



## Frequently Asked Questions about City of Fort Worth public Wi-Fi

### What's the purpose?

The city recognizes the importance of home internet access in our daily lives and is making a long-term commitment to improving access citywide. An estimated 60,000 Fort Worth residents lack home internet access, making it difficult to attend online classes, apply for jobs or tap into other social service resources.

### Who pays for it?

The city has designated \$5 million in federal CARES Act funds for this project. The Coronavirus Aid, Relief and Economic Security (CARES) Act was passed in March 2020 to provide a variety of assistance to those affected by the coronavirus.

### How does city public Wi-Fi work?

Crews install equipment on utility poles near city facilities that offer public Wi-Fi. Using radio technology, the equipment relays the city's wireless signal so that it reaches into the neighborhood. Anyone with a Wi-Fi-enabled device, such as a smart phone or laptop, can use the signal to access the internet.

- Crews install equipment on existing utility poles.
- Workers include city and non-city contractors.
- Installation and testing began in November 2020 and will take several weeks to complete.
- At no time will workers request access to homes.
- Wi-Fi access could be available as soon as January 2021.

### What areas will be served?

The project will provide free public Wi-Fi access to five low- to moderate-income neighborhoods, including: Ash Crescent, Como, North Side, Rosemont and Stop Six.

### How were the areas chosen? Why not my neighborhood?

The city identified the areas through its Neighborhood Improvement Program, which relies on data such as household income, poverty and crime rates to concentrate improvements where they're needed most. All five neighborhoods also have low internet subscription rates. Home internet subscription rate is now included as a metric of the Neighborhood Improvement Program and will be considered in selection of neighborhoods for future public investment.

### Will city public Wi-Fi be added in my neighborhood later?

The city would like to improve Wi-Fi access throughout Fort Worth. However, public Wi-Fi expansion to additional neighborhoods is not planned at this time. When considering expansion, the city will use the data described in the previous question to determine where public Wi-Fi is needed most.

### How do I use city public Wi-Fi?

- Turn on the Wi-Fi setting on your Wi-Fi-enabled device (smart phone, laptop, tablet, etc.)
- Select "CFW NEIGHBORHOOD" as your Wi-Fi network.
- Agree to the terms of usage.
- The city will not collect information or in any way track use of the city signal.

### Will city Wi-Fi be available 24 hours a day, seven days a week? Always on?

City public Wi-Fi should be available MOST of the time. However, the system will be down occasionally for planned maintenance.

continued



### **What do I do if city public Wi-Fi is not working?**

First, troubleshoot your device settings:

- Is the Wi-Fi setting turned on?
- Have you selected CFW NEIGHBORHOOD as your network?

If you still cannot access city Wi-Fi, call 817-392-1234. Describe the problem and your location. A service request will be made, and you'll be given a tracking number to follow progress on the request.

### **How does free city public Wi-Fi compare to a paid internet service?**

- City Wi-Fi won't be as reliable as purchased internet service, but should allow home access to online classes and job applications, for example.
- The city Wi-Fi signal will be filtered, meaning some streaming, gaming or other sites would be blocked.
- Because the system uses radio technology to relay a signal to the neighborhood-- as opposed to equipment placed in or on your home-- atmospheric conditions, trees and power lines could affect the signal at your home.
- The city will not collect information or in any way track use of the city signal.

### **Is the city public Wi-Fi signal permanent?**

It's intended to be available as long as data supports the need for it and funding is available.

### **How can I get more information or report an outage?**

Call 817-392-1234.