



goMETRO WI-FI FREQUENTLY ASKED QUESTIONS APRIL 2018

What is goMetro WiFi?

goMetroWiFi is a free cellular wireless internet service being tested on 59 buses.

Which routes will have goMetro WiFi?

The 59 buses with WiFi will be randomly assigned to routes throughout the system.

Which buses will have WiFi?

Generally, all 1500 and 1600-series buses will have WiFi:

Queensgate (West side)

Buses 1526 through 1537 and 1608 through 1622

Bond Hill (East side)

Buses 1501 through 1525 and 1601 through 1607

Will Access vehicles have WiFi?

Yes, five Access vehicles will have WiFi installed as part of this test: 157 through 161

The five Access buses will also be randomly assigned to scheduled trips.

When will Metro launch this pilot program?

We anticipate launching this program in early April.

Why is WiFi only available on these buses?

This is a pilot program. After testing, we will evaluate the success of the program to see if it should be continued. These buses already have WiFi capability, so adding WiFi service is the lowest-cost way to offer this service during the testing period.

How can I find out if my bus or Access vehicle will have WiFi service?

There is no way for us to know on a daily basis which buses will be assigned to which routes, so you will just have to ride as you normally do and find out when you board your bus. The same applies to Access – we will not know which vehicles are assigned to which trips. Our plan is to assign these buses to every route throughout the testing period so all customers will have a chance to try out the service.

Can I request a bus or Access vehicle with WiFi service?

No. We are randomly assigning buses and Access vehicles every day to make sure as many people as possible get the chance to use this service.

How will I know if my bus or Access vehicle has WiFi?



Each WiFi-equipped bus and Access vehicle will have a special decal – just look for this decal when you board.

Why offer WiFi service?

Many customers have requested WiFi as a way to be more productive while commuting. We are offering it as a test on this limited basis to see whether it helps attract more riders. WiFi also offers additional security features for Metro and local law enforcement.

Who is paying for this WiFi service?

Metro is paying for the service on a limited test basis. If it's popular, we may offer it for a longer period or expand it to other buses, and we may even be able to enter into a partnership to generate additional revenue.

Can I watch movies on my commute?

No. We have limited bandwidth, so Metro is not allowing streaming video. And it is a public service, so customers will not be able to visit sites with objectionable content. Customers may check emails, interact with social media, and surf the web (including streaming audio such as Pandora, Spotify, Apple Music and others,) as long as they use headphones or earbuds. During particularly busy times, WiFi service may be slow.

How does goMetroWiFi work?

It's easy to get connected:

1. Make sure your device is wirelessly enabled
2. Search for available wireless networks
3. Select goMetroWiFi
4. Click "I Agree" with Metro's Terms and Conditions of Use
5. Access the internet to check emails, use social media or catch up on work

All Metro buses and Access vehicles equipped with WiFi service will also have these instructions posted on board.

Can my operator help me get connected?

No, Metro and Access operators must focus on serving customers and driving their vehicles.

What do I need to access the network?

Any device (laptop, tablet or mobile phone) equipped with WiFi compatibility should work.

Can I connect to my corporate VPN?

That depends on your provider's security settings. Contact your VPN administrator for more information.

How secure is goMetroWiFi?

goMetroWiFi is a public system provided using a cellular network. It is not password-protected or otherwise secured. Metro is not responsible for the security of information shared over this WiFi network; customers should refrain from using it for confidential or sensitive communications.

How long will the pilot program last?

Our expectation is that six months should give us enough data to determine its effectiveness. We will monitor use and make a final decision based on several factors, including the availability of funding.

Where can I get more information?

Send an email to routecomments@go-metro.com with your questions and comments.

You can also take a survey when you log onto the WiFi service on the bus.