

# Port Authority

PASSENGER WI-FI AVAILABLE NOW ON MOST BUSES; WILL BE AVAILABLE  
ON ALL BUSES AND LIGHT RAIL VEHICLES BY EARLY NEXT YEAR

**FOR IMMEDIATE RELEASE** (December 16, 2019) - Passengers on more than 400 Port Authority buses have access to free Wi-Fi, effective immediately, CEO Katharine Kelleman announced today.

The remainder of the bus fleet and all of the agency's light rail vehicles will be equipped with free passenger Wi-Fi by early next year.

"We're excited to be able to make investments like this that improve our customer's comfort and riding experience," Kelleman said. "Free Wi-Fi will better connect passengers who are on-the-go and start to bring our system into the future."

Free passenger Wi-Fi was included as part of a necessary upgrade of previously existing modems that were used to broadcast vehicle location and other communications information. The upgrade cost the Authority \$2.4 million up front and about \$400,000 a year.

The signal is about as fast as 4G LTE, allowing customers to surf the web and check email, but probably not fast enough for large downloads or high definition video streaming.

Making Wi-Fi available to riders could prove especially valuable for individuals in underserved communities, said Port Authority's Chief Information Officer Jeffrey Devlin.

"Free Wi-Fi, much like public transit, can open up a world of opportunity," Devlin said.

Free Wi-Fi is the Authority's latest investment in technology aimed at enhancing the customer experience. Earlier this year, the Authority added 59 new buses equipped with USB ports to allow customers to charge their mobile devices.

Next year, Port Authority will be rolling out a mobile payment application that will allow customers to pay their fare with their smartphones. Port Authority also is working with the nation's top cellular service providers to offer mobile connectivity in the underground portions of the light rail system where reception is currently poor or not available.

To log on to the Wi-Fi network, riders can simply select "PAAC WIFI." No password is necessary, but customers will need to accept the Terms and Conditions of Use. There is no limit on time usage.

In the near future, vehicles equipped with Wi-Fi will be identified by a sticker located near the front doors of each vehicle.

**Helpful Tips:**

- If you're unable to see the "PAAC WIFI" network, make sure your device is Wi-Fi-enabled and Wi-Fi is turned on.
- Please be courteous and avoid downloading large files.
- If you're watching video or listening to audio, please use earbuds or headphones and be considerate of your fellow riders.

**Connection Issues:**

- Port Authority's Wi-Fi service is based on cellular technology and signal strength fluctuates throughout the service area. Service may drop in the same areas where you lose cell phone service.
- Bandwidth is limited and shared among all riders.

Customers with questions or comments can call Customer Service at 412-442-2000 6 a.m. to 7 p.m. weekdays, 8 a.m. to 4:30 p.m. on weekends and holidays or reach us online at [PortAuthority.org](http://PortAuthority.org).

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