

Wireless Telecommunications Initiative Poll

Current run (last updated Oct 18, 2017 11:00am)

16

Polls

329

Participants

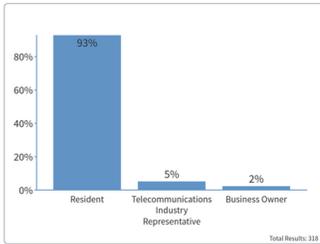
303

Average responses



Average engagement

Choose which best describes you:



Response options	Count	Percentage
Resident	295	93%
Telecommunications Industry Representative	16	5%
Business Owner	7	2%

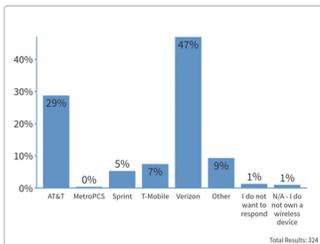


Engagement

318

Responses

My service provider is:



Response options	Count	Percentage
AT&T	93	29%
MetroPCS	1	0%
Sprint	17	5%
T-Mobile	24	7%
Verizon	152	47%
Other	30	9%
I do not want to respond	4	1%
N/A - I do not own a wireless device	3	1%

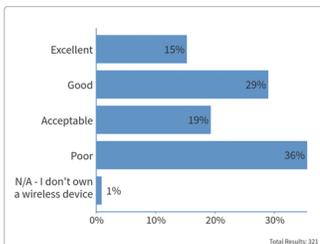


Engagement

324

Responses

Network coverage where I live is:



Response options	Count	Percentage
Excellent	49	15%
Good	93	29%
Acceptable	62	19%
Poor	114	36%
N/A - I don't own a wireless device	3	1%

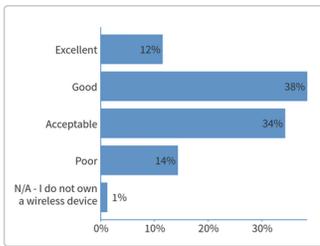


Engagement

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Responses

When I Travel In and Around Town, My Network Coverage Is:



Response options	Count	Percentage
Excellent	37	12%
Good	123	38%
Acceptable	110	34%
Poor	46	14%
N/A - I do not own a wireless device	4	1%

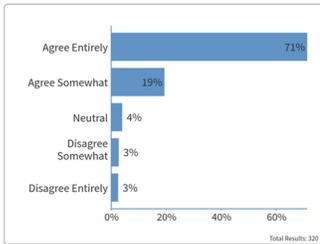


Engagement

320

Responses

I rely on my mobile device and corresponding service to a great extent. Select one:



Response options	Count	Percentage
Agree Entirely	228	71%
Agree Somewhat	62	19%
Neutral	13	4%
Disagree Somewhat	9	3%
Disagree Entirely	8	3%

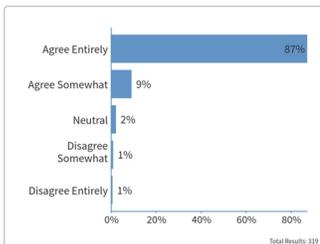


Engagement

320

Responses

The quality of wireless telecommunications service is important to me. Select one:



Response options	Count	Percentage
Agree Entirely	278	87%
Agree Somewhat	29	9%
Neutral	7	2%
Disagree Somewhat	3	1%
Disagree Entirely	2	1%

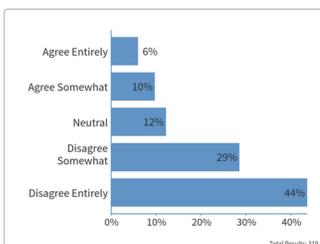


Engagement

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Responses

I would be willing to tolerate worse wireless telecommunications service to minimize visual impacts associated with this technology. Select one:



Response options	Count	Percentage
Agree Entirely	19	6%
Agree Somewhat	31	10%
Neutral	39	12%
Disagree Somewhat	91	29%
Disagree Entirely	139	44%

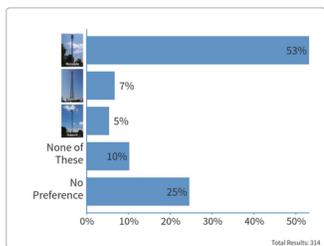


Engagement

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Responses

Choose The Non-Concealed Tower You Prefer



Response options



Count Percentage

167 53%



21 7%



17 5%

None of These
No Preference

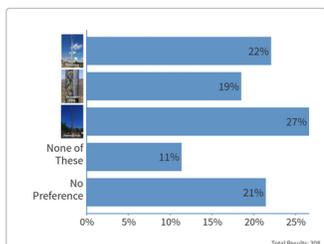
32 10%
77 25%



Engagement

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Responses

Choose the Non-Concealed Tower You Prefer



Response options



Count Percentage

68 22%



57 19%



82 27%

None of These
No Preference

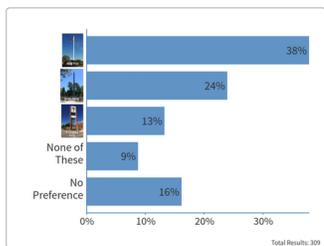
35 11%
66 21%



Engagement

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Responses

Choose the Concealed Tower You Prefer



Response options



Flag Pole

Count Percentage

117 38%



Engagement

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Responses



Slick Stick

74 24%



3-Legged Pole

41 13%

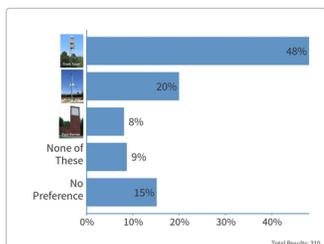
None of These

27 9%

No Preference

50 16%

Choose The Concealed Tower You Prefer



Response options



Clock Tower

Count Percentage

149 48%



Engagement

310

Responses



Banner Pole

62 20%



Faux Dormer

25 8%

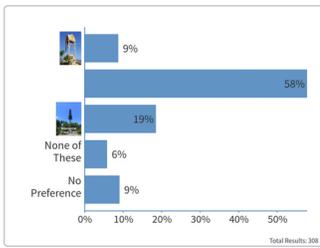
None of These

27 9%

No Preference

47 15%

Choose the Concealed Tower You Prefer



Response options



Count Percentage

27 9%



178 58%



57 19%

None of These

18 6%

No Preference

28 9%

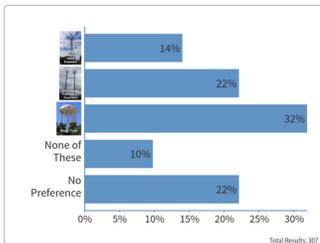


Engagement

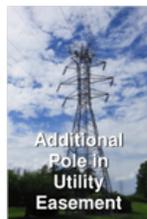
308

Responses

Choose the Non-Concealed Base Station You Prefer



Response options



Count Percentage

43 14%



68 22%



98 32%

None of These

30 10%

No Preference

68 22%

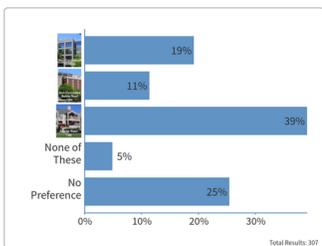


Engagement

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Responses

Choose the Base Station You Prefer

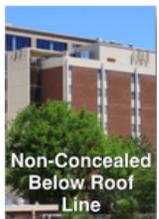


Response options



Count Percentage

59 19%



35 11%



120 39%

None of These

15 5%

No Preference

78 25%

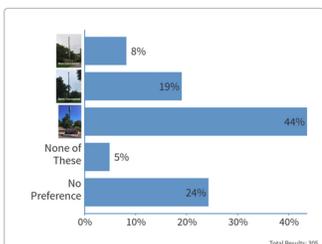


Engagement

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Responses

Choose the Small Cell Facility You Prefer



Response options



Count Percentage

25 8%



58 19%



133 44%

None of These

15 5%

No Preference

74 24%

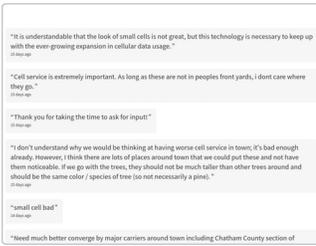


Engagement

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Responses

I have additional comments that I would like to share, as follows:



Responses

I use Verizon because it's the only service I can find with reliable service here. I would prefer not to use Verizon as it is cost prohibitive, but feel I must to get service.

Need better cell reception in neighborhood

None

h

None

none

Thank you for this survey.

N/A

Thank you for asking!

Our neighborhood, Briarcliff, has poor service for all carriers. Many people walk in the middle of the street to be able to talk on their phones. In our house, we have Verizon, AT&T and T-Mobile. None get good reception (Churchill Drive) indoors or out, but the best is in the street.

First question was locked- I'm a resident

I understand the aesthetic concerns, but in this day and age, good cell service is a must. I currently have to press my head and phone against a certain window in my house to have what is still a poor-quality call. Chapel Hill is too big a town not to have better cell service. I am willing to accept more towers (concealed or unconcealed) to get better service.

All of the images were very small and hard to make out. I would have been able to answer better if enlarged versions of the images were available.

Some of the artsy looking towers were pleasing and would be nice, but my sensibilities are not so delicate that they would be offended by any traditional cell tower if it would mean better service at my house.

Coverage is so poor in CH/Carr/PITT that we just need to install the systems to improve it. Helps with safety, ability to work/play without fear of not having communication.

n/a

None

None

none

Need much better converge by major carriers around town including Chatham County section of Chapel Hill.

small cell bad

I don't understand why we would be thinking at having worse cell service in town; it's bad enough already. However, I think there are lots of places around town that we could put these and not have them noticeable. If we go with the trees, they should not be much taller than other trees around and should be the same color / species of tree (so not necessarily a pine).

Thank you for taking the time to ask for input!

Cell service is extremely important. As long as these are not in peoples front yards, i dont care where they go.

It is understandable that the look of small cells is not great, but this technology is necessary to keep up with the ever-growing expansion in cellular data usage.

no

Hide the hardware as much as possible.

My plan is to drop my landline. Currently cell service is only 2 bars at my home, and sometimes it is lower. In my opinion, a 3-bar signal would be the minimum. I believe I am not alone in the goal to only use cell service for communications. Improved connectivity is critical for this.

not sure my choices were valid--the pictures were VERY small on my laptop--hard to tell what they would look like in real life--so my responses are probably NOT an accurate reflection of my real choices

Cell towers should not be placed directly on top of buildings.

It is unclear how this survey will be used and exactly how the our tax dollars are being spent

It is unclear what this survey will exactly be used for and how the money for this is being spent.

No other comments



Engagement

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Responses

Responses

None

none

The neighborhood of Colony Lake has virtually no coverage from any provider. We are forced to use other means to be able to make and receive phone calls including paying for land lines and/or expensive cellular antenna boosters.

I have Verizon because it has the best reception in the area but it isn't particularly good. I live at 140 W. Franklin St and don't have good reception in my home. It is so much better when I go to Durham or Raleigh or almost anywhere else.

the level of coverage in southeast Chapel Hill is disgraceful. I've had to buy an expensive booster that works on the internet to use Verizon at all in my Colony Woods neighborhood. This is unacceptable for in-town service.

None

none

The town of Birmingham Michigan addressed similar needs in their town as it pertains to cell coverage when the cell phone tower people wanted to add unsightly cell towers within the town. There was really not a good place to put them because of how unsightly everyone thought they were. So the Cell Tower folks made a deal to provide artificial turf fields for both high schools in town if they could put the telecommunication equipment on the light towers for the two high school football fields in and around town. They also agreed to change each field once, on the 10th anniversary of the initial installation. This was a win/win for everyone. It is quite difficult to identify the use of the light towers for the telecommunication equipment AND the coverage in Birmingham is not very good. We have 3 high schools in town, and other fields with light towers, that might be considered to be used since the towers are already in place and the "unsightliness" of them have already been addressed. PLUS, if a deal like the one Birmingham made with the new fields could be made, this would be a HUGE win for the athletic departments and maintenance departments for these schools.

In Birmingham Michigan, the cell tower folks came into town and wanted to erect towers. The town, like Chapel Hill, was reluctant to erect ugly towers in the neighborhoods and town. The Cell Tower folks made a deal with the town to add the cell phone equipment to the football stadium light towers in the two public high schools in town. In RETURN the Cell tower folks bought turf fields for both high schools and agreed to change the fields out one time on the tenth anniversary of the installation. Needless to say this made most everyone pretty happy. The stadium lighting makes it hard to distinguish that cell phone telecommunications equipment is attached.

The area I live (Colony Woods) have no signal at all of any Wireless company. This is unacceptable.

Photos of choices need to be larger or descriptors added to highlight differences. More and more wireless services will be needed in the future so plenty of band width and ability to expand easily is important.

Cell service is essential to life as we now know it. Please fix the issues we face as residents and business owners. While I have acceptable service, there are many others who do not. This is within your power to fix and you will be held accountable for continued deficiency.

Prefer architecturally integrated and safe designs which can withstand tornados, earthquake and vandalism.

Oxbow crossing neighborhood

Don't care much at all about that tower that I will eventually not notice. What I do notice every day is absolutely abysmal cell reception in my entire Chapel Hill neighborhood (Ridgefield/Briar Cliff/Colony Woods), which is hardly on the outskirts. Please please please do something about this and I greatly appreciate any other suggested forums to voice this concern. Thank you very much. (-resident and business owner)

It's 2017, let's get cell phone reception in Chapel Hill!

none

Areas east of 15-501 in the Ephesus/Fordham or Blue Hill district seem to be the most problematic, both for AT&T and Verizon.

I prefer invisible technology over visible one; however fake concealment is worse (e.g. "monopine" = painful). Then make the technology visible and try to design its integration in advance, rather than attaching it without much thought later, apparently without any sense of aesthetics.

We have significant dead spots in our neighborhood. This has directly impacted my ability to contact emergency services in the past. The irrational fear of wireless antennas in Chapel Hill must end. People of all socioeconomic strata rely on it to conduct their business and go about their lives.

None

I have concerns about human health impacts from wireless technology.

The motto of NC is to be, rather than to seem. I care much less what the towers SEEM like than what they actually ARE or do. Having reliable wireless telecommunications is more important than the pretty ways we try to cover it up.

Responses

Wireless coverage in Chapel Hill is dogshit. We need an improvement no matter what it looks like.

service in the Colony Woods and the Oaks neighborhood is terrible

Preference for unconcealed vs semi concealed vs fully concealed greatly depends on the surrounding structures or lack thereof. Good cellular service is usually more important than visual impact of towers.

Verizon quality is awful and I have heard others in my neighborhood complain as well. I prefer Verizon for my outdoor activities (biking, hiking etc) and don't want to give it up. Verizon signal needs a boost! I don't care much what the cell towers look like as long as they aren't completely ugly.

Please continue to improve the AT&T service around our community. It is very important to us (we do not have a land line and rely on cell service entirely).

One question asked about whether I would tolerate worse service in order to minimize visual impacts: I have no service at my house and poor service near my house -- the service could not be worse.

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As a long term CH resident, I value our trees and the efforts to maintain the beauty of our town. But we clearly are changing our standards and moving with the times to stay viable. The cell towers will add to the sustainability of our community. They cannot look worse than the new condo and business complexes that are being built right on the edge of the road on Franklin St and hwy 54.

Verizon service was reliable at my home and all over town until about 2 months ago. Something happened that has made it TERRIBLE and unreliable, affecting my ability to make calls for work and family needs.

I don't like the idea of wireless transmission units placed in high density population: neighborhoods, hospital buildings, apartment buildings, malls, etc. We really don't know yet what the impact wireless signals have on our bodies and that of wildlife.

I live in The Oaks and the wireless service is very poor. One has to go outside to get a good signal. I also use a network extender (Samsung

Select one that is efficient, effective, and aesthetically pleasing. Do it soon without trying to re-invent the wheel.

No preference re how towers look. Just want good cell service. Our home is in a slight valley in Colony Woods, and we have no service at all without the AT&T-provided microcell. Most of our neighborhood has terrible service, as people often note on our neighborhood listserve. This poor service puts people at risk in emergencies. Reliable service is crucial. Tower aesthetics are much less important.

No further comments

Survey is confusing. Wi-fi service does not seem to be included. Only cellular service. I have ATT wi-fi at home and it is awful.

I have no additional comments at this time

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nothing to add

n/a

thank you

I am ok with low cost decoration to the cell tower.

I don't care how it looks, I just want the cheapest option that provides excellent cell/wireless coverage. Function over form. We don't try to conceal fire hydrants, they're just a normal part of the street scape that people have become accustomed to. People will grow accustomed to these towers as well because they serve a vital purpose. Whatever option is the cheapest and most functional. If you do this survey again, please included the cost/functionality with the options. Also, please coordinate with OWASA's AMI/SCADA network, Duke Energy's smart meter network, traffic control systems, and all others networked systems.

Please give us more towers!!!

I generally have cell service in most parts of town except for the area surrounding E Franklin and Estes.

I really need good cell phone service at my house -- it's functionally non-existent and a cell phone is the only phone I have. I need to be able to communicate with the outside world! Safety as well as practicality.

I have friends just outside the town limits that have no, yes NO, service by AT&T at all - within walking distance of downtown! Their children have no internet service and this severely impacts their education. I believe the Town of Chapel Hill (and Carrboro) has the responsibility to require AT&T to provide comparable service to these areas.

All of the non concealed alternatives seemed fine to me.

Never have had good service in my neighborhood with verizon or sprint. Live near Churchill Drive.

Responses

We definitely need more wireless transmission towers in our area, to improve service. I feel that it can be done in a tasteful, artistic way, which complements our beautiful town.

none

Need broader area coverage and stronger signal strength.

You need to define the terms better for non-technical types.

None

Reliable wireless communication is increasingly imperative as pay phones vanish and telecommunication companies neglect maintaining "landlines" yet NONE of companies (e.g. AT&T, Sprint, Verizon) meet that standard in my neighborhood. This is a matter of SAFETY, not just convenience.

We need much better cell coverage in Chapel Hill. Nobody notices the towers. Please fix the problem.

Please improve cell service in the Ephesus Church Rd/Colony Woods Area! It's been terrible and I've tried a number of companies. I rely exclusively on a landline when I am home. It's quite frustrating since so many contacts try to reach me by text and I'm not getting their messages until I leave the neighborhood, sometimes even a day or more later! While I don't want the towers to be obscene, cell coverage is critical these days. I don't even feel safe walking late at night because I have no way to reach home even though I carry my cellphone with me.

There are definitely areas where I lose coverage. I love the idea of towers as art!

I look forward to having many more cell towers in Chapel Hill. The majority of the options shown in the survey looked totally fine.

The water tower one worries me because I'm not sure if the water quality would be good with all that reception going on.

wireless communications are critical infrastructure and should be public resources

Considering the extremely high tax rate we have in CH, we should have much better cell service.

None

The most important thing is reliable cell service. Most people, including myself, do not have a landline anymore. In addition, my job requires data and the signal in Chapel Hill is unacceptable as compared to Durham and Raleigh.

Improve coverage in the dead spots around Chapel Hill, Carrboro and N. Chatham.

Amazing that in a college town reception can be so BAD!

The town is ugly enough. Please don't make it worse!

No additional comment.

n/a

No magnetic lines near my residence.

My cellular communication is so poor that I do not care what the towers or associated facilities look like.

Improved coverage is essential to Chapel Hills economic future. Please don't let the town remain a technology backwater.

Verizon signal is so bad I pay extra for a landline at home and know every local parking lot with a goodish signal

none

Verizon sucks do bad I pay extra for a landline at home and know every goodish signal parking lot in tow

Service and reception are important. So is concealed facilities and disguised polls.

I live 1 mile from the Franklin and Columbia intersection and I have very limited, not dependable, cell service. This is unacceptable.

Good timing. We live in an urban section of the city and didn't realize how bad our Verizon service is until our internet was out for 3 days after construction work cut a line. I contacted Verizon and after checking our service they confirmed that it is, in fact, lousy. Now what? Hope your effort will eventually help our situation.

N/A

Thank you for asking!

Coverage along Ephesus Church Road, in the Colony Woods and the Colony Lake neighborhood is terrible, forcing us to maintain a landline. We would prefer to use our cellphones exclusively. I hope any plan encourages new cell towers to serve Chapel Hill's northeast neighborhoods.

One thing about wireless is that it needs to work. So far the Chapel Hill/Carrboro wireless has not succeed in that.

Responses

It makes me angry that service is so bad in rural areas.

South of town, in Orange county, before the Chatham County line, cell phone service is almost non-existent (Smith Level Road, Damascus Church Road, Heritage Hills).

Coverage is generally good but severe dead spot at Southwest end of Eastwood Lake on North Lakeshore Dr and Curtis

My favorites were the tower as art and the tree tower, but because both were in the same segment of the survey, I couldn't choose both. But those are what I like the very best.

Cell coverage in our part of town (Colony Woods) has historically been abysmal. Land line service is disappearing and with more people reliant on their cell coverage, for emergencies as well as normal use, this situation needs correction asap. Thanks.

thanks for asking

Despite a new cell tower going up on Estes east of MLK, those of us who live near Estes Elementary, less than half a mile from the tower, have received no improvement in cell phone service. Just FYI.

N/A

Really glad you're investigating this. Would greatly appreciate better coverage.

Chapel Hill usually has a group of critics who pride themselves on finding fault with almost any change in town. I like to avoid extremism in making decisions.

Cellphone, mobile communication has become so vital that I mostly favor whatever will give everyone good cell communication.

Provisioning quality service matters more to me than any of the questions about appearance. We have all sorts of visible indicators of utilities and other infrastructure providers all over town, from powerlines to pipes to cement lumps. It's a part of modern life, and I'm okay with that.

I care more about coverage than aesthetics. Your slide about the regulatory effects of HB310 is unclear to me. Need more info. You should include a slide w a timeline.

Please provide wireless coverage for personal and professional use in the town.

Thank you for the presentation of Sept 21, very educational. We must have high quality, reliable phone service without dead spots throughout town with minimal bad aesthetics.

Some of these questions, eg the last one, depend on the situation.