

Commuting with Muni Sanitation

[Click Here](#) to see our video interview with SFMTA on Sanitation.

Muni service continues to return to pre-pandemic service as health and safety measures allow. Masks are strongly encouraged, and Muni vehicles continue to be cleaned and sanitized with safe, strong disinfectants, with a focus on high-touch surfaces.

SFMTA's [Transportation Recovery Plan \(TRP\)](#) is a framework for expanding transportation services and operations as demand for travel increases and public health orders are modified. It is guided by recommendations from the San Francisco Department of Public Health.

The [first and foremost objective](#) of the TRP is to protect the health and safety of SFMTA employees and passengers. SFMTA applies approved mitigation measures to agency operations and practices.

For more information, please see SFMTA's [COVID-19 Developments & Response](#) page and the [Transportation Recovery Plan dashboard](#).

Safety

[Click Here](#) to see our video interview with SFMTA on Safety.

Although [crime on Muni](#) is at a historic low, vehicles and stations are equipped with multiple cameras. Hi-resolution video recorded on cameras is deleted every ten days.

If you would like to report an incident, call 311. Report incidents as soon as possible so that SFMTA staff can retrieve and retain video surveillance information and forward it to the law enforcement as necessary.

In an emergency, call 911.

Muni also has [a number of divisions and units](#) dedicated to the safety and security of its passengers, including their [Transit Ambassadors](#). Transit Ambassadors focus on Muni routes where passenger feedback and data determine elevated crime is an issue or additional staff presence is required. SFMTA also has a new [Safety Equity Initiative](#), which aims to reduce and eventually eliminate gender-based harassment and violence.

For more information on SFMTA's safety and security regulations, please see their [Safety, Security, and Good Conduct](#) page.