
Key Points from Lewisboro Wireless Infrastructure Survey

467 responses

- first response 7/28/21 (testing)
- open to public 8/11/21
- last survey filled out 9/7/21

Key Summary Points

- Respondents were overwhelmingly Lewisboro residents
- Verizon beats out AT&T nearly 2:1 with Sprint/T-Mobile and others far behind.
- Average number of household wireless devices was 5
- Cell service is severely lacking for 1/3 of town residents and only adequate for another 1/3
- Only ¼ of respondents rated cell service driving around town as acceptable or higher.
- 98% of residents consider high quality cell service as essential.
- 61% of respondents rated cell service quality higher than aesthetics (2%) or Good Connectivity with minimal visual impact (35%).
- 52% of respondents want taller towers with fewer locations rather than smaller towers with larger numbers of them (29%) with 19% saying it doesn't matter to them.
- 77% of respondents favored using town-owned or school-owned property to house cell towers.

Survey results

Question 1: Answering questions on behalf of self (50%) or household (50%).

Question 2: Describe yourself

62% (288) - I live and work in Town year-round
32% (150) - I live in Town but work outside the Town
4% (17) - I live and work in Town seasonally
2% (9) - I live outside Town but work in the Town

Question 3: I use personal wireless services for

94% (447) - Personal and recreational/leisure
72% (339) - Employment related purposes
37% (174) - Personal purposes and one for work
50% (236) - Educational learning
48% (227) - Telehealth
10% (50) - Medical devices
48% (227) - Smart devices such as home security
<1% (1) - I do not own a wireless phone at all

Question 4: Please identify the area where you live by one of the following: Address, Zip Code, Hamlet, Use Area, Lake District, General Area

Responses came from all over town.

Question 5: Where do you work in town

Responses came from all over town.

Question 6: Wireless Service Provider

66% (312) – Verizon

30% (140) – AT&T

11% (52) – T-Mobile/Sprint

Various other Mobile virtual network operators (MVNOs) that use one of the three networks

Question 7: How many wireless devices are used in your household?

The question answer format was not restricted to numbers so the data is spotty. Most households seem to fall in the 2-10 device range. Someone claimed 200 devices(!) possibly a typo.

Question 8: Do you have a network extender (booster) to enhance your wireless service from your provider?

59% (276) – No

41% (194) – Yes

Question 9: Wireless network coverage where I reside is

7% (31) - Excellent (5 bars indoors and service never drops)

36% (168) - Acceptable (3 bars indoors)

35% (166) - Poor (1 bar indoors)

22% (102) - Inconsistent

Question 10: Wireless Network coverage where I work is

12% (54) - Excellent (5 bars indoors and service never drops)

22% (102) - Acceptable (3 bars indoors)

22% (100) - Poor (1 bar indoors)

13% (57) – Inconsistent

31% (141) – not answered

Question 11: When I travel in and around the Town my network coverage is

2% (9) - Excellent (5 bars indoors and service never drops)

24% (113) - Acceptable (3 bars indoors)

31% (144) - Poor (1 bar indoors)

42% (200) – Inconsistent

1% (5) – not answered

Question 12: I would rely more on my mobile device(s) if the network service was better

66% (312) - Agree Entirely

22% (104) - Agree Some

12% (55) – Less than agree entirely or agree some

Question 13: The quality of wireless service is important to me

88% (415) - Agree Entirely

10% (46) - Agree Some

2% (10) – Less than agree entirely or agree some

Question 14: Are there specific areas of Town where your service is poor? If yes, please explain below

Pretty much every area of Lewisboro is mentioned in the comments. Here is a sample of the most frequently mentioned: Twin Lakes area, Truesdale Lake area, Onatru Farm/Elmwood Road area, Goldens Bridge Fire dept area, West area of Michelle Estates, Upper Mead Street/Chapel Road, Route 138 / 121 intersection, Most of 138, Todd Road, Lake Katonah, Brundige Drive, Route 121 North of John Jay Campus.

*(**NOTE: A full list of all answers to Question 14 is closer to the bottom of this summary.**)*

Question 15: What is most important to you

61% (289) - Excellent Connectivity

2% (9) - Aesthetics

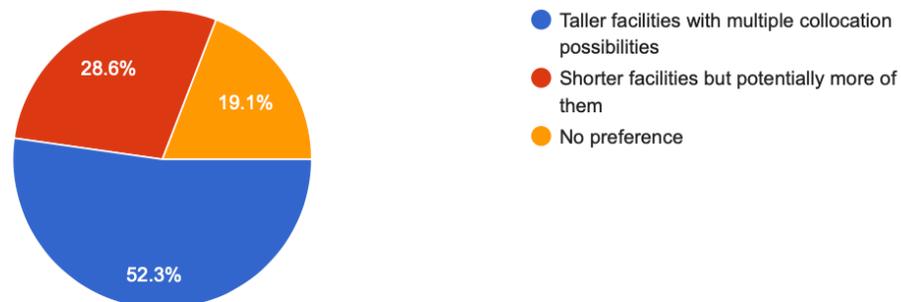
35% (168) - Good connectivity and minimal visual impact

2% (11) - Willing to tolerate worse service for less infrastructure

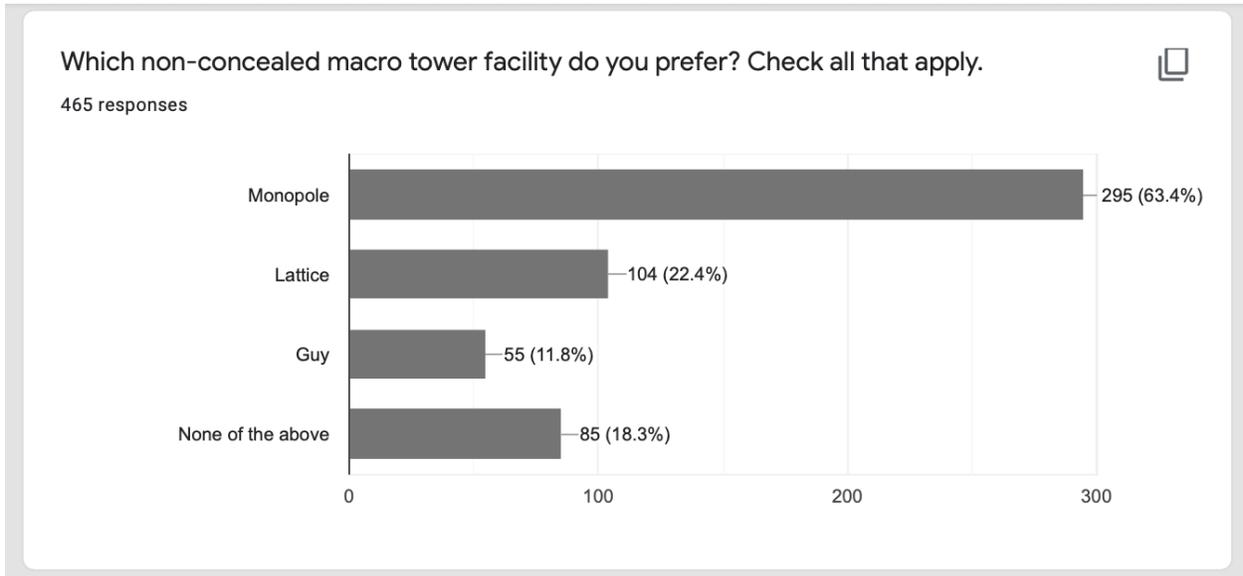
Question 16:

Taller traditional macro towers remain the backbone of the wireless network. Taller towers allow for more collocations but are more visible in the landscape. Building shorter tower are less visible in the landscape but limit collocations so more towers are required. Please choose which you prefer.

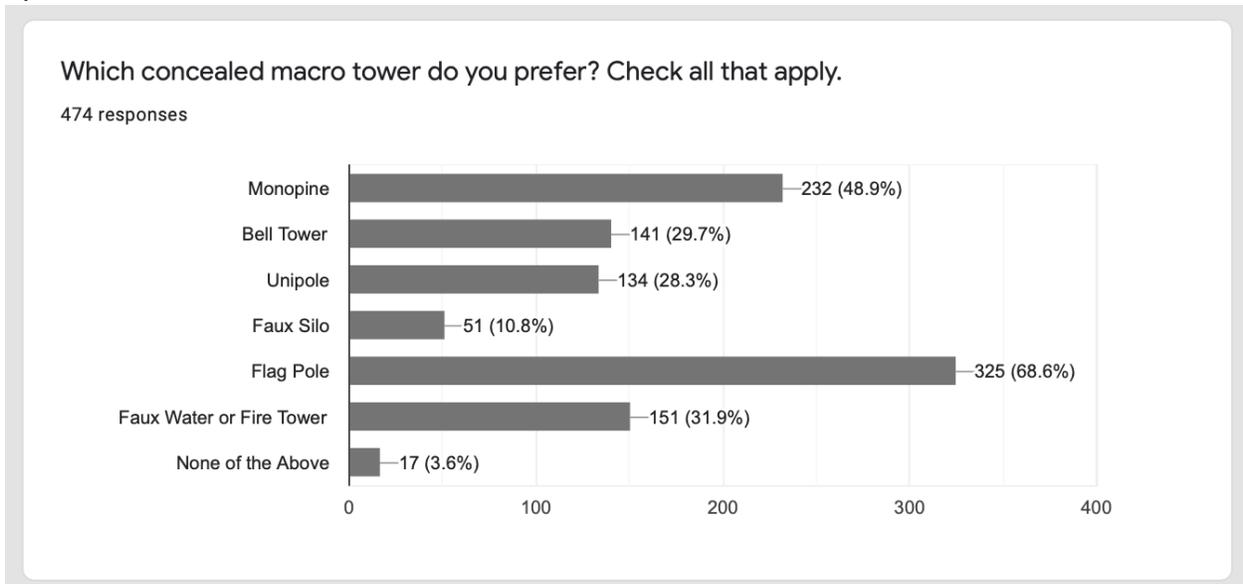
465 responses



Question 17:



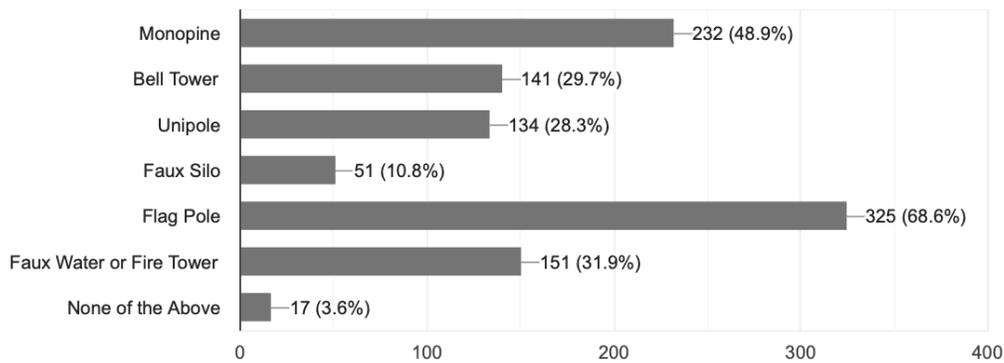
Question 18:



Question 19:

Which concealed macro tower do you prefer? Check all that apply.

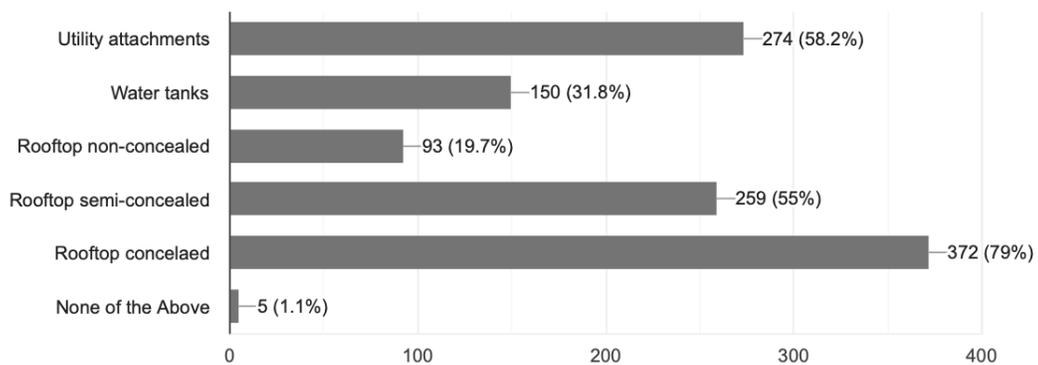
474 responses



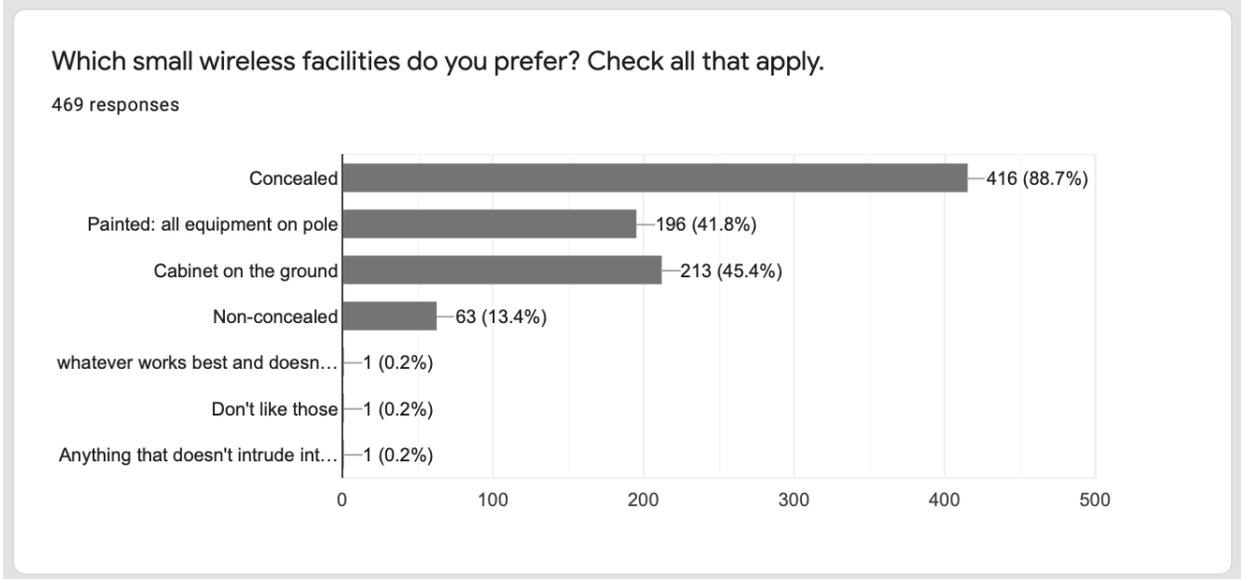
Question 20:

A "base station" is any existing structure other than a tower that can accommodate wireless antennas. Examples include rooftops, water tanks, stadium lights, electrical utility poles. Which macro base station do you prefer? Check all that apply.

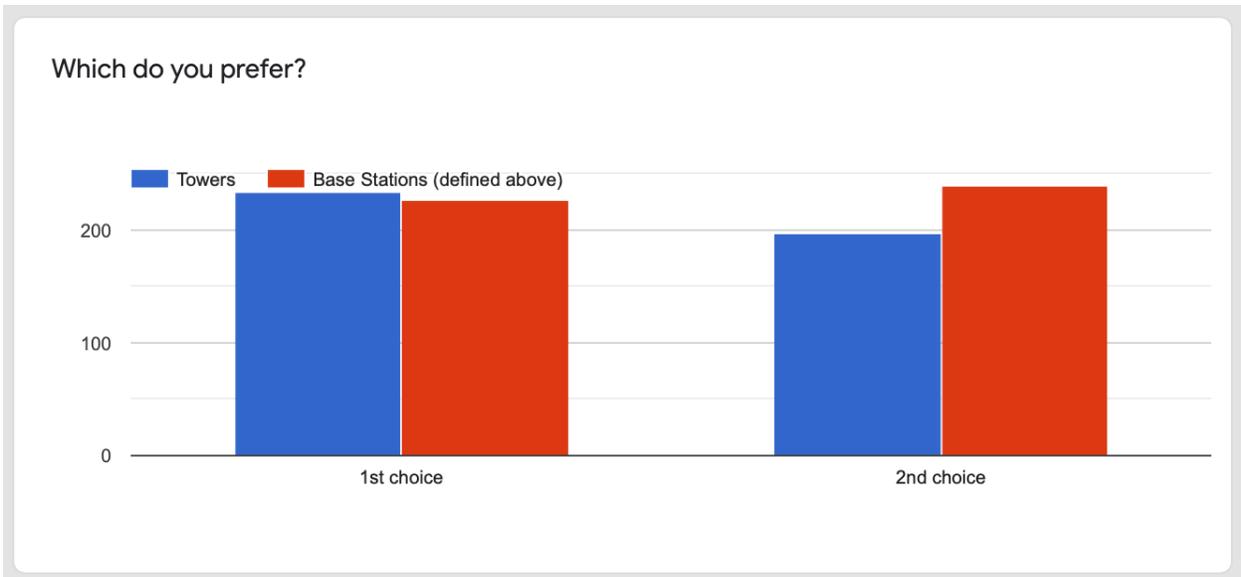
471 responses



Question 21:



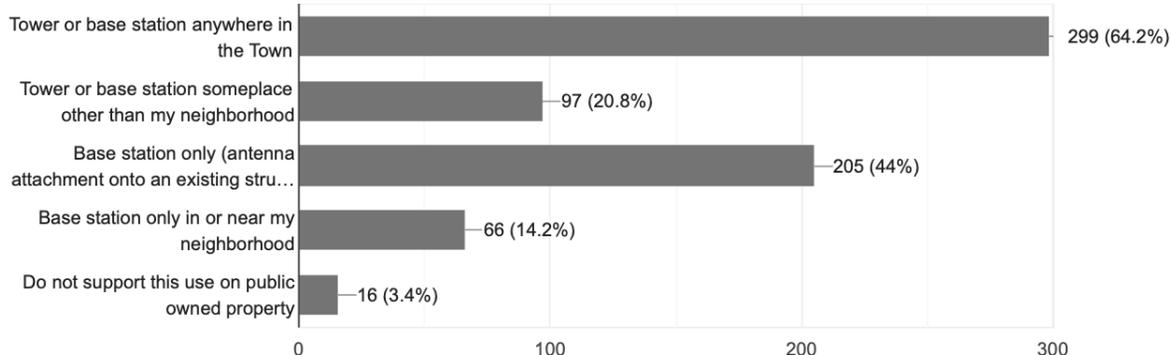
Question 22:



Question 23:

Town owned, school board or quasi public property (fire, ambulance core etc.) could be used to fill in wireless network coverage and capacity gaps in certain areas. Please check all that you would support.

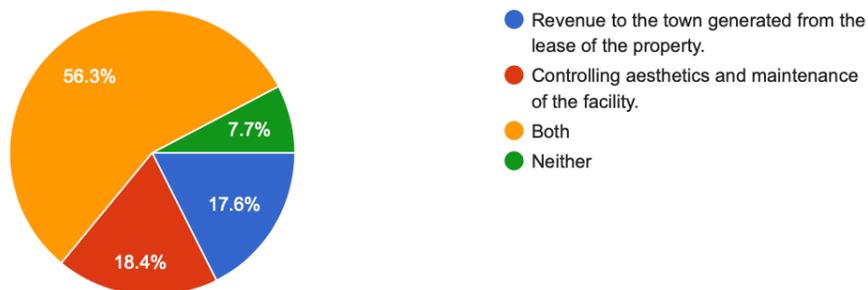
466 responses



Question 24:

If you support using Town owned, school board or quasi public property (fire, ambulance core etc.) property please choose which is more important to you.

467 responses



Below are two questions (Question 14 and Question 25) with open ended answers that respondents filled out answers of varying length. There are some common themes. Read below for the unedited results from each question on the survey.

Question 25: Comments or suggestions

Readdress Goldens Bridge area. This study does not acknowledge that there is basically no service in most of the area between Increase Miller and 684. I need to have a network extender in my house and have no cell phone service past my driveway. Network extenders are dependent on internet service and are unacceptable in an area like GB that has regular power outages.

I support use of salt dome site for a tower. I support use of poles with tree branches even if they look fake.

If cellphone coverage were improved to 5G, it would provide an alternative to cable TV service in Lewisboro.

Thank you for this survey. Images are nice but local images would be more relatable/practical

We're so glad you're working on this issue. I can't drive from one part of town to another without losing a call at least 2-4 times. I use cellular service, Google Maps, etc. for work all the time. I'm also concerned if we had an emergency, if we don't have reception we couldn't get help. This is a VERY important issue for us. Thank you for considering it.

We desperately need better cell coverage in the Town of Lewisboro. There are too many power outages that disrupt wireless service and we need strong cellular signals so that people can keep working and communicating when that happens. This is vital in this day and age.

the bigger issue is the lack of compelling home internet. we should consider town owned or sponsored wireless basestations to make a ring mesh network. we could probably use the fiber backbone of the KLSD school district as a backbone.

When we lose power(which is often) we can't even report an outage. The town has ample space to get this done.

I work for a Westchester County Law Enforcement agency and volunteer in one of our local Fire Depts.

Fast, reliable, and widespread cellular communication is crucial for the safety of everyone who lives in our town; from the homeowner to the shopkeeper to the police/fire/EMS worker.

I understand the question of aesthetics, but at no point can "it's ugly" really outweigh the benefits of reliable cell service. My household had to switch to Verizon because it was the only carrier that worked in our area, I'd love to see more carriers be supported by our towers.

It's too late for us but maybe not for others who can't afford the switch to a more expensive carrier.

More towers, base stations, and access to coverage should help everyone sleep a little easier at night knowing that no matter what happens they can reach their friends and loved ones.

This is the 2nd highest taxed county in the state, maybe the country. We should have excellent mobile coverage. It is outrageous that calls drop every time we drive east-west in this area. Route 35 should have uninterrupted cell coverage for convenience and safety reasons. Lewisboro is not the boondocks. Put up some towers to allow complete cellular communication in the entire area.

We desperately need better service. The fact that we can't get Fiber internet, nor have a choice of providers, means the only other real option would be wireless service - It's 2021 and people are working/learning/living at home far more. This is a need, not a want.

Not having adequate connectivity in the area is incredibly dangerous in case of emergencies. If ambulance, fire, police need to be called and there's no cell phone coverage, people's lives are placed at risk. It is unconscionable that, in 2021, in an affluent community, intermittent or no cell wireless coverage exists.

Poor connectivity is very frustrating especially drop outs when you're in the middle of reading something

Good luck handling the NIMBY syndrome ! Someone, preferable those in commercially zoned areas or near major highways, needs to sacrifice aesthetics for the benefit of everyone else.

My family is desperate for a solution to our wireless connectivity difficulties. It is impossible to make a phone call from our home using wireless service. This, combined with frequent Optimum outages, is the biggest negative aspect about living in Lewisboro. In this new era of working and learning from home, lack of access to wireless coverage should not be permitted by any town. The potential negative visual impact of towers or base stations does not outweigh the negative impact that comes from not being able to use wireless service to complete work and learning responsibilities from home. I very sincerely hope that CityScape and the Town of Lewisboro can provide a solution this issue as quickly as possible.

Due to the unstable service provided by Optimum, wireless connectivity is an essential option that needs significant deployment in our community.

Our town needs better service for health/safety, work and school purposes. Aesthetics take a back seat in my opinion.

It is unacceptable to not have contiguous, consistent wireless service throughout the entire Town of Lewisboro and it needs to be fixed by whatever means possible.

Better wireless service is very necessary and has to be improved as soon as possible.

We need strong, reliable and consistent internet connections NOW!

Thank you for looking into this!

Thank you for your work on this important project!

With our reliance on wireless devices nowadays, it is imperative we ensure everyone in town has good, basic service for emergencies or for remote learning.

Whatever is determined NO INCREASE IN TAXES. PERIOD.

Surveys force generalizations because they must but the specifics of each situation may well change one's mind. In practice each decision requires an analysis based on relative aesthetic destruction versus the number and importance of the buildings which would benefit.

I have Metro PCS (uses T mobile network). Service was excellent until recently. Now it stinks! Ranges from mediocre to non existent.

The connectivity and infrastructure in our neighborhood is absolutely terrible and we would very much like it to be improved as it is critical for personal and professional lives of many in our neighborhood including myself and my family

I have tried repeatedly to get Verizon to put a booster near me to support my wife's medical alert devices but they have been totally unresponsive.

Existing electric poles aren't pretty, but everyone likes having power. The same logic should apply to wireless communications too, since today it is as important as electric service.

100% supportive of additional wireless capacity however it's created. I have no problem with a tower near my home. I have land on cove road that I can lease for a cell tower should facilities be needed in that area.

We have had a microcell for years to make up for lack of cell service. AT&T is doing away with that technology in Feb. 2022. We will the have to rely on WIFI calling - which has a much shorter range. So, actually getting cellular coverage at our home would be a welcome change - subject to reasonable aesthetics and zoning constraints in this beautiful area. We can do both!

Thank you for your work on this important project!

improving cell service so all residents have reliable reception is priority for our family.

N/a

We still have no wireless internet in our house. We rely on wifi to make cell phone calls and all internet related services. If power goes out we have absolutely no connection with the outside world.

None

What is this obsession with total coverage?. If you're driving on the road you'll get to a spot that will have cell service within five minutes.

Thank you for your efforts to improve communications in Lewisboro. Now, if only you could do something about Cablevision :-)

ALL RESIDENTS SHOULD BE GIVEN ALL SAFETY REGULATIONS PERFORMED ON THIS TECH. IT IS KNOWN THAT VARIOUS CANCERS VIA HIGH RADIATION LEVELS ARE A RESULT OF 5G TECHNOLOGY. PLEASE DO THE RESEARCH ON 5G AND OTHER OPTIONS BEFORE ROLLING THESE TOWERS OUT. OUR LIVES DEPEND ON IT.

While wireless is important, we must do something about the Optimum monopoly. Their service are rates are horrendous!

We should research and then use the LATEST TECHNOLOGY for providing better internet connectivity across our town. Perhaps there are other options than those listed here.

We need good 5G towers asap. Thanks!!

part of my property is in Lewisboro

The use of a tower or base station, equipment location and concealed vs non-concealed must be evaluated based on the specific location.

Pursue a small tower at Mt. Lakes Park which would provide coverage for a large area.

I don't approve of people using cell phones while driving, don't make it easier for drivers to use cell phones while driving.

?Tower/base stations options really should be site dependent. Electrical Engineer (communications, retired) interested in getting involved.

1. To maximize value to current residents and resale value of homes in the town, I recommend that the town board prioritizes universal coverage throughout the town, that is, a minimum of 2-3 bars (AND reliable, fast data service), with a choice of several major carriers, throughout town - while reducing visual impact.

2. Given the total budgets of the school district and the town (we pay both taxes), the town

should not make decisions on the basis of a few \$K or \$10K of cost recovery for the use of town property.

We also need additional internet providers in town. Optimum has a monopoly in our hamlet.

Please let the wireless companies improve service

I would prefer any wireless facilities to blend in. I really really really dislike seeing the towers.

If they are concealed poles put them up all over town!! Get better coverage for those that need it!!

The town has to figure out how to make it easier from a permitting point of view for service providers to build infrastructure in our town. We need to have sensible rules and timely responses to their needs

Improved cell service would greatly improve the quality of life in Lewisboro.

We need better service, without dead areas, in our towns.

Service can be aesthetic and functional if done intelligently

none

Cell service in Goldens Bridge is pathetic and needs to be addressed ASAP. I need to have a network extender in my house and have no cell phone service once I leave my driveway until I reach 684. Cell phone service is particularly important in this area as we have so many power outages and frequently are dependent on just cell phone service to communicate.

With more of us WFH than ever, we need better access

We need to get better internet. With more people working from home, it is impossible to work with terrible cell service. Also, it is becoming a safety issue with having kids that are at different schools and more mobile. Sometimes public safety must outweigh people's want for aesthetics.

The service is terrible as I drive around town. I often worry what would happen if I got in an accident in a dead zone. Or if my child was in a dead zone, and could not contact me. I'm all for towers or whatever is needed to make service better and therefore keep residents safe.

We are connected to internet only via Verizon Jet Pack. Must use library for faster internet.

PUT THE POWER ETC LINES, UNDERGROUND! BRING THE TOWN INTO THE 21ST CENTURY!!!

It would be helpful to know how much better service would be. Speeds?

Please make sure plan fits our need for coverage and capacity, not carrier need for filling out highway maps were tower companies need to sell their own technology

improvements to wireless service are crucial to insure the safety of the individuals living in the Lewisboro community

The South Salem Fire House is a far better option than the 'salt dome' as it is higher ground and has less visual impact. The two are close enough together that it should not make much coverage difference. The notion of getting some nominal rental revenue from a tower by the salt dome is not worth the loss of the bucolic view, especially as the service is already plenty adequate..

please clean up the eyesore that is the highway garage

This debate has been going on for a long time. As a town we continue to discuss it but our cell coverage is beyond poor. We need to come up with a plan that will allow us to catch up to other towns.

It is a safety issue to not have cell service

Question v. answer not always a good match

Concerned that 1st responders do not have good service.

IS IT POSSIBLE TO COVER OR CHANGE EXISTING STRUCTURES WITH SOME OF THE OPTIONS ABOVE? THERE IS A CELL TOWER VERY VISIBLE WHEN YOU DRIVE DOWN OUR STREET (COMANCHE CT) AND IT IS AN EYE SORE.

Glad to be having this discussion--we need an upgrade in this area.

I ABSOLUTELY do NOT want to have ANY type of cellular structure visible from ANY persons home or vantage point from around or in lake Truesdale. No exceptions!

It's about time!

More info on the base station coverage. Would you need them every block, mile etc.

Just get the wireless service already! 20 years of debate and nothing is better.

None

You also should deal with the broadband issue

Thanks AAB! Can you reel Ryan Reynolds into your committee and get Mint for everyone in town?!???

Internet service is extremely unreliable. Service goes out constantly for no reason. Problematic if working from home.

If you must put up a tall structure make it as invisible to the sky as possible (unipole). Don't sacrifice the aesthetics of the historic hamlet of South Salem with an ugly monopole. It will dominate the viewscape.

I am concerned also with minimizing radiation exposure to residents and schools. High power towers should be far from residents and schools. Base stations might be lower power but closer to people and thereby increase the radiation exposure to people. You did not mention this aspect of the cell tower plan, but I urge you to consider it as well. Radiation exposure is much more important to me than aesthetics and also more important than coverage. High radiation in areas that are not frequently habited by people, such as road ways or shopping centers (except for the workers), is better than high radiation in residential areas and schools.

It's about time someone looks into fixing our poor cell service. It's an embarrassment.

Clearly, no home owner wants the tower in their backyard or ruining their views. NIMBY. But, in favor of better service & safety, you gotta do what you gotta do.

No more towers. We do not need any more.

Fire houses or ambulance buildings would be acceptable for use. Keep it out of neighborhoods, schools and cemeteries!

Please consider power backup for connectivity during weather emergencies

Most important is getting cell phone service at JJMS and JJHS. If there was a serious emergency, like a shooter in the building, students can't even call 911 or call their parents or tell our part time police department where they are located in the building. These kids can't even call to say good bye to their parents. This is an unbelievably horrific risk and it seems our Town is just hoping that "things like that don't happen here." Everyone knows that getting help by cellphone is impossible, and maybe this makes our schools more at risk and a better target. Voiced my concerns many times to the Katonah Lewisboro School district and got nowhere with their 3rd party "security" monitoring company. Very relieved that my kids got through the school system here, but very concerned about those that are there everyday. Our Town is way back in the dark ages with cell phone service. We need our phones for work and personal, there should be no place in Town where there is no service. We're living in a false sense of security in our little Hamlet, with a police department that you can't call (leave a message) and rely mostly on State police that on a good day will take 1/2 hour to get to your emergency. I'm surprised we don't have to climb a pole to make a phone call like in Green Acres. We pay a LOT of taxes

here and basically get zero services. The Town has been promising better cell phone service for about 20 years. I seriously doubt that any improvements will ever be made.

Please improve wireless services !!

I would really be so pleased and grateful if the tall cell tower, currently existing at Vista, located next to our fire station, were to be well disguised! Preferably, as a majestic pine tree or an oak. I can clearly see the cell tower, in the not too far distance, in a directly straight view, from my terrace and some of my windows, at my Oakridge Condo home. It is an ugly eyesore, tacky, and will bring down property value! I am always upset when I see the tower from my condo home. I always feel embarrassed when I show visitors the view from my terrace, in which the ugly cell tower prominently figures!!! If the cell tower would be disguised well and prettily, then the view would become transformed into a genuinely fine and even attractive one! In addition, the excellent cell service/internet would be a true asset to property value, work, and lifestyle enjoyment. Aesthetics really do matter!!! Please, disguise the Vista cell tower and any other towers/bases currently existing or to be constructed in Lewisboro! Please have all towers upgraded to 5G. Excellent, trusty services, are imperative. However, please use disguises for aesthetics! Thank you.

This survey applies to wireless telephony, what about wireless internet?

Answered tower preference solely on aesthetics without knowing technological benefits or drawbacks of each style beyond what is provided for towers vs. base stations. There were no financial related questions in this survey which is concerning. If the benefit of wireless service to residents is going to result in raised rates or invisible or unknown use of funds collected by the town I would prefer to reassess my response.

Aside from wireless, PLEASE also looking into bringing in more internet provider. Optimum is probably the worst internet company in the history of bad internet companies and it has a monopoly! Unacceptable! Please help!

Having only one internet provider is also part of the issue for my house- as Optimum is terrible service and even worse customer service. Since the booster for the cell and my "land line" phone both have to run through my internet, when that goes out or when electricity goes out (both happen frequently) we are left with absolutely no form of communication for work, family, news, or weather alerts. Having a reliable cell signal would be a very big improvement for our whole neighborhood.

SERVICE HAS IMPROVED OVER THE YEARS BUT THANKFUL FOR CELL PHONE SERVICE THROUGH INTERNET

Our town has maintained it's unique character for a long time. I appreciate that you are carefully looking at this important need and the aesthetics of these tech additions to town. The best we can conceal them, the better is our families thoughts. We are thankful for living in a

beautiful place and love our town. Also, the way things change who knows what will be the precedent in 5 years... best to proceed with consideration and caution. Many thanks

We do not have service deficits at home or when traveling through town. If there are areas of town with service deficits, the plan should focus on those areas only.

No comment

Thanks for asking. I hope we can get both coverage and capacity.

Life safety over aesthetics! I worry when my child is not at home and can't be reached.

This is very much overdue. Reliable connectivity is essential for a myriad of reasons.

We need to improve service and manage aesthetics as well.

Cell tower in mountain lakes, near Todd road and 121, or on top of church tavern road

We should be more concerned about keeping our towns attractive rather than letting the cell companies save money by erecting the cheaper, more intrusive towers.

There is a parcel of town owned property On a peninsula in the Muscotee reservoir That is south of exit 6A Just about opposite utility building along the train tracks. A tower there would impact nobody in town, from a visual perspective.

Are towers allowed on VOR property? If so would this committee consider pushing for a tower at the top of a Waccabuc River Road where the VOR is/was?

As a longtime resident of this town, I have felt that the aesthetics and bucolic nature of the area are important core elements of the town. With increasing urbanization and development in surrounding areas, preserving the rural image of the town is crucial to the enjoyment of the area and the preservation of the property values in this town. The installation of prominent visible cellular infrastructure, particularly at the entrance to our town, is antithetical to these qualities which are an important reason most long-term and newly arrived residents value this area. As such I would strongly urge that these core values of this unique and cherished area be preserved and not threatened by the prospect of short-term advances in technology whose future value is speculative.

We have only cable service. They are charging us A LOT.

Let's try to keep this area beautiful

My Verizon service is excellent. My Optimum wireless service is abominable.

Focus on Optimum. That service is HORRENDOUS and they have a complete monopoly! Stop wasting time on mobile service, and fix our wifi issues at home!

Each potential site for a tower or base station needs to be evaluated independently. Difficult balancing act to get wireless coverage without too much unsightly equipment around town.

Ambulance CORPS not CORE!

HELP

A study needs to be completed to determine which service providers are lacking in each part of town and a plan needs to be developed to address the issues. Hopefully enough residents/business owners respond to this survey. Thank you for providing a way to provide feedback.

Appreciate the opportunity to weigh in! Please also consider expanding and improving internet access - the monopolies that control this utility do not do right by Lewisboro.

We need to have reliable wireless service for the entire town—especially a concern for emergencies. So, providing an efficient quantity of esthetically pleasing towers should be the goal.

Why is wireless, below ground cable not being considered? Given the storms of late, given students and family who have to rely on internet for school during the pandemic, AND given Waccabuc's discussion re sewers being installed, I see no reason to get above ground coverage. Please consider below ground cable or the next new thing.

First consideration is practicality; aesthetics are important, but secondary.

I work from home and when optimum goes out (which is quite often) I am completely blocked from working because there is no cell service in my area.

Mountain lakes camp pole!

Thanks for your work for the town.

Thanks!

Question 14: full answer listing below (Areas Lacking Coverage in Lewisboro)

Twin Lakes, Portions of South Salem, Route 35 on border to Bedford and to Ridgefield

Goldens Bridge (non existent)

I said service at home (Twin Lakes Village) was poor defined as 1 bar, but it really is non-existent. I often have no bars or connectivity at all even standing on the deck with the phone held above my head. I mostly rely on calls over internet - which frequently goes down mid-call. Poor connectivity in three lakes area. No connectivity on Rt 138. intermittent connectivity on Rt. 35.

At my house in Goldens Bridge (Todd Hill Circle)

10590, 10518 Route 35 heading to CT and Katonah NY

All hamlets have dead spots

TRUESDALE LAKE

Lower Salem Rd, intersection of rt35 and 121 as well as on rt 138

Twin Lakes area

Waccabuc

At my house. Between Cross River and Katonah

Middle school and high school

Lake Waccabuc area

Waccabuc, Cross River, North Salem, Katonah, Vista

Route 138. Route 35. Route 22.

all of waccabuc/south salem

Route 35 going out toward 684

All of south Salem

123 and 35, as in driving from meadow pond to town park

Cross River, South Salem, Waccabuc, Vista, Lewisboro Hamlet

At home and Route 123 between Route 35 and Shady Lane

South salem lake waccabuc

Spotty on route 35 from 684 to route 121 north

Along 35

inconsistent at home poor on the roads better in towns like Ridgefield and Katonah

Throughout the town intermittently

Rt 138 near Golden's Bridge fire dept

Cross River shopping center

Near Vista

On Rt 35 calls always drop

Waccabuc and Oscaleta Lake area, Post office road, Main street.

Oakridge

South Salem, NY 10590

Lewisboro and Pound Ridge areas

Most of Route 138 has no service, as well as Route 121

Shopping areas

Route 35 near the Bedford border.

123, 35

Cross Rive shopping center; Rte 123

Along the Rte 35 corridor

John jay high school - Rt 123 and 35

Route 35 between Bedford and Cross River

I notice poor service on 138 and side streets rom Fairmont road to 121

On post office road

Yes - Rt. 35 between 684 and 124 is horrible. Not able to use GPS or make/keep a phone call

Cross River

Silkman lane

Cross River

Inconsistent coverage along 35 and 121 north

Route 35 between Four Winds and Katonah; Route 121 North towards 138

South Salem, the Lakes, small area of Goldens Bridge by Fire house, intersection of 121 and 138 and north.

Route 138 is terrible near and by the firehouse; Route 35 in South Salem; Twin Lakes; intersection of Rt. 138 and 121 going Northbound

Fairmont to rt 121

All along Route 35 from Route 123 to Route 22 + John Jay Middle/High School Campus

Along routes 35 and 121

RT 123

Segments on route 35, intersection of 35 and 123.

Most of Golden's bridge and route 121 area

my home

Twin Lakes Village

Route 35, Route 138, Twin Lakes

Yes. Not sure where, usually in less dense areas between hamlet centers.

On Rte 35 going towards pump house near Katonah side

South salem, parts of 138,

All around Waccabuc

north side of south Salem. during last year's power outages, I had to drive to 35 and Bouton to have good enough service to call/book a hotel.

home

Cross River

Rt 138 between Increase Miller and 684

Rte. 35 between Boutonville Rd. & Rte. 123; Twin Lakes area; Near intersection of Rtes. 121 & 138

Cross River , RT 35 south Salem, RT 121 Vista. Rt 138 Golden's Bridge

Chapel, 138, Top of 123

In my home at 22 Pond Street; at the Timber Lake beach

Twin Lakes Village in South Salem where we live and work

Route 35 between 4 Winds and the Dam

My home at 206 Smith Ridge Road in South Salem. Service is almost non existent and my wife's medical alert device has to be connected via land line as a result.

Lambert Ridge, Route 35 (Ridgefield to Katonah), Route 121 North to I-84

Route 35 and 121 doesn't have consistent service. These would be good candidates for 5g microcells.

At my house - just north of JJHS.

Lewisboro hamlet

downtown South Salem/ Twin lakes

All around Waccabuc

Route 35, Cross River intersection / shopping center

There is absolutely no service in and around my home.

our house, on rt 35, onatru

South Salem

Twin Lakes Village

Route 35

138, 35

No

Rt 123 near vista and south Salem is very spotty, as well as some areas near cross river

Rt.35

Our neighborhoo--Hilltop Rd off 121. Most of route 138 towards G Bridge. Cross River. Many other areas.

Basically everywhere

138 between Goldens Bridge and Cross River

35 and mt holly rd near dam. 138 near pond st.

Rte 138 (Waccabuc Rd) between Indian Hill and Lake St. Also anywhere on North Salem Rd north of Waccabuc

It is sporadic and unreliable. For example, my cell works fine on my street, but I can't walk to the next street over without a call dropping.

Rt 123

Cross River, junction of Routes 35 and 121, John Jay area

Don't know

138 in Golden's Bridge nearing the train station. There is a HUGE drop zone there.

On route 35

No

across route 35 and at ALL public fields

Cross River

Most of 35; cross river shopping center

Certain parts of Vista and certain parts of Golden's Bridge

138 between the fire house and 684

Traveling on roadways

yes - rt 35 and also rt 35 closer to katonah

oscalita road, main street near ridgefield, lower salem road,

Route 35 South Salem through Cross River; Main Street, South Salem

kitchawan road

Cross river, by middle and high school, 134 and 123. Town park, oakridge commons

Goldens Bridge, RT 121 north of JJHS, Michelle Estates

route 35, route 123, East St,

Cross river / Goldens bridge

Cross River, Route 35, Route 138, Route 121

Along 138 near the firehouse & parts of Falcon Ridge and Fairmount near the intersections with 138

Along RT 35 by the reservoir

Home/Oakridge Condos

Route 35 between Cross River and Katonah

Definitely

Near orchard plaza especially.

route 35 and some of rt 123

Route 35 spotty from Katonah to South Salem; Lake Kitchawan Area

Bedford and Pound Ridge areas as well as

In and around my home is the worst. When our WiFi is out, which is often, but that's another story about Optimum, we're unable to make or receive any calls. Not even in an emergency. We always have to be using the WiFi calling.

Entire Town

Rt 138 between Increase Miller and 684

Route 138 between North County Shopping Center and Increase Miller Elementary School; most roads in Goldens Bridge Community Association (Colony)

Vista / Pound Ridge - South Salem border

In my house on old church lane!!!!!!!

Rt 138 & Fairmont Rd

Twin Lakes, actually most of the Town

Yes, is this a real question!

Cross River shopping center/traffic light

RT35 at CT border, orchard square shopping plaza, and rt35 from Rt 121 to I-684

Route 134 between Goldens Bridge and Increase Miller

Route 121 between Route 134 and Route 35

on route 35 beginning with intersection at 121 and ending in Katonah -- little or no service!

Cross River (new cell tower supports a limited number of providers); high ridge road; long ridge road

Along routes 35,22,138,123

When I drive along route 138 from Indian Hills road to the entrance of i684

along 35, along oscaleta road, benedict road, autumn ridge, post office roads.

35 between Cross River and Katonah. 121 North of Todd Rd

Parts of Rt 35 and sometimes Michelle Estates

35 from the Bait shop to the light at 22

Rt. 121 between JJHS and Todd road. Down into 138 from 121. On Rt 35 headed towards Katonah from 4winds to rt. 22

Cross River SSalem Vista

Most of the town unless directly near a tower

next to IMES school on route 138

Rt 138, Arbor Hills, Indian Hill

we live in a valley so the towers that are around they don't reach my house

We live in the Katonah Close townhouses. We have had to purchase a network extender from Verizon, but it relies on our wireless router. As such, when there is a power outage, we are back to zero cell service, which is a safety hazard. We need more consistent cell service in our area.

cross river

Near Waccabuc, Rippowam, Oscaleta

Rt. 138 between Pond Street & Fairmount Road, and bottom of Fairmount Road itself, up to Lowell Court -- calls drop in this location 100% of the time and it is very frustrating, as I live on Lowell and obviously frequent this route.

At times in my home and on Route 35 as well as in Goldens Bridge and Vista areas

Multiple random areas

rt 35

Goldens Bridge

Waccabuc

Route 35 dead zone between greenway and CCC

Rt 138

Rte 138/ rte 35 near Holly Branch rd

Cross River on 35

Cross River

Route 35 from Avery Rd almost all the way to 684.
Gideon Reynolds all the way to Increase Miller Elementary School.

138 and 121, Rt 35 by the high school

Near John Jay, on 138 between 684 and IMES, town park

While driving on route 35

Cross River, Waccabuc, parts of Vista

Corner of 138 and Fairmount always drops calls. All along 138 to 121 is very spotty. Many other places.

There are spots on Route 35 in between 684 and 121 where calls drop, route 138 is not sufficient

Route 121 north of JJHS to the North Salem border

Cross River

Goldens Bridge

While driving, I do not use my phone

Vista, Lewisboro, Cross River

From 684 to the south Salem firehouse

123 AND AREAS OF 35

rt 35

Where I live. Twin Lakes

On 35 from Cross River to 684

Todd Road to Rte 138 towards 684. rte 35 near High school, 121 towards N Salem

most areas

R138 / Waccabuc Rd /North St - Todd Rd N, R121 poor to no signal throughout N/S Putnam co through So Salem

Truesdale Lake Drive

Cross River, route 35 in Cross River, Corner of Route 123 and Route 35

rte 35, rte 121

Service is practically non existent at my home/work address without a wifi connection

On various sections of Routes 35 & 123.

At the Bedford town border on Route 35. It seems that service in Cross River in the vicinity of the new tower by the ambulance service has recently improved connections, so that is no longer an issue. Our service here is good and in fact I have direct line of sight to the tower by the Lewisboro Town Park.

Route 35

route 35 from gossett's to 684

138 from train station to my house

Driving along route 138

Parts of Route 138 and 121

All of it

10518

Most of Lewisboro is spotty and non existent in Cross River

The street I live on

Greenway Market and the area

Route 35 between 684 and and Cross River

Vista, lake truesdale, sections of rt 35

Driving up 138 near increase millER`

Cross River Shopping Center, Rte. 35 until 684 junction, Rampart Pass area, Waccabuc

Route 35 Between cross river and I 684

Route 35 between Mount Holly Road and Avery Road, Cross River shopping center, Route 121 North of School House Road

Cross River

Cross River shopping center ; lake Truesdale area

Outside JJHS, AP and the Contest field. At home, 57 Lake Shore Dr. the best is 2 bars

Cross river by the high school, cross river btwn shopping center and 684, vista area

Cross River and along route 35

Rt35,138,121,123,124

Bedford, Somers, Katonah, Cross River, South Salem, Pound Ridge

Route 138 and route 121

Twin lakes

Route 138 (Waccabuc Rd) about 100 yards east of the Acme shopping center light, cell service goes dead every time

GB, W, SS

Cross river

Twin Lakes area

route 35 between cross river and 684

Between Goldens Bridge shopping center (North County Shopping Center) and Increase Miller School, as also indicated on your coverage maps.

Goldens Bridge on Route 138 from GBFD to Route 121. No coverage at all in Cross River

Everywhere- a couple of years ago I had an accident and the ambulance medical staff were unable to reach their hospital contact to approve needed treatment. They drove around about 15 minutes looking for a spot.

Hilltop Road, Rte 138, Rte 121, Rte 35

Black out areas on Rte35--My house service is almost non-existent

Used to just be Cross River shopping areas, now it's poor on Mead St as well.

You can always use your phone as a hotspot, but my phone works everywhere I go really well

Goldens bridge, vista

My area where I live.

Near vista, my house 35/121 junction, spring street, sections on 35 between cross river and Katonah

Route 35 in and out, mostly between Route 684 and Route 121

Route 138 Goldens Bridge, Todd Road close to 121, Rt. 121 near JJHS and going north toward North Salem

Intersection of rtes 35 & 121. Oscaleta Rd

Lake Oscaleta and Cross River

Shopping Plaza and Route 35 heading towards Katonah

Worst indoors at home

South Salem, Lake Waccabuc

On route 35 near high school to 684

Parts of Route 35 - Cross River toward 684

174 Lake Kitchawan Drive, My home. I have nearly zero service and have to make calls elsewhere. Also 123 and 35 area, near Town Park on Route 35, Route 35 in Cross River all the way to 684 (There was a car accident at the Cross River intersection, the people in car were hurt, my son pulled over and they said can you call 911 because there was no service there, and

he had to drive and drive to get near 684 before he could call 911). JJMS and JJHS (SECURITY RISK IN CASE OF CATASTROPHIC INCIDENT WHERE STUDENTS CAN'T EVEN DIAL 911)

The further away from Rte 684, the worse my service becomes

Cross RIVER SHOPPING CENTER, RTE. 35, WACCABUC- MEAD STREET

Onatru. Other spots, too.

Cross River

Cross River shopping center

Corner of 35 and 123

Cross river, route 35, waccabuc

Child's school, grocery store, commonly driven roads

Truesdale Lake

YES! Driving around the backroads especially. Cant start navigation on my phone until I get out to Mobil, network is spotty sometimes or things won't load until then

Between 684 and Gossett Brothers Nursery there is no connection at all.

Rampart Pass Area of Waccabuc is terrible

Oscaleta rd just past Lake Waccabuc, rt 35 ... probably Bedford though

Cross river

It is poor everywhere.

Middle and High School, Onatru Park

All of Michelle Estates is pretty much a dead zone.

TWIN LAKE AREA

Cross River

Cross River, dropped calls.

Cross River, waccabuc, Bedford

Where I live; Cross River,.

all around Waccabuc hamlet

Route 138, stretch of about 2-4 miles east of exit 6a from 168.

Scott's corner, 172

Everywhere!

Seems like my service is only good around the cell tower, if I drive more than a mile or two away I have horrible service. (And I don't live near a tower)

On main street near the border to CT

Schoolhouse rd, 121, 123

Near JJHS

Route 138

It's almost required to move away, it's that bad. Verizon even with a tower in my town, still has one bar at my home. I work from home and my work phone is T-Mobile and I have zero bars at home. Must call on WiFi for both phones witch isn't safe. Can't take a business call or any call in our area while on the road bc there is no service. Living in times before internet existed. Horrid and could cause us to move back to southern Westchester.

Inside my home

Cross river, north Salem, south Salem

Route 35!

Route 121 Route 35 Route 138

Cross River area

Rt 35 between 684 and Ct state line.

Route 35 between Katonah and Cross River, Rt. 138 between 121 and 684, neighborhoods between Ridgefield and Rt. 121

Todd rd, Increase Miller Road

Twin Lakes area. Cell service is worse than 1 bar - mostly non-existent unless I go on my back deck and hold the phone above my head and then sometimes I get a text to go out, mostly in winter when no leaves.

Parts of 138, parts of 121. Most areas off mains roads.

Everywhere I'm not on my own wi-fi
It's awful on 35 between cross river and katonah and terrible almost everywhere

wakeman road vista

Yes. Route 35 from Katonah until Lewisboro Town Park

rt35 between cross river and 684

Route 138

Lake Waccabuc, Cross River going north on 121 towards 138, near the state line on Main Street - a cell tower in mountain lakes on the hill would be extremely beneficial to that are.

South Salem & cross River

Route 35 is spotty even near the town park

Goldens bridge

Main Street toward RIDGEFIELD, Hoyt Street, cross river

Our house, intersection of 121 and 138 and Route 35 from Michelle estates to Katonah.

Rte 35 near Four Winds, Waccabuc the length of Chspel, Waccabuc the length of Mead, Waccabuc Tarry-a-Bit, Cross River, you name the spot, Town Park, Elmwood Road

Main roads - 138!!!!!!

Route 138 between Routes 22 and 121 particularly

Route 138 and Route 35

Route 121 north of 35

you know where that is.

I have no service (0 bars, not possible to load a webpage or make a call ever) at my home on Lowell Ct in Goldens Bridge and immediate surroundings on Fairmount Rd and rt 138. I cannot hold a call through most of cross river on rt 35 until nearly 684. Service is nonexistent or spotty on many backroads. Overall the service is awful.

Michell Estate

Route 35

Sparodic

Route 123 Vista, Golden's Bridge

Cross river

Unsure

Along Route 25 - Katonah to Cross River

Michelle Estates

Bouton and Autumn RidgevRoa

Most roads

Cross River

Starting at the Cross River shopping plaza, up 121 to North Salem, and along Rte. 138 to Golden's Bridge.

On Rt 35 from Adams Mill Lane to Old Cross River Road.

cross river area. waccabuc road...

cross river near cameron's deli calls always drop

Lakes area, on 35 between 128 and 684

121/138, Cross River, Waccabuc

Around cross river

Cross river

Too many to list

cross river shopping center(maybe better now)

fades in and out on Route 35

Nearly non-existent on northern Main Street

On route 138 no cell phone service

Twin Lakes area, Truesdale Lake area, Onatru Farm/Elmwood Road area, Goldens Bridge Fire dept area, West area of Michelle Estates, Upper Mead Street/Chapel Road, Route 138 / 121 intersection, Todd Road, Lake Katonah, Brundige Drive, North of John Jay Campus.

Cross River, and other points along Rt 35

Rt 35 and JJHS

Route 123

Route 138 in Golden's Bridge. Route 35 from route 22 to route 121

Pond St and Waccabuc Rd/Rt.138

Rte 35 from Rte 123 almost all the way to I684

Rd 138, closed to intersection Rd 121

Driving along Route 35 I can sometimes encounter black spots - at the Ridgefield town line and, previously, in Cross River, although that seems to be better now.

Cross River from 121 North down Rt 35 to 684

yes at home, in my neighborhood, it's awful to nonexistent

Michelle Estates ,Debbie Lane, Waccabuc, Route 35, Route 121.....easier to say where it is acceptable

When traveling on Rt 35, in Cross River shopping center and near high school and middle school, in the area around Lake Osaleta and Waccabuc.

Home

By my home. Poor service, comes in and out as I go for a walk or drive

Elmwood Road

Haven't done a recent scan but I would say 138.

Many colony roads

On autumn Ridge Rd

Route 35 in Cross River

Between Goldens Bridge Fire House and Lake Katonah, around lake Katonah

On rt35 but I think it's on the Cross River/Bedford border. Always drop calls for about 5 minutes heading towards 684. But it might be considered Bedford.