thank you very much!</p>
2/16/15 6:09:57 PM	Complaint	12-1	<p>██████████ was on the route 12 that left the Village Mall at 4:55pm, ██████████ was getting off on Hogan Street. ██████████ rang the bell and the bus stoped ██████████ preceded to garther ██████████ things to get off at ██████████ stop when the bus started to go again. ██████████ stated the bus was onlu stoped about a minute before it started to leave ██████████ called out to the driver to wait and ██████████ said ██████████ got very short with ██████████ ██████████ was very upset by the way ██████████ spoke to ██████████ telling ██████████ to hurry up and ██████████ that ██████████ was taking to long.</p>

Submit Date	Class	Route	Comments
2/19/15 9:07:47 AM	Complaint		The Metrobus van with Metrobus.com on the back license plate CWK 998 was Stopped blocking traffic waiting to get into the drive through and there were other vehicles behind so they were out in the road blocking traffic heading towards Portugal Cove/St. Phillips. ██████ said ██████ was suprised to a city employee committing a Driving offense and ██████ took a videocam that ██████ says ██████ will be sending to the RNC.
2/20/15 9:30:17 AM	Complaint	2	Was standing about a foot away from the bus stop to avoid getting splashed by puddles and when I got on the bus the ██████ driver says to me "Try and make it to the stop next time" in a sarcastic tone. After explaining why to ██████ ██████ stared at me blankly and said nothing. I've done the same thing many times before and not once has a driver said anything to me. Is this how you treat your customers? This driver is rude and unprofessional and I wouldn't want someone like that dealing with my customers face-to-face. If there were an alternative to metrobus I would use that instead after this situation.
2/23/15 1:04:30 PM	Complaint	10-2	██████ was trying to caught the Rt. 10. ██████ admits ██████ was almost to the stop. ██████ could hear the ██████ that was getting off the bus "telling the operator to wait a second". When ██████ got to the stop the operator shrugged ██████ shoulders and went on. Jim Oliver was the operator. As I was talking to ██████ had a call also telling ██████ about the same situation. They both said that this operator is very rude to passengers. ██████ call was from the ██████ getting off the bus).
2/27/15 1:55:13 PM	Complaint	2-1	██████ was on the Rt. 3 connecting to the Rt. 2. Rt. 3 pulled up at Family Court and the Rt. 2 came behind ██████ Before ██████ could get of the bus ██████ pulled out. ██████ said this operator always drives very fast. Operator was shawn Kelly.
3/02/15 11:26:59 AM	Complaint	15-1	██████ scanned ██████ pass on the bus. ██████ pass did not work because it was March. ██████ said ██████ knows it was ██████ fault for not realizing the date. ██████ is upset how the operator handled the situation. ██████ said ██████ your card is no good gett off my bus. ██████ said ██████ is always very rude to ██████ and other passengers. Operator was Rod ██████
3/03/15 3:43:28 PM	Complaint	13	I just received a call from a ██████ who was on route 13 at the Village at 8:00 am this morning (bus #9132). ██████ called in to express ██████ concern about the way the driver treated a ██████ ██████ ██████ said the ██████ boarded the bus and paid ██████ fare and started walking down the aisle when the driver called ██████ back saying "come back here ██████. How old are you ██████?". ██████ looked embarrassed and said ██████ ██████ said "whatever ██████". ██████ called the ██████ ██████' about 4 times. ██████ said it was poor conduct by the driver and unprofessional. ██████ said another ██████ on the bus said to the ██████ ██████ "you don't look like a ██████ to me".  ██████ said ██████ has worked away and have ridden buses away and here since ██████ moved home, but have never seen such poor behaviour by a driver. It was inappropriate. ██████ was sitting behind the driver and could hear what ██████ said. ██████ belittled the ██████ ██████ ██████ should treat people with respect.
3/03/15 10:14:42 PM	Complaint	15	I just got off the 15. Exhaust is seriously coming into the bus. I noticed it immediately and just thought it was because the Driver had the doors open. Nope. Throughout my 5 minute ride to Bonaventure Ave 5 passengers were coughing. It was VERY noticeable and hard to breathe. I almost said something to the driver but OBVIOUSLY ██████ must be aware of it or has lungs of steel. I am not complaining for the passengers but for your Driver as that is definitely a health hazard. Please examine this bus' exhaust system for the sake of your drivers. I have never noticed it on any other buses. Something is wrong with that bus.  Cheers  ██████

Submit Date	Class	Route	Comments
3/03/15 11:30:01 PM	Complaint	1	The feels like temperature is -20 with very strong wind. I was in the bus stop 5 mins before scheduled time and remained in the stop for 10 more mins after the scheduled time. Bus never showed up. I as a customer pay \$2.25 per ride not just for one ride, but for prompt bus service. I believe many customers like me were waiting outside in this cold weather. St. Johns Metrobus being a public good should be more accountable and responsible for its customers and residents of this beautiful city.
3/04/15 9:49:23 AM	Complaint	12-2	██████████ was on Empire Ave. waiting to go straight down Empire and the roue 12 Operator was in the turning lane to go left from Empire onto Freshwater Road. The Operator kept inching out into the intersection and proceeded to go Through the intersection before the green light came on, ██████████ went through a red light. ██████████ was still sitting there in ██████████ car and couldn't believe it. It was so blatant, ██████████ went right through the red light with a bus full of people on board. Please investigate and get back to ██████████ Thanks. Customer Email: ██████████
3/04/15 1:27:49 PM	Complaint	12-1	██████████ has ██████████, we were on Rte 12 departing Village Mall ██████████ went right to the back of the bus and when I got on the bus the driver rolled ██████████ eyes when ██████████ seen ██████████ as if to say omg ██████████ coming on the bus again. I decided then to ask this bus driver if there is another bus going towards Shopper's Drug Mart from the Village Mall and ██████████ responded no, this is the only one. ██████████ was very snotty to me when I asked ██████████ that question); I get confused when they are being snotty to me. When I looked at ██████████ ██████████ said you can tell ██████████ to stop doing that (██████████ was kicking seat) or you can get off the bus. I said I'm sorry sir I will tell ██████████ right now, and said same thing to ██████████, I tried to make ██████████ understand so ██████████ stopped doing it and when I went to get of the bus ██████████ don't like getting off the side door so we had to go to the front, and the bus driver said, oh my, like that. With ██████████ ██████████ I don't know how ██████████ brain works there is certain things ██████████ likes to do and the ██████████ makes ██████████ lash out. I didn't like the way the bus driver treated us.
3/05/15 10:06:02 AM	Complaint	2-2	██████████ said ██████████ is an ██████████ ██████████ and ██████████ was trying to get on the bus with a hot chocolate in ██████████ hand and ██████████ was wobbling all over the place and when ██████████ got on ██████████ had to proceed to the back of the bus to find a seat and the Operator took off before ██████████ was seated and ██████████ almost fell and spilled the hot chocolate all over ██████████ ██████████ said another time when ██████████ was boarding a bus with ██████████ before they were seated a driver slammed on the brakes and they almost fell as well. ██████████ said the Operators should take some courses in safety. Please investigate and get back to ██████████ Thanks.
3/05/15 1:44:09 PM	Complaint	2-2	██████████ said ██████████ is an ██████████ ██████████ and ██████████ was trying to get on the bus with a hot chocolate in ██████████ hand and ██████████ was wobbling all over the place and when ██████████ got on ██████████ had to proceed to the back of the bus to find a seat and the Operator took off before ██████████ was seated and ██████████ almost fell and spilled the hot chocolate all over ██████████ ██████████ said another time when ██████████ was boarding a bus with ██████████ before they were seated a driver slammed on the brakes and they almost fell as well. ██████████ said the Operators should take some courses in safety. Please investigate and get back to ██████████ Thanks.
3/06/15 9:29:12 PM	Complaint	1-1	██████████ said driver did not give the passengers boarding at the uc time to sit down and that ██████████ is ██████████ and fell down on ██████████ stomach. We asked if ██████████ advised the driver and ██████████ said no ██████████ was afraid ██████████ may fall again but that the driver did see ██████████ fall. ██████████ said ██████████ fell one time before when ██████████ called in to complain was told that the driver would be spoken to.



Submit Date	Class	Route	Comments
3/20/15 10:03:02 AM	Complaint	10	██████████ was at the bus stop and the Operator pulled in and ██████ asked the driver when the route 3 would be there and the Operator told ██████ two hours. ██████ said there was no need to be "lippy". Please investigate and get back to ██████ I transferred this call to Terri because ██████ was insisting to speak to someone in charge immediately.
3/20/15 10:40:46 AM	Complaint	12	██████████ was complaining that the route 12's in both directions on Mundy Pond in the mornings when the school kids are going to school are travelling too fast at least 40 or 45 on a 30 zone. ██████ said this not only happens in the winter but also in the summer. Please investigate and get back to ██████ Thanks.
3/23/15 3:00:15 PM	Complaint	2-4	██████████ call in to complain that the bus broke down and ██████ was missing an important appointment and inturn losing out on about 300.00 pay. ██████ wants some form of compinsation and demands a call back. ██████ stated ██████ will be looking into the policies regarding refunds and compinsation for lost wages.
3/23/15 4:32:24 PM	Complaint	1	This was by far, the worst experience I've had with Metrobus to date, an unfortunate encounter considering the relatively positive experiences I've had otherwise. It began while I was waiting for the 2:55 route 1 headed towards MI/CNA from the MUN Centre. I boarded what I thought was the correct bus, only to realize (too late) that the driver had forgotten to change the sign. My 20 minute trip home was now extended to over an hour. Additionally, I found myself getting rather nauseated over the course of the trip, something I've never experienced before, despite years of long road trips, train rides, metro rides, plane and boat trips. I attributed this to the jerky driving particularly pulling up to stops, or waiting for traffic lights. As soon as I realized how jerky the motion was I started to pay attention to the driver and realized that at numerous times, while stopped at stops or waiting for traffic lights, the driver would pull a cross word puzzle and pen from the console and try to answer clues. At one time in particular, the driver proceed to accelerate after the stop with out any hands on the wheel while ██████ put the puzzle away. ██████ proceed to commence the turn after the traffic light with only one hand on the wheel. If I wasn't going to have to wait another hour for a bus I would have gotten off and waited for the next bus because I certainly did not feel safe on the trip. I sincerely suggest that this driver be spoken to before any serious injury or damage befalls any other passengers.
3/26/15 3:55:14 PM	Complaint	1-4	██████████ called to complain that when the bus arrived at MUN, there was a lot of traffic congestion which prevented the bus from pulling close to the building. ██████ said that ██████ assumed when the bus pulled out of the parking lot, ██████ thought the bus would come back to the building to pick up the passengers. ██████ said that the bus just kept going. ██████ said that there was other students there as well. Please investigate. Logged by Kimberley under Sherri's log-in.
3/30/15 6:38:32 PM	Complaint	12-1	A couple of minutes after the route 12 left the Village the Operator was speeding and in the Mundy Pond area the Operator drove the bus over a sidewalk. When the bus got to Empire Ave. just before Freshwater Road the Operator was pulled into a stop and got out and had a cigarette. ██████ said the bus was going so fast ██████ didn't feel safe. Please investigate. Thanks.
3/31/15 8:42:45 AM	Complaint	16-2	It's that the bus driver keeps rushing the routes, and they are going past stops fast to get to the Avalon Mall early to smoke for 10-15 minutes and to socialize with other bus drivers. All different drivers on Rte 16 does this, except one is really good and consistant(afemale opeator) all other aren't. My bus stop is on Great Eastern but closer to Kelsey Drive Bulk Barn . I went out at 7:34 this morning and I saw the bus go by early(Terri it was the Rte 26-read below please). Also this is about the 12th time I m issed Rte 16 at 7:45 am and the Rte 16 on St Partricks day didn't come at all, I waited for an hour.(I told ██████ ██████ should have called that day, because it could have been any reson, one example bus could have been broke down or an accident., etc.)

Submit Date	Class	Route	Comments
3/31/15 6:51:58 PM	Complaint	15-1	Driver told ██████ to get on at the stop across the street this happened 3 times before today. ██████ told me ██████ is very stressed because he's been taking care of ██████ and ██████ said ██████ was told the Driver on the route 15 is a strict driver and today when the route 15 driver was stopped about 3 cars back from the bus stop on King's Bridge ██████ pressed the button to open the door to let ██████ out and ██████ was upset because ██████ was looking towards the bus stop in the distance and didn't realize the door was ready to open. ██████ said to the driver. I could get the route 3 if its there and the Operator responded " I don't care what bus you gets." ██████ seemed very upset and stressed and ██████ feels like the Operator is giving ██████ a hard time. ██████ sounded anxious and at the end of the complaint ██████ told me to forget about it and not to record it. But I feel that something could be brewing here so I decided to pass it along. Please contact ██████ and speak with ██████ Thanks.
4/02/15 8:46:48 AM	Complaint		This Customer called in concerning Route information around 8:30 this morning.. ██████ then inquired about our (live) route information line Hours. I told ██████ that an ISR is available weekday 7am - 7pm, our hours of operation on weekends and that after 7:00pm our Phone line is answered by the Dispatch Department etc etc. ██████ said ██████ called in last night around 8:00 pm and could not get a 'Live' person.
4/02/15 12:15:43 PM	Complaint	10	██████████ called to complain about the route 10. ██████ said that last night ██████ was driving home and ██████ was by the Tim Horton's at the top of Long's Hill. ██████ said that the bus was pulled into the stop. The bus put on ██████ left turn signal and pulled out in front of ██████ ██████ said that ██████ had to slam on ██████ breaks, which locked up, causing ██████ to almost slam into the side of the bus and also almost causing ██████ to get rear-ended. ██████ said that ██████ honked ██████ horn but the driver kept driving. ██████ said that ██████ was only driving about 30-40 km/h due to the bad weather.
4/02/15 2:01:20 PM	Complaint	2-4	Operator went wrong way and driving very fast. ██████ was also out talking to other operators for a long time. ██████ went missing and customers were getting on without paying because ██████ was not on ██████ bus.
4/02/15 3:01:29 PM	Complaint		██████████ called to make a general complaint. ██████ said that the bus numbers are dirty, full of mud and not cleaned. ██████ said that ██████ has got on the wrong bus several times due to this. ██████ said that back windows specifically were dirty.
4/02/15 6:37:25 PM	Complaint	10-5	██████████ said ██████ was in the bus shelter at the Avalon Mall when the 10 pulled in and it only stopped a second and pulled right up to the end of the bus shelters and before ██████ could get over to the bus it left again. ██████ said the destination sign said Kelsey Drive. When I checked the schedule book this 10-5 was terminating. When I told ██████ that ██████ got upset and said this has happened more than once. ██████ said the Operators don't give the customer time to get on the bus. I tried to explain that the bus was terminating but ██████ said we make excuses for the drivers. I told ██████ I was putting in ██████ complaint and someone would be in touch with ██████
4/03/15 11:36:12 AM	Complaint	0150	There were 4 of us standing at a bus stop opposite Colemans gas station o Park AVenue by the Tim Hortons. The bus driver was driving so fast ██████ whizzed right along pass us. I don't think some of the drivers knows where the bus stops are. I didn't see the bus driver to know if it was a male or ██████ because the bus was going so fast.

Submit Date	Class	Route	Comments
4/05/15 1:41:37 PM	Complaint		<p>Bus scheduled to leave at 8:22am Easter morning. Got there 8:21pulls over says she's going to take a break and we can go in too. I declined thinking [REDACTED] was just running in for quick restroom break at service station. 15minutes later [REDACTED] comes slowly. walking back with a bag in [REDACTED] hand. Made me 15 minutes late</p> <p>This bus only runs every 2 hours could at least be on time and leave on time.</p> <p>There need to be more supervisors around on the weekend. to make sure they're following the schedule</p>
4/06/15 8:17:09 AM	Complaint	17	<p>I and another person were on Thorburn Road opposite North Atlantic waiting for the Rte 17 to go to Mun.(I've been getting the Rte 17 the past month and 1/2.) The bus driver past right by us, never stopped. I am now late for class, I get this bus every morning. This is horrible customer service on the driver's part. I pay for this service and have issues every now and then, but this incident is the least caring. I expect at least a 10 ride added to my mcard 452631.</p>
4/06/15 10:09:14 AM	Complaint	19-2	<p>PERSON SAID THAT THE BUS WENT THRU THE 3 WAY STOP AT COWAN AVE. AND FRECKER DR. AND DIDN'T EVEN SLOW DOWN.</p>
4/07/15 1:18:05 PM	Complaint	2-1	<p>Bus was pulling out and [REDACTED] tapped bus. When the operator stopped to let them on [REDACTED] let [REDACTED] on and told the [REDACTED] [REDACTED] was not allowed.</p>
4/07/15 5:56:54 PM	Complaint	3-1	<p>[REDACTED] said all of a sudden while [REDACTED] was on the route 3 [REDACTED] noticed the bus going slow and than the Operator "layed on the horn" and was right up behind the [REDACTED] driver in front of [REDACTED] [REDACTED] said right up [REDACTED] axx, as they say and was driving very aggressively. [REDACTED] said [REDACTED] has [REDACTED] and [REDACTED] was scared and very upset witnessing this driving and [REDACTED] could only imagine what the [REDACTED] in the car ahead of the Operator felt. When [REDACTED] was getting off at the Village [REDACTED] spoke to the Operator and said that [REDACTED] would be calling Metrobus about this incident. [REDACTED] said the Operator said, very angrily "I have to do my job and [REDACTED] is only doing 30km an hour". [REDACTED] said [REDACTED] can't believe we have people employed who have road rage. [REDACTED] said [REDACTED] will not be getting on the bus again until someone from Metrobus gets back to [REDACTED] [REDACTED] said the driver's behaviour was completely appropriate.</p> <p>Customer Email: [REDACTED]</p>
4/10/15 12:28:05 PM	Complaint	6-1	<p>[REDACTED] called to complain that when [REDACTED] was on the Route 6 coming from Water Street to Bowring Park, the bus stopped and [REDACTED] got out of [REDACTED] seat to get a schedule. [REDACTED] said that when [REDACTED] was still standing, the bus driver took off fast. [REDACTED] said that in order for [REDACTED] to not fall face first into the seat, [REDACTED] had to grab the railing on the seat. In the process of grabbing the railing, [REDACTED] hurt [REDACTED] wrist. [REDACTED] said that [REDACTED] was almost to [REDACTED] seat when this happened. [REDACTED] said that [REDACTED] is going to seek medical attention. [REDACTED] said that [REDACTED] didn't tell the driver because the driver didn't seem to happy. [REDACTED] said that [REDACTED] wanted to get off close to the Fire Station on Topsail Road but the driver wouldn't let [REDACTED]</p>

Submit Date	Class	Route	Comments
4/10/15 4:16:02 PM	Complaint	3A	<p>██████████ called in to complain about an experience that ██████████ ██████████ had with a driver. ██████████ said that ██████████ got on the bus and scanned ██████████ m-card and went to sit down. ██████████ said that ██████████ ██████████ got on the bus after ██████████ and ██████████ did not have enough money to pay, however ██████████ did get the correct fare afterward. ██████████ said that the driver slammed the door and took off fast while ██████████ was standing, holding the rails. ██████████ said that the driver said that they were taking advantage of the system and that they owed ██████████ money from before. ██████████ said that the driver put ██████████ life in danger. ██████████ said that the driver wouldn't give ██████████ a transfer and ██████████ wouldn't let ██████████ off the bus. ██████████ said that ██████████ was held against ██████████ will. ██████████ said that the driver waved the transfer in front of ██████████ and got up from ██████████ seat. ██████████ said that they had to get off the bus by the back door. ██████████ said that the driver brought ██████████ anger to work. ██████████ said that there was a full bus. ██████████ said that ██████████ is shaken up. ██████████ said that ██████████ wants the driver suspended and ██████████ is putting in a complaint with the RNC. Customer Email: ██████████ ██████████</p>
4/10/15 6:23:41 PM	Complaint	3-5 3B	<p>██████████ said ██████████ was at the bus stop at Swiss Chalet and the Operator passed ██████████ right by and ██████████ was very very irate and threatening and said ██████████ wanted to speak to someone right away and there was no to speak with. I called dispatch and spoke to Sherry and ██████████ said both ██████████ and Brian Fitzpatrick were aware of the situation because Shawn Kelly had called in and told them that this guy ran across 4 lanes of traffic and wasn't at the stop so Shawn wouldn't stop and ██████████ was banging on the bus and cursing etc. so Shawn wouldn't stop for ██████████ and ██████████ called it in to dispatch. ██████████ kept insisting that ██████████ speak to someone today and ██████████ said ██████████ wanted this driver taken off the road and ██████████ said if ██████████ goes to get back on this bus later and that driver says anything there is going to be another incident. I said sir you have to calm down you are sounding very threatening. ██████████ shouted at me that it was not threatening and ██████████ was going to keep calling until ██████████ got someone to speak with. ██████████ had spoken to dispatch and Brian had to hang up on ██████████ because of foul language. I told ██████████ I could pass along a complaint for ██████████ and ██████████ said ██████████ would be calling all night and I said ok you can call. I finally got ██████████ to give me ██████████ name and telephone number and I then went down to speak with dispatch. Please investigate. Dispatch was calling this into the RNC because of the threatening nature. Also I tried to record the conversation on the phone and the call record button is not working. It is not working on both phones on the front desk.</p>
4/14/15 4:17:34 PM	Complaint	1	<p>Hi, I am a MUN student. I was traveling from MUN center to Portugal cove road. After paying the fare I requested for a transfer from the bus driver but ██████████ refused to give me transfer. Then ██████████ started to ask me several question where I am going and where I will use this transfer. Does ██████████ hold any right to ask me this type of question? Its my right to have a transfer since I paid for it. The transferring bus driver will decide whether I am eligible to use that transfer or not. Why bus driver of no. 0152 decided to not to give me transfer.</p> <p>Last I week when I used my bus pass while traveling from MUN center to Portugal cove road and was coming back via route 9 and automatically got transfer. So, I believe I was eligible to have transfer from the bus driver of route 1.</p> <p>██████████ was so arrogant in behavior. ██████████ could gently explain the rules but unfortunately, ██████████ was so rude. ██████████ finally said, ██████████ will not give me transfer I can do whatever I want. This kind of behavior was really unacceptable. I paid for for my traveling, ██████████ did not give me free ride. Thanks</p>

Submit Date	Class	Route	Comments
4/14/15 4:18:08 PM	Complaint	2	██████████ called to complain that █████ was 5 feet away from the bus stop and █████ tried to flag down the bus. █████ said that the driver would not stop for █████ ██████████ said that the bus pulled up to the red light and would not let █████ on there. █████ said that the driver just shook █████ head at █████ █████ said that █████ missed an interview.
4/17/15 10:06:05 AM	Complaint	16-2	The driver was in the 'straight lane' BUT turned left --█████ was in the wrong lane to turn left. We were both at the intersection at the same time but in different directions, I seen █████ had █████ indicator light on but again WHY was █████ in the straight lane. I therefore was proactive and let █████ go first, because I was weary at this point to what █████ was doing. Had I proceeded █████ would have ram my car over.
4/19/15 1:58:13 PM	Complaint	3-3	This driver (██████████ blond hair) left Stavanger at 1:40, and was supposed to leave at 1:50. █████ is not available on the timetrack service. █████ was then rude (twice) to ethnic person confused about getting to █████ destination. I was appalled by █████ rudeness. .
4/20/15 5:26:25 PM	Complaint	2-2	Customer said that the Rt. 2 did not show up at the Village for 1:05 pm. I checked the AVL and it was right on time. I explained to █████ how the AVL worked but █████ still wants a return call.
4/20/15 5:50:47 PM	Complaint	2-6	██████████ was standing on Topsail Rd waiting for the Rt. 2. █████ seen it come on the other side and so █████ ran over to get it. When █████ arrived at the Village the operator told █████ █████ was returning to garage. The operator gave █████ a transfer and told █████ a bus will be there in 10 minutes. When █████ looked at the schedule there is not one until 5:55 pm. █████ was very upset about operator not telling the truth and not doing █████ job properly.
4/20/15 6:44:36 PM	Complaint	2-1	██████████ called to make a complaint that the driver of the Route 2 at The Village Mall did not stop for █████ and another person. █████ said that they were by the yeild sign/direction change sign walking to the bus. █████ █████ said that a few people got on ahead of them and they were walking up to get on the bus as well. █████ said that █████ could see people on the bus telling the driver to wait for them but the driver just drove off.
4/21/15 9:08:43 AM	Complaint	1	I enjoy metrobus. I do not enjoy the variance in time when it arrives at my stop.  Some days I'm waiting for 10 minutes, other days I miss it completely. I arrived at my stop at 7:33am this morning to catch the number 1 from the village, (stop number 113) the bus had already gone pass. I find this very annoying since it only leaves the village at 7:30, and when I then checked my phone it was 2 minutes early - so how does that add up?  Having to wait is one thing, at least I know its coming, but coming too early is just not good, I only live 2 minutes from the bus stop. I would just make the suggestion that it leave from the village at least on time, not before.
4/22/15 11:07:42 PM	Complaint	5	Thank you,  I was on the opposite side of Elizabeth avenue coming out of Holiday Lanes when I saw the 5 turning onto Elizabeth avenue. I needed to catch that bus to get to transfer to the 16 at the Avalon Mall to get home. It was the last 16. I crossed the road fairly far in front of the bus to get to the bus stop. █████ slowed down as if █████ was going to pick me up and then gave me a stern look and drove away. I assume █████ thought I shouldn't have crossed the road, but in my opinion I was far enough in front of the bus to cross easily, without danger. Regardless of whether █████ thought I created a dangerous situation for myself or not it's █████ job to stop and pick me up since I was at the bus stop, █████ failed to do so, and as a result I had to inconvenience another person to give me a ride home. I recognized the driver and didn't have a problem with █████ before, but I was very disappointed that █████ decided that █████ had the right to not pick me up because █████ thought I did something wrong when I don't think I did.

Submit Date	Class	Route	Comments
4/24/15 4:02:38 PM	Complaint	15	<p>██████████ was walking along the Parkway and ██████ said that ██████ seen a bus go through a red light heading onto Wicklow Street. ██████ said that all other traffic heading East was stopped. ██████ wanted to bring it to someone's attention.</p>
4/25/15 2:45:59 PM	Complaint	19-1	<p>██████████ called to complain that ██████ missed ██████ connection from the Route 21 to the Route 19. ██████ said that this has happened on many occasions and ██████ would like to know what can be done about it. ██████ said that ██████ would like a call back regarding this issue.</p>
4/28/15 10:53:36 AM	Complaint	19	<p>Last night, route 19 broke down and ended up being delayed by about 10 minutes for it's scheduled 11:30 stop at the Village. (It arrived at the Village 11:38 PM).</p> <p>It was the last run of the evening, so why couldn't the other busses have waited? It was pouring rain, and I missed my connecting bus, and was informed that no other runs would be happening. I fully understand that things go wrong; such is life. But it's also worth mentioning that the timetracker was saying the bus was 2 minutes ahead of schedule, and was displaying the improper location of the bus on the map. I ended up have to pay for a cab home from the village, which I can't even really afford, and which would have been cheaper if I'd taken the cab from my original point of departure.</p> <p>Basically, going forward, some more consideration in situations like this would be much appreciated.</p> <p>Cheers,</p> <p>██████████</p>
4/28/15 1:22:11 PM	Complaint	2	<p>██████████ called to complain that the driver of the Route 2 took off without ██████ ██████ said that the driver saw ██████ running up behind the bus and ██████ banged on the back of the bus but the driver hit the gas and took off.</p>
4/28/15 4:13:14 PM	Complaint	3-2	<p>██████████ called to complain that the driver of the Route 3A was rude and ignorant when asking about a transfer. ██████ said that when ██████ asked for the transfer the driver asked ██████ where ██████ was going in a rude way. ██████████ also said that the driver said that ██████ was calling in to complain for no reason. ██████████ would like a call back immediately.</p>
4/29/15 9:39:52 AM	Complaint	16-2	<p>██████████ called in to complain that ██████ had just gotten off the Route 16 and the driver was driving too fast and breaking too hard.</p>
4/29/15 10:00:39 AM	Complaint	2-6	<p>██████████ called in very upset with the driver on the route 2 yesterday evening. ██████ said it started when a ██████ with several bags of groceries got on the bus and asked the driver if ██████ goes by St. Clares Hospital the driver said yes and the ██████ took ██████ seat. When the stop came up the ██████ was gathering ██████ bags to get off and the driver turn around and called out to the ██████ "are you getting off of what". Shortly after ██████████ when up to buy a paper ██████ only had .15 cents on ██████ and a 5 dollar bill, ██████ asked the driver if ██████ could pay .15 for the paper and pay the other .10 another day. ██████ very rudely stated no the paper cost .25 cents take a seat. ██████ was very upset and when ██████ went back to ██████ seat ██████ said to another ██████ there that when ██████ gets home ██████ will be calling in to complain and it was at that point that ██████ noticed the speed ██████ was driving increased and ██████ was driving very fast for the area ██████ was servicing. ██████ stated ██████ will never again get on a bus with this driver again ██████ should never be dealing with the public. ██████ will wait the 30-60 minutes for the next bus if ██████ has to.</p>
4/29/15 5:51:35 PM	Complaint	3-5	<p>Operator was running behind schedule. When ██████████ boarded the bus the operator yelled at ██████ to hurry up. ██████ said the operator was very rude to ██████ When ██████████ called to make the complaint the operator was still going on about it.</p>

Submit Date	Class	Route	Comments
4/30/15 11:43:01 AM	Complaint	10	██████████ is a ██████████ ██████████ said that ██████████ client was refused entry onto the bus because the card was expired. The card number is ██████████. I looked up the card number and it looks like the card has an April pass and a May pass on it. ██████████ would like a call back regarding this. ██████████ said that a message can be left on ██████████ machine as it is a secure line.
4/30/15 2:27:54 PM	Complaint	3	██████████ came in to renew ██████████ bus pass and while ██████████ was here ██████████ wanted to complain about the ██████████ driver that was driving the route 3 on Saturday 04/18/15 at 1:55pm. ██████████ stated that the driver took off ██████████ seat belt got up out of ██████████ seat and point right at ██████████ and told ██████████ ██████████ was not allowed to speak with the other passengers. ██████████ said that ██████████ was having a nice conversation with another passenger no one was talking loudly or yelling or aggressive and the driver had no right to tell ██████████ ██████████ was not allowed to talk or speak with other passengers.
5/01/15 11:40:04 AM	Complaint	3-2	██████████ was at the Village and the Rt. 3 pulled up and didn't open up the doors for ██████████ to get on. I asked ██████████ why ██████████ didn't knock on the door ██████████ said ██████████ had ██████████ pass in ██████████ hand and the operator seen it.
5/01/15 2:01:47 PM	Complaint	10-3	██████████ witnessed this: A ██████████ on the bus at Seaborn St. heading to the Avalon and ██████████ put ██████████ fare in the fare box and the Operator shouted at ██████████ "Could you come back here? Don't sit down." Apparently ██████████ had put in the wrong amount and the Operator told ██████████ that it was no excuse because the fare is listed on the farebox. Some ██████████ got up and asked the Operator how much ██████████ was short and ██████████ said "That's not the Principle." ██████████ said ██████████ was calling in because ██████████ never witnessed any Operator, and ██████████ takes the buses all the time, treat anyone like this. ██████████ said the ██████████ was too scared to call in ██████████ and when ██████████ got off the bus ██████████ had tears in ██████████ eyes. Please investigate and get back to ██████████ Thanks.
5/02/15 11:21:48 AM	Complaint	18-1	The bus was late but what really, really upset ██████████ was the Operator's attitude. There were about 15 people who needed connections at the Village Mall from that first trip this morning. The Operator couldn't give transfers ██████████ didn't ask people which buses they needed to transfer to. ██████████ attitude was perceived by this customer as: this is not my fault and I don't care what you have to do to get where your going. When ██████████ said to ██████████ ██████████ was going to be late for work by an hour, the Operator was very rude and a yelling match ensued between ██████████ and the Operator. ██████████ is a regular user and ██████████ was totally P....ed off with this first thing this morning. Please investigate and get back to ██████████ Thanks.
5/07/15 1:19:41 PM	Complaint	12-2	██████████ call in to complain that the driver on the route 12-2 spoke to ██████████ very rudely. ██████████ said ██████████ just made the bus at the Village before they were pulling away, the bus had moved only a few feet but the driver did let ██████████ on but as ██████████ was boarding the driver was loud and rude and told ██████████ ██████████ didn't have to stop for ██████████ at all once the bus is moving ██████████ can refuse ██████████ entry. I advised ██████████ the driver is correct but ██████████ complaint is the way the driver spoke to ██████████
5/07/15 5:17:43 PM	Complaint	2-2	I got the Rte 2 on LeMarchant Road heading east; I asked for a transfer for a Rte 15 which stops by Basicilia and asked how long before the Rte 15 arrives; ██████████ mumbled 'seconds' nothing else so when it came time for me to get off the bus,(it was cold and damp and windy that day); I said to the bus driver again, 'how long did you say I would have to wait for the Rte 15?' With an angry look on ██████████ face ██████████ said 'Sir I just finished telling you 2 minutes ago how long it was going to take...you should have listened the first time.' ██████████ was loud and never did tell me how long to wait for the Rte 15. I'm upset with ██████████ tone of voice and ██████████ facial expressions and ██████████ look. I never experienced it before and I felt like ██████████ was speaking down to me with this behaviour. I don't want others to feel like this.

Submit Date	Class	Route	Comments
5/08/15 4:53:04 PM	Complaint	2-2	Operator was eating and drinking while driving. [REDACTED] felt this wa very unsafe. Operator was also very rude to [REDACTED] [REDACTED] was 20 cents short and operator would not let [REDACTED] on. A customer paid the 20 cents for [REDACTED]
5/08/15 5:16:50 PM	Complaint	18	I was behind Rte 18 it was stopped at Juanita's Variety on Bay Bulls Road, the driver was actually gone into the store because the bus stop was a little ways before it. The 4 way blinkers were on....the driver(don't know if it was [REDACTED] or [REDACTED] obviously was back into the bus and did not take the 4 way blinkers off OR put on their indictor light to move out into traffic; only because I hit my brakes hard it could have been an accident. This was not a very cautious driver.
5/10/15 11:10:47 AM	Complaint	3B	[REDACTED] called in to complain that the driver of the Route 3B splashed [REDACTED] [REDACTED] said that [REDACTED] was on Topsail Road when the driver saw [REDACTED] and sped up, causing [REDACTED] to get soaked while [REDACTED] was waiting for the next bus.
5/10/15 12:51:34 PM	Complaint		Can you tell the chatty drivers if they aren't going to leave on time to pull close to the sidewalk so the other drivers can leave on time please.
5/12/15 4:00:57 PM	Complaint		[REDACTED] said [REDACTED] and another driver of a GMC truck were in the left lane heading West and the bus was in the right lane and it pulled over and completely cut both [REDACTED] and the other driver off almost causing an accident. [REDACTED] is very upset and would like a call back. Customer Email: [REDACTED]
5/12/15 4:03:13 PM	Complaint		[REDACTED] didn't have the bus # or route # but [REDACTED] had the license plate number BPC-802. I forgot to put this in [REDACTED] message. These two messages go together.
5/15/15 6:23:35 PM	Complaint	18-1	[REDACTED] said [REDACTED] [REDACTED] and [REDACTED] left Middlepond heading into Shoal Bay Road. [REDACTED] said the route 18 bus was behind [REDACTED] and the Operator kept shaking [REDACTED] head every time [REDACTED] stopped to let kids off. [REDACTED] said [REDACTED] has to let about 6 kids off at Shoal Bay Road and when [REDACTED] was in the middle of Shoal Bay Road letting a kid off, with [REDACTED] flashers on and [REDACTED] stop sign down, the Operator went around [REDACTED] [REDACTED] said [REDACTED] was very upset and wants a call back. Please investigate and get back to [REDACTED]. Thanks. Customer Email: [REDACTED]
5/19/15 12:51:19 PM	Complaint	1	[REDACTED] called to make a complaint that the driver of the Route 1 would not give [REDACTED] a transfer. [REDACTED] said that [REDACTED] usually uses a bus pass but it had expired, so [REDACTED] was paying by cash. [REDACTED] was wondering why the driver needs to know what bus [REDACTED] is transferring to because when [REDACTED] uses [REDACTED] bus pass, it is handled electronically. [REDACTED] said that when the driver asked [REDACTED] where [REDACTED] was going, [REDACTED] said that [REDACTED] wasn't completely sure yet. [REDACTED] said that [REDACTED] might go to The Avalon Mall but [REDACTED] wasn't sure which Route [REDACTED] would take to get there at that point. [REDACTED] was wondering why [REDACTED] would not be able to get the transfer because the bus driver would know by the time if [REDACTED] was abusing the system [REDACTED] would not give [REDACTED] last name. [REDACTED] was adamant about not leaving [REDACTED] phone number, only towards the end of the conversation would [REDACTED] leave [REDACTED] phone number.)
5/19/15 10:16:02 PM	Complaint	23	Waited for ten minutes for the bus to show at the first stop after the lights on Newfoundland Drive, bus approaches, driver clearly saw me, and passed right on by. I shouted and waved to ensure I had their attention and was ignored. I double checked the app to confirm that Stop ID 3235 is serviced by route 23 - it is.  I am absolutely disgusted. This is the most pathetic new low that I have ever seen or a been a part of when it comes to my time having to use metrobus.
5/22/15 12:23:38 PM	Complaint	10-1	[REDACTED] called to complain that the driver of the Route 10 merged into [REDACTED] lane on Thorburn Road by Bambrick Street, heading towards Kelsey Drive. [REDACTED] said that [REDACTED] had no other choice but to change lanes, in order to avoid being hit.



Submit Date	Class	Route	Comments
5/29/15 11:44:15 AM	Complaint	Rte 9& 16	I got picked up on Old Pennywell Road going towards Higgins line area at 10:05 am and again was picked up by Rte 16(1312) (11:20am)- at Higgins Line going back towards Old Pennywell Road I got on the bus and put my [REDACTED] down as [REDACTED] was in a car seat and the bus started to go and then stopped when I said can you hold on a second so I could sit down with my [REDACTED] so they wouldn't fall over. The same scenario happened on these 2 buses this morning - so can't the drivers wait until a customer is seated before they move.
5/31/15 4:00:47 PM	Complaint	18	get your fucking shit together I was waiting a half hour for your god damn bus an it never came thank you and go fuck your self for this bullshit you've gotten me into!
6/03/15 9:23:19 AM	Complaint	21-1	Route 21-1 was 7 minutes late leaving the Village Mall and when the Operator pulled in to Mount Pearl Square [REDACTED] was about another 3 minutes trying to get a light that was broken fixed on the bus, which would have been ok also, but than [REDACTED] says I'm going to get a coffee and was another 5 minutes getting a coffee. [REDACTED] does the coffee every morning but [REDACTED] said [REDACTED] should not have done it today as [REDACTED] was already 10 minutes late. Customer was very late for work and upset. Please investigate and get back to [REDACTED] Thanks.
6/03/15 1:25:57 PM	Complaint	15	[REDACTED] .. Rte 15 made a right hand turn onto Wicklow Street from Prince Philip Drive my slow sign was up... when [REDACTED] got out of the turn [REDACTED] sped up [REDACTED] gunned [REDACTED] My partner was up at the other end and their is columns up with traffic on the other side and people were working and going back and forth and I think this was dangerous. [REDACTED] has to slow down if the slow sign is up. Respect the signs
6/05/15 10:08:16 AM	Complaint	2-1	[REDACTED] said [REDACTED] was on LeMarchant Road by Needs heading to the Village and the route 2-1 was 7 minutes ahead of schedule. [REDACTED] said [REDACTED] tried to cross the road to the right side to catch the bus but the Operator ignored [REDACTED] and swerved around [REDACTED] and honked [REDACTED] horn. [REDACTED] is now late for work. Please investigate and get back to [REDACTED] Thanks.
6/07/15 1:39:34 PM	Complaint	3A	[REDACTED] called in to complain that the driver of the Route 3A would not stop for [REDACTED] [REDACTED] said that [REDACTED] was running toward the bus stop and [REDACTED] was approximately 1 foot away. [REDACTED] said that the driver saw [REDACTED] and this has happened to [REDACTED] before. [REDACTED] would like a call back on this complaint.
6/08/15 9:49:12 AM	Complaint	3-1	[REDACTED] said both [REDACTED] and a co-worker caught the route 3 on Duckworth Street opposite Caine's Store at approx. 11:45 pm heading to King's Bridge Road where they wanted to transfer to the route 2. [REDACTED] said they had asked the Operator on the route 3 to call for the route 2 bus for the connection because it was the last bus of the night heading in that direction. When they went to get off at King's Bridge the route 2 wasn't there. [REDACTED] stayed on the route 2 and when they got as far as Torbay Road [REDACTED] asked the Operator why the route 2 hadn't been at King's Bridge and the Operator said: "They don't have to wait for you." [REDACTED] said [REDACTED] friend had to walk all the way from King's Bridge Road to Pleasantville. [REDACTED] said this hardly ever happens because the buses usually wait for each other on the last run of the night. [REDACTED] said when the [REDACTED] Operators do this run they make sure to connect with the route 2 on this last run. Very upset. Please investigate and get back to [REDACTED] Thanks.
6/09/15 4:27:27 PM	Complaint	10	[REDACTED] called to complain that the Route 10 at 2:10 p.m. was 10 minutes late at The Convention Centre. [REDACTED] said that because of this [REDACTED] missed [REDACTED] connection at The Avalon Mall and missed [REDACTED] appointment as well. [REDACTED] said that this is [REDACTED] 5th complaint and [REDACTED] would like a call back on this issue.
6/09/15 4:43:13 PM	Complaint	10-4	Rt. 10 left the MUn Ctr. at 8:20 pm and was not to leave until 8:25 pm.
6/12/15 5:13:05 PM	Complaint		The right brake bar light is not working

Submit Date	Class	Route	Comments
6/16/15 3:57:21 PM	Complaint	1-5	<p>██████████ called to complaint that the driver of the Route 1 would not stop for ██████████ at The Village. ██████████ said that the bus had not started to leave The Village at that point. ██████████ said that the driver saw ██████████ and would not open ██████████ doors to let ██████████ on. ██████████ wanted to file this complaint because ██████████ has had problems with this driver before.</p>
6/17/15 9:39:33 AM	Complaint	14-1	<p>The bus, route 14, was late when ██████████ was picking it up this morning on Airport Road at 8:50 am. It was early on ██████████ return trip from the Marine coming back, about 2 minutes early and now ██████████ has to wait an hour to get another bus. ██████████ is upset. Please investigate and get back to ██████████ Thanks.</p>
6/17/15 11:10:03 AM	Complaint	14	<p>Hello,</p> <p>I'd like to submit a complaint about a bus driver. ██████████ was driving Route 14 yesterday evening. ██████████ was stopped at the bus stop in front of Tim Horton's and Ultramar just before the intersection of Newfoundland Drive and Portugal Cove Road. Riders were getting on and off, and as ██████████ was beginning to go again, a ██████████ and ██████████ were running toward the bus. A passenger said "ma'am, there are people at the bus stop" and ██████████ lifted ██████████ arm as if to say "tough luck". I understand that the buses can't wait for everyone and they have to stick to a schedule, but there should be some flexibility. The poor ██████████ was left there on the side of the road with ██████████!</p> <p>I experienced the issue with ██████████ as well a while ago. I was a few minutes late leaving my office at MUN and ran across campus to catch the bus after work. Just as I was mere steps away from the bus, it began to pull away and ██████████ looked at me, shook ██████████ head and kept on going. I had to wait another hour to get home!</p> <p>From my conversations with other passengers, I'm sure you've gotten complaints about ██████████ before, but I just have to express my frustration from yesterday. It didn't have an impact on me at all, but it certainly had an impact on the ██████████ and ██████████</p> <p>If this particular driver claims that ██████████ is simply abiding by the rules, remind ██████████ that smoking is not permitted on the MUN campus.</p> <p>Thank you for providing the opportunity to express my issue.</p>
6/22/15 12:28:23 PM	Complaint	9	<p>██████████ called in to complain that the driver of the Route 9 gave a ██████████ a transfer when ██████████ did not pay. The ██████████ then gave the transfer to ██████████ to ██████████ ██████████ and ██████████ crossed the street and got on another bus. ██████████ did not think it was fair that ██████████ has to pay and they don't. ██████████ said that ██████████ has been a bus rider for 31 years and this has been ██████████ first complaint. ██████████ would not leave ██████████ last name or phone number.</p>
6/22/15 12:31:04 PM	Complaint	10-2	<p>Customer was very upset said ██████████ ran to the store for 30 seconds and when ██████████ was walking towards the bus ██████████ held up ██████████ hand, the bus was stopped at the red light, the Operator wouldn't let ██████████ on. I explained to ██████████ that the Operator was already left the stop and ██████████ should have been at the stop and this could pose a safety issue. ██████████ started swearing, which ██████████ did several times, and said ██████████ seen drivers stop for people lots of times and pick them up. ██████████ said both ██████████ and ██████████ have a bus pass and this is not good enough. ██████████ said ██████████ would record whenever ██████████ sees the Operators doing something wrong and ██████████ would have the biggest complaint against us. I had ██████████ on the phone for about 12-15 minutes and during that time one of the Operator trainees came in and I tried to let ██████████ in but the door wouldn't open right away and I let out a sigh, ██████████ than said I heard you laughing and I said I wasn't laughing and ██████████ said ██████████ was going to report me to my supervisor. ██████████ than swore again and hung up.</p>



Submit Date	Class	Route	Comments
7/02/15 3:02:53 PM	Complaint	10-2	<p>██████████ started off by saying this was not the first time this has happened. ██████████ said the Operator on the 10-2 gunned the bus before ██████████ sat down and ██████████ was pitched headlong. ██████████ bumped ██████████ right arm and there is a bump and a bruise, ██████████ said ██████████ thought ██████████ arm was broken but its not ██████████ very upset and wants this investigated and please call ██████████ back.</p>
7/03/15 12:13:16 AM	Complaint	bus 10	<p>The bus 10 9845 this morning going to downtown broke down at the MUN, and I was going to work for a 10:30am shift. We were asked to wait for another bus to replace but i just felt like flying out already because i still have work at 10:30am and which the bus we were asked to transfer with came to MUN by 10:30am the bus 1524. Though the driver said sorry but the thing is it gives us inconvenience because i was supposed to be at work before the and it's not my fault that your bus broke down at that very early morning where people are rushing to work. I was so upset and very frustrated it was my first time and worst experienced with metrobus</p>
7/03/15 1:24:32 PM	Complaint	10-3	<p>Operator never gave ██████████ and ██████████ time to be seated. Operator was also jerking back and forth the whole trip. ██████████ said ██████████ felt like the operator didn't want to be driving the bus.</p>
7/06/15 2:20:31 PM	Complaint	1	<p>The bus was very packed while going to mun and there was very little place to sit. Out of courtesy, i decided to remain standing, as there might have been people who were in a greater need to sit that were going to get on the bus. However, two bus stops later, the driver stopped very abruptly, honked and screamed at me to sit down. I wasn't bothering anyone, I made sure I was out of everyone's way, but ██████████ wasn't having any of it and refused to take off until I took a seat, so I did. I felt targeted, and disrespected by ██████████ attitude and tone towards me. Furthermore, ██████████ was very aggressive with regards to ██████████ driving.</p> <p>Please either find someone else to drive the number 1 bus, or explain to ██████████ that being friendly to a customer is necessary for this job. Driving classes and anger management classes are recommended for this driver.</p>
7/07/15 2:06:24 PM	Complaint	16-1	<p>Operator almost hit 3 cars, speeding and hitting curbs. ██████████ also said ██████████ was swearing to ██████████ and complaining about traffic and driver's on the road.</p>
7/13/15 6:50:52 PM	Complaint	12-1	<p>██████████ called in to complain that the driver of the Route 12 would not stop to let ██████████ on the bus. ██████████ said that ██████████ flagged the bus down before it started to pull away from the stop at The Village Mall. ██████████ said that the driver would not let ██████████ on and that the driver almost hit ██████████ ██████████ said that ██████████ then chased the bus to The Orange Store and knocked on the door. ██████████ said that the driver shooed ██████████ away. ██████████ called twice. The first time ██████████ did not make a complaint, ██████████ just let me know what happened and wanted a van sent out to get ██████████ ██████████ was very upset and frustrated about the whole situation. The second time that ██████████ called ██████████ said ██████████ wanted to make a complaint about how ██████████ should've been let on the bus. I explained to ██████████ that it may not have been safe for the driver to let ██████████ on the bus because ██████████ had already pulled away from the stop. ██████████ also kept asking me for information on the driver such as ██████████ name and if ██████████ would be back at The Village Mall. A few minutes after I was speaking with ██████████ for the second time, another ██████████ called in to complain about the same situation but ██████████ would not leave ██████████ name or ██████████ phone number. ██████████ said that ██████████ saw what happened and that it did not look good. ██████████ said that the ██████████ should be apologized to and ██████████ should also be given a bus pass or some other form of compensation. ██████████ said that ██████████ understood that the driver did not have to let ██████████ on but that ██████████ should have. ██████████ said that the Route 12 left early and was the first bus to pull away from the stop.</p>
7/16/15 8:39:56 AM	Complaint	12	<p>When the #2 got to the Avalon Mall at 8 am, or shortly thereafter, the #12 had already gone.</p>

Submit Date	Class	Route	Comments
7/19/15 12:25:24 PM	Complaint	3	The bus drivers driving was unsafe and threatening to all the passengers on board. ■■■ run two stop signs, almost hit a car on water street when ■■■ decided to pass it even when the car had indicator on and was moving and there was a ■■■ running towards the bus, clearly wanting to catch it and was completely visible by everyone on the bus and the driver refused to stop even though ■■■ could wait 10 seconds on a bus stop. I don't think that kind of behavior and driving is acceptable and should be dealt with immediately.
7/20/15 9:15:38 AM	Complaint	2-3	The bus left early at 8:52, I was there at 8:52. I was about 15 feet away from bus stop when I saw the bus so I ran and waved and ■■■ just went on. I also told this customer that we check the GPS of this particular bus and it indicates its on time.  I explained the procedure to this customer about being at the bus stop etc, safety issues.  ■■■ wants a call back because the bus was Early ■■■ said.
7/20/15 4:15:23 PM	Complaint	18-1	■■■ called in to complain that the driver of the Route 18 told ■■■ to take ■■■ feet off of the seat. ■■■ said that ■■■ wss facing sideways and ■■■ told the driver that ■■■ feet were not on the seat. ■■■ said at the next stop, the driver went back and confronted ■■■ ■■■ said that if the driver continues to be confrontational they might have a problem.
7/22/15 7:52:07 AM	Complaint	12-1	I got off Rte 22 and the Rte 12 was pulling out of the Village parking lot. (Terri, I asked if ■■■ told driver on Rte 22 that ■■■ wanted to transfer on Rte 12, ■■■ said no because he's been doing this for years.) The driver of the Rte 12 I also have a concern in that ■■■ is perpetually driving fast going through stop signs, it's scary because he's going on Forbes/ Bartlett in one scoop ■■■ doesn't stop or slow down and if there's a car coming ■■■ can potentially go into a car. I don't feel safe for people who are on the road while this driver is driving.
7/23/15 5:54:07 PM	Complaint	21-1	■■■ called in to complain that ■■■ ■■■ ■■■ was riding the route 21 and because the driver had to go back to the Village Mall to pick up 3 passengers, because ■■■ left early, ■■■ was running behind and driver "like a mad ■■■ ■■■ hit a pot hole on Topsail Road that drove ■■■, who was sitting in the back of the bus by the window, from the window seat to the middle of the seat. ■■■ is complaining of back pain and when ■■■ informed the driver ■■■ laughed at ■■■ ■■■ was very upset by this and is taking ■■■ ■■■ to the doctor tomorrow to have ■■■ back checked. ■■■ wants this looked into and will be calling back once they get back from the doctor.
7/24/15 2:32:36 PM	Complaint	19-1	I came around Canada Drive/Carmanville area the driver came across my side of the road. I kinda indicated to ■■■ to move over on ■■■ own side of road and ■■■ was doing excessive speed. I will watch ■■■
7/27/15 4:15:15 PM	Complaint	3-1	■■■ was waiting for bus on Water Street. ■■■ was next to ■■■ with open beer. When driver arrived ■■■ told them they could not get on with open beer. ■■■ said ■■■ was not with this person and ■■■ was holding a can of diet coke. ■■■ has pictures and serial number belonging to ■■■ diet coke. Pat was talking to driver so you might want to ask ■■■ about this also. Here is the serial number of the diet coke lol 06900001425.
7/27/15 6:37:04 PM	Complaint	16	The route 11 and 16 were set to meet at the Avalon mall. The 16 waited for the 11 to get on the parking lot and left. We were the only passengers and still never managed to get off on time to transfer. Now me and my ■■■ ■■■ are stranded at the mall for an hour. I understand if the 11 was late and the bus left, but I don't understand bothering to wait until it's on the parking lot but leaving before anyone could transfer?

Submit Date	Class	Route	Comments
7/28/15 10:23:36 AM	Complaint	2	<p>I was running to make the bus stop opposite MUN @ Elizabeth Avenue before the #2 bus showed up, and was a few yards from the stop. The bus had not yet passed the stop and I was waving for the driver to stop, if [REDACTED] had stopped it would have taken me 5 seconds to close the distance with my running, but [REDACTED] just continued and drove right past.</p> <p>I tried to run and catch up to the bus as it passed and stopped at a red light, but the driver then refused to let me onto the bus making me late for work.</p> <p>I have known Metrobus to care about customer service, but the male bus driver on route 2 was unwilling to assist in something that should have been extremely easy and doable. It's not even so much that [REDACTED] would not let me onto the bus at the red light, since I would never consider doing that normally, but I was clearly within [REDACTED] vision waving my arms for [REDACTED] to stop long before [REDACTED] reached the appropriate stop.</p>
7/29/15 3:54:24 PM	Complaint	10-1	<p>Very upset that when [REDACTED] arrived at Avalon route 19 was already left. [REDACTED] did ask the operator for a connection and [REDACTED] said no problem. I can only assume operator never called ahead. However Rt. 10 was behind by 5 mins. [REDACTED] feels that the operator should off let [REDACTED] know that [REDACTED] was running behind.</p>
8/02/15 12:14:38 AM	Complaint	3-2b	<p>hi</p> <p>There is an ongoing issue with the buses in regards to the last run at night. A few weeks ago a friend decided to take the last bus from my place to get home. we were at the busstop on time, but it didnt come. i checked online and saw that it had already gone by. so the next time my friend took the last bus at night from my place , i walked with [REDACTED] a little eariler so we wouldnt miss it. we were there 10 mins early, and it had already gone by. Then tonight, i waited for the last bus , 11;15, and it never showed. i got there at 11;05 . but even as i walk down my hill to get to the busstop i can see when the bus goes by and it didnt, which means it was at least 15 mins ahead. i checked online and the site was last updated at 10;49, saying the bus was 2 mins behind. I know that its the last run of the night so less people are waiting for the bus and getting off so that means the bus might be a little ahead but 10 and 15 mins is too much. this is a saturday night, people are still depending on the bus at this hour. now i cant go out because a cab is too expensive. its just very frustrating when you depend on community transportation to provide a service and it isnt reliable. we should be there a little early yes but 10 and 15 mins means the difference between being late for work, or not getting home at all at the end of the night. I really hope this can be rectified. thank you for your time</p>
8/02/15 1:15:51 PM	Complaint	18-1	<p>[REDACTED] called to complain that the driver of the Route 18 has been missing [REDACTED] at the bus stop for the past month. [REDACTED] said that [REDACTED] waits for the bus on Bay Bulls Road by the bridge or by Kenny's Auto Body. The driver also missed [REDACTED] today. Michelle said that [REDACTED] would like a bus pass or rides as compensation for this.</p>

Submit Date	Class	Route	Comments
8/06/15 9:34:07 AM	Complaint	2 Regatta - Avalon Mall	This is not a complaint against a specific driver, mostly directed at the system. My family and I attended Regatta yesterday and took the bus both ways. On the way down it was uneventful - the bus was comfortably full and the driver polite. The way back was terrible. We were crowded onto an already-full bus with [REDACTED], who were forced to stand. There was another empty bus waiting behind us and the driver refused to open the doors for us until the first bus was crammed full. Having small children stand is neither safe nor good customer service. Along the route we continued to pick up more passengers, even though they wasn't enough room for the ones already on the bus. I was appalled with the customer service we received yesterday. I expected to have to wait to catch a bus at the Regatta - that's fine. What I was not expecting was to be crowded like cattle where small children are forced to stand on a moving vehicle and try and hang on, while people around them are bumping into them. This was [REDACTED] experience riding Metrobus and [REDACTED] was scared.
8/06/15 11:37:10 AM	Complaint	6	I got on the Route 6 bus in the Waterford Bridge area, I had a coffee in my hand. The bus driver, whom I never seen before, gave me a dirty look and as soon as I put my money in the farebox, the driver accelerated and I went flying into a seat. My spine hurts now. Paul, I put this customer on hold and called dispatch to see if they could get a 'heads up' on this situation. The driver confirmed that [REDACTED] indeed waited for a customer in this area who had a coffee, but knew nothing of the above-noted incident at all. The last thing this customer said was 'if you are going to let the driver get away with it, I'm filing a police report.' I then told customer I have done my part, took [REDACTED] complaint, and it will go through the normal process.
8/07/15 6:04:49 PM	Complaint	2	This bus is regularly 15-20 minutes late at this time of day. Despite this, the driver will stop the bus and take a 5-10 minute break at a certain part of the route. This is unacceptable. You should ensure your buses are on time. If they are behind and the driver is supposed to take a break, you should have another driver at the stop to take over the route so the bus isn't sitting there. This would allow the bus driver to still take their break, and allow the bus to catch up since it won't be sitting idle for so long.
8/10/15 3:15:13 PM	Complaint	2-3	[REDACTED] called in to complain that the driver of the Route 2 saw [REDACTED] running up the road and would not wait for [REDACTED]. I explained to [REDACTED] that the driver may not have seen [REDACTED] and that [REDACTED] needed to be at the bus stop but [REDACTED] still wanted to make a complaint. [REDACTED] also said that the bus left 1 minute early.
8/10/15 3:27:01 PM	Complaint	1	Bus was over 10 minutes behind schedule as it approached Mun Centre. It is sweltering outside so people were in the bus shelter, also I don't have a smart phone so I was in there to keep track of where the bus might be. It came and never stopped blew threw the stop and I had to take a cab to get home. I am a monthly bus pas user and this is unacceptable. I expect to be credited the \$10 towards my next bus pass renewal and your driver needs to be told to not punish [REDACTED] passengers for [REDACTED] being late.
8/15/15 11:26:19 AM	Complaint	1-1	[REDACTED], said [REDACTED] [REDACTED] was at the bus stop on Cashin this morning, going to MUN, and the Operator on the 1-1 just past right by [REDACTED] and wouldn't stop to pick [REDACTED] up. I asked if the customer was definitely right at the bus stop and [REDACTED] said yes [REDACTED] was there and looking right at the bus approaching [REDACTED] but the Operator would not stop. I asked if [REDACTED] friend had any problems like this before and [REDACTED] said no. I asked if [REDACTED] wanted to leave [REDACTED] friend's name and [REDACTED] said no and [REDACTED] said [REDACTED] didn't think you should have to leave personal information. I explained that you do if you are making a formal complaint. Please investigate and get back to [REDACTED]. Thanks. Customer Email: [REDACTED]

Submit Date	Class	Route	Comments
8/18/15 4:24:32 PM	Complaint	19-1	<p>██████ called in to complain that the backdoor of the bus would not open when █████ swiped █████ hand in front of it. █████ said that the driver opened the bus and the door closed on █████ causing █████ to twist █████ ankle as █████ was getting off the bus. █████ said that █████ not seeking medical attention for █████ injury.</p>
8/23/15 9:38:16 AM	Complaint	3	<p>Are the buses supposed to stop at the torbay road mall until the time on the schedule. because if so it should have been there till 930. I always go out 5 minutes ahead of time and the bus was already leaving and I did not catch it. Which resulted in .e having to get a \$25 cab to work which I cannot afford. That's the reason I take the bus. I figured 5 minutes ahead of time would be fine like any other day !</p>
8/24/15 9:31:50 AM	Complaint	15-1	<p>██████ seen the Rt. 15 coming so █████ decided to run to catch it. The operator pointed █████ to the next stop. █████ ran again to get it but before █████ could the operator left.</p>
8/24/15 4:39:51 PM	Complaint	10-1	<p>██████ called in to complain that the Route 10 was running a few minutes behind when █████ got on the bus. █████ said that the driver called ahead to ask for the busses at The Avalon Mall to hold █████ said that when the bus arrived at The Avalon Mall, all of the other busses, except for the Route 2, had already left.</p>
8/25/15 9:29:57 AM	Complaint	19-2	<p>██████ said █████ saw an Operator blow through 3 stop signs. █████ said █████ was in the car behind █████</p> <p>The bus stop at Blackmarsh/Frecker and the stop a Empire &amp; Jensen Camp. Fist █████ told me 3 stops than █████ said probably 2 stops.</p> <p>██████ started the conversation by asking if the bus was on time and at 9:15 when I check it was ahead by 1 minute. █████ said; "I don't know who is training those drivers." I said I would pass along █████ complaint to the Operations dept. Please investigate and get back to █████ This occurred around 9:11 or 9:12 am.</p>
8/27/15 1:11:22 PM	Complaint	10-1	<p>██████ said at least 4 times this month when █████ got on the route 10-1 downtown at 6 pm and got a transfer the Operator on the route 23 refused █████ transfers and █████ had to pay again. This didn't sound right to me. █████ said the transfer was torn off for 6 pm. Please investigate and get back to me. Thanks.</p>
8/30/15 1:21:47 PM	Complaint	03	<p>I would like to know how long Route 3 will not be travelling its regular route. I ask this because of what happened to me on the aforementioned date. I got on Number 3 bus at the Post office on Water St. ,intending to get off at my regular stop on Craigmiller Ave. I did not know the bus would not be going to Craigmiller.When the driver turned onto Leslie Street, I rang the bell. The bus did not stop until it reached the area Of Barrett's Funeral Home.,on Hamilton Ave. I then had a 30 minute walk home. This is not acceptable.Normally,it would take me about 10 minutes. I do realize that things happen around the city,and allowances have to be made. However,having said that,maybe Metrobus can look into implementing allowances as well. Maybe a well-placed sign informing passengers that the regular route has changed. I don' t know,, it's only a suggestion.I do know that it was very stressful for me and my family. I am a regular customer and use your services at least 5 days a week. And to say that I was a little ticked off when I arrived home would be putting it mildly.</p> <p>Thank you for your time.. I look forward to hearing from you.</p> <p>Sincerely, ██████</p>

Submit Date	Class	Route	Comments
9/02/15 12:14:29 AM	Complaint		As i was driving my car in rush hour the bus driver driving bus 66 came over in to my lane and nearly hit my car. [REDACTED] should have waited to switch lanes when it was safe to do so and [REDACTED] had enough room, i had to move my car all the way over on to the wall otherwise the driver would have hit me. I am not impressed at all with the driving of that bus driver and i think maybe they should learn spacial awareness and not to cut people off. - [REDACTED]
9/02/15 2:17:31 PM	Complaint	16-1	[REDACTED] said the Operator on the route 16 was coming towards [REDACTED] [REDACTED] says [REDACTED] was at the stop in front of the Ramada Inn, and [REDACTED] was waving [REDACTED] arm and [REDACTED] wallett and the Operator drove by [REDACTED] The Operator didn't even pull into the stop. [REDACTED] said [REDACTED] is a very big [REDACTED] and finds it hard to walk. Now [REDACTED] is trying to walk to the Avalon Mall and [REDACTED] is finding it very hard on [REDACTED] feet etc. Please investigate and get back to [REDACTED] Thanks. Customer Email: [REDACTED]
9/04/15 12:57:42 PM	Complaint	N/A	For some reason neither Google nor your site trip planner seem to be working. When I type in the information I only get walking and driving options/directions. The bus options do not come up.
9/08/15 10:33:29 AM	Complaint	10-4	The 10-4 didn't show up. [REDACTED] said both [REDACTED] and [REDACTED] were waiting from 6:20 pm to 7:15 pm and no bus showed. [REDACTED] said [REDACTED] was calling the information line but kept getting a message. Please check and see why the route 10-4 didn't show up. Thanks. Customer Email: [REDACTED]
9/08/15 1:06:16 PM	Complaint	19-2	At the Avalon Mall, I was crossing in front of the parked buses to see what way the Rote 10 was going when it departed the Avalon Mall. I was on my cell phone and the driver started flipping out(saying that I should watch what I'm doing, I may get hit and stuff), because I was on my phone and I walked out in front of [REDACTED] bus which was parked. When I got 1/2 way in front of [REDACTED] bus started to move. I just stayed on my phone and got on Rte 10 which was my bus.I ignored the driver. I don't think [REDACTED] had a reason to really say anything to me. It doesn't make any sense to me. I mentioned to this customer that the driver, I am sure, was looking at safety issues, [REDACTED] replied, 'No, I do this all the time.' I spoke to Don in Dispatch and [REDACTED] spoke to Shawn Dillon, the driver of 19-2, who gave a different scenario on this complaint and Shawn's intention was for this customer's safety. [REDACTED] was indeed on [REDACTED] cell phone and not watching where [REDACTED] was going.
9/09/15 10:11:03 AM	Complaint		Who thought that splitting up the route information for a long route like the #2 was a good idea? It's absolutely ridiculous and makes it harder to read the schedule online. If you were worried about the small print make a larger print optional, not this mess you have right now.
9/10/15 10:25:28 AM	Complaint	2-3	[REDACTED] was upset that the driver did not hold up for [REDACTED] at the stop on Middleton Street when [REDACTED] [REDACTED] who was on the bus asked. The bus arrived at the stop at 8:53 and [REDACTED] asked if [REDACTED] could hold for just a minute that [REDACTED] was coming and the driver stated no [REDACTED] was on schedule and due at [REDACTED] next stop at 8:55. The bus was running on time and [REDACTED] was not at the stop. I informed [REDACTED] that we usually give the buses a 2 minute window before and after their check point time before we would consider them early or late and we do advise the customer to be at the stop at least 5 minutes before they checkpoint time to insure they do not miss the bus. [REDACTED] was still not happy with this stating that this is not the first time the bus was early and [REDACTED] had to get a taxi to work and that the bus has at times been up to 5 minutes early. [REDACTED] wants to speak with a supervisor and would like some kind of compensation for this time and other times [REDACTED] has had to get a taxi.
9/11/15 9:12:01 AM	Complaint	03-1	Bus changed to the center lane to avoid an obstruction and nearly caused a collision
9/13/15 4:27:09 PM	Complaint	2-2	Operator cut [REDACTED] off on Military Road. This caused [REDACTED] to almost go off the road. Operator was Elana.

Submit Date	Class	Route	Comments
9/14/15 5:44:01 PM	Complaint	10-7	<p>█████ called in to complain about a driver. █████ said that █████ was dropping someone off at MUN when the driver honked the horn at █████. █████ said that as █████ was starting to pull away from the sidewalk, the driver pulled in front of █████ and blocked █████ in. I explained to █████ that █████ may have been parked on the bus stop and █████ said that █████ realized that █████ may not have been supposed to park there to drop someone off but █████ didn't think what the bus driver did was necessary. █████ said that the bus was Route 10, bus number 9236 but the only Route 10 close to that number when I looked was bus number 9234.</p>
9/14/15 7:33:12 PM	Complaint	1, 2, 3, 6, 12, 13*, 18, 19, 21, 22, 25	<p>While watching CBC News today (Sept 14th), during the story about the first full day of classes at the Waterford Valley high school, it was clearly seen that students were going south on the crosswalk with the walk light counting down; but a Metrobus turned left across the cross walk when the students were at the half way point. I feel this wasn't safe, and can be used as an example to teach the public how to respect this busy side walk. I've uploaded a picture at &lt;<a href="http://www.tiny.cc/Metrobus">www.tiny.cc/Metrobus</a>&gt;.</p> <p>On page 25 of the highway code &lt;<a href="http://www.tiny.cc/Metrobus-1">www.tiny.cc/Metrobus-1</a>&gt;, It clearly says, that 'Motorists must stop before entering a crosswalk at an intersection and yield to pedestrians before proceeding.' Therefore, I'm sure you will agree that it was wrong for the bus driver to cut over the second half of the crosswalk, while it was in use by a group of students. █████ should have waited to proceed.</p> <p>To make the public more aware of how busy this crosswalk will be in the coming months, why don't you approach CBC, get the clip, have the CBC consult the RNC regarding what the code says about this situation; and have a Metrobus spokes person explain on air what the bus driver should have done; which is waited.</p> <p>A following car, also followed the bus and subsequently took the right of way from the students now further along the cross walk. Can you please comment, as I've also CC:'ed this story to CBC.</p> <p>Regards. █████</p>
9/15/15 4:48:19 PM	Complaint		<p>A bus turning left on Topsail road from Hamlyn avenue did not allow students to walk on the walk light out of the Waterford Valley high school. My understanding the students have the right away even though the light is green.</p> <p>This is very dangerous and not a good start to this new school. I someone is hurt by a bus on this intersection it's certainly going to be a bad situation.</p> <p>Thanks</p>
9/16/15 9:47:55 AM	Complaint	2-1	<p>█████ said █████ was boarding the bus and had █████ 2.25 ready to put in the fare box, when █████ put the money in the driver told █████ █████ didn't put in enough money. █████ told █████ █████ did that █████ had 2.25 exactly but █████ insisted █████ did not that █████ only put in 1.60 and told █████ █████ would have to get off the bus. Another passenger ask how much █████ needed and paid the rest of the fare and █████ was able to stay on the bus. █████ was upset and insisted █████ had the correct change and that if it hadn't been for the older █████ on the bus █████ would have been forced to leave the bus.</p>

Submit Date	Class	Route	Comments
9/16/15 10:54:06 AM	Complaint	12-2	<p>Me and [REDACTED] got on Rte 12 and went to the back of the bus, then this [REDACTED] and [REDACTED] got on the bus and came back and sat close behind us. The [REDACTED] started mouthing off to us (they said to us you rats bags, you piece of shit, etc.).</p> <p>The bus driver pulled over on the road, the driver got snotty [REDACTED] was like 4 of ye get off the bus and [REDACTED] never even asked us any questions; I told [REDACTED] I was not getting off the bus I am [REDACTED]. Then my [REDACTED] told the [REDACTED] to give it up, the customers name is [REDACTED] [REDACTED] my [REDACTED] [REDACTED] [REDACTED]. It's shocking I shouldn't have to get off the bus and I don't need this stress on the bus.</p> <p>Your driver is ignorant and got up in our face.</p> <p>Some bus drivers are ignorant they know me and I called in before to make a complaint and ye did nothing.</p> <p>Terri, I explained to this customer the safety issues the bus driver is responsible for, etc. etc. and this seems like a personal issue which we do not get involved in, but really to no avail.</p>
9/16/15 11:15:48 AM	Complaint	2-2	<p>[REDACTED] said [REDACTED] was trying to catch the route 2 bus at the Village Mall at 11 am and the bus pulled out and [REDACTED] ran up to the bus while it was stopped at the stop sign and the Driver indicated to [REDACTED] to go back and wouldn't open the door. [REDACTED] said [REDACTED] thought this was very rude and [REDACTED] started cursing on the driver and I told [REDACTED] I didn't want to listen to that language. [REDACTED] said it was [REDACTED] first day of school at Academy Canada and [REDACTED] was going to be late. I explained that once the bus has left the bus stops and is out in traffic, stop sign or no, that it would be a safety issue to open the doors for someone running to catch the bus. I told [REDACTED] I know [REDACTED] is frustrated but we would have to send off the complaint to the Operations dept. for them to investigate and get back to [REDACTED]. Thanks.</p> <p>Customer Email: [REDACTED]</p>
9/17/15 4:15:03 PM	Complaint	15-2	<p>Operator had emergency flashers on. Traffic was pulling around the bus. On average about 15 cars went by and [REDACTED] a decided to take [REDACTED] turn. When [REDACTED] did the operator pulled out. [REDACTED] said it would not caused an accident. But if the bus was not brake down emergency flashers should have not been on. [REDACTED] works with the safety department and felt [REDACTED] needed to call.</p>
9/18/15 12:55:17 PM	Complaint	1-1	<p>[REDACTED] is a [REDACTED] and [REDACTED] was on the crosswalk at the Confed. Bldg. parking lot ,not on the road, and said [REDACTED] had to jump back because the bus was going about 60 on the parking lot and almost took [REDACTED] "knees off". [REDACTED] said I don't know what was wrong with [REDACTED] and I will be phoning the RNC about this. Please investigate and get back to [REDACTED] ASAP. Thanks. Customer Email: [REDACTED]</p>
9/18/15 1:26:21 PM	Complaint		<p>[REDACTED] is the [REDACTED] at the [REDACTED] [REDACTED] [REDACTED]. Both [REDACTED] and [REDACTED] are [REDACTED]. Apparently one of them has been spreading gossip about the other via one of our Operators and the Paster doesn't want it to continue. [REDACTED] said the gossip was very vulgar and now [REDACTED] [REDACTED]. I explained to [REDACTED] that we needed more information about the time,route and bus etc. so we could determine which Operator is in question. Please contact [REDACTED]. Please do not speak directly to [REDACTED] or [REDACTED]. Customer Email: [REDACTED]</p>
9/18/15 6:26:41 PM	Complaint	15	<p>I moved to the University area on Sept. 1st from the west end. I have taken Route 15 almost every day in the last 3 weeks, and it is NEVER on schedule. Please explain why this bus is always late and why I always miss my connecting bus and am late 95% of the time for meetings, appts, etc. I will be contacting the Municipal Gov't and Tom Hann next week. Please respond to this e-mail.</p>

Submit Date	Class	Route	Comments
9/21/15 8:59:56 AM	Complaint	3-5	<p>██████████ said ██████████ was on the route 3 and another ██████████ got on or was already on the bus, ██████████ wasn't paying attention, until the ██████████ and the male Operator starting discussing the accident in the Goulds this weekend and went into graphic details about the ██████████ ██████████ said ██████████ found this very, very upsetting and that ██████████ didn't need to listen to this first thing in the morning on ██████████ way to work. ██████████ ██████████ and this really upset ██████████ Please investigate and get back to ██████████ Thanks. Customer Email: ██████████</p>
9/22/15 5:23:20 PM	Complaint	10-7	<p>██████████ called to say that when ██████████ arrived at MUN on the Route 1, the Route 10 was directly in front of it. ██████████ said that as ██████████ was running toward the Route 10, the bus took off. ██████████ said that ██████████ was banging on the side of the bus and waving to try to get the driver's attention. ██████████ said that ██████████ did not ask the driver of the Route 1 to call ahead for the Route 10. ██████████ was very upset that the driver did not wait when ██████████ seen another bus pull in behind it.</p>
9/22/15 5:43:28 PM	Complaint	15-1	<p>██████████ called in to complain about the driving on the Route 15. ██████████ ██████████ said that the driver of the Route 15 was on Elizabeth Avenue trying to make the left hand turn onto Allandale Road. ██████████ said that the bus was out in the middle of the intersection when the light turned red. ██████████ said that the bus was impeding traffic. ██████████ said that went over to the bus to speak to the driver and asked ██████████ if ██████████ could move back. ██████████ said that the driver told ██████████ that ██████████ could not back up and then shut the window before ██████████ could say anything else. ██████████ said that ██████████ did not think that this was safe. ██████████ said that ██████████ wanted to speak to a supervisor to make a statement.</p>
9/22/15 10:58:56 PM	Complaint		<p>I am SICK OFF BEING CUT OFF BY YOUR BUS DRIVERS USEING NO SIGNAL LIGHTS!!!!!!! this bus 0962 came down Ridge road on to Higgen's line then went into the curb lane.I was in center lane and just before the gas station it starts to pull out infront of me whith out using ANY SIGNAL LIGHTS OR CHECKING IF I WAS THERE!!!!) but the front of my car was part way infront of the bus back tires. I Layed on the horn and slowed down ( which I will not do again, I will let them hit me as I am sick of this happening).I was doing 60 kms in that 50 zone and the bus was going faster than me.The drivers do this same lane change every night and I try to get past before they do as they always do it with no signal lights or checking for cars. THEY THINK THEY OWN THE FUCKIG ROAD!!!!!! THEY RUSH FOR THE LIGHT AT PORTUGAL COVE ROAD AS THIS ONE DID TONIGHT.PLEASE DO SOMETHING WITH THIS DRIVER BEFORE THEY HIT A CAR OR PERSON!!!!!!!!!!!!</p>
9/23/15 3:33:21 PM	Complaint	2-2	<p>I was at the stop at about 2:54 but when the Operator pulled in to let people off ██████████ started to pull out I had to run and ██████████ did open the front door but said "Hurry up by". I did not appreciate ██████████ demeanor or tone. ██████████ was the one running early I had to run. Please investigate and get back to ██████████ Thanks. Customer Email: ██████████</p>
9/23/15 5:57:06 PM	Complaint	2-1	<p>I was driving in the area of Stockwoods on Freshwater Road, heading away from Avalon Mall. I was in the left lane the bus in right lane; the bus just came over into my lane I blew my horn to let them know I was here and ██████████ continued to just drive and waved at me. I slowed down-- the wheels were coming over into my lane the driver actually cut me off ██████████ was only 2 inches away from my car, only because I slowed down was there was no accident. It was pretty saucy on top of it all for the driver to wave ██████████ hand to me.</p>
9/23/15 11:20:40 PM	Complaint		<p>I was watching the nws tonight and saw 2 f your buses turn infront of students that go to then school bythe Village. The walk sigh was on, but they still turned. This is a driving infraction, and not safe.</p>

Submit Date	Class	Route	Comments
9/25/15 2:40:25 PM	Complaint	15-2	<p>This customer called in to say [REDACTED] asked the bus driver on the Rte 15 to call ahead for Rte 16 at the Avalon MALL and [REDACTED] wouldn't???????</p> <p>When I put [REDACTED] on hold and investigated through Dispatch, the Rte 15 bus driver told Glenn that [REDACTED] was running late approximately 8 minutes and when [REDACTED] got close to the Avalon Mall a customer told driver [REDACTED] wanted to connect with Rte 16 going to Old Pennywell Road area. The driver said [REDACTED] knew at that time [REDACTED] would not be able to make connection at the Avalon MALL.</p> <p>When I relayed this information to the customer [REDACTED] said the buses were leaving the A MALL parking lot and they were coming in on lot and [REDACTED] could see buses departing.</p> <p>I told this customer the procedure and about being late and the (dominio effect holding all buses would do, etc etc)...to no avail.</p> <p>The customer said [REDACTED] couldn't wait for the next Rte 16 at 2:10 because [REDACTED] would be late for work.</p> <p>I called back to ask Glenn if we had a van on the road, and Glenn said that Terry was at the Village Mall transporting/waiting for a driver and wouldn't be available until around 1:45 or so.</p> <p>When I relayed all the above to this customer, [REDACTED] said [REDACTED] still wanted to file a complaint.</p>
9/26/15 1:47:58 PM	Complaint		<p>[REDACTED] called in to complain about the Route 2 schedule for Saturday. [REDACTED] was wondering why the first time that the Route 2 is opposite the Torbay Road Mall is at 7:55 a.m. [REDACTED] said that last year [REDACTED] used to be able to get it an hour earlier. I still had my Fall Schedule from last year so I looked up the times in it and they looked to be the same as this year. [REDACTED] said that [REDACTED] used to get the bus an hour earlier last year than [REDACTED] can this year. [REDACTED] wanted to leave a complaint and [REDACTED] also wanted to know why the schedule was changed. I could only tell [REDACTED] that it looked to be the same as the schedule from last year. Customer Email: [REDACTED]</p>
9/28/15 6:19:38 PM	Complaint	1-4	<p>[REDACTED] called in to complain that the buses at The Village Mall do not hold in long enough to connect with the Route 1. [REDACTED] said that this has happened a few times and [REDACTED] wanted to make us aware. [REDACTED] said that when [REDACTED] gets on the Route 1 [REDACTED] tells the driver that [REDACTED] will be transferring to the Route 22 at The Village Mall. [REDACTED] said that when the Route 1 pulls into the parking lot, the other buses are just starting to leave and [REDACTED] misses [REDACTED] connection. [REDACTED] was wondering if when the bus is very close, would they be able to hold for another minute.</p>
9/29/15 3:05:47 PM	Complaint	15	<p>When I boarded the bus my M-Card which I reloaded yesterday said insufficient funds (apparently I loaded it too late in the day, which is another problem Metrobus needs to address; it shouldn't be more convenient and reliable for me to walk to city hall to reload my M-Card than it is to reload it online). The driver's response was along the lines of "If you don't know if it'll work next time don't bother getting on my bus." Then I asked, since my card was not working, for a transfer, which I needed to get route 1 at MUN. [REDACTED] told me to "Tell it to the next driver." [REDACTED] asked me where I was going and when I said I was going to Portugal Cover Road [REDACTED] then challenged why I was even getting on [REDACTED] route to begin with. I told [REDACTED] that I'd be transferring to route 1 and I sat down. Eventually [REDACTED] called me up to give me the transfer but [REDACTED] was terribly rude the entire interaction. While I appreciate that [REDACTED] allowed me to board the bus I feel as though [REDACTED] entire response was uncalled for. I would honestly have preferred if [REDACTED] had politely declined to let me board.</p> <p>I've been using Metrobus off and on for a decade and this is frankly not terribly uncharacteristic of many of your drivers. It reminded me why I prefer to use other modes of transportation.</p>

Submit Date	Class	Route	Comments
10/01/15 7:51:05 AM	Complaint	19-1	<p>██████████ says the route 19 was late this morning again and ██████████ asked the Operator on 19 to call for the route 13 and ██████████ did but the route 13 didn't wait. ██████████ said its ok ██████████ will get a route 1 but there are a lot of students at the Village Mall who missed their connection. ██████████ said yesterday the route 19 was late arriving at Cowan Heights again it arrived at 7:25 am in stead of 7:20 am. ██████████ said last year there had to be adustments made for the 19 to connect with the route 1 now this year it's not connecting with 13 ██████████ said something needs to be done again. Please investigate and get back to ██████████ Thanks.</p>
10/01/15 9:56:42 AM	Complaint	2	<p>██████████ said that when ██████████ was on ██████████ way to work to the Miller Centre ██████████ saw one bus turn from King's Bridge to Empire Ave. and that Operator ended up going through a yellow light there was another metrobus directly behind ██████████ that went through a red light and headed straight over King's Bridge Road ██████████ thinks it was heading towards Pleasantville. ██████████ said ██████████ didn't get the full bus number but ██████████ thinks it started with 24.. ?. Please investigate and get back to ██████████ Thanks. Customer Email: ██████████</p>
10/01/15 4:06:06 PM	Complaint	21	<p>My ██████████ was at ██████████ stop by 8:05am this morning and the bus didn't show. The stop was just off Richard Nolan Dr. ██████████ was on time but the bus had already left. This has happened twice this past 2 weeks, resulting in ██████████ being late for school. Doesn't the bus have a set time to be in a set place? This is no acceptable. I understand there is a schedule but if ██████████ is at the stop on time why can't the bus be on a set time. Is ██████████ supposed to be at the stop 20 mins before the scheduled time to make sure ██████████ gets the bus to school?</p>
10/01/15 8:31:17 PM	Complaint	2-2	<p>██████████ said the bus cut ██████████ off and ██████████ had to make a hard stop. The bus was at the intersection of Churchill ave and Charter ave. The car was coming down Charter ave. The bus was stopped at stop sign and then pulled out and cut ██████████ off.</p>
10/02/15 1:10:16 PM	Complaint	2	<p>I requested a stop before the bus stop and the driver didn't stop at the stop. This is not the first time this has happened to me. The same driver didn't stop at the stop I requested twice. And this same driver gets late for at least 10 minutes everyday. I had to wait from 4.40pm to 4.50 in the evening to take the bus. I'm really disappointed with this driver. I always get late for work when ██████████ is driving. Please look into this matter and take an action before you loose more customers.</p>
10/07/15 12:31:01 PM	Complaint	2-1	<p>When the route 2-1 pulled in on time the 19-2 was already gone and the 12-2 was just leaving. There were three people who got off the bus who didn't get a connection. There was no van or anyone on the road to pick them up. Please investigate and get back to ██████████. Thanks.</p>
10/07/15 5:17:00 PM	Complaint	19	<p>██████████ called into complain about the route 19 ██████████ was going to catch the bus at the stop on Kelland Crescent but the bus passed ██████████ on Demmerills Lane ██████████ was running to catch it but the driver just looked at ██████████ and drove on. ██████████ was not at the stop and I did explain that the driver is not suppose to stop unless it is at a bus stop. ██████████ was unset mostly because ██████████ feels the bus was earlier and also because who the drvier was and that ██████████ has issues with ██████████ in the past. ██████████ wanted to put ██████████ complaint in because ██████████ feels ██████████ is not a nice driver and someone has to speak to ██████████</p>
10/07/15 7:49:15 PM	Complaint		<p>At light at Hazelwood/Topsail Road and was nearly struck by Metrobus heading down Forbes Street turning east on Topsail Road. Bus driver was also speeding. Please have someone return call or going to media.</p>
10/07/15 7:56:39 PM	Complaint		<p>Caller was nearly hit by Metrobus, intersection of Hazelwood/Topsail Road. Metrobus was heading east down Topsail Road. If no follow-up received ██████████ is going to media.</p> <p>██████████</p> <p>██████████</p>

Submit Date	Class	Route	Comments
10/08/15 12:01:44 PM	Complaint	1-1	<p>█████ put \$2.00 in the farebox and sat down. The driver turned around and said to █████ "Why are you only paying \$2.00." █████ said █████ didn't know what the cost was. When █████ was getting off the Operator said to █████ "You had better have it tomorrow █████" █████ was very upset because of the way the Operator spoke to █████ I explained to █████ what the fare was, \$2.25 and █████ said █████ didn't have the extra quarter on █████ and the last time █████ rode it was \$1.75. Please investigate and get back to █████ Thanks. Customer Email: █████</p>
10/09/15 5:05:47 PM	Complaint	15-1	<p>█████ called in to complain that the driver of the Route 15 pulled away from The Avalon Mall bus stop as █████ was getting off the Route 19. █████ said that both buses were on time but the Route 15 did not wait for █████ █████ didn't say if the driver called ahead but █████ did ask the driver of the Route 19 for a transfer to the Route 15. █████ was not very happy and █████ said that █████ might take a free ride the next time █████ takes the bus.</p>
10/13/15 5:29:19 PM	Complaint	11-1	<p>█████ called in to complaint hat the driver of the Route 11 a bunch of cars a break as it was coming down Barter's Hill. █████ said that █████ almost caused an accident by doing this.</p>
10/14/15 6:23:46 PM	Complaint	10	<p>I noticed the driver █████ (short dark hair) texting while driving thru the intersection of Empire Avenue and Freshwater Road. I would assume that it would be against policy/procedure for bus drivers to be texting or using their phones in any manner while driving a public mode of transportation.</p>
10/17/15 11:55:46 AM	Complaint	19	<p>I sat towards the back of the bus while going to the village yesterday around 5 o'clock. I could smell throw up shortly after I sat down and the smell kept getting worse and worse. I quickly found out that I had been leaning against and breathing in the smell of throw up that was on the seat next to me, AND ON THE SEAT I WAS SITTING IN. I WAS ABSOLUTELY DISGUSTED. It was evident someone had TRIED to clean up the mess, but there was clearly throw up on both of the seats I was using (to sit in and for my bag), as well as the window sill. If someone had started to clean up the mess, why wasn't it finished?? As soon as I arrived home (which was after getting a transfer to route 2 across town) I put my jeans, jacket, and book bag in the washer. When I took a closer look at my clothes and my bag it was obvious there was much more throw up on the seat (and my CLOTHES) than I was hoping for. This has been the absolute worst experience I have ever had with Metrobus. Why wouldn't the driver have taken the time to ensure the entire mess was cleaned up? I mean I could smell it as soon as I sat down. Is this normal procedure when there is puke on the bus? To kind of not really wipe the mess away and hope no one sits in it/can smell it? Were there no other buses to drive Route 19 until that one had been properly cleaned? There was no way the driver did not know about this mess. Again, I am disgusted. I fully expect a reply and an apology from someone at the administrative office. This is unacceptable. I have encountered many unpleasant scenarios while using Metrobus' transportation services without making a complaint (as I realize some things come with using public transportation, ie. buses being 20-30 minutes late, posted schedules at bus shelters having different arrival times than the website) but this one is just not good enough. That mess should have been 100% cleaned and removed from the bus as soon as it was recognized. For a driver to leave such a mess on the bus like that is disgraceful, people were probably sitting in that puke all day! Unfortunately the driver did not seem too concerned about the mess when █████ was notified. I would have called the office right then and there (yesterday) only for it was closed at the time. Hoping I never make the mistake of not thoroughly scanning my seat the next time I use your service. One last thing, please mention to your drivers to WAIT UNTIL A PERSON IS SEATED ON THE BUS BEFORE CONTINUING TO DRIVE. There is nothing more nerve-wrecking than seeing an elderly person nearly fall on the bus because the damn driver has a heavy foot or is in a hurry, it is bad enough for the rest of us trying to get a seat when the bus takes off from stop.</p>

Submit Date	Class	Route	Comments
10/17/15 12:07:39 PM	Complaint	12	I got off Rte 12 on Ropewalk Lane as the bus was heading towards the Village Mall, [REDACTED] got off the bus before me and I got caught in the exit door. My head was out through the door so I couldn't sing out to driver, then the door seemed like it opened another bit and I tried to pull my body out then my leg got caught before I got off the bus onto the street. The driver went on, I don't think [REDACTED] knew any of this happened. I got a bad leg from this and I was pretty upset and it did hurt. Today my leg is dragging and there is a bit of damage done to my leg. I don't want the driver to get in trouble but this could have been an older person this could have happened to.
10/17/15 12:53:27 PM	Complaint	10-2	I was waiting for the bus which usually comes at 6:05. I got out there about 6:02 and 6:10 the bus still didn't come so I'm assuming it was here early...then I ran across the street to get Rte 16 and I missed that also and I had to walk. This customer said [REDACTED] works at Walmart and get this bus at 6:05 about 5 - 6 times a week...only lately has [REDACTED] been noticing it's leaving early.
10/17/15 4:07:06 PM	Complaint		I was waiting at the Village Mall and your Metrobus service pickup 1/2 ton truck identified with (7750) on side; this driver was driving in an erratic manner, squealing tires and driving fast in the bus zone area of the Village Mall. I don't think this is conducive of a Metrobus employee.
10/19/15 8:43:05 AM	Complaint	10	Hi there,  I was traveling on bus #1066, route 10 Sunday morning (October 18) at 10:36 am from Water Street to Freshwater Road. I was sitting in the front seat directly behind the bus driver. From the reflection in the window, I could see that the bus driver was texting on [REDACTED] phone the entire ride, while stopping as well as driving. This was the second time I had seen this bus driver texting while driving the bus. I felt it was only right to report this in the hopes it does not happen again. Thank you for your time.
10/19/15 6:16:22 PM	Complaint		[REDACTED] called in to follow up on a complaint that [REDACTED] called in about on Friday. [REDACTED] didn't leave [REDACTED] phone number that day so I'm not sure if an official complaint went through about it. [REDACTED] said that [REDACTED] was making a turn on Kenmount Road and [REDACTED] was cut off by the driver. [REDACTED] said that when they were stopped at a red light the driver opened the doors of the bus and said some things to [REDACTED] [REDACTED] said that [REDACTED] would like a call back on this issue and [REDACTED] is not home between the hours of 8:30 a.m. and 6:00 p.m.
10/20/15 8:08:54 AM	Complaint	10-3	[REDACTED] said the operator was not paying attention. [REDACTED] was more concerned about waving to the construction workers. [REDACTED] was in a crosswalk in the MUN area.
10/21/15 10:14:59 AM	Complaint	19-2	[REDACTED] was waiting in shelter on Frecker Drive and bus passed [REDACTED] I called dispatch and operator said nobody was in shelter. This is the second time [REDACTED] has called about bus missing [REDACTED]
10/22/15 6:47:13 PM	Complaint	12-1	As bus approached Blackler Avenue going onto Mundy Pond Road, opposite Salvation Army church, the bus approached the stop sign, I was walking and approaching the cross walk on Mundy Pond, there was a vehicle or 2 turning left onto Mundy Pond Road and 2 pickups turning from Mundy Pond Road to Blackler Avenue. As I approached this crosswalk the buses 2 back wheels came completely onto the sidewalk the full width of the sidewalk. I had to jump onto the grass and fell down and the bus was oblivious to me being there. There was 2 mistakes made here, if I hadn't moved I would have been to HSC now because that bus would have knocked me over. The bus is not allowed on the sidewalk. I'm very shaken up about this, I'm not hurt, this is undue care and attention of the operator. If I wasn't alert as I am this would be a tragedy. Customer Email: [REDACTED]

Submit Date	Class	Route	Comments
10/23/15 11:51:23 AM	Complaint		<p>██████████ said ██████████ was heading east on the Outer Ring Road (TCH) when one of our buses came off the on ramp just past Paddy's Pond near Dannyville, ██████████ proceeded to access the highway cutting inbetween two dumb trucks. The driver then pulled out into the passing lane and proceeded to pass the lead dump truck at a speed that was much too fast for the wet road conditions. Once the bus was past the truck ██████████ then pulled in front of the dumptruck with only about 6 feet between the bus and the truck literally cutting the truck off. The bus then began to reduce ██████████ speed to the point that the dumptruck had to pull out and pass the bus because the bus had reduced ██████████ speed that much. ██████████ said the driver of the bus was driving completely reckless for both the size of the vehicle and the road conditions. ██████████ didn't get a bus number but did see a Booster Juice sign on the bus.</p>
10/23/15 4:31:18 PM	Complaint	10-6	<p>██████████ said ██████████ is visiting from away and ██████████ was trying to turn left onto the parkway in ██████████ vehicle and a route 10 bus came from that side street by MUN and cut ██████████ off. ██████████ wants us to tell our driver's to be more careful. Thanks.</p>
10/24/15 5:08:36 PM	Complaint	19-1	<p>██████████ called in to say that the driver of the Route 19 was driving along Empire Avenue onto Crosbie Road when ██████████ thought that the driver was going to hit ██████████ ██████████ said that the driver had a stop sign and ██████████ ██████████ had the right of way to continue on to go straight. ██████████ said that ██████████ doesn't know if the driver didn't see ██████████ but ██████████ thought that the driver was going to hit ██████████ and ██████████ swerved to the curb to try and get out of the way. ██████████ said that in the process of doing this ██████████ popped ██████████ tire on the curb. ██████████ said that the driver didn't stop but some of the passengers on the bus turned around to look. ██████████ didn't seem to be familiar with that part of town so from the information that I got from ██████████ it seems like it would be the Route 19 that would match up with that time. ██████████ wanted to speak to the driver about it being an incident but the driver didn't stop. The driver may not have realized what had happened. ██████████ ██████████ would like to speak to someone as soon as possible because ██████████ does not think that ██████████ should have to pay for ██████████ popped tire.</p>
10/25/15 4:38:35 PM	Complaint		<p>██████████ called in to complain about the transfer between the Route 2 and the Route 3. ██████████ said that both of these buses were running behind causing ██████████ to miss ██████████ connection. ██████████ said that the driver called ahead for the Route 2 to hold but it was 7 minutes behind and could not wait any longer. I explained to ██████████ that buses can only hold for so long and if the driver was told that they could not wait any longer, then they would have to leave. ██████████ said that ██████████ only missed ██████████ connection by about 35 seconds. ██████████ said that ██████████ would like to speak with someone about this issue because ██████████ does not think that the customer service regarding transfers and connecting buses is very good.</p>
10/26/15 2:03:03 PM	Complaint	12-2	<p>██████████ called in ██████████ stated ██████████ has had trouble with the same driver several times. ██████████ waits for the route 12 on the corner of Captain Whalen and Hamlyn Road just a short distance from the actual stop due to having a stroller and the stop being right on the road it is not safe to stand right by the pole with the stroller. ██████████ said ██████████ waved to the driver again to stop for ██████████ ██████████ and ██████████ but the driver went right by them and stopped at the stop. ██████████ asked the driver if ██████████ could come back a bit and the driver said no ██████████ was not at the actual stop and ██████████ didn't have to stop for ██████████ in the first place. ██████████ stated that it was not the first encounter and that another time the driver told ██████████ ██████████ has to take ██████████ out of the stroller (██████████ was unaware of this cause they didn't on the mainland) ██████████ refused to and the driver told ██████████ to take the ██████████ out of the God Damn stroller or ██████████ will ██████████ was upset with the driver's behavior and how ██████████ spoke to ██████████ and ██████████ family on several occasions</p>
10/26/15 4:00:42 PM	Complaint	10-7	<p>██████████ said ██████████ had just gotten to the bus stop, ██████████ said ██████████ feet just literally stopped and ██████████ was looking back down the road and they bus passed ██████████ right by. ██████████ said ██████████ decided to call because this wasn't the first time this had happened. ██████████ says ██████████ was right at the stop. Please investigate and get back to ██████████ Thanks. Customer Email: ██████████</p>

Submit Date	Class	Route	Comments
10/26/15 6:25:57 PM	Complaint	16-2	<p>█████ called in █████ was trying to get the bus on Great Eastern Drive █████ was running to get the bus and █████ was in front of the bus and the bus passed █████ █████ waved at the driver to get █████ to wait and the bus stopped to let people but the bus didn't wait for █████ and the passengers that got off said the driver saw █████ but left anyway.</p>
10/27/15 2:14:57 PM	Complaint		<p>█████ said we should have benches in the bus shelters at the Avalon Mall. █████ was at the lower stop and █████ said █████ █████ and there is no where to sit and also for seniors there is no where to sit. I tried to explain to █████ that the shelters at the Avalon Mall are the property of the Avalon Mall and that █████ should contact them. █████ insisted that as a "partner" with the Avalon Mall we should also lodge the complaint on █████ behalf. █████ also had a problem with the fact that there is no infopost in the lower bus shelter. Again I tried to explain that we had decided to remove the schedule information from the lower stop because it had caused more confusion and had resulted in people missing the bus but █████ again insisted that I forward the complaint.</p>
10/27/15 6:50:34 PM	Complaint	1-2	<p>█████ called in to complain that the driver of the Route 1 went through two red lights in a row. █████ said that it was on Allendale Road behind the Confederation Building. █████ said that when the driver when through the red light, █████ honked █████ horn at the bus driver. █████ said that when █████ pulled up along side of the bus, the driver proceeded to wave at █████ and put up █████ middle finger to █████</p>
10/27/15 9:25:44 PM	Complaint	15	<p>While at a stop all the other passengers got off. The driver closed the doors, took off █████ seat belt and came over to me. █████ mentioned that we were alone, and then asked me on a date. Although I realize that this not a huge deal, and a █████ █████ who often travels alone it is a huge violation on the sense of safety I have with Metrobus. This operator knows where I work, which area I live and where I go to school. █████ mentioned that █████ has noticed that I don't travel with men as well. I feel that this is a huge violation of █████ role expectation, as well as harassment towards me. I suggest that if your operators feel the need to do something like this they wait until after hours. Not only was there no where for me to escape if something had happened, but it affected my sense of security. While on duty there is a sense of power associated with their position, and as such there is also a more present intimidation factor.</p> <p>I would suggest you speak to your operators about professional conduct, and the importance of maintaining a secure environment for █████ traveling alone. Addressing a █████ like this, in a relatively remote area of the route is simple unacceptable. I am very much aware of my rights for security, as I have many family members who work in different areas of the legal system. My hope is that this will never be an issue again, and that you provide some form of education of professional conduct.</p>
10/29/15 9:22:30 AM	Complaint		<p>█████ said █████ witnessed an █████ █████ running across the parking lot on the side of the old Canadian Tire on Elizabeth Ave. and the our bus █████ thought it had 038 as the digits on it, was in traffic almost up to the stop by the parking lot when the █████ got to the stop the bus proceeded to continue on without even stopping to inquire if the █████ wanted to get on that route. █████ said it broke █████ heart to witness this and if the driver could have just inquired. I tried to explain about being out in traffic and people not being at the bus stops but █████ said a little kindness goes a long way. Please investigate and get back to █████ Thanks.</p>

Submit Date	Class	Route	Comments
11/02/15 7:09:27 AM	Complaint	N/a	This isnt a complaint about the buses as it is a complaint about people smoking inside the bus shelter. Even though the lines are clearly drawn, I still come down every morning and am greeted with the two same [REDACTED] who, rain or shine, are inside puffing away. Its incredibly frustrating to me as someone with asthma because I have to sit outside while those two puff away inside. I've asked them on more than one occasion to respect the boundaries set and they just laugh at me. There needs to be a more strict enforcement because theres no reason I should have to feel like I need to stand outside because someone thinks its fine to smoke in a non smoking area.
11/02/15 6:37:45 PM	Complaint	15	[REDACTED] called in to complain that the driver of the Route 15 did not stop for [REDACTED] when [REDACTED] wasn't on the bus stop. [REDACTED] said that [REDACTED] tried to flag the bus down but it still didn't stop. I explained to [REDACTED] that the driver can't stop to pick someone up unless they are on the bus stop. When I told [REDACTED] about this policy, [REDACTED] said that [REDACTED] sees other drivers picking people up and dropping them off at locations that are not bus stops. [REDACTED] said that [REDACTED] would like to speak with someone about this issue.
11/02/15 10:36:51 PM	Complaint	3	I am a [REDACTED] .. On Mon, Wed & Tuesday evenings, I am at the bus shelter 8:45 sharp going towards the Village. I have being doing this for over 10 years: after my [REDACTED] Some of the drivers will not stop I wear a bright red Montreal Canadiens jacket. No reason why they can't see that. Tonight when the bus arrived I waved my arms like I always do. I know if I don't the driver will not stop. [REDACTED] pass right by. I faced [REDACTED] at a bus stop on Topsail Rd. As an excuse [REDACTED] said I should have been in the bus shelter. Been there, done that! That is not the first time that has happened to me. In the wintertime I will have no choice to be in the shelter. I do not stand a chance that the bus will stop. The Waterford Hosp sign and the snow banks will obstruct the view from looking in the shelter. After a [REDACTED] I am tired and need to get home. Maybe the driver assumes that I am there for a smoke. The Patients & staff uses the shelter for a smoking area. The bus is going that fast, they can't see me. Given the darkness it makes things worse. More than one bus driver does this. Thanks Please do something [REDACTED]
11/05/15 11:36:04 AM	Complaint	1	I am a [REDACTED] so I was rushing to the bus hoping to catch my bus (route 1; bus 1522). My bus was already at the bus stop when I arrived at the UC and would be leaving momentarily. I tried to look at the signs on the front and side of the bus, but they said "Wheelchair Accessible" so I wasn't sure which direction it was going.  Once I got on the bus, I said "Hello" to the driver and politely asked "which way are you going?" [REDACTED] responded, with an extremely rude tone, by saying: "You didn't bother to read the signs?" I have no idea what [REDACTED] problem was. In shock by [REDACTED] response, I replied: "I just wanted to make sure." I was so embarrassed by this ordeal because there were 15-20 people on the bus already (I counted when I got to my seat). [REDACTED] then responded, again with a rude tone: "That bus is going that way, and I'm going that way." I went to my seat embarrassed. I usually enjoy the bus drives home, but I didn't this time.  I apologize that I didn't send in my complaint as soon as I got home. I had to work and I've been having exams/essays these last few weeks, so I'm only able to complain now.  I really hope you discipline the driver in some way and I understand that the lateness of my complaint will affect what will happen. I look forward to your response.  Thank you.

Submit Date	Class	Route	Comments
11/05/15 6:50:19 PM	Complaint		<p>Correct me if I'm wrong</p> <p>Crossing Thorborn at light, main signal green, walk signal red. your driver almost ran me over. As I understand it all traffic is governed by the main signal including pedestrians in absence of walk signals. Pedestrians always have the right of way.</p> <p>Walk signals are programmed not to change during cycle. Dose that mean I must wait a full signal for crossing whilst drivers feel entitled to sit in their warm vehicle, dry, and run over everything in their path because they are in a hurry? They are likely gonna get where they're goin before I do.</p> <p>Didn't get the route number, driver male, older, very thin dark hair, insolent attitude and rude.</p>
11/06/15 10:32:16 AM	Complaint	2-1	<p>██████████ and ██████████ were in their vehicle on Kingsbridge Road in the inside lane and the 2-1 Operator was in the outside lane to pull into the Dominion Stop. Than the Operator flew out of the bus stop and came right over and almost hit ██████████ card and almost took the front end off the car. ██████████ had to lean on the card horn to avoid a collision. They just pulled in behind the bus which is what they were going to do anyway but ██████████ said the Operator was going way to fast and this was reckless. Please investigate and get back to ██████████ Thanks.</p>
11/06/15 10:33:19 AM	Complaint	2-1	<p>██████████ and ██████████ were in their vehicle on Kingsbridge Road in the inside lane and the 2-1 Operator was in the outside lane to pull into the Dominion Stop. Than the Operator flew out of the bus stop and came right over and almost hit ██████████ card and almost took the front end off the car. ██████████ had to lean on the card horn to avoid a collision. They just pulled in behind the bus which is what they were going to do anyway but ██████████ said the Operator was going way to fast and this was reckless. Please investigate and get back to ██████████ Thanks.</p>
11/09/15 11:25:21 AM	Complaint	1-2	<p>Rt. 1 left Crosbie Road at 10:27 am and it was not due to leave untill 10:30 am. ██████████ question is who is going to pay for ██████████ cab fare?</p>
11/09/15 2:23:29 PM	Complaint	11-1	<p>██████████ called in to complain that the driver of the Route 11 left the bus stop by the Post Office early. ██████████ said that it was supposed to stay there until 2:15 p.m. but it left early. ██████████ said that this is not the first time that this has happened.</p>
11/09/15 3:48:32 PM	Complaint	10-1	<p>██████████ called in to complain that on the night of November 2,2015 the driver of the Route 10 was at the stop early causing ██████████ to almost miss the bus. ██████████ said that ██████████ was waiting on a set of stairs close to the bus stop and could see the road from where ██████████ was. ██████████ said that the bus was also speeding down the road.</p>
11/09/15 6:10:55 PM	Complaint	12	<p>This morning, I witnessed the #12 bus speed through the school zone in front of St. Teresa's school. There are indicators that tell the speed, and this bus was going 56 in a 30 zone.</p> <p>This is absolutely unacceptable, ESPECIALLY during the 8:30-9am dropping off period.</p>
11/13/15 7:05:31 PM	Complaint	22	<p>██████████ said ██████████ was on the bus ██████████ was with a friend and ██████████ did swear the driver turned to ██████████ and told ██████████ to keep it down and to watch ██████████ language. ██████████ said ██████████ apologized and said ██████████ would but the driver kept on ██████████ telling ██████████ if ██████████ didn't watch ██████████ ██████████ would kick ██████████ off the bus. ██████████ was upset that the driver kept going even after ██████████ said ██████████ was sorry and ██████████ wouldn't do it again.</p>

Submit Date	Class	Route	Comments
11/17/15 3:43:35 PM	Complaint	2-2	<p>██████████ said ██████████ was at the bus about 10 feet away from the bus stop on O'Leary Ave. but the ██████████ Operator saw ██████████ as ██████████ was running for the bus and shook ██████████ head as if to say "No" and didn't stop. I asked if the Operator was already out in traffic because I said a lot of times if this is the case the Operator feels its a safety hazard to try and stop and they won't stop. ██████████ said; "but ██████████ looked right at me and I was close to the stop and I don't think there were any cars behind ██████████ on the road". I tried to explain this again but ██████████ said: "It was than a safety hazard for me to try and run across the intersection to get to another bus stop.</p>
11/18/15 6:02:04 PM	Complaint	2-6	<p>Person said the bus cut ██████████ off while changing lanes on Thorbourn Rd. ██████████ said the bus was turning on to Goldstone St.</p>
11/19/15 5:24:58 PM	Complaint	1	<p>Regarding the wheelchair accessible buses. I think this is a fantastic addition for It helps the disabled to get around much easier. That being said, it is silly to force people to stand up when there is nobody using the space provided for the disabled. It would take mere seconds to put the seat back in the upright position if a wheelchair bound person got aboard the bus and needed the space. The driver told multiple people over multiple stops that they weren't allowed to sit down in the specified seats in case someone got on who was disabled. At one point ██████████ actually stood guard as multiple people got on. The bus had multiple people standing up instead of using the seats. This is simply ridiculous. The driver allowed people to stand in the space provided but wouldn't allow anyone to sit down.</p> <p>A simple solution is to allow people to sit where they please, and if the occasion arises when someone does need the space, politely ask them if they could move. What doesn't make sense is to tell every person who gets on the bus to not sit there, and to actually stand guard.</p> <p>Thank you.</p>
11/20/15 12:08:27 PM	Complaint	1204	<p>██████████ boarded the bus paid ██████████ fare and for a paper ██████████ went to take a seat but the bus started to pull away before ██████████ was seated and ██████████ was thrown forward ██████████ bang ██████████ leg and was thrown into a seat so hard ██████████ hurt ██████████ back. ██████████ wants the drivers made aware ot the dangers of moving before the passengers are seated.</p>
11/23/15 8:09:14 AM	Complaint	6	<p>Route 6 was 8 - 10 minutes early this morning on the 7:30 departure from Billage Mall run today. This causes to miss my bus and be late for work. Why was the bus so early? Was the schedule changed?</p> <p>Usually it is right on time like clockwork and the drivers are first rate, so it being so early today surprises me.</p> <p>Regards ██████████</p>

Submit Date	Class	Route	Comments
11/24/15 5:47:46 PM	Complaint	1	<p>Hello!</p> <p>I don't typical complain about the bus however this has happened to me 3 times now within 2 months. Around this time of day if have missed the bus due to it not following the schedule.</p> <p>This evening I was heading to the Crosby rd bus stop off st. Clares Avenue at 5:00pm. The bus was scheduled to leave the village at 5. As i was coming up to the stop the bus drove passed. I checked my phone and it was only then turning 5:00pm. My phone matches all the other times in my house so I know it was the correct time.</p> <p>I went home and at 5:15 started my walk to the bus stop again to be at the bus stop at 5:20 for it was scheduled to leave the village at this time. I was coming up on the stop when yet again the bus passed me. I checked my phone and it was only 5:21.</p> <p>I waited for another bus to come till 5:35 wondering if they were ahead of schedule but none came.</p> <p>I am requesting that the bus drivers slow down during this time, they are missing individuals due to not following the schedule or perhaps the schedule needs to be adjusted at this time.</p>
11/25/15 2:06:18 PM	Complaint		<p>The paper bus passes that use to be blue and are now green is a big mistake as I know alot of people have accidentally thrown them out/left them on buses as it looks and blends in with flyers and junk mail I really wish that you would change the color as it would help a lot of people keep hold of their bus pass.</p>
11/25/15 7:09:47 PM	Complaint	10-2	<p>██████████ called in ██████████ was waiting for the 10-2 on Kelsey Drive at 6pm but the bus did not show. ██████████ was tracking the bus and it showed on Messenger Drive and behind by 20 minutes. ██████████ was upset that the bus was already behind and sitting on Messenger for 5 extra minutes. When I looked out a bus was leaving the terminal I told ██████████ the bus was coming but the bus that left was not the 10 and the 10 never did show up on Kelsey. ██████████ called back very upset when I told ██████████ that that bus was not coming and ██████████ and the other 5 people waiting could get the next bus that was due there at 6:45pm. This did not please ██████████ ██████████ was upset that they were waiting almost an hour for a bus that never showed.</p>
11/26/15 8:19:45 AM	Complaint	22-1	<p>██████████ said the same operator all week is driving unsafe. ██████████ is driving very fast then all of a sudden ██████████ stops and we fly all over the place. ██████████ is coming very close to other cars and hitting alot of curves. Tara said ██████████ just does not feel safe when ██████████ is driving.</p>
11/26/15 8:54:52 AM	Complaint	2	<p>I had to pay \$15 for a cab to get to work this morning because the driver of route 2-6 came to the Avalon Mall, didn't stop and drove on. I'm extremely annoyed at this. I wasn't the only person at the bus stop either. There were about four other people waiting for a bus as well. Again, really annoyed that I had to pay \$15 to get to work as opposed to swiping my M Card.</p> <p>I often take this route to work in the morning, and the bus is supposed to start its run at the mall at 8:15. For some reason it is usually five minutes late, which is inconvenient but still manageable. Today the bus came at 8:20 and just drove off.</p> <p>Again, I'm very annoyed that I had to spend that much money to get to work. I'm sure you won't do anything about this but I wanted to express my extreme displeasure with your service.</p> <p>Thanks, ██████████</p>

Submit Date	Class	Route	Comments
11/26/15 3:26:05 PM	Complaint	16-2	<p>██████████ said about a year ago this Operator was verbally abusive and publically abusive. But since ██████████ has been going to ██████████ this year ██████████ has been pretty good expect for today when ██████████ punched ██████████ fist on the farebox to put the coin down. ██████████ said ██████████ has ██████████. and ██████████ tries really hard to control ██████████ anger but this was an act of aggression and ██████████ wants something done about this. ██████████ did explain to me that ██████████ has been short by maybe 10 or 15 cents on several occasions and that ██████████ told this Operator ██████████ would give ██████████ the money when ██████████ gets it. That ██████████ is short right now. ██████████ said the Operator has let foreigners on who don't have the correct fare and ██████████ feels that this is a discrimination, and ██████████ and ██████████ and ██████████ ██████████ I explained that the Operator was is doing ██████████ job by asking for the correct fare and even though it is only a small amount of money ██████████ is held accountable for it and it could jepordize ██████████ job. ██████████ said ██████████ wants this addressed. Please investigate and get back to ██████████ Thanks. Customer Email: ██████████</p>
11/28/15 5:31:42 PM	Complaint	1	<p>I was taking the bus from 137 smallwood drive bus stop. The bus arrived at exactly 5:09pm when the schedules bus time was 5:10. Upon attempting to board the buss I realized my M-card was not on me and I had left it in my house which is 2 doors beside the bus stop. I said wait I am getting the card ██████████ said ██████████ cant and left. I then waited for the bus to come back at 6:10pm. I left my house which is 2 doors beside the bus stop and was waiting at the stop at exactly 5:08pm. I waited until 5:20pm and bus never showed up. So I am guessing ██████████ came earlier than 5:08pm when ██████████ is scheduled to come at 5:10pm. Also since I guess it is same driver ██████████ could not wait 1 minute for me to get my card earlier but can go earlier pass the scheduled routes without problem. Driver needs to learn customer service as well</p>
11/29/15 3:52:15 PM	Complaint	3-2	<p>██████████ said got on the 3-2 down by St. Thomas Church ██████████ says ██████████ asked for a transfer to transfer to route 21 at the Village. I asked ██████████ if ██████████ asked when ██████████ first got on the route 3 bus and ██████████ said yes ██████████ did very politely. ██████████ said ██████████ had to ask for the transfer 3 times and the Operator very rudely said "Your supposed to ask for a transfer but ██████████ said ██████████ did ask but the Operator mustn't have heard ██████████ ██████████ said ██████████ overheard the Operator comment to a new Operator who got on ██████████ bus that ██████████ was not working the Santa Claus Parade next time and that the Operator had a very bad attitude. ██████████ did finally get a transfer but was very upset about this encounter.</p>
11/30/15 12:21:24 PM	Complaint	3-2	<p>██████████ called in to complain that the driver of the Route 3 came out further than it should have when it was turning on to Craigmillar Avenue. ██████████ said that ██████████ had to swerve away from the bus as it was coming to a stop and the bus ended up hitting ██████████ mirror. ██████████ said that it only looks like a scuff mark on ██████████ mirror but it doesn't look liker there is any major damage.</p>
12/01/15 2:08:57 PM	Complaint	6-1	<p>██████████ called in ██████████ was upset how ██████████ ██████████ was treated by the bus driver on the route 6 and wants the drivers name.</p>
12/02/15 10:58:34 AM	Complaint	6-1	<p>This customer called again today after speaking with ██████████ yesterday ██████████ wanted to make a complaint at this time also but was very upset, etc, irrate and ██████████ decided after a few minutes to forget about the complaint and just asked Joanne for the next Rte 6 departure time). Today ██████████ wanted to follow up that now ██████████ arm is bruised, ██████████ said the driver stuck ██████████ arm in the bus door, ██████████ arm is now bruised. ██████████ said ██████████ didn't even apologize.</p>

Submit Date	Class	Route	Comments
12/02/15 11:07:49 AM	Complaint	1-2	<p>██████████ called in ██████████ said that ██████████ was walking to the shelter at 30 Crosbie Road at 10:27am to get the route 1 heading to MUN and the bus went by stating that the bus was early. I checked the EMC Center and it showed the bus on Empire Ave at 10:27 and then on Terra Nova Road at 10:31 and it was actually showing 2 minutes behind schedule. ██████████ was not pleased with this and feels ██████████ times are correct and that there is an issue with our system timing. ██████████ wants to be compensated for ██████████ taxi and would like a call back. ██████████ has filed a complaint in the past and no one got back to ██████████</p>
12/04/15 9:58:42 AM	Complaint		<p>It is completely disgusting out. There is tons of snow and the buses are STILL on the road? You are endangering your employees by FORCING them to work in these inclement conditions. By staying on the roads you are also putting others in danger because many businesses depend on the buses for whether or not they are open. Like come on, it is NOT safe to be driving out there today.</p>
12/10/15 1:08:11 PM	Complaint	19-2	<p>██████████ was on Frecker Drive and was behind the route 19 Operator who had the bus pulled in to a bus shelter with ██████████ indicator on so ██████████ pulled around ██████████ to go south onto Hamlyn Rd. The Operator on route 19 laid on ██████████ horn and started waving ██████████ hand and shaking ██████████ head but ██████████ couldn't understand why ██████████ was so upset. The bus had been pulled in and ██████████ said the driver did not own the road and ██████████ as been cut off by buses before. ██████████ said ██████████ took ██████████ time than going down Hamlyn Road. Please investigate and get back to ██████████ Thanks.</p>
12/10/15 3:25:55 PM	Complaint	2-2	<p>There was a ██████████ on the bus, I know ██████████ personally ██████████ has a ██████████ ██████████ asked the bus driver about a route or something but I know it was about route information. The ██████████ bus driver told ██████████ to get off the bus and phone in and get the information. ██████████ then explained to ██████████ that ██████████ doesn't have a cell phone or a telephone and ██████████ said that's not my problem. The way ██████████ spoke to ██████████ it's not proper customer service. Whatever ██████████ question was ██████████ could have called dispatch to answer ██████████ question. ██████████ usually just gets on the bus and ██████████ goes wherever it takes ██████████ but today ██████████ had a destination in place but ██████████ had no customer service skills with this customer to help ██████████ out.</p>
12/14/15 8:15:46 AM	Complaint	06	<p>This morning the route 6 left the Village without waiting for the other buses to arrive. There was a radio announcement that said for all buses to wait at the Village because some of the other routes were late. The driver of the 6 waited at first but then left abruptly. As ██████████ was pulling out, the dispatcher made another announcement that the 19 was coming down Hamlyn Rd. and to continue to wait. The 6 still had time to turn around and go back to the Village because ██████████ had not yet turned left onto Hamlyn Rd and ██████████ could see the Route 19 just cutting in front of ██████████. At this point, I didn't speak up because I assumed ██████████ was going to circle around. When ██████████ pulled out however, ██████████ just took off and went along ██████████ regular route without waiting to see if anyone from the 19 needed a connection. Guess I should have spoke up. When I arrived at school on Pearl Place (just off Brookfield Rd), one of my classmates was complaining that ██████████ was on the route 19 and missed ██████████ connection because the route 6 driver took off. ██████████ even said that the Route 19 driver assured ██████████ that the Route 6 would circle around and come back for ██████████. It didn't. ██████████ had to pay \$10 for a cab to get to school on time because the 6 only runs once an hour and no other buses come up this way. I think the Route 6 driver should be made aware of the fact that ██████████ left at least one person stranded in the snow this morning and if you happen to get a call or complaint from a ██████████ named ██████████ ██████████, you should reimburse ██████████ for ██████████ cab because ██████████ would never had to spend that money had your driver listened to the dispatcher like the rest of the Metrobus employees.</p>

Submit Date	Class	Route	Comments
12/14/15 8:27:18 AM	Complaint	19 and 6	This morning I was getting the 19 to the village from cowan heights to meet route 6 to take me to brookfield road. the 19 was late as usual. any other day I still make it in time to catch route 6. Today however route 19 was running a little later than normal and route 6 left the village as route 19 was coming down hamlyn road. route 19's bus driver had radioed the other buses to inform them [REDACTED] was on hamlyn road but the route 6 still left. I asked the bus driver if there was another bus to take me close to where i had to go and i was told to get the bus to the brookfield fire station and i could walk from there. I am not complaining about what that bus driver had said, i am complaining about the fact that i shouldnt of had to think about walking that distance in this weather. If i had to wait for another bus it would be an hour and i would be late for school. I had to get a taxi to school which cost me \$10.00. money that i didnt have to spend on a cab this close to christmas and being a [REDACTED].
12/15/15 7:26:18 AM	Complaint	19	I was on time waiting for the normal 7:10 bus at the bus stop and the bus driver just ignored me standing at a designated bus stop and I tried waving [REDACTED] down but [REDACTED] just drive down by. Now thanks to whomever the bus driver was driving today I'm going to late to my job.
12/15/15 9:42:30 AM	Complaint	15-1	[REDACTED] feels the driver of the route 15-1, who also used to drive the 19 has an issue with [REDACTED] [REDACTED] said that ever since the time, a while back, when [REDACTED] asked the driver to call ahead for another route the driver has been rude, rolls [REDACTED] eyes at [REDACTED] and when [REDACTED] is waiting at a stop the driver pulls way ahead of the stop and makes [REDACTED] walk to get the bus. [REDACTED] feels the driver doesn't do this at any other stops only the ones [REDACTED] is waiting at. This is on going for a while now.
12/15/15 1:37:18 PM	Complaint	15	I was literally at the back of the bus running towards it and the driver decides to take off 2 minutes early. This kind of screws me over because I have a doctor's appointment I'm going to maybe miss because I have to find another way up and they charge me money for missed appointments. Tell the driver thanks!
12/15/15 6:05:17 PM	Complaint	15-1	Was at the bus stop waiting. Passed me by. I was right under the street light at the stop. Just very recently this has happened. I was wearing a dark coat but [REDACTED] saw me. Customer Email: [REDACTED]
12/16/15 4:23:38 PM	Complaint	2-4	Asked operator for transfer. [REDACTED] said the operator embrassed [REDACTED] and took [REDACTED] transfer back. I explained how our transfer policy works and the operator has a right to refuse [REDACTED] one. After I explained [REDACTED] understood but still wanted to makea complaint on how the operator handled the problem.
12/17/15 9:15:03 AM	Complaint	Shuttle from Ice Caps to Confederation Building	[REDACTED] went to the Ice Caps game with [REDACTED] [REDACTED] and they used the Shuttle from the Confederation Building. They left the game early to get on the shuttles given they are a larger group. They tried to get on the first bus but there was not enough room. They tried to get on the second bus but were told they could not get on until the first bus filled up. So they had to stand in the cold outside the bus.  To encourage (rather than discourage) use of the shuttles for larger groups the bus drivers should not have [REDACTED] waiting outside for a bus to fill up before they could get on another bus. I understand the rationale but it makes no sense to leave a [REDACTED] waiting in the cold because they all couldn't fit on the first bus.
12/21/15 8:01:37 AM	Complaint	3-2	[REDACTED] was waiting for the route 3A at Logy Bay Road but the bus never showed. [REDACTED] had to get the route 2 at 7:05 and transfer to the 3B at the Torbay Road Mall makeing [REDACTED] late for work. I check with dispatch and the drive went the wrong route for the 3 and did the 3B route not the 3A. [REDACTED] would like a call back.
12/22/15 4:43:52 PM	Complaint	19-1	[REDACTED] called in to complain that the driver of the Route 19 stopped to let a passenger off the bus on a part of the road that does not have bus stop. [REDACTED] said that the bus stopped right on the corner of Crosbie Road by Marie's and was blocking off traffic.

Submit Date	Class	Route	Comments
12/22/15 10:36:01 PM	Complaint	1	Dont think its very good service that when you are running down the street as fast as you can with a backpack on waving your arms at a driver that just left the bus stop and that driver just waves back! I called to complain and the [REDACTED] I was talking to said the driver probably didnt know [REDACTED] needed the bus, I mean you dont go around waving at buses for no reason. Ridiculous...if they arent allowed to stop when you arent at a stop then tell other drivers to stop putting people off in front of their house or apartment building when that isnt the bus stop. We take the bus every single day and night and cant believe that they wouldnt stop for [REDACTED] I honestly dont expect to receive a message back because I am after writing you before in regards to a poor [REDACTED] having to sit in the ditch because there is no bench or shelter at our stop and no one replied. You would think all the people you serve in this area they could be more courteous.
12/24/15 11:58:16 AM	Complaint	2-1	Operator almost ran [REDACTED] off the road. This happened on LeMarchant Road.
12/24/15 6:06:09 PM	Complaint		[REDACTED] called to complain that the information regarding the times that the buses were coming off the road were misleading. [REDACTED] said that [REDACTED] and about a dozen other people at The Avalon Mall were stranded because the "upper levels of management" at The Mall thought that there would still be buses on the road at 6:00 p.m. I told [REDACTED] that we had it on our phone lines and website about the Christmas schedule but [REDACTED] was still very upset. [REDACTED] said that [REDACTED] would like a call back on the issue and [REDACTED] would like to have someone pay for [REDACTED] cab home. After I hung up with [REDACTED] I got a call from another [REDACTED] about the same issue. I explained it to [REDACTED] the same way but they still wanted to file complaints. I did not get the name and the number of the second [REDACTED]
12/30/15 6:29:59 PM	Complaint	1-2	[REDACTED] asked the operator if [REDACTED] could let [REDACTED] off between stops. Operator was very rude and said [REDACTED] could not until after 7. [REDACTED] understands but it was how the operator said it to [REDACTED] [REDACTED] yelled at [REDACTED] and said no I do not want to get wrote up on this. [REDACTED] fees the operator should off handled it nicer.
12/31/15 11:24:24 AM	Complaint		[REDACTED] called in to complain about the driver of the cube van with license plate number [REDACTED]. [REDACTED] said that the driver was speeding in the "slow lane", tailgating and not using any turn signals. [REDACTED] said that the cube van was on Pitts Memorial Drive coming out of Kilbride and heading downtown. [REDACTED] would like a call back about this.
1/04/16 6:24:29 PM	Complaint	2	I was waiting for the bus at my usual stop on Freshwater Road to go to work and the bus never arrived. A route 10 bus drove by and I asked them when the route 2 bus would be coming and [REDACTED] said a couple minutes and drove away. I waited for as long as I could (roughly 35 minutes) but I didn't want to be late for my shift at work and was forced to take a cab. The cab ride costed me \$14 which is more than what I would have paid for the bus.  Was there any reason why my bus did not stop at my bus stop today? I cannot afford to take cabs everyday to work and I can normally rely on the metrobus. Is there anything that you can do to compensate me for the inconvenience? I also have the receipt from the cab ride if necessary.  I am hoping that this issue is something you can help me with, because I do normally enjoy riding the bus and normally I do not have any complaints.
1/07/16 12:15:30 PM	Complaint	19-2	[REDACTED] said [REDACTED] was at the village waiting on the route 21 that was running late [REDACTED] a went up to the route 19 and asked the driver if [REDACTED] knew where the 21 was and when it will be arriving. The drive told [REDACTED] the 21 was running late and would be another hour [REDACTED] got upset and told the driver this was unacceptable [REDACTED] and the drive had word. [REDACTED] left and went into the Village Mall where the driver proceeded to follow [REDACTED] and stated calling [REDACTED] names ie. A**hole and D**k. [REDACTED] said [REDACTED] has witness to the drivers verbal abuse and will be filing a police report.



Submit Date	Class	Route	Comments
1/13/16 3:01:58 PM	Complaint	10-2	<p>I am a regular commuter and use Route 10 to reach my office at Downtown. I normally board either 10-1 or 10-3 that reaches Conv. Cntr at 8.30 am and 9.30 am respectively.</p> <p>However there have been a few occasions that I had to board 10-2 that is supposed to reach Conv. Cntr at 9 am. On all the occasions I found that bus was late by 15-20 minutes. I am not sure what is the problem with 10-2 when the other buses reach pretty much on time. Waiting for the bus for so long during winters is a big challenge and I would appreciate if steps are taken to ensure that the bus stays on course as far as timing is concerned</p>
1/13/16 6:00:54 PM	Complaint	14-1	<p>██████████ called in to complain that the Route 14 was being held at MUN until 5:50 p.m. ██████████ said that the bus should have left as soon as it got there for the customers that had been waiting there for over an hour. ██████████ said that several drivers called dispatch asking for updates on the Route 14 and there was no mention of any vans picking people up. ██████████ said that ██████████ thought that was bad customer service.</p>
1/14/16 5:21:53 PM	Complaint	2-1	<p>██████████ called in to complain about the buses at The Avalon Mall. ██████████ said that ██████████ got on the Route 2 on Elizabeth Avenue at approximately 2:55 p.m. and ██████████ wanted to transfer to the Route 12 at The Avalon Mall. ██████████ said that the Route 2 pulled up to the bus stop and all of the other buses were there. ██████████ said that as ██████████ was walking up to get the Route 12, all of the buses started to leave. ██████████ said that the driver of the Route 2 said that ██████████ would call ahead and ask for the Route 12 to wait at the next stop for ██████████ so that ██████████ could get on it. ██████████ said that it took a while for someone in dispatch to get back to the driver and ██████████ was afraid that the bus would not be able to hold long enough for ██████████ to get it. ██████████ said that dispatch called the driver of the Route 2 and said that the Route 12 would not be able to hold any longer for ██████████. ██████████ said that ██████████ had to get off the bus on Freshwater Road and walk home on the icy sidewalks when ██████████ would have liked to have stayed at The Avalon Mall if ██████████ was told originally that the Route 12 would not be able to wait for ██████████. ██████████ said that when the buses see another bus pull in behind them, they should wait an extra 30 seconds to see if anyone wants to make a connection. ██████████ does not want a call back but ██████████ would like this issue addressed.</p>
1/15/16 8:40:36 AM	Complaint	15	<p>This bus ran a red light turning left from Allandale Road onto Prince Philip parkway. The green light for traffic travelling south on Higgins Line and turning right on the Parkway had been green long enough for several cars to go through it.</p> <p>██████████ almost caused an accident.</p>
1/17/16 1:36:17 PM	Complaint		<p>██████████ called in to complain about how there is no shelter down by The Long Term Care Facility in Pleasantville. ██████████ said that ██████████ has called in many times about the shelter and would like to know if something can be done about it.</p>
1/18/16 6:53:21 PM	Complaint	2-1	<p>██████████ called in to complain that the driver of the Route 1 ran a red light. ██████████ said that ██████████ light turned green and ██████████ was about to drive when the bus was coming off of Higgins Line onto Allandale Road and it went through a red light.</p>
1/18/16 11:47:17 PM	Complaint	01	<p>I was just arriving to the Mun Centre on the 10 seeing that we were not to late to get the 1 so that I could get home. As I was getting off of the bus I see the rt 1 leaving. I ask the driver of the 10 to get in touch but all ██████████ does is wave and honk the horn. to no avail. I then had to get a cab to get home to the west end.</p> <p>I am very unhappy</p>

Submit Date	Class	Route	Comments
1/19/16 1:50:53 PM	Complaint	10	Please have the shelter on Harvey Road across the street from the CLB cleared for tomorrow morning. This morning it was like walking an obstacle course trying to get into the shelter. Thank you ██████████
1/20/16 11:45:56 AM	Complaint	15-1	The bus driver ran a red light on the corner of Wicklow Street and Prince Philip Drive, slamming on brakes making rapid stops, ran a second red light down by Military Road and Kingsbridge Road. █████ was speeding, █████ almost hit 2 pedestrians, I know there is no sidewalks but █████ almost hit a █████ The speed █████ was going was inappropriate, even if █████ was behind time. I wanted to kiss the ground when I got off the bus.
1/21/16 11:28:24 AM	Complaint	2-3	██████████ called in █████ went online and looked up the time for the route 2 heading to MUN at the corner of Elizabeth Road and Portugal Cove and it said 6:44pm, █████ was walking to the stop and was at the lights across from the stop when the bus went by at 6:39pm. As a result █████ missed the bus. The bus was not due to leave the Torbay Road Mall stop until 6:40pm so it was approximately 3 to 4 minutes early.
1/21/16 4:45:27 PM	Complaint	19-2	██████████ asked the operator if it was ok to smoke █████ vapor cig on bus. Operator told █████ to go ahead ,it was not a problem. Operators had a change over and the new operator told █████ █████ could not. █████ walks with a walker and the operator told █████ to get off the bus. They exchanged words and █████ had to walk from Topsail Rd to Village. █████ needed to transfer over to the 21. If it's policy then all operators should be made aware.
1/22/16 3:22:44 PM	Complaint	2	The driver of this bus has had so many issues and I'm very frustrated at this point. ██████████ has made a complaint before hand as █████ has passes █████ on many occasions and █████ depends on your affordable transportation to get to and from work. Today there was an outburst between two passengers and the driver, as the driver has passed two of the passengers previously and they were forced to wait for the next circulation, as well as they viewed the driver pass ar █████ █████ who couldn't access the stop because of the snow. The driver raised █████ voice so one of the passengers did the same and the driver said █████ wasn't allowed to stop for the █████ because █████ wasn't at the stop, which is true. But █████ was as close as possible to the stop as █████ physically could get, so driving past █████ was just cruel, not to mention █████ used that excuse for the other two passengers whom █████ slowed down for, but then continued on the route instead of letting them on. If █████ isn't completing the most important part of █████ job: picking up passengers, then what use is █████ Please fire █████ or teach █████ █████ cannot get away with treating passengers like scum.
1/25/16 12:29:27 PM	Complaint	3-1	██████████ called in to complain about the driver of the Route 3. █████ said that driver's name was Steve. █████ said that █████ was down by the Convention Centre waiting for the bus as █████ didn't know that the stop was moved back to the Post Office. █████ said that when █████ got on the bus and explained this to the bus driver and █████ said that the bus driver was very confrontational and beligerante. █████ said that this was at 5:55 p.m. last night. █████ said that the bus stopped in front of Corpus Christi and █████ got up to get a schedule and while █████ was standing the bus driver hit the gas really hard and caused █████ to hurt █████ knee. █████ said that █████ was going to the RNC as █████ considered this to be assault with a weapon. █████ said that █████ was witnesses that can back up █████ story. █████ said that the driver went to kick █████ off of the bus and █████ wouldn't get off so the bus driver called dispatch and █████ did get off of the bus. █████ was speaking with Gerald last night and █████ said that the bus driver said that █████ was cursing and swearing on the bus driver but █████ said that █████ did not. █████ said that █████ explained this situation to Gerald last night and █████ was told that █████ would get a call back on it.

Submit Date	Class	Route	Comments
1/26/16 8:32:46 AM	Complaint	12-1	<p>████ said that █████ along with █████ were waiting for the bus. The bus slowed down (stop across from Bigs) and when █████ went to get the bus it started to speed up and left.</p>
1/26/16 2:15:33 PM	Complaint		<p>I was going somewhere for the first time, so I punched the address into your trip guide thing on the website. It told me to transfer from the route 10 to the route 11 on Waldegrave street. I knew the bus stop had been closed for construction, but I assumed that it must be back up again and that it didn't make it onto the service bulletins, since I find those are often unreliable. It was not open again, and I had to run back from the stop up on Queen's Road on the slippery sidewalks to try and make my transfer. I know that you can't put all the updates on the scheduler, but you could have saved me a few harsh falls if you had told the tool that the stop's been closed since 2014.</p>
1/27/16 9:18:19 AM	Complaint	10-1	<p>████ used next bus request. █████ was leaving from Seaborn Street. Next bus told █████ a Rt. 10 was due at 2:02 pm. █████ went out at 1:56 pm. █████ called into see if the bus was late. I checked and it was already gone pass █████ stop. █████ was very upset about this and would like an answer to why next stop was wrong.</p>
1/27/16 4:29:01 PM	Complaint	12	<p>I finished work at 5:00 and went outside to the bus stop on Empire Avenue (next to Tax Ctr) I missed the 5:00 bus. SO then I waited for the 5:30 Rte 12 and that never came so then I waited for the 6:00 bus and it came and then I got on bus and there was no mention from the bus driver that no bus came at 5:30, so then we were driving up to Ropewalk Lane and we stopped at Tims for █████ to get a coffe and food. You are promoting, get the Metrobus, get the Metrobus. This was not a good experience.</p>
1/27/16 8:19:14 PM	Complaint		<p>Hello,</p> <p>I commute to and from my job at the Village Shopping Centre by bus. It is impossible to find somewhere to stand at the terminal at the Village without being surrounded by people smoking. The Metrobus policies state, "Smoking and the consumption of alcohol is strictly prohibited on or at all Metrobus Transit buses, terminals, shelters and designated Metrobus Transit waiting areas." Why is this not enforced? I have never experienced another transit system that allows people to stand at the terminal proper and even inside the shelters and smoke. I would like to know what is to be done about this problem as it is completely unacceptable.</p> <p>Thank you, ██████████</p>
1/28/16 12:21:44 PM	Complaint	3-1(3A)	<p>██████████ was in the bus shelter and the bus just flew by. █████ said █████ was there about 15 minutes early. I asked if █████ stepped out of the stop and █████ said the Operator could see █████ clearly. Please call but the bus just flew by. Please call. Thanks. Customer Email ████████████████████</p>
1/28/16 11:41:35 PM	Complaint	2	<p>Waiting with two other people at stop on LeMarchant in front of the Head Room for Rt 2 -- Pleasantville. Bus sped past the stop (it actually accelerated past the stop instead of slowing). Driver appeared to be a blonde ██████████ █████ didn't even look in our direction, like the bus stop didn't even exist. Had to cab to mall to make connection in time. Absolutely ridiculous!</p>
1/29/16 12:00:26 AM	Complaint	2	<p>Was at the stop in front of spairs optical on lemarchant road with two others at the stop. ██████████ driver didn't acknowledge the stop and even after calling after and trying to flag █████ down █████ did not stop. This was the last connection to the route 18 and my last ride home so I had to pay for an expensive taxi to kilbride. As I am sure you can understand I am very upset I had been on that stop 10 minutes ahead of time so as not to miss my bus home only to have to pay for a taxi that I really could not afford.</p>



Submit Date	Class	Route	Comments
2/03/16 3:57:19 PM	Complaint	2-5	<p>Called in with several complaints. First was upset that went online on December 26th to see if the buses were running and when saw there was a schedule showing assumed the buses were on the road. went out to get the bus but when the bus did not show had to get a taxi to work that cost about 70.00 that day too and from. said when got home checked the website again and it was only then that noticed the small post stating to click on for Christmas Schedule. feels that there either should have been a larger holiday notice or no schedules showing at all for the days the buses were not operating.</p> <p>second complaint was that on the dates December 29th to 31st went out at 4:50pm to get the route 2-5 on Harvey Road heading to Virginia Park and on all 3 days the bus was early. stated once again had to get taxis to work and as a result during that period of time including boxing day spent between 105.00 to 120.00 on taxis. feels should be compensated for the costs. I explained that because there was notice on the site for the Christmas schedule that there would be little we could do in the way of compensation there. However feels that because the alerts were so small we should be able to do something. as for the early bus I informed we could have to investigate the issue and check the buses GPS readings for the dates mentioned someone will get back to</p>
2/04/16 5:47:01 PM	Complaint	3-4	<p>was waiting for me in our car by the Bowring Building on Water street, didn't realize it was a bus stop. The driver hit bus horn and then came up close to us in the bus and put window down and yelled 'get out of the bus stop'. I said calm down we are going. The driver got out of the bus and continued to say, 'This is going to the RNC'. The way this was handled was completely wrong.</p>
2/04/16 6:57:48 PM	Complaint		<p>Rte 2-1 arriving to Village Mall at 6:25 pm. I was standing up on the bus for a minute or two and the bus driver said sit down in an aggressive, impolite tone of voice. 99% of your drivers give great customer service. This was not good customer service on part, if had to be more mannerly. FYI Pat, I did tell this customer that due to safety reasons, it is the driver's responsibility to tell someone to sit down, agreed with this, but not with tone.</p>
2/05/16 1:55:14 PM	Complaint	15-2	<p>called in to complain that the driver of the Route 15 was texting and driving. said when looked in rearview mirror could see the driver texting while driving.</p>
2/06/16 2:51:51 PM	Complaint	Rte 12	<p>I was on the bus at the Village Mall when this pulled onto the bus and sat down. I watched that poor was not good, needs help. I went up to the male bus driver and told that the needed help. The driver said 'I'll watch' I said, No, needs more than that. The bus driver left the Mall. I asked the what was wrong and said, The bus driver didn't even stop or come down to check on. The bus driver should have called an ambulance right there. This could have died on the bus, it could be anybody, anyone with feelings would know was sick.</p>
2/10/16 3:20:23 PM	Complaint	3-2	<p>Was at the bus stop just got off work at and the route 3 blew right by and two other big men standing there. Please investigate and get back to</p>

Submit Date	Class	Route	Comments
2/11/16 9:41:30 AM	Complaint	19-2	<p>██████████ was on the route 19-2 and it was running late ██████████ was trying to transfer at the Avalon Mall to the route 10. When the 19-2 pulled into the parking lot of the Mall the route 15 operator was just closing ██████████ door and the the Operator on 19-2 wouldn't call the bus ██████████ just shrugged ██████████ shoulders when ██████████ asked ██████████ to call the bus. I explained to ██████████ that the Operator has to call the dispatch office to get a call through to another bus and depending on how many people are calling dispatch ██████████ would have to wait to get through and it would have been too late to catch the 15. I told ██████████ next time ██████████ gets on a bus and it is running late to ask the Operator right away to call ahead and the dispatcher may be able to get the other bus to hold for 3 mins at most. ██████████ said ██████████ is upset because ██████████ had to walk after getting a route 2 in the wind and rain to get to MUN and ██████████ was ██████████ ██████████ and trying to get to school and ██████████ only way is the bus and ██████████ said the Operator should have explained that it was too late to catch the 15 instead of just shrugging ██████████ shoulders. Please investigate and get back to ██████████ Thanks. Customer Email: ██████████</p>
2/11/16 10:45:49 AM	Complaint	18-2	<p>As the route 1 was pulling into the parking lot, it was about 3 minutes late when it got to MUN ██████████ got off and was looking for 18 and it had already just left the parking lot. There were other people there also who didn't get their connection and its an hourly route. I told ██████████ to ask to call ahead next time. ██████████ said why were all the other buses waiting but 18 was gone? Please investigate and get back to ██████████</p>
2/11/16 12:31:45 PM	Complaint	19	<p>I ride the bus everyday to pick up ██████████ and take 25 cents to buy the paper. There was no paper left on Rte 12, 2 or 10 but when I checked on Rte 19 there was a paper there. The driver said you are not supposed to be doing this, they are for my customers who get on this bus. You can get one today only but that's the last time. I thought the papers were for metrobus customers, what would The Telegram think if they new of this situation.</p> <p>It wasn't like I was at the Mall and ran onto the bus to get a paper for 25 cents.</p> <p>I said to a ██████████ bus driver, this is a new one for me, I can't understand what the driver just did, it was embarrassing.</p> <p>I will admit I do not use Rte 19 but most of the drivers know me.</p>
2/15/16 6:10:58 PM	Complaint	2-4	<p>I understand that some drivers like to have music on which is fine. But when it's so loud that I can't even have an important phone call because I can't hear them and they can't hear me over the music, that's a bit much. I know the driver is a young ██████████ but it's still way too loud and this isn't the first time it's after happening. Just suggesting there should be a limit on the volume they play the radio.</p> <p>Thanks</p>
2/16/16 11:42:20 AM	Complaint	2-3	<p>██████████ called in to complain that the driver of the Route 2 was rude to ██████████ when ██████████ asked the driver a question. ██████████ said that ██████████ asked the driver what route it was and the driver said "read the sign". ██████████ I said that the driver also took off very fast and almost caused hi, to fall on ██████████ face.</p>
2/17/16 9:08:47 AM	Complaint	16-1	<p>██████████ said ██████████ is missing ██████████ connections with the route 11 at the Avalon Mall because the route 16-1 is always running behind schedule and ██████████ does ask the Operator on the 16 to call ahead but today ██████████ didn't even bother and ██████████ said ██████████ blamed being late on the red light. ██████████ has missed ██████████ connections several times and ██████████ is getting in trouble at work because of it. Please investigate and get back to ██████████ Thanks.</p>

Submit Date	Class	Route	Comments
2/18/16 9:18:17 AM	Complaint	17-1	At 8:45 am the Operator on Route 17 came through the stop sign and almost wiped out [REDACTED] vehicle. [REDACTED] had just dropped off [REDACTED] at the HSC. [REDACTED] said the Operator, a male, was going way too fast especially for that bus intersection. A [REDACTED] on the side put [REDACTED] hand over [REDACTED] face because [REDACTED] thought the bus was going to collide with [REDACTED] vehicle. [REDACTED] said [REDACTED] never complains but this driver has to be retrained [REDACTED] said because [REDACTED] does not obey signals. Please investigate and get back to [REDACTED] Thanks.
2/18/16 1:05:37 PM	Complaint	9	Bus didn't stop at cna. Just drove through the parking lot I think it stopped way out of the way when someone told [REDACTED] they needed to get off, didn't manage to get out of the building before [REDACTED] had passed.
2/19/16 1:37:27 PM	Complaint	2-3	[REDACTED] called in [REDACTED] was getting on the bus with [REDACTED] [REDACTED] has [REDACTED] in a stroller and was going to strap it into the wheelchair spot. The driver told [REDACTED] [REDACTED] could not do that and that the child had to come out of the stroller. [REDACTED] explained the situation to the driver but [REDACTED] still made [REDACTED] take the child out of the stroller and close the stroller. [REDACTED] was upset at the driver would not even let [REDACTED] keep [REDACTED] in the stroller and just hold it close to [REDACTED] out of the way of other passengers.
2/22/16 5:35:45 PM	Complaint	15	The scheduled 15 bus at 17:18 was not only late, but failed to stop at bus stop 3425 where I was waiting. This is unacceptable. I could not write down the bus number as it did not really slow down. Male driver.
2/24/16 7:04:14 PM	Complaint	2-4	[REDACTED] arrived at the Avalon Mall on the route 10 at 5:30pm the route 2-1 that was scheduled to leave the mall at 5:25pm was already pulling out, [REDACTED] took [REDACTED] transfer that the driver had given [REDACTED] and went into the mall to wait on the next route 2 the 2-4 at 6pm. When [REDACTED] went to board the bus at 6pm the driver on the route 2-4 refused [REDACTED] transfer. [REDACTED] was told by the driver that [REDACTED] should have gotten on the route 2 that was at the mall between the 5:25 and the 6pm bus the 2-5. The 2-5 arrived at the mall at 5:35pm but that bus was finished for the night and the 2-4 was the next bus for [REDACTED] to take therefore the transfer was valid. If the driver had checked [REDACTED] book [REDACTED] would have seen that for [REDACTED] but [REDACTED] didn't and [REDACTED] turned the passenger away [REDACTED] was very upset and embarrassed by the exchange with the driver.
2/25/16 10:36:40 AM	Complaint	15-1	[REDACTED] was on the rute 15 and the doors to the buses were open and several bus Operators were standing right by the open door smoking and the smoke was coming into the bus. [REDACTED] did not say anything to the Operators. Very irritated by cigarette smoke and I have ar [REDACTED]. [REDACTED] said if they are going to smoke which I don't think they are allowed to at least shut the door. Please investigate and get back to [REDACTED] Customer Email: [REDACTED]
2/25/16 5:56:14 PM	Complaint	10	Currently stranded at kelsey drive because the bus left seven minutes early. Watched a bus go by and now im realizing that it was the one supposed to leave 5:50.
2/27/16 4:58:18 PM	Complaint	3-1	[REDACTED] called in upset that the driver on the 3-1 would not let [REDACTED] friend on the bus cause [REDACTED] friend did not have [REDACTED] m-card on [REDACTED] and also didnt have any money. [REDACTED] [REDACTED] but the driver showed [REDACTED] no compation and refused [REDACTED] access to the bus. [REDACTED] wants a follow up.
2/29/16 1:50:57 PM	Complaint		[REDACTED] called in to complain about the stroller policy. [REDACTED] doesn't think that it is safe to have to take [REDACTED] out of the stroller when [REDACTED] gets on the bus. [REDACTED] said that [REDACTED] is going to look into it further by contacting the city. [REDACTED] would like call back on this.
3/01/16 12:55:48 PM	Complaint	2	We were driving in front of Manna Bakey, including my [REDACTED] We were driving on the inside lane heading towards Elizabeth Avenue and the bus on the outside lane pulled into us; luckily my [REDACTED] [REDACTED] brokek so [REDACTED] didnt smack into us. At no point was the bus ahead of us [REDACTED] just didnt check [REDACTED] blind spot.It was a near miss and I never complain.

Submit Date	Class	Route	Comments
3/01/16 5:02:12 PM	Complaint		<p>█████ called in regarding a complaint that █████ made last week about being refused a transfer. █████ said that when █████ got on the bus, the driver told █████ that there had been a bus earlier and that █████ transfer was no longer valid. █████ said that █████ was told that someone would call █████ back regarding this but █████ has yet to hear from someone. █████ would like a call back regarding this issue.</p>
3/03/16 10:36:15 AM	Complaint	2	<p>I would like to pass along a complaint regarding bus and transfer unreliability.</p> <p>I was waiting at the Churchill Square location well in advance of the bus arrival time of 9:11 AM (arriving just before 9), but had to wait more than ten minutes after the designated arrival time for the bus to arrive. I take the 2 only as a means of transfer to the 3 opposite the Torbay Road Mall. Even with the ten minutes ahead of which the 2 arrives prior to the 3, my bus arrived at the stop more than 5 minutes past the 3, which was running on time. According to your own tracker, the 3 was easily as far as Newfoundland Drive by the time the 2 arrived at its stop. In order to arrive to work on time to open, I had to (due to lacking a functioning cell phone) walk as far as Torbay Road Plaza to flag down a cab.</p> <p>Some amount of delay is understandable, and I appreciate that space has been made between bus arrivals for that reason. Additionally, traffic can contribute to delays, for which those arrival spacings are, for the most part, adequate. However, today the delays were excessive, and caused me some amount of cost and frustration. Please, in the long term, consider less long-haul routes, and in turn, more express and secondary routes; I have lived in other cities that use such a system, and I have never had the breadth of timing-related issues that I have encountered with Metrobus.</p> <p>Thank you for your time, and for reading this complaint. I hope to see Metrobus continue to grow and improve along with its city.</p>
3/03/16 12:59:52 PM	Complaint	2-1	<p>Bus was already gone it was at the intersection past Old Canadian Tire stop heading West and █████ was out there early enough at 12:40 and █████ said this has happened about a half dozen times now and █████ is going to be late for work. Please investigate and get back to █████ Thanks. Customer Email: █████</p>
3/03/16 6:58:24 PM	Complaint	2-4	<p>█████ said █████ was at the mall waiting for the 6pm route 2. █████ said the a route 2 showed up but the driver told █████ █████ was done for the day and not taking on any passengers. █████ was very upset and thought the driver was wrong I advised █████ █████ was speaking with the driver on the route 2-7 and that bus was finished. █████ still was not happy because █████ was sure that 2-4 was either very early or very late, I advised █████ the bus was running a few minutes behind and █████ either just missed it if █████ went back in the mall or with all the route 2 that are at the mall at that time it can be very confusing but █████ was still upset and insisted that a supervisor call █████ back.</p>
3/07/16 8:31:36 AM	Complaint	10	<p>Sunday , March 6 at approximately 1pm , myself , █████ ( who I was carrying on my shoulders) and █████ and █████ were on our way to the Ice Caps Fan Fest at Mile One. We attempted to cross in front of City Hall. We pushed the cross walk button and as it changed we attempted to cross the sidewalk . I myself made two steps on the crosswalk to cross but a metrobus continued to go through the red light. Honestly, I believe we were toast and my █████ freaked out and I almost dropped █████ All I can remember is █████ driver , #1207 on the back window and route 10, but not completely sure on the #'s.</p> <p>Thank-you for your time</p>

Submit Date	Class	Route	Comments
3/07/16 2:58:11 PM	Complaint	16-1	█████ said █████ and a friend were waiting for the last route 16 on Sunday to come to Kiwanis to go into Kenmount Terrace and they got there at 5:50 pm and waited until about 6:20 pm and started to walk the route hoping the bus would come by and they ended up walking all the way--no bus came by. Customer Email: ██████████
3/08/16 7:34:00 AM	Complaint	9	Drive did not slow below 20km an hour when blowing through the stop sign in Cownheights onto Blackmarsh road, cutting me off. The drive then proceed to stop in the middle of Blackmarsh road 50m later to let a vehicle turn left onto Blackmarsh.
3/08/16 12:58:35 PM	Complaint		██████████ called in regarding a complaint that █████ made a few weeks ago. █████ said that █████ was at The Avalon Mall wanting to use a transfer and the driver refused to take █████ transfer because it was invalid. █████ said that the driver told █████ that another bus had been there prior to the one that █████ was trying to get on but when █████ called in to inquire █████ was told that █████ transfer should have been valid. █████ said that █████ has called in a couple of times and would like a call back on this issue.
3/08/16 2:03:04 PM	Complaint		Today just after noon i was stopped at a red light at the intersection of Thorburn/Columbus/PPD. I was heading east on PPD, and on the other side of the intersection an ambulance came to the lights, with sirens and lights going. All the other traffic had moved to let them by. The regular traffic going South/North had all stopped... all except Metrobus. I watched not one but TWO metrobuses head from Thorburn road across the intersection, while an ambulance had to wait for them to pass. I can honestly say i am disgusted and disappointed with metrobus. Please, find out who those drivers were and instruct them as to proper behavior when an emergency vehicle is trying to pass through. Someone's life is more important than keeping that schedule. I only wish i had caught the route numbers, but i'm sure you can figure that out quite easily.
3/08/16 3:22:37 PM	Complaint	3B	██████████ started off by saying █████ ██████████ and █████ was trying to get to Hunts Lane area. █████ caught the route 2 on Elizabeth East heading towards Torbay Road at about 1:55 pm and █████ caught the route 3B at 2:05 pm. █████ is using a 10-Ride pass and █████ swiped on route 2 and swiped on route 3 to get the transfer and █████ didn't want to wait 45 minutes to get the route 9 so █████ asked to get a transfer for route 14. The Operator on the route 3B called ahead and got the 14 to wait on the other side coming down but █████ wouldn't give ██████████ the paper transfer █████ told █████ to use █████ m-card again. ██████████ said the Operator on the route 2 had told █████ █████ could get a paper transfer. █████ said the Operator on the route 3 started the bus before █████ was seated and █████ fell and hurt █████ arm. █████ said "What is your policy on that!!". █████ was very upset and I couldn't get █████ off the phone. I asked █████ to give me █████ name and telephone number, because I had to go, I was the only one on the phones at the time. █████ was calmer when █████ hung up. Please investigate this and get back to █████ Thanks.
3/08/16 6:57:05 PM	Complaint	11	I got the route 2 to the Avalon Mall this morning to get the number 11. I got to the mall at 9 am and waited for the route 11 to come. When I got on the bus, the machine took another ride from my bus pass. My pass number is ██████████ Thank you ██████████
3/08/16 9:58:56 PM	Complaint	3-3	██████████ CLAIMS THAT THE DRIVER STOPPED AT TIM HORTONS ON STAVANGER DR NOT AT A BUS STOP AND WAS INSIDE FOR MORE THAN 10 MINUTES GETTING COFFEE, WHEN █████ RETURNED TO █████ BUS █████ CONFRONTED █████ BECAUSE █████ WAS GOING TO BE LATE GETTING HOME AND HAD TO CHECK █████ BLOOD SUGER LEVELS, THEY BOTH ARGUED AND BARRY ASKED █████ TO LEAVE █████ BUS, █████ REFUSED AND BARRY CALLED DISPATCH TO REQUEST THE RNC TO REMOVE █████ THE CALL TO THE RNC WAS CANCELLED, █████ GOT OFF THE BUS █████ TOLD ME THAT █████ HAS IT ALL ON VIDEO AND WAS GOING TO CONTACT THE MEDIA.

Submit Date	Class	Route	Comments
3/10/16 5:45:47 PM	Complaint	2-1	<p>█████ called in to say that the route 2 driver had just pulled away from the stop at the Avalon Mall. █████ ran to get it and the driver spotted █████ but kept going. I advised that the driver did nothing wrong that they are not suppose to stop and pick up passengers once they hae left the stop for safty reasons. █████ stated █████ understands that however █████ was told by other drivers that they would have stopped and picked █████ up and █████ has seen other drivers do it. █████ was more upset with the double standered and the fact that █████ was given the expectation that the driver should have stopped.</p>
3/11/16 12:04:55 PM	Complaint	18-1	<p>█████ said the route 18 bus driver was speeding in a school zone on Doyles Road heading to the Backline. █████ said the radar sign was saying 45 and it is a 30 mile per hour zone. Please investigate and get back to █████</p>
3/11/16 5:31:11 PM	Complaint	10-3	<p>█████ said █████ was on the route 10 looking to connect to the route 2-1 at 4pm on Parade Street. As the bus was appoching the Parade St. stop █████ saw that the route 2 was already there █████ asked the driver on the 10 if █████ would radio the 2 and let █████ know that there was a passenger looking to connect, the route 10 driver told █████ no and it would be in █████ best interest to start running as fast as █████ could to try and ctach the 2. █████ got off the bus and started running and was able to get the route 2 but was very upset by the drivers response to █████ request.</p>
3/14/16 6:13:05 PM	Complaint	10	<p>Boarded the 10 stopped by Walmart on Kelsey Dr at 4:55pm. Bus departed that stop at 5pm and broke down 40 meters down the road at the next stop. It sat there for 15 minutes.</p> <p>I advised the driver of my necessity to reach the 12 at the avalon for 5:25, which is why I caught the 10 at 5:00. Driver said a second bus would be along shortly, and that █████ would every make every effort to keep the time. At 5:15 a replacement bus arrived (along with ANOTHER 10 at its regularly scheduled 5:15 stop).</p> <p>We were asked to board the replacement bus, NOT the 10 scheduled for 5:15.</p> <p>At the stop next to Canada post, both buses were stopped to pick up passengers. My driver radioed ahead after asking █████ passengers if it was ok if █████ made a straight shot to the mall so that we would all meet our connections. Ths dispatcher told █████ no, and that █████ was to SWITCH DRIVERS with the regularly scheduled 10 that arrived at 5:15!!! Why in the sweet fuck did they even bother sending the replacement vehicle if that was going to be the case?! Not only that, but the driver I now had (a ██████) seemed to make no effort in getting us all to the mall to meet with our transfers.</p> <p>I didnt pay for the 5:15, I paid for the 5:00. And while the gentleman driving the bus at first was apoligetic, and tried what █████ could to make up the time, Metrobus and █████ dispatcher didnt give a shit.</p> <p>Because of the incompetance (or plain ignorance) of the employees at Metrobus who cant even maintain their vehicles, much less get people where theyre going on time, I paid for a ride I wasnt supposed to take, and then had to pay for a god damn cab to work!!</p> <p>Id be surprised if I got anything other than a short, scripted, "sorry for your invonvenience" bullshit response out of this. However what I want is to be reimbursed for this. I want a refund on the ride that DID NOT get me to my destination anywhere on time. And I want to be reimbursed for a cab ride that I shouldnt have had to take.</p> <p>You up for that Metrobus? Or are you just going to take the money and run?</p>



Submit Date	Class	Route	Comments
3/24/16 9:22:13 AM	Complaint	19-2	I reloaded my card on March 21st on line at 6:55 pm and I have to wait for it to be published ..last night the bus driver embarrassed me in front of all the ccustomers because my pass was not uploaded and it should be. I showed [REDACTED] the text from metrobus and [REDACTED] told me I have to call in to Customer Service. Also I have one ride left why didn't this ride work? The bus driver made me feel like I was a thief, [REDACTED] didn't even look into my eyes when [REDACTED] spoke to me. I should not have to work upset. This makes me so angry.
3/24/16 11:26:27 AM	Complaint	3A??	Hi there ,  Please order the bus drivers to maintain their schedule and do not leave early.  This morning the bus left some minutes earlier and I had to wait in bus station with today's very cold weather and high wind for about 15 min to catch the following bus.  Regards,  [REDACTED]
3/28/16 3:51:14 PM	Complaint	3-2	Bus pulled into stop at CN and when [REDACTED] pulled out [REDACTED] came into [REDACTED] lane forcing [REDACTED] over to the other lane.
3/29/16 1:54:42 PM	Complaint	3-3	[REDACTED] was on Kings Bridge Road looking to get the route 3 [REDACTED] was about 3 feet from the stop and the bus left. [REDACTED] stated the driver saw [REDACTED] but left regardless. [REDACTED] ran to catch [REDACTED] at the dominion stop bu twisted [REDACTED] ankle and hurt [REDACTED]. I told [REDACTED] that the driver did nothing wrong and that [REDACTED] was not at the stop but [REDACTED] isisted [REDACTED] saw [REDACTED]
3/30/16 10:37:02 AM	Complaint	2-2	The bus was over three minutes early, I arrived two minutes early and missed it. As a result I missed my class, I am not impressed. The bus should never be several minutes early!
3/31/16 12:06:27 PM	Complaint	21-2	[REDACTED] boarded the 21 at the Village and asked for a transfer. [REDACTED] was told by operator [REDACTED] could not have I told [REDACTED] the operator was correct. Sheis very uspset how the operator handled [REDACTED] problem and now does not feel safe driving with this operator.
4/01/16 4:30:29 PM	Complaint	10-6	[REDACTED] says that on several occasions [REDACTED] has asked the Operators on the routes 10-6, 10-3 and 10-5, along with several other customers to please bring them to Kelsey Drive on their way to the Garage when the have finished on weekdays at the Avalon Mall and they refused. [REDACTED] said one Operator told [REDACTED] that it says that on the daycards. I checked the daycards and it does. [REDACTED] is very upset that some of the Operators will not honour this request. I told [REDACTED] I will pass along this complaint to both Chris Whelan and the Operations Dept. Please investigate and get back to [REDACTED] [REDACTED] says sometimes [REDACTED] has a problem with [REDACTED] phone but [REDACTED] would come up and speak to someone about this issue. Thanks.
4/02/16 4:59:26 PM	Complaint	2-3	Bus was stopped at the bus shelter in front of Bannerman Park. Vehicle passed bus in straight through lane. Bus put on turn signal and came into lane causing vehicle to partially go into oncoming traffic lane. The bus should have waited for the traffic to clear before proceeding. Wants driver to be made aware of safety concerns and possible accident that could have taken place.
4/04/16 1:29:26 PM	Complaint		[REDACTED] called in to complain about drivers wearing too heavy of a cologne. [REDACTED] would like for them to wear a more subtle scent but [REDACTED] would not leave [REDACTED] name or number.
4/04/16 1:52:10 PM	Complaint	unknown	Every single day as I wait at the stop sign on the bottom of Portugal Cove Place, one of your shuttles proceed to make a right hand turn on to Portugal Cove Place off Higgen's Line. Each and everyday its almost a near miss to the cars who are making the left hand turn.

Submit Date	Class	Route	Comments
4/05/16 10:29:13 AM	Complaint	10-2	<p>I wasn't even in my seat when the driver took off. [REDACTED] Can drivers wait until we are sat in our seat before they take off, it's scary.</p>
4/07/16 12:10:29 PM	Complaint	10	<p>Throughout my bus ride this morning, I witnessed a large amount of inappropriate behaviour from my driver.</p> <p>When I got onto the bus, I paid in cash and asked for a transfer. When [REDACTED] asked which route, I said the 15, and [REDACTED] asked me where i was trying to go. I said I needed to stop at MUN and then go to mall. At this point, the driver rudely explained to me that this was against the transfer policy.</p> <p>I have no issue that this is the policy, I fully accept that. My issue here is how I was treated. Rather than kindly or patiently explaining the policy and my mistake to me, [REDACTED] was abrupt and unpleasant. At one point [REDACTED] told me to read the transfer policy, pointing at it and saying "it's right there". I felt quite offended.</p> <p>The other incident I noticed relates to the driver's driving style. [REDACTED] pulled up extremely close to a car stopped at an intersection, then honked and shouted when the light turned green. After this, [REDACTED] tried to keep right on the other drivers back bumper, seemingly on purpose. Not only is this unsafe and unnecessary driving that would unnerve the other driver, the shouting is also unpleasant for bus passengers.</p> <p>I do believe that these are isolated incidents but I felt I should get in touch and let you know.</p> <p>[REDACTED]</p>
4/09/16 1:33:26 PM	Complaint	3	<p>Hello to whom ever it may concern.</p> <p>Usually I am not the type to write any complaints but what happened to me today was not only endangering to me but also to all the innocent drivers around me. Around 11:55 AM to 12 PM on April 9, 2016, I was driving in the right lane just past A&amp;W when I encountered a bus. [REDACTED] left me with absolutely no time to react to letting them merge into traffic. They put on their left turn signal while my front end was already past the end of the bus.</p> <p>Instead of waiting any moment to let my pass, they pulled out into the lane without hesitation throwing me into the other lane and almost hitting several cars. I am always willing and aware to let metro bus have their way on their route but this particular driver gave no proper warning at all and completely chose to throw me into the other lane. Not only endangering me but also the innocent drivers driving their proper route in the left lane. Please communicate and hopefully give proper criticizing to this driver.</p> <p>This route is way too busy for them to not be aware of the oncoming flow of traffic to not taking a moment to wait and properly execute merging without endangering peoples lives. I cannot express enough how completely angry I am with this. As I said, please give the proper communication to this and all drivers.</p>



Submit Date	Class	Route	Comments
4/15/16 6:43:02 PM	Complaint	0962	<p>██████ said ██████ asked the Operator on the route 10-1 to call ahead for the route 2 at the Avalon Mall and ██████ didn't do it and than ██████ missed the connection and had to walk and this has happened before. I asked if ██████ made ██████ request to the Operator on route 10 as soon as ██████ boarded and ██████ said yes. Customer Email: ██████</p>
4/18/16 12:29:07 PM	Complaint	10-2	<p>When I got off the Route 10 on Parade Street, I said thank you to the bus driver; ██████ responded, 'Ok, bum'.</p> <p>I asked ██████ to spell the word, just in case I misunderstood it, ██████ did, and ██████ said it was not a misunderstanding; ██████ said Bum. Customer Email: N/A</p>
4/18/16 12:32:22 PM	Complaint	2	<p>██████ said ██████ was on the route 10 on Thursday and was looking to get a connection at the Avalon Mall to the route 2. The driver on the route 10 called ahead to let the 2 know ██████ had a connection but when they got to the mall the route 2 was pulling out ██████</p> <p>██████ ██████ said ██████ was ruching to catch the 2 but ██████ just left. ██████ got on the route 12 to try and connect and in the process of all this lost ██████ metrobus pass (government issued). ██████ was vry upset with the whole process and felt ██████ needed to call in.</p>
4/20/16 4:02:53 PM	Complaint	10	<p>Today at 1pm I learned you would be taking the buses off the road at 2pm so I left work early and had arrived at the bus stop on Pippy place at 1:17pm, I checked the time track on your web site and it said that the bus was running 3 minutes late but this would have still given me plenty of time to reach my stop on Merrymeeting rd before the service stopped. So i waited and waited and then waited some more. I recheck the time track on you website and check the bulletins and there have been no changes made.</p> <p>At 1:51 I call your information line and wait to speak to a person, I tell here my destination and how long I have been waiting after multiple times on hold the ██████ comes back and tells me the bus got stuck and wouldn't be coming, why was this never stated in any of your web tools that you use to inform the public of what is going on with service we depend on. I go back on hold a few times and ██████ lets me know another bus is being sent out to get me and the other people who are also stranded at the Kelsey drive stops and that I need to just stay where I am and someone will be by soon.</p> <p>At 2:25p after waiting for over a hour a bus shows up when I board the driver who looks and acts annoyed with the situation doesn't even so much as offer an apology for the lack of service or information we have been given, ██████ still expects the \$2.25 fair and then informs me that ██████ if only going as far as the Avalon mall, I explain to ██████ the ██████ I had been speaking to had asked for my destination so I was under the impression I could get to my stop, ██████ response is to sigh at me and tell me ██████ isn't even supposed to be out right now and that I was basically out of luck.</p> <p>Once I get to the mall I'm told that no one is able to get a hold of any cab companies and if it weren't for a very nice stranger I would have had to walk the rest of the way home.</p> <p>So it took me 1 hour and 25 minutes plus \$2.25 to go to a location that would have taken me 15 minutes to walk by foot if I had been given the proper information. This whole situation has left me cold, wet, shivering and royally pissed off. Today I feel like you failed at keeping people updated, you failed to make it up to them and that you just failed.</p>

Submit Date	Class	Route	Comments
4/21/16 11:35:07 AM	Complaint	2-2	<p>██████████ said ██████████ was on route 2 and the ██████████ Operator was driving like ██████████ had two feet on the gas and brake at the same time. ██████████ said it was "stop &amp; start, and stop &amp; start" the whole way and by the time ██████████ got to the Village ██████████ was stomach sick. ██████████ remaked to another customer on the bus about this and the Operator overheard ██████████ and said "I can hear you you know". ██████████ said ██████████ was afraid that ██████████ wouldn't be allowed on this route 2 again if this Operator was driving. I asked ██████████ was ██████████ abusive in any way or anything to the Operator and ██████████ said no. I said there would not be an issue than. I will pass along ██████████ complaint to the Driving Training division of Operations. Please investigate and get back to ██████████ Thanks.</p>
4/22/16 9:17:51 AM	Complaint	3-3	<p>██████████ called in very upset ██████████ stated the driver was rude to ██████████ and ██████████ ██████████ and missed ██████████ stop on Torbay Road on purpose. they had to walk back from Stavanger Drive to Majors Path. ██████████ stated the driver was rude and mouthy with them as soon as they got on the bus and it was not the first time ██████████ has had a run in with the same driver before.</p>
4/22/16 1:21:07 PM	Complaint	10-2	<p>Operator pulled up to stop at Post Office and decided to have a smoke. ██████████ said that there was a customer inside the shelter. All shelters have no smoking signs and ██████████ should known better.</p>
4/22/16 7:37:07 PM	Complaint	21	<p>One of your busses compeletly cut me off and then couldnt make the turn ino mitchehener and then the bus driver stopped and make some innapropriate hang gestures towards me and THEY were holding up traffic and refusing to move which i then basically had no other choice but to go into traffic on ruth ave as there were several cars behind me and i was unable to back up and then i was almost t boned by an oncoming suv that had turned out of the line of traffic your bus had held up. Driving is stressfull enough for me being a new driver, but this incident has only shaken me up even more. And as a public service employee thats unacceptable to treat another driver like that and lastly maybe your busses shouldnt go places they cannot properly fit or make turns because one of those days someone else is going to get hurt because im very sure if the rest of your drivers are like ██████████ there have been accidents before.</p>
4/25/16 4:29:19 PM	Complaint	2-7	<p>██████████ called in to complain about the driver of the Route 2. ██████████ said that ██████████ was driving along Freshwater Road in the area where Kenmount Road and Freshwater Road meet. ██████████ said that ██████████ was driving next to the bus when ██████████ noticed that the bus was trying to change lanes. ██████████ ██████████ said that ██████████ tried to speed up to let the bus in behind ██████████ and ██████████ honked ██████████ horn at the bus in case ██████████ was in the driver's blind spot. ██████████ said that the driver then stuck ██████████ hand out the window and gave ██████████ the finger. ██████████ said that is not the first time that this has happened and ██████████ said that it looks like the same driver as before.</p>
4/25/16 6:50:36 PM	Complaint	3A	<p>I'm making a complaint about route 3A. My original plan was to take route 3A and transfer to Route 11 as soon as it reached Downtown. But the bus driver took three breaks within an hour. ██████████ would stop at a bus stop and stay there for about 5 or 10 minutes. As a result I missed my bus. I will never take Metrobus again and I will be posting about my experience on Facebook.</p>
4/26/16 6:37:18 PM	Complaint	2-4	<p>██████████ called in to complain about the driver on the Route 2. ██████████ said that ██████████ got the Route 10 from downtown and asked for a transfer to the Route 2. ██████████ said ██████████ got off the bus at the last stop on Elizabeth Avenue before the bus turns on to Westerland Road. ██████████ said ██████████ crossed the street to get the bus by MUN and when the Route 2 came the driver would not accept ██████████ transfer. ██████████ said that the driver tore up ██████████ transfer and told ██████████ that there was no way that ██████████ could transfer from the Route 10 to the Route 2 on Elizabeth Avenue. ██████████ said ██████████ would've had to transfer further up the road. ██████████ said that when someone calls ██████████ back to leave ██████████ a message if ██████████ doesn't answer ██████████ phone and ██████████ will call back as soon as ██████████ gets the message.</p>

Submit Date	Class	Route	Comments
4/27/16 10:18:03 AM	Complaint	2-4	██████████ called in to complain that the Route 2 did not start on Montague Street when it was supposed to. ██████████ said that ██████████ was told that it would be there at 10:00 a.m. when it started and it did not go up that way at all.
4/27/16 2:24:48 PM	Complaint	18	██████████ was very upset because ██████████ was out shovelling ██████████ driveway and the bus went by "speeding" ██████████ said and "splashed slush all over ██████████ and drowned ██████████ ██████████ said ██████████ could have pulled over a bit. There was no need. Please investigate and call ██████████ back. Thanks.
4/28/16 6:51:26 PM	Complaint	21-2	██████████ asked operator if ██████████ could let ██████████ off at the closest stop to Burger King. ██████████ said ██████████ could not because ██████████ didn't know the closest stop. ██████████ did not like the way ██████████ spoke to ██████████ and if ██████████ is operating the bus ██████████ should know the stops.
5/02/16 2:03:40 PM	Complaint		The bus was coming from the University Centre area, ██████████ did not STOP at the stop sign, and if ██████████ did would have seen that I was at the cross walk and should have been able to cross the street. ██████████ then made the left hand turn and barrelled on through the amber light at PPD and continued on Westerland Road.
5/04/16 8:28:15 AM	Complaint	15-1	██████████ was at the crosswalk across from ██████████ Rice on Bonaventure Ave. and ██████████ was waiting for the bus to stop so ██████████ could proceed across the walk and the Operator just went on through the crosswalk. ██████████ said this is the second time this has happened so ██████████ had to call in. Please investigate and get back to ██████████ Thanks.
5/05/16 9:17:16 AM	Complaint	19-1	██████████ went out to get the bus but forgot ██████████ m-card. ██████████ was running back to ██████████ place to get it and the bus came ██████████ ran back to the stop and told the driver ██████████ forgot ██████████ pass and would pay twice tomorrow but the driver refused ██████████ access. ██████████ said the driver was rude and told ██████████ if ██████████ couldn't pay ██████████ couldn't ride ██████████ was upset with the drivers rude attitude and lack of compassion for ██████████ a regular rider or the fact that ██████████ could lose ██████████ job if ██████████ was late. ██████████ wants a call back.
5/05/16 9:29:56 AM	Complaint	19-1	██████████ said ██████████ was \$0.25 short this morning and ██████████ always has the correct change for the bus. ██████████ said ██████████ is a regular customer and ██████████ ██████████ said the Operator on 19-1 was very rude to ██████████ and "called ██████████ down" for not having the correct change. ██████████ said ██████████ always sees people on welfare getting on the bus for free. I said the Operator was doing ██████████ job you have to have the correct change when you deposit your fare. ██████████ said: "but I see people getting on all the time without paying". I said I don't know about that, however, we cannot run a business if everyone doesn't pay their fare and ██████████ has to pay the correct fare next time. I said I would pass along ██████████ comments about the way the Operator spoke to ██████████ ██████████ said "You have people working at the City that treat people like that." ██████████ has requested a call back. Thanks.
5/06/16 3:38:40 PM	Complaint	19	I use Route #19 regularly. Every evening at 9:15pm I take the bus at 640 Empire Avenue near an apt. building there. Every now & then there is a new driver on (not the regular one) and as ██████████ gets near my stop, ██████████ doesn't even slow down and if I didn't start waving and stepping out front, I'm sure ██████████ would just go on through and I would miss it. It's a bit of a dark area, so ██████████ should be on the lookout to see if there is anyone on the stop. This has happened 3 times in the last 2-3 months. One of those times, ██████████ passed me but finally saw me & I had to run a bit of distance to board the bus. This should not happen - it's terrible customer service and ██████████ is the only one who does this. I assume ██████████ is a new driver so ██████████ should be made aware of this and improve on ██████████ operation of the bus. Also, ██████████ driving is very fast & jerky - ██████████ stops suddenly & jams on the brake - bounced around in my seat. Please speak to this driver to improve ██████████ ways. Thanks.

PS - all other drivers are fine.



Submit Date	Class	Route	Comments
5/15/16 11:28:30 AM	Complaint	21-1	██████████ called in to complain that the driver of the Route 21 snapped at ██████████ and would not give ██████████ a transfer as ██████████ was getting off of the bus. ██████████ said that the driver said "No, I'm driving." ██████████ hung up on me before I could get any further information.
5/15/16 4:41:55 PM	Complaint	2-1	██████████ filed a complaint through the chat about a driver who was driving aggressively. I think it was the Route 2-1 (1419) but the Route 3-1 (1525) was in the area shortly before.
5/16/16 7:42:42 AM	Complaint	18-1	██████████ said that this operator does not drive the 18 very often. ██████████ has noticed that ██████████ never has ██████████ transfers ready and that takes times. ██████████ is always late and then drives so fast that ██████████ crosses yellow line and has often gone through lights. ██████████ feels this is very dangerous and someone will get hurt or worse.
5/16/16 10:01:30 AM	Complaint	10-2	██████████ said both ██████████ and a friend got on at Kelsey Drive and swiped their bus passes and only then did the ██████████ Operator tell them that the bus was terminating at the Avalon Mall and going back to the garage. The ██████████ Operator gave them a transfer slip for the next route 10 departing the Avalon Mall. When the ██████████ got on the route 10 at the Avalon with their transfer the Operator on the 10-1 was rude and questioned them about the transfer. They explained that the ██████████ Operator gave them the transfer because ██████████ was finishing. ██████████ said ██████████ scared ██████████ ██████████ was upset and before ██████████ even got a chance to sit down the Operator took off and ██████████ is a ██████████ and had ██████████ hands full of packages. I explained to ██████████ that there is a lot of abuse of the transfer policy and one of the things you don't "normally" do is transfer from a route to the same route. However, this was a special circumstance and the Operator should have been more patient and contacted the dispatch office. I explained about the scheduling when going from the day time to the evening schedule that there are several bus routes that terminate along the route and that ██████████ can call ahead of time to check with us for the scheduling. Also, I explained to ██████████ about asking the Operator next time there is a question about something like this situation to call the dispatch please for clarification. I asked why ██████████ waited so long to call about this and ██████████ said ██████████ called about something else and finally got the nerve to mention this incident. Please investigate and get back to ██████████ Thanks.
5/16/16 9:26:18 PM	Complaint		I would just like to pass along feedback on some of the ads I see running on your bus stops as well as your buses. What are your approval processes for actually running ad space? I am specifically speaking of the "iVegan.ca" ads that are running on certain buses as well as bus stops. Is Metrobus really the place to be promoting your alternative diet and lifestyle choices? Which is known to have several health risks associated with a vegan lifestyle? I really don't think that Metrobus is the place to advertise being Vegan, and as a customer I also don't care to be bombarded with Vegan propaganda. There are no scientific studies showing that a Vegan lifestyle is healthy so this is strictly an opinion.  On that note, if Metrobus is in the business of advertising opinion, who do I contact to discuss purchasing ad space?
5/17/16 3:20:04 PM	Complaint	14-1	██████████ called in to raise a concern about the driver of the Route 14-1. ██████████ said that the bus was coming off of Airport Heights Drive and turning onto Halls Road when ██████████ was about to cross the street, but still on the curb. ██████████ said that ██████████ was in stride to cross the street when ██████████ had to stop because the bus came up the road. ██████████ ██████████ said that if ██████████ didn't stop when ██████████ did ██████████ would've went into the side of the bus.
5/18/16 8:03:52 AM	Complaint	3-3	Operator hit curb and ██████████ fell off seat and hurt ██████████ wrist and ankle. Operator asked ██████████ if ██████████ was ok and ██████████ said yes. BUT today ██████████ wrist and ankle are swollen.





Submit Date	Class	Route	Comments
5/26/16 11:10:50 AM	Complaint	16/9	There is now wonder why St. John's bus system is poor.....when the same bus goes to CONA twice and Hunts Lane twice and MI twice before going anywhere else it is poor planning, waist of passengers time and not cost effective at all. Whoever is in charge of route planning needs to go out and experience the routes themselves and if you guys have shareholders they should do the same. Maybe then there maybe a chance that customers may be a priority and not driven around for 45 min before you go anywhere.....what a waist of time this bus system is.....if I was to rate on a five star system you get 1 star and that is because of the drivers friendliness and cleanliness of the bus! Piss poor service!!!
5/27/16 10:10:23 AM	Complaint	10-2	█████ asked the operator if █████ could let down the kneeler. Operator said no and that █████ didn't have to. █████ has a hard time boarding the bus and this is the first time █████ ever had a problem.
5/30/16 4:26:35 PM	Complaint	2-4	█████ called in to complaint about bus 1525. █████ said that █████ has been on it a couple of times and it is an extremely bumpy ride compared to all the other buses █████ rides and █████ said it feels like there are "no springs" in it.
5/31/16 9:27:59 AM	Complaint	15-1	█████ called in to complain that █████ saw the driver of the Route 15-1 pass two people on the bus stop with canes. I called Tom and █████ checked with the driver and the driver said that █████ picked up someone at that bus stop and after █████ had pulled away from the bus stop there was two people standing there waving at █████
5/31/16 2:08:55 PM	Complaint	11-1	█████ said █████ was on the route 11 on Friday past and a driver in a vehicle went through a red light and collided with the bus. Dave was the Operator and █████ had to slam on the brakes. █████ was sitting right behind Dave. Now █████ Dave told █████ to get in touch with Jason. Please get back to █████ Thank you.
6/07/16 10:39:26 AM	Complaint	18-1	█████ said █████ was at the stop at 10 am and was waiting 15 minutes and the Operator drove by █████ █████ said █████ waved █████ hand but the Operator didn't look at █████ Please investigate and get back to █████ Thanks.
6/07/16 3:31:51 PM	Complaint	2-1	█████ said █████ caught the route 2 on LeMarchant Rd. by Shopper's at about 1:55 pm and got a transfer from the █████ driver on the route 2, █████ had black hair shoulder length and brown eyes. █████ is a really nice driver. When █████ got on the route 18 █████ gave the Driver █████ transfer slip and another █████ passenger had put █████ slip on the seat while the Operator was speaking with someone. The Operator looked at the transfers and threw one in the garbage and then █████ addressed the customers on the bus and asked who had given the transfers and █████ said █████ had given one. █████ than came doen and ``came aboard me``, shouting that the transfer was for 12 noon not two and it was no good. █████ said █████ tried to explain to the Operator that █████ had just gotten the transfer from the █████ Operator on the route 2 and █████ hadn't even looked at it but █████ kept shouting at █████ and █████ was mortified. █████ was crying when █████ was explaining this to me and was very very upset and said █████ doesn't want to get back on a Metrobus. █████ said three other customers who were about to board the bus wouldn't get on because of the racket and shouting the Operator was doing. Please investigate and get back to █████ Thanks.
6/07/16 5:46:11 PM	Complaint	12-2	█████ called in to complain about the driver of the Route 12-2. █████ said that █████ got on the bus at The Village Mall around 5:28 p.m. and █████ said that the driver was constantly honking █████ horn at the other buses to move █████ said that the bus was on time). █████ also said that the driver was "on the gas" the whole way. █████ said that the driver didn't acknowledge anyone and other people on the bus were talking about what was going on. █████ said that █████ would like a call back on this issue.
6/08/16 8:30:07 AM	Complaint	0754	Operator left Village at 7:00 am but was not scheduled to leave until 7:05 am.

Submit Date	Class	Route	Comments
6/13/16 9:10:50 AM	Complaint	10	Bus 10-2 heading downtown from MUN centre this morning didn't stop for us at the bus shelter on Anderson Avenue (near Esso station). There were 3 of us in the shelter at the time and the bus didn't even slow down. We were shocked! I have been getting that route for years at that stop and have never experienced this before. I had to take a \$12 taxi ride to get to work. The other passengers left and went home. Was the driver distracted? New to the route? What happened?
6/14/16 5:29:49 PM	Complaint		The driver drove through a red light. With all the public concern about individuals driving through red lights and the potential for a deathly outcome, I would expect metrobus drivers to be significantly more careful given they are responsible for those they carry as well a safe driving in general.
6/15/16 1:09:06 PM	Complaint	10-3	██████████ called in to complain that ██████████ and ██████████ friend had a confrontation with one of the ██████████ drivers Sandra. ██████████ said that ██████████ and ██████████ friend got on the bus and ██████████ swiped ██████████ 10 ride pass for ██████████ friend and then asked for a transfer slip for ██████████ friend but the driver refused ██████████ ██████████ ██████████ when ██████████ questioned ██████████ as to why they could not have the slip ██████████ stated because it was not a valid transfer. They then went on to say that ██████████ told them that ██████████ would remember them and that they would not be able to ride ██████████ bus anymore. ██████████ would like a call back.

Submit Date	Class	Route	Comments
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6/15/16 4:40:49 PM Complaint

10

To Whom It May Concern:

I would like to use this opportunity to describe to you an incident that took place today while I was riding the bus. After witnessing what took place on this bus ride I have some concerns regarding a couple of issues with how Metrobus chooses to operate. I will first describe the incident, then discuss my concerns after.

The bus approached a stop on Elizabeth Ave. [REDACTED] proceeded onto the bus. One [REDACTED] from what I could tell had asked for a transfer and was rudely objected by the driver. The driver asked [REDACTED] to go sit down as [REDACTED] was holding up other passengers. I'm not entirely certain but I don't think [REDACTED] paid because [REDACTED] did not receive [REDACTED] transfer.

The [REDACTED] then sat beside me on the bus where [REDACTED] started talking to me and expressing how poorly treated [REDACTED] is by this particular driver and one other (unknown). [REDACTED] made the point that no one else was treated as disrespectfully as [REDACTED] was and made note of the fact that [REDACTED] looks different. [REDACTED]

The [REDACTED] got off the bus at the first stop at Avalon to which I heard several very audible phrases come from the driver regarding how the passenger, 'does this everytime! [REDACTED] wants to take the bus to go shopping and then use [REDACTED] transfer to take the 2 back home! Well I'm not letting [REDACTED] do that!'

I have read the policy regarding transfers with Metrobus and I understand that the driver is correct in what [REDACTED] is saying but the issue I take is with how incredibly disrespectful it was for the driver to have said that as rudely as [REDACTED] did and as loud as [REDACTED] did for everyone on the bus (even at the back) to hear after this [REDACTED] had departed.

So my concerns with Metrobus are:

1. I am concerned with what level, if any, cultural sensitivity training the drivers and any other employees of Metrobus have been provided. I addressed the issue to the driver of [REDACTED] audibly talking about the passenger after [REDACTED] had departed. [REDACTED] was very apologetic and friendly to me. I want it to be understood that I don't think this driver should be disciplined. But [REDACTED] was so kind to me I can't help but wonder if the reason why is because I'm white and not [REDACTED]. Again, this further reiterates my concern for lack of cultural sensitivity.
2. With the way the Transfer policy is written, I feel that cash paying passengers are at a further disadvantage than cardholder passengers. That does not seem right to me. This could be construed as systemic discrimination.
3. Of all the cities I've either lived in or visited in Canada and rode their public transit (Halifax, Saint John, Ottawa, Toronto, to name only a few) St. John's is the only one where the fare does not cover the cost of a round trip. A transfer with Metrobus has a zero time limit (excluding transfers from cardholders) where in several other Canadian cities, including those smaller ones of similar size to this, the transfer is good for about 2 hours. Sometimes even 4 on the weekends.

I understand that the economy is in a downturn. I understand that the expense of running the buses has and will continue to increase and that on average Metrobus' expenses are higher than the national average, but making riders pay for 2 separate trips is gouging. I witnessed several tourists downtown today who bought bus fare with cash. Is it right that they should be charged more? When we boast about how we are such a friendly city to visit, what kind of message are we sending to our visitors that they need to pay twice as much to use our transit service?



Submit Date	Class	Route	Comments
6/28/16 7:50:51 PM	Complaint		No Park & Ride for west end of St. John's on July 1st. Discrimination! But we can provide service to Paradise using my tax dollars?
6/30/16 3:04:09 PM	Complaint	3	The Rt 3 Summer schedule is not populating on your website. Hasn't for the last 2 days.  Thanks!
7/02/16 11:38:57 AM	Complaint	10	Driver refused me a transfer slip for no reason. Ignored a stop bringing passengers an extra stop even when it has been requested by the usual means and half the bus was trying to get [REDACTED] attention verbally. Driver was also unnecessarily heavy on the brakes throughout the journey, at one point trying to beat a traffic light on Gower only to slam the brakes at the last moment. [REDACTED] attitude, ineptitude, and failure to treat ANY passengers with respect was absolutely appalling.
7/04/16 3:26:55 PM	Complaint	2	Hello,  I would like to place a complaint regarding a failure-to-arrive for the 2-2 bus this Monday, July 4th, 2016. Having arrived at 2:15, 5 minutes early for the 2:20 arrival as suggested, I proceeded to wait until 2:40pm, while the bus still failed to show. This resulted in it being impossible to make my transfer to the route 3 to make it to work on time, having to resort to taking a cab from Churchill Square to Stavanger Drive due to a scheduling or bus failure instead of the bus ride.  I understand that, at times, there are material failures with busses, and that delays will occasionally happen as a result. I would, however, like to know whether Metrobus has replacement busses that it can employ for such purposes. I would also like to know why, on this day, whenever I attempted to check the bus' current location or lateness on Time Track using either the desktop site, mobile site, or iOS app, the Route 2-2 was simply absent from the list of busses. If a late bus fails to appear on the list, then it defeats much of the purpose of the TimeTracking application. Could you please investigate why this was the case? The bus was not present on the list starting at least from 2:20 pm, but did reappear on the list as of 3:00 pm as "20 minutes late". I have photos of this stored on my phone if it would be useful to you in investigating this issue.  Thank you for your time, and I hope to hear back from you soon regarding these issues.  Sincerely,  [REDACTED]
7/06/16 4:34:01 PM	Complaint	15-1	This bus driver should really wait for passengers to be seated before speeding away. I thought I broke my wrist as [REDACTED] shot off before I was seated. All [REDACTED] cared about was speeding off.. I am a regular bus rider and this is not acceptable if I get seriously injured because of a bus drivers inconsideration who's fault will it be. You want more people to take the bus not at this rate I can't afford to be injured just trying to be seated. Gerrard on the route 10 best bus driver around [REDACTED] always waits for passengers to be seated this guy can learn something from [REDACTED]
7/07/16 4:58:37 PM	Complaint	28	[REDACTED] called in to complain that the community bus did not show up at 3:05 to pick [REDACTED] up and bring [REDACTED] back to the Tiffany as it was scheduled. [REDACTED] ended up walking back with [REDACTED] grocery and was very upset with the entire ordeal. I tried to tell [REDACTED] the bus was running behind but [REDACTED] was to upset to listen.
7/09/16 2:21:35 PM	Complaint	12-1	[REDACTED] called in to complain about the loud music on the Route 12-1. [REDACTED] said that the music was too loud and [REDACTED] couldn't hear the person next to [REDACTED]. [REDACTED] said that [REDACTED] doesn't feel like [REDACTED] should have to ask the driver to turn down the music. [REDACTED] said that [REDACTED] will be calling back on Monday to see if [REDACTED] can set up a meeting about this issue.

Submit Date	Class	Route	Comments
7/14/16 3:34:31 PM	Complaint	19-2	<p>I pulled on the bell cord for my stop nearest 640 Empire Avenue, but the bus driver did not stop at my bus stop...the male bus driver was speaking to another [REDACTED]</p> <p>[REDACTED] and pulled on the bellchord again, and told the driver [REDACTED] missed my bus stop. I had to walk back to my bus stop.</p> <p>The driver asked me if I wanted to stay on and get off on the way back. I did not.</p>
7/15/16 3:57:55 PM	Complaint	N/A	<p>Myself and [REDACTED] left Sears and I asked [REDACTED] to drop me off to dollar store at the back of the Avalon Mall.</p> <p>There is a crosswalk there at the entrance door to the Dollar store, so my [REDACTED] past the crosswalk and [REDACTED] stopped to let me out, [REDACTED] was not going into the store, so I get out of the car and I went around my car to the back, this bus was literally up our bum I had to literally squeeze between my car and the bus..then [REDACTED] 'burped' [REDACTED] horn and [REDACTED] shrugged [REDACTED] shoulders, like what the hell, and I did the same thing back.</p> <p>Two people spoke to me inside the Dollar store and said [REDACTED] shouldn't have been so close to us.</p> <p>I never complained before but [REDACTED] really upset me, [REDACTED] frightened me and I was not in the wrong.</p>
7/24/16 11:30:21 AM	Complaint	16-1	<p>[REDACTED] called in to complain that the driver of the Route 16 passed [REDACTED] on Great Eastern Avenue. [REDACTED] said that [REDACTED] was on the first bus stop. I called dispatch and they checked with the driver and [REDACTED] said that [REDACTED] didn't see anyone and that [REDACTED] did pick people up on Great Eastern Avenue. [REDACTED] [REDACTED] said that [REDACTED] now has to take a cab to work and [REDACTED] wants to be reimbursed for it.</p>
7/24/16 1:31:29 PM	Complaint	3-2	<p>I arrived at the bus that was already waiting at a bus stop at the flight centre downtown on water street. When I arrived the door was open as according to another passenger 3 people had just got off the bus so they opened the door to get out while the bus driver was getting Starbucks. Because the door was open when I got there I wasn't aware I had to wait for the driver to get on. So I get on pay my cash and sit in the front in case the driver wanted to ask me. The driver got back a few moments later and instantly started yelling asking who got on the bus because you're not allowed and then publicly embarrassed me going "it was you!!!" Yelling at me. Another passenger spoke up and said how people had got off the bus and that's why the door was open. The driver yelled at me from the front in front of everyone asking me how I paid and yelling how I'm not suppose to do that. I wasn't aware you weren't suppose to do that and I don't appreciate being yelled at in front of a bus full of people [REDACTED]</p> <p>[REDACTED] The situation could have went a lot smoother with [REDACTED] explaining the rules of the bus instead of yelling at me. I felt so attacked and was going to get off and just call a cab to bring me home as I felt when I got off the bus [REDACTED] would yell at me again. I've been using metrobus for 5 years and never had a problem, I've had great service but today makes me question if I will continue to use it</p>
7/25/16 1:20:38 PM	Complaint	6-1	<p>[REDACTED] called in to complain that the driver of the Route 6 passed [REDACTED] on the stop. [REDACTED] said that [REDACTED] and 3-4 other people were sitting on the bench and [REDACTED] walked out to the curb to get the bus and the bus drove past [REDACTED] without stopping to pick [REDACTED] up. [REDACTED] would like a call back about this issue.</p>
7/27/16 6:05:20 PM	Complaint	10-1	<p>[REDACTED] and another [REDACTED] [REDACTED] and a [REDACTED] were at the bus shelter in front of Wal-Mart on Kelsey Drive and the 10-1 was coming so they got out of the shelter and started walking to the bus stop. There were two people already at the bus stop and they boarded the bus. Then the bus took off and the two [REDACTED] and the [REDACTED] were left shouting for the bus to stop and the [REDACTED] banged on the bus etc. but the bus kept going. They had to wait another half hour for the next 10. [REDACTED] was trying to get to the Avalon to connect with a route 12 to go to the Village and catch a route 18 to Kilbride. [REDACTED] only called in now because it took [REDACTED] so long to get home.</p>

Submit Date	Class	Route	Comments
7/27/16 7:10:12 PM	Complaint	3-3	<p>█ gets the route 3 on Water Street at 6:10 pm every day. A lot of times the bus is late. Today █ was waiting and the bus Operator didn't even pull into the stop. █ said █ was exactly at the stop and █ was very tired just got off work. People around █ saw █ waving and commented "What the Hell" because the Operator didn't stop. Please investigate and get back to █ Thanks.</p>
7/28/16 9:47:43 AM	Complaint	21	<p>"I got on Rte 21 about 12:45 on Park Avenue and got off at t █ Village Mall. I was sitting right behind the bus driver. When I was getting off at the Village Mall, there's a little elevator(??) that comes up, my foot hooked in to that for some reason, I almost flew out the front door, I got hooked up in the latch. █  █  █  █  █ What I don't understand is I get on and off that bus so many times I never ever hooked into it before. I thought I should call about it because a strip or something should be there. █  █  If you are sitting right behind the driver why should I have to walk down to the centre to exit.</p>
7/28/16 5:08:13 PM	Complaint	1-3, or 2-4	<p>█ was riding █ bike in traffic and █ went to pull out around a parked vehicle and the bus that was behind █ started to pull out also and gave █ no room and almost hit █ █ says █ had the right away. █ said this is not the first time █ has had an close call in this city with Metrobus. █ said █ been cut off and had buses go around █ and pull into a stop etc. █ said even taxi driver's aren't as bad. █ was reluctant to give █ name █ wants to make sure this is confidential which I assured █ it was. █ is not sure if it was a route 2 or 1 bus because █ didn't get the bus route number. However it did occur on Cornwall Ave. at about 4:40 pm heading towards the Village.</p>
7/29/16 8:15:09 AM	Complaint	2-4	<p>I'm on the bus now and a █  █ has been up talking to the bus driver for a while and I feel it is an unsafe situation.  FYI, I called Gerald in Dispatch who in turn called █ █ driver.</p>
7/29/16 2:04:07 PM	Complaint	12-1	<p>█ said █ just saw the Operator on route 12 go through the stop sign twice and █ █ said █ saw it also today since about 11:00 am until just then when they called in. █ said they all do it there. That is the Driver's don't stop unless someone is in front of them. They go through the stop sign. I said excuse me but they can't all be going through the stop sign. We █ said some of them slow down but most of them go through. █ also said a while ago █ saw a Dr. texting with █ left hand while driving. I said we would have to investigate and get back to █</p>
7/29/16 5:22:09 PM	Complaint	18-1	<p>█ was on Petty Harbour Road waiting to turn left onto the Main Road heading towards Shoal Bay Road. A driver waiting to turn onto Petty Harbour Road from the Main Road gave █ a break, however, the Metrobus went around them on the inside with the "peddle to the medal". █ said the Dr. was really impatient and traffic was very busy. Please investigate and get back to █ Thanks.</p>
7/30/16 10:50:08 AM	Complaint	2	<p>When █ asked the █ driver on the route 2 if the route 3 goes to Torbay Road. █ said "You should know that you have been on the route 3 before." █ thought this was very Rude and █ was very upset and got on the route 3 but was so upset that █ missed █ stop by Pipers. Please investigate and get back to █ Customer Email: █</p>
7/30/16 4:35:24 PM	Complaint	2-4	<p>█ said the heaters were on the bus and they are very hot. I asked if █ asked the driver to turn them off and █ said █ did and █ said they are turned off but still very hot. Please investigate and get back to █ Thanks.</p>

Submit Date	Class	Route	Comments
8/01/16 8:15:22 AM	Complaint		Cube van 7751 cut me off while driving through the intersection at topsail and Columbus. Vehicle was stopped at a red in the right hand lane and could clearly see the construction occurring in the right hand lane across the intersection. When the light turned the van instead of yielding and signaling [REDACTED] / [REDACTED] intention to merge, attempted to and did over take my vehicle nearly forcing me into the meridian to avoid a collision.
8/01/16 1:34:29 PM	Complaint	21-1	[REDACTED] was waiting at the stop on Old Placentia Road just West of Commonwealth and the bus was late. So [REDACTED] started pacing up and down the sidewalk. when the bus turned the corner [REDACTED] waved down the driver and the bus stop and a person got off and then the [REDACTED] Operator closed the door and left [REDACTED] there. [REDACTED] is really upset and said if [REDACTED] does not get a personal apology from this Operator [REDACTED] will be taking it further. Also this morning when [REDACTED] asked this Operator if 21 was on time this Operator was very rude. [REDACTED] said [REDACTED] is the only Operator [REDACTED] has ever had a problem with. Please investigate and get back to [REDACTED] [REDACTED] is very unhappy and says [REDACTED] will take this further. Thanks.
8/02/16 5:02:05 PM	Complaint	18-1	Operator was speaking with another customer and I pulled the bell and [REDACTED] didn't stop until the next bus stop and [REDACTED] had to walk 10 minutes extra and didn't get to [REDACTED] destination until late. I tried to explain that the bus stops are not very far apart and the Operator probably made a mistake but [REDACTED] insisted on putting in the complaint. Customer Email: [REDACTED]
8/02/16 7:15:26 PM	Complaint	23	This bus was listed as 8 minutes behind schedule for the 7pm from Stavanger drive. The bus was actually sitting at the stop before the bus shelter (the Stavanger drive McDonald's) this entire time. (I was at the stop at least 20 minutes ahead of time and witnessed this) This is not late by accident. Not impressed.
8/03/16 7:48:51 PM	Complaint	2	Me and [REDACTED] took Route#2 from Churchill square toward Avalon Mall at exactly 2:00 PM. I asked the driver for a Transfer Ticket to Route#10 [REDACTED] gave us a ticket with 01:20 time. We tried to tell [REDACTED] the time [REDACTED] refused to give us the right time and [REDACTED] talked to us improperly that if [REDACTED] see us again in Route# 2 [REDACTED] will report us !  I feel so discriminated that I wear scarf over my head and [REDACTED] disrespected us!  We had told the supervisor when we arrived to Avalon mall and I don't know what [REDACTED] did.  Please I need updates and explanation for this.  Thank You.. [REDACTED]
8/05/16 5:25:57 PM	Complaint	10-3	[REDACTED] called in upset because the 10-3 broke down and [REDACTED] had requested a connection with the route 15 at MUN and the [REDACTED] Operator didn't call ahead for the connection. I checked with Dispatch and Maintenance were on their way. I explained this to [REDACTED] but [REDACTED] was flipping out because [REDACTED] was late and the Operator did not call ahead. I tried to explain to [REDACTED] that the Operator was experiencing problems with the bus ever since it left the Avalon Mall. [REDACTED] said [REDACTED] time was just as important as ours and [REDACTED] wants a couple of rides for [REDACTED] inconvenience. I said I did not have the authority to do this and [REDACTED] said you better pass this along. I said I would. [REDACTED] called back at 5:23 complaining again about the same break down saying [REDACTED] life had been in danger and that [REDACTED] wanted something really good for this. [REDACTED] was at MUN now and still calling about the same incident.

Submit Date	Class	Route	Comments
8/07/16 1:44:29 AM	Complaint	15	<p>I got on route 15 [REDACTED]. On the way to meet my plans changed as the friend suddenly had to work. I stayed on the bus, but when it came time to get off at my house again I decided to instead continue on and kill another hour or so, maybe get off down by Quidi Vidi and go for a walk. Whatever my plans were, that's not the point. The point is when we got to MUN your bus driver (older, [REDACTED] unfriendly) Came back and began questioning what I was doing. [REDACTED] asked if I even knew where I was going and when I told [REDACTED] I was just killing some time [REDACTED] told me that's not what the bus was for and that it was 2.25 per loop. I have yet to see this rule in your policy, I also don't know how you could enforce it with the bus pass system. I certainly understand if the bus was busy or if I was on a high traffic route that people loitering could be an issue. This was Route 15 on a Saturday afternoon, there were 5 other people on the bus. I wasn't bothering anyone, I was quietly returning some work emails and enjoying not being stuck at home [REDACTED]</p> <p>[REDACTED] I honestly felt humiliated. The few who were on the bus watched and listened to the entire interaction and then I was forced to sit with that as they looked back. A few were even laughing at me. When I departed the bus I put another 2.25 in the slot for the record. I'm not some homeless chump who can't afford to drop a little change to get where I want to go. If you're actually really strict on "double looping" or whatever you may call it I can understand, but if this is not part of your policy I suggest having a conversation with this driver. [REDACTED] eyes might be better spent on the road or watching real issues like the [REDACTED]</p>
8/09/16 10:27:22 AM	Complaint	21	<p>I missed the Rte 21 on Park Avenue by the Legion. The bus was early, I literally can see Mount Pearl Square from where I live. I was out waiting for bus at 10:12 and seen [REDACTED] pass right by me, [REDACTED] looked me in the eye. Paul, [REDACTED] even admitted [REDACTED] wasn't at the bus stop, but [REDACTED] complaint remains the bus was early, I checked the GPS and told [REDACTED] it was on time but [REDACTED] Wanted to put forth this complaint.</p>
8/10/16 9:10:44 AM	Complaint	15	<p>I was crossing with a light on a crosswalk at Thornburn Road and Larkhall Street and the driver of the Route 15 going from Larkhall to the Avalon Mall entirely ignored the crosswalk signal and drove through the intersection, nearly hitting me. The bus was not even 3 feet from my person. I had to run out of the way because [REDACTED] was so close to hitting me. This is entirely unacceptable. I had a crosswalk light and the driver made a turn without looking for pedestrian's crossing. The driver's need to be aware of when to safely turn such a large vehicle. I COULD HAVE BEEN KILLED!!!! Not to mention that children frequent this crosswalk and are more difficult to see. Disgusting, m absolutely disgusting. I intend to place a complaint with the RNC as well for reckless driving.</p>
8/10/16 3:02:04 PM	Complaint	not sure	<p>can you please let your drives know to limit their use of the air brakes at intersections and while stopped at bus stops for more than a few seconds</p> <p>i just moved to the corner of macdonald and torbay a few days ago and a few times a day the noise from these drivers is almost unbearable</p> <p>its obviously unnecessary as not all drivers are doing it, please just let them all know</p> <p>thanks</p>
8/10/16 4:51:17 PM	Complaint	10	<p>Route 10 did not stop and 3 people me included were talking toward the bus when it drove by. Driver was [REDACTED] dark hair [REDACTED] was on the bus at the time.</p>
8/11/16 4:28:18 PM	Complaint	2-3	<p>[REDACTED] called in complaining about a [REDACTED] that got on the bus by Dominion on Kings Bridge Road and [REDACTED] was standing by the driver the entire time that [REDACTED] was on the bus and [REDACTED] was still standing when [REDACTED] got off in Pleasantville. [REDACTED] said that [REDACTED] has called in about this before and that it's a safety issue.</p>

Submit Date	Class	Route	Comments
8/13/16 11:15:50 AM	Complaint	12-1	█████ called in to complain about the loud music on Route 12-1. █████ wants a policy put in place about this because █████ does not want to ask the drivers to turn down the music. █████ would like a call back about this on Monday.
8/16/16 7:24:52 PM	Complaint	2	I think it is completely unnecessary to your one of your driver yell and tell a ██████ to get away from the bus because ██████ wasn't getting on just because ██████ opened the door when it was closed. ██████ saw people on the bus and thought ██████ could since people do open these doors before. ██████ the entire way home on the bus crying ██████ eyes out. ██████ didn't know ██████ couldn't open the door but now does. But what really makes mad is that the driver really came down on ██████ and couldn't do it in a different way. ██████ loved to take the bus but now I can see ██████ will not want to in the future. I take the bus on a daily basis and have seen the door being open all the time but nothing being said about that...so why pick on a ██████ coming home from work? Most of the drivers are friendly and have no problem but for some reason this driver did. ██████ needs some customer service training and anger management in my opinion.
8/17/16 8:49:51 AM	Complaint	21-1	█████ said the incident occurred two weeks ago and it has been bugging ██████ ever since so ██████ finally called in to complain. ██████ picked up the route 21 at the Village about 2 weeks ago and was trying to get off on the first stop on Sunrise Ave. ██████ stood up and pulled the cord but the Operator kept going and passed two more stops on Sunrise. ██████ was busy talking with a customer sitting across from ██████ the whole time and wasn't paying attention. Please investigate and get back to ██████ Thanks. Customer Email: ██████
8/22/16 9:22:01 AM	Complaint	12-1	█████ fell on a large wet spot on the bus and the Operator saw ██████ and didn't even show any concern whatsoever or ask if ██████ was ok. ██████ said ██████ has a gash on ██████ left arm and hurt ██████ right foot. I asked if ██████ went up to the driver and told ██████ what happened but ██████ said ██████ saw and did nothing. ██████ just waited for ██████ to get off the bus. ██████ works at a Daycare on Blackmarsh Road and ██████ just went on to work. I asked if ██████ had sought any medical attention and ██████ said no because ██████ had to be at work. ██████ said ██████ used the first aid kit at work to clean ██████ arm etc. ██████ said a simple inquiry as to whether ██████ was all right would have sufficed. ██████ is a regular customer and gets the route 21 and 12 every day. Customer Email: g
8/24/16 11:56:40 AM	Complaint	10	I had watched the bus travel from the lower stop of Avalon Mall to the upper stop. During that time the front sign showed only Avalon Mall in the upper half of the sign. The sign on the side was showing both Avalon Mall and Kelsey Drive. Several others getting on the bus had asked if it was going to Kelsey Drive. When I brought it up to the driver's attention that it seemed as if the front sign may not be working, as it was only showing Avalon Mall, ██████ pointed to the control and said it was working. I would have made this complaint on the bus but I could only find WiFi networks on other buses but not for that one.
8/24/16 12:13:50 PM	Complaint	19-2	█████ called in to complain about the driver of the Route 19-2 last night (August 23, 2016) at 8:00 p.m. ██████ said that ██████ asked the driver for a courtesy drop off because ██████ and ██████ has had them before with no problem. ██████ said that ██████ wanted to be dropped off by Coventry Way (off of Empire Avenue between Jensen Camp Road and Blackmarsh Road). ██████ said that the driver did not know where that was so ██████ said that ██████ would ring the bell and ██████ could let ██████ off where ██████ needed to get dropped off. ██████ said that when ██████ rang the bell the driver did not stop and then ██████ yelled out "courtesy drop off please" and the driver still did not stop. ██████ said that the driver stopped at the next bus stop past Coventry Way. ██████ said that ██████ did not appreciate this because it has never been an issue before and if it continues to happen ██████ said that ██████ will put in a complaint with City Hall. ██████ also said that all drivers should have to do a course in human resources to learn to better deal with the public. ██████ said that ██████ can be called back about this issue.

Submit Date	Class	Route	Comments
8/29/16 9:03:02 AM	Complaint	10-3	Customer was in the bus shelter at the Avalon Mall and the route 10-3 pulled up to the front of the buses. [REDACTED] said by the time [REDACTED] walked up to get the bus, the Driver had pulled away. Please investigate and get back to [REDACTED]  Thanks. Customer Email: [REDACTED]
8/29/16 11:10:23 AM	Complaint	dont know	as i write you, another bus is sitting at the bus stop next to shoppers with that horrible screeching coming from [REDACTED] airbrakes the whole time now...  please stop your drivers from doing this so i dont have to make these complaints more serious
8/29/16 12:09:47 PM	Complaint	3-3	[REDACTED] was upset with the driver on the route 3 on Saturday (Colleen). [REDACTED] stated that [REDACTED] has had run ins with this driver before and [REDACTED] is not nice to [REDACTED] [REDACTED] feels [REDACTED] is rude a abrupt and if [REDACTED] had any other option [REDACTED] would not ride any bus [REDACTED] is operating.
8/30/16 5:23:40 PM	Complaint	15-2	Driver was not paying attention to [REDACTED] stops. [REDACTED] rang the bell and [REDACTED] never stopped. Driver also did the same to a [REDACTED] at the Janeway.
8/31/16 4:44:32 PM	Complaint	10	I asked the driver of route 10 before embarking at MUN if [REDACTED] would connect with route 19 at the Avalon Mall, to which [REDACTED] replied, "I s'pose b'y". However, the bus did not make the connection. The route 10 was 2-3 minutes late in arriving at the Avalon Mall, but considering that the other buses which were scheduled to be there at 3:15 were there, with the exception of route 19, I can only assume that the driver of route 10 either did not call ahead to route 19 so that it would wait the 2-3 minutes, or the driver of the route 19 got a call to wait and decided to disregard it. I have encountered this situation several times over the past 3-4 months and I am displeased by such a poor example of customer service. I hope this matter will be rectified in the future.
9/02/16 5:11:24 PM	Complaint	10	The ONLY bus that goes to Kelsey left two minutes earlier than scheduled. I am very disappointed, especially since I have to wait a half an hour for the next bus.
9/04/16 10:42:13 AM	Complaint	2-1	There was a [REDACTED] talking to and right in the face of the male bus driver. It was unsafe, I was very upset. I went up and told the bus driver this was very unprofessional and [REDACTED] never paid any attention to me. We were going around turns and I felt unsafe.
9/05/16 7:49:22 PM	Complaint	16-1	Passenger was traveling with [REDACTED] [REDACTED]. Passenger said that the operator in [REDACTED] 40's was exchanging small talk with [REDACTED] [REDACTED] [REDACTED]. The operator gave one of the [REDACTED] [REDACTED] phone number and asked the [REDACTED] if [REDACTED] would see them later that night. The passenger felt this behaviour was inappropriate.
9/06/16 5:12:47 PM	Complaint	6-1	[REDACTED] called in to say that [REDACTED] [REDACTED] went out to get the bus on Canada Drive to go towards the Village Mall. [REDACTED] said that the bus was early and [REDACTED] was about 5 feet away from the bus stop, waving [REDACTED] arms and the bus drove past. [REDACTED] also said that the bus was speeding. I explained to [REDACTED] that [REDACTED] [REDACTED] needs to be at the bus stop but [REDACTED] said that the driver saw [REDACTED] and [REDACTED] insisted on putting in a complaint. When I looked it up in the system the bus looked like it was in that area about 30 seconds early but it didn't look like it was speeding.
9/07/16 3:10:58 PM	Complaint		[REDACTED] came in to make a complaint about a bus with plate number BPC 863. [REDACTED] said that [REDACTED] had a green light on Elizabeth Avenue and the bus cut [REDACTED] off and then went down Anderson Avenue. [REDACTED] only knew the plate number but it looks like it would have been a Route 10. [REDACTED] didn't say exactly when it happened but [REDACTED] made it seem like it wasn't long ago. [REDACTED] said that [REDACTED] [REDACTED] today but you can leave [REDACTED] a message on [REDACTED] phone.

Submit Date	Class	Route	Comments
9/07/16 8:31:15 PM	Complaint	3-3	<p>█████ was upset because the 3-3 did not connect with the 18-1 █████ had called me but when it was 7.25 I let the buses go █████ was also upset because █████ dropped a passenger off on Topsail Rd. for the 21-1 █████ said the driver was rude to █████ and when █████ stood to ask a question █████ told █████ to sit down. █████ said █████ was also rude to a █████ passenger sitting behind █████</p> <p>Note* a person also phoned before this █████ to say that █████ had done nothing wrong and █████ thought the █████ was crazy.</p> <p>█████ wants a call back. I gave █████ your name.</p>
9/08/16 1:05:35 PM	Complaint	12-2	<p>I'm travelling in my vehicle on Blackmarsh Road in front of Dominion, signalling onto right hand lane to go onto Columbus Drive. The bus was in front of me and in the centre lane to go straight across Columbus Drive., Out of nowhere with no signal light the driver literally cut cross my front path stopped in middle of the intersection before C. Drive and let out 2 passengers; one █████ e got off at front entrance of the bus and the other at the back entrance, definitely not at a bus stop.</p> <p>I just sat there and stared at the bus and the driver just continued on █████ route.</p> <p>I was literally in complete shock.</p>
9/08/16 2:33:59 PM	Complaint	6-1	<p>I just came from Bowring Park and was getting on Rte 6 along with a █████ customer from the Waterford Hospital.</p> <p>█████ asked the bus driver in a nice fashion, which route goes to Bell's Turn. █████ would not answer █████ █████ repeated the question 4 times █████ seemed such a good person). The driver made no effort to answer █████ █████ just sat back in █████ seat and put █████ hands behind █████ head. █████ asked █████ what's the matter with you, why wont you answer me? I had enough at this time and said, 'He's a son of a b..., that's why █████ wont answer you.' I then said to █████ I think it's Rte 1 but you can ask a driver at the Village Mall. After I had spoke to this █████ the driver didn't look at █████ but just said, Rte 1. This driver treated this █████ not like a human being. This driver also knew this █████ never had the abilities to repeat all that happened to █████ and to call in and make a complaint.</p> <p>I'm not one to get someone in trouble.</p> <p>My coworkers and me had this particular bus driver on Rte 15 and seen how ignorant and snotty █████ treats people, but this incident was over the top, and █████ is repeating this behaviour now on Rte. 6.</p>
9/09/16 9:52:38 AM	Complaint	2-6	<p>█████ said route 2 was running a bit behind when █████ got on so █████ asked the Operator to call ahead and █████ did and █████ heard the dispatch ask the buses to wait for a connection on the radio, however, when █████ got there route 6 was already gone. When I called and checked with dispatch the new 30 foot bus was being used on the route 6 and it had no radio system. Although the dispatcher said it waited 5 mins.</p> <p>Please investigate and get back to █████</p>
9/09/16 1:18:48 PM	Complaint	10-1	<p>Rt. 10 and Rt. 2 were running behind schedule. █████ asked the operator if █████ could check and see if the 2 had already left the Mall. Operator said not █████ could not and just ignored █████ They were just pulling up to the lower stop and █████ could see the buses pull out. █████ understands about the bus being behind but the operator could of tried to call.</p>
9/09/16 2:26:29 PM	Complaint	15-1	<p>█████ called in to complain about the Route 15 schedule. █████ said that █████ was waiting on Rodney Street for the Route 15 to go towards MUN Centre. █████ said that whenever █████ gets the bus, it is always late. █████ also complained that there is no shelter and that █████ will be late for work. █████ said that █████ has complained about this before.</p>

Submit Date	Class	Route	Comments
9/10/16 2:53:54 PM	Complaint	11	I travel the Rte 11, (6 - 8 times a week); I just had to get off this bus on Ropewalk Lane, because of [REDACTED] and walk to St. Clare Avenue. I also go to school in the mornings and literally have to get off the bus before my bus stop [REDACTED]. They get on the bus in Shea Heights, I believe, and stay on it for a few hours driving around. If I am not allowed to wear perfume because of others, why can they be doing this and make other people sick. Dave, the bus driver is aware of these [REDACTED] and I have spoken to [REDACTED] about it.
9/10/16 7:20:34 PM	Complaint	1	I was waiting to catch route 1 to get to marine institute. As soon as I saw the bus pull up I got up to go catch it, walked out the door and the driver, who was a blonde [REDACTED] took off. I would have had to wait another hour for that bus to come around again and had to take a cab there. Really didn't appreciate that. Even ran after the bus but [REDACTED] kept going.
9/12/16 8:43:35 AM	Complaint	2-3	[REDACTED] asked the Operator on the 2-3 to call ahead for the 10-3 at the Avalon Mall heading to Kelsey. When the 2-3 pulled into the Avalon Mall there were 3 buses pulling out and they missed their connection with the 10-3. There are several people at the Mall who missed their connection with the route 10. [REDACTED] asked the Driver when [REDACTED] got on to call ahead please. [REDACTED] never heard the Driver call. Customer Email: [REDACTED]
9/13/16 1:19:43 PM	Complaint	2-1	[REDACTED] called in to complain that the driver of the route 2-1 cut off the funeral leaving Barrett's Funeral home this morning. [REDACTED] also stated that the driver pulled out around a truck that had stopped for the funeral cutting off on coming traffic and cutting into the procession. [REDACTED] almost side swiped a member of the grieving families car and then proceeded to stick [REDACTED] finger up to the driver of the car.  I also received a second complaint from a [REDACTED] about the same incident minus the finger gesture.
9/14/16 11:20:28 AM	Complaint	1	The bus arrived at the village mall at 10:40 and didn't depart until 10:49 even though it was scheduled to depart at 10:45. As a result the bus arrived late at the crosbie road stop. I could understand if the bus had been waiting for a connection but it was simply due to the driver reading the newspaper.
9/15/16 4:35:15 PM	Complaint	10-1	"I am a friend of ([REDACTED]) who was on the Rte 10-1 and experienced a male Customer who was using racist comments. My friend [REDACTED]. sent me a group text of what transpired on the Rte 10-1. [REDACTED] When another customer said to this rude customer, 'calm down' [REDACTED] continued to make comments. We want something done about this. All this happened towards the back of the bus.
9/16/16 8:29:37 AM	Complaint	2-2	[REDACTED] was leaving the parking lot of the new home in Pleasantville. [REDACTED] was walking up the steps to get the bus about 7:45 pm. Before [REDACTED] made it to the top the bus passed [REDACTED]. It does not leave Middleton Street 7:55 pm and [REDACTED] passed [REDACTED] between 7:45 to 7:50.
9/16/16 10:11:36 AM	Complaint	26	I was waiting at the bus stop on thorburn road behind the avalon mall for route 26 (the mun express), which google maps had said would stop there at 8:40. The bus drove right past me at 8:45. I was plainly visible, and the driver looked directly at me, but [REDACTED] instead chose to switch into the left lane (presumably to make it easier to turn onto prince phillip drive) rather than making [REDACTED] stop. As a result I had to walk, and ended up being late. The driver had a moustache and sunglasses. This sort of behavior is why many people view metro bus as a poor transit option.

Submit Date	Class	Route	Comments
9/20/16 7:53:14 AM	Complaint	10	<p>I get the bus everyday on the Harvey Road stop. This [REDACTED] [REDACTED] [REDACTED] is a constant on that stop bumming customers. [REDACTED] don't get the bus just bumming customers constant. I don't know if you can get [REDACTED] away from there. [REDACTED] was banned from Tim's across the street for the same thing. Now [REDACTED] has taken up residence on the bus stop. It is very annoying for customers I see people actually hiding to get away from [REDACTED] [REDACTED] is there from morning til night on that same stop annoying people. The funny thing is [REDACTED] lives 30 seconds from there but wants to harass bus customers.</p> <p>Thanks</p> <p>[REDACTED]</p>
9/21/16 4:17:09 PM	Complaint	15-2	<p>[REDACTED] called in because the driver missed [REDACTED] friends stop on Military Road and didn't stop until [REDACTED] called out for [REDACTED] to stop. [REDACTED] stated the bell was rung by [REDACTED] still didn't stop. [REDACTED] also went on about how [REDACTED] has had issues with this driver in the past and was suppose to get a call back from Judy about a past situation but never did. wants a call back.</p>
9/21/16 4:34:24 PM	Complaint	15	<p>I have only in recent weeks starting using Metrobus for the first time in my life [REDACTED] [REDACTED], the bus seemed like a good option. For the most part my experience has been fine. Getting to work on time has not been an issue. But over the past week, route 15 has been late picking me up at least 5 times. I catch the bus in front of the bascillica. The pickup times are 4:20 and 4:55. I get off at 4:30 so by the time I walk to that stop it's about 4:40. 2 of the days, they must have called ahead because route 30 to paradise was still at the mall. Then there were 2 days that the bus was so late that the 4:20 pickup actually got me at 4:40...I thought it was early but the driver told me [REDACTED] was very late. Those days worked well for me. BUT on the 20th. The bus never picked me up until about 5:10, then had mechanical issues so we had to change to a new bus at MUN so by the time we got to the Mall it was 5:45 and the Route 30 had already left for paradise.</p> <p>I'm not complaining about the drivers at all, you can't do much about all the construction and traffic nor can you expect the route 30 to wait an extra 20 minutes at the Avalon when they may have other passengers on board waiting to go home. My issue is the 5:25 departure for route 30 being the LAST bus to paradise for the night. There has to be allowances in place for traffic and other delays OR an extra run for route 30 at 6:25. In my case yesterday I was stranded at the mall due to no fault of my own and had to call for someone to come get me all the way from paradise. Whereas if I lived in the city, I could have just waiting for the next bus.</p> <p>Regards,</p> <p>[REDACTED]</p>
9/22/16 8:45:07 AM	Complaint	3-2	<p>[REDACTED] called in to complain about the driver of the Route 3-2 being rude. [REDACTED] said that the bus was running late and when the bus stopped [REDACTED] was looking around to see if the Route 15 that [REDACTED] needed was there. [REDACTED] said that the bus driver started to drive away so [REDACTED] called out that [REDACTED] wanted to get off. [REDACTED] said that the driver called out that if [REDACTED] ever did that again [REDACTED] wouldn't open [REDACTED] doors and [REDACTED] would continue driving.</p>

Submit Date	Class	Route	Comments
9/22/16 11:00:07 AM	Complaint	15-1	<p>██████████. They had to take 3 buses from Kilbride to the Health Science and back and when they were trying to board the route 15 at HSC the ██████████ operator pulled in ██████████ didn't pull in close enough to the curb for ██████████ to get on the bus. ██████████ did not employ the ramp and ██████████ said; "I'm not going to make that" the leap up to get on the bus. ██████████ said the Operator just huffed and shrugged. ██████████ had to hold onto ██████████ collar on ██████████ shift to assist ██████████ in jumping up onto the bus ██████████ said while they were proceeding to their seat on the bus ██████████ said: "I wonder if ██████████ is always this rude." ██████████ said ██████████ thinks the Operator overheard ██████████. When they went to get off route 15, through the back door the Operator said; "I have the ramp lowered up here." ██████████ said never mind. Please investigate and get back to ██████████. Thanks.</p>
9/23/16 4:59:13 PM	Complaint	16	<p>OMG!!</p> <p>I rely on rt 16 for my daily commute after work and it's routinely so far behind at 5pm it's a foregone conclusion that I miss my connection at the Avalon mall on a daily basis.</p> <p>And when I try to find out how far behind it is then there's no information on the tracker!!</p> <p>WHY is it running so late just because it's rush hour?? can it's route be slightly modified to accommodate this development??</p>
9/25/16 12:05:13 AM	Complaint	19	<p>The bus driver failed to stop at the requested stop (first stop on freshwater in front of Napa) as ██████████ was to engaged in personal conversation with a passenger stood beside ██████████ that was on going from the time we entered the vehicle 15 minutes prior. Attempts to shout of the stop was unheeded. As the stop was missed and attempts to hail the driver failed myself and my partner proceeded to the Avalon Mall with the intention to loop back to the stop on the alternate side of the street. The conversation between the two continued at the mall stop until the other buses left. Eventually the passenger left and as did the driver. Once the bus passed the stop prior to ours we again requested stop with ample time for the driver to stop. As we neared our stop again the driver failed to stop. Attempts to hail the driver failed at first try. I proceed to stand and attempt to hail the driver at which the driver slammed the breaks throwing me forward into the seats in front of me. I banged my knees and hurt my back. I exited the bus however as I was exiting ██████████ word were sorry people don't usually get off at this stop. I must admit this has me more then a little upset as this could have been avoided had ██████████ not been distracted while driving this could have also been much worse as if ██████████ was this distracted what's to say this couldn't have been ██████████ running a red light causing an accident. Had this been the case there could have been worse injury or even death. I would very much like to hear from you and what your plan to rectify the issue will be.</p>
9/26/16 3:14:02 PM	Complaint	18-1	<p>██████████ called in to complain about the Route 18 on Saturday ██████████ wouldn't leave ██████████ (last name). ██████████ said that ██████████ was getting the Route 18 on Mogridge Street at 11:15 a.m. to bring ██████████ in to the Village Mall to transfer to a Route 12 to get ██████████ to work. ██████████ said that it was close to 11:30 a.m. by the time that the Route 18 got ██████████ but ██████████ said that ██████████ had a transfer to get on the Route 12. ██████████ said that when ██████████ arrived at the Village Mall and got off the Route 18, all of the other buses were still there but the Route 12 started to pull away as ██████████ was walking towards it. ██████████ said that ██████████ doesn't know if the driver called ahead or not and I explained to ██████████ that the buses can only be held for so long but ██████████ was wondering why all of them were still there and only the Route 12 pulled away. ██████████ said that ██████████ didn't call in on Saturday because ██████████ had to get to work.</p>

Submit Date	Class	Route	Comments
9/26/16 3:15:47 PM	Complaint		I got on the bus by the Bascilia and I asked the driver for a transfer after I paid my cash fare. I then asked [REDACTED] how to get from Bascilia to the Old Escanoi area on Portugal Cove Road. The driver said, 'sure you get on this bus enough times to know that and you always ask this same question'. I said, well I don't know this route very much. I knew [REDACTED] wasn't going to answer me, so I said to [REDACTED] forget it I'll find out on my own. Then I tried to get into the bus seat but the driver was driving already and I was falling all over the place trying to get to my seat; I had a large bag and a shoulder bag and [REDACTED] did not give me enough time to sit down. Then I said to [REDACTED] sarcastically, because I was mad - thank you for being such a good help. I sat down not too far from this bus driver and proceeded to call Metrobus; [REDACTED] saw me on the phone so then [REDACTED] started talking nice to me and said Route #1.
9/27/16 9:49:44 AM	Complaint	10-2	[REDACTED] said [REDACTED] was on route 10 yesterday at 3:20 when the bus picked [REDACTED] up at the Covention Centre and [REDACTED] was sitting in the seats in the back facing each other and when [REDACTED] got up there was a bed bug there. [REDACTED] said [REDACTED] put it in a pill bottle and when [REDACTED] got home [REDACTED] killed the bug. [REDACTED] with boiling water. [REDACTED] said it [REDACTED] took a picture of it and I asked [REDACTED] if [REDACTED] took a picture of the bug on the seat of the bus and [REDACTED] said no. [REDACTED] said it was only a little one and it may have fallen off someone who had been sitting there before [REDACTED]. I told [REDACTED] our buses are inspected and even inspected with specially trained dogs etc. I told [REDACTED] I would pass the information along to our Maintenance Dept.
9/27/16 3:30:19 PM	Complaint	10-3	[REDACTED] called in to complaint about the driver of the Route 10-3. [REDACTED] said that [REDACTED] was in [REDACTED] car and [REDACTED] stopped at the crosswalk to let people cross the street. [REDACTED] said that while [REDACTED] was stopped, the bus passed [REDACTED] on [REDACTED] drivers side.
9/28/16 4:17:02 PM	Complaint	15	<p>This bus (15-2) arrives 15 minutes late at the Memorial University UC everyday for the past week. This is not acceptable. I rely on this bus and the fact it is late every single day is just not right. Can you start an inquiry to determine why this bus is this late every day? Every other bus arrives on time and the passengers of the 15-2 have to wait an extra 15 minutes every day. If 16:45 is the new time for the bus to arrive at that stop then please update your schedules accordingly.</p> <p>There should be some pride in driving and operating the Metrobus, it can provide many people of this city public transportation which is good for the environment but it is only worthwhile if the busses and the drivers are capable of keeping a regular schedule. I notice this bus is also late on Bonaventure Avenue more often than not. Right now it is not a huge deal, other than being late to work, but when winter comes or it's a rainy day it's just not fair for people to have to wait at a non-sheltered stop for a bus that may or may not come. (On more than one occasion I have been waiting, check the time track, which said 15 mins behind, wait some more, check again and the damn bus has disappeared from the timetrack!)</p> <p>Maybe it's asking too much but it's far too common an occurrence to just brush aside, and that's not just that route either, it's multiple routes all over the city.</p> <p>Just hoping something can be done so this bus isn't late. I bet you I'm going over there right now and it'll say 15 minutes behind.</p>
9/28/16 4:31:27 PM	Complaint	16	Myself and many others think it's quite ridiculous that there is only 1 16. This wouldn't be so bad if there was another bus that serviced Kenmount Terrace, but this is not the case. There are a large amount of student who reside in Kenmount Terrace and it is not fair for there to be only 1 bus servicing this area. After all students account for the highest percentage of metro bus profit without a doubt. There needs to be more than 1 bus servicing Kenmount Terrace. Thank you for taking the time to read this.

Submit Date	Class	Route	Comments
9/30/16 2:36:11 PM	Complaint	3-1	There was a [REDACTED] and [REDACTED] on bus with loud music playing. Several customers turned around and yelled at them to turn their music down, but they were ignored. I believe the driver was intimidated to speak to them also; [REDACTED] had to hear how loud the music was. It's not fair to the other customers to have to listen/put up with this.
10/03/16 10:02:34 AM	Complaint	2-3	I saw the bus coming and I was standing inside a restaurant(I couldn't understand where [REDACTED] was on Elizabeth Avenue after asking [REDACTED] twice) next to the bus stop, the driver saw me and [REDACTED] didn't wait at the next bus stop, [REDACTED] just drove on. I couldn't stay outside because it was raining. FYI, I told this customer the procedure: weather wise or not you have to be standing at a bus stop for the bus driver to stop. I then asked [REDACTED] if [REDACTED] wanted the next bus time at [REDACTED] stop for pickup' [REDACTED] said 'No, I'm late for work.'
10/05/16 4:33:11 PM	Complaint		I was just maliciously harrassed by one of your drivers. I was parked at MUN to pickup my spouse and parked in a spot with no obvious bus stop signage or no parking. I witnessed 3 busses stop and pass the car parked in front of me and when I pulled into the spot after the car ahead of me left the next bus driver to pull [REDACTED] vehicle up attempted to intimidate me to move and was extremely rude. I am a business owner and if I ever heard that my staff acted that way I would fire them immediately. I occasionally use the metrobus service but I will NEVER use it again after my experience with this employee. [REDACTED] had a large unkempt beard and was driving the MUN route at 3:10 today.
10/07/16 7:49:39 AM	Complaint	3A	This bus is at least 5 minutes late every morning coming to Stavanger and Hyde Park. It's ridiculous and causes me to either miss my transfer or run to catch it. Of course the 2 that I transfer to is early every morning. Please fix your schedules to reflect actual times.
10/08/16 2:37:42 PM	Complaint	3-1/3-3	[REDACTED] called in to complain that the route 3-1 passed [REDACTED] on Water Street by the Convention Centre [REDACTED] stated that [REDACTED] was at the stop and was sitting on the bench but the bus passed [REDACTED] [REDACTED] said [REDACTED] then walked up to the stop by the Orange Store to get the 3-3 at 12:45pm and was once again seated at the stop was getting up to get the bus when it passed [REDACTED] [REDACTED] was very upset and wants a call back.
10/12/16 10:49:06 AM	Complaint	1-5	[REDACTED] [REDACTED] said [REDACTED] was pulled in on Cashin Ave\Vickers Ave. [REDACTED] was very surprised when our operator ([REDACTED] Krista Tobin) did not stop when [REDACTED] seen [REDACTED] stop sign arm out.
10/12/16 4:39:43 PM	Complaint	15-2	[REDACTED] call in because the route 15 did not stop at the bus stop on Military Road by the Basilica. [REDACTED] stated [REDACTED] was sitting on the grass by the shelter and there was another [REDACTED] standing at the stop but the bus just drove right by. [REDACTED] chased it to the next stop but the driver would not wait for [REDACTED] even when someone was shouting to [REDACTED] to stop. [REDACTED] was very upset and wants to speak to a supervisor.
10/13/16 3:03:13 PM	Complaint	2-1	[REDACTED] said the Operator on the bus was going too fast and [REDACTED] almost fell out of [REDACTED] seat as [REDACTED] was taking a phone call. [REDACTED] [REDACTED] [REDACTED] [REDACTED] and had an incident with our buses about two weeks ago and [REDACTED] has a lawyer looking into it. [REDACTED] is also trying to get on GoBus because [REDACTED] is "frightened to death" to use our buses but [REDACTED] doesn't have a choice. Please check into this and get back to [REDACTED] [REDACTED] said [REDACTED] hasn't heard from anyone about [REDACTED] earlier complaint.
10/13/16 5:54:06 PM	Complaint	2-1	[REDACTED] says the bus was pulled in at Dominion area on King's Bridge and pulled out and the two cars behind had to verge into oncoming traffic. [REDACTED] said [REDACTED] tried to push them into traffic. [REDACTED] said your supposed to go around (drive) around the buses.
10/14/16 10:33:10 AM	Complaint	2-1	Rt. 2 is not to leave Torbay Road Mall until 11:10 pm. [REDACTED] works at circle K on Elizabeth Ave. [REDACTED] walked across the street at 11:09 pm and the bus flew by. [REDACTED] goes by the Torbay Road Mall times as a check point. [REDACTED] had to get a cab which cost here \$23.00. [REDACTED] tried to call but could not get in touch with anybody.

Submit Date	Class	Route	Comments
10/14/16 2:24:29 PM	Complaint	1-3	Bus left early on Crosbie Road. [REDACTED] went out at 1:52 pm and the bus was already gone. This has happened to [REDACTED] several times.
10/18/16 7:41:29 AM	Complaint	2	[REDACTED] call in to complain that the driver on the route 2 was not very considerate of another passenger. The [REDACTED] [REDACTED] got up to ask the driver a question and before [REDACTED] was back in [REDACTED] seat the driver drove off and the [REDACTED] stumbled and fell on to another passenger. [REDACTED] did not look physically hurt but [REDACTED] was very shaken and upset.
10/18/16 8:12:03 PM	Complaint	2	The bus driver did not stop when I pressed the "request stop." I told [REDACTED] that [REDACTED] had missed the bus stop and [REDACTED] didn't say anything. I had to walk back in the freezing weather. If this is how you treat your customers than I don't want any further business with your company! Outrageous, didn't even apologize!
10/19/16 9:24:55 AM	Complaint	10	<p>Hello,</p> <p>The bus schedules are inconsistent and unreliable. I walk to my bus every morning at 7:35 to get picked up at 7:40. This morning, I left early and arrived at my stop early only to find that the 10-3 had already gone and was halfway up freshwater road. I had to walk home and pay for a \$15 cab to work. This has happened numerous times. The bus was so early today that I didn't even see it pass as I was walking up Whiteway Street towards my stop on Elizabeth avenue. This means it had to have left the university Centre early as well.</p> <p>I either get to my stop on time and the bus leaves me waiting in the cold because it's late or I go there and the bus was way too early and I missed it.</p> <p>This is ridiculous and a waste of my money. Please tell your drivers not to leave stops early. Either follow the schedule given or update the schedule to reflect earlier times. Time track is not accurate either so please update this.</p> <p>I will not be riding with Metrobus if this continues.</p>
10/19/16 5:56:00 PM	Complaint	1-4	[REDACTED] called in very upset that the driver on the route 1 would not open the door to the bus after [REDACTED] had left the stop even though there was no traffic and [REDACTED] felt it was not a hazard. I informed [REDACTED] the driver did nothing wrong but [REDACTED] was still upset and demanded a call back.
10/20/16 10:39:39 AM	Complaint	15-1	Drove just past the bus stop and let another customer off. Shut the doors and then there was a passenger on back of the bus trying to get off and [REDACTED] opened the door to get off the bus rude like and told the customer to get off. Then when "I got on the bus and I was trying to swipe my card [REDACTED] swore on me and said Jesus. [REDACTED] didn't want me on. [REDACTED] Also later [REDACTED] took 2 minutes longer when [REDACTED] got off the bus to have a smoke." Please investigate and get back to [REDACTED] Customer Email: [REDACTED]
10/23/16 7:56:56 PM	Complaint	2	Was shocked to see on Friday afternoon [REDACTED] being told [REDACTED] had to get out of [REDACTED] wheelchair onto a seat. You are taking over go bus soon and this is the policy you have. [REDACTED] [REDACTED] Cant imagine if the driver had to say to us take [REDACTED] out of [REDACTED] wheelchair. What the hell are u wheelchair accessible for if u cant take on all wheelchair clients. I'm shocked at this, it turns my stomach.
10/24/16 7:00:43 PM	Complaint	10-4	[REDACTED] said [REDACTED] was at the stop by Caine's store and the bus went right past [REDACTED] [REDACTED] stated [REDACTED] was standing at the stop and there were people sitting on a step by the stop that also wanted the bus but [REDACTED] was actually at the stop.

Submit Date	Class	Route	Comments
10/25/16 11:58:21 AM	Complaint		Called in several months ago about the glass broken out of the shelter in Highland Drive and Torbay Road (by Shoppers). [REDACTED] is calling back to report that the glass is still not replaced.
10/25/16 3:29:41 PM	Complaint	3-1	[REDACTED] called in to complain about the driver on the Route 3-1. [REDACTED] said that at approximately 3:15 p.m. [REDACTED] was on the sidewalk next to the service station on Kings Bridge Road waiting to cross the street. [REDACTED] said that the bus was on New Cove Road and it was in the yield lane, yielding to traffic coming down Kenna's Hill. [REDACTED] said that before the bus got there [REDACTED] was by the crosswalk checking to see if it was safe to cross the street. [REDACTED] said that while [REDACTED] was waiting to cross the street, the bus stopped on the crosswalk causing [REDACTED] to have to walk out around the bus to cross the street when [REDACTED] says that the bus could have stopped before the crosswalk and allowed [REDACTED] to cross the street. [REDACTED] said that [REDACTED] told the bus driver that [REDACTED] was stopped in the middle of the crosswalk and [REDACTED] didn't say anything but gave [REDACTED] a look "as if [REDACTED] had 10 heads." [REDACTED] said that [REDACTED] wants a call back about this issue.
10/26/16 1:54:23 PM	Complaint	19 -2	On Bike riding on Kenmount Road just before the over pass at the intersection of Freshwater, Thorburn and Kenmount. [REDACTED] was in the right middle lane heading west towards the Avalon Mall and the bus passed [REDACTED] and [REDACTED] had to go into the right turning lane and [REDACTED] didn't even have time to check to see if something was coming but I was forced to move over because there wasn't enough room in the lane. The bus continued to go straight so I passed in front of [REDACTED] again and again [REDACTED] passed me and I had to turn into the right turning lane again. As [REDACTED] went by [REDACTED] blew the horn as if I was in the wrong. This was very scary because of the size of the bus. This is not the first time a bus has done this to me. It also happened a couple of weeks ago. I didn't complain at that time but today I had to. Please investigate and get back to [REDACTED]
10/27/16 11:01:32 AM	Complaint	10	Very rude driver
10/29/16 10:09:09 PM	Complaint		For the last several weeks the Metrobus android app has not been working. It works on [REDACTED] e but not on my android o [REDACTED] android device. We've used the Metrobus app dor ages and have grown to depend on them.  When we open the app, whether it's on wifi or on data, it gives the error that there is no internet connection.  Hope you get this otherwise excellent app straightened out soon.  Thanks!
10/31/16 3:24:01 PM	Complaint		This is after happening several times....but today I am calling about it. [REDACTED] and these 2 bus drivers were outside Rte 19(which is the bus I was getting; )they were smoking on the side of Rte 19 and of course the door is open [REDACTED] . [REDACTED] . I stay inside at the Village and don't wait outside because there are smokers.
10/31/16 3:24:33 PM	Complaint	16-1	[REDACTED] called in to complain about the Route 16-1 being early twice today. [REDACTED] said that [REDACTED] has called in and complained about this before. [REDACTED] said that [REDACTED] went to get the bus that was leaving the Avalon Mall at 1:35 p.m. and the bus was early (when I checked the system it said it was there at 1:43 p.m. and behind by 2 minutes). [REDACTED] said that the next time [REDACTED] went out to get the bus at 2:45 p.m. (when I checked the system it said it was there at 2:46 p.m. and on time). When [REDACTED] called in first [REDACTED] asked about the 2:55 p.m. bus in Kenmount Terrace but [REDACTED] was getting it on [REDACTED] Smith Drive. I told [REDACTED] that the Great Eastern Avenue time is already gone past [REDACTED] stop and [REDACTED] said that [REDACTED] has been going out when it leaves the Avalon Mall but [REDACTED] is still missing the bus. [REDACTED] said it has been really early before but couldn't give specific times and didn't really seem to believe the GPS times that I told [REDACTED] it was there. [REDACTED] wanted a complaint to be put through.

Submit Date	Class	Route	Comments
11/03/16 1:09:56 AM	Complaint	10	<p>I was on route 10, heading downtown, around 3pm. The driver was late, and I requested [REDACTED] ask route 6 to wait at the Convention Centre, as the next bus would be 65 minutes later. Route 10 is supposed to be at the Convention Centre at the same time as route 6, but due to the driver being behind, route 6 refused to wait a few minutes. I had an important meeting to attend at 4:00 pm, and could not wait for the next route 6, which wouldn't have arrived until 4:20pm.</p> <p>I was forced to take a cab to my destination, The Waterford Hospital, costing me \$16, money I had to take out of my food budget.</p> <p>It is frustrating that metrobus has driver's who do not have respect for their riders.</p> <p>Thank You for employing such individuals, who do not care if they make others late, so long as they, the drivers, have time to text their friends or chat with other drivers, and thank you for employing drivers who cannot even wait 3 minutes, to prevent hardships for a rider. Well Done....</p>
11/04/16 3:02:02 PM	Complaint	2	<p>I am a customer of Metrobus and get the bus to work each morning. I am usually at the bus stop well before the bus arrives. [REDACTED] [REDACTED]. This morning I struggled down three flights of stairs in order to get the bus. I had just missed it and saw that it was stopped in traffic only a few feet away from the bus stop. I approached the door to get on the bus but the driver shook [REDACTED] head no that [REDACTED] would not open the door to let me on. I ended up having to walk to work [REDACTED]. I know that the bus cannot stop at points that are not bus stops; however, in this situation there most definitely should have been some discretion used and some flexibility expressed. I am generally pleased with Metrobus and the friendly, helpful demeanor of its drivers, but was absolutely disgusted and disappointed by this incident that occurred today. Please note that though I do not have the only bus number, this is the only Route 2 bus that goes down LeMarchant Road (this occurred just barely past the stop in front of Bacalou restaurant.)</p>
11/05/16 12:46:32 PM	Complaint	?-?	<p>[REDACTED] was driving behind one of our buses. The bus was pulled into the cut in on Torbay Road by Hillview Terrace/Northern Properties Apt.s on Torbay Road and had all the left and right emergency lights flashing. [REDACTED] was proceeding North on Torbay Road when all of a sudden the bus pulled out without indicating properly it still had all flashers going. [REDACTED] said only because of [REDACTED] defensive driving [REDACTED] would have been hit [REDACTED] was driving a small pick-up. [REDACTED] barely avoided the collision and was very upset [REDACTED] had to pull in by MacDonalds on Torbay Road and call right away. I told [REDACTED] I would pass along the complaint and someone would be in touch, after investigating this incident, next week. Customer Email: [REDACTED]</p>
11/05/16 4:04:07 PM	Complaint	19	<p>I am not familiar with your bus routes and all of the rules and regulations just yet. I got off route 21 at the village at 2:30 not familiar with your routes I got a transfer thinking I had to get route 19 at 3:00. Myself and [REDACTED] got on the bus, the [REDACTED] driver took our transfers and we proceeded down the bus. Next thing I know the [REDACTED] is yelling out to us to come back up. I went back up and was totally humiliated in front of the other customers as [REDACTED] spoke down to me making me feel stupid because I didn't know there was a route 19 at 2:30 as well. I am not a teenager trying to scam the system I am a [REDACTED] just trying to get to work. I realize the bus is a privilege and not a right but it is a privilege I pay for. This is not the first time I've seen this [REDACTED] in action it's just the first time it was directed at me. This [REDACTED] has no people or customer service skills and should clearly not be working with the public!</p>

Submit Date	Class	Route	Comments
11/07/16 4:13:43 PM	Complaint	10	I have to report a safety issue. The route 10 that just left the Avalon almost knocked me over because [REDACTED] didn't check [REDACTED] mirrors I tapped on the bus to get [REDACTED] to stop but I guess [REDACTED] couldn't be bothered checking [REDACTED] mirrors. Where do I report this?
11/07/16 9:28:39 PM	Complaint	23	Nov.7,2016 at around 7:27pm. My colleague and I waited for bus no.23 enroute to stavanger for about half an hour in the cold waiting shed at the upper stop of avalon mall to catch the bus to get home. We saw the bus (#23) coming to the passenger waiting area so we make our way to catch the said bus, to our surprise... the bus did not stop at all. We waived to the driver to signal that we want to enter the bus but the driver just ignored us and continued on it's way. We end up calling a cab and pay \$25 just to get home. Such incident is so frustrating. We waited for so long in this cold weather to save money by taking the bus just to end like this. We were so disappointed and upset of this incident. We hope the proper authority will address this issue so that no other commuter will experience what we have experienced today. Drivers like that should at least sympathize to commuters like us especially in this cold weather. I hope Metrobus will take action on drivers like [REDACTED] It is a very poor customer service.  Thank you and looking forward for your prompt action in this complaint.
11/08/16 3:52:31 PM	Complaint		I had a [REDACTED] call in to say that the glass has been broken out of the shelter on Allandale Road by the Arts and Culture Centre. [REDACTED] just wanted to pass it along so that it could be fixed. [REDACTED] didn't leaver [REDACTED] name or number.
11/10/16 9:32:36 AM	Complaint		Good morning! I am regular user of your mobile app but every time I have tried this week and last week I get an error message that I am offline when I am not. It doesn't matter I I try wifi or data or both. I have also checked for an update to see if that would solve the problem but it hasn't Thanks!
11/10/16 3:57:44 PM	Complaint	15	I received a call in complaint at 310pm from [REDACTED] who said [REDACTED] was on the Rt 10 at the UC this morning at around 1115am. [REDACTED] said the driver of the Rt 15 stopped out on Artic Dr. opened [REDACTED] window and motioned for the driver of the Rt 10 to open [REDACTED] [REDACTED] then yelled to the Rt 10 driver "don't you fucking call for me again".
11/12/16 10:43:09 AM	Complaint	3-1	[REDACTED] called in to complain about the Route 3-1. [REDACTED] said that [REDACTED] got on the bus at the Village Mall at 9:30 a.m. to go to work. [REDACTED] said that the bus went down Shaw Street instead of Craigmiller Avenue and then went up the "road with the speed bumps" (I'm thinking [REDACTED] means Old Topsail Road or Topsail Road) almost back to the Village Mall and then went down Craigmiller Avenue. [REDACTED] said that when the bus got to A&W, the driver went in there for 10 minutes. [REDACTED] said that this happens all the time, the bus being late, the driver going into fast food places for a while making the bus even more late and [REDACTED] being late for work. [REDACTED] said [REDACTED] wants to know if something can be done about this because [REDACTED] is late for work a lot.
11/12/16 12:42:13 PM	Complaint	2	At the corner of Shaw st. and Hamilton ave. The bus driver pulled up to a stop and a customer was about to board when [REDACTED] asked [REDACTED] if [REDACTED] could wait one moment, the customer ran toward the rear of the bus to grab [REDACTED] glove [REDACTED] had dropped about and before [REDACTED] could even get to the rear of the bus the driver pulled out from the stop and continued on [REDACTED] way.  I was sat on this bus to see the bus drivers very cold approach to servicing public transportation.  That customer now has to wait for another bus which isn't exactly that frequent, or find another way to get to where [REDACTED] is going. I find it quiet  I feel this particular bus driver should be addressed and maybe be given some enlightenment on how to better deal with the public, and reflect metrobus's mission statement and public perception.

Submit Date	Class	Route	Comments
11/13/16 12:30:22 PM	Complaint	2-1	<p>█████ called in to complain about an incident that happened on the Route 2-1 that left the Village Mall at 12:30 p.m. on Saturday November 12, 2016. █ said that there was a confrontation between the driver and a passenger that started when a █ passenger rang the bell around St. Clare's but didn't ring it with enough time to give the driver a chance to stop. █ said that the █ passenger said harsh things to the drive, something along the lines of "I'm going to butcher you, it's no wonder people get murdered and I have a knife." █ said the guy showed █ or told █ █ had a 6-inch knife and passengers were laughing. █ said this is the 3rd or 4th time that █ has noticed incidents with this passenger. █ said that when the passenger got off the bus █ swung the back door open. █ said █ tried to call yesterday but couldn't get through and tried to e-mail but it wouldn't work.</p>
11/13/16 3:56:21 PM	Complaint	12-1	<p>█████ called in to complain about the driver of the Route 12-1. █ said that █ was getting on the Route 12 at the Village Mall and █ was standing in the door of the bus as a █ was trying to get off the bus. █ said that when the █ got off the bus █ noticed that the bus had written on it that it could kneel. The █ tapped on the bus and said something along the lines of "You saw that I was having trouble getting off the bus and you didn't lower it for me." █ said the driver asked the █ what █ said and the █ got off the bus and was walking away when the driver opened █ window and asked the █ what █ said. The driver said "I don't have to lower my bus." █ said that the driver then got off the bus to chat with another driver outside the door and was waving █ hands and telling the other driver what the █ was saying and how the █ hit █ bus but █ said █ didn't hit the bus. █ said that when █ was getting on the bus there was an █ behind █ and █ believes that the driver lowered the bus for █ █ said that it wasn't something that █ was directly involved with but █ thought it was extremely rude and ignorant and wanted to make a complaint about it.</p>
11/14/16 4:49:22 PM	Complaint	2-4	<p>█████ called in to complain about the driver on the Route 2-4. █ said that the bus was stopped on Elizabeth Avenue when a █ was 10 feet from the bus waving █ arms signaling that █ wanted to get on the bus and other people on the bus asked the driver to wait. █ said that the driver didn't wait and started to drive away. I explained to █ that people need to be at the bus stop and if the bus has already started to move then it is too dangerous to try and stop again. █ said that this was not the case for this situation and wanted to put in a complaint even after I explained all of this to █</p>
11/15/16 12:19:22 PM	Complaint	2-7	<p>Boarded the bus and paid █ fare. █ didn't realize that █ never had enough. █ operator told █ it was only \$2.10 and needed to put n the rest. █ explained to the operator that █ didn't have anymore money. Operator said if █ could buy yourself a \$400 coffee you can pay your correct fare. █ explained █ paid by debit. Another customer got up from █ seat and paid for █. The operator then turned on █ █ said █ understands it was █ fault but the operator could off handled it nicer.</p>
11/16/16 7:49:12 AM	Complaint		<p>Why are some (or all?) the bike racks taken off? The website says Nov 30th.</p>
11/16/16 11:52:57 AM	Complaint	2-1	<p>Rt. 2 was turned around and made to go back to Avalon. Driver said █ had to pick up passenger █ forgot. When passenger boarded the bus █ said that █ phoned in to let us know █ was going to be late and wait for █ Driver also told █ that █ will arrive at the Village at 10:00 pm.</p>

Submit Date	Class	Route	Comments
11/16/16 5:44:23 PM	Complaint	1-4	█████ said: "I ran for the route 1 at MUN and got it and I was supposed to have a 5 minute wait for the connecting route 19 at the Village but the route 1 was late by six minutes and I missed my connection to get to work. I explained that at 5 o'clock in the day traffic is going to be backed up and even more so now that Christmas shopping is starting. I told █████ to ask the Driver on the route 1 when █████ boards to please call ahead for the route 19. Please check into this and get back to █████ Customer Email: ██████████
11/16/16 5:55:39 PM	Complaint	18-1	█████ has several students in █████ household. When █████ student boarded the bus today █████ paid █████ fare. The operator said that █████ did not and made █████ pay again. █████ student would not lie about paying and if █████ said █████ paid then █████ did. Would like operator spoken to.
11/16/16 6:10:58 PM	Complaint		Customer had called in about one of the █████ who lives with █████ and █████ said to forget the complaint the █████ does not want to continue with the complaint. █████ had put through the complaint earlier about 15 minutes ago. Complaint was about not paying the fare and having to pay a second time.
11/17/16 4:08:17 PM	Complaint	15	This bus never shows up on Thursdays at MUN when it's supposed to it just vanishes. I have to get to work and I rely on the bus I can't afford to wait another half hour for the next one. Please try to fix this. If it was a 10 or 15min wait for the next bus it wouldn't be a big deal but if I miss the first one at 3:25 by a hair I am waiting an hour because the 3:55 bus vanishes off the face of the earth.
11/18/16 9:28:26 AM	Complaint	19-1	█████ was waiting on the stop at the Credit Union. It was █████ and another customer. In that area the water is really high so they were waiting on the grass (which is next to stop). The bus just came straight thru the light and drove on pass. █████ tried to run to the next stop because the operator had a red light. █████ said the operator seen █████ but still never stopped for █████
11/19/16 10:11:10 AM	Complaint	3-1	█████ was on Cornwall Ave. waiting for the 3-1 coming from the Village Mall at 9:30 a.m. █████ said █████ waited about 20 minutes and the bus did not show up and there was no information on ride guide. I called dispatch and Keith said the bus had broken down and was just leaving the Village at 9:55 a.m. Also █████ was here just finishing up some work on the server and █████ said the server had been down so █████ could do updates and that is why there had been no data on the ride guide etc. I tried to explain this to █████ and █████ said that █████ had to wait in the rain for 20 minutes and had to pay for a cab to get to work and █████ wants to be reimbursed for █████ cab ride. █████ will be calling the office on Monday. I told █████ I would pass along █████ complaint and someone would be in touch. Please investigate and get back to █████ Thanks. Customer Email: ██████████
11/19/16 1:19:57 PM	Complaint	2	I witnessed the driver refuse admittance to a █████ █████ on LeMarchant Road opp. St. Clare's Hospital. The reason was not apparent. I think it was social class discrimination.
11/28/16 4:03:23 PM	Complaint	15-2	█████ called in to let us know that █████ was on the Route 15-2 at around 3:45 p.m. and was getting off the bus via the back door on Forest Road/Empire Avenue. █████ said that as █████ was getting off the bus the back door shut on █████ and another passenger had to open the door for █████ █████ said that the pressure of the door hurt █████ and shook █████ up quite a bit. █████ wanted to pass this along so that this could be looked at.



Submit Date	Class	Route	Comments
12/05/16 4:24:47 PM	Complaint	18-1	<p>██████████ called in to complain about the driver of the Route 18. ██████████ said that ██████████ was waiting at the bus stop in Kilbride for the Route 18 when ██████████ said that one of ██████████ friends pulled up to speak to say hi to ██████████ at the bus stop. ██████████ said that ██████████ friend had pulled away when ██████████ noticed the bus and the bus drove past ██████████ ██████████ said that ██████████ waved ██████████ arms and got the drivers attention and ██████████ ended up stopping and waiting for ██████████ ██████████ also said that the driver was rude because ██████████ said thanks for waiting and ██████████ didn't say anything and ██████████ said thanks when ██████████ was getting off the bus and the driver didn't acknowledge ██████████ but acknowledged someone else.</p>
12/06/16 2:27:17 PM	Complaint	21-1	<p>██████████ was waiting for 45 minutes for the route 21 that was late due to the incident at Village and police had to be called. etc. When the 21 did turn up at 2:00 p.m. the Operator only waited a couple of minutes and picked up a customer and left again. ██████████ ██████████ ██████████ and was running for the bus and ██████████ said the Driver saw ██████████ but wouldn't stop. I contacted dispatch and Don said ██████████ could send the Road supervisor when ██████████ was finished transporting two Operators but unfortunately ██████████ could not wait. ██████████ wants some free bus rides for ██████████ inconvenience. Please investigate and get back to ██████████ Customer Email: ██████████</p>
12/07/16 11:05:57 AM	Complaint	15	<p>The bus driver stopped the bus at the bus stop at the top of cuckhold's bus stop and lit up a cigarette. We stayed along side the road at the gravel bus stop for 5 minutes while ██████████ smoked. Before this, the bus was not running early. ██████████ brought the gross smell back in the bus with ██████████ along with making the bus run behind schedule. If you'd like evidence I took a picture but cannot figure out how to attach it on this page. Please e-mail me if you'd like me to send you the picture.</p>
12/07/16 3:11:14 PM	Complaint	10-1	<p>I got off the Rte 10-1 at MUN Ctr to transfer to Rte 23. I got up to exit the Rte 10-1 and it was a guy behind me that said ██████████ 'get out of my way' I said to ██████████ what did you say, this person repeated it. So I was about to get physical with ██████████ but then the bus driver got out of the bus and told me to file a complaint.</p> <p>The driver said this person who I'm making a complaint about is ██████████ (no last name given)</p>
12/08/16 5:26:02 PM	Complaint		<p>The problem was with customer service at 722-9400. I had left my gloves on the bus and wanted them back. This is the second time in a year that I did this and the first time the person was extremely helpful, contacted the driver to see if the gloves were still there, which they were, and then let me know when the bus would be at my location so I could pick up the gloves. This time the person told me I would have to wait until the next morning and call in then as there are seven route 2s operating. I explained what happened last time and then dispatch was contacted to see if any drivers had called in a report of found gloves, which they hadn't. I explained that the driver probably wouldn't even be aware as this was in the last 30 minutes. I was then told to call in the morning. I explained that what I was going to have to do was check when that bus was due to pass my stop again and wait to see if they were still there. At that point, I was told they could figure out when the bus was due at my stop. I'm still waiting for the bus to see if they are there.</p>
12/09/16 12:41:22 PM	Complaint	18/1	<p>This is regarding busses leaving the village without the other busses showing up if one is delayed. I had to get to school and slept in so I caught the 9:15 route 18 on mogridge street in kilbride, it was late by 9 minutes not generally a big deal but it becomes a big deal when the route 18 is only 5 minutes late to the village and the route 1 just left. It would be great if this could be fixed in some way that if a student is running behind and so is the bus that the bus delay would make the student miss class.</p>

Submit Date	Class	Route	Comments
12/14/16 8:34:13 AM	Complaint	18	<p>Once again I was running behind and I've submitted a complaint before about this same thing and was told that I could ask the bus driver to tell the other driver to wait a few minutes but I've just been told that the other driver won't wait.. the driver refused to radio the other bus and help me make my connection to the route 13 to get to my exam</p> <p>If you're going to inform your riders that this can happen then please inform the drivers that they're allowed to radio another driver to wait a couple minutes.. it would really help the riders</p>
12/14/16 8:52:12 AM	Complaint	2	<p>I moved ██████████ last year and I am disgusted with this city and the officials who run it.</p> <p>I'm a transit user and coming from the biggest city in Canada, with triple the amount of traffic, pedestrians, etc., the neglect of the sidewalks here is ridiculous. I nearly got hit by a car this morning because I had to walk on the street. The fact that the sidewalks are not cleared for pedestrians is unbelievable. I saw little kids going to school this morning walking on the street. The fact that the city doesn't care about their pedestrians is wrong on so many levels and not clearing the sidewalks is shameful. ██████████ ██████████ but the fact that there is such neglect to the sidewalks shocks me.</p> <p>Local transit is putting up the fees in 2017. Why should we, as customers, pay more for a service that doesn't provide for us. Clearing the sidewalks and bus stops should be a priority once the roads are clear. Its to late to say, "would of, could of, should of", when someone gets hit or worse, killed because the city didn't do what they should be doing. CLEARING THE SIDEWALKS.</p>
12/14/16 10:46:07 AM	Complaint	6	<p>Hello, I am currently on ██████████ and pay to get route 6 to the village where I transfer onto route 1 to travel to CNA. This morning I step out on my usual time and notice the bus is 5 minutes late (route 6). No big deal, I will wait. 10:35 I walk back into my house. It seems the bus is nowhere to be found or just didn't bother to come to Doyle Street.</p> <p>Which is absolutely outstanding because I am doing exams this week. Nice to play bus roulette when my time is of the absolute essence.</p> <p>Absolutely disgusted.</p> <p>██████████ ██████████</p>
12/15/16 9:50:35 AM	Complaint	18	<p>I sent feedback about this same thing last week. So I was running behind as students do because they wake up late and I got on the route 18 on mogridge as I usually do headed toward the village. The bus was running 5 minutes behind and I had an exam to get to. I was told I could ask the bus driver to radio the other bus driver to wait 5 minutes at peak hours and this was a peak hour so I decided to ask the bus driver to radio the other driver to wait a couple minutes so I could be on time for my exam. The driver of the route 18 at this time refused to do it. ██████ kept saying that the other driver would not wait and that ██████ couldn't control traffic. It would be very helpful if you could stress on the drivers that if someone is behind and so is the bus that they are allowed to radio another driver and as well that they should wait a couple minutes if they get the radio call saying they should wait a couple minutes.. if 2-3 or 5 minutes pass (depending on the time of course and how long they can wait to stay on schedule) and I still don't make it then that's fine but when the driver refuses to radio the other driver after I've been told that I can then that's doesn't make a happy rider. ██████████ h to get to and from school and I'd expect the driver to be a little sympathetic if I tell ██████ I have a final exam to get to. Sorry for the rant but I feel it needed to be done. Please get this in line so not only me but other students that are running behind can make connections or at least do all they can to do so.</p>

Submit Date	Class	Route	Comments
12/15/16 5:42:03 PM	Complaint	9-1	<p>██████ was waiting on the 9 at Shopper's. Rt. 2 pulled up and then the Rt. 9 came right behind it and just pulled out and left.</p>
12/16/16 2:07:13 PM	Complaint	3-3	<p>I was on the Rte 3 on Torbay Road heading to Stavanger Drive, and there were two fire trucks that were passing and this bus moved inside and the last words the bus driver said was 'F..... this.' When ██████ hauled over to let the fire trucks pass. I was sitting behind the driver where the wheelchair goes.</p>
12/16/16 7:24:22 PM	Complaint	15	<p>I've been taking the metro from the same stop since Aug of this year and it has yet to be on time, not one single time has it EVER been less than 5mins late which I've let go thus far trying to be understanding. The bus being late this morning caused me once AGAIN to be late for work, I've had to move my schedule around to accommodate metrobus now a few times. So imagine my rage as I leave work early to get the 5:55 scheduled #15 route from Avalon mall to Mun then to Military road/forest road but as I am walking in white out conditions towards the bus it stops let's 2 people off then leaves!! The bus scheduled to leave the mall at 5:55 per the posted schedule left at 5:47 without waiting at ALL for anyone who was approaching!!! 4 people, myself, a ██████████ and a ██████ all missed the bus even though we were on time. We all had to wait in the freezing snow and cold for another route to show up. This is ridiculous, beyond it actually that the #15 has become a joke to those who take the bus it's known for never ever being on time and never ever waiting at all when stopping at designated stops such as Mun and Avalon mall.</p> <p>I've been written up twice this month at work due to the incompetence of the metro system causing me to be late. I let it slide when it's warm outside but this is just unacceptable.</p>

Submit Date	Class	Route	Comments
12/16/16 7:38:39 PM	Complaint	15	<p>As per usual this morning the #15 from Forest road-MUN-Avalon mall was late it's become a running joke with bus traveller's that the #15 is always at least 5-10mins behind. So after I climbed the snow to get to the bus stop the bus pulls up and the [REDACTED] driver is RUDE. I said good morning, [REDACTED] said "Yeah I'm behind sit down"</p> <p>The next [REDACTED] to board was getting a newspaper and a transfer, [REDACTED] barked at [REDACTED] to "sit down out of it I'm running behind take the paper don't worry about paying I'll get the transfer when we stop I don't have time"</p> <p>When we got to Mun [REDACTED] stopped and let off the 3 people needing to exit, the 6 folks inside MUN were standing up taking their gloves and hats walking outside.. [REDACTED] pulled away. The [REDACTED] waved [REDACTED] to stop and [REDACTED] did as [REDACTED] cursed "Fucksakes people hurry up I'm behind as it is!!" These [REDACTED] heading to the mall, [REDACTED] told em to "hurry it up and sit down I'm already behind"</p> <p>I was beginning to get ticked off at this point.</p> <p>We pull up outside of the Janeway hospital and [REDACTED] stops, when the [REDACTED] waiting said it wasn't [REDACTED] bus the driver sighed loudly and said "Omg you could have waved me by!!" As she's closing the door another [REDACTED] ran across the street and onto the bus, [REDACTED] grumbled about being late again and ignored [REDACTED] good morning wishes.</p> <p>This type of behavior is not acceptable, I understand [REDACTED] was behind but let's face it when isn't that bus behind and we the passengers are the ones left in the cold waiting to be picked up so if anyone has the right to complain or be rude it's us not [REDACTED]</p> <p>None of us bitched [REDACTED] out for being late and having us stand in the snow, I didn't complain that I was late for work because of the bus and nobody complained when [REDACTED] barked at us like we were a bother.</p> <p>Please look into this, it's not right to have drivers barking at passengers and not right to drive off before even a minute has passed at places like MUN. I had to take an alternative route tonight due to this bus leaving the mall 8+ mins early without waiting even 5mins. Everyday it's a struggle with this bus and I'm fed up.</p> <p>Thank you for taking the time to read my message, happy holidays and I apologize for my comments I understand the person reading this is likely to have little to do with how things are run.</p>
12/18/16 2:16:48 PM	Complaint	3-1	<p>[REDACTED] called in to complaint about the Route 3-1 on Topsail Road by McDonald's. [REDACTED] said that [REDACTED] and the bus were driving along Topsail Road when the bus almost sideswiped [REDACTED] trying to get into [REDACTED] lane without looking. [REDACTED] said that [REDACTED] blew [REDACTED] horn and the bus went back over. [REDACTED] said that the bus tried to get in [REDACTED] lane again without looking and almost sideswiped [REDACTED] a second time. [REDACTED] said that the bus then put on its indicator and crossed two lanes of traffic to get into the turning lane to cut down Brookfield Road. [REDACTED] said that [REDACTED] almost hit the back of the bus when this happened. [REDACTED] also said the bus was going a little bit fast. I called dispatch and Gerald checked with the driver and the driver said that [REDACTED] doesn't recall anything like that happening.</p>

Submit Date	Class	Route	Comments
12/19/16 5:07:05 PM	Complaint	16-1	<p>██████████ called in to complain about the Route 16-1. ██████████ said that ██████████ got on the bus and when it got to the Avalon Mall it should've went up around Old Pennywell Road and then on to MUN but instead it went up around Kenmount Terrace. ██████████ was complaining about how there would be other people outside waiting for the bus for over a half hour but it went in the other direction. I explained to ██████████ that it was behind for most of the day and that it had almost lost a full trip and that it was probably held at the Avalon Mall for a few minutes or cut for time so that it could get back on time. ██████████ also complained that when ██████████ brought this to the attention of the driver, the driver was rude and told ██████████ that it wasn't ██████████ problem.</p>
12/20/16 2:20:47 PM	Complaint	70	<p>I waited at MUN center for an hour while route 16 was unknown the entire time. I ended up being 45 minutes late for work and today the bus is 14 minutes behind. Why is there only one route 16 when there are a couple of others? The bus was more consistent when route 9 turned into 16. I've had nothing but trouble since the change in September.</p>
12/20/16 4:44:45 PM	Complaint	3-3/19-2	<p>██████████ called in to complain about the Route 3-3 and the Route 19-2. ██████████ said that ██████████ was on the Route 3 and as ██████████ was getting off ██████████ asked the driver which bus ██████████ needed to get next and was told the Route 19. ██████████ said that when ██████████ was running towards the bus it started to drive away. ██████████ said that the bus driver should have waited for ██████████ and the other bus driver should have radioed to the other driver that someone was running to catch the bus. ██████████ was very angry about this and was yelling for most of my conversation with ██████████</p>
12/22/16 9:30:08 AM	Complaint	2-7	<p>Hi, First of all, I have been using this service for 19 years and my experience has been very positive.</p> <p>I ██████████ and was on my way home from work and was pretty sure my 10 ride pass was out of rides. Therefore, when I got on the bus I scanned my card and there were no rides left so I put \$3 in the coin collector. While this was happening a ██████████ was talking to the driver regarding a transfer which was not valid. I took my seat and realized I hadn't asked for a transfer, I boarded the bus by Regency Towers and I approached the driver while ██████████ was waiting at the lights to turn into Kings Bridge Road. I said can I have a transfer please and ██████████ said no. I said excuse me, ██████████ said your card worked. I said sir it didn't and that's why I put \$3 in the coin collector, so can I please have a transfer, I don't want to try and transfer at the village and my card not working (which I knew it wouldn't). All the while ██████████ tone and responses to me were not very professional. I returned to my seat and called the metrobus line and asked the operator to check my rides ██████████ did and it confirmed that the day before I had one ride left, which I used on the way to work that morning.</p> <p>When the bus arrived at the village when I was leaving the bus ██████████ gave me a transfer. I said thank you and said I just wanted to make sure I got on my bus, then ██████████ said "your pass is good until the 17" and I smiled and said sir I have a 10 ride pass and ██████████ didn't reply.</p> <p>Again, my experience with this service has been very positive and drivers are courteous and polite. I am a professional person and avail of this service to commute to work but I don't appreciate being talked down too and not in a professional manner.</p> <p>Your response would be greatly appreciated.</p> <p>Regards,</p>



Submit Date	Class	Route	Comments
1/09/17 4:48:25 PM	Complaint	3-4	<p>██████████ called in to complain about the buses that travel on Stavanger Drive. ██████████ said that ██████████ follows the Stavanger Drive time and ██████████ waits by KFC on Stavanger Drive. ██████████ explained that the buses have been coming early and I told ██████████ that the bus waits by Staples as its checkpoint and that if ██████████ is waiting by KFC to go out about 5 minutes before the Stavanger Drive time. ██████████ said today ██████████ got to the bus stop at 4:08 p.m. and I told ██████████ that the bus is due to start its run on Stavanger Drive at 4:15 p.m. When I checked the system, it looked like the bus was on the corner of Torbay Road and Stavanger Drive at 4:08:40 p.m. ██████████ wants a call back and asked if a few rides could be put on ██████████ m-card.</p>
1/10/17 12:47:11 PM	Complaint	9-1	<p>██████████ said ██████████ was on Higgin's Line and was a couple feet away from the bus stop and the route 9 Driver went on. ██████████ ran through the parking lot and came out by Dairy Queen and the Operator slowed down and when ██████████ was about 20 feet away from the stop the Operator pulled away again. ██████████ said ██████████ got very frustrated and gestured to the Operator. I told ██████████ the bus was not on the screen so maybe it was having mechanical problems. ██████████ said to put in the complaint so I did. Please investigate and get back to ██████████</p>
1/10/17 9:02:43 PM	Complaint	18	<p>Hi I would like to make a complaint about your women driver at 10:15 a.m this morning as I was getting on the bus I got on and the bus was somewhat crowded I barely got to the place I was going to sit as ██████████ drove off and pretty much almost made me fall on the floor of the bus as ██████████ didn't even wait for me to sit down, I grabbed the pole but I was still flung forward almost falling on the floor and missing the seat ██████████ I finally got sat down. I am writing this because I think that your driver/this driver should wait until you are at least seated before taking off. I have no other problems then this.</p> <p>Thank you</p>
1/11/17 11:41:28 AM	Complaint	1-2	<p>██████████ was waiting at the MUN Centre and when the route 1-2 pulled in it said CNA so ██████████ didn't know it was the bus heading to the Village Mall. So ██████████ asked the next route 1 driver who pulled in and ██████████ confirmed that ██████████ had been given the wrong information from the Operator on 1-2. ██████████ said that when the first route one pulled out of the cut in at MUN the Operator changed the sign to Crosbie Road. So ██████████ missed ██████████ bus and was late for work. Also ██████████ had an incident last month with a ██████████ Operator on route 1 who didn't pull right in front of the doors at MUN ██████████ was back at the corner and by the time ██████████ got out ██████████ had pulled out. I explained to ██████████ that it is ██████████ responsibility to step out of the building a couple of minutes prior to ██████████ departure time to be there when the buses pull in. ██████████ said the bus was late so ██████████ went inside the building to check the schedule times on the wall and during that time ██████████ had come in but not pulled ahead. ██████████ let that complaint go because ██████████ had been new to the City. Please investigate and get back to ██████████ Thanks. Customer Email: ██████████</p>
1/11/17 2:18:26 PM	Complaint	2-2 ??	<p>I was walking on side of road, and the bus driver was tight to the curve ██████████ nailed me with water/dirt etc. that was on the road..I never experienced such a discourtesy in my life. Maybe ██████████ never even noticed me, with a long black coat on. ██████████ was not actually speeding, but ██████████ could have slowed in if ██████████ saw water or a person. I would certainly slow in if I was driving and I got such a mess on me. Really miserable thing to do and its not raining I was not on the road</p>
1/11/17 4:33:16 PM	Complaint	2	<p>I was up on Freshwater Road/Parade Street turnabout wanting to go to the Village Mall - and where the bus driver stopped was a bit of ice ██████████ couldn't get the ramp down enough for me I am in a wheelchair; anyway just ahead of it was a walkway that was shovelled and I could have easily got on the bus and I asked ██████████ could ██████████ move ahead and ██████████ responded 'No, I cant do it.'</p> <p>██████████ told me I'd have to wait for another bus or call in to the office to get ice removed. This isn't the first time ██████████ done this to me - ██████████ hasn't time to take me on the bus... ██████████ )</p>

Submit Date	Class	Route	Comments
1/17/17 12:02:47 PM	Complaint	9	<p>Hi, my bus today was more than twenty minutes late. I was waiting out side for more than half hour in the cold and I was a half hour late for my class. I heard it was because it had broken down. These things happen but why wasn't there a different bus sent in the mean time? Or a better solution than driving so slow the bus becomes on time again. I may have had to to take a cab to class today which as a student would be a huge hit, especially since the raise in term pass price this year. As you can imagine I'm not too happy about paying an extra fifty dollars to miss my classes. The second a bus is out of commission isn't it logical to have a spare to send so that no one ends up in my situation? I can't help but feel the metro bus could be more proactive in responding to situations like that, that keeps the customers in mind. Thanks.</p>
1/22/17 9:50:50 AM	Complaint		<p>The bus shelter on the Harvey Road across from the CLB armory is a constant hang out for this [REDACTED] [REDACTED] [REDACTED] is constantly in there chain smoking, coughing and spitting up. [REDACTED] does not get the bus just uses this as [REDACTED] smoking hangout. [REDACTED] is not homeless [REDACTED] lives about 30 seconds from the bus shelter. Metrobus customers cannot use this shelter because of [REDACTED] and that is not right as it is very cold waiting for the bus. I see [REDACTED] turn people stomach with the coughing and spitting as [REDACTED] is chain smoking. I myself am grossed out by this. I don't know what the answer is maybe take the bench out of the shelter as [REDACTED] is sitting there for hours and hours. I get the bus at 7 [REDACTED] is there when I come home at 5 [REDACTED] is still there. This is very nasty and I know some bus drivers think [REDACTED] is [REDACTED] [REDACTED] and [REDACTED] is not [REDACTED] has a comfortable apt maybe 50 steps from that area. I hope you can do something about this [REDACTED] and [REDACTED] should not be chain smoking in the shelter to begin with.</p> <p>Thanks</p> <p>[REDACTED]</p>
1/23/17 3:54:51 PM	Complaint	19-2	<p>[REDACTED] and a friend about 3 feet away from the stop and were running and tried to flag the operator down. [REDACTED] slowed down so they thought [REDACTED] was stopping and they waved but [REDACTED] kept going. Customer Email: [REDACTED]</p>
1/24/17 2:26:05 AM	Complaint	16	<p>Hi,</p> <p>I am a little concerned that the driver who drove that bus may have some temperament issue. When a cab and a car blocked the road by not parking properly, [REDACTED] seemed to have lost [REDACTED] temper.</p> <p>I am submitting this complaint because I feel if I don't do so, I will feel uncomfortable and even a little scared when I see [REDACTED] next time. Because of that, I hope you will not reveal my name and other identity to [REDACTED]</p> <p>Thank you.</p> <p>[REDACTED]</p>
1/24/17 11:47:43 AM	Complaint	2-2	<p>[REDACTED] was about 5 feet from the stop and the Operator let people off but only hesitated about 30 seconds and saw [REDACTED] " I put up my hand and screamed out but [REDACTED] passed me by." This is about the 3rd incident at this bus stop. [REDACTED]</p> <p>[REDACTED] Last week [REDACTED] was passed by also and [REDACTED] friend was passed by at this stop also. I told [REDACTED] I didn't think it was discrimination because this happens at other places in the City when customers are not at the stops but walking towards the stop. I explained that the Operators don't know that the people who are walking need to get the bus that they should be at the stop. etc. Please investigate and get back to [REDACTED] Thanks.</p>
1/25/17 9:10:47 AM	Complaint	15-1	<p>Operator closed the door on [REDACTED] arm and when [REDACTED] was scanning [REDACTED] card [REDACTED] pulled out and didn't give [REDACTED] a chance to be seated.</p>

Submit Date	Class	Route	Comments
1/26/17 9:59:12 AM	Complaint	19-1	<p>█████ pulled the bell to get off at █████ stop. Before █████ could get up from █████ seat the operator pulled away and █████ hit █████ arm. █████ pulled the stop again and █████ done the same thing and █████ hit █████ arm again. When █████ was finally able to get off █████ asked █████ why █████ did this. Operator said █████ looked and no one got off so █████ pulled away. █████ explained to █████ that █████ never gave █████ time enough to get up from █████ seat. █████ also said █████ was too busy talking to a █████ that was setting behind █████. The operator did not even offer █████ a sorry.</p>
1/26/17 2:46:04 PM	Complaint	25-1	<p>█████ and █████ were waiting for the school bus on the corner of Kilbride Ave. and Silverton St. and the bus came up fast and hit a large body of water and soaked the kids. Their clothes, book bags, even got water in the face. █████ had to go to school soaked because there wasn't time to go home and change before the school bus came. █████ said the Operator could have slowed down in that area with children there and the roads in the condition they were. Please investigate and get back to █████. Thanks. Customer Email █████</p>
1/27/17 9:17:00 AM	Complaint	10	<p>I am complaining about an █████ █████ who is in the bus shelter smoking cigarettes and coughing and spitting turning my stomach. █████ is always there and it is nasty. I cannot use the bus shelter as █████ is always in there and smoking. I don't smoke so this is offensive to me. █████ needs to be told to get out of the bus shelter. █████ is there all the time smoking, coughing and annoying bus customers. Please do something about █████</p>
1/27/17 9:55:24 AM	Complaint	15-2	<p>Myself and █████ were waiting for Rte 15 at 9:05 across from H H to Avalon Mall. The bus arrived at approximately 9:10 we were supposed to arrive at 9:30, the bus arrived at Avalon Mall at 9:23. So for a 25 minute bus drive the driver reduced it to 13 minutes. █████ made █████ 25 minute trip into 13 minutes. █████ was obviously speeding.</p> <p>We all wanted to sit together and as we were walking towards the back the driver started moving the bus...remembering again special needs students.</p>
1/27/17 11:18:24 PM	Complaint	230	<p>I had to wait for bus #230 from 7:44 AM to 8:13 AM. There is bus that is supposed to arrive at Chandler and Laurel Canyon at approximately 7:59 AM. There was no bus for at least 30 minutes. When I got into the bus #10, I asked the bus driver what was the problem with the bus that was supposed to be there at around 7:59 AM, there was no answer. At 8:13 (Chandler &amp; Laurel Canyon) there were two buses together going in the same direction (south). I got late for work and what is more important to me is that the drivers do not care about trying to maintain the written schedule. Sad, sad, sad because Metro is going to lose ridership.</p>

Submit Date	Class	Route	Comments
1/28/17 1:10:28 PM	Complaint	1	<p>Hi,</p> <p>I will start off saying that the majority of your bus drivers are great. Very friendly and easy to get along with. I get Route 1 everyday during the week to work and home again and the drivers are very friendly [REDACTED] [REDACTED] just to give back ground that I myself and someone who deals with the public everyday at work myself.</p> <p>This brings me to my complaint. Anytime I have seen anyone run for the bus, the bus drivers are pretty easy to get along with and usually joke around with the person when they get on. Well, the bus driver on route 1 today was the rudest bus driver I have ever encountered. This is not the first time [REDACTED] has been rude to myself or [REDACTED]. The bus arrived at the stop at 12:18 on cashin ave ext. In all my 10 years of getting it at this stop, it arrives at 12:20 99 percent of the time. Today it arrived at 12:17 pm. I was already at the bus stop and asked the bus driver could [REDACTED] wait for [REDACTED] [REDACTED] who was running. [REDACTED] replied with "I won't ever do it again." I was really taken aback. Just wow! Most drivers would respond with no problem. But to respond with I won't ever do it again in an abrupt tone of voice. I said to [REDACTED] the bus is not usually here until 12:20. [REDACTED] had to have a come back of its at Crosby rd at 12:15 on the schedule. Which I don't know how it was relevant to what I said. Because I go from mun to my stop every day on my way home and it takes most bus drivers 5 mins to get from Crosby rd to my stop which would bring you to 12:20. I replied back that I have been getting the bus at this stop for years. [REDACTED] said something else but I just went on not talking to [REDACTED] anymore. [REDACTED] tone of voice and the way [REDACTED] deals with passengers is so rude. The bus was under way again by 12:18 pm. Was not like it made [REDACTED] late because [REDACTED] was a few mins early anyway. Would it have ruined [REDACTED] day by saying no problem? That was not our first incident of rudeness with thus driver and I'm sure it won't be my last. I just decided to finance say something because [REDACTED] really took me back and started my saturday off wrong. Maybe the other drivers can give [REDACTED] lessons on how to treat passengers because the majority of your drivers are very friendly and nice.</p> <p>[REDACTED]</p>
1/30/17 4:08:06 PM	Complaint	21	<p>Due to your terrible coverage in Mount Pearl and my erratic work schedule, today I had to walk as fast as I could for 40 minutes to catch route 21 at Mount Pearl Square. I got there just before the bus left the parking lot and waved at the driver. [REDACTED] didn't want to let me in but finally did and told me he's not supposed to stop. I've never seen this driver before. It's not like I waved [REDACTED] down on a busy road - it was a parking lot. I have no control over what time I get off work and there is no early afternoon bus that goes anywhere near my workplace on Beclin Road anyway. The closest is the 21 and I have to walk fro m 30 to 40 minutes to get to it, depending on the timing. I guess your nasty driver thought I should just sit and wait an hour for the next bus. I've found a vast difference in the attitudes of your drivers. Some are incredibly nice and others are just asses. I think this guy must be new and [REDACTED] really needs an attitude adjustment. Our lives don't necessarily run on the same schedule as the bus.</p>
2/01/17 2:59:28 PM	Complaint	2-1	<p>[REDACTED] had been down to Holiday's Meat Market and got groceries but missed route 10 to the Avalon Mall so [REDACTED] was going to get the route 2 on Military Road close to Moo Moos. When [REDACTED] got on the 2-1 [REDACTED] laid [REDACTED] groceries down on the floor to get [REDACTED] fare and as [REDACTED] was picking up [REDACTED] groceries and walking to get a seat the [REDACTED] Operator nailed the gas and [REDACTED] went flying onto [REDACTED] back. [REDACTED] said [REDACTED] got up and confronted the Operator and [REDACTED] said go "F...K" yourself. [REDACTED] said several people witnessed this. I asked [REDACTED] if [REDACTED] was hurt and said no but it could have been and elderly person etc. [REDACTED] said [REDACTED] had no cuts or bruises. [REDACTED] said this looks very bad that an Operator represented Metrobus would behave in such a manner. Please investigate and get back to [REDACTED]. Thanks.</p>

Submit Date	Class	Route	Comments
2/08/17 5:41:01 PM	Complaint	1	<p>I was watching the bus schedule online and every single rt 1 was over 20 min behind. So I wanted in the porch of the village for rt 1 to pull up. As it did, the passangers got off as I walked toward the bus. The driver did not want for me even though I started running and waving my hands frantically.</p> <p>Now I need to wait half an hour for the next bus because the incompetent bus driver could not wait 5 seconds for me to hop on the bus. Horrible customer service.</p>
2/08/17 6:11:39 PM	Complaint		<p>Bus driver was very rude</p> <p>█ picked me up on Whiteway Rd, I asked if █ could call ahead so I could transfer to the #10 (which I have done numerous times with other more professional drivers)</p> <p>█ refused to call ahead, █ said the #10 had already passed that bus stop (in front of the Basilica)</p> <p>So I got off the bus and was walking down Garrison hill when the #10 passed by.</p> <p>So I could have transferred</p> <p>The bus driver was very unprofessional and should not be rude to customers. █ should of called ahead and helped me instead of acting annoyed that I asked if █ could call ahead</p> <p>I'm going to keep filing this complaint until something is done about it. Public servants should be kind and help the customer</p> <p>We pay your salary</p> <p>You should do as much as possible especially since the bus fares went up.</p>
2/08/17 6:16:10 PM	Complaint	15-2	<p>█ called in to complain █ was given the wrong route information by ME. █ was looking for the 15 that was due at the Avalon Mall at 5:50pm or next available bus. I told █ to get the 15-1 but it was 25 minutes behind schedule. I also told █ the 15-2 was only 5 minutes behind (according to the AVL)and was left the Mall and was already at the UC on its way to Cuckholds Cove. However the bus was actually 20 minutes behind and on it's was to the Avalon Mall when it polled at it's next check point. █ was upset that █ was given the wrong information cause that is our job. I tried to look into it but █ just wanted to put in the complaint and wouldn't hold.</p>
2/09/17 7:14:13 AM	Complaint	12	<p>Listen i understand that the bus leaves at 7 not 705. But as an adult i dont need to hear that when im booking it to catch the bus. I was running 1 min late and this guy is going to chastise me. If thats the case dont stop. Im on this thing every morning have been for a solid 4 years. Suddenly this guy is the time police. Ive missed my bus and i dont call up and say the driver wouldnt stop ( even if they seen me running ) or when they are running late. We all have jobs but at no point is that required.</p>
2/09/17 10:31:35 AM	Complaint	1	<p>I think there is a problem with the coin payment system on the bus specified above. I counted out \$2.50 before leaving my house on Cashin to put in the machine. It was in a \$1, 4x 25c, and 5x 10c.</p> <p>I counted it multiple times. When I put my money in the machine and walked on, I was called back with the drvier saying I was 20c short. I was absolutely certain I'd got the right amount in the machine, and spent the next 30 seconds frantically looking for more change.</p> <p>A couple of stops down the road, as I was thinking maybe I was mistaken (I'm sure I wasn't) the same thing happened to another cash paying customer. █ put █ cash in the machine, and was called back for being 30c short. █ was a little more insistent that I was.</p> <p>I'm not worried about the 25c I lost (I didn't have two dimes), but I was lucky to have a spare quarter floating about. If I put the right money in the machine, I don't like being called back for not having done so. What would have happened if I hadn't had any more change in my wallet?</p>

Submit Date	Class	Route	Comments
2/13/17 3:22:33 PM	Complaint	21-1	██████████ called in to complain about the driver of the Route 21 passing a school bus that had its lights flashing and sign out on Commonwealth Avenue at 3:15 p.m. ██████████ said that ██████████ wants a call back about this issue.
2/16/17 10:41:01 AM	Complaint		Lately, with the text alerts, I have been getting the same message sent to me 2-3 times. Just letting you guys know in case no one else mentioned it.
2/16/17 12:06:26 PM	Complaint	19-2	██████████ called in to complain about the driver that was on the Route 19-2 at 10:30 a.m. ██████████ said that ██████████ got on the bus at the Avalon Mall and the driver was not very courteous towards ██████████ ██████████ said that ██████████ has had problems with this driver before. ██████████ said that ██████████ thinks that this driver should be more courteous towards everyone.
2/16/17 4:22:55 PM	Complaint	18-1	██████████ called in to complain that the driver of the route 18 was very rude to another customer. the customer dropped ██████████ money was trying to pick it up to get on the bus and when ██████████ approached the bus the driver closed the door on ██████████ and left. ██████████ said the bus almost ran over the ██████████ foot as well.
2/17/17 4:52:13 PM	Complaint	i dont know	Hey how about instead of labelling a bus with the fucking number that goes in two different directions you instead just give them different numbers so there's no god damn confusion. Used google transit to try and get to the Avalon Mall from MUN and it told me to take the 15. Little did I know that there are two 15's and guess which one I'm on.... THE ONE THAT GOES ALL THE WAY TO DOWN TOWN IN THE OPPOSITE DIRECTION OF THE MALL. Now i'm going to be late for my appointment because your fucking bus number routes don't make any fucking sense. Have one bus labeled 15 that goes to the mall and give the one that goes downtown another fucking number. There are literally an infinite amount of numbers to choose from, why would you chose one that already relates to a different route?!?!?! WHERE IS YOUR LOGIC AT METROBUS WHAT THE HELL. Pay for my taxi which I now have to take all the way back to the mall because I hate you and your stupid system.
2/17/17 7:06:51 PM	Complaint	21-1	Customer called in to complain that the driver smelled really badly of cigarette smoke. ██████████ stated ██████████ ██████████ ██████████ and that ██████████ usually sits by the driver to avoid having to sit by passengers that smell but this evening the driver ██████████ smelled so badly of cig. smoke that by the time ██████████ got off the bus ██████████ ██████████ ██████████ ██████████ feels this is totally not acceptable that a driver should be able to smoke during their shift and a complete violation of ██████████ right to ride a bus free of smells and scents.
2/18/17 4:02:51 PM	Complaint	3-3	██████████ and a another person were in ██████████ vehicle on Water Street heading East and route 3-3 was pulled in by the Court House area and the old Bianca's Restaurant area facing West. ██████████ said it was ██████████ turn to proceed East and the bus proceeded to pull out at the same time heading West and because there wasn't enough room, ██████████ vehicle clipped the buses mirror by accident. ██████████ said the Operator had pulled out with no due care or caution and it was ██████████ fault that the collided. There wasn't enough room on the road and the Operator was very rude and took ██████████ plate number. When ██████████ ██████████ called ██████████ said ██████████ had wanted to speak with a supervisor. I assured ██████████ that I would pass along the complaint to ██████████ and that in all likelihood the Operator would be making an incident report. Please investigate and get back to ██████████ Thanks.
2/19/17 12:25:04 PM	Complaint		This is a general question. Why is it allowed that passengers can stand beside a driver for long stretches of time, distracting the driver from their job. If there is a rule against this, please enforce it.



Submit Date	Class	Route	Comments
2/28/17 9:33:00 AM	Complaint	19	<p>I'm standing on the bus stop, when the bus comes this driver(Shawn Dillon) will stop about 15 or 20 feet before me or the length of the bus pass me. I think this driver is trying to tell me something. I've noticed when [REDACTED] stops for other passengers this doesn't happen. I've been waiting a while to make sure that I'm really experiencing something here. [REDACTED]. I filed a complaint before at Metrobus about another driver (same problem really and that driver thought I was [REDACTED] Shawn knows I have a [REDACTED] [REDACTED] has asked me about it while I am riding on the bus and I [REDACTED].</p> <p>I want to be treated like anyone else. I'm making this complaint and I already took the last issue to the Human Rights Commission and settled it with a cash settlement. I won't be taking that course this time I'm just going to go to the media.'</p>
3/02/17 1:41:07 PM	Complaint	18-1	<p>[REDACTED] said both [REDACTED] and [REDACTED] were walking on the side of the road by Brewskis area of the Goulds and the route 18 Driver whizzed past them and splashed dirty/filthy water all over them. [REDACTED] said [REDACTED] had to wipe water off [REDACTED] face and mouth. [REDACTED] said there is no need. Please investigate and get back to [REDACTED] Thanks.</p>
3/03/17 8:38:28 AM	Complaint		<p>[REDACTED] called in because [REDACTED] was boarding the route 3-4 at Kings Bridge Road at 4:35pm March 2nd and when [REDACTED] went to put [REDACTED] money in the fare box the driver had [REDACTED] hand over the box opening and indicated for [REDACTED] to put the money in [REDACTED] hand. [REDACTED] said [REDACTED] was reluctant to so this but the driver would not move [REDACTED] hand and wiggled [REDACTED] fingers to indicate [REDACTED] would take the money. [REDACTED] gave [REDACTED] the money and took [REDACTED] seat but it made [REDACTED] very uncomfortable. [REDACTED] called in to see if this was a normal practice cause [REDACTED] had never had another driver to this they always have the riders put their own money in the box. [REDACTED] also stated this in not the first time this particular driver has done this to [REDACTED] and [REDACTED] thinks [REDACTED] also did it to the person who boarded behind [REDACTED] [REDACTED] said [REDACTED] don't want to get anyone one in trouble but [REDACTED] was pretty sure that this was not the correct policy and it made [REDACTED] very uncomfortable doing it that way.</p>
3/03/17 10:24:07 AM	Complaint	2	<p>I was waiting at the bus stop on Cornwall ave by the fisheries building. It was super windy this morning so I had my hood up and head down trying to keep warm, but I was directly under the bus stop and facing the direction the bus would be coming from. I heard it, looked up, and it sped by me. I work at 10am, get the bus around 950 am most mornings and it just drove past me. I tried to wave them down but they kept going, didn't even slow.</p> <p>Not only was I late for work, I had to call a cab which ended up costing me \$10. I usually have no problem, but this was not a good start to my morning. Please instruct your driver's to pay more attention, I rely on the bus and if I can't do that then we have a problem.</p>
3/03/17 2:32:01 PM	Complaint	6-1	<p>[REDACTED] came out of Tim Horton's at Water Leslie Street area and was in the centre lane first to leave by the lights. The Operator driving the route 6 was on the inside lane but when they got to the fork in the road [REDACTED] pulled out in front of [REDACTED] and [REDACTED] had to swerve into the other lane and [REDACTED] said if there had been anything coming it would have hit [REDACTED] [REDACTED] hit [REDACTED] car horn and the Operator slowed down and said something but then kept going. Please investigate and get back to [REDACTED] Customer Email: [REDACTED]</p>
3/03/17 5:40:33 PM	Complaint	25-1	<p>[REDACTED] said that several times now [REDACTED] has gone out to get the route 25 at about 5:20 p.m. and it has already gone. [REDACTED] said I think they are making up their own schedules some of the drivers. Please investigate and get back to [REDACTED]</p>

Submit Date	Class	Route	Comments
3/04/17 2:14:03 PM	Complaint	3	Just informing you the driver of bus 3 at around 11:50am stopped in front of the tim hortens and spent 10-15 minutes inside of the restaurant eating [REDACTED] lunch. While I understand that bus drivers need to eat as well as anyone else I find it incredibly unprofessional to leave a bus full of passengers parked on the side walk for so long. I was late for work due to this incident where as I would have been early had [REDACTED] not stopped for 15 minutes. I asked the driver [REDACTED] name and [REDACTED] gave me attitude however [REDACTED] name tag said Colleen Murphy.
3/06/17 6:39:45 PM	Complaint	15-1	[REDACTED] called in to complain about the driver of the Route 15-1 not stopping for [REDACTED] [REDACTED] said that [REDACTED] was at the bus stop in front of the apartment buildings and [REDACTED] saw the bus coming up the hill so [REDACTED] started to walk out onto the street and the bus didn't stop for [REDACTED] [REDACTED] said that [REDACTED] started to walk after the bus but it still didn't stop for [REDACTED]
3/07/17 4:55:42 PM	Complaint	10-6	[REDACTED] said last Friday, March 3 and again, almost, yesterday and today the route 10-6 was early. [REDACTED] just happened to catch it yesterday. The bus that is supposed to leave Kelsey at 4:30 is early. [REDACTED] called me and when I checked 10-6 was A8 getting to the Avalon Mall. Please investigate and get back to [REDACTED] Thanks. Customer Email: [REDACTED]
3/08/17 1:13:59 PM	Complaint	19-2	[REDACTED] and [REDACTED] buddy were on the bus carrying on like they always do. The Operator took the turn really hard and [REDACTED] almost fell out of the seat. [REDACTED] said "Aaghh" loudly and the Operator said something. [REDACTED] got very angry so when [REDACTED] was getting off [REDACTED] "flipped [REDACTED] off" (finger). The Driver got off the bus and said to [REDACTED] "F-You you little Jerk". and [REDACTED] started to go towards [REDACTED] [REDACTED] looked like [REDACTED] was going to attack [REDACTED] [REDACTED] was frightened to death so [REDACTED] wouldn't get back on a bus [REDACTED] got a cab home. Please investigate and get back to [REDACTED] Thanks. Customer Email: [REDACTED]
3/08/17 6:41:23 PM	Complaint	709	Your driver just waved at me as [REDACTED] drove past, refusing to stop. I was close enough to this bus that I could have jumped in front of it. If I did my job with this level of professionalism I would be swiftly and justifiably fired.
3/11/17 8:37:22 AM	Complaint	18	This driver was driving in an extremely dangerous manner during snowy, slippery road conditions. [REDACTED] was driving very fast. [REDACTED] was behind me and then pulled into the right hand lane to pass me, very quickly pulled in front of my car where there was not enough room to safely do so. [REDACTED] nearly caused me to collide with the bus and I had to slam on my brakes. Again, road conditions were very poor. Please advise this driver about safe driving and I would like a response to confirm this was dealt with. Hopefully this will prevent a very serious accident by this driver in the future. Thanks.

Submit Date	Class	Route	Comments
3/13/17 4:35:04 PM	Complaint		<p>This morning I went to my regular bus stop on Long's Hill to wait for the bus. Together with several others, we waited for over half an hour for a bus to arrive. No bus arrived. Finally, somebody called and found out that buses were being re-routed and the stop was not being used today.</p> <p>THERE WAS NO SIGNAGE WHATSOEVER TO TELL US THIS. In EVERY city I've lived in, when a bus is re-routed and a stop is not serviced, a clear signage is posted at that stop (at all stops not serviced) to tell customers and to direct them to the new detoured location. There was absolutely nothing of the sort at this stop. Moreover, as myself and the others discussed the problem (the person who called was told the bus was detoured but couldn't get clear directions on where to go to pick it up), it turned out this was not the first time some of us had experienced this lack of basic service on Metrobus' part.</p> <p>We eventually found the re-routed location and I arrived at work more than an hour late (after waiting outside in the cold for over an hour and a half). This is completely unacceptable. The MOMENT a bus is re-routed/detoured, someone needs to get in a van and post clear signage on all stops affected, along with directions to the new detoured route. The weather/storm is no excuse for this - the road was closed all weekend and signage could have been posted overnight or at any point on the weekend so that customers would see it.</p> <p>Anyway, please ensure this is corrected in future and that Metrobus attends to detours as soon as they happen. There needs to be signage posted at stops the moment a detour is made and a bus re-routed. Thanks.</p>
3/14/17 12:18:54 PM	Complaint	2-1	<p>This driver was so rude and [REDACTED] was driving so fast, I nearly fell off my seat. I automatically screamed and said a swear word., then I yelled sorry. I am an adult. There were no cars in front of [REDACTED] but [REDACTED] had to slam on the brakes to not go through a red light. [REDACTED] told me I will never get on [REDACTED] bus again and when I got off [REDACTED] was driving the bus slowly like a [REDACTED] yelling at me.</p> <p>there was no one driving in front of [REDACTED] [REDACTED] was slam on [REDACTED] break</p>
3/14/17 12:20:03 PM	Complaint	2-1	<p>This driver was so rude and [REDACTED] was driving so fast, I nearly fell off my seat. I automatically screamed and said a swear word., then I yelled sorry. I am an adult. There were no cars in front of [REDACTED] but [REDACTED] had to slam on the brakes to not go through a red light. [REDACTED] told me I will never get on [REDACTED] bus again and when I got off [REDACTED] was driving the bus slowly like a [REDACTED] yelling at me.</p>
3/14/17 7:01:16 PM	Complaint	2-1	<p>[REDACTED] said [REDACTED] came down at 6:31 pm and the route 2-1 was gone. There were about 5 or 6 people there wanting that route 2. Several of them were [REDACTED] co-workers and they always get the 2 the driver will wait a minute for them. I called dispatch and Gerald was by [REDACTED] there was nothing I could do so I took the complaint. Gerald checked and the Operator's time was off by about 21/2 minutes when [REDACTED] checked [REDACTED] watch. Please investigate and get back to [REDACTED] Thanks. Customer Email: [REDACTED]</p>
3/15/17 5:01:24 PM	Complaint	2-4	<p>Operator was way ahead of schedule. I called Dispatch and Gerald call 2-4 and [REDACTED] was ahead by 14 minutes. Operator was Barry Delany.</p>

Submit Date	Class	Route	Comments
3/17/17 6:17:53 PM	Complaint	1	<p>The driver didn't even slow down for the stop at Marine Institute.</p> <p>I asked why [REDACTED] didn't stop (admittedly my tone was one of annoyance), and [REDACTED] replied in a disrespectful tone that there wasn't anybody waiting. I didn't argue with [REDACTED] or anything, as she's driving and doesn't need anybody in [REDACTED] face. The problem with that is that people usually wait inside there and [REDACTED] didn't even pause to see if anybody was coming out. In fact the bus came around the corner and accelerated right past the stop.</p> <p>I understand that if there isn't anybody at a regular stop the driver keeps going, but skipping past Marine is no different that not even stopping at the University Center without stopping to see if anybody was going to come out.</p> <p>I guess my complaint is that [REDACTED] didn't receive training enough to know that [REDACTED] should stop there or that [REDACTED] was too lazy to stop.</p> <p>Also, I shouldn't have given [REDACTED] an annoyed tone, and I regret that, but [REDACTED] definitely shouldn't have given it back to me, [REDACTED] should have apologized and explained. I believe the situation could have been deescalated very easily.</p> <p>Thankyou for providing the form for this complaint, I guess all I'd like to see happen is the bus always at least stop at the Marine Institute, and perhaps a mention to the drivers about customer service. Especially since you are trying to drive ridership numbers, providing a good customer experience is so important!</p>
3/17/17 6:44:46 PM	Complaint	10-4	<p>[REDACTED] was one of them, got on at MUN Centre and there were two more people behind them that got on the bus. [REDACTED] says the other two people weren't with [REDACTED] group. These other two people were being rowdy and swearing and stuff so the [REDACTED] Operator told them to get off the bus. [REDACTED] told the whole lot of them to get off the bus [REDACTED] says [REDACTED] falsely accused them of being troublemakers. They were headed to Shamrock City and [REDACTED] kicked them off the bus on Military Road. Please investigate and get back to them. Thanks. Customer Email [REDACTED]</p>
3/18/17 11:11:54 AM	Complaint	1	<p>The driver side stop at the mun centre. [REDACTED] saw 2 customers, didn't stop and [REDACTED] just raised [REDACTED] arms as in saying nevermind Firs time something like this happens</p>
3/18/17 11:17:45 AM	Complaint	1-1	<p>[REDACTED] called in to complain about the Route 1-1 not stopping at MUN Centre. [REDACTED] said that [REDACTED] and a few other people were waiting inside for the Route 1. [REDACTED] said that the bus didn't stop to pick up anyone and the driver looked in and kept going. I explained to [REDACTED] that the Route 1 parks at the end of the UC because it is a wheelchair accessible bus. [REDACTED] said that [REDACTED] knew this but the bus didn't stop. Tom checked with the driver and the driver said that [REDACTED] got there for about a minute and a half.</p>
3/20/17 2:15:20 PM	Complaint	10-1	<p>[REDACTED] said [REDACTED] had been into the dollar store for a couple of minutes and then was standing at the bus stop at the Avalon Mall and [REDACTED] wanted to get the route 10-1 heading to Kelsey. [REDACTED] said [REDACTED] was waiting for the route 10 to pull up where the route 11 was on the inside lane so [REDACTED] could board. However, when [REDACTED] tried to get on the 10-1 Colleen said "Uh Uh, You were not at the bus stop. [REDACTED] said [REDACTED] was [REDACTED] was waiting by the route 11 on the inside. [REDACTED] said [REDACTED] had to get on the route 16 and get off by Pippy Place and then wait for the route 10 to come back down. [REDACTED] got on then because it was a different driver. [REDACTED] said [REDACTED] shouldn't have had to do this. Please investigate and get back to [REDACTED] Thanks.</p>
3/20/17 2:52:45 PM	Complaint	11-1	<p>[REDACTED] said the driver on the route 11 ran a stop sign on Kenmount Road almost hit [REDACTED] and them blew [REDACTED] horn at [REDACTED] like [REDACTED] did something wrong. [REDACTED] was very upset and [REDACTED] scared [REDACTED] [REDACTED] took a picture to prove there was a stop sign at the intersection. [REDACTED] wants a call back.</p>



Submit Date	Class	Route	Comments
4/07/17 3:58:48 PM	Complaint	30-1	<p>█████ called in █████ was on Sunvalley Drive the route 30 was coming off Milton onto Sunvalley but didn't have enough clearance to make the turn. █████ demanded that █████ back up and give █████ enough room to complete the turn and was very forceful with █████ pointing and body language. █████ was very upset by this and feels that if the driver is not qualified to be driving such a big machine in and around such narrow streets then █████ should be removed from it or the buses should not be in there.</p>
4/07/17 11:14:18 PM	Complaint	10	<p>I understand that Metrobus is putting video cameras with audio on all busses. THIS IS WRONG TO SAY THE LEAST. I don't want my personal conversations with friends or others to be recorded for Metrobus purposes. This is underhanded. Metrobus should publish this in the papers, online on your website. I noticed the sign today and spoke to the driver. This is not a complaint again any driver. You need to notify the travelling public in advance. They have a right to know what's going to happen. People don't talk to each other on the bus anymore. One time you would, and you would hear lots of laughter. Not anymore. Fear seems to have taken over. And if you proceed with video cameras with audio, you may find that no one will want to travel on Metrobus. I intend to let people know who are on any bus stop. There is enough fear in the world. Newfoundlander's are supposed to be known for hospitality. I don't expect Metrobus to protect me. Video cameras with audio, won't work. It is an invasion of my privacy and others. My family and I intend to warn people about this. What they decide individually is up to them. Don't be surprised if you have empty busses! What was a good bus service has gone down hill!</p>
4/08/17 12:20:53 PM	Complaint	21-1	<p>█████ called in to complain about the driver of the Route 21. █████ said that █████ was walking on Topsail Road around New World Fitness. █████ said that █████ saw the bus approaching and the bus started to move closer to the edge of the road where there was a puddle. █████ said that the driver was smiling and laughing and "rammed" the puddle and then the driver and some people on the bus laughed. █████ said that █████ and █████ food became soaked because of this. █████ called at about 12:10 p.m. and said that it happened about 20 minutes before █████ called in.</p>
4/08/17 2:59:32 PM	Complaint	10-1	<p>█████ called in to complain about buses not slowing down at bus stops and stopping for long periods of time at others yesterday and today. █████ said that today █████ was waiting in █████ house on Seaborn Street for the Route 10 at around 2:10 p.m. and when █████ seen the bus coming down Goldstone Street █████ ran out to get the bus. █████ said that the bus was travelling too fast and didn't look across the street to see if anyone was running for the bus. █████ said that the drivers should look across the street to see if anyone is running for the bus in case someone runs out in front of it to get it. █████ said that the same thing happened last night at the Health Sciences Centre. I explain to █████ that the drivers would be looking at the bus stops that they would need to stop at to see if someone is there and that they have checkpoints that they cannot leave until a certain time. █████ still wanted to put in a complaint.</p>
4/11/17 9:09:21 AM	Complaint	2	<p>The Driver operating the 2-6 on weekdays from Torbay towards avalon mall around 4pm, usually forget to make a stop on the bus stop. Usually forgets someone pulled the stop sign.!! It has happened with me 2-3 times.</p>
4/15/17 9:30:44 PM	Complaint	2	<p>Myself and a friend were at the stop at 9:16 (phone time) for a stop that was scheduled for 9:19. When we looked up the road the bus was already parked at the next stop. We ran up the road towards the next stop however the bus left with us twenty feet behind us while we were waved by our arms. We are very displeased with this substandard service and I demand an explanation as to why we now have to wait another half hour for the next bus.</p>

Submit Date	Class	Route	Comments
4/18/17 11:54:51 AM	Complaint	n/a	<p>█████ lost a pair of shoes in a purple bag on one of the buses on April 4th, █████ tried to call in on the 4th but could not get an answer. █████ called back on Wed. April 5th on line █████ was talking to a male person who transferred █████ to dispatch. █████ was speaking to a dispatcher and was told the shoes were here and that they would be held for up to a month for █████ to come in a pick them up. █████ came in last evening April 17th and the shoes were not here they had been removed from the data base and the lost and found had been cleaned out all items before April 10 had been given away. █████ was very upset because █████ was told the shoes would be held for █████ because █████ could not get in here right away.</p>
4/18/17 12:25:53 PM	Complaint	1	<p>I just finished writing an exam and got on the bus to go home. When I scanned my card it came up significant funds so I brought it to the drivers attention and explained I didn't realize my pass was expired I thought I still had a couple days. █████ then said I had to pay then so I checked my wallet for money but didn't have any change only debit. I also told █████ I would get a new pass when I got to the village mall over at shoppers but █████ didn't seem to care █████ still said I needed to pay. I looked at █████ upset of course and said I unfortunately had no change but █████ didn't care so I said I guess I can't ride then? I'll have to look for a ride? And █████ just said yup and continued to let everyone else on. Looking back at it now I should've just scanned it and went on because █████ wasn't even paying attention at first I just figured it was the right thing to do to bring it to █████ attention. I spend hundreds of dollars on bus passes for school you think he'd let me ride just to get to the village mall to get another pass. Considering █████ and all you'd think █████ cut me some slack and be nice. Now I have to get █████ to leave work to bring me home. I'm just shocked at how █████ made me feel. Like I said █████ could see I was already struggling with exam time and everything going on and █████ has to embarrass me in front of everyone. It sucks because now I hate to even give you guys my money for transportation seeing how terrible the customer service is.</p>
4/20/17 1:13:23 PM	Complaint	2-4	<p>█████ went go to get the 2-4 at Harvey Rd at Long's Hill. █████ was just walking to the stop at 12:48 pm and the operator left the stop. █████ explained to me that █████ check point is at 12:50 pm.</p>
4/24/17 8:35:01 AM	Complaint	3-B	<p>█████ pulled the string to get off on Elizabeth and before █████ got off █████ approached the Driver and explained that █████ wasn't used to the Sunday schedule and █████ asked when and what side of Elizabeth Ave. should █████ get on when █████ was returning? The Driver was ignoring █████ and finally said WHAT? in a crooked tone with lots of attitude. Also on the way back when █████ got back on █████ asked the Operator if █████ connected with a route 2 today and how long before there would be a connecting route 2. █████ was eating and wouldn't answer █████ █████ said █████ was so rude. █████ wants to know why █████ couldn't answer █████ question. █████ said lots of other Operators do. I said yes the Operator should have answered █████ I told █████ next time █████ is unsure of a particular schedule █████ is more than welcome to call us at Customer Service especially if █████ has multiple questions. █████ said █████ knew that but there is no reason why the Driver couldn't have answered █████ Please investigate and get back to █████ Thanks.</p>
4/24/17 1:00:51 PM	Complaint	19-2	<p>█████ called in to complain about the Route 19-2 on April 22, 2017. █████ said that the bus was late and █████ and others missed their connections. █████ said that █████ needed to take a cab to get the work. █████ said that █████ wants a refund on █████ m-card and for █████ cab ride.</p>
4/28/17 10:34:59 AM	Complaint	3	<p>I have just started a new job at Stavanger Drive. I took the 19 to the Village Mall, which arrives at the Mall at 7am. I then wanted to catch the 3A which leaves the Mall at 7:05. I arrived at 7 and waited for 15 minutes but the 3A never came. This is the first bus of the day. Why was it not at the Village Mall? I have to be at Stavanger Drive before 8am, so I cannot take a later bus as it won't get me there before 8. If I cannot rely on the bus to be where it is supposed to be every morning, what am I supposed to do? I cannot be late every day.</p>

Submit Date	Class	Route	Comments
4/29/17 2:33:45 PM	Complaint	2-3	<p>I'm calling on behalf of [REDACTED], because [REDACTED] [REDACTED] [REDACTED] got on the Rte 2 by Big's restaurant and paid cash, [REDACTED] wanted a transfer to a Rte 12 to go to Blackmarsh Road. The bus driver refused [REDACTED] because [REDACTED] why are the bus drivers so rude, can't they treat [REDACTED] kindly.'</p> <p>I called Dispatch immediately while [REDACTED] was still on the phone(the driver had already called in to say that [REDACTED] refused [REDACTED] a transfer because when [REDACTED] asked [REDACTED] which route [REDACTED] replied, none of your business. If [REDACTED] had to say Rte 12 it wouldn't have been a problem, the driver seemed somehow to think [REDACTED] was going in to the Avalon Mall and use a transfer to get back on another Rte 2 again.</p> <p>I relayed the drivers side of this back to the caller and the [REDACTED] replied, [REDACTED] is aware how a transfer works.</p>
5/01/17 9:20:33 AM	Complaint	14-1	<p>[REDACTED] asked the 14 to radio the 3 and because [REDACTED] never [REDACTED] missed it by seconds. I explained to [REDACTED] that they are not schedules to connect. [REDACTED] has made this transfer sevveral times. [REDACTED] seemed okay with my explation but you might need to give [REDACTED] a quick call.</p>
5/01/17 2:17:26 PM	Complaint	10	<p>This is the second instance in the past few days alone that a Metrobus almost side swiped a car. This past Saturday afternoon three Metrobuses were parked by the avalon mall which blocks traffic for one lane; as I began to drive around to get to the dollar store, the outside bus pulled out without a signal light or without looking and nearly drove me off the road AND KEPT DRIVING with me next to it in the opposite lane!!! I was honestly shocked and disgusted. Then again today a bus (route 10) was stopped in front of the aqua arena by the overpass to MUN and a small red car in front of me had to violently slam on their brakes as the metro bus whipped out in front of them and cut them off! Last time I checked, the metro us DIDN'T have special road privileges where they can come out into oncoming traffic as they please; it's just too bad a cop car wasn't around for both instances to tell them how terrible and unsafe they are. Maybe in the future you should double check peoples driving records before giving them the responsibility of other peoples lives in such a large vehicle. Such reckless and irresponsible driving on their behalf.. I'm just not impressed at all and if I see it happening again I'm reporting it!</p>
5/01/17 2:59:18 PM	Complaint	18	<p>I was travelling from my work ([REDACTED]) to my home ([REDACTED]). It takes me an hour and a half, and 3 buses (2 transfers) to get home on Saturdays. When I got to The Village, I walked over to Sobeyes because I had a half hour wait, and while there I lost my MCard with my monthly pass loaded on it. When I arrived back at The Village to get the 18 home, I was fully prepared to explain to the driver what had happened and show proof that I have a monthly pass. When I boarded the bus, there was no driver on board, and all of the drivers were milling about outside as they normally do at The Village so I didn't know which one was my driver. I boarded the bus anyway, and once the [REDACTED] bus driver boarded the bus [REDACTED] shouted at me from the front (I was sitting in the back) "Are you going to pay or what?" While I understand that Metrobus has to deal with unruly customers, I am not one of them, and I really didn't appreciate how [REDACTED] handled the situation. It was absolutely humiliating. I walked to the front of the bus and calmly explained the situation and [REDACTED] couldn't have been more rude. [REDACTED] did agree to let me remain on board but the entire ordeal could have been avoided if [REDACTED] had just calmly asked me to come to the front and speak with [REDACTED] Your service is one of the worst I've ever experienced and it's these kinds of situations that make you lose customers. I'll be getting my licence soon so hopefully I'll never have to deal your service and drivers again.</p>



Submit Date	Class	Route	Comments
5/03/17 11:15:17 PM	Complaint	12	<p>May 3rd 2017 9:30pm at the village, route 12</p> <p>One of your cranky bus drivers was yelling at [REDACTED] tonight at the village. I don't care how long of a day this guy had, there was NO excuse for [REDACTED] treating these [REDACTED] the way [REDACTED] did, they were no older than [REDACTED], traveling alone, one of them had a monthly bus pass and tried to scan it twice to cover both rides. There was clearly a bit of a language barrier or something with the accents where they were having trouble understanding entirely, but your bus driver's yelling could be heard through the back of the bus where I was seated: "you're not getting on! It doesn't work that way!" And it's not like [REDACTED] was explaining it for a while and just lost [REDACTED] temper....the bus had only pulled up a minute ago, so it took [REDACTED] all of a minute to completely lose it on these two poor things. So I walk up with my 10 pass card and scan it, and look at [REDACTED] and say "excuse me"(to let [REDACTED] know the ride was covered) and [REDACTED] LOOKED AT ME AND STARTED YELLING! "They're not getting on!" I said, "excuse me I just scanned my card for [REDACTED] and [REDACTED] said, still yelling, "is it a reloadable or a monthly one?" And I scanned it again and said, "that's two now" and walked back to my seat. The [REDACTED] walked on and gave me a friendly smile, I think it's worth noting these [REDACTED] were not egging on the bus driver at all, just standing there genuinely confused and thinking [REDACTED] could cover both rides with one card. Other passengers shook their head in disgust. Bus driver boarded the bus with no apology for [REDACTED] scene.</p>
5/04/17 10:08:06 AM	Complaint	12	<p>May 3rd 2017 9:30pm at the village, route 12</p> <p>One of your cranky bus drivers was yelling at [REDACTED] last night at the village. I don't care how long of a day this guy had, there was NO excuse for [REDACTED] treating these [REDACTED] the way [REDACTED] did, they were no older than [REDACTED], traveling alone, one of them had a monthly bus pass and tried to scan it twice to cover both rides. There was clearly a bit of a language barrier or something with the accents where they were having trouble understanding entirely, but your bus driver's yelling could be heard through the back of the bus where I was seated: "you're not getting on! It doesn't work that way!" And it's not like [REDACTED] was explaining it for a while and just lost [REDACTED] temper....the bus had only pulled up a minute ago, so it took [REDACTED] all of a minute to completely lose it on these two poor things. So I walk up with my 10 pass card and scan it, and look at [REDACTED] and say "excuse me"(to let [REDACTED] know the ride was covered) and [REDACTED] LOOKED AT ME AND STARTED YELLING! "They're not getting on!" I said, "excuse me I just scanned my card for [REDACTED] and [REDACTED] said, still yelling, "is it a reloadable or a monthly one?" And I scanned it again and said, "that's two now" and walked back to my seat. The [REDACTED] walked on and gave me a friendly smile, I think it's worth noting these [REDACTED] were not egging on the bus driver at all, just standing there genuinely confused and thinking [REDACTED] could cover both rides with one card. Other passengers shook their head in disgust. Bus driver boarded the bus with no apology for [REDACTED] scene.</p>
5/04/17 12:32:59 PM	Complaint	22-1	<p>[REDACTED] admitted that [REDACTED] lied to the operator about [REDACTED] age. [REDACTED] does however, have an adult pass given to [REDACTED] from AES Every since [REDACTED] lied the operator will not let [REDACTED] ride because [REDACTED] does not have the correct pass. I explained to [REDACTED] that [REDACTED] caused this situation. [REDACTED] said [REDACTED] is willing to apologies to the operator [REDACTED] [REDACTED] [REDACTED]</p>



Submit Date	Class	Route	Comments
5/15/17 8:04:54 AM	Complaint	2-2	"I was driving abreast the bus and the driver moved from the right lane to the left lane without signaling, I had to jam on my brakes". Please remind drivers to use their signal lights.
5/15/17 8:21:50 AM	Complaint	2-4	'I got on this bus and said Good Morning to the Driver, [REDACTED] didn't respond, when [REDACTED] [REDACTED] the driver said Good Morning to them. When I got off the bus I said Thank you, again [REDACTED] didn't respond. I felt [REDACTED] was ignoring me, couldn't [REDACTED] at least said something or acknowledged me.
5/15/17 5:40:55 PM	Complaint	2-5	[REDACTED] called in to complain about the driver on the Route 2-5. [REDACTED] told me that [REDACTED] wanted to get the bus on Elizabeth Avenue but [REDACTED] was late leaving Piper's because [REDACTED] forgot [REDACTED] phone. [REDACTED] said that the driver didn't stop for [REDACTED] at the first bus stop, so [REDACTED] rode [REDACTED] bike to the next bus stop and got there ahead of the bus and the driver wouldn't let [REDACTED] on. [REDACTED] said that [REDACTED] then rode [REDACTED] bike to the next stop and the driver still wouldn't let [REDACTED] on the bus and [REDACTED] also said that the bus almost hit [REDACTED] [REDACTED] also mentioned something about the RNC being called and [REDACTED] said that [REDACTED] left then.  After I hung up with [REDACTED], I called dispatch and was speaking with Tom. Tom said that the passenger was pounding on the side of the bus and stood in front of the bus so [REDACTED] called the RNC.  [REDACTED] said that [REDACTED] wants a call back on this as soon as possible.
5/16/17 5:40:30 PM	Complaint	21-1	[REDACTED] called in to complain about the driver on the Route 21. [REDACTED] said that the driver went over the yellow line and caused [REDACTED] and [REDACTED] to swerve to avoid being hit. [REDACTED] said that [REDACTED] was in a big white truck with a lift kit.  When [REDACTED] called in [REDACTED] was extremely upset and wanted to speak with a supervisor. I told [REDACTED] that I would take [REDACTED] complaint and forward it to the appropriate person. [REDACTED] said that [REDACTED] didn't want to speak to me and if [REDACTED] didn't get a supervisor [REDACTED] would put [REDACTED] dash cam footage online. Tom was the only supervisor in dispatch so [REDACTED] couldn't take the call and when I went back to [REDACTED] to explain this [REDACTED] left [REDACTED] name and number.  [REDACTED] wants a call back on this issue.
5/18/17 6:11:06 PM	Complaint	10-1	[REDACTED] said [REDACTED] and a friend were walking towards the stop at Moo Moos and were only a few steps away from the stop and [REDACTED] said the driver saw [REDACTED] but wouldn't stop to let [REDACTED] on and I explained it was because [REDACTED] wasn't at the stop and [REDACTED] got upset because this is the second time in this location. We had a long discussion about being at the stop and the schedules times on info-posts as opposed to the paper schedule etc. [REDACTED] said the Driver was being "a jerk" and they should know to stop for customers they are looking at. Please investigate and get back to [REDACTED]  Thanks. Customer Email: [REDACTED]
5/19/17 11:10:48 AM	Complaint	1-1	[REDACTED] called in to complain about the Route 1-1 taking an adult pass from a child on May 18 at around 8:00 p.m. [REDACTED] said that the driver shouldn't have taken the pass from the child. [REDACTED] thinks this is racial profiling and wants to get the police involved. [REDACTED] wants a call back on this as soon as possible.
5/20/17 2:11:00 PM	Complaint	2-3	[REDACTED] called in cause [REDACTED] felt the driver on the route 2-3 was very rude to [REDACTED] [REDACTED] asked [REDACTED] and question and when [REDACTED] answered [REDACTED] [REDACTED] felt [REDACTED] did so with a rude attitude.

Submit Date	Class	Route	Comments
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5/23/17 7:01:23 PM Complaint

3-3

██████████ called in to complain about the driver of the Route 3-3 when it was at the Village Mall at 6:00 p.m. █████ was very upset and crying a lot when █████ called in. █████ said that █████ just got off the Route 19-1 and was having a smoke before getting on the Route 18. █████ said that when █████ was having a smoke, █████ could see that the driver of the Route 3-3 was looking at █████ █████ has had 2 altercations with █████ in the past, one of them was a complain a few weeks ago about the driver driving too fast and having to slam on █████ breaks quickly and █████ fell out of █████ seat or came close to it and █████ cursed under █████ breath and the driver came back and spoke to █████ and when █████ got off the bus the driver drove past █████ with the doors open yelling at █████ as █████ was walking on Lemarchant Road). █████ said the second incident █████ didn't call in about but it was a few weeks ago and █████ was on the same drivers bus and when █████ was getting off at the Village Mall and the driver told █████ that █████ had to fill out a lot of paper work about █████ complaint and that █████ better not get on █████ bus again. █████ said that when █████ got on the Route 18 today, █████ looked back to see if the driver that was staring at █████ was the one that █████ had had incidents with in the past. █████ said that when █████ looked at █████ █████ asked █████ "What the hell are you looking at?" █████ said to the driver that █████ needs to get over this and █████ said to █████ that he'd never get over it. █████ said that █████ was on the Route 18 that was parked next to the Route 3B. █████ said that the driver of the Route 19-1 █████ had just gotten off of this bus and had no problem with this driver) laughed at █████ and the driver of the Route 18 also. █████ said that when █████ was getting off of the Route 18, the driver laughed at █████ again and █████ said to █████ that it shows what type of person █████ is and █████ said █████ admitted to calling █████ an asshole as █████ got off the bus.

I called dispatch to see if any driver had called in about this and Gerald said that the driver of the Route 18 called in and said that a █████ had yelled at █████ and cursed at █████ Gerald also said that the driver of the Route 3-3 is a █████

██████████ said that █████ has contacted the police and is charging this driver with harassment.

██████████ said that █████ would like a call back about this.

5/24/17 4:36:20 PM Complaint

16

I caught the 10-3 today to be at the mall for 1:35pm. I was then supposed to get the 16-1 to Kenmount Terrace leaving the mall 1:35pm. The 10-3 pulled up at 1:33pm and the 16-1 was already pulling away. I couldn't catch the bus and I had an appointment to make in Kenmount Terrace that I could not miss. I then had to use the fare I had left (because I couldn't use my transfer from the 10-3)to catch the 10-1 back up to Kelsey drive and call a cab from there to take me to my appointment. So a trip that should have cost me \$5 total for both ways ended up costing me \$7.50 in bus fare, \$8.25 in cab fare and a 30 minute walk from Kenmount Terrace, and I was late for my appointment. I understand that drivers like to get going right away but if the 16-1 driver had just waited an extra minute I would have made the bus. Instead of leaving at the scheduled 1:35pm, the driver was already leaving the parking lot by 1:33pm. I wasn't planning on having to spend that money today but luckily I had it to spend.

Thanks,

██████████

Submit Date	Class	Route	Comments
5/26/17 10:07:08 AM	Complaint	2-3	<p>When I got on the Rte 2 bus I spoke to this customer(I don't know [REDACTED] name was [REDACTED] [REDACTED] told me [REDACTED] asked this driver if [REDACTED] could tell [REDACTED] or let [REDACTED] know when [REDACTED] comes by the Basicilia, and the driver responded if [REDACTED] remembers [REDACTED] will.. [REDACTED] was a bit worried about [REDACTED] stopshe told me and also about the driver's response to [REDACTED] request.</p> <p>So I went up to the bus driver and said 'Excuse me,' and said to [REDACTED] about customer [REDACTED] wanting to be helped with [REDACTED] stop by the Basicilia. [REDACTED] responded, 'You don't have to f??k??g come up and tell me about my customers, I already know - [REDACTED] spoke to me and if I remember I will let [REDACTED] know.'</p> <p>Pat, I asked [REDACTED] specifically did the bus driver SAY the F word and [REDACTED] said Yes.</p>
5/26/17 3:32:18 PM	Complaint	2-1	<p>[REDACTED] boarded the 2 at Middleton Street at 7:00 pm. [REDACTED] forgot to ask for a transfer. When [REDACTED] arrived at the Mall [REDACTED] asked the operator and [REDACTED] would not give [REDACTED] one. [REDACTED] was looking for the Route 10 heading to Kelsey. Operator would not give [REDACTED] transfer.</p>
5/27/17 1:03:42 PM	Complaint	21	<p>The bus just went down Michener instead of Moores. I live on Moores, was waiting at my stop and saw it go past the bottom of Moores on Michener - which is the evening route, not the day route.</p> <p>So I've had to make alternate arrangements for my travel.</p> <p>Very annoyed.</p> <p>Worst is, I'm inside now and think I just heard the bus zoom past to make up for the mistake. But pointless for me now.</p> <p>I realize mistakes happen and make them myself.</p> <p>But it's not good for ridership if this thing we depend on can't be depended on - it means we need alternate travel methods available, and for some, it just becomes easier to take the alternate methods instead of a possibly inconsistent bus.</p>
5/29/17 4:19:05 PM	Complaint	15-1	<p>[REDACTED] called in to complain about the driver of the Route 15-1 not stopping at MUN Centre. [REDACTED] said that [REDACTED] and another [REDACTED] were outside waiting for the bus and it drove by without stopping. When I looked at the AVL, it looked like the bus did stop there. [REDACTED] hung up on me when I told [REDACTED] that. Customer Email: [REDACTED]</p>
6/02/17 5:25:06 PM	Complaint	10	<p>I was standing at the bus stop and the bus just passed on by me.</p>
6/08/17 9:37:31 AM	Complaint	2-5	<p>Really simple, I was driving behind the back of this bus. I pulled out into the other lane and [REDACTED] pulled out at the same time; I backed off [REDACTED] gestured I thought that this was really rude. I got [REDACTED] to take the plate number.</p> <p>Then [REDACTED] pulls in again, [REDACTED] let me pass [REDACTED] and gestures again, I thought it was not right.</p>
6/08/17 7:56:32 PM	Complaint		<p>i'm writing to complain about your M-card purchasing system.</p> <p>I recently purchased an 10-ride upgrade to my M-card. The payment system asked for my payment details then my phone number.</p> <p>I then pressed enter, and was told it could not accept my number as it had spaces in it. That is absurd. As a programmer, I know it takes one line of code to remove spaces from a number string.</p> <p>I'd not sure how many thousands of wasted hours this particular programming error causes, but it must be huge. Please stop! Change it now.</p> <p>Thanks</p>

Submit Date	Class	Route	Comments
6/09/17 4:00:07 PM	Complaint	14-1	<p>█████ called in to complain that the driver on the route 14 is very unwelcoming. █████ feels that this driver should not be driving a bus that services the airport with █████ poor attitude. █████ won't speak █████ does not greet the passengers and feels it leaves a poor impression of Metrobus and St. John's. The other drivers are fine but this one in particular seems like █████ has been in this job to long and no longer wants to deal with the public. █████ would like a call back to discuss this.</p>
6/09/17 6:25:03 PM	Complaint	9-1	<p>█████ said █████ was looking to catch the route 9 opposite the Torbay Road Mall at 5:55pm █████ was walking to the stop and was almost there when the 9 drove by █████ looked down at █████ phone and it said 5:53pm. The bus did not pull into the stop it just when right on by it and didn't even slow. █████ said █████ was not at the stop but █████ was very close to it █████ was not panic when █████ saw the bus cause █████ knows the bus has to pull in there and it was running ahead by 2-3 minutes, so █████ was surprised when it just went right on by.</p>
6/12/17 1:02:33 PM	Complaint	9-1	<p>█████ called in to complain about the Route 9-1. The Route 9 broke down around 11:40 a.m. on Ennis Avenue and it was running behind when another bus got out to it. █████ said that █████ saw the bus leave Torbay Road Mall 10 minutes early (it was that far behind). █████ was very upset by this and █████ said that the bus should've waited at the Torbay Road Mall so that it would be on time again. █████ wants a call back as soon as possible and █████ is also waiting on a call back from Friday about the Route 9 also.</p>
6/13/17 8:55:31 AM	Complaint	10	<p>Hello, I'm really unsure what protocol is for your busses but from what I've known if a bus is early on it's route the driver is to wait at the stop until it's scheduled to leave. This morning, just like every other I drove to █████ work with █████ and got out to get the bus from puppy place and goldstone. I was getting out of my veh8cle at 8:44am with plenty of time to wait at the stop for the number 10 bus going downtown. Only the moment I stepped out of my vehicle the bus went barralling past my stop leaving me stranded and now late for work. As far as I understand it busses are not allowed to leave a stop early.</p>
6/14/17 8:57:42 AM	Complaint	10	<p>I was just getting off the Route 1 at the MUN Student Center and the Route 10 towards the Avalon Mall was just pulling in. As soon as I got off Route 1 I walked towards the Route 10 and it started pulling away almost immediately. I attempted to catch it by sprinting towards it but the driver apparently wasnt paying attention and continued to drive away. I ended up missing the bus because █████ couldn't wait even a minute for someone to walk from the accessible parking that Route 1 uses to the other end. I was very embarrassed and upset. Not a great experience.</p>
6/14/17 5:05:11 PM	Complaint	10-5	<p>█████ called in to complain about the Route 10-5. █████ said that as █████ was getting off of the bus through the back door, the door closed on █████ arm and █████ couldn't get the door off of it. █████ said that 3 men yelled out to the driver to stop the bus and tried to get █████ arm out of the door. █████ said that the driver got off the bus and asked █████ if █████ was okay. █████ said that █████ arm is now starting to turn blue where it was stuck and █████ has the rubber imprint from the door on █████ arm. I offered to transfer █████ to your line but █████ didn't want me to and asked me to forward off the complaint. █████ wasn't sure exactly what time █████ got off the bus, so I called dispatch and Don said that the driver of the Route 10-5 called it in as soon as it happened.</p>

Submit Date	Class	Route	Comments
6/15/17 1:28:57 PM	Complaint	21-1	<p>█████ said █████ ██████████ and █████ was on the bus with █████ ██████████ ██████████ who was sitting in back of the bus came up to █████ and smacked █████ head against the wall and almost broke █████ glasses. █████ said █████ is wondering if it is caught on camera. █████ has had an altercation with this █████ before at the Village Mall. █████ said █████ knows this █████ █████ lives ██████████ █████ told the Operator what happened. █████ █████ didn't seem too concerned. I told █████ the next time call the R.N.C. and report it immediately. █████ said █████ wants someone to get back to █████ and see if anything was caught on camera. █████ said █████ will be reporting this to the R.N.C. █████ said █████ doesn't feel safe on the Metrobus. Please contact █████ Thanks.</p>
6/15/17 6:56:08 PM	Complaint	2-1	<p>████████████████████ and three other people were left behind because the route 2 left early it was at Columbus and Topsail intersection heading East by 6:34 p.m. █████ said █████ wanted a shuttle sent to pick █████ up. I checked with Don and █████ said there was no one who could pick █████ up to take the complaint. Don also confirmed that the bus had left early. ██████████ wanted to send a screen shot of the AVL, I said it would be better to have someone call █████ back first. Please investigate and get back to █████ Thanks.</p>
6/20/17 4:11:43 PM	Complaint	2-4	<p>'I ran all the way from the Dollar Store and got to the bus just before the bus driver turned and the driver yelled at me....and said No. It was mean and not very nice. This is not the way to go about stuff, to embarrass and yell. Is it because I'm not from here, ██████████</p>
6/20/17 6:06:15 PM	Complaint	?	<p>BUS DRIVER OF BUS #1630 WENT THROUGH A STOP SIGN AND CUT THIS █████ OFF █████ ALMOST HIT THE BUS.</p> <p>THIS BUS WAS TRAVELLING ON NEWFOUNDLAND DRIVE AND IT WAS IN A SCHOOL ZONE.</p> <p>Newfoundland Drive, bus went through stop sign and cut driver off.</p>
6/20/17 6:13:28 PM	Complaint		<p>Newfoundland Drive, bus went through stop sign and cut driver off.</p>
6/21/17 8:21:23 AM	Complaint	15-1	<p>█████ called in █████ ██████████ missed the 15 at the Avalon Mall this morning cause the bus left 3 minutes early. █████ was walking towards the bus and █████ watch it drive away at 7:27. █████ then had to run to get to MUN to get █████ connection to get █████ to work on time. Both ██████████ were very upset.</p>
6/22/17 11:45:59 AM	Complaint	1524	<p>1524 failed to yield at the top of Prescott Street as the bus was driving east on Queen's Road.</p> <p>I was driving in my vehicle.</p>
6/22/17 6:53:41 PM	Complaint	21-1	<p>████████████████████ was upset the driver on the 21 did not stop for █████ on Jeffers Drive █████ said the driver saw █████ but did not wait for █████ █████ has had issues with this driver before and is very upset with the customer service █████ provides. █████ finds █████ rude and does not care about the customers. Any other driver would stop for a passenger that was with in seconds of the stop and especially if they saw the customer but this █████ driver would not. █████ wants █████ complaint dealt with and █████ wants to speak to someone.</p>

Submit Date	Class	Route	Comments
6/23/17 5:55:48 PM	Complaint	3B	<p>Most drivers I encounter are friendly and they often they brighten my day, but unfortunately, this driver was very rude and unpleasant.</p> <p>Shortly after 12:10pm, myself and [REDACTED] [REDACTED] boarded route 3B on Stavanger Dr. (Bus stop 2027). The [REDACTED] paid and sat down - the driver then explained to the [REDACTED] that the bus pass [REDACTED] used was a child's card. (I didn't hear their conversation, but [REDACTED] grumbled and allowed [REDACTED] to ride). As I paid for my ride, I overheard the driver mutter under [REDACTED] breath "typical". I believe the [REDACTED] heard [REDACTED] as well, for [REDACTED] looked upset. Perhaps it would be best for your drivers to keep their racist comments to themselves, as well as learn what a stop sign means. (The driver ran a stop sign while turning down Duckworth St. )</p> <p>I was afraid to approach the [REDACTED] so I did not get a name. but if it helps, the bus arrived at the Village mall at 12:58pm.</p>
6/24/17 11:41:53 PM	Complaint	21	<p>i use your service often as reliable and affordable means of getting to and from jobs</p> <p>i work on a tight budget today i got caught in the rain going to a stop on Freshwater Rd at Parade St going to village i was soaking wet got to village to get route 21 to go to jackman drive in mount pearl spent a half hour sitting on a bus that broke down in the village parking lot waiting for another bus to replace the broken one couldnt wait any longer had to be back in mt pearl by 10pm spend 20 dollars to get a cab home i understand things break down however the half hour wait when your soaked to the bone wasnt</p>
6/26/17 12:16:01 PM	Complaint	1-1	<p>We were driving pass Hazelwood Elementary heading east, this bus and my car were driving side by side. This bus just changed lines without looking, [REDACTED] was coming from the inside lane closest to the sidewalk coming out to the centre lane - anyways [REDACTED] forced us, to avoid being hit by [REDACTED] to cross over the yellow line. ([REDACTED] drove me into upcoming traffic).</p> <p>I was using my horn still no response from this driver [REDACTED] just seemed oblivious and kept on going. I speed up and got in front of the bus, I didn't cut [REDACTED] off, I turned around and put my hands up as if to ask [REDACTED] what are you are doing, the driver laughed.</p>
6/27/17 1:11:39 PM	Complaint	5-1	<p>[REDACTED] called in to complaint about the Route 5 on Saturday night (June 24, 2017). [REDACTED] said that [REDACTED] was by the bank on Elizabeth Avenue by the overpass (I think [REDACTED] meant Freshwater Road) and [REDACTED] and another person were almost to the bus stop when the bus drove by at 8:03 p.m. or 8:04 p.m. [REDACTED] said that the bus was in the wrong lane to pick people up and [REDACTED] waved the bus down to stop but it wouldn't. [REDACTED] said that [REDACTED] knows [REDACTED] needs to be at the bus stop but he's seen other drivers pick people up when they weren't at the bus stop. [REDACTED] said that the bus was early but I explained to [REDACTED] that the bus could have made it to that area in that amount of time. [REDACTED] said that [REDACTED] called in when it happened and the person that [REDACTED] was speaking with called the driver and the driver said that it was unsafe to stop and [REDACTED] was told to call in on Monday to make a complaint so I'm not sure if whoever [REDACTED] was speaking with made a complaint for [REDACTED]</p>
6/29/17 10:45:03 AM	Complaint		<p>I would like to point out an inconsistency in your policy of encouraging bus ridership and accessibility. I would love to go to the Sunrise ceremony on Canada Day but your ParkN Ride caters only to car drivers. Even if the shuttle buses picked up on the way to the pick-up point that would provide some access for the ordinary bus riders. As it stands now only if you live in proximity to Factory Lane can you access shuttle buses. If you have mobility issues the GO Bus does not operate at all.</p> <p>I feel like a second class citizen.</p> <p>Sincerely yours, [REDACTED] Bus Rider</p>

Submit Date	Class	Route	Comments
6/29/17 12:33:58 PM	Complaint	19-1	<p>The [REDACTED] bus driver practically banged into the sidewalk(or something); I looked over from where I was sitting on the bus and [REDACTED] was backing up. It was a scary experience for me and [REDACTED] [REDACTED] also stopped abruptly a few times, not at bus stops.</p> <p>[REDACTED] took a different route also by Marie's mini mart---(I confirmed with Dispatch there was a slight detour at this time on this route).</p>
7/02/17 3:46:14 AM	Complaint	6	<p>I need to leave my apt in Mount Pearl at 8am to get downtown for work by 9am. I use google maps and it tells me the fastest route is to take route 21 and get off at Burgeo Street and then grab the 6. It was my understanding that if you hopped on another bus within an hour it was deemed a transfer. The driver of #6 informed that it was not and that I had to pay an additional \$2.50 at the burgeo stop. So naturally I ran out of coins pretty fast and purchased a month long bus pass. Now when I scan my pass upon boarding the #6 it says "transfer".</p> <p>It was also this #6 driver who is the only one who stopped me and declared the fares had gone up and i was to pay \$2.50 since January. Honest mistake on my part but i know a couple who also ride the metrobus and they are being asked to pay \$2.75.</p> <p>I hope your drivers are not overcharging your customers with fares and transfer rules.</p> <p>Thanks.</p>
7/05/17 9:07:12 AM	Complaint	10	<p>I catch the route 10 bus going towards Kelsey Drive every morning to get to work from bus stop number 2750 (on Parade Street). I texted the automated system to double check the times the bus would be there, and I got a response saying 7:35AM and 8:05AM. I was at the bus stop by 7:55 AM, and waited there, in the rain until 8:25 when I finally gave up and called a cab. I even checked the schedule posting on the bus stop itself, which said according to the adjusted summer times *which should be noted do not correspond with the automated text service* the bus would be there at 8:10.</p> <p>Considering this bus never actually showed up, and I had been waiting in the rain for a half hour and was late for work, I called a cab and had to pay an exorbitant and unnecessary amount of money.</p> <p>I'd like an explanation and clarification - are the scheduled postings of the bus route incorrect? Is it just the automated text service or does the bus just run on its own time?</p>
7/10/17 4:46:59 PM	Complaint	10	<p>Driver (10 minutes late of course) refused to stop as i ran towards the bus stop until i pounded on the window. Claimed [REDACTED] did not stop because [REDACTED] did not see me at the bus stop. i would think that responsible and competent driving would require one to be paying attention to one's rear view mirrors. i am sick of arrogant drivers, seemingly protected from responsibility for their failures, getting away with such conduct.</p>
7/10/17 4:55:54 PM	Complaint	2-1	<p>I got on Rte 2 and asked the [REDACTED] bus driver if this bus met up with the Rte 12 because I want to go to the Avalon Mall. [REDACTED] replied nasty to me and said 'I guess, I don't know'. I said can you call ahead then. [REDACTED] did not)</p> <p>I was by now frustrated at [REDACTED] and said that I was going to call in about [REDACTED] [REDACTED] replied 'go ahead and let me know how you made out.'</p>
7/11/17 10:20:40 AM	Complaint	10-1	<p>[REDACTED], called in for [REDACTED] and [REDACTED]. They both witnessed an accident [REDACTED] said a "hit &amp; run" on the top of Long's Hill. [REDACTED] said our bus 0754 was heading down the hill (heading South) when the driver tried to pull out [REDACTED] cleared the parked Ford SUV, [REDACTED] but as [REDACTED] pulled out the back of the bus hit the parked vehicle. This was at our temporary bus stop and [REDACTED] said the vehicle was in the second parking spot down from the temporary stop.</p> <p>[REDACTED] said [REDACTED] wanted to let us know before reporting the incident to the RNC. Please investigate and get back to the two ladies. The first [REDACTED] [REDACTED] left [REDACTED] business card with [REDACTED] because [REDACTED] was on [REDACTED] way to a meeting. [REDACTED] is a [REDACTED] [REDACTED] said this was in front of 87 Long's Hill.</p>

Submit Date	Class	Route	Comments
7/11/17 10:48:02 AM	Complaint	3-1	<p>██████████ was irate. ██████████ said the Operator on the 3-1, bus 1311 ran a red light at the intersection of Prescott and Water St. and almost hit ██████████ on the crosswalk. ██████████ said ██████████ could expect a taxi driver to do this but not a Metrobus Driver. ██████████ said ██████████ will be reporting this to the RNC. Please investigate and get back to ██████████</p>
7/11/17 11:11:11 AM	Complaint	19	<p>Have more than one bus going every hour. Super inconvenient as I need to get a 10:45 bus to get to work on time and there is one at 10:15 and 11:15, but no 10:45. I noticed this also occurs at 11:15 and 12:15 as well. Up until this point there were buses every half hour so what changes from 10-12 (and the rest of the day for that matter) that you can't find a bus driver for another bus so people can be on time.</p>
7/11/17 2:32:39 PM	Complaint	3-2	<p>██████████ called in to say ██████████ was stopped by Atlantic Place at approximately 1:50pm to pick up ██████████ ██████████ who was trying to get down the steps assisted and with a walker when the bus pulled up and the driver became very irate. ██████████ started yelling out ██████████ window at ██████████ to move and yelling how other drivers don't give a s*#t where they park or about the buses. ██████████ was very upset because ██████████ ██████████ was unset by the entire incident and felt it was all ██████████ fault.</p>
7/12/17 8:14:07 AM	Complaint	1	<p>Hello,</p> <p>I was waiting for the route 1 heading to the village at the rerouted stop in front of the med school. From checking on the website I could see that the bus was about 12 minutes late.</p> <p>when the bus arrived, it arrived on the wrong side of the street, i could tell it was the bus heading in the direction of the village because of the signage, and the timetrack app, it just seemed like the driver turned in the wrong street. I had assumed that the bus would make up for its mistake and turn around somewhere in the HSC parking lot, I was wrong. It continued on t the village, leaving me and many others stuck in the hot sun.</p> <p>I then had to wait for the next bus at 2:15, which was also a few minutes late. I arrived at the village at 2:40, and I had to be at my doctors appointment by new world fitness by 2:45, I ended up having to take a cab for the rest of my commute.</p> <p>It is unfortunate that I and many others had to endure waiting for a bus that was 15 minutes late,( which wasn't really a big deal, i would've still made it to my appointment without having to take a cab) but then to have it skip our stop completely was shocking.</p> <p>Thank-you for your time ████████████████████</p>
7/12/17 1:13:33 PM	Complaint	10-3	<p>██████████ said ██████████ was crossing the Road to get to ██████████ stop. The driver had to go out around ██████████ and ██████████ waved to the river. Driver kept on going.</p>

Submit Date	Class	Route	Comments
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7/12/17 1:39:55 PM Complaint

14

To whom it may concern:

I would like to preface this letter by saying that I am not in the habit of making complaints. Having [REDACTED] I am well aware of the complexities of customer service, schedules, on time performance, and the human factor. It is with much regret that I can no longer remain a customer of Metrobus due to its unreliability. It was a short but promising relationship which has come to an abrupt end.

[REDACTED] Because of the nice weather as of late, my 8 km trek to work has been mostly enjoyable. However, St. John's weather being what it is, I decided to embrace our public transportation as a viable alternative to the hour and twenty minute walk to work. I spent a couple of hours pouring over your website to familiarize myself with the workings of Metrobus and everything it has to offer its clientele; and on a positive note it is very comprehensive and quite well done. With the promise of three short bus rides, I would make it to work in an hour unscathed.

As it is written in our collective agreement at my place of work, employees are up for review with overwhelming probability of dismissal if late for work more than twice in one year. Imagine my trepidation standing at my second connection point with transfer in hand waiting for my connecting bus which still hasn't arrived by the time it had promised to have already brought me to my final destination. In short, I was standing at the bus-stop in the middle of my journey at the time I was supposed to be at my final destination, according to your schedule. I was forced to flag down a cab and ask [REDACTED] to speed in order to get me to the punch clock on time, at the cost of \$18.11. Now, imagine my further dismay when the very same thing occurred the next day --even after taking special care to try the same routing one half hour earlier as to ensure extra time in case of unforeseen issues with the bus-stop times-- which also ended at a cost of \$17.82; not including the five dollars in fees for Metrobus, for a grand total of \$40.93.

Leaving for work two and a half hours before my scheduled start time in a city the size of St. John's is unreasonable. Since I have only used this service three times and twice it has failed me at great cost, I cannot continue to experiment with this public service.

As [REDACTED] I am very well aware of the difficulties and constraints with which the transportation industry is fraught. And while this whole matter is dripping with irony, ground transportation differs from air transportation in a great number of ways. However when things go awry during regular operations compensation is offered to our clientele. I am asking for the same courtesy. As I am unable to use Metrobus to ferry me back-and-forth to work in the future, please do not offer me compensation in the form of a gift certificate as it will not be acceptable.

While I am certain Metrobus is an excellent service for those who are taking a leisurely trip to their destination without the constraints of a particular schedule and a ticking clock, it has failed to keep its promise to me and perhaps those like me who are required to be at a certain place at a certain time. With the added pressure of my job security at stake in this time of economic woe, I quite literally cannot afford to take the chance.

Please find attached my schedules, transfers and taxi receipts, and know that I regret that we cannot do business together. I had high hopes for this arrangement.

Sincerely,

Submit Date	Class	Route	Comments
7/12/17 1:39:55 PM	Complaint	14	<p>Ps. As a matter of interest, there were [REDACTED] waiting together at the same bus stop as I who started to walk after waiting with me for Route 14. Much to my surprise I saw them, two hours later in the airport, waiting for a flight.</p>
7/12/17 4:04:32 PM	Complaint	2-3	<p>[REDACTED] called in very upset that [REDACTED] missed the route 2-3 that was suppose to leave the Avalon Mall at 2:45pm. In order to make an appointment [REDACTED] had on Majors Path [REDACTED] had to get a Taxi that cost [REDACTED] 27.50. [REDACTED] wants [REDACTED] 25.00 refunded to [REDACTED] because the bus came early. I checked the GPS and it shows the route 2-3 left the Mall at 2:42pm and was on Kenmount Road at 2:44pm. It was not suppose to leave at 2:45pm so the bus did leave 3 minutes early. [REDACTED] wants a call back because [REDACTED] feels [REDACTED] should get [REDACTED] money back for the taxi cause [REDACTED] was at the stop at the scheduled time.</p>
7/13/17 11:17:47 AM	Complaint	22-1	<p>[REDACTED] called in about the [REDACTED] driver on the route 22 Wednesday July 12th and Thursday July 13th. [REDACTED] said on Wednesday [REDACTED] was went to get the route 22 at [REDACTED] usual stop ID 4880 at [REDACTED] usually time but the bus had gone pass (it was 7 minutes early) [REDACTED] ran to catch it at the next stop about 1km away and when [REDACTED] boarded the bus [REDACTED] brought it to the driver attention that [REDACTED] was early and [REDACTED] flipped response was and "you have a nice day too". Today Thursday July 13 once again the bus was early to the same stop ID, [REDACTED] was also there early, and when [REDACTED] boarded the bus [REDACTED] again advised the driver [REDACTED] was early and then took a seat. When the bus pulled into MVR the driver preceeded to get out of [REDACTED] seat with papers in [REDACTED] hand and came back into the bus and confronted [REDACTED] stating that [REDACTED] was doing [REDACTED] job and [REDACTED] was following [REDACTED] "Day Cards" (customer used this terminology)and it stated [REDACTED] was not to hold in at Donavan's, so [REDACTED] was doing nothing wrong. [REDACTED] let [REDACTED] know that [REDACTED] has been riding this same bus for 5 years and that according to that and the schedule [REDACTED] was not suppose to be at the Old Placentia road stop until 7:05-7:10am [REDACTED] said [REDACTED] has been a driver for over 10 years and [REDACTED] knows [REDACTED] job. [REDACTED] then preceeded to advise [REDACTED] against calling in and putting in a complaint about this or [REDACTED]</p> <p>I checked the AVL and the bus was 6 minutes early when it left Sagona Ave at 6:58:52 and 5 minutes early when it arrived at Old Placentia Road 7:00:11. According to the schedule it is not suppose to leave Sagona@Glencoe until 7:05 and arrive at MVR at 7:10, which it arrived at 7:05.</p> <p>[REDACTED] feels quite confident this entire incident should be recorded on the bus cameras.</p>
7/13/17 12:38:37 PM	Complaint	3-2	<p>When [REDACTED] scanned [REDACTED] m-card it came up child. The operator told [REDACTED] and [REDACTED] explained [REDACTED] must of taken [REDACTED] but [REDACTED] will pay the fare when [REDACTED] arrives at the Village. [REDACTED] tooted several times at [REDACTED]. When [REDACTED] arrived at the Village [REDACTED] went in and changed [REDACTED] money up and paid the fare. I explained to [REDACTED] the we have so many people abusing the system so that is why [REDACTED] questioned it. [REDACTED] did understand but said not everyone is alike.</p>
7/13/17 1:08:59 PM	Complaint	15-1	<p>Driver passed [REDACTED] on stop on Military Road. [REDACTED] said driver seen [REDACTED] and [REDACTED] is not a nice person and that is why [REDACTED] never picked [REDACTED] up.</p>
7/14/17 1:42:40 PM	Complaint	14-1	<p>Rt. 14 was 7 minutes early and [REDACTED] had to take a Taxi. It cost [REDACTED] \$20.00. I asked [REDACTED] if [REDACTED] has a receipt and [REDACTED] does not.</p>
7/14/17 4:52:45 PM	Complaint		<p>[REDACTED] was parked by the bank opposite Scotia Centre. [REDACTED] admits that [REDACTED] was in the wrong for parking at a bus stop. [REDACTED] is very upset because the driver told [REDACTED] to Go F [REDACTED] [REDACTED] never got the number of the bus. I will assume it was a 3-1 or 10-3 in the area at this time.</p>

Submit Date	Class	Route	Comments
7/17/17 12:18:13 PM	Complaint	3-2	██████████ called in ██████████ was upset with the driver on the 3-2. ██████████ feels ██████████ is rude and unfriendly and when ██████████ handed the driver ██████████ 5.00 ██████████ just through it on the dash and didn't record it and when the new driver took over it appeared to still not be recorded. ██████████ was also upset by the driver getting off the bus 3 times and going on ██████████ cell phone.
7/17/17 5:52:57 PM	Complaint	10-2	██████████ called in to complain about the information that was given to ██████████ from the driver of the Route 10-2. ██████████ said that ██████████ asked the driver of the Route 10 that was at the Avalon Mall at about 5:30 p.m. that was heading to Kelsey Drive. ██████████ said that ██████████ asked the driver if the Route 15 had already been at the Avalon Mall and ██████████ said that it was due there at 5:20 p.m. so it was there. Both Route 15's were running behind so the bus hadn't been there at that time. ██████████ said that if the driver wasn't sure ██████████ should have called in to see if the bus had been there and not tell ██████████ that it had been when it hadn't.
7/17/17 11:38:07 PM	Complaint	3-3	This bus left four minutes ahead of schedule, causing me to miss my ride in to work. Driver did not stop or seem to take any notice at all of my shouting from down the walkway. The schedule said 11:25PM, not 11:21.
7/18/17 3:31:58 PM	Complaint	15	I went to go across the crosswalk from the Education Building at the intersection of Prince Phillip Drive/Westerland Drive across to the other side and I had the walk symbol and there was 2 other people on the other side to come over were I was departing; then I looked up and this bus was going through this crosswalk. There was a walk symbol with about 20 seconds left.
7/18/17 4:56:56 PM	Complaint	3-1	██████████ called in to complain about the Route 3-1 (3B) last night. ██████████ said that ██████████ was waiting on Stavanger Drive since 9:00 p.m. and ██████████ didn't see the Route 3. ██████████ said that ██████████ saw the Route 23 go by but not the Route 3. ██████████ said that ride guide said it was on time. I asked ██████████ if ██████████ saw the bus further down on Stavanger Drive by Staples and ██████████ said ██████████ did not.
7/19/17 5:56:57 PM	Complaint	3	Driver is extremely rude. Been picked up the past two days by ██████████ ██████████ starts drivin. The bus away before people have been seated which is very dangerous. I was unaware of the fare change. As I was asking for a transfer, ██████████ rudely commented "you know it's 2.50 for adults don't you?" Obviously I had not been aware of that as I only gave ██████████ 2.25. For the sake of a quarter ██████████ could of said it in a more polite way. Also, as ██████████ ██████████ struggled to get their bikes on the bike rack at a stop, ██████████ clearly sighed loud enough for me to hear ██████████ a few rows back. This is unnessary behaviour in my opinion and if you are going to be working customer service you should at least be a bit more cheerful and welcoming when passengers arrive.
7/19/17 6:56:43 PM	Complaint	3-3	██████████ called in to complain about the driver on the Route 3-3 at 5:05 p.m. on Stavanger Drive. ██████████ said that the bus was running late and when ██████████ got on the bus was full so ██████████ had to walk to the back of the bus to get a seat. ██████████ said that the bus took off before ██████████ was seated and ██████████ ended up falling across some seats. ██████████ wanted the driver to be made aware that ██████████ should wait until everyone is seated before they drive off. ██████████ didn't want to leave a phone number.
7/21/17 1:30:39 PM	Complaint	19-1	I was on the Route 10 heading to Avalon Mall I got picked up at Thorbrun Road. As I was departing the Rte 10 bus at the Avalon Mall, the 19 was departing, it did not wait for me at the Avalon Mall, the driver did call ahead to Dispatch to notify them. Why was it leaving as a bunch of us were getting off the bus.
7/21/17 3:44:13 PM	Complaint	14	I was walking to the new stop replacing the Mun centre with plenty of time to get there wheny bus to work was supposed to depart at 340 at 333 it pulls up the the stop. I am 2 minutes away. It pulls out of the stop right away. I assumed (as it does at Mun) that it would wait till closer to it's scheduled departure time to leave. It was 7 minutes early and because of it I am going to be 30 mins late for work.

Submit Date	Class	Route	Comments
7/24/17 5:56:08 PM	Complaint	3-1	<p>██████████ called in to complain about the driver on the Route 3-1 that was due at Healey's at approximately 5:10 p.m. ██████ said that ██████ got on the bus, paid ██████ fare and asked the driver for a transfer to the Route 12. ██████ said that the driver gave ██████ the transfer and ██████ asked if they would make the connection and the driver said something along the lines of "if we get going." ██████████ said that as soon as the driver gave ██████ the transfer, ██████ took off before ██████ had a chance to sit down and ██████ ended up going from the front of the bus to the stairs before a ██████ stopped ██████ ██████ said that ██████ hit ██████ collarbone on one of the metal poles but ██████ didn't hurt ██████████ ██████ also said that the bus was doing 70km/h on Craigmillier Avenue (I checked the AVL and didn't see that speed). ██████ said that when ██████ got off the bus ██████ said to the driver that ██████ could've waited for ██████ to sit down and the driver said something along the lines of "that's it" and closed ██████ window. ██████ said that if the driver had apologized ██████ probably would have let it go.</p>
7/25/17 9:03:25 AM	Complaint	15-1	<p>Driver was rude and wouldn't give an answer. Customer Email: ██</p>
7/26/17 6:30:58 PM	Complaint	10	<p>Hello,</p> <p>I take the route 10 from Kelsey drive to Avalon mall EVERY day and EVERY day it is late. Today was DISGUSTING. The bus was about 45 mins late evident in the fact also, that there were a lot of people waiting at Wal-Mart (more than usual). These bus stops are not covered. If this was winter, commuters would have been extremely cold. If the buses cannot make the times that you guys schedule THEN JUST EXTEND THE TIMES SO THAT THE BUSES HAVE TIME TO GET THERE. People's time is invaluable but apparently it is okay to waste our times waiting for the bus? I don't mind if the bus runs later, but I do mind rushing out the office to catch the bus, only to stand there for 45 mins. Not everyone has access to the internet to check whether it is running behind but even so, the times aren't particularly accurate. One time is passable, maybe even a couple times BUT THE BUS HAS BEEN LATE DAILY. IT IS FRUSTRATING. SOMETHING NEEDS TO BE DONE.</p> <p>Sincerely, Someone thinking about paying a co-worker for daily transport instead of metrobus.</p>
7/26/17 9:46:29 PM	Complaint	18	<p>I understand that there is something happening in the Goulds to delay the bus going to the village on wed night. but waiting from 8:05pm to 9:30pm and no bus showing up is just not acceptable. If there is a traffic issue severe enough to delay two busses then you need to contact the city and or the rnc to have the issue addressed. I called and spoke to a representative at appx 8:45 pm. ██████ was dismissive and seemed to me to be completely unconcerned with my issue. You've raised bus fare, preach great service and fail to provide it. Again, if traffic for a scheduled event is causing this kind of delay it needs to be addressed by the city and or the rnc, not passed off as "the traffic is just really bad there's nothing I can do about it."</p>
7/27/17 9:10:57 AM	Complaint	22	<p>We had a new driver (at least I think so) on Route 22 this morning. ██████ driving was very bad. We were being jerked around in our seats because ██████ jams on the brekes very suddenly. Had to hold on to the seat in front of me every time. Twice while making a turn, ██████ went up on the sidewalk. Maybe ██████ is a new driver, but ██████ certainly should be given more pointers or training on how to operate a bus of this size. We are paying for this service.</p> <p>Thank you.</p>

Submit Date	Class	Route	Comments
7/27/17 2:28:53 PM	Complaint	2	<p>██████████ says ██████████ but Claudette/Colleen says it is not. It has 2 bigger wheels on back and two in front. Colleen strapped me in. ██████████ says it is not ██████████. It makes me feel so embarrassed. ██████████ took pictures of the ██████████. If this keeps up I will go to court. Please investigate and get back to ██████████. Thanks. ██████████ said ██████████ only had trouble with this one Operator.</p>
7/28/17 7:46:10 AM	Complaint	15/16	<p>Yesterday, I left my home at 3:10 to catch the bus on Bonnaventure Avenue to go to Canadian Tire on Kelsey Drive. I arrived back home around 6:00 p.m. It actually took me three hours to go to Canadian Tire to get a garden hose. It is absolutely ridiculous that it would take this length of time to go to a hardware store in a modern city.</p> <p>I only spent 20 minutes in Canadian Tire, and then I had to stand (bad back and all) until 5:10 when the next bus came.</p> <p>This is the most poorly laid out city with the worst bus service that I have ever experienced, and I have lived in seven provinces. Nothing is convenient, people here have no choice but to travel to the outskirts to shop and, in my case, it is incredulous that it would take three hours to travel such a short distance.</p> <p>Something needs to be done to make using the bus system in this city more user friendly and convenient.</p> <p>I have to return the garden hose today as it's too short, so now I have to repeat this most ridiculous bus ride again. And no doubt, it would take just a long to go the other direction to Hebron Way.</p> <p>Metro Bus, please do something to rectify the poor bus service in this city. Horse and buggy days are over - let's join the modern era!!!</p> <p>Thank you.</p> <p>██████████</p>
7/28/17 2:15:23 PM	Complaint	2-3	<p>██████████ said the ██████████ Operator on the 2-1 was speeding and passed ██████████ by on the stop on LeMarchant Rd. just East of Cahill's Funeral Home. ██████████ said ██████████ was going so fast ██████████ didn't see ██████████ at the stop with three bags of groceries. Please investigate and get back to the customer. Thanks.</p>
7/28/17 4:35:26 PM	Complaint	22-1	<p>██████████ called in to complain about the driver of the Route 22-1. ██████████ said that ██████████ asked the driver to call ahead for the Route 3 at the Village Mall and the driver said no ██████████ couldn't do that. ██████████ said that as the Route 22 was pulling onto the Village Mall parking lot, the buses were coming down Hamlyn Road. ██████████ said that if the driver had called ahead ██████████ could've made ██████████ connection and ██████████ wanted the driver to know that they should call ahead.</p>
7/31/17 9:23:08 AM	Complaint	19-2	<p>██████████ said the Operator on the route 19 ran a stop sign and a red light. ██████████ was in ██████████ vehicle behind that Operator on O'Leary heading East through the construction zone and the Operator came off the parking lot of the Avalon Mall and went through the stop sign at the intersection of the parking lot and Thorburn, ██████████ didn't stop and then as ██████████ was behind the bus the Operator ██████████ said also went through the yellow light turning from Thorburn to Larkhall and ██████████ said ██████████ had plenty of time to stop. ██████████ was behind on Thorburn heading to Prince Philip Drive. Please investigate and get back to ██████████. Thanks.</p>
8/01/17 10:45:12 AM	Complaint	14-1	<p>██████████ says several times the bus is speeding on Viscount and ██████████ said yesterday between 5 &amp; 6 p.m. the bus was speeding ██████████ said ██████████ ██████████ noticed it also. ██████████ said even now with the speed bumps installed the bus Operator goes between the breaks in the speed bump with the wheels of the bus and they are still speeding. Please investigate and get back to ██████████. Thanks.</p>

Submit Date	Class	Route	Comments
8/02/17 11:47:27 PM	Complaint	18	Well I got to the village at 11:25pm and the bus schedule clearly states that the bus leaves at 11:30. Come 11:30pm, no bus. It is now 11:44pm and still no bus so I am forced to walk home to Kilbride. Tell your bus drivers that the schedule is there for a reason and it is meant to be followed so your customers have a reliable means of transportation. Sincerely, the customer who now has to walk home at 11:46pm to Kilbride from the village.
8/03/17 5:47:22 PM	Complaint	2-1	This bus driver was leaving the stop at 5:08/5:09 when he's supposed to leave at 5:10 and my [REDACTED] and I were rushing to get on. We did get on the bus and I said to the driver you are leaving early it's supposed to be at 5:10, [REDACTED] replied it's past 5:10, but my [REDACTED] had satellite time and it was 5:09. [REDACTED] was rude, [REDACTED] had an attitude and [REDACTED] lied to [REDACTED] and all [REDACTED] said was your welcome, your welcome.
8/09/17 3:32:35 PM	Complaint		[REDACTED] called in to complain about the driver of bus 1524 (when I called dispatch to see what route it was they said it was a maintenance bus). [REDACTED] said that the bus was driving in the curb lane and [REDACTED] was in the lane next to the bus and the bus was coming into [REDACTED] lane. [REDACTED] said that [REDACTED] had to swerve to avoid the bus and [REDACTED] honked [REDACTED] horn and the driver of the bus waved [REDACTED] hands at [REDACTED]. [REDACTED] said that [REDACTED] didn't want anyone to get in trouble but [REDACTED] wanted to pass along that it was not safe driving.
8/11/17 3:56:45 PM	Complaint	21-1	I was opposite Coleman's/Esso Gas Station on Park Avenue, I was kinda lost, new to this area. I was asking the bus driver as [REDACTED] stopped and through [REDACTED] bus window, information on the bus. This driver was so rude, there was no need of [REDACTED] shouting or screaming at me. [REDACTED] answer to my question was 'No, No, abide by the rules of people taking the bus.' I mentioned to [REDACTED] re: safety reasons, the bus driver probably was anxious about what [REDACTED] was actually doing anyways.....
8/14/17 11:31:17 AM	Complaint	2	Hi,  Yesterday 8/13/2017 I was going to work from freshwater to Stavenger, where I have to start my shift at 10:15AM. I ride bus rout 10 at 9:24:48 AM from Freshwater to Elizabeth Ave. I drop of the bus at stop number 1630 at 9:29AM. At 9:37AM rout 2 show up and didn't stop for me!! the driver looked absent minded!! even I was visible standing on the door of the bus stop and I waved to the bus driver, but [REDACTED] didn't stop!!! the bus number was 1209 but I'm not sure because the driver passed me fast! I took the next bus after more an extra hour waiting at 10:38:40 AM I paid extra ticket when I took rout 3 from Torbay road to Stavenger, and I reached my work one hour and 30 minutes late to my work. This situation put me in an embarrassing situation in front my manager and cost me a lot, where I'm a part-time employee paid by hour! A driver should pay attention to bust stops specially during bad weather.  I don't know if you can pay me back the extra ticket I payed when I ride rout 3  I really appreciate your time and valuable efforts. Thanks  Best Regards, [REDACTED]
8/14/17 12:19:48 PM	Complaint	3-3 (3B)	[REDACTED] said the [REDACTED] Operator on the 3-3 stopped into A&W on Torbay Road and came out with food and as a result [REDACTED] was late for an interview. Very upset, please get back to [REDACTED] Customer Email: [REDACTED]

Submit Date	Class	Route	Comments
8/14/17 12:27:44 PM	Complaint	18-1	<p>This is not the first time [REDACTED] has asked for information from this [REDACTED] Operator. The last time [REDACTED] didn't answer [REDACTED] and [REDACTED] didn't call in about it. [REDACTED] says [REDACTED] is trying to avoid answering [REDACTED] and today when [REDACTED] asked if the Operator could call ahead for another bus all [REDACTED] did was point to the clock. It seems like [REDACTED] won't answer [REDACTED] questions. Some of the passengers on the bus shouted out the next time for the next bus. Please investigate and get back to [REDACTED] Customer Email: [REDACTED]</p>
8/16/17 11:00:46 AM	Complaint	10	<p>As I boarded the bus, I asked the driver if [REDACTED] could wait a few seconds for me to get in my seat before [REDACTED] leaves, as [REDACTED] [REDACTED]. [REDACTED] agreed, but gave me less than two seconds to get into my seat before [REDACTED] started moving. I was hardly in my seat before the bus started moving.</p> <p>Here I was, twisted sideways in my seat and trying to get into the correct seated position while the bus was moving. This was very painful and difficult. This also happened to me yesterday on the same route, but it was a different driver.</p> <p>As the driver pulled into the Avalon Mall Upper Stop, [REDACTED] greeted [REDACTED] [REDACTED] as they boarded the bus, and *told them to hang onto the seat in front of them. [REDACTED] basically made it sound like they were going to go for a rough ride*</p> <p>And what a rough ride it was, wide turns at much higher speeds that necessary, hitting potholes that at speeds that made it feel like I was hitting a brick wall. I was bracing myself with the seat in front of me and the edge of the seat in painful agony.</p> <p>This is in sharp contrast to last semester, where I only had a problem with two drivers. One wouldn't bother to wait for me to get in my seat, the other drove too fast and way too roughly. Whenever I saw either of them approach in their bus, I just waited for another bus.</p> <p>The bus today wasn't late and I don't think that being behind schedule influenced the driving. All this being said, the driver was polite and appeared to be courteous.</p> <p>* Do the drivers get a longer break if they reach their destinations quicker? *</p> <p>I am quite nervous to take the bus now, [REDACTED] [REDACTED]s.</p> <p>I understand the need to maintain a schedule, however I'm sure the time savings gained by driving in such a way is negligible at best. If these drivers are under so much time pressure that they are willing to drive like an 18 year old with a new Corvette, perhaps Metrobus should look into revising their bus schedules.</p>

Submit Date	Class	Route	Comments
8/18/17 2:06:36 PM	Complaint	21	<p>We got on Rte 21 at the Village Mall, I have an attendant pass because I help [REDACTED] [REDACTED] [REDACTED]</p> <p>The [REDACTED] bus driver kept staring at the attendant pass. [REDACTED] and I travelled together as far as Mount Pearl Square where I got off because I work there, [REDACTED] ok by [REDACTED] to get home because we live 2 doors from the bus stop.</p> <p>Apparently [REDACTED] was so upset with the bus driver's rudeness when [REDACTED] exited the bus, [REDACTED] called me to say: The driver said, "why did you stay on the bus and where was your friend; [REDACTED] was loud enough that people could hear [REDACTED] [REDACTED] spoke loud and the way [REDACTED] spoke to [REDACTED] made [REDACTED] feel embarrassed and very uncomfortable and stupid...all with a nasty face."</p> <p>We never before experienced this with any of the other drivers.</p>
8/18/17 2:40:28 PM	Complaint	3-1	<p>[REDACTED] called in to complain that the driver of the Route 3-1 (3A) wouldn't call ahead for the Route 15 on Kings Bridge Road. I told [REDACTED] that the Route 3 wouldn't connect with the Route 15 anyway. [REDACTED] still wanted to put in a complaint.</p>
8/21/17 9:51:26 AM	Complaint	1	<p>On Monday August 21st route 1 that is supposed to be at village mall for 8:30 AM did not show up at all. Asked other bus drivers of where/when route 1 would show and nobody seemed to know. I think it's absolutely ridiculous that the bus just didn't show up and no information was provided to customers. I think it's bad enough we as customers have to wait every 30 min for a bus but to wait and then for it to not even show up and have to wait another 30 min is absurd. When bus finally showed up driver did not explain or apologize for customers having to wait. The least you could of done was offer a free ride for inconveniencing your customers.</p> <p>I know this complaint will most likely fall on deaf ears as I'm sure you couldn't care less about making me almost an hour late for work. I think Metrobus really needs to rethink their schedules and make buses/routes more frequent. Every other province in Canada has a better public transportation services than Newfoundland with buses arriving every 10-15 min with very minimal wait times.</p>
8/21/17 2:38:53 PM	Complaint		<p>The city bus goes by our home several times a day at speeds that are unacceptable to residential area. This happens everyday at numerous times of the day. If a child or animal would run into the street they wouldn't have a chance of survival. They go by at such a high speed that you can't even read what is across the bus. They need to slow down, if not maybe contacting the police will have to be the next step.</p> <p>Thank you for any help you can help in this matter.</p> <p>I live in [REDACTED] that the bus travels up and down daily at numerous times a day.</p>
8/21/17 9:38:32 PM	Complaint	3	<p>Route 3 heading East on Water Street (from Village Mall to Stavanger Drive) was detoured from its last stop that's on Harbour Side Park. No notice was given out about a detour OR where it would be. As usual, The City of St. John's and Metrobus cannot get their act together! No traffic could go east or turn right, so it had to go up Preston Street.</p>

Submit Date	Class	Route	Comments
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8/23/17 4:00:34 PM Complaint

Trolley

Rates of Fare & fare options

We operate on an exact fare policy - our Drivers do not carry change. Please have exact fare available when boarding.

Three ways to ride The Trolley Line!

1. Hop-on, hop-off Day Pass

Single Fare \$5.00

Family Fare (good for family of up to 6 people) \$20.00

Day passes are good for unlimited boarding for the day specified on your ticket. The driver will provide you with a dated ticket once fare has been paid. Bills are accepted for payment. Please have exact fare available - Drivers do not carry change.

2. Single Trip Cash Fare

Adults & Seniors \$2.50

Children \$2.00

Single trip cash fares are good for one boarding of the Trolley Line. Once you exit the Trolley line, you will have to pay the single trip cash fare to board again. Please have exact fare available - Drivers do not carry change.

3. m-Card

m-Cards are accepted on-board The Trolley Line. For more information about our m-Card, please click here.

Hello:

Today myself and [REDACTED] got the trolley at the Shariton hotel I went to pay the \$2.50 and the driver told me if I paid that way I was not allowed to get off at a stop I had to stay on. This is the second time this driver has given me problems the other day [REDACTED] said the same thing but I had put the money in already and I just looked at [REDACTED] like I will be paying the \$2.50 when I come back. Today [REDACTED] stopped me from putting my money in and told me if I paid that way i was not to get off. I have been using this trolley for the past 3 years to go to signal hill and this summer was the first and worst experience with this drive. I have used this 3 times over the past couple of weeks and this driver has caused me stress twice as I am afraid if i get on [REDACTED] won't let me get back on a few hours later even though I paid the \$2.50 I see people get on and swipe their M card with no problem it is just when I want to pay the \$2.50 in cash [REDACTED] gives me and [REDACTED] a hard time. We use metrobus all the time and this driver is an the worst I ever had. If your website is wrong please change it if the driver is wrong tell [REDACTED] and [REDACTED] is stressing people out. I felt discriminated against and ended up buying the \$5 pass as [REDACTED] would not let me use cash. [REDACTED] was very frightening as [REDACTED] was telling me if you use the \$2.50 you can't get off what did [REDACTED] think I was staying on the bus all day driving around. There is something wrong with [REDACTED]

Thanks

[REDACTED]

Submit Date	Class	Route	Comments
8/25/17 1:10:02 PM	Complaint	2	<p>█ asked the operator what time █ was leaving and █ told █ none off █ business. Operator was a blonde █ with short hair and heavy set. This was between 1:00 or 2:00 pm.</p>
8/29/17 10:00:50 AM	Complaint	3-1	<p>█ █ were opposite the Park waiting at the bus stop for the Rt. 3. █ seen the bus coming and thought it was going to stop for █. But it never. █ told me that █ could see the face off a customer riding the bus. And they looked shocked because █ did not stop to pick them up. █ had to walk to the Village.</p>
9/01/17 8:00:03 AM	Complaint	16	<p>I got on the bus at a bus stop on Petite forte, and a █ █ was on █ way to the bus stop, bu the time I sat down █ was 2-3 feet away from the door and the driver just pulled away. A couple people told █ to stop but █ didn't. I feel this is very rude and poor customer service on the driver's part.</p> <p>That bus could have been the █ only way to work, and because the driver didn't wait an extra 10 seconds █ missed the bus. I've been taking the bus for years now and I've often seen bus driver notice someone walking down the road a lot further away than that young girl was and they've stopped.</p> <p>This is ridiculous and I hope I do not see this happen again. Please take into consideration that it was raining and █ █ was literally 2-3 feet away from the door. The driver didn't acknowledge that people called out to stop and drive on without hesitation.</p>
9/01/17 12:50:45 PM	Complaint	2	<p>█ called in to complain about an issue with the bus shelter and bus stop sign being removed from Elizabeth Avenue by the Arts and Admin. Building. █ said that █ and █ █ walked over to the bus stop to get the Route 2 to go to the Avalon Mall. When they got there █ said that the bus shelter was gone and that they didn't know why it was gone. █ said that █ █ and didn't realize that the shelter was gone until █ was very close to it. █ said that █ █ said that there was also no bus stop sign there. █ said that █ waited for the bus but because there was no shelter or sign there, █ didn't know if the bus was still servicing that area █ said that the bus could have been late that day). After waiting, █ said that they got a cab to take them to the Avalon Mall. █ said that █ would like some rides on █ m-card. █ also said that █ made a complaint about a rude driver a month or so ago and █ received a call back (a message was left saying that it was dealt with) but there was no contact information left for █ to call back. █ would like to speak with someone about this as well.</p>
9/01/17 3:48:53 PM	Complaint	6	<p>I was at the bus shelter same side as Waterford Hospital, not first time this happened...this is the 3rd time in 2 weeks.</p> <p>I was near the curve the bus was late and I didn't have my cell phone to call and saw the bus coming around turn going very fast to Village Mall,anyways I was waving and waving. █ was going too fast, I can only assume to try to make up time and █ made eye contact with me.</p> <p>I was trying to run after the bus and saw █ going onto Cowan Avenue. Drivers were speeding and missed me also twice in the past 2 weeks.</p>
9/07/17 8:52:53 AM	Complaint	3	<p>Bus, straight up just drove past █ who was standing at the bus stop #2060.</p> <p>Now I have to drive █ to the university. Do your drivers not know that there's a bus stop there or what!!!!?!</p>
9/07/17 9:32:00 AM	Complaint	21-1	<p>█ called in the complain that the driver on the Route 21-1 yesterday (September 6, 2017) didn't go to Sobey's Square when going to Mount Pearl. █ said that █ had a friend on that bus and the driver yelled out "Does anybody need to go to Sobey's Square?" █ said that █ friend said that nobody said anything so █ didn't go to Sobey's Square where █ was waiting. █ said that █ usually gets the bus in Mount Pearl but yesterday █ walked to Sobey's Square to get the bus and it never showed up. █ said that █ was on the bus before and this happened and █ thinks that it is the same driver.</p>

Submit Date	Class	Route	Comments
9/08/17 9:38:27 AM	Complaint	3-1	<p>I was at the bus stop in front of a store Free Ride on Water Street. The bus driver passed me, [REDACTED] did not stop at this bus stop. It happened once before and I was picked up in a minivan..(I asked [REDACTED] if [REDACTED] knew at that time why the metro bus passed [REDACTED] and [REDACTED] was told it was a new driver???)</p> <p>I asked this customer if [REDACTED] was actually at the bus stop or walking towards the bus stop, [REDACTED] said [REDACTED] was at the bus stop.</p>
9/08/17 12:07:33 PM	Complaint	18-1	<p>[REDACTED] called in to complain about [REDACTED] and [REDACTED] friend getting kicked off the Route 18-1 that left the Village Mall at 3:50 p.m. yesterday (September 7, 2017). [REDACTED] said that [REDACTED] and [REDACTED] friend went to Klondyke Jakes the Village Mall yesterday and took their leftovers on the bus. [REDACTED] said that [REDACTED] and [REDACTED] friend were sitting in the back of the bus when the driver came down and said "get the f off the bus". [REDACTED] said that the driver took a cup out of [REDACTED] back and said "look, f'n alcohol, get off the bus or I'm calling the cops". [REDACTED] said that the driver kicked them off "in the middle of nowhere" and they flagged down a car to call them a cab to take them to the Racetrack, where they were trying to go. [REDACTED] said that [REDACTED] and [REDACTED] friend had plastic cups that they had taken from Klondyke Jakes to take with them to the Racetrack. [REDACTED] told me that [REDACTED] and [REDACTED] friend were planning on having a few drinks at the pond by the Racetrack. I asked [REDACTED] if [REDACTED] had any alcohol on the bus because [REDACTED] said they were planning on drinking at the Racetrack and [REDACTED] said [REDACTED] didn't have any. [REDACTED] wants a call back and wants to know why the driver did this when there are cameras on the bus.</p>
9/08/17 2:11:59 PM	Complaint	21-1	<p>[REDACTED] transfered from the 19 to the 21. [REDACTED] was not having a good day and could not find [REDACTED] transfer. [REDACTED] boarded the 21 and tried to explain to the operator. The operator would not listen and told [REDACTED] to pay [REDACTED] fare. [REDACTED] only had \$1.50 and [REDACTED] told [REDACTED] to get off [REDACTED] bus [REDACTED] said [REDACTED] was very rude to [REDACTED] I explained to [REDACTED] that it's [REDACTED] responsible to have [REDACTED] transfer and correct fare. [REDACTED] still wanted to file complaint because the operator should off handled the situation nicer.</p>
9/08/17 5:48:59 PM	Complaint	Out of service	<p>I live [REDACTED] and I park in a driveway on Canada drive. The driver of the bus listed has been an issue multiple times. She's a [REDACTED] with medium length hair. I've been dismissive of [REDACTED] being difficult but I want someone to call me to speak about [REDACTED] problem. I deal with multiple drivers parking in this driveway. Bus drivers always stop so I can back in. Today behind [REDACTED] driving bus number 1626 stopped to let me park which [REDACTED] making a point to drive around me, even turned around in [REDACTED] seat to look at me parking like I was some kind of idiot. [REDACTED] does this constantly, and it's to the point that I've had enough and want something done. Normally cars go around me, sometimes a bus, but if there's not enough room then stop for two seconds and let me move like every single other bus driver will do. I cannot stress enough that [REDACTED] is the only person that does this. Like I said, the bus driver behind [REDACTED] had even stopped and I got [REDACTED] bus number to even use [REDACTED] as an example.</p> <p>I want someone to call me. [REDACTED]. I want this dealt with. It's a matter of being courteous and a matter of safety. If [REDACTED] has to squeeze between me and the vehicles turning [REDACTED] can have the decency to be patient for two seconds while I move my car out of the way.</p>
9/09/17 1:46:51 PM	Complaint	3-1(A)	<p>[REDACTED] was at the stop on Craigmilller Ave [REDACTED] saw the bus coming and step out to get [REDACTED] (there were cars parked in the stop) the bus went right on by [REDACTED]. The driver wasn't looking at the bus stop for passengers [REDACTED] was looking to [REDACTED] left at [REDACTED] neighbors dogs that were wearing raincoats as they were being walked. [REDACTED] tried waving and calling to the driver but [REDACTED] kept going. The neighbor stated [REDACTED] didn't even see you [REDACTED] was looking at the dogs.</p>

Submit Date	Class	Route	Comments
9/09/17 2:40:34 PM	Complaint	16	Bus driver was incredibly rude to me and friends speaking the French language. ■ was yelling at customers in the back as well as honking at other motorists. It was obvious ■ was experiencing extreme frustration and road rage. Making the passengers on the bus feel very uncomfortable. A very unpleasant experience for an outsider visiting this province, not the type of service you would expect from transportation provided by the city.
9/10/17 8:40:45 PM	Complaint	10	The route 10 that was supposed to arrive at the Avalon Mall today at 6:25 was no more than 3 minutes late, however the driver did not wait for anyone to get on. I was waiting out of the rain in the shelter at the bottom of the bus stop and started walking up towards where the bus pulled in and was about halfway there before the bus left again. I was able to get another bus which took longer to get to my destination but I am not very impressed that route 10 left so quickly, especially considering how today is Sunday and the buses do not operate as often. It would be much nicer if the driver could have waited a few minutes for passengers to reach the bus.
9/11/17 9:59:56 AM	Complaint	2-1	■■■ said ■ was heading east and a bus was heading west. The bus was going at a very high rate of speed. When ■ passed ■ all rocks etc. hit ■ car and broke ■ windshield and dented ■ car. They are upgrading the roads in the area. ■ never got the bus number. Because of the time I figured it had to be the 2-1 because it's the only bus heading west at that time frame.
9/11/17 3:43:34 PM	Complaint	19	■■■ was standing at the second bus stop on Frecker Drive closer to towards Hamlyn Road then to the village. I think the stop id number was 4285. ■ did say not the stop opposite the iving the one before it. ■ said ■ was at the stop and the bus driver went pass ■ ■ even tried to get to the next bus stop but couldn't make it. ■ was going to work so ■ said ■ will have to go home and call a cab.
9/12/17 2:57:01 PM	Complaint	15-1	■■■ called in to complain about the Route 15-1 leaving before ■ was able to walk up to it. ■ said that ■ got off the Route 2-3 (1206) at the bottom part of the top stop and as ■ was walking up the get the Route 15, closer to Dollarama, it left.
9/12/17 6:21:12 PM	Complaint	709	I spent almost 2 hours getting home. It was supposed to take 53 mins. driver made me miss my transfer and the time I was dropped off was when I was supposed to be getting off my second stop. If the route can't be done even for traffic reasons there should be an alternative. I got on at Cona supposed to be 4:17 and ■ never showed till 4:25 and I am supposed to transfer on Crosby and get off at 5:08 in Cowin Heights and I was dropped off at Crosby 5:10 and I never got home till 5:47.
9/13/17 1:48:09 PM	Complaint	23-1	■■■ was at a crosswalk close to the Janeway. The bus came behind ■ and started honking ■ horn. ■ would not move because the light was still flashing. Before ■ knew it the operator pulled out around ■ ■ was very upset because ■ works at the HSC and have seen a person knocked down.
9/14/17 11:01:46 AM	Complaint		I got on Rt 11 by Kelly's Brook and I arrived at the Avalon Mall at 5:50. I transferred onto Rte 10 to go to Merry Meeting Road, we went up to Kelsey Drive and came back to Avalon Mall. The bus driver said I'll have to get off the bus, I asked ■ why, ■ said ■ was going to the garage. I said when will the next bus be here, and ■ said about 1/2 hour 7:00. My Issue is: Can the operator of the bus route departing Avalon Mall at 5:55 Notify the customers boarding the bus that it's going up to Kelsey Drive, coming back to the Avalon Mall and then back to the Garage...this would be great Customer Service.
9/14/17 12:24:19 PM	Complaint		■■■ is upset that the buses at the top part off the Avalon double park. ■ does understand if there is more than a few buses. This should not happen when there is only one parked.

Submit Date	Class	Route	Comments
9/15/17 1:05:58 AM	Complaint	2	<p>Tonight at 8:20 PM the driver who was operating Route 2 did not stop and drove off on the bus stop next to Glenbrook Lodge (the bus stop right after the Torbay Road Mall).</p> <p>I was out clearly waiting for the bus and directly looked at the driver as [REDACTED] drove off. I ran after the bus but [REDACTED] didn't bother to stop. I find this ridiculous as I had to walk from Torbay Road Mall to MUN and was late to my class because of this. This is unexpected and to make it worse [REDACTED] was 10 minutes late (bus was supposed to be at the stop ~8:10PM).</p>
9/15/17 11:10:33 AM	Complaint	21-1	<p>[REDACTED] called in to complain about the Route 21 leaving the Village Mall leaving before the Route 18 arrived. [REDACTED] said that [REDACTED] didn't ask the driver to call ahead because [REDACTED] has never needed to in the past. [REDACTED] very upset about this and said that [REDACTED] would be late for work.</p>
9/15/17 11:41:49 AM	Complaint	12-1	<p>A customer called in to complain about the drivers driving on Route 12-1 yesterday (September 14, 2017). [REDACTED] didn't want to leave [REDACTED] name or [REDACTED] phone number. [REDACTED] said that the Route 12 was in the curb lane on Freshwater Road, but instead of turning onto Stamps Lane, the bus stayed in the curb lane and went straight through the lights.</p>
9/17/17 10:38:02 AM	Complaint	10-1	<p>[REDACTED] said [REDACTED] boarded the bus at Freshwater and Parade, when [REDACTED] swiped [REDACTED] card at the reader the [REDACTED] driver told [REDACTED] [REDACTED] could let [REDACTED] on. [REDACTED] questioned why and [REDACTED] told [REDACTED] to swipe the card again and this time [REDACTED] told [REDACTED] to go ahead and board. [REDACTED] questioned why [REDACTED] would not let [REDACTED] on the first time and [REDACTED] said [REDACTED] mistook [REDACTED] for someone else and to shut up and sit down. [REDACTED] became very upset with being spoken to this way by the driver and approached [REDACTED] again on Water Street and told [REDACTED] [REDACTED] was upset with the way [REDACTED] spoke to [REDACTED] and was getting off the bus because of [REDACTED] rudeness. [REDACTED] got off on Waldergrave Street and said [REDACTED] walked home to Crosbie Road from there in the rain and was cold, wet and upset when [REDACTED] got [REDACTED] after 11pm.</p>
9/18/17 3:05:28 PM	Complaint	1-1	<p>[REDACTED] called in to complain about the driver on the Route 1-1 not pulling into the bus stop by Kelly's Brook Apartments. [REDACTED] said that the bus stopped in the lane closest to the centre lane and [REDACTED] had to cross over into on coming traffic. I asked [REDACTED] if it was directly in front of Kelly's Brook Apartments because it is only 2 lanes of traffic, which [REDACTED] agreed with, and said that when [REDACTED] got off the bus [REDACTED] had to cross over a lane of traffic which [REDACTED] said is a safety issue. [REDACTED] also said that the drivers should turn down their music on the buses.</p>
9/18/17 6:30:35 PM	Complaint	3-3	<p>[REDACTED] called for [REDACTED] [REDACTED] who said the bus driver drove pass [REDACTED] on Stavanger driver by old navy for 5:00. [REDACTED] said that [REDACTED] was waving for the driver to stop so I assume [REDACTED] was not quit at the bus stop but all the bus drivers know [REDACTED] and they should of stopped for [REDACTED] [REDACTED] said... how can they not see [REDACTED]</p> <p>[REDACTED] also had a on line chat with [REDACTED] and [REDACTED] said [REDACTED] works at tim hortons we are thinking [REDACTED] was trying to catch the bus after [REDACTED] shift. [REDACTED] said [REDACTED] has taken the bus for 4 years and they should of stopped [REDACTED] [REDACTED] call disbatch and the bus driver was too far into traffic to stop for [REDACTED]</p>
9/18/17 11:12:32 PM	Complaint	16	<p>For a long time now on Sunday mornings I've been requesting the route 10(with no problems) to call and ask for the 16 to wait by Wal-Mart when it leaves the garage so I can get on top of Kiwanis street to get to work, the 16 went that way to great eastern but now its changed. The 16 now has to leave Kelsey drive and go to kenmount road then [REDACTED] smith which doesn't help me at all now. Why was this changed? I would love to know and is this a permanent thing now? Or do I have to prepare to freeze this winter walking from Wal-Mart up to my work :(</p>

Submit Date	Class	Route	Comments
9/20/17 4:01:52 PM	Complaint	2-1	<p>█████ called in to complain about the Route 2-1 last night at about 9:10 p.m. █████ said that █████ called in last night at 9:21 p.m. and was speaking with someone and █████ wanted to make another complaint in case the person █████ was speaking with didn't pass it along. █████ said the person on the phone told █████ █████ would get a call back this morning. █████ said that █████ was waiting on Elizabeth Avenue by Elizabeth Towers when the bus passed █████ █████ said that the driver was talking to someone on the bus and passed █████ at the bus stop. █████ said that █████ had to pay for a \$15.00 cab ride because of this.</p>
9/20/17 4:06:04 PM	Complaint	3-1	<p>█████ called in to complain about the driver of the Route 3-1. █████ said that █████ was sitting on the bus by the wheelchair seats when a █████ got on the bus and was 0.85 short. █████ said that the driver "made a show of █████ █████ thinks that the driver could have handled this better instead of yelling at █████ the way █████ did. █████ said █████ knows that the buses have audio and cameras and that it would be worth our while to take a look at it.</p>
9/21/17 1:48:54 PM	Complaint	18-2	<p>█████ was on Kilbride Ave waiting for the 18. It showed up at 10:19 pm and drove right pass █████ stop. █████ had to call a cab to get to work. █████ was on the Rt. 18 later that night and asked the operator if █████ was new. █████ said not █████ was not and is doing the run for awhile now. █████ explained that █████ passed █████ █████ blamed it on the old bus █████ was driving . And said █████ can not see out the window. When █████ █████ told █████ this, █████ was very concerned. █████ felt if █████ can not see out the window then it's very dangerous to drive it.</p>
9/25/17 11:31:42 AM	Complaint	10-1	<p>█████ said the bus left early at █████ stop (close to Bully Street). The operator was driving very fast. When █████ was getting off at █████ stop █████ decided to stand and walk to the door. Operator barked (shouted) at █████ █████ told █████ █████ should off stayed seated.</p>
9/26/17 1:46:36 PM	Complaint	11	<p>█████ is calling on behalf of a █████ and needs to take the route 11 from Shea heights █████ was told 2-3 weeks ago that █████ cannot ride the bus because of █████ smell. They are very upset because if they get █████ to the bottom of the hill another bus route will let █████ on the bus. wants to be called back because █████ has a █████ █████</p>
9/27/17 10:59:39 AM	Complaint	10-3	<p>Briefly █████ turned onto Anderson Avenue and nearly took the front of my vehicle, █████ came within an inch of the front of my car. I was on Anderson Avenue making a left onto Freshwater Road. Then your driver gave me the middle finger after █████ cut me off. How professional is that?</p>
9/28/17 3:31:41 PM	Complaint	2	<p>The shelter at stop 1645 on Elizabeth ave across from MUN has been replaced with one half the size. Is this a temporary shelter? There is not enough space for the number of students and several of us had to wait in the rain due to it being full.</p>
9/29/17 2:16:43 PM	Complaint	3-2	<p>█████ said █████ asked the operator for connections to the rte. 2. When █████ arrived at the Kingsbrige Dominion the 2 was gone. I called Dispatch an they radioed the 3 and John said █████ asked just for the 15. I can only assume █████ never asked the operator for connections.</p>
9/29/17 6:16:55 PM	Complaint	10-1	<p>█████ said the driver of the route 10-1 accelerated and almost rear ended █████ as █████ was about to make a turn on to Wood Street. █████ said the driver accelerated to fast and them stop abruptly behind █████</p>
10/02/17 11:41:31 AM	Complaint	2	<p>Your driver did not stop at the avalon mall bus stop at 3:25 PM today. I saw the bus coming, and gathered up my █████ and went to the front of the bus stop where they always stop, and the route 2 driver just went on past. I then had to get a 17 dollar cab ride home. This is unacceptable. Where is the service that I am paying so much money for?</p>



Submit Date	Class	Route	Comments
10/12/17 1:46:27 PM	Complaint	14-1	<p>█████ and █████ group got on the route 14 at the airport and were looking to transfer to the route 10 at the MUN Centre. The driver on the 14 took them to Torbay Road by the A&amp;W and told them to get off there and wait for the route 3 to take them downtown. █████ said █████ was quite shocked and asked the driver if █████ was kidding and the driver stated █████ was quite serious. They got off the bus and had to wait almost 20 minutes on the route 3B which is not what they wanted they wanted to get the 10 at the MUN Centre. █████ said █████ found the driver rude and not very friendly.</p>
10/13/17 12:46:13 PM	Complaint	3-2	<p>█████ y got on the 3-2 on water street is upset that the route 3-2 bus driver did not radio in for hold of the route 2 at Dominion.</p>
10/13/17 1:48:49 PM	Complaint	10-1	<p>█████ said █████ was waiting at the bus stop on Pippy Place (near Bell Aliant) waiting on the route 10 at 5:20pm. The tracker showed the bus was 12 minutes behind schedule and while █████ ly was waiting a friend pulled in to ask █████ if █████ needed at ride. █████ stepped up to the car and away from the bus stop to tell █████ friend no and the bus drove right past █████ not slowing at all to see if █████ was looking to get the bus. █████ got a ride with the person who had stopped to the Avalon Mall to catch the route 10-1 there. █████ boarded the bus and spoke to the driver telling █████ █████ passed █████ on Pippy Place. The driver said █████ was not at the stop and █████ don't pick anyone up that is not at the stop. █████ asked █████ how █████ could be certain █████ didn't want the bus when █████ didn't even slow to check █████ sped by doing about 50k. Once again █████ acknowledged that █████ saw █████ and █████ was not at the stop very rudely. █████ went to take █████ seat and was sitting at the back of the bus when the driver yelled through the bus to █████ that if █████ has a problem █████ can call customer service and yelled the number to █████ █████ was going to let the whole incident go until the driver did that. Said █████ don't need a call back but would like the driver spoken to about █████ rudeness and lack of customer service.</p>
10/14/17 9:27:23 AM	Complaint	2	<p>I have missed two Route 2 buses this morning because they were early - the first at 8:20 and the second at 9:20. With the 9:20 bus, I saw it go by as I stepped out of the door, and it still wasn't 9:20 by the time I got back to my apartment and check the time on the computer. I will try again in a few minutes for the 9:50, but it is very annoying to have the bus be ahead of time, particularly early on a weekend morning when they don't run so frequently.</p>
10/14/17 3:34:09 PM	Complaint	14-1	<p>█████ called in demanding to know why the route 14 was still detoured from the Marine Instit and why there was no signs up at the Institute stating that the bus was detoured. I checked with dispatch to confirm the bus was off route and advised the call that there were signs put up at the school and that it was not a new detour it has been happening for the better part of the week. █████ was very upset and demanded a call back and insisted that the signage was not there. I took █████ complaint and them checked with dispatch and was assured that the signs were in fact there. Call wants a call back</p>
10/18/17 8:45:24 AM	Complaint	14	<p>█████ █████ █████ █████ █████ takes the 14 to and from work about 3 days every week. Last night █████ was waiting for the bus at the bus stop in, front of the Red Cross building. I was talking to █████ cell phone when █████ saw the 14 coming, █████ looked the driver in the eye to make sure █████ saw █████ waiting at the stop but █████ just drove by and did not stop. Didn't even slow down.</p> <p>This is very stressful because we are here in █████ and feel totally helpless. █████ was the only one to get the bus and a █████ was left on the side of the road and had to wait for the next bus in 30 minutes. I know mistakes happen but could you remind your drivers that to slow down and look to make sure there is no one waiting at a stop. This could have been much worse if it was snowing and cold.</p> <p>Just wanted to bring this to your attention. Thank you.</p>

Submit Date	Class	Route	Comments
10/20/17 10:19:06 AM	Complaint	15-1	█ called in cause █ felt the driver on the route 15 was driving very fast on Forest Road this morning. I checked the AVL and it's speed was approximately 55km at the time █ says █ saw the bus.
10/23/17 7:38:17 AM	Complaint	0745	█ Called in to complain that █ has been missed at least 3 times at Stop ID 4535 on Mitchener Ave. █ is at the stop at 6:45am and the bus has just gone passed █ with out even slowing. It missed █ again this morning and █ was very upset. I spoke to dispatch but █ insisted on putting in a complaint as it was not the first time.
10/26/17 7:30:35 PM	Complaint		For the past month the 3B has had an overpowering smell of urine. It is extremely unpleasant.
10/28/17 1:54:02 PM	Complaint	2-2	█, said █ got off the Rte. 2 at the Bacisila. When █ was crossing the crosswalk the operator on the 2 almost hit █
10/28/17 1:58:40 PM	Complaint	5-1	█, said █ was in a bit off a hurry when █ got on the 5-1. █ is upset that the operator pulled in on MacDonald Drive and got off █ bus to have a smoke.
10/28/17 4:44:27 PM	Complaint	1-1	Bus broke down and it was 50 minutes behind schedule. This caused █ to be late for work. █ feels we should have a better system for when we break down.
10/30/17 4:51:43 PM	Complaint	10	Hi I get on this route from Kelsey drive every Monday to Friday because I work on Kelsey drive I get recycling from my work I only ever have 10-15 recyclables in a garbage bag tied to my book bag I empty and rinse each one before I take them from work so that there is never any mess or smell and for the first time after doing this once a week for over a year now this driver rudely told me I am not allowed to do so and not to do it again I find this was uncalled for I use your service everyday because my partner drives our car to their place of work and I have no other way home, I could understand if it was a large amount or dirty/messy but it is not if I go to the depot I get my partner to drive me I would never take a large amount on the bus , I didn't know there was any such rule and I spend a lot of money on buses so I find this a little ridiculous no other driver has ever mentioned this or complained
10/31/17 11:07:57 AM	Complaint	18	█ was being dropped off at the village shopping centre to get the bus █ arrived at 10:29am to the buses they are scheduled to leave at 10:30 route 18 was at the front and getting ready to leave █ went to the bus asking to get on and instead of letting █ on the bus the driver yelled at █ and told █ █ wasn't allowed to get on like that, I have many times seen bus drives let people on the bus after they close their doors and it has not been an issue. I'm not sure why █ wouldn't let █ on the bus as █ arrived on time and the buses were still there I understand bus drivers have rules they must follow but even so there was no reason for █ to yell at █ the way █ did █ could have said no in a polite and calm manor. Thank you.
11/01/17 10:40:33 AM	Complaint	1-2	The route 1 was late arriving at the Village Mall and as the bus was pulling into the lot the other buses were pulling out or already on Topsail Road, Bradley was upset that the driver did not radio in and as the buses to hold for connection. █ felt poor customer service and very inconvenient to the customers.
11/01/17 11:27:46 AM	Complaint	15-1	█ was waiting on the route 15-1 at the MUN Centre █ lest the stop to go to the washroom and when █ returned the bus was gone. █ feels the bus left the check point 1 minute early and that is unacceptable for a main check point. █ had to wait an extra 30 minutes for the next bus and feels █ should have compensation for █ lost time. █ also thinks that the Metrobus transit system needs a complete overall in the route system to reflect the changing times and better serve the public. █ feels the transit planner should research a better planning system to better suit the St. John's area for future profit for the company. Whats a response from all departs.

Submit Date	Class	Route	Comments
11/01/17 1:49:49 PM	Complaint	3-1	█ got on the route 3-1 at the convention centre to the village at 12:15 and asked for a transfer for the route 6 from the village the driver (colleen) said that █ could not get one. When I contacted dispatch and talked to Gerald who radio in to the driver █ should of gave █ a transfer. Gerald said we may owe █ a ride.
11/01/17 2:21:55 PM	Complaint	11-1	█ called in █ was getting on the route 11 and asked the driver for a transfer █ told █ █ was going to Shea Heights and █ said █ knew that but █ was looking to get a 19 at the Avalon Mall. █ then asked █ if the route 19 will be at the Mall when the 11 arrives and the driver told █ █ didn't know. █ was not very friendly or forth coming with any information or willing to look or check for █
11/01/17 3:08:13 PM	Complaint	10-1	█ called in █ got on the route and when █ boarded █ asked the driver to check and see what time the route 3 heading to the lake comes on the other side of the road at Duckworth Street. The driver said █ would when █ gets a chance. The driver didn't and █ asked again if █ could call in and check the route 3 time. The driver refused █ said █ was not going to call in. █ asked a 3rd time and the driver flat out refused to check for █ When █ told the driver █ was going to call in and complain about this the driver told █ to go right ahead.
11/01/17 6:02:58 PM	Complaint	1 to the village	as I was walking to the bus stop from the marine institute, I was walking up to the door on the side of the bus and the bus left without me. classes at marine institute do not end until 650, 750 etc. so I got there at 550 on the dot, if a driver just looked back they would have easily seen me, it's a 20 minute wait for another bus. this is more than inconvenient.
11/02/17 5:08:23 PM	Complaint	6-1	█ was waiting on Canada Drive (close to Burin Street). Operator passed █ at stop.
11/05/17 4:00:36 PM	Complaint	1	On Friday evening I was travelling from the Marine Institute to MUN on Route 1. The bus broke down, but I was completely fine with that; these things happen. In fact, all of the passengers were very calm about the situation. The complaint that I have is the way in which the Transit Operator handled the situation. █ simply yelled to us that the bus was broken down, and we were all confused about what to do. A Route 9 bus (also headed from the Marine Institute to MUN) pulled up behind us, and the driver said that we could get on that one to get to MUN. An █ █ politely asked if they could wait on the bus that had broken down for the next Route 1 bus to come along so they could stay on the original route. The driver snapped at them that they better get on Route 9 before it drove away. █ refused to give any of us transfers for when we got back to MUN. Once we got on the Route 9 bus, the driver on that bus was also reluctant to give us transfers for some reason. They were necessary because of the passengers that would have to get on a separate Route 1 bus at MUN to get to The Village. Although we convinced █ to give us transfers, it really felt like we were an inconvenience to both drivers. I was mostly unhappy with how the █ was treated, but I really think that the situation could have been handled more professionally. Thank you.
11/06/17 8:03:50 AM	Complaint	26	The bus left before the scheduled time and I missed my bus to school.

Submit Date	Class	Route	Comments
11/06/17 9:32:11 AM	Complaint	1-3	<p>I arrived at the UC at about 7:20am from the Route 15, I knew I would be waiting approximately 15 minutes for the Rte 1 heading to the Village. I am a regular bus user, I've never made a complaint.</p> <p>The bus normally stops at the West entrance, but there are 3 entrances, I had myself sitting inside by the main entrance, as soon as I saw the bus pull up I got up and went to the entrance and while walking towards the bus someone got off the bus and the bus took off again.</p> <p>Had [redacted] looked in the mirror [redacted] would have seen me, [redacted] usually waits a minute, [redacted] stopped for approx. 3 seconds. I tapped on the bus and did get on Rte 1; I asked the bus driver how come you took off so fast, [redacted] responded because I was late...the bus was behind 5 minutes.</p> <p>This complaint is also [redacted] response to me, [redacted] tone of voice was saucy to me...even as I sat down [redacted] was grumbling something. I told [redacted] I was going to make a complaint..my complaint is that because [redacted] was late, doesn't mean [redacted] can wait only 3 seconds.</p>
11/07/17 12:09:29 PM	Complaint	3-2	<p>[redacted] were waiting for Rte 3 by Healey's on Water Street to go to work towards the Village Mall and it started to pour; [redacted] wearing an orange construction rain coat was at the bus stop the bus driver didn't even stop. We were behind the bus stop because of the rain. We sang out and waved to [redacted] but the driver sped on.</p>
11/07/17 7:43:11 PM	Complaint		<p>This us twice this month that i had to use 2 faers Via metrobus card to transfer because the bus did not arrive on time for the transferring route. It takes me 4 bus fares to get from freshwater to costco on stavengar and back thats 10 dollars t pay to shop. Your uses are never ever on time when i transfer and as a result i always pay 2 fares for one ride. But now this is hapoening on more than one route. I would like at least one ride refunded for today tue, nov 7th. Please fix this. Stop trying to cut mun students off from .</p>
11/08/17 6:50:39 PM	Complaint	16	<p>Thirty. Five. Minutes. LATE.</p> <p>Either deal with the drivers, or change the schedule. This route is not that long, and there is zero heavy traffic or construction along the route at this time of day.</p> <p>There is no excuse.</p>
11/09/17 8:20:37 AM	Complaint	10	<p>To whom it may concern,</p> <p>I have a complaint about the driver allowing a [redacted] to stand past the line while driving. It's the same [redacted] on most days at 7:40 on route 10 towards mun. [redacted] stands close to the coin machine, you have to squeeze past [redacted] getting on and off the bus, [redacted] sometimes has a foot on the drivers platform, [redacted] has almost fallen over several times, and [redacted] is always hovering over the driver. I have photos of the occurring situation if desired, and I am submitting this complaint as it is a hazard to not only the [redacted] but a distraction to the driver as well. This is not the first time this has happened as it has been ongoing for over a year now, not only in the mornings, and the driver has periodically missed requested stops.</p> <p>I suggest a reminder to all drivers that clients should be seated at all times when strays are available, and stay standing behind the line when the bus is overcrowded. Drivers should not be distracted and riders should not be standing where they shouldn't while on the road as a safety precaution for both riders and drivers.</p> <p>Thank you,</p> <p>[redacted]</p>
11/10/17 1:49:45 PM	Complaint	2-4	<p>[redacted] was just about at the stop in front of MUN. [redacted] is always 5 minutes early for [redacted] bus. Rt. 2 just passed [redacted] and it was about 5 minutes early.</p>

Submit Date	Class	Route	Comments
11/11/17 12:50:00 PM	Complaint		I was pulled over on the side of the road and the bus driver stopped and cursed me out for stoping there, then sped up the bus dramatically and pulled up along side of me at the red light swearing and threatening me. Doesn't seem like a great person to be working customer service.
11/13/17 11:30:23 AM	Complaint		██████ called in to complain about something that happened on the bus on November 9, 2017. ██████ said that ██████ got on the Route 1 at Stop ID 1180 (Higgins Line) at approximately 1:35 p.m. to go to MUN. ██████ asked the driver for a transfer to go to the Avalon Mall. ██████ said that when ██████ arrived at MUN, the next bus going to the Avalon Mall was the Route 15. ██████ said that when ██████ got on the Route 15, the driver said that ██████ transfer was expired by 2 hours. ██████ said ██████ explained to the driver that the driver of the Route 1 must have tore off the transfer for the wrong time. ██████ said the driver of the Route 15 made ██████ pay again. ██████ also wasn't happy with the driver's attitude and ██████ said that ██████ was rude. It looks like it was the Route 1-2 and Route 15-2.
11/13/17 1:52:28 PM	Complaint	3-2	██████ called into complain that the route 3 driver would not open the door and let ██████ on. the buses were just starting to move and pull away from the stops and the driver refused to open the door and let ██████ board. No call back required just waned to voice ██████ complaint.
11/14/17 11:02:17 AM	Complaint	2-1 and 3-2	██████ was on the 2-1 to arrive at kings bridge dominion to connect with the 3-2. ██████ told the driver on route 2-1 when ██████ got on that ██████ is connecting to route 3 at dominion. when they arrive at the connecting stop at dominion the route 3-2 pulled out and didn't wait for ██████. The driver on route 2 beep the horn for ██████ to wait but ██████ drove off. ██████ said the 3-2 had to see the bus 2-1 pull up and still didn't wait to see if anyone needed to get on. ██████ bus. ██████ is very upset and pissed that ██████ has to wait out in cold at night for another bus because the driver wouldn't wait.
11/15/17 7:56:40 AM	Complaint	25	This morning I witnessed route 25 driving way too fast in a residential area before taking a sharp left the 4-way intersection of Backline Road and Doyle's Road without stopping. Given the current wet road conditions and the fact that there are many pedestrians, the fact that it's a popular intersection between two school zones, and that there are many children in the area, I was just really disappointed to see such careless driving from someone in a large bus no less. If anyone where to jump into that road, there would have been no way they would have been able to stop efficiently and effectively. I understand that it was early morning and there probably wasn't much traffic at that point but, regardless, I would expect safer driving measures especially in residential zones. It would not have put them far behind if they had to have followed the speed limit and took a full stop at the intersection. As a resident, pedestrian, and ██████ I hope to see safer driving from public transit in the future. Thank you for your time.
11/15/17 8:07:36 AM	Complaint	22	Twice now I've gotten route 22 in the evening and it has stopped at stop ID 4546 on Smallwood drive. The driver claimed 22 doesn't stop there because it's too hard getting across the lanes to turn down Ashford drive. Given that the bus has always stopped there before I wanted to confirm. Thanks.
11/15/17 10:55:13 AM	Complaint	22	██████ insists ██████ was at the bus stop on Commonwealth Ave by the Pippers at 9:00am and the route 22 did not pass by. ██████ said if it did ██████ did not see it and ██████ was at the stop so the driver did not stop for ██████. I advised ██████ the bus was there at 9:18am and did pass on schedule and explained if ██████ was at the stop there was no way ██████ could have missed it. ██████ insisted ██████ was there and demands a call back, if ██████ don't get one ██████ will be calling in again on the issue. I am sending a screen shot of the bus EMC tracking to our personal email.
11/15/17 1:51:20 PM	Complaint	2-3	The bus was very cold when ██████ boarded the bus. Operator had ██████ window open plus the top hatch.





Submit Date	Class	Route	Comments
12/07/17 10:08:05 AM	Complaint	1-2	█████ called in to complain about the driver on the Route 1-2. █████ said that █████ dropped █████ off at the bus stop on Topsail Road by Hazelwood Elementary. █████ said █████ got out of the car to get the bus at 7:45 a.m. this morning, and █████ waited there to make sure that █████ got on the bus. █████ said the bus drove past █████ so █████ started to walk back towards the car. █████ said that the bus then put on its indicator near the turning lane just past Hazelwood. █████ said that █████ waved █████ hands at the bus and █████ went through the intersection and stopped to wait for █████ there. █████ said that the driver said that █████ needs to be at the bus stop. █████ told the driver that █████ was but █████ said that █████ was in the car. █████ said █████ doesn't think the driver should have spoken to █████ like this in front of other people.
12/08/17 10:24:25 AM	Complaint	3-1	█████ called in to complain about the Route 3-1. █████ said that when it broke down they should have sent out a van. █████ said that █████ missed an appointment because of it and was very upset. █████ didn't say where █████ was waiting but when █████ called █████ said █████ saw the bus and the bus was on Water Street at that time.
12/08/17 11:16:26 AM	Complaint	3-1	This bus was at least 10 minutes early and had to wait for the next bus (3-A) and was late for work. I seen at least a dozen people boarding the next bus on its way to Stavanger as they also missed the previous bus (3-B) that was running fast. Very inconvenient to be late for work.
12/08/17 4:02:56 PM	Complaint		Your website isn't working. I tried finding detailed schedule info for route 2 but it just gave me an error message.
12/08/17 5:31:32 PM	Complaint	18-1	█████ called in █████ █████ was standing at the bus stop on Main Road by the Tim Hortons waiting on the route 18 and the bus drove right by █████ █████ said there is no way the driver could have missed the █████ standing there. Also the █████ was sitting in the parking lot talking to another person and witnessed the bus going by. █████ was very upset and want it checked into and a call back.
12/09/17 5:27:37 PM	Complaint	21	The bus left me! I was walking down to the stop at 4:58pm. The bus wasn't scheduled to leave until 5:10pm. I was stopped at the light at the intersection before the stop and I figured I still had 12 minutes but that was not the case, the bus driver never stopped, █████ just drove right through. I had to take a cab down to the Avalon Mall. This is absolutely unfair on passengers. I was thinking I still had 12minutes to get to the stop and I was so excited but that excitement turned to sadness, as I had to spend over \$30 on cabs to my destination. This is definitely unfair and I want something done about this.
12/11/17 9:13:45 AM	Complaint	2-2	█████ was on the 3-1 coming form Stavanger Drive. The 3 radioed for the 2-2 but when they arrived the 2 left. █████ had to pay \$19.00 for a cab home.
12/12/17 9:01:51 AM	Complaint	2-2	The Rte. 2 did not wait for the 3 at the Torbay Road Mall.
12/13/17 12:45:00 PM	Complaint	1	For the second time, I have been alongside the bus and the bus just left with me next to it and waving at the driver. I was passing the people getting off the bus and the bus left without me, again. Same spot.
12/13/17 2:17:34 PM	Complaint	10-3	█████ said the operator was very rude to customers getting on and off the bus. █████ was very cutty when asked a question. Operator was Sean Kelly
12/14/17 1:39:43 PM	Complaint		█████ called in to complain about the Community Bus at 10:20 a.m. this morning. █████ said that █████ got dropped off at the Eastern Health Clinic on Major's Path and was going to get the Community Bus back. █████ said that █████ waited 25 minutes for it but it never showed up. █████ said █████ seen the Community Bus after and the driver told █████ that █████ didn't drop anyone off so █████ didn't go back. █████ wants to know why the bus didn't show up when it's on the schedule. █████ said that █████ ended up walking.
12/18/17 12:36:13 PM	Complaint		█████ would like a call back on lowering buses. █████ feels █████ should not have to ask the operator to lower there bus. This should be done at each stop.

Submit Date	Class	Route	Comments
12/19/17 4:13:06 PM	Complaint	2-2	<p>██████████ called in to complain about the Route 2-2. ██████████ said that ██████████ was standing with another ██████████ and ██████████ child at a bus stop, when the first bus wouldn't let them on because ██████████ was trying to pay with a \$5.00 bill and the driver wouldn't take it, which ██████████ was fine with. ██████████ said that ██████████ was still standing at the bus stop with that ██████████ and was changing ██████████ \$5.00 bill into change for ██████████ ██████████ said that the Route 2-2 drove past ██████████ leaving the ██████████ at the bus stop. ██████████ didn't think that this was right and wanted to put in a complaint.</p>
12/20/17 7:52:15 AM	Complaint	30	<p>I've noticed not only first hand but from other customers that The new bus driver on route 30 has been rather ignorant. I work with customer service myself and I understand it can be stressful but that's no right to get rude with customers and argue because you're fusterated I felt so uncomfortable for the rest of the trip and I'm unsure I wanna continue with this service if I'm paying a bus fare I don't deserve to be treated with disrespect.</p>
12/22/17 1:37:09 PM	Complaint	15-2	<p>██████████ started on from Mount Pearl route 21 to village then transferred to the route 12-1 at Village at 11:30 to Avalon Mall. ██████████ told the driver on route 12 ██████████ was connecting with the route 15 at the Avalon Mall which was 15-2 at 12:00. when ██████████ got off the route 12 at the Avalon Mall to get the 15-2 which was in the parking lot. ██████████ didn't wait and pulled out. ██████████ did say ██████████ got off the 12 and ran to the 15 ██████████ bang on the bus but the driver would not stop. ██████████ was upset that ██████████ took off if ██████████ knew people were getting off the buses. I am not sure if the Route 12 called in for the 15, but ██████████ seems to be more upset with the route 15. ██████████ feels like ██████████ should get rides for ██████████ problems.</p>
12/22/17 8:47:11 PM	Complaint		<p>Bus was delayed for 40 minutes for unspecified reason. Was supposed to show up at St Thomas Church on Military Road at 2:46pm but never showed up until 3:31pm even though Bus 15 driver advised 2 was only running 20 minutes behind schedule. I am ██████████. I am hoping that Metrobus can add a bus update to their app so that customers can know if their bus is delayed. I can guarantee you if the service that I received today continues I will not be supporting Metrobus union workers in another strike like they had a few years ago.</p>
12/27/17 6:48:10 PM	Complaint	3	<p>Stood at the stop freezing my dick off for 40 minutes. TWO busses were supposed to come, at 6:01 and 6:16, neither of which showed up. I texted the number on the stop, it said the next bus would arrive, and when the time passed it just went to the next scheduled arrival time with no explanation as to why the previous one just didn't show up. If you want people in this city to actually use the bus, try making it actually usable and stop wasting my time. At least when jiffy fucks me they're a bit more gentle</p>
12/28/17 3:34:04 PM	Complaint	2-4	<p>While waiting on the bus at the stop light on Freshwater and Crosbie, there was a gentleman running through the Mary Brown's parking lot to get to the bus stop, which everyone on the bus could see. ██████████ made it to the stop almost the same time as the bus, maybe a second before, however, the bus driver drove past the stop as ██████████ was waving ██████████ arms. When a passenger realized, about 1-2 seconds before we got to the stop, that the driver was driving past, pulled the stop request in an effort to get the driver to stop, but to no avail. The wind chill this morning was -16 degrees, very cold to have to wait for the next bus. Most of your drivers are great and I have no issue. However, I have seen a number of issues with this particular driver in the past and I'm not willing to stand by and not say anything anymore. ██████████ has a bad attitude while representing Metrobus. Also, when I tried to call your number today, 570-2020, and select 9, it keeps circling back to the same message, it's an endless loop.</p>

Submit Date	Class	Route	Comments
12/28/17 6:46:12 PM	Complaint	10-1	<p>█████ called in to complain about the driver on Route 10-1 at 3:30 p.m. this afternoon. █████ said that █████ was driving towards the Avalon Mall and there was a lot of buses parked at the upper stop. █████ said that the bus pulled away from the bus stop and came into █████ lane (the opposing lane), stopped and waved another bus to go. █████ said that both █████ and the car in front of █████ had to come to an abrupt stop. █████ said that █████ looked at the driver when █████ did this and the driver stopped next to █████ and gave █████ a look. █████ wants to know why the driver would do this and why █████ would give █████ attitude.</p>
12/31/17 1:15:28 PM	Complaint	21-1	<p>█████ called in to complain about the driver on the Route 21-1 last night. █████ said that █████ got on the bus at about 9:50 p.m. and paid cash to get on the bus. █████ said that after █████ paid cash █████ handed █████ █████ m-card that █████ was holding on to. █████ said that the driver said that they're not allowed to share m-card (monthly pass) and █████ said that █████ paid cash because █████ forgot █████ m-card and handed █████ █████ m-card. I explained to █████ the policy and told █████ that the driver may have been explaining the policy about m-card. █████ still wanted to put in a complaint.</p>
1/02/18 1:56:29 PM	Complaint	12-1	<p>█████ said █████ was at the bus stop on Boyle Street near (opp) Lloyd Crescent. The operator never stopped █████ just drove right on by.</p>
1/04/18 2:49:45 PM	Complaint	3	<p>Hi, yesterday i was taking the bus to an appointment. i was under the understanding the the 3 would pass by █████, (since google maps said it would and there are no route maps on your site to confirm) however it went in the exact opposite direction and left me with no other choice other than to pay 8\$ for a cab so i could make my appointment. i'm pretty upset about this since i just paid 275\$ for a semester pass. 8\$ is a lot of money for a student let alone 275\$. It's either google maps has the route wrong or your driver followed the wrong route however metrobus has proved to be unreliable again and its starting to seem better to walk 50 min+ everywhere than have things like this happen this frequently.</p>
1/04/18 4:00:20 PM	Complaint		<p>█████ called in to complain about the scheduling of all of the buses. █████ wanted to speak with someone about changing the times to make them more frequent. When █████ first called in █████ said that we changed the times on the Route 2 from the schedule that we have. █████ also complained about the Route 21 (I told █████ █████ could contact Mount Pearl about the frequency of that bus). █████ wants to speak with someone about changing the buses.</p>
1/05/18 2:16:34 PM	Complaint	28	<p>█████ called in █████ is upset with the continued poor service and reliability of the community bus. █████ is upset that over the past 2 months the bus has been out of commission so much and the van has been out instead. The van does not hold as many passengers and can cause quite a problem at times. █████ feels that when the van is going out instead of the bus that an announcement should be made on the phone and the online site. █████ also feels like the other buses there should be a back up bus for the community bus not just a van. █████ would like a call back from someone in authority to further discuss these issues.</p>
1/05/18 5:05:55 PM	Complaint	16-1	<p>█████ said █████ was waiting at the bus stop by Hickey's store and the bus went right by with out stopping. █████ also stated this is the second time this week it has happened. I asked █████ to clarify that █████ was at the stop and █████ sated █████ was. Driver said there was no one at the stop when █████ passed. Advised █████ we will check the cameras and someone will get back to █████</p>
1/06/18 2:43:41 PM	Complaint	15	<p>Cut off both lanes of oncoming traffic without sufficient time to do so.</p>





Submit Date	Class	Route	Comments
1/16/18 3:56:58 PM	Complaint	21	<p>The elimination of the stop near #9 Munden Drive was not communicated to the ridership before it became effective. There were no signs posted alerting to passengers of this stop ahead of its termination, and today's driver (who drove the route last week) wasn't aware of its elimination. It is still showing on your website, and while I get text alerts from your company, I still have yet to receive anything regarding this. There is nothing listed on the website, at all, regarding this change, no tweet ....</p> <p>aside from the bad weather that made me turn toward the pole today, I wouldn't have learned of this change at all!!! This stop should be re-instated, please reconsider as I have to walk much farther to the nearest stop. This was directly across from a 2 building apartment complex, near a school, in a mid density population base,</p>
1/18/18 11:03:44 AM	Complaint	15-1	<p>called in to complain about the Route 15-1. said that friend gets on the Route 16 every morning and the Route 15 is always gone when gets there. also said that the driver of the Route 15-1 can be rude.</p>
1/18/18 2:06:42 PM	Complaint		<p>the 1:34 bus never showed up. I had to wait for the next one at 1:54. This is not the first time this has happened. The bus either comes way too early or really late or not at all.</p>
1/19/18 10:27:08 AM	Complaint	10-2	<p>Bus was coming down Parade Street on Freshwater Road. There was a family of four crossing the walk. Operator just kept on driving and did not stop at stop sign.</p>
1/19/18 11:49:32 AM	Complaint	1	<p>I disembarked the route 10 from Downtown, at MUN, to transfer. I can take the 1 or the 9. As soon as the route 10 pulled into MUN, the route 1 started to leave before anybody could get on. A couple people had to whistle and try to stop the bus from leaving without them. It did stop to pick them up but the bus was in the driving lane. I have seen this happen many times and it just makes me so sad and disheartened. It seems deliberate. Why would a bus not want to take passengers?</p>
1/20/18 11:15:30 AM	Complaint	21-1	<p>called in to complain about the Route 21-1. said that was on the bus with when and got on the bus at the second stop on Old Placentia Road. said that was drinking a can of beer at the bus stop before got on and when got on the bus and sat in the back had another one in pocket and started to drink it. said that told the driver but the driver said that they can't check people. said that the driver told that wouldn't be allowed on the bus anymore for some reason (I think and or got in an argument on the bus). wanted to make a complaint about the drinking on the bus.</p>
1/24/18 1:36:36 PM	Complaint	14	<p>I have to walk 20 minutes to the bus stop everyday for school, today I walked there in the pouring rain and arrived at the bus stop completely soaked but on time. I watched the bus come down the street and drive right by me without stopping, as it drove by I was waving my arms but they just drove right by me, while I was clearly waiting at the bus stop. MUST have seen me. This is the second day in a row I have missed my first class because of the bus. Yesterday I missed the bus because I was across the street in Tim Hortons waiting for it, then when I was about to leave I checked if it was on time and it said it was 20 minutes behind! So I contacted metrobus and asked why. by the time I was told that the site had glitched and the bus was actually on time, I had already missed the bus! I am extremely not impressed with this service lately and after today I am going to figure out a different way of getting to and from school.</p>
1/25/18 2:42:08 PM	Complaint	1-2	<p>I was on Empire Avenue in my car turning left going up Cashin Avenue. The driver came out from Cashin Avenue too far onto Empire Avenue heading towards Crosbie Road. was out far enough to block traffic. When I was coming into turning lane realized was out too far and called me a bitch, and I stuck my middle finger out to it was pretty scary for me and my passenger.</p>

Submit Date	Class	Route	Comments
1/25/18 5:30:10 PM	Complaint		Your driver completely cut me off. ■ proceeded to pull away from a stop sign, with not nearly enough time to make the turn and if I wasn't paying attention there would have been an accident. ■ then raised ■ arms and began to mouth off. This is completely unacceptable and I think it's time you reevaluate the way you hire drivers!
1/26/18 8:07:49 AM	Complaint	2	On January 25, at 3:15 pm, I was leaving my house on Montague St. to get the bus headed to the Avalon Mall where I would transfer to the number 12. The bus arrives at my stop at 3:18 every day. On this day, the bus happened to be early. I was just closing my door when ■ came into view. I waved to the driver to let ■ know I wanted to get on that ride as the next one would make me late for work. Instead of stopping at my stop (which ■ had time to do), ■ passed by it and pointed to the next stop. I started running toward the next stop knowing that at the speed ■ was travelling, I'd never make it. As luck would have it, ■ had to stop half-way there for a school bus that was letting off kids. I caught up to ■ and stood at the door to get on but instead of opening the door, again ■ pointed to the next bus stop forcing me to run there to make sure I could get on and be to work on time. When ■ got to the stop and I got on, ■ said, "Next time, make sure you are at the bus stop at 3:15, not coming out of your door at 3:15". I replied, "Actually, the bus arrives there at 3:18, not 3:15". ■ said, "Yeah, well that's not written in stone". On the same ride, ■ got on and paid ■ two dollars. While ■ was heading to the back of the bus, the driver called out to ■ and said, "Get back here!" ■ came back to the front of the bus and the driver demanded, "How old are you?" The ■ told ■ that ■ was ■ and the driver said, "Yeah, well you look a lot older". I have been on the bus with this driver other times and myself and many other passengers have found ■ to be ignorant, rude, and a piss-poor representative of Metrobus whereas virtually every other driver is friendly, courteous, helpful and kind; showing Metrobus to be a trip worth taking. I am assuming that this complaint will not be taken seriously and that writing this is merely a waste of time, but at least I got to vent a little and who knows. Maybe if enough of us write in about ■ in only a few years something may be done. Each time I see another example of ■ attitude and personality showing up on ■ rides, I will mention to some of the other passengers that I have met to write in and eventually we will be heard.
1/27/18 1:45:46 PM	Complaint	10-3	A ■ called in to complain about the driver of the Route 10-3. ■ said that ■ got on the Route 10-3 that left MUN Centre at 1:21 p.m. to go to the Avalon Mall. ■ said that when ■ was getting off the bus ■ asked the driver if ■ could radio ahead to ask the Route 19-2 to wait for a minute because they were at the bottom and the Route 19-2 was at the top. ■ said that the driver didn't radio ahead or say anything and ■ missed ■ bus. I explained to ■ that if ■ is needing a connecting bus, it is best for ■ to ask as soon as ■ gets on the bus. ■ didn't want to leave ■ name or number but wanted a complaint put through.
1/28/18 12:19:14 PM	Complaint	3-2	■ called in to complain about the driver of the Route 3-2 (3A). ■ said that ■ got on the bus at the Torbay Road Mall and took it as far as A&W on Torbay Road. ■ said that ■ asked the driver when the Route 23 was due there and the driver said that ■ didn't know off hand. ■ said the driver wouldn't look in ■ book and ignored ■ question. ■ said that this was rude and that the same thing happened last week with the same driver.
1/28/18 4:46:36 PM	Complaint	2-1	■ called in to complain about the Route 2-1. ■ said that ■ ■ was walking on Elizabeth Avenue after leaving the store, when the Route 2-1 splashed ■ ■ said that ■ was drenched and wanted to put in a complaint.

Submit Date	Class	Route	Comments
1/29/18 6:16:53 PM	Complaint	12	There was lots told to me but the shorter story is... The driver on route 12 took [REDACTED] 2 passes from [REDACTED] that the [REDACTED] and friend were using. [REDACTED] said they have done this before and was never told they couldn't. [REDACTED] is very upset how the driver handle this with [REDACTED] It was colleen that was the driver when I radio dispatched. Gerald.
1/30/18 12:36:38 PM	Complaint	12-1	[REDACTED] was at bus stop Id 3030 on Blackmarsh heading towards the Avalon Mall. Because of the weather [REDACTED] was standing on the side to block the Wind. so when [REDACTED] came out I guess [REDACTED] hit the back of the bus to let the driver know [REDACTED] was there and [REDACTED] said that there was still people getting off the bus when [REDACTED] came out behind the Building. I explained [REDACTED] was in the wrong because [REDACTED] was not directly at stop but [REDACTED] thinks because the bus was still stopped [REDACTED] should of let [REDACTED] on. I told [REDACTED] about the camera etc. [REDACTED] figures [REDACTED] still in the right.
1/31/18 9:30:13 AM	Complaint	10	Several people transfer from Route 10 to Route 1 each morning at the University Centre. This morning the 10-3 was late leaving Water St. at approx. 8 am. It arrived at my stop on Queens Road approximately 7 minutes late so I knew it would be a tight connection at the UC with Route 1-3 at 8:25. I asked the driver to call ahead and have Route 1 wait for us to arrive. [REDACTED] acknowledged my request but did not contact dispatch. As a result the Route 1 pulled out of the UC just as our Route 10 arrived. The Route 10 driver did beep the horn but the Route 1 colleague either didn't hear [REDACTED] or just didn't care. As a result several people were late for work or school.
1/31/18 11:33:34 AM	Complaint	2	[REDACTED] was told for the second time that [REDACTED] didn't need a transfer to connect from route 2 to 3, the driver told [REDACTED] to just use [REDACTED] ride pass again [REDACTED] only has a child 10 ride and now he's down 2 rides because the drivers wouldn't give [REDACTED] a transfer. ☹
2/02/18 10:42:35 AM	Complaint	10-2	I got on the bus and forgot my bus pass and then I asked the driver to call in [REDACTED] I have a mcard from [REDACTED] and when the driver called in [REDACTED] was a real jerk to me and then [REDACTED] said my name out loud and [REDACTED] said what it was about, that is my biggest concern, [REDACTED] said my name in front of everybody after I whispered this information to the driver.
2/03/18 4:30:00 PM	Complaint	16-1	[REDACTED] called in to complain about the driver on the Route 16-1. [REDACTED] said that [REDACTED] was in the turning lane on Great Eastern Avenue across from Terra Nova Motors going towards the Avalon Mall. [REDACTED] said that [REDACTED] was in the double turning lane when the driver came through the middle of both turning lanes. [REDACTED] said that the driver then screamed at [REDACTED] After I hung up with [REDACTED] dispatch called up and said that the Route 16-1 was on Great Eastern Avenue in the single turning lane and there was a car turning in the non turning lane. The driver was trying to show that it was only one turning lane and not two.
2/05/18 1:14:25 PM	Complaint	10	[REDACTED] got on the bus at the Convention who had a large bag with [REDACTED] left it on the floor when [REDACTED] looked for [REDACTED] wallet. The bus driver got annoyed with [REDACTED] and told [REDACTED] to put the bag on the rack near the front door. 'I have to leave now'. [REDACTED] was annoyed when the [REDACTED] could not find [REDACTED] wallet. So the [REDACTED] found some change in one of [REDACTED] pockets, [REDACTED] could not find [REDACTED] wallet. At the top of Parade Street and [REDACTED] got on. [REDACTED] had to root for [REDACTED] bus pass. The bus driver waited for [REDACTED] to find it, [REDACTED] didn't say anything to the [REDACTED] Then [REDACTED] waited for the [REDACTED] to sit down. Who is to say the first [REDACTED] did not have a disability? I did not like the way the bus driver treated the [REDACTED] differently! Thank you
2/06/18 12:28:43 PM	Complaint	2-4	[REDACTED] called in to complain about the Route 2-4. [REDACTED] said that the driver left the checkpoint of Freshwater at Parade 1 minute early. [REDACTED] said that [REDACTED] managed to catch the bus but only because [REDACTED] ran for it. [REDACTED] [REDACTED] said that this is not the first time that this has happened and [REDACTED] wants to speak to someone about it.

Submit Date	Class	Route	Comments
2/06/18 1:03:48 PM	Complaint	1-2	██████████ called in to complain about the Route 1-2. ██████████ said that ██████████ was standing at the bus stop on Cashin Avenue just before Blackmarsh Road going towards the Village Mall when the bus drove past ██████████. ██████████ said that the same thing happened to ██████████ on Friday at 2:40 p.m. with the Route 1-3. ██████████ would like a call back and ██████████ said that a message can be left on ██████████ phone. ██████████ said that ██████████ was late for work when this happened both times.
2/06/18 2:52:57 PM	Complaint	10-2	'(I just heard about this today...)AT 5:30 ██████████ and ██████████ took Rte 10 from Avalon Mall to Kelsey Drive with the intent of getting off at Home Depot/Walmart stop. The stop before Metrobus station on Goldstone my ██████████ stood up to ask the bus driver a question, ██████████ thought ██████████ missed ██████████ stop... the bus was at a full stop, ██████████ has a thing with ██████████ ██████████ by the time ██████████ walked up to bus driver, the bus started to move, the entire time there was a customer standing behind the bus driver talking to ██████████. When ██████████ got up to front the driver says, get back there and sit down, this bus is moving. ██████████ felt like a child and sat down right away. ██████████ dismay was why was ██████████ told to sit down when this other customer was standing up. This ██████████ bus driver got off the bus at the Metrobus station.
2/06/18 3:26:31 PM	Complaint	15-2	██████████ called in to complain about the Route 15-2. ██████████ said that ██████████ was standing by the glass in the shelter by Bannerman Park when the Route 15-2 drove past ██████████. ██████████ said that ██████████ chased the bus up Military Road to the red light and the driver wouldn't let ██████████ on. ██████████ wants a call back about this. Dispatch radioed the driver and the driver said that a male waved ██████████ on at that shelter but that a ██████████ did run up to ██████████ at a red light.
2/07/18 1:46:41 PM	Complaint	18-1	██████████ called in to complain about the driver on the Route 18-1 this morning at around 10:00 a.m. ██████████ said that the driver stopped "out from Bidgoods going towards town" and didn't pull in to the curb. I told ██████████ that there is a checkpoint by Bidgoods and the bus is not allowed to leave that area until a certain time. I told ██████████ that if it was past Bidgoods there may not be much of a curb to pull into. ██████████ said that the bus was stopped for about 2-3 minutes with traffic stopped behind it and ██████████ honked at the driver as ██████████ moved past it.
2/09/18 8:28:08 AM	Complaint	15-1	██████████ called in to complain that the driver on the 15-1 when ██████████ reaches Cuckholds Cove parks there and gets out of the bus ██████████ goes to the back and stands there and has a cigarette(everyday at the same time). ██████████ said it is not that ██████████ is having a cigarette break that is the issue, it is the fact that ██████████ is doing it where school age children and standing, as well waiting for their school bus. ██████████ feels the driver should know better then to be smoking around children and the children should not have to deal it either.
2/09/18 1:51:17 PM	Complaint	2-3	██████████ called in to complain about the Route 2-3. ██████████ said that the bus was leaving the Village Mall trying to make the left onto Hamlyn Road. ██████████ said that the driver looked right at ██████████ but ██████████ was not giving the bus a break. ██████████ said that if ██████████ was travelling any faster, ██████████ would've caused an accident.
2/09/18 7:16:54 PM	Complaint	16	The driver seemed to be in an unnecessary rush. The following facts happened:1) The driver stopped as far as possible from the shelter (I was already walking in the direction of the bus stop), although there was only me, and nobody was getting off the bus.2) When I was approaching the bus, ██████████ pretended to drive away but stopped a few meters after.3) As I was getting on the bus, ██████████ closed the door, and it hit my backpack, the door reopened, and then I could safely enter the bus.4) ██████████ started driving before I scanned my card.5)honestly don't know why ██████████ was in such a hurry, and even if ██████████ was late (which ██████████ wasn't), it is not my fault.
2/10/18 1:47:14 PM	Complaint	21	There was stop on Munden Drive that was recently removed. pls put it back. Its to hard to catch the bus now. I get off work at 8pm. Its hard to reach the busstop and if i dont its an hour long wait for the next 1. pls do better for people in that plaza. A major shopping center should have a bus going to it. the bus now avoids it.

Submit Date	Class	Route	Comments
2/12/18 4:11:25 PM	Complaint	3-2	<p>█ got on the 3-2 bus on Craig Miller going to the Village which arrived 3:10 at Village.</p> <p>█ complaint was, when █ was boarding the bus on Craig Miller is asked the Driver would █ connect with the Route 25 at the Village. █ said the driver didn't answer █ so █ asked again "did you hear me". The driver said to █ "now your being rude █ then was telling another passenger what happen and the driver said █ was going to kick █ off the bus.</p> <p>█ was upset that the driver treated █ so rude for no reason. █ only wanted to know if the bus met up with the route 25.</p> <p>█ did add that later, that █ does find a lot of drivers very rude when trying to ask them anything.</p>
2/15/18 10:24:32 AM	Complaint	1	<p>It's pretty awful to miss a doctors appointment when I was standing right next to the bus at the bus stop yet the bus drives past me. Thanks Metrobus, I'll have to sit on █ for another month...</p>
2/15/18 10:35:46 AM	Complaint	15-2	<p>This bus driver is on every Wednesday night and I get off work and wait for the bus on Forest Road █ goes down around I ask █ all the time to get connected to Rte 2 at Family Court toward Village Mall. █ doesn't call ahead....never.</p> <p>Last night I got off Rte 15 by Family Court and when I get off Rte 15, the Rte 2 was starting to leave Family Court and the Rte 15 driver blew █ horn a couple of times and the Rte 2 waited. I got on Rte 2 and the Rte 2 driver said I nearly missed you.</p> <p>The connection time is immediate, and if I miss my connection with Rte 2 I have to wait another hour. Please have this driver call ahead so Rte 2 driver will make the connection.</p> <p>I use the Rte 15 and Rte 2 Monday to Friday, all other drivers call ahead. This driver won't even speak to the customer.</p>
2/15/18 6:54:03 PM	Complaint	2-2	<p>█ called in to complain about the driver on the Route 2-2. █ said that █ was on Lemarchant Road by Eric Street near the Marie's when █ ran out in front of the bus, about 30 feet in front of it. █ said that the driver took █ eyes off the road and nearly hit █ █ said that █ confronted the driver when █ got on the bus and said that █ should be paying attention to the road and not looking at █ as █ ran out in front of the bus. █ said that █ told the driver that █ was a "lucky █ █ said that the driver should have slowed down when █ seen █ instead █ had to hit █ breaks hard to stop.</p>
2/16/18 10:29:34 AM	Complaint	14	<p>I have been having many, many problems with the METROBUS system in St. John's in the past couple of weeks. there has been 5 instances in the past 14 days that have postponed and/or cancelled meeting or events that I was supposed to be attending, simply because your buses are so confusing. I have repeatedly gotten on the wrong number 10 because there are 2 bus number 10s which go in opposite directions of each other, which is absurd. And today, I was supposed to be meeting my █ and █ at the airport after my class, I was on the way to the bus stop at the min centre, I arrived at 10:16 just to see bus 14, drive away (4 minutes before schedule) as a result of this █ █, and this is absolutely devastating, I expect a timely reply, and some kinda of gift for being so impractical and unprofessional.</p>
2/19/18 10:07:10 AM	Complaint	3-1	<p>█ called in to complain about the driver on the Route 3-1 (3B). █ said that the driver "got snarly" with █ █ said that when █ was on the bus, the driver got up and walked to the back of the bus and █ asked █ if █ did something wrong. The driver said "no, I got to do my job." When █ was getting off the bus █ told the driver to have a nice day and the driver said "I will."</p>

Submit Date	Class	Route	Comments
2/19/18 11:08:51 AM	Complaint	2-3	<p>█████ called in to make us aware of an incident that happened on the Route 2-3. █████ said that █████ that works for █████ was on the bus when a █████ who was also on the bus was staring at █████ and then sat next to █████ and started to touch █████ leg █████ said that the driver asked the █████ to get off the bus, which █████ appreciated but █████ wanted to voice █████ concern that what the █████ did was not ok. █████ wanted to speak with someone about what can be done going forward and █████ said that █████ encouraged █████ to call in as well. █████ also wanted to thank the driver for asking the █████ to get off of the bus.</p>
2/19/18 12:05:05 PM	Complaint	2	<p>I was harassed by a fellow passenger on the bus. █████ was sitting in front of me and kept looking back at me. Then █████ moved █████ seat closer and closer until █████ was sitting right beside me and blocking my way out. Then █████ started talking to me and I didn't really understand what █████ was saying because █████ was mumbling and then █████ proceeded to touch my leg and at this point, I told █████ to stop and used my hand to block █████ hand from touching me. When we reached a stop, the bus driver approached where I was and asked if I was okay and told the guy to move to another seat. I got off at the next stop which was my stop (the stop after the one opposite Torbay Road Mall)</p>
2/20/18 4:12:29 PM	Complaint	10-2	<p>█████ was at the bus stop Saturday Feb 17/18 at the Convention Centre for the 3:30 bus 10-2.</p> <p>█████ boarded the bus with █████ hands full and █████ with take out so █████ went to put █████ stuff down on one of the seats and take out █████ bus pass. The driver said you should have your bus pass ready before you get on the bus. when █████ went to explain that █████ hands were full the driver said. "shut Up"</p> <p>█████ also mention that there was no one behind █████ to get on and █████ was not in a hurry because █████ went out to clean █████ windows. █████ did ask passengers if that was appropriate for the driver to treat to █████ that way.</p>
2/21/18 4:20:32 PM	Complaint	10-2	<p>I was on the bus today by Keane Place/Freshwater Road around noon ish going to Avalon Mall; the driver asked me to move back a few seats because you are distracting me. I did move back and I then said to another passenger, that wasn't nice of the driver to say that, the driver heard me and said if I hear you say that again I'll report you.</p> <p>█████ did say █████ used to distract drivers before by talking to them (and █████ doesn't do that anymore). I suggested to █████ to please sit back seats away from the driver and that could probably work for all.</p>
2/23/18 9:27:17 AM	Complaint	18-1	<p>█████ called in to complain about the driver on the Route 18-1.</p> <p>█████ said that █████ █████ █████ and █████ were sitting in the back of the bus behind the door and they were getting off by Bidgood's.</p> <p>█████ said that 3 people got off the bus and as they were getting up, the driver hit the gas and █████ █████ █████ and █████ went flying back. █████ didn't say that they were injured. █████ said that █████ called out to the driver but the driver didn't say anything or get up to see if they were ok.</p> <p>█████ said that █████ wants a call back to speak with someone about this.</p>
2/23/18 3:44:41 PM	Complaint	12	<p>█████ was on the bus who was huffing aerosol spray out of cans and drinking their contents. It was very obvious there was something severely wrong with this █████ as █████ was shaking, drooling, going in and out of consciousness, almost falling into the isles out of █████ seat, several of the cans fell out of █████ hands and rolled around on the floor and █████ was blatantly drinking the contents from the lid of the can. The driver should have removed █████ from the bus and /or contacted paramedics. I am very disappointed that the driver refused to acknowledge this situation, contact the appropriate authorities and remove this █████ from the bus. This was very disturbing and potentially very dangerous to the other passengers on the bus. It was very lucky there were no children on the bus at this time as this would have been extremely disturbing to them.</p>

Submit Date	Class	Route	Comments
2/24/18 2:43:15 PM	Complaint	19-2	<p>██████████ opened the doors on the 19-2 (██████████ made the complaint). ██████████ done this because it was very cold out. When the operator returned ██████████ asked "who done it". ██████████ was told that ██████████ did. ██████████ walked to the back of the bus and started screaming at ██████████</p> <p>I explained to ██████████ that ██████████ should never open the doors off a bus. The operator had every right to question this issue. ██████████ do now understand but the operator could of handled it a little nicer than yell in ██████████ face.</p>
2/27/18 10:22:08 AM	Complaint	16	<p>Your driver did not even stop at the MUN centre. I know being on time is certainly a challenge in such a tiny city, especially when the roads are clear and traffic is non-existent! But what in all of Hell's creation makes this driver just completely miss a MAJOR STOP when people are WALKING OUT to board? Tell that asshole thank you for me- waiting an extra hour to get home in this weather is exactly what my day was missing. Meanwhile I get to watch 3 other routes with empty buses sitting outside actually waiting for passengers. HMMMMMMM. I have lived in major cities from coast to coast and I have never, EVER seen such awful, neglectful customer service from a transit company.</p>
2/28/18 9:09:22 AM	Complaint	15-1	<p>██████████ called in to complain about the driver on the Route 15-1. ██████████ said that the bus arrived at MUN Centre 5 minutes late and ██████████ asked the driver to call ahead for the Route 14 because it was in front of them. ██████████ said that driver told ██████████ no which caused ██████████ to miss ██████████ connection.</p>
2/28/18 5:03:58 PM	Complaint	3-1	<p>Customer was standing at stop at Caines store. The route 3 just drove right pass ██████████ ██████████ was wearing a black hoodie and white grayish pants.</p>
3/01/18 11:58:47 AM	Complaint	18-1	<p>██████████ call in to complain that the 18 was running behind and ██████████ missed ██████████ connection at the Village to the route 21. ██████████ said the 18 didn't get to the Village until almost 9:40am and all the other buses were gone and ██████████ had to get a taxi to work from the Village Mall. ██████████ complaint is that there was not reason for the bus to be behind that hour of the morning that ██████████ could see and then the driver ran into subway to use the washroom putting them even further behind. ██████████ felt this was totally unnecessary and ██████████ should have know better.</p>
3/01/18 12:29:10 PM	Complaint	2-3	<p>'I got on the Route 2 from the Village Mall to go to my work at Pleasantville Towers, I'm not familiar at all with this area. As soon as I got on the bus I asked the bus driver to let me know when my stop was up. ██████████ said, yah if I can remember, the thing is I couldn't see out through the windows with the mud and all else.(I usually take my car but it was not working) We were travelling along and I noticed it was taking longer than usual, and I happened to see a few places that were familiar like Shoppers Drug Mart Torbay Road. Then I asked the driver would we soon be there at Pleasant View Towers, ██████████ chuckled a little bit and ██████████ said we're way pass that. I said to ██████████ I asked you to let me know when my time was up, and ██████████ said well I can't remember everything. I was dropped off in the middle of no where, didn't know where I was and ██████████ said go across the street and catch another bus in about 15 minutes (I was then 30 minutes late for work). I ended up going down to Time Horton's near Shoppers and went inside to call a cab.</p> <p>The reason for my call is ██████████ overall attitude, ██████████ should not be working with public service, ██████████ was so smug to me; and if ██████████ treated me like this last night how many other people is ██████████ treating bad, ██████████ attitude is rotten.'</p>
3/03/18 5:29:05 PM	Complaint	4	<p>The driver was in "road rage" mode as ██████████ was speeding, swerving from lane to lane, blowing the horn, screaming at someone and at on time was inches from rear ending me (I was riding a motorcycle). ██████████ was changing lanes abruptly only to swerve partially back into the curb lane to pick-up or drop off riders. The incident also included another vehicle, with 5 people riding inside, who began screaming at your driver. ██████████ put a lot of people in danger including all the people riding the bus. It is obvious ██████████ has severe anger issues and should not be driving a bus.</p>

Submit Date	Class	Route	Comments
3/06/18 1:12:42 PM	Complaint	2-3	<p>████ pulled on bell and the operator stopped very suddenly. In doing this █████ hit █████ head (was sitting behind driver). When █████ opened the doors █████ never lowered the bus and █████ is █████ (carrying bags). █████ thought was very rude because █████ never asked █████ if █████ was okay.</p>
3/07/18 2:39:00 PM	Complaint	2-3	<p>████ called in █████ said that the driver in the 2-3 seemed very angry today. █████ was driving fast passing stops and then hitting █████ brakes in order to stop and let people off or on. The stops were so abrupt that it actually drove █████ forward and then slammed █████ back to █████ seat. █████ said that when █████ got to the Torbay Road Mall at approximately 12:07pm █████ then got off and went into the Mall and was there until about 12:16pm. █████ said █████ rides the bus all the time, this was an unfamiliar driver to █████ and the first time █████ has ever had such a bad experience on the bus.</p>
3/09/18 10:47:48 AM	Complaint		<p>When waiting with 2 others to cross the street between the two parking lots adjacent to the Confederation Building a Metrobus blew through the crosswalk with the light on the crosswalk sign on. The driver didn't even look to see if there was anyone there to cross. █████ just looked straight ahead and accelerated toward the intersection. :( It was only lucky neither of us was in the crosswalk at the time.</p>
3/09/18 11:46:54 AM	Complaint	3	<p>The Driver does not wait for people to be seated before hitting the gas, if this continues I'm sure someone will go flying and your company will have a lawsuit on their hands! Inform your drivers to use common sense and wait for the passengers to be seated! If someone goes flying and hurts their back that's a lifetime of pain! NOT ACCEPTABLE</p>
3/10/18 1:04:10 PM	Complaint	12	<p>████ is complaining and crying about how the driver spoke to █████ when █████ sprayed █████ own perfume on the bus. The supervisor on that day does know about the situation. █████ was told to get off the bus. █████ said the driver sang out is someone using a vapor. words were said. but █████ also thinks all buses drivers are idiots. █████ had noting good to say at all.</p>
3/11/18 11:28:51 AM	Complaint	15-1	<p>████ is very upset that the route 15-1 left Cuckholds Cove 2 minutes early Sunday morning. It is not suppose to leave before 11:00. █████ wants to be called because █████ is sick of the Metrobus mistreatment. I did call █████ a cab but █████ said that was not good enough █████ still wants a call. I also talk to Don in dispatch. The driver did leave early and █████ talked to the driver.</p>
3/12/18 9:49:30 AM	Complaint	14	<p>I would like to express my discomfort with the poor scheduling system Metrobus currently delivers. This morning I was on the bus stop waiting for route number 10 which was running 5 minutes late. Somehow we still made it to MUN 1 minute after 9:20 (This is the time route number 10 is supposed to depart from MUN heading towards the Avalon Mall). By the time we arrived to MUN, route number 14 was already gone. Now, to my understanding when two buses are scheduled to depart at the same time from the same major transfer point (MUN) they are not supposed to depart until they have both arrived and passengers have transferred routes. This is never the case with route number 14, it has been several mornings now that I have missed this bus by 1 or 2 minutes. It would not be a huge deal if there waere different routes heading to the airport every 5 minutes but there is only 1 route who delivers passengers this way and there is only 1 bus running every hour. This has caused me to be late for work multiple times in less than 2 months. Please review this and let your drivers know that they are not supposed to be racing each other. Thank you, Rafael</p>
3/14/18 1:46:19 PM	Complaint		<p>I was standing at the bus stop and the driver did not stop nor attempted to even slow down. I am not sure if they did not see me or whatever reason, but because of this I was forced to walk 45 minutes to work and was late. This is not the first time something like this has happened to me, but it with the weather today and being late for work I finally needed to write a complaint. Please improve your service.</p>

Submit Date	Class	Route	Comments
3/14/18 4:54:24 PM	Complaint	1-4	<p>██████████ were standing at the bus shelter at the Confederation building. The driver drove through the parking lot at the bottom but did not come to the stop.</p>
3/15/18 6:44:43 PM	Complaint	2-5	<p>Asked operator if ██████████ connects with the 19 at the Avalon ██████████ said yes". As they were coming up Freshwater Road ██████████ seen the 19. When ██████████ arrived at the Mall ██████████ asked ██████████ if ██████████ called ██████████ said no, we don't connect". Why did ██████████ tell ██████████ if did?</p>
3/17/18 1:20:22 PM	Complaint	19-1	<p>when ██████████ was getting on route 19-1 at the Village ██████████ asked the ██████████ driver if ██████████ would get a immediate connection with the route 10 at the Village.</p> <p>The driver said ██████████ would. ██████████ said ██████████ has had problems with this driver before and thinks ██████████ did this on purpose. The route 10 leaves the Avalon mall 5 min before the route 19 gets there and thinks the driver knew that. I did say it could of been an accident with the driver giving ██████████ the wrong connection time. ██████████ said no the driver knew it left before the route 19 got to the Avalon mall because ██████████ had runs ins with the same driver before.</p>
3/18/18 10:49:37 PM	Complaint	11	<p>The problem started with the route 11 driver arriving on Dillon Crescent late at 9:10 am. As soon as I stepped on the bus, I told ██████████ that I needed to connect with route 3 headed towards Stavanger direction. I needed to be at work for 9:30 am. I told ██████████ to call ahead and ask the route 3 driver to wait either by Campbells or by the train station to which ██████████ replied they might not wait. I told ██████████ the other drivers on previous Saturdays have done this without a problem and frankly this isn't my problem. So ██████████ continued on and I soon realized that there was no bus waiting anywhere. So, I got off by the mile one stop on Water Street and asked ██████████ how am I supposed to get to work now as it is 9:25am ? ██████████ never said a word, never apologized, never offered to call anyone to help me, just left me stranded on Water Street. I had to pay cab fare to get to work late and was docked wages. I was furious, that an employee can't get to their work on time for the first run of the day. I was even more outraged when I tried calling a customer service rep to speak with either a supervisor or manager and to keep getting messages that they are closed and available Monday to Friday. Are you kidding me? There's absolutely no one available to deal with such matters? I say they have the best jobs around getting well paid with weekends off. I have had a similar encounter with this situation on the previous few Saturdays and according to the drivers, they tell me that the first run on a Saturday is 5 minutes later at St. John Bosco stop and 5 minutes early during the weekdays. If this is the issue, why not just leave it the same time for Saturday? If it's due to low ridership, this shouldn't matter since I pay the same taxes as everyone else for this service, and am getting less out of it. I am so annoyed with these service issues and I know there are many others that feel the same. So my final question is this, will you allow these things to continue as the same where drivers can arrive late and make it difficult for passengers trying to get to their destination or should I just stop and pay an extra \$12 dollars to a cab driver and arrive on time?</p>
3/19/18 6:49:10 PM	Complaint	3	<p>Waiting at bus stop on water street and bus did nt even stop for me. I was late for work. This is the 2nd time thiz has happened</p>
3/20/18 11:53:52 AM	Complaint	10-4	<p>██████████ called in to complain about the Route 10-4 last Friday night at about 10:00 p.m. at the Avalon Mall. ██████████ said that ██████████ got off another bus and needed the Route 10 going towards Kelsey Drive to go to work. ██████████ said that there was a Route 10 there but the sign said that it was going towards downtown so ██████████ did not get on. ██████████ said that after that Route 10 left, another one came and it's signs also said downtown so ██████████ asked the driver and the driver said that the bus before ██████████ was going towards Kelsey Drive but it's signs didn't say that. ██████████ said that ██████████ had to run to work and was late because of this.</p>

Submit Date	Class	Route	Comments
3/23/18 9:50:34 AM	Complaint	2-4	██████████ called in to complain about the driver on the Route 2-4 yesterday at 3:15 p.m. █████ said that ██████████ was standing at the bus stop when the driver shut the door and drove away without █████. █████ also said that they were less than 5 seconds away from the bus stop. ██████████ said that this driver has an attitude problem and wanted to put in a complaint about █████.
3/23/18 12:53:05 PM	Complaint	3	Good Afternoon! This morning when the 3 brokedown it was not able to service downtown before arriving to the village and because of this I had to take a cab in order to arrive at work for 7:45. While I understand there's nothing that could have been done this morning I'm hoping that I could get credited in some way for the \$14 cab ride I had to take to work. Thanks, █████
3/25/18 10:31:30 AM	Complaint	21	Pat a █████ called did not want to leave █████ name but was upset that a █████ that got on the Route 21 at 2:45 at the Village Mall going to Mount Pearl sq sat in the back with this █████ and █████. Then moved to another seat and started touching █████. The █████ had █████ young █████ and was in shock and didn't say anything or move. Maybe we can look at the camera and see who it was so drivers can be aware of █████ I did tell █████ if anything happens again to tell the driver. Saturday March 25/18
3/26/18 11:02:34 AM	Complaint	6-1	Customer said the Route 6 arrived way too early on Cowan Ave. █████ was waiting in █████ door way at 10:17 am and was just about to walk to the stop when the 6 went up in the other direction. I checked the AVL and explained to █████ that at 10:18 █████ was still at Doyle Street and 10:20 █████ was on Canada Drive. █████ said it was impossible for this to happen because █████ knows what see saw and what happened. I explained we will look further into this for █████ Very upset because █████ missed an appointment.
3/27/18 8:22:27 AM	Complaint	18	First the driver passed the turn to shoal bay rd had to back down the main rd then coming thur kilbride █████ was speeding and pass some one waiting for the bus had to slam on █████ brakes there are kids waiting on the rd for school bus no need to speed
3/27/18 2:40:41 PM	Complaint	3-2	██████████ called in to complain about the driver on the Route 3-2 (3B). █████ said that █████ had just got off the Route 14 on Major's Path and was walking to get the Route 3 by Tim Hortons on Major's Path. █████ said that the driver wouldn't let █████ on █████ thinks that the driver is thinking that it's not a transfer point but other drivers have let █████ do it and have told █████ that it's okay to do. █████ said that █████ didn't have any change and the driver wouldn't let █████ on.
3/27/18 4:46:44 PM	Complaint	Unknown	Male driver, obstructed east bound traffic on Empire to take the left very reckless for a Professional driver. Bus straddled the road. Will get picture if next time. Highly unusually for your driver's
4/02/18 2:18:28 PM	Complaint	16	I boarded the bus at Memorial University with the intention to depart at bus stop: 3580. once the bus was about 40-45 feet. Given the speed (Just after coming to a stop at a stop sign the bus was only going approximately 30km/hr) it was a reasonable stopping distance, I pulled the rope to request a stop. The bus driver drove on past the stop prompting me to say "Excuse me, I need to stop." The driver then, rather arrogantly, put █████ arms in the air (removing them from the steering wheel) and say "sorry, you pulled the rope to late." I have driven commercial sized vehicles before and the driver had enough warning to stop. But the driver refused. I must stress that what █████ said was said in a very saucy tone. This resulted in me being forced to walk home from the Avalon Mall. I found this situation to be very unnecessary and I believe it could have been avoided entirely if the driver had shown some simple common decency
4/02/18 6:47:35 PM	Complaint	15	The bus both in tracker and arrival was three minutes ahead of schedule (6:40pm at MUN). The bus barely slowed before driving off leaving my friend behind. █████ has to walk home now. We were deligently watching the bus. As it came into the stop █████ headed for the door and it was already driving away. Totally unprofessional.

Submit Date	Class	Route	Comments
4/02/18 9:06:06 PM	Complaint	5	I was walking towards the number 5 bus, when the driver closed the door I ran up to the front door and knocked on it to be let in and the driver raised the bus and drove away.
4/03/18 1:38:01 PM	Complaint	10	I am currently standing outside waiting for the bus that was supposed to have shown up at 1:15pm. It is now past 1:30pm, and the #10 has not shown up (and I got to this stop 5 minutes before the bus was supposed to have shown up!). Because of this, my plans for the day have had to be changed. This is not the first time I have had this problem either. It is a shame that this is the kind of service myself and other people have to pay for; our time and money is worth more than this. So what can be done to fix this problem, and how can I be reimbursed for this inconvenience? I look forward to hearing back from you.
4/03/18 3:33:39 PM	Complaint	10-6	I work at 130 Kelsey Drive and regularly get the 10-6 that departs stop 2610 at 4.30pm. (the nearest stop to me is 2580 but the timing at that stop is so irregular I always walk to up to Walmart to catch the bus at stop 2610). On Monday afternoon when I left work at 4.20pm, I could see the bus at the Walmart stop at the top of the hill. As I was walking up the hill, the bus departed. This was at 4.25pm, 5 minutes before the scheduled departure time. So I missed this bus as did at least 4 other passengers who arrived shortly after I did. Can you tell me why this bus departed early?
4/03/18 7:27:18 PM	Complaint	10 downtown	Hello, I know the Metro Bus must receive many complaints. I just wanted to say that, firstly, I've seen first hand some wonderful things your employees have done. One driver I had was showing a Newcomer all the historic sites, pointing them out and explaining to me on the route down town. Another bus driver stopped to help a regular when they were running behind. I always have a "good morning" from the odd bus driver in the mornings on my way to school. I really appreciate all of this. However, I'm writing to you as I wait for my bus because my transfer bus neglected to wait, yet again, for passengers from another bus. This happens to me nearly every time I take the bus and transfer at MUN. Sometimes the buses are late and I understand that, however in this case it was inexcusable for the bus driver to leave. Number one, my bus was on time and for the bus number 10 to leave early left me and three other passengers stranded at MUN for an additional 40 minutes to wait for the next bus. Number two, the bus driver saw us get off the bus and run to the bus, yet the bus continued to leave the parking lot. The bus system here is hard enough for those without a car, and these actions make me late for school and work. If the bus driver just simply stayed for 1 more minute, myself and fellow passengers could have made this connection and gotten to our destinations on time. Please make sure to check your review mirror for connecting buses, especially at places like MUN and especially when the buses are on time - there is no excuse for this. Thank you.
4/04/18 9:09:06 AM	Complaint	18	For seven yrs I've lived on Shoal bay and if missing the bus when it goes up the street I have ALWAYS been able to just wait for the turn around, today the bus just speed by me.
4/05/18 3:10:12 PM	Complaint	19-2	called in to complain about the driver on the Route 19-2. said that the driver was smoking at the Avalon Mall while waiting for the other buses. also said that the driver got off the bus on Mundy Pond Road on the way to the Avalon Mall and went behind the bus to talk on cell phone.
4/06/18 8:07:56 AM	Complaint		The buss literally stopped in the filter. Many many cars had to screech their tires to avoid it and each other. had room to merge but zero confidence to do so and then proceeded to drive 80 on the highway. Busses shouldn't be on the highway I they can't keep up or drivers don't have a clue!

Submit Date	Class	Route	Comments
4/06/18 9:24:08 AM	Complaint	19-1	<p>████ said the operator accused █████ of pass █████ pass to █████ █████ said █████ never done that. Then the operator started yelling at █████ and told █████ to get off the bus. I explained to █████ that we will view the cameras and all off sudden █████ changed █████ tune. I then asked █████ did dhe do it and █████ said yes. So now █████ complaint is that the operator did not handle the situation correctly.</p>
4/06/18 1:40:02 PM	Complaint	10-7	<p>████ wanted to complain about the driver on the Route 10-7 on March 28, 2018. █████ said that the bus stopped on Kelsey Drive by Walmart to drop off a passenger and left before █████ could get on. █████ also said that the driver of the Route 12 wouldn't call ahead at the Avalon Mall for the Route 10 to take █████ to Kelsey Drive. █████ also said that █████ put in a complaint in the summer and got a call back but █████ phone wasn't working at the time. █████ wanted to know if █████ could get a call back about that as well.</p>
4/06/18 4:31:30 PM	Complaint	12-2	<p>I got on Rte 12 with █████ and paid my fare. A few minutes later after I sat down, I asked the bus driver on Rte 12 for a transfer, █████ gave it to me. As I got off the bus at Village Mall..the driver approached me and said I'm 99% sure you did not pay your fare. I said to the bus driver, you have cameras, so check and I did pay my fare, and if you thought I didn't why did you give me a transfer.</p> <p>(FYI, this customer was talking very fast and was upset I had to ask █████ to please slow down)</p>
4/06/18 6:31:23 PM	Complaint		<p>████ moved to Mt Pearl in December and for unforeseen circumstances has had to rely on the bus system for the last few weeks. █████ is working on Stavanger Dr and has to get the Route 21 to the Village and transfer to route 3. Unfortunately on Saturdays the route 21 doesn't come out of Mount Peral until 10 am. So this means █████ has to get a taxi from █████ home to the Village mall so █████ can get to work by 10 am. Why is this happining when other routes are starting there run at 7:40. █████ is a █████ that is not making a lot of money and trying to survive but because of this schedule █████ is paying \$16 to get to work on Saturdays. And Sundays is worse because █████ can't get a bus home from Stavanger because █████ works till 6. Please reconsider the schedule times for Route 21 for weekends as I'm sure █████ is not the only person living in Mt Pearl that is experiencing this delimia</p>
4/07/18 11:41:20 AM	Complaint	16	<p>I had asked the driver of the 16 if they could page the 2 to wait at the mall for a few minutes because I needed to transfer. █████ had been driving quite slow but we were only going to be 2 or 3 minutes late. █████ didn't and dropped me off at the side of the road where the 2 comes in the middle of the snow storm and I ended up having to wait outside for 5 minutes to get the 2. Paying the 2 Would be been just as easy as dropping me off-driver needs to be nicer.</p>
4/07/18 4:46:54 PM	Complaint	10	<p>A customer was waiting up on someone's lawn, 30 Merrymeeting Road because the area was flooded with water due to snow and rain. █████ saw the bus coming and waved █████ arm to show that █████ was waiting. The bus driver drove thru the water that heavily splashed the customer, the customer had to run to get away from the water. The customer as the water stopped starting running up the street after the bus but the bus continued on █████ way. As the driver should have slowed down to see several people standing on this lawn would have seen them to stop at the bus stop. The driver was going fast. Very sad to see this. But it is not the 1st time I have seen this.</p>
4/10/18 10:05:18 AM	Complaint	10-1	<p>Customer was on █████ cell talking to █████ █████ The operator came down to █████ twice to tell to keep █████ voice down. Customer does not understand why █████ was yelling at █████ I explained to █████ about the Video and we will take a look to see if the operator was indeed yelling the head off █████</p>



Submit Date	Class	Route	Comments
4/22/18 1:15:32 PM	Complaint	13	I have been travelling to work to the Janeway every morning for the past 6 months. I live in kilbride. I take routes 18 and 13. Now u r taking route 13 of the road for the summer. I totally disagree with this decision and so do many other customers who also work at the hospital and take the bus to get there. The bus only ran for 2 hours every morning. Now we have to take route 1 which has multiple stops and u get there 10 mins later than route 13 did. Can u please accomadate me and others and keep route 13 on the road?
4/23/18 11:18:30 AM	Complaint	12-2	██████████ called in to complain about the driver on the Route 12-2. ██████████ said that ██████████ was at the bus stop on Hogan Street at the bus passed ██████████. ██████████ wants a call back on this.
4/25/18 1:52:44 PM	Complaint	2-2	I was at the rear door of the bus and the bus driver saw me, I even said hello to a ██████████ ahead of me.??? but ██████████ just gave the gas and went on.  I am really upset ... I know this wont' be investigated and that you will side with the Metrobus driver.  I even sang out to ██████████ 'Wait.  Why is this driver piggish to me because ██████████ was on the Rte 6 before and the same thing happened to me also ██████████
4/25/18 4:02:51 PM	Complaint	12-2	██████████ was sitting on the back of the bus 2 seats up from back door, opposite the drive. The route 12-2 was on back of Route 19 so when the route 19 was turning down Crosbie the route 12-2 had to slam on breaks and ██████████ fell on the seat ██████████. ██████████ said everyone fell a bit. ██████████ did not tell the driver or take a picture.
4/27/18 3:13:08 PM	Complaint	3-2	██████████ called in to complain about the driver on the Route 3-2. ██████████ said that there was a person riding their bike on Water Street past the Convention Centre but before Old Topsail Road. ██████████ said that bikes are allowed to be on the street but the driver honked ██████████ horn at the person on the bike until they rode on the sidewalk, which they are not supposed to do.

Submit Date	Class	Route	Comments
4/28/18 10:46:51 AM	Complaint	6	<p>Hi, good morning Yesterday my [REDACTED] wanted to go to the park with [REDACTED] bike. So me my [REDACTED] and then my [REDACTED] [REDACTED] and [REDACTED] 2 [REDACTED] decided to get the metro bus from kilbride to the village the connect to go to bowering park. The driver that was on route 18 said for now just take [REDACTED] bike on the bus and I will see if it fits in the bike rack and it did. But [REDACTED] explained that it is a safety issue to have the bike on the bus and I totally understand that and that bike racks don't have to be on until May 1st but where we are having warm weather and people are going out more you think routh 6 would of had the bike rack! but when I got to the village for my transfer to 6 and route 6 did not have the bike rack the driver refused me [REDACTED] [REDACTED] I wouldn't have cared so much if [REDACTED] [REDACTED] and had [REDACTED] [REDACTED]!. I then was going to walk but I went to route 21 which had a bike rack and was able to get to the fire station. Thanks to [REDACTED] Like [REDACTED] said back when there was no bike racks people would take there bike on the bus and hold on to them or even just putting by the first front seat or try under the seat. I know it is a safety issues but for other people means of transportation and exercise I'm not going to stop [REDACTED] if [REDACTED] would like to go to the park. You should speak to the number 6 driver for that route and [REDACTED] should have some compassion. I am a [REDACTED] and I work and pay my taxes. And I know all about rules and policy but when the driver of the bus thinks it's ok to turn and paying riding customers not right! I did travel on the bus from my work after working all day and where it is such a nice evening getting the kids to the park shouldn't have been an issue I understand that maintainer puts the racks on but think about it next time make sure that Routh 6 that would drive to the park would have the bike rack it's only chnageing numbers Only for my phone was low battery you would of had a call yesterday when this happen I would like someone to get back to me And the [REDACTED] that worked yesterday [REDACTED] needs to be spoken to I have be riding the bus when [REDACTED] want to go I can drive and get there but if your in the business you know hound kids and they like the experience! Thanks you for reading my email and I will be looking to hear back from someone about this issue</p>
4/30/18 3:28:45 PM	Complaint	21-1	<p>[REDACTED] called in to complain about the Route 21-1. [REDACTED] said that the bus was speeding on Sunrise Avenue by First Street about 2 minutes before [REDACTED] called in.</p>
5/01/18 8:14:11 AM	Complaint	2	<p>Bus did not stop to let me transfer to the 3 ay family court even though i told the driver when i got on. This is not the first time.</p>
5/01/18 5:49:10 PM	Complaint	10-7	<p>[REDACTED] called in to complain about the Route 10-7. [REDACTED] said that the bus got to the Avalon Mall at about 5:09 p.m. and due to leave at 5:15 p.m. [REDACTED] said that the sign on the bus said that it was going downtown, which is where [REDACTED] wanted to go, but it was actually going towards Kelsey Drive and then finishing up. [REDACTED] said that the sign said that when it was at the Health Sciences Centre too because someone on the bus told [REDACTED] that. [REDACTED] said [REDACTED] and another person were on the bus and the driver told them around Goldstone Street that it was finishing up and the driver got arrogant and rude when [REDACTED] told [REDACTED] that [REDACTED] sign said that [REDACTED] was going towards downtown.</p>

Submit Date	Class	Route	Comments
5/03/18 10:51:58 AM	Complaint	2-2	<p>I got on by apartments near MUN on, we were on schedule and a customer was near enough.... I saw [REDACTED] out of the corner of my eye, so this [REDACTED] bus driver did not let the person on, the person was there .. [REDACTED] pulled away. [REDACTED] was still stopped, a number of us thought [REDACTED] didn't see the customer, this customer was probably a shy'New Canadian'....I used to volunteer there.</p> <p>This complaint really is because of what the other people are saying, one customer said at this time, "she's done that to me".</p> <p>This [REDACTED] driver barks at people, she's very rude, she's different than all the other bus drivers from what I observe. She's abrupt, rude and I don't like to see that. I've been noticing [REDACTED] behaviour since I've been riding this bus, can't [REDACTED] be more considerate (not more so the rule) she's rude.</p> <p>Pat, I explained the procedure of being at the bus on time, not running, touching bus., etc. etc. re: safety reasons</p>
5/03/18 5:38:56 PM	Complaint		<p>[REDACTED] called in to complain about drivers stopping to pick people up when they are not at bus stops. [REDACTED] said that [REDACTED] was at the Village Mall today [REDACTED] didn't give specifics) and [REDACTED] was about 50 feet away from the bus stop and the driver let [REDACTED] on but told [REDACTED] that [REDACTED] better be at the bus stop next time. [REDACTED] complaint was about the drivers stopping for people. [REDACTED] doesn't think the drivers should be stopping for anyone if they are not at a bus stop.</p>
5/03/18 7:31:11 PM	Complaint	6	<p>Hi, I am writing you today because my message wasn't reply to from sat april 28th. The issue is to do with the way I was treated and [REDACTED]</p> <p>[REDACTED] [REDACTED] [REDACTED] wanted to take [REDACTED] bike on the bus to go to the park so [REDACTED] could ride around and have fun in the park. So I travelled from kilbride routh 18 the bus driver let [REDACTED] take the bike on until the next stop to put on the bike rack not no issue then we all got to the village to travel on to the park I would transfer to routh 6! There was no bike rack on that routh and the male bus driver that day refused us all the ride on the bus with a kids bike! The bus driver needs to be spoken too i I would like to know why [REDACTED] thinks that [REDACTED] could refuse paying customers a ride down the street with a bike on the bus I totally understand safety and policy but to turn us away then I had to go to routh 21 and the [REDACTED] on that bus had the bike rack on the front and like [REDACTED] said [REDACTED] would have let the kid bike on the bus years ago you would let the [REDACTED] or the [REDACTED] take there bike on the bus before the racks and some strollers are like bikes by the way I would like someone to email me back in the am tomorrow Or I will be calling And yes I understand that the bike racks didn't need to be on the bus until May 1st but you would have think that the routh that was travelling pass the bowring park and the nice weather we where having common sense would have said well maybe routh have the bike rack it's only changing number or the driver. I would like to be contacted and appreciated to speak to someone. Thanks</p>
5/04/18 1:31:14 PM	Complaint	12-2	<p>[REDACTED] called in to complain about the driver on the Route 12-2. [REDACTED] said [REDACTED] got on the bus near St. Theresa's on Mundy Pond Road. [REDACTED] [REDACTED] said that [REDACTED] scanned [REDACTED] m-card and the driver started to drive away before [REDACTED] [REDACTED] and [REDACTED] [REDACTED] had sat down. [REDACTED] said this isn't the first time that this driver has done this.</p>

Submit Date	Class	Route	Comments
5/04/18 2:02:41 PM	Complaint		<p>██████████ I have grown to rely on the transportation provided by Metrobus. I am fully aware that you have to be at a bus stop 5 minutes prior to your departure time, which seems unnecessary since bus routes and bus drivers are unable to follow a schedule and can be delayed up to 20 minutes, which can be easily justified by the amount of traffic. However, when a bus driver is already 20 minutes, why is the bus driver leaving the bus to get Tim Horton's, A&amp;W, etc? Delaying the bus schedule even longer, which can result in missing a transfer, being late for class and work. I pay \$78 a month for this service, which is making me late for important things. For example: being late for work (less hours = less pay) Here are two recent examples: 1) On April 28th @ 10:49 (3 minutes behind) the 23 picked me up at Bus Stop # 3420, then the bus reached Bus Stop #3230 and the bus driver decided to get out for a quick run to Tim Horton's. The bus was scheduled to reach my destination (bus stop #5040) at 11:00AM. I reached my destination at 11:15AM, which could've been avoided if it wasn't for the incompetency of the bus driver. 2) On May 4th @ 1:50PM (10 minutes behind) the 14 picked me up at bus stop #6096, bringing me to my destination (bus stop #2015) at 1:56PM (10 minutes behind). If the bus was any later, I would have missed my transfer to the 3 which comes at 2:07PM.</p>
5/07/18 12:41:35 PM	Complaint	2-3 or 10-2	<p>██████████ driving a Green Beatele car on Harvey road and was cut off by a bus around 11:45. The bus was pulling out from stop ID 5025 by Big r or the old pizza place. When the bus pulled out ██████ said ██████ almost side swiped ██████ with ██████ in the car. ██████ had to pull out into traffic to avoid the bus. I think it could be the 2-3 or 10-2 because of the bus time but I cant be sure.</p>
5/09/18 2:14:40 PM	Complaint	2-7	<p>I travel on the bus about once a year. I was quite impressed with the level of courtesy by this driver. ██████ helped out a customer answering ██████ queries about getting on the correct bus route...and ██████ also made light conversation with people that seemed to be regular customers.</p>
5/09/18 6:19:54 PM	Complaint	22	<p>The customer was at stop id 0756 at Dollar store on Topsail going into Mount Pearl. ██████ were getting off the bus in the front and ██████ got on and the driver closed the door on ██████ The driver had a chuckle and said are you ok. the driver never asked ██████ no more about it until ██████ got into mount pearl sq. asked ██████ name and said ██████ was going to do up a report. Mrs Parrell said the driver though it was funny because ██████ laughed when ██████ when ██████ closed the door on ██████ and ██████ wasn't watching ██████ was doing. ██████ was distracted. upset how the driver handled it.</p>
5/11/18 10:29:29 AM	Complaint	3-3 B	<p>There is a temporary stop close to Starbucks I was at this bus stop and the driver did not stop to pick me up. I am familiar with the area/construction, I get the bus quite often. At this time there was no traffic snarl up, a flag person saw the ██████ driver, as I did, put ██████ hand up but not stop for me and ██████ even shook ██████ head. I then walked up further and done some shopping and waited for the next Rte 3 at 6:45</p>

Submit Date	Class	Route	Comments
5/11/18 11:51:28 AM	Complaint	19-2	<p>I got on the bus and have an attendants pass and a gobus card for my client. I just flashed it on the reader and the driver stopped me and said I need to look at this, the attendants pass is expired, it that expired in January, I haven't used it in awhile so I figured ok.. The bus driver kept going on and on and on about it, and I'm going to the back of bus laughing and saying no one is listening to you. called it in and when the bus stopped at Mall, maybe I was saucy, I wanted to say to this driver ....all you had to say was it's expired, I was not trying to get a free ride. My complaint again is I wasn't allowed to speak kept on and on saying--thank god there's cameras on the bus, call 722-9400 call 722-9400. I got off the bus, with that gets off the bus and continues saying thank god there's cameras, thank god there's camera, and started telling this story outside bus, kept it up and up..all drivers looking at me.</p> <p>I agree was following the rules, I'm sure is a good driver, but was acting cocky and egotistical ....</p> <p>was daring me to call in...</p>
5/11/18 1:51:59 PM	Complaint	18	<p>The time on the schedule on the website and on the posted schedule at the village for the bus to leave is 1:40 PMam aware that the bus LEAVES at that time not shows upwalked out of the village to catch the bus and got out there at about 1:38 and the route 18 as well as a few others had ALREADY LEFTHow I'm at the village for another hour because the bus left before the scheduled timeThis is pure inconvenience when the bus doesn't leave on time but ahead of timeAll the other buses at the village (that is the 21, 19, 12, 2, 3) left on time (that is 1:40) but i noticed 2 or 3 blank spots in the lineup where the 18 should have been when I got there as well as another route</p>
5/11/18 3:07:00 PM	Complaint	6-1	<p>called in to complain about the driver on the Route 6-1. said that got off another bus at the Village Mall and needed to transfer to the Route 6. said that friend was walking up from the bank with and wanted to driver to wait for said that this was at 1:38 p.m. said that had foot in the door in order to make the bus wait. said that the driver got in seat and left at 1:38 p.m. without or friend.</p>
5/13/18 3:02:28 PM	Complaint	18-1	<p>called in to complain about the driver on the Route 18-1. said that was driving on Cleary Drive and there were cars parked on the side of the road that the bus was travelling on. said that the bus did not yield like it should have. said that the bus had to slam on it's breaks and almost took the mirror off of car.</p>
5/13/18 3:21:39 PM	Complaint	3	<p>When I got on your bus I sat in a chair without realizing that there was urine in the seat. I was on my way to a meeting and it is a really drastic experience for me. I don't know what you can do about the situation if anything but I felt compelled to tell you. There has to be a way the drivers know somebody's after peeing in the seats. And passengers have to be able to be safe to sit down.</p>
5/15/18 5:44:24 PM	Complaint	21	<p>I know it's a detour but route 21 that has detoured from Jeffers down onto Whiteley drive seems to think there is no speed limit. It goes faster than any car or motorcycle that ever has gone down the street. There are children that play and could be easily struck by this high speed</p>
5/16/18 11:17:35 AM	Complaint	12-1	<p>was sitting up front close to the operator. When it was time for to get off asked the operator to let off at the next stop. said excuse me to 3 times but paid no attention. had to ask another passenger to ring the bell for (can't reach the bell). said the operator did hear and kept on ignoring request.</p>

Submit Date	Class	Route	Comments
5/16/18 12:41:59 PM	Complaint	3-2	<p>██████████ was traveling West on Water street heading towards Water bridge road direction. ██████████ was driving a black SUV. ██████████ seen the driver with grey hair with beard in ██████████ 50'S. Metro bus driver was coming out from old Topsail road turning left heading downtown. The driver came out with no regard to ██████████ and ██████████ had to slam on ██████████ breaks or the driver would of hit ██████████ I am not sure if this is the correct bus or route. I think it might be.</p>
5/16/18 1:26:32 PM	Complaint	12 or 21?	<p>I am a citizen service representative with the city of st johns - an anonymous caller just made a complaint regarding a driver details as follows: Bus raced to get yellow light on wicklow turning onto columbus drive when ██████████ went through caller said the light was red - caller noted ██████████ also had to barmp horn at bus immediately prior as it pulled right out in front of ██████████ after what ██████████ believed to be oxen pond road. felt it was unsafe driving - especially for a bus driver so caller felt the need to notify ██████████</p> <p>BUS TURNING ONTO BAIRD PLACE @ 1:10PM ██████████</p>
5/17/18 9:04:04 AM	Complaint	2	<p>I am sure of the time because the 8:00 news began only a few seconds before this. I had just turned off Portugal Cove Road onto the highway, heading east toward the landfill. On the ramp, as I came parallel to the highway, a Metrobus was travelling in the outside lane...to my left. I merged in behind it. There was traffic in the passing lane. We were travelling at highway speed. Just after my ramp lane ended, a police vehicle had pulled over a car. It's roof lights were flashing. We very quickly approached the police cruiser...I saw brake lights light on the bus briefly, but could not discern any change in speed. The bus came very close to the police car. How close? If the bus was stationary alongside the police car, and I stood between the vehicles with my arms straight down, I would be touching both vehicles...so it appeared to me to be not more than two feet. I could see the number on the bus was 1520 and below that was an electronic sign that switched between the number 2 and a wheelchair symbol. The bus continued, travelling faster than me so the distance between us grew. As we continued toward the landfill, the speed limits changes to 60km. Most vehicles don't brake here, but simply slow down gradually. I took my foot off the accelerator and the bus did not appear to slow down at all. I don't know how fast the bus was going at we were travelling through the 60k area, but I would bet money that it was going over 80k. Before we got to the dump, traffic in our lane forced the bus to slow down. That is when I got close enough to observe the license plate. I pulled into the landfill lot and wrote down the details. Can be reached at work at ██████████ should you wish to speak with me.</p>
5/18/18 1:58:20 PM	Complaint	3-2(3A)	<p>I was standing at Sobey's, Howley Estates for 5/10 minutes, when the Rte 3 came by, ██████████ didn't stop to pick me up. I put ██████████ on hold and Dispatch called the Driver, who said, ██████████ stopped at this bus stop and picked up several people. Also when ██████████ mentioned the time of 12:20/25.. ██████████ also said it was a 3-2)</p>
5/19/18 4:29:06 PM	Complaint	3-2(3B)	<p>This afternoon I was on the route 3 with ██████████ ██████████ ██████████ There were ██████████ on the bus, using highly inappropriate and loud explicit violent language and physically occupying the rear seating area of the bus..feet up on the chairs etc. verbally assaulting. When they were asked to stop using the inappropriate language they refused and further continued. When I looked around to see where else I could sit, well there weren't many options. I ride the bus a lot and often. The bus drivers are excellent and service is great. But a lot of the people that ride the bus intimidate through physical language, verbal language, intoxication or ignorance. And because of this you must know the buses dont feel safe to ride. Often on the 3 bus after 3pm, going to the village, there are people that are intoxicated or use abusive language loudly. And I have realized that there is nothing that I can do about it. I simply cannot recommend that people ride the metrobus. I would suggest safety first.</p>
5/22/18 2:00:44 PM	Complaint	10	<p>The bus came 7 minutes early to my stop and didn't stop</p>

Submit Date	Class	Route	Comments
5/22/18 6:09:55 PM	Complaint	16	The bus completely cut me off and I had to slam on my breaks. [REDACTED] [REDACTED]. When I passed the bus, the driver (a blonde [REDACTED]) looked at me and laughed. [REDACTED] [REDACTED] This is completely unacceptable. The licence plate of the bus is BPC 878.
5/23/18 3:38:27 PM	Complaint	3	I am writing , as I feel the bus driver on route 3 is needlessly rude. This is my second time [REDACTED] has made me feel as tho I am doing something wrong. I got the bus this morning after [REDACTED] swimming lessons on Glenyere street just across from the Paul Reynolds entrance and down a bit. I travel with my [REDACTED] our bag and a stroller. My [REDACTED] is 2. 2 weeks ago I got on requested a transfer then I went to sit down and realized I didn't have it. It is possible I dropped it as I was juggling a lot having my [REDACTED] and stroller etc. I asked [REDACTED] if [REDACTED] had given me one while making a joke [REDACTED] and [REDACTED] was rude and said [REDACTED] had already given me one. I asked for another which [REDACTED] gave me but was saying it's my responsibility to not lose it. I get that I do. But [REDACTED] tone could be nicer to [REDACTED] who is struggling. Today I get on and had miscounted by \$0.25 and when I asked for a transfer [REDACTED] rudely said "how much money did you put in there." I truly believed I had put in the correct fare it was simply an oversight. A simply I think you miscounted would have done I had no trouble to count out another \$0.25 but the tone of I'm trying to rip [REDACTED] off was totally uncalled for. Your bus drivers need to learn how to speak to people without making them feel like crying. Many people like myself who use your service have issues such as anxiety and depression and the rude tone cuts very deeply. I just hope to see drivers speaking with a polite tone. Most drivers are great and will greet people getting on and off etc. So I know it's not the whole service that is like this. Thank you for listening to my concerns Eera Penton
5/24/18 2:49:26 PM	Complaint	3-3	I got on bus at this stop and before I got a chance to sit down I fell backwards, the driver didn't give me a chance to sit. Then I went on up and before I sat in the back the driver slammed on [REDACTED] brakes, I think a white car ran into the bus. I fell again forward and hit the seat on the right, my cart fell on [REDACTED] [REDACTED] My cart broke in several places, the handle popped out/off. Customer Email: [REDACTED]
5/25/18 8:33:47 AM	Complaint	2	I didn't sit yet but bus go and cause me flip, hurt my hip and my right hand. my hip got bruise and my hand got little bruise. The driver should have to wait until I sit.
5/25/18 1:56:39 PM	Complaint	19	I'd just arrived at the Avalon Mall on route 15 from MUN, and I was about to transfer from that bus to route 19 but before I could get up to the bus at the top of the row, it left. This is really quite unfair for the bus to leave before a passenger can get from the bottom of the row to the top. Especially if it were an elderly or disabled person. Please see to it that this type of thing doesn't happen.
5/25/18 2:19:54 PM	Complaint	3	Several mornings now, I have been late getting to work on the Route 3 due to be held up in the downtown construction area. Several others on this bus are also frustrated due to the hold up most mornings. While construction has to be done, I was wondering why the buses cannot be detoured through Harbour Drive as they were a couple of years ago. Most of us on Water Street preferred to go to Harbour Drive and be on time, get connections, etc instead of being late. We think that the city does not want to re-route the buses cause this would be mean admitting that downtown construction is affecting the city negatively.
5/27/18 7:55:29 PM	Complaint	10	Hello; Yesterday, May 26, [REDACTED] [REDACTED] [REDACTED] ) we were wanting to cross Water Street at the intersection at Becks Cove; we received the walk signal but we could not cross because a Metrobus was blocking the crosswalk; we did not want to risk the safety of our [REDACTED] Can you please speak to the driver at the time about this incident? I have photos of this incident if needed; Thanks [REDACTED]



Submit Date	Class	Route	Comments
6/04/18 9:24:01 PM	Complaint	15	Driver skipped the Wicklow/Vinnicomb loop, and skipped a stop request.
6/05/18 3:45:25 PM	Complaint		█████ called to complain about the lower stop being removed from the Avalon Mall. I explained to █████ that it had to be removed because they are realigning their parking lot. █████ thinks it was a bad decision and wants to know if another bus stop can be put on Kenmount Road or anywhere else close to the old one.
6/05/18 5:03:00 PM	Complaint	2-2	█████ █████ was upset with the Drivers attitude when █████ got on the bus by Coffee Matters. █████ said to the driver "you are late what time will you get the Village" and the driver said "I don't know". Then █████ asked █████ "will you meet up the other routes at Village" and █████ said "yes". Then █████ went to the rest room making the bus even later and also stopped and talk to a guy making them even more late. █████ also felt unsafe because █████ was distracted because another passenger was stand right next to the driver talking to █████ while the bus was moving making the driver distracted to the point █████ miss stops that other clients wanted to get off. Needless to say █████ was late to the Village arriving 3:17 and the other buses were gone for connecting's.
6/06/18 3:41:52 PM	Complaint	10-2	I had a customer call in to put in a complaint but didn't leave █████ name or number but wanted it passed along anyway. █████ said that █████ got on the Route 10-2 this afternoon at about 12:15 p.m. and there were people standing behind the driver talking. █████ said this happens on other buses and said it's like talking on a cell phone.
6/06/18 4:56:21 PM	Complaint	10	The number 10 bus frequently arrives very early when heading from Kelsey drive to Avalon mall. It's common that the bus is so early that time track displays "no data" for the bus, but the location data shows it is well ahead of where it should be at that time. █ve missed this bus 3 times in the last month, despite always being at the bus stop 5 minutes ahead of the scheduled time, and it's very frustrating. I also have a friend who lives nearby and has the same frustrations with this route.
6/06/18 5:14:17 PM	Complaint	2-2	█████ called in to complain about the driver on the Route 2-2 (█████ called at about 5:05 p.m. and said it just happened). █████ said that █████ was at Stop ID 1805, in front of Regency Towers, when the bus drove past █████ █████ said that █████ was 10 feet away from the bus stop but flashed █████ m-card so the driver could see it and said that the driver drove past without even stopping or slowing down and implied at the driver was going fast. I explained to █████ that if █████ wasn't at the bus stop, then the driver may not have known █████ wanted to bus and the policy is to be at the bus stop. █████ said that █████ wanted to speak to a manager about this. █████ said that █████ has been in situations like this before and the driver has stopped. I explained the policy again, but █████ still wanted to speak to someone about this.
6/07/18 8:59:50 AM	Complaint	19-1	█████ called in █████ was on the route 19 heading to the Village Mall. When █████ got on the bus █████ swiped █████ card at the reader and it loaded █████ rides █████ had purchased online. The driver then told █████ to swipe it again to pay for █████ ride. █████ told the driver that the ride was already taken but the driver made █████ swipe again anyway. █████ then said █████ heard the driver talking about █████ with other passengers and that really upset █████
6/07/18 4:32:12 PM	Complaint		█████ called in about the Route 12 that was in an accident. █████ said that █████ was on the bus when the accident happened and █████ back started to hurt a bit after. █████ said █████ didn't tell the driver because it wasn't hurting right away. █████ said that it's not hurting enough to need to go to the hospital. █████ also said that █████ had to get a cab after it happened to go to █████ friends house. █████ was wondering if anything could be done.
6/08/18 1:13:24 PM	Complaint	11-1	█████ called in to complain about the Route 11-1. █████ said that the bus was speeding on Learning Road. █████ said that there is construction on the road and the speed limit is 30 km/h and narrow and that the bus needs to slow down.

Submit Date	Class	Route	Comments
6/08/18 5:05:07 PM	Complaint	2	<p>Hello [REDACTED] writing this complaint as I had to wait 37 minutes past the scheduled time for the bus to arrive at the metro bus stop ID# 1415 (70 the Blvd close to the CNIB). I understand that it is hard to stay on schedule at times but to wait 37 minutes is rather ridiculous. For what reason was the bus so late on this specific day? Was I missing out on something happening? Could I have been notified of this earlier in some manner? Is there a way I can check where the bus is in relation to its scheduled time of arrival? Whilst I was waiting I checked for the next time the bus should have arrived after its 4:10pm arrival was 4:40... And that only arrived at 4:47. On top of this, I seen two busses in the other direction that was opposite I was heading pas by me. None my way however. Seeing both of this is very frustrating as a customer as I rely on the Metrobus a great deal for transportation around St. John's. Would just like some clarification / a reason (if there even is one) to why the bus could be so late. Thanks.</p>
6/10/18 2:01:07 PM	Complaint		<p>[REDACTED] was upset that the operator would not let a [REDACTED] place a flyer onboard the bus. This flyer is about the missing guy from Shoal Bay Road. I explained that if [REDACTED] had to make arrangements with the office it should be no problem. [REDACTED] still would like a call back about our policy.</p>

Submit Date	Class	Route	Comments
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6/12/18 10:55:02 AM Complaint

Hello, first of all I'd like to just mention that I'm quite impressed with Metrobus' generally quick and prompt responses to customer feedback lately! I think there's been some immense improvement in recent months and wanted to just say kudos for that - it's great to see! In regards to my complaint, however, it has to do with the lower level Metrobus stop at the Avalon Mall (the one nearest the Winners entrance in the main parking lot). Lately bus drivers have been refusing to stop there and claiming that it's no longer a stop. However, there's been no bulletin to that effect or any formal notice provided to indicate that it's no longer a stop. So there's some confusion around that matter. It IS true that the stop is no longer serviced, I'd first of all like to know the rationale, but without such information at present I have to say that I find the closure unacceptable. Speaking simply on behalf of riders with disabilities/impaired mobility, the lower stop is a critical part of the routes servicing the mall. Since the upper level stop was moved away from the main food court doors a couple years ago, that upper level stop is extremely inaccessible. It's up a steep hill, a considerable distance away from the mall, and the access is rendered even more precarious in wintry or rainy conditions. Moreover, the busses tend to double up in a horrific way when they park there. It's difficult enough for someone with full mobility to dash around trying to see what bus is parked where; it's virtually impossible for someone with impaired mobility. It's also very dangerous - on at least two occasions I myself have slipped and fallen between or under busses up there, and I normally don't use that stop any more. It's only a matter of time until there's a serious or fatal injury, the way it's currently laid out. That said, the lower level stop is an essential component of the route, particularly for those users like myself who find all the difficulties outlined above a barrier to using the upper level stop. Moreover, the lower level stop is a critical stop for those trying to access any of the other venues located near it - there's strip malls on either side of the lower level stop, as well as important access to all the shops on Kenmount Road. Expecting users to go to the much less accessible upper level stop, and then navigate back down and around onto Kenmount Road, is seriously discriminatory against users with mobility impairments.

Anyway, I cannot see any logical reason why the lower level stop would be discontinued given its vital function both as a general access point as well as a far more accessible stop than the upper level stop. I also cannot imagine such a decision was in any way made in consultation with riders or accessibility organizations. This is an important point: changing bus routes and failing to provide thorough advance notice on the website discriminates against users with disabilities, who must be able to thoroughly plan out routes in advance in order to navigate the many barriers that exist if you don't have full mobility. Throwing sudden unannounced changes into the route scheduling prevents this and discriminates against such users. Anyway I'd like to know (a) if this is indeed the case that the lower stop is not currently being serviced; (b) what the rationale for the decision is; and (c) how to ensure the lower level stop is re-opened. Thanks very much!

6/14/18 12:23:31 PM Complaint

2-4

was in a coming out from Waterford Valley high school at 8:30 pulling out into the Lane closes to going right on Topsail Road. said as was coming out the metro bus came directly over into lane cause to slam on brakes to avoid a head on collision.

6/15/18 7:42:16 AM Complaint

19-2

Jason called this morning said was on the bus yesterday and the bus made a sharp turn from Blackmarch and Frecker. and fell and injured . does not know any details because . glasses are broke and hoping someone will pay for them. I called dispatch they have a report done up.

Submit Date	Class	Route	Comments
6/15/18 12:33:35 PM	Complaint	21	I asked the driver if [REDACTED] could let me know where Motor Vehicle Registration was, I had never been there before. The male driver said we'll get there around 5 after 9 so remind me when its close to that. So just after 9:00 I went and asked the driver if we are close to the MVR, and [REDACTED] said, yup we are pretty close I'll let you know. I sat down, and then I realized I was back at Mount Pearl square. I therefore asked the driver . . .I said you know I thought you were going to tell me where MVR is but we are back at Mount Pearl square, [REDACTED] said, oh I'm sorry I forgot I thought you got off the bus. I got off the bus there and got a taxi to my appointment, it was \$17.00 for a taxi, I was pretty annoyed, especially a bus that comes once an hour.
6/23/18 1:19:18 PM	Complaint	11-1	[REDACTED] was almost at stop on Jordan Crescnt and the operator drove past [REDACTED] [REDACTED] said [REDACTED] waved to the operator and [REDACTED] seen [REDACTED]. The operator had to pull out to get away from [REDACTED] so [REDACTED] did notice [REDACTED]
6/27/18 11:45:19 AM	Complaint	3a	The rote 3 bus is always late as I travel regularly on it. I take route 2 from Freshwater to Torbay Mall Shoppers which is also late almost always but route 3 takes for over to come .Its 11.41 am and no signs of 11.25 bus. ...I regularly get late from work. I know there is construction in downtown but can you do something about it. Why do I need to suffer.....
6/27/18 5:54:18 PM	Complaint		Why can I not send an anonymous comment instead of filling out all this information? Why does all your alerts go through TWITTER feeds only? Why are your buses late so often? Abuse the bus all the time, you guys need to step up your game.
6/29/18 11:48:15 AM	Complaint	12	I got on this bus and I had \$5.00 bill, three loonies, 25cents, 10 cents and 5 cents. (I was short 10 cents on my fare) I was putting three loonies in the farebox, but the male driver said no need to do that. The male bus driver embarrassed me by saying, 'you need to get your priorities straight, why would you get a coffee when you don't have enough money for the bus.' .....in front of everyone.
6/29/18 12:18:14 PM	Complaint	18-1	[REDACTED] called in [REDACTED] was upset that the route 18 was detoured from old Petty Harbour Road off Silvertown yesterday and [REDACTED] [REDACTED] had to walk from Main Road to [REDACTED] home yesterday in that heat. I explained that the detour was due to road construction and that we had no control over what happened and that we had no access to the area. [REDACTED] feels the driver should have made people aware of the detour when they boarded the bus. [REDACTED] also felt that the driver should have gone up Silvertown and across Old Petty Harbour Road so [REDACTED] [REDACTED] could have been dropped closer to [REDACTED] home. I tried to explain that the driver could not change [REDACTED] route on the fly like that, [REDACTED] is given a route to follow and [REDACTED] had to follow it. [REDACTED] would not accept that felt the driver was rude and insensitive to an [REDACTED] [REDACTED] [REDACTED] and if something had to happen to [REDACTED] it would be on [REDACTED] and Metrobus. [REDACTED] wants the driver spoken to as to why [REDACTED] would not do anything for [REDACTED] and wants someone to call [REDACTED] back with the drivers answer and reasoning.
6/30/18 5:52:37 PM	Complaint	3B	Bus 1207 was pulled over picking up passengers, pulled out apparently without looking and cane very close to side swiping me while I was driving. I had to slam on my brakes to stop to avoid a collision. It was a heavysset [REDACTED] driver with should length auburn hair. This was very frightening!
7/02/18 3:41:11 PM	Complaint	2-1	Operator jammed on this brakes around the Shopper's on Topsail Road area. [REDACTED] [REDACTED] [REDACTED] went flying out of the seat. Operator later came down to [REDACTED] and asked [REDACTED] if [REDACTED] was standing up. [REDACTED] [REDACTED] [REDACTED]
7/02/18 6:14:41 PM	Complaint	16	I'm sick of missing the bus due to the bus not following the schedule. 16 is supposed to be on great eastern at 6:10, and it is supposed to wait there if it is early. Most times I've been on the driver does this but today the bus drove by my house 4 minutes early at 6:06. Thus missing my ride to work. I try to be 2-3 minutes early so I was on the way out but still ended up missing it because it wasn't following schedule.

Submit Date	Class	Route	Comments
7/03/18 5:33:56 PM	Complaint	19	I got on bus 19 with [REDACTED], I didn't have any change for [REDACTED] so I used a ride off of my adult ten ride card, then the bus driver was very rude and said I could not do that because [REDACTED] is not an adult. And the next time I can't do that, I asked [REDACTED] why and all [REDACTED] said was because [REDACTED] is not an adult and I just can't do that. I ride the bus regularly and never saw this driver before but now I never want to see [REDACTED] again because [REDACTED] was so rude to me, [REDACTED] tone of voice and demeanor towards me was awful. Why should it matter if I'm using a ten ride pass which I paid for in the first place. I almost never take [REDACTED] on the bus and now I think I remember why. Very disappointed.
7/04/18 1:34:35 PM	Complaint	19-2	[REDACTED] said operator was very careless driving. [REDACTED] was going over curbs and almost had caused 3 accidents. Operator pulled in behind the Mall down from the stop. [REDACTED] asked [REDACTED] why and the operator said [REDACTED] was waiting for another bus. [REDACTED] said another bus did not pass them. [REDACTED] feels this operator should be taken off the road.
7/06/18 9:23:21 AM	Complaint	6	Hi there, I'm writing as I'm very confused as to where the 6 route is downtown. According to your map for Winter and Summer it is to go straight up water st and turn down Prescott connecting to Harbour and re appear down a ways. However about a month and a half ago, it wasn't appearing down water, instead it appeared from Harbour and stayed at idle in front of the NL Supreme Court on Water St. I had missed it once because it did not appear on the corner of Prescott, only to look down and see it by the court house, leaving. So I started waiting there for it in future (after having to cab to work that previous time). Today I was waiting in front of the courthouse and I saw the 6 coming down Water going to Prescott, thinking it was an odd day. And it would come up Clifts Baird Cove. But it did not..... So I am cabbng again. Now I know now from looking at the routes that it was never supposed to be there for Winter or Summer. But I'm confused as to where I would have found information about this change of routing. I don't take the 6 often often, as I switch between it and the 3 depending on what time I work. But this mistake has now cost me 40 dollars in cab fare all because there's no information about this ever changing route. I can appreciate that it is now following its correct route, however I'm left confused as to where in future I can find out it's exact route. Thank you so much for any information about this route. And maybe I just missed the updates on the website pertaining to this route. All the best. [REDACTED]
7/06/18 5:14:31 PM	Complaint	12	The bus was stopped in the middle of the road, in front of a stop but did not pull over or use signal light. There was no oncoming traffic so i passed on [REDACTED] left, after waiting to see what was happening, nothing. As I was passing [REDACTED] put [REDACTED] right signal on to come back out onto the road [REDACTED] was stopped in the middle of. I was at least halfway passed when [REDACTED] signaled, so I finished passing and continued on.. [REDACTED] then drove danergously close behind me, [REDACTED] came up along side of me, before [REDACTED] had a lane to do so, and stopped [REDACTED] bus with [REDACTED] door next to my drivers door, [REDACTED] sat there in the middle of the road and pointed and laugh at me. So wanting [REDACTED] to leave me alone, I flipped [REDACTED] my middle fingers, quickest possible way to tell [REDACTED] to piss off I figure. [REDACTED] then gets into the left turning lane along side of me and swerves into my lane, just missing hitting my drivers front by an inch or so... I was amazed by [REDACTED] disregard for my safety, let alone for those on [REDACTED] bus! [REDACTED] thought this was a good laugh, [REDACTED] passengers and mine all looked very worried however, and the near miss has ne sick to my stomach.The office was closed when this dangerous driving happened, so I was unable to speak with someone immediatly, this is the reason for filling out this fourm. However I want to speak to someone from metrobus, this experiance was completly unacceptable. I drive this route every day, and I dont feel safe sharing that road with that lunatic, and I really dont think someone who reacts like that should hold your customers safety and ultimaty their lives in [REDACTED] hands. Please contact me monday via phone or email. [REDACTED] - [REDACTED]

Submit Date	Class	Route	Comments
7/09/18 1:35:55 PM	Complaint		<p>████ called in to complain about █████ not being allowed on the bus. █████ said █████ was on Cashin Avenue going to the Village Mall to get the Route 21. I didn't ask when this happened. █████ was complaining that █████ accidentally took █████ m-card (senior) instead of █████ (adult). █████ said that the █████ driver wanted █████ m-card and told █████ that █████ wasn't allowed on the bus. █████ said that it's bad PR and that the driver should have let █████ pay the difference or swipe █████ m-card twice. █████ wants to speak with someone about this. I tried to see if we could get █████ on the bus but █████ wouldn't be able to use the senior m-card to do so. █████ also called back not long after I had █████ and was speaking with █████ about this same situation.</p>
7/09/18 8:20:14 PM	Complaint	12	<p>Just watched the number 12 bus pull out from the side of the road next to the taxation center and almost run two motorcyclists off the road. The bus didn't indicate, or even look, just pulled out and if it wasn't for the quick thinking of the bikers and the fact that no one was coming the other way someone would have been seriously injured. Also to be clear I was travelling behind the bikers for a few minutes down the road, they were not speeding or doing anything remotely close. Not only did this happen, but when I tried to call the terminal to report it THERE'S NO ONE THERE??!!? How can there be no one monitoring the bus system after 4pm or whatever time the offices shut down? In my opinion the bus driver on that number 12 bus is beyond guilty of Reckless Driving and should be taken off the road. But there's no one I can even bring that to in person... It's not good enough. And the fact that I almost watched two people die tonight because of the incompetence of one of your drivers is also incredibly not good enough.</p>
7/11/18 6:56:52 AM	Complaint	10	<p>Bus Driver was being rude and yelling at riders while driving unsafely</p>
7/11/18 8:56:44 AM	Complaint	2-1	<p>Customer said █████ was waiting on stop id 1500 for the 2. When █████ arrived █████ just drove right by █████</p>
7/11/18 3:32:29 PM	Complaint	3A	<p>Bus was not pulling into designated bus stop areas and simply stopping in the middle of the street, creating unnecessary risk to passengers and additional traffic congestion.</p>
7/11/18 10:23:08 PM	Complaint	16	<p>The driver closed the door too quickly after the passenger got off, to the point of startling me. █████ bus was late and then █████ spent some time in the MUN Centre. But when it came to a passenger getting off the bus, █████ rushed driving away. Also █████ does not seem to respond to passengers' greetings.</p>
7/12/18 11:56:14 AM	Complaint	10(mun to downtown)	<p>The bus is supposed to come at 10.40 am but it came 10'46 am today 12th July 2018, 10.48 yesterday 11 July at keane Pl freshwater road. I got late for work yesterday, nd today I started walking when it was late then after I walking for a while I saw the bus was coming . It's really disappointing.</p>
7/13/18 9:34:59 AM	Complaint	3-1 B	<p>████ said █████ was waiting at stop 1980 for the 3. █████ was sitting on hte sidewalk looking at hner cell. When █████ seen the bus coming █████ stood up and █████ went past █████ █████ tried to chase █████ down but █████ didn't stop.</p>
7/13/18 12:27:43 PM	Complaint	3-1	<p>████ was getting on the route 3-1 but didn't have █████ fare asked the driver if █████ could ride and pay when █████ gets to the Village Mall and gets some money. The driver refused and then rudely told █████ to get off █████ bus █████ has things to do. █████ was upset with how the driver spoke to █████</p>
7/13/18 3:30:16 PM	Complaint	3-3	<p>I pulled on the chain on Topsail Road/Craigmilller Avenue, I got up out of my seat to pick up my bags of groceries, the bus driver slammed on █████ brakes, I lurched backwards, was hit between the shoulder blades, the wind was knocked out of my sails for 2/3 minutes, it was quite a jolt. (I called to report this incident in case I have to go to the hospital).</p> <p>I was upset and told the driver █████ needs driving lessons.</p>

Submit Date	Class	Route	Comments
7/16/18 10:26:42 AM	Complaint	3-3	██████████ called in to complain about the driver on the Route 3-3 on Friday. ██████████ said it was the bus that left the Village Mall at 4:20 p.m. ██████ started the call by asking to speak with a manager so I asked for ██████ name, number and a bit about the complaint. ██████ gave me ██████ name and number but ██████ wouldn't tell me what the complaint was about and said ██████ would speak with a manager about it.
7/17/18 1:42:05 PM	Complaint	2-4	██████████ called in to complain about the driver on the Route 2-4. ██████ said that ██████ was crossing the street by The Rooms, just past the construction zone. ██████████ said that the bus had just come out of the construction zone when ██████ was in the middle of the road. ██████ said that ██████ had to stand in the middle of the road as the bus went by, because the bus did not stop for ██████ ██████ said ██████ doesn't know if the driver was paying attention to the flag person but ██████ didn't stop when ██████ was already in the crosswalk.
7/18/18 2:51:08 PM	Complaint	1-2	██████████ said that ██████ was on the Route 1-2 that was due on Crosbie Road at 2:20 p.m. ██████ said that the bus got to MUN and ██████ seen the Route 14 ahead of them and tried to get the driver's attention to ask for the Route 14 to hold. ██████ said that ██████ was sitting right behind the driver and the driver ignored ██████ ██████████ said that the Route 1-2 got to ██████ bus stop late but ██████ didn't say if ██████ asked the driver when ██████ got on the bus if ██████ asked for the Route 14 then.
7/19/18 9:37:29 AM	Complaint	3	The #3 (towards stavanger dr.) white male driver is CONSISTENTLY late, but still always stops at a&w along ██████ way to get a coffee which is HIGHLY inappropriate. Today ██████ is 7 minutes behind schedule yet still stopped at a&w. 2 days ago, ██████ was 16 minutes behind schedule and still stopped for a coffee. This is absolutely absurd considering people (like myself) rely on metro bus to be punctual in order to make it to work on time.
7/19/18 12:19:07 PM	Complaint	19-1/10-3	██████████ called in to complain about the Route 19-1 and Route 10-3. ██████ said that ██████ was on the Route 19-1, when it arrived late to the Avalon Mall. ██████ said that the Route 10-3 left before ██████ bus arrived ██████████ said that the driver of the Route 19 should have called in and the Route 10 should have waited. ██████ called back a few minutes after I had ██████ and Kim L took the call. A van was sent out to get ██████
7/19/18 4:25:52 PM	Complaint	18	██████████ said ██████ was trying to get on the route 18 at the Village. ██████ also said it was the first bus and was just pulling out. ██████ was hitting the front door to let ██████ on, but ██████ would not stop to let ██████ on and ██████ had to see ██████ It was pouring down rain and an hourly bus so ██████ should of stopped to let ██████ on. ██████ said ██████ was at the bus shelter???
7/19/18 5:22:18 PM	Complaint	12-2	While waiting the app said the bus had passed so I started to walk away then the bus drives past and instead of letting me in or even hearing me out I saw ██████ give a chuckle eat ██████ lunch and shake ██████ head with a smile on ██████ face. I understand I wasn't at the stop but I have seen this driver pick up people at green lights stopping traffic but ██████ wouldn't acknowledge I was there. Now I'm soaking wet waiting another half hour in the rain for the next one.
7/19/18 5:48:43 PM	Complaint	10	The 10 bus that should have arrived at the sobeys stop on Kelsey drive never showed up. I showed up to the stop before 5:06 as well as being able to keep an eye on the stop as I can see it from my place of work and did not see the bus pass I waited in the rain in hopes that it would show up a few minutes late but it never did so I continued to wait until the 5:36 bus which was also late and did not show up until 5:42. This is the second day in a row that the 10 Kelsey drive bus has been late/no show I was late to the Avalon mall upper stop by 20 minutes. Neither occurrence has there been any indication on the mobile app that the bus is late or behind on schedule. So I'm just stood there (with other passengers) not knowing if the bus has already arrived and departed, if it's late, or if it isn't going to show up at all.
7/20/18 10:59:03 AM	Complaint	1-2	██████████ was crossing the crosswalk on Crosbie Road. The operator cam have way through the crosswalk while ██████ was crossing.

Submit Date	Class	Route	Comments
7/23/18 9:37:21 AM	Complaint	3-2	<p>█████ boarded the 2 from the Avalon at 8:40am and waited for █████ connection to the 3-2. █████ was oppsoite Torbay Road Mall and █████ waited until 9:35 am. Route 3 did not show up. █████ had to call a cab because █████ had to work.</p>
7/23/18 4:27:56 PM	Complaint	Unknown	<p>I was driving down Ropewalk Lane towards Mundy Pond. Your driver of one of your smaller buses was approaching the stop sign at the end of the short stretch of Mundy Pond Road. The driver did not come to a stop and instead pulled out in front of me cutting me off and causing me to slam on my brakes █████ in the car. The bus than continued on the lights and turned left onto Campbell Avenue. My only reason for this complaint is in hopes you discuss reckless driving with this driver who should know that buses also have to come to a complete stop at the stop sign.</p>
7/24/18 12:06:59 PM	Complaint	16	<p>I am finishing my class from academy Canada, waiting at the bus stop. the bus comes only every hour, and it was late for it's 11:54 arrival time to academy Canada stop, and when it finally came at 12, it zoomed right on by me and another █████ to probably make up for lost time. I am very displeased for now I have to either walk to my designation, or wait another hour. There is no way the bus driver did not see us. Thank you</p>
7/24/18 2:09:46 PM	Complaint	19	<p>When I hopped on the bus and was scanning my bus pass the bus driver did not waited for me to be seated before moving the bus as it is a safety concern to all passengers</p>
7/24/18 5:54:55 PM	Complaint		<p>Metrobus, Why do you hire so many white-trash, Newfie, thug bus drivers who have absolutely no concept of how to speak to people in a professional manner. Not Acceptable! is not every driver who behaves this way, but certainly there are far too many who do. If you are going to continue to keep your thugs employed, they need to be trained in the art of appropriate interpersonal communication.</p> <p>☒</p> <p>Signed, Disgusted ☒</p>
7/27/18 12:34:38 PM	Complaint	27	<p>As I was travelling south down Quidi Vidi Village road the car I followed the car ahead of me. The metro bus proceeded to come through. It was very narrow so I pulled to the side as far as I could. The Metrobus stopped beside me. █████ motioned for me to put down my window. Very rudely █████ stated with sarcasm "!you know the way this works". █████ stated the car in front of me went so now it was █████ turn. I stated I didn't and █████ said "yeah right" and shut █████ window. Unfortunately I'm sure with that route █████ carries tourists and I was carrying one at the time. A very lousy impression was made. I followed █████ to get █████ name and █████ refused. Said it was all on videotape. I'm just disappointed with the attitude and impression it left. As I wasn't aware of this "rule" perhaps either educate █████ or the rest of the public via a sign. An apology will be expected.</p>
7/27/18 3:41:25 PM	Complaint	16-1	<p>█████ complained about the Route 16-1 running a red light on Columbus Drive. █████ said that the light in the other direction had turned green when the bus went through. █████ said that █████ was not on the bus. █████ was in a car.</p>
7/31/18 3:51:18 PM	Complaint	14	<p>It is always running behind its time to the extent of 12-15 minutes sometimes. When the schedule says it arrives at a stop at 3:39, it does not arrive until 3:55.</p>
7/31/18 6:15:42 PM	Complaint	16	<p>This is the second time I've missed the bus on great eastern because it was 5 minutes early, when its supposed to stop and wait on great eastern when it's that far ahead because great eastern is one of its designated stops on the schedule. I've already complained about this before and never even got a reply. So that's two different experiences with terrible customer service. Both times this has required me to pay for a taxi. I want to be refunded/rewarded on account of this customer service.</p>

Submit Date	Class	Route	Comments
8/01/18 9:57:57 AM	Complaint	2-2	<p>█████ was on the 2-2 █████ was so up set I don't know what stop █████ needed to get off. Colleen the bus driver missed █████ stop and █████ was dropped off at the Boulevard. which was pass █████ stop to meet █████ █████ could not pull the bell because █████ █████ was asleep in █████ arms and █████ █████ █████ was trying to call out to the driver but the MUSIC was so loud █████ could not hear █████ █████ said Colleen was very very rude to █████ and this was terrible customer service and will be going to the media. █████ █████ and was unable to walk back up the hill or money to get a cab █████ was sitting about half way. when █████ got off █████ took a picture of colleen for the media. Another █████ that was on the bus called in to tell me that the driver was very rude to this █████ and █████ didn't hear █████ because the music was too loud.</p>
8/01/18 6:22:28 PM	Complaint		<p>Dear Sir/Madam, I am writing to make a complaint regarding the schedule changes in Regatta Day. I use the bus in a regular basis for commuting. I decided to take bus in Route 15 after checking the Google map, but, the bus did not come in that day. Apparently, the schedule had been changed. However, nothing mentioned in your website! I searched the Metrobus website, yet, could not find any information. My suggestion is that you could at least design a specific part in the main menu of the website to inform passengers of any unpredictable changes in the bus schedule. By providing enough information, the passengers would not get confused on the schedule. I hope my suggestion will be considered. Kind Regards █████</p>
8/02/18 1:38:30 PM	Complaint	4-1	<p>█████ called in to complain about the Route 4-1. █████ said that █████ and other people were outside waiting for the Route 4 for over an hour. █████ said that █████ did not see it on the other side of the road either. I looked it up and it looked like it was travelling on a different side of the road than it was in the morning.</p>
8/03/18 9:12:17 AM	Complaint	could not see cycling	<p>I am a cyclist and I would like to remind your driver (on the above route and time) that we both share the road... Honking at me while cycling in the center doesn't really help anyone. I'm sorry you couldn't merge when you wanted to █████</p>
8/03/18 12:10:03 PM	Complaint	10-3	<p>The route 10 heading downtown from the Avalon mall didn't stop to wait for transfers from other buses. I was on the 16 that stopped a few minutes before 12 and the 10 was already on o'leary leaving. I'm going to be late for work, plus there are another few people here that were expecting the bus as well.</p>
8/03/18 3:24:22 PM	Complaint	18-1	<p>█████ called in █████ was upset that the driver on the route 18 did not lower the ramp for █████ so █████ could put █████ bike on the bike rack. █████ says █████ has a bad back and that the lowering or the ramp makes it easier for █████ to put the bike up on the bike rack. █████ also said that this driver also does not give █████ time to get to a seat before █████ guns the gas and takes off causing █████ to almost fall on several occasions.</p>
8/06/18 1:21:28 AM	Complaint		<p>Hello, Your new bus shelters look nice enough, and I assume they're accessible, so kudos on that. However, the design of the seat placement is a bit of a fail. If you actually sit on the seat you can't see the bus coming. If you don't see the bus, you won't get up for it. And if you don't get up, drivers may not see you waiting for the bus. Much better with the previous seat orientation. If that makes it less accessible (seems like it wouldn't, but I might not see something someone with a mobility impairment would), adjust the shelter size or use flip-down seats or something.</p>
8/06/18 12:42:24 PM	Complaint	16	<p>I was in a vehicle behind this bus; the bus driver was waiting to make the left hand turn to get out of the Avalon Mall parking lot. The bus driver quickly turned left out onto O'Leary forcing another driver to slam on █████ brakes ..this driver of a white SUV was coming from Thorburn Road heading pass Mall entrance going up O'Leary Avenue.</p> <p>'I'm making this complaint not to get anyone in trouble but I don't want anyone to get hurt.'</p>

Submit Date	Class	Route	Comments
8/07/18 5:25:25 AM	Complaint	3	I reloaded my pass on the third of August , but my card is still showing as insufficient funds. I'm finding this very frustrating and embarrassing each time I get on the bus! I have the receipt but it still shows 0 rides. Any suggestions as to what to do to solve this problem?
8/08/18 3:21:26 PM	Complaint	3-3	█████ said █████ boarded the bus and before the could take █████ seat the driver took off and █████ went flying into a seat and fell on another passenger. █████ said █████ hurt █████ side and probably the █████ █████ sell on. █████ called out to the driver but the driver sis not respond. When █████ was getting off the bus on Elizabeth Ave █████ spoke to the driver and told █████ what happened and the driver smiled and said have a nice day. █████ was upset that the driver did not ask █████ how █████ was or even apologize.
8/08/18 7:26:39 PM	Complaint	3/19	I leave work and get the 710 pm route 3 leaving stavanger and transfer to the next 19 at 8:30 heading to the Avalon mall in the evenings. I have noticed a trend that at that time in the evening when getting the 19 I'm forced to use a second ride on my bus pass and its not counted as a transfer. I'm hoping you can look into this as it's the next available bus to transfer going towards my house it should not be counted as a second ride. You can see this transaction from yesterday on my pass ██████.
8/09/18 3:12:45 PM	Complaint	12-1	█████ called in to complain about the driver on the Route 12-1. █████ said that █████ got the Route 21-1 from MVR to the Village Mall and asked for a transfer to the Route 12. █████ got on the Route 12-1 and █████ said that as █████ got closer to the Avalon Mall, █████ asked the driver for a transfer to the Route 2 to go to MUN. █████ said that the driver told █████ know, and that █████ could've gotten the Route 2 from the Village Mall. I also explained to █████ that █████ could have gotten the Route 1 from the Village Mall to go to MUN. █████ said that █████ forgot and that the driver should still have given █████ the transfer.
8/09/18 3:45:02 PM	Complaint	21-1	█████ called in to complain about the driver on the Route 21-1 yesterday. █████ said that █████ got on the bus at the Village Mall at 3:50 p.m. yesterday and got off on Smallwood Drive by the bridge. Ms. Leyte said that the driver told █████ to go back to that bus stop and █████ will always be able to get it. I told █████ that during the day, the Route 21 uses Jeffers Drive but █████ said that it didn't yesterday. █████ went to the bus stop today that the driver told █████ to get on, and █████ said that the bus went on Jeffers Drive, causing █████ to miss █████ bus. I told █████ that the Route 22 would be there in about 20 minutes but █████ said that would be too late because █████ needed to get to Piper's to get █████ cheque.
8/09/18 9:56:05 PM	Complaint	3	I was standing at my bus stop at the top of Craigmillar Avenue, waiting for the bus. When the bus came down the road, they didn't even stop to look at me. I was standing at the bus stop. They just drove right past. Didn't even slow down. You wouldn't mind but I was *at* the bus stop. Even if I wasn't getting on the bus, isn't it standard protocol to stop anyway? That person didn't even to seem to care. Even less when I saw them and started running after them trying to catch their attention. I had to get to work. This was the last bus at the end of the night and as a result of this employee's lack of care, I had to put out more money to call a cab. I take metrobus every night from Monday-Thursday. It's my main mode of transportation to my workplace. This was just very bad customer service. It's not even like my bus stop is shrouded in darkness at this time. It's literally right under a street light so I don't know what their excuse for driving past me was, but they almost made me late for work. This is just not good customer service.

Submit Date	Class	Route	Comments
8/12/18 7:08:10 PM	Complaint	19	There needs to be more respect for people with disabilities since there are a lot of people the ride the bus. People with disabilities comprehend things slower. [REDACTED] put [REDACTED] feet on the chair but he's done it before this driver is the only driver that complained about it. I'm sorry but I've seen young kids putting their feet on the chair I think this driver picked on [REDACTED] [REDACTED] [REDACTED] totally wrong and uncalled for also [REDACTED] too I will not stand back and watch my [REDACTED] get abused if u can look into this that would be great thank you for your time
8/13/18 2:57:07 PM	Complaint	10-2	[REDACTED] called in to complain about the driver on the Route 10-2. [REDACTED] said that [REDACTED] got on the bus on Kelsey Drive at 2:20 p.m. [REDACTED] said that the driver asked if anyone need connections at the Avalon Mall [REDACTED] said that [REDACTED] asked the driver who [REDACTED] was speaking to and the driver said everyone. [REDACTED] said that [REDACTED] needed the Route 11 and other people needed the Route 2. [REDACTED] said that when [REDACTED] got off the bus at the Avalon Mall, the Route 11 was pulling away. I asked dispatch to radio the driver and the driver said that [REDACTED] didn't radio for the Route 11. [REDACTED] wants to know why the Route 11 was not called when [REDACTED] asked it to be called.
8/15/18 4:31:57 PM	Complaint	10-2	[REDACTED] called in to complain about the driver on the Route 10. [REDACTED] called at about 4:25 p.m. and said it happened about 20 minutes ago so I'm thinking it was the Route 10-2. [REDACTED] said that [REDACTED] was coming out of a parking lot on Kenmount Road and needed to get in the turning lane to get onto Pippy Place. [REDACTED] said that the driver wouldn't let [REDACTED] in front of [REDACTED] but [REDACTED] should have in that type of traffic. [REDACTED] said [REDACTED] nudged in front of the bus and continued on to Pippy Place. [REDACTED] said that [REDACTED] was in the turning lane on Pippy Place to turn left onto Goldstone Street when the bus stopped along side of [REDACTED] and honked their horn, gave [REDACTED] a thumbs up and said [REDACTED] was doing a great job and that [REDACTED] was on camera.
8/16/18 6:02:40 PM	Complaint	10 Kelsey drive	showed up to the bus stop at 5:33 to catch it at 5:36, the bus did not show up 5:54. As I got on the bus the driver was visibly agitated and as I was walking to my set in the middle of the bus I head over my music the sound of a horn 3 times and as I moved my headphone to hear better I heard the driver (to paraphrase) hurry up and as I looked back I saw [REDACTED] looking back towards me in the mirror. This is also not the first time the Kelsey drive 10 has been late by a considerable amount it time either (which I have sent a complaint in about before)
8/21/18 11:50:56 AM	Complaint	25-1	Customer was waiting at Torbay Road Glenbrook Lodge area at 3:20 or so for the bus 3. [REDACTED] said the 3 went early. Route 2 showed up and [REDACTED] boarded it and asked for a transfer. When [REDACTED] arrived at the Village the 25 would not accept [REDACTED] transfer. I explained to [REDACTED] that [REDACTED] was on the wrong side for the 2. This is why [REDACTED] transfer expired. [REDACTED] problem is with the 25, [REDACTED] tried to explain the situation but was told to pay [REDACTED] fare and [REDACTED] never had enough. [REDACTED] was not permitted to board and got off. [REDACTED] was really upset because [REDACTED] had [REDACTED] [REDACTED] with [REDACTED] and went into the washroom and started crying.
8/22/18 11:34:56 AM	Complaint	22	the wifi seems to never work on this bus, please have this looked at :) ☹
8/22/18 5:23:54 PM	Complaint	14-1	[REDACTED] called in to say [REDACTED] paid the driver yesterday on the 14 with a 5.00 bill and the driver took [REDACTED] money but refused to give [REDACTED] a slip stating [REDACTED] was entitle to a free ride. I advised [REDACTED] that the policy is to have exact change only and the driver was within [REDACTED] rights to refuse to take the money as they do not carry change with them. [REDACTED] said [REDACTED] was speaking with another driver today and [REDACTED] said that the driver should have given [REDACTED] a slip stating [REDACTED] was to have a free ride the next time [REDACTED] rode. I advised [REDACTED] that it was not a policy it was just something some drivers do. In the mean time the driver should not have taken the 5.00 if the policy is exact change only [REDACTED] should have refused it all together.

Submit Date	Class	Route	Comments
8/29/18 11:26:38 PM	Complaint	16	This is the second time I am complaining about the same driver. I felt rather uncomfortable riding █ bus as █ does not answer your greetings. Also █ closes the door to quickly after you get off. I am not sure if █ does this to every passenger or █ discriminates against me. I would assume it is the former. Hopefully someone can help █ understand how █ makes some of █ passengers feel. Thank you.
8/30/18 1:45:31 PM	Complaint	11-1	█ called in █ was upset that the driver on the route 11 did not stop at the stop by Dillon Crescent for █ but stop at the stop after that by the medical centre. █ was upset that █ had to get off there and █ hurt █ foot when █ got off. The other drivers let █ off by the construction by Dillon Crescent. █ was also upset that the driver was rude to █
8/30/18 4:59:26 PM	Complaint	Route 1	I was running towards Route 1 while it was already fully stopped at the Confederation Bldg bus stop and I was within 20 or 30 feet directly in front of straight view of bus driver. I thought █ was going to cordially stay there to wait for me to run the other 10 seconds to allow me on the bus. However, to my surprise █ turns the bus to leave the stop. I don't know Metrobus policy on customer service when it comes to the strictness/exactness if someone isn't directly on the bus stop but is obviously in front of them wanting to catch bus but I thought metrobus cordially even had a policy of dropping people off even at undesignated stops if it benefits the customer. So my point is that metrobus is flexible in serving customer needs in some instances. I know there are bus schedules/timelines but if a bus driver can't wait another 10 seconds barely to pick up a regular customer, what message does that send to customers? .....
8/30/18 9:24:27 PM	Complaint	10	I was seated next to front door when your driver encountered a MVC at the intersection of Goldstone and Thorburn. I heard the conversation over the radio where █ was directed to go down to Bambrick and go get turned around. There was no communication with passengers to let us know that █ was going to do the loop around Seaborn and Bambrick in reverse. I had tried to communicate twice to █ to let █ know that I live in there and try to figure out what was happening but █ never responded to me. █ pulled off Seaborn onto Thorburn with two police cars and an ambulance in the middle of the intersection and I questioned again what █ was doing. That's when █ yelled at me that I should have let █ know when █ was doing the loop in reverse. I got off the bus on Thorburn, near the Goldstone intersection, walked down to Bambrick, walked into the subdivision and finally home. I am so angry with the lack of communication that I am writing this complaint while still dripping wet. I will be taking alternative forms of transportation until I calm down.
8/31/18 2:42:25 PM	Complaint	10-2	10-2(1314) and the 19-1 (0151) The route 10-2 radio in from the Avalon Mall. (the 10 was pulling up in the parking lot by the Gym area to hold the 19-1. The route 19 was up parked and left. █ is up set that they did not wait. I explained the 3 minute wait to █ But █ heard the dispatch call to hold the 19.
9/04/18 7:56:13 AM	Complaint		All drivers are driving way to fast on Montague street I have made complaints with the RNC and the city of st.Johns but they both told me to contact metro bus first be four going any farther this has been on going for a while now there is a lot of small children in this area please pass along to drivers to slow down as I will be keeping my eyes on this and if need be with go farther thank you
9/04/18 12:20:39 PM	Complaint	2 and 5	Bus drivers are driving too fast on Montague Street. I made a complaint to Metrobus about 6/7 months ago...didn't get a call back. I went to the City and the RCMP. I have a Class 1 license and I know it's harder to stop a bus than a car. Customer Email: █
9/04/18 3:17:21 PM	Complaint	21-1	Bus was at Cowan Ave at Topsail Road and went right through a red light.

Submit Date	Class	Route	Comments
9/05/18 9:44:56 PM	Complaint	10	Hello. I'm just writing to complain about the bus servicing from MUN on weekday evenings in the Fall/Winter schedule. For most of the day, there is only a half hour between Route 10 busses transiting through MUN. Then there is an inexplicable 70 minute delay between 9:10pm and 10:20pm. (then, bizarrely, there's another Route 10 only 20 minutes later!) This makes no sense and is directly harmful to students, since all the evening classes at MUN let out at 9:30pm; students are left waiting for Metrobus for nearly an hour after getting out of class. It's even more seriously harmful for students needing to catch transfers, who will have even horribly longer transits at that hour of the evening. For instance, I am in this scenario tomorrow. Anyway, I would hope this can be quickly rectified and an additional Route 10 put on between 9:10pm and 10:20pm. Otherwise students attending night classes are going to wind up with no safe/reliable transit to their homes in the evening, when it is dark and unsafe to walk. This is extremely disappointing and really feels like a rip-off for those of us who have purchased passes with Metrobus this term.
9/06/18 6:39:21 PM	Complaint	15-2	██████████ called in to complain about the driver on the Route 15-2 that left the Avalon Mall at 6:30 p.m. ██████████ said that ██████████ was standing by the Avalon Mall by Scotiabank and asked the driver of the Route 15-2 if the Route 12 goes to that bus stop and the driver said that it does. ██████████ said that ██████████ checked online and found out that it doesn't go there until 7:00 p.m. when ██████████ was thinking it went there at 6:30 p.m. ██████████ said that this driver has driven the Route 12 before and should have told ██████████ the correct time that it was due there.
9/08/18 9:17:16 AM	Complaint	14	The bus didn't come, this route is scheduled only once an hour and the bus just doesn't come. It's actually unacceptable. The second incident was on Thursday, September 6. The same route number 14 direction MUN to Airport , the bus was supposed to be on Torbay Road at 7:06. The bus actually arrived 30 min later after I already was picked up by my ██████████ I am sorry but what I am paying for monthly. It's just disappointing!
9/09/18 11:09:07 AM	Complaint	10	Hi there, route 10 drivers always have a habit of leaving the bus stop literally 1 minute too soon, I don't know why, maybe to get a head start, but it's VERY frustrating when I am leaving one bus, or pulling up with another bus seeing the route 10 drive away. I should not have to let the bus driver know for the other one to wait until people can get off to transfer. This has happened to me, and people i know, way to many times. the bus was supposed to leave at 10:55. I pulled up 10:53 and watched it ride away. it might not be a big deal to the drivers, but it makes a big difference to us who have places to be. Thank you for listening, have a great day.
9/10/18 5:59:40 PM	Complaint	15	██████████ is very upset about the route all the route 15's being late almost every day. tonight they were behind 20 and the other one 30 minutes behind.
9/10/18 10:13:30 PM	Complaint	3	I was running to the bus stop to get the bus ██████████ seen us and slowed then when we got close ██████████ sped up again and took off
9/11/18 8:35:13 AM	Complaint	10, 1, 13	Bus 10 has been 10-15mins late coming up from downtown constantly for about a month now. The bus never comes at 8:05 and if I don't miss my connection to 1 or 13 at MUN I'm either sprinting towards it or holding up the route at the MUN center. This is unexceptable. To be 10-20 minutes late for school everyday, or be a half hour early. I understand this city is extremely hard to drive and route buses trough but consistent delays for this extended period of time are just out of hand.
9/12/18 8:22:03 AM	Complaint	1	Driver ran a completely red light while turning up Allandale from Prince Philip Drive. The light was green for traffic in the opposite direction.

Submit Date	Class	Route	Comments
9/12/18 5:35:54 PM	Complaint	1	Today, I waited at the Howley Building stop for route 1 from 3:40 - 3:53 PM. The bus was supposed to arrive at 3:43 PM but it never showed until sometime after 3:53 PM. By that time, I had walked to the Howley Building to call a cab. To add insult to injury: while I was waiting in the rain, my bag soaked through and one of my electronic devices sustained water damage. Oh and I was late for work. This isn't the first time the bus has either been really late or not shown but today was particularly bad so I had to say something. Get it together.
9/13/18 4:59:38 PM	Complaint	Around Battery Road	I was stopped at a stop sign at the five way stop by the battery and signal Hill. A car to my right had right of way for the stop sign, the bus was behind that car that was stopped with me. The car that was ahead of the bus continued as they had their right of way, then I proceeded. However, the bus did not take its turn to stop and decided to drive through with the car ahead of it. This caused the bus to nearly t-bone my car on the side my pregnant fiancé was sitting. I never make complaints, but the bus driver was very careless, and even honked [REDACTED] horn at me... Thank you for taking my complaint.
9/14/18 12:01:08 PM	Complaint	18-1	[REDACTED] was turning right onto Hamlyn Road from Topsail Road. The operator on the 18 crossed over and came into [REDACTED] lane almost hitting [REDACTED] [REDACTED] raised up [REDACTED] arms and [REDACTED] stuck [REDACTED] finger up to [REDACTED]
9/14/18 1:30:52 PM	Complaint	19-1	[REDACTED] said [REDACTED] got on the bus on Crosbie Road by the Viking Building, the driver did not wait for [REDACTED] to be seated before [REDACTED] starting moving and [REDACTED] stumbled backwards and almost fell. [REDACTED] said [REDACTED] waited for [REDACTED] [REDACTED] to get to a seat but not [REDACTED] [REDACTED] is [REDACTED] on Monday. When [REDACTED] stumbled [REDACTED] caught [REDACTED] from falling backwards but in the process hurt [REDACTED] arm and hand.
9/14/18 1:36:18 PM	Complaint	16	Yesterday I was waiting for the bus and the bus was going to Mun when it supposed to be going to Kelsey dr. This put me off by an hour. Today I had to get the 10 because the 16 was 15 min late (it could have been more) and this morning the driver of the 16 had to ask the route 26 driver, while on Ladysmith where [REDACTED] was supposed to be. I get this route every day and have never seen the 16 there at the same time as the 26. [REDACTED] This seems like a tremendous amount of inconsistency. I just wanted to know if there is a change in the schedule or some other explanation. I would like to be able to rely on the schedule somewhat at least so I don't have to be waiting for an hour at a time to still end up not being able to get the bus.
9/14/18 5:20:47 PM	Complaint	1-5	[REDACTED] called in to complain about the driver on the Route 1-5. [REDACTED] said that [REDACTED] was in the turning lane on Prince Philip Drive turning onto Allandale Road and [REDACTED] was along the side of the bus. [REDACTED] said that the bus was trying to get in [REDACTED] lane and [REDACTED] wouldn't let [REDACTED] [REDACTED] said that the bus got in behind [REDACTED] and the driver had [REDACTED] sunglasses on [REDACTED] head and then put them on and gave [REDACTED] the middle finger.
9/14/18 6:41:46 PM	Complaint	2-2	[REDACTED] called in to complain about the Route 2-2. [REDACTED] said that at 6:15 p.m. it is systematically leaving early. [REDACTED] said that [REDACTED] arrived at that bus stop at 6:12 p.m. and the bus never did show. I checked the AVL and it showed that it was there at about 6:12 p.m. and it was by Westerland Road at about 6:16 p.m. I explained this to [REDACTED] and [REDACTED] said that it wasn't there. [REDACTED] said that whenever [REDACTED] gets the bus at this time, it has always left early.
9/15/18 1:05:03 PM	Complaint	15-1	[REDACTED] called in to complain that the Route 15-1 at 12:55 p.m. struck [REDACTED] father's truck as the bus was turning off of Rodney Street onto Whiteway Street. [REDACTED] said that the back of the bus hit the front of the truck. [REDACTED] said that [REDACTED] honked the horn but the driver didn't stop.
9/17/18 7:47:45 AM	Complaint	10-1	I was waiting to connect from the 14 from Newfoundland Drive but it had already left

Submit Date	Class	Route	Comments
9/17/18 9:59:34 AM	Complaint	19	The 9 am bus never arrived. I am unimpressed because as a result I missed my university class. I waited at the stop until 930 to see if the bus would show up and it did not. I'm very unimpressed.
9/17/18 11:05:16 AM	Complaint	2-3	I'm on the bus now, I got on at Elizabeth Avenue by Bigs going to the Village Mall. The bus driver is driving really fast, a customer rang the bell chord, the bus driver didn't stop so then [REDACTED] sang out. Then [REDACTED] couldn't stop at a cross walk either because [REDACTED] was driving too fast.
9/18/18 5:55:01 AM	Complaint		Hi, On Aug 17th at 7:00 PM, I was dropping from the bus at bus stop 1000 (Village Mall), when suddenly my head hit something sharp in the middle of my forehead. It was the bus stop ID sign. I'm not a tall [REDACTED] but the sign is mounted at a low height and it is not visible when you drop from the bus. Thankfully, I didn't bleed and nothing serious happened. I hope that you will raise its height ASAP before someone gets injured seriously. Thanks! Best regards,
9/18/18 2:11:20 PM	Complaint	10	I was on the #12 and wanted to transfer on the #10 going towards Kelsey. Three of us got off to get on the #10 but the driver drove off instead of waiting. [REDACTED] was forced to walk in the rain for 20 minutes and was late for a meeting.
9/19/18 5:53:38 PM	Complaint	4982	The Bus leaving from MUN is continuously late, for the last 2 weeks in the evenings when I'm going home. Usually an average of 15-20mins late. It'd be great if something can be done about this. Thank you!
9/19/18 6:43:50 PM	Complaint	19-1	[REDACTED] called in to complain about the Route 19-1 not waiting at the Avalon Mall today at about 3:15 p.m. for the Route 2-1 to arrive. [REDACTED] said that the Route 19 was in front of [REDACTED] while [REDACTED] was on the Route 2 but the Route 19 didn't stop long enough for [REDACTED] to get on. [REDACTED] said that this has happened a couple of times but only had the information for today's incident.
9/20/18 1:21:28 PM	Complaint	16-1	[REDACTED] called in to complain about the driver on the Route 16-1. [REDACTED] said that the bus came into the turning lane for oncoming traffic to avoid the traffic on Kenmount Road [REDACTED] said that this caused [REDACTED] to have a near miss with the bus.
9/20/18 8:59:22 PM	Complaint	10	I was going to take bus 10 at 8:30, I was a little bit far from the bus stop #2725, I waved to the driver and [REDACTED] saw me but [REDACTED] did let me in although the bus wasn't moving, then [REDACTED] kept going like I'm not even there, that was at 8:31, I waited for the next bus which was suppose to come at 9:05, it came late at 9:13 !! I missed my morning class + exam because of this . I want to submit 2 complains, first for the driver who saw me and kept going, second for the bus route 10 which always come late ! (Last week it came 15,10 and 5 min late !! ). Also I want a refund for my bus pass + card because I'm not using your services anymore!
9/21/18 9:57:47 AM	Complaint	Possibly 16, but unsure.	I called yesterday to discuss a near collision with one of your busses. Traffic was backed up on Kenmount Road due to construction. Instead of waiting in line, the driver pulled out into a turning lane for traffic heading in the opposite direction. Specifically, it was the turning lane to enter the Newfoundland Power parking lot. I was entering the turning lane at the same time and had to come to a full stop to avoid a collision. I called this complaint in yesterday and was told someone would call me back. I haven't heard anything. I would assume having your busses driving on the wrong side of the road would be a concern for you. I've had a number of close calls with your busses lately and it's becoming quite frustrating.
9/21/18 12:28:52 PM	Complaint	2-3	[REDACTED] went to stop at Torbay Road Mall at 12:07 and the bus was already left.
9/21/18 12:36:09 PM	Complaint	1-2	[REDACTED] said [REDACTED] had the green light on Freshwater Road near Stamps Lane (heading towards the Avalon). The bus coming down Stamps Lane went through the red light. This caused [REDACTED] to lock up [REDACTED] brakes and almost caused [REDACTED] to have an accident.
9/26/18 10:28:10 AM	Complaint	1	Two days in a row now, the bus has come more than 5 minutes early, and made me late to class

Submit Date	Class	Route	Comments
9/26/18 12:51:22 PM	Complaint	19-2	█████ said when █████ tried to exit the back door the door closed on █████ arms. █████ would like the doors to stay open longer.
9/26/18 8:33:32 PM	Complaint	26	On the morning of Tuesday, September 25th, bus 26-1 arrived three minutes early to my stop on Ladysmith Drive, Kenmount Terrace, just as my roommate and myself were walking towards the stop, approximately ten feet away. Upon seeing the bus arriving, My roommate and I began to run down the sidewalk towards the bus stop, with the hopes of catching the bus. I reached the bus first and got on, and was immediately scolded by the bus driver. With the knowledge that you are supposed to arrive at the bus stop five minutes early and that it was my fault for nearly missing the bus, I tried to apologize twice, but I was spoken over by the bus driver. The driver loudly berated me for making █████ late, "ruining █████ bus route", being "ridiculous", not having my bus pass out of my bag and ready to scan the moment I got on, and told me multiple times that █████ was "never picking up people like you (my roommate and I) ever again" as well as "Never stopping for people like you again" as I stood at the front of the bus, digging my bus pass out of my bag. This bus driver did not have to stop for us, as █████ did make it to the stop before my roommate and I. █████ chose to stop for us (apparently making █████ late, despite the fact that █████ arrived at the stop early) and then chose to humiliate us in front of the other passengers on the bus. I could understand if █████ simply informed us that we should be early next time, or gave us a gentle warning, but the disrespectful words and tone of voice █████ chose were simply unacceptable. I am a █████ █████ █████, and if the other passengers had not been on the bus, I would have felt very frightened and unsafe in the presence of this driver following the incident. After boarding the bus and proceeding along the route, the driver then proceeded to run three red lights, one on Kelsey Drive, one on Thorburn Road, and one turning onto Clinch Crescent. I did not appreciate the driver's disrespect or █████ careless driving.
9/27/18 8:12:25 AM	Complaint	13	I was sitting in the courtesy seating on the side with 3 seats under a Wendy's advertisement since the bus was filled. I noticed about 5 mins late that some unknown red liquid was dripping from the ceiling and dripping on my bookbag and my coat. I moved to the seat to my left but when the bus would stop it would drip and still fall on me. I then moved across the bus to another. My coat and book bag now have the red liquid on it so I will need to have them cleaned. I didn't get a chance to tell the driver because another customer was talking to them. Can you please investigate and advise me what to do about my coat and bag. Thanks
9/28/18 10:29:53 AM	Complaint	10	This morning I was hoping to take route 10-1 to my work at 10:07 this morning to work. As I was walking to the bus stop, only a couple houses down I saw that the bus was early so I started to run and catch the bus. The driver did not in fact wait and decided to go anyways.. if the bus was early, it should wait at its main post until it is the proper timing. I understand that you guys offer a time track but when someone is getting ready they aren't going to check and see if it is early, you have scheduled times for a reason. Most of the time the bus is late which is why I have to take the earlier ones so I can get to work on time. I'm so disappointed by the driver this morning. As someone who has taken the bus for years. I would greatly appreciate some response from you folks.
9/28/18 12:59:42 PM	Complaint	16-1	█████ called in to complain about the Route 16. █████ said that █████ has been having a problem with the Route 16 for the past week for it being about a half hour behind. █████ wanted to put in a complaint about it. I explained to █████ that it was due to construction and that we took it off Polina Road to try and help it out.
9/28/18 2:54:36 PM	Complaint	21	Route 21 has been detoured down Whiteley drive for the past couple months during construction on commonwealth and Smallwood. This is my second complaint. Whitley drove is a residential street, speed limit being 40km/hr. Kids have school bus stops along it as well. Route 21 flies down the street every day going at least 60-70km/hr. Soon enough someone will be hit! Next step with be to get the police to hang out on the street to give out tickets.

Submit Date	Class	Route	Comments
9/28/18 5:27:22 PM	Complaint	1-4	██████████ called in to complain about the Route 1-4 (██████████ didn't know the 4 digit bus number but for the time ██████████ gave it matched). ██████████ said that ██████████ was behind the bus on Empire Avenue and it gave a break to the Route 1 (possible Route 1-5) coming off of Cashin Avenue onto Empire Avenue. ██████████ said that the bus should not be giving breaks because it is a safety issue. ██████████ said that the bus should not be giving breaks and holding up traffic behind it.
9/28/18 5:43:26 PM	Complaint	15-1	██████████ called in to complain about the driver on the Route 15-1. ██████████ said that ██████████ was on the bus with an ██████████ on the bus at the last bus stop on Cuckhold's Cove Road. ██████████ said that the ██████████ were getting off the bus and gathering their bags to get off the bus. ██████████ said that the ██████████ yelled out "Hey" because the bus started to move before they had got off. ██████████ said that the driver said "Jesus" loud enough for ██████████ to hear and "You could've said it nicer". ██████████ said that the driver must have remembered that ██████████ was on camera because ██████████ became very nice then. ██████████ said that ██████████ didn't like this driver's attitude.
9/29/18 12:16:29 PM	Complaint	3-3	██████████ was waiting at the Village for the 3 (drinking a coffee). When the 3 showed up ██████████ boarfed and through ██████████ cup in the garbage. Said ██████████ scanned ██████████ card and was walking to ██████████ seat. Operator got on bus and called ██████████ back and said "why did you throw your transfer in the trash and take it ot now". ██████████ told ██████████ it was not a transfer it was my coffee cup and told ██████████ used ██████████ card. ██████████ feels that ██████████ should of used better judgement and not assume. ██████████ said it was just the way ██████████ said it and ██████████ tone that bothered ██████████
9/29/18 2:32:59 PM	Complaint	3	Hello, ██████████ a regular passenger of Metrobus in St. Johns. I get the bus up to five times per day. It is an affordable way to commute to work and school for me. I try to get the bus 30 minutes early so that I arrive at my destination up to 15 minutes early. To account for the 5-10 minutes that the bus can be delayed. Today was ridiculous for the bus. It was over 20 minutes late. I had a specialist appointment today at 2pm. Got on the Route 3 at 1:30. This usually gets to Stavanger at 1:45. Today it got the 2:15. I have missed my specialist appointment and have been billed. Appointments like this take months to get. I am very disappointed in how Metrobus has been conducting its fleet lately. Drivers missing passengers and stops because they are chatting with passengers standing up next to them. Now lately the bus being 10-15 minutes late. I understand that public transit isn't perfect, but using Metrobus shouldn't be this difficult.
9/30/18 4:26:41 PM	Complaint	23	Hello. I am emailing to lodge a complaint. I was trying to get on bus 23 at stop 2070 at 4:05pm when the bus drove past me (four or five minutes early I might add, as when I checked my phone changed from 4:00 to 4:01. I am now being forced to spend extra money on a taxi because of this incident. I have had a similar incident like this happen to me before and it makes it very difficult to rely on public transportation within the city. Regards ██████████
10/01/18 9:25:53 AM	Complaint	16	Route 16 needs to be changed. The bus is constantly late, and as of the last two weeks, has been consistently over twenty minutes late, as early as 9am. The route needs to either be changed or a second bus needs to be added, as anyone that regularly has to take route to get to kenmount terrace from mun, or vice versa, are dissatisfied. I spend \$275 a semester on a bus pass, but 60% of the time the bus is late, meaning I miss class. Irregardless of the work being done at the Avalon Mall, this is absolutely pathetic and needs to be reworked.
10/01/18 8:17:07 PM	Complaint	14	I left 63 airport heights today at 4:38 pm. I walked the whole way to eastern health on major's path then down Torbay Road. Route 14 did not pass me in either direction. It was 5:30 when I arrived at intersection of torbay rd and Newfoundland Drive. Was there an issue with Route 14 at this time? Thank you ☺

Submit Date	Class	Route	Comments
10/02/18 10:23:15 AM	Complaint	19-2	█████ called in to complain about the Route 19-2 on September 26, 2018 at 8:20 a.m. █████ said that █████ got on the bus on Crosbie Road to go to the Avalon Mall to get the Route 2. █████ said that when █████ was exiting the Route 19 through the back doors, the doors closed on █████ █████ said that █████ yelled out to the driver to that they knew and then went to █████ █████ █████ was the person who was calling yesterday and is hoping to get a call back today.
10/03/18 11:12:12 AM	Complaint	2-2	█████ called in to report that the route 2-2 rolled through a red light leaving the Village Mall heading east on to Topsail Road. Was very dangerous and felt it should be address. Is willing to speak to someone about what █████ saw.
10/03/18 4:53:42 PM	Complaint	12 Avalon mall	Bus pulled out of the bus stop at ropewalk and penny well road in front of me to block all lanes of traffic so cars waiting to turn left at the stop sign for ropewalk place onto ropewalk lane could go. I had to stop suddenly and was not impressed that a bus driver would do that. If I was to have looked in my side mirror or away for a second I would have plowed into the drivers side rear of that bus possible injuring passengers aboard.
10/03/18 10:14:39 PM	Complaint	10	This morning, me and my friend were waiting for the bus at the same time that we do everyday. Everyday, the first bus that pulls in for MUN is full. So we waited for the second bus that pulls in. It is usually 15 or 10. Today, 10 was the second one to pull in. So we walked over to where █████ was letting people off, and then █████ took off. █████ didn't wait to see if anyone had to get on the bus to go downtown or to MUN. This is a disadvantage to people who needed that bus for their 9am class - which I did. I think █████ should've waited a bit to make sure no one needed █████ bus before immediately leaving the bus stop
10/04/18 7:36:54 AM	Complaint	11	The bus should have arrived at 6:57 but had arrived at 5 after 7
10/04/18 12:12:13 PM	Complaint	10-4	Customer said the bus was 3 minutes early. █████ tried to cross over the street to get █████ and the operator took █████ hands off the wheel and shrugged █████ shoulders at █████ █████ was coming down from Booth Memorial school. █████ said █████ thought this was very dangerous for the operator to do this action.
10/05/18 2:29:11 PM	Complaint	10-2	█████ called in █████ was trying to get the bus on Elizabeth Ave @ Westerland Road and the driver was at the lights but would not let █████ on. I explained that the driver is not allowed to let someone on or off the bus in traffic it was a safty issue. █████ understood that but was upset that the driver did not wait for █████ at the next stop as █████ was running to get it. The driver didn't even stop at that stop █████ just kept going.
10/05/18 2:45:35 PM	Complaint	14	This █████ was in the parking lot of Major path at 1:45 when the route 14 came though the intersection and came close to hitting █████ █████ had to slame on █████ breaks and back up. making █████ almost hitting a car behind █████ █████ did get out and look at █████ car. █████ was inches away but didn't hit █████ car. the driver would of if █████ did not hit █████ horn and slam on █████ breaks.

Submit Date	Class	Route	Comments
10/05/18 5:36:25 PM	Complaint	2-4 or 2-2	<p>█ █ got on the bus which departed Avalon Mall, █ went to sit down and the bus driver got in █ face and told █ where to sit, █ was trying to sit in front) and █ █ said to the bus driver, you can't tell me where to sit, the bus driver said █ could do that, the driver then threatened to kick █ off....</p> <p>also a █ customer was there who said to █ █ he's not allowed to tell you where to sit.</p> <p>(FYI, I tried to get more information/clarity with above, telling █ we have cameras and audio)....I also asked this █ caller if there was a reason for the above, still 'No Go'. I asked the caller if █ █ stayed on the bus to go to █ destination and █ said Yes █ did.)</p> <p>They could not confirm if it was 7:30 am or 8:00 am departure from the Avalon Mall, so I called Trevor on Dispatch to see if their was a █ operator on either BUT both 2-4 and 2-2 had male operators and nothing noted in the book.</p>
10/11/18 9:55:02 AM	Complaint	2-1	<p>█ called in to complain about the driver on the Route 2-1. █ said that the bus was due to leave that bus stop at 9:45 a.m. but it left early at 9:44 a.m. while █ was about 20 seconds away from the bus stop. █ said that this isn't the first time this this driver has done this.</p>
10/12/18 8:04:58 AM	Complaint	?	<p>I safely exited my driveway on Craigmillar intending to go south. There was no bus coming north. The bus appeared, operating northbound at high rate of speed and barely left room, didn't allow me to correct my position. I had kids in the car. I sounded my horn. █ bus driver. Very rude and unsafe. Your buses drive too fast on Craigmillar.</p>
10/12/18 5:29:30 PM	Complaint	3-4	<p>█ called in to say █ was at the stop up from the convention centre and the route 3 passed █ and did not stop. Even though █ was at the stop 10 minutes early the driver passed █ by and █ had to run after the bus to catch █ at the Convention Centre. The bus was early and the driver did not hold in at the Convention Centre like █ is supposed to and █ almost missed █ there as well. When █ got on the bus the driver was rude to █ and even cursed at █ █ said it was the same driver that was on the 21 earlier that day and █ is not a nice driver. █ is always early, don't stop for people and passes stops with out stopping.</p>
10/13/18 7:57:26 PM	Complaint		<p>Bus 3149 in Falls Church, Va nearly ran my vehicle into on coming traffic. We were next to █ bus in the left lane when █ proceeded to change lanes. Once the driver noticed us █ began violently honking even though we had the right of way. This would not have been such a problem except that when we came to the intersection ref light the not gentleman lost █ temper. █ proceeded to stand up, open █ window and begin screaming at me, the █ passenger to roll down my window. █ lack of first safety and then professionalism was 100% appalling! As a visitor to this city, after experiencing such an atrocity you can be sure that I will not trust my safety to such poor standards.</p>
10/14/18 6:02:03 PM	Complaint	16	<p>Bus never showed up on Kelsey Drive at the home depot stop, heading to MUN. Google maps and your app both said the bus should serve this stop at 6:15. My friends and I waited in the cold from 6:10-6:30 and there was no sign of a bus in this time frame.</p>

Submit Date	Class	Route	Comments
10/15/18 8:32:29 AM	Complaint	10	This morning while walking to work at the University Centre, route 10 flew into the parking lot of the University Centre. It didn't slow down at all for the cross walk. Fortunately, at the time there was not anyone on the cross walk. However, when making the turn into the parking lot of the UC it is difficult for drivers to see if anyone is coming out of the UC and stepping onto the crosswalk. It is difficult enough for a car to stop at the speed the bus was doing, it would have been impossible for the bus to stop. Every time I leave or enter the building I feel like I am taking my life in my hand with those buses. I have seen them even come into the building when we have been in the middle of a fire alarm. The fire trucks/CEP have all been parked out front but the buses still continue to enter the parking lot. It's time for this to stop. Tell your drivers to SLOW DOWN!!! Please address this matter asap with your driver. Tell [REDACTED] is not driving in the Indy 500 and there are actual people here that may not want to get mowed down by a bus. Enough is enough!! ☹
10/15/18 10:13:54 AM	Complaint		I'm concerned seeing this driver who was stopped at a red light with some sort of paper maybe a schedule or chart on [REDACTED] steering wheel which [REDACTED] was reading. [REDACTED] obviously was looking down. I suggest the Company discuss with their employees that not doing this could save a life, I don't want this driver to loose [REDACTED] job, I'm sure [REDACTED] needs to put food on the table, got a mortgage, etc. If my cell phone can wait because it's illegal to use it while driving, please speak to the drivers about saving lives.
10/16/18 1:38:46 PM	Complaint	10	I was hiding in nook in that red bricked government building waiting for the Bus to come and when I saw it coming I started running for the bus stop, expecting the bus to stop at and wait for me. But instead the bus kept going. Forcing me to walk back to my hotel getting soaking wet in the process. Needless to say I'm very impressed with this. Now I don't expect anything come about from this, I just wanted to let how disappointed I am.
10/17/18 11:31:24 AM	Complaint	10	Hello, [REDACTED]. The route 10 from downtown to MUN is consistently late, therefore I am constantly missing the route 14 or 1 to get to my campus. This is entirely unacceptable. As someone who pays \$300 for a semester pass (one of the highest transit fees in Canada for one of the poorest public transit operations), I've had to pay \$60 in cab fare in the last two days alone due to poor scheduling and busses not adhering to their schedule. For reference, the bus was over 15 minutes late today. If I did not call a cab, I would have missed my midterm because a stopover route would not have been available until after 12pm to ridge road. I understand unforeseen traffic and construction; however, I suggest adding additional routes for students, or lessening fares because I sincerely cannot see from a financial analysis and project management standpoint how one of the most expensive public transit systems can be of such poor quality. I hope you take this feedback into consideration. Regards, [REDACTED]

Submit Date	Class	Route	Comments
10/19/18 6:27:56 PM	Complaint		<p>Just wanted to make a few comments [REDACTED]</p> <p>[REDACTED]. I was hoping in the 3 years I was gone metrobus would update their awful service but of course you have not. In order for me to get to the Avalon mall I have to get 2 busses. But, if I choose to go to the village mall which is across town it takes one bus. Makes no sense. You make it ridiculously difficult for people to take public transportation. My [REDACTED] today had to take a bus to Kelsey drive. So. 3 busses. Which again, disgusting. Now I'm used to metrobus service but, [REDACTED] is not. [REDACTED] and actually decided for the first time today to take the bus. One bus driver was extremely unhelpful with [REDACTED] [REDACTED] asked for a transfer and [REDACTED] asked [REDACTED] which bus. [REDACTED] is a new rider so was not 100% sure which bus and this driver told [REDACTED] [REDACTED] could not get a transfer without the bus route. I'm sorry but that is wrong. You go to any other major Canadian city. You ask for a transfer they dont care where you're going. Update your system, people should not have to pay twice to get to one destination because your bus routes are all over the place. May I also add that [REDACTED] [REDACTED] is now stuck at the Avalon mall waiting for [REDACTED] 2 busses to get home because the route that [REDACTED] could get just straight home stopped around 6. How does this make any sense? People need to get home from work. I apologize for the tone of this email. But this issue really makes me angry. Especially when you have rude drivers.</p>
10/20/18 8:32:09 AM	Complaint	18	Bus didn't show up
10/20/18 11:09:26 AM	Complaint	2	<p>A [REDACTED] called and said [REDACTED] was on bus 1314. The driver had to stop fast because a car pulled out. [REDACTED] did say it was not the drivers fault. [REDACTED] had a hot coffee so when the driver had to stop [REDACTED] wasted [REDACTED] coffee so [REDACTED] had to jump up. That is when [REDACTED] did [REDACTED] hurt [REDACTED] back. [REDACTED] was sitting in the back of the bus. I told [REDACTED] to go up and tell the driver. [REDACTED] hung up the phone. I never got any information. [REDACTED] did call back and said [REDACTED] told the driver and was going to the hospital to get checked and hung up the phone. I called dispatch. [REDACTED] did talk to the [REDACTED] driver. This happened about 10:25. I got this name and number off the phone.</p>
10/21/18 10:31:12 AM	Complaint	1-1	<p>[REDACTED]. [REDACTED] got on the 1-1 at Kelly Brook apartment for 9:40. [REDACTED] wanted to get off at The education building but because of construction the driver was unable to stop there. [REDACTED] was very upset and wanted to be dropped off up the road then. The driver said [REDACTED] was unable to do that. [REDACTED] was very pissed because it was Sunday and no reason [REDACTED] couldn't stop [REDACTED] thought. The driver took [REDACTED] at far as Mun which made [REDACTED] more pissed and late for [REDACTED] meeting. I explained our policy and it would be unsafe to drop [REDACTED] off. But that didn't seem to be ok [REDACTED] wanted to put in a complaint. I asked [REDACTED] why [REDACTED] didn't stay on the bus and go back to a closer stop. [REDACTED] said [REDACTED] would be late.</p>
10/22/18 2:58:20 PM	Complaint	19-1	Operator cam straight through a red light on Mundy Pond Road. ?Dave was heading towards the Avalon Mall. Because the operator never stopped [REDACTED] almost hit [REDACTED] as [REDACTED] was turning onto Columbus Drive.
10/22/18 4:27:57 PM	Complaint	15	Bus driver closed back door on me and I got caught getting off bus May have been accident but I could have been hurt I was stepping onto curb and doors barred against me The driver could have waited 5 more secs for a customer to exit the bus Thankyou

Submit Date	Class	Route	Comments
10/22/18 4:52:55 PM	Complaint	16	I am emailing in regard to the route 16. Why is there only one bus route for the Kenmount area? There are so many students in this area and only one bus route. There should be at least two bus routes in this area. I have been taking the buses for years now and I have never had this issue with a bus route. The 16 is only one driver and has to do one ensure route. This is not convenient for people who are attending school or going anywhere on the 16 because we have to wait an hour for the next bus route! The route 2 has 7 bus routes as well as the 10 has more than one bus route. What can be done to solve this issue? The bus routes were put in place for the students and I believe that this is unfair for all the students who are living in Kenmount Terrace. There are many people in Kenmount that have agreed that having one route 16 is not enough and there needs to be another one.
10/23/18 9:41:06 AM	Complaint	189	My bus was suppose to be there by 9:15, i was at my stop at 9:05 10 minutes before the bus was suppose to be there. Now its 9:40 and my bus isnt here and when i texted the number and looked online it said the next bus wasnt going to be there till 10:15. I am always there 10 mins before the bus is suppose to show up and i always check the schedule. If you guys are going to say be there 5 mins before the bus then the bus should be there and not leave.. obviously the bus was extremely early because i leave everyday at 9:05 to catch the bus to make sure im at school on time and that i dont miss my class.
10/23/18 11:15:22 AM	Complaint	22-1	Customer stated [REDACTED] was at the stop on Wyatt Boulevard and the bus went right past [REDACTED]. [REDACTED] said it was dark out but [REDACTED] gets the bus there every morning. The driver didn't even slow just kept right on going.
10/24/18 9:01:25 AM	Complaint	10-2	[REDACTED] called in to complain about the Route 10-2. [REDACTED] said that [REDACTED] gets that bus every morning to get to work for 9:00 a.m. [REDACTED] said that this bus is always late and wanted to put in a complaint about it.
10/24/18 12:18:25 PM	Complaint	10	Hello I wish to register a complaint against one of your drivers. I boarded the #10 bus on Parade St. at about 11:15 today. The driver was a [REDACTED] with short blond hair. I said " [REDACTED] ". [REDACTED] said "Keep your eyes open". I have never been on this route before. Before we reached Elizabeth Ave. we stopped, [REDACTED] said "This is as close to Traders as you get" Now if [REDACTED] knew that, why couldn't [REDACTED] tell me when I got on. I fear that this [REDACTED] pre-judged me, hence the "Traders" remark, when I had told [REDACTED] [REDACTED]. [REDACTED] then gruffly ordered me to exit the rear door. [REDACTED]). So I am completely baffled as to why I was picked on in this incident. Normally I find your drivers best kind, but not today. I walked back for fear of encountering this driver's toxic attitude. Thank you, in good faith, I remain, [REDACTED]
10/24/18 1:59:13 PM	Complaint	10	To whom it may concern, I don't ride the metro bus to often so I'm not really sure how the metro bus works sometimes. I was waiting for my bus (route 10) to head down to water street. I seen a route 10 that was heading to Kelsey drive so I kindly asked the bus driver if [REDACTED] was heading to water street [REDACTED] said no it's the one that says water street on it and laughed in my face.. which I thought was pretty ignorant of [REDACTED]. There was another bus that stayed back after all the other busses left and I asked [REDACTED] and [REDACTED] was kind enough to call dispatch and [REDACTED] informed me the bus was coming up now.. when route 10 heading to water street pulled up [REDACTED] didn't even stop to let anyone in [REDACTED] was in a hurry .. [REDACTED] seen a few of us look at [REDACTED] and [REDACTED] let us on.. both route 10 were both very ignorant.. I am not the one to complain as I work in customer service myself but today was very disappointing
10/24/18 3:29:25 PM	Complaint		[REDACTED] said [REDACTED] asked the driver on the 2-4 to call in and have the 3-3 so [REDACTED] can make the connection. When the 2 pulled up the 3 was pulling out and [REDACTED] missed [REDACTED] bus. [REDACTED] said [REDACTED] heard the driver call and make the request but the bus did not wait [REDACTED] was very upset and want a call back.



Submit Date	Class	Route	Comments
10/29/18 9:47:25 AM	Complaint	12-2	<p>██████████ called in to complain about the Route 12-2 at about 7:00 a.m. this morning. █████ said that █████ and another █████ were at the bus stop on Blackmarsh Road near closer to Captain Whelan Drive when the bus drove past █████. █████ said that there was pavement being torn up in that area but █████ waved █████ hands at the bus driver and they still didn't stop. █████ said that █████ had to call a cab to get to work for 7:30 a.m. and █████ has an m-card to use the bus everyday. I explained to █████ what you told me on the phone.</p>
10/29/18 4:08:49 PM	Complaint	18	<p>I arrived at the village on Route 2 and had to wait about a half hour to get on Route 18. When I used my pass on 18, rather than perform a transfer, it deducted a ride from my pass. This is the second time that this has happened. A couple of weeks ago it was while transferring from 21 to 18.</p> <p>██████████ To lose 2 like this is very stressful. Please get back to me with a solution. Oh yes - my bus pass # is ██████████ Thank you for your time.</p>
10/29/18 8:49:56 PM	Complaint	10	<p>My bus pass read insufficient funds this morning. When I got home I checked and there were five rides left. My bus pass is a senior's pass but, some time ago I added to my pass ten rides. If the senior's rides were not uploaded yet, my pass should have let me use one of the single rides left. The █████ bus driver checked with your office and the person said there were insufficient rides left; because of this today I had to pay 7.50\$ that I should not have had to pay. Coming home was on the 6:05 route 10. My friend had to pay for my rides as I had no change. My bus pass number is: ██████████. If the bus driver had known me, █████ may have let it go, bus drivers know me! Thank you ██████████</p>
10/30/18 4:06:12 PM	Complaint	10	<p>Over the past week I've noticed increased irregularity in Route 10's scheduling. Twice in the past week I've had to wait 10 to 20 minutes past when the bus was scheduled to arrive in the evening (at approximately 4:38 at the Convention Centre stop headed to MUN). When I take the route in the morning (catching it at approximately 8:04) it is normally at least five minutes late. This morning has been the latest it has been so far with it being 15 minutes late. I definitely don't mind having to wait for the bus occasionally as I understand traffic and bad weather can cause unexpected delays in the transit system but I feel like the continued delay in the service is hard on a lot of people. I know a lot of patrons, myself included, have work in the downtown area and not having a reliable bus system can put a strain on employees trying to arrive to work on time. For myself, the bus scheduling estimates say that I should arrive at work by 8:24 for an 8:30 start but I haven't arrived on time once over the past two months. I'm not sure if evaluating adding another bus to the route or altering the routes is something Metrobus considers doing but either way I figured I'd send along this information in hopes it may help. Thank you!!</p>
10/30/18 10:48:44 PM	Complaint		<p>The 15 from the University Centre to the Avalon Mall is late 90% of the time. It usually arrives 20 - 40 mins after its scheduled time. This is very inconvenient for me, as a MUN student myself this interferes with my school and work schedules and I am forced to wait for the bus for so long. I am disappointed after spending so much money on bus passes to find that i cannot get to work or even my classes on time.</p>
11/01/18 3:10:37 PM	Complaint	3 A	<p>I was at St. Paul's in my vehicle pulling out and I stopped at the cross walk to let someone go and the bus sailed right on through....</p>
11/01/18 4:34:52 PM	Complaint	2 & 3	<p>I go through this same struggle every single day!! On your app it says that i can transfer from 3 to 2 if i get off at new cove rd and then walk to regatta place, unfortunately every single day as soon as i get off the bus 3 i can see 2 drive right pass! I remember reading on a Facebook thread a few days ago that other people have this exact same issue! It should either be not listed as a route to take OR don't let bus 2 leave until 3 has arrived</p>

Submit Date	Class	Route	Comments
11/02/18 4:43:49 PM	Complaint	10 to Mun from Kenmount Rd.	Good afternoon, Can you please tell me what happened to the number 10 that was supposed to stop at bus stop # 2622 at 4.20pm today (November 2nd). I was at the stop at 4.12pm and it didn't show up. Thank you [REDACTED]
11/03/18 3:58:09 PM	Complaint	11	Saw a person running for the bus in the rain and kept going RUDE is not the word Not pleased They were just at the stop when they kept on going
11/05/18 5:53:46 PM	Complaint	19	The bus failed to stop at the bus stop 4185 where I was waiting for to pick me up.
11/06/18 4:04:21 PM	Complaint	2	A [REDACTED] bus driver dark hair glasses closed door way too fast before I was fully exited. [REDACTED] was caught up on Kenmount rd construct and obviously lost time there. Why can't drivers wait a few seconds for people to be fully off bus. This happened to me with a male driver on route 15 several weeks ago near Allandale Road I would appreciate a response to these concerns ty
11/06/18 5:20:32 PM	Complaint	14-1	[REDACTED] got on the 14 at the MUN Centre and was on for the run to Airport Heights back to Hunts Lane. [REDACTED] said a [REDACTED] got on the bus and sat right behind the driver, they started talking and the driver and [REDACTED] got into a large conversation. [REDACTED] was distracted and missed a stop that a [REDACTED] was looking to get off at and didn't stop until the [REDACTED] shouted out to [REDACTED] [REDACTED] said [REDACTED] had out [REDACTED] cell phone and was showing the driver something on it while [REDACTED] was driving. [REDACTED] parked at the Airport stop for an extended period of time and was out chatting with [REDACTED] ([REDACTED] was 8 minutes behind at this point). Another [REDACTED] got on and [REDACTED] did not take a seat [REDACTED] stood by the driver and was talking with both of them, and [REDACTED] again missed a stop. The [REDACTED] that was stood the whole time did not sit when other passengers were boarding and was in their way. When [REDACTED] stop came [REDACTED] rang the bell and again the driver missed the stop [REDACTED] had to shout to [REDACTED] and [REDACTED] stop quite a distance from the actual bus stop. When [REDACTED] went to get off [REDACTED] had to ask [REDACTED] that was stood up if [REDACTED] could move in order for [REDACTED] to get off with [REDACTED] bags.
11/07/18 9:29:36 AM	Complaint	10	I was standing on the bus stop on queens road from 8:55-9:10am (7 mins before it was scheduled to come to my stop). It was raining so around 9:05 I checked to see how long it would be. Time track information on my mobile app said that the bus was 2 mins ahead, and provided the location of the bus as longs hill... PAST MY STOP. I give the benefit of the doubt wait longer before I come back into my house 5 minutes after I walked into my house, I WATCHED THE BUS DRIVE BY MY WINDOW. How RIDICULOUS is it that you provided a service for your customers and you don't even know how to use it properly? Half the damn city relies on your busses. If the bus is 15 minutes behind... PUT THAT ON THE DAMN WEBSITE TO TELL YOUR CUSTOMERS!!!!!! Then I had to take a cab to my location that I CAN NOT AFFORD because I was RELYING ON THE BUS!!!!!!! I hate you.
11/09/18 12:56:56 PM	Complaint	11	I was on this bus route and the driver missed a passenger down by Campbell's Ship, I saw the customer then running after the bus and the bus eventually stopped...I figured this was a mistake. I pulled on the bell chord by Mary Brown's on Freshwater Road and this driver again drove past my bus stop, I yelled out to [REDACTED] to stop and the driver didn't answer, I yelled Stop, the driver slammed on the brakes and said 'Je.us by Calm down I didn't hear the bell'. I said back to the driver, you don't need to hear the bell you See the light flashing. Yes I yelled at [REDACTED] but after paying \$78.00 I don't need to listen to a driver cursing on me.
11/13/18 8:55:25 AM	Complaint	15-1	[REDACTED] called in to complain about the Route 15-1. [REDACTED] said that when [REDACTED] arrived at the Avalon Mall there were no other buses there and [REDACTED] missed [REDACTED] connection [REDACTED] said it looked like other people were there waiting also. When I looked it up, it looks like the bus got to the Avalon Mall at 8:31 a.m. [REDACTED] said that [REDACTED] didn't tell the driver about [REDACTED] connection because [REDACTED] uses an m-card and has never had this issue before.



Submit Date	Class	Route	Comments
11/21/18 7:01:22 PM	Complaint	Route 12 to transfer to route 15	I am writing to put in a complaint or more to ask a question...are the buses at the mall supposed to wait for other buses to arrive incase others want to transfer? I am writing because my [REDACTED] was on route 12 and was going to transfer to route 15 at avalon mall to get to work...well [REDACTED] route pulled into the mall and route 15 was leaving....the other buses stuck around but route 15 did not...there were others wanting to transfer and they missed the bus as well...so another friendly bus driver said [REDACTED] goes by [REDACTED] work place but my [REDACTED] was 20 mins late for work. I thought the buses waited until others were there before pulling out. we are new to the city and do not know a lot about the bus system but we are learning. Can you please let me know what the protocol is? Like I said there were about 4 that missed that bus...Thank you
11/22/18 1:15:22 PM	Complaint	16	I pulled into the Avalon mall parking lot next to dollarama, in the lane next to me were several metrobusses in my own lane coming towards me was a #16 metrobuss. I had to go up on the sidewalk to avoid [REDACTED] The driver seemed to think it was quite funny.
11/23/18 2:28:00 PM	Complaint	12-2	Around 5:15 from Captain Whalen Drive around the housing going towards the Village a Bell Aliant Van pulled out in front of the bus and the route 12 had to slam on [REDACTED] breaks. [REDACTED] did say the driver did what [REDACTED] need to do. It was not the drivers fault. [REDACTED] was sitting opposite the driver 2-3 seats back wearing a dark coat a fur hood with A grey cap. [REDACTED] called today the 23rd said [REDACTED] left leg was bruise and [REDACTED] did hit the right side of [REDACTED] head and the middle of [REDACTED] back hurts
11/23/18 4:22:54 PM	Complaint	30	I was waiting at a designated stop (Macnamara dr and topsail) on the route for 40 mins (as I always show up early to ensure I don't miss the bus) for the bus to show up. When it finally did, at approximately 3:47, it drove right past me, therefore causing me to be late for my shift at the Avalon Mall.
11/26/18 8:16:22 AM	Complaint	10	I was on the incoming Number 2. It was the last bus to arrive. The driver of the Number 10 did not allow enough time for the passengers to disembark the Number 2, locate and walk to the Number 10 before driving off, leaving myself and another passenger at the stop. ☹
11/27/18 3:21:04 PM	Complaint	10	I am furious to have to write this complaint after such a bad experience with this service. It is unbelievable to have to be so disappointed after putting so much trust in this system. I spend 73\$ every month. In this past two weeks I've had to spend more than 100\$ in cabs because buses are incredibly late. The users of this system also have places to be at specific times. I waited for more than 20 minutes at the bus stop in front of Churchill square for my bus to come at 4:35, and it never came. This has happened 3 times. This almost gets me fired. I need a refund for my bus card cause I can't trust this system anymore. It is only a waste of money. ☹ I'll be waiting for an answer. [REDACTED].

Submit Date	Class	Route	Comments
11/27/18 6:20:38 PM	Complaint	30	On Friday evening I had waited outside at the Avalon mall for the last bus of the day to paradise. After waiting outside (in the cold and snow) for about 20 minutes I decided to ask the bus driver on the 15 if [REDACTED] knew the status of the 30 because time track had no data for it. [REDACTED] was kind enough to let me wait in the warmth of [REDACTED] bus while it called it in to find out where the bus was. [REDACTED] informed me it was stuck on Kenmount in traffic and it should be there within 15 minutes or so. Since I couldn't feel half my body at that point I decided to wait inside the pouch of the food court. I could still clearly see the bus stop from there and knew I could walk over within 30 seconds or so once I saw it at the stop sign before the actual bus stop. So once I saw it I jogged over to the bus stop. By the time I got there the 30 was already at the exits leaving the mall parking lot. After being over a half hour late, the driver didn't even stop longer enough for anyone to get on. I understand wanting to get home after a long day but I rely on that bus to get home at the end of the day. If it was any other stop on the side of the road I'd understand but it was at the mall which is a transfer stop. The bus should have stop for a few minutes to give people time to get on or wait for other buses that may have been late too. I'm convinced the bus didn't stop at all. It's bad enough that there's not enough runs for the 30, but for it to drive off without stopping and leave me along with several other commuters who NEED that bus to get home is simply unacceptable. Im very disappointed and upset to say the least.
11/29/18 3:00:07 PM	Complaint		You need friendlier people answering customer inquiries.
12/04/18 3:35:53 PM	Complaint	3-2	Operator never gave [REDACTED] time to take a seat. [REDACTED] fell down and hurt [REDACTED] knee and smashed about a half dozen cookies. [REDACTED] said if this had to be an older person it would have been more damage done.
12/05/18 9:52:08 AM	Complaint	15	I take the bus every morning and every evening from home to the university. This morning I was waiting for the bus and after 15 minutes of waiting i noticed the sign saying the bus has been rerouted due to constructions in Empire ave (with no specific dates or useful information). After having waited in the cold for 20 minutes I had to call my work telling my manager I was going to be late and I had to take a cab that cost me 12 \$. Now I check the website and nothing is mentioned about this rerouting. I think you don't realize that people have to rely on buses to get to work and get to school and the reason why they take the bus is because they don't want or cannot pay 12\$ a day for a cab. I look forward to hearing from you on this matter. Regards [REDACTED]
12/07/18 9:01:13 AM	Complaint		I was about to sit down at the back of the bus when the driver started moving, I was slightly bent as I was in the process of sitting down and with the weight of my backpack on me it caused me to stumble forward and strike my forehead on the backward facing seat in front of me and it caused an abrasion. The bus is marked out of service and it picked people up at the village in lieu of the route 3 that didn't make it there for 830am. The driver absolutely should NOT have started moving before I was seated.
12/07/18 12:46:33 PM	Complaint	10	I was wait at stop 2745 on longs hill. The stop was not cleared out. That is best kind. But what got me was when the bus pulled up behind a vechile the bus driver expected (by waving at us to come on)myself and the [REDACTED] to wade through knee deep snow so [REDACTED] did not have to wait for the next set of lights. I understand [REDACTED] has to keep a schedule but I also don't want to arrive at my destination(work) soaking wet.
12/08/18 12:17:34 AM	Complaint		Would like to know why there was not enough time given that the buses were coming off the road last night (Dec 6)? At 8:55pm I got a text they were coming off at 1030pm. I was working on Kelsey Dr at the time and could not get connection so I could get home without walking 10 minutes in the storm. The driver of the last route 10 was great and did what [REDACTED] could for me.....the dispatcher was no help at all and didnt even offer a van to take me home. This was the worst experience I have ever had riding the metrobus since I started riding the buses 15 years ago.

Submit Date	Class	Route	Comments
12/08/18 10:04:27 PM	Complaint	3b	i was getting off the bus route 3b and i had to ask the driver a question. i had to ask [REDACTED] if the route 2 would be connecting at that time and location, [REDACTED] remarkd in a mean voice and said "next time i opens the back door go through it, you know your suppose to go through the back door anyway" even though i was never told anything like that before... so after that i asked if route 2 was coming and [REDACTED] angrily replied "well you knows it is " in a saucy tone, like i am suppose to know everything about the bus schedule. i was very unsatisfied with the tone and remarks [REDACTED] was coming at me with , it was like i did something wrong but all i did was ask a question and go out through the front door like i always do... anyway thats all i dont like the tone and attitude that i recived from this bus driver today and i would apperciate if they could be tough better customer service... anyways thanks i just wanted to make a complaint because it was a very badd attitude [REDACTED] had towards me for no reason.
12/09/18 10:10:01 AM	Complaint		I am concerned about the stops on longs hill and freshwater road with the recent snow we are unable to even get to the bus shelters and it is very dangerous standing in the road for the bus. Recently the stop on longs hill was made disability accessible I don't know how a disabled person could get into that shelter or even out of harms way if a person not disabled can't even get to the shelter. This is outrageous and dangerous for all bus customers and you should be out shoveling this out or something. Metrobus wants to increase ridership well this is not the way to do it this turns people off and is disgraceful all other capitol cities in Canada don't operate this way.
12/09/18 3:46:47 PM	Complaint	12-1 or 2-2	[REDACTED] call in cause [REDACTED] [REDACTED] was refused to ride the bus on Thursday. [REDACTED] stated [REDACTED] has a government issued card that was not loaded for [REDACTED] as it should have been and when [REDACTED] went to ride the bus it read NSF. The driver didn't even speak to [REDACTED] [REDACTED] just opened the door and indicated for [REDACTED] to get off. [REDACTED] is upset that the driver refused [REDACTED] [REDACTED] who is a regular rider, and also upset that the card was not loaded. [REDACTED] feels the drivers should allow someone like [REDACTED] [REDACTED] the benefit of riding even through [REDACTED] pass was expired. [REDACTED] was upset that [REDACTED] [REDACTED] could have been stranded and left in a bad situation if one driver had let [REDACTED] ride and then another had refused [REDACTED] (even though this was not the case). Therefore they should all let some one of [REDACTED] [REDACTED] needs ride weather their pass is working or not. [REDACTED] wants a call back and is giving us 24 hours to address the situation or [REDACTED] is taking it further.
12/10/18 12:00:21 PM	Complaint	11	I was catching the no 11 bus downtown on Saturday. It was delayed, not unreasonably, by the Mummers Parade on St. Clare. I am not complaining about the delay. What I am complaining about is Time Track. The bus was running ten minutes late, then disappeared off Time Track for about twenty minutes. This makes it very difficult to know when to go for the bus. I don't want to be standing at the bus stop for long in winter weather. This is not an isolated incident. It seems to me that buses that get very delayed disappear off Time Track. Being a cynic, I suspect this is to improve you on time statistics. Regardless of the cause, please make Time Track more reliable. It is hugely useful, particularly in the winter.
12/11/18 5:09:03 PM	Complaint		bus ran a red light at the intersection there heading toward st john's.
12/11/18 9:14:43 PM	Complaint	18	My [REDACTED] took the bus home from the mall [REDACTED] [REDACTED] got off the bus crying because [REDACTED] was so scared & [REDACTED] [REDACTED]. An [REDACTED] [REDACTED] [REDACTED] sat with them in the very back. [REDACTED] put [REDACTED] hand on [REDACTED] leg and was looking at [REDACTED] [REDACTED] opened up [REDACTED] phone to Facebook and made profiles of women with very little clothes on visible to [REDACTED] Offered [REDACTED] to put [REDACTED] bags by [REDACTED] They said a security guard got on the bus and sat in front of them after and [REDACTED] scaled back what [REDACTED] was doing. [REDACTED] was still on the bus when they got off by heffernans line on the main road.

Submit Date	Class	Route	Comments
12/12/18 4:19:41 PM	Complaint	1-1	<p>█████ called in █████ said █████ was getting off the route 1 on Stamps Lane via the back door but the driver was so close to the snow bank on the road █████ went up to █████ ankles. The bus then speed away and █████ almost fell into the road. █████ said █████ ██████████ and would have left by the front door but when █████ tried to do that a couple of days before the same driver got mad at █████ and told █████ to leave by the back door. █████ wants a call back.</p>
12/12/18 6:57:34 PM	Complaint	14	<p>I was studying for my exam at mun, and was supposed to get the bus at 5:50 to go work at the airport, it is now 6:50 and the bus driver has JUST left the mun center... I AM going to be over an hour late for work becusee you're drivers are unable to maintain a schedule. Usually I understand if the driver is 5, even 10 minutes late. But 60 MINUTES???? that is rediculas. Some people have obligations and this is absolutely absurd. This is not the first time I've had issues with this system. You guys have driven right past me while I'm standing at the bus stop, when it's the last bus of the night. My Boss has been texting me non stop asking where I am, and all I have to say is that the metrobus cant maintain a schedule, which isn't a valid excuse since the bus missed a FULL cycle.. I expect someone to contact me immediately and resolve my issue.Soon enough you guys are going to lose my business becusse of the constant fuck ups. You barely took responsibility with my last complaint and I can almost guarantee that you aren't going to do very much for me this time. How does bus even go an hour behind schedule? It's not a hard cycle to drive the roads arent so bad that the bus went off the road and even if it did you guys need to have something in place for a replacement. Its retarded how unpracticle this system is. As I said I expect a response ASAP</p>
12/13/18 9:48:04 PM	Complaint	Route 2	<p>Hello, today I took Buss number 2 from loggy bay to Torbay Road using my metrobus card, but when I change bus to number 3B to Stavenger drive 10 minutes after I was charge the ride instead of doing a transfer, so I paid twice for the same trip. I believe this is an error of the machine. I can provide with my card details. I would like a refund. Thanks</p>
12/14/18 3:33:23 PM	Complaint	10-2	<p>█████ called in to complain about the Route 10-2 at about 2:20 p.m. yesterday. █████ said that the bus was running about 10 minutes behind but █████ ended up getting on at about 2:42 p.m. (I'm thinking █████ may have meant 2:32 p.m.). █████ said that they were by Larkhall Street at 2:44 p.m. and the driver called in to ask for the Route 2-3 to wait. █████ said that dispatch said that the buses couldn't wait that long. █████ said the bus got to the Avalon Mall at about 2:46 p.m. or 2:47 p.m. and the Route 2 was there but the driver couldn't get through to ask it to wait. █████ said █████ and a few other people missed the bus because of this. █████ said █████ called in earlier in the day to ask about the times for that bus. █████ ended up needing to get a cab to █████ appointment. █████ would like a call back about this.</p>
12/14/18 3:35:11 PM	Complaint	19-2	<p>Customer called in stating the driver was rude to █████ █████ said █████ was pulling out of stop and █████ banged on the bus █████ didn't open the door, █████ banged again █████ finally opened the door. █████ got on and spoke to the driver and █████ snapped at █████ saying █████ is not supposed to open the door in traffic. █████ said █████ was not in traffic and █████ was stopped. They had words then █████ took █████ seat. █████ was not happy that the driver was so rude to █████ but then was nice to others getting on the bus.</p>
12/17/18 10:34:25 AM	Complaint	18	<p>picked up on Main Road by Trailer Park/Keith Drive.</p> <p>█████ opened the door for me to get in and when I reached for the handle to get in the bus, █████ closed the door on my hand/arm, it was squat, the driver said █████ was sorry.</p> <p>I feel now my arm is paining/hurting.</p>

Submit Date	Class	Route	Comments
12/17/18 5:31:43 PM	Complaint	10	<p>Bus driver was already late. Then decides it was okay for [REDACTED] to get off the bus and go In fabulous food and buy food... If he's already late what gives [REDACTED] the right to make everyone else more late and potentially miss connecting buses making them late for work or whatever. I'm sure there's enough employees at metrobus to help with rotating breaks to ensure your employees time to eat(while not driving i might add). If you want to assure the safety of your customers you should immediately send out a memo on proper driving precedures( I.e. Two hands on the wheel, not one on a sandwich) This seems to be a regular occurrence as it happens all the time on route 11 in the am(starbucks breaks at the mall). Metrobus is continuing to get worse and Worse when it comes customer service out on the road. [REDACTED] late and unsatisfied customer [REDACTED]</p>
12/18/18 8:24:38 AM	Complaint		<p>There was little to nosnow on the road witch i have a photo of and the bus couldnt make it up the hill today aperently so i walked from needs kilbride up to chapman but i will mention that last week there was a snow storm woth roads fully covered and the number 18 was able to make it up the hill and deop me off at number 57 fahey st to my stop perfectly on this snow covered road now im second guessing and i feel unsafe with [REDACTED] on those buses because of tire condotions on some of those busses im i feel as i shouldnt take the metro anymore do to this also i tryed calling in to talk to a supervisor but the [REDACTED] takeing calls refused me 4 times in a row and would not let me talk to one so a call back will be great my number is [REDACTED]</p>
12/19/18 11:56:07 AM	Complaint	16-1	<p>Customer was out at stop approximately 11:10 on Neptune Road. Customer was there until 11:40 and now bus. I called Dispatch and they radioed and operator said [REDACTED] was on time. Customer had to get a taxi to work. This has happened several times. Can you please check this out for [REDACTED] I asked [REDACTED] to keep [REDACTED] taxi receipt.</p>
12/19/18 3:33:26 PM	Complaint	route11	<p>[REDACTED] [REDACTED] is a regular passenger, [REDACTED] was waiting in confederation bldg ...waiting for bus11 ... the bus did not pass in regular route in confederation bldg... instead, turn left (in Magic Wok area )... in result, [REDACTED] took a bus 3 going to village then transfer to bus 12 going to ropewalklane. as per bus 3 driver... the regular driver of bus11 was off, and that driver is sub.</p>

Submit Date	Class	Route	Comments
12/19/18 3:54:20 PM	Complaint		<p>Dear Sir or Miss Or Mrs. I am not a person for complaining or making complaints but I had just about enough I could take. The bus drivers should know their job in knowing when to give transfers out to someone who has to take three buses and having only a 10 ride pass. I take route 21 only three days a week because I have to take [REDACTED] [REDACTED] so I has to go from there on route to around mouth pearl then to the village mall to get route 3 and from there to get route 11 to SHEA Height's. My problem is with the Bus drivers on route 3 male or [REDACTED] that like i had said should know their job about giving out transfers as supposedly needed and i need a paper transfer to route 11 after scanning my 10 ride pass on route 21 then scanning my 10 ride pass for transfer from my card to route 3. I had lost a couple of rides because of these certain Bus drivers because they had told me that i can get a transfer from my 10 ride pass on route 11 to SHEA Height's for which the first ride i had lost i did not complain but the second ride i did complain to customer service and [REDACTED] put the second ride back on my card. Now what makes me angry is that i still be's questioned after these regular route 3 drivers know my face and know that they have got to give me a paper transfer to route 11 ( 3rd Bus ). Two transfers i can only get one on my 10 ride pass and the other a paper transfer. I think that either they don't know anything about giving transfers as supposedly needed by the costomers or they are acting stupid or they are stupid or just plain Bull Shitting to which i think or they have something particularly against me. Sorry for the language and i apologise for it but it is very frustrating to me and i don't know what their problem is. I am tired of them not really wanting to give me that 2nd paper transfer to route 11 ( 3rd Bus ) when they know that they suppose to give me it. I did not wnat to be rude with them because it is not in my nature to be rude to anyone but some would be rude to me and if i did the Bus river would gladly kick me off the bus. Anyway that's my complaint and i wish i would never be questioned again about getting a 2nd paper trasfer to the 3 Bus. Thank You [REDACTED]</p>
12/23/18 3:39:32 PM	Complaint	5	<p>There was a lot of pooled water on the road along this stretch of Elizabeth Avenue and the number 5 bus barrelled along sending a spray of water over the sidewalk and onto the front lawns of the houses on the south side of Elizabeth Avenue. I was walking along this stretch of road and get drenched in the spray from the bus even as I stepped into the snowbank on the lawn of the house I was walking by. Most other vehicles showed some regard for pedestrians and either slowed down a bit or moved out of the water when passing. This is unacceptable.</p>
12/27/18 6:03:33 PM	Complaint	6-1	<p>[REDACTED] called in to complain about the stroller policy. [REDACTED] said that [REDACTED] got on the Route 6 and the driver told [REDACTED] to fold down [REDACTED] stroller. I explained the policy to [REDACTED] several times but [REDACTED] said that [REDACTED] should not have had to fold down [REDACTED] stroller if the bus is not busy. [REDACTED] wanted to pass this along.</p>
12/28/18 5:16:14 PM	Complaint	3	<p>In Japan when buses don't come on time they make the management apologize on national TV; if it happens twice they lose their jobs. I know because I've lived overseas. This is twice in two weeks your schedule has been way off what happens at the bus stop. I missed an important appointment tonight because YOU people can't organize a bus to be on time once every half hour. Please do the city a great service and hire Japanese managers and drivers because you people don't deserve your jobs, and couldn't organize a beer in a bar.</p>

Submit Date	Class	Route	Comments
12/31/18 2:54:16 PM	Complaint	3b	In the many years I've traveled with metrobus I've never been treated more rudely by a driver. [REDACTED] When I boarded the bus I requested a transfer, in a loud voice that I'm certain was heard by other passengers [REDACTED] demanded to know why and for what bus. As this is the first time in over 10 years ive been a regular I've ever been asked this I enquired does it make a difference, [REDACTED] says yes with no explanation. And [REDACTED] wouldn't give me the transfer until I told [REDACTED] I was obviously being accused of planning to sell the transfer at the village. It was humiliating. I sat down. It was very humiliating Upon arrival at the village I waited until all passengers got off and I politely enquired what difference did it make what bus I was transferring too, [REDACTED] in a exasperated tone throwing [REDACTED] hand in the air said something about [REDACTED] being on a schedule. When I asked [REDACTED] name [REDACTED] refused to provide it. All the time throwing [REDACTED] hands in the air saying do what you want I don't care. I told [REDACTED] I would be filing a complaint. As I have said I have been a patron of metrobus and have never been treated so rudely. [REDACTED] is a terrible representative of your organization and to be honest I will not ride a bus if I see [REDACTED] is the driver. I know you have cameras on the bus and I hope audio. I request that the recording be reviewed and maintained. I also request a copy of this be referred to Councillor Maggie Burton. I look forward to a reply to this matter. I do not intend to make this incident public unless I do not receive a reply addressing this complaint. Thank you [REDACTED]
1/03/19 8:26:51 AM	Complaint		Bus took left off of Brookfield rd . Heading toward topsail rd by Fire Station in making turn off of Brookfield rd the lane bus turned into was not a two Kane due to snow the bus didn't stop when it approached the turn it almost took the front of my car then bus got stuck in snow! Driver was not driving safely!!
1/03/19 5:31:23 PM	Complaint	3B	The bus tore the mirror off my new F150 ford and kept driving!
1/03/19 6:28:52 PM	Complaint		[REDACTED] called in to complain about the shelters still be snow covered. I explained to [REDACTED] that they are out doing them but we did get a lot of snow [REDACTED] said that any shelter that [REDACTED] went to today was not cleared out and [REDACTED] said that [REDACTED] was on Torbay Road by the Torbay Road Mall recently and those were also not done. [REDACTED] wanted to put in a complaint because they are high traffic areas.
1/04/19 5:17:18 PM	Complaint	2-5	[REDACTED] said [REDACTED] was at the driver's side window and the operator would not let [REDACTED] on the bus. [REDACTED] said the operator shook [REDACTED] head and would not let [REDACTED] on.
1/05/19 1:01:00 PM	Complaint	2-3	[REDACTED] called in to complain about the Route 2-3 passing [REDACTED] while [REDACTED] was waiting at the bus stop by Bannerman Park. [REDACTED] said that [REDACTED] and another person were waiting at that bus stop. [REDACTED] said there was a lot of snow at the bus stop so [REDACTED] went up the road a little bit from it and the bus drove by and [REDACTED] ran after it. Dispatch radioed the driver and [REDACTED] said that there was about 4 people at the bus stop (a [REDACTED] on [REDACTED] phone and people with a child) but nobody motioned to get on the bus. [REDACTED] was very difficult to deal with and said he's calling City Hall, Open Line and the Confederation Building.
1/07/19 10:10:27 AM	Complaint	15	The bus never showed up. Been waiting at the bus stop and it's cold. Very disappointed. Not the first time this has happened. You need to do better.
1/08/19 1:24:07 PM	Complaint	1-1	[REDACTED] called in to complain about the bus not picking [REDACTED] up when [REDACTED] was near Sport Chek in the Village Mall parking lot. I explained to [REDACTED] that [REDACTED] is policy because [REDACTED] was not at a bus stop. [REDACTED] wants to speak to a supervisor because [REDACTED] has seen this done before and thinks [REDACTED] should have been picked up.
1/09/19 2:34:33 PM	Complaint		[REDACTED] [REDACTED] [REDACTED] The Metrobus is [REDACTED] only source of transportation. Lately the buses have been leaving before the scheduled time. Therefore, [REDACTED] is missing the bus. [REDACTED] then has to wait approximately 30 minutes for the next bus. Because of the icy road conditions [REDACTED] can't run to catch the bus. The bus could be literally just feet away from [REDACTED] but still leaves.

Submit Date	Class	Route	Comments
1/09/19 6:51:24 PM	Complaint	15-2	<p>██████████ called in to complain about the Route 15-2. ██████████ said that ██████████ was waiting at the Avalon Mall upper stop, outside of the bus door. ██████████ said that ██████████ was finishing ██████████ cigarette when the bus drove away. ██████████ wanted a van sent out for ██████████ and I told ██████████ we didn't have any to go out for ██████████. ██████████ wanted to speak to a supervisor so dispatch spoke with ██████████. ██████████ called me back a few minutes later and said that they hung up on ██████████ and ██████████ didn't like how ██████████ was treated. ██████████ then asked for a cab to be sent out for ██████████ because it was our fault that ██████████ had to wait for the next bus. I told ██████████ I couldn't authorize a cab for ██████████ for that reason. ██████████ called me back again a few minutes later and said that ██████████ would be taking a cab to where ██████████ needed to go. ██████████ wants to speak to a supervisor about this.</p>
1/10/19 6:51:44 PM	Complaint	21	<p>As I was exiting the bus on the date and time listed above, the floor at the entrance suddenly rose, causing me to trip and fall. Luckily I was able to grab a bar to prevent from a serious fall but I still went down. I injured my leg just below the knee (a bruise) but nothing serious. It will heal in a short time period. A mark on my boot shows how high the floor rose, but I have no option to attach a photo. After the fact I wonder how I was able to get my foot from under the rising floor before it slammed down as I fell on it. Could of been a serious loss of toes or foot. Not sure if you had video in that particular bus. Anyway the main reason I have reporting this is for you to investigate why a floor would rise while people are exiting? It's very dangerous and I believe I got off lucky. There is definite possibility of serious injury. There should be some type of locking system to prevent this unless its needed. I'm assuming the floor was for access for wheelchairs. Maybe an alarm or some type of warning from the driver, which I'm sure they must have control of. Would like to see that this does not happen in the future, someone else may not be as lucky. Thank You ██████████</p>
1/11/19 8:17:25 AM	Complaint	1-3	<p>██████████ called in to complain that the driver on the route 1-3 did not stop at CONA. ██████████ pulled into the parking lot but just kept going. ██████████ was on the bus along with 3 other. they had to pull the cord and them shout at the driver to stop. ██████████ response was ██████████ couldn't stop ██████████ was running late. They told ██████████ to stop they have to get off and ██████████ pulled in at the bottom of the lot and let them out. I asked ██████████ if anyone had rung the bell before ██████████ pulled into the lot. ██████████ said no one had but the bus always stop there. ██████████ is correct it is a main check point and weather the bell is pulled or not the bus should stop for a minute at least.</p>
1/11/19 9:04:35 AM	Complaint	13	<p>Hi, this is more of a question rather than a complaint, although it's never pleasant to be scolded by a bus driver (first time luckily). Knowing that I've already been stuck on the wrong bus alone with all doors closed while driver was out at UC, that since then I've been told by another rider that the front doors are easy to open, which I've once tested since, what is the rule regarding a rider opening the doors in the absence of a driver? If I'm stuck inside, missing my correspondance, or outside, in sometimes dire weather consistions, I'm not allowed to open the front doors myself? I can understand the doors remaining closed to avoid heat loss, and the bus driver needing to get up to walk and stretch out, but does that totally trump the rider's needs. If it's to avoid anyone getting in without paying, I could also understand, but I'm pretty sure I've seen the doors open on an unsupervised bus on a few occasions. And as it happens, I was tapping my monthly pass when today's bus driver told me I was not allowed to open the doors myself. Thank you for your clarification on that rule ██████████</p>
1/11/19 9:16:52 AM	Complaint		<p>██████████ call in to complain that Metrobus was closed for 3 day, December 25, 26 and January 1. ██████████ feels that because ██████████ paid 53.00 for ██████████ senior 30 day pass but is only getting 27 days of value from it we should add the extra 3 day on to ██████████ card.</p>

Submit Date	Class	Route	Comments
1/11/19 9:44:55 AM	Complaint	10-3	█████ called in █████ was upset with the way the driver on the route 10-3 spoke to █████ this morning. █████ said █████ arrived at MUN and got off the bus but got on again to ask the driver if █████ knew when the route 1 would be arriving going to the Village. The driver snap at █████ and said I don't go to the Village. █████ said █████ knew that █████ was wondering when the 1 would arrive. █████ then told █████ █████ didn't know and █████ didn't have time to look it up for █████ to go inside and look it up in there. █████ said █████ attitude towards █████ was very rude and abrupt.
1/11/19 4:51:44 PM	Complaint	2-1	█████ called in to complain about the driver on the Route 2-1. █████ said that █████ was standing on Military Road by Coffee Matters and as the bus was approaching, █████ could tell that it wasn't going to stop. █████ said that █████ waved █████ hands and the bus but it drove by.
1/14/19 6:16:20 PM	Complaint	12-2	█████ called in to complain about the driver on the Route 12-2. █████ said that █████ was rude and ignorant to █████ █████ said that the █████ didn't have █████ bus pass out when █████ boarded the bus and the driver wasn't nice to █████ because of this.
1/16/19 1:45:56 PM	Complaint	14-1	█████ called in to complain about the Route 14-1. █████ said that █████ was on the bus, in the front 3 seats, and █████ sat in what █████ said was diarrhea and █████ wanted to put in a complaint. █████ was off the bus when █████ called me and █████ didn't say if █████ told the driver but I notified dispatch.
1/16/19 4:01:44 PM	Complaint	15	On Monday and Wed of this week, Bus 15 was late to the stop in front of HHM going towards MUN and on both days my █████ had to walk to MUN and actually beat the bus to MUN. Bus 15 is notoriously late for the last █████ █████ █████.
1/17/19 11:45:37 AM	Complaint	10	Hi, I am writing this because, yet again, the route I was hoping to take turned out to be the wrong one. I took the route 9 to MUN at about 8:00 this morning, waited for the 10 Downtown to arrive. It arrived and I boarded. However, the driver forgot to change the sign and we ended up near Kelsey Drive and got let off because that was the end of the line. I had been hoping to take the loop and end up downtown as I realized quickly what had happened. Another bus arrived about 15 minutes later to take us back to MUN and then on to downtown. I was an hour at for work at the Supreme Court. The first driver did say it was █████ fault and gave us a transfer for the other bus. I take the bus probably four times a month back and forth to work and sadly, there is usually a problem at least one of the these times. I would take the bus more often but I can't be late on an ongoing basis.
1/18/19 4:41:09 PM	Complaint	3-2	I had a customer call in to complain about the Route 3-2 at 3:40 p.m. opposite the Torbay Road Mall. █████ said that █████ █████ and █████ █████ were at the shelter and the bus pulled into the stop and picked up a █████ █████ said that they were walking out of the shelter and the bus pulled away without them. █████ wouldn't leave █████ information but █████ said that █████ would be calling back on Monday to make sure that █████ complaint was put through. █████ was very upset about this and wanted it looked into.
1/21/19 6:17:56 PM	Complaint	15-1	█████ got on Rte 15 at HS Centre this morning and only had \$2.30, the driver refused █████ a transfer. The driver told █████ you didn't pay the correct fare, it's \$2.50 so I can't give you a transfer. █████ and had to walk from the MUN Centre to Edgecombe Street.
1/22/19 9:35:20 AM	Complaint	10	I was at the busstop waiting for over 5mins past the time the bus was supposed to have been here... And █████ just drove by didn't even stop... Pretended not to see me... This is not the first time...

Submit Date	Class	Route	Comments
1/23/19 9:59:18 AM	Complaint	route 15	I avoid taking this bus at all costs when this driver is driving. ■ is an older white ■ with square glasses and white hair. Every time, (for 2 years now) when ■ drives the bus, ■ completely floors it to the stop and slams on the breaks at the last second. I am always car-sick after taking the short 10 min run to mun. When going from one major stop another, like the mall to mun or vice versa, it seems like ■ is going so fast so ■ can get in a phone call. ■ literally runs off the bus when ■ stops to make phone calls. I don't know what these calls are regarding but clearly its more important than ■ job at metrobus. Today, the route 10 had a flat and the driver advised us to get on route 15 if going to mun. There was at least 10 people standing besides every seated passenger and this driver still floored it until the last second then slammed on the breaks at the next stop. All the passengers standing were falling over when ■ slammed on the breaks into each other and other people sitting down. The way ■ drives is completely unacceptable. not to mention ■ goes much above 30 km/h in the hospital area.
1/23/19 12:23:15 PM	Complaint	16 and 15	Hi there. I just took the #16 from Kenmount Terrace to the mall, to connect with #15 to take me to school for my exam down at the Centre For Nursing Studies at Forest Road. When I got on #16, I told ■ i'd be connecting with the 12:00 bus at the Avalon #15. Then when we got near Kent, ■ turned up to the Metro Bus building to swap shifts, and it made us late. The new driver asked if anyone was connecting to the 12:00 bus at the Avalon, and I told ■ yes, I would be taking the #15 so to please call in and let them know. When we got to the mall, the bus wasn't there and it was only 12:00 anyways, when the bus was supposed to be there. The bus driver told me that the bus wasn't there yet, so I could get off. Turns out the bus was already gone. So i am left waiting for the 12:30 one, but had to get a taxi, since I have to be at my exam for 12:50. I took this route because it should have given me an extra 20 minutes and there wasn't any bad weather. I think that it should be put into perspective that your buses are a lot of the times, filled with poor students who can't afford taxis, and rely on these buses to get them to class. If it was just class, I wouldn't have cared so much, but I can't be late for an exam. If a bus is supposed to arrive for 12:00 but is early and is informed someone is connecting, they should wait. It's not the students fault they were early. I don't have extra money to be spending on taxi's to school, but thanks to the metro bus I have to. The bus driver could have called in to make sure, I could have maybe caught it at the Mun centre. But no, ■ assumed it wasn't there yet.
1/24/19 6:34:03 PM	Complaint	3	I took the bus on Stavanger Dr. and got down on Cornwall Av. The whole ride the driver was speeding up (disregarding the snow), honking and almost hit 2 cars. It was like being on a roller coaster. I almost hit my head on the front seat a couple of times. ■ should have been more careful considering the weather conditions. I even thought about getting down and catching the next bus. I did not get the bus number but I noted down the plaque: BPC 548
1/26/19 3:44:49 PM	Complaint	Route 13	I am inquiring as to why as I was exiting the bus at the village why I was being glared at and watched from the time I stood up from my seat until I had walked to the entrance of the village mall by the driver
1/28/19 11:02:55 AM	Complaint	16-1	■■■■ called in ■ was on the route 23 about 2-3 Fridays ago, ■ let the driver on the route 23 know ■ needed the route 16 leaving the Mall going up toward Polina Road. The driver on the route 23 did radio ahead but the 16 left before ■ was able to get it. ■ ended up having to pay for a taxi to get ■ home. ■ was very upset but didn't get a chance to call in ■■■■■

Submit Date	Class	Route	Comments
1/28/19 1:13:16 PM	Complaint	15-1	I was on Rodney Street going left onto Elizabeth Avenue driving a white SUV, the bus took a turn too short so didn't go far enough ahead before taking the turn, effectively it was coming towards my vehicle, the bus was going to hit my vehicle so I had to back up to physically avoid being hit. Had there been another vehicle behind me I would not have been able to back up, in addition the driver didn't take the turn slowly enough to be mindful of the fact that this bus was coming so close to physically hitting me, I was trying to avoid getting clipped.
1/28/19 3:55:14 PM	Complaint	15-2	A customer called in to complain about the driver on the Route 15-2. [REDACTED] didn't want to leave [REDACTED] information but [REDACTED] wanted it put through anyway. [REDACTED] said that [REDACTED] got on the bus at MUN Centre going to Forest Road. [REDACTED] said that the driver was going fast, going on curbs, didn't wait for people to sit down and had the music playing loudly.
1/29/19 9:47:12 AM	Complaint	15-1	[REDACTED] called in to complain about the Route 15-1 being late for 2 days in a row. [REDACTED] said that went [REDACTED] got on the bus both times, [REDACTED] asked the driver for a connection with the Route 2 one day and the Route 16 the other day. [REDACTED] said that [REDACTED] was late for an interview yesterday and late for work today. [REDACTED] was wondering if anything could be done about it. It is the Route 15 that leaves the MUN Centre at 9:15 a.m.
1/31/19 7:51:49 AM	Complaint	1	I had a [REDACTED] [REDACTED] point in [REDACTED] and shout at [REDACTED] [REDACTED] this morning around 820 ish am due to [REDACTED] making noises with the school kids playing around. It was on the white number 1 with poppies on. The bus was the 7:46am from creasys drive to bewbush. When I told the [REDACTED] not to point and shout at [REDACTED] [REDACTED] as it is my job to do so [REDACTED] then called me a bitch to the [REDACTED] next to [REDACTED] and when I got off of the bus with my friend in gossops green [REDACTED] stuck [REDACTED] fingers up at me
1/31/19 9:29:51 AM	Complaint		I bought a 30 day pass on line January 26. The pass is not activated. I received a confirmation email. The order reference [REDACTED] My Mcard [REDACTED]. Could you please check it out for me
2/01/19 9:11:29 AM	Complaint	22	Good morning, I called metrobus on Tuesday, January 29, 2019 and spoke with someone (I didn't get [REDACTED] name) about an incident with a pothole at the bus stop at the Village Mall. I told [REDACTED] what happened in hopes that [REDACTED] could direct me to the person that I should speak with. [REDACTED] put me through to Ray Lawlor's line. I left a message about spraining my ankle on Monday [REDACTED] [REDACTED] [REDACTED]. The person who answered the phone told me that the pothole was not the responsibly of Metrobus but that I should just contact the Village Mall. While that is a whole other part to the story, I do feel that Metrobus holds full responsibility for the safety of it's customers while getting on and off of the bus. Two of your drivers did come to my aid to see if I was ok. I did walk on my own into the Village Mall. I have yet to receive a return phone call from Ray Lawlor to address this. A person is injured and it doesn't get addressed immediately? The pothole posing a danger to all your customers still sits where the buses let people on and off? I am at this time very frustrated with this matter. Yesterday the bus driver told everyone to watch the pothole as they were getting off the bus so it is obvious that everyone is aware of this safety issue yet nothing is being done to fix the problem! [REDACTED] can be reached at [REDACTED] to further discuss. [REDACTED]
2/01/19 11:32:02 AM	Complaint	18-1	[REDACTED] called in to let us know about something [REDACTED] saw happen on the bus this morning. [REDACTED] said when the Route 18 was pulling into the Village Mall, a customer stood in the front of the bus, blocking the driver's view and the driver asked [REDACTED] to move away from the front. [REDACTED] said that the driver also told the passenger to exit through the backdoor and then the passenger became saucy with the driver. [REDACTED] wanted to pass this along in case someone called in to complain. [REDACTED] said the driver did nothing wrong.

Submit Date	Class	Route	Comments
2/01/19 7:53:06 PM	Complaint	Route 10	The door of the bus was partly open with no driver present inside the bus in front of MUN Centre. So I pulled the door, paid and got inside the bus. [REDACTED] came to me shouting 'The door was closed for a reason, you shouldn't have done that, I can kick you out from the bus right now'. My concern is, the bus was in service, and the door was partly open. [REDACTED] shouldn't have behaved this way, and could have said politely. I want a quick reply to this concern and I'm not at all satisfied with [REDACTED] behavior.
2/04/19 7:55:02 AM	Complaint	30-1	I had a call from a customer this morning, who didn't want to leave [REDACTED] name, about the driver on the Route 30-1. [REDACTED] said that the driver was texting a driving. [REDACTED] said it happened on Topsail Road near RONA in Paradise. [REDACTED] said the driver then put [REDACTED] phone down [REDACTED] shirt when [REDACTED] was done with it.
2/04/19 8:54:43 AM	Complaint	3-1	[REDACTED] called in to complain about the Route 3-1 yesterday morning. [REDACTED] said that [REDACTED] was in the shelter at the Village Mall and [REDACTED] was getting [REDACTED] change out. [REDACTED] said that the bus drove away without giving [REDACTED] time to get on.
2/05/19 10:43:29 AM	Complaint	10	The driver was operating the bus with one hand while the other was on the cash machine especially while turning the bus. This really freaked me and my friend out. Please do something about such dangerous driving. I do not feel safe for myself and other passengers. I believe in the system. Please revert back with what steps were taken. Thank you,
2/05/19 8:36:59 PM	Complaint		I believe I left a black polythene bag on the bus. The seat right behind the driver. In the bag was my lunch and a black bottle with smoothie and my iphone
2/06/19 4:21:46 PM	Complaint	Belfast bus(blue line)	I was ahead of bus at lights on my bike.lights changed and I set off cycling north in cycle lane. Bus drew alongside me, indicated left and proceeded to force me off the road.The male driver was completely unapologetic.This was extremely dangerous driving and I will not hesitate to make a formal Police Complaint if I do not get satisfactory resolution.Thanks [REDACTED]
2/07/19 5:12:58 PM	Complaint	10-1	I got on the bus and there were too many people on the bus, so I put the money in the fare box and I sat on the seat. When we reached the Avalon Mall, I asked the [REDACTED] bus driver for a transfer for 16 Pippy Place.  I asked for the transfer, and then I realized to stay on the bus(to go to Pippy Place), [REDACTED] rudely said, what's happening with you, why do you need a transfer, something like that, the bus driver said to me, can I have the transfer back if you are staying on the bus.  It took me a while to find the transfer, [REDACTED] was thinking I was going to use this transfer again). The thing is I asked a question, I just want to be left alone.  [REDACTED] and I was mistreated.  FYI, I tried to explain to this Customer that we are not 'racist'...and the bus driver has the right to ask you questions.
2/13/19 12:00:45 PM	Complaint	2-1	[REDACTED] called in to say that the driver on the 2-1 was very rude to [REDACTED] and [REDACTED]. They were on the bus Tuesday evening going for a ride, they got on the bus at 9pm across from the Basilica and at 11pm the driver came down and told them that they would have to get off as they have been on the bus to long. Don felt the driver was very rude and told [REDACTED] as much, [REDACTED] also told [REDACTED] [REDACTED] was going to call in a complaint and that [REDACTED] should never be a driver and should lose [REDACTED] job. [REDACTED] wants a call back.

Submit Date	Class	Route	Comments
2/14/19 7:35:33 AM	Complaint	10-3	I had a customer call in to complain about the driver on the Route 10-3. ■■■ said that the driver had to wait at the MUN Centre for the Route 15. ■■■ said when the passenger got on the bus the driver said to the passenger that they could've just stayed on the Route 15 because they were going to the Avalon Mall. ■■■ thought this was rude. ■■■ also said that the driver ran the stop sign at the upper stop of the Avalon Mall. ■■■ wouldn't leave ■■■ information but ■■■ wanted it passed along.
2/14/19 5:24:19 PM	Complaint		I am a visitor to St. John's ■■■ While my friend was at work I thought I would catch a bus and head to the Villiage mall. I had no trouble getting to the mall but I did have trouble getting home. ■■■ wasn't exactly sure which bus I was to get on so I aske a driver that was standing where all the buses go... ■■■ directed me to bus #2. I got on bus #2 and asked the driver if ■■■ was heading toward the Holy Heart Theatre... ■■■ said ■■■ was... I then asked ■■■ if ■■■ would let me know where to get off... ■■■ answer was "if I remember"!!! ■■■ Had it not been for a ■■■ sitting behide me who heard my request to the driver telling me that I was where I asked about I would have been completely lost!!! ■■■ This is just not acceptable behaviour on the drivers part! I will never venture out on my own here again nor will I ever get on a metro bus again!
2/15/19 11:12:50 AM	Complaint	1	This extremely rude and angry ■■■ refused to stop and let me on the bus after leaving the MUN centre 2 minutes early. The fact that you think its acceptable to leave early from the university is absolutely astonishing. The fact that this driver acted like I was at fault for not being at the bus stop early enough for ■■■ to run on ■■■ own time. Your services cause so much unneeded stress for students its pathetic especially seeing as how they are trying to implement a mandatory bus card only to be screwed over on a daily basis by your sub par service that doesn't accomodate to anyone its actually designed for. I realize that you get these complaints daily and do nothing about them but heres another one. I am now going to be late to a job interview so thank you very much for that. THE BARE MINIMUM YOU CAN DO FOR STUDENTS IS HAVE THE RESPECT TO LEAVE ON TIME FROM THE UNIVERSITY
2/18/19 2:17:41 PM	Complaint	2-2	A customer called in to complain about the driver on the Route 2-2. ■■■ wouldn't leave ■■■ information but ■■■ said that the driver was taking fast turns and ■■■ fell out of the seat and scraped ■■■ knee. I asked ■■■ if ■■■ told the driver and ■■■ said that ■■■ saw ■■■ but didn't stop or ask if ■■■ was okay. I let dispatch know in case the driver did up an incident report.
2/22/19 11:41:49 AM	Complaint	1-2	■■■ asked the operator how long will it take the 19 to get to Crosbie Road. ■■■ said the operator shook ■■■ shoulders at ■■■ and was very rude.
2/23/19 12:49:41 PM	Complaint	3-2	■■■ was on the 3-2 Saturday that left the Village at 12:00. ■■■ pulled the cord to let the driver know ■■■ needs to get off downtown area for the stop. ■■■ missed ■■■ stop. when ■■■ let the driver know ■■■ said Colleen was rude to ■■■ What happen was Colleen passes a ■■■ at the stop. when ■■■ got to the lights by Jack Axes. The ■■■ got on. ■■■ heard Colleen say, to the ■■■ that ■■■ thought ■■■ was just waving at ■■■ when ■■■ was at ■■■ stop. So when the door was open to let the ■■■ on the bus, I guess Colleen forgot to stop for ■■■. But ■■■ is more upset how ■■■ spoke to ■■■ Said ■■■ should know that ■■■ as to ring the bell again. ■■■ got off around the Sir Humphrey Building. ■■■ also said something about how Colleen looked at ■■■ when ■■■ got off the bus. ■■■ would like a supervisor to contact ■■■
2/23/19 6:47:04 PM	Complaint	12-2	■■■ called me and said driver came close to rear bumper on Ropewalk Ln. ■■■ pulled out from "Burger King" side onto ropewalk lane, ■■■ then slowed to let other cab out from sobeys parking lot as the route 12 came right up to ■■■ back bumper...they both proceeded to the intersection where George says as they were side by side, ■■■ turning left and the route 12 to the right of empire, the operator then opened ■■■ window to shout out and swore at ■■■ and said to stop next time before pulling in front of the bus.
2/25/19 11:45:57 AM	Complaint		Can't open Pokemon go with your Wi-Fi anymore. Pls make it work again

Submit Date	Class	Route	Comments
2/26/19 11:38:51 AM	Complaint	12	Waiting for the number 12 bus at the village, the bus is there but doors are closed(today is a snowstorm). Nobody on the bus. All the other buses leave. 5 minutes pass. Bus driver mosies way out of the mall talking and laughing on phone while three passengers line up in a now empty bus station in the snow waiting for this goon. Doesn't apologize, doesn't acknowledge the passengers. Just tells me to throw my transfer in the garbage. A+ customer service metrobus!
2/26/19 1:56:10 PM	Complaint	10-3	called in to complain that the Route 10-3 didn't stop at the MUN Centre. I called dispatch and the driver said that the dropped off people and then left. I told this to the customer. insisted that the bus may have stopped long enough to drop people off but not long enough for anyone to get out to it. wanted it put in as a complaint.
2/27/19 7:11:17 PM	Complaint	2	getting off the bus. , I did not stop to check and see what cut on. I would appreciate it if Metrobus Staff checked the bus for blood and for general safety purposes.
2/28/19 10:11:29 AM	Complaint	2-3	seen the bus on Harvey Road and was trying to cross the street. When did the bus was just about to pull out (bus was not fully out). The driver looked at and shrugged shoulders and would not let board. I explained to about being at the stop etc. etc. still wanted to file complaint. said that this operator is very rude to all customers.
3/04/19 2:00:12 AM	Complaint		Bus timing to reach at 9.30am as my offc at 10am that's why I booked this bus but due to delay I should take a leave and my money will be cut of rs 1000. I'm so angry and I need my money back in my bank account Really bad...Overall service is good other then this incident.
3/05/19 8:39:49 AM	Complaint	1	I was waiting at the Village Mall just inside the main door, as I do every morning I take the bus, when I saw the Route 1 bus pulling into the parking lot. I walked down towards the busses and the bus I was waiting for just flew through the parking lot and didn't even slow down to see if I was looking to get on. Every other bus this morning (and every other morning) waited at least five minutes before leaving but this driver didn't even give me a chance. I ended up having to wait outside in the freezing cold because I was concerned that if I went back inside they would do the same thing. I am extremely dissatisfied with the service this morning.
3/05/19 2:40:41 PM	Complaint	2-1	said was at the stop at Harvey Road and the operator would not let on and almost ran over feet.
3/05/19 6:15:49 PM	Complaint	10, 1, 21	Common everyday when using these 3 buses. Rt 10, 1 and 21.  I take bus 10, to MUN from Merrymeeting Road for the past 2 months this bus has been coming late almost everytime(ID 2670)...Merrymeeting Road to MUN 8:36 am.  Rte 1 8:05 am and 8:36 from CNA ...late 3/4 minutes..stick to the schedule not be late.  Rte 21 from Village Mall at ID stop 4630, late approx 5/7 minutes from approximately 5:00 pm to 10:00 pm
3/07/19 8:50:27 AM	Complaint	12	It is a great service when a driver can call ahead and ask a bus to wait for a connection but you need to remind the waiting bus to wait for the passengers, not just the bus! My 2 called ahead to ask the buses at the Avalon Mall to wait at 8 am this morning, but as soon as the 2 pulled in, the 12 pulled out, leaving two passengers behind. I move fast - there is no way anyone could have got from the 2 to the 12 in time to catch it before the bus took off. The same two passengers get on that bus at the mall almost every day so the driver should have known we weren't there.

Submit Date	Class	Route	Comments
3/07/19 9:52:49 AM	Complaint	21-1	<p>██████████ called in to complain about buses not waiting at the Village Mall. ██████████ said that the ██████████ was on the Route 2-3 (1416) which got to the Village Mall on time, but by the time ██████████ got off the bus to find the Route 21-1, all of the buses started to leave. ██████████ said that ██████████ told the driver on the Route 2-3 that ██████████ needed the connection to the Route 21-1. ██████████ said this caused ██████████ to not be able to go to a funeral. ██████████ said ██████████ wasn't blaming the drivers specifically but that they should wait until the last bus arrives and give some time for people to get to their connections.</p>
3/07/19 5:20:53 PM	Complaint	116	<p>The bus is schedule for 4:09. Everyday the bus is late. It is now 4:20 and no bus. I wouldn't be concerned if it was once and awhile but everyday. Pls fix this. I could of stayed at work while I waited for the bus but I have to be here incAse it does come on time which I've seen maybe twice. Thank you kindly.</p>
3/07/19 5:39:55 PM	Complaint	3-3A	<p>I was on the bus Rte 3 we got picked up on Logy Bay Road, 3A, I pulled on the bell chord to get off by the Max Centre on New Cove Road, ██████████ didn't stop until we got right down to the bottom before(Kingsbridge Road, we had to sing out to Driver to stop, I had a bag of groceries and a ██████████ ██████████ and it's very cold out and I had to walk back towards the Max Centre.old. We usually get off right by the MAx Centre</p>
3/08/19 1:42:26 PM	Complaint		<p>██████████ ██████████ and myself have been gobus clients for the past 8 years since they were taken over by wheelway. Yesterday the Safety and Training Supervisor of Gobus informed both of us that effective immediately we were no longer gobus clients. We had rides booked with them last nite to take us to a commitment and they cancelled our rides and refused to honor them. Please keep in mind that was Thursday.. but we both used the system Monday, Tuesday and Wednesday without issue... We were told metrobus is the cause of this. There are apparently certain safety hooks that are now all of a sudden required to be on all wheelchairs that go on gobus. We spoke with eastern medical yesterday and found out that the hooks can be ordered but it will cost over\$400 to get them PER wheelchair. So now if we want to go anywhere at all we have to get accessible taxis and they are to be paid out of our own pockets. Or we need to get those hooks put on our chairs. Which means now we either have to get these hooks for that outlandish price or continue to take cabs eveywhere which obviously is not financially feasible. I find it completely unacceptable that the service put in place by the city can all of a sudden in the matter of minutes be able to turn the lives upside down of people who are dependant on their service. They have done this to hundreds of clients in the past 2 days.. including people who go to dialysis which they also cut off their system. I am contacting yourself and many other people in the media who i hope can help try to fix this because not only do i think its completely wrong.. i wonder if its even legal for them to cut clients off their system without any notice whatsoever Thank you for your time. If you would like to contact me you can also call me. ██████████ ██████████ I have a good day!</p>

Submit Date	Class	Route	Comments
3/09/19 12:36:43 AM	Complaint	21	I got picked up at mount pearl square, bus was heading to the village. I needed to go back to mount pearl and assumed the bus would be leaving the village and heading back to mount pearl like always. We get to the village and the bus driver tells me the bus is going out of service. I ask [REDACTED] when another one is coming and [REDACTED] asks me what I mean and asks me why I'm going back to mount pearl? Then tells me I shouldn't be just on the bus for a ride if I'm not actually going anywhere. I wasn't just aimlessly riding, I had no idea the bus would be going out of service. I had no more change to pay to board the next 21 that was going to show up in half an hour, I told [REDACTED] I had no money to get on the next bus and asked if [REDACTED] could give me a transfer or something like that and [REDACTED] was extremely rude to me about it. I explained to [REDACTED] that I was only asking a question and [REDACTED] didn't need to snap at me. Really didn't appreciate [REDACTED] awful attitude. Luckily the next driver let me on the bus even though I didn't have enough change after I explained my story, because if [REDACTED] didn't do that I wouldn't have been able to get home.
3/11/19 4:16:13 PM	Complaint	166	Again no show for this bus. People r depending on this bus to get to work. Not good service at all. It is always late or a no show. Pls fix this issue guys. Not good at all.
3/11/19 5:05:53 PM	Complaint	10-2	[REDACTED] wants a supervisor to contact [REDACTED] about a very rude driver on the 10-2. Most I can get from [REDACTED] is [REDACTED] was not helpful when asking about a connections to Route 9. when [REDACTED] got to the Mall [REDACTED] was late and took [REDACTED] sweet time leaving the Mall. Also would not radio it to hold and drove.
3/12/19 10:39:12 AM	Complaint	14-1/10-1	[REDACTED] called in to complain about the Route 14-1 driver. [REDACTED] said that when [REDACTED] got on the bus, [REDACTED] asked for the Route 10 going to Kelsey Drive. [REDACTED] said that when [REDACTED] got to MUN, the only Route 10 that was there, had signs saying it was going downtown. It was the Route 10-1 going to Kelsey Drive but it didn't have it's signs changed over. I only figured that out after I had hung up with [REDACTED] but [REDACTED] was very upset about the situation.
3/12/19 7:49:45 PM	Complaint	15	Hi there. I take the bus on a regular basis and was very disappointed to be addressed in such a poor manner. When I got on bus 15 I kindly handed my transfer slip to the bus driver and asked for [REDACTED] help with getting somewhere. [REDACTED] took my transfer and balled it up and threw it into the garbage claiming that [REDACTED] can't accept my transfer because the bus I was on could have took me there, immediately assuming that I stopped into the mall when I was just getting off work and waiting for the bus to arrive which was late, might I add. I checked the bus schedule before I left and saw that the 10 and the 15 would get my to my destination in a timely manner. I was very upset and disappointed with this matter as I take the bus nearly every day..
3/15/19 11:40:16 AM	Complaint	10-1/15-2	[REDACTED] called in to complain that the Route 10-1 and Route 15-2 passed [REDACTED] at the bus stop. [REDACTED] insisted that [REDACTED] was at the bus stop and I told [REDACTED] I would put it through
3/21/19 9:30:18 AM	Complaint	1-2	this [REDACTED] was on crosbie road waiting for the 1-2 and said [REDACTED] was about 2-4 steps away from the bus stop and the driver clearly saw [REDACTED] and [REDACTED] but wouldn't stop and pick them up. [REDACTED] said [REDACTED] more less shook [REDACTED] head no and drove on. [REDACTED] said [REDACTED] gave a wave to let [REDACTED] know that [REDACTED] wanted the bus and [REDACTED] was late for an appointment. [REDACTED] said this is a few times now that this happened to [REDACTED] with this operator. [REDACTED] said if you call this number back for [REDACTED] you can ask for [REDACTED] [REDACTED] as well
3/21/19 9:47:54 AM	Complaint	3-2	When [REDACTED] boarded the bus the Operator was looking out [REDACTED] window talking to other drivers. [REDACTED] scanned\paid [REDACTED] fare when [REDACTED] boarded. The operator "said come here" [REDACTED] did and [REDACTED] told [REDACTED] never paid because [REDACTED] never heard the beep. [REDACTED] explained [REDACTED] did and its not [REDACTED] responsibility [REDACTED] never heard the beep. [REDACTED] told [REDACTED] can put [REDACTED] off the bus and [REDACTED] said even if you paid and [REDACTED] sad take a seat. [REDACTED] said [REDACTED] was very rude to [REDACTED] and it ruined [REDACTED] day.

Submit Date	Class	Route	Comments
3/22/19 11:15:43 AM	Complaint	15	I went to check the schedule for route 15 but received this instead: "Page ErrorAn error has occurred. Please try loading the page again." I tried a few other routes and got the same message. I am using the Chrome web browser.
3/22/19 2:06:27 PM	Complaint	10-3	██████████ called in to complain about the driver on the Route 10-3 (██████████ started out the conversation by saying it was Colleen Murphy, ██████████ said the first and last name). ██████████ said that ██████████ and ██████████ got on the bus at the Avalon Mall at 1:05 p.m. ██████████ needs an attendant, which is ██████████ ██████████ said that ██████████ got off the bus at the Capital Hotel and ██████████ stayed on the bus. ██████████ said that the driver told ██████████ that they need to get off at the same bus stop and went up to ██████████ I explained to ██████████ twice that a dependent's pass is meant to be used to get off and on at the same bus stop, which said ██████████ understood. ██████████ was putting in a complaint about how the driver handled the situation.
3/26/19 4:32:43 PM	Complaint	10	The bus left the stop at Walmart on Kelsey Dr at 4.25pm, 5 minutes before its scheduled time. This is the second time this has happened to me.
3/27/19 11:57:27 AM	Complaint	2-1	██████████ is very upset with the driver on the 2-1 was suppose to radio in the route 15-2 to hold on Military going towards Mun at 11:35 connection. ██████████ miss ██████████ bus now has to take a cab to work. ██████████ takes this bus every day. If ██████████ don't get a call back ██████████ said ██████████ will keep calling. Looks to me when I tracked the busses they were both on time.
3/28/19 1:47:36 PM	Complaint	10	At 12:06 ██████████ ██████████ and I were leaving the University Centre's west entrance and in the crosswalk to walk towards Arctic Avenue. Bus # 0755, route 10 came barreling into the parking not and did NOT stop for the crosswalk. We were ON the crosswalk. I put my hands up and ██████████ just looked at me and also put ██████████ hands up. I am so very mad. I had my ██████████ ██████████ with me. This is NOT acceptable and something needs to be done. This is my second complaint of the buses not obeying the crosswalk rule. How many more times does this need to happen before it changes? Does someone need to get hit? Killed? The attitude of this driver was horrible. I am so tired of taking my life in my hands each and every time I leave this building and have to face these disrespectful drivers. Do I need to go to the media? Will this change things? This driver is not alone in ██████████ actions. There are hundreds of students and staff accessing this building each and every day. The drivers need to take this more seriously. They need to be more respectful and more careful. Expect a quick response to this and to have the driver disciplined. Maybe if ██████████ was suspended without pay that would make ██████████ realize the seriousness of ██████████ actions. Obviously nothing else will. ██████████
3/28/19 4:34:54 PM	Complaint	1204	██████████ called in upset that ██████████ was kicked off the bus for fighting. ██████████ stated ██████████ was not the one who started the fight it was the other person (██████████). ██████████ feels ██████████ should have been allowed to continue on ██████████ was on that route 2 and ██████████ should have been made to get off and wait for the next bus. ██████████ feels it was favoritism by the driver. ██████████ wants a call back after the video is reviewed.
3/28/19 6:20:31 PM	Complaint	3-2	Customer stated that driver was being very cranky and would not let ██████████ on the bus. ██████████ was also being mean to other passengers. ██████████ said when ██████████ tried to get on ██████████ told ██████████ ██████████ could not get on the bus. Gerald was speaking with driver and ██████████ said the passenger was trying to board with recyclables and ██████████ told ██████████ ██████████ was not allowed.
4/01/19 10:36:58 AM	Complaint	1626	██████████ said this is the third time that ██████████ has seen a bus not stopping at this intersection. A stop sign is there but the driver's treat it as a yield or merge sign.



Submit Date	Class	Route	Comments
4/11/19 5:54:30 PM	Complaint	2-2	█████ called in to complain about people being rowdy and drinking on the bus. █████ said that █████ was in the back of the bus with █████ friend, and 2 people were across from █████ drinking and being rowdy. █████ said that it is a constant thing that is happening and would like to speak to someone about it. █████ said that █████ told the driver as █████ was getting off the bus and █████ also told the driver that █████ would call in.
4/12/19 1:00:51 PM	Complaint	Not known	The driver was driving the bus very aggressively almost like a pick up truck. █████ left the village mall Cutting people off trying to get out onto the road behind the other 2 metro buses. A Newfoundland power pick up truck just driving down the road had the right away and the metro bus driver decides to try and pull out anyway? It looked quite clear that the bus driver was in a bad mood and just being very aggressive. Very unprofessional to see this type of behaviour especially behind the wheel of a metro bus.
4/12/19 2:47:41 PM	Complaint	3-1	█████ called in to complain about the driver on the Route 3-1. █████ said that █████ was on Water Street by the TD Bank when the driver almost ran █████ off the road and cursed at █████ █████ said that █████ has a video of this that █████ will be posting to Facebook. █████ said that █████ would more than likely be calling back about this too.
4/13/19 5:06:50 PM	Complaint	19-1	This is the second time █████ has phoned in a complaint. Friday 5Th █████ called about the route 21 left █████ stop too early, in Mount Pearl 12:05 either stop 4670 or 4665.Sorry in didn't put it through.I got this called but got sick. █████ called today and the route 19-1 left the Village. They were suppose to wait. █████ wont listen to reason or wants any explanation from me. █████ is very pissed, And hopes someone calls █████ Monday. I tried to explain how it works but nothing a said helped. The 21 was there early. The 19 was also there. All buses were held in for the 1-1.
4/17/19 5:14:06 PM	Complaint	2-2	█████ called in to complain about the driving █████ has noticed in the last little while. █████ said █████ has been using the bus for a number of years but █████ said lately █████ has noticed that the driver's are not waiting for people to sit down and they are slamming on the breaks a lot. █████ wanted to pass this along but said █████ does not need a call back.
4/20/19 11:18:25 AM	Complaint	2-3	█████ called in to complain about the smell of fumes on the Route 2-3. █████ was complaining that the bus was not changed off sooner. The Route 2-3 started at the Village Mall at 9:00 a.m. and was changed off at 9:40 a.m. █████ said █████ got off on LeMarchant Road because █████ █████ said that █████ wanted it put through because the bus should have been taken off the road right away.
4/20/19 3:12:50 PM	Complaint	3-3	Bus driver, █████ dark hair. While driving a bus full of people she's peeling an apple with a knife... I can appreciate the need for food, but to endanger customers in such an idiotic fashion is beyond me, and it's not professional.
4/22/19 10:15:00 AM	Complaint	1 (mun centre)	I left a shaker bottle on the bus seat next to me. Can you please contact me if you find it? Thanks █████
4/22/19 1:12:56 PM	Complaint		I left a bag on route 2. I attempted to call the customer service office to report this so that I might get the bag back and I was put into an endless loop. When I press 3 to get the lost and found line it just loops right back to the menu which allows me to press 3. This is quite frustrating as I am now unable to report or reclaim my lost item.
4/25/19 2:25:47 PM	Complaint	1416	█████ was almost at stop and operator would not stop. █████ did however, stop at the next one. When █████ boarded █████ told █████ about being at stop. █████ explained █████ has been picked up there before and █████ said █████ will not be picking █████ up there. █████ told █████ █████ name was Sandra. Sandra then called into Dispatch and explained the situation and said █████ was crazy. █████ █████ █████ and was upset bot this.



Submit Date	Class	Route	Comments
4/30/19 5:27:08 PM	Complaint		The shelter across the road from the torbay road mall, nearby the rental properties, is showing worn supports in the face of strong winds. It seems likely that the wind will take it and flip it eventually. From my best observations, there are only a few bolts holding the shelter steadfast on its supports. Gusts of wind .ake the shelter shift considerably. The supports are grounded strongly, but the shelter seems poorly connected to them, likely to weathering.
5/01/19 1:59:06 PM	Complaint	18	I was on bus 18 I was talking to a friend who I haven't seen in a long time maybe since highschool, so ■ asked me how I was doing and I was telling ■ how things were going and the bus driver stopped the bus came down and approached me, ■ told me to keep it down there's seniors on the bus and if I don't like it to get off and walk. All ■ had to tell me was keep it, down not get off the bus and walk, ■ made me feel small and belittled. Naturally I am a loud speaker and I get loud and don't realize when I get excited ■ ■ I feel very violated.
5/01/19 2:14:27 PM	Complaint	10-3	Customer called in to complain that the driver on the bus is driving very fast and appears to be in a big hurry. Also ■ is not giving people a chance to get off the bus and ■ is closing the doors and pulling away. ■ said ■ was barely off the bus and the driver had the front doors closed and the back door locked before ■ partner could get off. They had to call out to tell ■ to stop.
5/03/19 9:52:46 AM	Complaint	19-2	I was coming home from work in area of Empire Avenue(the new roundabout) heading into Cowan Heights. I was in the roundabout this driver didn't yield or stop, cut me off. This forced me to break quickly, while the driver had plenty of time to stop. Plus this roundabout is not really new. I'm also calling because this information could prevent an accident.
5/07/19 1:35:46 PM	Complaint	2-1/2-2	■ called in to complain about the driver on the Route 2-1 or Route 2-2 yesterday. ■ said it was by Moo Moo's at about 1:30 p.m. and the driver's name is Barry. ■ said ■ went to get on the bus and ■ was told ■ could not get on the bus because ■ was wearing a crop top. ■ said it's sexist because ■ can get on wearing those. ■ wants a call back about this. ■ also called in yesterday.
5/07/19 3:30:34 PM	Complaint	18	This bus driver was speeding on Doyles Road, where there is a school located, the time signage?? said (48). I was oulled into a driveway at this time on Doyles Road.
5/09/19 10:21:22 AM	Complaint	3	I put 10 rides on my pass online, pass ■ his morning I used my pass. It said on the machine that it was reloading, 9 rides left. The driver said it didn't take and had me swipe again. It took another ride off, leaving me with 8 remaining. Either the driver was wrong and doesnt kbow the difference between a reload sound and the invalid sound, or your systems screwed me out of a ride.
5/10/19 12:36:04 PM	Complaint	2-3	■ was on the bus around Virgina Park area going towards Avalon Mall direction when the driver slammed on ■ brakes to pick up a customer that was not at a stop. (This was about 12:00ish) When ■ slammed on ■ brakes ■ bag went flying out on the floor and broke ■ glass cylinder for ■ medication. ■ was sitting 4 seats back in a navy jacket and the bag was pink. I explained that ■ was responsible to hold ■ bag and not much we can do. But ■ wanted to put in the compliant because it is not ■ fault the driver stopped when ■ did. ■ also has another complaint in for another issue)
5/15/19 4:45:01 PM	Complaint	1 and 14	If you could please remind drivers to switch their router signs before getting to a turnover route station it would be very much appreciated. This was the second time in under a week that I boarded a bus that said it was heading either to or from Marine Institute when in fact it was on the opposite route and caused me a fair bit of wasted time

Submit Date	Class	Route	Comments
5/17/19 12:05:59 PM	Complaint	19	while getting on the bus at the bus stop in front of walmart the driver ...shawn....stated i was too lazy to walk to the village. While on the bus at the village my phone notification sound went off alerting me i had received a text message to which [REDACTED] complained to me it was loud and to turn it down which i did. when it went off again [REDACTED] staed ...."this is the last time i am telling you to turn it down" and when i told [REDACTED] it was [REDACTED] stated i was lieing. making me to believe i would be kicked off the bus [REDACTED] or any other driverfor texting. also [REDACTED] stated that is all [REDACTED] hears all day long. if this is a problem for [REDACTED] [REDACTED] should pay more atention to driving then to people texting. up until now it has not been a problem and no one else on the bus [REDACTED] drives is addressed about it and not a problem for any other driver nor was i at any time causing a problem to other users or be unruly. [REDACTED] so no one else whose phone notifies them they have recieved a text addressed in this manner by any oter driver.
5/24/19 5:12:08 PM	Complaint	2-4	Departed Village Mall at 2:45. I had to pick up [REDACTED] and we were already running late by 7 minutes on the Boulevard area, when the [REDACTED] bus driver got out of this bus on Middleton Street, went to back of bus to smoke. Plus I said the same to this bus driver. I did not appreciate this, being late to pickup [REDACTED].
5/26/19 8:00:49 PM	Complaint	10	I was coming back home from university, and my phone was about to die, so I looked at the route on Google Maps very quickly and it informed me that I had to get off at Freshwater Road at Parade Street. That was the exact name of the stop on Google Maps, but I was unaware of what stop that exactly was, so after the bus stopped at a stop around Freshwater Road, I asked the bus driver if this was Freshwater Road at Parade Street and [REDACTED] blatantly said yes, so I got off there with the other passengers. Only to realize after walking a bit that that was in fact not the stop, and I had to take a complete detour and invest a lot more time in finding my way back home. This is definitely not the first time that a bus driver has given me wrong directions. I am an [REDACTED] [REDACTED] so may be I should know my way around by now, but it is LITERALLY in a bus driver's job description to know the directions concerning their routes and knowing the names of the stops. Please ensure that they do have complete knowledge of these things as we all have places to be and our time is valuable. I definitely do not want to be wasting time based on someone else not doing their job efficiently, of all things. Thank you for hearing me out.
5/26/19 9:23:14 PM	Complaint		Driver ran a red light & we would be in a very bad situation now had I gone when my light turned green. But fortunately I waited because I saw the bus traveling at a high rate of speed towards the intersection & I was afraid [REDACTED] wasn't going to stop even though [REDACTED] light was already red. To my disbelief [REDACTED] barreled through the red light endangering us as well as the passengers on [REDACTED] bus. Yes, there were in fact passengers on [REDACTED] bus at the time of the incident as I was sure to check once I caught up to [REDACTED] further down Hempstead. Very disappointing to see this happening especially during Memorial day weekend, an already dangerous time out on the roads. I hope this complaint will be taken seriously.
5/29/19 2:45:43 PM	Complaint	16	I was coming out of G. Eastern Drive onto Kenmount Road, there are 2 lanes, I was in the right inside lane, the bus was in the left/centre lane. When the light turned green we both headed onto Kenmount Road, the bus veered into the inside right lane where I was, no light indicator on, this bus was in the left/centre lane. Only for I hit my brakes the bus would have squat me. I'm also calling to make you aware of what this driver did and do [REDACTED] know it was incorrect.
5/30/19 11:15:11 AM	Complaint	19-2	[REDACTED] called in to complain about the driver on Route 19-2. [REDACTED] said that [REDACTED] was backing out of [REDACTED] driveway, with [REDACTED] [REDACTED] in the car, when the bus almost hit [REDACTED] [REDACTED] said it was Shawn that was driving. [REDACTED] called me at 10:52 a.m. and said it had just happened. [REDACTED] hung up before I could get anymore information.



Submit Date	Class	Route	Comments
6/07/19 4:44:56 PM	Complaint	3B	<p>██████████ was supposed to get the bus at 3:10 on Torbay Road, it was apparently 10/15 minutes late. When ██████ eventually got on this bus ██████ went to collect the change out of ██████ pocket to pay the fare, ██████ dropped a quarter and went ██████ bent down to pick up the quarter up, the bus driver very rudely and sternly ushered ██████ to go sit down. ██████ didn't have a chance to drop the full fare because of this, plus before ██████ got a chance to sit down the bus driver accelerated and ██████ slid in ██████ seat pretty hard. (I've had unfriendly experiences with this same bus driver, I get the bus a lot, ██████ is very unfriendly, for example, I've gotten on the bus and said hello and ██████ has turned away from me with no response, I'll give ██████ my transfer and he'll just grab it.</p>
6/07/19 6:16:05 PM	Complaint		<p>I was driving next to the bus in the curbside lane, coming around the turn the bus drifted so far over into my lane that I had to hit my brakes to avoid being pushed into the curb and being sideswiped by the bus. There was no route displayed in the back of the bus so I assume it was returning to the depot. Regardless the actions of your driver nearly caused a serious accident as I as sure you are aware of how busy that area of town is at that time of day. As a former bus rider I understand that sometimes the bus takes up extra room in the road. However having driven a large truck for a living, I know that when driving vehicles of a bigger size, safety of yourself and others should be a top priority. Today was sheer negligence.</p>
6/11/19 5:34:41 PM	Complaint	9-1	<p>██████████ called in to make us aware that the driver on the route 9 turning from Portugal Cove Road to Higgins Line did a double lane change as ██████ was turning at the intersection and came within inches of side swiping ██████ driving ██████ off the road. ██████ was very upset at the illegal turn the driver made and then just kept going. Wants it looked into and the driver spoken to on the incident.</p>
6/13/19 11:25:40 AM	Complaint	2	<p>Hi, This bus had a 20 mins or more delay, and I had a meeting that I could miss if I wanted to stay longer for the bus. I took a taxi to be ontime for my meeting. I want to know can we get compensation for such delays.</p>
6/13/19 2:27:27 PM	Complaint	16	<p>It left before it's schedule time and it was my transfer bus so I missed it because it left early before the bus I was on got to the Avalon Mall.</p>
6/14/19 11:56:54 AM	Complaint	10	<p>I was supposed to take the route 14 at the MUN to go to the airport. But the route 10 was very late so I missed it. I have to wait more than 50 minutes the next one and it creates me a lot of problems. I'm really upset. I don't understand why the route 14 didn't wait the route 10 arrives to leave</p>
6/14/19 2:57:05 PM	Complaint	18-1	<p>██████████ called in to complain about the driver on Route 18-1. ██████ said that ██████ was on Route 18 (0148) at the Village Mall. ██████ said ██████ sang out to the driver to ask if there would be a bus change but the driver did not respond. ██████ said the driver got on and off the bus a couple of times. ██████ said that ██████ also got off the bus then and noticed that there was another Route 18 (0965) at the Village Mall so ██████ got on that one. ██████ said if ██████ didn't get off the bus, ██████ would have had to wait another hour for the next bus. ██████ said the driver should have checked the bus to make sure all passengers were aware.</p>
6/16/19 10:33:24 AM	Complaint	3	<p>The bus was scheduled to be at stop number 2050 across from Marie's Mini Mart on Stavanger Drive for 11:10pm, but it arrived 10 minutes early, which made forced me to take a \$20 cab ride home since I get off work at 11pm so the earliest I can reach the stop is 11:05pm. This has happened twice now. Please tell the driver to follow the schedule of the route so that I can get home safely.</p>

Submit Date	Class	Route	Comments
6/17/19 5:26:40 PM	Complaint	All of them	I was just notified of your summer bus schedule, which I assumed would allow the busses a longer travel time, ESPECIALLY since the summer is full of late night festivities. But I noticed that there are actually FEWER busses in the summer time. Who's horrible idea was it to have busses STOP RUNNING at 8pm on a Sunday?!? Some people work way later than 8 and don't have money for a \$60 cab across the city to get home, hence why we take metrobus... PUBLIC TRANSIT. it appears that metrobus doesn't care about its riders enough to take any of this into consideration (unless you haven't been notified of these problems before, then who could blame you?) but unless you're actively working to help the public with these issues, I'll have to assume the former. I have been more than patient with metrobus and it's MANY problems, such as: The time the bus drove PAST a group of 4 of us waiting outside on a sunny day (luckily it wasn't rainy) and we had to wait 40 minutes for the next one! There's also the many times I've been 2 feet from the bus and they've left me stranded because I wasn't ON the bus at that exact minute. Or the many many times bus drivers have waited for the "regulars" and have made me late for classes because the regulars came to the stop 4 minutes late. Or the many many times metrobus has been late by 10-20 minutes causing me to be late for school and work many times, and subsequently get fired from my part-time job! What's so special about Sunday's anyway? Why does the world have to stop turning because SOME of the population believes that you shouldn't work on sundays... the WHOLE population has to pay? We want metrobus more accessible to the people. We want later hours, and more frequent busses. We want a bus that runs Until 10pm on a Sunday! We want a bus that starts early enough to get us to work by 7:30am! I've lived in cities with established transit routes, and one thing they have (which you don't) is a night bus. Wanna help st.johns become a bustling city? Fix the metrobus. Take all routs off after 12-1ish and have a specific few routes that are night bus routes. They come once an hour. Signed, Someone who's extremely frustrated with the transit system.
6/19/19 4:48:51 PM	Complaint	15	Bus driver sped past 2 peoples stops between MUN and Whiteway Steet, even though the stop was requested, and they had to call out to get [REDACTED] to notice. [REDACTED] then didn't open/unlock (however it works for the rear door) the door for an exiting passenger because [REDACTED] was distracted, [REDACTED] had to walk to the front for [REDACTED] to notice. 2 passengers got on who [REDACTED] knew and [REDACTED] kept the bus stopped and chatted with them for longer than [REDACTED] should have. Then, because [REDACTED] was AGAIN distracted, [REDACTED] sped past my stop and I had to call out and [REDACTED] gave a sarcastic response about "not hearing me". I understand mistakes, but this guy is exactly why people have issues with the metrobus service. Bald guy, bit of an accent. Regularly have issues with [REDACTED] driving. Hope you communicate something to [REDACTED]
6/19/19 5:10:35 PM	Complaint	GO BUS	Dog ran in front of me and this bus who was travelling in the opposite direction of me. I had plenty of time to stop without hitting the dog because I was driving under the speed limit. This bus was further away from the dog, going faster and hit the dog. It took [REDACTED] 2-3 car lengths to stop. The dog was hit and thrown by the impact. The driver did get out of the bus but [REDACTED] left quickly before knowing if the dog was ok or not. I think you should stress to your drivers the importance of keeping below the speed limit and keeping eyes on the road at all times. This could have easily been prevented. It may have been just a dog this time, but next time it could be a child. This [REDACTED] is behind the wheel of a large motor vehicle that has the potential to take lives. What happened today could have easily been prevented if [REDACTED] was driving safely. I'm absolutely disgusted by what I saw today. Next time [REDACTED] could take a life. And there WILL be a next time if this [REDACTED] doesn't change [REDACTED] driving habits. Completely preventable.

Submit Date	Class	Route	Comments
6/21/19 9:57:03 AM	Complaint	Confederation Building Parking Lot	<p>I almost had a head on collision with your metro bus as I turned into a parking lane on the Confederation Building Parking Lot. I turned into the parking lane, near the parking meters, as your bus was coming down the parking lane. We met head on! I had to stop suddenly and back out of the lane, across a crosswalk, to avoid the collision. There wasn't enough room for our two vehicles to even pass on these narrow parking lanes.</p> <p>☒</p> <p>Luck for me, the guy driving on the main road through the Confederation Buildings could swerve to avoid hitting the back of my vehicle. There's 15 ft, from yellow line to yellow line, between parked cars on the parking lot. Should the bus be using a lane to exit the parking lot? The bus should pick up passengers and proceed along the building to exit on the end of the parking lot. Note there are no crosswalks at the this exit and therefore pedestrians are not at risk. This is not the case in the parking lanes. It is time for Metro Bus to move the bus shelter and avoid driving through a park lot. It's too dangerous and I was luck today. There is a high risk for for an accident with this route.</p>
6/23/19 12:18:13 AM	Complaint	18	<p>█████ was at the bus stop waiting for the last bus and the bus flew by ██████ This was uncalled for and I have seen this bus speed on the Main Road late at night before but it's the drivers job to make sure ██████ picks up ██████ passengers</p>
6/24/19 8:13:58 AM	Complaint	18-2	<p>█████ said the bus was going at a very high peed at 7:00 pm and pretty close to the same on the 8:00 pm run. ██████ said ██████ had to call last year on the same issue. They have alot of children in the area and the playground is close and the turn is sharpe. ██████ is just asking thme to slow down and watch for the children.</p>
6/24/19 9:48:55 PM	Complaint		<p>I lost my white and black backpack at the front seat area, please contact me back ██████████</p>
6/25/19 12:28:36 PM	Complaint	1-1	<p>█████ called in to complain about Route 1-1 not waiting at MUN Centre when it arrived at 12:11 p.m. I told ██████ that it was there for about a minute but ██████ said it left before ██████ could get out to it. ██████ still wanted to put in a complaint.</p>
6/25/19 4:17:47 PM	Complaint	12	<p>Number 12 was 9 minutes late so I asked the bus driver if ██████ could call ahead to number 22. "Can you speak up?" ██████ practically yelled at me, obviously annoyed. So I said sorry, can you call ahead to number 22 please. "I'm not even late yet, you'll be fine" was ██████ response. Is that acceptable customer service to you? Honest question. Is that what passes as customer service with Metrobus?</p>
6/27/19 12:32:21 PM	Complaint	3-2	<p>██████████ called in to complain about Route 3-2 on King's Bridge Road by Dominion. ██████ said that the bus cut ██████ off as it was pulling away from Dominion. ██████ said it cut across 2 lanes of traffic and ██████ had to slam on ██████ breaks to avoid hitting the bus. ██████████ said ██████ just wanted to report it but did not need a call back.</p>
6/28/19 12:36:36 PM	Complaint		<p>██████████ called in to complain about the person driving the van at about 11:00 a.m. ██████ couldn't remember the exact time but ██████ said it was around then. ██████ said there was a person driving alone, wearing a safety vest, on LeMarchant Road by the old Scampers (across from the shack). ██████████ said the bus made a left on the one way street which ██████ says there are signs saying not to make a left. ██████ said the license plate number is ██████████.</p>
6/28/19 1:04:54 PM	Complaint	12-1	<p>█████ was on the 12 heading to Kellybrook apartments. There were customers in the shelter at the old Metrobus. When the bus pulled in and the customers boarded the operator said "next time be at the stop or I will not pick you up" ██████████ said why do we have shelter if you are not allowed to stay in them until the bus comes. passengers</p>



Submit Date	Class	Route	Comments
7/03/19 9:12:50 AM	Complaint	1-2	████ said that the operator was going fast and hit a big pot whole. This whole is before the bus turns into MUN █████ said █████ hit it htat hard the customer swore out loud. I ask █████ if █████ was hurt and █████ said █████ was fine.
7/03/19 12:28:20 PM	Complaint	14	The wifi in the bus doesn't work and even when it works sometimes it's hard to connect
7/04/19 2:01:38 PM	Complaint	10	I reloaded my m-card online and it hadn't appeared on my card yet. A bus driver on route 1 said I could show my receipt (which I had on my phone) and █████ let me on the bus . I transferred to route 10 at MUN and showed the bus driver my receipt and █████ said that showing a receipt was not allowed. █████ was rude to me and said I wasn't allowed on the bus and that I needed to renew my card before it expired. I explained that the previous bus driver said something different and that it's confusing that different drivers have different information. If I followed █████ info, I buy a 30-day bus pass and it takes 1-2 days to load, then I lose those days and only receive 28-29 days instead of the 30 that I pay for. You need to fix this problem. Either find a system that reloads immediately or have a solution in place that all drivers are aware of.
7/04/19 2:05:08 PM	Complaint	2-3	█████ said when █████ boarded the bus on Logy Bay Road █████ was standing very close to the farebox. █████ feels this was a safety issue. █████ also feels that █████ was the operators █████ █████ noticed when other buses were coming █████ would tell █████ to move behind █████ █████ was more concerned for █████ safety.
7/08/19 2:51:14 PM	Complaint	3-3	█████ said █████ made a request for the 2 at Dominion. The 3 was running behind a little but so was the 2. The operator did not make the call and █████ missed █████ connection. █████ asked the operator why █████ never made the call and █████ just looked at █████ and said nothing. Customer Email: █████
7/09/19 1:31:31 PM	Complaint	15-1	█████ called in and said that at about 10:50 a.m. █████ was in the roundabout on Military Road when the Route 15-1 came close to █████ and hooked █████ bumper. █████ said █████ wasn't hurt but █████ wanted to know if the driver called in about it and to let us know it happened. █████ said █████ wasn't hurt. █████ said the best time to reach █████ is between 12:15 p.m. and 1:00 p.m. because that is █████ lunch break.
7/09/19 6:17:14 PM	Complaint	2-2	█████ called in to complain about the driver on the Route 2-2 for kicking off █████ █████ said the passenger was ripping up a cup at the back on the bus and the driver told █████ not to litter on the bus. The customer said that █████ would pick up the mess. After that, another passenger started saying things/aggravating the passenger and then the driver kicked off the passenger who was ripping up the cup. █████ █████ said that █████ for the driver to kick off the passenger for no reason. █████ called up and said that the Route 2-2 driver called up and said that a customer said they weren't impressed that █████ kicked off █████ but the driver said that the passenger was swearing on the bus as well. I explained the procedure for a complaint and █████ would like a call back once it is looked at.
7/10/19 6:59:44 PM	Complaint	1-1	█████ called in to complain that the route 1-1 did not wait for the route 16-1 when it pulled into the MUN Centre. █████ said as the 16 was pulling in the 1 left and did not wait to see if there was any connection for █████ █████ had to wait to the next route 1 at 6:10pm. When the 1-1 came back to the MUN Centre heading to the Village █████ spoke with the driver and told the drive █████ should not have left that █████ missed connection. The driver told █████ █████ didn't care about █████ connection that if █████ bus was running late █████ wasn't waiting for it █████ has █████ own schedule to keep. █████ wants a call back.
7/11/19 7:28:30 AM	Complaint	14	Was at the bus stop and bus driver keep driving and didn't stop.
7/11/19 1:29:22 PM	Complaint	1-1	████ said █████ can never get █████ connection at MUN to the 10. Route 1 is always behind at that time and causes █████ to take a taxi to school. The operators never RADIO AHEAD FOR █████ AND THEY ARE VERY RUDE.

Submit Date	Class	Route	Comments
7/11/19 3:59:12 PM	Complaint	2-4/19-2	██████████ called in to complain about the Route 19-2 not waiting at the Avalon Mall. ██████████ said ██████████ got on the Route 2-4 at the Avalon Mall and told the driver ██████████ needed Route 19-2 at the Avalon Mall. ██████████ said the Route 2 driver called ahead, so ██████████ wasn't blaming that driver, but Route 19 at the other buses left as Route 2 was getting there ██████████ wanted to put in a complaint about it.
7/11/19 6:53:45 PM	Complaint		Hi there, My mcard number is ██████████ and I haven't received airmiles since June 10th. My collector number for air miles is ██████████. Thank you ██████████
7/16/19 12:37:54 PM	Complaint	18-1	██████████ called in to complain about the driver on Route 18-1 at about 10:05 this morning. ██████████ said that ██████████ and ██████████ ██████████ got on the bus and were walking to the back of the bus. ██████████ said that soon after they got on the bus, the driver started to accelerate which caused ██████████ to fly forward. ██████████ said that only for another passenger reached out to catch ██████████ ██████████ would have fallen on ██████████ face. ██████████ said that this driver was friendly and polite but ██████████ should have waited until they were seated. ██████████ said ██████████ knew where ██████████ wanted to sit and was not going slow to get there.
7/16/19 5:50:29 PM	Complaint	16	Good evening, I have noticed with the driver on route 16, ██████████ bus number 0149 is always late. When this driver is on the 16 you can expect that this driver is consistently late everyday. I have been waiting over an hour for this route to show up and I figured that it was this particular driver and it was. I'm not sure what measures need to take place for this frequent occurrence but something has to be done as it is very odd for a bus to typically always be late when this driver is driving.
7/17/19 5:55:25 PM	Complaint	2-4/19-2	██████████ called in to complain about the Route 2-4 and Route 19-2. ██████████ said ██████████ got on Route 2-4 with ██████████ teacup dog in ██████████ coat sleeve. ██████████ said that the driver looked at the dog and smiled. ██████████ said that ██████████ paid ██████████ \$5.00 fare for ██████████ and ██████████ ██████████ and got to the Village Mall with ██████████ transfer to get Route 19-2. ██████████ said when get got off the bus at the Village Mall, the Route 2-4 driver went over to the Route 19-2 driver and told ██████████ that ██████████ had a dog. The Route 19-2 driver wouldn't let ██████████ on the bus. I explained to ██████████ that ██████████ dog needed to be in a carrier in order to be on the bus. ██████████ said that the first driver saw the dog and should not have let ██████████ on the bus and ██████████ would have got a cab. ██████████ thinks that ██████████ should be able to get a refund because we did not take ██████████ to ██████████ destination and ██████████ wants a call back about it. ██████████ also said that one of the drivers of Route 2-4 or Route 19-2 (I'm not sure which one) gave a ██████████ a hug on the sidewalk and spoke "smack" about ██████████
7/18/19 3:50:00 PM	Complaint	1-2	██████████ called in to complain about Route 1-2 and Route 2-2. ██████████ said that both buses passed ██████████ while ██████████ was by Sport Chek at the Village Mall. ██████████ said that Route 1-2 almost creamed ██████████ and then cursed at ██████████ ██████████ said that while ██████████ was by Sport Chek trying to cross the street, it was by the shelter going slow and almost hit ██████████ ██████████ said ██████████ was waving ██████████ hands to get the driver's attention. ██████████ would like a call back.
7/22/19 1:34:48 PM	Complaint		I engaged in an online chat with 'Valerie'. I wished to know why, after reloading my m-card, I cannot sign in online to confirm that my rides have indeed been added. As it currently stands, that confirmation is only available when I step on the bus and scan the reader. But if, at that time, the rides have not been added and I have no rides left on my card, I cannot ride the bus. Valerie couldn't seem to understand what I meant, and seemed a tad curt to boot. I have had a similar experience any time I've contacted one of your 'customer service' people. They seem to hate their jobs and are clearly not suited for this type of employment. I would ask that you forward this note to Human Resources for their consideration. I think your people are being paid enough to be more capable and polite; perhaps that's the problem... they're being paid too much.



Submit Date	Class	Route	Comments
7/29/19 1:10:35 PM	Complaint	12-1	<p>█████ called in first to complain that the driver on the route 12-1 had a total freak out with the passengers cause someone opened the doors while █████ was off the bus and the passengers boarded. █████ was yelling and barking demands at the passengers wanting to know who opened the doors. █████ said one █████ spoke up to █████ demanding that █████ stop speaking to them that way and █████ totally went aboard █████. Then █████ called in, █████ was crying and very upset that the driver on the 12-1 was yelling at the passengers and █████ █████ said █████ was yelling and screaming and even said █████ is just back from vacation and can't wait to go again next week and get away from all this. █████ wants a call back because this upset █████ so much and █████ said █████ will speak to someone if you need more information. Both want the video viewed so we can see how the driver was getting on.</p>
7/29/19 1:11:06 PM	Complaint	3A5,	<p>I asked the bus driver a question about the route and they had a very rude attitude , very unfriendly and obviously didn't care to answer my question.</p>
7/30/19 4:21:17 PM	Complaint	22	<p>It is 27 degrees today, 35 with the humidity. The bus driver had the HEAT on, on blast. I actually thought I was going to pass out. I hate to complain and think your drivers are all lovely, but i don't think that's acceptable or safe in this kind of heat and it would be awesome if someone could have a word with █████ Thanks!</p>
7/31/19 10:46:25 AM	Complaint		<p>█████ █████ and I were on the Route 16 from the Avalon Mall yesterday at 4:50 the █████ driver closed the back door while █████ █████ was getting off the bus, █████ █████ █████ did get off the bus to see if all was OK, after I yelled at █████ to what was happening.</p> <p>This █████ bus driver was nasty and shouldn't be working with the public. If there were tourists, they would wonder what kind of people do we have.</p>
7/31/19 10:58:45 AM	Complaint	10	<p>Hai, Today I was trying to take route 10 to go to miller centre. So i searched in the map and it shows the bus is at 10.49 ( Detour)from anderson avenue cardiology stop so i came here like 5 minutes before 10.44 am. But the bus must be gone before that. Can u tell me which time i need to believe for taking bus.Nowadaya most of the bus are not following their time. I dont know why I am paying 78 dollars every month</p>
7/31/19 11:28:08 AM	Complaint		<p>█████ █████ and I were on the Route 16 from the Avalon Mall yesterday at 4:50 the █████ driver closed the back door while █████ █████ was getting off the bus, █████ █████ █████ did get off the bus to see if all was OK, after I yelled at █████ to what was happening.</p> <p>This █████ bus driver was nasty and shouldn't be working with the public. If there were tourists, they would wonder what kind of people do we have.</p>
7/31/19 5:00:05 PM	Complaint	19	<p>On Sunday, July 28th, I caught the route 19 going along Crosbie Rd to the Avalon at approximately 5:55PM. The bus was running quite behind and the driver was inquiring about my destination and if I needed a transfer. In the ensuing communication, my pass was accidentally scanned twice-- charging me twice for a single ride. The driver told me when we reached the mall, █████ would give me a free pass to make up for it. █████ did so and told me it was good to use whenever on any route. It was initialed by the driver with date, route info and reason it was provided. This morning I tried to use this pass. The driver of my bus refused to accept it, said it was no good and demanded I pay. █████ radioed into dispatch and did this loud enough for the whole bus to hear. █████ then snapped at me it was no good and I needed to pay. I was humiliated and made to feel like I had done something wrong when all I was doing was following what the first driver had told me to do.</p>

Submit Date	Class	Route	Comments
7/31/19 6:29:20 PM	Complaint	10-3	<p>█ and █ was on the 10-3 from Downtown, Long Hill area to the Avalon Mall. The 10-3 that arrive at Avalon for 5:55.</p> <p>█ was very scared because the bus driver was driving too fast. Almost hit people( I am not sure where) They said, it felt like it was going to tip over at times. When they pulled into the parking lot █ was also driving too fast.</p> <p>Didn't want to leave a name but felt the driver should be spoken too. They felt very unsafe. I told them someone will review the tape.</p>
7/31/19 7:03:27 PM	Complaint		<p>Customer wants a Supervisor to call █ back about a complaint that █ put in on Monday the 29Th. I don't have info but █ is very upset on how the driver spoke to █ and the supervisor who called back about the complaint said the driver had a bad day maybe. I don't know much more only is will be waiting for a call. If not █ will get █ lawyer to get the audio tape.</p>
7/31/19 9:04:07 PM	Complaint		<p>Hello, I am writing for clarification on who is responsible for enforcing the "no smoking" boundaries at The Village Mall Metrobus loading/unloading area for passengers. I will be forwarding the same message to the Village Mall administration, as well as provincial legislators of the Smoke-Free Environment Act, 2005 (SFEA, 2005). I take the bus to and from work each day Monday to Friday. Most mornings there are 3 or 4 people smoking within the non-smoking area, and as a result I am regularly exposed to second hand smoke. Is there any way this can be addressed with whoever is responsible for enforcing these regulations? Thank you.</p>
8/01/19 4:58:22 PM	Complaint	10, 15 16	<p>I do not know what the problem but for the last the weeks the buses are late with minimum 15 minutes and such delay causes me to miss the following bus which cause an increase of my trip between 30 minutes to one hour and at the same time i obliged to be 5 minutes before arrival time. In addition to the loss in time i also loses money</p>
8/01/19 9:54:10 PM	Complaint	14	<p>█ and I now take route 14 back and forth to work, I get the 9:10 bus home from the Heath Center at Major's Path - I don't know how to say this █</p> <p>█ of █</p> <p>█</p> <p>█</p> <p>█</p> <p>█</p> <p>█</p> <p>█ - I'm allergic to cologne but I would tolerate that over this smell and you do have notices for that. Maybe all said and done probably not much you can do but I had to let you know thanks for listening</p>
8/02/19 4:57:40 PM	Complaint	10	<p>I am waiting 10 Kelsey Bus at the MUN Centre but it did not come here. It was supposed to be 4.40 pm here. Likewise the same bus 10 Kelsey did not come on its time that was 6.20. I faced sometimes this problem but i couldn't give a big importance to it. However, I have being late to somewhere for 2 days. Can you check the problem, please?</p>
8/02/19 5:29:45 PM	Complaint	19	<p>I ride this bus to and from work monday to friday and i can never connect to the wifi on this bus, I always open the settings on my iphone i go into network settings and i select 1627 agree to the terms and conditions and select free wifi, It loads and loads never lets me connect. One of the great bonuses of metrobus is the wifi and helps me keep my data low! I would very much appreciate if someone could get this fixed :) Thank you! and have a great day! :)</p>
8/06/19 1:51:33 PM	Complaint	21-1	<p>Customer said █ was by Jasmynes on Dunn' Road. The operator would not pick █ up and told █ go to Mt. Pearl Square. █ ran and ran to the square and the operator never waited.</p>

Submit Date	Class	Route	Comments
8/06/19 7:07:20 PM	Complaint	10-3	A [REDACTED] got on the bus 10-3 (bus #131) with [REDACTED] stroller. I don't have all the information because [REDACTED] was upset. [REDACTED] said the driver was driving very fast turning onto Kelsey at 6:05. [REDACTED]. The driver just kept going. [REDACTED] could of been in [REDACTED] arms.
8/09/19 12:31:44 AM	Complaint	2	Bus driver stopped the bus and waited for me to reach it so it could drive off. You have a shitty way of scheduling busses anyway but hiring sossy pricks makes it way worse.
8/09/19 4:09:31 PM	Complaint	2-4	Bus had stopped for me by Churchill Square, I was on the phone when [REDACTED] had opened the bus but before I entered inside the bus [REDACTED] heard me say the f word. When I entered the bus the driver pointed [REDACTED] finger at me and aggressively with [REDACTED] tone of voice [REDACTED] said to me, there are no f bombs on the bus, to which I said, I'm sorry it slipped out it won't happen again, to which [REDACTED] replied louder you only get one warning and I told [REDACTED] I apologize, [REDACTED] embarrassed me in front of all on the bus.
8/09/19 7:06:17 PM	Complaint	10-1	[REDACTED] called in to complain about the driver on Route 10-1. [REDACTED] said [REDACTED] got on the bus by Marie's Mini Mart on Thorburn Road and scanned [REDACTED] GoBus card on the bus. [REDACTED] said that the driver let [REDACTED] on but yelled at [REDACTED] saying that [REDACTED] to be using a child GoBus card [REDACTED] said that [REDACTED] school provides [REDACTED] with those GoBus cards so [REDACTED] has been using them. [REDACTED] was extremely upset and crying the whole time we were on the phone together. [REDACTED] said the driver embarrassed [REDACTED] and did not need to handle the situation that way.
8/13/19 12:45:46 PM	Complaint	3-1A	Customer was about half a foot away from bus stop (Kingsbridge Road id 1400). [REDACTED] made movement for the bus to stop and [REDACTED] did see a passenger tell the operator to wait. The bus never stopped and [REDACTED] is now late for work. I explained to [REDACTED] about being at the stop and [REDACTED] explained to me [REDACTED] was close enough to the stop.
8/14/19 3:57:39 PM	Complaint	6	There was an exchange between the route 6 driver and a [REDACTED] customer in which the driver demanded that the customer zip [REDACTED] jacket up, stating that it was metrobus policy (the customer was wearing an athletic jacket zipped down to reveal [REDACTED] chest and abdomen). There was then a verbal exchange toward the back of the bus (much of which I did not hear). The customer complied by zipping [REDACTED] jacket up halfway. Then the driver demanded that the customer zip the jacket all of the way. I have read metrobus policy numerous times, and I see zero indication that zipping one's jacket up all the way is a part of your policy. Can one not unbutton one's shirt a little on an excessively hot day on a hot bus? Is metrobus in a position to henceforth demand that [REDACTED] passengers can't wear low-cut tops? Are your drivers now to be fashion police? Your policy states that shirts and shoes are required. The passenger was wearing both, but apparently not to the driver's satisfaction. The customer was eventually asked to leave the bus. And justifiably so. [REDACTED] used absolutely sexist and unacceptable profanity with the driver. But your driver was unacceptably belligerent and overstepped the bounds of your written policy. For the sake of maybe 6 inches of zipper, the driver instigated an unnecessary second incident after the passenger complied to the request, pressing the event into a confrontation that could have been avoided, and delaying the bus. Perhaps there is a history with this particular passenger, I don't know. But a driver's impression of a customer (their class, body type, or attitude) or past history with a customer should not permit them carte blanche to reinterpret your policies or enforce them to unreasonable limits. The rules should apply to all passengers equally. support metrobus drivers. I've seen them deal with sticky situations with professionalism and patience and have nothing but admiration for them as they consistently deal with the public. But this was an exception to metrobus's usually excellent service. Either clearly define your policies or enforce your current policies with fairness and, for pete's sake, a little common sense.

Submit Date	Class	Route	Comments
8/14/19 7:32:49 PM	Complaint	10	I catch the bus home almost every day. I was late leaving work today and worried about making it to the MUN Student Centre in time to catch the 15 downtown. I crossed the PP Parkway just ahead of the Mall-bound 10. I stuck out my hand at the temporary stop on Clinch Crescent, right beside the new, under- instruction science building. I got off at the student centre and waited for the 15. Several buses came and went but not the 15. Then the downtown 10 pulled in. Rather than wait for a 15 that might not come, I took the downtown 10. If that had been the 15 the card reader would have counted it as a transfer. Instead I was charged a second fare. I see how the error was made - both 10s - but it was an error all the same and I would like to have one fare restored to my card please. How can we make that happen? Please advise. Thank you.
8/15/19 11:17:22 AM	Complaint	1-2	Customer said [REDACTED] missed the 19 at the Avalon. Customer said [REDACTED] then thought about getting the 15 to MUN a 1 to the Village then the 6 to go home. When [REDACTED] boarded the 1 [REDACTED] would not give [REDACTED] a paper transfer. Operator told [REDACTED] that is not how things are done and [REDACTED] should of waited at the Mall. [REDACTED] said I remember you from about eight years ago, you made a complaint about me etc..etc..
8/15/19 12:57:51 PM	Complaint		Pertaining to most of your Bus Drivers. It goes a long time ago from the very first time I had taken the bus. [REDACTED]. I was really Paranoid back then while being Treated for it but I had been steering at the Bus Drivers in the Mirror thinking they were steering at me so as it seemed to be. To make a long story short , I was being Treated not very good by most of your Drivers back then , even up to this very day , by not only the Guy Bus Drivers but also the Women Bus Drivers. Being Treated is that I mean by Attitude of Hatred , not Friendly , Snotty Attitude , Impoliteness and I had put up with this Attitude Problem from them all these years. It's the Regulars as I call them from Today and in the Past years. It's like being Hated for what , what did I do to them? I am not writing this message to say that all your Bus Drivers are like those ones. No , there a few that are very Nice and Polite but Very Few. I still have the Same Problem with the Bus Drivers on Route 3 that I feel they are Questioning me about the 3 Buses I have to get and the 2 Transfers I have to have , one Transfer on my 10 Ride Pass and the other I have to Have , one being a Paper Transfer for the 3rd Bus. I think they are trying to give me a Hard Time because they Still say that I can get the Second Transfer on My 10 Ride Pass but I only Loose a ride on my 10 Ride Card. They should know that I have to have Paper Transfer ( 2nd ) one for the 3rd bus to get home. They know that! but they do it Intentionally since it is me they know or heard about. Now do you believe in what I am saying ( [REDACTED] ) or ( Would You Believe Me , If I Hadn't One )? This is the Truth! Thank You: [REDACTED]
8/16/19 2:29:29 PM	Complaint	10	I get the bus every weekday between 2pm and 4pm. I have been keeping track and for the past 1 year and 6 months there has been 2 times the bus has been on time. Metrobus new marketing suggests using the bus system to get to work. However if 95% of the time, the bus is anywhere from 15-30 minutes behind schedule, how is it that you can use the public service reliably? The short answer is you cannot. It seems that the expectations of time placed on your bus drivers is unrealistic. Though a bus being late is not an uncommon occurrence, I think 15-30 minutes without fail every single day, is an indication that your routing is inappropriate for the time expectations placed. Please consider how often our bus system is failing the public and take some course of action to more accurately represent the services offered.
8/20/19 1:02:15 PM	Complaint	10-2	[REDACTED] called in to complain about the driver on Route 10-2. [REDACTED] said there was a [REDACTED] throwing up in a bag and there was a [REDACTED] with [REDACTED] helping [REDACTED]. [REDACTED] said the [REDACTED] tied off the bag and asked if [REDACTED] could throw it in the garbage and the driver said no, you have to take it with you. [REDACTED] thought the driver should not have made them hold onto the bag.

Submit Date	Class	Route	Comments
8/20/19 4:49:09 PM	Complaint	2-4	Customer was on the bus with [REDACTED] and [REDACTED]. The bus took a very sharp turn (Kenmount Road [REDACTED]) [REDACTED] Operator told [REDACTED] that [REDACTED] should have been holding onto the carriage.
8/21/19 12:53:20 PM	Complaint	Rt 1 in Laurel/Beltsville	Bus was out of service and was driving at excessive speeds, weaving in and out of traffic, and cutting people off. I watched this bus cut off 3 vehicles before cutting me off. [REDACTED] weaved in and out of traffic, changing lanes every 30 seconds or so. [REDACTED] did not signal at any of these times. I would calculate [REDACTED] speed at 55 or better. I have never submitted a complaint, however this driver put my life, and others, in danger. [REDACTED] acted unprofessional, irresponsible, and illegally,
8/21/19 4:52:51 PM	Complaint	10 bus transfer to 3	I was double charged taking the bus from Kelsey Drive Sobey's direct to my house on Waterford Bridge Rd. I got on the #10 bus at the Walmart on Kelsey Drive and got off at the Convention Centre and transferred directly to the #3 bus and got off on my stop on Topsail Rd. When I got on the #3 bus it showed a balance instead it should have showed a transfer. This is the most direct route home for me and I'm only travelling in one direction. My card number is [REDACTED] and I think I've been double charged a couple of more times taking this exact same route.
8/21/19 6:19:20 PM	Complaint	2-2	[REDACTED] called in to complain that Route 2-2 did not call ahead for Route 3-1 opposite Dominion. [REDACTED] said [REDACTED] asked the driver to call ahead but the bus was running about 9 minutes behind at the time. [REDACTED] [REDACTED] said when they got to King's Bridge Road, Route 3-1 was ahead of them but [REDACTED] was not able to catch the bus before it drove off. [REDACTED] said [REDACTED] then had to wait another 40 minutes for the next Route 3.
8/23/19 11:58:34 AM	Complaint	0857	When we got on the bus, we had requested a transfer and your bus driver kept hounding us for information on where we were going. As we did not know our immediate plans after getting off the bus we kept telling [REDACTED] we didn't know. This didn't seem to be satisfactory for [REDACTED] and [REDACTED] wouldn't give us the transfer until I demanded it. Yes, I understand you can't use them for the same route, but it's not any of your company's business where we choose to use our transfer on. Plans change, so it doesn't seem appropriate to ask where customers are going.
8/23/19 3:08:23 PM	Complaint	15	Customer takes the bus 5-6 days a week to work. [REDACTED] knows it due to construction, but after 2 months they need to look at putting another bus. Crying, very upset. Always late for work. Costing [REDACTED] a lot of money in cabs. [REDACTED]
8/23/19 6:50:45 PM	Complaint	15-1	[REDACTED] called in to complain about the Route 15-1 not stopping for 4 people on Military Road. [REDACTED] said that the bus slowed down but did not stop and kept on going.
8/24/19 11:51:04 AM	Complaint	19	We jumped on this route off of the 6 at the Village Mall. We handed in our transfers and sat down while the driver hopped off and headed into the mall, leaving the door partially ajar. [REDACTED] pushed the door open after waiting outside for a few minutes. The driver was already late returning to the bus, all other routes had left the village, so I imagine [REDACTED] was just sick of waiting outside. When the driver returned [REDACTED] became very rude and accusatory. Turning around, asking who opened the door, and then pointing [REDACTED] finger at me saying "was it you? Did you pay", even though [REDACTED] saw me hand in my transfer. [REDACTED] suggested that I may have tried to steal a ride from Metrobus. The whole interaction was incredibly embarrassing. The driver was very rude, condescending, and completely unprofessional in [REDACTED] response to a minor situation. [REDACTED] behaviour towards me was unacceptable. I would suggest you speak with your employee on how [REDACTED] can better address these scenarios in the future.

Submit Date	Class	Route	Comments
8/25/19 8:00:32 PM	Complaint	3A	Bus was supposed to arrive at 4:02PM today at the AL Collis stop (ID: 4415), the bus pulled into the left lane to turn left onto Brookfield Rd before even coming close to the stop. Didn't think about stopping at the AL Collis stop, didn't see if I was standing there, didn't see my arm sticking out. Just pulled into the left lane to turn left, completely ignoring the stop. Forced me to get a \$14 cab to my destination to arrive on time.
8/27/19 8:24:47 PM	Complaint	10	Just witnessed the bus in Route 10 run a red light in front of the Farmers Market. Not yellow-to-red, a solid red light! They were obviously distracted, got halfway through the intersection and stopped, then said
8/28/19 8:43:12 AM	Complaint	22	Bus 0147 has an advertising panel in the back of the bus that rattles very loudly when the bus is stopped.
8/28/19 1:04:11 PM	Complaint	2-3	got on the route 2-3 at 11:35ish on Lemarchant road to Kings Bridge to connect to the route 3-3. said the driver did not radio in. I did explain that a bus can only hold in up to 3 minutes. said it only happens with that same bus driver, every time gets on bus. thinks is mad at the world. So would like it to be looked into. does not understand why only misses connection ... just on bus.
8/29/19 5:36:38 PM	Complaint	19	I ride this bus everyday to and from work, i Made a complaint about the wifi on one of the route 19 buses a few weeks ago and you actually had the wifi fixed on that bus, But now again i cannot connect to your wifi, It now says the hotspot is not available This is always an issue with route 19 no matter what bus number it is, Only on route 19 do i ever have this issue which is quite odd, I also checked my phone and did any required troubleshooting to be sure its not an issue on my phone, and i notice other people around me cannot connect to the wifi either, Please fix this as its usually a nice leisure to use your free wifi on the bus! Thank you
8/31/19 10:33:53 AM	Complaint	18	was on the route 18 Friday night the 30Th around 5:00-6:00. The driver was very rude to almost never picked up. I told was not at a bus stop so the driver did not have to pick up. said they always do. also said that miss people at a bus stop on Old Petty Harbour road /Fahey street. told and said "go sit down and mind your own business". wants fired and a call back. I could not get much details from
9/02/19 5:14:16 PM	Complaint	2	Route 2 bus to Avalon mall scheduled for 5 pm arrived on 5:10 pm at Torbay road mall. Due to this delay I will arrive late for work. This happens frequently. Please request you to look into this matter
9/03/19 8:33:41 AM	Complaint	1	Hello , I have been a customer of the bus service for two years and had a bad experience this morning . The bus usually stops at bus stop 1230 Oxen pond road at 6:39-6:40 am . This morning the bus flew pass at 6:36 leaving me behind . I was a 1 minute walk to the bus stop which was early . I ran behind the bus at the bus driver drove off . I am very sad about this incident especially when i have been taking this bus all summer to get to work at 7 am . The bus was also empty at the time of the incident .
9/03/19 4:53:33 PM	Complaint		My issue is Why isn't there a Bus Route in Southlands, Ruby Line, Green Acre Drive etc. We are left out of service. The city says it's a Metrobus decision and you will probably say it's a City decision. This is poor service for a Major city. It's becoming increasingly expensive to maintain a car with payments, gas, insurance, and upkeep!! We pay enough TAXES we should have the service in Mt.Pearl and Southlands!
9/04/19 9:42:10 PM	Complaint	18	Route 18 just pulled away from the bus stop at the village. Driver wasn't 20 feet from the stop. Pouring down rain and wouldn't let me on. Now I have 1 hour walk in the pouring rain to get home after a 16 hour shift at work. Was maybe 15 feet from the bus and wouldn't let me on. Tks metrobus

Submit Date	Class	Route	Comments
9/06/19 9:34:06 AM	Complaint	10	This bus has never been on time and as a result, I have always missed my connecting bus. I am wasting money on a service that is unreliable and have to pay extra for a route that counts under a transfer and have missed important classes and meetings. This schedule needs to change to 9:15 to reflect the actual time that the bus arrives. It is unfair to all the riders who rely on connections. Request for compensation.
9/06/19 11:20:38 AM	Complaint	1208	█████ was at the cross walk by Logy bay/Virginia Park that was heading towards the land field. █████ had the green light to cross but the Driver on the bus 1208 at 10:30 was driver that fast █████ could not stop the bus. █████ does not want a call back, but does want someone to talk to the driver. █████ could of been injured if █████ had to cross the road.
9/06/19 3:55:27 PM	Complaint	6	██████████ and I were on Route 6, on Topsail Road by Irving the bus pulled out and cut across Topsail Toad heading up Burgeo Street, when █████ did this the bus almost got █████ by a truck. We were on the bus, we got off at next stop because I'm afraid to stay on. He's not taking precautions, and it's not █████ first.
9/09/19 10:31:29 AM	Complaint	9	I was supposed to transfer from a bus at mun tlk a bus to go to cna, but as soon as my bus arrived and I went to get off to transfer to bus 9 it left and I even chased after it. I didn't have a chance CS to catch t bus but it said online it was supposed to let me get the transfer. I had to spend my lunch money on a taxi.
9/09/19 11:56:14 AM	Complaint	18	Bus speeding up Doyles Road in a school zone, passed by flashing radar, it read 49
9/10/19 9:04:52 AM	Complaint	18-1	██████████ called in to complain about Route 18-1 going 52 km/h on Doyles Road in the school zone, according to the speed limit sign. █████ said █████ put in a complaint about the same thing yesterday when the bus was doing about 49 km/h. █████ said if █████ sees it again today █████ will be calling the RNC. █████ wants to driver to be aware of the speed limit in the school zone.