

# Capital Metro Public WiFi Amenity Evaluation

# Capital Metro Customer Facilities

- Capital Metro Board adopted Service Standards and Guidelines for transit service and customer facilities in 2015 (Title VI requirement)
- Current standards include guidelines for shelters, benches, etc.
- Current standards do not yet include customer technology components
  - WiFi
  - Digital Message Signs
  - Cameras
  - Ticket Vending Machines



# Capital Metro Customer WiFi

## WiFi evaluated as a customer amenity

- WiFi currently provided:
  - Vehicles: Rail, MetroRapid, MetroExpress
  - Facilities: Rail Stations
- WiFi Limitations / Speed / Capability /Reliability
  - Less customer wait time = reduced WiFi need
- WiFi Cost of implementation for:
  - remaining vehicles / transit centers
  - ~ \$1.55 million cost of implementation
  - ~ \$906k annual ongoing expense





# Capital Metro Customer Improvements

- Capital Metro holistic review of customer amenity standards in 2022 including customer technology
- Recommendations can include a combination of customer features
  - Shelters, benches, technology, etc.
- FY 2023 Budget Planning
  - Proposed recommendations for FY 23 amenities investments





**METRO**

**THANK YOU!**