



NM Rail Runner Express Rolls out New Public WiFi System

After several weeks of testing the new system, Rio Metro “goes live” with new Wi-Fi on Train

(Albuquerque, NM – December 5, 2023) – Passengers aboard the New Mexico Rail Runner Express can now enjoy a new and improved – and free! - Wi-Fi system on the train.

“We just finished several weeks of testing out the new Wi-Fi system on the train, and it’s getting really good reviews from passengers”, said Robert Gonzales, Director of Operations, Rio Metro Regional Transit District.

The Rail Runner is now using a system called Starlink which utilizes satellites to deliver broadband internet, rather than radio and cell towers which often produced spotty service along the train’s 100-mile corridor from Belen to Santa Fe.

“The train travels through very rural areas to very populated areas – with a lot of vacant spaces in between”, said Dewey V. Cave, Executive Director, Rio Metro Regional Transit District. “Often times, that proved to be a problem with connectivity on the train, but this new system appears to be a lot more seamless when it comes to getting a continuous signal.”

The new system took the better part of the past year or so to develop and test. Rio Metro Staff has been handing out customer surveys on the train to gather feedback from passengers on the new system.

Rio Metro Customer Service representatives are available at 866-795-RAIL (7245) from 5 a.m. to 10:30 p.m. Monday through Friday, 7:30 a.m. to 11:30 p.m. on Saturdays, and 7:00 a.m. to 10:00 p.m. on Sundays.

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