

Commuting with Muni – Passenger Experience

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

SFMTA's [Muni Forward](#) program aims to make getting around San Francisco faster and more reliable, with [time savings](#) of 20% or more! Projects like the [Van Ness Improvement project](#) feature:

- Dedicated transit lanes for use by Muni and Golden Gate Transit vehicles only
- Enhanced traffic signals with *Transit Signal Priority*, which gives buses a green light as they approach an intersection
- Low-floor vehicles with all-door boarding, allowing for quick and easy passenger on- and off-boarding
- Safety enhancements like sidewalk extensions, median refuges, high visibility crosswalks and audible countdown signals
- Fully furnished boarding platforms that include shelters, seating and NextMuni prediction displays at key transfer points

The [Central Subway](#) project, opening later this year, will also conform to these standards of speed and efficiency by extending the Muni Metro T-Third Line from the Mission Bay area to the SoMa, Union Square, and Chinatown neighborhoods.

[Pet Policy](#)

Service animals are allowed on vehicles at all times at no cost. Service dogs may travel without a muzzle but must be on a leash.

Pets may not ride Muni during peak commute hours, Monday through Friday from 5 AM – 9 PM and 3PM – 7PM.

During off-peak hours, only one pet per Muni vehicle is allowed to ride, and owners must pay a fare equal to their own for their pet. Dogs must be leashed and muzzled.

Other animals must be carried in a small closed container. All pets must sit on the lap of the rider or under their seat. Animals may not occupy a seat.

[Bike Policy](#)

Bikes are allowed on board Muni vehicles (except cable cars) at all times, subject to certain conditions:

Muni buses are equipped with bike racks that can fit two or three bikes.

Muni Metro, Light Rail, Historic vehicles, and the inside of Muni buses will only allow folding bikes.

No bikes are allowed on cable cars.



Discounted Fare Programs

SFMTA continues to offer the [Free Muni for Youth](#) program, allowing all youth 18-years old and younger to ride Muni vehicles. SFMTA also offers senior, disability, and [low-income](#) discounts to eligible passengers. Please visit SFMTA's [fare](#) page for more details.

For more information on SFMTA projects, please see their [Projects](#) page.
To leave Muni related feedback, [Click Here](#).