

Comments or suggestions

233 responses

There is still no high speed internet here which was promised to all in the county.

Too much of the county has dead spots -- technology is available -- use it

Allow experts in cell phone service to make the decisions. Trust the companies asking for them and establish appropriate conditions that if met, then allow by right. Conceal to the extent possible with appropriate regulations. Find appropriate balance between additional cost to conceal and make sure county residents can have good cell phone service competition.

High speed internet should be available for all areas of Albemarle County, not just highly populated areas. We pay the same taxes for very little service.

Oddly, this survey asked nothing about what is most important to me, which is safety and the effects of these on human, animal and plant lives. These should be no where near schools public or private or childcare facilities.

Your use of the term WIFI is not correct. WIFI does not mean internet access. It is a way to connect to a router.

Anytime there is a power outage I loose landline, internet service and Verizon cell service. Pretty isolating should there be an emergency.

We've compromised the provision of critical infrastructure via the current restrictive policy and need to fill service gaps and provide for the future.

Government should not interfere with free enterprise. Less regulation is better.

You can put one up on my mountain!

Find common ground to allow above average connectivity and still enjoy the beauty of our surroundings. Stop the extreme NIMBYs. Thank you

the county has been inhibiting communications for decades, most of the county has no internet and the county government is responsible for draconian laws that deny permits to communications companies.

We need *mountaintop towers* for good coverage, these stupid concealed crap in bad locations chosen for reasons other than what's technically best are assinine and draconic. No one gives a flying fuck about your precious "view"

I've lived in Charlottesville for 13 years, and the cellphone service is as bad today as the day I moved here (and I've used every mobile provider offering service in the city to try to get better coverage). Most people I know (including dozens and dozens of seniors who live in my



neighborhood) don't even have a home phone and rely on their cell phones (me included). I lose signal while on calls walking my dog in my neighborhood, while taking Zoom calls in my car driving through the city and heading into any rural areas (and this is on an iPhone 14). I don't even notice cell phone towers while driving on 81 because they are now as ubiquitous as street lights, water tanks or fire hydrants. In 2023 this area feels completely archaic with its coverage and it really needs to be expanded so that every area in the city and county has 5G coverage. I'm envious when I travel to other cities for work and the coverage is everywhere with full signal strength.

Access to Internet is more of a priority for us. The only wired device our neighborhood can get is 3mbps. This is provided by century link and no other providers are forecasted to come to us.

Verizon cell service must improve greatly in the county. It's ridiculous to have dead zones in such a populated area. Mitigate visual impacts by choosing appropriate sites and utilizing camouflage techniques flag pole, tree top design, etc.

Thank you for asking our thoughts

Send help to the Southside.

We should learn how other jurisdictions around the country are using impacts to health of citizens as part of their decision making process

I feel that the County has been and is dragging its feet in doing anything proactive in cell usage for the safety and welfare of its citizens. It's all talk, talk, talk and no action.

Stop building more cell towers. Cell service is adequate. There are some dead spots, but can't we use fiber and other methods to work around it? Who needs 5G anyway?

I want to preserve Albemarle's beauty. And I lived most of my life with no cell or internet. But now personal and public safety is important too. I hope you can find imaginative ways to keep the county a great place to live.

In addition to cell tower coverage, you should review max up-time of these sites while on generator. More than once in the last few years have the cell towers gone off-line due to the lack of electricity (which is a problem in and of itself). Additionally, several times within the last year, the southern half of the county has lost 'all' internet connectivity (land/cell) due to various reasons and lack of failover redundancy within the network. These are ALL infrastructure problems the county should address with the carriers.

Just get it done cell service is terrible in eastern albemarle

cell towers are an essential service and their locations should not be limited-some believe more towers will be required due to line of sight restrictions

Higher towers reduce ground-level radiation exposure.



The question about number of wireless devices in the household is worded poorly. "Laptops... and computers not connected to home internet". What does that mean?

Leave bad enough alone.

Stop allowing more homes/people without increasing ALL types of infrastructure

Use the fed funds and get service for areas that have poor reception. NOW.

Balance is the issue for me. Board should support (protect) staff in contentious situations only, but not be doing actual reviews. I support options for aesthetics/visual appearance when those options are realistic in terms of cost/logistics. Good Luck

I don't care what they look like or how the process is done, just make the improvements. It's a little ridiculous that I live in FL and don't have signal to call out on. When the power is out and we have no WiFi we are dead in the water. I lose signal at work all the time. Out in BFE, that makes sense but at a fire station in 2 areas within 5 miles of the city...that's troubling.

Public safety is paramount in the mandate to increase coverage.

Why are there no questions related to cell tower proximity to houses? The county has received numerous complaints about cell towers being sited too close to residences, so the County should require a reasonable setback distance from existing houses of at least 1000 Ft.

I feel strongly that we as a community are overthinking the regulation of cell towers. If visual impact is so important, we should be requiring low and medium voltage power distribution to be run underground (which also improves reliability) and limit overhead power transmission to high voltage where burial is not practical.

The "preference" questions could be worded differently and yield clearer information for your survey. (particularly the "check all that you would support" question.

I'd be happy to discuss my thoughts further with County staff.

Just looking to get better cell signals at home, currently phone only works with WiFi

Cell service is needed in rural areas for children to be successful in school. As well as all these old folks driving unsafe and not being able to call 911 in the case of an accident.

none

Desperate for better wireless phone, internet, and high speed internet. Very poor phone connection. Callers say I fade in and out.

We need cell coverage badly in southern Albemarle county!



I would also add that county owned towers (like the one on Peters Mountain) should be opened up to wireless carriers. If the county can build a tower that doesn't comply with the backdrop requirement, the carriers should be able to access it too.

Base stations are the way to go, but this survey didn't mention concerns for radiation/related health issues to living near a tower and/or a base station. That is a huge concern of county residents and needs to be researched and publicly addressed.

It would be helpful to have some procedural or historical information about the review for this infrastructure (ie. board versus county staff). It sounds like there's some history here, but to not be given some information about means that the information you all gather will be incomplete.

The "Comprehensive Plan" is the only reason given for the County's policy regarding placement and size of cell phone facilities. Would be more fair as a questionnaire to reiterate those Comp Plan's underpinnings, namely that we want this to be an attractive county -- attractive to live here and to visit. And we believe that all residents, not just the wealthy in large estates, care about the visual appearance, about what they see out of their windows. In early 21st century, we learned what cell tower companies have to gain monetarily by going higher and having more attachments, with no respect for appearance. Only the citizens can speak up for caring about what clutters and intrudes into our view sheds. We also learned that neighborhoods don't have to put up with ugliness in order to get good service -- try as the Industry might to convince us otherwise. Insist on view shed's inherent, important, value, and the industry will find ways to produce the service (grumbling the whole way about the cost, no doubt). But if you grant the industry free rein from the first, there will be no one to defend citizens' view sheds. It's not government's job to assure tower companies handsome profits -- it is government's job to recognize and defend the beauty we have around us.

I am less concerned either about internet service or aesthetics than I am about the corrosive health effects of 5G. The French have removed their 5G stations from the countryside because it made the cows sick. There is increasing evidence that it makes people sick, especially children. Why, just why, would the county allow this when it is hysterical about "climate"? This is a far more immediate and proven danger to health than "climate."

I could work from home with excellent service provided! Less cars on the road

There should be no new wireless infrastructure in albemarle county. the 5g causes cancer.

Rural areas need reliable cell phone service so those in the more urban areas or those in areas with good cell service should not have a say in what rural areas need!! This all needs to be looked at on an as needed bases with the area affected being the focus and the only ones that should have a say in what they want and don't want. Sometimes a blanket policy doesn't work for all. This is the future now and you don't want to ruin or destroy anything but cell signal is now needed everywhere.

Thank you for working on this. It's a public safety issue. When Xfinity Internet goes down in our neighborhood, the Verizon wireless network becomes too congested to call 911.



Need to build infrastructure and can do so while still not overburdening environment/making unsightly

Thank you for seeking our input

Better 5G cell coverage in Albemarle Co. is essential to provide improved high speed broadband access in areas underserved and to improve broadband free market competition in what is currently a monopoly situation in many areas outside Charlottesville city.

My cell phone is basically useless to me as a phone and i cannot use the data in my plan as even when i can connect to it, so slow, i just switch to wifi (which is also marginal, hoping improves with Firefly later this year)

Please make sure poorer neighborhoods get good cell coverage while not just putting the ugly towers where they live bc it's close to the railroad tracks or they are renters

Cell service is an important aspect of modern day life but so is the need to adhere to standards that protect the view shed in integrity of certain areas. This survey doesn't allow for this; it simply asks the respondent whether they want better coverage. Everyone will say yes, so long as their property or those they look at are not affected. Put simply, the county needs to get creative and find locations that will improve coverage without destroying the character of rural areas that our citizens also cherish. Frankly, in my opinion, the BOS neither understands the technology nor the geography of specific areas with poor coverage. Changing the regulation will simply allow them to make poor decisions.

I would also add that the County has run roughshod over existing regulations. A SUP for Peter's Mountain specifically prohibited guy wires, tree cutting, adding height and cellular service

I am very happy you sent out this survey. Thank you

More attention should be given to how towers look from the area --One on 637 across from Rosemont subdivision entrance is very visible from Rosemont Dr and reflects light horribly at times

Current dead spots are very problematic. My car recently broke down at the post office in Keswick and I couldn't look up a towing company, nor make a phone call. That's unacceptable.

I have Centurylink/Brightspeed Fiber internet - really great! However, my cell phone only works through WiFi at my house. If power goes out (no generator) I have no cell signal and must drive about 3 miles (Lone Oak Farm) to get a signal to use my phone.

In 2023 it is unacceptable to have dead zones creating safety issues and low performing wireless in a cloud based world.

Where are the proposed towers presently envisioned? If placed on private property, property owners should be reimbursed the difference between assessed property value and sales price



when sold as tower proximity reduces saleability and price received.

I moved here 3 yrs ago and have had SEVERAL issues with cell service and internet. I am very disappointed with both service. Scottsville can make improvements on both cell and internet service that would benefit the schools and businesses. My grandson done online schooling and missed several days due to the horrible internet. Even if the wind blows a little the service is interrupted. Again both cell and internet are horrible and I feel something could be done to improve the service. I rely on my cell phone for important calls, Dr's, schools etc. Plus I have multiple health issues but the service is so unreliable I miss several calls or my service is always interrupted.

Thanks for the survey

We need good wireless coverage in rural Albemarle. It is a safety issue above everything else. I am in favor of smart decisions to make this happen

I work from home and the lack of cell phone and internet service severely impacts my ability to work.

EAR

no

Cell phones in this area are totally unreliable due to depending on Dominion power for the booster to actually work with the modem - power goes out every week. Lines need to be underground not pole to pole .

Had to switch to verizon and pay higher bill due to lack of service by uscellular in Mill Creek. Had to switch to uscellular due to lack of service in Scottsville by Verizon. Neither provider works great in Woodridge. No excuse not to have cell service by both companies in all areas of county. Typically a dead zone from Walton middle/Carters bridge through Keene on rt 20.

In this day and age good cellular coverage is a must, particularly in more rural areas.

A bigger concern is broadband. A lot of us are still using hot spots or other inadequate internet provisions.

why are you paralyzed by this issue?? If you are going to allow tract housing why not cell towers? The idiots complain every day about these towers. Either build what is needed for 21st century coverage or just shut it all down and have the towers removed. That should shut down all the complaints...

Thank you!

On those maps were all the black pins cell towers? I think that needs to be looked at first.there are plenty of towers out there just make them taller.



With numerous power outages that effect landline and Internet service, it is critical to have a viable alternative in emergency situations and having poor and inconsistent cell service is not the answer.

please address the problem of cell phone coverage in Albemarle County

Have lived nearly my entire life in Charlottesville or Albemarle County, currently in a rural area, and I think that our cell coverage is great and has come a long way in the past decade or two. I really have no complaints whatsoever and I don't think we need to throw more money at this nonexistent problem.

The question option "good connectivity and minimal visual impact" is not able to be selected

Remove arcane administrative rules prohibiting the growth of business in the county.

The county is years behind in addressing the need for cellular connections and burying a tower in trees where line of site is important is counter intuitive!! Medical devices, emergency alerts, maps etc all require good service to work. And the BOS should have the responsibility of CONTROLLING this removed from their purview because they are influenced by cash and business connections....NOT the needs of the people they serve.

I felt that this survey could have asked more direct questions and included more context for the implications of the answers - such as the questions regarding review of cell. I do support the use of public property for filling gaps in coverage but I am more in favor of building a reliable grid that covers the county. Public land should not receive preferential placement of towers but towers should be placed where they can do the most good. It is infuriating how often I drop calls driving around one of the wealthiest counties in the state.

I also wonder how many more network repeaters could be installed on existing poles instead of having to pop up new infrastructure. Many of the fire stations have radio towers operating in 2m/11m or other modes different from cellular.

Thank you for doing this

Cellular service has become as important as electricity and more important than land line phone service yet is subject to much greater visual constraints

Thanks for the survey!

I'm currently living with my elderly parents helping them, 87 years old. We often lose signal for several minutes and if we need to call 911 for an ambulance, a few minutes could mean life or death. Also sometimes I can't receive important work phone calls because I lose signal halfway through the call or the other party can't hear me due to bad connection. The board of supervisors don't care about progress. I'd prefer to keep this project out of their hands in order to actually get something done.

I've just traveled in Norway, where even in the most rural areas, we had adequate connectivity. In Albemarle County, there are MANY places at which a police office or first responder CAN'T



even call or radio for assistance - embarrassing at best, and downright unsafe at the worst!

Cell phone access is a safety lifeline, especially for commuters and employers. We should prioritize network access over all other considerations to improve our quality of life. I'd strongly suggest that cell access is now a vital utility, as much as electricity and landline access was in the 20th century.

I have some of the slowest internet in the county and some of the worst cell phone service in the county. Nothing will get done about the cell phone issue just like the internet speed issue

Please increase coverage especially for our Emergency personnel

Please bring internet to Doctors Xing! I have to rely on cell phone data to get any internet at my home.

Everyone relies on cellular and internet services, providers need to be vetted however, Centurylink comes to mind!

The cell service in Waverly neighborhood is so poor that we must keep a landline at \$61 per month just to have reliable access to 911 services. Otherwise, the fire department or rescue squad may not locate us in time.

Please be mindful of both aesthetics and efficiency. Use existing structures to expand wireless and make current towers more efficient before spreading towers elsewhere. Do the same with solar - you should be utilizing the rooftops of both active and empty buildings, county-owned structures, parking lots, and so on for solar rather than destroying rural land. It is exactly the same with wireless. In this climate crisis, land should be protected above all. It should be a last resort, once all the options listed above have been exhausted.

A much bigger issue is the fact that the outlying edges of the county have very slow upload speeds on the broadband internet service. DSL, that is. It is abominable how slow it is compared to what one gets for the same amount of money in a nearby city.

Cell towers are necessary infrastructure. They are LESS ugly than power and telephone poles!

Improving wireless quality is a must

We need a more reliable infrastructure for the increasing demand, especially in rural and suburban Albemarle county. Thank you!

Thank you for publishing this survey!

We are looking forward to results of better cell coverage.

131 more responses are hidden

