



Los Angeles County
Metropolitan Transportation Authority

Metro News

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FOR IMMEDIATE RELEASE

Cell Phone Service for Sprint Customers Now Available in Metro Subway Stations and Tunnels along the Red/Purple Lines

The Los Angeles County Metropolitan Transportation Authority (Metro), in partnership with InSite Wireless Group and Sprint now provides underground cell phone service for Sprint customers on the Metro Red/Purple Lines between Union Station and 7th Street/Metro Center Station in downtown Los Angeles.

“We are excited that more and more cell phone providers are coming on board to offer their services to our riders using the Metro subway system,” said Metro Board Chair John Fasana. “This is another technological enhancement for our Metro Red and Purple Line riders who can stay connected while traveling underground.”

Metro and InSite Wireless Group, the firm under contract to provide the needed equipment for the service, announced in April the launch of Verizon cell phone service to subway customers. In addition to both Verizon and Sprint, T-Mobile will soon be able to provide service and negotiations are ongoing with AT&T.

“The availability of cell phone service will be expanded throughout our subway system in the months ahead as we strive to enhance the customer experience,” said Metro CEO Phillip A. Washington.

In addition to regular cellular service, Sprint customers with 4G LTE devices now have access to HD Voice and data services. Emergency 911 calls can also be made. In the event of an emergency, riders are reminded to first contact the train operator via the emergency intercom system located on board trains and on station platforms. Riders also can use the text feature on the Transit Watch app on their smartphones to report issues directly to the Los Angeles County Sheriff's Department.

The cell phone service is accessible throughout the busy 7th Street/Metro Center Station, including the platforms for Blue Line and Expo Line trains.

In the next phase of the program, cell phone service will be provided on the Purple Line between 7th Street/Metro Center Station and Wilshire/Western. The service is expected to be up and running by fall 2016.

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Subsequent phases of the program will then expand the service on the Red Line from Wilshire/Vermont Station to the North Hollywood Station in the San Fernando Valley. Service will also be provided on Metro Gold Line underground stations in Pasadena and in East Los Angeles. Those expansions should be completed in 2017.

About Metro

The Los Angeles County Metropolitan Transportation Authority (Metro) is unique among the nation's transportation agencies. Created in 1993, Metro is a multimodal transportation agency that transports about 1.4 million passengers daily on a fleet of 2,200 clean air buses and six rail lines. The agency also oversees bus, rail, highway and other mobility-related building projects and leads transportation planning and programming for Los Angeles County. Through its oversight of one of the largest public works programs in America, Metro is changing the urban landscape of one of the country's largest, most populous counties.

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