



Town of Southold Wireless Communication Master Plan Poll Results Presentation

September 9, 2025

CityScape
CONSULTANTS, INC.

Wireless Infrastructure Survey

The Survey:

- Open to public from July 18, 2025 to August 14, 2025.
- Input from residents, staff, elected officials and other community members regarding wireless facilities.
- Thirty-five (35) questions and an open comment forum to encourage broad participation and feedback.
- Explored mobile phone usage and experiences with wireless coverage at home, work, and while travelling.
- Presented a visual preference poll to better understand the types of wireless infrastructure the community finds acceptable for future deployment.

A total of **773*** online and no paper responses

(*not everyone answered every question)

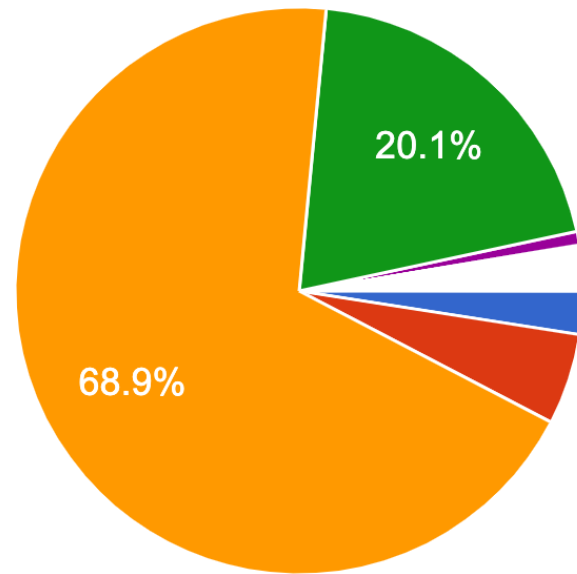


Part 1 Questions

General Information

- About the Responder
and
- Access to Wireless
Networks

1) Please tell us a little about yourself.

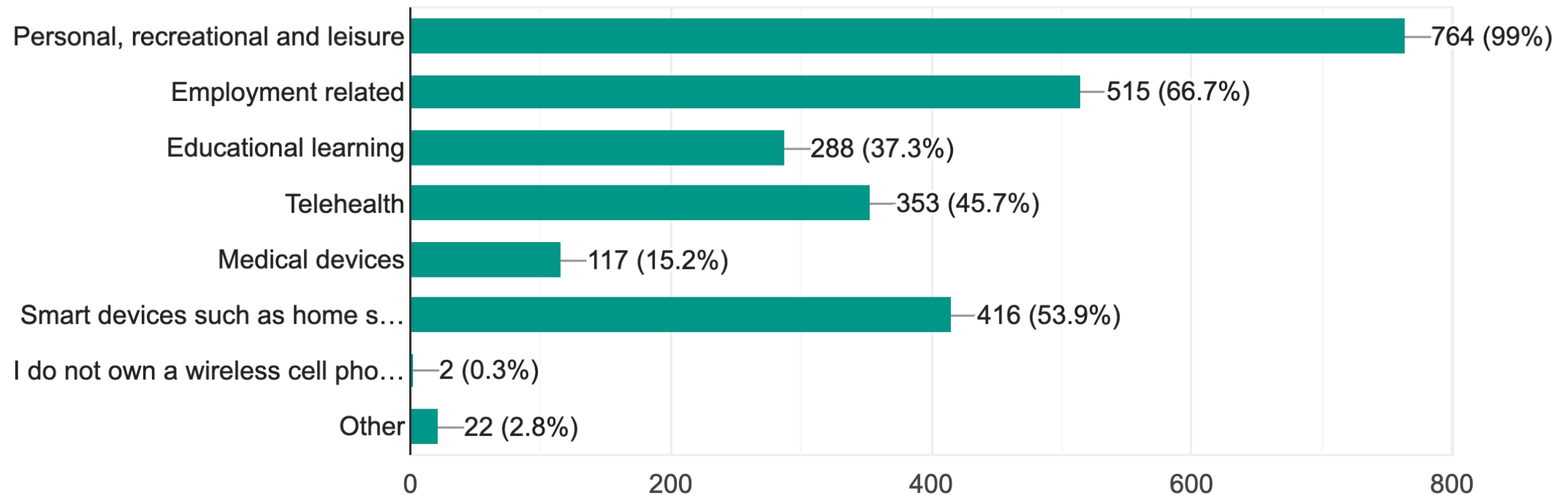


- I live on Fishers Island year-round
- I live on Fishers Island seasonally or d...
- I live on the mainland of Southold year...
- I live on the mainland of Southold sea...
- I do not reside on either Fishers Island...
- My Southold home is my weekend retr...
- I live on Nassau Point full time
- Live in greenport, parents live in south...

▲ 1/4 ▼

771 Responses

2a) I use my personal wireless cell phone service for the following purposes: (check all that apply)(As a reminder we are not asking about home internet, fiber or broadband services):



772 Responses

2b) Please add any comments below that pertain to question 2a.:

Summary:

- Daily Inconveniences (22)
 - Respondents rely on cell phones for work, healthcare, and daily connectivity (social and personal)
- Public Safety Concerns (22)
 - Lack of reliable service during emergencies, no landline backup in homes
- Business Impact (8)
 - Reports of lost revenue and customer frustration
 - Service outages (internet & cell) bring operations to a halt
 - Concerns over professional image when calls drop with clients
- Urgent Requests for Action (8)
 - Several called the issue “unacceptable in 2025”
- Inadequate Cell Coverage (7)
- No Support for Anymore Cell Towers (2)
- Other Category (40)

110 Responses

3) My wireless cell phone service provider is: 770 Responses

Consolidated Wireless Provider Summary		
Wireless Provider	Count	Percentage
Verizon	470	61%
AT&T Wireless	181	23.5%
T-Mobile/Sprint	114	14.8%
DISH Wireless	2	0.3%
Other	35	4.5%
NA	3	0.3%

Other includes prepaid services or resellers:

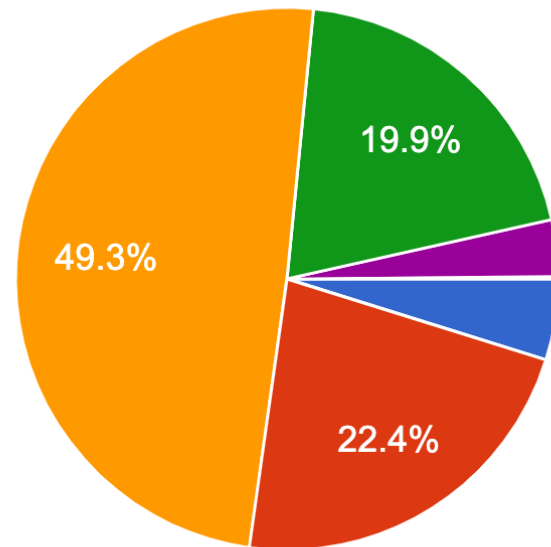
- Consumer Cellular
- Google Fi
- Lively
- Optimum
- Spectrum
- Starlink
- Tracfone
- Visible

34 indicate they subscribe to multiple service providers

4) How many wireless devices are connected to your cell phone subscription? 752 responses:

- The average is 3.5 (range is 0 to 16)

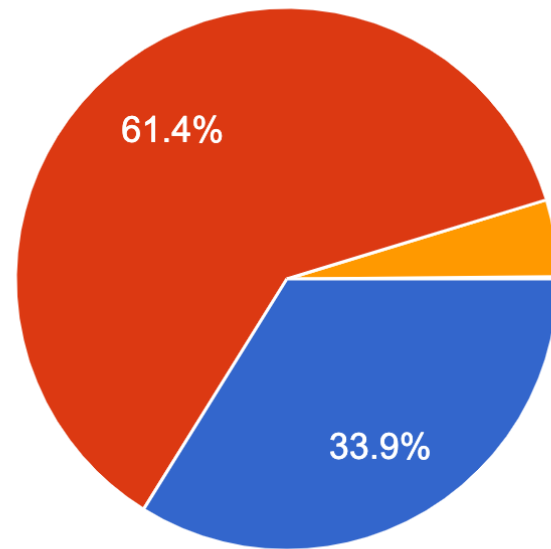
5) Rate your wireless cell phone coverage inside your home in Southhold.



- Excellent (5 bars indoors and service never drops)
- Acceptable (3 bars indoors)
- Poor (1 bar indoors)
- Inconsistent
- Not applicable because I do not live inside the Town
- Not applicable because I do not have a wireless cell phone

786 Responses

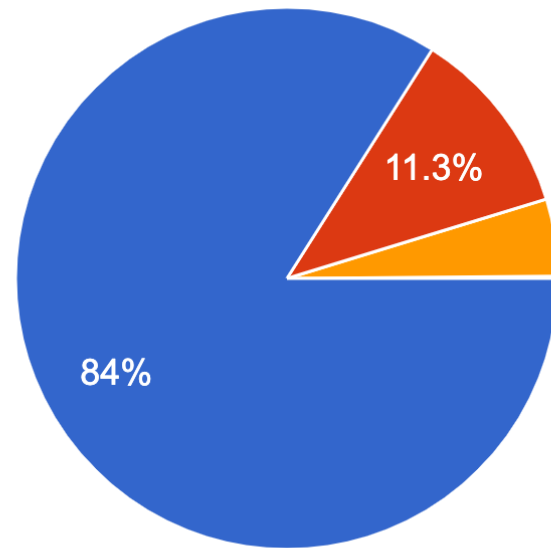
6) If you live in Southold, do you use a network extender (booster) from your wireless provider to improve your cell phone service at home?



- Yes
- No
- Not applicable, I do not reside in the Town
- Not applicable because I do not have a wireless cell phone

765 Responses

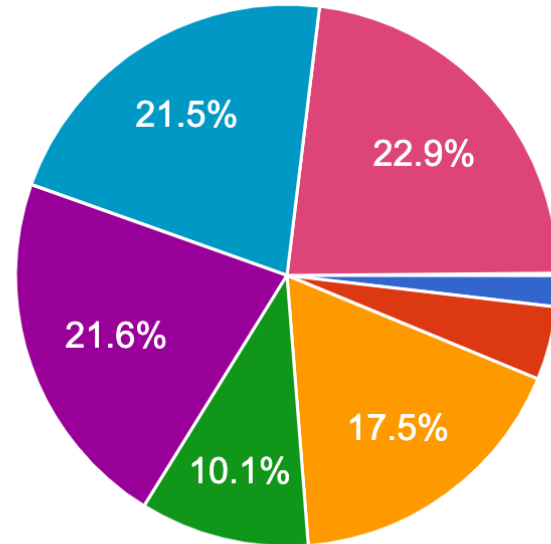
7) If you live in Southold, do you rely on Wi-Fi to improve your wireless cell phone service at home?



- Yes
- No
- Not applicable, I do not reside in the Town
- Not applicable because I do not have a wireless cell phone

762 Responses

8) If you work in Southhold, other than your residence, please rate your wireless cell phone network coverage at your workplace:



- Excellent (5 bars indoors and service never drops)
- Acceptable (3 bars indoors)
- Poor (1 bar indoors)
- Inconsistent
- Not Applicable, I work from home and my answer is the same for question 5...
- Not Applicable, I do not work in the Town
- Not Applicable, I am retired
- Not applicable because I do not have...

754 Responses

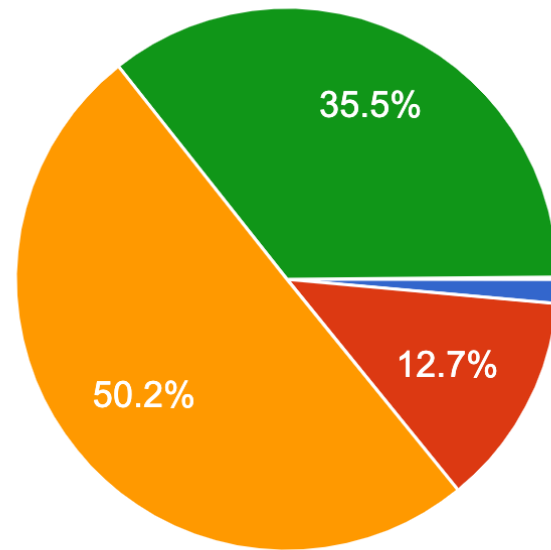
9) Do you rely on Wi-Fi to improve your wireless cell phone service at your place of employment in Southhold?

742 Responses



- The other 18 respondents provided detailed individual responses regarding their personal needs or experiences with using the wireless network.

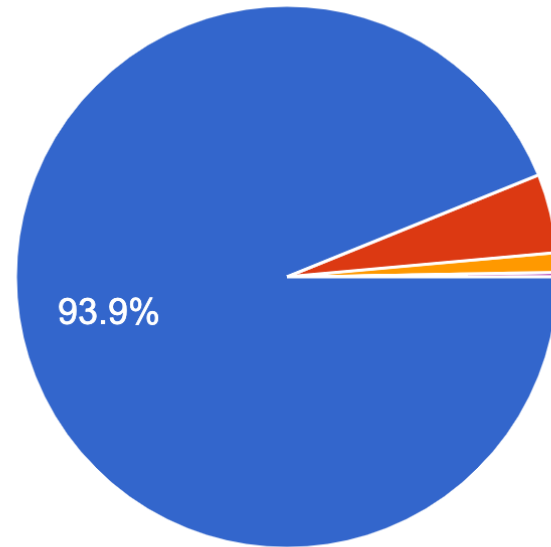
10) Rate your wireless cell phone coverage when traveling in and around Southold.



- Excellent (5 bars in vehicle and service never drops)
- Acceptable (3 bars in vehicle)
- Poor (1 bar in vehicle)
- Inconsistent
- Not applicable because I do not have a wireless cell phone

771 Responses

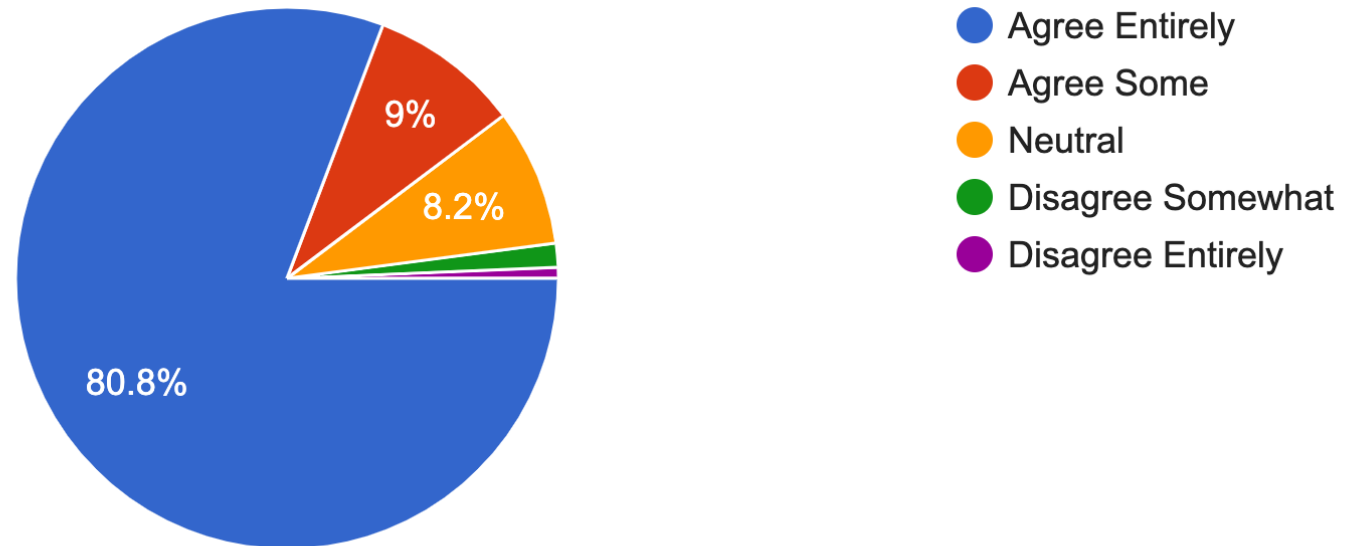
11) The quality of wireless cell phone service is important to me.



- Agree Entirely
- Agree Somewhat
- Neutral
- Disagree Somewhat
- Disagree Entirely

768 Responses

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



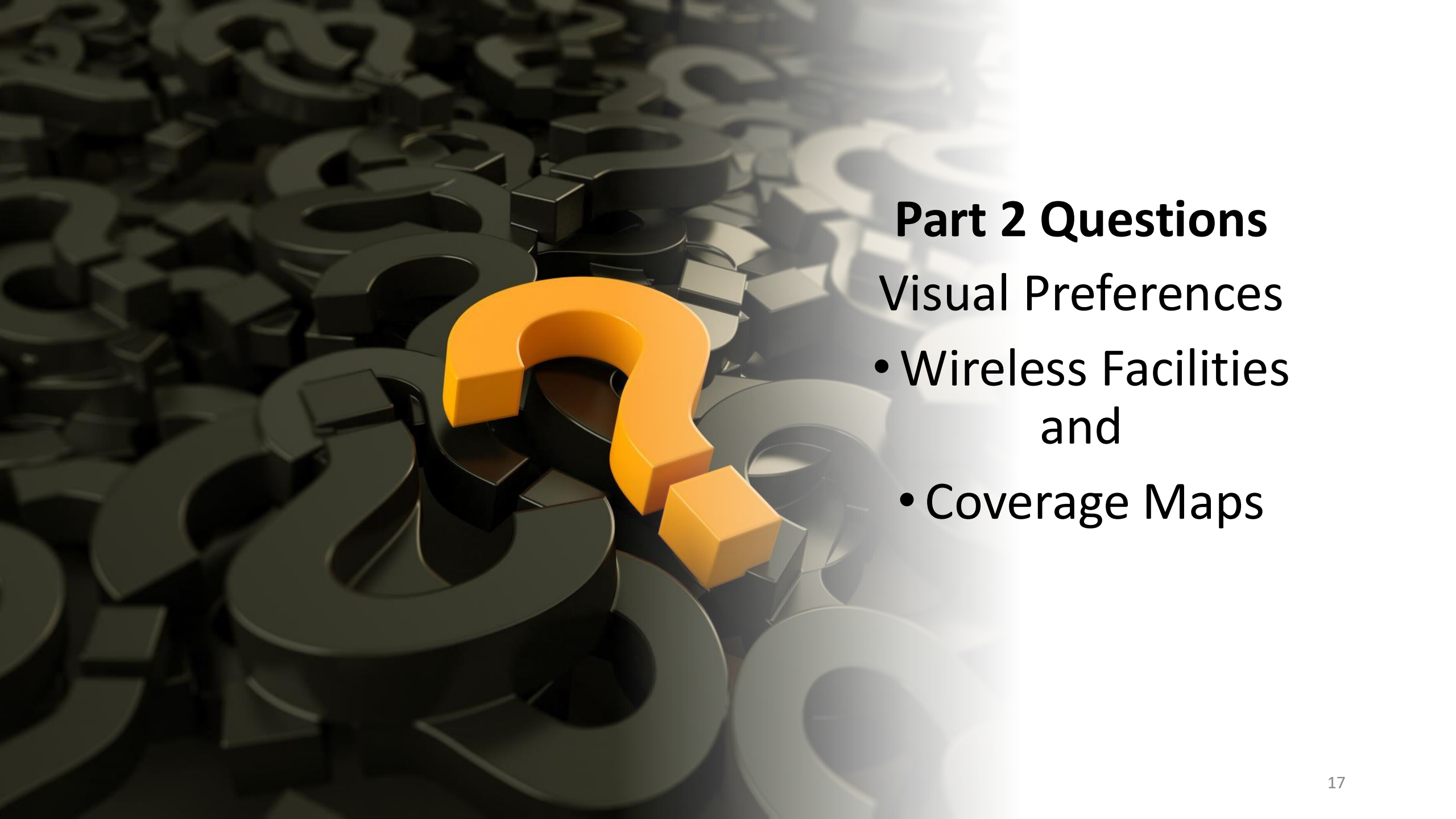
769 Responses

13) Are there specific areas of the Village where your service is poor?

In Summary: The largest concentration of reported issues are as follows:

- Southold itself, including the town center and Hamlett (246)
 - Main Road/Street (specific portions) (153)
 - Bayview, including area and peninsula (69)
 - Mattituck (59)
 - IGA store or parking lot (51)
 - Fishers Island (29)
 - Everywhere/All over town (30)
 - Unique specific area (253)
-
- Many comments mentioned general inconsistency in coverage across the Town
 - A few respondents (5) stated they experienced no problems

636 Responses

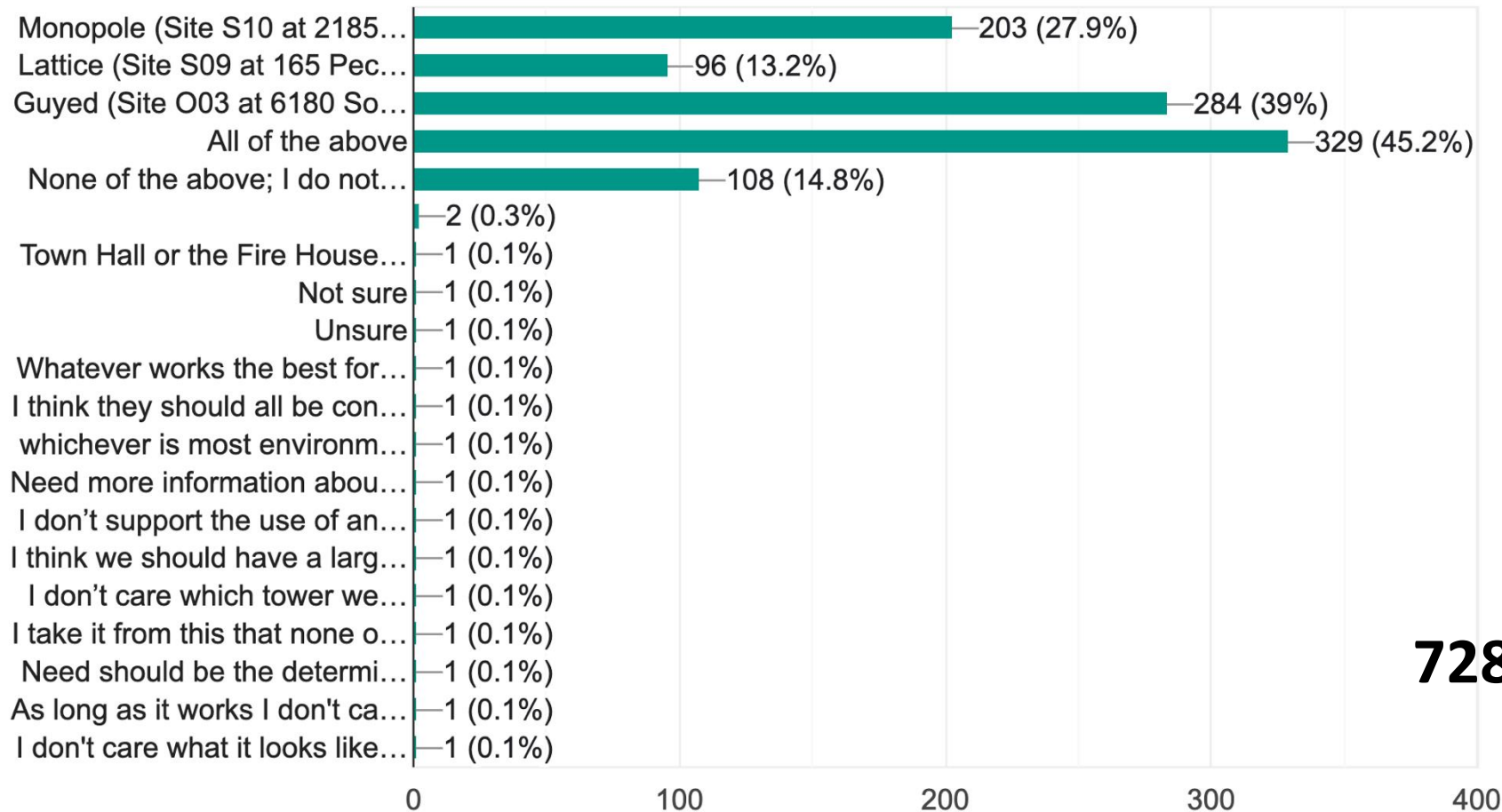


Part 2 Questions

Visual Preferences

- Wireless Facilities and
- Coverage Maps

14) Which non-concealed tower facility do you prefer and could support being constructed at future sites in Southold? Check all that apply.

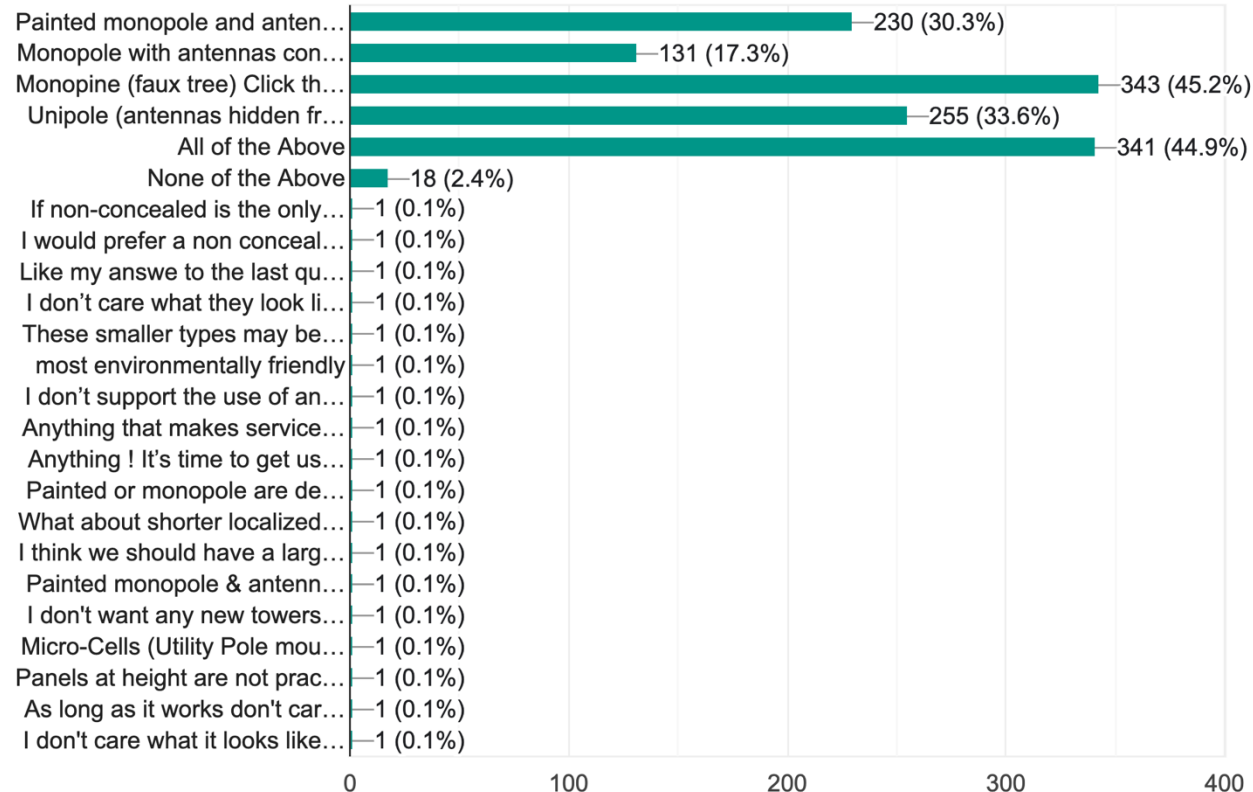


728 Responses

15) Which visual mitigation measures for towers do you prefer and could support for future tower sites in Southhold? Check all that apply.

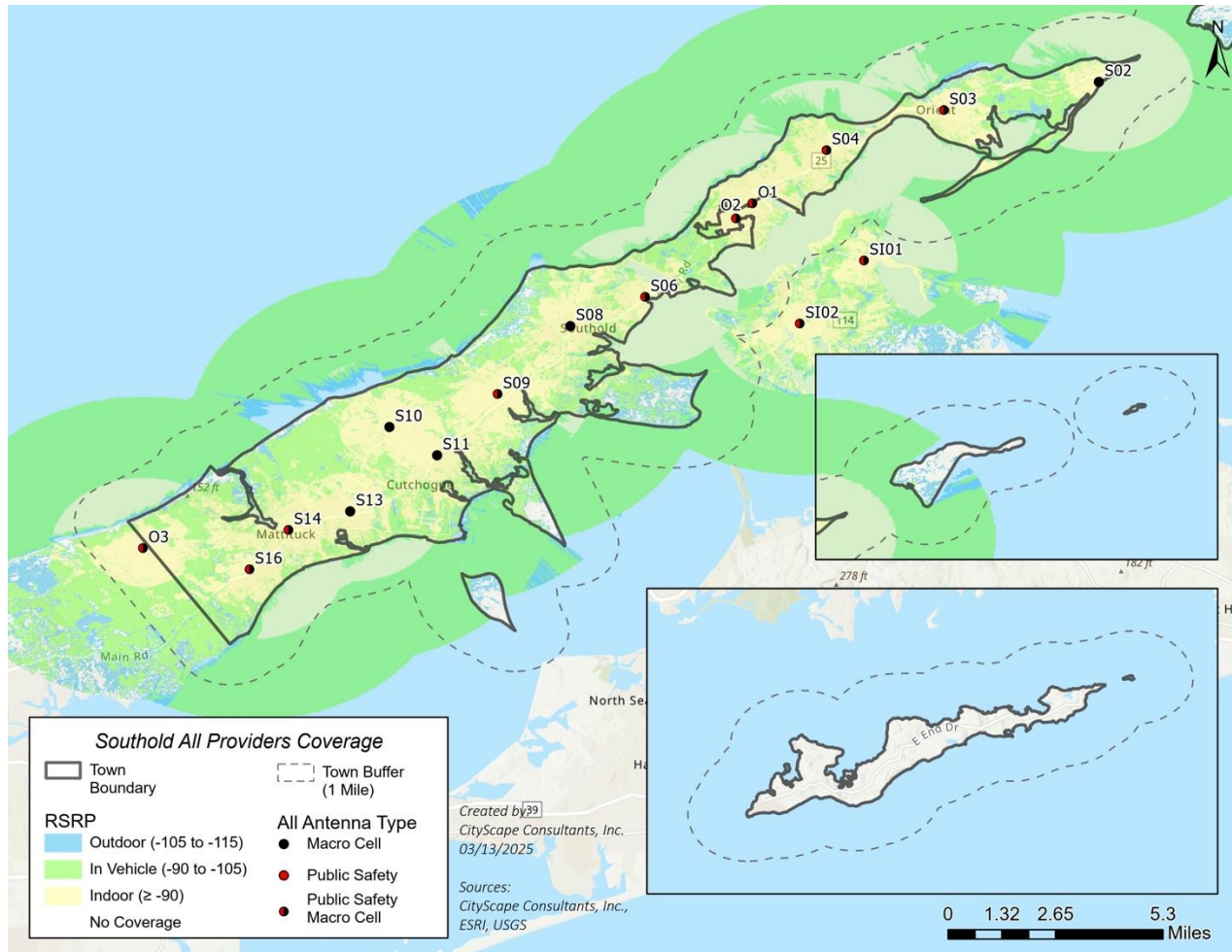
Examples of concealed or visually mitigated macro cell towers A visual mitigation measure involves concealing or disguising antennas and equi...ure tower sites in Southhold? Check all that apply.

759 responses



759 Responses

16) Existing Cell Phone Coverage For Southold. Do you have any questions about this map?



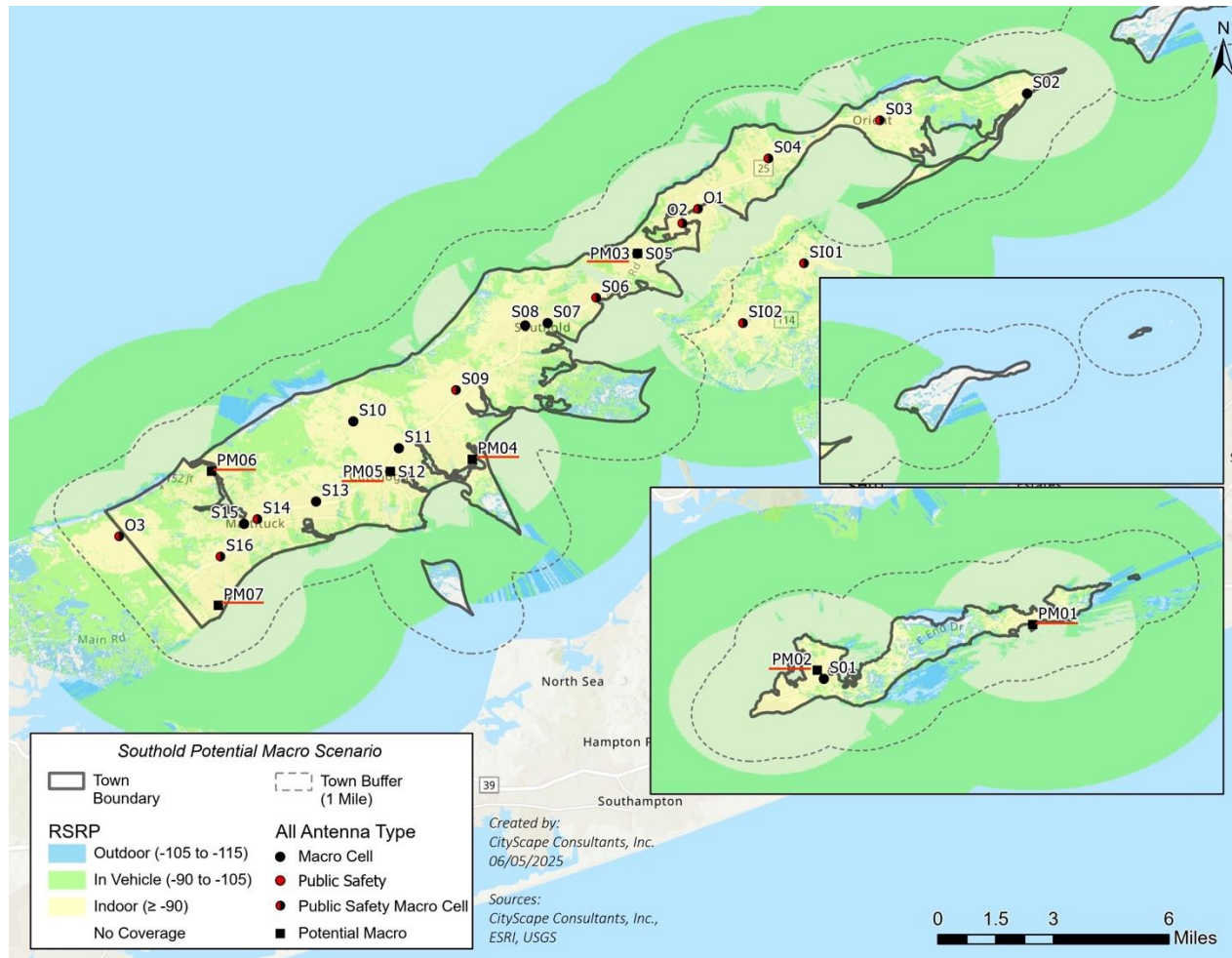
In Summary:

- 61 - No/None
- 12 - Map Accuracy Issues
- 6 - Specific Location Comments
- 3 - Requests for Clarity
 - One specific comment about the map being hard to read due to color blindness.
- 36 - Other comments with general remarks

118 Responses

17) Potential New Macro Cell Locations.

Do you have any questions about this map?



In Summary:

- 84 - No/None
- 25 - Specific Location Concerns
- 14 - Support for Better Coverage
- 4 - Concerns for Public Safety
- 2 - Map Clarity Issues
- 11 - Other Individual Comments

140 Responses

18a) What Type of Facility Would You Support On Fishers Island? Check All that Apply.



370 Responses

In Summary:

PM01 East End Fishers Island at Golf Course

- 134 - Non-concealed 100' Tower
- 214 - Concealed 120' Tower
- 64 - I Do Not Support a Tower Here

PM02 West End Fishers Island at Fire Station

- 133 - Non-concealed 100' Tower
- 232 - Concealed 120' Tower
- 37 - I Do Not Support a Tower Here

18b) Looking at the images in questions 14 and 15, which (if any) tower design type(s) could you support on Fishers Island?

In Summary:

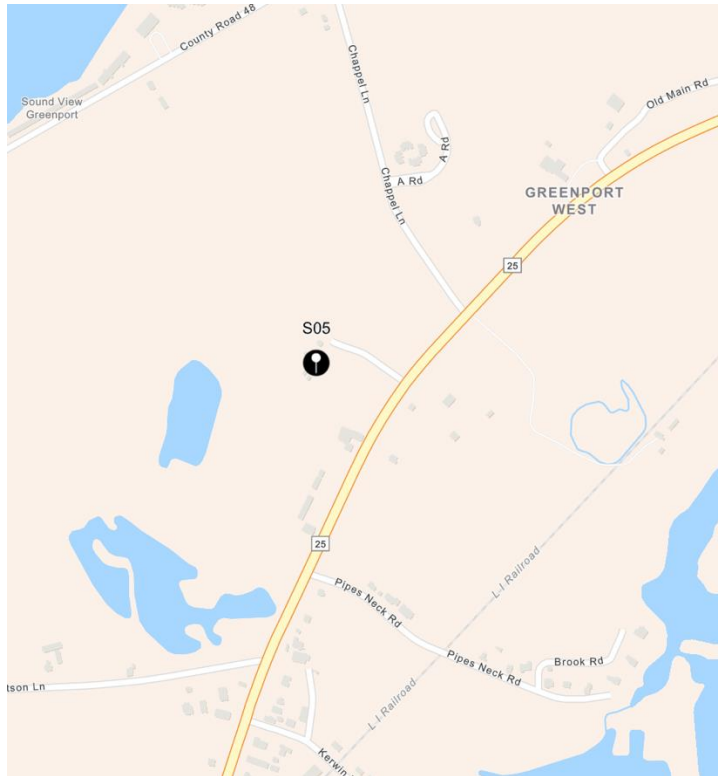
- 57 - Any
- 10 - Do Not Care
- 8 - No Preference
- 58 - Concealed
 - 27 - Monopine
 - 20 - Any Concealed
 - 9 - Unipole
 - 2 - Painted
- 35 - Did Not Vote Because Do Not Live on Fishers Island
- 8 - Blend of concealed and non-concealed
- 5 - Non-concealed
- 57 - Long Answer Comments or Mix of Preferences
- 2 - None/Neither



240 Responses

19a) What type of new wireless facility would you support at 63455 Main Road (Site S05)?

567 Responses



In Summary:

- 260 - 120' Replacement Non-Concealed Tower
- 464 - 140' Replacement Concealed Tower
- 40 - I Do Not Support A Replacement Tower

19b) Which Tower Design Could You Support at This Site?

253 Responses

- 95 - Concealed; 93 - Any/All; 51 - Non-Concealed; 9 - Coverage First; 5 - Other

20a) What Type of Facility Would You Support In Cutchogue? Check All that Apply.



571 Responses

In Summary:

PM04 Cutchogue (land zone Marine)

- 194 - Non-concealed 100' Tower
- 333 - Concealed 120' Tower
- 93 - Do not support a tower here

PM05 Cutchogue Fire Department

- 274 - Non-concealed 160' Tower
- 394 - Non-concealed 180' Tower
- 46 - Do not support a tower here

20b) Looking at the images in questions 14 and 15, which (if any) tower design type(s) could you support on Cutchogue?



246 Responses

In Summary:

122 - Any Tower Design

- 61 - Any
- 50 - All
- 7 - What works best

79 - Concealed

- 32 - General
- 25 - Monopine
- 16 - Unipole
- 6 - Painted

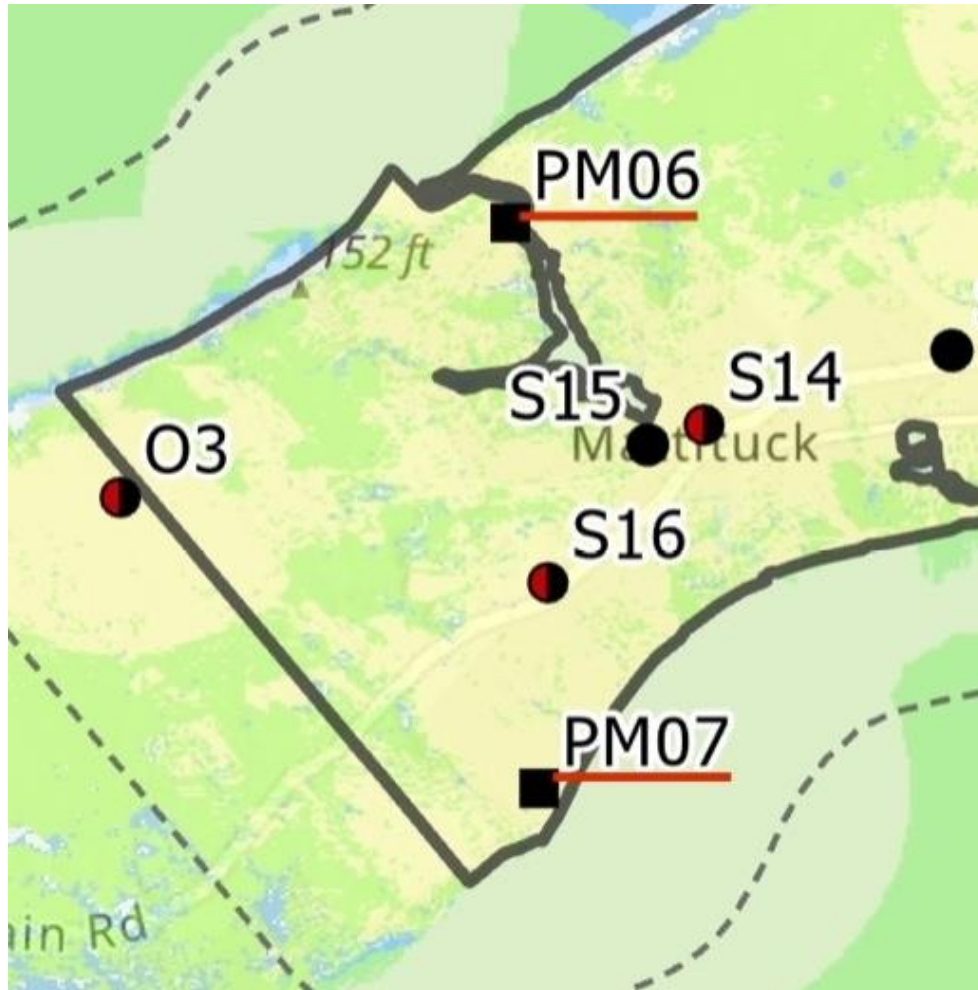
15 - Non-concealed

5 - None

3 - No Opinion

22 - Other responses

21a) What Type of Wireless Facility Would You Support in Mattituck and Laurel? Check all that apply.



In Summary:

PM06 Mattituck:

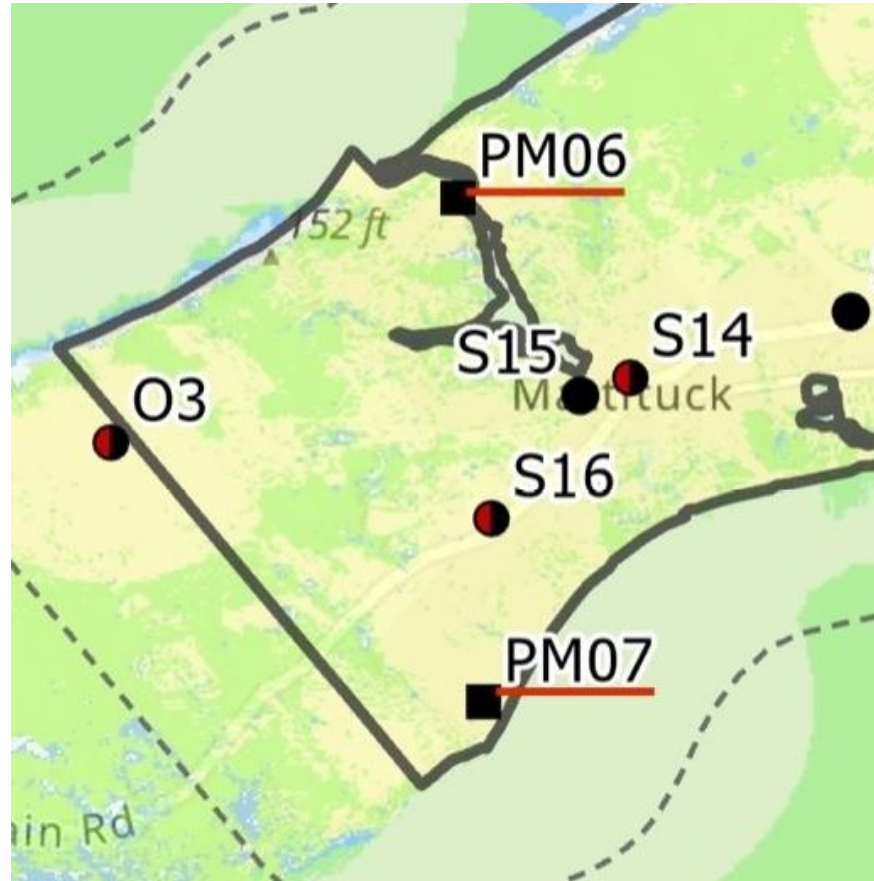
- 221 - Non-concealed 100' Tower
- 415 - Concealed 120' Tower
- 58 - I Do Not Support a Tower in this Vicinity

PM07 Laurel:

- 196 - Non-concealed 100' Tower
- 371 - Concealed 120' Tower
- 36 - I Do Not Support a Tower in this Vicinity

538 Responses

21b) Looking at the images in questions 14 and 15, which (if any) tower design type(s) could you support in Mattituck and Laurel*?



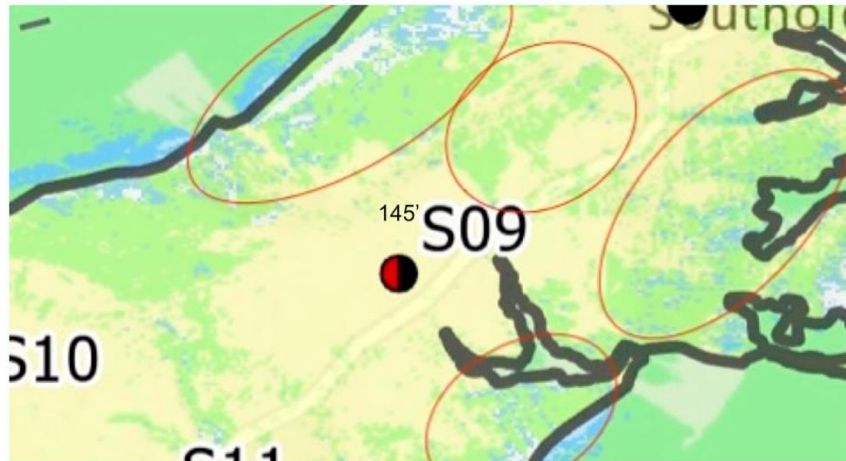
* Cutchogue was listed in the question title instead of Mattituck and Laurel Map.

In Summary:

- 114 Any Tower Design
 - 69 - Any
 - 45 - All
 - 10 - What Works Best
- 86 Concealed
 - 39 General Concealed
 - 28 Monopine
 - 11 Unipole
 - 8 Painted
- 23 (Non-concealed)
- 3 No Opinion
- 2 None
- 18 Other responses

246 Responses

22) Would You Support Replacing the Existing 145' Lattice Tower at 165 Peconic Lane (aka 41405 Route 25) (Site S09) with a Taller 199' Lattice Tower?

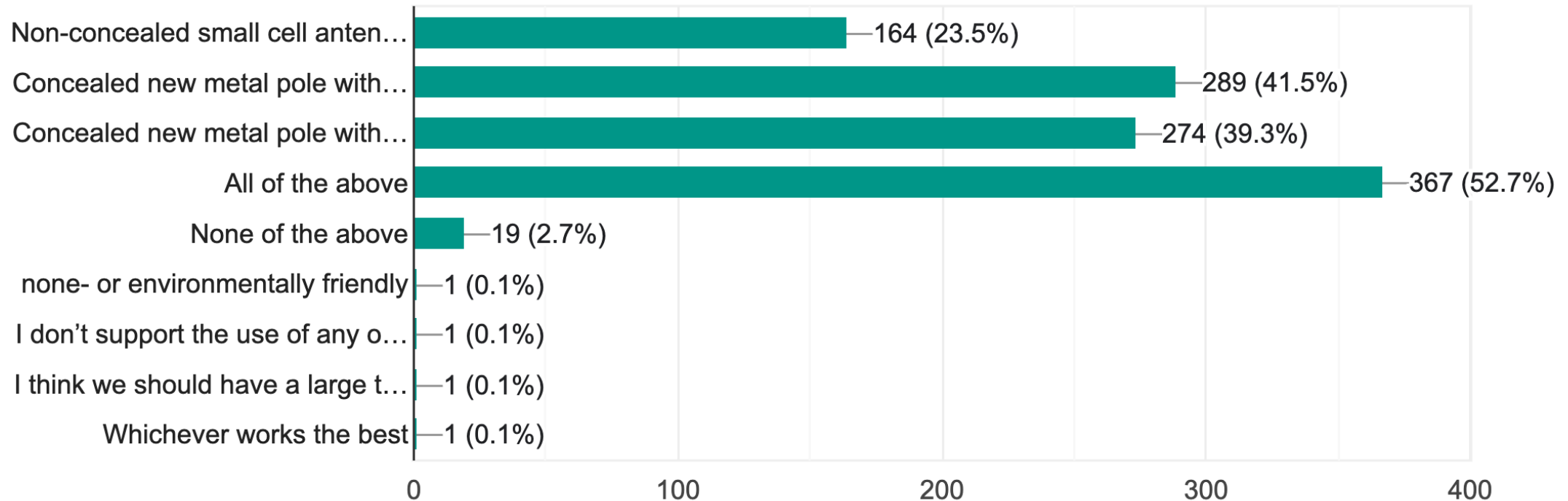


In Summary:

- 524 - Yes, I Support Replacing the Existing 145' Lattice Tower with a 199' Tower
- 60 - No, I Do Not Support Replacing the Existing 145' Lattice Tower with a 199' Tower
- 17 - Other Related Comments

601 Responses

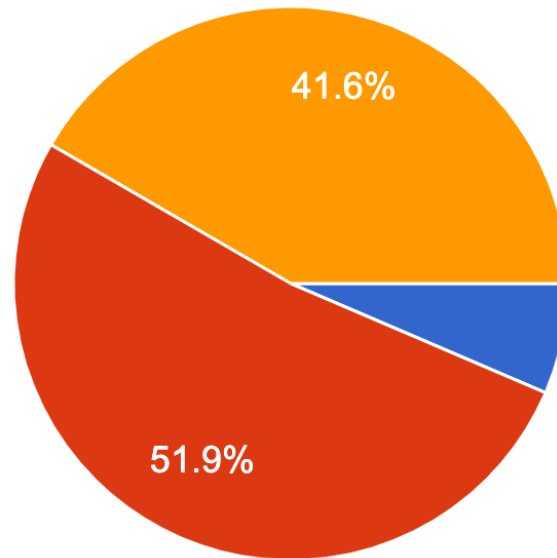
23) Small cell facilities can be concealed or non-concealed. Which small wireless facilities do you prefer? Check all that apply.



657 Responses

24a) If you support small cell facilities in the ROW, which do you prefer:

682 Responses



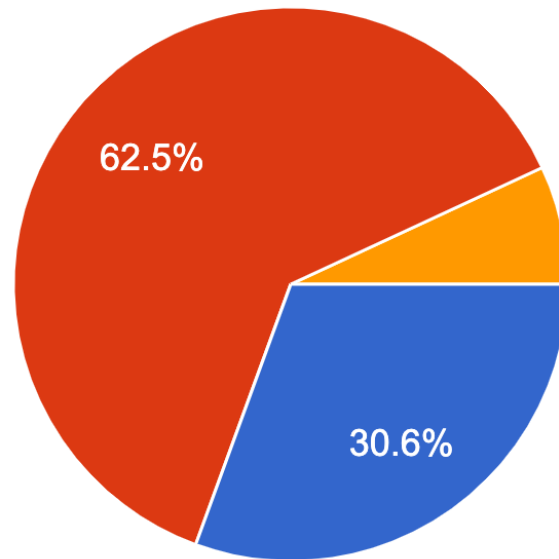
- A pole for each wireless cell phone provider (up to 4 poles for the same geographic area)
- A pole designed for collocation to minimize the number of small cell sites in the ROW
- Either of the above

72 Responses

24b) Please provide any comments related to question 24a.:

- 28 - Coverage Improvements; 15 - Support Use of Existing Pole and Sharing Poles/Collocation; 8 - Specific gap areas; 6 - Opposition to small cells; 14 - Other

25) Which type of deployment do you prefer: 651 Responses

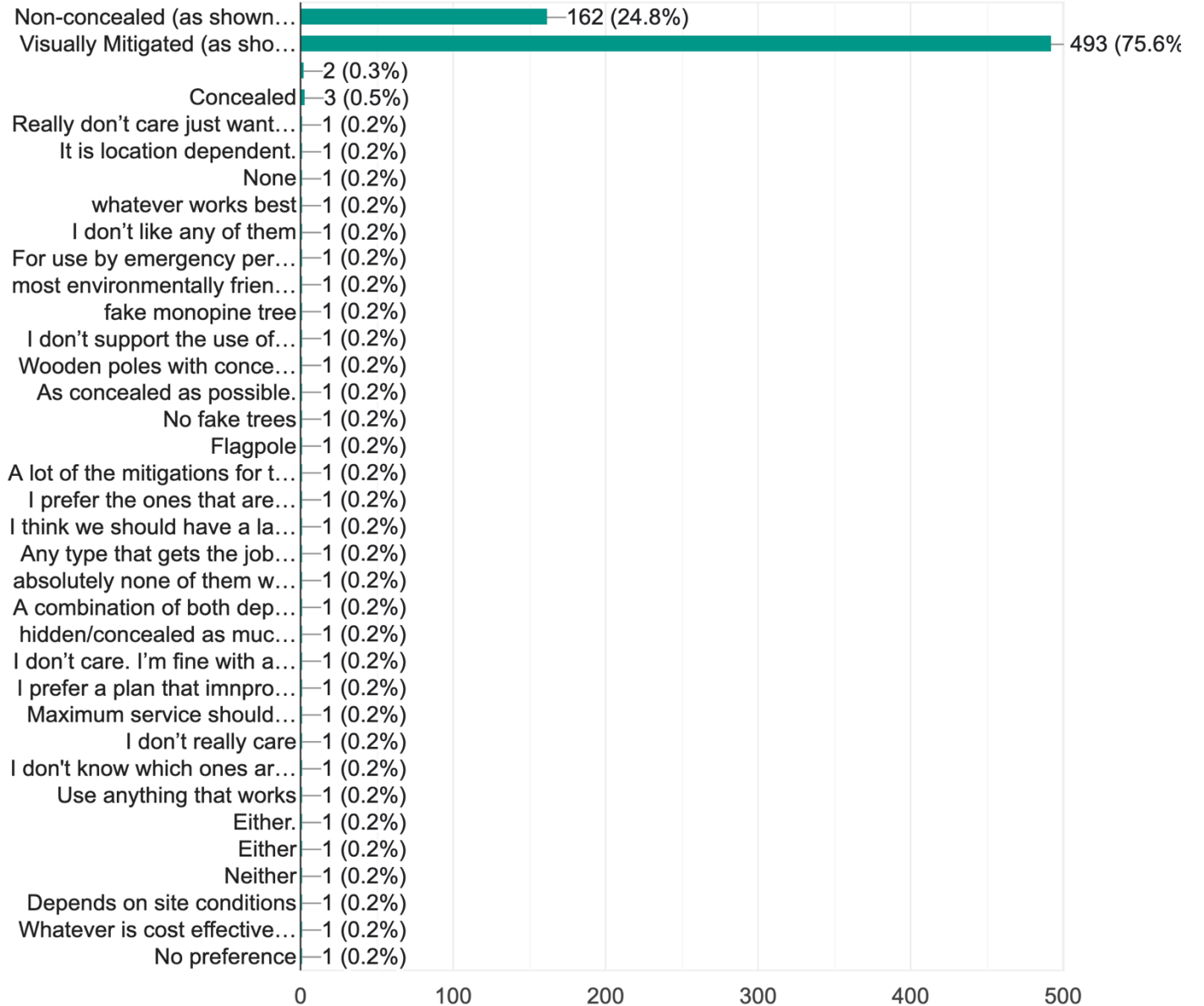


- Macro Cell (Larger and fewer antenna locations overall that are visible for greater distances.)
- Hybrid mix of macro cell and small cells for fill in
- Small Cell (Utility poles in street right-of-way with the understanding that hundreds would be needed to provide similar coverage and capacity similar to that of the macro cells)

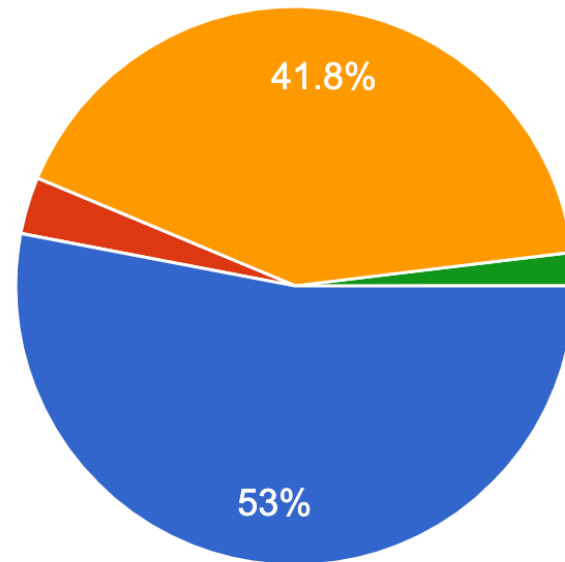
651 Responses

26) Overall, which macro cell tower design type do you prefer?

652 Responses



27) What is most important to you?

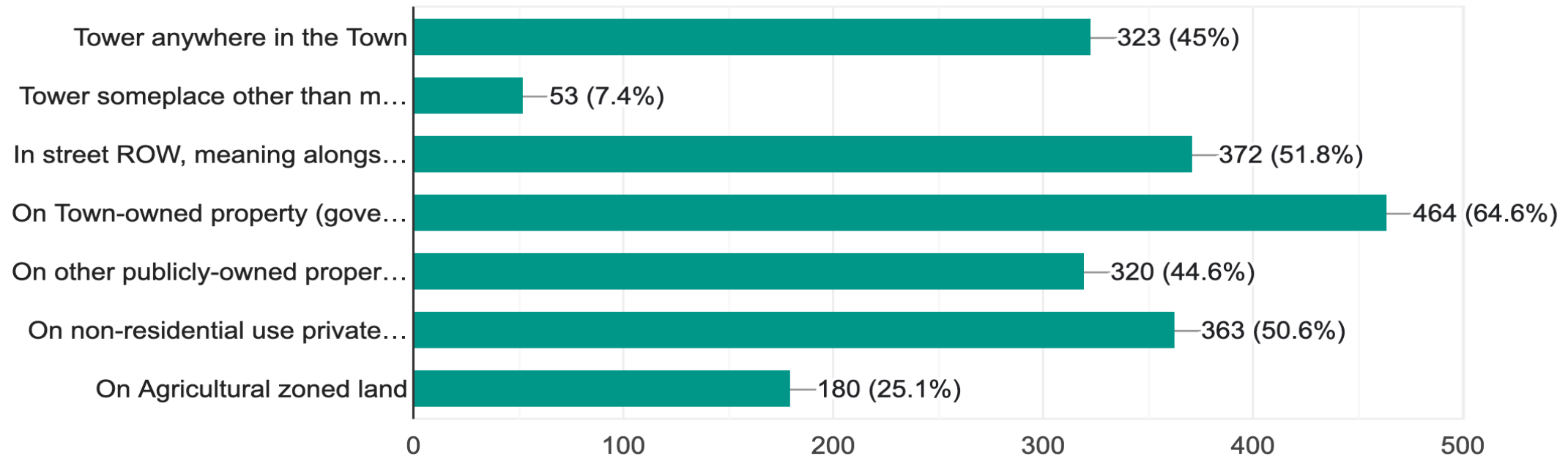


- Excellent cell phone connectivity
- Aesthetics/visual appearance
- Good connectivity and minimal visual impact
- Prefer less wireless infrastructure and willing to tolerate existing or worse wireless cell phone service coverage

730 Responses

28a) Please select the locations where you would support new wireless infrastructure.

718 Responses

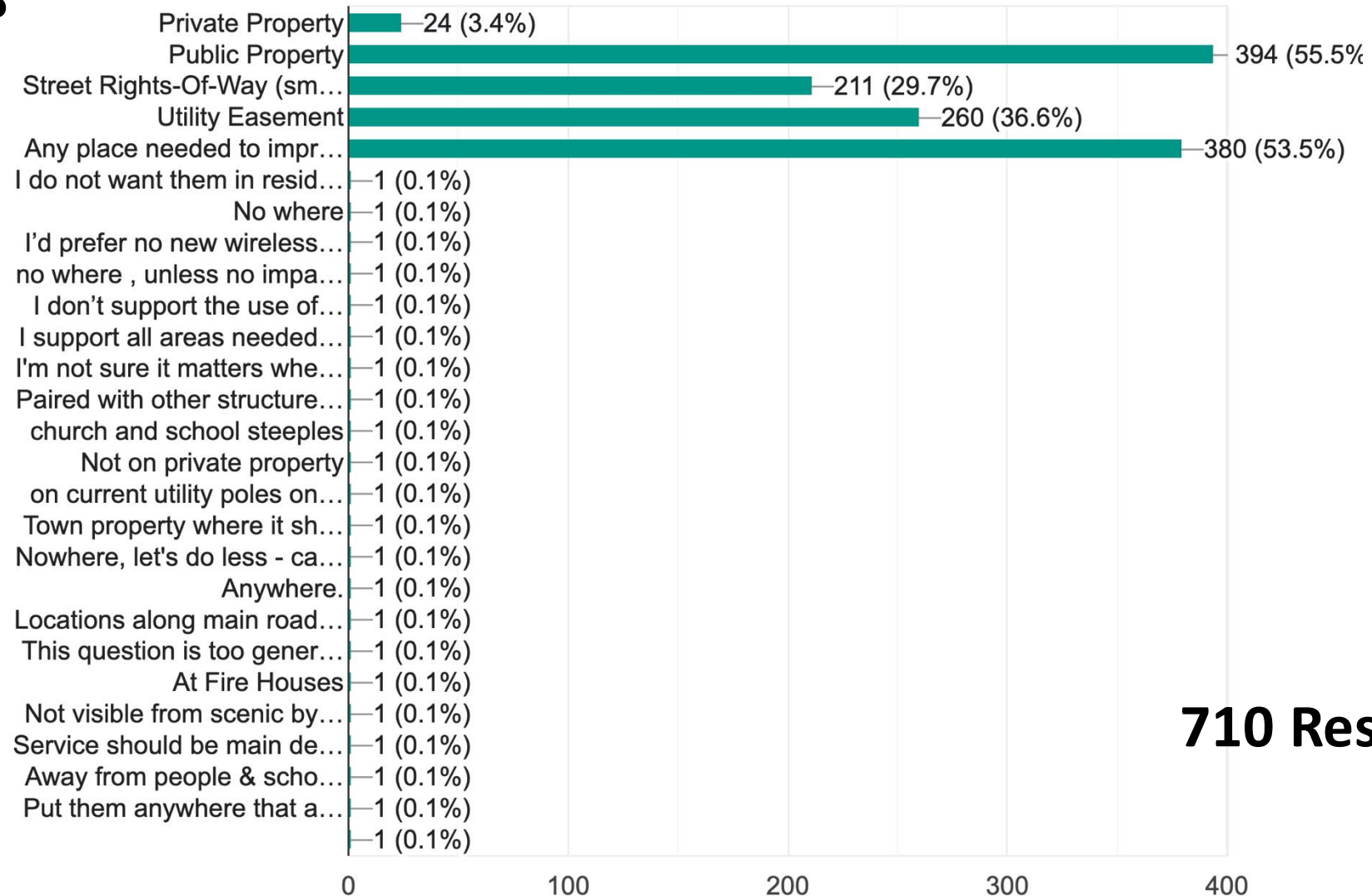


28b) Please provide any comments related to question 28a.

78 Responses

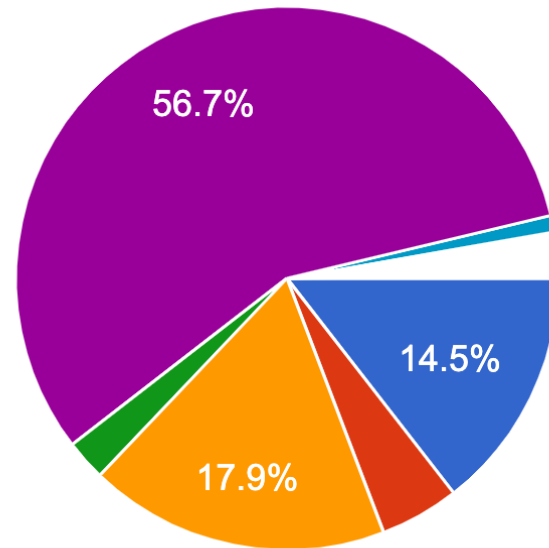
- 22 - Coverage Improvements; 15 - Maximize utility locations, train stations, public assets; 14 - Use concealment, wooded, non-residential & sensitive areas; 10 - Listed gaps; 3 - Survey Criticism; 14 - Other

29) Which of the following locations do you prefer most for new wireless infrastructure?



710 Responses

30) If you support using Borough-owned property for wireless infrastructure, which is more important to you?



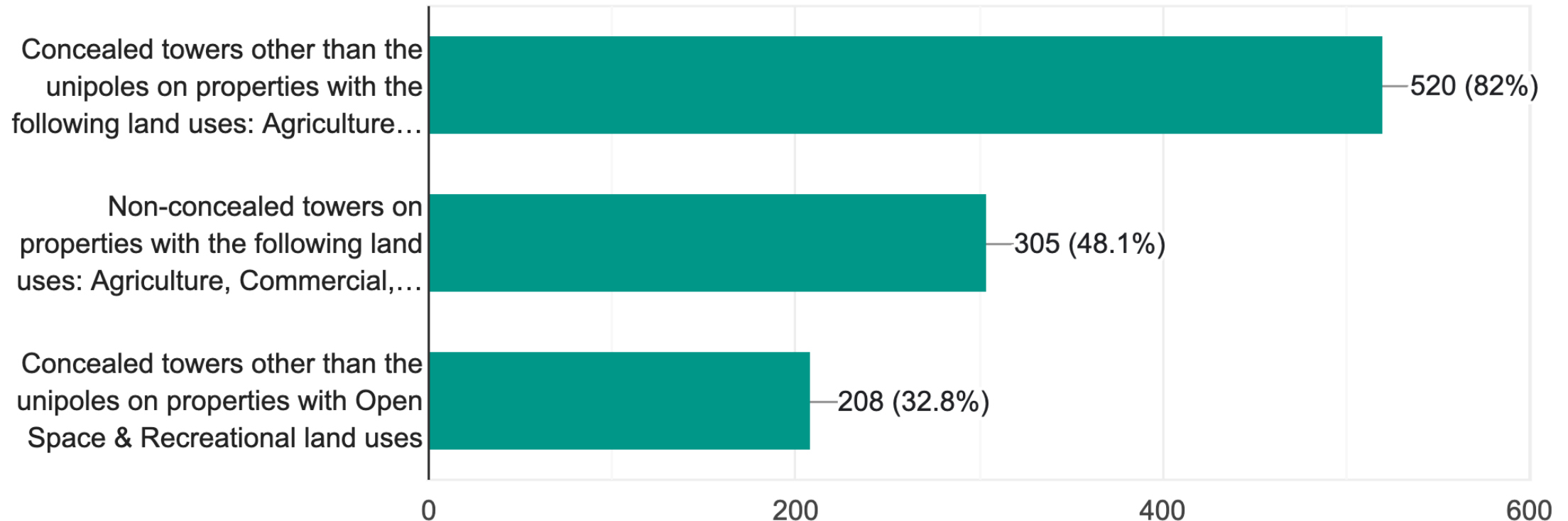
- Location of the infrastructure
- Revenue to the Town generated from...
- Controlling overall design, aesthetics...
- Controlling the location of the infrastru...
- All of the above
- I do not support the use of Town-owne...
- Improving service
- Achieving some damn cellular covera...

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698 Responses

31a) Would You Support Any of the Following?

634 Responses



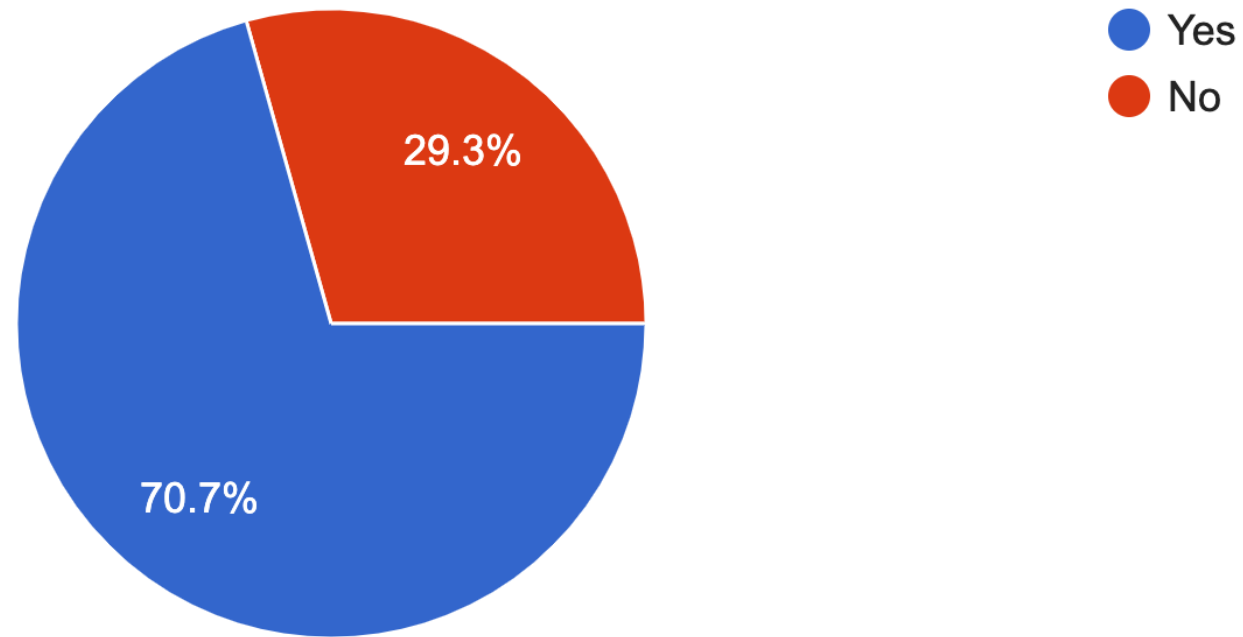
31b) Please provide any comments related to question 31a.

71 Responses

- Opposition to us of AG (15); Support better coverage (21); None of the above (6); Other (29)

33) Do you know of any private property that may be available for new wireless infrastructure? 42 - indicated 'No' 75 Responses

33) Do you want to receive further information about this project? 661 Responses



164 Overall Comments and Suggestions

- Desire and Support for stronger coverage
 - Genuine concern about coverage gaps in emergency situations and the inability to call 9-1-1 from residents' places of residence or while driving.
- Appreciation for process and participation
 - Many thanked the town for the survey and efforts to address/solve the issues discussed in the poll.
- Southold Hamlet is frequently mentioned as a place with poor cell coverage.
- Some residents expressed concerns about the visual impact and want better coverage while trying to conceal the infrastructure as much as possible.
- Five comments were negative about the survey and said it was hard to understand.

Summary

• **Wireless Service & Usage**

- The majority (94%) indicate the quality of wireless cell phone service is important to them, and 69% indicate that coverage where they reside is poor or inconsistent.
- Most (84%) rely on Wi-Fi to enhance their service, and most responders would use their mobile devices more if coverage improves.

• **Wireless Infrastructure Design**

- Many comments about coverage first over aesthetics (Question #27) and many comments about indicating no preference to tower type but when asked:
 - Visually mitigated (75.6%) is the highest rated for design type with the monopine being the most favored as a concealed tower.
 - Small Cell Sites: Designed for collocations are most preferred in street ROW.
 - Support for taller concealed towers over non-concealed tower

• **Location Preferences**

- Public-owned properties, street ROWs, and non-residential land uses, are the preferred locations with little support to use AG zoned lands for new cell towers.

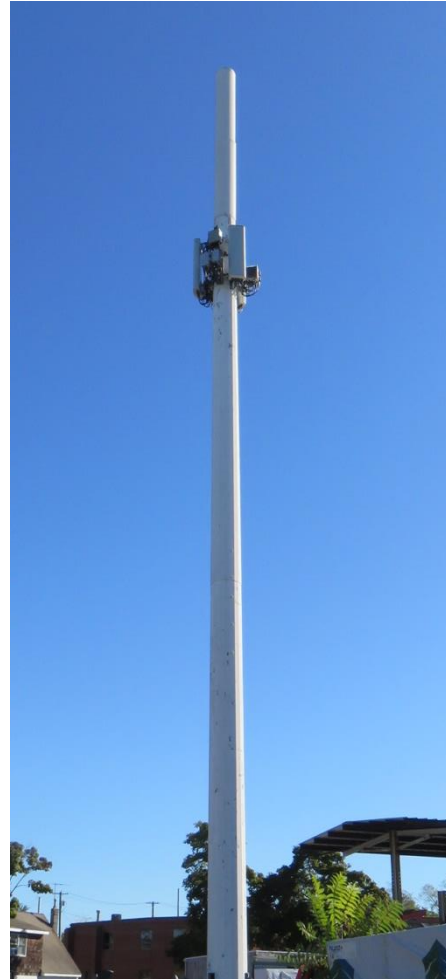


Part 3 Next Steps

Zoning

Existing Towers	District	Design	Height	# of Tenants
S01: 233 Alpine Ave (Fishers Island)	R-80	Concealed Base Station	49'	1
S02: 40200 Main Rd (Orient)	MII	Unipole Tower	89'	3
S03: 23300 Rte 25 (Orient)	R-40	Unipole Tower (Semi*)	99'	5
S04: 9245 Main Rd (East Marion)	R-40	Unipole Tower (Semi*)	115'	5
S05: 63455 Main Rd (Southold)	R-80	Non-Concealed Base Station	80'	1
S06: 61405 Main Rd (Southold)	MII	Unipole Tower (Semi*)	150'	3
S07: 55135 Route 25	HB	Monopole Tower	59'	1
S08: 1040B Horton Ln	LI	Unipole Tower	90'	1
S09: 165 Peconic Lane	R-80	Lattice Tower	145'	5
S10: 21855 Country Rd	LI	Monopole Tower	112'	4
S11: 31775 Main Rd	B	Monopole Tower	92'	1
<i>S12: 260 New Suffolk Rd</i>	<i>HB</i>	<i>Proposed Unipole</i>	<i>140'</i>	<i>2</i>
S13: 415 Elijahs Ln	LI	Monopole Tower	110'	4
S14: 1000 Pike St	HB	Unipole Tower (Semi*)	129'	2
S15: 12585 Sound Ave	LI	Unipole Tower (Semi*)	100'	2
S16: 7055 Main Rd	B	Unipole Tower (Semi*)	110'	4

* Antennas Mounted On Outside of Tower



Observations

Most Towers are Either Unipole (8) or Monopole (4) Designs

The Majority of Towers Range Between 90' to 129'

Several Towers Support Multiple Tenants (2-5)

Existing Towers Are Located in a Variety of Districts (R-80, R-40, MII, LI, HB and B)

Six of Eight Unipoles Are Semi Concealed Because They Have External Mounted Antennas

Article XVII. Wireless Communication Facilities

Comparison of Existing Code to Survey Results

Code	Survey Results
Emphasizes Aesthetics & Scenic Preservation	Adds Priority of Coverage and Public Necessity for Safety
Caps Height to 45' and 80' Depending on Zone	Support for Taller Towers
Promotes Monopoles with Interior Mount Antennas (Unipole) For Concealment	Expand Acceptable Concealed Tower Design Type Options
Special Exception Approval for All Towers	Comments Support Getting Sites On Air Faster
Both Code and Survey Results Support Collocation and Dissuade Lattice and Guy Type Towers	

Article XVII. Wireless Communication Facilities

- Existing Code Updates Required To Meet Code of Federal Regulation
 - Recommended Revisions to Promote New Tower Development

Code of Federal Regulation to Address	Other Recommendations
New Definition For Base Station	Add Language to “Purpose” Promoting Coverage and Public Necessity for Safety
Small Wireless Facilities	Increase Allowable Tower Heights
Eligible Facility Request	Allow Other Concealment Design Types like Monopine (aka Faux Tree)
Timelines for Approval	Allow Concealed Towers by Right Subject up to 120’ and 150’ in Certain Zone Districts Subject to Specific Development Standards