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SFMTA Statement on Operator/Customer Incident February 11, 2009

The San Francisco Municipal Transportation Agency (SFMTA), which operates Muni, is committed to providing the best customer service possible to San Francisco residents and visitors.

The SFMTA learned of yesterday's incident at Ashbury and Frederick streets between a Muni Operator and a customer through an inquiry earlier today from KGO-TV. We appreciate having this serious incident brought to our attention.

We immediately began our own investigation by identifying and interviewing the Operator and identifying the bus in order to retrieve any usable Muni video surveillance of the incident.

The Muni Operator in question has been placed on non-driving status pending the results of the investigation.

The SFMTA does not tolerate inappropriate behavior from any of its employees and will continue to work with all employees to ensure that they maintain their professionalism at all times.