



Muni Transit Recovery

Fall 2020
San Francisco, California





Transit Recovery

For more than 100 years, Muni has played a critical role in the social fabric of San Francisco. We connect people to family, community and opportunity. Muni moves San Francisco, but the COVID-19 pandemic and its impact on our budget will affect transportation for years to come.

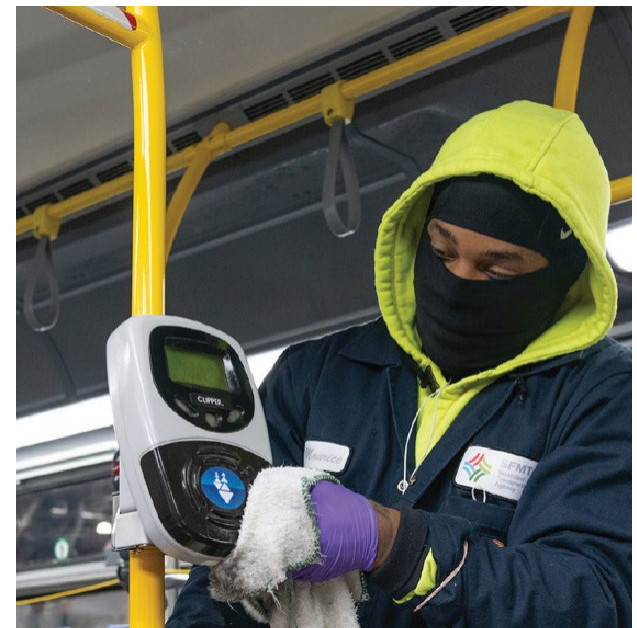
How this health crisis will progress is unknown. Many of our customers want to know what the future of Muni holds. We are adapting to meet the changing transportation needs of San Franciscans. These are some things you should know about what we are working on and how to use Muni.

1 Keeping Our Dedicated Workforce Healthy

Our top priority is reducing the risk of transmission to our hardworking staff. We are utilizing a barrier to separate our operators from customers, distributing personal protective equipment, like masks and gloves, and providing additional leave options for all staff including operators who do not feel well so they can stay at home. We continue to partner closely with San Francisco Department of Public Health and are guided by best practices from other transit agencies to protect our staff.

2 Stepping Up Sanitizing

We have stepped up our vehicle and station sanitizing to follow best practices for reducing the spread of COVID-19. Muni car cleaners, station custodians, and paratransit personnel are cleaning and disinfecting vehicles and high-touch surfaces regularly. Daily vehicle sanitizing includes safe, strong disinfectants at the end of service. This means that every Muni operator starts their shift with a vehicle that has been sanitized since it was last operated. Deep cleaning of the Muni Metro subway was completed before August rail opening.



3 Consider Walking, Bicycling, Taking Shared Mobility or Traveling at Less Busy Times Before Riding Muni

While staying home is the best way to stop the spread of COVID-19, we understand that many people need to take trips outside their home. Help save space on Muni for essential workers and transit-dependent San Franciscans by considering if you can take a bicycle, shared mobility, walk or travel at less busy times before getting on Muni. Data will also be provided at SFMTA.com/COVID on the least crowded times on your Muni line to aid customers in planning their journeys. We are working to make alternatives safe, comfortable and more available. These alternatives can help you move about San Francisco without contributing to climate change and traffic congestion that could cripple our economic recovery.

4 Face Coverings: Required to Ride

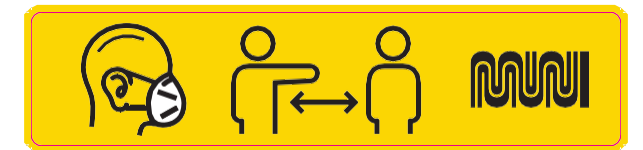
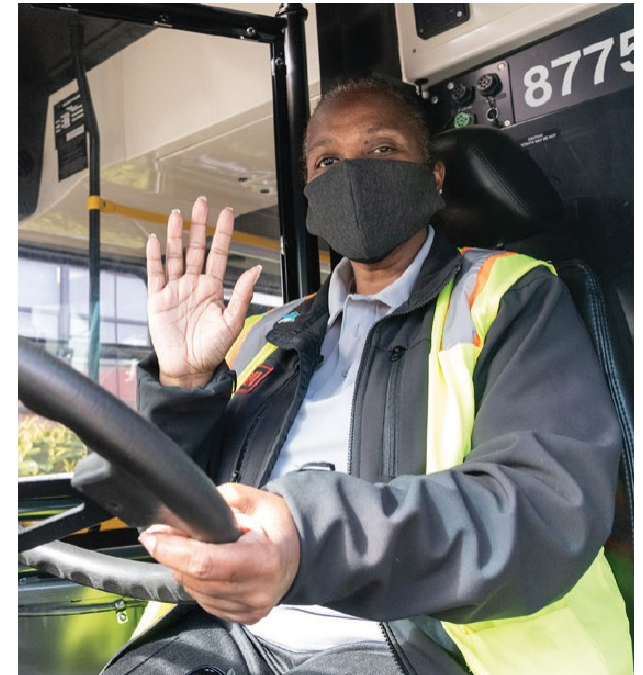
Face coverings that cover your nose and mouth are required for individuals aged two and older while waiting for and riding Muni. Do your part to keep our operators and your fellow customers safe: wear a face covering.

5 Make It a Quiet, Contactless Ride To Help Minimize Risk for Everyone

Contactless Payment: Please consider using your Clipper Card or MuniMobile® to pay your fare. Doing so will help minimize risk to both yourself and our operators. Using your Clipper Card or MuniMobile® will also save you \$0.50 off your adult fare.

Customers can obtain a Clipper Card online or at participating Walgreens stores. The MuniMobile® app is available from the iTunes and Android stores. Clipper START, a regional pilot program, offers single ride discounts for low-income adults. The SFMTA also offers discounted fare for low-income adults and seniors, youth and people with disabilities.

Make It a Quiet Ride: Onboard, passengers are discouraged from talking, singing or other verbal activities that can cause droplets to be expelled as this has been known to contribute to virus spread.



6 Restoring Service as Our Budget Allows

The COVID-19 pandemic and its impact on our budget will affect transportation in San Francisco for years to come. The SFMTA's revenue has fallen across the board. At the same time, the cost of providing services has increased dramatically. Together these outcomes create a dire financial outlook for the SFMTA that requires tough tradeoffs about which services the agency can continue to provide. We will drain our reserves just to sustain our current significantly reduced service.

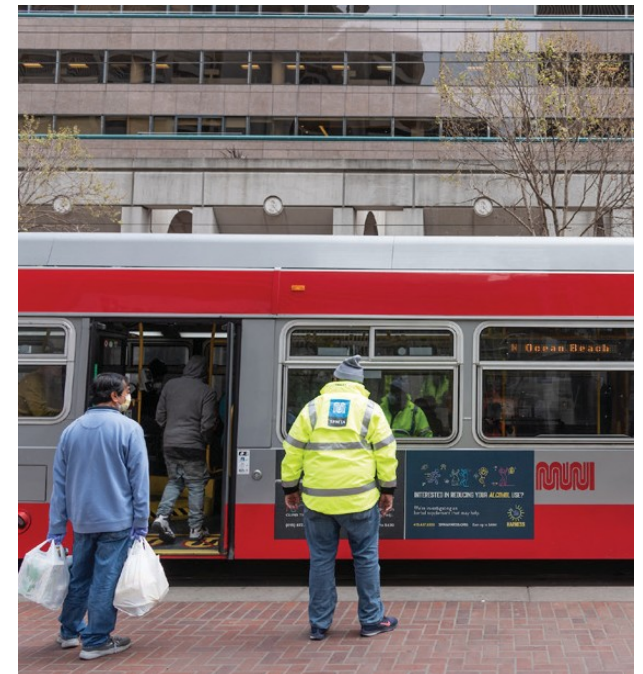
7 Prioritizing Our Service and Limited Resources to Support Equity and Transit-Dependent San Franciscans

In deciding how service is restored, we are focused on:

- Meeting ridership demands identified during the pandemic;
- Prioritizing service for people who need it most

We must be smart with our limited resources. Our obligation is to serve people that depend on transit for their daily survival. We will continue to prioritize service to advance equity and the most vulnerable communities in San Francisco.

The front doors are reserved for passengers who need to use the ramp or kneeler. All other passengers, please use the rear doors.



8 Serving San Francisco with Limited Capacity on Our Vehicles

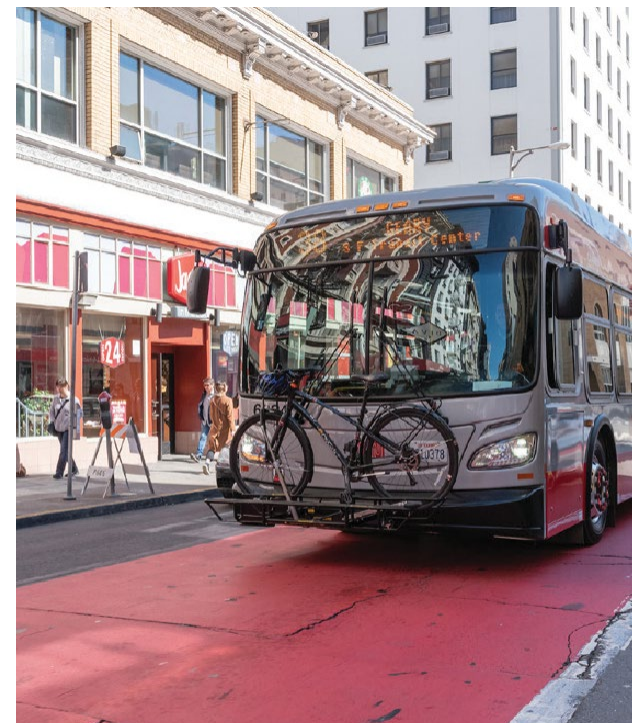
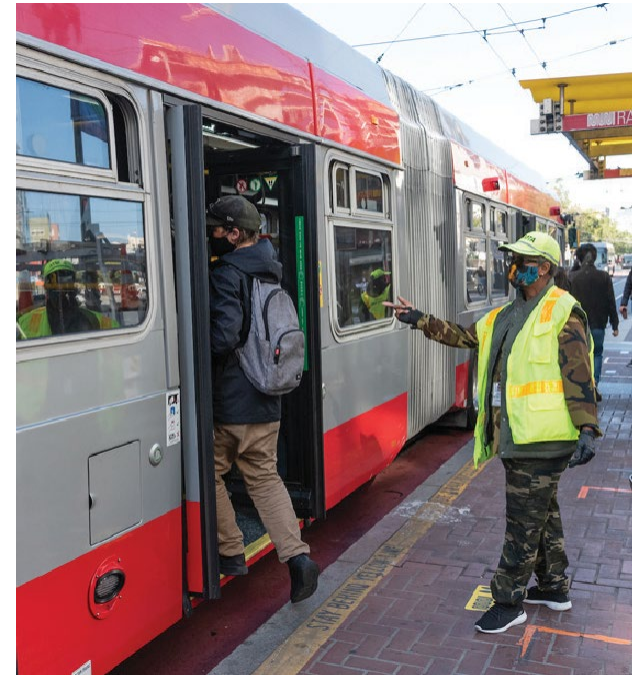
We are continuing to follow the advice of the San Francisco Department of Public Health about the capacity of our vehicles. Customers are encouraged to maintain distance from other passengers whenever possible to minimize the risk of transmission. At times, if vehicles become crowded, operators may skip stops or refuse service to protect the safety of all on board. We ask our customers to allow for more travel time, be patient and wait for the next bus if it is full.

9 Using Transit Lanes to Increase Frequency, Reduce Crowding

Creating temporary emergency transit lanes helps protect public health by reducing crowding and improving Muni customer travel times. Transit lanes allow buses to complete routes in less time and return to service more quickly, enabling us to provide more service with the same number of buses.

With our limited resources, transit lanes help Muni to pick up customers more frequently, reducing crowding and providing more space onboard to maintain distance. Customers also reduce their possible exposure to COVID-19 when their travel time is shortened.

This more frequent service will allow for better physical distancing on higher-ridership routes for essential trips. We are able to make these changes due to an increase in staffing availability and additional bus cleaning programs. Decisions about where to increase the frequency of Muni service are informed by ridership data.



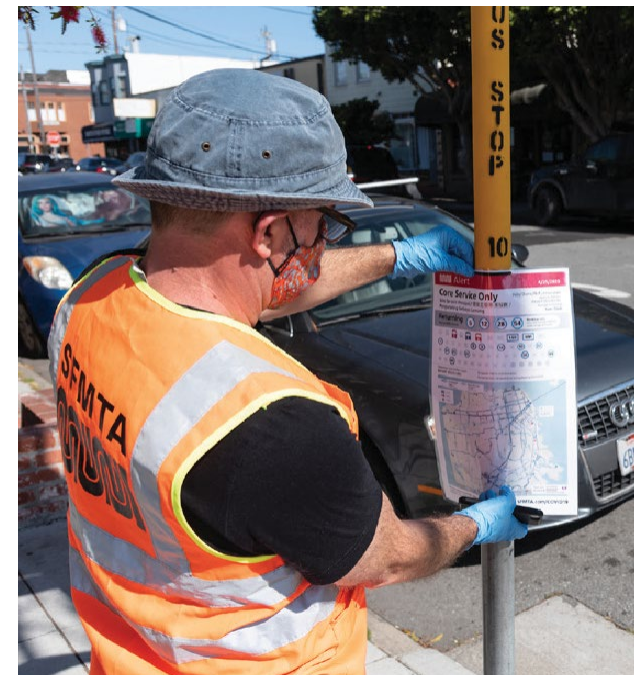
10 Being Transparent with Our Data to Help the Public Understand Our Decisions

We have created a dashboard where you can see the data informing our decision making at [SFMTA.com/COVID](https://www.sfmta.com/COVID) as a part of our commitment to transparency, including public daily ridership, revenue and other data that is available.

11 Working with the Community to Shape Our Emergency Measures

The COVID-19 crisis has required us to taking immediate actions. Community engagement is being conducted to understand what is working and what can be improved, ensuring traditionally marginalized communities are prioritized in the decision-making. The SFMTA is working with community-based organizations, local businesses, neighbors and other stakeholders to take feedback about the evaluation framework and process for evaluating, adjusting or potentially even removing the emergency measures in real-time.

These emergency measures are temporary and would require an additional public process and approval if they were to be made permanent after the state of emergency is lifted. We are working with the community to evaluate and adjust emergency measures like temporary transit lanes in real-time. Areas of evaluation include: health and safety benefits, equity, neighborhood impacts, transit performance and more.



12 Filling the Gaps

We know that changes to Muni service have been hard for customers, especially older adults and people with disabilities for whom walking further to a Muni stop is not possible or those who have relied on our late-night service. Because we also manage the streets, we can expand options for safe walking, biking, taxis and scooters. To fill the gaps, we have several programs to help:

Essential Trip Card

The Essential Trip Card helps older adults and people with disabilities by paying for part of a limited number of taxi trips for essential shopping, medical appointments and other needs. With the Essential Trip Card, participants can make essential trips in taxis at only 20% of the metered taxi fare.

Paratransit

If you feel you are unable to independently use Muni some or all of the time due to a disability, you may submit an application for ADA Paratransit service. Paratransit van and taxi services continue to operate so customers are able to make essential trips. Face coverings are required when riding in any van or taxi and we are limiting the number of riders on vans to maintain social distance. We are asking riders to only schedule and take essential trips.

Slow Streets

The SFMTA's Slow Streets program is designed to limit through traffic on certain residential streets to make them welcoming and accessible for people who want to travel on foot, bicycle, scooter, skateboard or other forms of micromobility. Throughout the city, over thirty corridors have been planned or implemented.

Essential Worker Ride Home Program

The Essential Worker Ride Home program supports essential employees in San Francisco. The program offers a taxi ride home from work to qualifying participants. To be eligible, you must be an essential worker who commutes to work via a sustainable mode of transportation. Learn more about eligibility and how to apply on SF Environment's website.

