



SFMTA



Making Transit Accessible for Families

Land Use and Transportation Committee

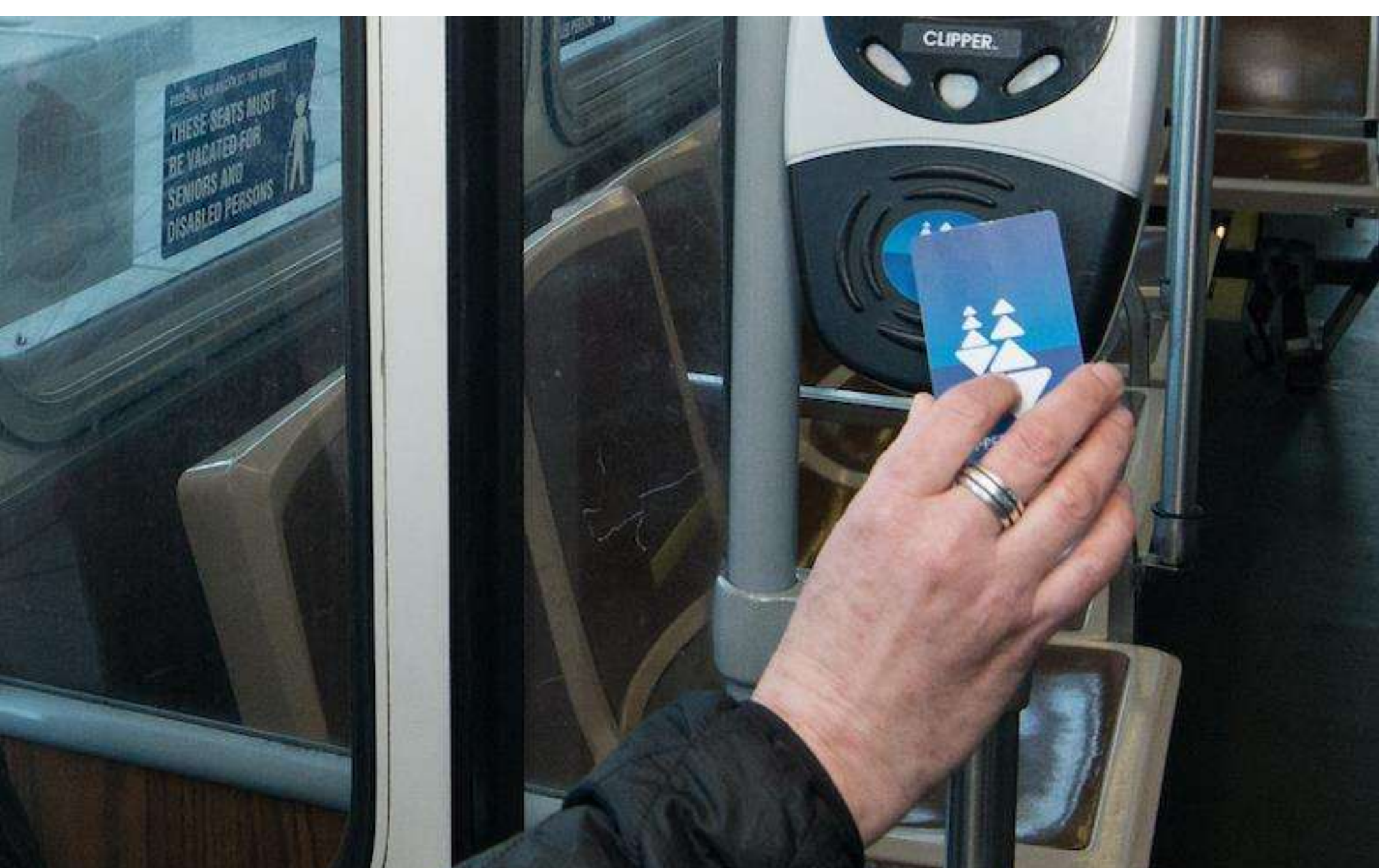
July 13, 2026

Overview of presentation

Today's topics

- Free & Discount Fare Programs
- Partnership with Schools
- Safety on Muni
- Stroller and Wheelchair Policies
- Elevator and Escalator Maintenance
- Hallidie Plaza Accessibility Improvements





Free & Discounted Fares

Free and Discount Fares Programs

Free Fare programs

- Free Muni for Youth
 - 18 and younger
 - 19–22 if enrolled in SFUSD Special Ed Services & English Learner programs
- Free Muni for Seniors and People with Disabilities with low and moderate incomes who live in San Francisco
- Access Pass for People Experiencing Homelessness

Discounted Fare Programs

- Seniors
- People with Disabilities
- Clipper START for low-to-moderate incomes (Lifeline Program in process of migrating to Clipper START)

Estimated \$27 million yearly cost

- Values-driven decision to increase access to transit



Free and Discount Fares Outreach & Engagement

Fares for Our Future, launched May 5, includes recommitting to stronger community outreach and engagement for our Free and Discount Fares programs

- Tabling at community events and in coordination with CBOs to assist customers with applying for free and discounted fare programs
- | | | |
|--|-----------------------------|--------------------------------|
| ✓ Mission Neighborhood Center Community Fair | ✓ Bayview Children's Day | ✓ Compass Family Services |
| ✓ SF Carnaval | ✓ Sunday Streets Tenderloin | ✓ Mission LTF Resource Hub Day |
| ✓ LATIDOS Annual Summit | ✓ Clecha Community Event | ✓ One City Day |



Partnerships with Schools



Muni supports school trips

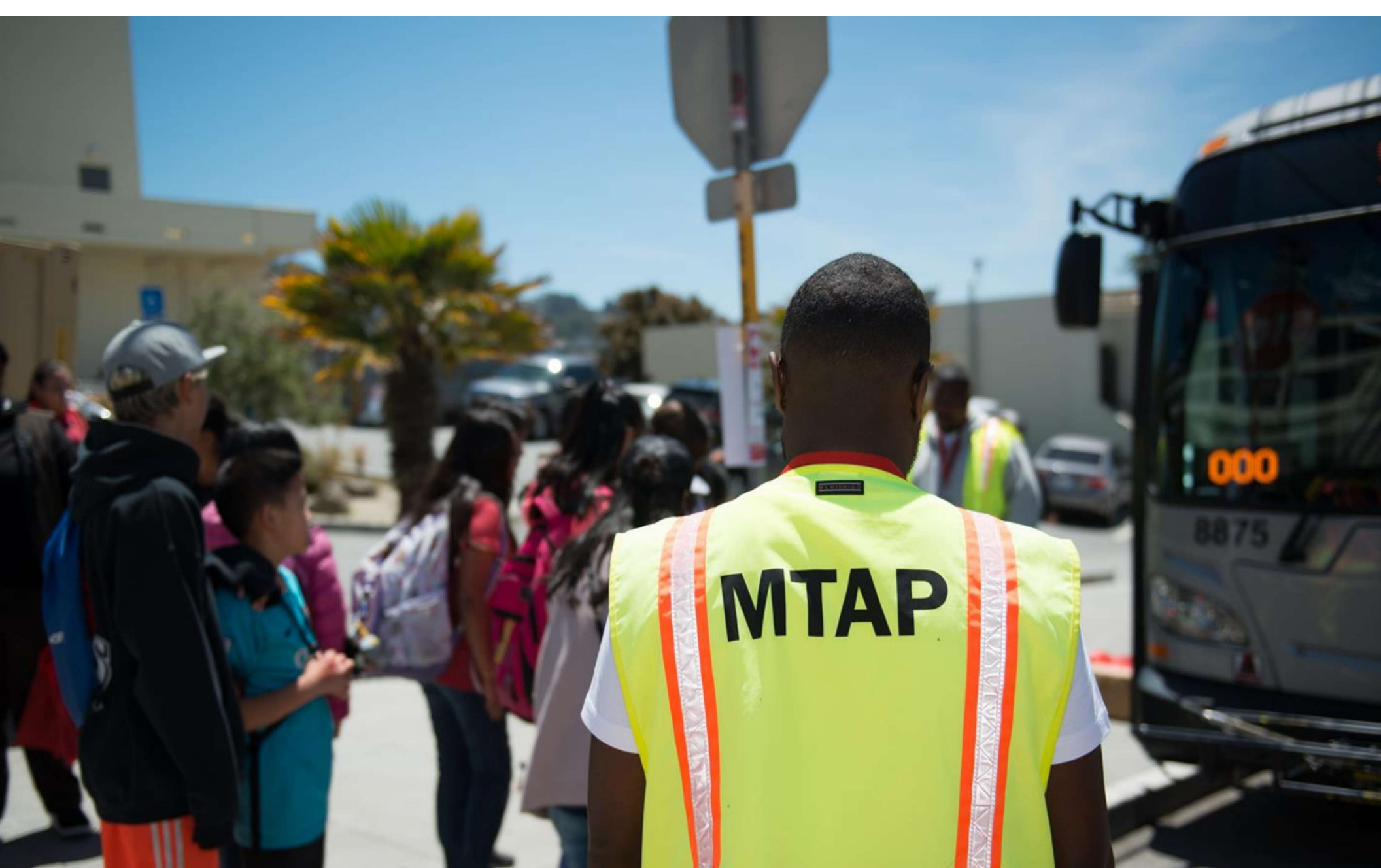
Fare policy, safety efforts and transit planning support student riders

Support students and families riding Muni through:

- Free and discount fares (free for all youth 18 and under)
- Muni Transit Assistance Program (MTAP) ambassadors
- School-tripper service serving more than 15 middle and high schools
- Safe Routes to School programming, including Muni field trips
- Crossing Guard program to support safe travel between Muni and campuses
- Cost-neutral schedule adjustments to improve reliability and reduce crowding
- Engagement with Youth Transportation Advisory Board and students on service and capital improvements

Results:

- More than 25% take transit or yellow school bus to or from SFUSD, including about 14,000 students who ride Muni to school
- 55% of SFUSD high schoolers take transit regularly



Safety on Muni

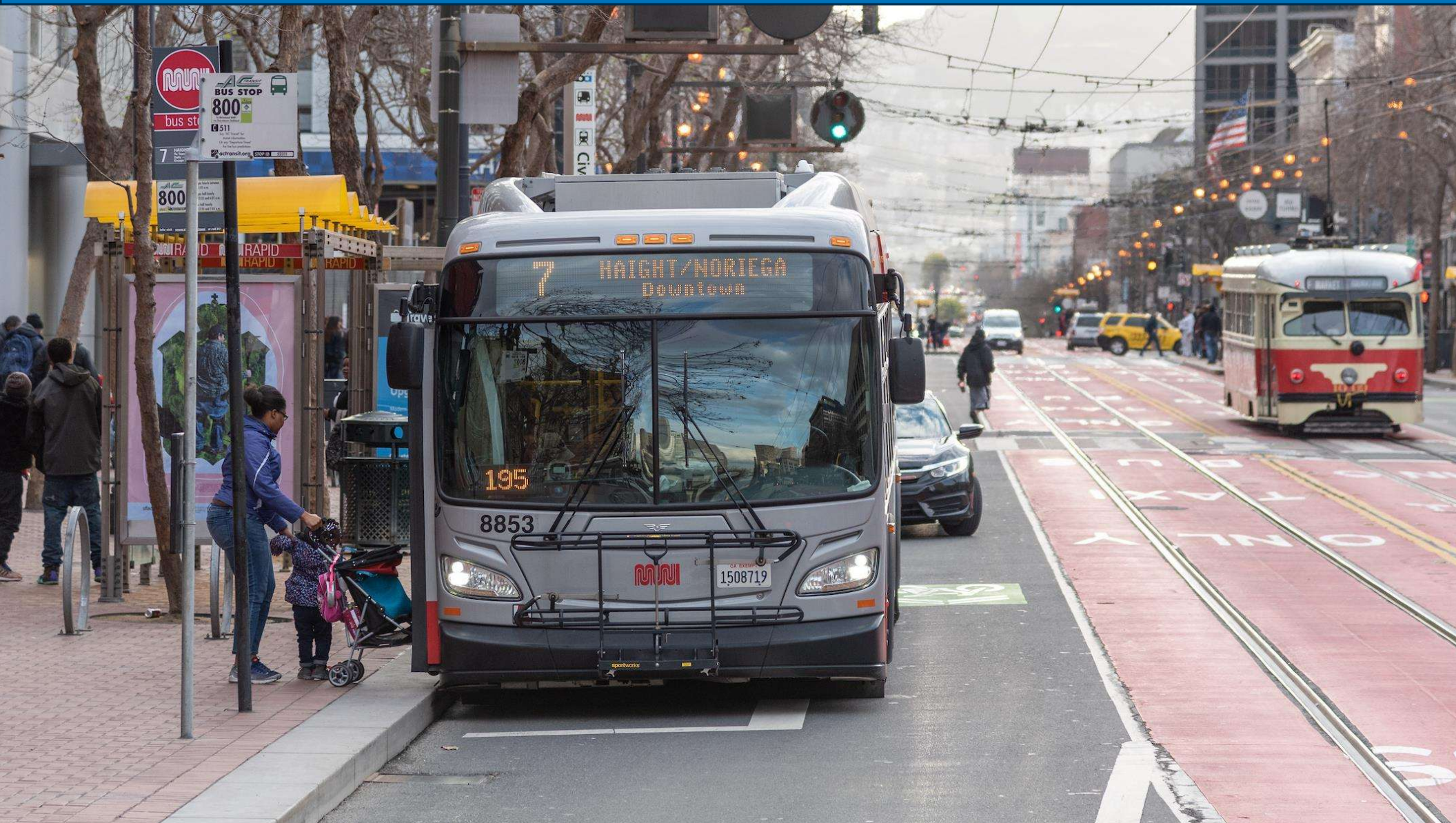
Ensuring Comfort and Safety on Muni

Transit Fare Inspectors (TFI), Muni Transit Ambassadors (MTAP) & Private Security

- Muni Transit Ambassadors ride school transit lines to monitor safety and rider behavior.
- Transit Fare Inspectors engage customers for fare compliance, provide additional staff on vehicles and at stations to support safety.
- Private security provides high-visibility coverage and conducts hourly patrols of subway stations and facilities.
- Customer service support includes in-person ambassador presence, wayfinding, fare info distribution and service disruptions response.
- Teams work in coordination with SFPD.



Stroller and Wheelchair Policies



Strollers are always welcome on Muni

Passengers traveling with strollers benefit from vehicles designs and Muni policies

- **Low Floor Fleet** – All Muni vehicles have low floors, allowing our riders with strollers to quickly and conveniently access the vehicle.
- **Dedicated Stroller Area** – A dedicated stroller area, located across from the rear most doors of the vehicle, allows for quick boarding and alighting. Strollers are not allowed to use the wheelchair securement area in the front areas of buses.
- **No Limitations on Size or Number** – Muni allows any number of collapsible strollers onboard; there are no restrictions on size or number.
- **All Hours** – Muni always allows strollers. No time restrictions means that passengers can ride at times convenient to their schedule.

Wheelchair users are always welcome on Muni

Policies and vehicle features emphasize access for wheelchair users

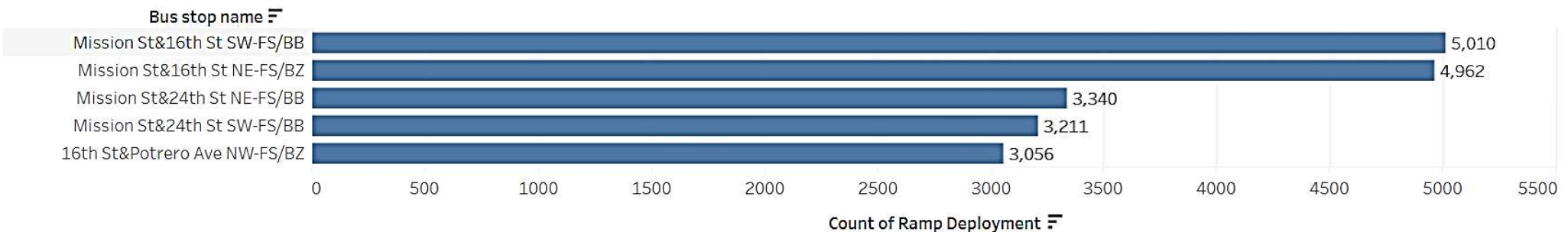
- **Priority Boarding** – Every effort is made to board passengers with wheelchairs first, to ensure that there is room on board for their chair.
- **Dedicated Areas** – All vehicles have a dedicated securement area, prioritized for passengers traveling with wheelchairs.
- **Individual Ramp Request Buttons** – Each securement area has a ramp request button which passengers can press to request a stop and alert the operator that they will need the ramp.
- **Manual Ramp Deployment** – All ramps can be manually deployed, so that in the rare case when a ramp is not functioning properly, passengers can still get to and from their destinations without issue.

Current Improvements

Muni is working hard to improve service for families

- **Ramp Deployment Data** – Muni recently developed a ramp deployment dashboard with data for each bus stop. This allows us to prioritize stops with high ramp deployments for family-friendly improvements (e.g. larger waiting areas, more seating and other passenger amenities).
- **Educational Campaign** – We are working on a public outreach campaign to help our passengers with strollers navigate Muni. The effort will publicize our stroller policy and provide our riders with helpful tips and tricks for traveling with a stroller.

Top 5 MUNI Stops





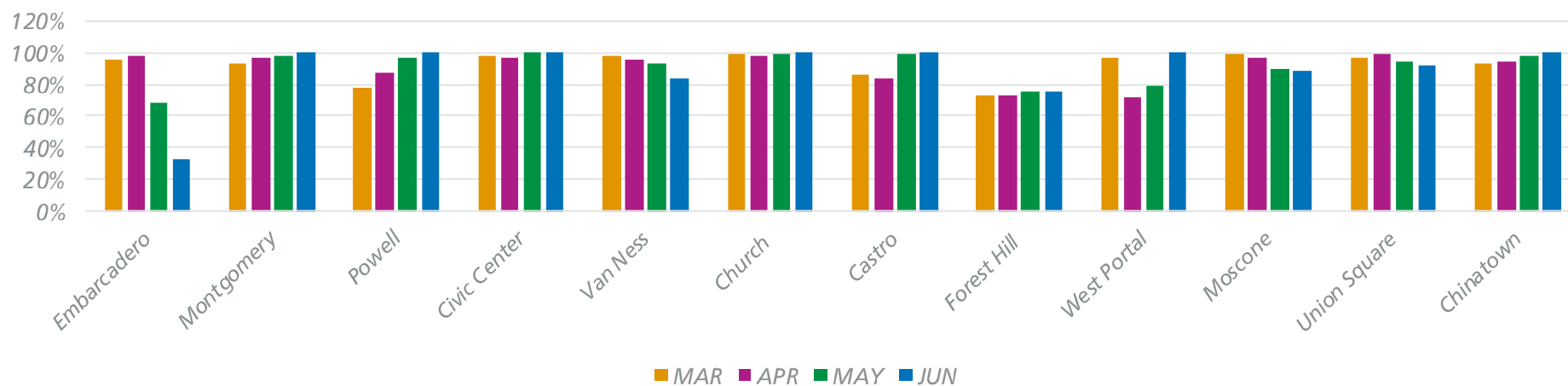
Elevator and Escalator Reliability and Station Accessibility

Elevator and Escalator Reliability

Keeping rides comfortable and accessible

- Systemwide availability has exceeded 90% over the last six months
- Reliability has improved significantly since Central Subway opening
- Enhanced oversight, monitoring and faster outage response
- Partnership with BART to provide elevator attendants at shared stations
- Accessibility remains the primary focus

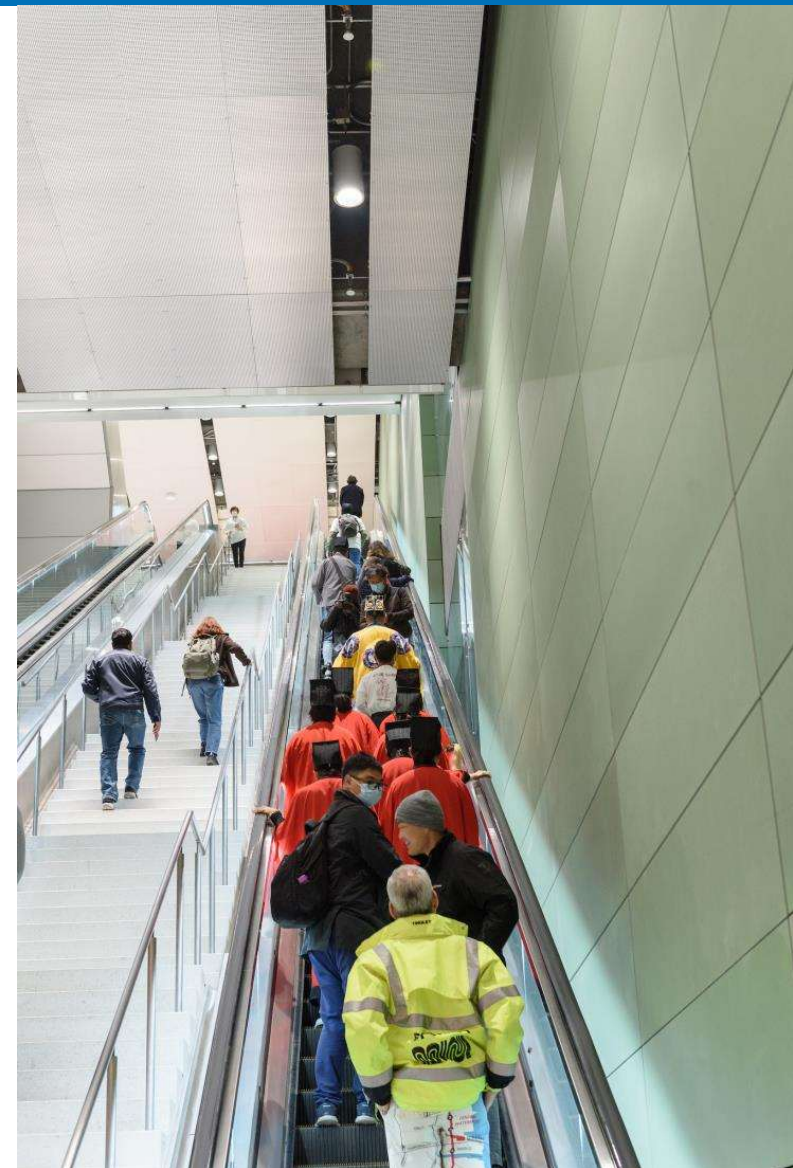
Escalator and Elevator Uptime by Station Last 4 Months



Elevator and Escalator Reliability

Challenges and responses

- Riders rely heavily on elevators and escalators for subway stations.
- Early-life reliability issues addressed in Central Subway.
 - Stronger contractor accountability and technician deployment
 - Real-time status information and rider alerts available
- Continuous investment in reliability and customer communication



Accessible Seating and Restrooms

Keeping rides comfortable and accessible

Seating

- Seating is available on every Muni Metro platform.
- Existing seating locations are designed to support customer comfort while maintaining passenger circulation and emergency egress requirements.
- SFMTA is not currently planning to expand seating beyond existing platform provisions.

Restrooms

- SFMTA does not provide public restrooms within Muni Metro stations.
- This approach reflects longstanding operational, security, maintenance and cleanliness considerations.
- Resources remain focused on maintaining safe, reliable and accessible transit facilities.

 **Accessible Stations** |  **Platform Seating Available** |  **Real-Time Service**

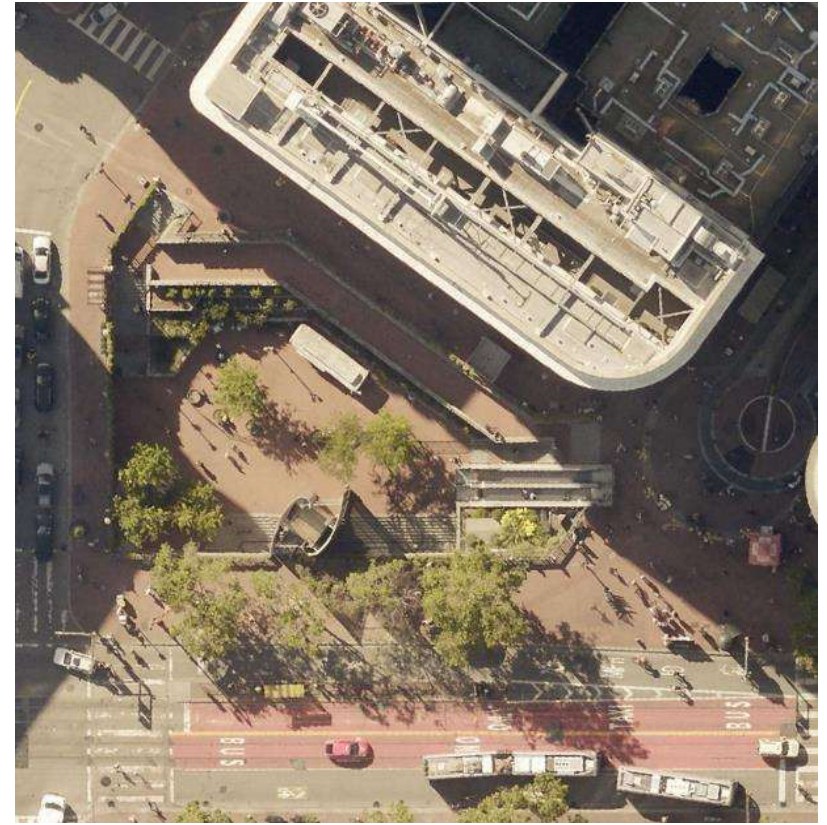
Hallidie Plaza Accessibility Improvements



Hallidie Plaza Accessibility Improvements

Supporting a safe, comfortable and vibrant Powell Station area

- Key BART/Muni station serves as a front doorstep to San Francisco
- Public Works and San Francisco Office on Disability and Accessibility (ODA) project
- 2024 Prop B Healthy, Safe and Vibrant San Francisco Bond: \$9M for design & construction
- Improvements include removal of the decommissioned elevator and construction of new accessible ramps that meet ADA standards
- Design concepts presented to community meeting at Disability Cultural Center on April 21
- Targeting construction summer 2027 - spring 2028



Thank You!

